

EOPS/CARE Survey Summary Results- Spring 2014

Background

In Spring 2014, the Director of Extended Opportunity Programs and Services (EOPS) collaborated with the office of Research and Planning to assess services area outcomes in the EOPS/CARE program. Each survey has 2 questions with open comments. Students were given the survey during service pick up day at the main campus. The following results summarize responses from 97 students that participated in January 2014.

Results

Question one used the following scale: Extremely valuable = 3, Moderately valuable = 2, Limited value = 1, Did not know about and Did not use were excluded from the ratings. The mean for each item would be 3.0 if all responses are extremely valuable. The following table is sorted by the mean (average) rating of each item.

Question 1: Please indicate the value of the EOPS services you have used to help you achieve your educational goal.

Q1	# of students responded	Mean	Did not know about	Did not use
Book Voucher	94	2.95	1	0
Parking Permit	92	2.90	2	1
Gas Card	86	2.87	7	4
Priority Registration	87	2.85	4	3
Educational Plan	94	2.79	1	1
Encouragement/support from staff	83	2.76	4	6
Emergency Loan	29	2.76	14	49
Letters of Recommendation	28	2.75	35	31
Phi Theta Kappa membership fee reimbursement	19	2.74	47	26
Print Voucher	72	2.74	11	12
Lending Library	83	2.73	3	9
Counseling	92	2.72	1	3
Digital recorder/calculator loan	55	2.69	7	31
Computer literacy exam voucher	30	2.67	34	28
Awards Ceremony	33	2.64	30	27
Career inventories/assessments	34	2.56	31	25
EOPS student success workshop	49	2.55	11	32
University field trips	25	2.52	33	34
Planner/Calendar	80	2.50	5	10
EOPS/CARE website	81	2.46	3	9
Progress Report	81	2.42	1	12

Q1 shows 95% find EOPS services extremely or moderately valuable with an overall mean of 2.71.

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Question 2: Indicate any other resource, referral, or service that you used to help you achieve your educational goal.

Q2	# of respondents
Financial Aid	77
Tutoring labs	48
Instructor office hours	33
Scholarships	29
DSPS - Disabled Students Programs and Services	25
TRiO SSS program	24
Student Success Workshops	21
Health and Wellness center (including psychological counseling)	21
Online educational resources (Khan Academy, etc)	19
Student Clubs and Organizations	16
Career / Employment Center	13
Transfer Center	10
Study Abroad	4

Q2 shows financial aid as the number one service used. Out of 97 students, 87 chose at least one or more academic resource.

Conclusion

This survey was implemented to establish a baseline for future assessments in the EOPS/CARE program. Based on the spring 2014 semester of data collection, we can make the following conclusions:

- Students found monetary services the most valuable.
- Some services could be promoted more to increase awareness or use.

This summary was prepared on February 12, 2014. For further information contact the office of Research and Planning at (530) 242-7670.

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