

After completing surveys for students in the Fall 2018 and Spring 2019, our results showed that a majority of students are overall happy with the services they receive from our program and their overall experience. Students enjoy the services we provide, but after completing the Fall 2018 survey, we realized we wanted to know which services were the most important to students, so we asked in the Spring 2019 survey how useful students found the services. The most useful was the book vouchers, second was priority registration, and third was academic and personal counseling.

When asked for recommendations, students asked for more access for appointments, more communication between our office and other faculty, and more training for our counselors and staff. This is advice we looked into and brought up gently in our counseling retreats to provide more training and look into ways to provide more accessibility for appointments.

Students asked to be able to complete services online. We are considering and working on seeing if this is a possibility, but we used this recommendation to create new goal 2 where at least the application process is fully online and processed more easily so students do not have to come in and ask about the status of their application.

We used the responses from these two surveys to better fine-tune our questions in future surveys so that we can receive more data and feedback from students.



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# EOPS Student Survey 2018 Results

QUESTION SUMMARIES

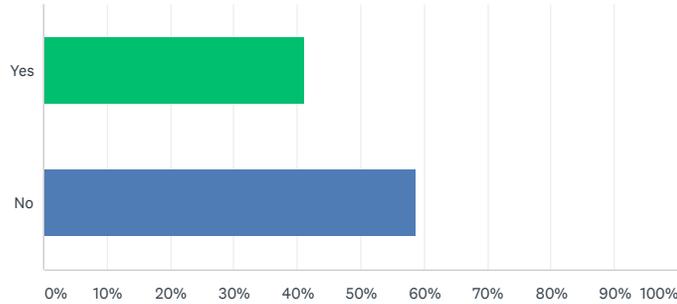
DATA TRENDS

All Pages ▾

Q1

Is this your first semester participating in the EOPS program at Cuyamaca College?

Answered: 333 Skipped: 11



ANSWER CHOICES

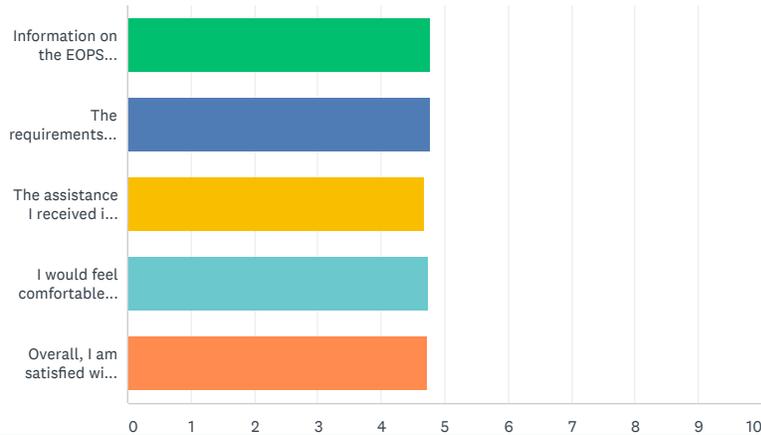
RESPONSES

Yes	41.14%	137
No	58.86%	196
<b>TOTAL</b>		<b>333</b>

Q2

Please rate your experience with the Cuyamaca College EOPS Department in the fall 2018 semester. If the statement is not applicable to you, please select "N/A" for "Not Applicable."

Answered: 341 Skipped: 3



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344 responses



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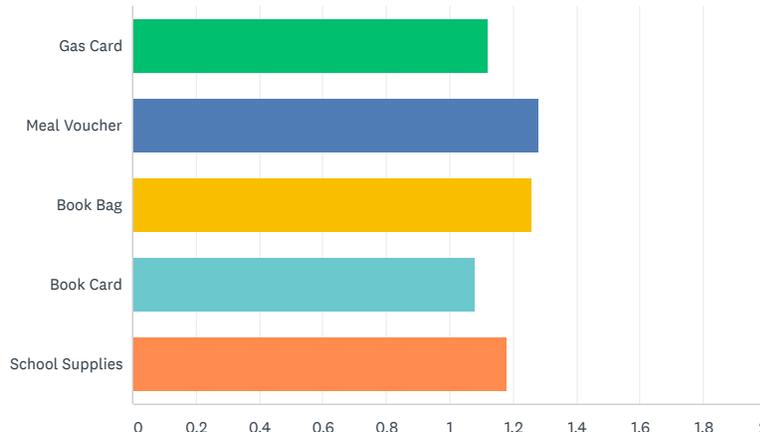
	DISAGREE							
Information on the EOPS services is available to me as a student.	81.42% 276	13.57% 46	1.47% 5	0.29% 1	1.18% 4	2.06% 7	339	4.77
The requirements for participation provided during the EOPS Orientation (such as dates to meet with counselors, progress report, etc.) were clear.	84.02% 284	11.24% 38	1.78% 6	1.18% 4	0.89% 3	0.89% 3	338	4.78
The assistance I received in my counseling sessions helped me to clarify and achieve my goal(s).	79.06% 268	13.86% 47	2.06% 7	1.77% 6	2.06% 7	1.18% 4	339	4.68
I would feel comfortable returning for additional services if I needed them.	81.47% 277	12.94% 44	2.06% 7	0.88% 3	1.47% 5	1.18% 4	340	4.74
Overall, I am satisfied with the services I received during fall semester 2018.	82.54% 279	10.95% 37	2.37% 8	1.48% 5	1.78% 6	0.89% 3	338	4.73

Q3



Thinking about the fall 2018 semester, how useful to you were the following EOPS benefits to you? If you do not have experience with a specific benefit, please select "N/A" for "Not Applicable."

Answered: 340 Skipped: 4



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Gas Card	81.76% 278	10.59% 36	0.29% 1	7.35% 25	340	1.12
Meal Voucher	70.75% 237	17.31% 58	4.18% 14	7.76% 26	335	1.28
Book Bag	71.51% 241	16.62% 56	3.86% 13	8.01% 27	337	1.26
Book Card	89.38% 303	6.78% 23	0.59% 2	3.24% 11	339	1.08
School Supplies	77.15% 260	15.13% 51	0.89% 3	6.82% 23	337	1.18

Q4



What aspects of the EOPS services you received in fall 2018 did you find most valuable?

Answered: 270 Skipped: 74

Academic/Career/Personal Counseling 4-Year College/University Transfer Assistance Priority Enrollment Tutorial Referral Assistance Associated Student Body Memberships Financial Aid Application Assistance Newsletter CARE program - state-funded support program for single parent EOPS students

12/30/2018 12:43 AM

Help to choose a class

12/27/2018 4:34 AM

Gas Card Meal Voucher Book Bag Book Card School Supplies

12/22/2018 5:18 PM

The last meeting I had was very important because the lady helping me made it very specific on what courses I needed to take to graduate.

Q5



Based on your experiences with the EOPS department in fall 2018, what recommendations would you make for improvement?

Answered: 255 Skipped: 89

None

1/29/2019 10:32 PM

The EOPS program is perfect, no need for recommendations.

12/30/2018 12:43 AM

Help with carrying books

12/27/2018 4:34 AM

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344 responses



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Q6



Please provide any other comments or suggestions you have for improving the student experience in the EOPS program or at Cuyamaca College in general.

Answered: 200 Skipped: 144

None

1/29/2019 10:32 PM

NO comments.

12/30/2018 12:43 AM

No suggestions

12/27/2018 4:34 AM

Especially ESL students, they sometimes need a counselor who speaks their language. Some issues need a good understanding.

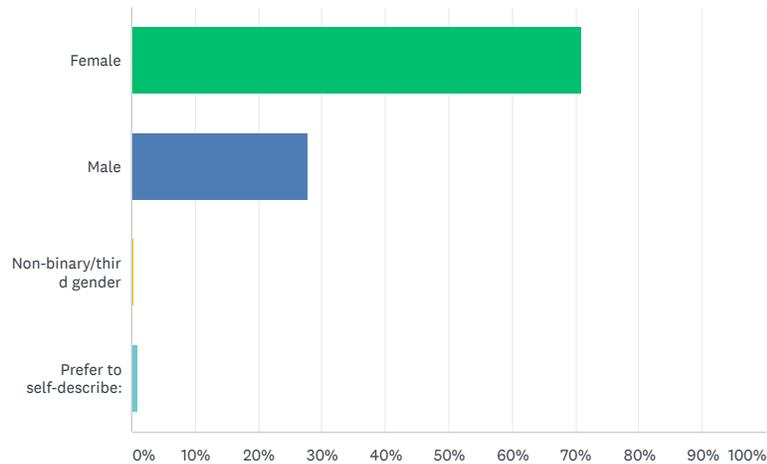
12/22/2018 5:18 PM

Q7



What is your gender?

Answered: 299 Skipped: 45



ANSWER CHOICES	RESPONSES	
Female	70.90%	212
Male	27.76%	83
Non-binary/third gender	0.33%	1
Prefer to self-describe:	1.00%	3
<b>TOTAL</b>		<b>299</b>

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344 responses



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### What is your age?

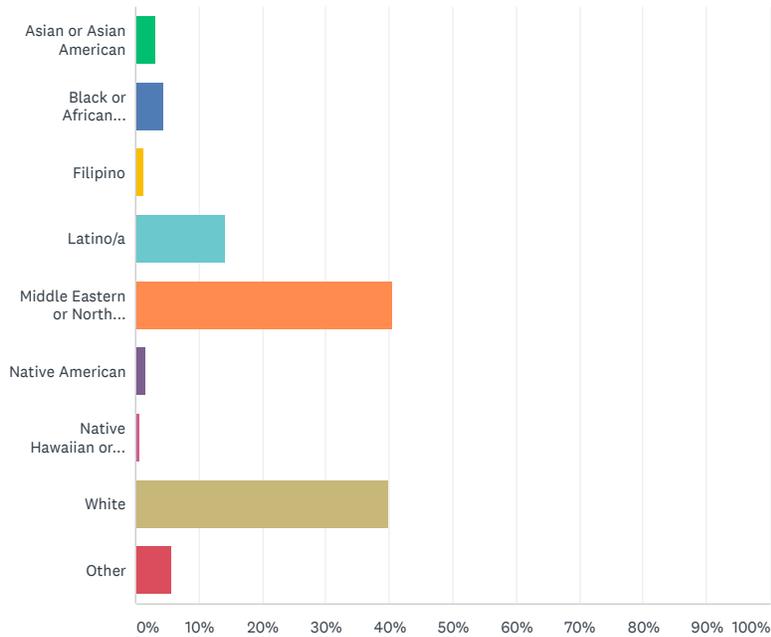
Answered: 294 Skipped: 50

25	1/29/2019 10:32 PM
31	12/30/2018 12:43 AM
76	12/27/2018 4:34 AM
53	12/22/2018 5:21 PM

### Q9

### What is your ethnicity? Please check all that apply.

Answered: 296 Skipped: 48



**ANSWER CHOICES**

**RESPONSES**

ANSWER CHOICES	RESPONSES	Count
Asian or Asian American	3.04%	9
Black or African American	4.39%	13
Filipino	1.35%	4
Latino/a	14.19%	42
Middle Eastern or North African	40.54%	120

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344 responses



SIGN UP FREE



Total Respondents: 296

Q10



If you would like to be entered in the drawing for a \$30 gift card, please enter your email address in the box below. Note: Your email address will be separated from your responses. Email:

Answered: 290 Skipped: 54

Inasnoah@yahoo.com 1/29/2019 10:32 PM
petty.yousif@gmail.com 12/30/2018 12:44 AM
badri1289@yahoo.com 12/27/2018 4:34 AM
aladeeb.m@gmail.com 12/22/2018 5:21 PM

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344 responses

**Question 4. What aspects of the EOPS services you received in fall 2018 did you find most valuable?**

Academic/Career/Personal Counseling 4-Year College/University Transfer Assistance Priority Enrollment Tutorial Referral Assistance Associated Student Body Memberships Financial Aid Application Assistance Newsletter CARE program - state-funded support program for single parent EOPS students

Yes, they help me with every thing.

Yes, of course

Yes, improved more than last year.

Yes, I did. They were give good advice.

Yes, everything was valuable

Yes I do.

Yes I do

yes

**Question 5: Based on your experiences with the EOPS department in fall 2018, what recommendations would you make for improvement?**

A group where students with the same major can help each other mentor and help each other.

A recommendation would I make for improvement is job opportunities which I want a job there.

Additional food card

After first counseling session other sessions can be done online. It's kind of a waste of time to take time out of schedule for a 5-10 minute session.

All counselors have better communication with other staff. As well as make there faculty smile more.

All in All, everything were great

All is good

All the cervices they offered are good, but will need more financial support, more than once in a year.

Another counselor so appointments are not so far out to schedule.

As a single mother I needed some financial support. I hope you will care more about us because we are alone

Because of my experience with an EOPS counselor, I recommend positive reinforcement and respect. I was questioned if I was smart enough to take the classes I needed for my choice of major.

Become more flexible in terms of appointment scheduling

Better appointment availability.

Better communication to students

Better counselor

Change the meeting requirements with counselors, make report cards online (easier for students and staff as the volume of apnts are too high during requirement times) make the counselors more Informative for stufents who have majors selected the meetings are nonresourceful and not very helpful so the appointments are not fulfilling their purpose.

Clear up the agreement between Pathway Academy and EOPS. (So we don't have to complete both requirements for both programs). Please.

Communicate with the teachers and take our psychological situation seriously! Mostly a kind word from the teachers make a difference in encouraging us to overcome the pressure of going through academic challenges easily.

Conclusion

Continue with the same EOPS policy for fall 2018N

cotact with office and make appoinment

Counseling sessions.

Counselor en LINE via web came at night

Definitely connecting students to provide them with a familiar face amongst one another. Introducing students to each other would help give students someone to relate to, as they might find someone in a similar situation to their own .

Digital calculator More than one gas card Book and meal vouch didn't enough for requirements

Eops Program is more helpful than Financial aid office. So hopefully there w'll a Christmas miracle to grow the EOPS Program combined with all the services students needed.

EOPS program is useful for student. It puts a good plan for me to follow.

Every thing is doing great.

Every thing is excellent.

every thing is good

every thing is good.

Every thing is perfect.i

Every thing was good with me
Everything goes perfect only lack of space.
Everything is great
Everything is improved.
Everything is ok
Everything is perfect!
Everything was excellent
Everything was perfect
everything was perfect
Everything went well with me.
Eveything is good
For me, EOPS is already perfect and also your employees provide great assistance. I thank you very much for your service because it helps me a lot like the gift cards which I cannot effort buying books so the gift cards helped me buying the books that I need.
gas card
Gas card money should increase
Gas card should be \$50 or more per month
Giving opportunities to more students to enroll to EOPS
Going to a counselor more then twice a semester.
Good
Good nothing
Good service
Have a better staff to help students who are working raising kids and students full time
Have meetings available faster
Have more professional front staff because some of them did couple mistakes with me regarding making appointments
Have more staff
Help
Help others with everything you need to get a stationery and the amount of money to buy books
Help students find a job at the college we attend
Help students more and more
Help with carrying books
I can't teally think of any recommendations at the time
I did not like having to get my paper signed on my progress reports by my teachers mid semester.
I do not have any recommendat
I don't have
I don't have any ideas at the moment
I don't have any recommendations, because they already help in everything
I don't know anything that can be improved.
I don't know, I'm not apart of EOPS.
I don't think they need improvement it was pretty useful to me the way it is
I don't think they really need to change anything because they do a really good job at giving us a heads up to what we need to know and helping us have materials we need. Which, I'm truly grateful for!
I don't have any recommendations to EOPS for improvement.
I don't have any recommendations. Their system works very well for me.
I don't know

i have no recommendations for improvement the eops staff and program is great
i have no recommendations. i think the EOPS services is good.
i have none
I have nothing to recommendation for my eops .when they give them
I honestly do not have any recommendation since everything es good.
I hope the students who are in EUPS program have schedule in first day of class registration
I hope to get the book card early because the professor usually asks us to bring the book in the second lecture.
I hopegive students extra money in gift card for books.
I need a graduation certificate.
I recommend to give the books card as visa card to buy from any cheaper sources.
I think all alright
I think EOPS is doing great job but students will benefit more if they provide tutoring for at least an hour.
I think everything it was good.
I think everything was spot on and for me no improvements are necessary.
I think the EOPS department is doing great as it is.
I think the services are good but it would also be cool if they had a bigger office with an area where students could come in and hang out.
I think there should be a reminder for an upcoming appointment whether its a text or an email.
I want to wait too much for appointment some time one months or more
I will tell everyone to register in this program
I wish if I can meet my counselor within few days.
I would give two gas cards instead of one.
I would have them collaborate with the financial aid department regarding the As-T goals. My first petition was denied because I had set my educational goal as AS-T; that is something the financial department doesn't like.
I would like more help and information on how studying and education
I would like to get reminders of when the progress report start and reminders to boom appointments with counselors.
I would like to increase the mony of the Gaz.
I would make an improvement on going to my meeting appointment just a little earlier.
I would make the improvement of having more communication with Pathway Academy and to have something written into what is acceptable regarding appointments.
I would make the walk in counseling a little longer than 5-10 minutes.
I would recommend EOPS to email or text students about things happening with EOPS.
I would recommend improving the counseling meetings.
I would recommend more reminders to make appointments before the due dates with emails or texts.
I would recommend that eops students have online access to the progress report forms.We could print them out when we need them instead of coming to the eops office. If we forget to ask for a professor's signature, we could email them a progress report form to fill out.
I would recommend that the counselors have a list of questions to ask the students when they come in, because "what do you need help with" is not the best question.
I would say to maybe change up the school supplies because they were very small.
I would've loved to have earlier workshops for completing CSU/UC applications.

idk lol
If its possible give more money for gas because its so expensive .
If we could have the option to complete the in person peer appointments online. At my appointment I filled out a quick survey and that was all. I was frustrated that I had to drive 15min to fill out a survey.
Increases the amount of the payment it is not enough
Increase food card price
Increase the meal Card because 8 dollars are not enough
It is all perfect. No need to improve anything.
It is recommended to change the registration time for lessons for the semester in a section of the students each semester at the same time and others at the end
It is suggested that there be continuity between students and professors by your program to increase the benefit for all.
It is very good .
It's more on my part then yours, but my biggest problem was transportation. It was extremely hard to get to school for my appts and workshops. So I dont know if there's anything yall could do unless find ways to help get me to my appts and workshops.
Just to sent me amassage befor when I have appoitment
Keep going
Keep going you are very helpful for the Student .
Keep going your work is good for students and help them.
Keep help students.
Keep studying
Keep the appointments
Little bit better communication. A lot of times they would call me to remind me about something and because of the language difference I couldn't understand what they were saying.
Make more time for council
Make the card book its good
Making the food vouchers all on a card so they can use it throughout the semester instead of all at once.
Maybe add another counselor so appointment times aren't so far apart from each other, scheduling is typically busy and full.
Maybe add more money to the gift cards since technically some books are more expensive to purchase and I don't want to spend to much money on books
Maybe handing out more gifts like the food voucher and the gas card.
Maybe more book cards
Maybe more interesting workshops. More personal workshops.
Me experience was great, however I do believe that the office got a little bit crowded at times.
More appointment dates.
More available times
More counseling appointments
More engagment like the Holiday event which makes me feel closer to others sharing the same situations.
More financial support if possible. The program takes stress off of the students shoulders and allows us to focus on school
More Gas card
More meal vouchers
More money for gas because it's been very expensive
more opportunities to meet with my counselor
More peer engagements
More people to work like counseling
More phone call to Inform you if your missing things

More reminders on deadlines.
My recommendation for the student to apply for this program because this program helps student to get the first day of registration since this is very important to get a best class that they need in the future.
My recommendation is to keep EOPS services even student have one unit in semester
N/A
N/A, major improvement from past years
N/A.
NA
NA
No changes
No comment, every thing perfect.
No comments everything is perfect.
no improvements needed
No need, the EOPS is already what every student will expect.
No recommedations everything is perfectly done
No thaning
No They are doing a great job.
No thing because everyone is so good
No think
None
None it's really a great program as it is.
None, I liked all of it.
None. Thank you
Nothing
Nothing all good
Nothing all services were fantastic

Nothing because I doing everything on time.
Nothing much
Nothing they all are great
Nothing, because of everything in this office is good and organizer.
Nothing, I like how everything was ran.
nothing, the EOPS is already doing an amazing job.
Nothing.
Nothing.
Nothing.
Nothing. I would say thank you for their help.
Now it is good
One of the Counsler's. I met with was very discouraging
Perfection.
Perhaps contact the students on when is it good time to go to the office to receive service because I did not receive gas cards because they kept being handed out during inconvenient times.
pr to give a bus ticket to the next semester for students who do not have car .... thanks
Praise of Gas do it two time 30 dollars.
Provide more school supplies
provide more workshops and tours to the university camps
Receiving book vouchers faster before the two week deadline for a drop or not.
Rise Gas Card
Send more emails about the important dates for appointments and for other services as the meal voucher
Send the application to the students that are with them.
Service
Should give students more info on how to receive free books from the eops
So far everything is great
student advice
Studied hard
That the lady who did the orientation in the summer was SUPER RUDE she could probably improve her attitude because I didn't feel supported or welcome when she was there.
The area that needs improvement in scheduling the appointment.
The cas card is not enough
The councilors should have a check list that they go off when meeting with their students, because, "do you need help with anything?" is not a beneficial question.
The counselors be ready for walking more
The counselors really need to do their job not just be there to socialize, Eops counselors are the most useless counselors every.
The EOPS program is perfect, no need for recommendations.
The first important thing to get improvement, should pass every semester with, and maybe with a high grades
The improvement I give is to make more books cards available for student to help every student to buy her or his books.
The improvements I recommend would to better the appointment system, it takes too long to make an appointment and if I couldn't make the appointment I'll have to reschedule which obviously takes longer.
The services they offer
The staff should improve their professionalism. .
Their service is good, they are always happy.
There is nothing I recommend
There is nothing to Inprove because everything is really good!

They are perfect
They are very good and helpful.
They were awesome just maybe if they help students to work at the college
To do what I need to do for the Eops
To make a very close appointment.
To me none
To provide experienced councilors who can help students with their educational goals and accomplishments.
Very good
Very helpful
When a student is assessed by a professor, he or she is supposed to receive an incentive reward
Work with a counselor to make a major plan.
Yes
Yes
Yes
Yes
yes I want to improve myself to take my major.
You guys are awesome.

Yes
When I review any question about the answer I received with all humility and Mmunip.
Very valuable
Very helpful
Very good service
Very good
They help me alot to reach my goal
They always give me right advice every semester.
The stuff I got and the help I needed.
The presentation about how to talk to your professors.
The Peer talk that was given by Agustin. It was a very insightful pep talk and it helped me finish the semester strong.
The one on one counseling sessions and the book cards.
The most valuable would be the book voucher and the priority registration.
The most valuable services provided to me was the gas card.
The most valuable aspect was that they provided me with gas and book fees.
The most valuable are the staff anytime I needed help with a homework assignment or need clarification for something Veronica was just an email away and always there for me.
The most umportant thing its my name be first when i apply to new semester . And the money helped me to by the books .
The most thing I had to use for money was the books .
The meeting were very valuable, the gas card the food vouchers, actually everything was very helpful because I really need it, there were times were I did not had money and I used my book card to buy some food because I had slreatwaited my food voucher.
the meeetings and the meal tickets
The last meeting I had was very important because the lady helping me made it very specific on what courses I needed to take to graduate.
The help they provided such as books etc
The help I received for my ed plan
The help and support I received from Veronica, Nichole and Judi on applying for CSU's and UC's. Additionally, the willingness to assist me in any manner of their abilities.
The gas crad were helpful, and the library cards also.

The gas cards, meal tickets, and book vouchers
The gas card, the meal card The opportunity for a student club Early refistration for classes
The gas card was very helpful
The gas card was so helpful.
The gas and book cards.
The follow up and care given by the staff is really nice! The staff maintain good privacy atmospheres and attitude!
The first day for registration.
The financial help.
The EOPS services that I found most valuable were of course the financial part of it and also the showing of all the resources
The EOPS services I received in fall 2018 I found most valuable was getting the gas card. I was able to go to class without struggling. Without the card I would think twice if going to class is worth it. Also, the grade check helped me see my progress with the classes I'm taking.
The EOP services i recieved this semester that was most valuable to me would have to be the book vouchers. All my classes required textbooks, so they really added up this semester.
The early registration, meal voucher, and book cards for my books and the couseling appointments.
The early registration help
the early registration date, and the counseling were the most valuable!
The directions they give to go with my class it helps me to. Do my class
The counselor appointments are very helpful, as well as the benefits given, especially the earlier registration date. Overall, excellent office and clerks, all very helpful, especially Ms. Heba.
The counselings meetings. They really helped me this semester mostly with my application to SDSU
The Counseling sessions to go over what remaining classes needed to be taken
The counseling session.
The counseling service that I received in fall 2018 I found most valuable because the counselor guided me with a path to graduate and transfer to a university.
The counseling is very helpful to me
The counseling help me to understand that classes I must to take next semester.
The counseling and all the help for me
The counseling
The consular in Eops helped me a lot to achieve my goal.
The conseler explain all my questions.
The cards for book price and council
The card book and gas card
The books voucher and help to my studies plan
The books

The book vouchers are supper helpful.
The book vouchers
The book voucher was very helpful.
The book voucher helped me a lot because i was able to purchase an expensive book for my physics class.
The book voucher and the gas card
The book voucher and gas card.
The book voucher
The book voucher
The book vouch
The book money and food card it was very helpful.
The book cards, the gas card and school suplies...
The book cards, I struggle financially so having something that will help me pay for books without taking away from my financial aid award is awesome!
The book cards were most valuable to me.
The book cards helped so much.
The book cards and the counseling meeting were the most helpful to me.
the book cards and supplies it help me lot in my class
The book card was the most valuable
The book and gas card
The assistance of the counselors was very valuable and useful.
The aspects of the EOPS that services me received in fall 2018 that I found the most valuable are early registration
The \$30 gift card for gas.
Such as amazing service.
Some services I personally found most valuable are; priority registration, book vouchers, and orientations/workshops.
Services
Recommend and advice me about my schedule
Priority registration was one of the most valuable because without it I would have been wait listed in some of the courses that I have.
Priority registration and getting assistance with my Educational goals and plan by an awesome counselor.
Priority registration
Peer review and two times meeting with counselors.
peer advice

Paying for books
Nothing yall were great thanks
Not really
No
N/A
N/A
Mostly everything is valuable
Mostly
Meeting with counselor
Meeting with consoler
Meeting up with our peers. And discuss school.
Meeting the counselor two times per semester, and having my classes registration date early.
Meeting counselor to discuss the major goals and classes related to specific major is very helpful.
Meal tickets, information about housing
Meal tickets, gas cards, and advice
Making plans
Just the communication and helpful tips being given to me is all so thankful!
It is very useful and important
I'm not apart of EOPS, I'm apart of UP!
I'm looking forward to recieve my CARE grant. It helps me alot within the life expenses since I'm a single parent.
I would say the Workshop, it has a reminder that we have to take care of ourselves and have a balance schedule. It really help me see that I have to take some alone time in order to keep myself strong, and keep going forward.
I was eligible to sign up for my classes before other students that's the most valuable.
I was able to rent books that were very expensive.
I truly found getting priority of registration valuable because I was able to get every class I needed. Meeting up with a counselor was also very helpful.
I think meeting with my counselor to make me semester edplan and comprehensive edplan was probably the most helpful since I didn't know what classes I needed to graduate and transfer. She also explained to me about the Grossmont and Point Loma Nursing program which was extremely helpful.
I regestered for the class the first one.
I received the book card which help me pay for my books, and I also revived the gas card which helped me pay for transportation.
I received many services and were very helpful for me
I really found the Barnes and nobles card useful for my textbooks because it saves me money from buying my materials for school.

I loved the required counselor meetings because it helped me stay on top of my scheduling. I also really appreciated the book cards because it helped with the expenses.
I like the counseling opportunities which helped me pave my years at Cuyamaca College.
I like that the service is made available to everyone to see easily.
I know that if I need or want to talk to someone, I can walk into the office anyway and do so. I benefited financially because of the meal cards and gas.
I found the gas cards and counseling services most useful
I found the gas card to be most valuable. It facilitated my transportation
I found the EOPS services I received in fall 2018 were most valuable.
I found the counselor appointments most valuable because it helped me keep track of my end goal and gave me a sort of motivation to stay focused. It also helped me stay up to date with my progress as a student.
I found the counseling appointments were most valuable. They were there for me when I needed them
I found the book card to be very valuable.
I found most valuable was gift cards for books and gas card
I found all aspects of EOPS services most valuable, especially the workshops provided.
I find most valuable gift card for books.
I didn't receive gas money
I believe the most valuable benefit I received was the book voucher.
I believe the book vouchers are the most valuable!
I appreciate the Gift cards that allows me to purchase or rent textbooks. It takes the stress from worrying about how to complete assignments without the text.
Helping with the revision of my CSU application was the most helpful aspect for the past semester.
Helping to buy books, also counseling helped me a lot.
Helping me to write essays
Help to choose a class
Help provide lessons and give advice.
Help others with everything you need to get a stationery and the amount of money to buy books
Help me to set up my school plans.
Guidance
Good
Good
Good
Good
Gift God

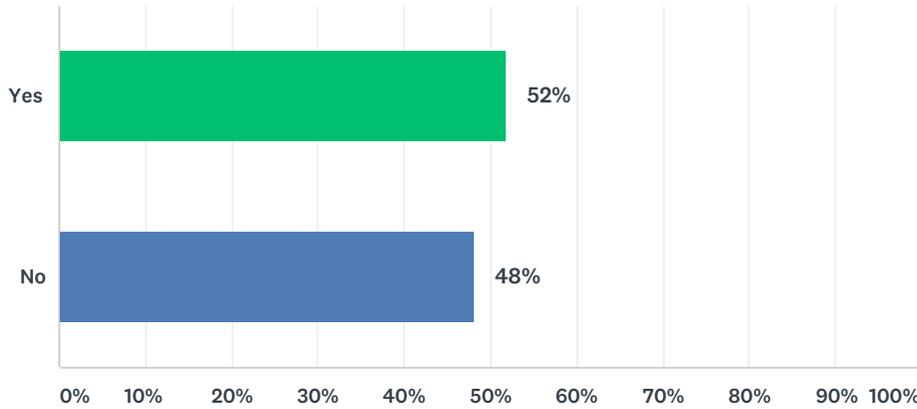
Gift cart
Gift cards were really helpful. I bought expensive books and tools with them.
gift card for books and supplies
Gift Card
Getting extra help if needed
Gas, books and food money
Gas, book and meal vouchers as well as counseling support
Gas cars
Gas cards
Gas card, some of school supplies.
Gas card, counseling
Gas card, books card
Gas card, book cards
Gas card, book card, supplies
Gas Card Meal Voucher Book Bag Book Card School Supplies
Gas Card Meal Voucher Book Bag Book Card School Supplies
Gas card and book vouchers
Gas card , book card
Gas card
Gas card
Gas card
Gas card
Gas card
First counseling session
Extra work with toters
evry thing is perfect
Everything was really amazing!
Everything was helpful .
Everything I received it helps me.
Everything
Everything

Every thing was good.
Every thing
EOPs program is the best.
EOPS all aspects including counseling, school supplies, staff cooperation are valuable.
Early registration
Counselor service
Counselor
Counseling was the most valuable service.
Counseling meetings
Counseling and priority registration
Counseling and guidance.
Counseling and Gas Cards were the most valuable, but in general, all of them were important to me.
Counseling
Counseling
Counseling
Counceling
consulting
Consuler meeting and cas cart
Consltation
Conseller ,School Supplies , gas card 30\$
Concelor for my future
Communication with others
Choosing my next year classes
Bookstore gift card,consular advising
Books voucher.
Books give it card.
Book voucher and gas card
Book voucher , gas card , school supplies
book voucher
Book voucher
Book Voucher

Book voucher
Book voucher
Book funds and gas card as well as the meal vouchers!
Book Cards , Gas card, meal ticket and counselors.
Book cards
Book cards
Book cards
Book card and supply
Book card and first day registration
book card
Book
Block card
Bag: Gift card for the books and cards for the food
Amazing service
Allyes
All think is good
all the services
All services for this EPOS program has a big value.
All of you was valuable thanks
All of them, every aspect of the EOPS service was helpful in one way or another to me.
All of them were so helpful.
all of them in particular the book vouchers and gas cards
All of the things I received were valuable.
All of the services were very valuable and helpful.
advising form the counselor
advance from canceling
A good presentation about success along with three gifts

# Q1 Is this your first year participating in the EOPS program at Cuyamaca College?

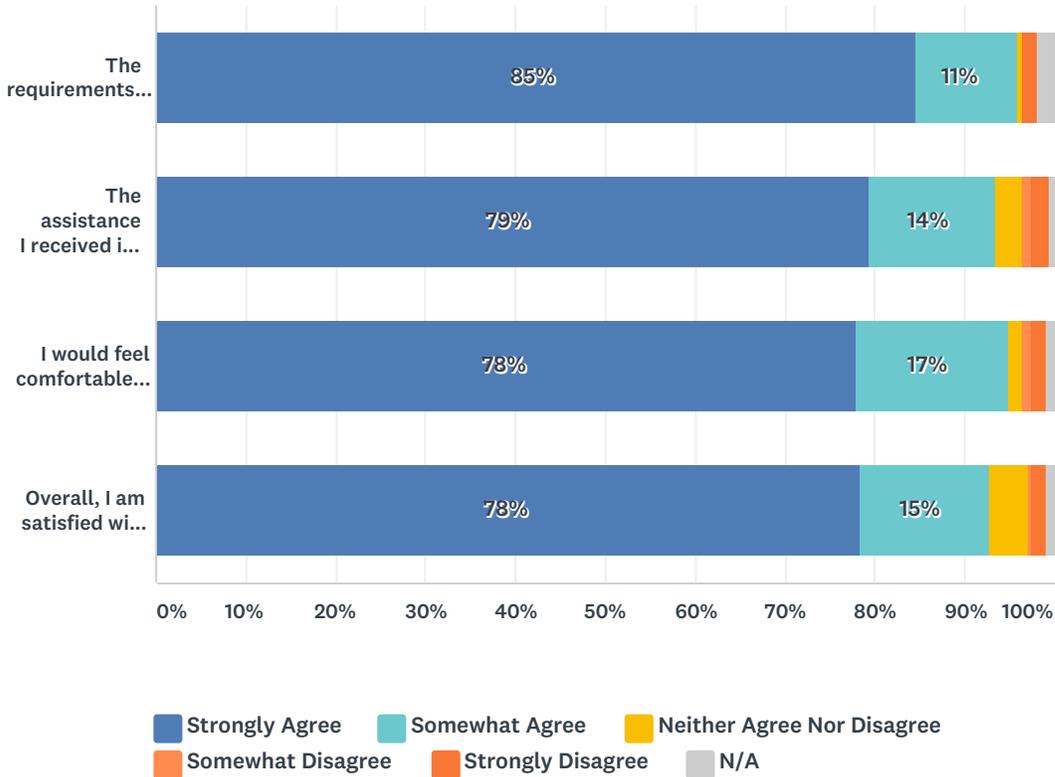
Answered: 191 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	52%	99
No	48%	92
TOTAL		191

**Q2 Please rate your experience with the Cuyamaca College EOPS Department in the spring 2019 semester. If the statement is not applicable to you, please select "N/A" for "Not Applicable."**

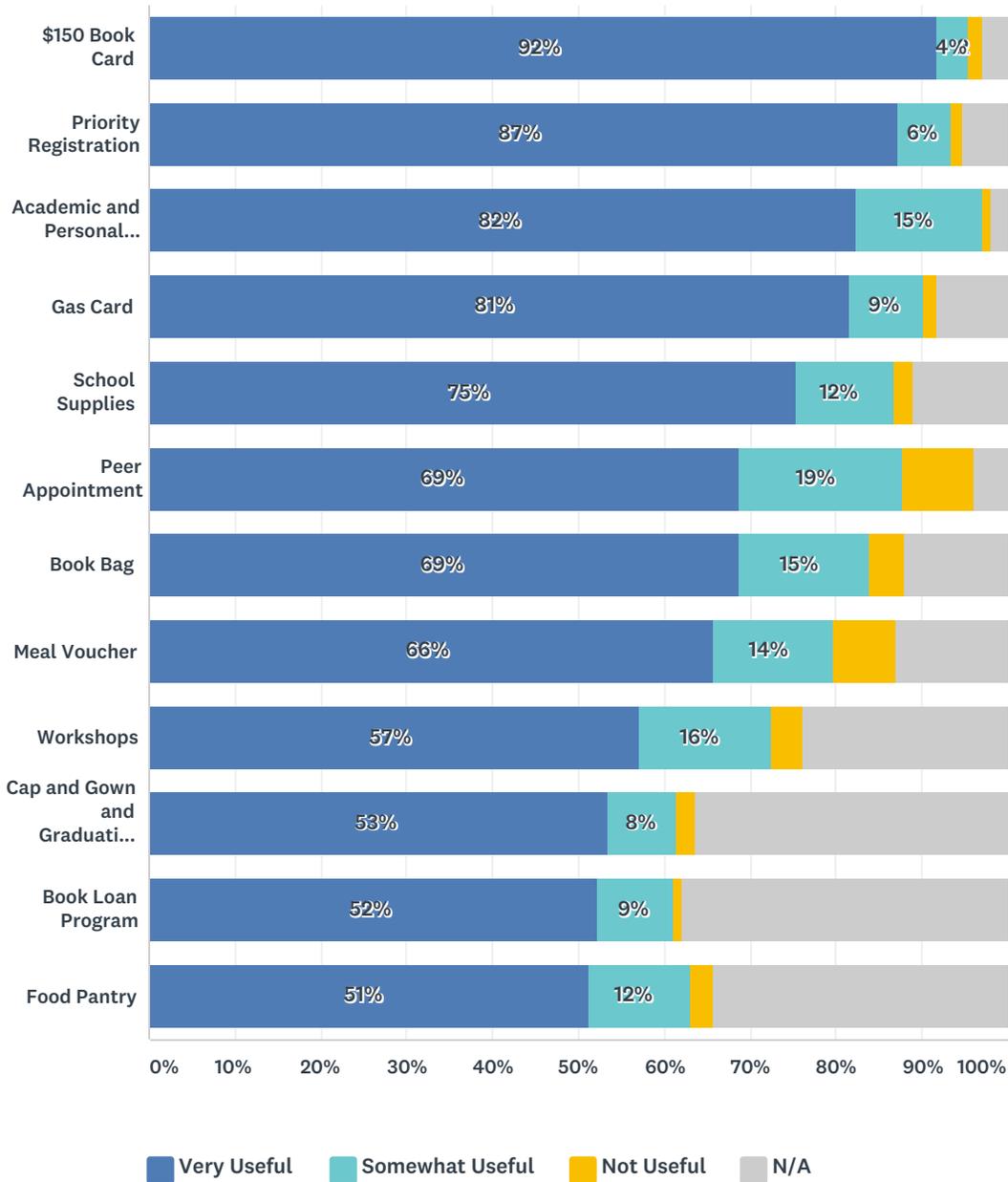
Answered: 194 Skipped: 3



	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	N/A	TOTAL	WEIGHTED AVERAGE
The requirements for participation provided during the EOPS Orientation (such as dates to meet with counselors, progress report, etc.) were clear.	85% 164	11% 22	1% 1	0% 0	2% 3	2% 4	194	4.81
The assistance I received in my counseling sessions helped me to clarify and achieve my goal(s).	79% 154	14% 27	3% 6	1% 2	2% 4	1% 1	194	4.68
I would feel comfortable returning for additional services if I needed them.	78% 151	17% 33	2% 3	1% 2	2% 3	1% 2	194	4.70
Overall, I am satisfied with the services I received during the spring 2019 semester.	78% 151	15% 28	4% 8	1% 1	2% 3	1% 2	193	4.69

Q3 Thinking about the spring 2019 semester, how useful were the following EOPS benefits to you? If you do not have experience with a specific benefit, please select "N/A" for "Not Applicable."

Answered: 195 Skipped: 2



	VERY USEFUL	SOMEWHAT USEFUL	NOT USEFUL	N/A	TOTAL	WEIGHTED AVERAGE
\$150 Book Card	92% 177	4% 7	2% 3	3% 6	193	2.93
Priority Registration	87% 170	6% 12	2% 3	5% 10	195	2.90
Academic and Personal Counseling	82% 159	15% 28	1% 2	2% 4	193	2.83

## EOPS Student Survey Spring 2019

Gas Card	81% 158	9% 17	2% 3	8% 16	194	2.87
School Supplies	75% 143	12% 22	2% 4	11% 21	190	2.82
Peer Appointment	69% 134	19% 37	8% 16	4% 8	195	2.63
Book Bag	69% 132	15% 29	4% 8	12% 23	192	2.73
Meal Voucher	66% 126	14% 27	7% 14	13% 25	192	2.67
Workshops	57% 110	16% 30	4% 7	24% 46	193	2.70
Cap and Gown and Graduation Gifts	53% 104	8% 16	2% 4	36% 71	195	2.81
Book Loan Program	52% 102	9% 17	1% 2	38% 74	195	2.83
Food Pantry	51% 100	12% 23	3% 5	34% 67	195	2.74

## Q4 What aspects of the EOPS services you received in spring 2019 did you find most valuable?

Answered: 134 Skipped: 63

#	RESPONSES
1	The counselor serves
2	the bok card
3	150\$ card for books and gas card
4	gas Card Priority Registration \$150 Book Gift Card Workshop
5	All complicated
6	The most valuable services I received in the spring of 2019 were gas, 150 \$ for books, and food.
7	Nothing
8	I found that the book card helped me immensely. I was taking 17 units and this meant I had to purchase more books.
9	Book voucher
10	Counselor
11	Yes
12	EOPS is really helpful program specially with new students which help them a lot. Aslo they gave us all the information that we need to be successful people.
13	Meal cards, food pantry, and workshops.
14	a.\$150 Book. b.The assistance I received in my counseling sessions.
15	Most useful
16	The help when I needed to get a schedule for my major.
17	Bag,Food card,Gas cart,book cart,
18	Book
19	The assistance I received in my counseling sessions helped me to clarify and achieve my goal.
20	Gas Cart , 150dollars Book Cart ,Academic and personal counseling.
21	Every thing
22	Card -gas Card-bookswhat
23	Book Voucher, Priority registration, and Bus Pass/Gas Card.
24	The seasons of the conclank.
25	advising appt
26	Yes I find
27	Book voucher
28	Priority registration, gas and book gift cards helped tremendously!
29	Counseling and book card
30	So many pens!
31	Yes, I do
32	Gas cards because of the rise in prices recently.

## EOPS Student Survey Spring 2019

33	When I was able to attend the EOP summit
34	The peer meetings
35	Advice, guidance, evaluation to reach the goal and jazz card.
36	Gas card and book card.yes
37	Yas
38	Too much services. <sup>1</sup>
39	Yes off course,EOPS was very helpful and helped me achieved my goal
40	Yes
41	The gas cards and book card were very helpful and I appreciated them a lot.
42	Priority registration and counseling appointment.
43	Meeting with counselors helped me a lot.
44	The \$150 card, Gas cards.
45	Everything think was good
46	Bookstore gift card
47	Aspects of the EOPS services I received in spring 2019 I find most valuable is when the program have meetings about talking about student's classes and giving money to help students that are need for books and supplies. I find this program very helpful and it is trying to make students be successful.
48	The most valuable thing that I received was the coupling appointments and the Book vulture and cap and gown.
49	Gas card
50	I really appreciated the extra help like the gas card, the offering of a grant after completing the requirements and the \$150 book voucher.
51	the peer appt
52	The gift cards such as gas food and books
53	Counseling
54	The most valuable was the last meeting it was very useful
55	P. Registration
56	Book card
57	The book voucher. If EOPS give the students cash money is more valuable. Because some times we need to buy used books from others or online or buy code online.the book voucher is not valuable in these cases.
58	It's very helpful
59	yes everything from EOPS is help me
60	Counseling appointments
61	Book card, meal ticket, and gas card
62	Excellent service and very useful
63	Book loans Meal vouchers
64	I received cup and Guam and book luncher.
65	Academic and Personal Counseling, Gas Card, Meal Voucher, and \$150 Book Card
66	Excellent
67	The most valuable aspects to EOPS are the activities that help students network with their peers.
68	1-1 counseling appointment, gas cards and book vouchers.

## EOPS Student Survey Spring 2019

69	The most valuable EOPS services are the counseling's appointments. Very useful and always fun to see my favorite counselors all the time.
70	No. That is very good.
71	I found the book cards useful because I was able to buy my textbook and the food card helped me save one day of savings
72	Yes everything was valuable.
73	I found the the assistance from the councilors and the book vouchers the most valuable.
74	Yes
75	Gas and book
76	Yes
77	Good
78	Nothing
79	The counselors appointments
80	All there services are wonderful to recieve.
81	Arrangements and organizing my dates for ADT and explaining the entire process such as when to apply how to apply what to do if I'm taking classes at other districts. How why when where were completely explained and were clear by ***** to me in order to avoid any mistake that can affect my transfer and application. Also for applications about ADT ***** helped me a lot, also he reviewed my application for sdsu. ***** helped me with the application and direct me to the workshops of transfer. I appreciate all the help, clarity, counseling, date arrangements and every time I came to ask for help with applications. ***** in front desk and peer review arranged my appointment with best times and dates even when there wasn't much times and dates available, she insisted to get me dates, times thats work for my schedule of classes. It is very important to have people do their job in the right way and know what they are doing ***** , ***** and ***** are amazing please keep those people within your staff because as a student I need someone to direct me correctly and very professional and those people did great job.
82	Vert good survey
83	Cancel the food card and add it to the gas card
84	The only services I received was the book cards and my book bag at orientation. Those were very helpful. I did not get to experience anything else.
85	Is very good to be with Eops program.
86	Yes
87	yes
88	\$150 credit was the most valuable
89	Every thing at EOPS was valuable
90	Book vouchers and the counseling appointments.
91	every thing they have
92	Card for books
93	Gas card it help getting to school
94	Priority Regesitration + Book Card
95	Meeting with my counselor was valuable for me.
96	Counseling appointments, gas card, \$150 book voucher.
97	150 book voucher
98	Book card..graduation supplies.gas card
99	Gas Card and Cap and Cown
100	Book and gas card

## EOPS Student Survey Spring 2019

101	Yes
102	Consoler appointment
103	Yas
104	Counseling appointment
105	Yes
106	Counseling appointments and book vouchers.
107	Yeah I find
108	I received many useful things
109	Book voucher
110	The book money
111	Academic and Personal Counseling
112	Yes I did
113	Money assistance
114	I find everything is very good and useful thank you from everything
115	Counseling and gas card were the most valuable for me.
116	Very good service
117	Counseling support
118	NA
119	Yes
120	Yes
121	The 2 counseling's appointments
122	Yes
123	\$150 stationery & books, \$40 car gas, College bag & so on.
124	Priority registration
125	Every things
126	The counseling appointments
127	The peer counseling appointments really helped me with the transfer process.
128	Yes I did
129	Counseling with *****
130	Good
131	I liked having priority registration
132	Yes
133	counseling and gas card
134	The Counseling's appointments

## Q5 Based on your experiences with the EOPS department in spring 2019, what recommendations would you make for improvement?

Answered: 125 Skipped: 72

#	RESPONSES
1	To include more students in this program.
2	more money for books
3	No recommendations,, all good
4	increase book gift card more appointment with counselor
5	Use Visa instead of specific vendors
6	I don't have any recommendations for EOPS because everything is perfect
7	Issuing visa gift card to provide all benefits to the students for gas, books and other assistance.
8	I would really appreciate it if there were forms or instruction on how to use certain services.
9	Everything that I need
10	Nothing to add. Professional people working there and they know what they are doing and how to help student.
11	Maybe more food from the pantry for families of 4 and up.
12	N/A
13	Increasing the amount of GIFT CARD because most books are expensive.
14	The 12 unit, I think that it lower down to 9 units and the reason why I think it's needed to be improved is because everyone class is one unit therefore, I have to take more classes and personally its difficult. I enjoy being EOPS because they help me with a lot of such and making decisions for my majors.
15	Excellent. I extend my appreciation to all employees for their efforts.
16	Nothing every thing is good
17	Provide extra help to students in purchasing books.
18	Please increase the guidance lectures that belong to the college in general.
19	Nothing
20	To continue their program
21	N/A
22	Nothing I think everything is regular.
23	everything was okay for me
24	They help me when I needed
25	Be more professional in the front end
26	I would recommend more gift cards of various natures, class or course work and more academic based workshops. I would also like to see scholarship and grant assistance, Cuyamaca has a very poor support and resource system available for that right now and it mostly relies on just one staff member for all the students. Financial aid is also not a lot of help with these things and do not offer any type of assistance with finding or applying for them. More food gift cards would be great too, so students can get breakfast before a final or lunch items in between. Maybe also a stress management or other workshop or staff resources that can help with the overall and specific stressors that come with having a full time schedule. Internships and part time and/or summer student job infos and how to balance would also be great.

## EOPS Student Survey Spring 2019

27	Have more staff for counseling in spanish
28	Find a way to include those who are low income, work, and go to school part time.
29	Make gas supplement more
30	Maybe more personalized peer appointments
31	N/A
32	none
33	More Arabic translators for new students.
34	I think every thing is ok.
35	I have many advice from this program
36	My recommendation is to make appointments every month.
37	Everything is good
38	They help me a lot, for example, books, supplies and help my to plan it to get my Associate degrees
39	I enjoyed the experience, but I did not really get anything out of some of the appointments like the peer appointment.
40	More assistance at the front desk.
41	Everything was perfect.
42	Some employees in the EOPS need some kind of training to learn how to treat students more respectfully and learn that they are there to help students. Also, the employees need to be chosen according to their ability to speak English fluently even if they were work-study students.
43	Increase meeting between staff and students to strengthen relations between them, reflecting this to raise the cultural and scientific level.
44	Based on my experiences with the EOPS department in spring 2019, recommendation I would make for improvement is working harder in my classes.
45	Everything is great no need for any improvement
46	Help students with books purchases
47	For the meal ticket, I thought it would cover more than one meal so maybe I would suggest clarifying that.
48	send out reminders for the progress reports. I never knew the deadline so reminders for a busy college student is helpful!!
49	To have more days opened for counseling
50	Nothing
51	There wasn't anything to improve
52	You guys need personal that speak spanish and good english
53	Make counselor walk in a long the day.
54	Every thign is helpful I. Don't have any recommendtion keep the same
55	give more money for books more than 150
56	Nicer people, sometimes they are rude and make you feel uncomfortable
57	Upgrade the food pantries
58	Verythings are good
59	Sometimes we need immediate consultation. Raise the value of the book card. It sometimes not enough to buy one book.
60	Excellent
61	Honestly nothing this semester was the best in EOPS so far that I've been at Cuyamaca

## EOPS Student Survey Spring 2019

62	Peer appointments improvements or take them out.
63	More gas cards.
64	Every think very good.
65	Honestly not really
66	Everything is wonderful.
67	I would recommend improving the peer appointment because I found no use in them.
68	Nothing
69	Gas and book costs
70	Following all the directions
71	Good
72	Very good
73	More counselors
74	I have no complaints
75	Actually nothing just keep your counselors who are professional in doing their jobs and don't replace them because some of the counselors don't know their job really well by making clear announcements to students that are very important like dates and processes of transferring or taking classes
76	Nothing
77	Everything is good, only if you can help with the gas cards
78	I would make A LOT of improvement on being able to make the appointments easier to schedule and the receptionist for the EOPS program to be a little more nicer and to not tell people oh sorry we have no available appointments you are out of luck and you cannot continue the EOPS program.
79	I am good
80	Everything they are doing is perfect
81	yes
82	No I don't, everything was great.
83	Awarding for excellent students
84	Workshops weren't really helpful to me. I don't believe they should be a requirement and more of a choice.
85	I don't have nothing because they are good
86	Money for gas
87	Yes I would
88	Consultation.
89	N/A
90	More opportunities to earn vouchers
91	Increase the reward
92	Increase gas & food card amount at least give 3 cards during the semester.
93	None
94	Nothing
95	Should be two appointments in the semester
96	I recommend all the students register in EOPS
97	Have more time for students

## EOPS Student Survey Spring 2019

98	Nothing
99	Make peer appointments longer and more helpful.
100	Yeah I make for improvement
101	Just stay like they are
102	Send out emails that you're are providing gas or meal voucher. I never knew until I went to the office and saw people getting them.
103	None
104	everything is good.
105	Give more money for gas
106	Give money assistance at the beginning of the semester. Other than that everything is perfect.
107	I believe there is nothing I can add to improve this great program I
108	Bags quality and design are ok but could be better. Overall the best experience I've ever had.
109	No
110	More valuable peer counseling sessions earlier in the semester.
111	NA
112	Everything going good
113	I will recommend my friends to participate in this program
114	No peer appointments. One of the workshops didn't have a PowerPoint which I think would be useful.
115	N/A
116	Frankly speaking, everything was excellent. Department staff were friendly, well behaved & helpful.
117	More flexibility in making an appointments with counselors.
118	NA
119	Not sure yet.
120	Nothing because all services are good
121	I just didn't find a purpose to meeting with a peer mentor. When I met up with *****, I only turned in my progress report and then scheduled my second appointment with a counselor.
122	Putting good plan for students in next semester .
123	A graduate counseling appointment would be great for people who want to explore their options past college
124	I don't know
125	N/A

## Q6 Please provide any other comments or suggestions you have for improving the student experience in the EOPS program or at Cuyamaca College in general.

Answered: 105   Skipped: 92

#	RESPONSES
1	No thing
2	more supplies for school
3	N/A
4	To make orientation to give more opinion about the major to help people to choice the major depend on ability for the student.
5	Replace the staff
6	EOPS is a perfect program for students because is helped me a lot during 2 years
7	Change the supervisor and front desk people
8	If it would be possible, I would really appreciate it if EOPS students could get discounted printing. I have professors who would make students print out forms and packets and having discounted printing would be very much appreciated.
9	it is the best program to help students
10	Nothing to add EOPS is awesome they way how it is.
11	Thank you guys for once again helping me succeed this semester. I appreciate all of you and what y'all offer. Y'all were a lifesaver. Thanks from the bottom of my heart.
12	Don't make the amount of the card for the purchase of books only , but the other needs of the student
13	N/A
14	Provide rewards for outstanding students.
15	On the registration day, I think there should me opening space for workers to help students that are new.
16	I suggest cart for Gas and food twice a semester. thank you
17	To register in Eops because is good program to help the student in college
18	Provide students with all the department of college specialties in the college.
19	No comment
20	Thanks for every thing
21	N/A
22	It's one of the best programs for students.
23	I don't have any comments
24	Keep encouraging students no matter what they are in the office for always boost their moral
25	Thank you for all you do to help us be successful in our goals.
26	DO NOT put appointment requirements IN CLASS SCHEDULES
27	EOPS students have priority in registration
28	none
29	I propose to spend the Jazz Card on a monthly basis.

## EOPS Student Survey Spring 2019

30	Take care of young student student is necessary
31	This program help us to improve our self
32	No comment. Thanks.
33	I recommend all students join EOPS because it is a very helpful program
34	This program help me to plan it to get my Associate degrees
35	I'm not sure if there is tutoring available via the program but maybe that would be useful.
36	Nothing.
37	I think that the EOPS program is one of the most students' programs that consider helpful to the students. The book voucher, meal card, gas card are so good. Some counselors, need to work more on themselves and their knowledge. It is funny that a counselor does not have an answer to a student' s question regarding his/her educational plan.
38	Eops help me a lot of things and they are very nice and friendly
39	I suggest that students who do not have cars provide them with a bus ticket.Instead of gas card.
40	I have no suggestions for improving the student experience in the EOPS program or at Cuyamac college in general, because everything is perfect and very helpful.
41	Overall, this EOPS program has been the most helpful to me than at any other college and I am quite appreciative of this program
42	reminders are always a good idea
43	Beautiful and beneficial program would sign up again for sure
44	I don't have anything but I really liked the program it really helped me
45	The middle eastern lady's dont understand english
46	Ut is great and useful program meet students needs especially students who have finical crises
47	Im general the EOPS program is good and helpful to the students.
48	Do all the appotimnet and ask what you need to help
49	Help with tutor in other class that dont have tutor
50	Giving meal ticket to students with each appointment visit (three times a semester).
51	Definitely recommended
52	More Eops events that don't involve school so that we can get to know everyone in the program.
53	Everything is good
54	The curriculum changes in Cuyamaca. It became not easy for a student to take 12 units in one semester. Please look at this.
55	Excellent
56	N/A
57	Best of luck!
58	More instructions on the tutorial.
59	The only thing I would improve is calling the students more to schedule appointments on how they're doing
60	I don't feel there are any other improvements needed to be made.
61	More classes
62	More workshops and computer labs.
63	No
64	Thank you
65	It's very helpful

## EOPS Student Survey Spring 2019

66	Nom
67	Great job
68	NA
69	Nothing
70	Increase financial aid otherwise everything is good
71	I thought by joining this program that It would help me as a student but instead i feel like I had the worst experience and I could not continue the program because of all the stress it caused. I felt like it was the hardest thing to get an appointment and every time I called someone was very rude to me and always said there was no more availability for an appointment so you cannot continue the program. I feel like it was very unorganized and they are not willing to work with people who also have jobs.
72	They are good stuff
73	yes
74	Thank you EOPS team you are doing great job
75	Must present giving to the outstanding students
76	Cuyamaca is amazing but a tutoring space for math tutors would be great. We should encourage more people to become math tutors by giving them more services that will make them comfortable in the job.
77	I would Thankful of all work at Cuyamaca college
78	Change the canderal by the name ***** she is so bad at talking to student
79	I like the EOPS program. I hope to continue with this program.
80	Make more availble counselors
81	Everything's good
82	They help students a lot and give them advices about their goals.
83	Make easy to register for classes early
84	Some of student did take the School Supplies because of the stuff
85	Complete all required for Eops program early
86	Helps them to get the classes they need
87	Explains the student goals and gives suggestions . Thanks
88	Have more students who speak other languages as well like Spanish, besides Arabic and English.
89	No
90	I like eops very much
91	There is no addition.
92	Nothing
93	N/A
94	Thank you for support
95	NA
96	Na
97	None
98	More help with books
99	I believe everything was fruitful & helpful especially for the new students attending the College.
100	Everything looks great, actually nothing need to add for improving.
101	You are very good

## EOPS Student Survey Spring 2019

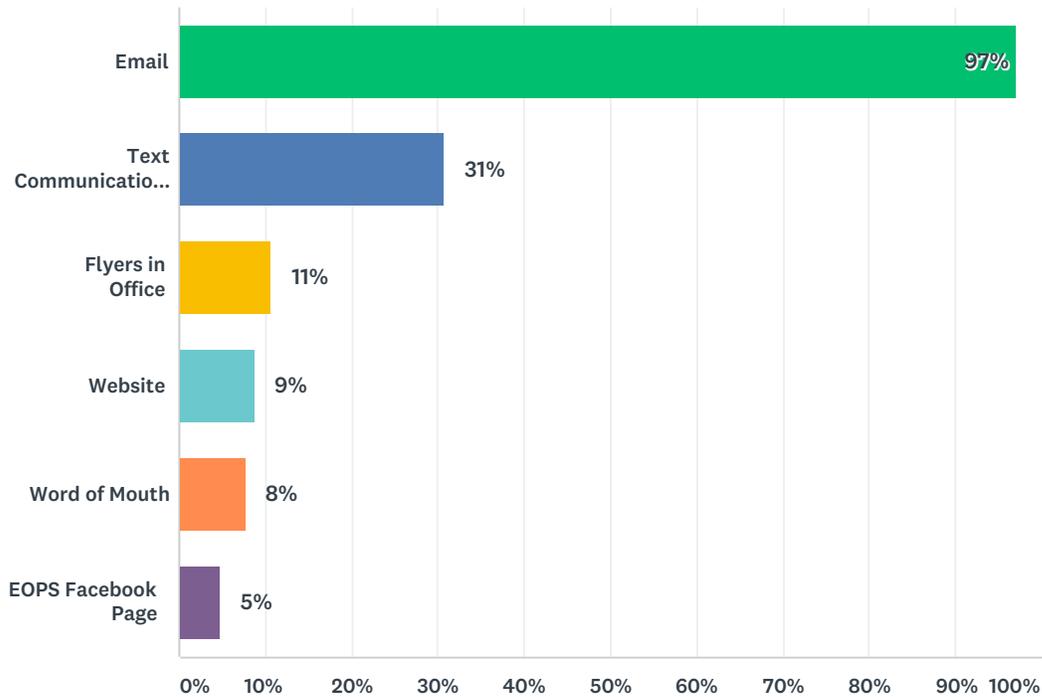
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102	Nothing because all services are good
103	They are good work .
104	Ues
105	N/A

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Q7 What is the best way for EOPS to communicate with you regarding our programs, services, announcements, and information? Choose all that apply.

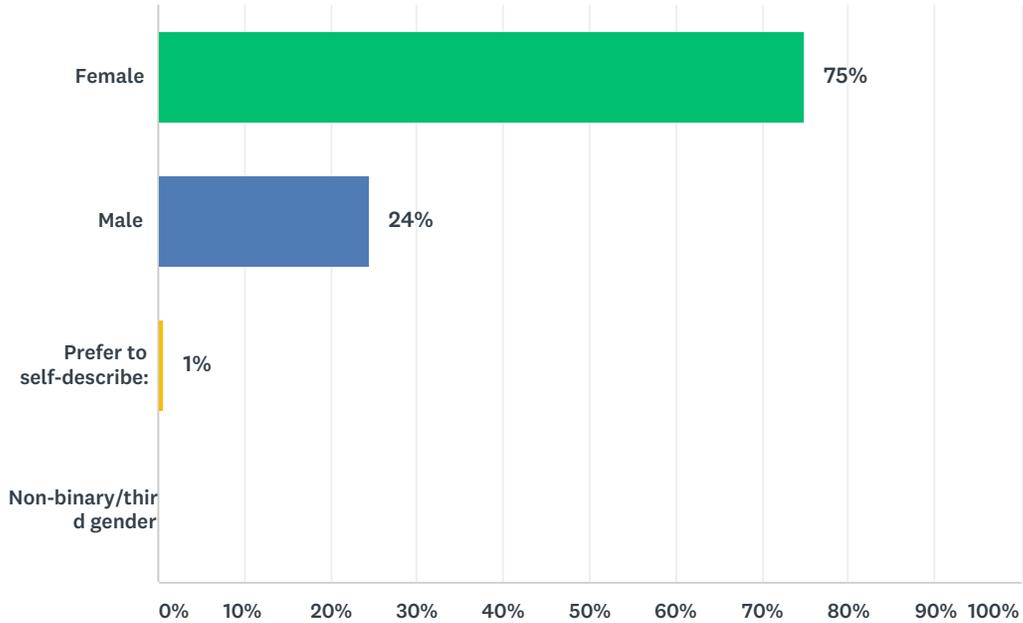
Answered: 169 Skipped: 28



ANSWER CHOICES	RESPONSES	
Email	97%	164
Text Communication for Appointments	31%	52
Flyers in Office	11%	18
Website	9%	15
Word of Mouth	8%	13
EOPS Facebook Page	5%	8
Total Respondents: 169		

## Q8 What is your gender?

Answered: 164 Skipped: 33



ANSWER CHOICES	RESPONSES
Female	75% 123
Male	24% 40
Prefer to self-describe:	1% 1
Non-binary/third gender	0% 0
<b>TOTAL</b>	<b>164</b>

#	PREFER TO SELF-DESCRIBE:
1	Mi

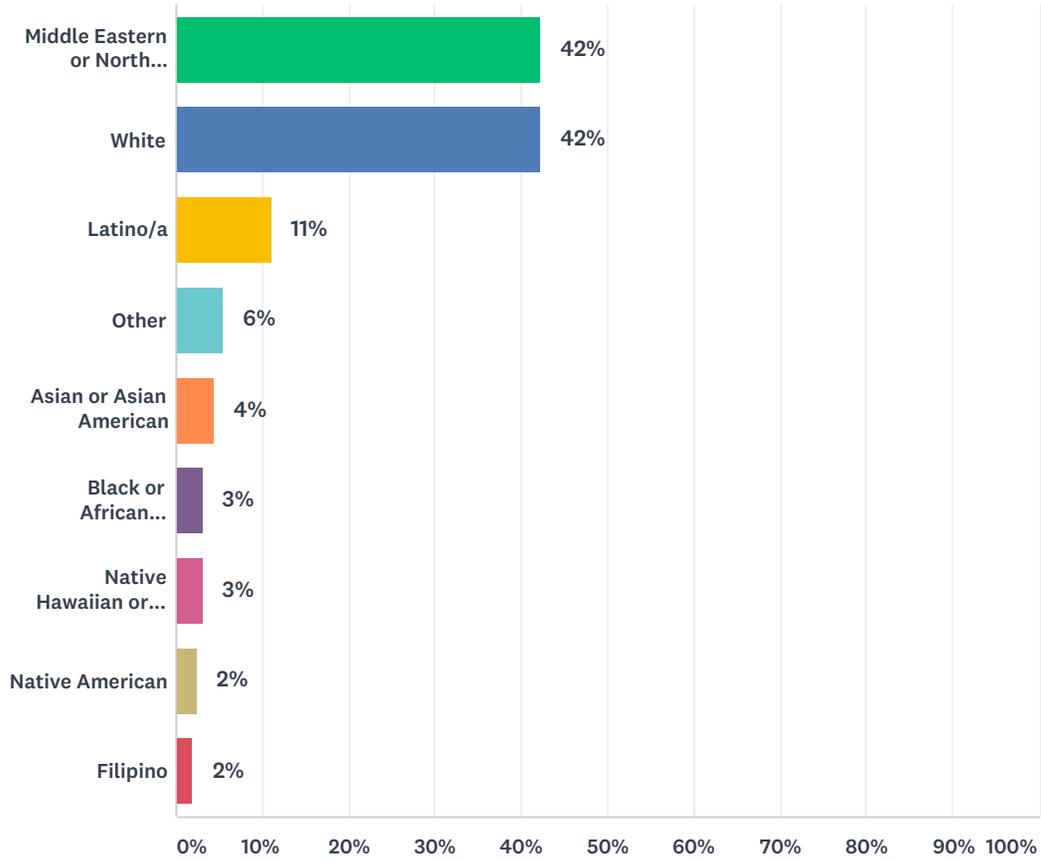
## Q9 What is your age?

Answered: 160 Skipped: 37

Mean Age: 36 years  
Age Range: 18 to 71 years

## Q10 What is your ethnicity? Please check all that apply.

Answered: 163 Skipped: 34



ANSWER CHOICES	RESPONSES	
Middle Eastern or North African	42%	69
White	42%	69
Latino/a	11%	18
Other	6%	9
Asian or Asian American	4%	7
Black or African American	3%	5
Native Hawaiian or other Pacific Islander	3%	5
Native American	2%	4
Filipino	2%	3
Total Respondents: 163		