

Counseling Office - Fall 2011 Student Survey

24. I was able to make a counseling appointment at a convenient time.

Mean: 2.2

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	126	20.8	
Agree	3.0	191	31.5	
Disagree	2.0	113	18.6	
Strongly Disagree	1.0	60	9.9	
Not Applicable / no experience with this	0.0	117	19.3	
Total Valid		607	100.0	

25. Counseling staff were friendly and easy to approach.

Mean: 2.6

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	162	26.7	
Agree	3.0	250	41.2	
Disagree	2.0	69	11.4	
Strongly Disagree	1.0	24	4.0	
Not Applicable / no experience with this	0.0	102	16.8	
Total Valid		607	100.0	

26. The days and hours that the Counseling Office is open meets my needs.

Mean: 2.4

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	131	21.6	
Agree	3.0	216	35.6	
Disagree	2.0	103	17.0	
Strongly Disagree	1.0	50	8.2	
Not Applicable / no experience with this	0.0	107	17.6	
Total Valid		607	100.0	

27. I understand the steps required to complete the matriculation process.

Mean: 2.2

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	123	20.3	
Agree	3.0	212	34.9	
Disagree	2.0	92	15.2	
Strongly Disagree	1.0	53	8.7	
Not Applicable / no experience with this	0.0	127	20.9	
Total Valid		607	100.0	

28. Do you feel the online advising is helpful?

Mean: 1.6

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	99	16.3	
Agree	3.0	137	22.6	
Disagree	2.0	73	12.0	
Strongly Disagree	1.0	40	6.6	
Not Applicable / no experience with this	0.0	258	42.5	
Total Valid		607	100.0	

29. My Mission college counselor was responsive to my academic/educational needs.

Mean: 2.4

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	172	28.3	
Agree	3.0	199	32.8	
Disagree	2.0	62	10.2	
Strongly Disagree	1.0	47	7.7	
Not Applicable / no experience with this	0.0	127	20.9	
Total Valid		607	100.0	

30. Drop in Counseling

Mean: 1.4

Response	Value	Frequency	Percent	Graph
Yes	1.0	330	54.4	
No	2.0	183	30.1	
Total Valid		513	84.5	
Missing		94	15.5	
Total		607	100.0	

30. Drop in Counseling

Mean: 2.0

Response	Value	Frequency	Percent	Graph
Very satisfied	4.0	114	18.8	
Satisfied	3.0	180	29.7	
Dis-satisfied	2.0	75	12.4	
Very dis-satisfied	1.0	41	6.8	
Not Applicable / no experience with this	0.0	197	32.5	
Total Valid		607	100.0	

31. Counseling by Appointment

Mean: 1.1

Response	Value	Frequency	Percent	Graph
Yes	1.0	454	74.8	
No	2.0	50	8.2	
Total Valid		504	83.0	
Missing		103	17.0	
Total		607	100.0	

31. Counseling by Appointment

Mean: 2.4

Response	Value	Frequency	Percent	Graph
Very satisfied	4.0	168	27.7	
Satisfied	3.0	203	33.4	
Dis-satisfied	2.0	65	10.7	
Very dis-satisfied	1.0	40	6.6	
Not Applicable / no experience with this	0.0	131	21.6	
Total Valid		607	100.0	

32. Developing an Educational Plan

Mean: 1.3

Response	Value	Frequency	Percent	Graph
Yes	1.0	353	58.2	
No	2.0	139	22.9	
Total Valid		492	81.1	
Missing		115	18.9	
Total		607	100.0	

32. Developing an Educational Plan

Mean: 2.1

Response	Value	Frequency	Percent	Graph
Very satisfied	4.0	142	23.4	
Satisfied	3.0	197	32.5	
Dis-satisfied	2.0	50	8.2	
Very dis-satisfied	1.0	29	4.8	
Not Applicable / no experience with this	0.0	189	31.1	
Total Valid		607	100.0	

33. Career / Occupational Counseling

Mean: 1.4

Response	Value	Frequency	Percent	Graph
Yes	1.0	279	46.0	
No	2.0	212	34.9	
Total Valid		491	80.9	
Missing		116	19.1	
Total		607	100.0	

33. Career / Occupational Counseling

Mean: 1.7

Response	Value	Frequency	Percent	Graph
Very satisfied	4.0	117	19.3	
Satisfied	3.0	142	23.4	
Dis-satisfied	2.0	52	8.6	
Very dis-satisfied	1.0	29	4.8	
Not Applicable / no experience with this	0.0	267	44.0	
Total Valid		607	100.0	

34. Transfer Center

Mean: 1.3

Response	Value	Frequency	Percent	Graph
Yes	1.0	359	59.1	
No	2.0	130	21.4	
Total Valid		489	80.6	
Missing		118	19.4	
Total		607	100.0	

34. Transfer Center

Mean: 1.7

Response	Value	Frequency	Percent	Graph
Very satisfied	4.0	112	18.5	
Satisfied	3.0	156	25.7	
Dis-satisfied	2.0	47	7.7	
Very dis-satisfied	1.0	34	5.6	
Not Applicable / no experience with this	0.0	258	42.5	
Total Valid		607	100.0	

35. Counseling Office Overall Level of Service

Mean: 1.2

Response	Value	Frequency	Percent	Graph
Yes	1.0	331	54.5	
No	2.0	108	17.8	
Total Valid		439	72.3	
Missing		168	27.7	
Total		607	100.0	

35. Counseling Office Overall Level of Service

Mean: 2.3

Response	Value	Frequency	Percent	Graph
Very satisfied	4.0	139	22.9	
Satisfied	3.0	220	36.2	
Dis-satisfied	2.0	68	11.2	
Very dis-satisfied	1.0	30	4.9	
Not Applicable / no experience with this	0.0	150	24.7	
Total Valid		607	100.0	

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

Mean: -

Response	Value	Frequency	Percent	Graph
	-	499	82.2	
Amazing	-	1	0.2	
Transfer office isn't open anymore and when it was you mostly had to do things yourself.	-	1	0.2	
the transfer center is not open and it has made it very difficult to get information about transfer programs as well many other question regular Counselors are not very savvy about.	-	1	0.2	
I'm strictly an online student, so I don't use most of your services.	-	1	0.2	
There is always a long waiting line and you can't get appointments in a timely manner.	-	1	0.2	
Cannot find the process to see my councilor. Do not know where/how to set up an appointment. Would like to go but am unaware of the process	-	1	0.2	
Counselors are rude and not very helpful or knowledgeable.	-	1	0.2	
Everytime time I went they told me I needed something different. I have gone 5 times.	-	1	0.2	
counselors are not helpful and try to get you out of the room as fast as they can.. transfer center & career counseling?? where can I find info about that?	-	1	0.2	
I need to see an academic counselor at some point.	-	1	0.2	
i wish we had more counslers My appoinement is in a month as a would be transfer it makes the application process more stressful having to wait such a long tine to see a counsler	-	1	0.2	
no	-	1	0.2	
The counselors need to be more helpful in creating an educational plan with the students.	-	1	0.2	
I have a 3.7 GPA, and a counselor told me to give up on trying to transfer because I had no hope of getting in anywhere! I've been told to take classes I don't need and had to drop them, and I lost my financial aid as a result!	-	1	0.2	

Appointments being available in two months and then having it be canceled due to no staff available is unreasonable. Once I obtained an appointment the counselor rushed it and pushed me out the door since she had 20 student waiting.	-	1	0.2
I would like if the Counselors were available Mondays through Fridays full time. The hours are limited and it is sometimes inconvenient because I cannot get the time and day that I want.	-	1	0.2
It is very hard with working to come in and make an appointment to get services see a counselor on a drop in bases is even harder seem like all services on campus run an hour to get to get service or speak with someone that can help.	-	1	0.2
Have you ever tried to reach the counseling center by phone? ALMOST IMPOSSIBLE. When I reach an operator and get transferred EITHER voice mail picks up or the counselor is not in.	-	1	0.2
NO	-	3	0.5
the people that are in the transfer center are not specific on helping students how to transfer or picking a major. They make me feel even more confusing so, I decided to search for help at Pierce	-	1	0.2
To try to guide little bit more lost students.	-	1	0.2
Online counseling is very helpful and the responce time is great! Thank you	-	1	0.2
They weren't willing to assist me because they wanted to push me to use the office for students with disabilities.	-	1	0.2
I don't understand why an appointment needs to be made. I went there once and there was no one there but they still said I had to make an appointment.	-	1	0.2
The Conselors are not very friendly/helpful as far as helping me decide whats best, cost efficient, time efficient, etc. A lot of what I know I've learned from talking to other students. Itd be nice if they say/do more than just fill out the paper.	-	1	0.2

I have contacted the transfer center twice and left two messages. I have not received a call back yet. Also, it is 10/25 and I scheduled an Apt w the counselor until 11/30 b/c that's what was available.	-	1	0.2
Please allow them to continue their great work, and award them for it.	-	1	0.2
More counselors, too much time wasted in just waiting.	-	1	0.2
called many times 4 appointment, left messages, never answered. Dropped in, the counselor was in a hurry. When I wanted to make an appointment to draw an educational plan (spring '11) I was told no appointments were available. I still don't have a edu. plan.	-	1	0.2
Appointments are full and it is hard to make one.	-	1	0.2
We need more counselors... a lot of them and with better time schedules.	-	1	0.2
More, and more experienced counselors are needed. Every time I am rushed out of there.	-	1	0.2
no	-	10	1.6
I am not able to come to the school.	-	1	0.2
counseling should be more helpful and available to students	-	1	0.2
No	-	2	0.3
The transfer center should have better hours.	-	1	0.2
no comments	-	1	0.2
I'm not familiar with these services, but know that a couple exist. I have my Master's so my needs may be different from younger students.	-	1	0.2
Counseling office doesn't return calls, counselors are rude and impatient and don't give consistent information. I'm very frustrated and ready to transfer.	-	1	0.2
Ludi Villegas who was the counselor who over saw my educational planning, failed, blame myself and stated she was too busy, that she had taken on more work.	-	1	0.2
staff need to be more kinder and less rude	-	1	0.2
Thank you.	-	1	0.2

Counselors always seem so busy for students .	-	1	0.2
about financial office	-	1	0.2
They were rude to my sister and sent me to a different office when they were the ones supposed to handle my questions. They appear uneducated and seem to think it is just a little day job.	-	1	0.2
Diana Bonilla is always smiling and eager to help students reach their goals.	-	1	0.2
Making appointments are pretty difficult. There seems to be conflicting opinions between the transfer center counselor/volunteer with the counselors. However, the counseling office does a great job trying to fit everyone in.	-	1	0.2
Counselor should be on time for the appointment interviews, and should inform the students on other programs that can help them achieve their goals.	-	1	0.2
The counseling office is well informed about what one needs to do to receive a degree in the major chosen, but at times they are uninformed about certain requirements and make one waste their time.	-	1	0.2
No.	-	1	0.2
never return calls when I leave a message.	-	1	0.2
It would be great to have the counseling office available to a large amount of students.	-	1	0.2
The transfer office needs to be open this Fall semester of 2011. Some of the counselors I have had are nice, but tell me different things of when I am going to graduate and transfer.	-	1	0.2
none	-	3	0.5
I assume that the start or end of any semester is stressful. I usually get a sense of urgency, from the counselor, during any counseling session that makes me uncomfortable in approaching any issue.	-	1	0.2
Interacting or chatting online would be very convenient for counseling, I do not know if it is available.	-	1	0.2

basicaly if you want to find out about a service you have to go around asking and maybe find it if you take enough time out of your schedule	-	1	0.2
Counselor M. Hernandez very helpful and clear with information about educational plans and general counseling	-	1	0.2
find transfer counselor	-	1	0.2
I THEY ARE OK FOR NOW	-	1	0.2
Need more drop in counseling appts as I work full time and need to miss work just to speak with my counselor regarding Spring classes and to take assessment tests	-	1	0.2
counselors not helpful enough. they seem to just want to get you out of there fast. waiting to speak too someone takes hours sometimes. is a joke at mission college i rather not see a counsler if i dont have too. seems to me that they are lazy and dont really help in any way.	-	1	0.2
should give more time to talk/ always rushing	-	1	0.2
Conseling is good but the amount of students LA Mission college has its not enought help for the amount of conselers there is, and the to get an appointment is a chalenge.	-	1	0.2
Make the counseling more personal, help disoriented students with more info. I have found counseling motivating when I got what I need.	-	1	0.2
Counseling office does not return phone calls timely. They do not honor the appointments they schedule. I personally do not appreciate the unprofessionaliam and attitudes that are present.	-	1	0.2
None.	-	1	0.2
Excellent	-	1	0.2
The Counsulers are Awesome specially Miguel	-	1	0.2
Not everyone assigned to give counseling advice and information know what they are doing.	-	1	0.2

Its really hard to get a appointment to see a counselor and you wait forever just to speak with someone and your appointments is always rush its not enough time to discuss things with the counselor.	-	1	0.2
I am not happy with the Transfer center because of the budget cuts, the Transfer center was closed. That was the best place to go. They were well informed of all the needed work regarding transferring to a University. The general counseling are no help It seems that the students work for the counselors and not the other way around!	-	1	0.2
Great service!	-	1	0.2
when ever i see i counselor i feel like they are trying to get rid of me as fast as they can. The person taking appointments ask too many questions about why i need to see a counselor and will predetermine when i can see the or if i even can.	-	1	0.2
some councelors are not as helpful as others but the transfer center is wonderful,helpful, knowledgable and I always get the answers i need.	-	1	0.2
The Multi Media program is fantastic.	-	1	0.2
I need to transfer ASAP and I cannot get an appt until the 14 because everyone is toooo busy to help but not busy to do nothing other than drinking coffe and socializing.	-	1	0.2
Why do you ask if your going to tell me my response is to long. Okay that counseling service at this school is beyond awful.	-	1	0.2
the student staff is very unprofessional, they often lie over the phone by telling you one thing, but when you go in person that same day they tell you something else.	-	1	0.2
I met with a Counselor who was outstanding! I can't remember her name but she was Asian, very knowledgable and went the extra mile to assist me with my schedule and future goals!	-	1	0.2
All of the staff in the counseling office are attentive and responsive. Great Great Great	-	1	0.2

i have a counselor through eops and was extremely satisfied with her help.	-	1	0.2
The Chairs of each dept need to be in better touch with counseling and classes required so you don't have to go back and forth -- and vice versa (counselors to chairs).	-	1	0.2
when I made my transfer appt. They cancelled, but didn't call me. When I went back the counselor couldn't help me and said I have to see a Mission College counselor. I was very discouraged.	-	1	0.2
N/A	-	1	0.2
they arent very interesdted in you leaving the school, you end up not trasnsfering or even getting a degree. so very dissatisfied with the transfer center and the counseling center.	-	1	0.2
Appointments are not available when you need them	-	1	0.2
As a fulltime employee it is difficult to make early appts. I was not aware of any of the diff programs for fulltime employed students for AA degrees. I would like more information.	-	1	0.2
They told me I was late for my appt. When I was waiting for 20 min. The people that were at the front desk were not very nice and more concerned with what the gossip was.	-	1	0.2
It is too crowded, hard to get a convenient appointment and certain counselors show absolutely no interest or concern about my academic goals and needs	-	1	0.2
The transfer center was not open for a while so stude ts that needed help transferring didn't get the help they need in a timely manner.	-	1	0.2
Counceling Office rescheduled my appointment with the councelor 5 times. I did not complete my Ed. Plan in time for it to be turned in as a class assignment.	-	1	0.2
Total Valid		607	100.0