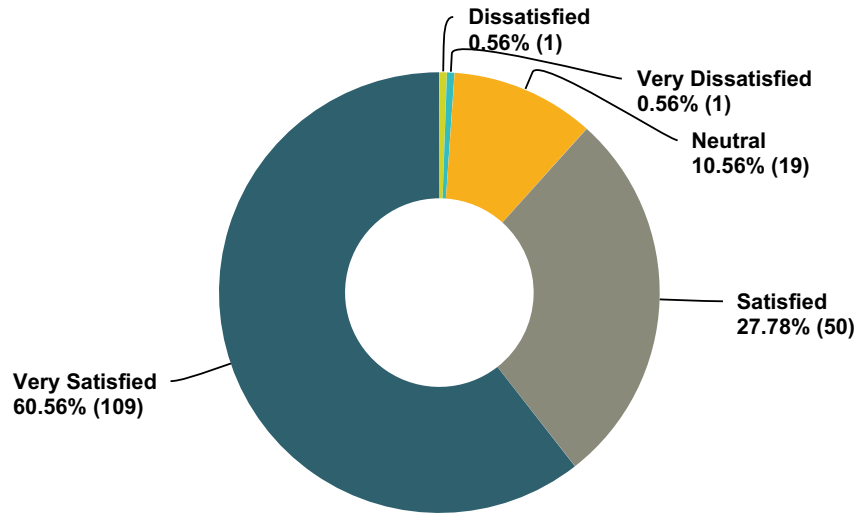


Q2 Overall, how satisfied are you with EOPS Services?

Answered: 180 Skipped: 6



Answer Choices	Responses	
Dissatisfied	0.56%	1
Very Dissatisfied	0.56%	1
Neutral	10.56%	19
Satisfied	27.78%	50
Very Satisfied	60.56%	109
Total		180

EOPS Student Satisfaction Survey, Spring 2015

Q3 You responded that you are satisfied or very satisfied. Please tell us why.

Answered: 128 Skipped: 58

#	Responses	Date
1	is always there to answer my questions	5/29/2015 8:42 AM
2	I am satisfied because they give you help whenever you need them. And try to be available for you	5/28/2015 12:22 AM
3	very helpful at reaching my educational goals.	5/26/2015 10:35 PM
4	Because is very helpful for student like me single parent all the programs that they have like tutorial, bookbuches and grands,workshops etc.	5/26/2015 12:52 PM
5	Everyone is very professional and I've been treated with respect every time i visit	5/25/2015 10:33 AM
6	I get all the help i need in order to pass my classes.	5/23/2015 5:32 PM
7	Excellent services like counselors, tutoring, up to date information and money for books.	5/23/2015 11:56 AM
8	All the People how work there Are friendly	5/22/2015 8:52 PM
9	Help the people.	5/22/2015 7:23 PM
10	EOPS has been great, I've been on a field trip free of charge, i have received help with the cost of textbooks and was even able to see a counselor hassle free	5/21/2015 9:03 PM
11	very knowledgeable counselors	5/21/2015 6:43 PM
12	great counselors	5/21/2015 9:58 AM
13	EOPS helps me make my student education plan easy for me and I fill comfortable.	5/20/2015 8:51 PM
14	The EOPS program is able to help me in many ways, financially and with the resources that it offers. The only issue I notice is some of the computers in their office don't work most of the time.	5/20/2015 8:43 PM
15	Eop is very helpful and has helped guide me on the right road to reach my success.	5/20/2015 1:54 PM
16	Satisfied	5/20/2015 11:57 AM
17	because when i have any question about my classes I always can make an appointment with my counselor.They have same day appoitment that helps a lot	5/20/2015 11:21 AM
18	The environment is friendly and professional. I have taken part of other clubs academically and it turned more into a social club with favorites and what not as if it was high school all over again, EOPS is a program I urge my siblings who will attend LAVC shortly and apply. The overall experience is always pleasant wether I wAlking in to see a counselor or use the computer lab	5/20/2015 7:25 AM
19	Helping in everything to find their way .	5/19/2015 6:34 PM
20	Priority registration, you also get to talk to a counselor when you want to.	5/19/2015 5:04 PM
21	I am satisfied, because every time that I walk into the office I get the assistance that I need right away and I don't have to wait to long. I like that and no matter who it may be the staff is always very friendly and helpful.	5/19/2015 2:51 PM
22	I am satisfied with EOPS because this program and staff really tries to help students all the time. i love the fact we have to do a progress report because the teachers will talk to you about your grade and give you a chance to see where you stand in the class. Also i very much appreciate the counselors mapping out when we will either transfer or finish our goal we want at valley.	5/19/2015 1:15 PM
23	Priority registration is absolutely perfect, book voucher is very helpful, they have tutoring labs, computers to use, very nice and helpful.	5/19/2015 1:05 PM
24	All the personal is very helpful and ready to help students and guest.	5/19/2015 11:46 AM

EOPS Student Satisfaction Survey, Spring 2015

25	What satisfied me with this program is that they help you with the materials you are having trouble with. Lets say you are undecided on your major they have workshops to help you out.	5/19/2015 8:47 AM
26	very satisfied	5/19/2015 7:49 AM
27	Because the personal is friendly, the attention is good, and they make me feel comfortable and encourage the students to get faster goal. the help that EOPS gives to students is amazing. EOPS's support helps to me alot!!! thans EOPS.	5/19/2015 6:47 AM
28	The program gives many opportunities, and has helped keep me on track.	5/19/2015 12:21 AM
29	I am able succeed in my courses, due to the resources and assistant it is provided.	5/18/2015 11:14 PM
30	They have great services great counsellors that work well with students and over all people are nice and encouraging	5/18/2015 10:26 PM
31	It make everything easy	5/18/2015 9:35 PM
32	One on one with a Councelor, priority registration and above all friendly staff and helpful but would like more tutoring available	5/18/2015 9:30 PM
33	They help me make a education plan.	5/18/2015 9:15 PM
34	In EOPS staff always collaborate , and everyone is aware of news and coming up events. Also , always nice and hospitable.	5/18/2015 8:30 PM
35	To a student who needed help or questions with things such as a question about a major or needed help with printing out a simple report EOPS has been very helpful and i appreciate everything they can do in order to help students out.	5/18/2015 7:15 PM
36	Counselors are very helpful	5/18/2015 7:08 PM
37	the counselors are awesome and have helped me out a lot, I also enjoy the services that are offered.	5/18/2015 6:39 PM
38	The counselors were very helpful.	5/18/2015 6:31 PM
39	The counselors are very nice and helpful	5/18/2015 6:17 PM
40	I wish we can get notifications sent by via text about meetings and progress reports.	5/18/2015 5:20 PM
41	Good	5/18/2015 5:06 PM
42	The counselors are great. If you know what you're major is. They can help to get the exact classes you need to achieve your goals and not to take classes that you don't need.so you're not wasting time. They also have great tutors. Everybody there is friendly and helpful.	5/18/2015 5:01 PM
43	The help one receives from this program is beyond belief. this program helped me accomplish my goals within a timely manner. Priority registration is the best thing aside from the counseling! Although the counseling is great there is one draw back to it, which is availability. I understand that counseling appointments are limited due to the number of students you have to accommodate, however it would be nice if the counselor one has already established a relationship with could be available through different time periods (walk-ins).	5/18/2015 5:00 PM
44	The counselors are very helpful and accommodating.	5/18/2015 5:00 PM
45	I couln'd always find an answer	5/18/2015 4:55 PM
46	It has helped me transfer on time. All the resources have really help me in school.	5/18/2015 4:26 PM
47	Good service, great workers! Always helping	5/18/2015 3:42 PM
48	The staff is always willing to help the student with every school related subject. They're always kind and greet students with a kind smile.	5/18/2015 3:03 PM
49	Their services are very helpful for new students	5/18/2015 2:53 PM
50	I am satisfied because they do a good job trying to help.	5/18/2015 2:44 PM
51	Whatever I need to solve the employee help me	5/18/2015 2:43 PM
52	Answered all my questions	5/18/2015 2:28 PM
53	we are allowed to use the computers. nice and friendly staff	5/18/2015 2:19 PM

EOPS Student Satisfaction Survey, Spring 2015

54	I am satisfied because I am able to guidance from counselors to take the right courses towards my major. The free scantrons and book vouchers help alot. Also, I am content that i can print out my assignments at the EOPS office for free.	5/18/2015 2:13 PM
55	My counselor was very helpful	5/18/2015 1:39 PM
56	very helpful	5/18/2015 1:32 PM
57	Its ok.	5/18/2015 1:32 PM
58	Great group of staff	5/18/2015 1:16 PM
59	I am satisfied because hey offer help such as tutoring, counseling and a computer lab. The counselors are way more helpful than general counseling!	5/13/2015 9:56 PM
60	I got financial help to pay my books and I received a personal council.	5/13/2015 11:03 AM
61	Without EOPS i would not have been able to stay in the spring semester, plus all the help they give (tutoring, Comp Lab, advice, etc...), the councilor are a big help as well they help me get on the right track towards my future.	5/11/2015 8:58 AM
62	EOPS makes sure you're on top of your things and reminds you about important events.	5/11/2015 8:02 AM
63	EOPShas made t easier to understand my class scheduling. It is not a hassel to get to my counselor and the book voucher helps so much, I think with the report card it helps me stay ontop of my game.	5/8/2015 2:31 PM
64	The amount of attention that each student receives is astonishing. The fact that the EOPS program provides each student with Scantrons, Test booklets, and computers makes this one of the best programs for any student in need of help both financially and educationally as tutoring is also provided.	5/5/2015 8:27 AM
65	The staff are very nice and help me whith my cuestions	5/5/2015 12:15 AM
66	I can talk to my counselor about anything and I can get a tutor for math	5/4/2015 4:47 PM
67	All the staff is super helpful and attentive to my educational needs!	5/3/2015 2:35 PM
68	This program has helped me in more ways than one. I was able to obtain manditory school materials such as books, scantrons, and green books without having to spend much money.	5/2/2015 9:39 AM
69	I get all the help i need.	5/1/2015 10:25 PM
70	very satisfied	5/1/2015 2:28 PM
71	The EOPS services help me out with anything i need like tutoring and using computers and assisting me with helping to pay for my books.	5/1/2015 1:16 PM
72	it is a good program.	4/30/2015 11:38 PM
73	The Eops program is really helpful, by offering a lot of guidance by the counselors and the tutoring as well. Plus, the early registration is amazing.	4/30/2015 5:26 PM
74	Because they are working hard to help us.	4/30/2015 11:47 AM
75	Because they help me with everything I need....	4/30/2015 8:26 AM
76	I feel very satisfied because EOPS helped me in everything I needed .	4/29/2015 7:42 PM
77	n/a	4/29/2015 3:12 PM
78	Great team! EOPS has been extremely helpful since day 1. thank you!	4/29/2015 2:47 PM
79	They provide great academic support (counseling, tutoring, workshops, etc) and also materialistic support, when possible (book vouchers, scantron, etc).	4/28/2015 10:16 PM
80	Excellent Service. is the most amazing student worker this year. He greets everyone overtime they walk in and makes EOPS feel like a second home. Aside from his awesomeness, the counselors, program director, and other staff I think are the best on campus.	4/28/2015 9:59 PM
81	they have tutoring services, and help with books and the counselors/staff are very helpful.	4/28/2015 7:09 PM
82	I love the counselor The book vouchure is extremely helpful.	4/28/2015 3:31 PM

EOPS Student Satisfaction Survey, Spring 2015

83	I am very satisfied with EOPS because they help me get my classes on time. They also make sure that I'm doing good in classes and if they see that I'm struggling, they help me with tutoring. EOPS also makes it clear to see what classes I need and give me a lot of advice. I like that we get to meet with a counselor because they help me stay focused.	4/28/2015 8:18 AM
84	Every time I need to schedule and appointment with the counselor or need help with anything I feel comfortable and confident going to the office knowing I will always receive help.	4/27/2015 9:59 PM
85	The help that I receive for the books and stationary I am so thankfull and gratefull but one of the managers I am sorry but I have to say that I can not go with very satisfied.	4/27/2015 5:14 PM
86	The reason why I feel very satisfied is because, the staff, tutors , and counselors help me 100% on school questions, problems, and enrollment. Thank you.	4/27/2015 4:38 PM
87	very helpful	4/27/2015 2:51 PM
88	The counselores are great	4/27/2015 2:18 PM
89	I really appreciated the counseling serivices that were prompt and attentive. All the services were helpful and got me on my way to completing my education at LAVC.	4/27/2015 10:08 AM
90	I am satisfied with this program because I feel like they reach out to you a lot and help you out when you really need it.	4/27/2015 9:42 AM
91	I had a great experiece with my counselor guiding and helping me figure out a great plan as a college student.	4/27/2015 12:54 AM
92	It's a great program!	4/26/2015 1:35 PM
93	EOPS has helped me financially with my books, I know that I can go to EOPS with any concern I have and receive a direct answer.	4/26/2015 1:29 PM
94	Great Counseling Department and staff. Amazing tutoring staff.	4/26/2015 12:33 PM
95	very healpful	4/26/2015 11:13 AM
96	I am extremely pleased with the help that I have been getting.	4/26/2015 8:30 AM
97	The staff is very kind and helpful. They do everything they can to help you succeed.	4/25/2015 11:54 PM
98	Because I have priority registration	4/25/2015 10:41 PM
99	It feels like family.	4/25/2015 10:12 PM
100	they are so nice and helpful and guide very well and I have been very ill lately with Shingels and Brochitas and they told me not to give up. Plus they have tutors to help you.	4/25/2015 8:45 PM
101	I am very satisfied with everything, workers are very good and helpful.	4/25/2015 5:27 PM
102	They have helped me to get my grades back on track and answer any and all questions I have.	4/25/2015 10:03 AM
103	Its very helpful and I know if I have any problems with my classes, they will be there to help me.	4/24/2015 11:08 PM
104	I am satisfied because the staff and students are very helpful, especially the counselors. Super thankful for being able to be a part of this program	4/24/2015 10:26 PM
105	because	4/24/2015 10:11 PM
106	The counselors have been helpful with my current plan to transfer to CSULA in the Fall of 2015.	4/24/2015 9:49 PM
107	The staff is very helpful and friendly	4/24/2015 8:07 PM
108	Because they are always helpful	4/24/2015 5:44 PM
109	I didn't know much about the program before, but know that I am a member it has met my expectations. The counselor I met with is awesome and the staff is very friendly and helpful. Overall it's a great program for those who are serious about their education but don't have all the means to pay for books.	4/24/2015 5:26 PM
110	The counseling is helpful. I love the early registration. I like the perks we get, such as the book voucher, scantrons and green books. The emails I receive are also helpful in letting me know what's going on in school.	4/24/2015 5:03 PM
111	I am satisfied because EOPS has great counselors and has available tutoring	4/24/2015 4:18 PM
112	They are family! Especially Wow she inspired me and has made me grow as a student and as a person	4/24/2015 3:57 PM

EOPS Student Satisfaction Survey, Spring 2015

113	Eops make every effort to help in every way possible	4/24/2015 2:43 PM
114	They offer lots of helpful stuff for students. The counselor are nice and so helpful.	4/24/2015 2:37 PM
115	Eop staff was very helpful. The counselors help me set up my educational plan.	4/24/2015 2:30 PM
116	I was able to understand the class I need yo graduate and what options there is	4/24/2015 1:20 PM
117	i got a lot of help from the program	4/24/2015 1:07 PM
118	being able to used the computer and the tutoring is very helpful and , the book voucher is a plus	4/24/2015 12:48 PM
119	I'm satisfied with the help I get to pass my classes as well as the information I need to transfer.	4/24/2015 12:41 PM
120	I received a book voucher that helped.	4/24/2015 12:33 PM
121	i'm not receiving any kind of financial aid so the money they provide us helps me a lot with book expenses.	4/24/2015 12:24 PM
122	They do good services	4/24/2015 12:23 PM
123	My counselors are very helpful and priority registration helps to get the classes we need	4/24/2015 11:23 AM
124	EOPS has helped me with tutoring, resume reviews, and personal statement feedback. I appreciate how helpful they are to our success and answer all of my questions about school or even about my success outside of the classroom.	4/24/2015 11:18 AM
125	It helps me out a lot.	4/24/2015 10:54 AM
126	Everything about the program is great, how ever I do believe that the workers in the front can be more professional (not talk on personal cell phone, while your standing in front of them waiting to be helped).	4/24/2015 10:51 AM
127	i was very satisfied because they helped me eith my academic success.	4/24/2015 10:27 AM
128	I really benefit from the counseling.	4/22/2015 4:37 PM

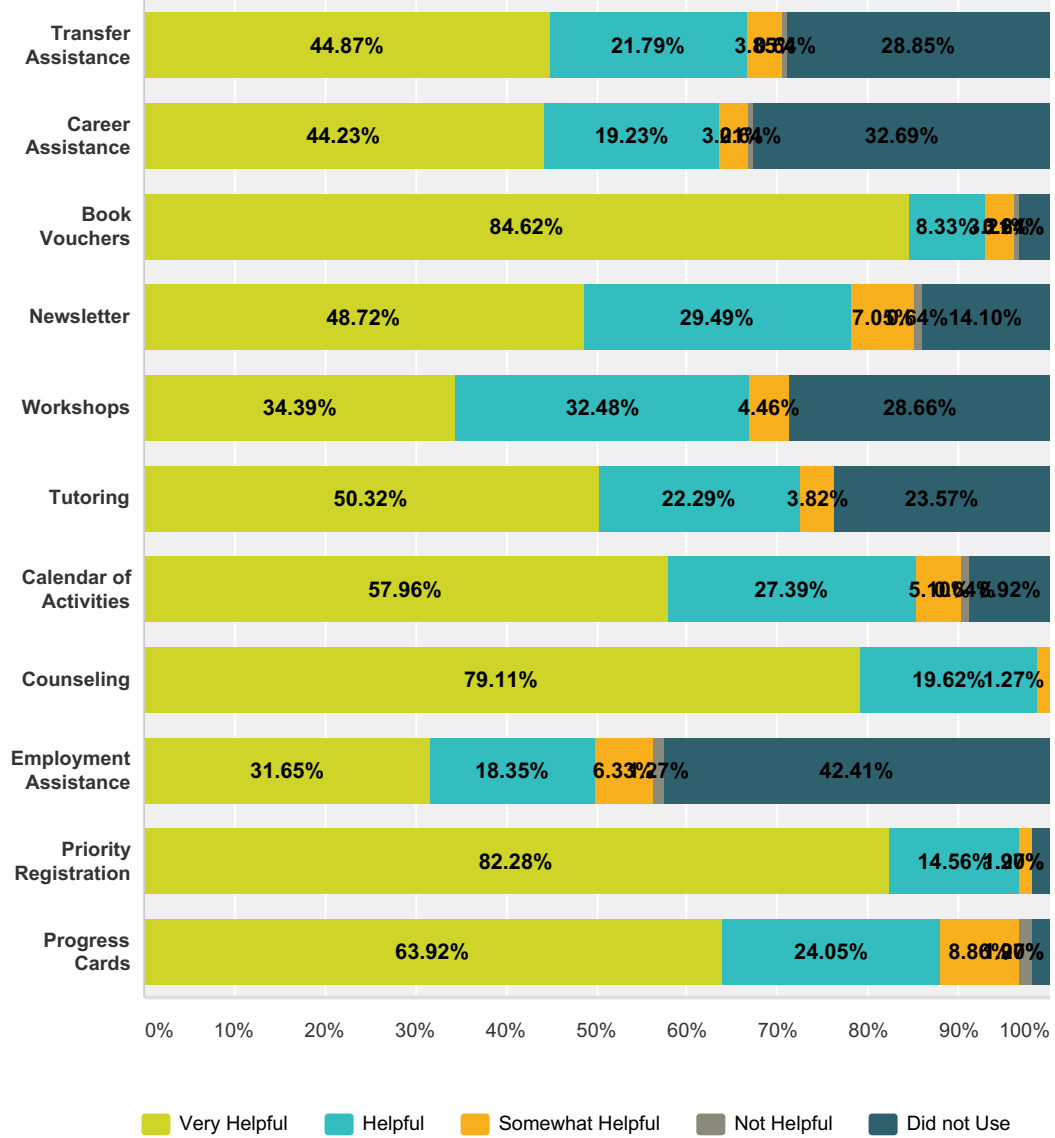
Q4 You responded that you are dissatisfied or very dissatisfied with EOPS services. Please tell us why.

Answered: 2 Skipped: 184

#	Responses	Date
1	When i was in the program..i ask for help and they told me that they cant help me out.	5/18/2015 4:43 PM
2	Because I am a member Eops but I was given time to pick a class at the end 25 May.	5/18/2015 2:06 PM

Q5 Please rate the helpfulness of the following EOPS Services:

Answered: 158 Skipped: 28



	Very Helpful	Helpful	Somewhat Helpful	Not Helpful	Did not Use	Total
Transfer Assistance	44.87% 70	21.79% 34	3.85% 6	0.64% 1	28.85% 45	156
Career Assistance	44.23% 69	19.23% 30	3.21% 5	0.64% 1	32.69% 51	156
Book Vouchers	84.62% 132	8.33% 13	3.21% 5	0.64% 1	3.21% 5	156
Newsletter	48.72% 76	29.49% 46	7.05% 11	0.64% 1	14.10% 22	156
Workshops	34.39% 54	32.48% 51	4.46% 7	0.00% 0	28.66% 45	157

EOPS Student Satisfaction Survey, Spring 2015

Tutoring	50.32% 79	22.29% 35	3.82% 6	0.00% 0	23.57% 37	157
Calendar of Activities	57.96% 91	27.39% 43	5.10% 8	0.64% 1	8.92% 14	157
Counseling	79.11% 125	19.62% 31	1.27% 2	0.00% 0	0.00% 0	158
Employment Assistance	31.65% 50	18.35% 29	6.33% 10	1.27% 2	42.41% 67	158
Priority Registration	82.28% 130	14.56% 23	1.27% 2	0.00% 0	1.90% 3	158
Progress Cards	63.92% 101	24.05% 38	8.86% 14	1.27% 2	1.90% 3	158

EOPS Student Satisfaction Survey, Spring 2015

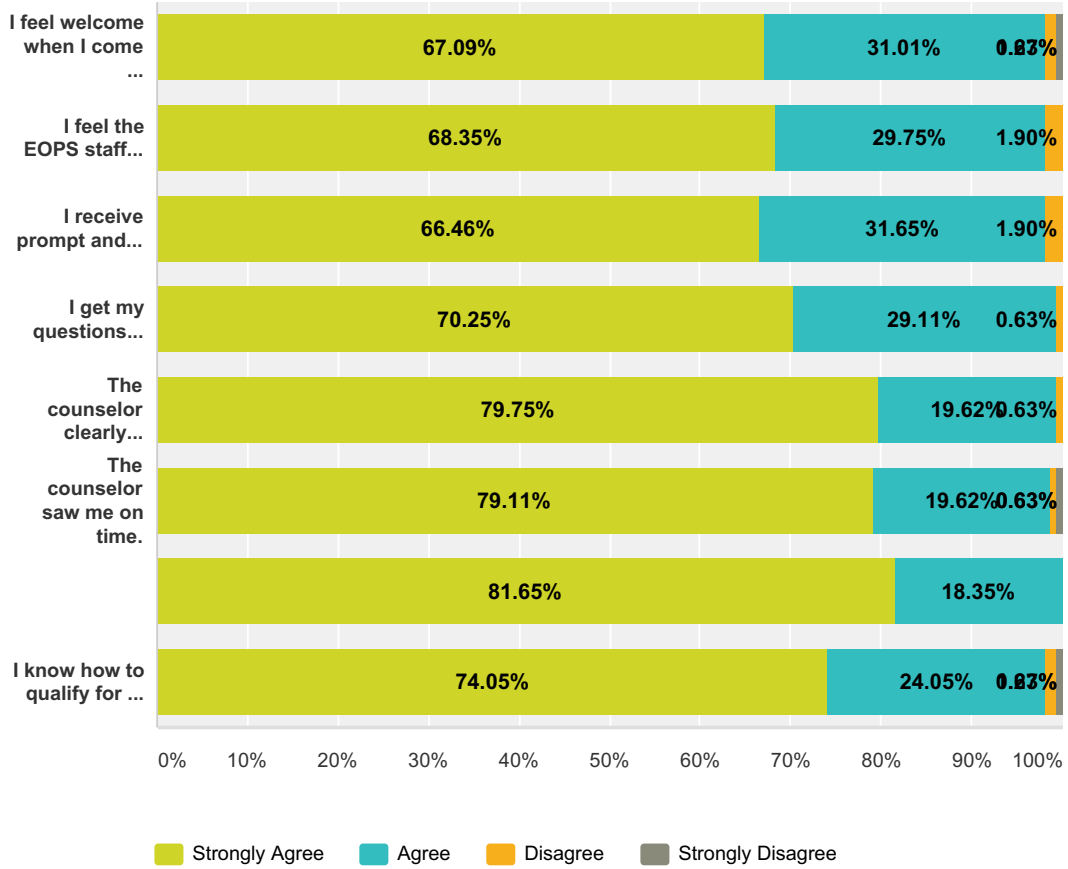
Q6 If you responded that any of the services offered by EOPS were not helpful, please tell us why.

Answered: 11 Skipped: 175

#	Responses	Date
1	i didnt get a boucher because i was missing one unit	6/8/2015 10:11 AM
2	I received no information regarding employment or career assistance. And all my counselor told me regarding transfer assistance was that I should get involved in clubs.	6/3/2015 12:15 PM
3	Nothing	5/20/2015 12:08 PM
4	very helpful	5/19/2015 8:08 AM
5	Everyting is good	5/18/2015 9:04 PM
6	Some of the people there can be more friendly and helpful. Sometimes they have an attitude on them. Especially . They have their own little group of favorites. It's not high school. Get over it. The counselor swerve great. It's just the workers.	5/18/2015 2:01 PM
7	N/A	5/1/2015 1:18 PM
8	none of them	4/29/2015 7:47 PM
9	Information is already provided by the administration	4/29/2015 9:25 AM
10	The progress report is not useful because the professors don't actually provide a grade so it makes no difference and you don't need to even really talk to them you hand them the paper and they sign it. The concept is good but not productive for anyone.	4/24/2015 4:04 PM
11	Just didnt appeal to me, and some people are quite rude. I must be because we are in there asking for money instead of getting a job and working for it.	4/24/2015 10:36 AM

Q7 How much do you agree with the following statements:

Answered: 158 Skipped: 28



	Strongly Agree	Agree	Disagree	Strongly Disagree	Total	Weighted Average
I feel welcome when I come to EOPS.	67.09% 106	31.01% 49	1.27% 2	0.63% 1	158	7.39
I feel the EOPS staff gives clear explanation about qualifications and rules.	68.35% 108	29.75% 47	1.90% 3	0.00% 0	158	7.49
I receive prompt and courteous service from the EOPS staff.	66.46% 105	31.65% 50	1.90% 3	0.00% 0	158	7.34
I get my questions answered when I seek help from EOPS staff.	70.25% 111	29.11% 46	0.63% 1	0.00% 0	158	7.63
The counselor clearly explained the classes I needed for my major.	79.75% 126	19.62% 31	0.63% 1	0.00% 0	158	8.39
The counselor saw me on time.	79.11% 125	19.62% 31	0.63% 1	0.63% 1	158	8.35
The counselor was kind and caring.	81.65% 129	18.35% 29	0.00% 0	0.00% 0	158	8.53
I know how to qualify for a textbook voucher.	74.05% 117	24.05% 38	1.27% 2	0.63% 1	158	7.95

EOPS Student Satisfaction Survey, Spring 2015

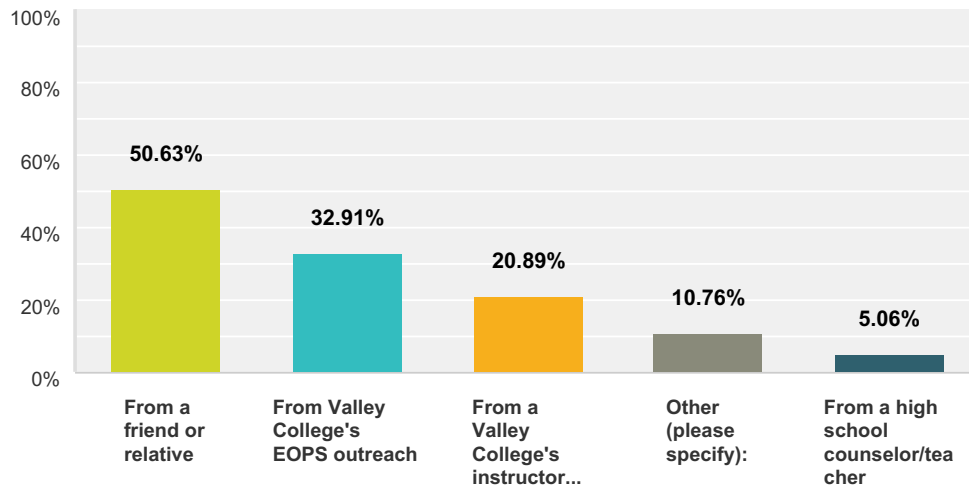
Q8 If you disagree or strongly disagree with any of the statements about EOPS in the question above, please tell us why. (please skip this question if you agree or strongly agree or are answered neutral in Question 7)

Answered: 11 Skipped: 175

#	Responses	Date
1	It's good because People taking the responsibility the learning for good future the my	5/22/2015 9:12 PM
2	Some of the staff was not always friendly.	5/19/2015 6:46 PM
3	I disagreed with "The counselor saw me on time" because she actually saw me several times. Which was very helpful by the way.	5/19/2015 1:18 PM
4	agree	5/19/2015 8:08 AM
5	the counselor was not very helpful , she couldn't answer my question ,	5/4/2015 4:54 PM
6	N/A	5/1/2015 1:18 PM
7	none of them	4/29/2015 7:47 PM
8	Pervious students take longer than 30 minuets to leave the appointment	4/29/2015 9:25 AM
9	I'm not sure yet on how to get a textbook voucher.	4/24/2015 11:12 PM
10	Staff in the front desk needs to be professional and not be on their personal cell phones.	4/24/2015 4:04 PM
11	The biggest issue I had with textbook vouchers was that EOPS does not recognize classes taken outside of LAVC. For instance, on several occasions, I was turned down for receiving a voucher due to not having enough classes at Valley. However, in all of those instances, the EOPS failed to recognize the other classes I was also enrolled in through ITV (mission). This made purchasing textbooks difficult, especially since my income is low.	4/24/2015 2:05 PM

**Q9 How did you find out about EOPS?
(mark all that apply)**

Answered: 158 Skipped: 28



Answer Choices	Responses
From a friend or relative	50.63% 80
From Valley College's EOPS outreach	32.91% 52
From a Valley College's instructor/staff	20.89% 33
Other (please specify):	10.76% 17
From a high school counselor/teacher	5.06% 8
Total Respondents: 158	

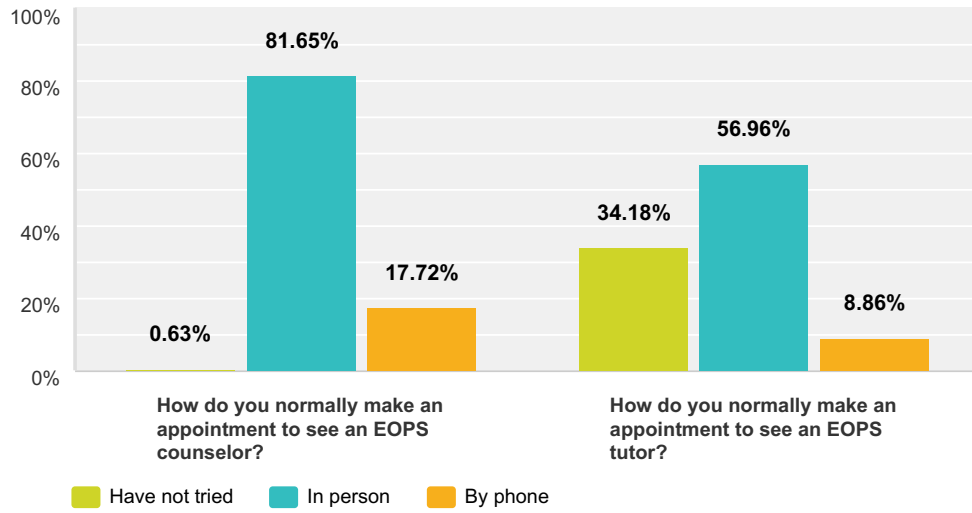
#	Other (please specify):	Date
1	Classmate	5/19/2015 12:53 AM
2	overhearing others talking about EOPS	5/18/2015 5:06 PM
3	Communities and School Case Manager	5/18/2015 2:18 PM
4	EOPS reached out to me	5/18/2015 1:35 PM
5	Outside of school.	5/11/2015 9:02 AM
6	An EOPS representative came to class once and explained the program.	5/5/2015 8:30 AM
7	child development center	5/4/2015 4:54 PM
8	Case Manager	5/1/2015 1:18 PM
9	internet	4/29/2015 7:47 PM
10	Email informing that I qualified for such program	4/29/2015 9:25 AM
11	email	4/28/2015 3:33 PM
12	LAVC website	4/24/2015 10:13 PM
13	I stopped by EOPS office for more information.	4/24/2015 9:54 PM

EOPS Student Satisfaction Survey, Spring 2015

14	From from ASU	4/24/2015 5:30 PM
15	LAVC welcome fair	4/24/2015 2:43 PM
16	From a career fair at Los Angeles Valley while I was at a field trip there in 12tg grade.	4/24/2015 12:46 PM
17	Personal Development 20 Class	4/24/2015 12:39 PM

Q10 Please answer the following questions.

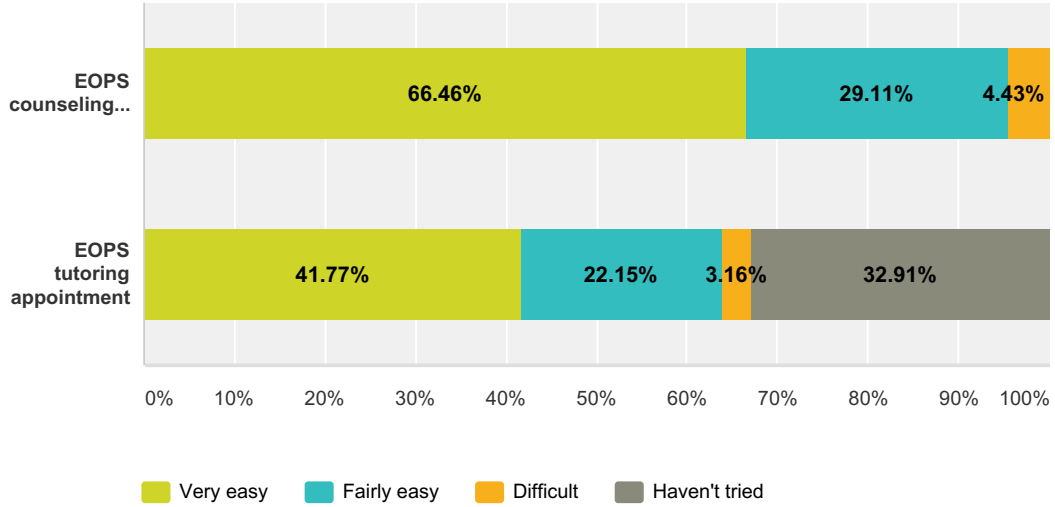
Answered: 158 Skipped: 28



	Have not tried	In person	By phone	Total
How do you normally make an appointment to see an EOPS counselor?	0.63% 1	81.65% 129	17.72% 28	158
How do you normally make an appointment to see an EOPS tutor?	34.18% 54	56.96% 90	8.86% 14	158

Q11 Please rate your experience with getting a 30-minute counseling appointment.

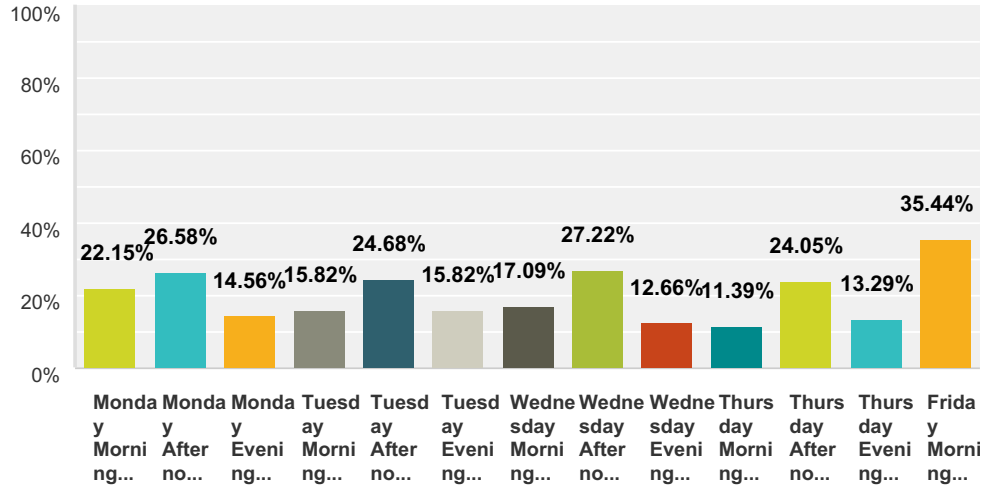
Answered: 158 Skipped: 28



	Very easy	Fairly easy	Difficult	Haven't tried	Total
EOPS counseling appointment	66.46% 105	29.11% 46	4.43% 7	0.00% 0	158
EOPS tutoring appointment	41.77% 66	22.15% 35	3.16% 5	32.91% 52	158

Q12 If you would attend a workshop which hours would be most convenient? (mark all that apply)

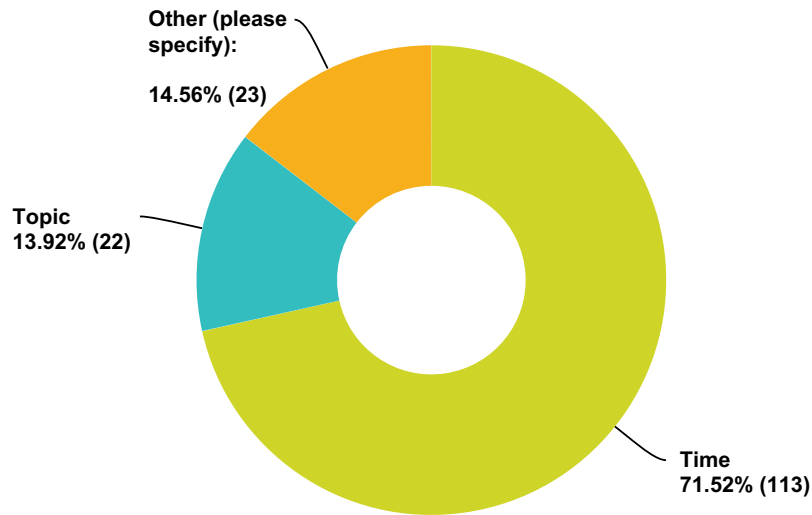
Answered: 158 Skipped: 28



Answer Choices	Responses	
Monday Morning (9:00 am – 11)	22.15%	35
Monday Afternoon (1:00 pm – 3)	26.58%	42
Monday Evening (5:00 pm – 7)	14.56%	23
Tuesday Morning (9:00 am – 11)	15.82%	25
Tuesday Afternoon (1:00 pm – 3)	24.68%	39
Tuesday Evening (5:00 pm – 7)	15.82%	25
Wednesday Morning (9:00 am – 11)	17.09%	27
Wednesday Afternoon (1:00 pm – 3)	27.22%	43
Wednesday Evening (5:00 pm – 7)	12.66%	20
Thursday Morning (9:00 am – 11)	11.39%	18
Thursday Afternoon (1:00 pm – 3)	24.05%	38
Thursday Evening (5:00 pm – 7)	13.29%	21
Friday Morning (9:00 am – 12)	35.44%	56
Total Respondents: 158		

Q13 What would prevent you from attending a workshop?

Answered: 158 Skipped: 28



Answer Choices	Responses	
Time	71.52%	113
Topic	13.92%	22
Other (please specify):	14.56%	23
Total		158

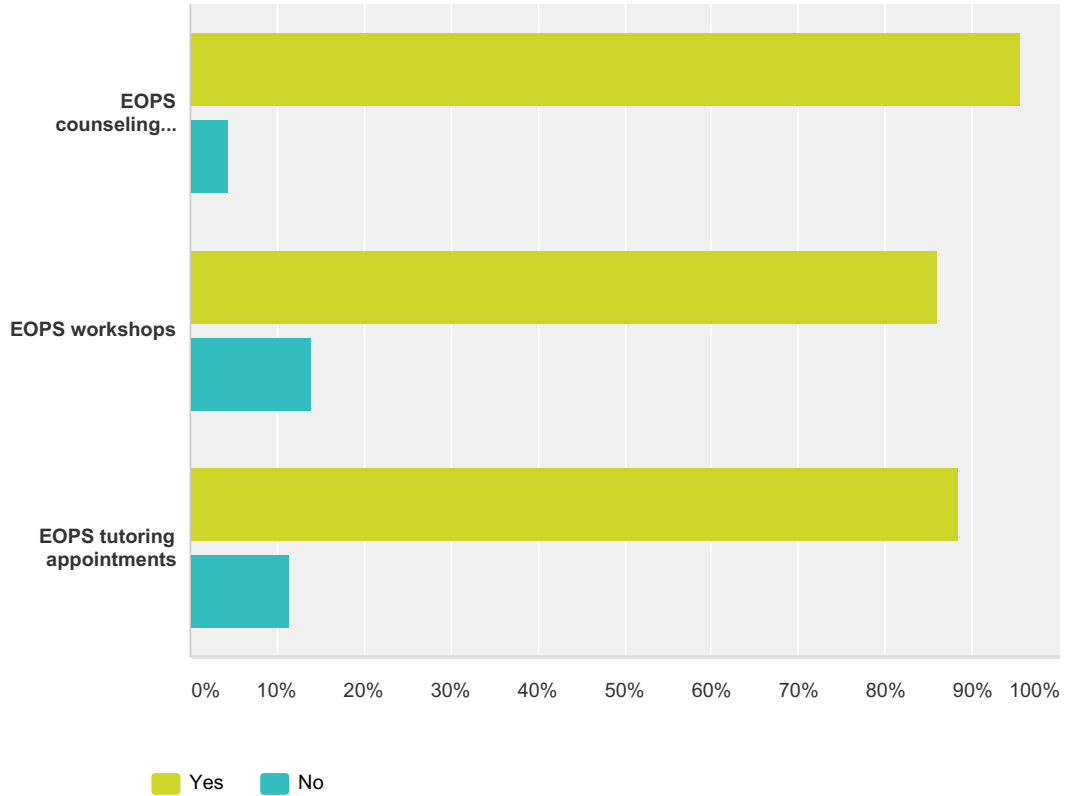
#	Other (please specify):	Date
1	child care	5/29/2015 8:45 AM
2	Work	5/28/2015 12:28 AM
3	class	5/23/2015 12:10 PM
4	sometiems my work	5/22/2015 9:12 PM
5	Work	5/20/2015 1:58 PM
6	Child care	5/19/2015 12:53 AM
7	Work	5/18/2015 9:42 PM
8	classes because i'm full time	5/18/2015 5:22 PM
9	Having classes at the same time of the workshop	5/18/2015 5:06 PM
10	work	5/18/2015 1:35 PM
11	If it conflicts with a class	5/11/2015 10:47 PM
12	my job or having class at a certain time	5/4/2015 4:54 PM
13	I didn't know about	4/30/2015 5:29 PM
14	work	4/30/2015 11:08 AM

EOPS Student Satisfaction Survey, Spring 2015

15	Class schedule conflict	4/29/2015 9:25 AM
16	family emergency	4/28/2015 6:25 PM
17	if I have another class!	4/27/2015 5:20 PM
18	i dont know what workshops there is	4/27/2015 2:55 PM
19	Emergency regarding my daughter, audition, or job	4/27/2015 2:49 PM
20	illness	4/25/2015 8:49 PM
21	Class schedule	4/24/2015 5:30 PM
22	Job	4/24/2015 12:27 PM
23	Work	4/24/2015 11:26 AM

Q14 When you schedule an EOPS counseling appointment or service, would it be helpful to receive a reminder phone call from EOPS?

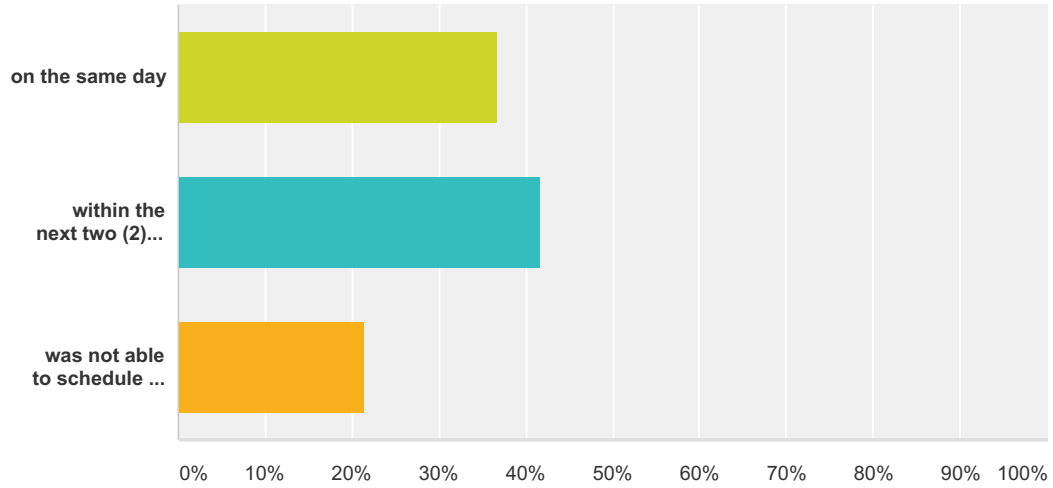
Answered: 158 Skipped: 28



	Yes	No	Total
EOPS counseling appointments	95.57% 151	4.43% 7	158
EOPS workshops	86.08% 136	13.92% 22	158
EOPS tutoring appointments	88.61% 140	11.39% 18	158

Q15 The last time that you tried to see an EOPS counselor immediately, how soon were you able to see a counselor.

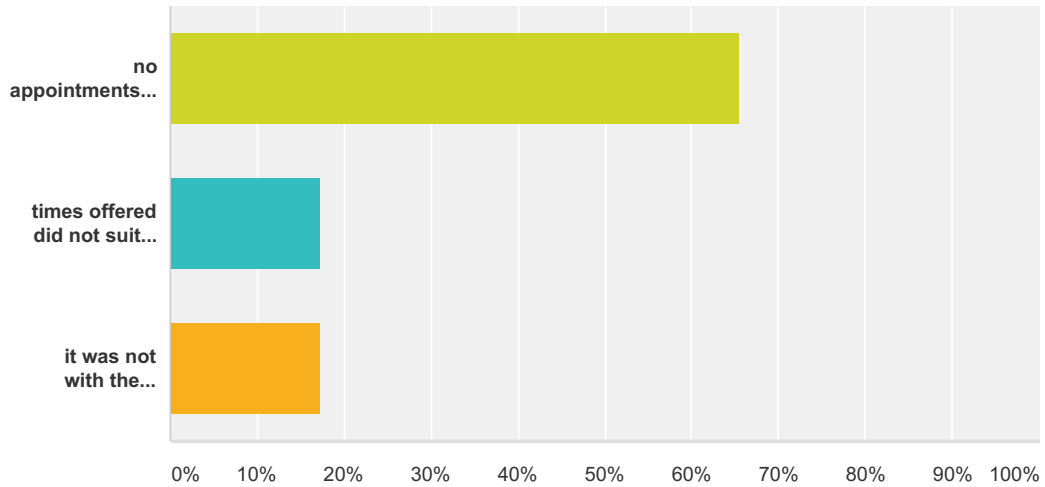
Answered: 158 Skipped: 28



Answer Choices	Responses
on the same day	36.71% 58
within the next two (2) days	41.77% 66
was not able to schedule an appointment	21.52% 34
Total	158

Q16 Please skip this question, if you were able to see a counselor on the same day or within 2 days. If you were unable to schedule an appointment, then why not?

Answered: 29 Skipped: 157

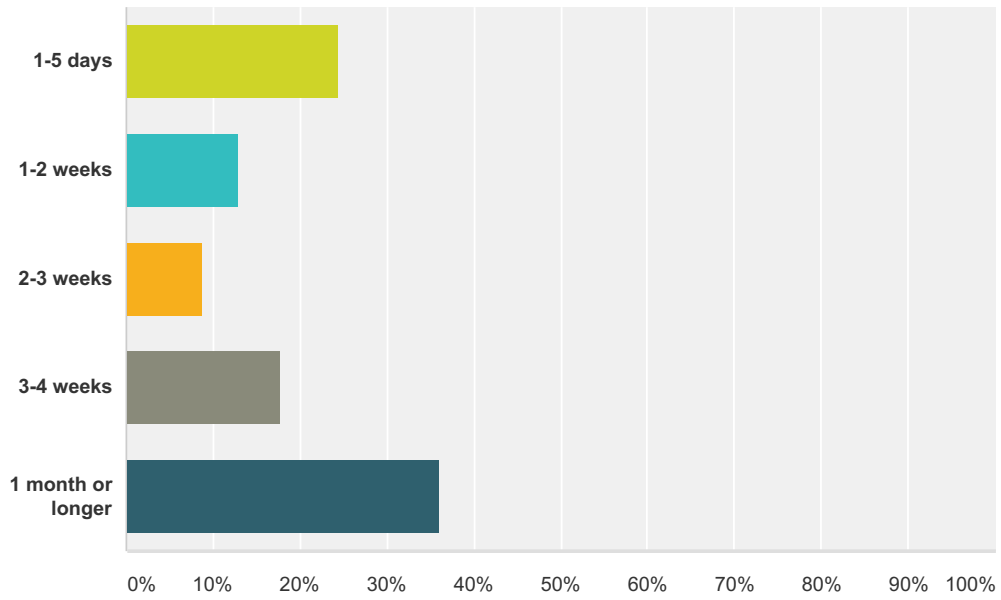


Answer Choices	Responses
no appointments were available	65.52% 19
times offered did not suit my schedule	17.24% 5
it was not with the counselor that I wanted to see	17.24% 5
Total	29

#	Other (please specify)	Date
1	All of the above	5/18/2015 5:05 PM
2	no time	5/18/2015 1:28 PM
3	i did get an appointment but later in the month.	5/11/2015 9:03 AM

Q17 How far in advance did you make your last 30-minute counseling appointment?

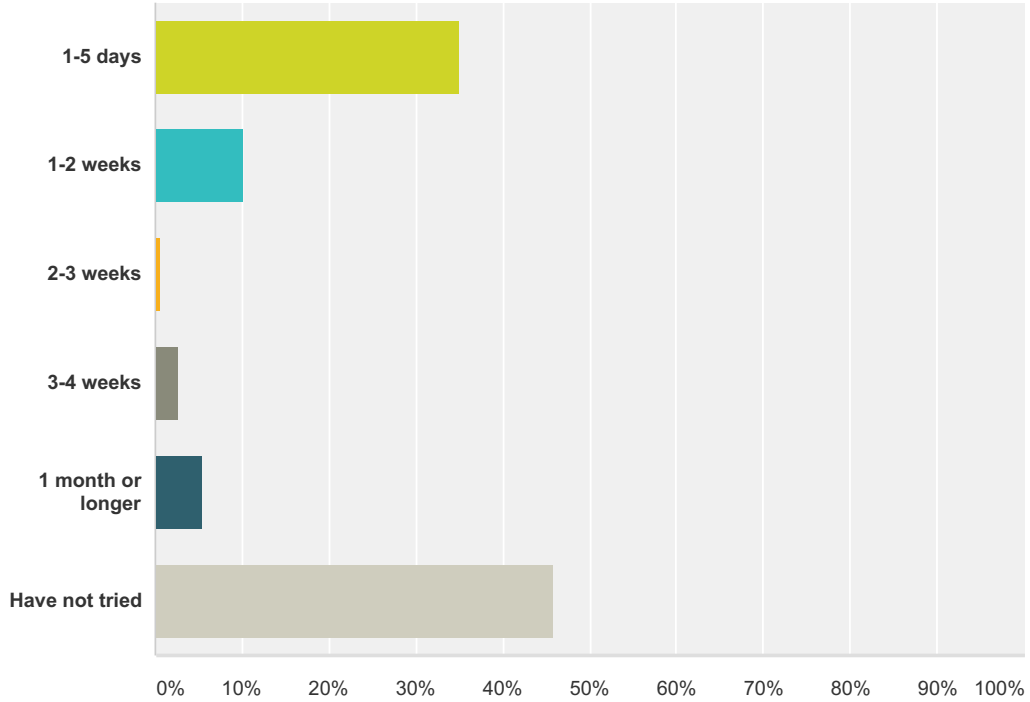
Answered: 147 Skipped: 39



Answer Choices	Responses
1-5 days	24.49% 36
1-2 weeks	12.93% 19
2-3 weeks	8.84% 13
3-4 weeks	17.69% 26
1 month or longer	36.05% 53
Total	147

Q18 The last time you tried to see an EOPS tutor, were you able to see a tutor within any of the time periods listed below?

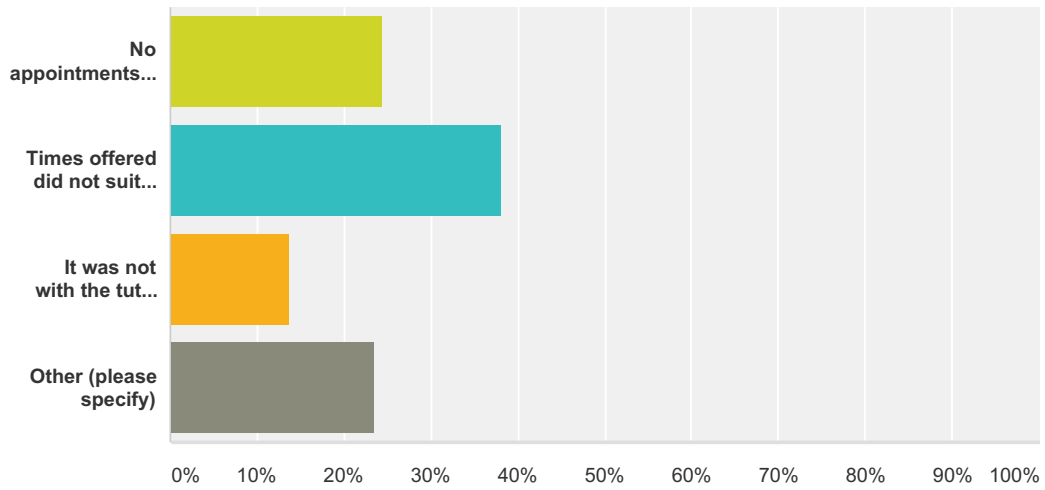
Answered: 148 Skipped: 38



Answer Choices	Responses
1-5 days	35.14% 52
1-2 weeks	10.14% 15
2-3 weeks	0.68% 1
3-4 weeks	2.70% 4
1 month or longer	5.41% 8
Have not tried	45.95% 68
Total	148

Q19 If you were not able to see a EOPS tutor, then why not?

Answered: 102 Skipped: 84



Answer Choices	Responses
No appointments available	24.51% 25
Times offered did not suit my schedule	38.24% 39
It was not with the tutor that I wanted to see	13.73% 14
Other (please specify)	23.53% 24
Total	102

#	Other (please specify)	Date
1	i was able to	6/3/2015 12:18 PM
2	Have not tried	5/20/2015 8:50 PM
3	A tutor service was not needed	5/20/2015 8:03 AM
4	Did not try services	5/19/2015 2:58 PM
5	Have not seek a tutor	5/18/2015 11:22 PM
6	i did not use a tutor this semester	5/18/2015 7:34 PM
7	I have not tried	5/18/2015 2:21 PM
8	was able to see tutor	5/18/2015 1:37 PM
9	have not tried	5/18/2015 1:30 PM
10	not needed yet.	5/11/2015 9:06 AM
11	heven't tried	5/11/2015 8:08 AM
12	i didnt need one	5/8/2015 2:35 PM
13	Have not tried	4/29/2015 9:27 AM
14	not applicable (have not tried)	4/28/2015 10:28 PM

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15	haven't needed it	4/28/2015 3:36 PM
16	I didn't need to see one	4/28/2015 8:25 AM
17	I didn't have tutoring this semester!	4/27/2015 5:31 PM
18	Haven't needed to meet with a tutor.	4/27/2015 2:59 PM
19	i was able	4/27/2015 2:58 PM
20	I haven't found a need to see a tutor.	4/27/2015 9:49 AM
21	I have not experiecei	4/25/2015 9:00 PM
22	Have never used tutoring	4/24/2015 2:48 PM
23	Was not needed	4/24/2015 1:26 PM
24	Have not tried yet	4/24/2015 12:43 PM

Q20 EOPS provides tutoring in English and Math. If you could choose one or the other subject, what would it be?

Answered: 149 Skipped: 37

#	Responses	Date
1	Math	6/8/2015 11:08 AM
2	math	6/8/2015 10:14 AM
3	math	6/3/2015 12:18 PM
4	English	5/29/2015 8:47 AM
5	Math	5/28/2015 12:30 AM
6	math	5/26/2015 10:47 PM
7	math	5/26/2015 1:26 PM
8	Math	5/23/2015 5:42 PM
9	Math	5/23/2015 12:18 PM
10	English	5/22/2015 7:26 PM
11	English	5/22/2015 7:21 PM
12	Science	5/22/2015 3:43 PM
13	biology	5/21/2015 9:07 PM
14	English	5/21/2015 6:48 PM
15	english	5/21/2015 1:04 PM
16	MATH	5/21/2015 10:00 AM
17	English	5/21/2015 9:01 AM
18	Math	5/20/2015 9:12 PM
19	Computer Science and possibly Physics for the future	5/20/2015 8:50 PM
20	Math	5/20/2015 2:02 PM
21	geography	5/20/2015 11:28 AM
22	Math	5/20/2015 8:03 AM
23	math, since it is a more difficult subject.	5/19/2015 11:50 PM
24	Political science	5/19/2015 6:50 PM
25	math	5/19/2015 5:12 PM
26	Math	5/19/2015 2:58 PM
27	It would be math.	5/19/2015 1:21 PM
28	Both can be very helpful	5/19/2015 1:15 PM
29	Math	5/19/2015 11:53 AM
30	I would have taken math 115 because I am having a little problems with it.	5/19/2015 8:51 AM
31	English but if I could I'll chose both	5/19/2015 8:30 AM

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32	Math	5/19/2015 1:17 AM
33	Math	5/19/2015 12:28 AM
34	Math	5/18/2015 11:22 PM
35	Nothing	5/18/2015 10:34 PM
36	English	5/18/2015 9:57 PM
37	Chemistry and physiology,but mostly chemistry	5/18/2015 9:51 PM
38	English	5/18/2015 9:41 PM
39	I Don't decided. I Don't know	5/18/2015 9:13 PM
40	Math	5/18/2015 8:42 PM
41	Math	5/18/2015 7:54 PM
42	Anatomy, Psychology, Microbiology, Physiology, and Sociology	5/18/2015 7:34 PM
43	math	5/18/2015 6:43 PM
44	Math	5/18/2015 6:37 PM
45	English	5/18/2015 6:25 PM
46	Biology	5/18/2015 5:40 PM
47	Biology	5/18/2015 5:24 PM
48	Accounting	5/18/2015 5:14 PM
49	Psychology	5/18/2015 5:12 PM
50	English	5/18/2015 5:11 PM
51	English	5/18/2015 5:00 PM
52	math	5/18/2015 4:31 PM
53	Math	5/18/2015 3:46 PM
54	English	5/18/2015 3:29 PM
55	Math	5/18/2015 3:10 PM
56	English	5/18/2015 3:06 PM
57	Math	5/18/2015 2:50 PM
58	Math	5/18/2015 2:49 PM
59	Math	5/18/2015 2:32 PM
60	math	5/18/2015 2:29 PM
61	Math	5/18/2015 2:27 PM
62	Math	5/18/2015 2:21 PM
63	English	5/18/2015 2:15 PM
64	Both are important. How can you make me choose? It's like making me choose between breathing and eating. You need both in order to survive.	5/18/2015 2:06 PM
65	Math	5/18/2015 1:44 PM
66	Psychology	5/18/2015 1:43 PM
67	MATH	5/18/2015 1:37 PM
68	Math	5/18/2015 1:36 PM

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69	Yes	5/18/2015 1:30 PM
70	English	5/18/2015 1:20 PM
71	Math	5/18/2015 1:19 PM
72	math	5/13/2015 10:03 PM
73	English	5/13/2015 11:08 AM
74	Language	5/11/2015 10:50 PM
75	Math	5/11/2015 9:06 AM
76	most likely math	5/11/2015 8:08 AM
77	child dev	5/8/2015 2:35 PM
78	sociology	5/7/2015 9:42 AM
79	Math, I need improvement and as much help as I can get	5/5/2015 8:35 AM
80	math	5/4/2015 4:59 PM
81	English	5/3/2015 2:39 PM
82	Both	5/2/2015 9:45 AM
83	English	5/1/2015 10:35 PM
84	Both cause i have diffulcuties with both subjects.	5/1/2015 1:21 PM
85	English	4/30/2015 11:47 PM
86	English	4/30/2015 5:30 PM
87	Math	4/30/2015 12:17 PM
88	math	4/30/2015 11:10 AM
89	Math	4/30/2015 8:30 AM
90	english	4/29/2015 7:51 PM
91	n/a	4/29/2015 3:15 PM
92	MATH	4/29/2015 2:50 PM
93	math	4/29/2015 12:13 PM
94	Foreign language	4/29/2015 9:27 AM
95	Math	4/28/2015 10:28 PM
96	I would chose math tutoring	4/28/2015 10:01 PM
97	math	4/28/2015 7:20 PM
98	Math	4/28/2015 6:30 PM
99	science	4/28/2015 3:36 PM
100	Math, Biology, Political Science	4/28/2015 8:25 AM
101	Math	4/27/2015 10:03 PM
102	Biology, chemistry and Phys.	4/27/2015 5:31 PM
103	English	4/27/2015 4:47 PM
104	Math	4/27/2015 2:59 PM
105	history	4/27/2015 2:58 PM
106	English	4/27/2015 2:24 PM

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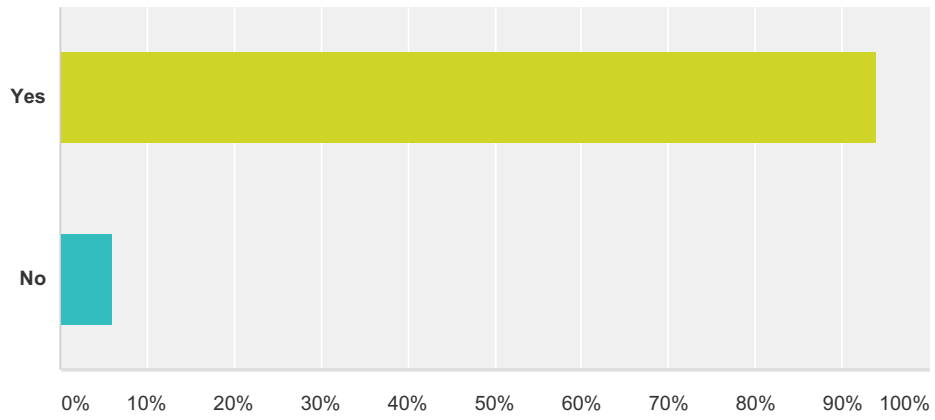
107	biology	4/27/2015 10:11 AM
108	Math	4/27/2015 9:49 AM
109	Biology	4/27/2015 8:40 AM
110	Science	4/26/2015 1:35 PM
111	MATH	4/26/2015 12:37 PM
112	English	4/26/2015 11:18 AM
113	English	4/26/2015 8:35 AM
114	Math	4/26/2015 12:06 AM
115	Math	4/25/2015 10:47 PM
116	Math	4/25/2015 10:17 PM
117	for me honestly I need both	4/25/2015 9:00 PM
118	History	4/25/2015 6:19 PM
119	Sociology	4/25/2015 5:57 PM
120	Math	4/25/2015 10:07 AM
121	Math	4/24/2015 11:13 PM
122	anatomy, chemistry, and physiology	4/24/2015 10:37 PM
123	History	4/24/2015 10:14 PM
124	Math.	4/24/2015 9:57 PM
125	english	4/24/2015 9:31 PM
126	Science.	4/24/2015 8:19 PM
127	Math	4/24/2015 7:29 PM
128	Physiology	4/24/2015 6:35 PM
129	BOTH	4/24/2015 5:33 PM
130	chemistry and physics	4/24/2015 5:08 PM
131	science courses like Anatomy, Biology, Microbiology	4/24/2015 4:25 PM
132	None	4/24/2015 4:08 PM
133	English	4/24/2015 4:02 PM
134	In sociology	4/24/2015 3:28 PM
135	In psychology and sociology classes.	4/24/2015 2:48 PM
136	Biology 3	4/24/2015 2:12 PM
137	Chemistry	4/24/2015 1:26 PM
138	biology	4/24/2015 1:13 PM
139	math	4/24/2015 12:52 PM
140	Math	4/24/2015 12:43 PM
141	Moth	4/24/2015 12:29 PM
142	Math	4/24/2015 12:28 PM
143	English	4/24/2015 11:29 AM
144	Biology, Chemistry, and Physics	4/24/2015 11:24 AM

EOPS Student Satisfaction Survey, Spring 2015

145	Economics, accounting	4/24/2015 11:05 AM
146	Math	4/24/2015 11:02 AM
147	Neither, I'd just go to the library	4/24/2015 10:38 AM
148	psychology	4/24/2015 10:35 AM
149	Stats	4/22/2015 12:52 PM

Q21 Do you have access to a computer at home?

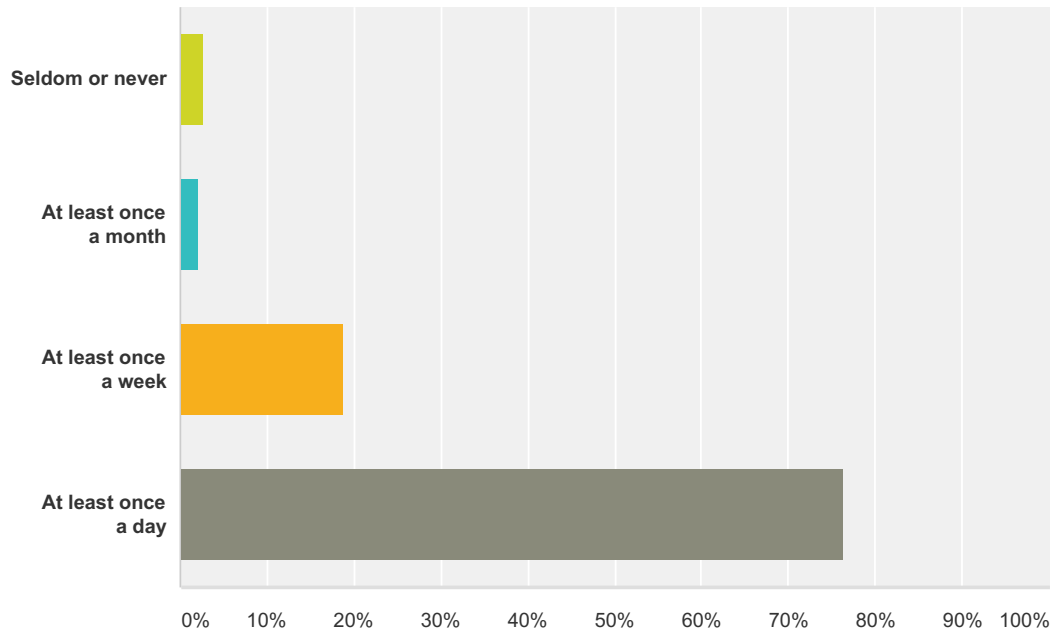
Answered: 149 Skipped: 37



Answer Choices	Responses	
Yes	93.96%	140
No	6.04%	9
Total		149

Q22 How often do you access the internet and/or email?

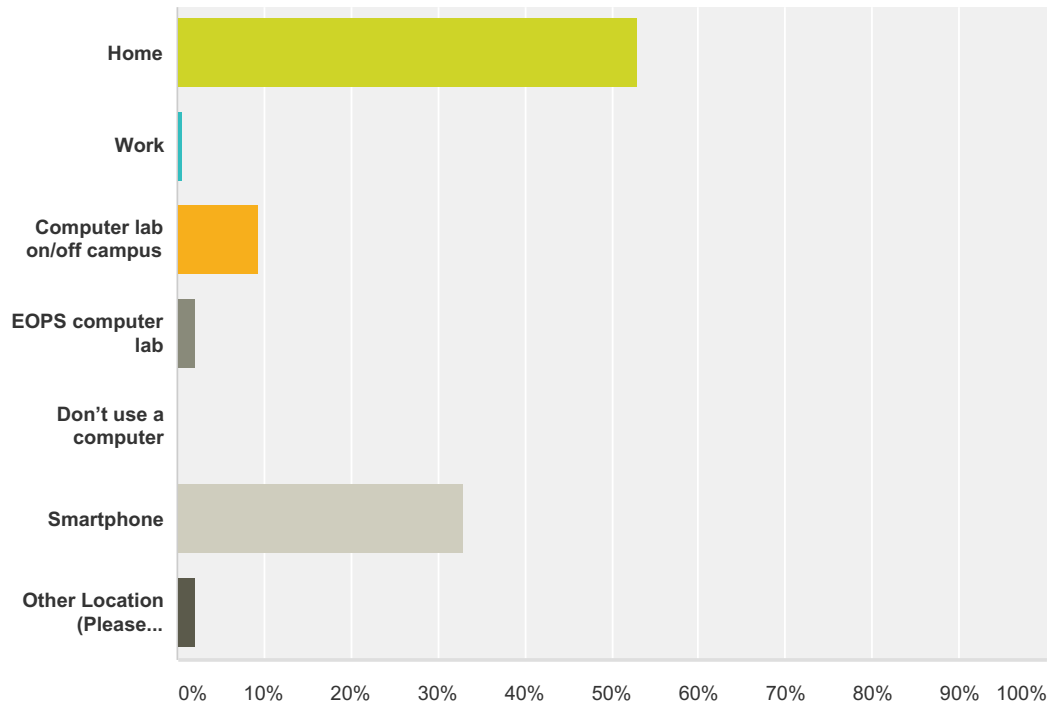
Answered: 149 Skipped: 37



Answer Choices	Responses
Seldom or never	2.68% 4
At least once a month	2.01% 3
At least once a week	18.79% 28
At least once a day	76.51% 114
Total	149

Q23 How do you access your email and/or the internet?

Answered: 149 Skipped: 37



Answer Choices	Responses
Home	53.02% 79
Work	0.67% 1
Computer lab on/off campus	9.40% 14
EOPS computer lab	2.01% 3
Don't use a computer	0.00% 0
Smartphone	32.89% 49
Other Location (Please Specify):	2.01% 3
Total	149

#	Other Location (Please Specify):	Date
1	Ipad	5/19/2015 2:58 PM
2	Smartphone, Laptop, Home Computer, School Computer,	5/5/2015 8:35 AM
3	libery, or ask my son, or college in EOPS office	4/25/2015 9:00 PM

EOPS Student Satisfaction Survey, Spring 2015

Q24 What do you like most about EOPS?

Answered: 117 Skipped: 69

#	Responses	Date
1	Very helpful in my academics	6/8/2015 11:08 AM
2	priority registration book voucher counseling	6/8/2015 10:14 AM
3	I like that it is in place to provide assistance to those who need it to get through college.	6/3/2015 12:18 PM
4	Convent and friendly staff	5/29/2015 8:47 AM
5	Desire to help you out and give you the resources to succeed.	5/28/2015 12:30 AM
6	bookvouches, workshops, grands	5/26/2015 1:26 PM
7	it is a great program, and i use all the help i can get	5/23/2015 5:42 PM
8	I like the great counselor i have and the help with book voucher.	5/23/2015 12:18 PM
9	they have their own tutors and counselors	5/21/2015 9:07 PM
10	cool. The director was unable to help me find a solution to a problem I was having. Instead of checking my records to verify my total units I was directed to puente even though I specifically stated my intention was to stay in EOPS. Now I feel lost and without direction. Because I was not in EOPS this semester I lost focus of my educational goals and now I have to jump through several hoops just to get back on track	5/21/2015 9:01 AM
11	All of	5/20/2015 9:12 PM
12	The guidance it provides throughout the semester.	5/20/2015 8:50 PM
13	Their resources	5/20/2015 2:02 PM
14	in my opinion EOPS has the best counselors at Valley college	5/20/2015 11:28 AM
15	The welcoming/friendly environment and the opportunity of printing no more than 10pages a day!	5/20/2015 8:03 AM
16	their aim to help low income, educationally disadvantaged, etc. students to succeed and transfer sooner.	5/19/2015 11:50 PM
17	The counselors.	5/19/2015 6:50 PM
18	Their services	5/19/2015 5:12 PM
19	The friendly staff and helpful information that I get.	5/19/2015 2:58 PM
20	what i like most about EOPS is see the counselors.	5/19/2015 1:21 PM
21	Priority registration, and counselors are very helpful.	5/19/2015 1:15 PM
22	the help to encoruge student to be ready for their future and get faster their goal. All in EOPS helps a lot.	5/19/2015 8:30 AM
23	Conseling service and tutoring	5/19/2015 1:17 AM
24	The counseling, and I'm able to use the printer and it's free. The computer lab is never full	5/19/2015 12:28 AM
25	Priority registration, and the fact that I feel I must do well in my classes in order to keep my position in the program.	5/18/2015 11:22 PM
26	The priority registration and how they keep up with your progress and also the book voucher	5/18/2015 10:34 PM
27	Everything I just can't stress enough how helpful That program is and available to see great councelors and kind like	5/18/2015 9:51 PM
28	Counselors and book volucher	5/18/2015 9:13 PM
29	Counceling. Because counselors are always helpful, and have a lot of new information, also more advanced then regular LAVC counselors	5/18/2015 8:42 PM

EOPS Student Satisfaction Survey, Spring 2015

30	They give priority registration, book vouchers, tutoring, free access to a computer lab and printer, and helpful and easy counselor and scheduling appointments.	5/18/2015 7:34 PM
31	I like the helpful counselors.	5/18/2015 6:43 PM
32	The counselors were very helpful.	5/18/2015 6:37 PM
33	The counselors, priority registration and book vouchers.	5/18/2015 6:25 PM
34	Honestly, I like everything about the program. The staff and counselors are friendly, helpful, and respectful. It's a great environment.	5/18/2015 5:40 PM
35	book vouchers and priority registration along with free tutoring	5/18/2015 5:24 PM
36	Counselor s	5/18/2015 5:14 PM
37	Aside from the services EOPS provides the Staff, (mostly and , when doesn't know the answer), makes me feel comfortable and I can ask anything without having to be embarrassed.	5/18/2015 5:12 PM
38	The staff	5/18/2015 5:11 PM
39	The friendliness	5/18/2015 5:00 PM
40	The counseling was super helpful to me and tutoring is the reason I passed my statistics class.	5/18/2015 4:31 PM
41	Counselor	5/18/2015 3:46 PM
42	The help they provide with counseling and tutoring.	5/18/2015 3:10 PM
43	They are very kind and helpful	5/18/2015 3:06 PM
44	Easier access to classes	5/18/2015 2:49 PM
45	It's fast an easy	5/18/2015 2:32 PM
46	we are able to print out 10 pages	5/18/2015 2:29 PM
47	The Tutoring Services	5/18/2015 2:27 PM
48	I like the counseling most.	5/18/2015 2:21 PM
49	Nothing	5/18/2015 2:15 PM
50	Counselors and book vouchers	5/18/2015 1:37 PM
51	No comment	5/18/2015 1:36 PM
52	Alot	5/18/2015 1:30 PM
53	The program and staffing	5/18/2015 1:20 PM
54	The computer lab and free printing.	5/13/2015 10:03 PM
55	staff environment.	5/13/2015 11:08 AM
56	Book voucher, tutoring and priority registration, this really helps me out	5/11/2015 10:50 PM
57	Everything	5/11/2015 9:06 AM
58	They show they are about your future.	5/11/2015 8:08 AM
59	the help , the fact that counselors care enough to know how being a full time student is hard.	5/8/2015 2:35 PM
60	their services	5/7/2015 9:42 AM
61	The free scantrons, test booklets, book vouchers and easily accessible computers with working printers are at the top of the list. Also the helpfulness of the staff and counselors is top notch.	5/5/2015 8:35 AM
62	having tutors , getting money for my books, getting help getting my classes	5/4/2015 4:59 PM
63	I love how knowledgeable and kind my counselor is.	5/3/2015 2:39 PM
64	Helpful services.	5/2/2015 9:45 AM
65	Ability to register for classes earlier than other students.	5/1/2015 10:35 PM

EOPS Student Satisfaction Survey, Spring 2015

66	The help they offer so you can succeeded.	5/1/2015 1:21 PM
67	Computer lab	4/30/2015 11:47 PM
68	I like most about EOPS how counselor advise right way to go and don't waste our time at a college	4/30/2015 12:17 PM
69	The tutoring no	4/30/2015 8:30 AM
70	I like the consuling	4/29/2015 7:51 PM
71	Very helpful!	4/29/2015 2:50 PM
72	Early registration, Book vouchers.	4/29/2015 9:27 AM
73	Their consistent support and care for the students' achievement. Their form of guiding students, keeping them on track, and providing resources.	4/28/2015 10:28 PM
74	counselors!	4/28/2015 6:30 PM
75	counselors and book vouchers	4/28/2015 3:36 PM
76	The counseling that is available.	4/27/2015 10:03 PM
77	Over all I am happy that EOPS helps with the books, tutoring, counseling, and workshops.	4/27/2015 5:31 PM
78	I feel comfort as soon as I enter the Door of the EOPS office.	4/27/2015 4:47 PM
79	I like how resourceful the program is regarding students being able to access tutors, counselors, and funds to help with book purchases.	4/27/2015 2:59 PM
80	counselors	4/27/2015 2:58 PM
81	early registration	4/27/2015 2:24 PM
82	Prompt, attentive service, with no run-arounds from department to department.	4/27/2015 10:11 AM
83	I like that EOPS gives me priority registration in order to complete all my required classes.	4/27/2015 9:49 AM
84	Book voucher, priority registration	4/27/2015 8:40 AM
85	The fact that I can rely on a coin let to speak with.	4/26/2015 1:35 PM
86	counseling Dept.	4/26/2015 12:37 PM
87	The staff are very nice and go above and beyond to help.	4/26/2015 8:35 AM
88	The support they give you to keep pushing forward.	4/26/2015 12:06 AM
89	makes you welcome and tries to help you in anyway you need. Love her.	4/25/2015 10:17 PM
90	I did not know all the help they give you. cuz I was struggling in my classes ready to give and my wonderful EOPS staff help me so much, but I got sick with bronchitas and then got Shingles which killed me with my education so now I have to start all over.	4/25/2015 9:00 PM
91	Everything	4/25/2015 5:57 PM
92	Counseling	4/25/2015 10:07 AM
93	The staff is very helpful.	4/24/2015 11:13 PM
94	the free book voucher	4/24/2015 10:37 PM
95	counseling and computer lab	4/24/2015 10:14 PM
96	The counselors, priority registration, and the tutoring services.	4/24/2015 9:57 PM
97	Tutoring is very helpful	4/24/2015 8:19 PM
98	The staff is very helpful	4/24/2015 7:29 PM
99	Everyone been helpful, early registration, counselor services, book vouchers	4/24/2015 6:35 PM
100	Counseling and book boucher	4/24/2015 5:33 PM
101	being able to meet with the same counselor instead of going back and forth with different counselors	4/24/2015 4:25 PM

EOPS Student Satisfaction Survey, Spring 2015

102	Love the counselors	4/24/2015 4:08 PM
103	! Wow she is amazing. She is my mother in school. My girlfriend loves her too. She is just amazing.	4/24/2015 4:02 PM
104	All the help they provide	4/24/2015 3:28 PM
105	I like that they have the book voucher and other helpful services like tutoring. I also like the counselors.	4/24/2015 2:48 PM
106	The counselors and staff were very help ful.	4/24/2015 2:12 PM
107	There very helpful	4/24/2015 1:26 PM
108	everything	4/24/2015 1:13 PM
109	the friendly service	4/24/2015 12:52 PM
110	Helpful counselors	4/24/2015 12:43 PM
111	Praroty of registration	4/24/2015 12:29 PM
112	The counselors! especially is very helpful	4/24/2015 11:29 AM
113	How helpful the staff is and the priority registration that is offered.	4/24/2015 11:24 AM
114	I like how I get to talk to my counselor and help me out choose which classes I need for my major.	4/24/2015 11:02 AM
115	My counselor	4/24/2015 10:38 AM
116	what i like most about eops is that they are comited to help you if you are struggling in a class.	4/24/2015 10:35 AM
117	Counselors	4/22/2015 12:52 PM

EOPS Student Satisfaction Survey, Spring 2015

Q25 How do you think EOPS can improve?

Answered: 95 Skipped: 91

#	Responses	Date
1	More counselors	6/8/2015 11:08 AM
2	I think that either the book vouchers should be for more money or contracted outside of the school because yes \$100 is a lot of money and a huge help but purchasing books from the bookstore is expensive and if we were able to buy our books somewhere else with the voucher we could more efficiently utilize them.	6/3/2015 12:18 PM
3	Just by having more tutoring hours and counselors available	5/28/2015 12:30 AM
4	more tutories	5/26/2015 1:26 PM
5	having tutors for statistics 101	5/23/2015 5:42 PM
6	Different kinds of tutoring for different subjects.	5/23/2015 12:18 PM
7	They could be more sympathetic to individual circumstances. I really excelled while I was in EOPS. But when I missed my counseling appointment due to work study I was not contacted other than by student email. Of course I should have checked my email but a curtesy phone call would have been nice.	5/21/2015 9:01 AM
8	Everything is good.	5/20/2015 9:12 PM
9	Fixing their computers in their office.	5/20/2015 8:50 PM
10	Fixing computers in computer lab	5/20/2015 2:02 PM
11	Phone ediquitte in customer service/front clerk. No complaintsHowever I must say I have called more than 2-3 times when I call in for something and the clerk/front desk staff does not fully comprehend the reason of the call and have been placed on terminal hold or sent to an individual voicemail.... For a general question in example simply asking for a staff's email.	5/20/2015 8:03 AM
12	have more counselors available for both 30 minute and same day appointments.	5/19/2015 11:50 PM
13	Friendly staff.	5/19/2015 6:50 PM
14	They don't need to.	5/19/2015 2:58 PM
15	I don't see anything that can be improve because in my opinion i like the service overall.	5/19/2015 1:21 PM
16	In my opinion they are great	5/19/2015 1:15 PM
17	I'm happy with everything....	5/19/2015 8:30 AM
18	Setting up more times to make appointments with the counselors	5/19/2015 12:28 AM
19	Perhaps extend the computer lab and, or more tutors.	5/18/2015 11:22 PM
20	Nothing	5/18/2015 10:34 PM
21	Have more tutoring available	5/18/2015 9:51 PM
22	Yes	5/18/2015 9:13 PM
23	EOPS can improve if they create different book voucher system. Like getting from Barnes and Noble or Amazon. Then students who will take classes at different colleges can afford to buy books. I know this cant improve, but that is the only issue I have with EOPS. Other things are perfect :)	5/18/2015 8:42 PM
24	If they can notify very important things such as the days progress reoprts are due or when they have something that can impact a student in EOPS greatly. If i wasnt in TRIO i would have never gotten notified that the progress report was due. I wasnt able to turn in on time because I found out about it late and although it was my fault for not checking my email i had not received an Email from EOPS about it, and had no clue that such a thing could take away something important such as the book vouchers. Im also hoping you could make announcements or flyers about the events such as the day things are due. It would be extremely helpful to a forgetful person such as myself	5/18/2015 7:34 PM

EOPS Student Satisfaction Survey, Spring 2015

25	I think EOPS can improve by making it easier to get 10 min appointments and also to have more 30 minute counseling appointments available.	5/18/2015 6:43 PM
26	I don't think there is anything to improve on. Everything is fine.	5/18/2015 6:25 PM
27	No improvements are needed	5/18/2015 5:40 PM
28	texting us for reminders	5/18/2015 5:24 PM
29	Yes	5/18/2015 5:14 PM
30	Hire more people like Field trips to Universities would help out greatly. I feel like most students do not know what i out there and never will. If EOPS gave them the opportunity to see a glimpse of where they could be, that alone would help students motivate them to explore something other than the local University.	5/18/2015 5:12 PM
31	n/a	5/18/2015 5:00 PM
32	Personally I think it's fine just the way it is.	5/18/2015 3:10 PM
33	Has more professional counselors like	5/18/2015 3:06 PM
34	Extending deadlines for mid term progress report	5/18/2015 2:49 PM
35	There perfect as is	5/18/2015 2:32 PM
36	have more tutors available...and at least have one tutor in the computer to help students with English or Math.	5/18/2015 2:29 PM
37	More programs to help students succeed like trying to help students out of their probation if the have work or private matters	5/18/2015 2:27 PM
38	EOPS is good the way it is.	5/18/2015 2:21 PM
39	Nothing	5/18/2015 2:15 PM
40	Just the fact that you get priority registration and knowing what classes I need to take.	5/18/2015 2:06 PM
41	No comment	5/18/2015 1:36 PM
42	I don't know	5/18/2015 1:30 PM
43	Better tutoring times	5/18/2015 1:20 PM
44	Extend the office hours to those who aren't able to go in the morning or afternoon.	5/18/2015 1:19 PM
45	make the notices of progress report due, more recognizable. Checking email daily isn't easy.	5/13/2015 11:08 AM
46	Friendlier staff would be nice, I find most of the staff to be feuds	5/11/2015 10:50 PM
47	By taking off the 60 unit limit.	5/11/2015 9:06 AM
48	N/A	5/11/2015 8:08 AM
49	im not sure	5/8/2015 2:35 PM
50	more friendly	5/7/2015 9:42 AM
51	More counseling appointments or more appointments towards the middle of the semester to help with the remainder of the semester.	5/5/2015 8:35 AM
52	making time to see counselor more often , they are always booked	5/4/2015 4:59 PM
53	Have more people picking up the phone lines.	5/3/2015 2:39 PM
54	maybe helping kids pay for there books especially if they don't have money and the student in return can attend workshops or help eops out in some way.	5/1/2015 1:21 PM
55	give more money for books	4/30/2015 11:47 PM
56	I think EOPS program has already developed program and can't do some suggetion	4/30/2015 12:17 PM
57	Add more time on tutoring peoplenothi	4/30/2015 8:30 AM
58	EOPS must have more appointments for student to see the consuler .	4/29/2015 7:51 PM

EOPS Student Satisfaction Survey, Spring 2015

59	Early registration period, get them even more early	4/29/2015 9:27 AM
60	Improvements could be made in maybe the counseling appointments because it seems as though sometimes they have to many students and not enough counselors to see them all in time of deadlines. Or maybe more strict on students getting their appointments all in, so there won't be cramming.	4/28/2015 10:28 PM
61	Updates	4/28/2015 6:30 PM
62	NA	4/28/2015 3:36 PM
63	Add more book vouchers as in give people two instead of one.	4/27/2015 10:03 PM
64	I wish I would have known in details in what other ways EOPS can help or recomend other options for students to get help so they can succeed in their education.	4/27/2015 5:31 PM
65	it's great.	4/27/2015 4:47 PM
66	I can't think of any improvements at this time.	4/27/2015 2:59 PM
67	nothing	4/27/2015 2:58 PM
68	it is already improved	4/27/2015 2:24 PM
69	They could improve by having the counselors being more specific when talking to you.	4/27/2015 9:49 AM
70	with the remainder of the voucher that can be used on other things from the library or be cumulative to buy other books	4/27/2015 8:40 AM
71	i don't really know.	4/26/2015 1:35 PM
72	Career assistance	4/26/2015 12:37 PM
73	I cant think of anything	4/26/2015 12:06 AM
74	More hours for tutoring.	4/25/2015 10:17 PM
75	You do not need to improve anything you are great	4/25/2015 9:00 PM
76	Everything is perfect, just a way it is.	4/25/2015 5:57 PM
77	It's fine as is.	4/24/2015 11:13 PM
78	more appointments and more subjects for tutoring.	4/24/2015 10:37 PM
79	dont know	4/24/2015 10:14 PM
80	I don't think there is nothing to be improve.	4/24/2015 8:19 PM
81	The counclor having more appointments available	4/24/2015 7:29 PM
82	N/A	4/24/2015 6:35 PM
83	more available time for 30 minute appointments	4/24/2015 4:25 PM
84	Front desk needs to be act more professional	4/24/2015 4:08 PM
85	Give a bigger office because she desreves it.	4/24/2015 4:02 PM
86	I don't believe they need to improve anything.	4/24/2015 2:48 PM
87	EOPS can improve by being more fare towards allowing students to receive book vouchers. I have been working full-time and attending school full-time as well. However, a few of the classes I took were through ITV at mission college. As a result, EOPS program denied my ability to receive help for paying for books.	4/24/2015 2:12 PM
88	I like how every thing is	4/24/2015 1:26 PM
89	no need to improve	4/24/2015 1:13 PM
90	na	4/24/2015 12:52 PM
91	To be able to speak with a counselor for 10 minutes for a quick question.	4/24/2015 12:43 PM
92	It's good	4/24/2015 12:29 PM

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93	N/a	4/24/2015 11:29 AM
94	Eops can improve by having more appointments available on fridays,	4/24/2015 10:35 AM
95	More counseling appointments	4/22/2015 12:52 PM

EOPS Student Satisfaction Survey, Spring 2015

Q26 If there is one thing that you could change about EOPS, what would it be?

Answered: 86 Skipped: 100

#	Responses	Date
1	Add more counselors	6/8/2015 11:08 AM
2	the book voucher system	6/3/2015 12:18 PM
3	More availability for appointments	5/28/2015 12:30 AM
4	progress reports we need more time to get sign from the professors.	5/26/2015 1:26 PM
5	nothing	5/23/2015 5:42 PM
6	You ask a lot from students. The least you could do is be able to do the same. Consistency in reminder phone calls would be helpful.	5/21/2015 9:01 AM
7	Nothing	5/20/2015 9:12 PM
8	Nothing comes to mind.	5/20/2015 8:50 PM
9	Nothing	5/20/2015 2:02 PM
10	nothing	5/20/2015 11:28 AM
11	have a coffe bar for the students along the side where that metal file drawer is kept along the wall before walking in to the computer lab. A cup of coffee would be a high five, I know it's wishfull thinking and I may not enjoy it in my time of stay at LAVC however do consider this idea.....sometimes that's all a student needs in times	5/20/2015 8:03 AM
12	Walk in tutoring.	5/19/2015 6:50 PM
13	Nothing	5/19/2015 2:58 PM
14	Nothing	5/19/2015 1:21 PM
15	I havent had any problems with eops to want to change anything.	5/19/2015 1:15 PM
16	nothing.	5/19/2015 8:30 AM
17	The deadlines.	5/19/2015 12:28 AM
18	Can't think of anything.	5/18/2015 11:22 PM
19	Nothing	5/18/2015 10:34 PM
20	Have more tutoring available and have more tutoring privolage if the students are not doing so good like three times a week tutoring	5/18/2015 9:51 PM
21	Do not take back book volucher from EOPS's student if they take one class later. That one class canr be only one unit	5/18/2015 9:13 PM
22	Would change book voucher system. So students can get textbooks from others stores to like Barnes and Noble	5/18/2015 8:42 PM
23	Leniency on students who are turning in progress reports a bit late. I just needed a signature of one teacher but the teacher was gone for 2 weeks so i wasnt able to get it in person. Although i had messaged the teacher and received her reply a few days late after the turn it date i couldnt turn in my progress report because it wasnt on time. I know you do this for students to be responsible for their actions but its sad to know that because one teacher couldnt reply to me earlier i couldnt turn in my progress report and lost my book vouchers. It should be something like if a student manages to send a email asking for information needed for the progress report before the due date, even after the teacher replies late they should still be able to get the book vouchers because they sent the email before the due date.	5/18/2015 7:34 PM
24	I wouldn't change anything.	5/18/2015 6:25 PM
25	Nothing	5/18/2015 5:40 PM

EOPS Student Satisfaction Survey, Spring 2015

26	That the nda units weren't part units counted.	5/18/2015 5:11 PM
27	Make it faster to get a 30min appt instead of having to make one a month ahead	5/18/2015 4:31 PM
28	I wouldn't changed anything.	5/18/2015 3:10 PM
29	Increase the book Waucher's amount	5/18/2015 3:06 PM
30	To give schedules for classes earlier	5/18/2015 2:50 PM
31	more open for fridays	5/18/2015 2:49 PM
32	Nothing	5/18/2015 2:32 PM
33	open until later time in the afternoon	5/18/2015 2:29 PM
34	The simplicity of the meetings, make it more to the point.	5/18/2015 2:27 PM
35	Progress report card effecting EOPS book vouchers. Books are a necessity.	5/18/2015 2:21 PM
36	To give its members time to choose a class	5/18/2015 2:15 PM
37	Just a friendlier environment. I don't want to feel like if each choice I make is a wrong choice. I'd like to be understood. I don't want to be rushed. Although it is to just spend two years there and not for the rest of your life. But things happen and they need to understand.	5/18/2015 2:06 PM
38	No comment	5/18/2015 1:36 PM
39	I don't know	5/18/2015 1:30 PM
40	Customer service	5/11/2015 10:50 PM
41	if a person has been in the program for a while but exceeds the 60 unit for the program, they are able to stay in the program.	5/11/2015 9:06 AM
42	N/A	5/11/2015 8:08 AM
43	more time with counselor	5/8/2015 2:35 PM
44	more attention towards foster youth	5/7/2015 9:42 AM
45	Nothing seems to come to mind.	5/5/2015 8:35 AM
46	making sure I can get a math tutor if there not all booked or making sure I can see a counselor with out waiting about one month to see her	5/4/2015 4:59 PM
47	Nothing.	5/3/2015 2:39 PM
48	funding for books.	5/1/2015 1:21 PM
49	give more money for books	4/30/2015 11:47 PM
50	Nothing it is perfect program	4/30/2015 12:17 PM
51	Nothing	4/30/2015 8:30 AM
52	im new on EOPS , I feel very satisfied with them , they are well .	4/29/2015 7:51 PM
53	Nothing as of now	4/29/2015 9:27 AM
54	Option for more counselors maybe.	4/28/2015 10:28 PM
55	NA	4/28/2015 3:36 PM
56	To add more counselors.	4/27/2015 10:03 PM
57	to make sure that students' informations are secured and confidential and they also get help and treated the way they are supposed to so they won't be disappointed.	4/27/2015 5:31 PM
58	the only thing ill change will be noting.	4/27/2015 4:47 PM
59	Honestly, I wouldn't change anything. EOPS is a wonderful program.	4/27/2015 2:59 PM
60	nothing	4/27/2015 2:58 PM

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61	nothing	4/27/2015 2:24 PM
62	I would change the way of how they tell us to take classes. Instead of taking a longer time it should be faster.	4/27/2015 9:49 AM
63	Nothing	4/27/2015 8:40 AM
64	More time slots for councilor appointments.	4/26/2015 1:35 PM
65	more tutoring	4/26/2015 12:37 PM
66	I heard people say more tutoring options	4/26/2015 12:06 AM
67	More patient tutors and more tutors.	4/25/2015 10:17 PM
68	Nothing	4/25/2015 5:57 PM
69	Nothing	4/24/2015 11:13 PM
70	have more appointments	4/24/2015 10:37 PM
71	dont know	4/24/2015 10:14 PM
72	I would say may be more computers.	4/24/2015 8:19 PM
73	The amount of time you have to wait to get an appointment	4/24/2015 7:29 PM
74	Nothing	4/24/2015 6:35 PM
75	Not assist those who are "Financial Aid Majors"	4/24/2015 5:33 PM
76	having more subjects for tutoring, other than just math and english	4/24/2015 4:25 PM
77	I'm not sure	4/24/2015 4:08 PM
78	It wouls be kicking a student out of eops after 6 semesters if you're a full time student. Eops should at lease contine with help such as tutoring maybe not the book vouchers because others have to benefit as well but the tutoring is extremely important to someone like myself	4/24/2015 3:28 PM
79	I wouldn't change anything.	4/24/2015 2:48 PM
80	I would let students that were enrolled in 12 units, regardless if some of those classes were through another campus in LACCD, qualify for book vouchers.	4/24/2015 2:12 PM
81	I'm not sure what it would be	4/24/2015 1:26 PM
82	nothing	4/24/2015 1:13 PM
83	higher book voucher	4/24/2015 12:52 PM
84	More help with paying for books.	4/24/2015 12:43 PM
85	Enforce undecided major workshops when students seem unclear or indecisive about their major	4/24/2015 11:29 AM
86	Extention on deadline for progress report.	4/24/2015 10:38 AM