

## Spring 2019 Faculty/Staff Survey Comments

**Question: Please give specific examples for any item above with which you Strongly Disagree.**

Response
The restrooms are not cleaned regularly. The classrooms don't have trash cans. The offices are not vacuumed.
The custodian who oversees the Student Services area always does an excellent job taking out our trash.
There is an overhead lamp in CMS 102 that has not functioned since at least August of 2018. This despite at least two work orders. This is unfair to the students who use that particular table. What is the delay and why is there no response?
The custodian that works in the HFAC building needs more help. He cannot not do everything by himself. HFAC restroom floors and hallways are not cleaned enough.
Missing feminine products in all restrooms. By 5 pm, restrooms are out of supplies same with trash cans
Classrooms and area of computers should be ADA furniture/software technology ready for students with disability.
We could do a better job of having trash receptacles around campus and ensuring that they are emptied every day.
Laptop carts contain computers that are too slow to give a CANVAS exam on.
Paper towels, and soap dispensers are empty by 6:50PM.
In the I building the equipment is antiquated and really needs to be replaced!
Down where ITV is has been a notorious area either for not being tremendously clean, but kind of disorganized. Go to other campuses not in the LACCD system to get a good idea of what offices should look like.
CMS 028 Still does not have the ability to connect laptops to the projector. This is an ongoing issue. CMS classrooms do not have trash cans in the room.
We need more recycling containers at every trash bin. A/V Equipment is often not functional.
Rest room supplies are not consistently replenished. Custodians don't clean the rest rooms daily. Custodians will come in just to empty trash cans and would vacuum once a semester. Cobwebs are everywhere and no dusting or wall cleaning has happened.
Temperature in the library labs cannot be adjusted, junk boxes on counters. Filthy bathrooms in oldest buildings. Garbage is not be collected regularly, floors are not maintained. I apologize to students regularly about the condition of the classes.
The womens restroom in the Instructional Building has a foul smell. Not sure if this is due to the open campus being available to transients who use the facilities.
I have asked for a podium for my class, since I teach public speaking and there is not a standing podium. I have been told that there is not enough money to buy one, even though I believe one can be purchased for under \$100.
On occasion, the room temperature, either too warm or too cold, is uncomfortable for the students or myself and to adjust it is nearly impossible. Some ability to do so would greatly improve the experience in the classroom
The restrooms (toilets) are not always clean. Often times, residue from previous usage remains. The soap dispensers and faucets do not always work.
Some rooms have brutally uncomfortable single desks and some rooms double for furniture storage... At 10:30 every morning wifi turns off and the air conditioner turns on and the room gets incredibly cold.
Vacuuming and sweeping need to occur more regularly in all campus buildings please.
Freezing classrooms! They are probably below 70! Over 3 layers are needed to be comfortable.
our office is always cleaned and checked on but need carpets
Bathroom floors and floors throughout the campus seemed to be neglected. I see the same spills on the tile floor in the Ind building day after day. The round tables are also very dirty.
CMS006 classroom has a projector that barely works. The college will not replace it because technically it still turns on.
Bathrooms are sometimes dirty and not stocked with toilet paper or feminine hygiene products.
If resources available, it will be an excellent addition to adult learners. Indeed, modern and ergonomic seating would be wonderful for students and faculty.
The equipment in the classroom functions properly. Last semester (Fall 2018) the electricity went out one time during the weekend. Following week the computer (desktop) and projector malfunctioned.
The classrooms in the Child Development Center are poorly cleaned. Floors are not swept properly and rarely mopped. Each morning staff has to spend time sweeping and mopping floors. Trashcans are not always emptied nightly.
Instructor chair handle is broken in room 200.

**Question: Please give specific examples for any item above with which you Strongly Disagree.**

Response
The bathrooms sometimes go for WEEKS without being mopped. It's shameful, really... a total lack of work-pride.
Faculty and staff have to call facilities on regular basis about the need for toilet paper and soap. The staff assigned to clean each building should be checking to be sure the supplies have been supplies daily.
Smart rooms need updating. HDMI outlets needed for computers and better lighting in some of the classroom especially in INST building.
Women's RR in CSB NEVER has paper towels. TP is sometimes out too. Temp in CSB 102 is unpredictable; fans run during my whole class, making it hard to hear. Thermostat doesn't do anything.
bathrooms - no paper towels; sometimes exceptionally dirty; desks need to be cleaned more frequently; all offices and classrooms need to be vacuumed more frequently; not blaming the custodians; they are great; we just need more of them
Classroom is often way too cold. I sometimes have to wear a jacket when I teach. Thermostat is not responsive at all.

**Question: Please give specific examples for any item above with which you Strongly Disagree.**

Response
I work B-shift and when leaving the office late at night the campus always feel safe.
No idea about construction plans. Noticed some changes in classroom locks, but not sure one out of two was updated but not both. Progress...
I feel safe everywhere I go not because of Mission College, but because I can handle myself.
Often the cafeteria is not well swept, the tables not cleaned well. I know this is hard, since not everyone eats at the same time. Though the food sold in the cafeteria is great, cleanliness has always been an issue.
All rooms should have the ability to lock from the inside in case of a threat or emergency. Enviromental controls should be accessable by the instructor.
Getting updates on construction projects happens less frequently than Halley's Comet passes by Earth.
Sometimes its hard to know who to go to for IT problems.
Facilities does a great job in addressing issues within their capabilities such as campus lighting. The lights have helped and were introduced quickly instead of waiting for college approvals, vendors, and installation.
The lighting on the main campus in the Quad and surrounding areas by the buildings are dark. Only one recessed light works in front of the learning center. There is no lighting along the walkway like the newer construction by the AMP building.
No experience with evening campus
The tables in CAI student seating area are always dirty. The culinary staff should clean them every hour.
this campus is always safe
Many staff lounges are dirty and drab. The campus parking lot is very dark. Whenever I call Facilities for help, no one answers or ever responds. I definitely do not feel safe on campus.
The campus is too dark at night, in my opinion. To walk from the LRC to the parking lot is a bit of a scary walk, just speaking for myself.
Very little communications.
More lights needed in Quad area, light posts are dated and don't provide enough lighting, several lights are out on walkway.
lack of lighting exterior throughout the campus
There is litter outside the back of the CMS building.
I pick up trash every day in the Main Campus parking structure and also all the way to the Instructional building. Barrels are almost always overflowing outside INST.
facilities needs more staff; faculty not kept in the loop regarding building progress and building decisions

**Question: Other comments regarding campus facilities/operations:**

<b>Response</b>
The facilities could increase communications.
hire some student workers under Federal Work Study programs, and the campus would be better served...
The Operations Department needs more custodians and gardeners.
Facilities works hard to make sure all areas are taken care of.
Why is the Arroyo Room lock during lunch time? The staff lounge is suppose to be for faculty and staff break room. I understand the arroyo room sometimes is use for presentations however, I am speaking when the room is not in use for presentations which should be available for faculty and staff to have a relax lunch time and with some privacy.
Internal offices not always vacuumed
Facilities does a great job of keeping our campus clean, beautiful, and safe.
Obtaining keys required multiple trips to campus. Doors have been re-keyed and now my keys don't work causing me to have to enter from another classroom.
They're very friendly and efficient at their job.
N/A
Some custodians do more that the others. The bulk of the works mostly go to the hard working ones. Campus staff see who does most of the work. Why do we need 3 people to pick up trash from one office?
The college needs more maintenance employees and a larger budget. Facility workers are willing and able to work but at times can not achieve a work request due to budget restrictions or lack of employees.
We need to bring in the tables and chairs left out by students and campus visitors in the quad. I have seen broken student's chairs that were left out.
The grounds-keeping crew, electricians, locksmiths, etc. all do a wonderful job of keeping the campus running. The custodians do a good job too, though I think they could use more help to be truly effective.
Thank you to all people for their hard work for keeping our college safe and clean. Love LA Mission College!
I would like to see Facilities work more with faculty and be more welcoming at FPC meetings.
No.
The break room in campus center main floor south west corner needs more cleaning please. Tables, floor and chairs need a good cleaning. The Dyson AB14db 200 machines in bathrooms spread germs (you cant avoid touching it). They should be replaced with Dyson Airblade V.
With the resources provided, facilities/operations does an excellent job maintaining the campus.
Definitely a hard working staff! Keep up the good work
Facilities does a great job with the staff limitations they have.
The amount of trash yesterday at the rear entrance to CMS was disgraceful and shocking. The trash containers are inadequate outside of CMS. The only rear trash container had yellow caution tape around it. What the ??????
Food service closed too often. Worse campus in world for easy access to coffee either from food facility or vending machine.

**Question: Comments regarding the campus services listed above:**

<b>Response</b>
Purchase orders take a long time to process.
ADA language should be posted whenever campus is hosting a campus wide events.
The business office and contracts seem to be very inefficient. Paperwork gets lost frequently and is incredibly slow when it's not lost.
PeopleSoft is inefficient/cumbersome.
The mail room for part timers is often closed. It is out of the way and a challenge for elderly or impaired instructors.
Office of communications is not always responsive in sending out information in a timely manner.
Nice mailroom. I would like access to the grade book feature under settings to be able to change it to the original format and not use the new grade book. Personally, I don't like the look of the current grade book, and it shows things that are marked unpublished. I would rather just have the grade book show what is graded.

**Question: Comments regarding the campus services listed above:**

Response
You cannot access a live person at any time during regular operating hours on the switchboard. Is there an option to have people called back when they are available? Website is outdated and not student friendly.
I get SUPER frustrated at the frequency of having our passwords changed to get onto the website and into email. I'm at a loss many times. At other schools, we only need to change our password about every year or so, not multiple times during a semester.
The Business Office needs to have longer hours or open early. Many students rely on adding money to their print accounts and the office has limited hours. The Outlook email makes it difficult to work off the O:drive and it is not efficient. The email system makes it difficult to share documents, work with colleagues, and create groups.
Each page of the college website should be owned by a department and taken down annually unless reconfirmed. There is a lot of old junk out there. The email transition could have been smoother. Insisting that a department secretary complete a work request is unreasonable when a department doesn't have a secretary.
Many of my reprographics orders and completed incorrectly. I've had to return jobs 3-4 times in the past academic year to have the reprinted according to the submitted request.
packages were missing and not delivered just sitting there for two weeks
Always hard to get a hold of someone from switchboard!! Mail is never placed in the right box even after bringing it to their attention multiple times.
Once I called the Sheriff's office about a drunk person passed out in a parking lot. It took over 10 minutes for them to respond, and in the meantime, I was not able to work with my students (who were doing an outdoor project).
The sheriff threatens people and refuses to write police reports for crimes. He should be evaluated and/or removed. I submit my book orders on time, but they are always "lost."
For LMS Canvas, I love the learning management system, however, creating a pre-course how to navigate Canvas successfully prior enrolling an Online Course. This step will support student success.
Reprographics goes beyond duties to help our part time faculty. Kudos.....
Great
Receiving loose orders. . . frequently.
Peoplesoft does not track vacation time. When I submit days off, they are not removed from my tally. So I have to manually keep track of time off taken. The SIS program is full of bugs and has many other problems.
Often prints 2 sided when 1 sided was requested - waste of time and resources
Switchboard not always available. Take a long time to respond.
Regarding Payroll Office: I lost \$5000 in the fall of 2018 due to an FSA dependent account that was opened without my knowledge or consent. Regarding Purchasing Office: On several occasions, I ordered physics equipment, but someone in the Purchasing Office ordered a different, inferior brand, which was completely unusable.
No specific comments
bookstore manager can be rude to students and faculty; OER books not three-hole punched; damaged OER books - manager not responsive to student complaints; campus switchboard needs a person answering the phone; college website needs to be cleaned up; old pages need to be removed; sheriff himself is rude and dismissive

**Question: What type of leadership workshops would you like to see offered in the future?**

Response
Mandatory trainings for all managers, chairs, deans, etc.
teach leaders to be VISIBLE, ON CAMPUS
More personal development for internal improvement of synergy and cohesiveness
Improvements on trust, what collegiality really means in the workplace and accountability. Ways to improve team work and removing hierarchy that doesn't exist in faculty contract.
Budget and finance, town hall meetings to discuss program review, budget, and district news
New faculty mentorship.
Anything that would tap leadership skills of faculty and staff.
Dealing with difficult people Adjunct Training Program Weekly/Monthly Newsletters

**Question: What type of leadership workshops would you like to see offered in the future?**

<b>Response</b>
Any leadership workshops would be useful and helpful.
Teach faculty how to lead collegially. How to run a proper meeting that does not result in chaos of going off topic and everyone talking at once. Faculty leaders need to spend more time following through and planning for effective meetings and implementation of decisions. Staff also need leadership training, sometimes they just sit around and wait for their supervisors or faculty to tell them what to do, rather than taking on intuitive and responsibility to drive things forward.
I think chairs of departments and committees need more training.
Ideally, as Adjunct Faculty working one or two classes per semester, we are not fully involved with Leadership and Committee's due to the fact that time can be an issue when meetings take place. Overlapping with other responsibilities.
More training on evaluations, faculty contract understanding, collegiality, etc.
Not sure
How to run a meeting, How to evaluate employees, front line manager skills, conflict resolution, influence without authority, written communication skills (email etiquette), Leading teams.
Leadership workshops for Administrators so they learn the meaning of VISIBLE leadership.
As a classified staff, I would like to attend to workshops and conferences that will empower me, and give me the tools to contribute more within my own department. I see it greatly unfair that only Faculty has access to greater opportunities, and classified is disadvantage to grow and expand their knowledge.
leadership "soft" skills (email etiquette, discipline for basic issues, etc.) Effective ways to run a meeting
I would like to see a well planned new employee department orientation program. It would benefit the staff as well as the department to have more knowledge as far as departmental expectations for example SLO's how often do they need to be done.
Use of data to strategize enrollment management and student success
Initial assessment of first time instructors...
I have had some opportunity to contribute to SLOs, but was frustrated by limits not imposed at other schools, which make for rather unrealistic and irrelevant SLOs. If I am in other areas invited to participate in policy and planning, I am not aware of it. Further, as adjuncts usually also work elsewhere, we have little time for unpaid work in meetings and committees. Even though we do the bulk of the teaching at Mission, we are not really in a position to use our on the ground experience to contribute to campus and to policy that directly impacts our work.

**Question: Comments/suggestions regarding data that, if provided to you, would be useful to you in determining ways that you/your unit could more effectively serve students:**

<b>Response</b>
Absolutely.
class size in English vs student success. longitudinal studies examining how well Mission transfer students fare out there at universities... I wonder very much about that, seeing how easy "A" grades are to come by in multiple departments on this campus
Data is available but decisions aren't being made in reflecting on what the data means. We drop the opportunities to DO something based on the data.
It seems like program reviews are a waste of time and are never read or considered by administration. There are major deficiencies resulting in poor student learning outcomes, due to the lack of support of student-focused budgetary needs. There has been a plea for a position in my department for more than 7 years, and it has never been addressed or made a priority. The college allocates tons of money on paying faculty release time for committees and other assignments, and neglects the major deficiencies that affect students.
Greater awareness of SIS functions and capacities
Customer care and SIS Training. There should be a campus interdepartmental training.
Identifying/Re-visiting what our program needs are Knowing how to access Data that matches our program need
If PeopleSoft had the functionality to do grade and unit audits for students, that would help determine how to most effectively get students to their desired level of success.
District wide assessment results and enrollment / persistence trends
Enrollment patterns and fill rates.
Being a better instructor

**Question: Comments/suggestions regarding data that, if provided to you, would be useful to you in determining ways that you/your unit could more effectively serve students:**

Response
LONGITUDINAL data that honestly tracks how our "transfer students" fare once they are graduated from here... I suspect not so well, given how many "A" grades are handed out so easily by many of the instructors here; but, I know, this would require actual collaboration between our research department and those of our normal transfer institutions, and we also might not be happy with what we find out- I could be wrong, but I doubt it..
it appears as if adjuncts are kept in the dark with purpose
If the staff is provided updated material to use in the classrooms then the students would benefit.
For those that may feel their voice is not heard, provide some other means of providing feedback; and address any misconceptions.
Would be VERY helpful to have adequate place for adjuncts to meet with students, stay for office hours
Data for student success and retention at the course level would be useful.

**Question: Other comments/suggestions regarding institutional effectiveness and/or planning at LAMC:**

Response
It would be great to have access to the data on their website.
jamming as many people as possible into classrooms is NOT conducive to effective learning nor to morale overall.
TRUE LEADERSHIP is to pay attention to why students AREN'T successful and DOING something about it. 15 week semesters are NOT helping our students complete their education. Look into 10 weeks or more accelerated options.
There needs to be some kind of transparency with budget.
As an adjunct I would find it useful to receive a short orientation about the campus. Not a walk through but instead an introduction to the key people (such as the administrative structure) I should know, what they do and where they are located. I would also like to be made aware of any resources available to me.
Institutional effectiveness/planning have been always one of the main priority of the college administration - who works hard to attain the goals, vision and SLO's.
inviting helpful friendly events throughout the campus...Compliment Day, Greeters, Kick off Days, Mid Term goodies, Making LAMC a place filled with good energy i.e having Music, footballs, beach balls, seeing the campus clubs involved consistently
College resources allocation does not adequately meet the needs of the department on a yearly basis. There needs to be more transparency on where these funds are being utilized. The college does not foster "having a voice" or feeling "empowered." The college needs to embrace suggestions or improvements brought about by faculty.
When I brought up ideas to my department and Academic Affairs of ways to improve student outcomes, I was rewarded with a very negative tenure review and was recommended to not have my contract renewed. It has been my experience that this school is not interested in improving students' experiences and success and will oust anybody who tries to change that.
I am worried that our supply budgets will be stripped and we will not be able to buy the instructional supplies we need. I could not find evidence of any instructional supply budgets provided by the California lottery.
Non-tenured faculty are told to walk on egg shells and to shut up about changes, while tenured faculty brag that they can kill someone before being fired. It's a toxic environment for non-tenured faculty, and some will leave because of it.
Not sure
SLOs are a joke; anybody can make up anything. Cramming as many students in a classroom for "efficiency" sake is also a joke, pedagogically; it's a glaring example of ineffective institutional planning for student success (or lack thereof, in this case).
As a classified employee we need effective and transparent communication of the goals and problems that need to be solved. Customer service is one of the most important aspects as front line employee are the first contact to students, and therefore we should be able to provide valuable information to students about all the resources we provide as a whole.
18 months ago we were told to do marketing for our classes so LAMC would have higher enrollment (and adjunct would have a job) now, we have higher enrollment, but less classes are offered something is not right with this picture Why can LACC offer cancellation-free courses with 5- 7 students, and ours are cancelled at 18 when there is still 2 months to go?
I think it's really important that the students be provided more up to date equipment in order to better understand how the real world functions.

**Question: Other comments/suggestions regarding institutional effectiveness and/or planning at LAMC:**

Response
College has numerous efforts in planning but is often hampered by other factors including limited budget/resources and decisions made outside of college.
Classes get canceled too early; should allow to meet first week to give students chance to enroll into proper level.
Much needed Physics is becoming harder to fund.
IPC posts no agendas, meeting minutes; not sure of their role
Stipends for adjuncts to serve on committees and participate in planning meetings.

**Question: Comments/suggestions regarding LAMC's governance, administrative structure and/or leadership:**

Response
Leading a vision for the campus by the president would be great. More communications with the community is really needed.
lack of VISIBLE leadership is downright embarrassing
Leadership means you address conflict, problems, head on, we need stop a culture of sweeping problems under the rug. It's creating a very hostile culture on campus in ALL areas of power.
Decisions not collegial, but limited by bureaucracy and office politics. At times, needs of students are deferred to interests of career staffers/administrators.
There is not much faculty voice or input on important decisions made at the institution. Too often, decisions are "passed down" from district through VPs and Deans without explanation or opportunity for learning and understanding processes.
As an adjunct faculty member, I have very limited interaction with anyone else on campus.
This college has always been run by one clique or another. If you don't know the secret handshake, you have no say in anything. Some departments get new buildings that the school cannot afford to maintain. Other departments get dried up markers.
Fewer admins
Dr. Perez does a great job in leading LAMC.
There is not anything in place for staff/adjunct staff to know what is new or going on at LAMC. I believe a weekly newsletter with a blurb of each dept would help with communication. I would love to see and hear more about LAMC around the community, as I see there is a need for outreach!!
The dynamics among faculty members have become hostile making decision making process non-collegial.
Collegiality on campus has been terrible lately. Many new hires, especially those going through the tenure process, feel isolated, frustrated, and defeated after having tried many times to contribute to the college and been blocked at every opportunity.
Too much reliance on adminiatrators
A few very unpleasant faculty, make things very unpleasant for all of us. Faculty sometime try to move forward with motions that are at the detriment of the college and it creates a lot of unneeded tension.
classified do not have a lot of voice on governing or planning. left out of the loop
Tenured individuals regularly threaten and bully non-tenured faculty and students, while chairs and administrators look the other way or say "deal with it amongst yourselves." Students and non-tenured faculty are stifled from taking part in decisions and told to be seen not heard.
The out going Senate leadership has been the absolute worse and disrespectful group of faculty. The Executive Board has endeavored to bully, control and muffle dissenting viewpoints.
we reach but not always sending the right message ... the relationship with the community is not great ... we need to reach out to the comunity as a whole, not just a few factions of the comunity
There are numerous opportunities for one to be involved in the governance and decision-making process, but I feel that some no longer participate likely due to skepticism developed from past experiences.
Again, adjuncts should be given a larger role, since they do the bulk of the teaching load. But they need to be compensated for their time.

**Question: Comments and/or examples relating to LAMC's campus climate:**

Response
My work is not respected by a majority of faculty and staff.
The college leadership plays an important role in the image of the Mission. More training is required.
calling each other "rude" at Academic Senate meeting isn't exactly collegial... Classified staff needs to understand that they are NOT supervisors of Faculty; classified staff is SUPPORT ONLY and are not to "police" faculty.
Not better, worse.
Collegiality is at an all-time low. Faculty and staff are frequently heard complaining how the campus culture has changed and how miserable it is to work for LAMC in the past two years.
I LOVE teaching and am enjoying my teaching responsibilities at LAMC. However, I have a difficult time getting my questions answered. There's a lot more than teaching involved with our positions and some mentorship would be nice. I would love more opportunities to meet and socialize with other employees. Additionally, if the annual summer meeting would be announced further ahead, I could put it in my calendar. A week's notice is not enough. I've never had a job where I've been so thrown in and not supported - I would love to say I have a sense of belonging at LAMC, but that is not the vibe in my department.
Everyone is friendly and helpful with each other.
I used to *feel a sense of belonging to the LAMC community. * feel a sense of camaraderie with other LAMC employees.
On any given day on this campus, I will be snubbed, which is better than being occasionally mocked. There are people on this campus who love to whisper and tell tales out of school.
The climate in the Academic Senate has been less collegial this year.
It's a nice campus.
My first four boxes refer to colleagues that I prefer to interact with, however there are colleagues that do not understand collegiality and need to think and understand things prior to speaking.
There are some members of the campus community who are disrupted and creating animosity amongst faculty and staff. Few bad apples ruin the whole basket.
I am adjunct and unfortunately do not receive updates. My program has meetings at a time when I am not on campus. However, they do not have any notes or anything in place to provide me insight as to what took place.
New hires are not being treated well, perhaps due to ageism. Besides the general negative collegiality currently on campus, new hires are being especially bullied. If the atmosphere on campus doesn't change soon, I think many new hires may leave for other opportunities.
Faculty are allowed to treat each other terrible and are allowed to get away with it. Our grievance officer was fired by the union for no reason other than a few faculty wanted to attack her. In my department men are given a free pass on their behavior, while women are blamed for the lack of collegiality. My evaluation diminished my work on campus, and gave an opportunity for my chair to act as a supervisor rather than a peer.
I have always felt great here from other employees because I put myself out there and network
The inability for full time tenure instructors, chairs, and vice chairs to get along coupled with problem making instructors makes teaching with LAMC uncomfortable and stressful as they are unfit for college work. I do my best to stay off campus. I remain on campus only when teaching and for providing office hours. I use printing services and scantron grading machines at other colleges in order to avoid running into colleagues at LAMC. I teach with colleges in the district as well as other districts and have yet to experience a hostile environment like LAMC. In fact, I enjoy my other colleges very much, and sit in on department meetings when I have the chance. I feel welcomed and appreciated. It is unfortunate because it is the students who pay.
I am regularly bullied, and no one cares. This is the experience of countless untenured faculty. Students are also treated with derision by many tenured faculty who collect their six figure pay check and drive home in nice cars. Change is needed, but many of us fear it will never come. I do not feel safe at this campus, and many students feel the same. Please fix the toxic environment. If everyone looks the other way and says it is someone else's job, you will continue to do deep harm to students and new faculty.
It is hard to respond to these questions because my interactions on campus are limited as an Adjunct Faculty.
Center of Student services is amazing .
There should be more "Eagle" spirit on campus.
The outgoing Executive Board were such a negative influence on campus. Their energies created an ugly, distrustful, environment throughout campus.
There are problems within collegiality in my department.

**Question: Comments and/or examples relating to LAMC's campus climate:**

<b>Response</b>
As an adjunct faculty member it's difficult to address these questions.
I am adjunct and enjoy teaching - unfortunately I do not follow any possible social aspects of working on campus. That's not the community's fault, it's my choosing.
non-collegiality runs rampant; no systems in place to stop this; harmful people feel emboldened to attack others; no one stands up for anyone else
The few people I interact with are respectful and collegial. However, opportunities to get to know the campus community are very limited for adjuncts. I have been teaching at Mission since 2000.

**Question:**

<b>Response</b>
We need more support services for the students.
A more developed student life like, intramural sports, intercollegiate sports (M/W basketball, women's soccer, and men's volleyball)
More support in opportunities for students to connect with each other. For example pre-formed study groups lead by tutors, activities to alleviate stress prior to finals, etc.
These programs aren't free and not the government's responsibility. We are funded by the government. I learned to solve my own problems. Too many resources are being used by non-Americans.
Placing 40 students in academic classes is educationally unsound.
Expanded child care.
Anything that allows students to focus and learn. However, students need to attend and perform to obtain any service.
Medical services
The Veterans Office should be adequately staff.
Emergency funds, beyond the limited resources of the available emergency book loan program and other special programs (i.e., EOPS, TRiO, etc.).
excellent transition services for new students, freshmen, veterans and returning to school adult learners. More accessibility to student services an a check of guide for student success.
Counseling availability. I hear students say that trying to schedule a counseling appt is very challenging as their appointments are weeks out.
Student Services are not open at convenient hours for students.
The campus also needs to provide the same academic support services to online students. This population seems to go unnoticed.
I believe the issue of housing is a very delicate matter and should be explored more so. It requires a very sober and complete examination of the issue
The campus needs scooter services (e.g. Bird, etc.) to help folks go between the main and east campus. The campus needs athletic facilities if we are to grow. The campus needs to connect the east campus with the main campus. The campus could benefit from building student housing.
More tutoring
More tutoring, and in more subjects.
This is not the right place to put this, but it does relate to student success. We need an OER (Open Educational Resource) Coordinator to help more faculty adopt OERs and put a stop to outrageous book costs.
taxes and credit information
tutoring
I have a student who was experiencing severe stress and was feeling suicidal. Through our mental health services, he has been able to continue in school and "no longer feels that suicide is an option "(his words)
child care, tutoring
Veterans programs are awesome

**Question:****Response**

It would be a huge lapse in judgment to allow ANY homeless individuals to reside on campus. It would be an impossible situation to regulate at any level. The liability implications are immense, so much so, it would take a simple fall, injury or accident for LAMC/LACCD to be sued. Homeless individuals from the local community would be living on campus at the detriment of students, faculty and staff. The economic, security, maintenance and sanitary repercussions are tremendous. LAMC is not equipped to handle homeless individuals with mental health disorders and/or drug addiction problems. LAMC is an institution of higher learning.

Perhaps partnerships with these types of agencies would help; representatives can be stationed here at different times during the week to assist with student needs.

Mission should stick to its mission. We should not try to be all things to all people. We will destroy our purpose if we add to education, being a social welfare agency, housing program etc.

It is important that students know all the services we already have for them. I don't think the problem is not having the resources for students but we are lacking an effective way of delivering all the resources available to them.

These are more appropriately handled by broader government initiatives, not by the CC system.

Increased access to academic and literary journals. My student cannot find adequate database resources for their literature papers!

I don't have any experience with this but I imagine it's a good idea to be supportive of the students who may need these various services.

Free and reduced-cost textbooks and materials

The few services I know of don't seem to be utilized as often as they could be. I do try to inform students of their availability, and even have some info on my syllabus.

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

All student support services have to step up to assist students. There is a need for communication campus wide. Some of the services are not even communicated to the rest of the campus.

Overall, the departments need more classified positions in order to assist student population and their demands.

Moving CMS tutoring to the central campus was a bad idea.

LRC needs to be modernized so students can pay for copying on the premises. Hours that fit student's needs ASK them when. Printing still a problem for students. Not clear what the LRC offers besides computers and the writing center. Need communication about some of these services, no idea what they do.

Save for a few select staffers, the attitudes, ethics, and customer service of Admissions/Records Financial Aid have been the subject of much student complaint, anger, and rightful indignation. The face that these offices give to the college is not benefiting our return rates. Numerous students have commented about delays in financial aid, lost documents in Admissions and Records, and even expressed that they are taking classes at other campuses to allow those campus' offices to process their administrative/technical needs. Change must begin with a culture shift. There must be at least a facade of happiness when students approach the people they depend on to achieve their educational goals.

Many student services offices are doing a great job and going above-and-beyond to create opportunities for students. The biggest area of concern is admissions and financial aid.

More counselors are needed

Would love to hear about each of these offices and what they do. Perhaps once someone has been with LAMC for a year, they could be invited to a presentation that shares more info on all of the above?

LRC and campus tutors might do a great job for day students, but after 6:50 PM, those services do not exist for night school students.

Cafeteria pricing are outrageous!

LA College Promise cuts students off too early. Many college students stumble into college after summer and it is too late for them to qualify. The LRC's computer labs to the left of the first floor need major cleaning and proper air conditioning.

Financial Aid and Admission and Records Programs are effective but could really benefit from receiving customer skills training

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

Response
I mainly disagree with providing additional support for two reasons. We don't have the financial ability and manpower to provide these additional resources, and we would be taking these services away from other entities who provide them. Of course, students should be provided information with how to get access to food, shelter, and mental health (when needed); however, the college's main role is to provide them with education.
The business office needs to provide a way for students to add money to their print accounts when they are not open. It's a disservice to students, and faculty get complaints about not having access. Admissions and records needs to better help students enroll, rather than just telling them to go and do it on their own.
Due to the huge increase in statistics courses and the elimination of prerequisite math courses, the demand for statistics tutors will increase exponentially. However, the vast majority of math tutors are STEM majors who have not taken any statistics courses. They are, therefore, not properly prepared to tutor statistics students. The school and district will need to focus on improving supplemental academic support for statistics students to avoid the negative impact this will otherwise have on student success and the school's funding based on the new funding model. One thing that the school and district could do that would help would be to allow part time students to be math tutors. There are far more part-time students than full time students at LAMC and throughout the district. Allowing part time students to work in the Tutoring Centers throughout the district will have a direct, positive impact on student success in math classes across the board and will increase the number of tutors qualified to tutor statistics.
More tutoring seems in order, and in more subjects. My subject has no tutors and it is a 5 unit class
Some staff have trouble communicating with positive supportive attitude and good grammar. When staff talk in double negatives, it not only shows that they have a lack of college education, but also a lack of wanting to be helpful. Outreach communication with the departments needs improvement.
There needs to be better signage so students know how to get to these services. The Student Services brochure is usually littered with errors.
Great
DSPS front desk staff are a problem.
All the department's mentioned above lack a student centered hours of operation schedule. As of now, the hours of operations is based on employee's needs vs. student needs. Having hours closed during day hours or closing at 5pm, it does not help the full-time student get anywhere for admissions, financial aid, counseling, etc. I hate when I hear comments like have the student come back or the student has to work around our office schedule because as a full-time employee it is not easy to request time off work and a continuous basis.
I have tried a couple of times to put together a tutoring program for students who needed the help but the LRC was not able to successfully help.
Students need a computer lab; we need a language resources and computer lab Faculty and students need more reliable access to wifi on campus
It's a little difficult to form a club since so many members are required to provide proof of ASO membership.
We need a few more tutors; Honors Program needs more support from the college
Student services office hours are not adequate to serve students.
most librarians are very helpful to students; one is not; students given wrong information or no information in counseling; counseling department needs training for all counselors

**Question: Comments regarding the services listed above:**

Response
We need more counselor who are knowledgeable about the programs.
Counseling appointments are always lacking and when finally scheduled they are weeks out.
Students prefer face-to-face orientations rather than online. The college needs to provide different types of services to gather an array of students. We need to develop both an online and a face-to-face presence.
No experience
Need more counseling availability during heavy periods especially for working students.

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

<b>Response</b>
The library hours should be extended during the final exams.
The library does a great job. I'm not sure if the hours reflect our student population.
open part of library 24/7
The library contains minimal books that are current. The library needs more databases for upper division classes, law, and science.
The learning center is good and I really see a great deal of students studying and getting tutoring in the learning center. There's been a big culture change and it's really showing on campus. The library is in need of better resources for faculty (databases such as JStor, up-to-date books, MORE books in general, e-Textbook databases which will help with zero-cost textbooks for students, etc.)
The physical book collection in the library is very dated and is not meeting student needs. Additional databases like JSTOR would also help students succeed.
See previous comment.
It would be nice if there were specific tutoring for ESL students.
I know the art historian has been request access to certain online research data bases, but it seems that LAMC can not afford the requested resources.
There are many subjects listed on the LRC website that indicate tutoring available, yet when students go to inquire about it they are told that they do not have any tutors in that particular subject.
We need JSTOR and other research based publications. Some tenured librarians leave the library for long spans of time, leaving non-tenured ones to do all the work. The non-tenured librarians are excellent, though- great orientations.
We need to enhance non-traditional schedules for our student population opening Sundays and library textbooks, lending libraries, etc.
Open weekend hours really help. Saturday is too short
Love the library
The Library and LRC staff are wonderful.
Increased databases! My students have a difficult time finding adequate database resources when writing lit papers.
As stated earlier I tried a couple of times to send some of my students to the LRC for tutoring but after a few emails back and forth nothing materialized.
Tutoring services for the sciences are very important to all students taking science classes at Mission and should increase if possible.
Continue the library research and writing work shops. They have helped quite a number of my students over the last few years.

**Question: Comments regarding OERs:**

<b>Response</b>
OER's do not work for students at all times. In some cases limit the students to get good materials....
The college needs to provide OER's sessions or an OER's series sessions so faculty can know more about this topic.
You need to add a choice: I have already attended a professional development event on how to develop/use OER.
I have used them in the past but not currently.
A colleague and I created a workbook which we use and is provided at cost (printing) to students. It is not an open source material, but an original work.
We need an OER Coordinator. The ASCCC strongly recommends that we create this position to help us move forward.
I will be excited to find resources that support our Child Development Courses. Currently, most of the OER resources available have the primarily focus on Psychology.
I am using OER, not in Los Angeles Mission College but in other college.
With regard to last OER question, I inform book store of OER resources I am using and in the past they have carried a few hard copies of the material, even though I did not specifically ask...

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

Response
Need more in depth training on PeopleSoft and utilizing it's full potential to make the system use with ease.
Need real desks for our student population of ADULTS.
"Despite fluctuations in State funding, LAMC strives to manage its resources to maintain stability in programs and services." It seems more accurate to say maintain funding. It seems the dollar is being chased without consideration to taxpayers and US citizens. It is happening everywhere tax dollars can be applied. This cannot be sustained.
I receives frequent request from faculty and staff about the need of assistive technology in computers labs and LRC/Library to accommodate vision impair students for resources for class assignments.
I have been able to do my work adequately because the technological resources are there for me as a staff member.
Before the big improvements in our tech area, my questions could be answered with a brief phone call or a quick visit. Now there's red tape.
Repeated issues since the transition to peoplesoft. Validation of the installation of peoplesoft did not cover my requirements.
LAMC needs to be prudent in replacing technology equipment. Service maintenance should be adequately provided.
In my 10 years at Mission and for many years prior (possibly dating back to around 2003), my department has NEVER been part of any regular upgrading of equipment through college funds (general fund, bond funds, etc.). All upgrades have been financed out of categorical funding for the department or occasional limited funding sources (Title V grants of past years).
LAMC does not use space effectively. Programs are loacted on campus based by individual departmental preference instead of effectiveness. For example, transfer and career should be in the Campus Center with the Veterans Center. It makes no sense to seperate Veterans from the Career Center. We have veterans who are looking to build a second career at Mission so it makes sense that the Veterans Center and Career Center are connected both in location and services.
The screens drop over the only available white board in most rooms - WHY???? There should be screens AND white boards readily available in all rooms.
PeopleSoft is THE WORST
Missing messages, and lost the ability to read email in my phone.
My office computer is not configured for the new email system. I have not been able to set up email on my phone. The roster system in SIS does not work, the system constantly takes me to the wrong roster. My email groups stopped working, I put in a work order request and have not heard back. My work order requests are not properly finished and I have to send extra emails to get what I need.
This survey is too long. You may want to break it up, sending out 2 or 3 times a year. It is the end of the semester, which means most are very busy. In order to get high participation I suggest that the survey run no more than 5 minutes.
There needs to be more computer labs available for teachers to book. It's an equity issue because of our students' income level. I can't think of another local school that has as few bookable computer labs as we do.
As Adjunct Faculty experience this often, it is one of the hardest challenges working remotely facing the server going on and off or when the system is down due to maintenance.
It staff at Mission rock are super and go welll above and beyond their jobs. Can't thank them enough
SIS repeatedly kicks me off - i have to re log in 2-3x everytime I log in. when I switch screens, or do a search, SIS repeatedly pulls up random other student records. The menu's on some screens do not function. SIS pages do not provide proper document identification or labeling nor use standard graphics protocols. All pages relating to a student should display the student name and ID# prominently. All course listings should have larger font for the name of the course.
Wifi is very hard to access and unreliable. As instructor of evening course, I have called and emailed for help multiple times but have never been able to get help.
wish the tech people would answer their phones; they want all work requests to be do via computer; but if your computer is not working and the reason you need help -- this is a problem
Access to WiFi - constantly changing password, password doesn't work, system locks me out. A major nightmare and difficult to fix when it starts. At least once, and often several times a semester. Help hard to get when it happens.

**Question: Comments regarding human resources at LAMC:**

Response
We need a website with updated information.
Equity and diversity? This is probably the least diverse CC in the nation. The more Hispanics are catered to, the less likely we are to attract other nationalities. MECHA has anti-Trump paraphernalia for sale during events. Point being I don't see diversity of political thought nor do I feel safe in my job speaking about it.
Personnel Commission creates unnecessary barriers to creating and filling appropriate positions throughout the campus.
As part of new hire training it would be nice to learn/understand how pay is calculated (for full semester and 8 week classes) how is sick time accrued. Any benefits at all that we have. I was offered CalPers before being hired, but once hired personnel in LA said that was not available. What resources can human resources provide? They should be part of new employee hire orientation.
LAMC Human Resources does a very good job but its performance is highly affected by antiquated district policies and regulations.
Why advertise a position, if you know who you will hire...that wastes everyone's time! Give new blood a chance to promote to administrative positions. Access Adjunct Faculty to infuse new ideas and skill sets. The College would benefit by adding new full time positions in all departments (credit/non-credit).
What is the difference between "classified staff" and administrator?
There are too many adjunct faculty members and not nearly enough full time faculty members. There are also far too many administrators.
promotional policy for classified is difficult and constantly require retesting
Unethical individuals are allowed to thrive and gain power at this campus, as long as they pay their dues and make friends with powerful people. Student equity does not seem important to most faculty. I've worked at many different schools and corporations, and overall, LAMC has the lowest ethical standards I've seen yet.
NA
There are not professional development opportunities offered on campus.
There has to be a better way to attain information in regards to faculty benefits.
New full time positions needed, especially for adjunct s that have been at the college for over 15 years.
The issues I see are more with District and the Personnel Commission. District processes and procedures need to be reviewed and updated on a regular basis. The positions often do not reflect the needs of the campus and are often outdated; especially technology related positions. The processes used to hire adequate staff are long and difficult to follow, which severely limits the number of qualified applicants.
Confusing policies and personnel not available to respond to issues adequately - sometimes no response is forthcoming.
Regarding the hiring process, the President has the authority to make a final decision about hiring teaching candidates, and may select someone who is not the first choice of the hiring committee. This has happened in the past.
LAMC is stifled by being tied to District's hiring policies as well as the antiquated and bloaty procedures of the Personnel Commission for hiring classified staff.
deans need better training; we need more qualified deans; some deans are not competent; they need to be evaluated more (and by faculty)

**Question: Please provide any additional comments that you feel the College should know:**

Response
The college should offer about additional staffing on Saturdays not everyone can attend during the week because of their work schedule. When student's visit on a Saturday they are at a lost about asking questions they may have.
Too often, petty personal disputes interfere with office operations. As adults, we ought to be able to reconcile inter- and intra-office differences as responsible civil servants.
You have awesome instructors who care for our students who have no idea of how the college run/functions/opportunities/who had never heard of a drop roster or SLO and have no context. Those same instructors made up to 10 trips back and forth to campus to complete the hiring/key getting/classroom training process. You have dedicated people who want a connection and future with LAMC, but don't feel it. The department heads give very limited and often incorrect answers. If I could make one succinct comment it would be to invest in your instructors too so that we can be an even stronger resource for our students.

**Question: Please provide any additional comments that you feel the College should know:**

<b>Response</b>
The overall environment at mission college is great. I feel like it's more a family unit than just co workers together on campus.
Are state-given and published minimum qualifications checked? Some adjuncts have devoted their life full-time to LAMC, but are not considered for seniority assignments on paper, nor for FT positions. Very sad.
We used to provide certificates for years of service. Why are these no longer being given out? - Adjunct instructor since 1985
Tight controls are needed on time reporting for people who are not present but being reported as working his/her regular hours or worst claiming excessive overtime.
I really like the new online professional development opportunities we have at LAMC.
There are many ways this school can be improved to provide exceptional academics to students, but it has been my experience that administration has no interest in actually improving anything. Anyone who tries to make a difference is eliminated.
Some faculty are getting away with unethical practices, such as leaving instructional assistants in charge of their classes while they constantly run off to meetings. Dean's need to check faculty grids to make sure faculty are properly scheduled without conflict of other obligations. Faculty break rules that could impact campus and student safety, they get away with it, because no one is paying attention.
NA
Many classified workers as well as some administrators don't show up work regularly and it makes it difficult to accomplish certain tasks that pertain to their area of responsibility in terms of students.
Not enough guidance or on-going training on Canvas like other campuses, see EAST
This survey was not very user friendly and too long.
Marked "Not applicable" for "sufficient number of administrators" because any other comment would either process as everything is fine, or there aren't enough. Actually, there are too many administrators, doing too much busy work to make themselves look good and not enough necessary work to serve students and faculty.