

EOPS/CARE Survey

1. The EOPS/CARE Office provides the services listed below. Please mark the box next to the service you received today. Mark all that apply. What services have you used:

		Response Percent	Response Count
Book Voucher	<input type="checkbox"/>	50.0%	6
Individualized Tutoring	<input type="checkbox"/>	41.7%	5
New Student Orientation	<input type="checkbox"/>	33.3%	4
Progress Reports	<input type="checkbox"/>	75.0%	9
Register for Classes	<input type="checkbox"/>	50.0%	6
Student Educational Plan (SEP)	<input type="checkbox"/>	50.0%	6
University Field Trip	<input type="checkbox"/>	33.3%	4
Walk-In Counseling	<input checked="" type="checkbox"/>	91.7%	11
Workshop	<input type="checkbox"/>	16.7%	2
Other (please specify)			2
answered question			12
skipped question			1


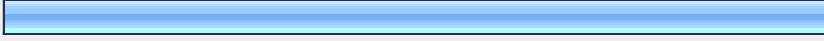
2. What is the day and time of your visit to this office?

	before 10:30am	10:30am-1:30pm	1:30pm-4:30pm	after 4:30pm	Response Count
Monday	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	2
Tuesday	37.5% (3)	37.5% (3)	25.0% (2)	0.0% (0)	8
Wednesday	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	4
Thursday	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	2
Friday	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0
answered question					13
skipped question					0

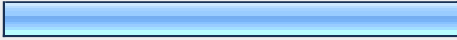

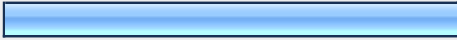

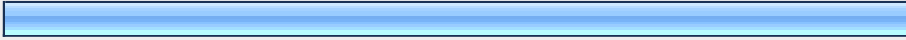
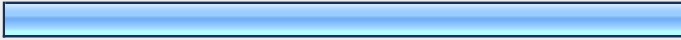
3. The following statements refer to your experience with the ASO Office:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Response Count
I received the help that I needed.	50.0% (6)	50.0% (6)	0.0% (0)	0.0% (0)	12
The staff was knowledgeable.	41.7% (5)	58.3% (7)	0.0% (0)	0.0% (0)	12
The office hours are convenient.	41.7% (5)	58.3% (7)	0.0% (0)	0.0% (0)	12
The information provided was helpful.	33.3% (4)	66.7% (8)	0.0% (0)	0.0% (0)	12
Written information was clear & easy to read.	33.3% (4)	58.3% (7)	8.3% (1)	0.0% (0)	12
The staff was courteous and helpful.	58.3% (7)	41.7% (5)	0.0% (0)	0.0% (0)	12
The office was comfortable and clean.	41.7% (5)	58.3% (7)	0.0% (0)	0.0% (0)	12
It was easy to find the office.	41.7% (5)	58.3% (7)	0.0% (0)	0.0% (0)	12
I will use the service again.	54.5% (6)	45.5% (5)	0.0% (0)	0.0% (0)	11
	<i>answered question</i>				12
	<i>skipped question</i>				1

4. Is this your first visit to this office?

		Response Percent	Response Count
Yes		9.1%	1
No		90.9%	10
	<i>answered question</i>		11
	<i>skipped question</i>		2



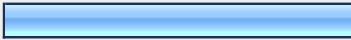
5. If you are a CARE Program participant, what services have been most helpful? Check all that apply:

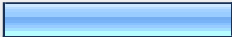
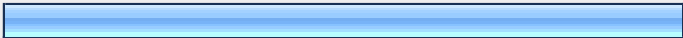
		Response Percent	Response Count
Child care grants		50.0%	2
Group counseling		75.0%	3
Transportation grants		50.0%	2
Book voucher		100.0%	4
Counseling		100.0%	4
CARE workshops seminar		75.0%	3
<i>answered question</i>			4
<i>skipped question</i>			9




6. Do you have any suggestions to change and/or improve the mandatory EOPS/CARE orientation required when you started the EOPS Program?





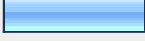
		Response Count
		7
<i>answered question</i>		7
<i>skipped question</i>		6

7. How many units have you completed at West?

		Response Percent	Response Count
None		0.0%	0
1 to 6		15.4%	2
7 to 29		46.2%	6
30 or more		38.5%	5
<i>answered question</i>			13
<i>skipped question</i>			0

8. What is your gender?			Response Percent	Response Count
Male			25.0%	3
Female			75.0%	9
			<i>answered question</i>	12
			<i>skipped question</i>	1

9. What is your age?			Response Percent	Response Count
under 18			0.0%	0
18 -19			16.7%	2
20- 24			50.0%	6
25-34			33.3%	4
over 35			0.0%	0
			<i>answered question</i>	12
			<i>skipped question</i>	1

10. Please describe yourself.			Response Percent	Response Count
Asian			0.0%	0
Black/African American			53.8%	7
Hispanic/Latino			15.4%	2
Pacific Islander			0.0%	0
White			7.7%	1
Multi-racial			0.0%	0
Decline to state			7.7%	1
Other non-white			15.4%	2
		answered question		13
		skipped question		0

11. What did you like best about this office and the services you received today?			Response Count
			7
		answered question	7
		skipped question	6

12. What suggestions do you have for improvement?			Response Count
			4
		answered question	4
		skipped question	9

13. Are there any services not currently offered in this department/office that you would like to see implemented?

		Response Count
		3
	<i>answered question</i>	3
	<i>skipped question</i>	10