

Spring 2018 Student Survey Comments

Question: 13. How did you learn about LAMC? (Select all that apply.)

Respondent	Response
16	Live down the street
46	CSUN
66	close to my house
99	Live near by
101	mail
137	Regional counselor
149	I live in the neighborhood
151	Live nearby
164	Consular at other college
189	Former student
190	Sister school

Question: Admissions and Records

Respondent	Response
19	Do not need it
42	Never return calls, try to get you out of counseling dept. fast and do not bother looking up your information to guide a student properly.
49	for not using them
55	The girl there was rude to me
99	Didn't qualify for service
104	Stem counseling is more helpful
108	I have not been in there yet.
113	Printer Card is a complete waste of time.
119	Completed in another college
131	not interested, not easily accessible
137	Great environment and service
143	Cost of Books
153	Didn't have the necessity at this time
169	lack of information offered
185	For some reason I need to call in to make the oppointment, I can not do it in person, but when i call no one answers and I have to wait for the next Monday to do it all over again.
200	Too expensive
209	They have limited knowledge
214	Not helpful
227	I used the services, was very good.

Question: 22. Please make any comments regarding ANY of the above campus services and programs and/or your preferred communication methods:

Respondent	Response
9	The counselors don't seem to have a clear idea of what LAMC has to offer in terms of degree. I was told in February from my counselor that there wasn't going to be an AS-T for Computer Science, but then I found out recently LAMC still offers it. Also, they told me I had to go to LAVC to get approval to join a class over the summer but the issue was already resolved from the Admissions department and didn't have to waste time driving there. There needs to be more clarification between departments.
13	Financial aid office hours need improvement
21	Student Success center really needs to be regulated and comply with their own official office hours. I have gone to their desk multiple of times and no one is there... I know a lot of students who have had the same problem. It always says "on a Meeting" or "On lunch break". The few times I have seen people work there, they are rude and sometimes just send me to different offices just to get me out of their way.
22	Love the LRC for tutoring
28	none
38	Very friendly staff
40	Email
45	email
47	No comment
56	all of them are very welcoming
66	n
70	Preferred to be communicated with via text
75	Online chat
76	STEM counseling appointment was short, not all of my required classes were brought to my awareness, nor were they on the SEP
78	No comment
84	NA
91	Everything has been good, so far. Great job on all the staff.
95	I prefer email.
99	The student health center is absolutely amazing. I couldn't be happier their service
101	Online Information is better.
102	email
108	I prefer emails
112	Thus far, I am content with the college sending notifications via email and phone calls
117	I appreciate my time with my counselors. Both EOP and DSPS.
118	Email
121	The financial Aid office staff are for the most part not welcoming. Some do not give specific clear answers so I need to keep coming back to the office and they always change their answer for what documentation they need to process financial aid. This department is the one I hate the most going to and I am sure I am not the only one. The second department that I hate going to is the counseling department because it took me a long time to get an appointment. They ask you what you are there for and many students are confused on what services are required for them and I ended up applying for EOPS and I was able to actually book and appointment and EOPS department is more welcoming than the counseling department itself.
122	More space for ASO, I could barely find the offices

Question: 22. Please make any comments regarding ANY of the above campus services and programs and/or your preferred communication methods:

Respondent	Response
129	no comments
130	No
133	none required
137	N/A
140	Face-to-face would benefit best so all questions can be asked and answered
142	They are good
143	e mail is fine
162	LIBRARY SERVICES NRRD TO IMPROVE
163	I would like to suggest that a voice mail with reminders can be a communication method.
171	Great program
180	It would be nice to have a system where I can make a counseling appt online instead of coming during walk in hours.
185	revamp the counseling department procedures and stop giving students the run around.
192	Every since i started my career at LAMC I have been using the counseling office but the receptionists lack communication when they reschedule or cancel my appointment. They also give me Ann appointment with a counselor that I do not want when I specifically requested a specific counselor.
199	In general, I am satisfied with the services that LAMC provide for students benefits especially education. There is something that I want the President know about the Instructor, there are / there is instructor that forget they are teaching in a college and adults . their behavior is non-respectful regarding teacher and students. The Instructor should learn about the limit of their behavior and the respect for the students. College is not an elementary school .
203	Thanks to all campus services for great works
211	don't know anything about the campus
214	The main office should have better staff that is informed about general info
217	Text is the best option for me
222	Thank you
223	bring back the student store in the science building, we need better snack than those in the the vending machines
229	Counseling office must cater an appointment according to the students availability, not after a week from the day the student called.
230	I went to admision and record and I was atenden by a lady who is not polite.
231	Assessment/ Placement / Counseling needs improvement. Staff has inconsistent information. Take longer than 1 day to get back at you. Business Office needs to take credit cards. The Photo ID machine is always broken the entire year I've been a student. I had to get it from the Gym.
233	Cool
234	Elenfog@yahoo.com

Question: 29. Please provide any other comments that you feel the College should know.

Respondent	Response
2	A transportation would be great to be able to get to the other side of campus.
10	I would like more help with Financial aid
13	Financial aid hours need improvement
16	Better hours for the gym please !

Question: 29. Please provide any other comments that you feel the College should know.

Respondent	Response
19	I love how people help me
21	Once again I think their should be more work put in the Student success center. This is the only office that has caused me a lot of problems... not just me but I know other students who share the same situation. You are better off trying to fix your login/portal issues by yourself at home. On a different note, I am very pleased with the library (staff very helpful, great hours, and has all necessary resources)... I come here very often. I am also pleased with the STEM office. They just need to be more announced to students. I am a stem major and I was completely unaware of this office or its resources until I was applying to colleges. After I got in touch with them, I have been a regular visitor... they have their own counseling services, and events (which is amazing).
22	The Gym is wonderful
28	none
31	The shuttle would be fantastic!
33	i am taking my last class it was hard to find a class as there are onlu afew classes during the weekends
37	To whom it may concern, The college needs to re modeled the schools classrooms. The classrooms have broken and written on desk. The maps on campus are not adequate to navigate a building.
38	The school really tries, and i appreciate it. Thank You
40	Need more accommodations for breastfeeding mothers. (Lactation room)
42	staff is too laid back and needs to have sense of urgency when dealing with so many students. When lines are too long, it feels like we are in line at the border.
45	More security around campus
46	Please offer more online classes and add counselors
47	No comment
54	I am very satisfied at my time being at LAMC, I would suggest more staff in the Financial Aid office. My eight years attending LAMC the majority of the time I waited over an hour to be attended by a staff member.
57	It would be greatest appreciated if the staff had a better attitude towards students and are more helpful without seeming like we are inconveniencing them
58	N/a
62	East campus student store should be open longer so students can access it more
66	proved more information for classes
68	I have enjoyed attending your campus and encourage my family and friends to attend.
70	I wish the "old" records system would talk to the "new" system so that I wouldn't have to physically go to campus and deal with the prerequisites situation every time I need to sign up for a class, each time providing copies of transcripts all over again. Aggravating.
74	Revise the cost of books.
75	A cafeteria on the health and science building should Be provided
76	Very nice, calm college.
78	Nothing right now

Question: 29. Please provide any other comments that you feel the College should know.

Respondent	Response
79	The CMS needs more maintenance for about 3 weeks the floors have not been cleaned in the hallways and blood could be seen. Restrooms have no toilet paper and dirty. Vending machines are always empty some of us get out of work and straight to college no food or vending service available.
81	I wish the financial aid ladies were a bit more helpful. The last time I went in I got no help at all. They told me I didn't qualify but didn't help me direct anywhere I could fix the problem or get financial help.
82	This is my first experience going to college and so far it has been great. I will and have recommended this college to others. I will be taking more classes in the future.
84	NA
86	Need coffee vending machines available in the math / science building.
92	The restrooms are constantly lacking toilet paper
95	There should be a food cart by the HFAC building like they do on the main campus.
97	No
100	no comment
101	Some of the computers in my math class don't work.
108	Bathrooms are clean but on the weekends, I have noticed there is no toilet paper at times
110	learning center is very cold and not comfortable or studying, the chair not convenient and a lot of noise, the time should be at least 8 pm for student to stay there and learn, inadequate professional tutor for some courses./ some of Financial aid service section are professional/ the instructor give too much homework without thinking the student may have other course and homework/ the instructor grade the student as little as they can not taking into consideration the student participation in any extra activity/ I would like we have a gaz station in our compus for student with convenient gas price/Overall satisfied with the administration and their effort for students at LAMC
112	Overall, I had a great experience at LAMC.
113	Get rid of printer cards.
114	Unfortunately LAMC doesn't have Registered Nursing program. LAMC is great however without a RN program students have to transfer to Pierce College or Los Angeles Valley College it would be incredible if LAMC could offer a Nursing program other than CNA for students that are interested.
117	It would be nice to see security a little more visible when classes are dismissed at 10pm
118	Overall I had a good experience at LAMC
120	More class options for the science course.
121	The school should speed up with the campus sinage because many students including myself feel lost specially during the first week of school. The school should also focus on fixing the lights on campus in all campuses. I will also recommend considering adding additional parking for students in the East campus because it is very difficult to find parking there. I would also like to see the student store in the East Campus opened alot more hours because it was closed this semester and it was difficult to get food and the other services that they offer like buying scantrons.
123	Signage map around the campus should be upgraded. The current signage maps are old and torn.

Question: 29. Please provide any other comments that you feel the College should know.

Respondent	Response
125	I was not expecting much coming into this college at first but after being here for 2 year I love it! I've been offered so many great opportunities. The school is always very clean and I always feel safe. LAMC is such an amazing school I could not ask for anything better!
129	No comments
131	Inst 1006 plumbing sound is loud and distracting. And friendly customer service is needed in the Counseling office, Mr Alfie is very rude and condescending.
137	I think that this campus is awesome and friendly to all of their students no matter if they have a disability or not
140	Great professors need more of them.
142	More security for the Math building parking lot
143	Offer more class to finish faster
148	It was easy to enroll
152	I feel like the elevators in the MAIN CAMPUS where the PARKING STRUCTURE is needs a good clean up! And it takes a long time to arrive to the floor you're waiting on. Even with my knee pain I'd rather go up/ down the stairs because the elevator just takes too long . The one in the East campus if far better than those.
153	Clean the child development building from bird poop
158	I would like to have longer library hours. Also, having access to the computer lab would be nice.
163	I had a wonderful experience at LAMC, I graduate from the college with great satisfaction. Thank you.
164	lack of food/hot beverages on the South campus is unacceptable
174	Office staff should have more accommodating toward non English speakers. I've witnessed someone completely blowoff a student because she couldn't understand her.
177	i am proud and happy student of lamc
178	More signage on where students can park and campus map at a parking
182	The restrooms are dirty in the evening and out of seat covers. The CSB building is usually too hot.
188	I really like LAMC!
194	Math and writing tutors are great. They are always very helpful.
196	Have none
199	I would like the college president get a survey about the instructor behavior and get aware of the teachers class relationship with the students especially with Child Development Center. Thank you Mr. President of LAMC
203	I feel comfortable in LAMC
204	If you could please install new signs around campus that direct us. The buildings look nice and new but the signs are very old. They definitely need new ones. Thank you!
207	Food store on the east campus should extend their hours
209	Please provide interesting and out of the box online classes.
211	I would like some spanish classes on line
212	N/A
213	Since I'm an AB 540 student, I would suggest a better system that notifies me when the submission was entered and approved. I'm am a DACA recipient working on renewing my status and a full time student and mother stressing whether I need to pay all my tuition for summer and fall.

Question: 29. Please provide any other comments that you feel the College should know.

Respondent	Response
218	needs a game room with more arcades and consoles with built in TVs.
222	I love mission college
223	love the campus clean environment, thank you
227	I am learning English. I like to have computers and space for speech, grammar.
228	its friendly
229	Main campus classroom needs to be cleaned thoroughly. Classroom chairs needs to be replaced because students with sciatica cannot sit longer due to uncomfortable chair. All entrance and exit of the school must have a metal detector or a security to monitor the in and out of the students. this is due to prevailing incident of shooting in the school. I suggest to have a yearly fire, earthquake, and emergency drill in the campus. so students will be aware on what to do in case of emergency. School must have a plan for any emergency.
230	People who work there has to be polite. And also the book has to be cheaper, because those book are to expensive.
231	More evening and online classes please. The computer science professors are so supportive and encouraging.
233	Have fun
234	Some areas in the campus needs more light , e.g, the front of the library where students wait ,need brighter light