

## Fall 2014 Faculty/Staff Survey Comments

**Question: Comments regarding campus facilities/operations:**

Respondent	Response
5	I have tried to throw trash and was not able to do it in the one in front of the parking lot, in several occasions.
9	stairs on instructional building are dirty and full of dust. bathrooms on campus center should be cleaned more often throughout the day and replenished with toilet paper and paper towels. Also, hand sanitizer should be supplied, we have empty containers.
10	At night, the bathrooms are a disaster. It would be more hygienic to use portable toilets.
11	Projector/computer in CSB building #102A does not work. Bathrooms in Campus Center 1st floor are taking way too long to complete. Ramps on mountain side of campus Center should be completed before the start of school. Leaves are never swept on campus.
12	The classrooms and offices are not being vacuumed. The temperature can not be adjusted.
15	LRC Bathrooms (not including new downstairs) have been terrible in terms of cleanliness and tagging... we need to install hand dry blowers in every restroom instead of towels - which are usually overflowing in the trash onto the floor
18	The classrooms in the LRC are ridiculously hot and cold, and smell bad because the lack of air.
19	The building where I teach is apparently short 2 custodians at any given time and a lot of the cleaning and maintenance that needs to be done for the entire building is done by one custodian. We need more custodians for all the buildings.
21	Doors are left open-wind blow in trash and leaves. The solar trash cans are full-flies and bees around them. Some floors are heavily stained. Rooms would be extremely hot or extremely cold (matching the weather outside.)
22	The trash in the C-Store located in the CMS building never gets picked up and the trash in the cafe storage area does not get picked up in a weekly basis.
27	Classroom in the instructional building are messy and not cleaned properly
30	Some building are dirty, & floors are stained. Restrooms are dirty & smelly & trashcans are full w floors covered w toilet paper, paper towels, & seat covers. Toilets & floors are stained with urine & feces. I need to carry my own toilet paper or tissue.
35	Recently the bathrooms, classrooms, hallways are filthy.
37	The campus restrooms are always dirty!
38	None
39	HFAC has been maintain very clean!!!!
41	The classroom and furniture in CAI was not designed for the number of students in our classes. Desks and chairs are different sizes and colors.
43	The whiteboards are not thoroughly clean and the bases are almost never cleaned and thus very dirty...
44	there is ALWAYS trash and a distinct odo throughout campus hallways, bathrooms, etc.
46	I'm in the new CMS building, and it is a wonderful facility. The AV works seamlessly, the classroom has a flexible layout for either standard lecture or group work. I'm new to LAMC but I'm very impressed and very happy with this facility.
47	Restrooms are deplorable! Classroom facilities in I building are old and outdated just like the furnishings!
48	Bathrooms are not always clean. Classroom are not only clean.

**Question: Comments regarding campus facilities/operations:**

<b>Respondent</b>	<b>Response</b>
53	The restrooms in the library are often without paper and soap, and in need of cleaning.
58	Some carpeted rooms need vacuuming. Temp too high at night. Pressure gets too high and doors don't close. Computer equipment malfunctions every few weeks so classes moved. Restrooms smell and supplies out sometimes. Have to find a custodian to fix it.
61	INST 1008 has chairs that are in horrible shape--the fabric looks really bad.
62	Restrooms are closed for construction, outdated with broken doors, no supplies, deplorable by evening classes. Hallways are not mopped, stairways are not swept and broken furniture sits in classroom for years.
63	Classroom printer often doesn't work
70	The carpet in the cubicles area has not been washed since at least 2006.
72	Several computers have been jammed for more than a year in CMS labs and facilities is not doing anything. The area surrounding Eldridge street is always full of trash it is not being cleaned, I think, at all.
75	No soap when needed
79	Many restrooms' cleanliness only deteriorates throughout the week (and within the day). Supplies are usually (a majority of the time) available, but floors and stalls in men's rooms (IB, Campus Center in particular) appear unattended much of the week.
80	Last spring in the CSB building the projectors were working fine before spring break. After spring break they did not work and were not fixed by the end of the semester.
82	carpets must be cleaned in the campus center lower level.
86	No towels in the bathrooms. Classroom A/C is not adequate for classes when maximum capacity is reached.
87	Restrooms are in horrible shape. Classrooms have been discovered with black mold and asbestos. Students constantly complain about temperature and restroom areas. Many students may go to other campuses because of the above mentioned problems.
88	I often find myself in restroom stalls that lack toilet paper, hand soap and paper towels. There is also a huge epidemic of overflowing toilets where stuff is stuffed inside and will remain that way all day.
89	I have consistently experienced the absence of paper towels in restrooms at most inopportune times. Using clothes or toilet paper is just not the same as having paper towels available.
91	Female restrooms run out of toilet paper and is not replaced right away. The smart classrooms do not function properly, the audio for example is not working in one of the rooms.
92	In the evenings, bathrooms have no toilet paper, no paper towels, trash on the floor. Classrooms need vacuuming & the desks/tables wiped down. Classrooms are usually very, very, very cold. Some trash cans smell bad.
96	restrooms often are dirty and need paper. Not enough trash cans or staff to do the work.
98	air conditioning is set too low in classrooms and the climate controls do not offer enough range.
102	classrooms are not clean over a period of several days/weeks to a point where instructors start complaining about the classrooms being dirty. Sometimes it takes several emails before action is taken.
111	Although I do not "strongly Disagree", the classroom boards needs more attentions as well as students' restrooms!
114	Some restrooms are not well maintained and short of supplies

**Question: Comments regarding campus facilities/operations:**

<b>Respondent</b>	<b>Response</b>
118	general public restrooms, first I can't beleive people making those restrooms so dirty, then the cleaning people missing the cleaning habits. many times no supplies
120	Toilet tissue is usually out! Seat covers are not refilled. I have asked the secretary to call maintenance and please get toilet tissue refilled to the women's restroom in building 1000 in the faculty area.
124	horrible maintenance of common restrooms overall. sheer neglect.
126	The check-offs should speak for themselves; the entire campus is filthy, and students complain about it all the time.
131	The LRC bathroom is disgusting. In fact, most of the restrooms on campus are horrible. They lack paper towels and toilet paper. The RR attendants merely flush the toilets and throw cleaning liquid in the toilet. There is no scrubbing or disinfecting.
135	Four class session lessons needed to be revamped due to the inability to access the internet to aide in the content presentation.
136	CSB women's bathroom is often very dirty and lacking toilet paper. Classrooms in CSB and bungalows are not vacuumed regularly.
137	Rooms are often very cold; And I'm generally hot
139	Faculty/staff restroom are usually clean but the students' bathrooms in the IA Bldg. often have trash overflowing and trash on the floor.
141	The women's restrooms for general use often have toilets that are full and not flushed with paper on the floor. Toilets sometimes are soiled.
142	The classroom white board should be cleaned regularly. The marker droppings gather on the white-board, ledge, and the floor, and are a health hazard.
145	Restrooms are frequently without supplies and the plumbing is stopped up.
146	In the morning the restrooms are fully with toilet tissue, but in the afternoon the toilet tissue is out, the stalls are not kept and trash is overfilled.
147	audio/visual malfunctioning or not repaired or replaced often enough to be dependable for lessons.
148	Denied restroom access in CSB-some stalls were still in process of being cleaned; health risk for me b/c no other restrooms AT ALL in CSB. No faculty restroom 1st & B levels LRC BLDG. 1st floor restroom often foul smelling.
149	never any hand soap.
150	There seems to be a good amount of trash around campus.
152	I have been to restrooms all over the campus and many times no toilet paper or hand towels. and graffiti.
156	95% of the time, the restroom in my building does not have toilet paper and toilet seat paper cover.

**Question: Comments regarding campus facilities/operations:**

<b>Respondent</b>	<b>Response</b>
6	There are no visible signs in areas where smoking is not permitted. As a result, some students smoke outside the buildings or in the parking lot areas
9	An email with information on status of construction once every 3-6 months would be nice.
11	We are never given updates. That's the way it seems anyway. People start on project with out any notification to campus in general. Valley does a much better job.
12	The facilities department does not respond to the requests.

**Question: Comments regarding campus facilities/operations:**

<b>Respondent</b>	<b>Response</b>
17	The way I find out about construction activities is when I come on campus and find my path blocked. I never receive any notifications. Also, projects which should take days to complete take months.
18	No one knows what is going on with ADA upgrades and construction projects.
21	Staff smoke behind buildings and leave trash behind (butts, coffee cups, etc.)
22	There is not enough light throughout the campus at night time and in the parking lot, therefore it doesnt feel 100% safe to walk alone.
31	Offices have complained of construction crew (non-LAMC personnel) have access to keys, and using computers in offices when no one is around.
35	The campus is completely lit at night when no one is even on campus. It is a waster of energy.
37	Often visits to the restrooms are needed from Facilities or custodians.
41	Bird poop in front of building and cigarette butts.
53	I am disapointed with the level of cleanness on campus.
57	The mainenece of the building is not concistent. The college has plenty of custodial workers;however, they are not hold accautable for tasks assigned. Including supervisors.
58	To hot for eve classes. Pressure in CMS high causing headaches. Roof fixed at Repro made it hard to access at beginning of semester, should have fixed prior to start. Some places torn up for months. 110 floors OSHA hazard unfixed for almost a year!
62	Work orders by facilities are simply not completed, ever.
66	None of the Faculty in my discipline was informed about major modifications to our classroom and lab until after said modifications were underway. This has adversely affected the instructional effectiveness of our program.
70	There are men sleeping on the sofa's whenever we tried to use the staff lounge in the Campus Center. The sofas are dirty and smelly as well as the room itself. The staff lounge needs a lot of upgrades and maintainance.
72	As I mentioned Eldridge street is ALWAYS full of trash from both sides, including the camus side.
79	Communications from Facilities and Admin Services regarding construction and related activities is minimal or non-existent.
82	Campus Center Staff Lounge needs an upgrade
84	I pick up trash every morning on my way in from the parking structure to my office in INST. I also pickup trash on my normal rounds around campus. Trash is a constant issue and is a poor reflection on us to students and visitors.
86	Faculty parking lots are filled by cars NOT displaying faculty permits that result in inadequate parking for faculty.
87	Numerous work orders go untouched with numerous emails stating such. Facilities is slow to respond ongoing.
88	I only know construction is happening by seeing with my eyes.
89	Facilities have balked at fulfilling work order requests. I have been particularly displeased with the lack of information on the construction plans and progress (or lack thereof).
91	Some areas of the campus are dark. there are lights, but they are not on at night. Set-ups are not always ready on time. Facilities Staff needs to be reminded constantly. This defeats the purpose of the EMS system.
96	as staff we are not informed about special events so we cannot assist those asking. Construction is haphazard and some projects are taking way too long such as the student restrooms, crews are seen taking too many breaks and eating in classrooms

**Question: Comments regarding campus facilities/operations:**

<b>Respondent</b>	<b>Response</b>
113	There are no updates on construction and timelines for completion specifically the campus center construction.
133	None
139	Though I am aware of construction activities because of the committee meetings I attend, most of the campus personnel are not aware of what is happening. A periodic email summarizes impending construction activities would help.
143	Sporadic emails, only when pressured to notify staff, total lack of respect for classified personal when disrupting due to construction. Facilities only shows up after repeated calls, or if reported to a supervisor.
145	Whole row of lights by lockers in Admin Srvcs building are not lit when it's dark. Are these on another timer?
146	The culinary arts eating area has trash on tables and the tables are not cleaned often.
148	Little prior Facilities warning of water/restroom closures due to construction or maintenance.
150	I included on the 1st page, but there seems to be a lot of litter on campus lately. I try to pick pieces up as I walk along, but it needs to be better maintained by facilities.
154	I believe we need more lighting outside by the exist of the parking lot and if we can please work with the city to insert reflectors along the cross walk at the intersection of Hubbard and Pasha.

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

<b>Respondent</b>	<b>Response</b>
9	Plant facilities staff does an excellent job in setting up request for special events. It is a pleasure to work with them.
11	Facilities/Operations is great to work with.
12	There is no follow up on the online work request.
14	It is unfortunate that new, beautiful buildings are not kept clean and restrooms are often found completely out of supplies when we are not even a big campus and we don't have the big crowds of students other colleges might have.
16	Confidential shredding bin was left full for over 3 months in the Faculty offices area.
18	A newsletter would be helpful. More staff are needed. There is no follow up on requests. The tames system does not work, there is rarely a response, maybe months later if one at all through the tames.
19	We need more custodians hired in the college. Maybe have a program called "Learn & Earn" program as other colleges do and hire student workers to help the custodians.
20	Numerous requests have been made for repairs/improvements with no result and sometimes with no response.
22	It would be helpful to have more light in the parking lot and throughout the campus.
31	When an area is not serviced (cleaning/restocking bathroom trash), who is the custodian responsible for that assignment, if 2 custodians service the morning, AND specific areas are divided between them. Biggest complaint... "that's my assignment" when "let me get so-and-so to check that" is much better.
33	Some buildings are super clean eg: PE, some are not eg: main.
37	The offices are always dusty because the custodians only pick out the trash. They should clean the dust at lease once a month.

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

Respondent	Response
58	Good workers hide on their shifts. Facilities doesn't care about OSHA rules. Outside CMS, a jungle of weeds, needs to be assigned care. Collegiality Pledge doesn't apply to facilities management which still opposes Bio Garden causing difficulties.
61	I feel they are overworked. Sometimes construction projects (like the Campus center ramp) look like they take way too long to fix.
62	Need more staff, need supervision for the staff that do exist, need accountability.
63	Very good people to work with. They need more custodians.
71	I hope the restrooms will be improved after the construction.
79	In a similar vain to the lack of communications from Facilities and Admin Services, the feedback loop and communication regarding submitted work requests is highly inadequate. There is no apparent followthrough on most requests (of 4 requests submitted in mid-2014, one was completed and 2 were taken care of through alternative means).
84	Our office is almost never informed ahead of time when there will be construction nearby causing noise and disruption. Also, construction projects which, in the private sector would be completed in a few weeks at most, take months on campus.
87	Need improvement. Communications is not not effective. Work orders are ignored. There are always excuses why something is not attended to.
88	There doesn't seem to be enough employees in this department and I have witnessed, on several occasions, employees from this department walking out of restrooms that I walk into that are in complete disarray.
120	The graffiti painted across the building 1000 this past week made me feel violated. I have an uncomfortable feeling entering the campus now.
133	None
139	Campus facilities/operations workers in general try very hard to keep our campus clean and to respond to our needs. I think just a few people are a problem and perhaps need to be supervised more carefully. Also, I realize that the staff is often overstretched because of absences and limited manpower to take care of a campus which now is spreadout over two locations.
143	Those in charge of facilities do not display any concern for what the campus looks like now. Mission College used to be a beautiful campus. Difficult to feel proud of what now looks like a hot mess of construction, trash and general unclean areas. I'n not just talking about the building that remains unfinished, all construction seems to take longer than usual and too many areas started and left wrapped in plastic.

**Question: Comments regarding campus services:**

Respondent	Response
5	No switchboard for the phone, other office given information of some other office that they do not work in.
6	There are times when there is no operator answering the phone
12	The college website is not being kept current.
19	The books and materials in the bookstore are too expensive and is affecting our program. This affects student success.
25	My textbook arrived at the bookstore several weeks after the class had started.
37	Overall, all the above-mentioned offices operates very well!
46	I'm too new to have experience with many of these services.

**Question: Comments regarding campus services:**

<b>Respondent</b>	<b>Response</b>
54	Parts of the website often go unattended/updated. Example: area on construction project progress, pictures of same, etc.
62	Some people in business office are nice to the staff and faculty, but deplorable to students. Sheriff department communicates absolutely nothing. Since Santos left, couldn't tell you one officer's name that is in charge or to be able to email and get response from.
80	My books are rarely in on time for the start of the semester. Last fall, I received an email one day before the semester start to notify me by book was out of print. This is NOT acceptable. The order had been put in on time.
81	As a physics instructor, many times when I have ordered lab equipment to be used with our current equipment, the purchasing office will order from a different company, resulting in the purchase of equipment that is both inferior and incompatible with the equipment we already have, making it basically unusable. So we end up with a shortage of usable equipment, resulting in larger student lab groups during the lab activity.
91	Campus switchboard needs attention. The automated system goes in circles and switchboard forwards call to the wrong departments.
92	Website often has spelling errors and sometimes incorrect info. 1st semester classes were held in CAI, no map of CAI was on website. Couldn't find dates of spring 15 semester when CSUN had academic calendars on their website through 2016.
93	The campus website is not updated often enough in terms of academic calendar, the start end of upcoming semesters.
96	many of the campus committees have not updated their websites in YEARS
97	Calling into the switchboard is terrible. They never answer the phone.
98	there are many people unemployed, therefore the school should hire a REAL HUMAN BEING to answer the phone at times when the school is open.
99	I never call the main campus number, because I can never get an operator if I need one. If I can't find a number in the directory, I'll call a co-worker who might know the number.
123	Web site needs to be cleaned up. Discontinued programs are still listed there which confuses students
131	The Outlook email has very little storage space. I have to delete emails every single day or else it's too full. Also, there should be a way to send mass emails to students through the email, not the LAACD website.
136	I have had trouble with outlook Email - receiving emails sometimes 20 minutes after they were sent. The space is too small - I'm always getting warned that I'm running out of space and then I can't receive emails. Please increase the space.
139	Book orders have too often been late being received causing students to drop classes because they can't get a textbook in time.
141	Prior to finals (a month before?) it is helpful to have the exam schedule posted in a very prominent place on the Mission website. Sometimes "cadets"? seem to move about the campus in small groups chatting and it just is not clear to me what their purpose might be in doing this.
145	The website is not updated on a regular basis. District does not process contracts in a timely fashion.
146	The business office hours are not extended to evening hours for evening students.
154	Faulty who are serving as co chairs of committees should be able to have more memory space on their email

**Question: Comments/suggestions regarding your information and training needs (e.g., suggestions for trainings you would like LAMC to provide):**

Respondent	Response
5	Presentations of each areas in the school.
9	SIS portal for students.
11	The budgeting process in particular seems to be done by the seat of the pants. The process is opaque at best.
12	More professional development by experts.
14	More faculty training on effective teaching techniques would be helpful; specially if adjunct faculty are encouraged to participate.
19	More training on collegiality and transparent communication from administration to department chairs to faculty/staff.
30	Classified staff do not receive information or are invited to training. Classified staff should at least be notified about what's going on at LAMC even though we have no voice.
35	Anyone can easily discover information just by looking at the LAMC web page.
36	Pedagogy training; best practices for teaching; use of technology in teaching
37	More training to improve the overall college.
46	"trainings" is this a word now?
55	Orientation to the college and the shared government process
62	Need training to inform full time faculty of responsibilities to participate in more than one committee. Need support from administration to make more share the work load. Off campus high school class planning has been disconnected from the actual needs of those students and faculty member who serve them.
65	More effective communication system. More transparent decision making in faculty and administration
80	The unsatisfactories are regarding my specific department of English.
85	I would like to know how my course statistics (average grade distributions and statistical "mean") compare/contrast with other sections for the same term and/or historical performance for the same course. In my undergraduate teacher preparation, Tests and Measurements was a required course; similarly, in my previous teaching experience (before coming to LA Mission College) all teachers had access to all course data.
88	I do not hear enough about the planning or anything in regards to the campus in moving forward.
98	Speech 113 (esl speech) should be taught under communications dept as well as debate/argumentation, oral interpretation of literature, story telling, and vocabulary.
123	I have not seen much progress towards the goal of linking resource allocation to program review. Requests are made on the program review form but the overall process of resource allocation appears pretty top down- the Presidents and VPs are not studying program review reports to inform budgetary decisions
133	None
136	A workshop to explain how things get paid for. What is the difference between general funds, categorical funds, grants, FTES (?), etc?? And what funding we get from the state versus tuition and fees.
139	How to use Outlook more efficiently and effectively.
141	Continued workshops re: Etudes Peer mediation workshops

**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:**

Respondent	Response
11	People make suggestions and then nothing happens.
12	The data analysis should have a follow up process.

**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:**

Respondent	Response
18	Finish the Media Arts Building, give us Instructional Assistants for our lab classes in Multimedia, Art and Music as per the contract.
19	We need more staff for Institutional Research, when we asked for assistance, we were turned down and told that they are busy with Accreditation.
30	Data is not provided to the classified staff. Classified staff should at least be notified about what's going on at LAMC even though we have no voice.
35	There is no need to waste money and print out hand outs for updates on capus. Everyone can find what is needed on the LAMC web page.
36	Success data broken down by sub-groups; comparisons to state-/county-/district-wide numbers
37	We need better customer services at the Admissions & Records and Student Services!
55	We need more sections and few students, especially in class where one-on-one time is needed.
62	Ability to access success rates and retention data by instructor and section for department chairs. Fix SLO reports as they often come out inaccurate and disconnected from what is posted.
85	I would like to know how my course statistics (average grade distributions and statistical "mean") compare/contrast with other sections for the same term and/or historical performance for the same course. In my undergraduate teacher preparation, Tests and Measurements was a required course; similarly, in my previous teaching experience (before coming to LA Mission College) all teachers had access to all course data.
86	Students special needs and providing this information prior to the start of class. Provision for 24/7 student access of computers.
123	Data on how well our students do in transfer institutions or in professions would be helpful
124	Actually realize that almost ALL of Mission students are in serious need of remediation, and provide the courses necessary to do so.
133	None
136	Use data on the demand for classes (waiting lists from teachers, assessment results) to determine how many sections should be offered for classes such as basic skills math, english, dev com and ESL so students can get the classes they need.
139	Responses from deans regarding program review resource allocation requests.

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

Respondent	Response
10	The school has always been run by a clique. PE, Art, and Childhood Development get what they want, primarily buildings (some that are never finished).
11	We need more transparency. Actions are taken and no reasons are given. Construction updates would be nice for a start. It doesn't seem like anyone is minding the store.
12	Their website is excellent.
19	We need more staff for Institutional Research, when we asked for assistance, we were turned down and told that they are busy with Accreditation.
30	Classified staff is not aware of the planning. Classified staff should at least be notified about what's going on at LAMC even though we have no voice.
37	Allocate more mone to the clean the college.

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

<b>Respondent</b>	<b>Response</b>
62	Construction needs to be communicated before new doors, closed restrooms in building, communicate an update once a month, ability to resolve challenges and issues with representative, etc...
70	The program has requested to be relocated into an enclosed office space as required per program guidelines and the Civil Rights unit from the county in their program review in 2009. The request was approved and forwarded to Facilities Planning shared governance committee and was approved the same year. There is no tentative date for relocation, although recently submitted requests by other departments have been satisfied.
79	Over 6 years, with hours of work completed in creating lists (and ranking) of "above base" requests, no real progress has been made in receiving truly needed allocations. And, the budgeting of such money, although supposedly well-laid out by the BPC, still appears arbitrary compared to departmental needs.
96	Classified staff are often left out of decision making especially concerning budget and needs for their department or construction of a new building.
123	Resource allocation needs to be based on program review
124	Notice that the graduation success and transfer rates haven't budged for years, due to the neglect of student success needs, namely remediation of reading skills.
133	None
141	Expanded training and hiring of tutors.
143	Financial allocations go to the chosen few while others are studiously ignored, year after year. Very frustrating to be the campus orphans....
161	Institutional planning SHOULD result in on-going, self-reflective continuous improvement, but does not seem to, here at Mission.

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

<b>Respondent</b>	<b>Response</b>
12	The administrators do not attend the committee meetings. There is a lack of overall vision and what the goals are or at least they are not communicated. The big picture is missing.
15	Dr. Perez could meet with individual Departments more.
19	President, VPs and Deans should provide ample communication to faculty/staff without the fear of retaliation from Administration.
30	Classified staff have no voice, when we speak up or voice our opinions/suggestions we are ignored.
35	I did not appreciate the manner in which the President handled the dissenting student at the microphone during the campus visit by the Accreditation Team from the ACCJC. The microphone was simply turned off. He also allowed the Occupy Group to remain on campus and LAMC had to pay for all of the extra security and the clean up afterward. This does not display good leadership traits. Why are those people allowed to behave so badly on his watch? He allows them so many privileges and it is just wrong. He made us all look bad. He
36	The President seems good at community relations and funding; his leadership in educational areas is less obvious.
37	We need more leadership in this College.
40	We have too many administrators. We need fewer.
62	Need more deans in Academic affairs to support the disciplines. Not sure what Student services are doing at all. I think one Dean works in EOP office, not very involved in handling the other services.

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

Respondent	Response
80	The President does not lead. He does not take action regarding specific departments that are not providing the education for our students that is intended. He lets unqualified chairs ruin departments instead of taking action
84	The deans in AA are stretched too thin for the duties required. we could use more staffing in that area.
88	I think that the staff is wanted only for show, not for opinion or policy making.
96	include more classified staff, listen to their ideas and needs
98	President Perez has offered the best leadership I have experienced at mission college in 20 plus years of service.
123	Administrators have too much power over resource allocation
124	Neglect of remedial instruction, lack of Summer Bridge, lack of First Year programs all point to a neglect of student success needs.
128	College president, VP of AA and Admin Services provide excellent leadership.
133	None
139	The opportunities for students and staff to participate in these areas are there, but it is difficult often for them to get the time to participate.
141	Adjunct faculty need to be included much more and compensated with stipends for their contributions to governing bodies, assessments, and planning.
143	Definite imbalance with faculty and certain administrators wielding too much power in one direction. The college president just goes along with the power people, never considering the unfairness of this.
145	LAMC needs to reach out to the business community in the area.
149	The Administrative structure is unaccountable. You can never find them if you need them. Some don't seem to produce any work.

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

Respondent	Response
19	The campus climate is fake and administration say that they support you but that is not how we feel. VP of Academic Affairs retaliates and so we do not trust in communicating with the VP or Deans anymore. We were ambushed by the President and Administrators and were not given ample time to provide our side of the issues discussed. We were not treated fairly at all.
30	Classified staff are supporting each other more and being more collegial and trying to improve the climate. We try to reach out to admins and faculty but it's hard when we are shut down and ignored and still looked down on.
31	Just like in middle school, high school, and college, certain people group together and that is a sense of division, whether you are classified and especially an administrator.
35	Things have gotten SO MUCH BETTER.
36	The problems in "collegiality"--which may not accurately describe the issue--seem caused by only a few faculty/staff members whose agendas/ideas don't comport with the rest of the campus community. I would like to see administration (from the President on down) take a firmer leadership role in discouraging divisive actions. (In fairness, it's possible it has done so in ways that are not widely known.) In any event, the concern and stress caused among many faculty members over this issue seems less this year than in the past few years.
46	My department is a very comfortable place, I feel more included and empowered after less than a full semester than I do at a campus I have worked at for two years.

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

<b>Respondent</b>	<b>Response</b>
58	Being accused of having dirty dishes, cardboard boxes, spilled fish food flakes, and growing fish and plants in the biology prep room for use in classes, as major crimes when the floor in CMS110 is a major OSHA hazard for 400 students and staff. There were clear OSHA violations in other rooms. I was also denied my rights to have a union representative by administrators that know better. No sign of collegiality.
62	The quad has been quiet this year. No tents, no newspaper articles attacking people, I'd say some leaders are effective in allowing some members of the community to run the college into darkness. Let's hope it lasts.
65	Domination of campus committees by the few
71	As an adjunct, I am not on campus often, so it is hard to answer many of these questions.
80	The bullies still exist and still control many areas of the campus. There has been a slight improvement. This is an area that the president needs to address with vigor instead of allowing it to continue.
86	I am very pleased to see the President addressing non professional actions from the faculty.
88	This campus seems to be more about drama amongst each other and gossip. So much gossip.
96	elitism is still exists
105	It is much better.
123	It has been a lot worse but we need to keep working at it. A more democratic decision making process would help
128	The campus climate has taken a complete positive turn around in terms of collegiality.
131	I have had an incident with another colleague who spoke aggressively with me in front of my students. Certainly not collegiate
136	more parties! - once a month some social event just to socialize with others
139	I would like to see more social events on campus.
141	LAMC would benefit, I believe, from more informal social times without being attached to a meeting or workshop.
143	The climate is moving in a direction that will prove disastrous with the breaking down of loyalty and commitment. There seems to be a an old boys club forming and newly appointed personnel are quick to attach themselves by any means. One newly hired individual can only be described as a snitch, always looking to find something negative about others in an effort to feel important. We have to look for leadership that goes beyond swagger and firm handshakes, look for the different style of leadership that could bring about change for the better. As of now, leadership on campus seems dismal, except for one individual who is constantly used as a scapegoat in an effort to hide what the others certainly lack.
149	LAMC was a wonderful place to be pre 2006-2007
161	I used to feel a COMPLETE sense of belonging to the LAMC community as well as a sense of camaraderie with other LAMC employees. It was the reign of presidents Valles, Moreno...etc., who ultimately crushed these feelings in my opinion. The climate here began crumbling since President Norlunds' departure.

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

<b>Respondent</b>	<b>Response</b>
14	It is very sad to find out that ever semester the college has no funding for tutoring services when the existing programs, run with federal grants, have proven to be very effective and extremely needed.

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

<b>Respondent</b>	<b>Response</b>
19	Admissions/Records has faculty doing their job by emailing adds to Admissions via email. From students, Admissions/Records are rude to students and treat students as if they are a nuisance. The Bookstore overcharges on books and materials so that the college makes a profit. We are not a corporation and profit should be the last thing we try to make. This affects student success.
28	Many student support services have been supported by soft money for many years and the college has not made efforts to allocate general funds for critical services like tutoring.
29	There are students in need of social services that continue to face closed doors. They are told that nothing can be done to help them. Sometimes they can't even get past an uncaring receptionist. Sometimes caring professionals still can't help due to lack of experience with community social service agencies.
31	Admissions - answer your phones. Staff needs to have a restructured approach to be more accessible to students and staff. Otherwise, I would have changed Admissions to "Not At All Effective".
36	Can't speak from my experience, but I've heard from multiple veterans that this campus makes things more difficult for them than other campuses do. Tutoring in basic skills subjects only is understandable given funding levels, but it would be nice to have subject-specific tutoring.
38	More computers in the classroom.
50	The students need tutors - our discipline used to have 20 hours tutoring per week. We have not had tutors in several years.
58	Many DSP&S students have reported problems with the secretary. Can not be reasoned with.
62	Admissions needs more productive staff members. Counseling department needs a face lift and some reorganization to make walk-ins more efficient with a numbering system, rather than a clip board. Bring that office to the 21st century to help make appointments online, etc.
84	we need more tutoring and counseling services at LAMC
98	In recent semesters students coming from local high schools often are wholly unprepared to handle the written portion of a communication class.
101	Admissions has a record of making things difficult for the student as well as the adjunct who attempts to complete each semester's roster. This semester, for example, a student wished to add a class. An electronic add was begun before the deadline. Because the email for the student was not on file, it took almost 4 weeks to add the student. The student was required to do a hardcopy add slip. Nowhere on that add slip did it even ask for the student's email.
110	I believe that the DSPS office needs more staff and tutors in order to adequately meet the needs of our students. I also believe that we need more counselors to adequately meet the needs of our students.
120	Students need more time with the counseling department. More counselors needed. Counseling service needs to be more available.
123	We need more tutors. We need to make sure that students who qualify for financial aid know how to apply for it...
124	Lack of support for tutoring on this campus is extreme...
128	We need to have classrooms with computers for writing classes. Tutoring needs to become funded in program 100.
131	the DSPS removed its tutoring services a couple years ago and now LAMC has no way to help those with disabilities. The LRC's tutors are not qualified to work with DSPS students. There should be funding to hire and train tutors to work at DSPS center.

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

<b>Respondent</b>	<b>Response</b>
136	There needs to be a lot more counselors so more students can be served. Students need Ed Plans to keep them from wasting time in classes that will not help them achieve their goals. Assessment test reports do not give students useful information about their skills.
139	Students need more tutoring and more funds need to be allocated for this purpose. Marie Zaiens was an excellent director of the LRC. I really miss her talents in this position. More student support services are needed in general.
141	Veterans have told me that the Veteran's Office is good. It's just that they are used to someone "having their back," and they have not found that in their general experience on campus. The Student Health Ctr. needs to be more visible-ex. former bookstore space. Students need more counselors/advisors to help them plan their studies.
143	Lack of funding keeps this discipline down and unable to move forward. Lack of support and a non-effectual president makes these programs easy targets for criticism.
145	ASO clubs need to have more of a presence on campus.
146	I received 3 phone calls during the fall semester asking if anyone at Admissions and Records answers his/her phone. I asked the student to hold, as I called all the telephone extensions listed in the LAMC directory. I was not successful.
148	Students who use tutoring have higher retention/success rates in my classes. So many of my students need tutoring but too few tutors/hours are available. Lack of funding makes LRC only somewhat effective -- no funding for tutoring and no Friday and Saturday hours.
150	The Computer Lab/LRC needs to have longer/later hours for the students to use the services.
161	The Learning Resource Center used to be a fantastic resource, but it has fallen apart since Director Newman left and the DevCom and ESL Depts'. departures over the last few years.

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

<b>Respondent</b>	<b>Response</b>
12	Due to lack of financial support, the library does not support up to date resources. The hours during final week should be expanded to support student learning.
14	Tutoring services provided by the LRC may be very effective at facilitating students' academic success but unfortunately, are extremely limited.
18	I have receive complaints against tutoring.
35	The Library has a great staff.
58	Not much money for new books!
62	Need online tutoring resources for online students.
80	THis is mostly my departments lack of interest.
86	I would like to see more tutoring resources available for evening students.
93	The library needs to budgeted for better database resources.
123	Not enough tutors!
128	Again, tutoring needs to be permanent and available to all.
130	Library should have longer hours, especially on Saturdays....
138	It is extremely difficult for my students to find the resources they need for their research papers in the databases. LAMC should expand their database resources, especially when it comes to literature resources.

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

Respondent	Response
139	Students tell me that only two student tutors are available at the LRC. Many more need to be hired to meet the needs of our students. The library would benefit from more money to update its resources.
141	It seems more training for tutors and more tutors are needed.
146	Weekend hours should be available for students.
148	Not enough administrative support for Library/LRC. Not enough funding for tutors or Library and not enough hours for those services. My students who use the LRC tutoring have much higher success rates, but many students complain about lack of tutoring/Library hours, especially on weekends.

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

Respondent	Response
17	In my area are two copiers; one has been broken for a couple years, the other is aging. Approximately 2/3 of the faculty on campus need to depend on an aging copier/printer. When that copier goes out, it can be a disaster. It's been this way for at least two years that I know about. For the past year, replacing at least one of these copiers has been discussed but so far not acted upon.
18	My computer is broken. There is not enough money for classroom equipment.
25	The computer in my classroom is not equipped to handle streaming of simple instructional YouTube clips. I need to bring in my own iPad to do this.
28	The tables in the campus center haven't been replaced in years.
30	I have never received a new computer, my computers have always been Student Lab hand-me-downs. For about two months, my computer (74.4 GB of memory) ranges from 371 to 30-something MB of free space on a daily basis.
31	Major facility concern in CMS building, students and staff complained that it is too cold in autumn, and that the heaters are blaring in the summertime (at CMS). Someone should check this, and regulate the temperature to adequately facilitate the building PROPERLY.
52	The college is short staffed on custodians.
58	Jerry Garcia's work often times needs to be redone by someone else. Would rather not have him come to do work in my office. Bothers students.
62	Classroom computers are outdated, slow, and often can't show a web based video. We don't have computer labs that can be checked out for a class to do an assignment.
69	Printing in the library is often down. The Equitrac system is not very reliable, and it would be helpful to the students to have more payment options, such as being able to use coins or debit/credit cards to add value to their Equitrac cards.
79	Without bond funding, it would seem that replacing non-technology items is not planned for or budgeted for by the college. Unless a department steps forward with categorical/SFP/grant funding for items (including IT items), replacing items when needed is extremely hard to do.
81	When the old venetian blinds in all the classrooms were replaced by new, pull-down blinds, the latter were translucent, allowing too much light in for effective projector use. Although this problem is currently being resolved, it was ignored by the Administration and by the College Council for years, despite the frequent pleading of instructors and the Work Environment Committee.
86	I would like to see HDMI input to the classroom projectors. I would like to see classrooms with dual projectors have inputs with for laptops and the classroom computers. 24/7 computer access is needed in the Sciences building. (Access for normal working hours would be greatly appreciated also.) I would like to see all classrooms with desks and chairs which equal the maximum classroom size.
93	Many computers on campus need to be upgraded.

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

Respondent	Response
136	We still need blackout window shades in the CSB building to be able to use the projectors better.
139	Students need more technological support.
141	Darkening shades needed for classrooms rather than cardboard when showing power points, films etc. in CSB. Some classrooms lack the board space to allow enough students to participate in board work. Emergency notification systems in the classrooms could be vital if there were a true emergency.
143	Old outdated computers, non-existence maintenance plans, old copiers that sit in the corners of offices unfixable and useless....parts are taken from even older equipment to try and make an old machine work just awhile longer.

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

Respondent	Response
12	We need more full time personnel.
18	We need more staff, administrators and faculty to improve.
28	HR is one of the most professional offices in our campus. They are always pleasant and professional weather you are starting or leaving the job. My wish is that all our offices on campus will one day become as welcoming as HR.
36	The hiring process is (no fault of this school; these are legal/district rules) a crap-shoot, with one good/bad interview meaning everything, and the result is an element of randomness in identifying good candidates.
37	When hiring staff, I seen favoritism.
52	I'm not aware that "Human Resources develops policies and procedures" I thought that polices and procedures for personnel comes from the District's Personnel Commission so therefore we cannot change the evaluation process without the Commission and Union changing the process such as with hiring practices and policies and procedures.
58	At certain levels there is no collegiality and no one goes against the bullies. LAMC is a classed society with those who get away with things and those who are preyed on.
62	I'm not sure what they do. New faculty are usually the ones that are the most disoriented about their benefits and starting wages, etc..
75	far too many administrators who are not accountable
79	After having to be dealt two losses (no better way to explain it) from our district Personnel Commission, it would be impossible to say that experts in their own field of work are given any consideration for the real needs of their departments, whether in hiring or developing new positions.
86	I personally do not believe diversity goals. As with our students, we should strive to provide the best education regardless of race or gender. Actively hiring individuals that are less qualified to educate our students is sad that we are not providing the best education to our students.
96	Too many administrators and not enough faculty or staff
120	We need a qualified secretary in the area where I work.
123	Too many administrators. We have a statement of values but I don't see any effort to promote it beyond listing it in the catalogue
137	The hiring process does not seem to effectively identify the best suited candidates for a position.

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

<b>Respondent</b>	<b>Response</b>
141	I believe that having more qualified full-time faculty, and staff, along with smaller classes would improve the learning experience for our students. Continued efforts to include part-time faculty in governance and value their contributions are very important goals that can enhance student success. I am proud to have colleagues who are so dedicated, and who are committed to excellence in order to provide the best we can for our students.
145	The classified staff needs to have more professional development opportunities offered on campus.
156	I have not received an evaluation since 2009.

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

<b>Respondent</b>	<b>Response</b>
18	Everyone is trying the best they can Accreditation is taking away from our true focus on students. E-mails and questions go unanswered. Everyone is stretched and strained. More faculty need to participate on multiple committees, so the workers can stop being overworked.
28	People involved in the problem become very frustrated because of the red tape they need to go through in order for their case to be heard and acknowledged. This makes the people loose faith in the college.
31	Switchboard operator hours should not start around 10am. How many calls have been lost during the semester(s) because no one picks up the phone to transfer them to the right individual. I UNDERSTAND that staff has online access to extensions for other staff/offices/department, but that's not the case for the rest of the public/community calling the partial accessible operator.
36	Academic Affairs has only recently attained numbers sufficient for adequate leadership; things look good now but hadn't for several years.
37	College leader should be on top of the College issues.
52	Evaluations for classified are despensed by the constraints of the District's evaluation processes and it seems limited, out dated and not encourageing.
63	We need more full time faculty
75	far too many administrators who are not accountable
83	Adjuncts are treated as second class by some full-timers, specifically, unfair Evaluations that turn out to be "He/she doesn't teach the way I do so they need improvement". Also, there were outright and provable false statements made by the full-timer.
86	It is a rare pleasure to be a member of Los Angeles Mission collage since 1983. I have also been an adjunct faculty member for the past 30 years. The growth of our college has been an exciting adventure and I have seen our successes and our failures. I am pleased to say that we are currently in a succeeding mode. My only wish would be that I would like to receive a service certificate for my years at Mission.
93	If people are unavailable to answer their phone, their phone should be forwarded to someone who can answer. I find a lot of unanswered phones when I'm calling for information to help a student.
98	There should be more FLEX opportunities on campus for thursdays and fridays.

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

<b>Respondent</b>	<b>Response</b>
112	I have been at LAMC for over a year and have not had a performance evaluation by my Supervisor. Although a performance evaluation is not mandated by 1521A contract; I believe that feedback, whether critical or supportive is important to my development, my unit, and this campus. At times I do not know where my Supervisor's work expectation stands for me. Most likely there is room for improvement or if my unit as a whole can service students better, then we should be made aware of it through continuous non-bias evaluations.
113	Reports of academic dishonesty cases are often ignored.
123	The ethical mess with the Foundation was very disturbing and I haven't heard any comments on it from the administration
141	It is wonderful to have a more collegial environment on campus as a result of much effort on the part many, including the pro-active leadership of the union chapter president. The college's support of Peer Mediation training for faculty, administration, and classified staff was very important and should reap benefits for the college community. Faculty need to be asked to provide input for the creation of learning spaces.
149	need more diversity on campus. I hear from certain students that they don't feel wanted here at LAMC and I feel the same way at times.
161	The college needs to stop ignoring harassment and sweeping it under the rug.