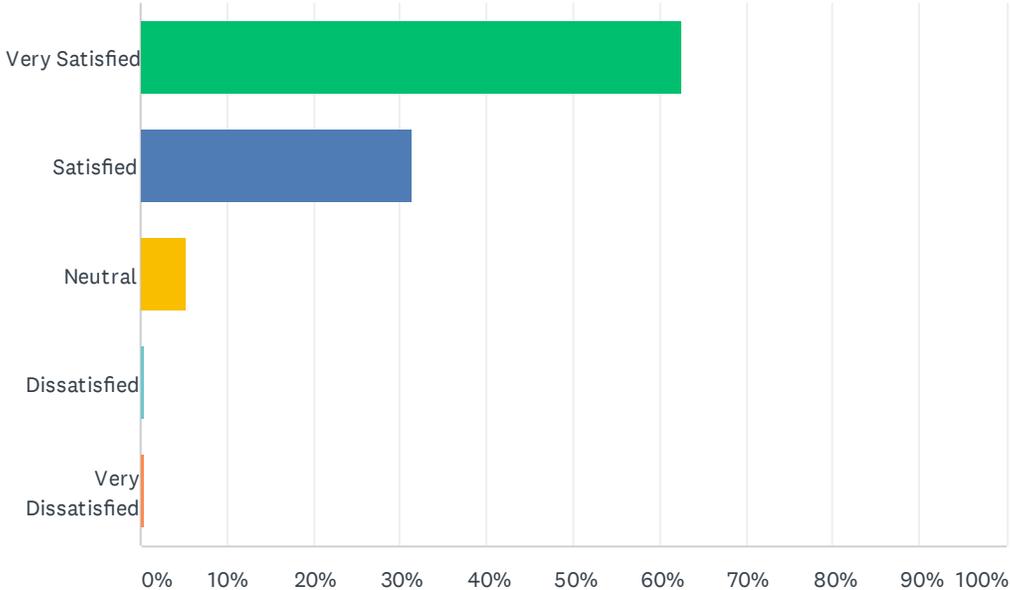


Q1 Please enter your 9-digit Student ID Number

Answered: 199 Skipped: 0

Q2 Overall, how satisfied are you with EOPS Services?

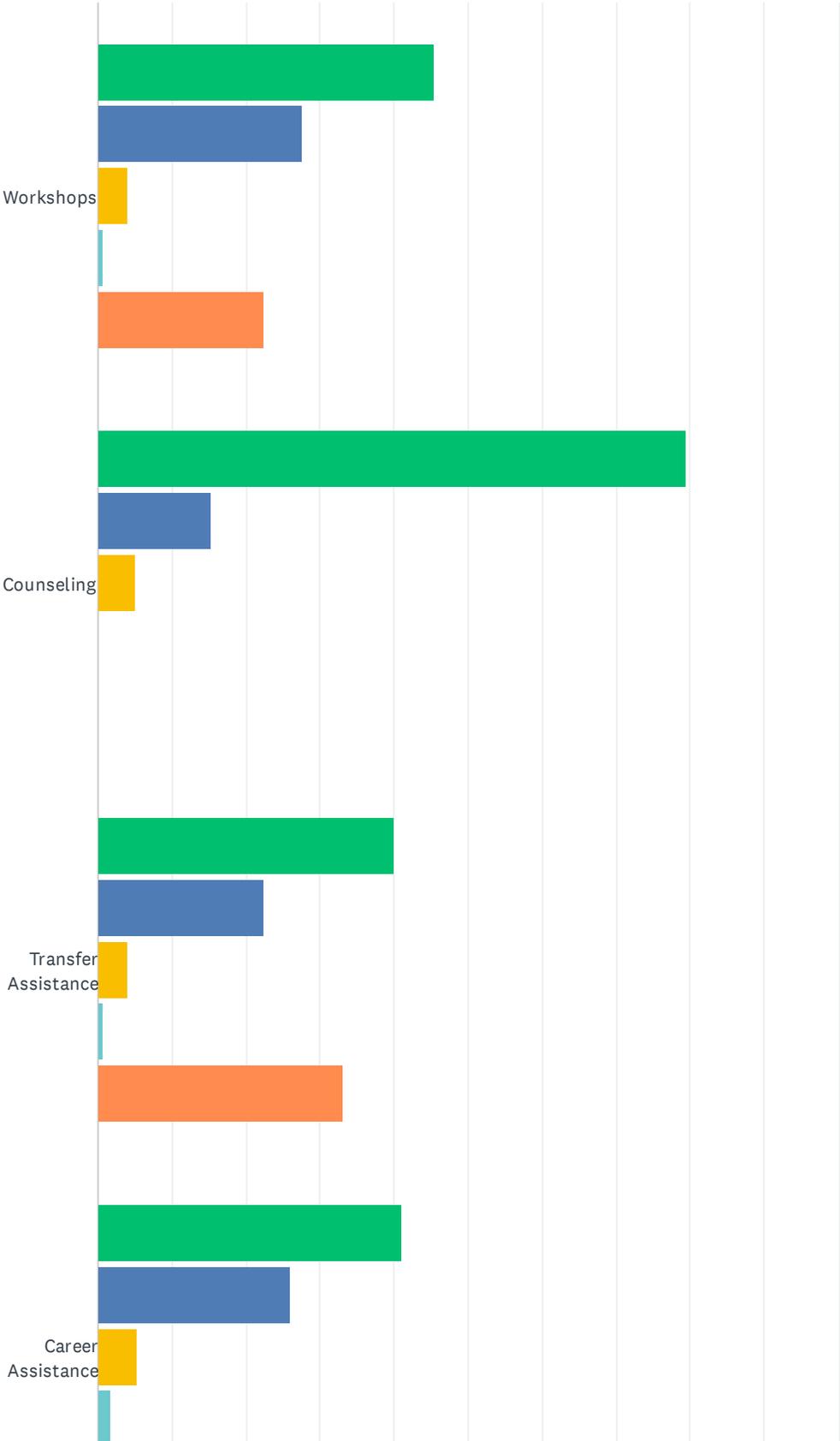
Answered: 195 Skipped: 4



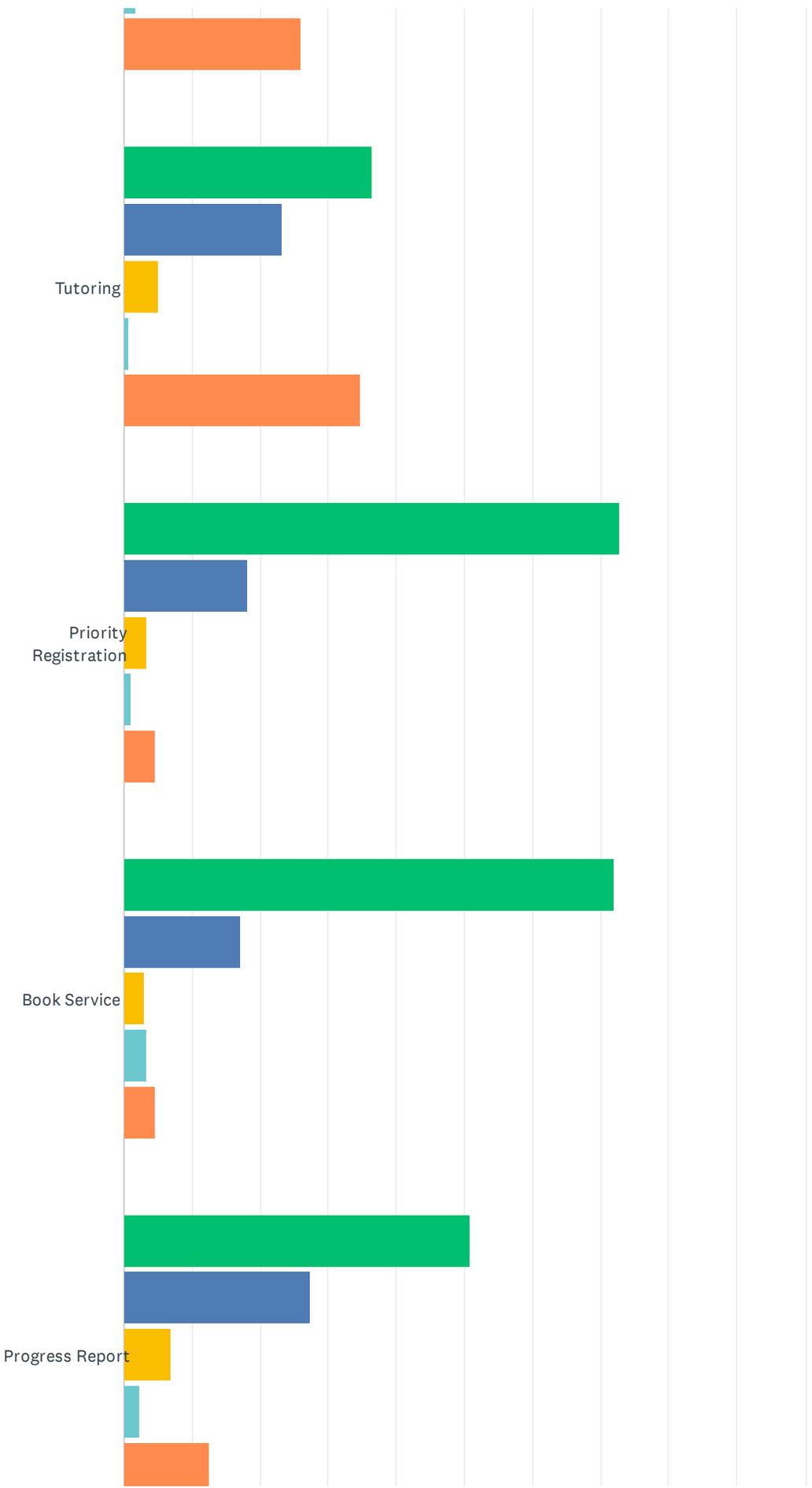
ANSWER CHOICES	RESPONSES	
Very Satisfied	62.56%	122
Satisfied	31.28%	61
Neutral	5.13%	10
Dissatisfied	0.51%	1
Very Dissatisfied	0.51%	1
TOTAL		195

Q3 Please rate the helpfulness of the following EOPS Services:

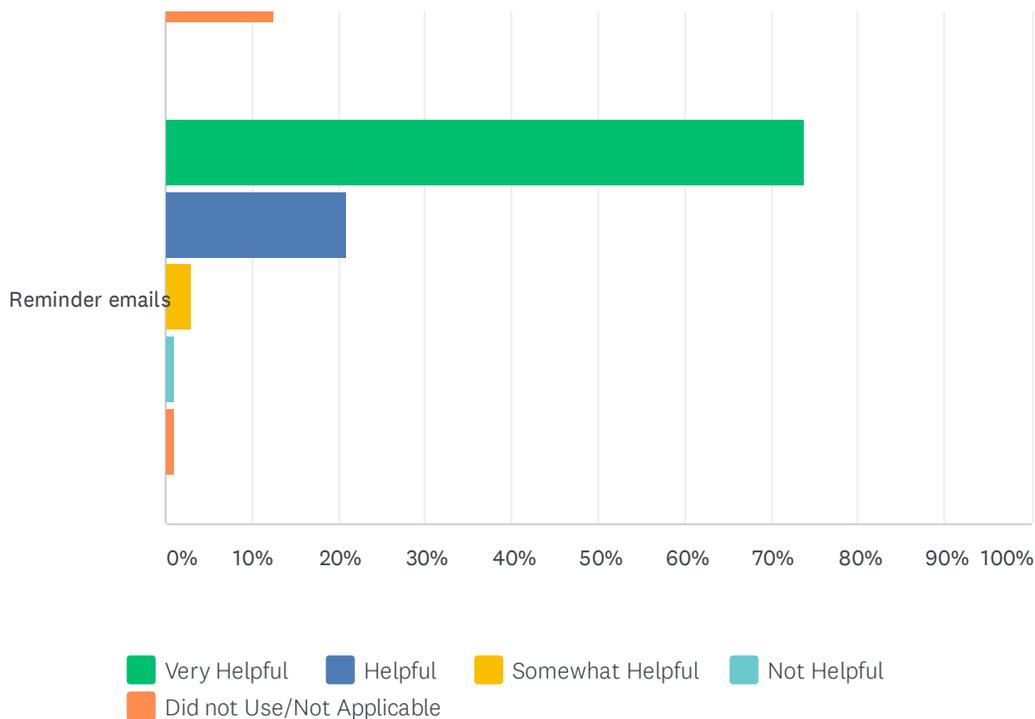
Answered: 176 Skipped: 23



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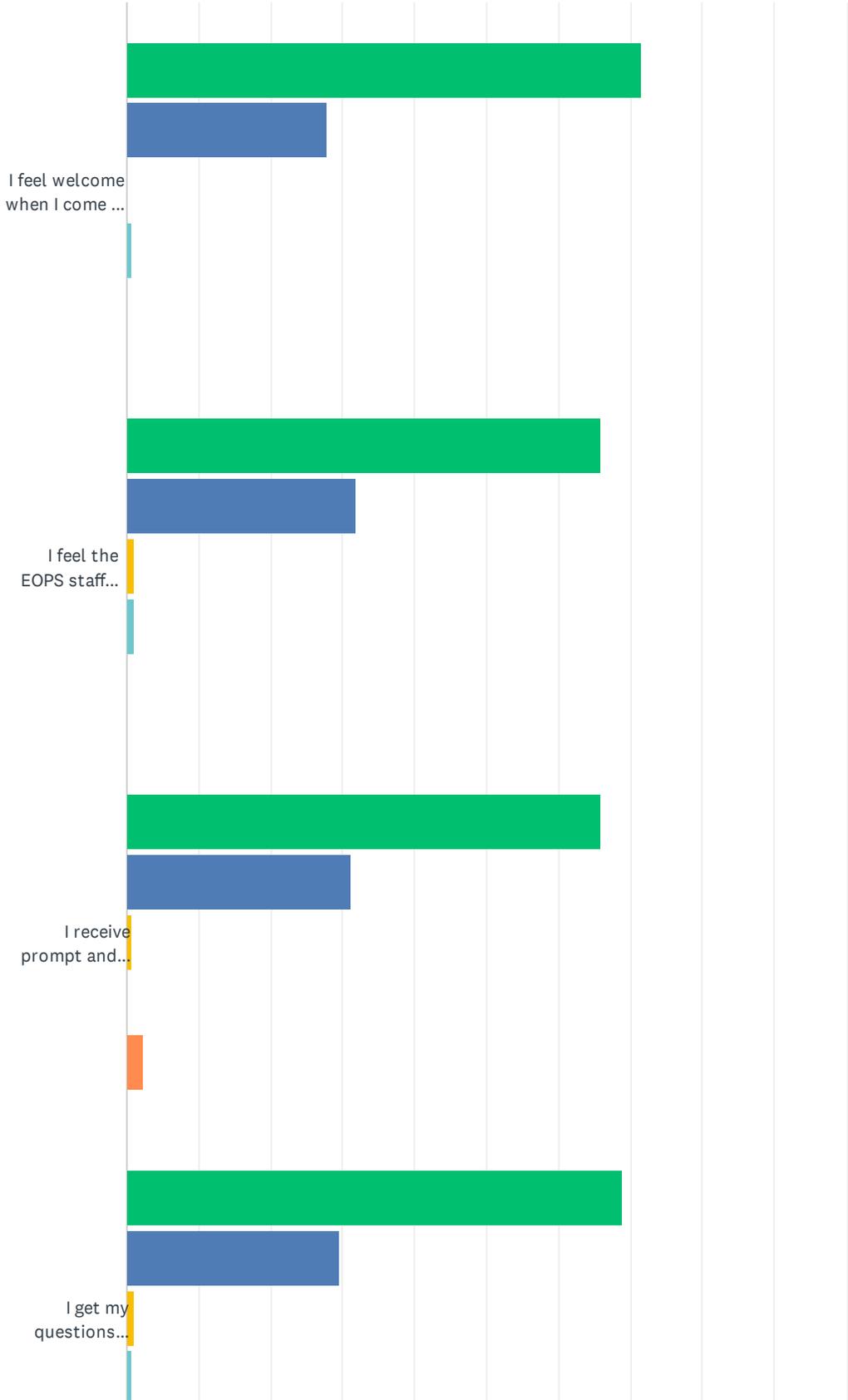
	VERY HELPFUL	HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	DID NOT USE/NOT APPLICABLE	TOTAL
Workshops	45.40% 79	27.59% 48	4.02% 7	0.57% 1	22.41% 39	174
Counseling	79.55% 140	15.34% 27	5.11% 9	0.00% 0	0.00% 0	176
Transfer Assistance	40.00% 70	22.29% 39	4.00% 7	0.57% 1	33.14% 58	175
Career Assistance	41.04% 71	26.01% 45	5.20% 9	1.73% 3	26.01% 45	173
Tutoring	36.36% 64	23.30% 41	5.11% 9	0.57% 1	34.66% 61	176
Priority Registration	72.73% 128	18.18% 32	3.41% 6	1.14% 2	4.55% 8	176
Book Service	72.00% 126	17.14% 30	2.86% 5	3.43% 6	4.57% 8	175
Progress Report	50.86% 89	27.43% 48	6.86% 12	2.29% 4	12.57% 22	175
Reminder emails	73.86% 130	21.02% 37	2.84% 5	1.14% 2	1.14% 2	176

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

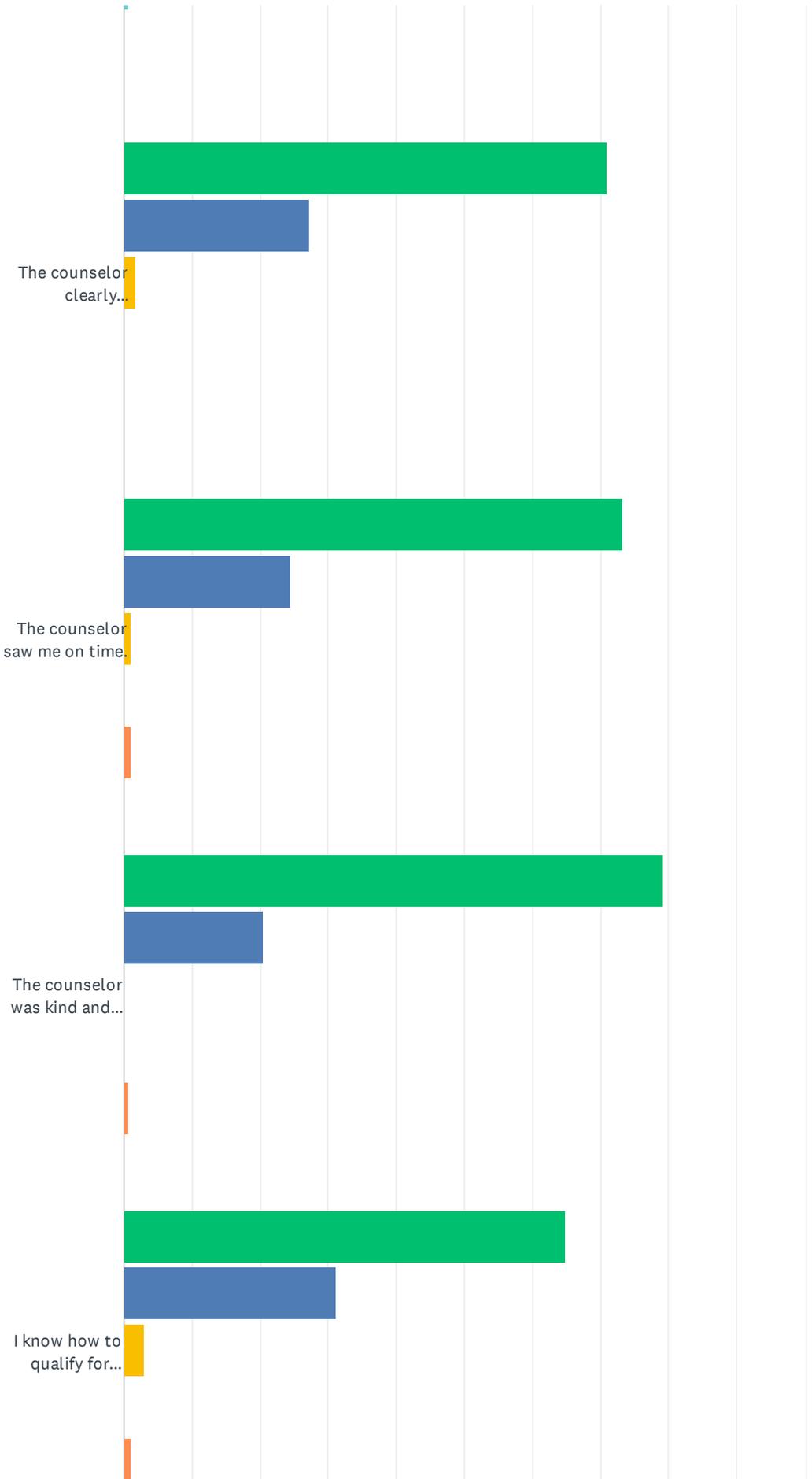
Answered: 20 Skipped: 179

Q5 How much do you agree with the following statements:

Answered: 176 Skipped: 23



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

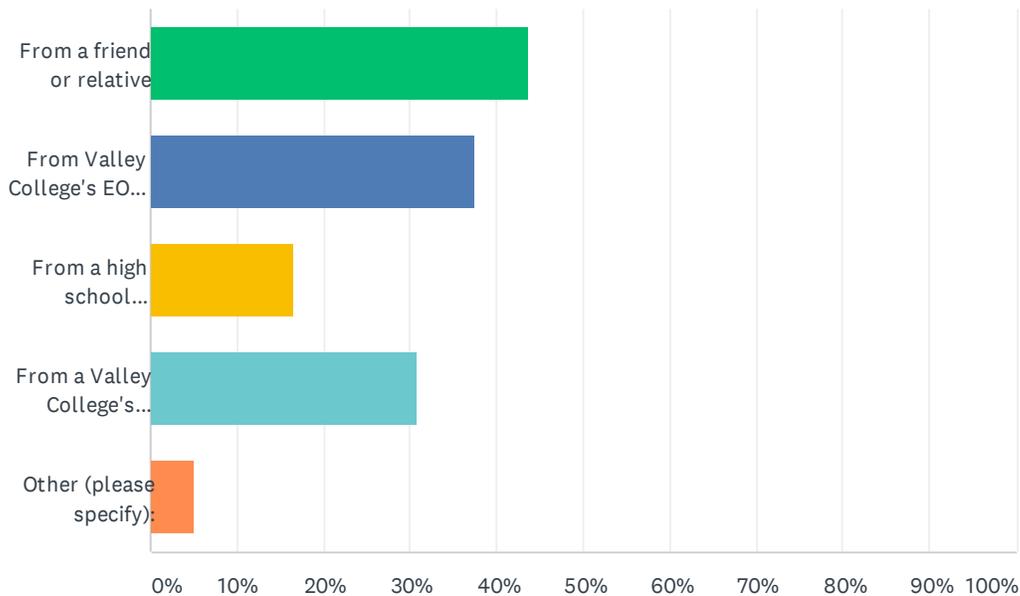
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL
I feel welcome when I come to EOPS.	71.59% 126	27.84% 49	0.00% 0	0.57% 1	0.00% 0	176
I feel the EOPS staff gives clear explanation about qualifications and rules.	65.91% 116	31.82% 56	1.14% 2	1.14% 2	0.00% 0	176
I receive prompt and courteous service from the EOPS staff.	65.91% 116	31.25% 55	0.57% 1	0.00% 0	2.27% 4	176
I get my questions answered when I seek help from EOPS staff.	68.75% 121	29.55% 52	1.14% 2	0.57% 1	0.00% 0	176
The counselor clearly explained the classes I needed for my major.	71.02% 125	27.27% 48	1.70% 3	0.00% 0	0.00% 0	176
The counselor saw me on time.	73.30% 129	24.43% 43	1.14% 2	0.00% 0	1.14% 2	176
The counselor was kind and caring.	78.98% 139	20.45% 36	0.00% 0	0.00% 0	0.57% 1	176
I know how to qualify for textbook service.	64.77% 114	31.25% 55	2.84% 5	0.00% 0	1.14% 2	176

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

Answered: 10 Skipped: 189

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

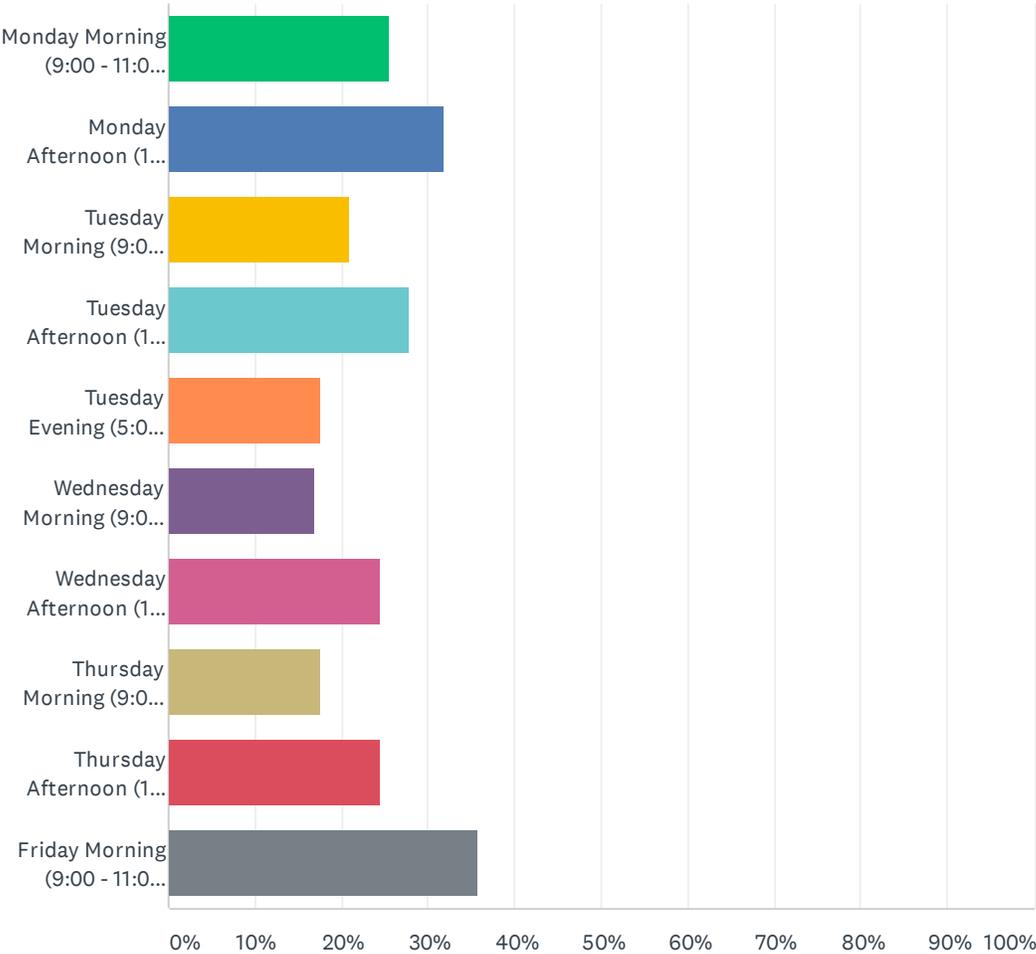
Answered: 176 Skipped: 23



ANSWER CHOICES	RESPONSES	
From a friend or relative	43.75%	77
From Valley College's EOPS outreach	37.50%	66
From a high school counselor/teacher	16.48%	29
From a Valley College's instructor/staff	30.68%	54
Other (please specify):	5.11%	9
Total Respondents: 176		

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

Answered: 176 Skipped: 23

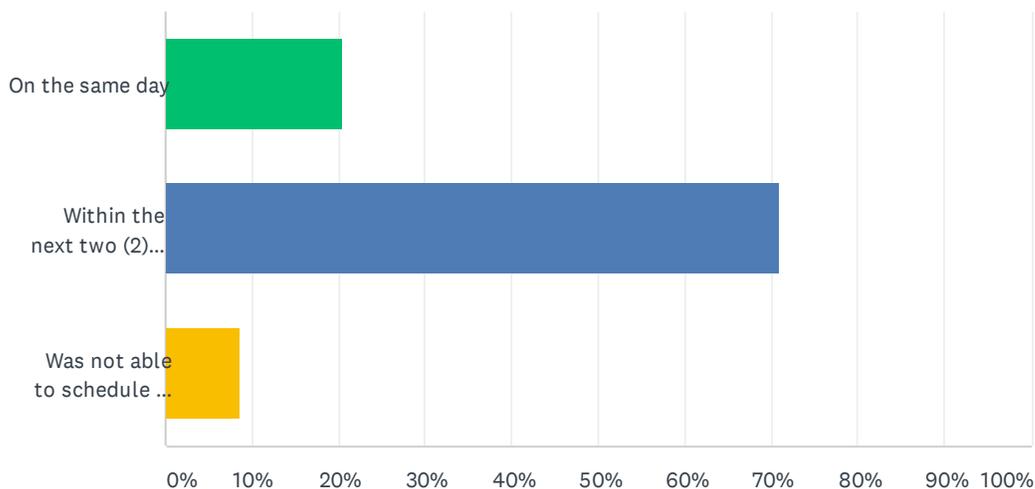


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ANSWER CHOICES	RESPONSES	
Monday Morning (9:00 - 11:00 a.m.)	25.57%	45
Monday Afternoon (1:00 – 3:00 p.m.)	31.82%	56
Tuesday Morning (9:00 - 11:00 a.m.)	21.02%	37
Tuesday Afternoon (1:00 – 3:00 p.m.)	27.84%	49
Tuesday Evening (5:00 – 7:00 p.m.)	17.61%	31
Wednesday Morning (9:00 - 11:00 a.m.)	17.05%	30
Wednesday Afternoon (1:00 – 3:00 p.m.)	24.43%	43
Thursday Morning (9:00 - 11:00 a.m.)	17.61%	31
Thursday Afternoon (1:00 – 3:00 p.m.)	24.43%	43
Friday Morning (9:00 - 11:00 a.m.)	35.80%	63
Total Respondents: 176		

Q9 How soon were you able to see a counselor, the last time you tried to see one immediately?

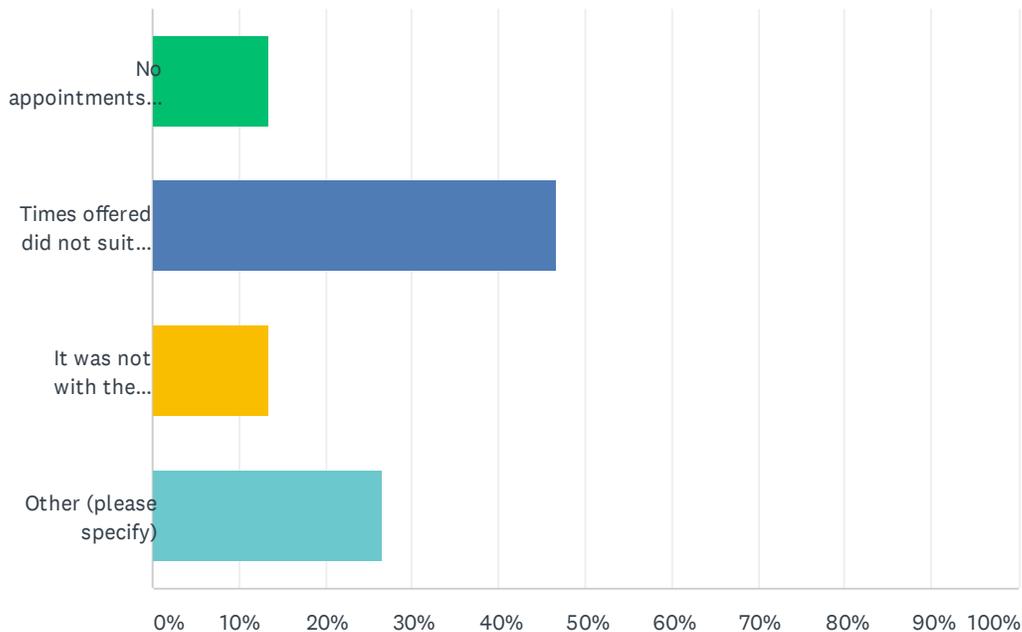
Answered: 176 Skipped: 23



ANSWER CHOICES	RESPONSES	
On the same day	20.45%	36
Within the next two (2) days	71.02%	125
Was not able to schedule an appointment	8.52%	15
TOTAL		176

Q10 Please indicate why you were unable to schedule an appointment:

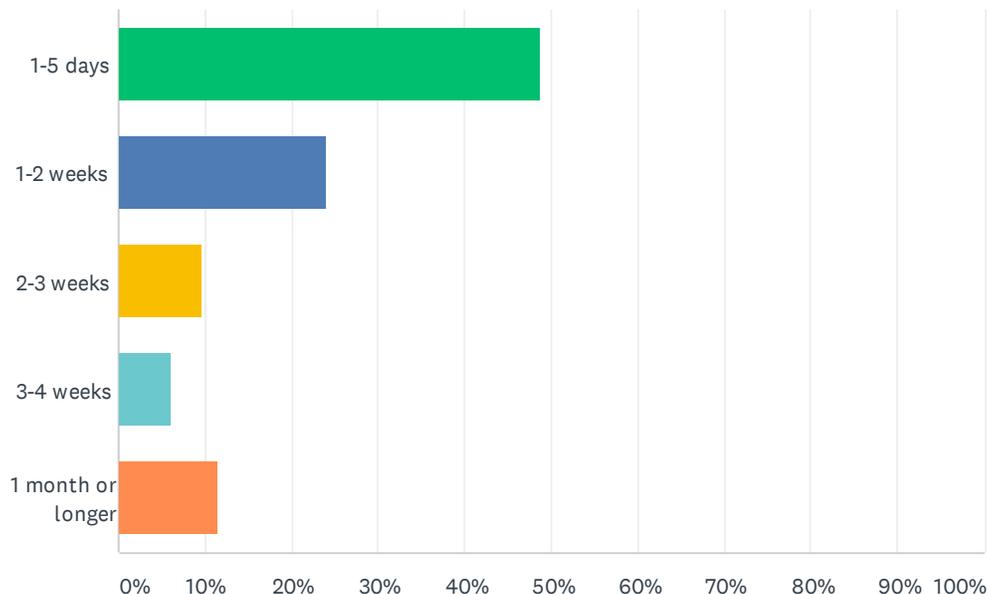
Answered: 15 Skipped: 184



ANSWER CHOICES	RESPONSES	
No appointments were available	13.33%	2
Times offered did not suit my schedule	46.67%	7
It was not with the counselor that I wanted to see	13.33%	2
Other (please specify)	26.67%	4
TOTAL		15

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

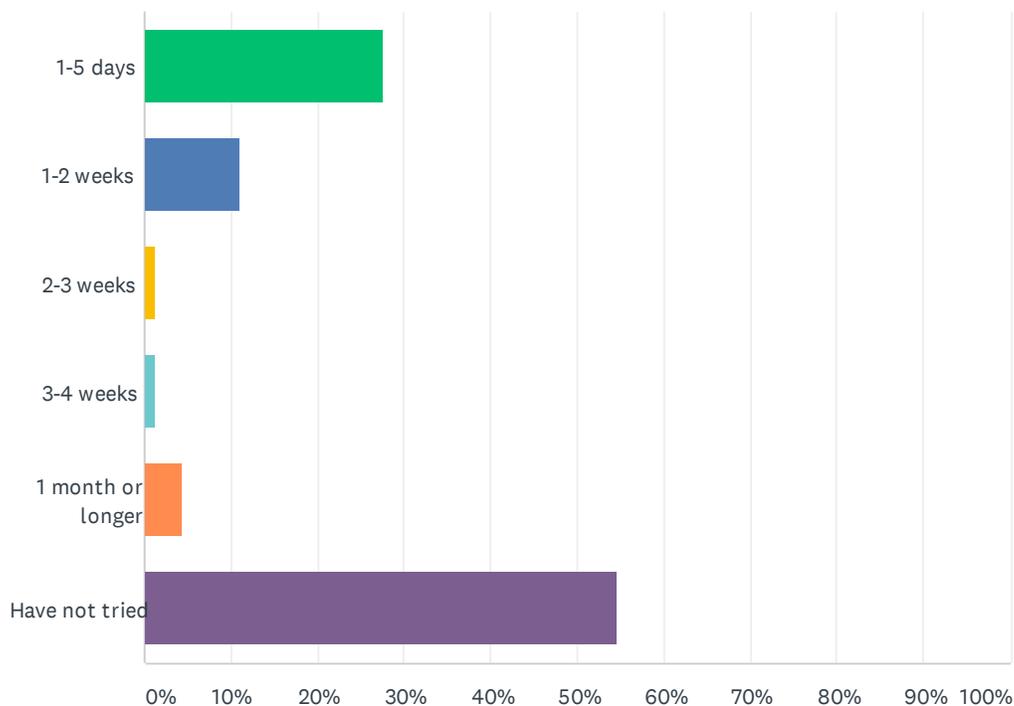
Answered: 166 Skipped: 33



ANSWER CHOICES	RESPONSES	
1-5 days	48.80%	81
1-2 weeks	24.10%	40
2-3 weeks	9.64%	16
3-4 weeks	6.02%	10
1 month or longer	11.45%	19
TOTAL		166

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?

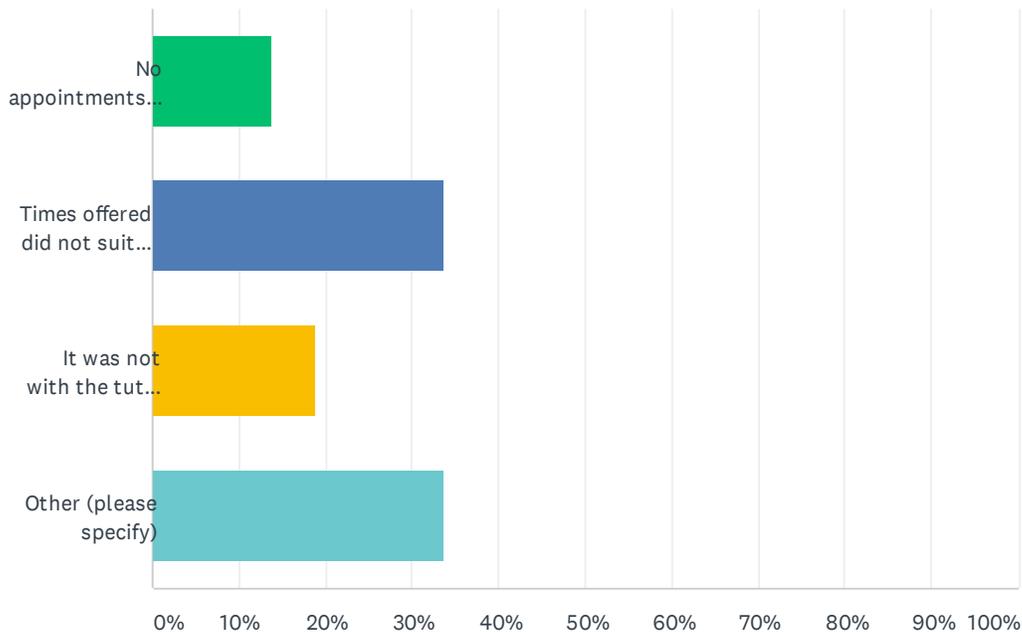
Answered: 163 Skipped: 36



ANSWER CHOICES	RESPONSES	
1-5 days	27.61%	45
1-2 weeks	11.04%	18
2-3 weeks	1.23%	2
3-4 weeks	1.23%	2
1 month or longer	4.29%	7
Have not tried	54.60%	89
TOTAL		163

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

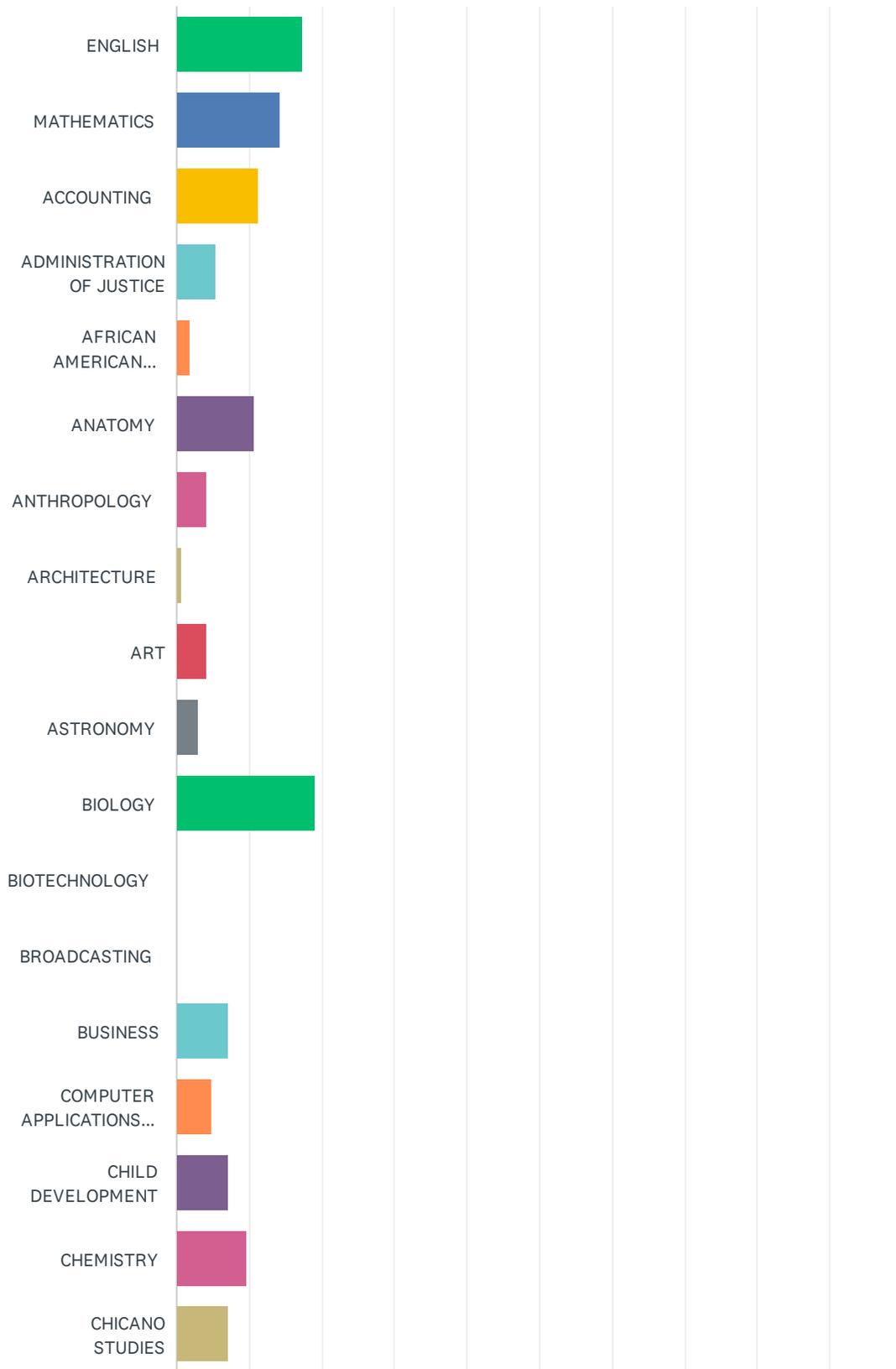
Answered: 80 Skipped: 119



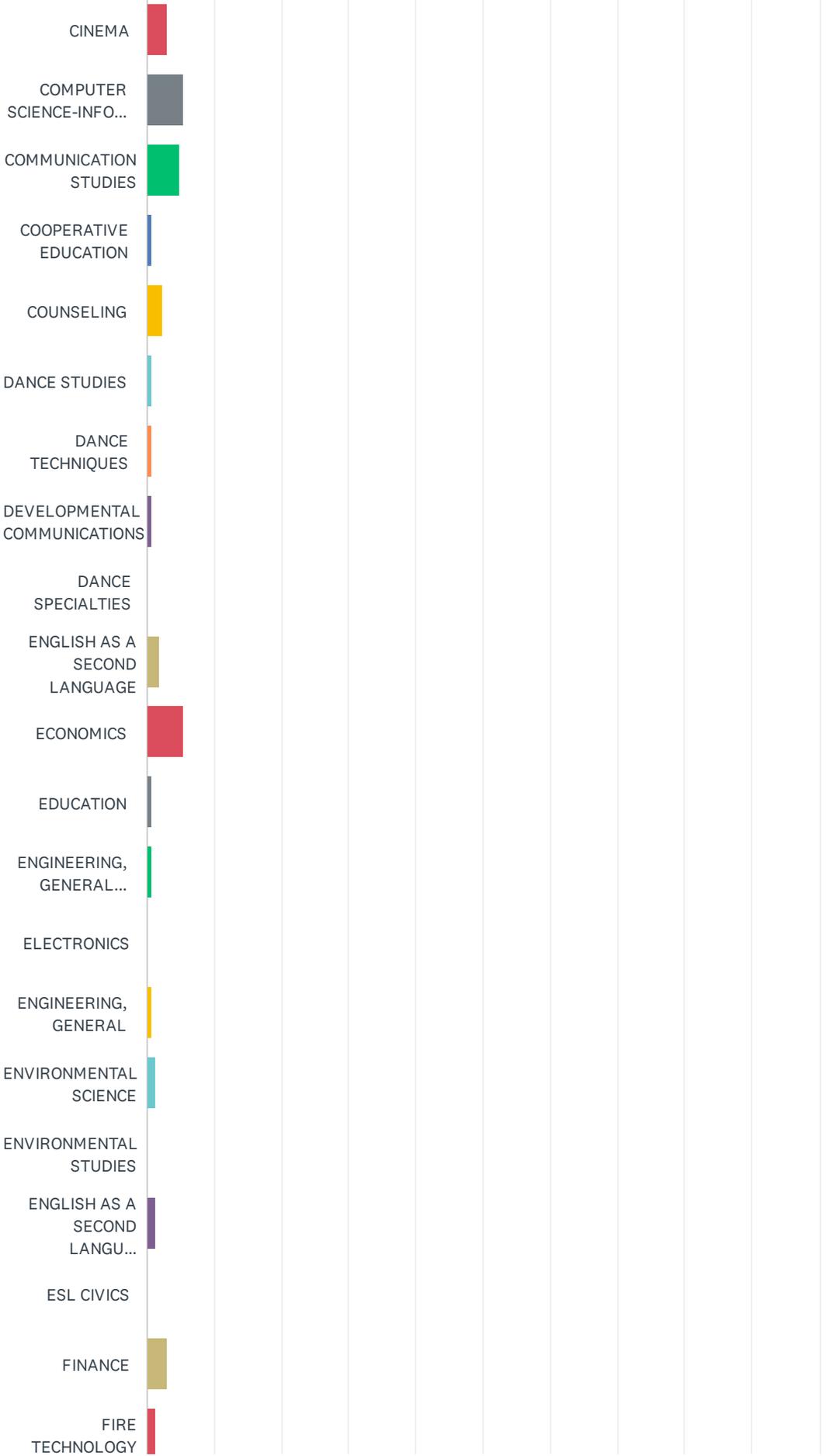
ANSWER CHOICES	RESPONSES	
No appointments available	13.75%	11
Times offered did not suit my schedule	33.75%	27
It was not with the tutor that I wanted to see	18.75%	15
Other (please specify)	33.75%	27
TOTAL		80

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

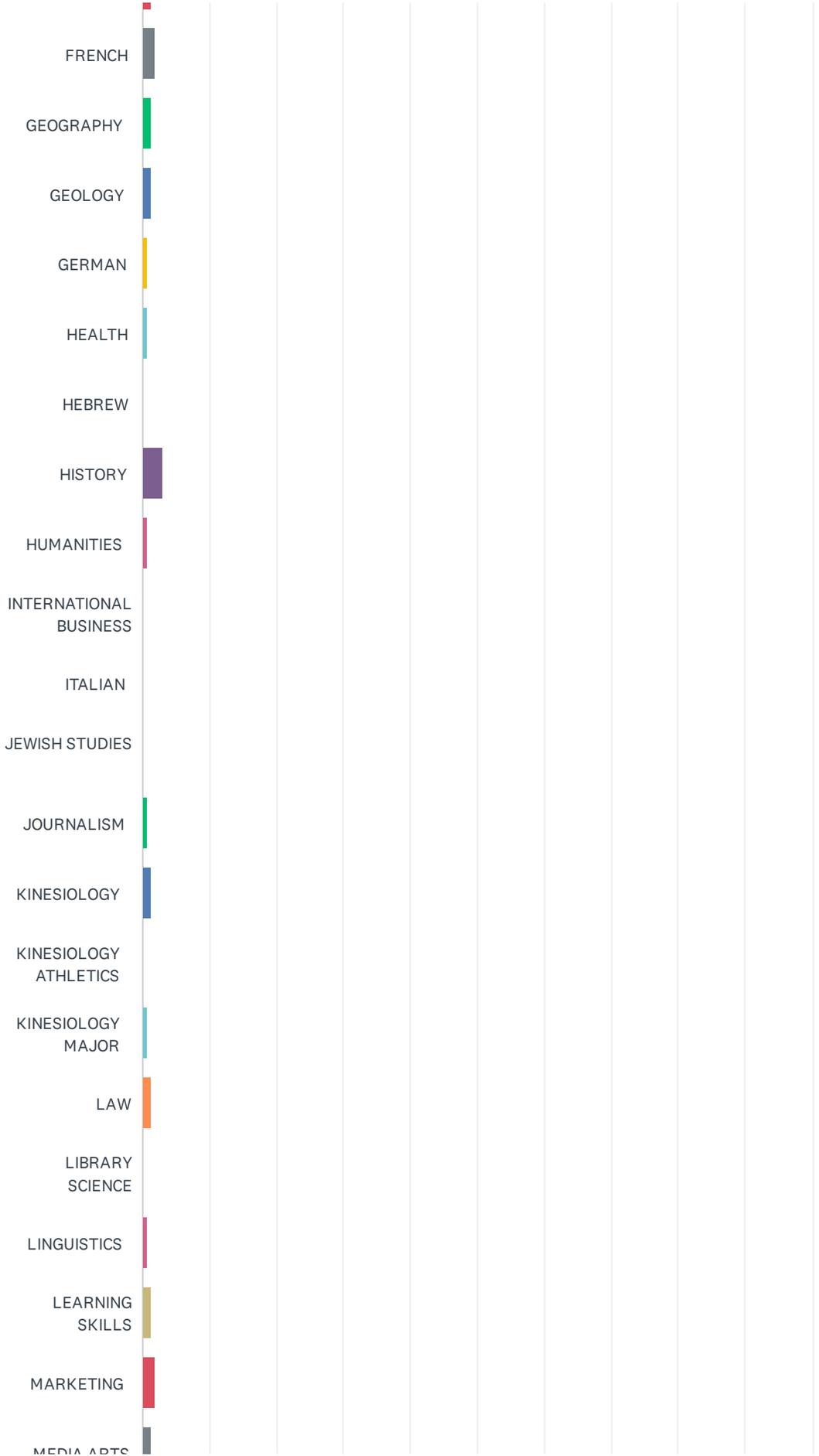
Answered: 168 Skipped: 31



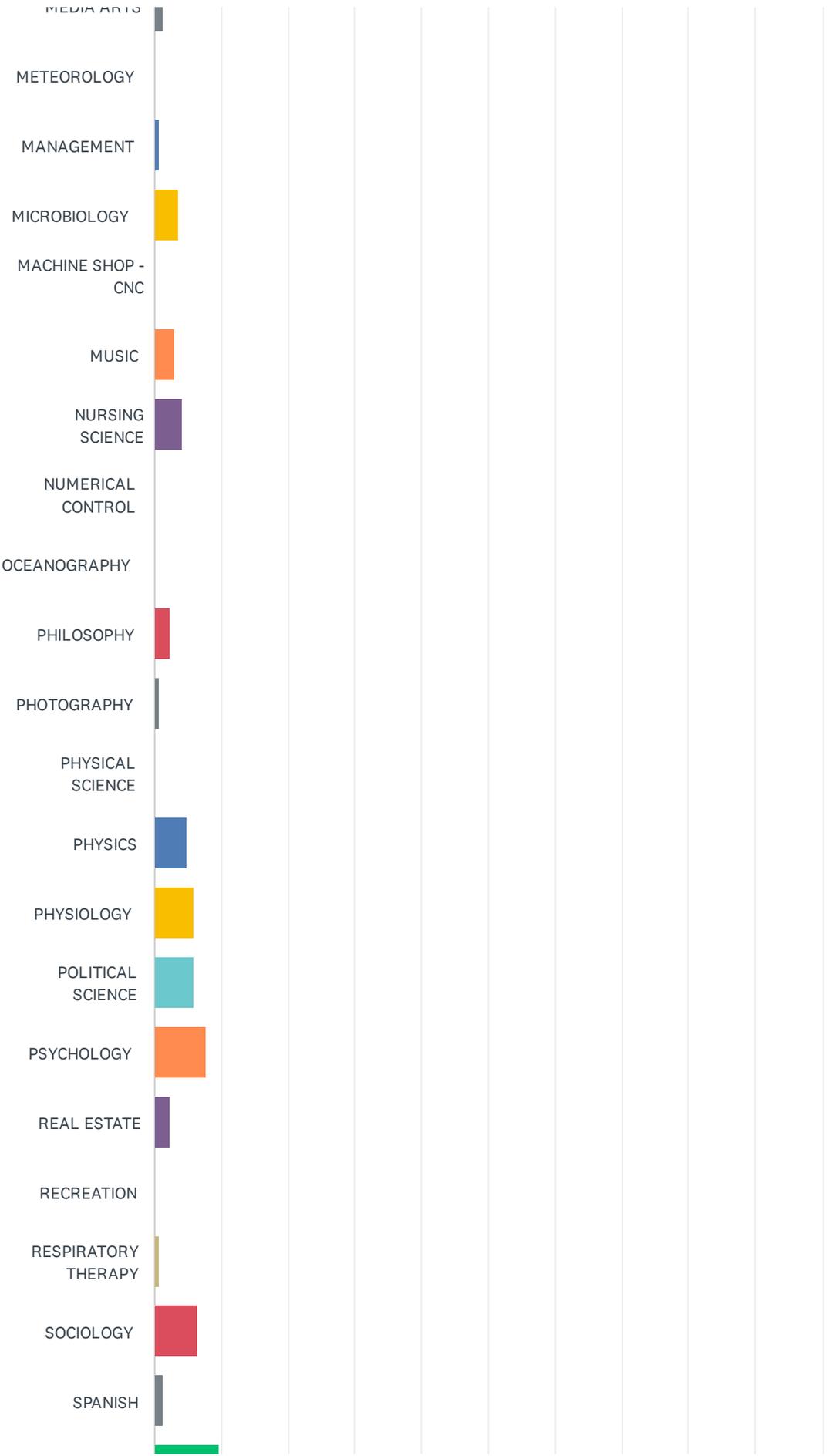
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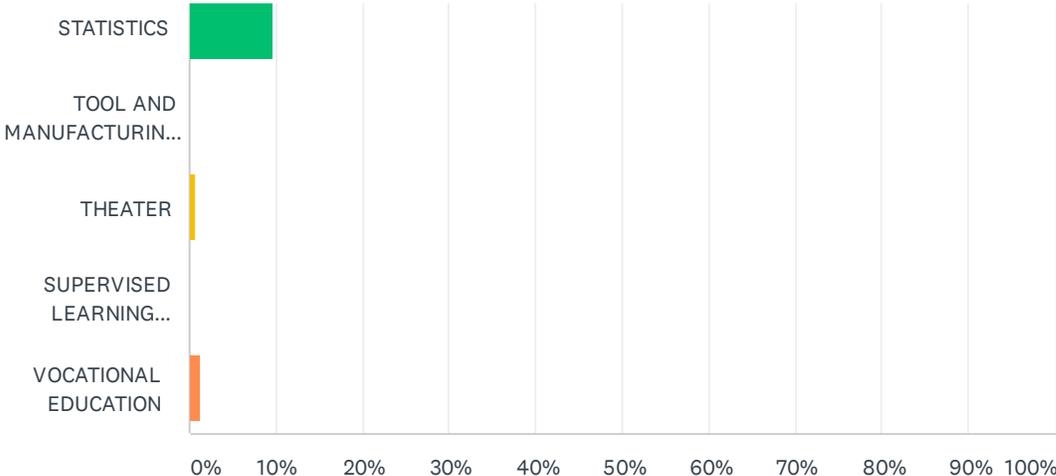
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ANSWER CHOICES	RESPONSES	
ENGLISH	17.26%	29
MATHEMATICS	14.29%	24
ACCOUNTING	11.31%	19
ADMINISTRATION OF JUSTICE	5.36%	9
AFRICAN AMERICAN STUDIES	1.79%	3
ANATOMY	10.71%	18
ANTHROPOLOGY	4.17%	7
ARCHITECTURE	0.60%	1
ART	4.17%	7
ASTRONOMY	2.98%	5
BIOLOGY	19.05%	32
BIOTECHNOLOGY	0.00%	0
BROADCASTING	0.00%	0
BUSINESS	7.14%	12
COMPUTER APPLICATIONS OFFICE TECHNOLOGIES	4.76%	8
CHILD DEVELOPMENT	7.14%	12
CHEMISTRY	9.52%	16
CHICANO STUDIES	7.14%	12
CINEMA	2.98%	5
COMPUTER SCIENCE-INFORMATION TECHNOLOGY	5.36%	9
COMMUNICATION STUDIES	4.76%	8
COOPERATIVE EDUCATION	0.60%	1
COUNSELING	2.38%	4
DANCE STUDIES	0.60%	1
DANCE TECHNIQUES	0.60%	1
DEVELOPMENTAL COMMUNICATIONS	0.60%	1
DANCE SPECIALTIES	0.00%	0
ENGLISH AS A SECOND LANGUAGE	1.79%	3
ECONOMICS	5.36%	9
EDUCATION	0.60%	1
ENGINEERING, GENERAL TECHNOLOGY	0.60%	1
ELECTRONICS	0.00%	0

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ENGINEERING, GENERAL	0.60%	1
ENVIRONMENTAL SCIENCE	1.19%	2
ENVIRONMENTAL STUDIES	0.00%	0
ENGLISH AS A SECOND LANGUAGE - Noncredit	1.19%	2
ESL CIVICS	0.00%	0
FINANCE	2.98%	5
FIRE TECHNOLOGY	1.19%	2
FRENCH	1.79%	3
GEOGRAPHY	1.19%	2
GEOLOGY	1.19%	2
GERMAN	0.60%	1
HEALTH	0.60%	1
HEBREW	0.00%	0
HISTORY	2.98%	5
HUMANITIES	0.60%	1
INTERNATIONAL BUSINESS	0.00%	0
ITALIAN	0.00%	0
JEWISH STUDIES	0.00%	0
JOURNALISM	0.60%	1
KINESIOLOGY	1.19%	2
KINESIOLOGY ATHLETICS	0.00%	0
KINESIOLOGY MAJOR	0.60%	1
LAW	1.19%	2
LIBRARY SCIENCE	0.00%	0
LINGUISTICS	0.60%	1
LEARNING SKILLS	1.19%	2
MARKETING	1.79%	3
MEDIA ARTS	1.19%	2
METEOROLOGY	0.00%	0
MANAGEMENT	0.60%	1
MICROBIOLOGY	3.57%	6
MACHINE SHOP - CNC	0.00%	0
MUSIC	2.98%	5
NURSING SCIENCE	4.17%	7

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NUMERICAL CONTROL	0.00%	0
OCEANOGRAPHY	0.00%	0
PHILOSOPHY	2.38%	4
PHOTOGRAPHY	0.60%	1
PHYSICAL SCIENCE	0.00%	0
PHYSICS	4.76%	8
PHYSIOLOGY	5.95%	10
POLITICAL SCIENCE	5.95%	10
PSYCHOLOGY	7.74%	13
REAL ESTATE	2.38%	4
RECREATION	0.00%	0
RESPIRATORY THERAPY	0.60%	1
SOCIOLOGY	6.55%	11
SPANISH	1.19%	2
STATISTICS	9.52%	16
TOOL AND MANUFACTURING TECHNOLOGY	0.00%	0
THEATER	0.60%	1
SUPERVISED LEARNING ASSISTANCE	0.00%	0
VOCATIONAL EDUCATION	1.19%	2
Total Respondents: 168		

Q15 What do you like most about the EOPS program?

Answered: 110 Skipped: 89

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

Answered: 85 Skipped: 114