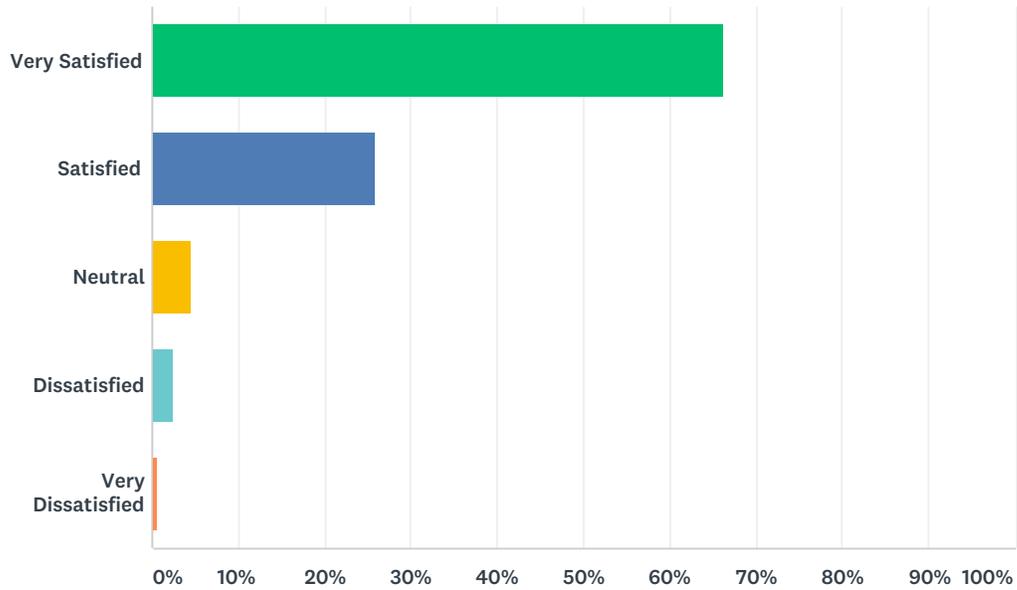


Q2 Overall, how satisfied are you with EOPS Services?

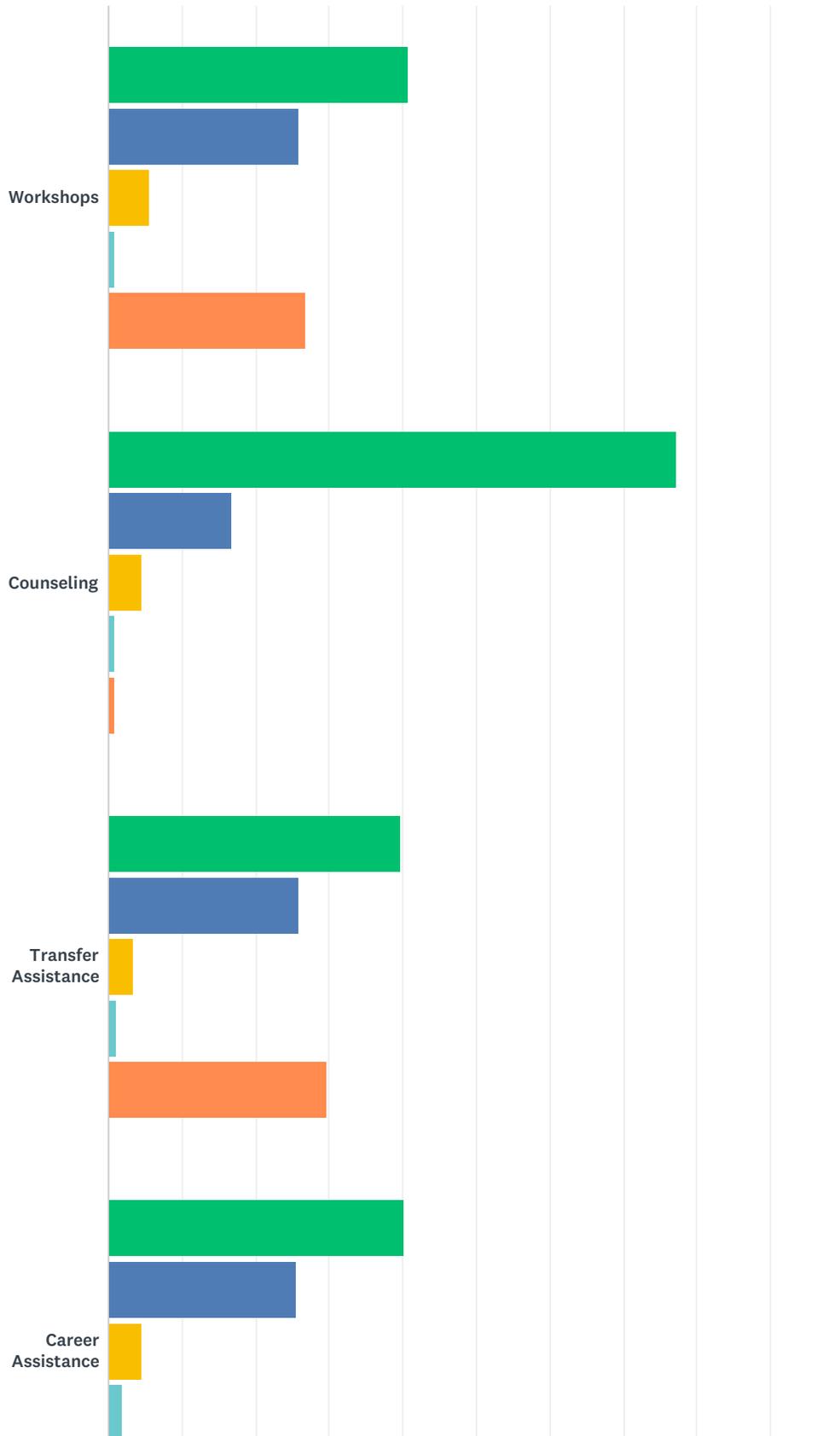
Answered: 285 Skipped: 7



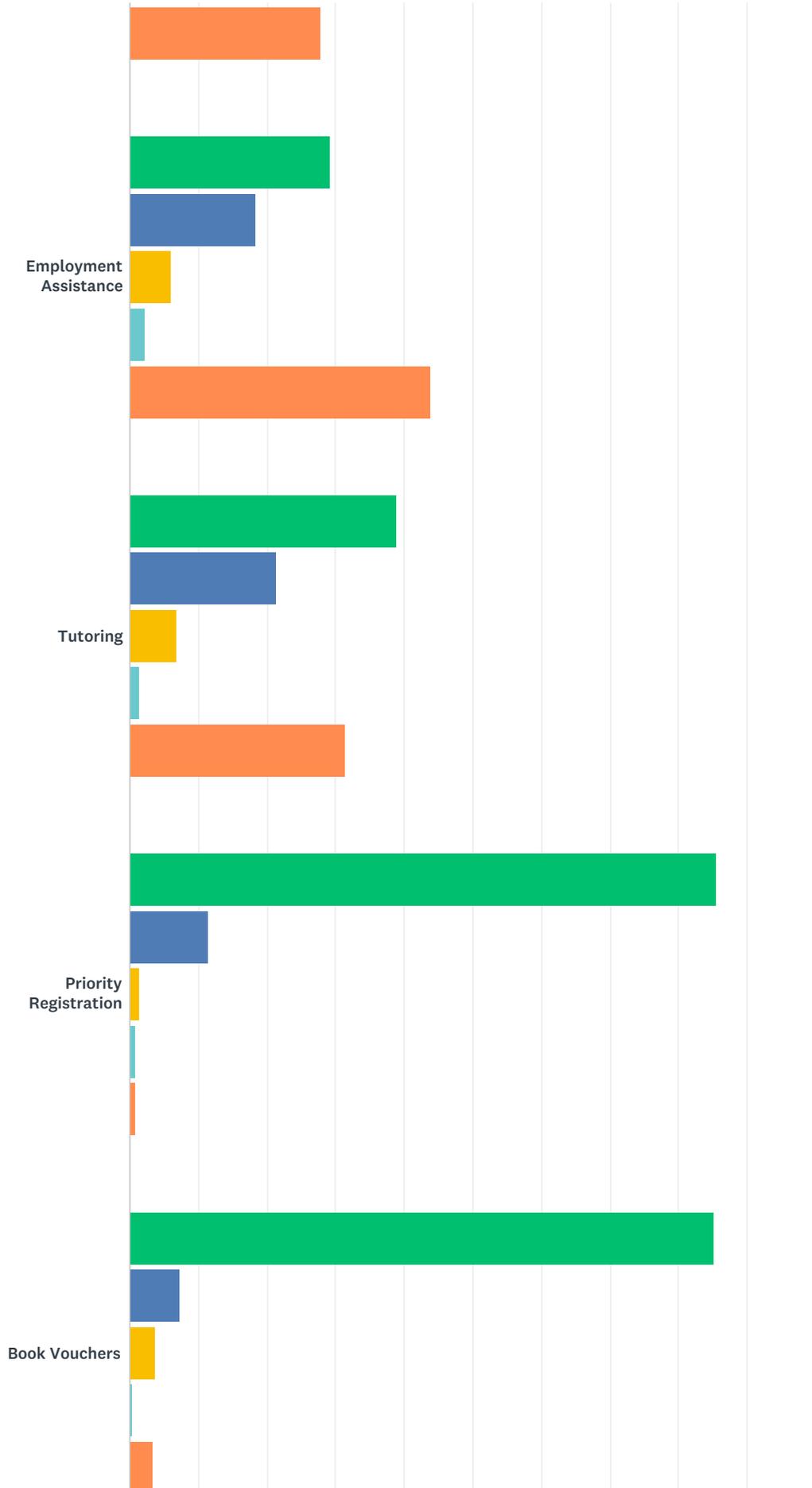
ANSWER CHOICES	RESPONSES	
Very Satisfied	66.32%	189
Satisfied	25.96%	74
Neutral	4.56%	13
Dissatisfied	2.46%	7
Very Dissatisfied	0.70%	2
TOTAL		285

Q3 Please rate the helpfulness of the following EOPS Services:

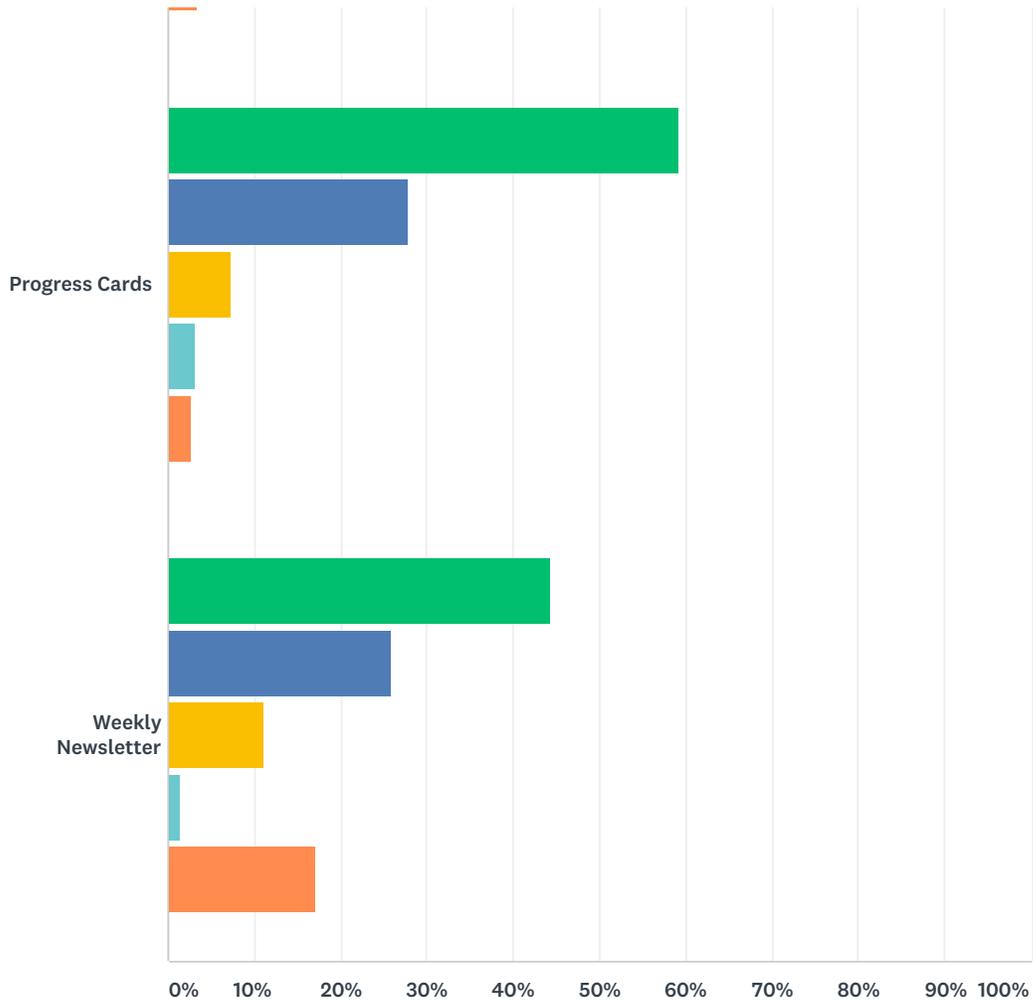
Answered: 262 Skipped: 30



EOPS SSS Spring 2018



EOPS SSS Spring 2018



■ Very Helpful
 ■ Helpful
 ■ Somewhat Helpful
 ■ Not Helpful
■ Did not Use/ Not Applicable

	VERY HELPFUL	HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	DID NOT USE/ NOT APPLICABLE	TOTAL
Workshops	40.84% 107	25.95% 68	5.73% 15	0.76% 2	26.72% 70	262
Counseling	77.10% 202	16.79% 44	4.58% 12	0.76% 2	0.76% 2	262
Transfer Assistance	39.69% 104	25.95% 68	3.44% 9	1.15% 3	29.77% 78	262
Career Assistance	40.08% 105	25.57% 67	4.58% 12	1.91% 5	27.86% 73	262
Employment Assistance	29.39% 77	18.32% 48	6.11% 16	2.29% 6	43.89% 115	262
Tutoring	38.93% 102	21.37% 56	6.87% 18	1.53% 4	31.30% 82	262
Priority Registration	85.50% 224	11.45% 30	1.53% 4	0.76% 2	0.76% 2	262
Book Vouchers	85.11% 223	7.25% 19	3.82% 10	0.38% 1	3.44% 9	262

EOPS SSS Spring 2018

Progress Cards	59.16%	27.86%	7.25%	3.05%	2.67%	
	155	73	19	8	7	262
Weekly Newsletter	44.27%	25.95%	11.07%	1.53%	17.18%	
	116	68	29	4	45	262

Q4 If you responded that any of the services offered by EOPS were not helpful, please tell us why.

Answered: 24 Skipped: 268

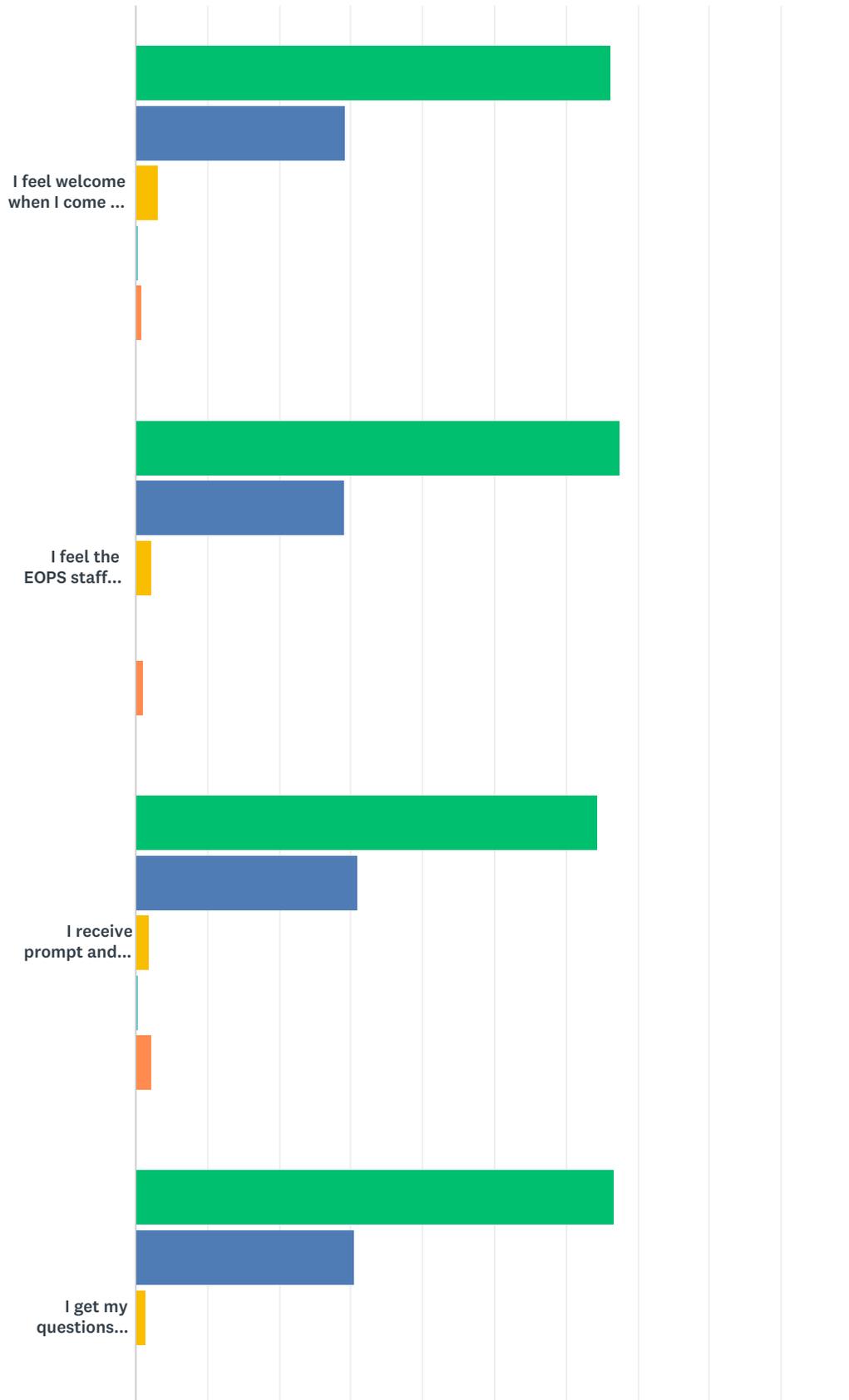
#	RESPONSES	DATE
1	Progress reports were unhelpful because they interfered with my studies and causes stress when trying to satisfy the deadline.	7/19/2018 9:04 AM
2	KKONA clap	7/12/2018 11:33 AM
3	all the services was good.	7/4/2018 9:02 PM
4	I don't feel that I know of any employment opportunities on campus or outside campus.	7/3/2018 4:01 PM
5	I did not attend	7/3/2018 1:46 PM
6	Book vouchers did not process and the EOPS funds that were supposed to be used to pay for books were paid for by my pell grants leaving me short on rent and struggling to not be homeless. Priority Registration did not work because there was a glitch in the system and now I have to register for classes months after I could. Progress cards are not really a concern for me as I have never gotten anything but an A in any class.	7/1/2018 9:37 AM
7	I am not in stage of transfer yet. I used writing center to get help in my homework.	6/26/2018 5:52 AM
8	They're kinda just an extra task.	6/25/2018 6:31 PM
9	I think all of the services that were being provided for me were very helpful.	6/11/2018 9:35 PM
10	N/A	6/1/2018 11:22 PM
11	I know about my major more than the counselor. I did more research than her. She just told me whatever is in college website. It was just wasting of my time.	6/1/2018 11:11 AM
12	I had no issue this semester. I love EOPS at valley college	5/31/2018 11:52 PM
13	Everything was helpful except the fact that the vouchers couldn't be spend in school supplies except textbooks	5/31/2018 11:25 PM
14	For me personally, I need lots of one on one time with a tutor and the tutor could not really explain well enough for me to understand the material.	5/31/2018 10:31 PM
15	I put "not helpful" for the fact that I did not attend the workshops, but I do plan on going.	5/31/2018 9:17 PM
16	██████████. Are rude not helpful and they try to intermedate you. When ever possible only the woman. Also in the tutoring lab. The ██████████ is also not helpful and is really rude. And makes you feel uncomfortable being there. I stop going to the lab . Because of this reason. Which is unfortunate because of missing out of all the other resources think you guys have to offer so maybe working on your employees and the way they treat people should be One of your priorities to One of the EOPS priorities to improve on improve on.	5/29/2018 11:16 AM
17	the work shops would have been helpfull if they were made available frequently and more students were able to get in to them.	5/29/2018 8:03 AM
18	There should be more flexible rule for submitting progress report	5/26/2018 2:09 PM
19	Did not use the tutoring and employment assistance so it does not apply to me. I don't think that the progress reports are necessary, one knows what it takes to pass a class so it felt a bit childish to have to ask my professors for my grades halfway through the semester.	5/26/2018 1:06 PM
20	I find the progress reports not very useful	5/26/2018 9:50 AM
21	Because, I did not find walking to instructors with the progress cards and asking them to sign those is very helpful and I find that inconvenient for my self...because I am responsible adult and can understand where I am standing in the middle of a semester, because of that service which I refused to do I did not received my fall and spring voucher for the books...	5/25/2018 10:53 PM
22	there is no such	5/23/2018 4:51 PM

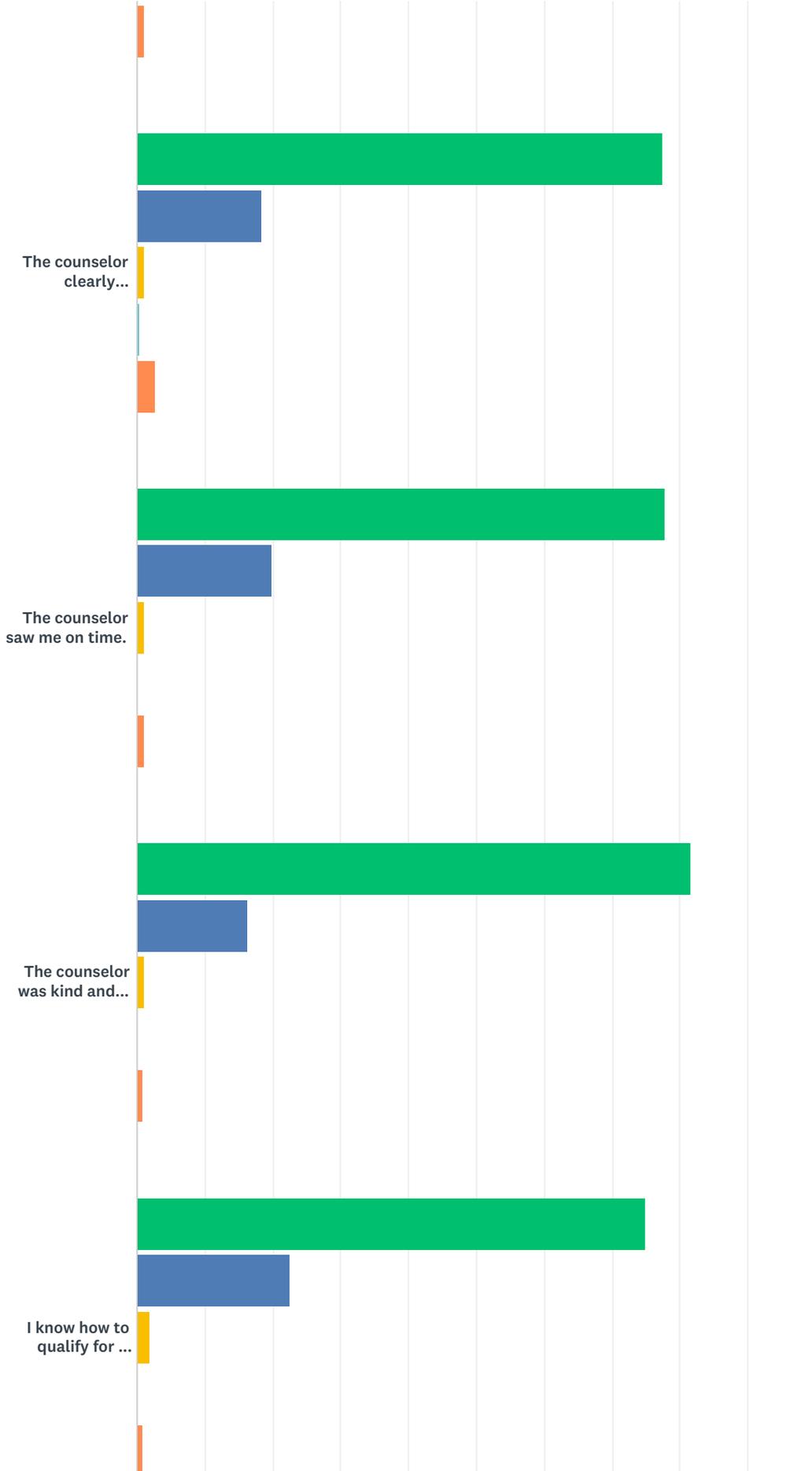
EOPS SSS Spring 2018

23	One of the counselors did not help me with the SEP and the only impact the progress cards have on my academic progress is giving me more stress with meeting the deadlines.	5/23/2018 4:02 PM
24	Counselors and transfer staff is knowledgeable and welcoming. I am very grateful to have their services available to me.	5/23/2018 11:12 AM

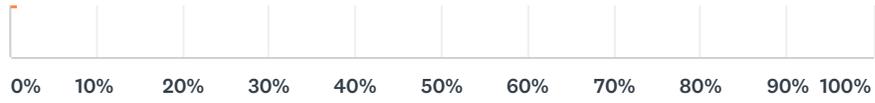
Q5 How much do you agree with the following statements:

Answered: 262 Skipped: 30





EOPS SSS Spring 2018



■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree
■ Not Applicable

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL
I feel welcome when I come to EOPS.	66.41% 174	29.39% 77	3.05% 8	0.38% 1	0.76% 2	262
I feel the EOPS staff gives clear explanation about qualifications and rules.	67.56% 177	29.01% 76	2.29% 6	0.00% 0	1.15% 3	262
I receive prompt and courteous service from the EOPS staff.	64.50% 169	30.92% 81	1.91% 5	0.38% 1	2.29% 6	262
I get my questions answered when I seek help from EOPS staff.	66.79% 175	30.53% 80	1.53% 4	0.00% 0	1.15% 3	262
The counselor clearly explained the classes I needed for my major.	77.48% 203	18.32% 48	1.15% 3	0.38% 1	2.67% 7	262
The counselor saw me on time.	77.86% 204	19.85% 52	1.15% 3	0.00% 0	1.15% 3	262
The counselor was kind and caring.	81.68% 214	16.41% 43	1.15% 3	0.00% 0	0.76% 2	262
I know how to qualify for a textbook voucher.	74.81% 196	22.52% 59	1.91% 5	0.00% 0	0.76% 2	262

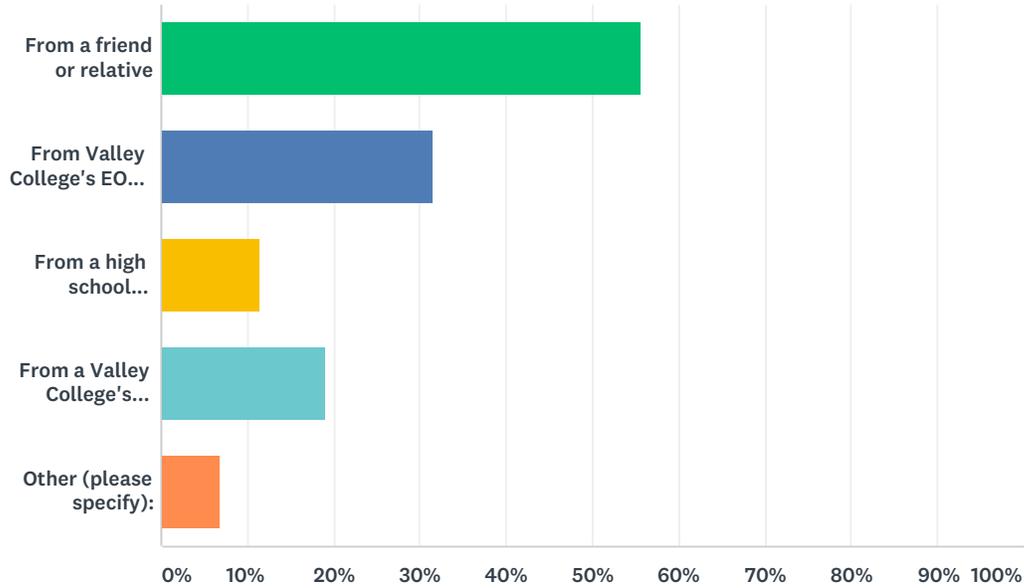
Q6 If you disagree or strongly disagree with any of the statements about EOPS in the question above, please tell us why.

Answered: 14 Skipped: 278

#	RESPONSES	DATE
1	A counsler (when walking in the eops building, to the very left of the counseling offices) quite literally discouraged me from a major because it required a math class— I'm not even bad math.	7/19/2018 9:04 AM
2	none	7/14/2018 4:55 PM
3	HYPERSHAKE	7/12/2018 11:33 AM
4	n/a	7/4/2018 9:02 PM
5	Again my textbook voucher was there but the college charged my books to my account and then took the funds from my Pell Grant.	7/1/2018 9:37 AM
6	most of the time i come in i wait at least 30 minutes before i'm seen	6/28/2018 9:01 AM
7	N/A	6/1/2018 11:22 PM
8	Front desk staff are just student that doesn't know anything about the rules and regulations. They welcome you before signing the EOPS contract but after that they are not helping you anymore and you are not welcome in the office anymore....	6/1/2018 11:11 AM
9	I was excluded from getting vouchers right before my graduation. EOPS were the ones who inspired me to make an effort to take the classes I needed and just on my last semester EOPS denied me with the book vouchers, leading me to not be able to buy my books and not graduate.	5/31/2018 11:25 PM
10	Some people that work at the [REDACTED] don't care to greet people upon entering. They also yak their sweet time to even ask if you need help because they're too busy having conversations amongst themselves.	5/27/2018 9:46 AM
11	There should be more flexible rule for getting book voucher.	5/26/2018 2:09 PM
12	Most of the time the staff at the front desk did not know how to answer any of the questions or were very rude.	5/26/2018 1:06 PM
13	there is no such	5/23/2018 4:51 PM
14	It's so hard to get an appointment with a counselor and the staff don't help when the student wants to wait in the tutoring center. Rules are very important but when they don't work with the students it just creates an unwelcome climate that discourages students from going to EOPS.	5/23/2018 4:02 PM

Q7 How did you find out about EOPS? (mark all that apply)

Answered: 262 Skipped: 30



ANSWER CHOICES	RESPONSES	
From a friend or relative	55.73%	146
From Valley College's EOPS outreach	31.68%	83
From a high school counselor/teacher	11.45%	30
From a Valley College's instructor/staff	19.08%	50
Other (please specify):	6.87%	18
Total Respondents: 262		

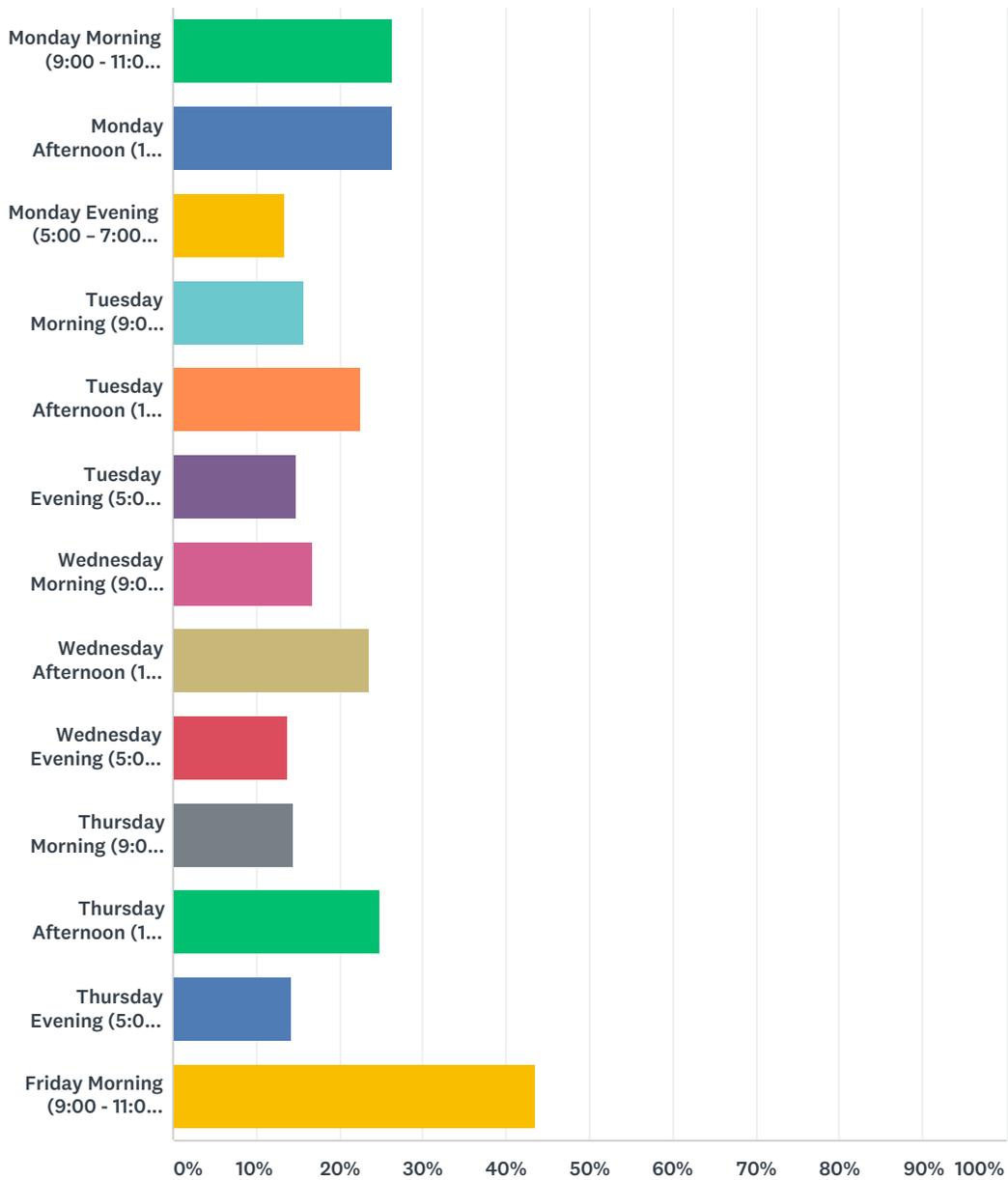
#	OTHER (PLEASE SPECIFY):	DATE
1	Summer Class English Professor	10/8/2018 10:38 PM
2	First time I came to college	7/12/2018 11:33 AM
3	Email	7/3/2018 11:22 PM
4	Gain program	7/3/2018 6:12 PM
5	classmate	7/1/2018 2:11 AM
6	Summer GPS while transitioning from High School to LAVC	6/27/2018 9:59 AM
7	Walk-in	6/25/2018 10:51 PM
8	Class Mate	6/6/2018 3:24 PM
9	I looked them up	5/31/2018 10:16 PM
10	Self research	5/29/2018 11:16 AM
11	I received an email from eops	5/27/2018 9:46 AM
12	a relative had informed me about being in the program at her school.	5/26/2018 1:06 PM

EOPS SSS Spring 2018

13	From one of the one the people who were at registration and they asked if I had heard of Eops and then i signed up .	5/26/2018 10:02 AM
14	██████ a student in Child Development	5/24/2018 11:11 AM
15	Cal works	5/23/2018 11:45 PM
16	While applying	5/23/2018 8:39 PM
17	Orientation	5/23/2018 2:13 PM
18	I went to see what it was about	5/23/2018 9:41 AM

Q8 Which days and times are most convenient for you to attend a Workshop? (Mark all that apply).

Answered: 262 Skipped: 30



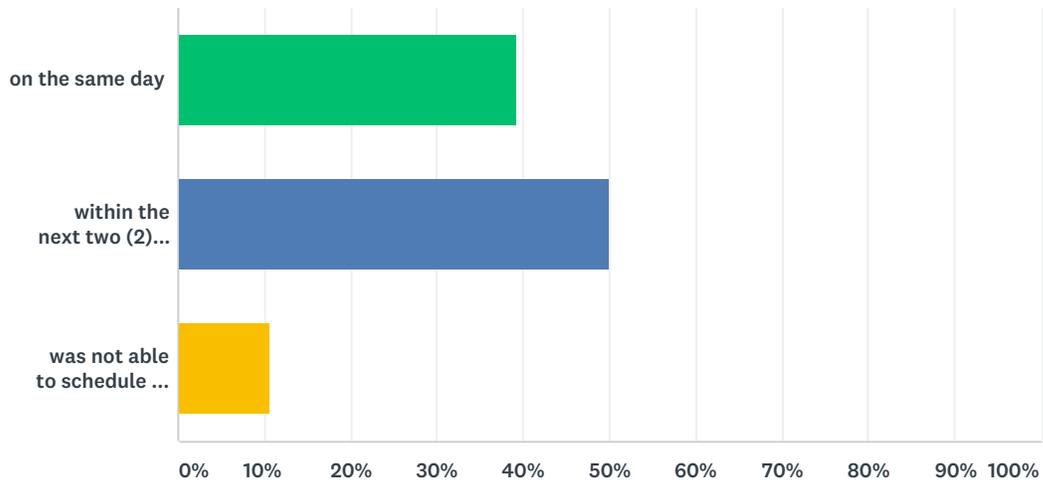
ANSWER CHOICES	RESPONSES	
Monday Morning (9:00 - 11:00 a.m.)	26.34%	69
Monday Afternoon (1:00 - 3:00 p.m.)	26.34%	69
Monday Evening (5:00 - 7:00 p.m.)	13.36%	35
Tuesday Morning (9:00 - 11:00 a.m.)	15.65%	41
Tuesday Afternoon (1:00 - 3:00 p.m.)	22.52%	59

EOPS SSS Spring 2018

Tuesday Evening (5:00 – 7:00 p.m.)	14.89%	39
Wednesday Morning (9:00 - 11:00 a.m.)	16.79%	44
Wednesday Afternoon (1:00 – 3:00 p.m.)	23.66%	62
Wednesday Evening (5:00 – 7:00 p.m.)	13.74%	36
Thursday Morning (9:00 - 11:00 a.m.)	14.50%	38
Thursday Afternoon (1:00 – 3:00 p.m.)	24.81%	65
Thursday Evening (5:00 – 7:00 p.m.)	14.12%	37
Friday Morning (9:00 - 11:00 a.m.)	43.51%	114
Total Respondents: 262		

Q9 The last time that you tried to see an EOPS counselor immediately, how soon were you able to see a counselor.

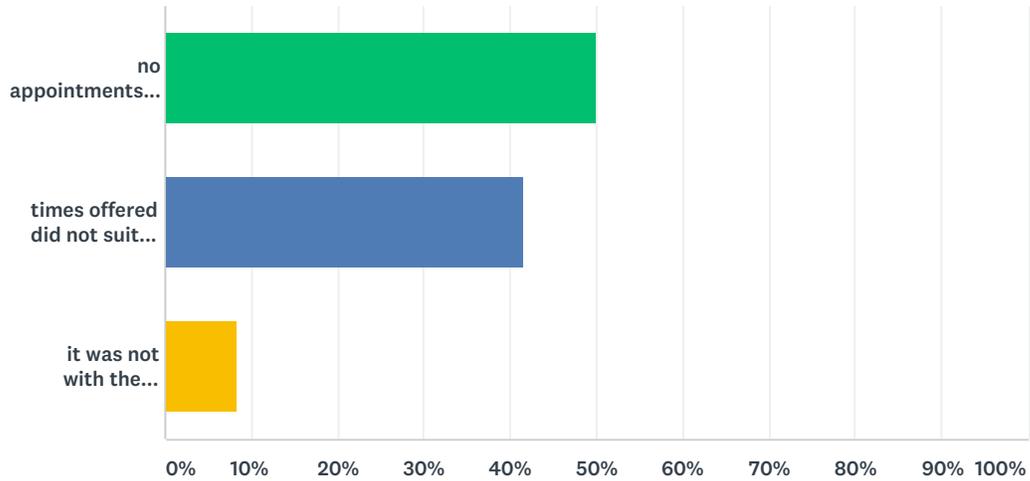
Answered: 262 Skipped: 30



ANSWER CHOICES	RESPONSES
on the same day	39.31% 103
within the next two (2) days	50.00% 131
was not able to schedule an appointment	10.69% 28
TOTAL	262

Q10 If you were unable to schedule an appointment., please indicate why below:

Answered: 24 Skipped: 268

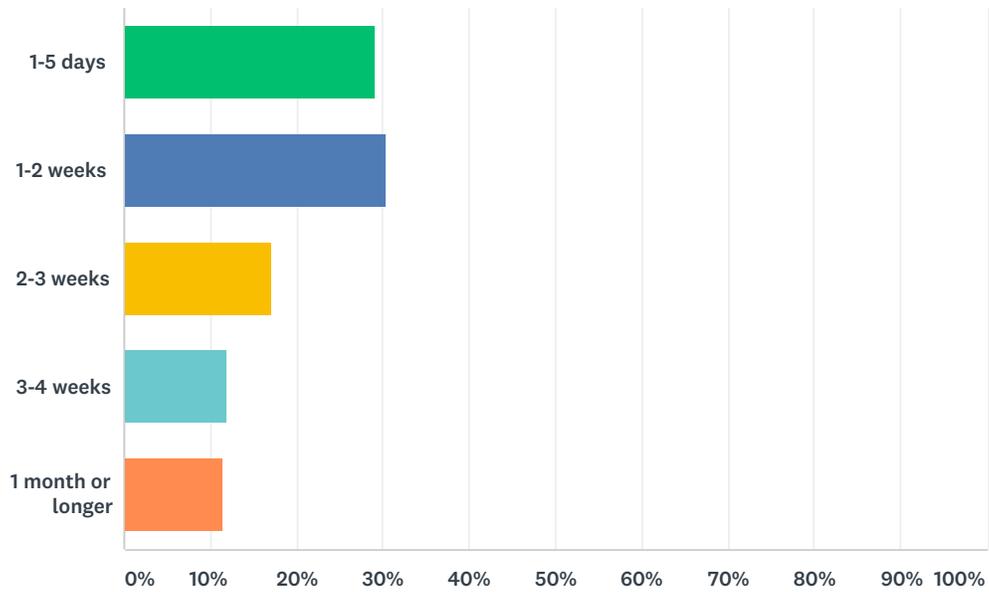


ANSWER CHOICES	RESPONSES
no appointments were available	50.00% 12
times offered did not suit my schedule	41.67% 10
it was not with the counselor that I wanted to see	8.33% 2
TOTAL	24

#	OTHER (PLEASE SPECIFY)	DATE
1	KappaCool	7/12/2018 11:34 AM
2	the times were not applicable to my schedule and the counselor I wanted t see wasn't opened. Also, as to my knowledge they were busy with other student appointments	7/3/2018 1:48 PM
3	Not able to receive appointment based on GPA/grades	6/3/2018 10:48 PM
4	I tried to use walk-in hours	6/2/2018 9:55 PM
5	I got the appointment in more than 2 weeks	5/27/2018 10:25 AM
6	I had to schedule one for two weeks after	5/26/2018 4:22 PM

Q11 How far in advance did you make your last 30-minute counseling appointment?

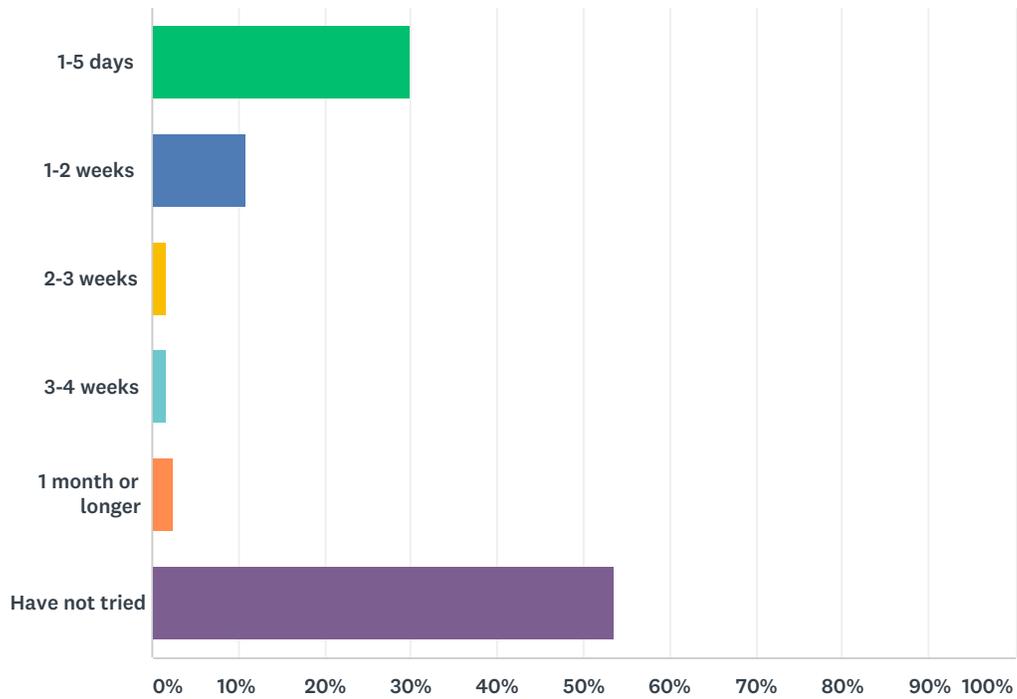
Answered: 251 Skipped: 41



ANSWER CHOICES	RESPONSES
1-5 days	29.08% 73
1-2 weeks	30.28% 76
2-3 weeks	17.13% 43
3-4 weeks	11.95% 30
1 month or longer	11.55% 29
TOTAL	251

Q12 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?

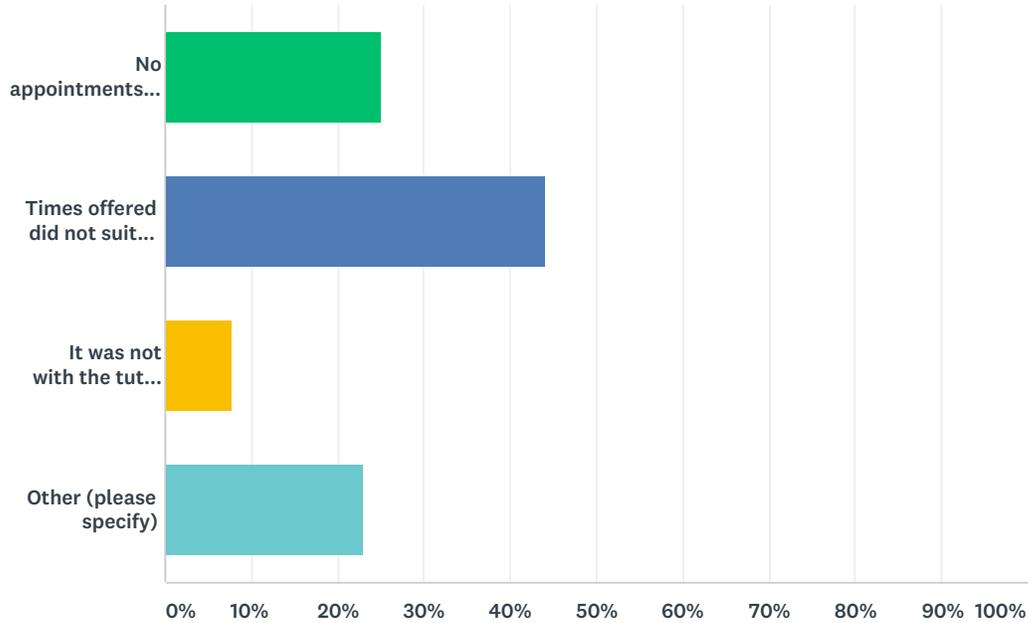
Answered: 248 Skipped: 44



ANSWER CHOICES	RESPONSES	
1-5 days	29.84%	74
1-2 weeks	10.89%	27
2-3 weeks	1.61%	4
3-4 weeks	1.61%	4
1 month or longer	2.42%	6
Have not tried	53.63%	133
TOTAL		248

Q13 If you were unable to see an EOPS tutor, please indicate why below:

Answered: 143 Skipped: 149



ANSWER CHOICES	RESPONSES	
No appointments available	25.17%	36
Times offered did not suit my schedule	44.06%	63
It was not with the tutor that I wanted to see	7.69%	11
Other (please specify)	23.08%	33
TOTAL		143

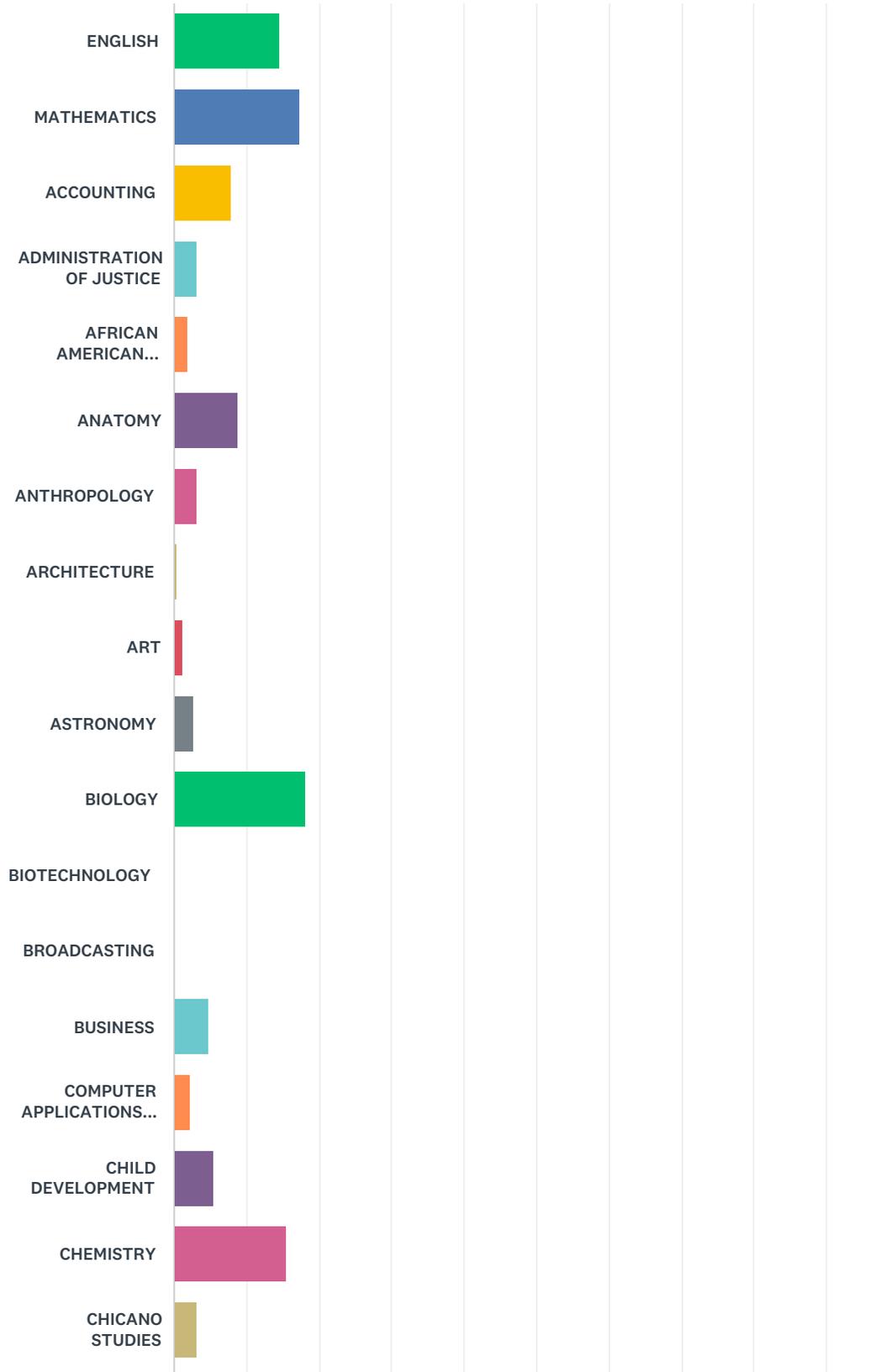
#	OTHER (PLEASE SPECIFY)	DATE
1	didnt have a need to meet with one so far	10/8/2018 10:43 PM
2	I do not use the services of the tutor.	7/30/2018 1:58 PM
3	PogChamp	7/12/2018 11:36 AM
4	I didn't try to see one	7/10/2018 12:13 PM
5	Interfered with class scheduels	7/3/2018 6:16 PM
6	Didn't need	7/3/2018 2:36 PM
7	no appointments available, didn't suit my schedule	7/3/2018 1:50 PM
8	Not applicable	7/3/2018 1:24 PM
9	I had to work	7/2/2018 11:33 AM
10	I missed my first counseling session	6/28/2018 11:17 PM
11	I didn't use any of the tutoring	6/27/2018 2:20 PM
12	I did not try to see the tutor yet.	6/26/2018 5:58 AM
13	Was having personal problems.	6/11/2018 11:41 PM

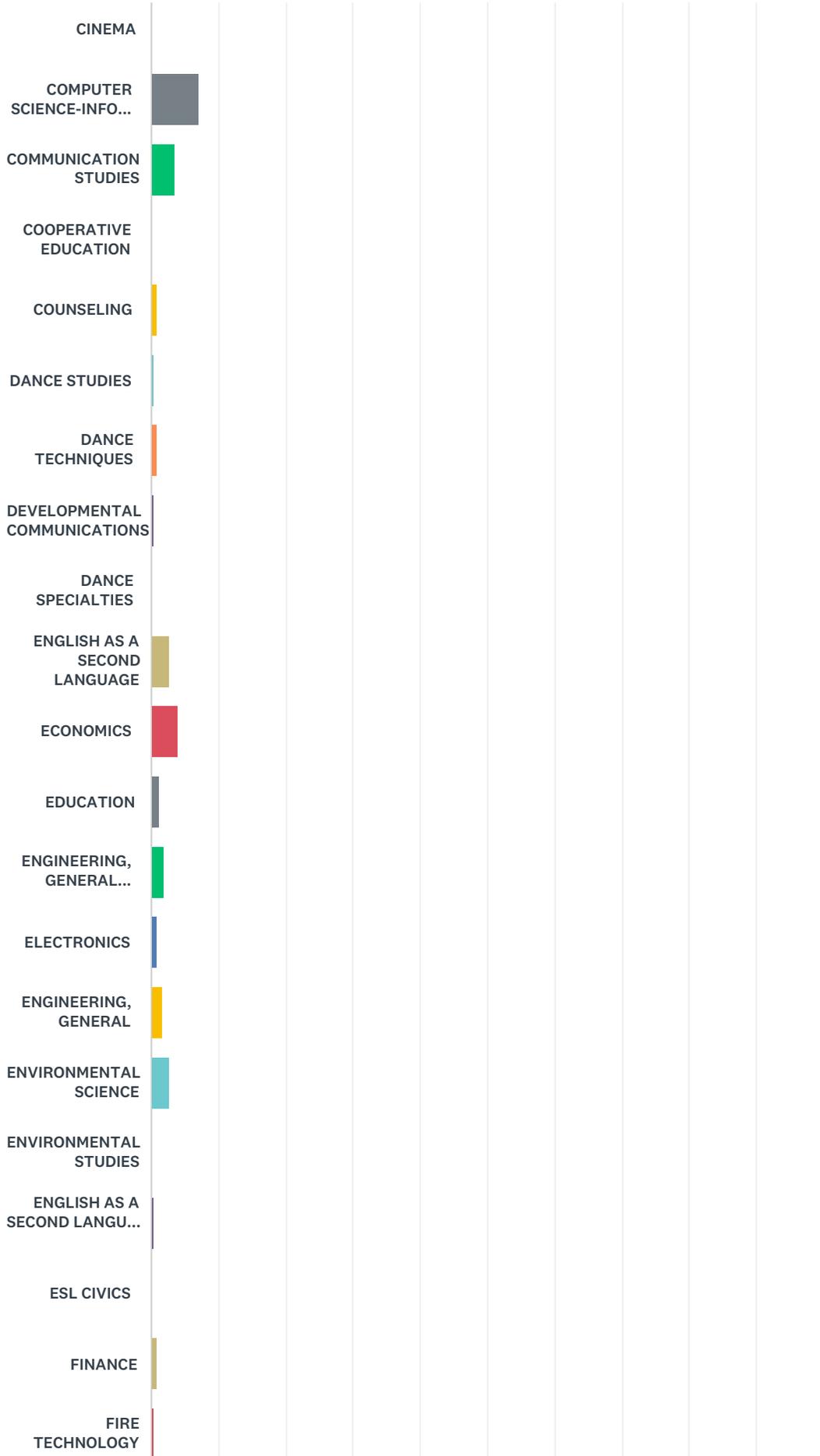
EOPS SSS Spring 2018

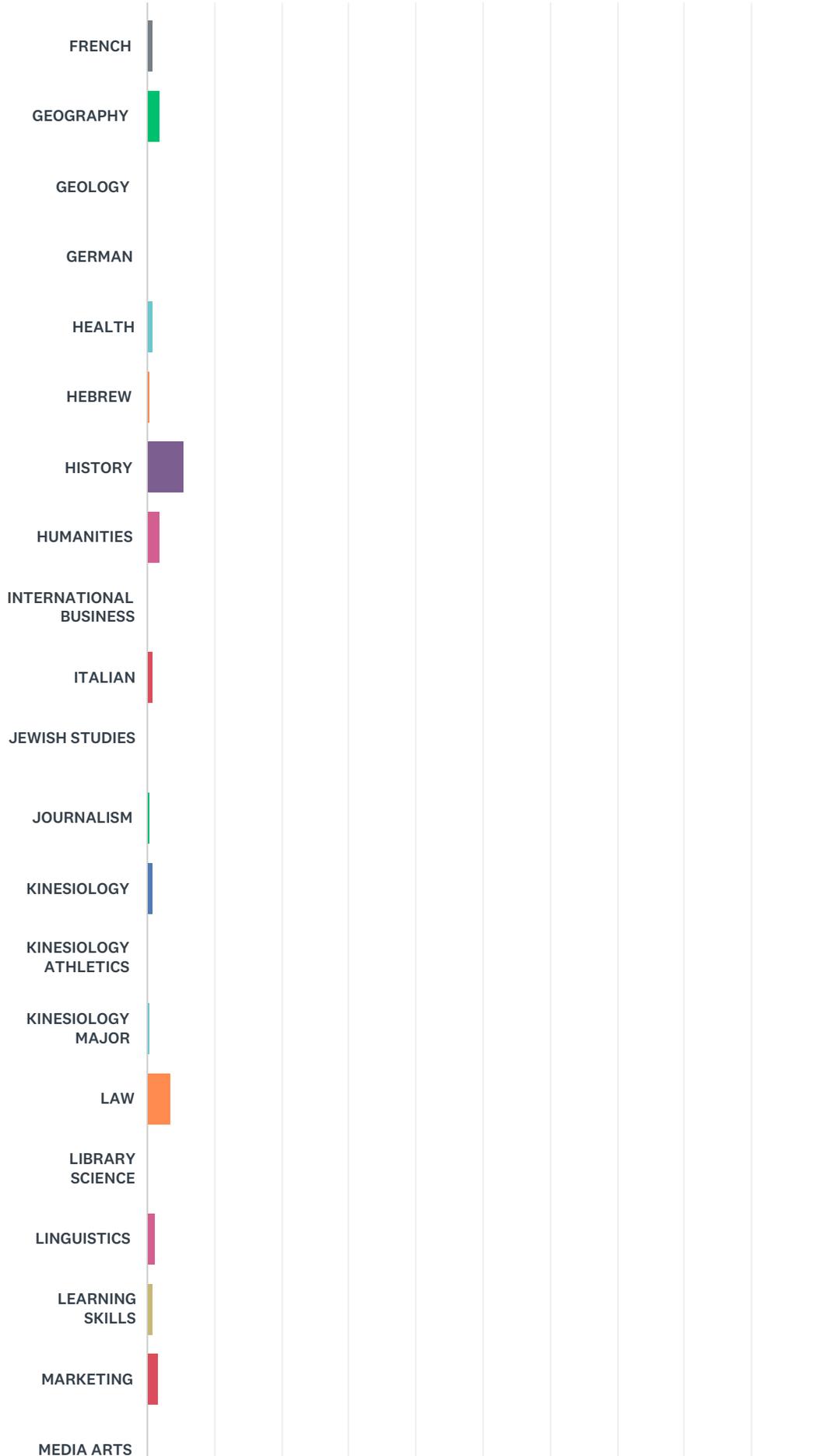
14	I had tutoring with my professors	6/11/2018 9:42 PM
15	N/A	6/6/2018 3:28 PM
16	Didn't need tutor	6/4/2018 10:40 AM
17	time	6/3/2018 11:56 PM
18	Not given appointment	6/3/2018 10:50 PM
19	Have not tried	6/2/2018 10:03 PM
20	I didn't try.	6/2/2018 1:11 PM
21	The tutor could not help me with Organic Chem	6/2/2018 12:21 AM
22	N/A	6/1/2018 11:30 PM
23	I didn't try.	6/1/2018 12:17 PM
24	Work	6/1/2018 10:05 AM
25	I have a child and they don't have childcare services I qualify for....which wasnt fair	5/31/2018 10:19 PM
26	I did not try!!!	5/31/2018 10:05 PM
27	I didn't need one	5/31/2018 9:10 PM
28	the course i needed tutoring for was not offered and there were no times available to see another tutor	5/29/2018 8:08 AM
29	They're not offering that class	5/28/2018 9:39 PM
30	Haven't tried and the tutors weren't there for the subject being talked about in class	5/26/2018 10:10 AM
31	None	5/23/2018 11:59 AM
32	Not applicable	5/23/2018 10:54 AM
33	Was not in tutoring	5/23/2018 9:37 AM

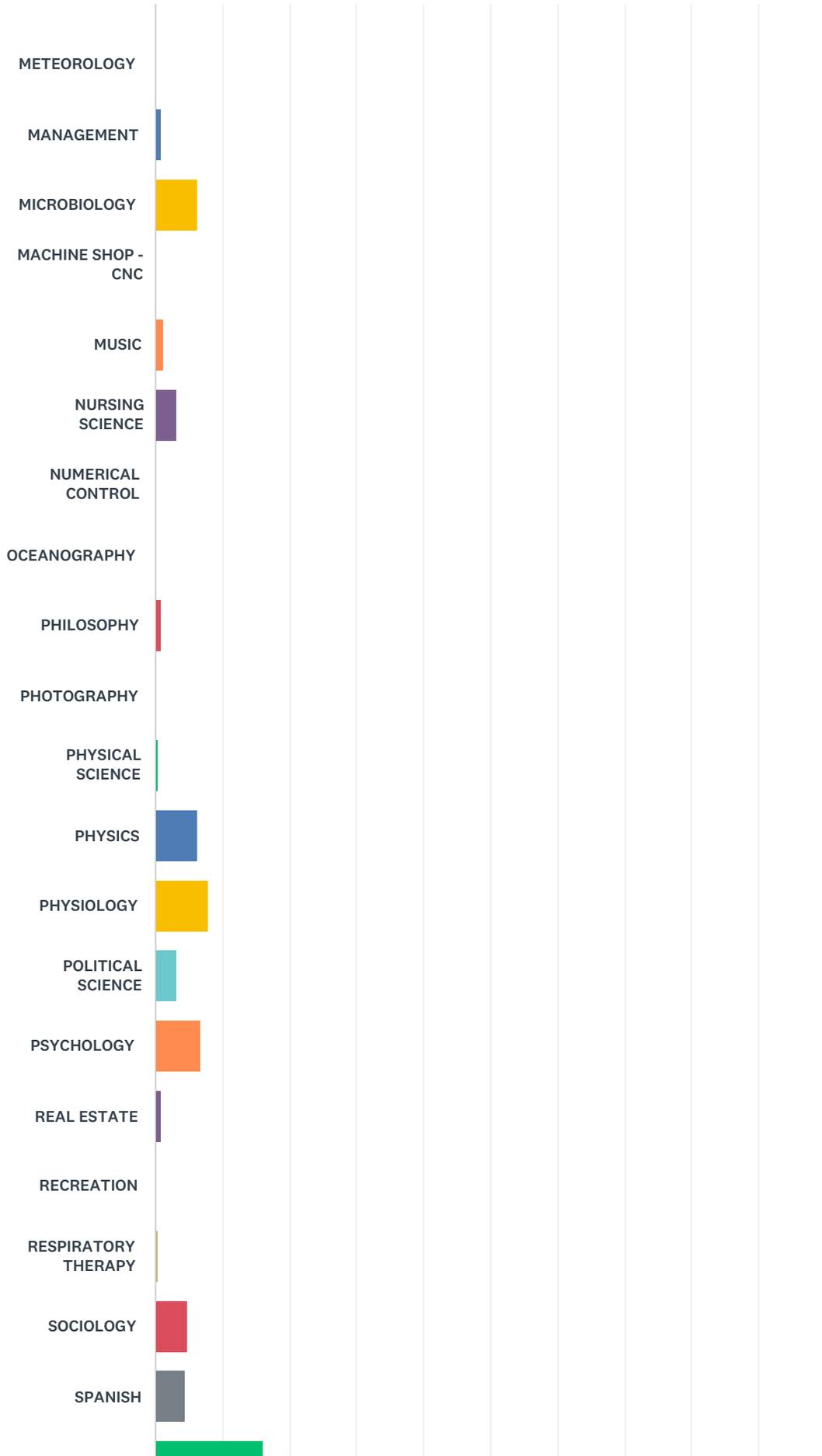
Q14 In addition to English and Math, what other subjects would you like tutoring? Please select your top three(3)

Answered: 253 Skipped: 39

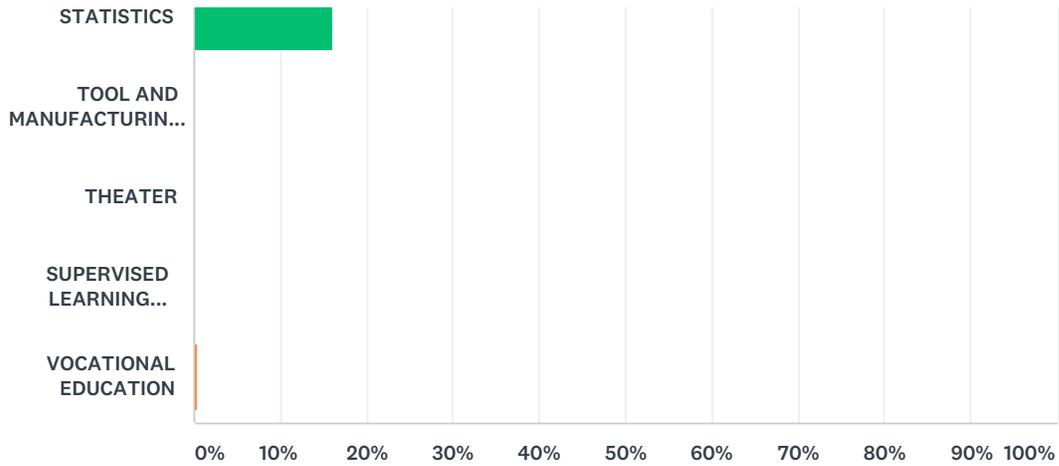








EOPS SSS Spring 2018



ANSWER CHOICES	RESPONSES	
ENGLISH	14.62%	37
MATHEMATICS	17.39%	44
ACCOUNTING	7.91%	20
ADMINISTRATION OF JUSTICE	3.16%	8
AFRICAN AMERICAN STUDIES	1.98%	5
ANATOMY	8.70%	22
ANTHROPOLOGY	3.16%	8
ARCHITECTURE	0.40%	1
ART	1.19%	3
ASTRONOMY	2.77%	7
BIOLOGY	18.18%	46
BIOTECHNOLOGY	0.00%	0
BROADCASTING	0.00%	0
BUSINESS	4.74%	12
COMPUTER APPLICATIONS OFFICE TECHNOLOGIES	2.37%	6
CHILD DEVELOPMENT	5.53%	14
CHEMISTRY	15.42%	39
CHICANO STUDIES	3.16%	8
CINEMA	0.00%	0
COMPUTER SCIENCE-INFORMATION TECHNOLOGY	7.11%	18
COMMUNICATION STUDIES	3.56%	9
COOPERATIVE EDUCATION	0.00%	0
COUNSELING	0.79%	2
DANCE STUDIES	0.40%	1

EOPS SSS Spring 2018

DANCE TECHNIQUES	0.79%	2
DEVELOPMENTAL COMMUNICATIONS	0.40%	1
DANCE SPECIALTIES	0.00%	0
ENGLISH AS A SECOND LANGUAGE	2.77%	7
ECONOMICS	3.95%	10
EDUCATION	1.19%	3
ENGINEERING, GENERAL TECHNOLOGY	1.98%	5
ELECTRONICS	0.79%	2
ENGINEERING, GENERAL	1.58%	4
ENVIRONMENTAL SCIENCE	2.77%	7
ENVIRONMENTAL STUDIES	0.00%	0
ENGLISH AS A SECOND LANGUAGE - Noncredit	0.40%	1
ESL CIVICS	0.00%	0
FINANCE	0.79%	2
FIRE TECHNOLOGY	0.40%	1
FRENCH	0.79%	2
GEOGRAPHY	1.98%	5
GEOLOGY	0.00%	0
GERMAN	0.00%	0
HEALTH	0.79%	2
HEBREW	0.40%	1
HISTORY	5.53%	14
HUMANITIES	1.98%	5
INTERNATIONAL BUSINESS	0.00%	0
ITALIAN	0.79%	2
JEWISH STUDIES	0.00%	0
JOURNALISM	0.40%	1
KINESIOLOGY	0.79%	2
KINESIOLOGY ATHLETICS	0.00%	0
KINESIOLOGY MAJOR	0.40%	1
LAW	3.56%	9
LIBRARY SCIENCE	0.00%	0
LINGUISTICS	1.19%	3
LEARNING SKILLS	0.79%	2

EOPS SSS Spring 2018

MARKETING	1.58%	4
MEDIA ARTS	0.00%	0
METEOROLOGY	0.00%	0
MANAGEMENT	0.79%	2
MICROBIOLOGY	6.32%	16
MACHINE SHOP - CNC	0.00%	0
MUSIC	1.19%	3
NURSING SCIENCE	3.16%	8
NUMERICAL CONTROL	0.00%	0
OCEANOGRAPHY	0.00%	0
PHILOSOPHY	0.79%	2
PHOTOGRAPHY	0.00%	0
PHYSICAL SCIENCE	0.40%	1
PHYSICS	6.32%	16
PHYSIOLOGY	7.91%	20
POLITICAL SCIENCE	3.16%	8
PSYCHOLOGY	6.72%	17
REAL ESTATE	0.79%	2
RECREATION	0.00%	0
RESPIRATORY THERAPY	0.40%	1
SOCIOLOGY	4.74%	12
SPANISH	4.35%	11
STATISTICS	16.21%	41
TOOL AND MANUFACTURING TECHNOLOGY	0.00%	0
THEATER	0.00%	0
SUPERVISED LEARNING ASSISTANCE	0.00%	0
VOCATIONAL EDUCATION	0.40%	1
Total Respondents: 253		

Q15 What do you like most about EOPS?

Answered: 158 Skipped: 134

#	RESPONSES	DATE
1	counseling 1 on 1 has helped me come to graduation way faster then it was taking me doing it on my own. truly gives me better opportunities in things and a huge help when i have a stumbling block on my way when it comes to my studies.	10/8/2018 10:43 PM
2	book vouchar	8/29/2018 9:47 AM
3	The counselor is very nice and explains every class that I need properly	8/11/2018 5:22 PM
4	I like how friendly they are with everyone that comes in through the doors in need of help. they always try their best to help.	8/1/2018 4:28 PM
5	Book voucher.	7/30/2018 1:58 PM
6	people	7/30/2018 1:02 PM
7	Tutoring, counseling, book voucher	7/19/2018 9:06 AM
8	The help and couneslors that I know I can count on.	7/17/2018 1:57 PM
9	sevice	7/14/2018 4:57 PM
10	Nothing really. BIBLETHUMP	7/12/2018 11:36 AM
11	The overall service tyey provide	7/10/2018 12:13 PM
12	How friendly and helpful EOPS department is. ALWAYS>	7/9/2018 10:25 PM
13	It is quick to see a counselor textbook voucher	7/6/2018 7:43 AM
14	People there try their best to help me.	7/5/2018 2:57 PM
15	I like that when ever you need assistance EOPS is always there to help you.	7/4/2018 9:05 PM
16	voucher for books	7/3/2018 11:08 PM
17	They care about you and push you to do good through out your school year.	7/3/2018 7:46 PM
18	Great help and kind staff.	7/3/2018 6:16 PM
19	I am a product of EOPS. With EOPS I have had the oppportunity to advance academically because of their academic planning support and financial help on college books. Through EOPS I have met amazing counselors that have helped me navigate my academic career as a first generation undocumented student.	7/3/2018 5:41 PM
20	I like more the book vaucher that you provide us. Also I like counseling	7/3/2018 2:36 PM
21	the book vouchers and mandatory counseling meetings	7/3/2018 1:50 PM
22	Counseling, book voucher and maybe tutoring which I will seek soon	7/3/2018 1:41 PM
23	Great, friendly staff. Book voucher is amazing. Great help and services.	7/3/2018 1:24 PM
24	The counselors at the EOPS program are knowledgeable and caring.	7/3/2018 1:22 PM
25	The people that work at EOPS	7/3/2018 1:21 PM
26	They care and help you anytime you need it.	7/3/2018 1:19 PM
27	Very helpful and simple	7/3/2018 1:18 PM
28	The supportive staff and counselors.	7/2/2018 11:33 AM
29	nothing it seems to only add to my stress level and not really give me any benefits what so ever. As with most aid programs at LAVC I have to chase people down and fix the issues on my own.	7/1/2018 9:39 AM
30	Everyone is friendly and I get to chose what time to schedule an appointment with a counselor.	6/30/2018 3:21 PM

EOPS SSS Spring 2018

31	The environment i feel when i go into the office. When i walk into your office i feel so welcomed. The priority registration and counseling comes to a very close second.	6/29/2018 11:24 AM
32	The genuine want to help students who may be struggling.	6/28/2018 11:17 PM
33	I love the friendly staffs and how helpful they are.	6/28/2018 5:48 PM
34	The vouchers and the plan for each student to keep them focus on the classes they need.	6/28/2018 3:17 PM
35	my counselor she is fantastic. and the book voucher, and priority registration.	6/28/2018 9:04 AM
36	How friendly everyone is.	6/27/2018 6:55 PM
37	They never give up on you. The fight for you. Encourage & listen. Supportive. They stand out from all departments & program. When you need help and they reach out to you especially [REDACTED] and the staff. Every year, they innovate the services, workshops and implementations of programs, they improved the materials on rolling backpack to last longer, the cafe food cards to help students, appointment times are better having Tuesday evenings for students who work fulltime. They think & look on academic strength & assistance yet their approach are in all aspects of the students needs and life dynamics. The Holiday Christmas parties are special especially for Moms with children. They really care for people & families.	6/27/2018 6:35 PM
38	I like honestly everything they provided their students with.	6/27/2018 2:57 PM
39	Registration priority	6/27/2018 2:48 PM
40	The front desk staff are amazingly helpful and courteous. There are Free school supplies, yay!	6/27/2018 2:20 PM
41	I enjoy having the care that the staff provides me with. They are there to guide me and I am grateful for their aid during my time at LAVC.	6/27/2018 1:23 PM
42	Everyone was so nice and welcoming.	6/27/2018 1:21 PM
43	Nice and helpful staff.	6/27/2018 10:00 AM
44	I like the great support they offer to students	6/26/2018 5:43 PM
45	counseling and book voucher and in future tutoring.	6/26/2018 5:58 AM
46	The thing i loke the most about EOPS is that they are very helpful and always has great people working in the front.	6/26/2018 12:37 AM
47	The counselors, especially both [REDACTED]. They're both great help and support.	6/26/2018 12:01 AM
48	It would be the extensive career planning and textbook assistance.	6/25/2018 9:22 PM
49	They give me benefits	6/25/2018 6:40 PM
50	That everyone tries to accommodate you and help you in any way that they can.	6/25/2018 6:22 PM
51	I love that there are free services provided such as counseling, tutoring, computer lab, and book vouchers. Most staff are very kind and helpful. They help keep their students on track during college.	6/25/2018 5:52 PM
52	Counseling	6/25/2018 5:34 PM
53	Counselors and staff are always very helpful and kind.	6/25/2018 5:04 PM
54	Counselors	6/25/2018 2:41 PM
55	It's helpful	6/25/2018 11:08 AM
56	Everyone is super friendly and when I needed help someone always took the time to help me out.	6/25/2018 11:07 AM
57	Counselor [REDACTED]	6/25/2018 11:01 AM
58	The friendliness of its staff. Always with a smile.	6/12/2018 12:26 PM
59	The friendly staff.	6/11/2018 11:41 PM
60	What I like the most is being able to use the computer lab.	6/11/2018 9:42 PM
61	N/A.	6/11/2018 5:11 PM
62	I like the flexibility in what they let you to use the computers, and they schedule the tutor appointments.	6/9/2018 7:28 AM

EOPS SSS Spring 2018

63	Helpful Staff	6/8/2018 5:46 PM
64	everyone are answer about your question and help me with math 125	6/7/2018 10:17 PM
65	Environment is kind and very helpful. [REDACTED] :)	6/6/2018 3:28 PM
66	EOPS has been incredibly helpful to my success as a student. I feel like the office has a very supportive and well informed staff.	6/4/2018 6:07 PM
67	Sevice	6/4/2018 3:55 PM
68	I love how friendly and welcoming the staff is.	6/4/2018 2:57 PM
69	Everything is good	6/4/2018 12:45 PM
70	Early appointment, book voucher	6/4/2018 10:40 AM
71	I like that everyone is very friendly and it is a very helpful program.	6/3/2018 11:56 PM
72	The fact that they will always make you feel welcome and the friendly staff	6/3/2018 10:17 PM
73	Help people stay focus	6/3/2018 5:09 PM
74	Everyone was just very helpful and nice	6/3/2018 10:40 AM
75	counseling, books	6/2/2018 10:03 PM
76	Counselors are very caring and make me feel comfortable.	6/2/2018 1:11 PM
77	Very helpful	6/2/2018 7:34 AM
78	Very Friendly	6/1/2018 11:30 PM
79	priority registration	6/1/2018 11:25 PM
80	its helped me a lot.	6/1/2018 2:21 PM
81	i can say everything, because the program is giving a lot of opportunities for students.	6/1/2018 2:10 PM
82	I love the staff they are very attentive and helpful	6/1/2018 1:30 PM
83	Book vouchers	6/1/2018 12:17 PM
84	Book voucher helps a big deal of course. I won't deny it. However; what i value the most from EOPS program is definitively the support and guidance we as students, received from all well knowledgeable, dedicated, and caring, EOPS' counsellors. In addition, I like to mention that from my experience I know they'll go above and behond to help out anyone in any way possible they can to get to resorces that may be available and benefitt the students to accomplish their educational goals... Everyone in the office is very is efficient and helpful. Being part of EOPS is truly a blessing! I'm personally very grateful to all staff and their dedication!! ☺	6/1/2018 11:27 AM
85	They're very helpful and will guide you to the right path	6/1/2018 10:05 AM
86	Book vouchers Priority registration Counseling	6/1/2018 9:40 AM
87	How welcoming it felt as soon as I walked in, people in the front desk were so nice and worked fast. Counselors were amazing!	5/31/2018 11:58 PM
88	I like the front desk receptionists, they are always nice and always informed.	5/31/2018 11:54 PM
89	What I liked the most about EOPS was getting an appointment with a counselor because they were friendly and always helped me with my classes and career path.	5/31/2018 11:26 PM
90	How caring and kind the staff members are.	5/31/2018 11:22 PM
91	The staff are always caring and kind.	5/31/2018 11:07 PM
92	I get all my questions answered when I ask.	5/31/2018 10:33 PM
93	The people there seem like they actually care about students and want them to succeed. Priority registration is really helpful when getting classes that get full quickly (such as Math or English).	5/31/2018 10:11 PM
94	Awesome	5/31/2018 9:32 PM
95	Everything	5/31/2018 9:27 PM
96	What I like most about eops, is that the program is committed to help me succeed in life and my goals.	5/31/2018 9:22 PM

EOPS SSS Spring 2018

97	They have answers to my questions !	5/31/2018 9:19 PM
98	The fact that there are many resources available to help me succeed. Also how they contact me through email to remind me when things are due or upcoming events.	5/31/2018 9:16 PM
99	Their friendly welcoming and helpful people.	5/31/2018 9:13 PM
100	I lik that they are verry helpful and friendly.	5/31/2018 9:12 PM
101	The counseling appointments	5/31/2018 9:10 PM
102	The tutors that tempt to develop good friendship chemistry when comes to their support figuring out at least their break off schedule so they can catch students with their capabilities. Somehow the staffs and counselors are very nice and are very likely to ask questions upon your daytime whenever they have the time to do so. Tutors would at least communicate more with you unless you are stuck on one simple or hard question. Concerning the lack of solving a particular subject, I rather suggest tutors tell students their strengths and weaknesses as to studying.	5/31/2018 11:15 AM
103	everything	5/29/2018 8:07 PM
104	Everyone is welcoming,always try to help you.	5/29/2018 7:20 PM
105	my counselor [REDACTED]	5/29/2018 8:08 AM
106	The thing I like most part is counseling which is offered two times every semester.	5/28/2018 9:39 PM
107	They are very convenient	5/28/2018 7:32 PM
108	How helpful and caring the counselors are when we need help or have questions. They are also very understanding when you feel like you're overworking yourself but they help and encourage you	5/28/2018 5:50 PM
109	tutoring and pay your books. I feel that I am not alone and I can get help somehow. it is very important to have a support. I like the tutoring is 2 hours.	5/28/2018 3:04 PM
110	helping to make the schedule and transfer money to books	5/28/2018 12:53 AM
111	HELPFUL	5/27/2018 11:35 PM
112	The feature that I like the most from EOPS is the book vouchers they provide. Its a big help for people in the low-income family category such as I. Overall the book voucher is very helpful because it can give you less stress about buying expensive books.	5/27/2018 7:35 PM
113	Prior registration	5/27/2018 6:20 PM
114	Book vouchers, scantrons. Bein able to see counselors that re dedicated to only you	5/27/2018 9:52 AM
115	Everything	5/26/2018 9:13 PM
116	I like that we don't have to struggle to get an appointment with a counselor and I appreciate the book vouchers.	5/26/2018 5:11 PM
117	The counseling ,mostly everything	5/26/2018 3:34 PM
118	All staffs are very nice	5/26/2018 2:12 PM
119	Everyone was super friendly and helpful. [REDACTED] really helped me reach my goals by guiding me and creating a student educational program with me each semester. The book voucher also made a huge impact throughout my years at LAVC. I didn't receive financial aid my first semester, but with this book voucher I was able to afford all my books. I also really enjoyed being able to walk in the office and have access to the computers at any time. EOPS helped me succeed at LAVC.	5/26/2018 1:54 PM
120	The book vouchers, the very helpful counselors, and that they always pick up my phone calls.	5/26/2018 1:33 PM
121	The counselors were very kind and patient. [REDACTED] really took the time to go over any questions I had and was clear with what I needed to do in order to transfer. The counselors here care for the students and try their best to be helpful.	5/26/2018 1:09 PM
122	I like the atmosphere of the place, it's all so welcoming. Everyone seems cheerful and willing to help. Eops services with the computer lab, book vouchers, and scantrons have been so helpful throughout my college career and for that that i am incredibly thankful, along with the great advice given from the kind counselors.	5/26/2018 11:25 AM

EOPS SSS Spring 2018

123	That my counselor is understanding and I'm taking the classes I need in order to succeed and transfer...	5/26/2018 11:11 AM
124	The friendly environment	5/26/2018 10:54 AM
125	EOPS is a well configured platform where you are helped every step of the way.	5/26/2018 10:38 AM
126	I like how they provide the book vouchers for students. It has really helped me in my journey to my career.	5/26/2018 10:30 AM
127	Counseling Book vouchers And tutoring	5/26/2018 10:21 AM
128	That the counselors try to explain what's best for you and try to help you decide the best classes for you to take according to your career.	5/26/2018 10:10 AM
129	The staff is always amazing, I feel very welcome and they always try to find a way yo help	5/26/2018 10:07 AM
130	They are always nice and they care a lot.	5/26/2018 10:05 AM
131	Very helpful all around	5/26/2018 9:51 AM
132	The counselors!!! Alma is the kindest and most helpful when it comes to helping me plan my schedule.	5/26/2018 9:48 AM
133	their dedication and support to students	5/24/2018 11:46 PM
134	I like my counselor [REDACTED], she is really helpful, thanks!	5/24/2018 11:02 PM
135	I like my counselor and the computer lab. Thank you for all the services that you provide for us.	5/24/2018 5:34 PM
136	The thing i like most about EOPS is how comfortable and welcoming they make me feel. Whenever i feel confused or need assistance they are always there to help me with counseling, and any questions. My counselor [REDACTED] is by far the best counselor i have ever had, she is beyond helpful.	5/24/2018 5:28 PM
137	Counseling and tutoring	5/24/2018 11:18 AM
138	counseling	5/24/2018 11:15 AM
139	everything the counselors	5/23/2018 11:47 PM
140	I really liked how my counselor made me feel important whenever I spoke to her about what problems I was having. The counselors overall have been a tremendous help in telling me which classes I needed to take before I transfer.	5/23/2018 10:04 PM
141	The welcoming they received me with.	5/23/2018 7:11 PM
142	Everyone is very kind and helpful.	5/23/2018 5:24 PM
143	I think people forget that the counselors and staff are the biggest benefit from this program. What a amazing experience	5/23/2018 3:37 PM
144	I like the help that they give someone like me.	5/23/2018 3:20 PM
145	Friendly Book voucher help	5/23/2018 2:16 PM
146	Book vouchers and labs	5/23/2018 12:43 PM
147	I like the counseling and the book voucher.	5/23/2018 11:59 AM
148	The environment all the councilors really care about the students and they're friendly.	5/23/2018 11:28 AM
149	The free stuff	5/23/2018 11:21 AM
150	The counselors look at our transcripts and guide us according to our student needs.	5/23/2018 11:16 AM
151	The services offered to students. It's really convenient and helpful.	5/23/2018 10:54 AM
152	everything	5/23/2018 10:53 AM
153	The thing i like most about EOPS is that I dont have to wait a long period of time to get a response for any questions that i have.	5/23/2018 10:13 AM
154	What I like about EOPS is that they've been a big help to me. I know I can speak to my counselor and she will help me with my questions, and I know the staff is very helpful as well. EOPS is a great program that provides me with many opportunities and options to succeed in my career.	5/23/2018 9:56 AM

EOPS SSS Spring 2018

155	Everything	5/23/2018 9:48 AM
156	The help that I got for my books and also that some people working tried to answer any if not all questions you could ask.	5/23/2018 9:44 AM
157	EOPS make you feel welcome as a family! You can feel the love and passion they have sit down with a student and explain everything or any questions the student might have! Also every person staff and counselor everyone at EOPS are very kind	5/23/2018 9:39 AM
158	They are a very helpful program	5/23/2018 9:37 AM

Q16 If there is one thing that you could change about EOPS, what would it be?

Answered: 127 Skipped: 165

#	RESPONSES	DATE
1	send texts about whats coming up and deadlines. specifically for report cards and just the emails over all. letting me know i have received an email because sometimes your emails get lost in my pool of emails	10/8/2018 10:43 PM
2	nothing	8/29/2018 9:47 AM
3	Have tutors available at anytime	8/11/2018 5:22 PM
4	Nothing, Everything is good.	7/30/2018 1:58 PM
5	more hours	7/30/2018 1:02 PM
6	No ID checks	7/19/2018 9:06 AM
7	More tutoring hours.	7/17/2018 1:57 PM
8	none	7/14/2018 4:57 PM
9	tutors never seem to know when they have an appointment	7/12/2018 1:28 PM
10	PepoDance	7/12/2018 11:36 AM
11	Nothing	7/10/2018 12:13 PM
12	textbook voucher should work longer because sometimes there is no necessary book available in the book store	7/6/2018 7:43 AM
13	More vouchers for other needs.	7/5/2018 2:57 PM
14	no	7/4/2018 9:05 PM
15	nothing	7/3/2018 11:08 PM
16	Just keep doing a great job.	7/3/2018 6:16 PM
17	I think meal vouchers would also help. As a college student I always tend to find ways to get the best nutritional foods, but it has been a struggle.	7/3/2018 5:41 PM
18	the councilors giving us more information about our major and showing us options on what would be more convenient	7/3/2018 1:50 PM
19	More locations	7/3/2018 1:21 PM
20	i think eops is perfect the way it is, nothing to change.	7/3/2018 1:19 PM
21	Nothing	7/3/2018 1:18 PM
22	Nothing at this time.	7/2/2018 11:33 AM
23	That it would actually do what it says it does and not create more problems for me to solve.	7/1/2018 9:39 AM
24	Considering the fact that you have the BEST counselors on campus, i wish they more accessible. I don't like how i have to do my appointment 3-4 weeks in advance to see one, it's worth the wait but its still irritating. I also wish that EOPS would extend over 70 units. I believe we should be helped out according to our major, being a STEM major of course i'm going to go over the 70 units. I wish more help can be offered to those with similar cases like me.	6/29/2018 11:24 AM
25	I wouldn't change anything	6/28/2018 11:17 PM
26	There is nothing to change about EOPS.	6/28/2018 5:48 PM

EOPS SSS Spring 2018

27	Keep giving the vouchers until a student graduates or transfer. I was almost done to get transfer or to get my AA but since I don't qualify for financial aid and EOPS stopped issuing the vouchers I fell a little behind because I didn't have funds to buy the expensive textbooks. I'm still taking a class at a time but I liked the fact that I was able to be a full time student while I was in EOPS. Because I was receiving the vouchers for all my classes.	6/28/2018 3:17 PM
28	Aside from adding more tutors and having them be available, i would want to be able to see my counselor the same day.	6/28/2018 9:04 AM
29	Reduce waiting time.	6/27/2018 6:55 PM
30	Expand it and have more funds allocated for departments, outreach and have tablets vouchers & internet on it for students who are in serious need and who take online classes	6/27/2018 6:35 PM
31	More availability for counseling sessions.	6/27/2018 2:57 PM
32	To hire more career counselor	6/27/2018 2:48 PM
33	There is a high demand for statistics tutoring.	6/27/2018 2:20 PM
34	Nothing. I've never felt that they lack in any of their services.	6/27/2018 1:23 PM
35	Clearer direction into getting into the Eops program when I transfer.	6/27/2018 1:21 PM
36	more money in the book vouchers.	6/26/2018 5:58 AM
37	I dont think eops should change anything because they are good just the way they are.	6/26/2018 12:37 AM
38	The mandatory priority registration deadline for book vouchers.	6/25/2018 9:22 PM
39	I don't like going to required stuff because then I feel forced to go to it. I understand why you guys make us go to counseling (it's really useful) but I don't think it should be a requirement for people because if they're not doing it themselves already, to be prepared for college, then they weren't gonna make it anyway. That takes away from people that actually need to see counseling, ive gone in a few times and had it be full. I just think it's more work on you guys and also taking away from people who need and actually want the help.	6/25/2018 6:40 PM
40	I would change the services for maxed out students. It would be nice to see your primary counselor instead of a maxed out counselor. It would be nice to also at least have tutoring available for maxed out students to help them leave or transfer with assistance in academics.	6/25/2018 5:52 PM
41	Provide more appointments	6/25/2018 5:34 PM
42	I wish there was more time than the 3 days given for priority registration, also that if a student does not qualify for a book voucher in the spring or fall it doesn't hinder the ability for that student to receive a voucher for the following winter or summer semester.	6/25/2018 5:04 PM
43	No	6/25/2018 11:08 AM
44	I think there should be one person that can answer one or two quick questions that don't need counseling appointments.	6/25/2018 11:07 AM
45	9 units for book voucher	6/25/2018 11:01 AM
46	Increase the amount of money for books for students and other academic resources.	6/12/2018 12:26 PM
47	I would add more people helping the the front. The eops office can get very pact.	6/11/2018 11:41 PM
48	Maybe have a bigger computer lab	6/11/2018 9:42 PM
49	The people who greet you and help you set up the appointments.	6/11/2018 5:11 PM
50	Additional Locations	6/8/2018 5:46 PM
51	none	6/7/2018 10:17 PM
52	When having to make photocopies at the computer lab, it'd be nice for it to be ok if you make a couple more than 10 if needed... like 12 or 13, I'm not talking 20, in a need to do basis, not abuse.	6/6/2018 3:28 PM
53	I wish there was more subjects that the tutors could help us on, such as physics and bio etc.	6/4/2018 6:07 PM
54	Nothing. Smile.	6/4/2018 3:55 PM
55	Everything is good	6/4/2018 12:45 PM
56	Remove the units requirements	6/4/2018 10:40 AM

EOPS SSS Spring 2018

57	I wouldn't want to change anything.	6/3/2018 11:56 PM
58	Nothing :)	6/3/2018 10:17 PM
59	Tutors	6/3/2018 5:09 PM
60	Nothing	6/3/2018 10:40 AM
61	more communication between staff	6/2/2018 10:03 PM
62	Nothing	6/2/2018 1:11 PM
63	None	6/2/2018 7:34 AM
64	N/A	6/1/2018 11:30 PM
65	the mandatory counseling appointments	6/1/2018 11:25 PM
66	nothing	6/1/2018 2:21 PM
67	bigger tutoring room	6/1/2018 2:10 PM
68	I would not change anything	6/1/2018 1:30 PM
69	Hiring knowledgeable front desk staff.	6/1/2018 12:17 PM
70	I would like EOPS office to have more extended business hours. Perhaps it would be better on a Friday or Saturday when there will be no classes interfering the schedule.	6/1/2018 11:27 AM
71	More counselors	6/1/2018 10:05 AM
72	Workshop for; mental wellness, study tips, money management/investing, job awareness.	6/1/2018 9:40 AM
73	i would say maybe get more counselors just because there are so many students in the program. the student to counselor teacher is overbearing for counselors.	5/31/2018 11:54 PM
74	I wouldn't change anything.	5/31/2018 11:26 PM
75	Give the help all the way until the student graduates, specially the ones who don't get financial Aid.	5/31/2018 11:26 PM
76	I would like to have workshops on transferring process and application.	5/31/2018 11:22 PM
77	Mix cultured assistants in front desk. That would be more efficient than one particular cultural helpers.	5/31/2018 11:07 PM
78	More tutors available in a variety of different subjects.	5/31/2018 10:33 PM
79	find ways to help students who are parents who don't have calworks	5/31/2018 10:19 PM
80	Nothing really, it's great as it is!	5/31/2018 10:11 PM
81	Nothing	5/31/2018 9:32 PM
82	Nothing	5/31/2018 9:27 PM
83	Nothing comes to mind. It's great as it is.	5/31/2018 9:22 PM
84	Maybe to have office hours open earlier to be able to print something out just in case.	5/31/2018 9:16 PM
85	Nothing	5/31/2018 9:13 PM
86	More counselors	5/31/2018 9:10 PM
87	nothing	5/29/2018 8:07 PM
88	offer more courses for tutoring, make more times available for appointments, and be able to make appointments on line	5/29/2018 8:08 AM
89	I would like to change about EOPS that counselor limit to see some issues in it.	5/28/2018 9:39 PM
90	Nothing , They are helpful to the full extend they can be .	5/28/2018 7:32 PM
91	Maybe more tutors. I don't know	5/28/2018 3:04 PM
92	Nothing, because for me its perfect.	5/27/2018 7:35 PM
93	Nothing	5/27/2018 6:20 PM

EOPS SSS Spring 2018

94	I think the counselors should learn how to voice their opinions in a way that's not intimidating or makes the student feel like they can not succeed far enough to attain their goals. I understand realistic is necessary but there's ways one can say things kindly	5/27/2018 9:52 AM
95	No	5/26/2018 9:13 PM
96	maybe more walk ins for counseling	5/26/2018 3:34 PM
97	Nothing	5/26/2018 2:12 PM
98	I am glad to have been part of EOPS at LAVC. I wouldn't change a thing.	5/26/2018 1:54 PM
99	The 12 units or more at valley requirement because some people can only take 3 or 2 classes because they have kids or work or are maybe struggling and they need the assistance but they don't qualify because of that one requirement.	5/26/2018 1:33 PM
100	I don't think enough people on campus know about EOP, you guys should really try more to spread the word on the services you guys offer, it can really help people with school.	5/26/2018 1:09 PM
101	Not one thing.	5/26/2018 11:25 AM
102	That they remind anything that is needed or deadlines that would be helpful sometimes I have so much on my plate I can forget deadlines to receive book vouchers	5/26/2018 11:11 AM
103	Being able to get same day counseling	5/26/2018 10:54 AM
104	Possibly nothing	5/26/2018 10:38 AM
105	So far I don't think there's nothing they should change because they already do a lot for students. I'm happy with their services.	5/26/2018 10:30 AM
106	The little place they have where students can do homework or get tutoring.	5/26/2018 10:21 AM
107	Nothing to change	5/26/2018 10:05 AM
108	Nothing	5/26/2018 9:51 AM
109	Will change the age requirements, for progress reports.	5/25/2018 10:55 PM
110	That it could stay open a little longer during the week.	5/24/2018 5:34 PM
111	Me to work there	5/24/2018 11:18 AM
112	nothing	5/24/2018 11:15 AM
113	nothing	5/23/2018 11:47 PM
114	Nothing. Its an amazing program.	5/23/2018 10:04 PM
115	No	5/23/2018 7:11 PM
116	Nothing!	5/23/2018 5:24 PM
117	I would change the fact that students have to bend over backwards just to receive the \$200 book voucher that they really need.	5/23/2018 4:07 PM
118	I would like them to give us more gas card and more gift card for the cafeteria.	5/23/2018 3:20 PM
119	None	5/23/2018 11:59 AM
120	Just to advise the front desk people about small things such as extension numbers or questions about important dates	5/23/2018 11:28 AM
121	Deadline to expand & give me a call if I didn't show up to the deadline a reminder	5/23/2018 11:21 AM
122	Nothing, it's great as is.	5/23/2018 10:13 AM
123	I wouldn't change anything about EOPS because it's already a great program.	5/23/2018 9:56 AM
124	None	5/23/2018 9:48 AM
125	Sometimes waiting in line to just check in for the longest time	5/23/2018 9:44 AM
126	Nothing	5/23/2018 9:39 AM
127	Nothing	5/23/2018 9:37 AM