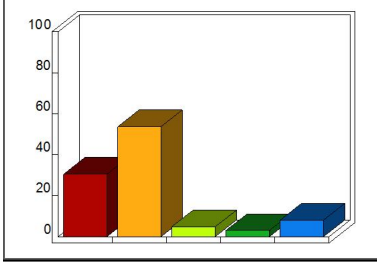


Admissions & Records - Fall 2011 Student Survey

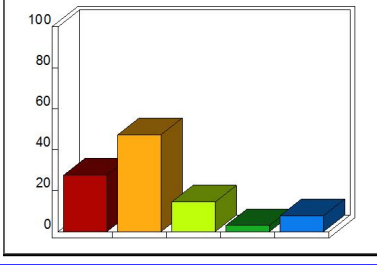
1. Admissions and Records Office staff are knowledgeable.

Mean: 3.0

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	185	30.5	
Agree	3.0	326	53.7	
Disagree	2.0	29	4.8	
Strongly Disagree	1.0	18	3.0	
Not Applicable / no experience with this	0.0	49	8.1	
Total Valid		607	100.0	

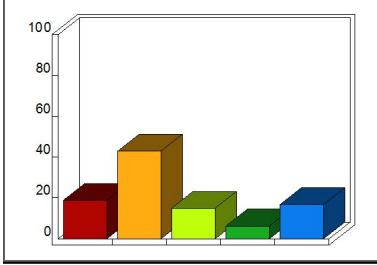
4. The Admissions and Records Office is open/available when I need it.

Mean: 2.8

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	167	27.5	
Agree	3.0	287	47.3	
Disagree	2.0	88	14.5	
Strongly Disagree	1.0	18	3.0	
Not Applicable / no experience with this	0.0	47	7.7	
Total Valid		607	100.0	

5. The Admissions and Records Office staff were concerned about my problem.

Mean: 2.4

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	115	18.9	
Agree	3.0	261	43.0	
Disagree	2.0	91	15.0	
Strongly Disagree	1.0	38	6.3	
Not Applicable / no experience with this	0.0	102	16.8	
Total Valid		607	100.0	

6. I felt welcomed and comfortable in my interactions with the Admissions and Records Office staff.

Mean: 2.7

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	149	24.5	
Agree	3.0	294	48.4	
Disagree	2.0	77	12.7	
Strongly Disagree	1.0	34	5.6	
Not Applicable / no experience with this	0.0	53	8.7	
Total Valid		607	100.0	

7. Admissions and Records Office staff were well prepared to deal with my problem/situation.

Mean: 2.7

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	152	25.0	
Agree	3.0	290	47.8	
Disagree	2.0	57	9.4	
Strongly Disagree	1.0	24	4.0	
Not Applicable / no experience with this	0.0	84	13.8	
Total Valid		607	100.0	

8. Admissions and Records Office staff clearly informed me of college policies concerning my problem/situation.

Mean: 2.5

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	136	22.4	
Agree	3.0	253	41.7	
Disagree	2.0	83	13.7	
Strongly Disagree	1.0	24	4.0	
Not Applicable / no experience with this	0.0	111	18.3	
Total Valid		607	100.0	

9. Admissions and Records Office staff communicated clearly and effectively.

Mean: 2.8

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	157	25.9	
Agree	3.0	300	49.4	
Disagree	2.0	70	11.5	
Strongly Disagree	1.0	27	4.4	
Not Applicable / no experience with this	0.0	53	8.7	
Total Valid		607	100.0	

10. Admissions and Records Office staff made information available to me in a timely manner.

Mean: 2.7

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	148	24.4	
Agree	3.0	301	49.6	
Disagree	2.0	58	9.6	
Strongly Disagree	1.0	22	3.6	
Not Applicable / no experience with this	0.0	78	12.9	
Total Valid		607	100.0	

11. Do you have any comments regarding this campus service?

Mean: -

Response	Value	Frequency	Percent	Graph
There is one lady in the admissions and records who is not very friendly and seems determined to disappoint you and not let you enroll. I think her name is Linda (short spiky hair, piercings).	-	1	0.2	
This campus is amazing and all of its people. Thank you for being so helpful.	-	1	0.2	
	-	465	76.6	
Very Unfriendly	-	1	0.2	
The staff is not professional.	-	1	0.2	
one lady there barely speaks English, another time, one lady was really impatient, and another time, when I had a question about my DSPS situation, they didn't know what to do...	-	1	0.2	
stood in line an hour...computer failed and only solution was to come again and stand in line. I'll use online service from now on.	-	1	0.2	
very little interaction with this office	-	1	0.2	
no	-	17	2.8	
The admissions and records office is slow and inconvenient. My transcripts from another school are not in the computer system, so every time I take an English class, I have to get a voucher.	-	1	0.2	
Fire dorsey	-	1	0.2	
I love Mission College, everything about it is great. I just wish we had more classes.	-	1	0.2	
They are understaffed and overworked. I need to submit any paperwork 4-6 months in advance in order for it to be reviewed within the semester.	-	1	0.2	
the financial aid office is in competent and has no idea what they are doing.	-	1	0.2	
There was a older lady who seemed kind of rude to me when I first went in to turn in a form.	-	1	0.2	

When I call voice mail ALMOST ALWAYS ANSWERS. It is impossible to reach an admin office. I live an hour away and have had to drive to school to find someone. When I reach an operator and get transferred to an admin office, voice mail STILL picks up.	-	1	0.2
i will like some of the teachers have more dedication with us as students, so we will feel free to ask questions?	-	1	0.2
I have been treated so poorly by the A&R personnel. Really bad attitudes, they always roll their eyes at me & talk to me like I'm dumb for being there. I am sick of going there. These ladies need a real check up on manners and social skills.	-	1	0.2
The staff is not friendly, they even rude sometimes. Linda is nice though, she was very helpful. I don't know her last name but she is an older woman with short hair. She's ggreat!	-	1	0.2
none	-	1	0.2
The staff often don't know how to help me when I asked them about something. When they don't know how to service me, they send me to another department.	-	1	0.2
All the staff should be properly trained and should know where to direct you to incase they don't know the answer to your question/concer. Most of the staff in the campus is very rude they are not friendly and are not always willing to help out a student.	-	1	0.2
No	-	6	1.0
Besides the staff's attitude, they help out with whatever problem I come to them with.	-	1	0.2
I have only dealt w/ admissions once this September and they were very helpful. Overall, throughout out the campus the staff is knowledgeable and friendly.	-	1	0.2
You guys should allow smoking in campus.	-	1	0.2

Any and all times that I have needed any information or assistance I was dealt with in a very professional manner, and was of great importance to me. I would, and have recommended any of my fellow students to this department.	-	1	0.2
Emphasis on being well-informed.	-	1	0.2
I consider myself very affortunated to be in your campus. Thanks	-	1	0.2
OTHER THAN I WILL NEVER RETURN TO LA MISSION	-	1	0.2
There have only been a few occasions I have dealt with office and have not been impressed. They do not know how to manage crowds when the lines are long during enrollment. Lack of business etiquette when returning calls or emails. You are ignored.	-	1	0.2
Would be nice to have more than one person at the front desk.	-	1	0.2
I would like it to be open for more hours.	-	1	0.2
Friendliness and a HAPPY face :) is all what it takes	-	1	0.2
Extra open windows during registration to speed things up would be useful.	-	1	0.2
My parking pass was stolen from my car in your garage. Also, please don't cut the tutors and lab hours in the multimedia department. Without them, I would be lost.	-	1	0.2
It Is the worst it gets worse every year. Filty restrooms, limited clases and no classes it's a disaster	-	1	0.2
no the school is very good at answering all of my answers	-	1	0.2
Due to a cardiac handicap, I do everythong online. I would love to take math classes, starting with the basics. Is there anyway I could enroll without the placement test?	-	1	0.2
they should be available later time for the students that have class in the evening.	-	1	0.2
I had a really bad experience with one of the ladies at the student store. She was very rude and unprofessional. She was in her late 30s dark black hair.	-	1	0.2

no comments	-	1	0.2
There isn't enough staff so lines tend to be long. Needed forms are not readily available to students to complete prior to the long wait. Hours posted on the Internet site are often times not correct and differ from what's posted in the building.	-	1	0.2
another machine to add money to your copy card the library is not open until 10 on sat some classes start at 8am	-	1	0.2
Your service sucks! Even this comment to add your comment is limited to two sentences or less. Limited like the services around the campus.	-	1	0.2
need to improve the staff's communication skills	-	1	0.2
keep up the positive and loving attitude. (:	-	1	0.2
Great Job	-	1	0.2
Some Staff & members are rude & they can't seem to know information about AB540 students. Speacially the Financial Aid office (some staff only)	-	1	0.2
Just keep the good work	-	1	0.2
NO	-	1	0.2
no	-	1	0.2
In my opinion it would be good to e-mail students when classes are open ASAP before each semester starts.	-	1	0.2
No.	-	2	0.3
No... Keep up with the great work =)	-	1	0.2
The staff could be friendlier. I understand they see a lot of the same questions and mistakes by students, but to each student the problem is quite individual.	-	1	0.2
I wish you have more classes available for working students, after 5PM or Saturdays	-	1	0.2
i think the service is o.k. and that there is always room for improvement.	-	1	0.2
My needs have been pretty straight forward, and there was still some level of confusion or miscommunication. Circumstances such as the rush from the start of a semester, maybe, have great impact on the operations and student experiences.	-	1	0.2

The DSPS didn't really help me out with their Math tutor. I found much more help from the Math center downstairs next to the Computer Lab.	-	1	0.2
n/a	-	2	0.3
servicing very well except this semester I can not buy TAP for bus that caused many troubles for me as finding coins to pass every day.	-	1	0.2
Everything looks great	-	1	0.2
I hate running around campus. It should be a 1 shot deal, where I can pay & turn in my paperwork at 1 place. I had to go back & forth 2x to each place to get myself registered for my classes. It's too complicated.	-	1	0.2
When needed to complete forms from Financial aid, can they be scanned and sent via email to students?	-	1	0.2
I have witnessed students at the window being treated quite rudely by certain individuals in that office. The staff could smile a little and work on their customer service skills.	-	1	0.2
It seem like they are overwelmend with the amount of students that are coming in and sometimes they cant help you individually	-	1	0.2
I believe that there are some people in the office that are knowledgable and nice, but they can be more conciderate regarding students problems.	-	1	0.2
Keep up the good work.	-	1	0.2
a pleasant experience all in all	-	1	0.2
Very nice and helpful!	-	1	0.2
There should be more "Higher" unit classes available in the MORNING also. =D For people that work in the evenings.	-	1	0.2
Spetial thanks to office Director.	-	1	0.2
MORE ATTENTION NEEDS TO BE PAID TO KEEPING THE LADIES RESTROOMS CLEANER. NORMALLY, THEY ARE SMELLY, DIRTY AND UNTIDY.	-	1	0.2
They seem like they don't care and that they just want to get the student out of their office.	-	1	0.2

Staff needs to be a bit friendly and welcoming to students, because students who come there are lost and are mostly new to Mission College, and do not know yet the college policies.	-	1	0.2
Hours of operation should be the same as Financial Aid, Thank You	-	1	0.2
they increase the number courses being offered ,just like LAVC . LAVC offers a lot of courses and their lecturer are very friendly	-	1	0.2
The Admissions and Records staff is often rude and in a rush to resolve students needs. It seems as if they are under staff or perhaps have been working in the office too long.	-	1	0.2
the bookstore should be more aacesseable to students. perhaps having a vending machine outside of the store that contains testing suplies such as scantron, blue books, pens, pencils and earasers.	-	1	0.2
Couselors that know what they're talking about, as well available when we need them!!!!	-	1	0.2
More classes avaiillable.	-	1	0.2
None	-	2	0.3
financial aid office staff is rude	-	1	0.2
Since I have not had any interaction with the office there is nothing to comment on.	-	1	0.2
I AM AN ONLINE STUDENT AND I HAVE NOT BEEN TO THE CAMPUS.	-	1	0.2
NO COMMENT.	-	1	0.2
I was pleasantly surprised the way counselling office, admissions and registration staff helped me. they were extremely helpful.	-	1	0.2
Admission and records have hours of operations out of my regular life, please help fixing the schedule!	-	1	0.2
Need to get people that has good manners ..	-	1	0.2
Excellent Campus!I love to be here. Thank you for your service	-	1	0.2
Very helpful	-	1	0.2
I will be continuing my education here	-	1	0.2
EOPS	-	1	0.2

There should have been a "Somewhat Agree"....it is little cut and dry with the choices given...most of the staff is knowledgeable, but they can seem bored with the position, so customer service is not always present.	-	1	0.2
the best	-	1	0.2
I go out of my way to avoid that department on campus. I do everything online that I can possibly do on my own.	-	1	0.2
The campus service is great, and all my questions are always answered.	-	1	0.2
they did not give me my cal grant that i was suppose to get when i started collge	-	1	0.2
Great service!	-	1	0.2
admissions and records department look like employees that have been at the same job too long and have lost the will to help students and are just there to do their hours and get paid with minimal effort.	-	1	0.2
There is one lady who I believe is from Puerto Rico who is extremely racist and treats people badly. I have had conversations with people right after they left there in tears because of her.	-	1	0.2
There's a BiologyInstructor(Romanian?)that isSexuallyHarrassing,& threateningStudents.TheseYoung StudentsArePayingForTheir Education&thisManIsForcing&threateningStudentsToPutUp W/hisUnproffessionalConduct.Ple aseBringJusticeToYourDevoted Students.	-	1	0.2
I HAVE A COMPLAINT ABOUT OUTSIDE. THERE IS NO ILUMINATION ENOUGH ON THE STREET.	-	1	0.2
I avoid to go there, as they do not know anything and all of them are middle Eastern that barely one can communicate with them. I feel that they are like the DMV-cold and unprofessional. Please overview this area and make necessary changes.	-	1	0.2
some councelors are not appropriate for the job.	-	1	0.2

I recently had an extremely bad experience with a lady i spoke to from the admission and records office. she was really rude over the phone and i felt she did not want to help me with my concerns. I spoke to this lady on Monday Oct.31 around 1:15pm.	-	1	0.2
The campus services are effective, and the office staff do assist me in addressing problems regrading paper work.	-	1	0.2
We need more classes available!!!!	-	1	0.2
any comment	-	1	0.2
The few times I've been to this office, there have been individuals who barely speak english and my experience was not pleasant.	-	1	0.2
I haven't had to use admissions and records for some time, so I refrained from responding	-	1	0.2
The instructors way of teaching. Reading out of a textbook, only, is not the way of going.	-	1	0.2
The Student Day care facility needs to be available to a wider range of students in need -- not just low-income. Needs to be available to all students and at different rates.	-	1	0.2
STOP BUDGET CUTS	-	1	0.2
during registration time more windows should be open to help speed up the process and not have to wait in such long lines	-	1	0.2
Bookstore staff is not friendly and do not show any concern about your problem. The manager Zoila Rodriguez is very rude and is not professional. She definitely has no people skills.	-	1	0.2
Provide more staff, for faster service at the beginning of a semester.	-	1	0.2
whenever I use this service I always get half hearted answers and the staff always asks me to contact different people because they don't know the answer. They are often rude. The hours are terrible for people who work full time.	-	1	0.2
Total Valid		607	100.0