

Fall EOPS/CARE Student Satisfaction Survey – Part 1 of 3

How many semesters have you been in the EOPS/CARE Program? (Including the current semester).

#	Answer	%	Count
1	1	23.83%	51
2	2	19.16%	41
3	3	18.69%	40
4	4	13.08%	28
5	5	13.08%	28
6	6 or more	12.15%	26
	Total	100%	214

What is your primary educational goal? (Choose only one).

#	Answer	%	Count
1	Complete an Associates Degree to transfer to a four-year college or university	80.00%	172
2	Complete an associate degree without transfer	14.42%	31
3	Complete a certificate	1.86%	4
4	Learn/upgrade skills for current or future job	0.47%	1
5	Improve basic skills in English, reading, and math	0.93%	2
6	Personal interest	0.00%	0
7	Undecided	2.33%	5
	Total	100%	215

The EOPS/CARE front counter staff are courteous and helpful.

#	Answer	%	Count
1	Strongly Agree	81.78%	175
2	Agree	17.29%	37
3	Neither agree nor disagree	0.93%	2
4	Somewhat disagree	0.00%	0
5	Disagree	0.00%	0
	Total	100%	214

Did the EOPS/CARE front desk personnel clearly communicate your appointments and program requirements?

#	Answer	%	Count
1	Yes	98.60%	211
2	No	1.40%	3
	Total	100%	214

Are you satisfied with the EOPS/CARE program's hours of operation?

#	Answer	%	Count
1	Yes	98.60%	212
2	No	1.40%	3
	Total	100%	215

My EOPS/CARE counselor(s) use(s) my appointment time productively.

#	Answer	%	Count
1	Strongly Agree	72.09%	155
2	Agree	26.05%	56
3	Neither agree nor disagree	1.40%	3
4	Somewhat disagree	0.00%	0
5	Disagree	0.47%	1
	Total	100%	215

My EOPS/CARE Counselor treats me with respect.

#	Answer	%	Count
1	Strongly Agree	83.64%	179
2	Agree	14.49%	31
3	Neither agree nor disagree	1.87%	4
4	Somewhat disagree	0.00%	0
5	Disagree	0.00%	0
	Total	100%	214

My EOPS/CARE counselor has helped me develop and understand my Student Educational Plan (SEP).

#	Answer	%	Count
1	Strongly Agree	73.83%	158
2	Agree	20.56%	44
3	Neither agree nor disagree	3.74%	8
4	Somewhat disagree	1.40%	3
5	Disagree	0.47%	1
	Total	100%	214

My EOPS/CARE counselor(s) provide(s) appropriate referrals to address all my needs(i.e. Learning Assistance Center, Financial Aid, or off-campus resources).

#	Answer	%	Count
1	Strongly Agree	67.44%	145
2	Agree	25.12%	54
3	Neither agree nor disagree	6.98%	15
4	Somewhat disagree	0.00%	0
5	Disagree	0.47%	1
	Total	100%	215

**Which EOPS/CARE success workshop(s) would you like to see implemented in the future?
(Check all that apply).**

#	Answer	%	Count
1	Strategies for Test Taking	18.37%	88
2	Stress Relief- How to manage stress in your life	20.88%	100
3	Study Skills 101	20.04%	96
4	Time Management	22.13%	106
5	Discover Your Learning Style	18.58%	89
	Total	100%	479

Please rate your experience with EOPS/CARE tutoring.

#	Answer	%	Count
1	Extremely satisfied	50.47%	108
2	Satisfied	21.50%	46
3	Dissatisfied	0.47%	1
4	Extremely dissatisfied	0.00%	0
5	I did not utilize tutorial services (this semester)	27.57%	59
	Total	100%	214

How has the EOPS Program helped you?

The EOPS program has helped me by giving me a great support system and also by giving resources such as tutoring and counseling in order to keep going forward with my goals and towards my career

EOPS has helped me to take accountability in my academic journey. They are of extreme help regarding priority registration and book vouchers.

It allow me to register earlier, it also allows me to understand what classes that I need to take in order to transfer without wasting time.

It has provided me with extremely helpful resources like academic counseling, book voucher, priority registration, and overall information.

The EOPS counselors helped me develop an educational plan; The program gave me book vouchers to pay for my books; Checked on my progress throughout the semesters; Everyone was nice and encouraging

The EOPS program has helped me on stay on top of my classes because it motivates me to still continue to stay enrolled in the program. The EOPS has also helped me pay for my books and has given me a greater idea on what career path i want to take.

They have helped me stay on track to transfer out as quickly as possible, they have helped me financially with book vouchers and grants. They have provided support emotionally not just financially and the staff is amazing.

The EOPS Program has helped me financially with the book waivers and academically by having mandatory counseling meetings to make sure we are on track to our goals.

EOPS has kept me on track and revealed some of my darkest ignorance's. They helped me realize that success, does in fact, start with me and that I can't set aside my problems and "make excuses" for anything. They have kept me on track and provided me with the counselling I need and the help I wanted but never asked for.

The EOPS program has helped me with getting a good ED plan together so I know exactly what classes to take, they have helped me with paying for my textbooks and have provided me a backpack, they also help me be responsible to get my university application started, and have helped me with making the best of my expression in Mt SAC educational and fun.

I highly feel supported by EOPS Financially, social wise and the help of the counselors. Doing progress reports help a lot to keep me on track on my classes.

The program, especially my counselor, has helped me so much with many things, like directing me into what major fits me best, as well as what university I should transfer to. Most importantly, my counselor has been of help through choosing classes that i need for my specific major/university.

Has helped me understand that I'm responsible for myself and that everyone surrounding me influence what i do but i have to focus on myself. It has also helped me develop my career and what classes are needed for me to be successful in community college and at university.

It has helped me significantly to stay on track with my education and to be a full time student. All the benefits it offers from the book vouchers which helps myself economically and the counselor appointments to stay on track with all my classes. I loved being part of EOPS.

EOPS has helped me develop a plan in order to stay on track with my educational goals as well as provided me with helpful information in regards to my major

The EOPS program has been supportive, informative, and paid for my books which is great because I am single mom and books are expensive.

The EOPS Program has helped me extremely by methodically choosing classes for my major and eligible for transfer for University. It has prepared me throughout my collegiate career so far and I have no regrets regarding this program.

The EOPS program has helped me in many ways. The first being that they provided for my books and were extremely helpful with my educational plan. Lastly the early registration.

EOPS has helped me in many ways it has gave me the confidence and giving me the confidence in not giving up meeting with the counselors has helped a lot in setting goals and setting my mind to accomplishing them.

EOPS has helped me stay on track with my education and has guided me into where do I want to attend my next 4 years. Also I has helped me in an emotional way to not feel overwhelmed because I know I have someone to help me through the process.

The EOPS Program has helped me out a lot! Aside from the all the great benefits like priority registration, book voucher, access to counselors and tutoring. This upcoming spring semester i will be taking advantage of the free cap and gown. With that said EOPS has helped me accomplish my academic goals. I will be transferring to UCR! Thanks Tony and the EOPS team.

My EOPS Counselor Natalie Paredes have prevented me from dropping out of college multiple times. She has listen to my frustrations and allowed me to open up with her. Her guidance and constant support has allowed me to get to a good academic standing and will soon be able to apply for transfer. I truly believe that if it was not for her I would not be at Mt. SAC earning two associates degrees and passing my classes with As and Bs.

The EOPS Program helped me a lot with guidance, set a path for my academic goals, and prioritizing. But really helped me the most is guidance.

The EOPS program has helped me set up an academic plan that made my two years here at MT. Sac to go by faster because they attended to my needs. It has also helped me by providing me with counseling help to answer my questions when it comes to which classes I need and which ones I do not need.

Do you have any suggestions/recommendations to help improve the EOPS/CARE program?

Every semester acknowledge those who make a difference. Being able to give them the credit they deserve would be nice.

For CARE, just to be mindful that people do come to school and work and to be more open with things about going to meetings, which this semester they have been doing a lot better with and I am thankful for that.

Allow kids at workshops

I'd would like to ask for the book voucher to cover art supplies because being an art major there's more art classes than regular classes so It would be helpful using the voucher for art supplies.

Something I do is i donate my books to any programs that would like them. If EOPS would like to promote for donations from past students so new students can receive them

Overall, I don't have any real suggestions because I already think EOPS is an outstanding program as it stands. If in the nearby future I would have one, I'd always let them know because I feel that my thoughts are always expressed clearly and taken with heart at EOPS.

Have meetings during summer and winter semesters

They are already improving by having more Events to help the college community and to continue that and continue the great service they provide students with

I just want to say thank you for all the help and support! also i think we should have more events but i don't know about making workshops mandatory because many of us are already in other programs that require workshops so i think that will get to busy and complicated for some of us, including myself.

EOPS should have walk in hours for student that need help at the moment. We come across situations where we need advice or guidance and there is no one available due to appointments.

To have more activities for the EOPS students with family

More counselors so the students can have more option for appointment time.

Have events to get to know people in the program who have similar career paths.

EOPS should have more events on and off Campus

Have workshops for transfer students to help them transition to a UC or CSU. Workshops for personal insight questions and resources such as EOP at the University level.

Which of these statements best describes food eaten in your household in the last 12 months:

#	Answer	%	Count
1	Enough of the kinds of food we want to eat	52.09%	112
2	Enough but not always the kinds of food we want	31.63%	68
3	Sometimes not enough to eat	15.35%	33
4	Often not enough to eat	0.93%	2
	Total	100%	215

In the last 12 months, were you ever hungry but didn't eat because there wasn't enough money for food?

#	Answer	%	Count
1	Yes	30.94%	69
2	No	69.06%	154
	Total	100%	223

How often did you not eat because there wasn't enough money for food?

#	Answer	%	Count
1	At least once a week	24.24%	16
2	At least once a month	25.76%	17
3	A few times a month	27.27%	18
4	Only once or a few times a year	22.73%	15
	Total	100%	66