Spring 2018 Faculty/Staff Survey Comments

Question: Comments regarding the campus services listed above:

Respondent	Response
7	There is no need for faculty/staff to submit requests to have the buildings hallways clean when it should fall under the daily duties of facilities. Restrooms are no maintained properly and are constantly out out supplies.
10	Visible improvement on bathroom cleanliness were observed for the last four months.
11	Bookstore and Plant Facilities need more staff; therefore, most can be dissatisfied even though the current staff if working additional tasks/hours. Business Office and departments should have a better layout/checklist for reimbursements (conferences, etc..) is hard to know who puts in the TM, where to submit, who is next to approve, deadlines, etc.. creating delays and disatisfaccion
12	The college could be cleaner
13	I don't recall which office provided keys, but, they were super efficient.
14	bird feces on culinary building, bathrooms not clean or out of paper, no signs or campus map/directory, campus center lobby furniture ripped, falling apart
17	Although the college is overall safe, homeless individuals, known for having aggressive incidents with students/community members are seen on campus and reports to the sheriff department don't seem to make a difference. Some areas are rather dark and lonely during evening classes.
22	Plant Facilities Is Doing A Great Job On Handling Everything On Campus. This Campus Is Gorgeous. I Give 5 Stars Plus To The Gardening Department. They're Doing Such A Superb Job On The Campus Grounds.
23	Need more safety in the IA building
24	I have seen improvement with respect to campus cleanliness. There still needs to be more attention, however, to keeping the campus looking presentable. The bird droppings at CAI are simply not okay.
26	Classrooms and esp labs in CMS (eg. foors) rarely if ever appear to be cleaned. Soap dispensers in CMS haphazardly installed.
31	Payroll needs to address how faculty is paid for Accelerated classes. I understand that we cannot be paid for late-start classes before they begin, but 8 week classes that begin at beginning of the semester should be PAID on an 8 week schedule. Because, for two months every semester, I'm teaching 6 units a week and being paid like I'm teaching 3 units. Budgeting on an adjunct salery is already hard enough, and this is MUCH worse.
38	The campus cleanliness needs to be improved. Too often there are chairs and tables left it the quad that suffer damage from weathering and misuse.
39	There has been dramatic improvements in Instructional building this semester. It should be acknowledged that the stairs are being mopped on a regular basis. This is a HUGE improvements. Overall, faculty offices are also very well maintained. Purchasing office seems to have slow down dramatically since some retirements. What switchboard?
40	From a sanitary standpoint, why are there no paper towels in the restrooms except for the restroom used by the office of the president?
50	The entrance to the Instructional Building is usually cluttered with trash, the women's restroom in the Instructional building closest to the Interior Room Design classrooms needs a lot of cleaning.. the restroom has a terrible smell and is usually out of toilet paper. In addition, I have ran into transients (homeless) individuals using our sinks to wash their hair on more than 1 occasion.

Question: Comments regarding the campus services listed above:

Respondent	Response
54	The buildings are disgusting. The toilets, don't have adequate ventilation, they don't have proper trash cans for pads or tampons and often don't have toilet paper. The stair wells are full of bird poop and trash. I am really disappointed by the lack of maintenance for even the new buildings like Culinary arts and Child Development.
57	Email storage size is too small.
63	None
67	Stairs in buildings and bathrooms need better cleaning
79	Email needs more space for saving emails. Bookstore needs to be more efficient in how they handle book orders. Many facilities could be cleaner.
87	IT takes too long to fix SIS issues.
89	It would be nice to have visibility from Sheriff's office at the Math/HFAC when classes are getting out at 10 pm. It can feel a little isolated and not as safe walking to your car.
90	Classrooms are consistently dirty. Do not appear to be swept on most days, and rarely mopped. Visible dirt and trash particles on floor daily. Paper towels run out multiple times each week, which requires constant phone calls to facilities to come and refill.
95	Frequently hard to get a live human voice to answer any of the extensions.
100	With the addition of the new Media building, campus appearance has improved. Sheriff's do not compare to the Campus Police of yesteryear. When the District had its own police department, there was much better security, and people dedicated to the college betterment. College is plagued with the "we've always done it that way" mentality, hindering progress and necessary change.
104	Unfortunately the classrooms are always dusty and dirty. I have often taken supplies from the EVS to clean my classroom because I think it's unprofessional to teaching in a dirty environment. There is a lab in the instructional building room 2016 that has a leak and when it rains we cannot use that room. The water is causing damage to the equipment and supplies in the room. I wonder why is can't be taken care of?
107	We have a Campus Switchboard?
117	There needs to be a single point of contact for campus events and not who's on first approach.
121	Sometimes find a restroom sorely in need of attention. Haven't called in and used switchboard for a few years, but was always difficult, often could not get campus opperator on line.
122	The bookstore hours have been very limited this semester. The business office needs to open at 8am instead of 9am to meet student needs. Sheriff's need to focus on the faculty and student safety instead of focusing on student and visitor safety.
123	Environmental controls for CMS classrooms are abismal.
127	It would be to everyone's benefit if we put our signage up. This reminds everyone that we are a smoke free campus and also signage gives our students and guests a friendly disposition on our part. Our parking signage also needs improvement.
130	janitors need to MOP and sanitize the bathroom floors more than once a month... I look at the same debris and marks on the floors for weeks at a time, sometimes.
131	Culinary building needs more facilities support with cleaning and restocking bathrooms, windows, floors.
133	Great staff here!

Question: Comments regarding the campus services listed above:

Respondent	Response
137	It is very difficult to get facilities to clean anything although there are certain persons assigned to a particular building or area, they are not held accountable for cleaning and doing their job. Many requests have to be put in before they are available to clean. The contracts office lacks communication with the departments and should follow up on the status of contracts and try to avoid delays. Staff in contracts office needs to improve customer service.
140	Mailroom not convenient for those who only teach in East Campus.
145	The bathrooms are really dirty. Some don't even have trash can and no place to put sanitary napkins. The stairwell have bird scat, so do the hand rails and then you can't touch the hand rales without getting poop on your hands/
147	Switchboard hardly ever answers. Reprographics usually wrong when do the orders. Mail room closed early all the time. The trash can are always full. The are in the parking lot are always dirty.
152	Bathrooms should be monitor more
162	Campus switchboard needs to be better informed of where to transfer calls when the student doesn't know where to call, so they don't get transferred multiple times which can be discouraging. Purchase requests are late and sometimes not prioritized which is frustrating to staff and vendors.
165	Need bigger mailbox for email. Bookstore often doesn't have textbooks available by first week of semester.
176	Would it be possible for our college to hire full time operators to field calls and inquiries around campus? It is very difficult for faculty members and students to take care of administrative tasks when the switchboard doesn't answer calls. On multiple occasions when I leave a message for different departments, my calls are never answered or returned for that matter. This lapse in overall communications makes us look very unprofessional as a college and frustrates many students. Some students leave Mission and attend classes elsewhere because of these issues.

Question: Comments regarding LAMC's student support services and programs:

Respondent	Response
10	Customer care at the Admissions and Records Office needs improvement
11	Most of the welcome services are put in together in the first weeks of classes, but usually Saturday classes are forgotten and students that need orientation where the classes are become left out. Students that need to apply to college are send away to submit the online application.. as the LRC computers are for students use, and new applicants cannot use the facilities.. unless they go to the library on the second floor.. there is no functional computers at the student services area to apply. Additionally is hard to get help for students to log in into the Student Portal and complete business (add/drop/pay)
17	Tutoring hours and tutor/student ratio are not appropriate for the student population. Computer labs are not available/enough to meet student needs.
31	The library needs more database resources. Every semester, my 102 students have a very difficult time fulfilling the requirements for the Literary Criticism Research paper (as laid out in the class SLOs) without sufficient database articles.
36	Transfer Center did an amazing job helping me with all requirements to transfer to CSUN. Child Care Center was very helpful when I need a safe place to leave my children while attending my class. Great program!

Question: Comments regarding LAMC's student support services and programs:

Respondent	Response
39	Need more employees and more hours for Bookstore to be open at night and you need FOOD in CMS building. If not bookstore, machines that are refilled daily. Library needs more open hours. LRC needs better printing options/cards to be bought in the LRC not business office I have referred many students to Health Center, they leave messages and no follow through.
40	It would be nice either to have a full time employee at the CMS food services area or have our hot-dog Lady available at the CMS building.
50	Unfortunately, the office of Financial Aid has really turned many students away, due to rude and non student friendly staff
63	None
79	Admissions and Records and Financial Aid are both very slow and there doesn't seem to be an interest in helping people quickly. There is often no place to drop off scholarships to financials without waiting in line with students. There need to be far more computer labs available to reserve, too. Student health center displayed hostility when a student was referred for help dealing with homelessness.
88	The CSIT LABS need Instructional Assistants (IT) in the lab both day and evenings. WE have not had an evening IA (IT) for about 5 years. It has severely impacted student success and enrollments in the evenings. Our remaining IA (IT) retired in summer of 2017 and has not been replaced. The absence of IA (IT) is now impacting student success and enrollment. BTW this is a grievable issue. under AFT contract.
95	Hare to get people to follow through on messages , phone calls and emails sent. Slow turn around.
97	student organizing is too restrictive. there are no billboards for students to publicize events, and no school newspaper. this leads to a lack of student life/activities with too few organizations. access to funds for these orgs is practically non-existent. lack of student life hurts campus at many levels. lapd should not ticket students the first two weeks of semester. food is good but too expensive for most students. disciplines should have expert counselors in that discipline and students should have a dedicated councelor throughout their time here. faculty need to change their attitude toward students and make students a partner in the campus redesign.
100	Counseling at the college suffers from an inexcusable lack of counselors. The District must allow for funding of more counselors, at least double to triple the numbers. Admissions and Records and student enrollment procedures have done an effective job--that is, in discouraging student enrollments, and effectively reducing the student population.
121	Food services are limited, which is strange for campus with a cullinary school. At times service limited or closed. This is the most difficult campus outside of BYU to get a cup of coffee!!!!
127	A clean and concise monthly calendar should be posted outside every service area of the specific office' business/service hours
130	tutors in LRC need better training and better supervision
133	We need more tutors
137	Some EOPS counselors are active and others are not.
145	Some students have had a hard time accessing and logging into their Canvas page and have had no help from the computer center to help
147	A lot of the student do not know about the tutoring and when they go they do not get the help they need. I know what because they come and complain to the office.
150	Orientation for faculty? Great Student orientation, no idea.

Question: Comments regarding LAMC's student support services and programs:

Respondent	Response
162	A&R hours should be adjusted to meet student demands. Customer service trainings should be provided to the A&R staff both over the phone and in person.
165	ASO club requirements are too stringent for small clubs to exist.
176	The Admissions and Records department handles requests quite well in person yet they rarely if ever return phone calls and emails regarding inquiries in a timely manner. Our campus really needs to improve communications. It seems as if there is a culture which says that I don't have to get back to you unless I deem that you are important enough for me to get back to. This results in poor customer service and poor optics for our campus overall. I hear multiple students complaining about these issues as well.

Question: Comments regarding the services provided by the Library/LRC:

Respondent	Response
3	We have not had CSIT tutors.
6	The library has limited databases and the books are dated.
10	Library should be open on Friday's as well.
16	It would be helpful to have more online research databases available to our students.
26	STEM tutoring should be expanded.
38	The LRC has really improved and is very welcoming to all of our students.
39	Students are not aware of LRC services. More publicity is needed......
63	None
72	LAMC has the best library staff!
95	Other libraries have handouts that are more user friendly.
100	A library has to accommodate student and faculty needs. Hours of operation should be from 7:00 am to 10:00 pm at a minimum. It means more hires, and extended service. Also, weekend hours need to be 6:00 pm.
104	The library is trying to continue with the book club but they lack the funds to properly maintain the book club. Reading is a very important ingredient in learning, if we can get students to read more often their level of comprehension and vocabulary would improve.
123	In looking for assistance, no one was available and I left without meeting anyone working the help desk.
133	Excellent staff- weekend hours would be helpful
152	LRC should be open more hours.
161	General stack research books are out of date; do not reflect most current research for many disciplines.

Question: Comments:

Respondent	Response
39	Manager has been super supportive of ZTC and had prepared printed copies for the students who wanted to buy physical books. She is very very helpful.
63	None
127	I didn't know I needed to do that.
135	Not using OSE materials.
164	Not personally, but my department (mathematics) is.

Question: Comments regarding LAMC's technology, financial and/or physical resources:

Respondent	Response
11	Other colleges have front desk staff at IT Departments and is super helpful as they can reset password on the spot, or provide system guidance on the spot.
24	SIS is cumbersome to use and takes up a lot of time.
39	Classroom computers still tend to be the oldest ones and need to be upgraded. Often online videos take a long time to boot but in general equipment works OKAY.
40	The environmental controls in the CMS classrooms are disappointing. Who would install a thermostat with an open back and positive pressure? The environmental controls do not measure the ambient temperature of the room. A full classroom becomes hot and humid and degrades student learning. I would like to challenge an administrator to be present with a full classroom of students, on a warm afternoon day, with the overhead projector running for any west facing classroom in the CMS building.
55	My response to the question regarding "...systematic maintenance, upgrade and replacement of the technical resources I utilize..." relates to how, in the 10 years I've been here, only the copier has been replaced on "college money." All of the office PCs, printers, and scanners have been funded through categorical funding through multiple rounds of upgrades required for the work done in my office/department.
57	College needs a computer lab with 40 computers so instructors can take their classes to the lab. Current lab in LRC has 24 computers and that is not enough for classes with 40 students. Also - college needs new tables and easy-ups for outdoor events PeopleSoft - problem submitting grades last semester - students were emailing me in middle of January asking why grades weren't posted PeopleSoft - problems with Early Alert sytem
63	None
72	The new SIS has been problematic from the start. This system was a very poor choice to use given that there continue to be issues...issues that should have been worked out long ago.
79	I rarely use my office computer. It is awful. Tech and IT are very slow, ignore many work requests, and have to be emailed multiple times to resolve something. We need at least two more computer labs that accommodate 40 students. Many computers in classroom have pirated versions of Word.
87	Drop roster will not work IT department has to issue security certificates to access the drop roster.
97	full time tenured faculty should have dedicated classrooms that are equipped with everything that faculty member needs, maps, bulletin boards to announce dept events and activities, etc. laptops, portable projectors and speakers for faculty who teach at high schools, along with an allowance for purchasing mobile hotspots. not all hs make these accessible to faculty, and it affects the way we teach.
100	People Soft is rife with problems, and has caused me major concerns and extended amounts of time just to figure it out. It's not the dream system it is touted to be. Like it or not, the older system worked more efficiently, and was overall, a better system.
111	None
121	Sent emails to my students through PoepleSoft - they never received them.
139	other LACCD colleges have created CANVAS orientation tutorials for students
145	Canvas is great, however, the students have a difficult time logging in at the beginning of the semester and throughout the semester. More training or a video should be given to students on how to log into canvas, prior to the start of class. More assistance is needed to help students when they call

Question: Comments regarding LAMC's technology, financial and/or physical resources:

Respondent	Response
147	The computers in the area around of student services lobby do not work. The student success center does not work, and do not have staff all the time to help the students. Staff do not have access to Canvas and student come to ask for the help in an area that they do not have access.
152	Need more computer labs to keep up with changes in courses requirements.
162	There should be more computer labs so more lab based classes can be offered.
164	There have been many times that I've logged into the SIS system to check my roster for a class, and the system will change the class or the term when I try to sort my roster by last name. It seems like an odd programming glitch by PeopleSoft, not something our IT department can fix.
165	A long-term request to replace a dim projector bulb has not yet been fulfilled.
176	Our technology team is incredible! At times communications can be very difficult with them as well. However, each time I have received their help I have received stellar assistance from them each and every time. Carlos and his team are wonderful people!

Question: Is there anything else you would like to share?

Respondent	Response
10	There are many loose ends with People Soft to be addressed. It does not properly calculate No penalty drop dates for late start classes. Students are being charged even they dropped on a timely manner. Automation does not apply at all for this issue. District IT does not have enough manpower resources to address campus issues on a timely manner.
11	Other colleges have student workers helping on smart classrooms by placing a call to IT and the student worker will show up and provide on the spot assistance with projectors, sound, etc.
13	Perhaps I'm accessing the LACCD class search incorrectly, but, choosing My Schedule isn't an intuitive choice.
22	Everyone Works Real Hard At This Campus In All Fields.
24	Although the College seems to have made some progress in terms of enrollment, there are remaining difficulties with getting students through to the finish line. Completion rates remain sub-standard and I am not sure that the College is engaged in the way it needs to be to make a true difference.
39	Saw that Canvas has new functions but I have not seen any training in learning what these new functions do.
40	To combat the abysmal environmental controls, students request that hallway doors remain open during lecture. This results in degraded teaching due to the conflicting noise from several teachers.
46	Lack of training and support with people soft when needed.
63	None
64	LRC 233 needs to have its thermostat looked at. It is either freezing or boiling leaving students and instructors very uncomfortable.
87	Canvas needs a basic class for dummies
102	Adjunct faculty would benefit from closed offices, so that they can hold office hours with students and not be overheard by others. Students may be reluctant to speak freely, since the adjunct spaces are out in the open.
105	Overall, this is a great school and I truly enjoy teaching here. Thank You!
111	None

Question: Is there anything else you would like to share?

Respondent	Response
122	The cleanliness and maintenance of the facilities has improved lately. There is still a lot of back work and back cleaning to do, but it has greatly improved from this time last year. Also, the landscape people always do a wonderful job of keeping the campus looking beautiful and they deserve a shout out for it.
133	Great place to work!
137	Getting answers to the problems with People Soft take too long.
145	I never see police on campus. I teach a class from 7:00 to 10:00 p.m. and I have NEVER seen campus police on campus or in the parking lot. I have only seen parked unattended police cars.
147	Teachers need to have someone to help them.
152	I enjoy working at LaMission.
164	Logging in to the campus wifi is difficult for many students because they use Google Chrome on their computers, which does not allow the user to access the login page (due to some certificate issue). Chrome will cycle through and not provide a link to continue to the page (as it did in the past), so many students think they're unable to get on the wifi on campus. I've showed individual students how to bypass this problem by using Internet Explorer or Microsoft Edge, but most students are unaware of this.
166	Thanks LAMC!
167	Would be great if students emailing would be able to contact me at BOTH campuses I teach at, rather than all being pooled to one campus. Also would be great to access both campus emails from one site. Also, no access to student phone numbers in new system.