

Miramar College EOPS Student Survey Spring 2010

Table 1. EOPS Counseling Services

EOPS Counseling Services	Not At All (1)		2		3		4		Very Good (5)		Mean	NA		Total
Education plan to select classes	1	2%	3	6%	4	8%	6	12%	36	72%	4.49	1	2%	51
Counselor explain education plan	1	2%	1	2%	2	4%	6	12%	41	80%	4.67	0	0%	51
Counselor answer questions	1	2%	0	0%	2	4%	5	10%	43	84%	4.75	0	0%	51

Table 2. Importance of EOPS Services/Resources

EOPS Services/Resources	Not Important (1)		2		3		4		Very Important (5)		Mean	NA		Total
Book voucher	1	2%	1	2%	1	2%	2	4%	46	90%	4.81	1	2%	52
Gas card	4	8%	3	6%	4	8%	2	4%	36	73%	4.32	1	2%	50
Parking permit or Buss passes/tokens	1	2%	0	0%	3	6%	1	2%	47	90%	4.79	0	0%	52
School supplies	1	2%	2	4%	4	8%	11	23%	30	63%	4.46	2	4%	50
Priority enrollment	1	2%	0	0%	1	2%	1	2%	48	94%	4.88	1	2%	52
Direct grants	0	0%	1	2%	1	2%	6	12%	41	84%	4.85	3	6%	52
Photocopying	1	2%	5	12%	8	19%	7	17%	21	50%	4.29	7	14%	49
Printing/computer use	2	5%	3	7%	7	17%	7	17%	22	54%	4.39	8	16%	49

Table 3. Usefulness of EOPS Projects

EOPS Projects	A Waste of Time (1)		2		3		4		Very Useful (5)		Mean	NA		Total
Campus visits	2	6%	4	12%	5	15%	10	29%	13	38%	4.55	17	33%	51
Informational interviews	1	3%	3	9%	6	19%	9	28%	13	41%	4.68	18	36%	50
Journal	1	4%	4	14%	5	18%	11	39%	7	25%	4.7	22	44%	50
Scholarship search	1	3%	0	0%	5	13%	12	31%	21	54%	4.7	11	22%	50
Time mangement chart	1	3%	4	12%	4	12%	12	35%	13	38%	4.63	17	33%	51
Volunteer work experience	2	7%	1	3%	5	17%	7	24%	14	48%	4.86	21	42%	50
Workshops	1	2%	3	7%	5	11%	11	24%	25	56%	4.48	7	14%	52

Table 4. Knowledge and Use of Campus Services at Miramar College

Campus Service	Knowledge			Use		
	Count	Percent	Total	Count	Percent	Total
Accounting Office	42	81%	52	35	67%	52
Admissions	49	94%	52	42	81%	52
Bookstore	49	94%	52	49	94%	52
Cafeteria	46	86%	52	42	81%	52
CalWORKS	31	60%	52	10	19%	52
Campus Club	14	27%	52	2	4%	52
Campus Police	44	85%	52	20	39%	52
Child Development Center	41	79%	52	8	15%	52
DSPS	19	37%	52	9	17%	52
Evaluations	13	25%	52	3	6%	52
Financial Aid	48	92%	52	49	94%	52
General Counseling	37	71%	52	22	42%	52
Health Services	44	85%	52	19	37%	52
Honors Program	19	37%	52	6	12%	52
ILC	26	50%	52	14	27%	52
Job Placement/ Career Center	34	65%	52	7	14%	52
Library	49	94%	52	46	89%	52
Meeting with Teachers	21	40%	52	14	27%	52
Student Affairs	18	35%	52	3	6%	52
The PLACe	48	92%	52	37	71%	52
Transfer Center	28	54%	52	12	23%	52
TRIO	28	54%	52	19	37%	52

Table 5. Age

Age Range	Count	Percent
16-20 years old	14	27%
21-24 years old	8	16%
25-29 years old	8	16%
30 +	21	41%
Total	51	100%

Table 6. Number of Semesters Attending Miramar

Semesters	Count	Percent
1 semester	0	0%
2 semesters	18	35%
3 semesters	11	21%
4+ semesters	23	44%
Total	52	100%

Table 7. First Time to College 2009-2010

	Count	Percent
Yes	18	35%
No	33	65%
Total	51	100%

Table 8. First Person to Attend College

	Count	Percent
Yes	21	60%
No	31	40%
Total	52	100%

Open-Ended Comments

Was EOPS helpful you to you? If yes, what was most helpful?

- the direct grants
- yes. The most helpful thing is priority enrollment. Next is book voucher.
- the bus pass and the money for books.
- the counselors were a great help. The book grant was great.
- yes. Priority registration.
- Yes, EOPS was very helpful b/c I can have priority registration, gas card + money for school supplies.
- For all the things.
- Yes, they helped me with counseling.
- Yes, it was. Counselor meetings and educational plans.
- Yes, the counseling & book account really made a difference. The grants really help.
- Very helpful, especially the book voucher and parking permit. The most helpful was the priority registration.
- Gas card, faxing, school supplies, book voucher.
- The \$100 book grant, and parking permit was nice. Thanks, but I wish it went farther.
- Yes, it helped me to choose right classes and also helped me to contact with Arbor.
- Priority registration. Counseling with ed plan.
- Yes, because it helped me with my educational plan and it gave me an idea of what classes to choose.
- Yes, priority registration.
- Yes, book voucher, counseling.
- Yes. The most helpful was the planning and appointments to discuss educational plan.
- ED plan and benefits.
- Yes, first my counselor explained and told me what classes to take for my major, second, it's the money.
- The benefits of school needs and ed plan counseling.
- Guided me to all scholarship, guided me to tutoring. They guided me in every direction.
- Book financial assistant.
- Yes, the most helpful was counseling.
- The priority enrollment, educational plan and book voucher.
- Counseling, parking permits, gas cards, book voucher.
- Yes, it helps me a lot with my books.
- Yes, EOPS helped me with my edplan.
- Educational plan, answer question.
- Understanding, concerned, helpful ideas about classes and grades.
- Yes, the guidance of what classes to take & recommendation for other services like the place & DSPS.
- Yes, everything that EOPS provide is very helpful.
- All of the services were actually helpful.
- Yes, they help me with every aspect of my education.

- Yes, the used for register in classes, printing, and other supplies and counseling.
- They help about everything.
- Book vouchers, supplies, parking permits.
- Plannings.
- Yes. Book voucher and parking permit. Counselors explain my questions clearly.
- The counselors and book grant.
- Yes, the most helpful thing is the education and also enrolling for classes early.
- The grant, book voucher, counselors.
- Register class and appointment.
- Meeting with the counselors were very helpful.
- Yes. Counselor.
- Arrange my education plan, assist me with the book supply and general questions about college study.
- Yes, the personalized appts to go over my edplan were most helpful.
- Book voucher.

What did you like best about EOPS services?

- counselor's instruction.
- very good
- priority enrollment
- that they really take the time to help you.
- parking permit, counselors, book grants, printing use.
- counseling.
- I like the school supplies.
- The money & other services helps out when you are not working.
- The help you get to make your educational plans ahead.
- Counseling, grants, parking permit too !.
- The very personalized service and you get to have 1 on 1 relationship w/ a counselor.
- Help in understanding from a different perspective.
- Counseling.
- Copy and print.
- Priority registration.
- The receptionists and counselors.
- Free gas card.
- Counseling.
- They always provide the help one needs and answer questions.
- Ed plan/ benefits.
- Counseling and money.
- The school benefits and ed plan.
- The counseling, gas card, parking permit, book voucher.
- I can register classes early.
- All off services.

- Very convenient and staffs are very friendly.
- Counseling, book voucher.
- That they help you.
- The monthly meetings to talk with a counselor making sure that I'm on track.
- Friendly, helpful.
- The people are always ready to help you and give you answers you can work with.
- Book vouchers, school supplies, and direct grants.
- Priority registration, counseling
- Priority registration and counseling.
- Counselors of EOPS.
- Supplies and priority enrollment.
- Good manners.
- I like that your staff was able to inform & help me connect with Fin. Aid, ASC & answer questions.
- Advices from the counselors.
- The book grant.
- The best thing about EOPS services is the counselor because they are very helpful and friendly.
- Priority registration.
- Yes, it is very helpful.
- Counselors, book grants, parking permit, gas card.
- Counselor.
- One on one discussion and the personal interest in each individual use.
- Mostly friendly staff. I was very distressed. However, when I was yelled at for being late for an appt.
- Educational plan.

What could be improved about EOPS?

- please keep in touch with our program.
 - n/a
 - n/a.
 - more money for book grant.
 - I have no complaints about the program. Thank you for everything.
 - N/A
 - more efficient use of counselors time.
 - More office hours available. But I know that's out of their control.
 - Everyone could be on the same page. More caring toward individual needs & goals.
 - I just wish EOPS offered more financial aid and grants.
 - It is excellent.
 - n/a
 - More notification on who gets direct grants, and counselors need to be more understanding that some students don't know everything about how some services and systems work at Miramar.
 - Supplies for school and benefits.

- No ideas.
- More school need money and supplies.
- More gas cards and tutoring.
- Should be extended more.
- Explain more about educational programs.
- Nothing, all of my needs are fulfilled.
- More program for students.
- More funding, more staff.
- Keep up the good work!
- Just be able to help more students.
- More money or gas card.
- Not complain. Good service.
- How to assist with class placement.
- Nothing.
- Eliminate the educational plan.
- Nothing.
- N/A.
- I never got newspaper from EOPS.
- Yes, record keeping and notification.
- More financial assistance, more deadline reminders for EOPS.