

Business Office & Bookstore - Fall 2011 Student Survey

12. Business Office staff are knowledgeable.

Mean: 2.9

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	188	31.0	
Agree	3.0	327	53.9	
Disagree	2.0	19	3.1	
Strongly Disagree	1.0	8	1.3	
Not Applicable / no experience with this	0.0	65	10.7	
Total Valid		607	100.0	

13. Business Office staff are friendly.

Mean: 2.8

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	176	29.0	
Agree	3.0	293	48.3	
Disagree	2.0	62	10.2	
Strongly Disagree	1.0	12	2.0	
Not Applicable / no experience with this	0.0	64	10.5	
Total Valid		607	100.0	

14. I am well informed about the Business Office location and hours of service.

Mean: 2.9

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	187	30.8	
Agree	3.0	282	46.5	
Disagree	2.0	68	11.2	
Strongly Disagree	1.0	11	1.8	
Not Applicable / no experience with this	0.0	59	9.7	
Total Valid		607	100.0	

15. Overall, I am satisfied with the service I received at the Business Office.

Mean: 2.9

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	179	29.5	
Agree	3.0	316	52.1	
Disagree	2.0	37	6.1	
Strongly Disagree	1.0	10	1.6	
Not Applicable / no experience with this	0.0	65	10.7	
Total Valid		607	100.0	

16. The Business Office is open/available when I need it.

Mean: 2.8

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	163	26.9	
Agree	3.0	307	50.6	
Disagree	2.0	58	9.6	
Strongly Disagree	1.0	14	2.3	
Not Applicable / no experience with this	0.0	65	10.7	
Total Valid		607	100.0	

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

Mean: -

Response	Value	Frequency	Percent	Graph
	-	524	86.3	
They really do help. Buy a lot of cards for class amd they are more than helpful.	-	1	0.2	
more knowledgeable staff should be available to help individuals with situations. I dislike when I go and the they say "the person that knows how to do that is not available at this time." this is very unsatisfactory for customer service.	-	1	0.2	
A person I spoke to was extremely unfriendly, and after giving her the form that she required, she never processed it. I spoke to Steve in the business office, and he was able to resolve my problem in seconds.	-	1	0.2	
Very good service	-	1	0.2	
hours of operation are not clear... and when you are asking for a print out it cost \$1.. when at the library it's 10 cents...?!	-	1	0.2	
one interaction with this office	-	1	0.2	
no	-	18	3.0	
It seems as though all the staff that works outside of the classrooms at LAMC are rude and unpleasant. There is always only one window open, and you have to wait in line forever.	-	1	0.2	
No one is available.	-	1	0.2	
I would like to see more Hispanic workers.	-	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	
NO	-	3	0.5	
One of my worst experiences was at this office with a lady named Karina or something of the sort. Extremely disrespectful, I have never met a person so rude in my life. I was going to report her but decided to let it go.	-	1	0.2	
Everyone in the Business Office is very kind and helpful.	-	1	0.2	

I think all of the departments should have the same operating hours. It is really frustrating that you have to come on a different day to take care of different things on different dates.	-	1	0.2
I have had nothing but efficient service from this department. Thank You.	-	1	0.2
They deserve a more spacious office.	-	1	0.2
I would like it to be open for more hours and on Friday and Saturday.	-	1	0.2
Big Smiles better services, its time to get happy people to work that are happy to have a job.	-	1	0.2
More open windows during registration to speed things up would help.	-	1	0.2
These responses apply to financial aid and Dennis.	-	1	0.2
No	-	3	0.5
no comments	-	1	0.2
I don't use them often, but when I do it's been mostly positive.	-	1	0.2
na	-	1	0.2
They are not knowledgeable, and the employees are not smiling, in fact they avoid eye contact or pretend not to hear when you ask for service.	-	1	0.2
send emails of the office hours!	-	1	0.2
Great Job!	-	1	0.2
everything is fine	-	1	0.2
No.	-	1	0.2
Never been in the Business Office	-	1	0.2
These guys are great!	-	1	0.2
none	-	3	0.5
The extra effort to keep students informed during peak times, such as the start of a semester, by posting flyers is very helpful.	-	1	0.2
they were knowledgeable, but I prefer to conduct business transactions online as much as possible	-	1	0.2
n/a	-	2	0.3
Ditto comment from last place.	-	1	0.2
every time that I have needed their services they are always friendly and helpful.	-	1	0.2
normal interaction	-	1	0.2
Nice team work.	-	1	0.2
they are good	-	1	0.2

No.	-	1	0.2
No comment.	-	1	0.2
The Business Office is not informed about (www.myLACCDcard.com)	-	1	0.2
Higher One Account Direct Deposit, Scan Check process.	-	1	0.2
yes, can they have a bigger office! On semester week, it's insane.	-	1	0.2
Great service!	-	1	0.2
I had to pay ten dollars for a replacement LACCD card when i had nothing to do with it not arriving, when asked why i had to pay. i was simply told "because thats how much we charge"..	-	1	0.2
most of the time i have needed services from the business office the people there are uninformed about the services they can provide.	-	1	0.2
I don't think it would hurt them to smile once in a while.	-	1	0.2
The servery is fantastic!	-	1	0.2
Sometimes was not open when I needed.	-	1	0.2
They need to have at least some one on Fridays	-	1	0.2
The staff at the business office are well knowledgeable and friendly.	-	1	0.2
keep up the work:D	-	1	0.2
I haven't had recent experience with the Business Office	-	1	0.2
One man who serviced me was, i thought, rude. he pointed instead of speaking. i felt stupid not understanding what his hand gestures were. another time i went in a woman serviced me and she was very friendly.	-	1	0.2
Students are struggling to become someone... sometimes, some people think they are above you and arrogant. Each environment should be one of patience, teaching and understanding.	-	1	0.2
STOP BUDGET CUTS!	-	1	0.2
the business office needs better hours.	-	1	0.2
Total Valid		607	100.0

18. Bookstore staff are knowledgeable.

Mean: 3.1

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	229	37.7	
Agree	3.0	315	51.9	
Disagree	2.0	19	3.1	
Strongly Disagree	1.0	8	1.3	
Not Applicable / no experience with this	0.0	36	5.9	
Total Valid		607	100.0	

19. Bookstore staff are friendly.

Mean: 3.1

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	243	40.0	
Agree	3.0	282	46.5	
Disagree	2.0	31	5.1	
Strongly Disagree	1.0	21	3.5	
Not Applicable / no experience with this	0.0	30	4.9	
Total Valid		607	100.0	

20. I am well informed about the Bookstore location and hours of service.

Mean: 3.1

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	232	38.2	
Agree	3.0	294	48.4	
Disagree	2.0	42	6.9	
Strongly Disagree	1.0	8	1.3	
Not Applicable / no experience with this	0.0	31	5.1	
Total Valid		607	100.0	

21. Overall, I am satisfied with the service I received at the Bookstore.

Mean: 3.1

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	227	37.4	
Agree	3.0	292	48.1	
Disagree	2.0	43	7.1	
Strongly Disagree	1.0	16	2.6	
Not Applicable / no experience with this	0.0	29	4.8	
Total Valid		607	100.0	

22. The Bookstore is open/available when I need it.

Mean: 3.1

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	221	36.4	
Agree	3.0	275	45.3	
Disagree	2.0	65	10.7	
Strongly Disagree	1.0	15	2.5	
Not Applicable / no experience with this	0.0	31	5.1	
Total Valid		607	100.0	

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

Mean: -

Response	Value	Frequency	Percent	Graph
	-	488	80.4	
More variety but other than that amazing!	-	1	0.2	
The books are too expensive!!!!	-	1	0.2	
very friendly personnel one thing could improve if they advertise more about book rentals	-	1	0.2	
Always available to help students out and answer any questions	-	1	0.2	
The service is fine, but the afternoon sun reflects off the floor and is VERY blinding. Put a throw rug down or something	-	1	0.2	
they are not friendly, they have so many policies that are not written on the wall at the entrance, for exp, their return policy...	-	1	0.2	
should have lockers that are more secure than cubby system.	-	1	0.2	
Too expensive!	-	1	0.2	
had everything I needed	-	1	0.2	
no	-	11	1.8	
The bookstore closes too early for the students who have afternoon classes.	-	1	0.2	
The bookstore staff is the only staff outside of teachers that actually care to help and are friendly. The bookstore also always has what I need.	-	1	0.2	
Cengage said my NEW book bought for fall 2011 "should be taken off the shelf." Copyright is 2005. Inexcusable neglect by bookstore and Cengage is dishonorable. Reevaluate Cengage, choose more reputable publishers.	-	1	0.2	
I would like to see the price of books and other school supplies go down. It is too expensive and many Low-Income students cannot afford they materials that we need for success.	-	1	0.2	
they should have the student store open later hours specially for students taking classes at night	-	1	0.2	
it is over all a very slow process when at the beginning of semester and it always takes forever just to get in to the store let alone make a purchase	-	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
NO	-	3	0.5
Should be left opened a bit longer for those with night classes.	-	1	0.2
Maybe to do a separate line when buying books.	-	1	0.2
I don't really like leaving my personal belongings behind while I am there, anyone can just take my stuff.	-	1	0.2
It would be nice if the staff in the bookstore was a little more friendly with the exception of only ONE gentlemen who was very helpful, answered all my questions, and provided outstanding service.	-	1	0.2
Workers need to be more mindful when giving information Bot textbooks	-	1	0.2
The student store should have a wider range of hours.	-	1	0.2
Any and all issues that come up, have been dealt with in a timely manner. The Manager has been very helpful when needed. Thank You.	-	1	0.2
I really like the online bookstore.	-	1	0.2
Happy People where are the smiles and the customer service	-	1	0.2
Books have to be cheaper.	-	1	0.2
lousy	-	1	0.2
some employees are rude and dont seem like they want to help because they give you an attitude. they should have longer hrs.	-	1	0.2
No, I've never visited the store.	-	1	0.2
I was overcharged for a backpack when I came back to tell resolve the issue the lady who helped was extremely rude and even was talking bad about me in spanish.	-	1	0.2
no comments	-	1	0.2

Books are essential and often required to begin courses. Lines tend to be long and hours have been reduced which impacts my ability to get books on time. Cost of books and computer access codes are becoming too expensive.	-	1	0.2
Staff is great	-	1	0.2
Should be open on Saturdays	-	1	0.2
Need to Stock more on Arizona Green Tea :)	-	1	0.2
You spent over 50 million on this new store, and you still have not figured out how to get more than 40 students into it. Wow.. The employees are far from pleasant.	-	1	0.2
Im glad the bookstore is open early at 7:45am	-	1	0.2
More art supplies please. More different choices for the paper. Sell us some oil paint pens, like sharpie or even better; decos.	-	1	0.2
Very friendly! Some books were not in when classes started. :(But overall great job.	-	1	0.2
They are great people.	-	1	0.2
would be nice if it was open later and healthier options for snacks.	-	1	0.2
The Bookstore staff are wonderful! They smile and are super friendly and knowledgeable. Denise was wonderful and helped me every step of the way when there was an issue with my chef coat coming in 3 weeks late.	-	1	0.2
THE NEW BOOK STORE IS GREAT	-	1	0.2
The books listed for the courses are in many cases wrong. I bought many books the professor didn't use. There should be better communication between professors and the book store.	-	1	0.2
Some material was not available for my classes on time.	-	1	0.2
The Eagles Landing Student Store is ranked high on my list for outstanding service to its students.	-	1	0.2

Only that one of the bookstore person, this is a guy who looks armenian it has a wierd name which i don't remember he thinks he is the owner of the bookstore - he is mean with people, not helpful at all and i don't like this guy.	-	1	0.2
I love the new building, but it doesn't feel as navigable as the other store did.	-	1	0.2
Dont ripp me off on book buy backs!	-	1	0.2
the old bookstore was mainly my thought when filling this out but im sure the new one is much better.	-	1	0.2
The folks that have been there since, at least 2009, do an excellent job. In spite of the long lines at the start of the semesters, I am very pleased with the bookstore. I think they handle it very well.	-	1	0.2
need more organization n lines	-	1	0.2
would like to be able to reserve books online and just have a separate window for picking books up that have already been paid	-	1	0.2
The fact you can't bring your backpack into the store makes it very hard for me to ever bother going in.	-	1	0.2
it is hardly to find out the book on the shelf without notice of titles	-	1	0.2
Everyone is nice, and very helpful	-	1	0.2
Your system of letting in so many students at a time is great, but you really need to increase the number and let in more people at a time. Also have shelves listed with teacher's names with the courses.	-	1	0.2
They are really good and very friendly they are very helpfull and they always go out of their way to help.	-	1	0.2
just like any other bookstore	-	1	0.2
they ran out out of zippered pencil pouches	-	1	0.2
I LOVE the bookstore.	-	1	0.2
Hours of operation	-	1	0.2
Reduce long lines in the beginning of the semester	-	1	0.2

getting into the bookstore takes too long . they need to improve ,be efficient , so man hours will not be wasted as usual especially during busy day.	-	1	0.2
the prices are too high	-	1	0.2
needs a vending machines of testing supplies to make these supplies more accesible to students who do not have the time to wait in line to enter the store	-	1	0.2
No	-	2	0.3
they could work on their knowledge of the books better and whats in the store vs always looking at the computer	-	1	0.2
none	-	2	0.3
I believe Zoila is the women who has helped me in the past and is very helpful and pleasant.	-	1	0.2
None.	-	1	0.2
The New Facilities are the Best! I feel proud to be part of this College	-	1	0.2
The staff was not very helpful to me	-	1	0.2
yes the Student store needs more cashiers and more space to leave your bags to enter the store its really unorganized and it creates big lines to pay or to enter the store	-	1	0.2
At times they did not have the books or materials that were required in certian courses.	-	1	0.2
In the beginig of the semester it is imposiball to get in the bookstore. they berly lat any one in and the line is very long	-	1	0.2
the staff is very unpleasant and very rude	-	1	0.2
At the beginning of the semester, there was no price information on the book shelves. Problem seems to be corrected.	-	1	0.2
It be nice to see it open a longer period at evenings.	-	1	0.2
Yes, they don't have enough used books on the start of the semester week.	-	1	0.2
Great service!	-	1	0.2
I dont like leaving the my bag in the little cubes, is the school going to reimbursed me my 2500 dollars if anyone takes me my bag with my computer inside of it..?	-	1	0.2

very helpful, friendly and let students know when a shipment of out of stock books are expected. also the cashiers are very clear on return policies and book buy back dates.	-	1	0.2
Great building.	-	1	0.2
Not open in Saturdays I am taking pace progra classes I needed examination tools and the library was closed.	-	1	0.2
Again they are like the DMV/military	-	1	0.2
the book store messed my book order up two times making it impossible to take the third class that I am enrolled for.	-	1	0.2
Book store could open earlier. I have a 7:30 class and several students have had to leave during class to go to the bookstore.	-	1	0.2
The staff of the Eagle landing store are well knowledgeable and polite. They help me find what I'm looking for at the store.	-	1	0.2
Book are too expensive I believe that a lot of thier prices are ridiculouse!	-	1	0.2
I think the bookstore is closed on Saturdays, why?	-	1	0.2
i was unable to purchase a book that i needed because it was unavailable.	-	1	0.2
Should extend 1/2 an hour for the evening students	-	1	0.2
The bookstore staff, upper management too high strung for type of work. Understand the first few days are stressful for them. Students have it hard mostly. Left feeling I wanted to do business elsewhere.	-	1	0.2
STOP BUDGET CUTS!	-	1	0.2
during the beginning of the semester I hate having to go to the student store because even though it is nicer and bigger they are still very unorganized and it takes forever to get what we need	-	1	0.2
the lines for the first week of school were well organized	-	1	0.2
Manager Zoila is the rudest person you could ever meet, she has no customer service skills and she is in the wrong field as has no people skills	-	1	0.2

Store closes to early.	-	1	0.2
They take way to long to have the book I need for classes in the beginning of the school year. I ended up buying my book from an outside source because it took so long for the bookstore to have them.	-	1	0.2
Bookstore have to have a good preparation plan during the first few weeks of each semester. It is very terrible service to stay in line outside the store just for buying one book or returning one book.	-	1	0.2
The prices for supplies seemed a little high. I believe that for students they should be at least a little cheaper.	-	1	0.2
Prices of the books should be updated and changed on the shelves to avoid confusion.	-	1	0.2
Total Valid		607	100.0