Thirty-five students completed surveys. Responses remained positive in the areas of counseling and customer services. As in previous surveys, all respondents (100%) said they were comfortable when meeting with the counselor and the same amount indicated the counselor was helpful in seeking solutions. Thirty-four of the thirty-five students indicated their educational plan was updated and discussed, while one marked “no”.

Thirty-three (94%) indicated that priority registration was explained to them. Again, as in the previous year, budget cuts and the reduction and elimination of support as well as having new college work study (cws) staff was reflected in the services we offer, however Thirty-five (100%) responded staff assisted them in a courteous manner and 35 (100%) said they were assisted promptly. A reduced number of students admitted into the program has resulted in less students standing in line.

Twenty-Eight (80%) of the respondents of this question indicated telephone calls are returned within 24 hours, 2 (6%) said no and 5 (14%) indicated “Not Applicable to this meeting.”
The rest of the responses indicated 94% positive responses or better,

10 (28%) indicated "NO" if they were able to make a counseling appointment at a convenient time. and 7 (20%) indicated "NO", they were not able to schedule a tutoring appointment at a convenient time.

Suggestions and other comments: 18 responses included that additional tutors and tutoring time was needed. 5 students requested additional availability of counseling appointments.