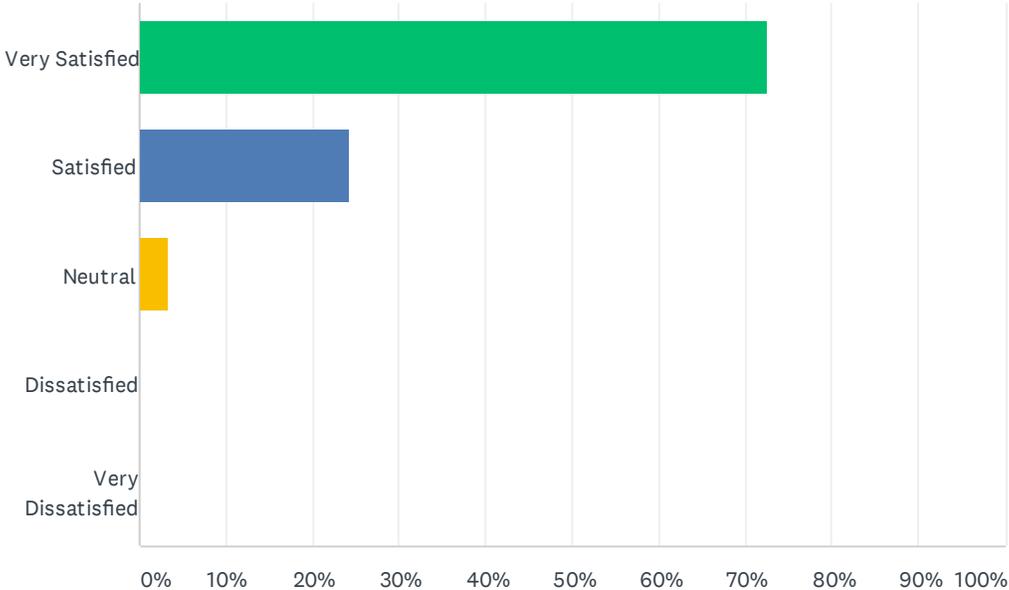


**Q1 Please enter your 9-digit Student ID Number (sample student ID:  
881234567 or 991234567):**

Answered: 187 Skipped: 0

## Q2 Overall, how satisfied are you with EOPS Services?

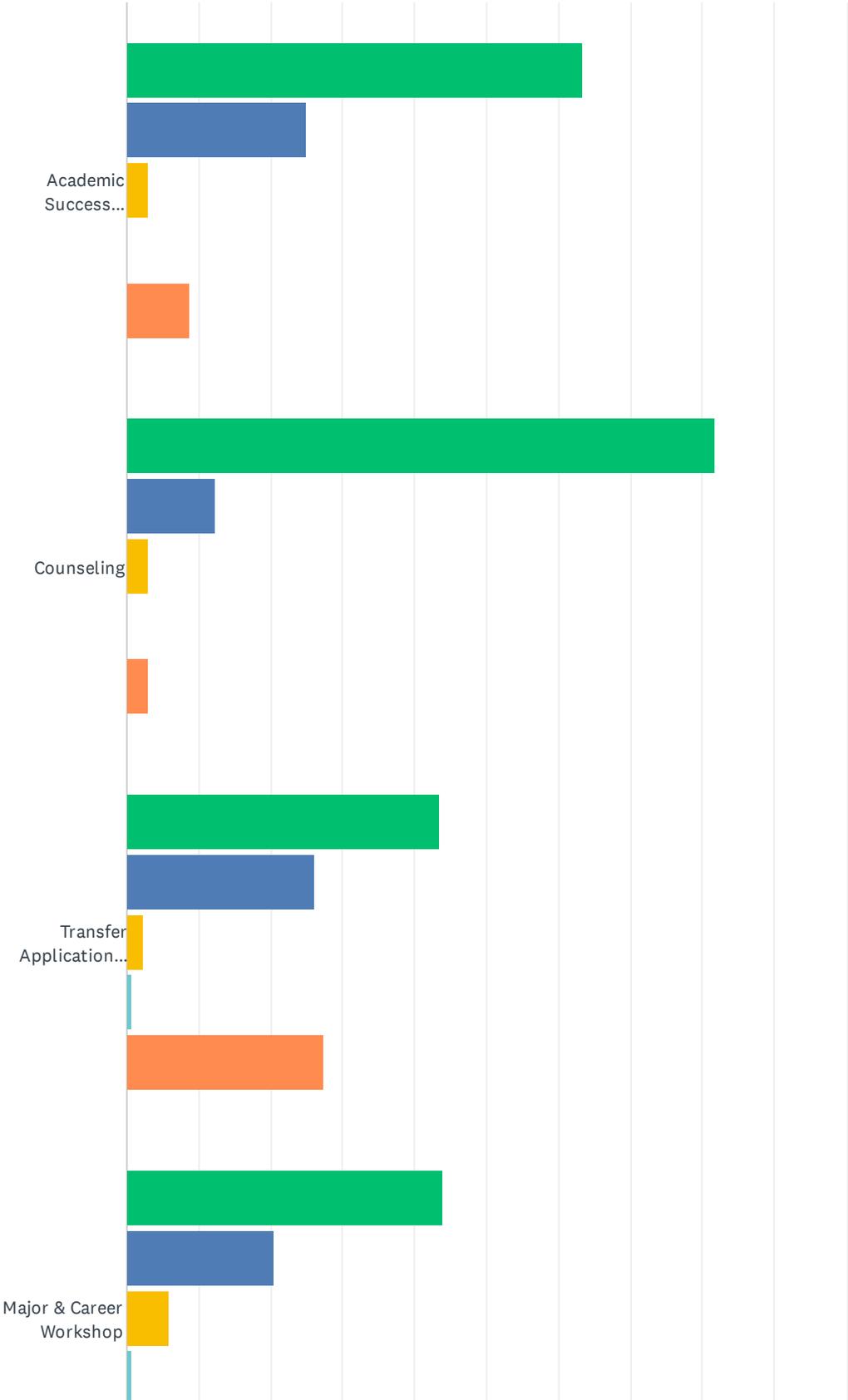
Answered: 182 Skipped: 5



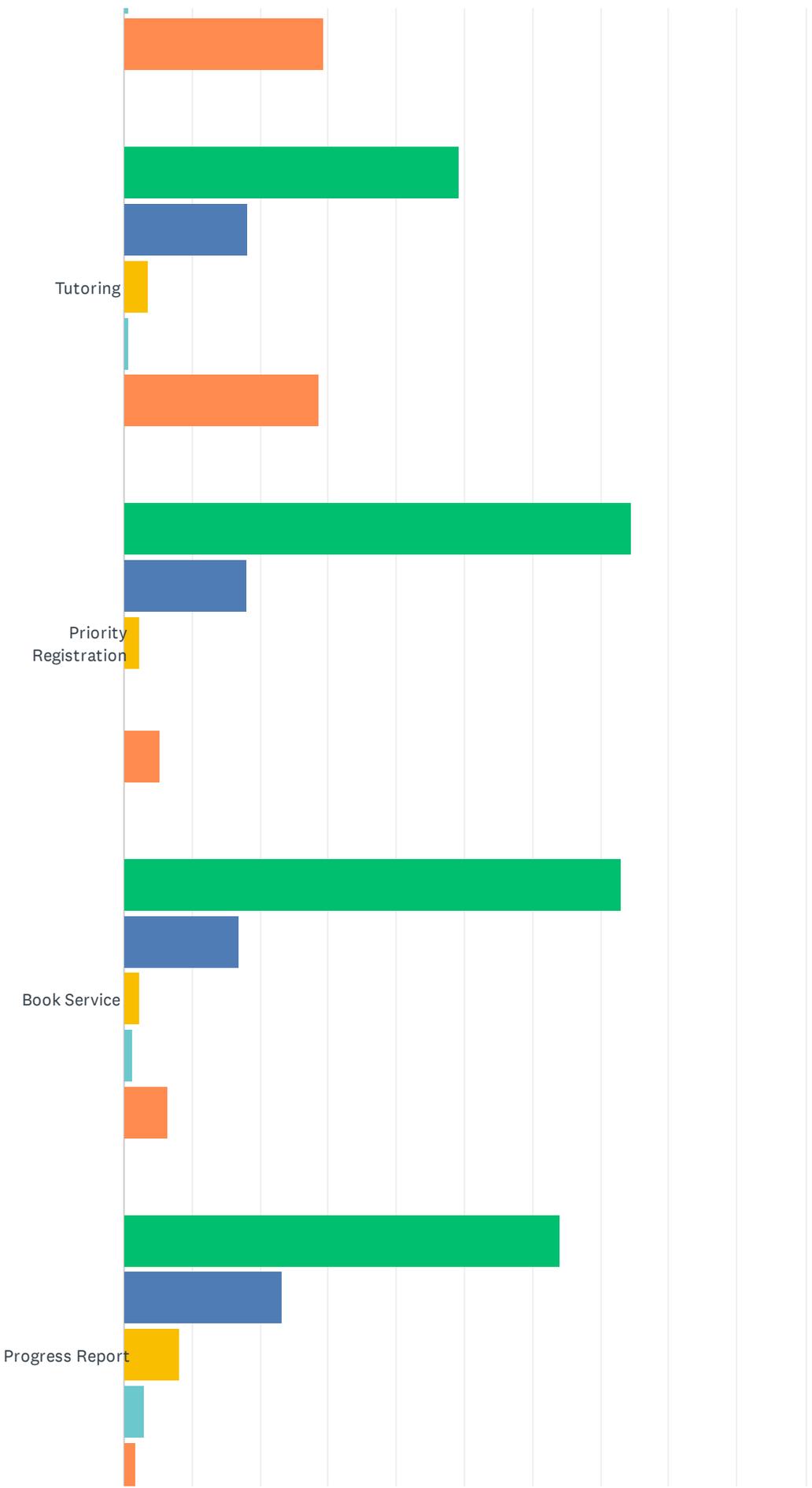
ANSWER CHOICES	RESPONSES	
Very Satisfied	72.53%	132
Satisfied	24.18%	44
Neutral	3.30%	6
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
TOTAL		182

### Q3 Please rate how helpful the following EOPS Services are:

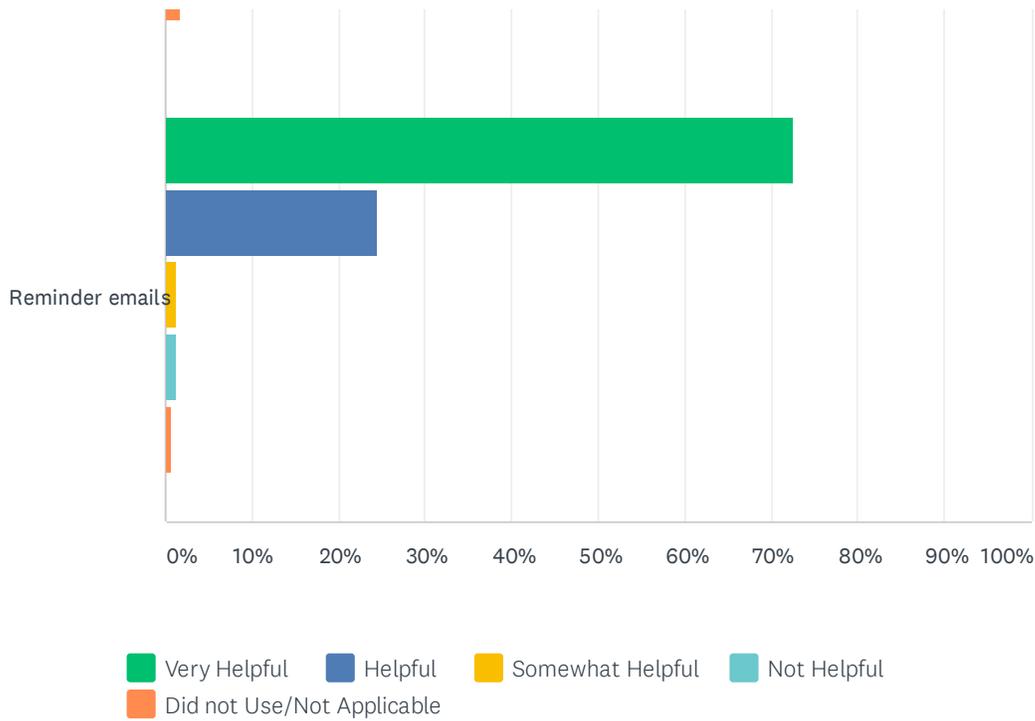
Answered: 172 Skipped: 15



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## EOPS Student Satisfaction Survey Spring 2021



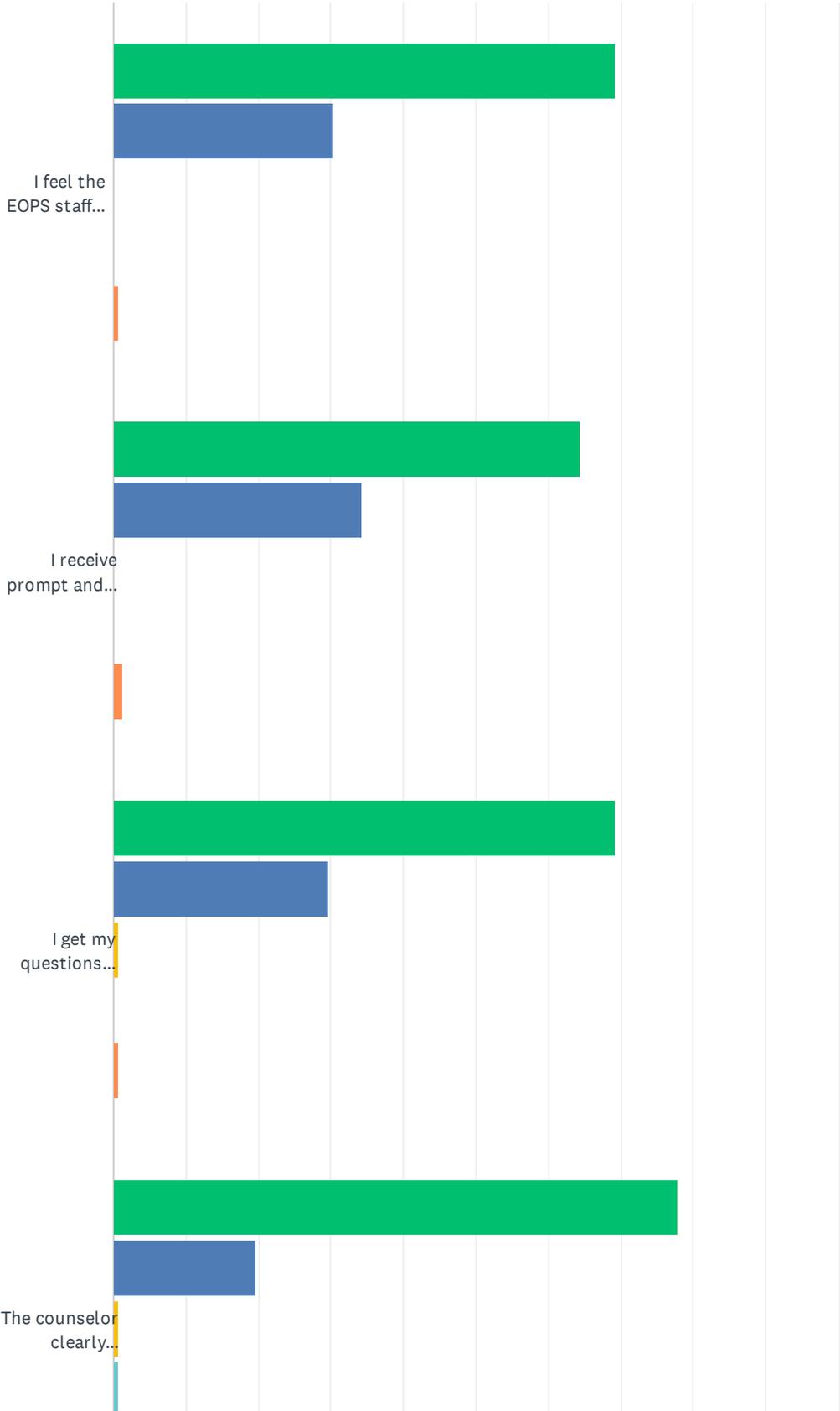
	VERY HELPFUL	HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	DID NOT USE/NOT APPLICABLE	TOTAL
Academic Success (Probation) Counseling and Follow Up	63.37% 109	25.00% 43	2.91% 5	0.00% 0	8.72% 15	172
Counseling	81.87% 140	12.28% 21	2.92% 5	0.00% 0	2.92% 5	171
Transfer Application Assistance with Peer Advisor	43.60% 75	26.16% 45	2.33% 4	0.58% 1	27.33% 47	172
Major & Career Workshop	43.86% 75	20.47% 35	5.85% 10	0.58% 1	29.24% 50	171
Tutoring	49.12% 84	18.13% 31	3.51% 6	0.58% 1	28.65% 49	171
Priority Registration	74.42% 128	18.02% 31	2.33% 4	0.00% 0	5.23% 9	172
Book Service	73.10% 125	16.96% 29	2.34% 4	1.17% 2	6.43% 11	171
Progress Report	63.95% 110	23.26% 40	8.14% 14	2.91% 5	1.74% 3	172
Reminder emails	72.51% 124	24.56% 42	1.17% 2	1.17% 2	0.58% 1	171

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

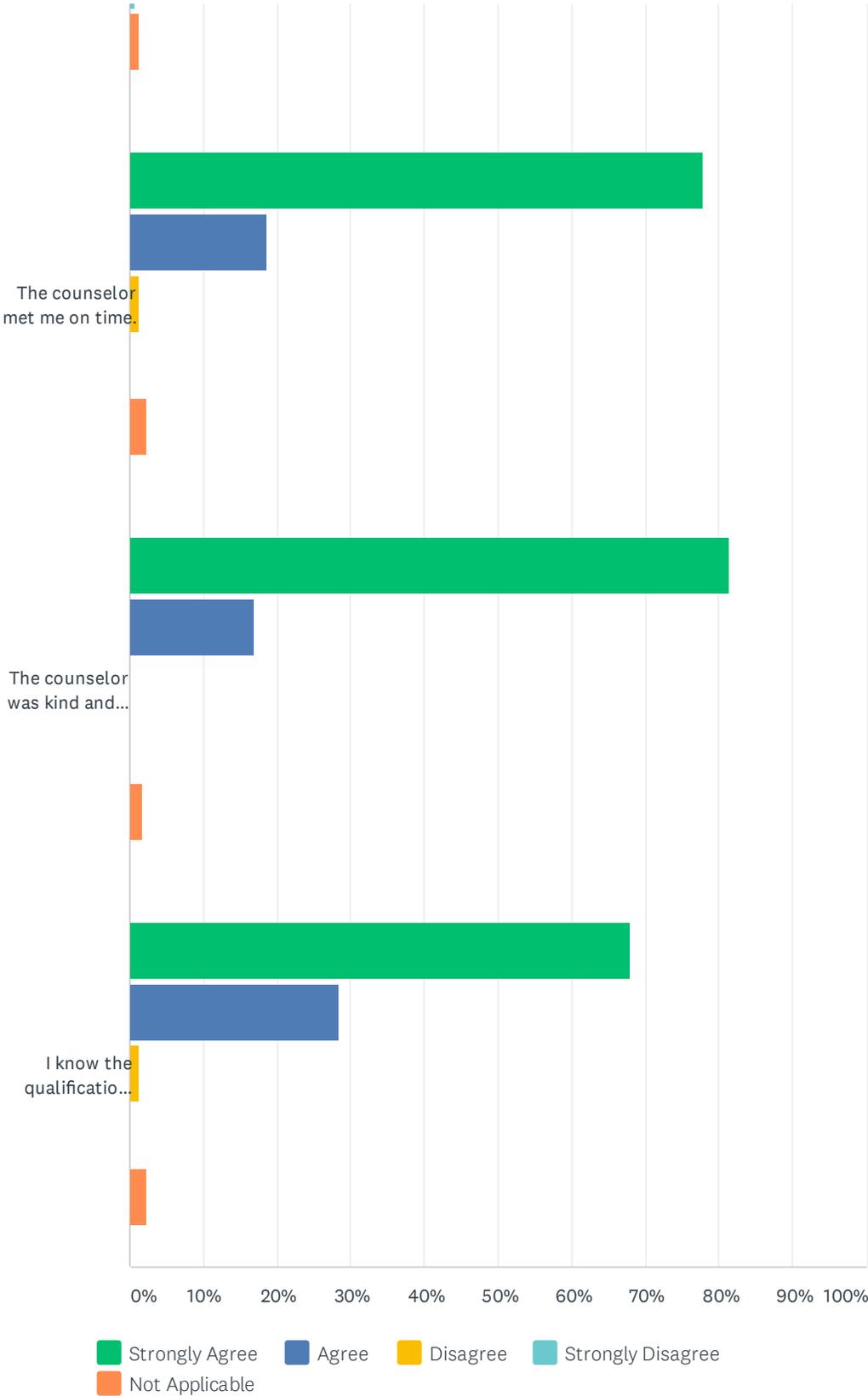
Answered: 21 Skipped: 166

# Q5 How much do you agree with the following statements:

Answered: 172 Skipped: 15



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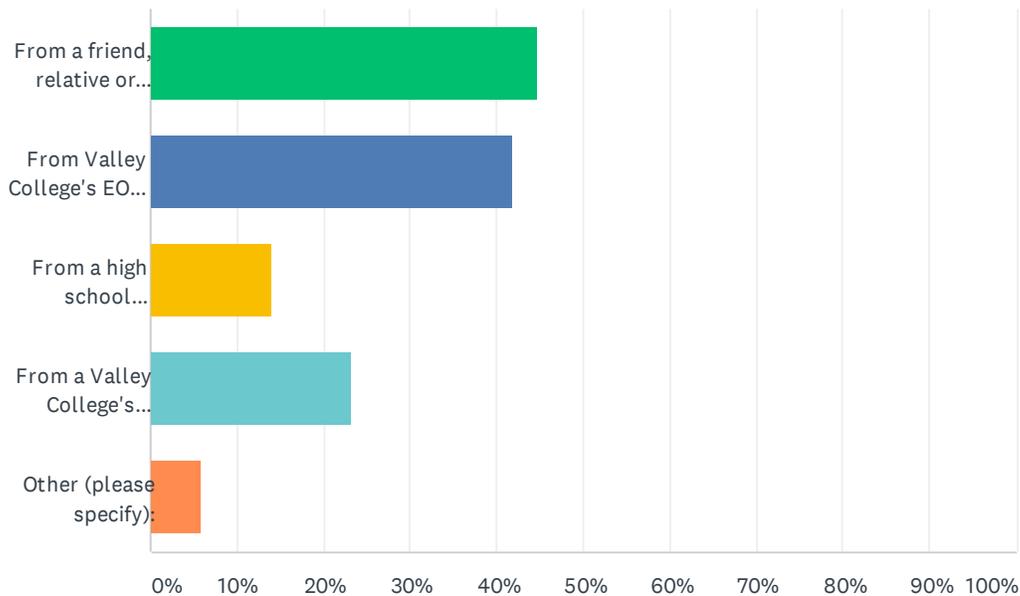
	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>NOT APPLICABLE</b>	<b>TOTAL</b>
I feel the EOPS staff gives clear explanation about qualifications and requirements.	69.19% 119	30.23% 52	0.00% 0	0.00% 0	0.58% 1	172
I receive prompt and courteous service from the EOPS staff.	64.53% 111	34.30% 59	0.00% 0	0.00% 0	1.16% 2	172
I get my questions answered when I seek help from EOPS staff.	69.19% 119	29.65% 51	0.58% 1	0.00% 0	0.58% 1	172
The counselor clearly explained the classes I needed for my major.	77.91% 134	19.77% 34	0.58% 1	0.58% 1	1.16% 2	172
The counselor met me on time.	77.91% 134	18.60% 32	1.16% 2	0.00% 0	2.33% 4	172
The counselor was kind and caring.	81.40% 140	16.86% 29	0.00% 0	0.00% 0	1.74% 3	172
I know the qualifications for receiving textbook service.	68.02% 117	28.49% 49	1.16% 2	0.00% 0	2.33% 4	172

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

Answered: 11 Skipped: 176

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

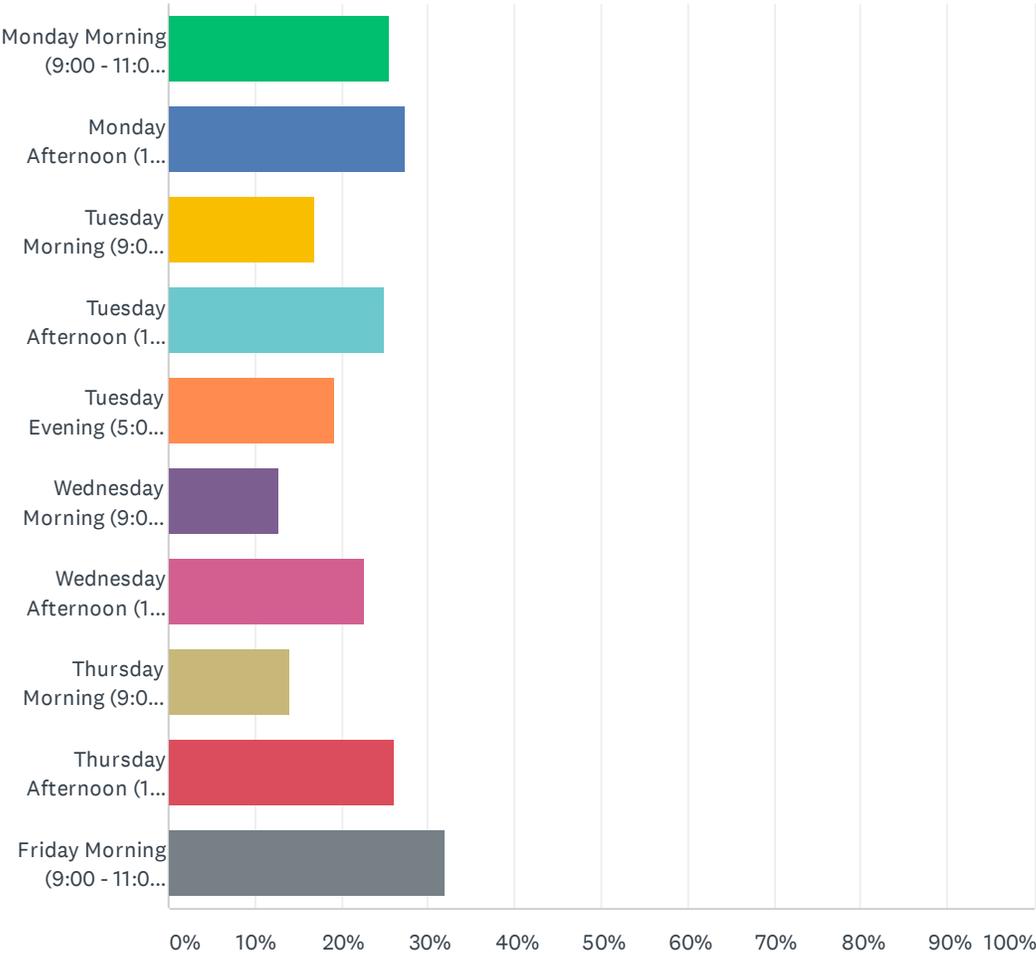
Answered: 172 Skipped: 15



ANSWER CHOICES	RESPONSES	
From a friend, relative or classmate	44.77%	77
From Valley College's EOPS outreach	41.86%	72
From a high school counselor/teacher	13.95%	24
From a Valley College's instructor/staff	23.26%	40
Other (please specify):	5.81%	10
Total Respondents: 172		

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

Answered: 172 Skipped: 15

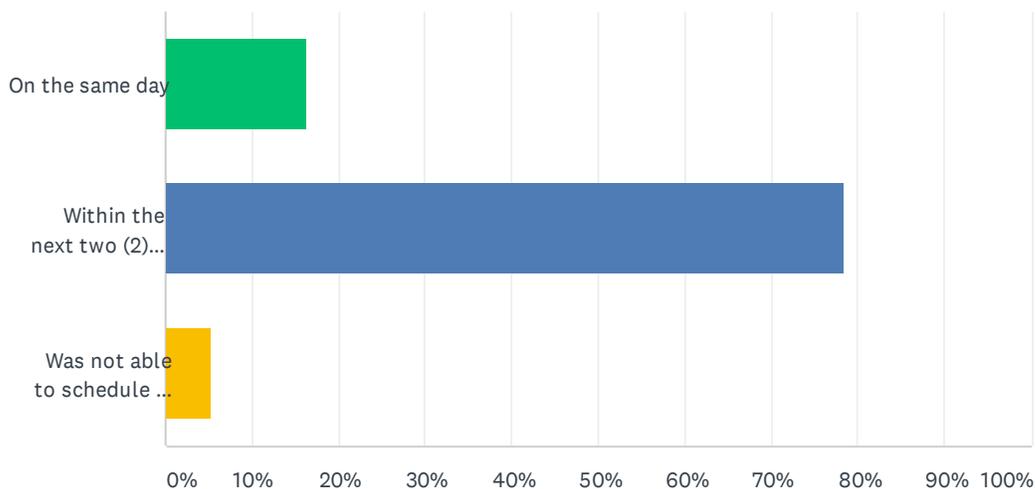


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ANSWER CHOICES	RESPONSES	
Monday Morning (9:00 - 11:00 a.m.)	25.58%	44
Monday Afternoon (1:00 – 3:00 p.m.)	27.33%	47
Tuesday Morning (9:00 - 11:00 a.m.)	16.86%	29
Tuesday Afternoon (1:00 – 3:00 p.m.)	25.00%	43
Tuesday Evening (5:00 – 7:00 p.m.)	19.19%	33
Wednesday Morning (9:00 - 11:00 a.m.)	12.79%	22
Wednesday Afternoon (1:00 – 3:00 p.m.)	22.67%	39
Thursday Morning (9:00 - 11:00 a.m.)	13.95%	24
Thursday Afternoon (1:00 – 3:00 p.m.)	26.16%	45
Friday Morning (9:00 - 11:00 a.m.)	31.98%	55
Total Respondents: 172		

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

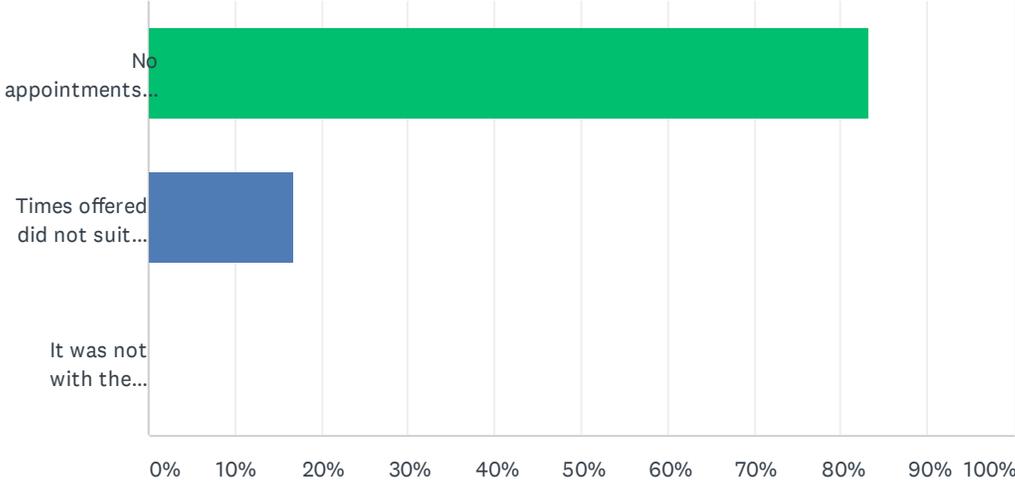
Answered: 172 Skipped: 15



ANSWER CHOICES	RESPONSES	
On the same day	16.28%	28
Within the next two (2) days	78.49%	135
Was not able to schedule an appointment	5.23%	9
<b>TOTAL</b>		<b>172</b>

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

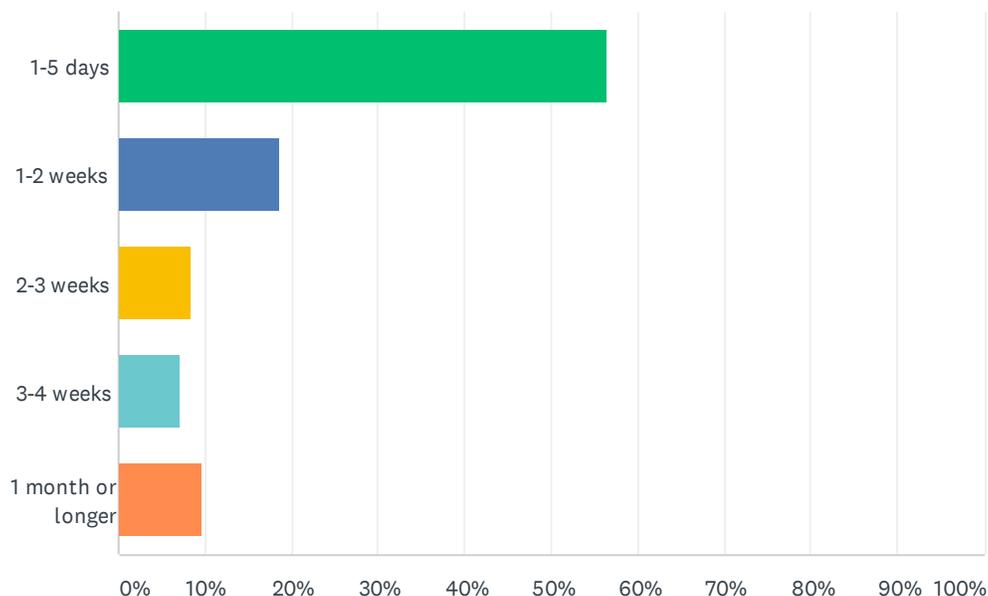
Answered: 6 Skipped: 181



ANSWER CHOICES	RESPONSES	
No appointments were available	83.33%	5
Times offered did not suit my schedule	16.67%	1
It was not with the counselor that I wanted to see	0.00%	0
<b>TOTAL</b>		<b>6</b>

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

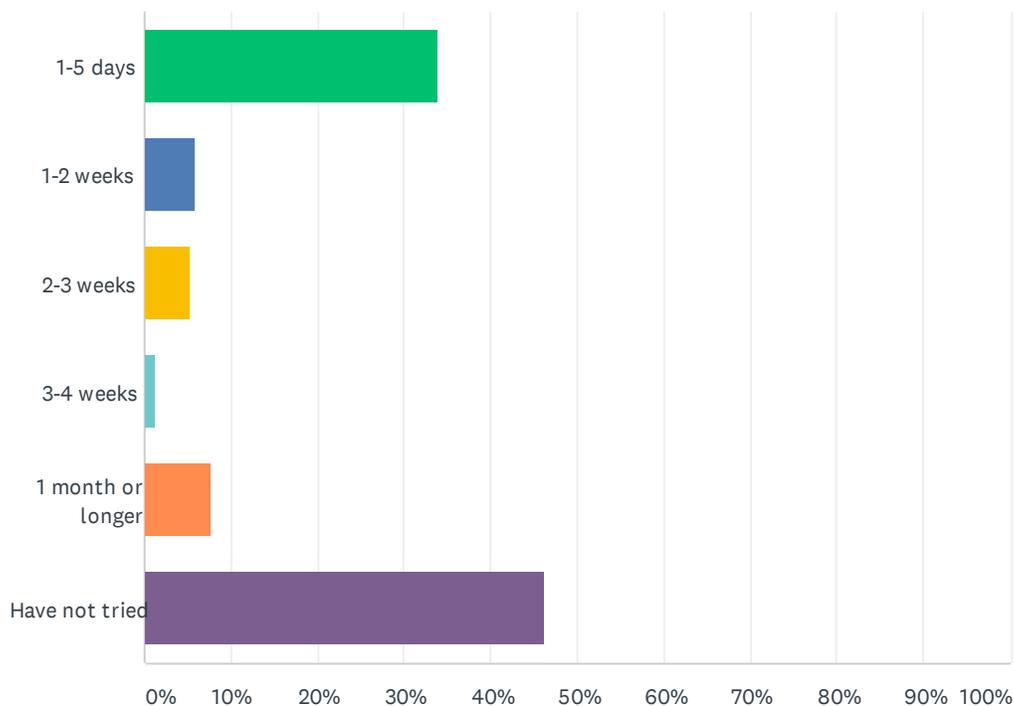
Answered: 156 Skipped: 31



ANSWER CHOICES	RESPONSES
1-5 days	56.41% 88
1-2 weeks	18.59% 29
2-3 weeks	8.33% 13
3-4 weeks	7.05% 11
1 month or longer	9.62% 15
<b>TOTAL</b>	<b>156</b>

## 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?

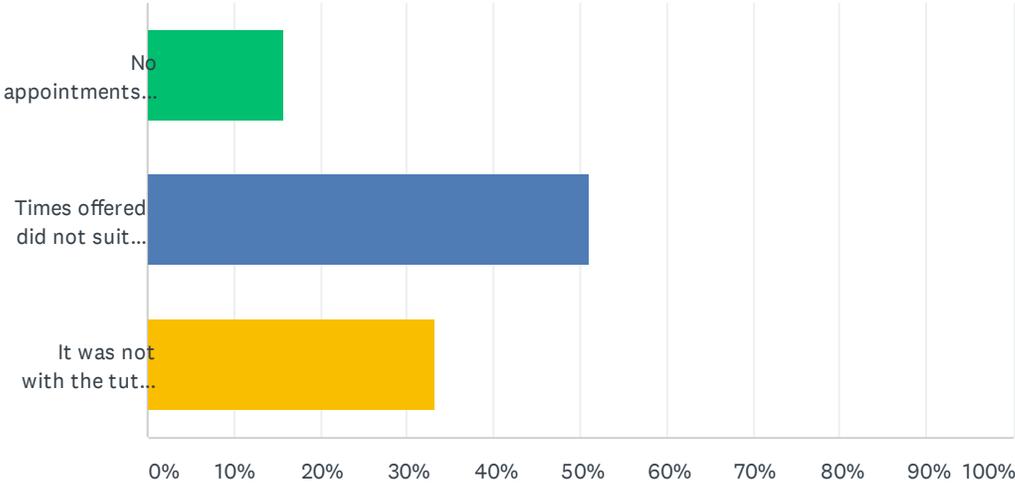
Answered: 156 Skipped: 31



ANSWER CHOICES	RESPONSES	
1-5 days	33.97%	53
1-2 weeks	5.77%	9
2-3 weeks	5.13%	8
3-4 weeks	1.28%	2
1 month or longer	7.69%	12
Have not tried	46.15%	72
<b>TOTAL</b>		<b>156</b>

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

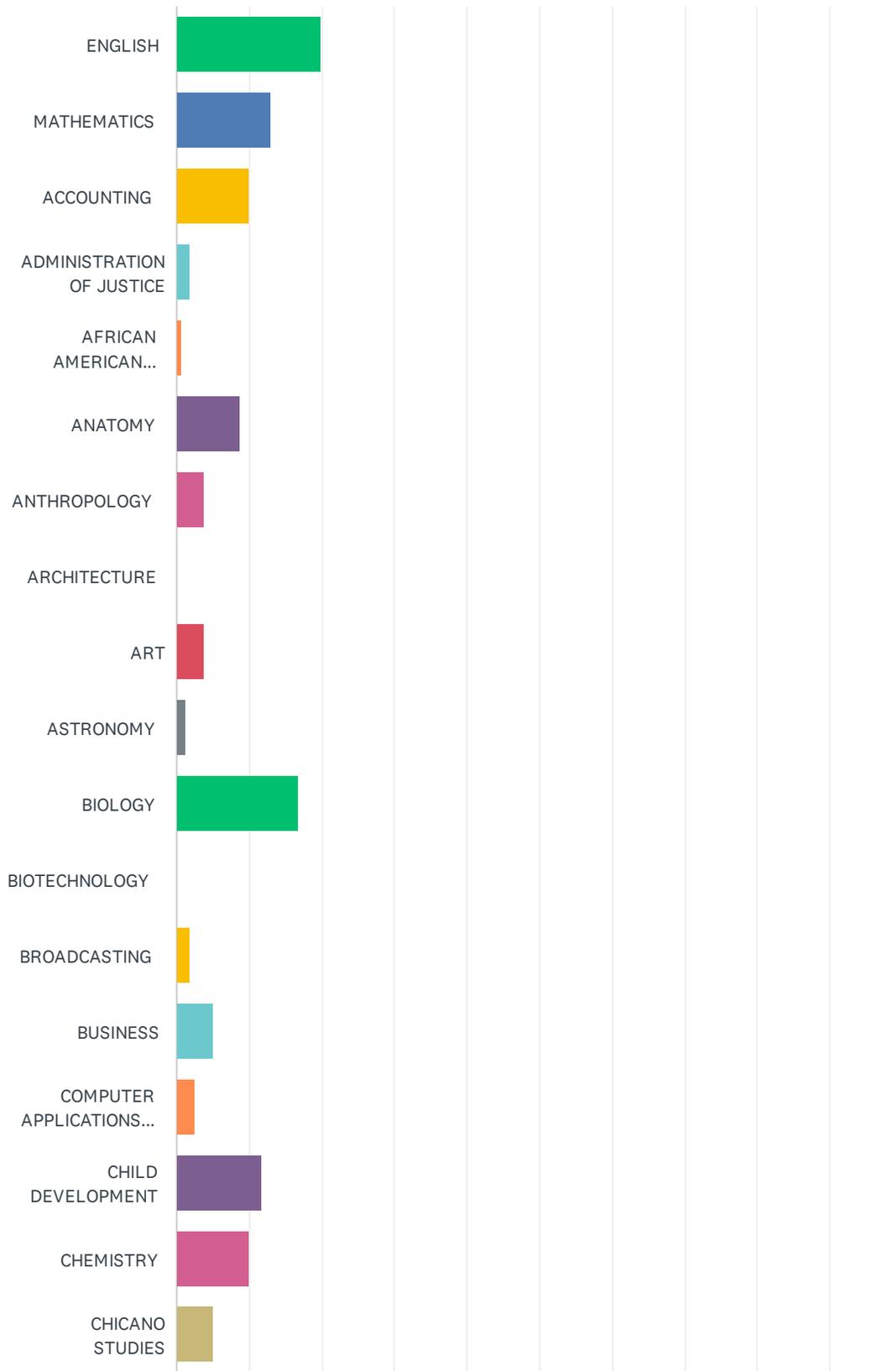
Answered: 51 Skipped: 136



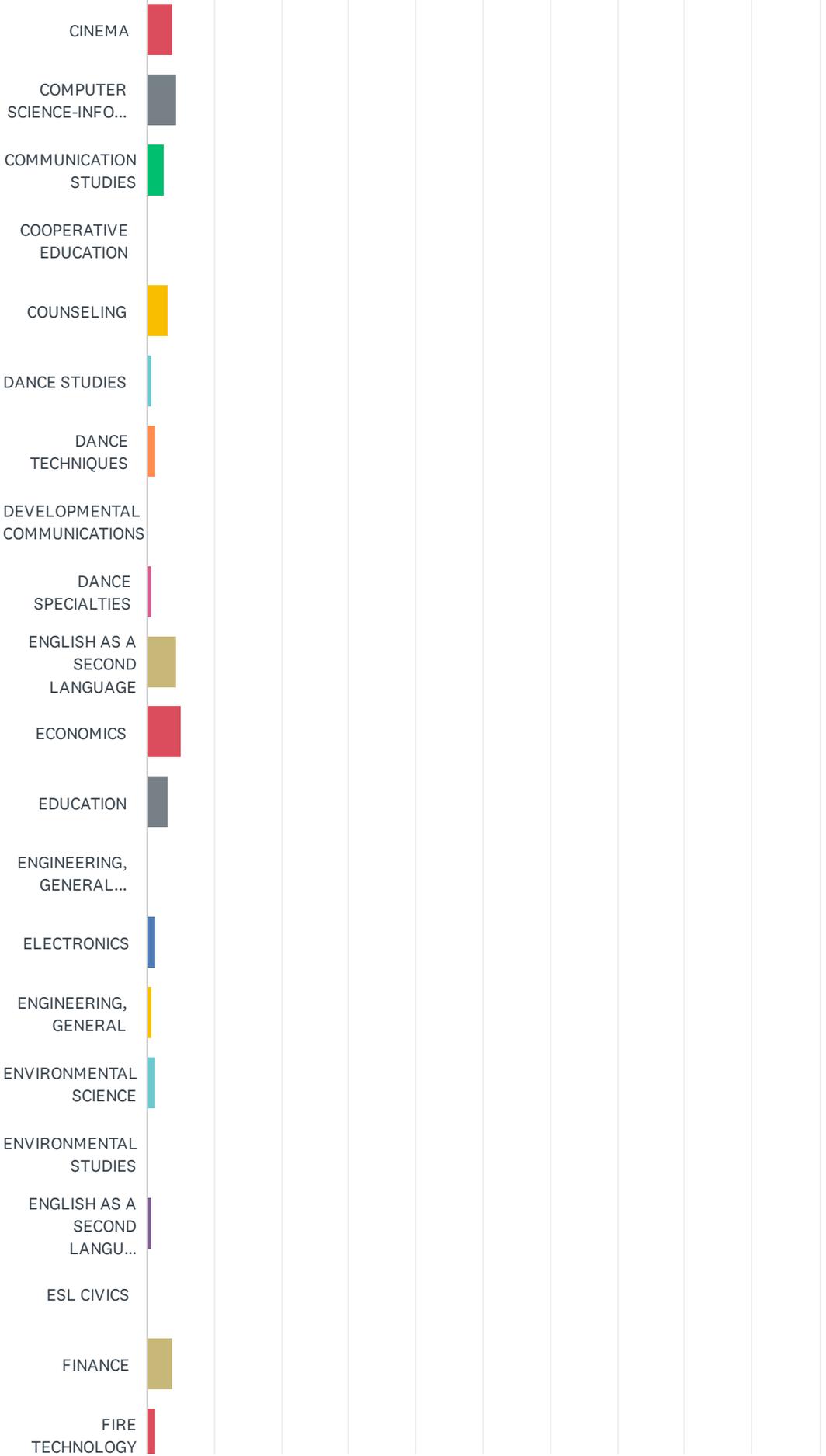
ANSWER CHOICES	RESPONSES	
No appointments available	15.69%	8
Times offered did not suit my schedule	50.98%	26
It was not with the tutor that I wanted to see	33.33%	17
TOTAL		51

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

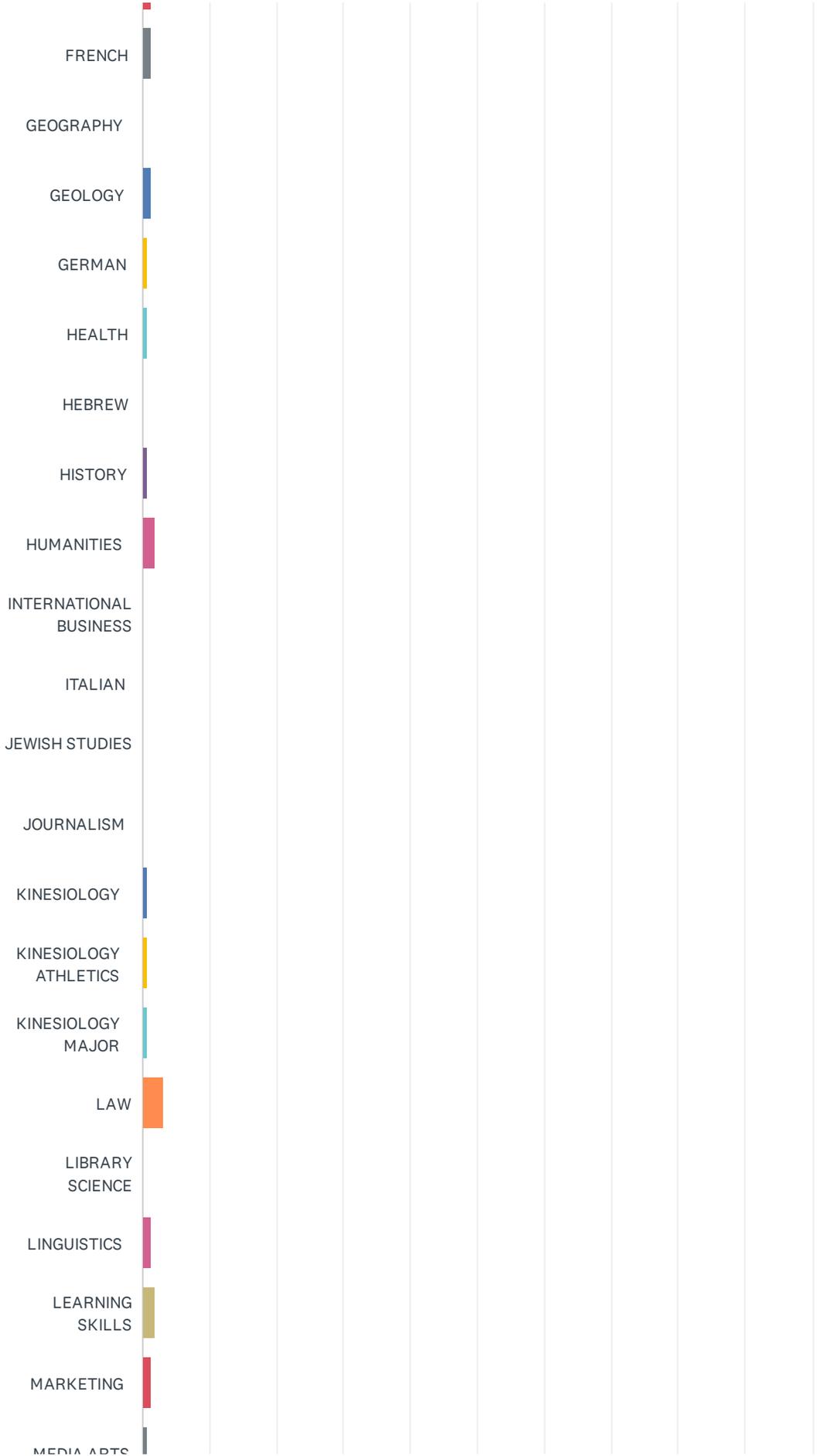
Answered: 161 Skipped: 26



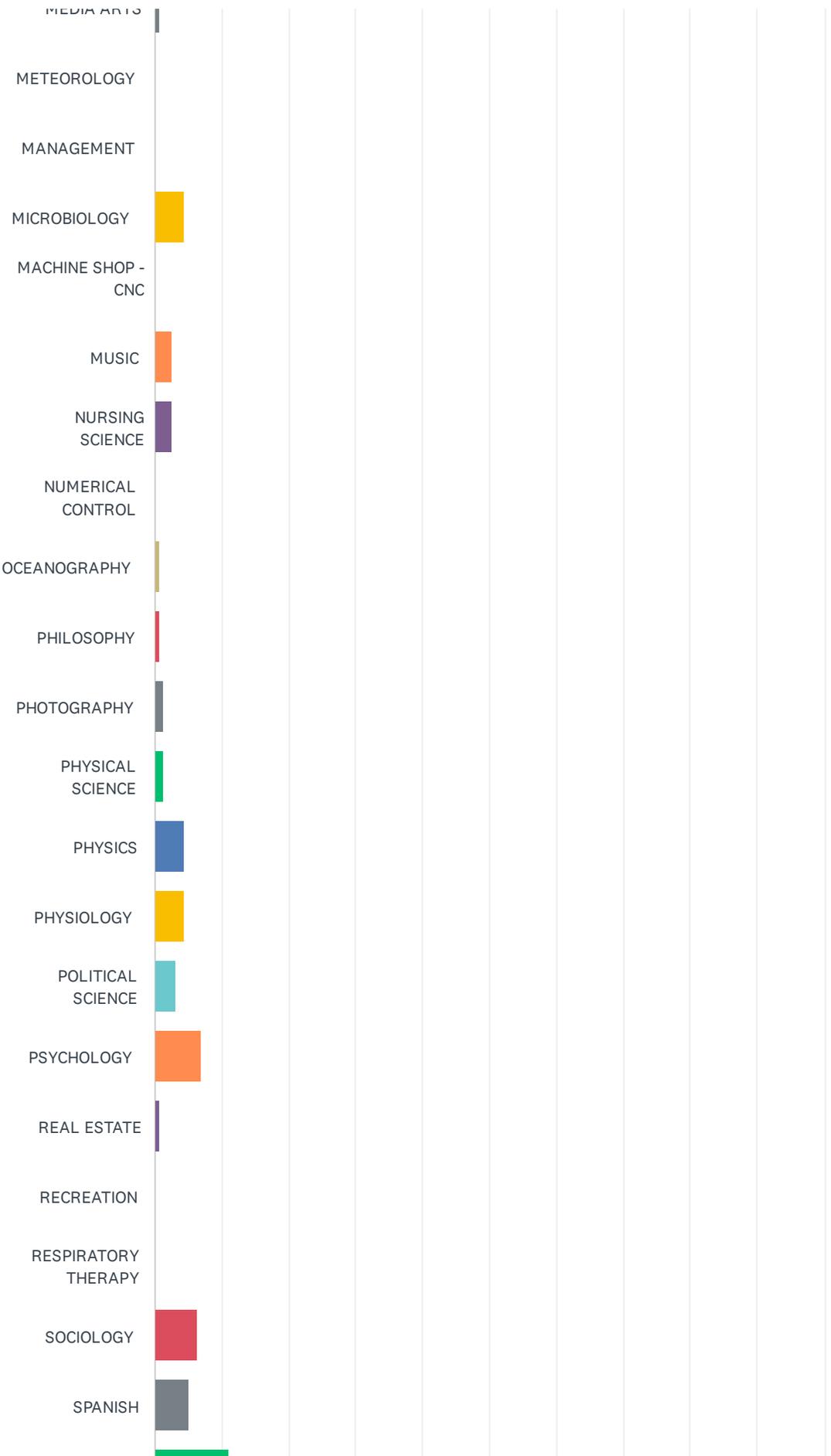
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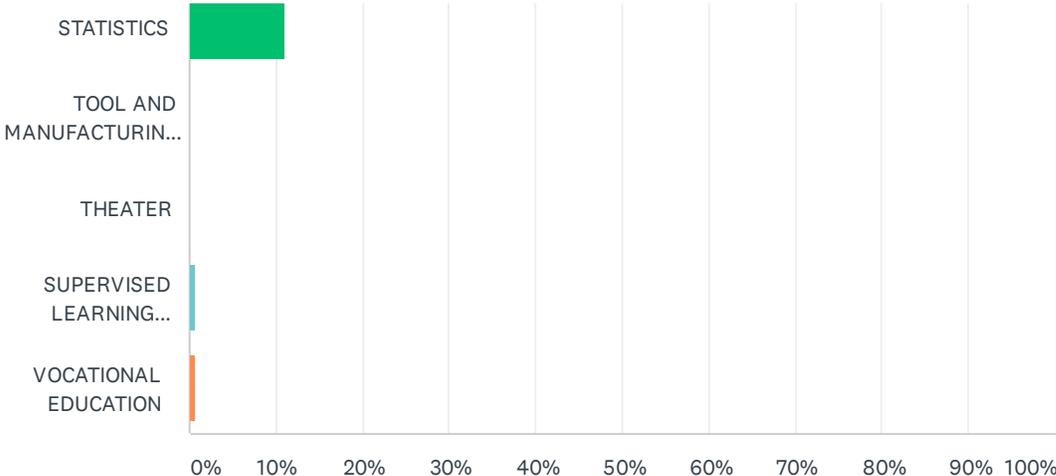
EOPS Student Satisfaction Survey Spring 2021



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ANSWER CHOICES	RESPONSES	
ENGLISH	19.88%	32
MATHEMATICS	13.04%	21
ACCOUNTING	9.94%	16
ADMINISTRATION OF JUSTICE	1.86%	3
AFRICAN AMERICAN STUDIES	0.62%	1
ANATOMY	8.70%	14
ANTHROPOLOGY	3.73%	6
ARCHITECTURE	0.00%	0
ART	3.73%	6
ASTRONOMY	1.24%	2
BIOLOGY	16.77%	27
BIOTECHNOLOGY	0.00%	0
BROADCASTING	1.86%	3
BUSINESS	4.97%	8
COMPUTER APPLICATIONS OFFICE TECHNOLOGIES	2.48%	4
CHILD DEVELOPMENT	11.80%	19
CHEMISTRY	9.94%	16
CHICANO STUDIES	4.97%	8
CINEMA	3.73%	6
COMPUTER SCIENCE-INFORMATION TECHNOLOGY	4.35%	7
COMMUNICATION STUDIES	2.48%	4
COOPERATIVE EDUCATION	0.00%	0
COUNSELING	3.11%	5
DANCE STUDIES	0.62%	1
DANCE TECHNIQUES	1.24%	2
DEVELOPMENTAL COMMUNICATIONS	0.00%	0
DANCE SPECIALTIES	0.62%	1
ENGLISH AS A SECOND LANGUAGE	4.35%	7
ECONOMICS	4.97%	8
EDUCATION	3.11%	5
ENGINEERING, GENERAL TECHNOLOGY	0.00%	0
ELECTRONICS	1.24%	2

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ENGINEERING, GENERAL	0.62%	1
ENVIRONMENTAL SCIENCE	1.24%	2
ENVIRONMENTAL STUDIES	0.00%	0
ENGLISH AS A SECOND LANGUAGE - Noncredit	0.62%	1
ESL CIVICS	0.00%	0
FINANCE	3.73%	6
FIRE TECHNOLOGY	1.24%	2
FRENCH	1.24%	2
GEOGRAPHY	0.00%	0
GEOLOGY	1.24%	2
GERMAN	0.62%	1
HEALTH	0.62%	1
HEBREW	0.00%	0
HISTORY	0.62%	1
HUMANITIES	1.86%	3
INTERNATIONAL BUSINESS	0.00%	0
ITALIAN	0.00%	0
JEWISH STUDIES	0.00%	0
JOURNALISM	0.00%	0
KINESIOLOGY	0.62%	1
KINESIOLOGY ATHLETICS	0.62%	1
KINESIOLOGY MAJOR	0.62%	1
LAW	3.11%	5
LIBRARY SCIENCE	0.00%	0
LINGUISTICS	1.24%	2
LEARNING SKILLS	1.86%	3
MARKETING	1.24%	2
MEDIA ARTS	0.62%	1
METEOROLOGY	0.00%	0
MANAGEMENT	0.00%	0
MICROBIOLOGY	4.35%	7
MACHINE SHOP - CNC	0.00%	0
MUSIC	2.48%	4
NURSING SCIENCE	2.48%	4

## EOPS Student Satisfaction Survey Spring 2021

NUMERICAL CONTROL	0.00%	0
OCEANOGRAPHY	0.62%	1
PHILOSOPHY	0.62%	1
PHOTOGRAPHY	1.24%	2
PHYSICAL SCIENCE	1.24%	2
PHYSICS	4.35%	7
PHYSIOLOGY	4.35%	7
POLITICAL SCIENCE	3.11%	5
PSYCHOLOGY	6.83%	11
REAL ESTATE	0.62%	1
RECREATION	0.00%	0
RESPIRATORY THERAPY	0.00%	0
SOCIOLOGY	6.21%	10
SPANISH	4.97%	8
STATISTICS	11.18%	18
TOOL AND MANUFACTURING TECHNOLOGY	0.00%	0
THEATER	0.00%	0
SUPERVISED LEARNING ASSISTANCE	0.62%	1
VOCATIONAL EDUCATION	0.62%	1
Total Respondents: 161		

## Q15 What do you like most about the EOPS program?

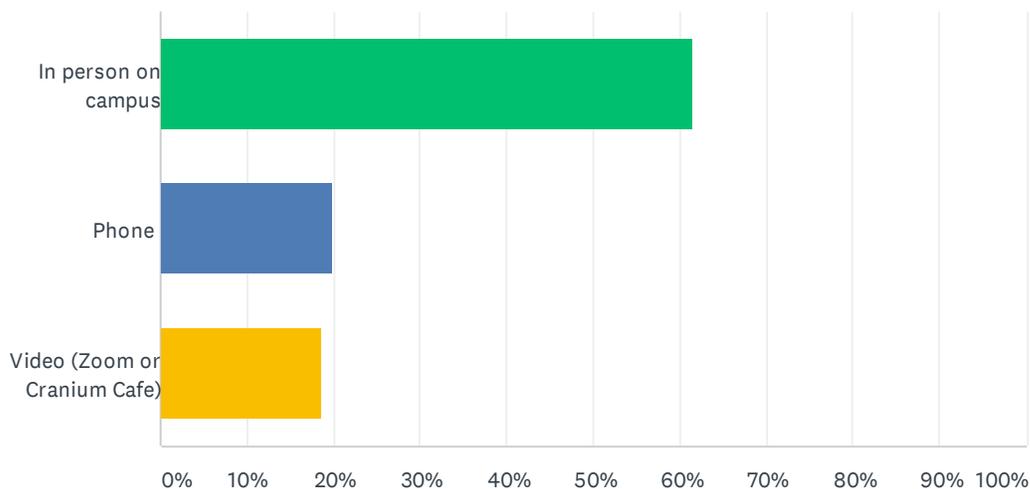
Answered: 97 Skipped: 90

**Q16 If there was one thing that you could change about EOPS, what would it be? How can EOPS further support you in this remote environment?**

Answered: 71 Skipped: 116

## Q17 When the campus returns to in person services, how would you prefer to meet with an EOPS counselor?

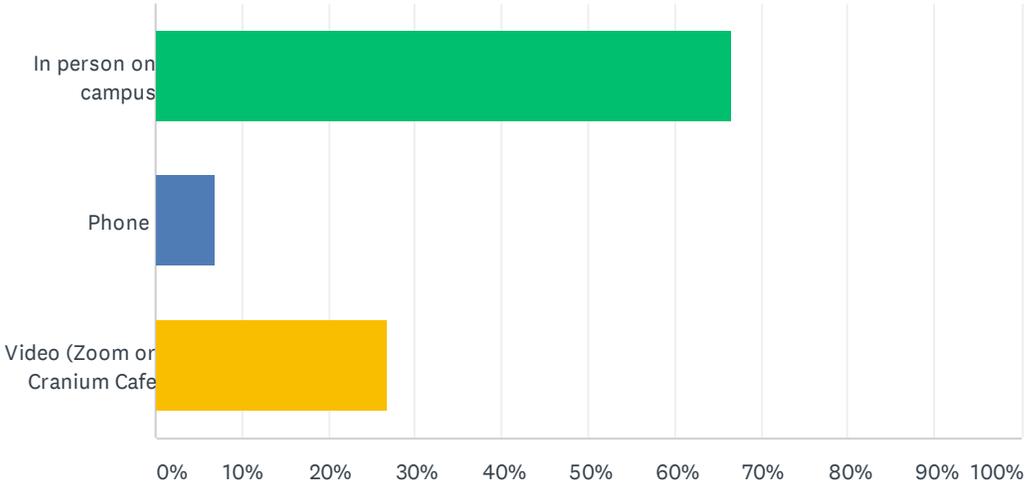
Answered: 161 Skipped: 26



ANSWER CHOICES	RESPONSES	
In person on campus	61.49%	99
Phone	19.88%	32
Video (Zoom or Cranium Cafe)	18.63%	30
<b>TOTAL</b>		<b>161</b>

### Q18 When the campus returns to in person services, how would you prefer to meet with an EOPS tutor?

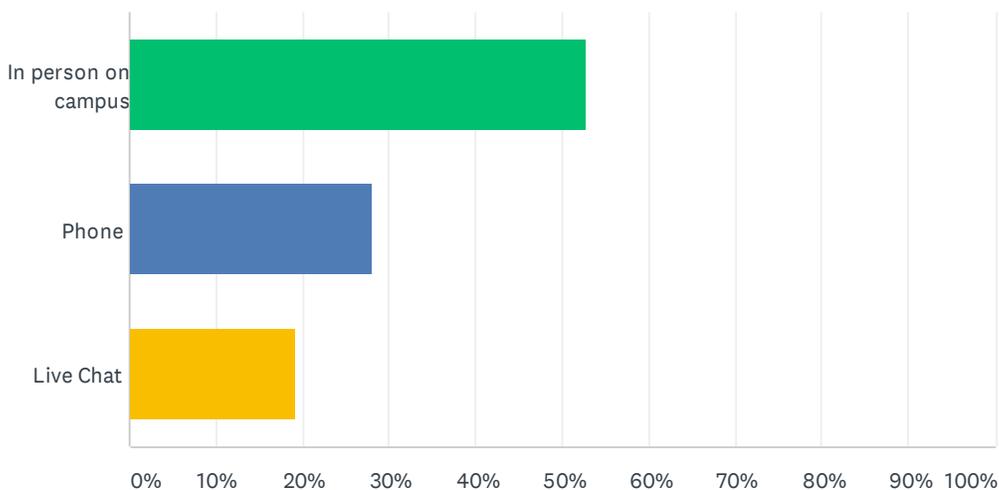
Answered: 161 Skipped: 26



ANSWER CHOICES	RESPONSES	
In person on campus	66.46%	107
Phone	6.83%	11
Video (Zoom or Cranium Cafe)	26.71%	43
TOTAL		161

### Q19 When the campus returns to in person services, how would you prefer to access EOPS front desk services (schedule counseling and tutoring appointments, ask questions)?

Answered: 161 Skipped: 26



ANSWER CHOICES	RESPONSES
In person on campus	52.80% 85
Phone	27.95% 45
Live Chat	19.25% 31
<b>TOTAL</b>	<b>161</b>