D. If you have any comments about any of the services listed above, please write them in the box below (optional).

One time I was waiting in line of the Admissions and Records area and there was a girl in front of me. She was a new student and I believe because she was asking for help, because she lost her student ID number or she didn’t know where to look for it or how to get it back, anyways point is that the workers were taking their time and they would tell her is to look online but she was new I guess you didn’t know and that’s why she went asking for help. She ended up leaving because the worker didn’t help her.

Admissions/Records and Financial Aid and Scholarships have very limited open hours.

I would like that every staff at the financial aid office would be more helpful. Also, at Admissions & Records the attitude in the financial aid/admission and records workers is bad.

Admissions and Records Luck

Woman in Admissions & Records is very unprofessional and rude!!

Admissions staff is often rude and not thorough.

Always long lines and rude employees at admission and records and financial aid admission. Records DSPS Office need to be more friendly to students there really rude and unpatient towards students.
Financial Aid office is admission record lines are long

Sherif must control parking situation - rather than
sitting in office, and sitting in case play game of
phone

Admissions & Records staff is unfriendly, acting as if we owe them
something for doing their job. They are very cold and take their
time while making the wait time longer and come across very
rude toward the person standing at their window.

Admissions and Records were very unhelpful and rude.
Admissions office is a big joke - they are more loud than I am.

In admissions there was a lady a little on the heavier side who was very rude
getting information as a new student in not knowing what to do. She was very cold
and getting any information from her was like pulling teeth. I felt like I was
bothering her. Financial aid line is a long wait then when you get to the front yo
get any forms that need to be sign & have to wait in the long line again to
the staff at Admissions and Records could try to be more welcoming
and try to be more helpful.

The admissions office needs to be more helpful, &
their attitudes need to be more positive. If the reason
for us being there is such a problem, then it's their
job to point us in the right direction to where we
Extremely long lines and unfriendly staff at the counselling office, business
office and Admissions and Records.

There should be more staff in Admissions and Records.
Also in Financial Aid. I also feel that there should
be more help in Financial Aid. To explain the
different types of help that one might not even know
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

The assessment center has nice employees who do not explain what your are going to take except which one would you like to do. Made me get held back 2 years.

I think the ladies in the Assessment Center were very rude. They were taking a lot out loud while I was trying to take my tests, which distracted me a lot. Also, financial aid office staff is helpful, they just need more open windows. Sometimes I am in line for almost an hour.

Assessment Center staff is awesome! Very helpful & informative. However, not in agreement with Math assessment rules, it's biased & unfair to students. Should be one Math test that tells you where you place. Not choose which test first the one to place, it's backwards. LAOCCD is only one who does it like this.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

THE COURSE BOOKS TOO EXPENSIVE

Bookstore prices are outrageously high, uncompetitive, and make course selection difficult.

The bookstore prices and policies are absurd. I dislike them very much. I was disrespected and charged from someone else’s mistake.

- Great service in the bookstore, very helpful and nice environment.
- Parking is great as well.

Library staff did not inform us about their buying back policy, which is a rip off policy. In the website the returning date is something else, but they were claiming other thing when I mentioned about website, the cashier answered me in a very bad and unacceptable manner. She was rude.

Bookstore the books are no available on time of the semester class.

Majority of the staff in campus do not have a welcoming attitude. EOPS is a great program, but it is super hard to get an appointment with a counselor. Also, bookstore employees are rude. They attend students with attitude. Food service is expensive for the quality of food they serve. With no flavor.

- Prices of textbooks is too high

**Bookstore prices way too expensive!**

- Not enough counselors

Bookstore too expensive
The bookstore was nice, just wish the labeling was better, but it was still usable.
The bookstore doesn’t have the books I need available. I have checked on a regular basis. It really intrudes with my classes requirements. The financial aid didn’t assist me to receive some help.

**Your books are over priced!**
I don’t like the fact that I can’t exchange or get my money back for my book!!!

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**Bookstore need to revise the return policy at the text book.**

3. Books are way over priced.
Bookstore staff could not give me a straight answer on when more books would arrive, and when the books I ordered would come in. I dropped a class because it took about 2 weeks to get the book. Customer service was terrible as well, staff was rude!

**Better customer service!**
Eating cheaper book price!
Have library longer hours!

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The bookstore usually has two vacant register, which makes the line longer.

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Bookstore having long lines especially in the beginning of the semester. College should open more book sections during that time.
Library hours and student store should be opened longer in the night! 😊

Book prices are too high!

Bookstore staff is trash and extremely rude!!! Never going to this bookstore again!! 😡
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

For the business office before you could buy your parking pass with out tuition paid but now you have to have it paid before you can get a parking pass. I did not qualify for financial aid so it's hard to come up with my hole tuition just for a parking pass.

Hours of business office are wrong in the website.

The business office should stay open longer for students who work late.

Literally everyone in the Student Business office is so rude it seems like they hate their job. Fix this.

VA Office SHOULD BE EASIER TO LOCATE. Business Office SHOULD BE AVAILABLE OVER THE WEEKEND, ESPECIALLY FOR STUDENTS WHO HAVE A BUSY WORK SCHEDULE

Business office staff could be unfriendly at times. Some staff members did not seem to know what they are doing. Could use some improvement.

The Financial Aid and Scholarships office need more staff and more hours of operation.

The Library needs to open earlier. VERY Knowledgeable and nice people.

Extremely long lines and unfriendly staff at the counseling office, business office and Admissions and Records.

Lines are too long + some services like financial aid + counseling lines + wait times are ridiculous + sometimes they're disorganized! Business office is chaos.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

- I don't know what CalWORKS is.

I went to Transfer Center because I got an email that I could talk to someone from CalWORKS, but no one there knows where I should go or who to send me to.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

Child care—should be offered to all students not (on-campus) just full time & 7 hour minimum a day should be reduced.

The day care at Mission should be available for full-time students!!!

Child dev. center—would like to apply but over income. Food service—needs later hours for late classes. DSPS—would like later hours. Unable to work for same reason.

I called about trying to enrol my son in the Child Development Center but they didn’t try to give me options. They just said ‘we’re full’ and hang up.

Child care should accept more people specifically when my son was on the list!
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

The Counseling service is very short on staff. It takes 2 hours to finally see a counselor.

The Cafeteria's business hours are too short. I take a class at 6 and it's already close. Many people take night classes.

Counseling/Financial Aid offices need to cooperate more. It seems whenever I called an office, the information given would conflict with what was given to me by the others. Also, I could never set up an appointment with the counseling office or the Financial Aid counselors (at least 2) were very general with details in regards to which classes are needed to take. They tell you what to do, rather than advising what is a benefit for your major. Careless.

The counselors should be more helpful.

I prefer get an appointment with TRIO instead of counseling services. I didn't like it last time I was there.
Everything is really good, I am pleased with the school only counseling would be nice to be in private rather than orientation.

I think the main services such as the financial aid office should have longer hours of operation as well as the counseling office.

Counseling office needs to be open longer or have more people able to help students.

While I'm satisfied with the Health Center it seems they need more resources, despite not lacking them - if that makes sense. With the Counseling Service, I don't understand why they have so many offices but not many counselors. Also, I think why they have so many hours dedicated to walk-ins but make it extremely difficult to schedule an appointment. In general, not available during their walk-in hours and to schedule an appointment would mean going one for the next week.

Counseling Service. I been to my counselor for advice like 3 times and he has never helped. Actually seems that he wants to get rid of me as soon as possible. If I had a question he wouldn't go out of his way to help me. He would just say check the college website and that made us feel horrible because aren't they there to guide one to succeed.

Office hours at the counseling office are listed online but I arrived during my lunch hour. I was turned away at the window that the counselor had already seen too many walking in. Then why promote "walk-in" service and it meant near the hour posted " לבין " it was "nonexistent."

Counseling service needs to be more helpful.
STEM Counselor Ms. Manning is so helpful, nice & best counselor I have had help from!!

Counseling Services — long lines and unusable wait times.

All the services I used were very helpful, respectful and very nice. Thank you!

Counseling has long wait times! Should make more appointments so they wouldn’t back up the appointments. NO ONE wants to wait 2 months to get help. I’ve only received excellent help once from the counseling office. Counselors don’t know how to help.

Better counselors, ones that actually care and aren’t closed most days and don’t really know how to advice a student want to
Staff needs to be more warm, welcoming and overall friendlier. Also, staff was not very knowledgeable.

Counseling center wait times are ridiculous. I can’t spare two hours to wait for one of them.

Counseling services has very good staff.

The counseling services in the beginning of the year needs to be more open because students need to speak with an advisor to know if they are taking the right classes especially if they are new. The lines are way too long just to see a counselor. To go see financial aid representative, long lines at student store. Unwelcomed at counselling office.

Counselors do not help!

Counselors need to have better attitudes!
You guys should be more polite, friendly, and positive people to work as counselors and financial aid staff.

Counseling services do not work, change those people. They don't do their job. No good. Thank you.

Adding more counselors would help students succeed and not give them a reason to dropout.

Transfer center & main campus counseling very unorganized & staff is not knowledgeable!
Science counseling is above par → all counseling should take note & follow!
Financial Aid office has limited hours and at times very long lines this doesn't help us.

Counseling Services have been limited time and people to help.

The Counseling office should be more organized and there should be more information given to the students. They wasted about 25 minutes of my time looking for my paperwork that was with another counselor disorganized!!!

Counselors need to be more welcoming and motivating for students. Usually students are rushed when meeting with a counselor or wait for hours.
Counseling needs more staff and friendly invites, must meet the amount of students needed to see a counselor.

The counseling services, they were really rude and they didn't help me because they were chatting with each other plus the counselor was rude! That's why I am joining the STEM program.

Counseling should be open to all students and student should be able to make appointments. Counseling office should also have people at the information desk who actually have useful information.

Financial aid needs a lot of work. Counseling office isn't helpful or welcoming.

I would just recommend to encourage the counselors to be better role models to the students.

EOPS is awesome. The only reason I wanted EOPS's services is because of counseling because general counselors are BAD! Very unprofessional and unwelcoming especially Afri Walker had bad counseling office does NOT answer phones or calls back when voice mail is left.
Counseling Services need to extend time and have more counselors! Last time I waited about 1 1/2 hrs!! for a 5 min meeting.

Have counselors and staff take a greater initiative to assist students in their goals by reaching out to them in campus or email.

I tried going to financial aid office many times but the lines were way too long and was moving too slow. I was seen with counseling office.

Health center has horrible wait, I always keep my appointments but every single time I have gone I have had to wait 2 to 2.5 hours length and the first desk lady never seems to care or even friendly to approach.

Last year, I remember when I started school I made an appointment on 8 different occasions on help selecting my classes and better guidance, instead they just printed paper with what it takes for me to get to college. I felt even more lost, they seem not to care much, but thanks to EOPS they have better counselors. I am very pleased with their school's work.

Have library longer hours!

I have not yet seen a counselor for my classes because the staff there is very rude. When you try to make an appoint, the counselor is never available.

The counselors are not warming, I am very feel good about communicating my ideas with them.
Counseling services are not welcoming. The staff is rude and seem to not care.

Counseling services are unwelcoming and very unpertonal.

I feel like the counselors tell you what you already know. They get their info from online something or students can ask questions.

Counselors at this school are not helpful at all. The only thing they seem to care about is getting students out of their office as soon as they can.

Counselling Service:
- Add more hours?
- Add more staff?

Steam counseling is not available. Parking Traffic is VERY unsafe causes many hazards.

Counseling services are not very helpful at times, depending on who is seeing you. Most of the time the lines are so long that makes you not want to go or wait any longer. That is my only comment about the survey other than that I love the campus.
Counselors need to be more friendly and helpful.

I would like the counseling service to live up to its name; every time I attended I feel rushed and the information they give is information that I already know. I feel more helpful. Also, financial aid does not come off as well as they and not limited. Limited counseling was available.

Some of the counselors are misinformed about transfer information, which affects the students. In addition to this, there are very long wait times to schedule an appointment to see a counselor.

The counselors need to be more open with students and really sympathize with them. The counselors should help guide.

There is limited open hours to see counselors and when one makes a phone call in regards to an appointment they never returned one's call.

Counseling Office: Had need plan spring '14 and one fall '14. Counselors told me conflicting things. One was discouraging me in some ways, not very helpful. I feel like I could help myself better; it shouldn't be that way.
Counselors need to be more welcoming and helpful.

The counseling office needs longer hours.

Counselor told me to not return until I figured out my major.

Counselors should be more invested in really trying to help students get the classes they need and point them in the right direction. They are there as guides and should really guide us as students to get out of community college faster.

Counseling - too many students not enough one on one with students.

Counseling services on main campus are absolutely horrendous; they seem vindictive. Marina is the only good counselor. Also, we need more healthy food options at the CMS building!!!! Please!!

The counselors are not very helpful!!!!
I do not use the college counseling office because they do not appear to be happy there nor do they want to help students. They always have an attitude and perform at a bare minimum standard.

Lines are too long and some services like financial aid and counseling lines and wait times are ridiculous and sometimes they're disorganized! Business office is chaos.

The Financial Aid office has been getting slower and slower with releasing grants and loans. This puts a huge strain on students like me that depend on financial aid in order to buy books & essentials.

Food services close too early for evening students. Counseling hours are hard to get into and very difficult to get help.

For counseling hours on site don't concur with the (open/walk in) hours on website. I don't live near Sylmar and they make it difficult on a couple of occasions to get a paper signed (one to bypass prereq)

Financial aid office and Counseling office need to be open more hours

NEED MORE COUNSELORS!!!!!
There's not a lot of information offered for the counseling office.

The counselors should be available more.

Should be more clear to where all the services are located.

Not enough counselors. Bookstore too expensive.

The counseling office needs to respond to the messages left about getting an appointment. And the counselors need to know what they are doing.

Counselors need to be easier to get in contact with.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

Dsp5 has been very helpful.

Dsp5 were great
Joe Kramer-VP of stud... was great

The counselors in the disability need people that really helps a lot. That helps and push people in a good way.

Dsp5 would be later nows. Unable to use for same reason.

Dsp5, as someone w/ met diagnosed mental disorders that implicitly cause me to refrain from using such services, the suggestion options do not apply.
(Depression -> lack of motivation -> don't use service).

Programs like Trio and Dsp5 should be put more out there.
I had no idea these services were available.

Disable services needs more polite and professional that are welcoming "not intimidating" staff!

Admission Records: Dsp5 office need to be more friendlier to students there really rude and unfantastic towards students.

The staff of the Dsp5 I feel are generally unhelpful and uncooperative which make a person such as myself who is suffering from depression feel much more unwelcomed and isolated especially when the people are supposed to aid and help those with special needs.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

The EOPS program did not give enough info about what it is to freshmen.

EOPS/CARE should be available for more members wanting to apply at all times. Limits help for those who need it.

Very hard to get counseling apt in EOPS!

EOPS & Financial staff need to be more friendly! They seem nice but don’t want to be at their jobs. They also need to be more responsible at EOPS! They lost my application with transcript aid and I would have been able to get my book earlier because the semester has started already.

EOPS should be more vocal about their services to all students. I feel this office is secretive about its services. When I went to inquire about

Most of the staff in campus are not very welcoming. EOPS is a great program, but it is super hard to get an appointment with a counselor. Also, bookstore employees are rude. They treat students with attitude. Food service is expensive for the quality of food they serve. With no flavor.

I signed up for EOPS and went in for an interview and still have not seen anyone.

EOPS/CARE shouldn’t make the students wait till the following semester for them to get free books.
The staff in the Eops are very rude and wouldn't even answer a single simple question I had to ask, where do I get an application from? Yet I recieve a blunt "Go away, we aren't open during these hours." Very Rude.

EOPS is awesome.

The only reason I wanted EOP's services is because of counseling because general counselors are BAD! Very unprofessional and unwelcoming especially Afri Walker had bad EOPS should allow more students to receive money for books. Just because a student's family earns "a lot" of money doesn't mean they struggle with paying for books.

EOPS needs to give students more book vouchers.

Hire more staff for EOPS, Financial Aid, Student Programs. Wait times are unreasonable.

They don't help or listen to the students. Student service/EOPS/Financial Aid staff is horrible. Very unprofessional - give students a hard time why

EOP office customer personnel needs to be more polite.

I really don't like that there is never almost never any appointments left for Eops/Care there should be more staff.

For financial Aid there is always a really huge line and only 1 or 2 Staff working at the EOP has to stop canceling on me. They have canceled on me 3 times.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

I think the main services such as the financial aid office should have longer hours of operation as well as the counseling office.

The employees at the financial aid office should know what they are doing if they are going to be in charge of giving people thousands of dollars.

I feel that the people know the financial aid do not like their job. I did not get any help, this is going to be my second time trying to get financial aid. But anything else is very good.

Counseling/Financial Aid offices need to cooperate more. It seems, whenever I called an office, the information given would conflict with that which was given to me by another. Also, I could never set up an appointment with the counseling offices at the usual times. I would like for the financial aid offices to have longer office hours and more staff so waiting for your turn can be quicker.

Financial Aid office needs to give out more info and answer their phones.

Financial aid has a slow process for aid grants and wasn’t very helpful either. I went to speak to them.
The people from Financial Aid are very rude and rush you off.

Admissions/Records and Financial Aid and Scholarships have very limited open hours.

More people should be helping the financial aid offices.

Financial aid should have friendlier staff, and more staff to help you while you wait in line. So you don't have to wait an hour to find out they can not help you.

Library staff did not inform us about their buyback policy. Which is a rip-off policy. In the website the returning date is something else, but they were claiming other thing. When I mentioned about website she just answered me in a very bad and unaccepted manner. She was rude.

Eopas & Financial staff need to be more friendly! They seem like they don't want to be at their jobs. They also need to be more responsible at Eopas! They lost my application with transcript and I have not been able to get my book unlock because the semester has started already.

More people should be helping the financial aid offices.
Financial Aid needs more windows and workers.

Have the people in the financial aid office work on customer service. All they do is give attitude & dirty looks with vague answers to questions.

Need more financial aid staff.

Staff needs to be more warm, welcoming and overall friendly. Also, staff was not very knowledgeable.

The lines are way too long just to see a counselor, to go see financial aid representative, long line at student store. Unwelcomed at counseling office.

There should be more financial aid staff helping students.

- Sherby's office takes a long while to get to the scene.
- Financial aid office has 1 or 2 windows at the most, open at one time. They have a long line of people waiting. (1 or 2 windows! When it's a super line!!)
you guys should more polite, friendly, and positive people to work as counselors and financial aid staff.

Have the services move the initiative to reach out to students on campus.

Financial aid needs a lot of work. Counseling office isn’t helpful or welcoming.

The financial aid office needs more people to many times big.

Financial aid offices need more people at the desk, helping our students.

Financial aid needs more staff to help with the long lines. I stood in line for 2.5 hours. Tried going to financial aid or other offices many times but the lines were way too long and was moving too slow. The same with counseling offices.
attitude in the financial aid/admission and records worker. (BAD)

Office employees need to be aware of their surroundings when talking with someone. Privied issues should not be discussed in public.

I would like that every staff at the financial aid office would be more helpful and also at admission & records.

Fix Financial Aid Office
To long /stand just do job & don’t give enough info

Financial office staff do not return phone calls and at times are not polite

The lines at the financial aid office were long and only had one staff member and she was very rude.

Financial Aid Office has limited hours and at times very long lines this doesn’t help us.
Counseling Services have been limited time and people to help.
I think the financial aid office is so unorganized the food is so expensive. I just feel like this school is not organized.

*Financial aid office staff is SUPER RUD! They always give you different answers.*

Financial aid staff is grumpy and rude, make you feel dumb when asking questions.

Financial Aid office has unwelcoming staff and are rude. I've gone 5 times and they have been rude and they always take long. Only one window is open and there's 8 people in line. I usually take Financial Aid office is always packed with one window open. They're late on paperwork, one day they say my money will be coming the next I have missing paperwork or its not right all late when they could of told me before telling me I'm getting my money soon.

Hire more staff for EOPS, Financial Aid, student programs. Wait times are unreasonable.

Why does the financial aid take a long time.
Financial aid office hours are not convenient; lines are
normally, staff is moody/rude.

The service in the financial aid sucks; most of the
people in the financial aid don't know what they are
doing.

Yes, the financial aid office should answer their phone when it rings. Change their voicemail to "do not leave a message, as we will never get back to you." The line at the office is always long as there are only two people helping. I understand that may be due to budget cuts, but there are always people visible in the background that can clearly pick up a phone and tell the student to do something. I think the financial aid office needs more staff working at the counters because the line always takes forever.

Financial aid office of admission record lines are long, Scheduling must control parking situation rather than sitting in office and sitting in car or play game of phone. Financial aid office always has a long line.

If there could be more people helping in all service lines are too long for the most part.
I would like more office hours of the Financial Office.

Financial Aid is always has long lines & wait times. Something should be done about it.

Need people in the financial aid and scholarships office to help out.

The Financial Aid should never do their job with a bad attitude.

10. Need more people in your Financial Aid office.

- Financial aid long lines, short hour of operations (limited)
- Counseling as well (limited counselors available)

I'm highly disappointed in the Financial Aid office this semester. When I first began my award letter was ready before the semester began and I received disbursements in a timely manner. This semester it was two weeks in before I got my award letter causing a huge delay in disbursements.
They need to improve their financial aid office staff. and more information about everything.

They don't help or listen to the students. Student Services/EOPS/Financial Aid staff is horrible. Very unprofessional - give students a hard time with.

Financial Aid office should try to help more instead of being in a bad mood for working. Seemed like they don't enjoy their job. Understanding is lots of work but should try their best at least to help more lines for FAFSA are too long.

Financial Aid program, didn't support me at all.

Financial Aid could have been explained more in depth.

Financial Aid & Scholarships office needs more staff. Long line waits. I was told I would receive refund in the beginning of Oct then was told I would receive it by the end of the month. Not sure if it would change again!
For Financial Aid and Scholarship Office there are very long lines to be attended. To buy some food to eat there are a lot of people waiting to order, to pay and we have only 15 minutes of break there are not enough people working in kitchen.

My only comments are that there is one person in the library and one in Financial Aid that are very rude. Other than that nothing.

A positive attitude in Financial Aid Office.

The LRC needs to be open earlier and close later hours. The Financial Aid and Scholarship office need more staff and more hours of operation. [The Transfer Center is excellent] The library needs to open earlier. Very knowledgeable and nice people. The Business office needs friendlier staff.

Did not use any except financial aid. They were not very helpful and long lines were long.

Always long lines and rude employees at admission and records and financial aid.

I would like the financial aid office to be more helpful, and I would like a counselor to help me with a plan so I can take the classes I need.
Financial Aid office and counseling offices need more availability!

The Science Center has not been helpful, the room is small and is more of a hangout spot rather than tutoring/studying area.

Financial aid office now workers are rude and not informative. They line is always long because there is usually only one person working.

The Financial Aid office has been getting slower and slower with releasing grants and loans. This puts a huge strain on students like me that depend on financial aid in order to buy books & essentials.

Financial Aid does not have knowledge of programs same for admissions.

More sense in the financial aid needed.

Financial aid office takes way too long! People don’t help you!!!

There should be more staff in Admissions and Records, also in Financial Aid. I also feel that there should be more helpful in Financial Aid to explain the different types of help that one might not even know.

Lines are too long & some services like financial aid & counseling lines & wait times are ridiculous & sometimes they’re disorganized. Business office is chaos.
In admissions there was a lady a little on the heavier side who was very rude getting information as a new student in not knowing what to do. She was very cold and getting any information from her was like pulling teeth. I felt like I was bothering her. The Financial Aid line is a long wait than when you get to the front you get any favors that need to be done & have to wait in the long line again to fill out the FAFSA should finish your application as soon as they get it. Or it will be a hassle to fill out again.

I think the ladies in the Assessment Center were very rude. They were talking a lot out loud while I was trying to take my tests, which distracted me a lot. Also, Financial Aid & office staff is helpful; they just need more open window, sometimes I am in line for almost an hour.

Financial aid office and counseling office need to be open more hours.

The Financial Aid Office is helpful, but the lines are always so long. It takes more than one hour to get the assistance one needs. I am convinced that this issue can improve.

Financial aid office & admissions desk lines are long. Sheriff must control parking situation rather than sitting in office & sitting in car play game on phone. I really don't like that there is never almost never any appointments left for EOPS case there should be more staff.

For financial aid there is always a really huge line and only 1 or 2 staff working at the
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

Food services need to extend their hours. Preferably 9 pm.

The cafeteria should be open for students who have late night classes. Lab hours should be extended for students who need equipment.

Please! Somewhere to eat that is not unhealthy or expensive, I will not pay 1.75 for a soda or only to starve to death afterwards.

Offer more services for evening students. Cafeteria longer hours.

Food services: Grateful of staff enjoy the new smoothies. Still needs to change some menu needs a revamp. Spicy menu not on list. Food is never known since its different everyday-on display no saga.

Student health service is great! However limited knowledge is never known since its different everyday-on display no saga. Student health service is great! However limited knowledge means no one takes advantage. No meal/visit for services which is good but students pay a fee and don’t even use it whole time they are enrolled in LAMC. Thank you.

Food services is an important learning experience for students in the culinary program. Having been through the program and received my certificates, I can say being a part of the service taught me a lot. It was also able to afford the program compared to the career billing or culinary Institute of America. That helped a lot faster in me attending LAMC.

The cafeteria business hours are too short. I take a class at 6 and it’s already close. Many people take night classes...
Majority of the staff in campus court have a welcoming attitude. EOPS is a great program, but it is super hard to get an appointment with a counselor. Also, bookstore employees are rude. They attend students with attitude. Food service is expensive for the quality of food they serve. With no flavor.

The library could be open every day for at least 8 hours, including weekends. Cafeteria food takes too long to wait for order, causing students to rush from one class to the other with no time to eat, or rushed time to eat. Cooks can be faster.

Food service needs late hours for late classes.

Food services need to be opened longer available in Math + Science Building

II. Cafeteria is way overpriced for daily student consumption.

The vending machine are outrageous overpriced. I understand the soda but it's still ridiculous, one two dollars for water. I'd rather wait 4 hours to go home, for the price I pay here for a snack I can get food for a day anywhere else.

0 stars out of 5 would not buy again.

The food is always really good, and everyone is really nice in all the offices.

Provide a food plan for students who spend their day at school, especially full time students.

I would like to see more restaurants.

I would like it if the cafeteria was less expensive.

Food services close to early for evening students. Counseling hours are hard to get into and very difficult to get help.
Limited parking areas
- Limited food service area
- "Choices of food"
- Expensive food

To buy some food to eat there are a lot of people waiting to order, to pay and we have only 15 minutes of break. There are not enough people working in kitchen.

Let's get some real food going here!

Could you tell the food service to stop running out of egg salad?

Thank you. Also please finish constructing the New building.

Either finish it or take it out.

Food costs at cafeteria to high for low-income students.

Please, make the cafeteria a more affordable place to get good food, and help us, students, to stay out of junk food.

Also, the campus needs to provide more information about events, and...
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

The library could be open every day for at least 8 hours, including weekends. Cafeteria food takes too long to wait for orders, causing students to rush from one class to the other with no time to eat, or rushed time to eat. Cooks can be faster.

Better cooks! Better more look price! Have library longer hours.

Extend library hours

More library hours, update operating system.

My only comments are that there is one person in the library and one in Financial Aid that are very rude. Other than that nothing.

Library hours and student store should be opened longer in the night! 😊

The librarians are always wonderful and very accessible.

I gave the librarian $20 to get change & he only gave me $5 back. Don’t let him know. He didn’t belive me. At the end I did get my money back but it was very upsetting.

The Financial Aid and Scholarships office need more staff and more hours of operation. The Transfer Center is Excellent. The Library needs to open earlier. The Business office needs friendlier staff.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

Learning Resource Center (LRC) and Tutoring

LCR - Short staffed ASC only Wednesday & Monday 11-2
No one was able to give information. Schedules posted state 11-6 Monday - Thursday. Outdated.

LCR computers need to be updated I have faster connection speed
Inst buildings have empty classrooms, fill them with bungalow classes
Construction pace is slow, when will the media arts building be completed
Review English dept professors as some did not add students spring in because of "paperwork"

We need a computer class assistant in the night class.

Why is there no night computer technician

Night time lab tech

We need help with the computer science night class. One more person is needed to help the students other than the professor.

We need a nighttime IT technician for students who needs help in the computer lab.

We need a night time staff member in the computer lab to help students with their work

A second lab tech for night classes in the lab rooms
Tutoring was not offered on the time I was able to attend. I was having a hard time understanding Accly 2 and did not had the opportunity to use tutors because online offer Learning Center needs to open late hours for those of us that work late or have late classes. -we need to use computers and study for exams and need this Center open to accommodate working Adults.

The LRC needs to be open earlier and close later hours.
The Financial Aid and Scholarships office need more staff and more hours of operation.

The Library needs to open earlier.
The Business office needs friendlier staff.

LRC and Tutoring classrooms should be bigger.
Ex: Science tutoring
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

coming in as a freshman I did not come from a high school near by but I still wish I had the opportunity for a on-campus orientation as a senior
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

Sheriff's Office takes a long while to get to the scene.

Financial aid office has 1 or 2 windows at the most; open at one time. They have a long line of people waiting. (1 or 2 windows! When it's a super line!!)

Personnel at the Sheriff's office are not social or friendly or professional for that matter, they look miserable with their personal lives and they make it seem like all they care about is their paychecks and not for the services they should be providing.

Their needs to be more sheriff's and more panic buttons

Sheriff must control parking situation rather than sitting in office and sitting in car play game at home

Fix the parking more. ;)

The fact that we need a parking permit is ridiculous if we are students we're already paying for the classes, let alone get a ticket for not having a pass. Financial aid takes too long to process, struggling in school, financially, affects your grade in the long run, for being behind.

The Sheriffs are very helpful and friendly

Stem counseling is not available. Parking Traffic is VERY unsafe causes many hazards.
MORE PARKING PLEASE :)

Please sheriff at night in the parking area, more light on the ST parking.

If I got the parking permit the sheriff department needs to make sure the permit is in the car before they give a ticket. In the sheriff department office needs to be more polite, they should be reasonable if you don't have the money to pay a permit

again, they just please give out a ticket without checking stop sign at parking structure exit.

College sheriff does not help any UT students. Here at Mission college. They do not keep track of the reports one makes. They are just looking how to give tickets to students when they do not have a permit. In my opinion they should pay more attention and have a track of reports because they did not investigate what happened with the cases reported to them. They cannot do anything.

Shouldn't have to pay to park.

Financial aid office or admission record lines are long.

Sheriff must control parking situation rather than sitting in office and sitting in case play game at phone

The college sheriff I did not feel comfortable when they did my bike report. It was stolen and the sheriff did not give me any information on it. Did not tell me when and what time it was taken or if they have found the person or ANYTHING!!

School needs a service to walk students to their cars for evening classes.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

Student Health Center may make me feel unwelcome, and I won't use it next time I need help.

I don't know where the Health Center is located. While I'm satisfied with the Health Center, it seems they need more resources, despite not lacking them—this makes sense. With the Counseling Services, I don't understand why they have so many offices but not many counselors, nor do I understand why they have so many dedicated walk-in but make it extremely difficult to schedule an appointment. I once was not available during their walk-in hours and tried to schedule an appointment and even making one for the next morning.

Health Center has horrible wait; I always keep my appointments but every single time I have gone I have had to wait 2 to 2.5 hours lengthened and the first desk lady never seems to care or even friendly to approach.

Earlier, I remember when I started school I made an appointment on 3 different occasions on help selecting my courses and better guidance, instead they just printed paper with what it takes for me to get to OSUM. I felt even more lost they seem not to care much, but thanks to EOP, I finally got my

Why doesn't Health Services
and Gym not together when applying for housing, and food is expensive.

I think Student Resources need to be promoted more, i.e. -
The Health Center + other services available
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

Transfer center & counseling services should be available online as well for students with limited time or difficult work schedules!

Transfer center should know about transferring out-of-state.

I have not used the transfer center yet because I am still getting used to my schedule and applying all my extra time to studying. But I will soon pay the transfer center a visit. Thank you,

Transfer center needs improvement for further guidance to confused or undecided students. Food services are okay, but more food trucks or convenient stands should be placed around campus, especially healthy ones (not hot dogs)!

Transfer center & main campus counseling very unorganized & staff is not knowledgeable!

STEM counseling is above par → all counseling should take note & follow:

Love, love, love the transfer center! Great helpful staff; they had contacts with transferring school; helped me set up an appointment and even sat with me to assist with filling out the transfer application.

Yes more info on transfer center. Need more bike racks. Promote carpooling, bike, etc.

Went to transfer center because I got an email that I could talk to someone from CalWorks, but no one there knows where I should go or who to send me to.
The staff at the Transfer Center is amazing.

Transfer center is awful.
No help at all!
Mean people.

The LRC needs to be open earlier and close later hours.
The Financial Aid and Scholarships office need more staff and more hours of operation.
The Library needs to open earlier.
The Business office needs friendlier staff.

For tutoring and the transfer center we need more hires to help out more students instead of having two people helping out like 15+ students.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

I prefer get an appointment with TRIO instead of counseling service. I didn’t like it last time I was there.

I honestly have no idea what TRIO (Student Support Services Program) is or what they do, much less where they are or if they would be useful to me. I’m very disappointed at how slow Financial Aid disbursements are this semester. It’s almost semester end and I still don’t have any loan. I’m worried I won’t be able to pay for tuition to and from school if it doesn’t arrive soon. The stress and use of inferior materials is affecting my grades.

Programs like TRIO and ASAP should be put more out there. I had no idea these services were available.
D. If you have any comments about any of the services listed above, please write them in the box below (optional).

VA Office should be easier to locate. Business office should be available over the weekend, especially for students who have a busy work schedule.