

Financial Aid & Information Technology - Fall 2011 Student Survey

37. Financial Aid Office staff are knowledgeable.

Mean: 2.5

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	204	33.6	
Agree	3.0	204	33.6	
Disagree	2.0	23	3.8	
Strongly Disagree	1.0	20	3.3	
Not Applicable / no experience with this	0.0	156	25.7	
Total Valid		607	100.0	

38. Financial Aid Office staff are friendly.

Mean: 2.4

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	184	30.3	
Agree	3.0	193	31.8	
Disagree	2.0	43	7.1	
Strongly Disagree	1.0	30	4.9	
Not Applicable / no experience with this	0.0	157	25.9	
Total Valid		607	100.0	

39. I am well informed about the Financial Aid Office location and hours of service.

Mean: 2.5

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	207	34.1	
Agree	3.0	202	33.3	
Disagree	2.0	43	7.1	
Strongly Disagree	1.0	14	2.3	
Not Applicable / no experience with this	0.0	141	23.2	
Total Valid		607	100.0	

40. The Financial Aid Office is open/available when I need it.

Mean: 2.3

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	173	28.5	
Agree	3.0	194	32.0	
Disagree	2.0	56	9.2	
Strongly Disagree	1.0	25	4.1	
Not Applicable / no experience with this	0.0	159	26.2	
Total Valid		607	100.0	

41. The information resources of the Financial Aid Office are available, understandable, and reliable.

Mean: 2.3

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	182	30.0	
Agree	3.0	197	32.5	
Disagree	2.0	37	6.1	
Strongly Disagree	1.0	29	4.8	
Not Applicable / no experience with this	0.0	162	26.7	
Total Valid		607	100.0	

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

Mean: -

Response	Value	Frequency	Percent	Graph
	-	516	85.0	
Amazing people. I literally love these people.	-	1	0.2	
I've had both good and bad experiences with your FA office. One was very unpleasant. Getting information was like pulling teeth. Another time, I had someone sort me out in a minute.	-	1	0.2	
some staff does not know how to answer certain questions. they misinformed me about my eligibility and dont know how to do their job.	-	1	0.2	
they are doing a very good job and they are always friendly..	-	1	0.2	
Every experience I have had with financial aid has been great.	-	1	0.2	
I need to see if I am eligible for any financial aid.	-	1	0.2	
The financial aid staff often provide misinformation regarding the release of scholarship checks.	-	1	0.2	
Very annoying staff has no idea what they are doing at least nor the evening staff..	-	1	0.2	
no	-	14	2.3	
Like the business office, there is always only one window open, and you have to wait in line forever. The staff is rude and not very helpful.	-	1	0.2	
They lost my loan application 2 times and was told I had to wait 3 weeks after my third time submitting the application even though it was there mistake. That's what I get for turning in applications on time.	-	1	0.2	
they have no idea what they are doing and keep me going in circles so i am unable to get the money awards n grants i have gotten	-	1	0.2	
I would like Financial Aid office to be open Mondays through Fridays full time. It is essential that students like myself have access to the Financial Aid office. The hours need to be extended, please!	-	1	0.2	
Again, impossible to reach by phone. The operator never answers.	-	1	0.2	

NO	-	2	0.3
Try to explain a how to join Work Study program clearly.	-	1	0.2
The financial aid office at Mission couldn't help me with a waiver for a graduate application. They were very persistent in saying that they couldn't help me. Pierce did it for me no questions asked.	-	1	0.2
They lack a little bit of knowledge but overall they have been helpful.	-	1	0.2
Not at this time.	-	1	0.2
Definitely well-informed.	-	1	0.2
I had a one time unsatisfactory experience with a young lady who attends in that department, the rest of them are wonderful	-	1	0.2
Please have two staff members working...I rarely see two people working at the same time.	-	1	0.2
na	-	1	0.2
I would like it to be open for more hours and on Friday and Saturday.	-	1	0.2
More information is needed trough the campus.	-	1	0.2
NO.	-	1	0.2
Financial Aid has a VERY BAD habit of NOT informing students of possible school loans. I have had to fight with tooth and nail with them for 3 semesters to glean loan information from them. VERY FRUSTRATING!!!	-	1	0.2
Oops, I put this on the Business Office slot. Dennis S. (Supervisor)is amazing. He always responds very promptly tp emails. He always has the answers. Good jpb.	-	1	0.2
should be more available to students, more hours open. they should also train everyone to be knowledgeable before leaving them on their own to process info.	-	1	0.2
No	-	3	0.5
no comments	-	1	0.2
maybe have someone else working to help speed up the lines, over all the lady is very sweet and helpfull	-	1	0.2
There is one particular staff who is always rude.	-	1	0.2

Another office who has not idea how to talk, greet clients. The see students and want to hang out his/her close sign.	-	1	0.2
Always very nice, even go out of there way. Thank you!	-	1	0.2
They are very rude (some staff not all) & they don't seem to care about AB540 students . Speacially they don't know any information about that & someone in there made me feel bad just because im illegal .!	-	1	0.2
the director of this office is not doing her job equal for all ethnics groups he preferer a special race , i think that he does not have the right of lack financial for some student	-	1	0.2
Financial Aid office should submite the students information on time received.	-	1	0.2
No.	-	2	0.3
yes, staff at the financial aid were rude to me and their attitud wasn't professional according to the college standars.	-	1	0.2
I know they have a lot of work to do and that it is all vital to student education, but a cheerier disposition amongst the more knowledgable staff would be nice.	-	1	0.2
n/a	-	1	0.2
They have always been helpful and every time i have needed to go and see them they have always been open	-	1	0.2
The office needs more help, there is many people in line and not enough people working in order to take care of the students in an efficient manner.	-	1	0.2
NNO	-	1	0.2
Hours of operation works very well with my work schedule.	-	1	0.2
Very incompetent and rude.	-	1	0.2
very good people work there, make everything to where you will understand it, if you do not understand something they will make sure to help you or get someone that will help you better. very good people there	-	1	0.2
None	-	2	0.3
i dont like financial aid service they are not helpful they dont help you in a time friendly matter.	-	1	0.2

EOP&S should accept more applications for Financial Aid.	-	1	0.2
Financial Aid office staff are always helpful and friendly and ready to answer any question you have.	-	1	0.2
The staff is very rude, unable to clarify things to students, very slow at getting things done, and overall unwilling to help when necessary. The worst service I've ever received on campus!!!	-	1	0.2
over all they are very timely and very aware of what they are speaking of... just some of their staff can be very unpleasant to have to deal with	-	1	0.2
Some of the staff is friendly but some it feels like they don't want to be their	-	1	0.2
great information that is useful immediately!	-	1	0.2
Some looked very upset/indiferent when asking questions regarding financial aid, like a lady that works in the morning and seems eastern european, and wears glasses.	-	1	0.2
Great service!	-	1	0.2
That break they have in the middle of the day is kinda weird.	-	1	0.2
staff are very informed of the services they provide and know how to answer questions and guid students through the processes.	-	1	0.2
Security is very good.	-	1	0.2
I do not qualify for any of it.	-	1	0.2
every time i go there is only one person helping students and the line is really long	-	1	0.2
The staff is great and knowledgeable.	-	1	0.2
There an employee that in not friendly	-	1	0.2
the few times I've been there were as if I was begging.	-	1	0.2
I mainly direct my dealings with Mary Lou and Dennis; both of which are the best!	-	1	0.2
Customer Service - could show more interest in being helpful and directing to the right place - not missing / being familiar with details about timing and how things relate / connect. Needs more knowlege/experience in field.	-	1	0.2

STOP BUDGET CUTS AND KEEP FINANCIAL AID OR FASFA!	-	1	0.2
hard to get hold of an actual human. Even during hours posted as being open. Machine answers most of the time.	-	1	0.2
Susie makes me feel welcome. Mary Lou is very understanding. They have great service!	-	1	0.2
Often many of the staff members seem lost when helping me. Fin. Aid. needs to hold more events to help people understand how it all works.	-	1	0.2
none	-	1	0.2
Total Valid		607	100.0

43. The availability of student computing facilities meets my needs.

Mean: 2.7

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	210	34.6	
Agree	3.0	247	40.7	
Disagree	2.0	35	5.8	
Strongly Disagree	1.0	13	2.1	
Not Applicable / no experience with this	0.0	102	16.8	
Total Valid		607	100.0	

44. I can access the Internet anywhere on campus.

Mean: 2.8

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	245	40.4	
Agree	3.0	206	33.9	
Disagree	2.0	41	6.8	
Strongly Disagree	1.0	21	3.5	
Not Applicable / no experience with this	0.0	94	15.5	
Total Valid		607	100.0	

45. Mission College web site is easy to navigate.

Mean: 3.2

Response	Value	Frequency	Percent	Graph
Strongly Agree	4.0	280	46.1	
Agree	3.0	258	42.5	
Disagree	2.0	32	5.3	
Strongly Disagree	1.0	14	2.3	
Not Applicable / no experience with this	0.0	23	3.8	
Total Valid		607	100.0	

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

Mean: -

Response	Value	Frequency	Percent	Graph
	-	535	88.1	
Amazing speed available in every part of our campus	-	1	0.2	
Love the new website	-	1	0.2	
Web site can be confusing and navigation can improve	-	1	0.2	
not about web services, but I have Verizon and as soon as I walk in the doors of the Culinary Arts building (new one) I get NO service. Please address this issue.	-	1	0.2	
why do the school disconnect the Internet during the summer if the library is still open? (not enough computers on the 1st floor)	-	1	0.2	
No reception in the PE building.	-	1	0.2	
The website is confusing an non intuitive at times. Many of the links malfunction and in many cases the failures are not clearly documented so a student has no idea what has happened or what they should do next. Clarity would be great,	-	1	0.2	
There are a few areas where it becomes difficult, if not impossible, to access the internet. I am hoping we will continue to have access to wireless internet when the interior design bungalow moves across Hubbard.	-	1	0.2	
no	-	15	2.5	
The website used to be easier to navigate. I am not happy with the new changes. I have a very hard time finding the forms I need to fill out on the website.	-	1	0.2	
the web site does not work on many mac computers and is a hassle to use on a pc	-	1	0.2	
I am disgusted with the fact that the computers in the LLRC are not properly cleaned. There is trash and bacteria/viruses on school computers. I would like to see something done about this as soon as possible. Thanks!	-	1	0.2	
This service is fantastic!	-	1	0.2	
NO	-	3	0.5	

I think there should be more computers available, being there are so many students. Like the ones that are only for Dev Com use should be for everyone.	-	1	0.2
The new website takes some time getting use to, but it was a great update.	-	1	0.2
Always wonder whether computers are literally cleaned, as in disinfected etc.	-	1	0.2
We need to have internet access WI five during the whole year specially if there are summer bridge. I can use my cell to access internet just change the company that provides cell phone microwaves in our campus. No body uses At&T	-	1	0.2
Internet on campus should be available 24/7	-	1	0.2
I dont like the new website!	-	1	0.2
No	-	2	0.3
On the weekend class I took there were no labs open/available.	-	1	0.2
no comments	-	1	0.2
I didn't know about WiFi being at the campus. I wish the school would stop changing the website so frequently. It's caused me problems in my classes.	-	1	0.2
perhaps try to fix the issue on tagging in the restrooms if possible	-	1	0.2
Works great...	-	1	0.2
need a bigger computer lab and more computers	-	1	0.2
library should be open until 10pm	-	1	0.2
I love the new updated LAMC website, keep up the great work!	-	1	0.2
Cant get internet or reception at the pe building	-	1	0.2
No.	-	2	0.3
Better instructions to connect to the wireless internet via a mac computer would be great.	-	1	0.2
The wireless network has significantly improved the last couple of semesters. Some areas of the college website are a little tricky. Not all information is always up to date.	-	1	0.2
would like to see longer hrs for computer access in the library, esp for those with evening classes. also, some rooms had limited internet access	-	1	0.2

sometimes the links on the website are expired. Also, the webpage is not up to date, I can never rely on the LAMC website.	-	1	0.2
Excellent job with the website, very user friendly	-	1	0.2
really easy to access any computer and use also	-	1	0.2
Website generally needs more information. Sometimes it takes me many clicks to get to the information I want/need.	-	1	0.2
there are not enough computers we need computer service on Saturdays	-	1	0.2
Campus needs a larger Mathematics tutoring lab with more knowledgeable tutors.	-	1	0.2
none	-	2	0.3
None	-	1	0.2
Ther mission college website is great and easy to understand!	-	1	0.2
Not in the parking lot, if you consider this the campus. Not enough computers, and not enough pods for self study.	-	1	0.2
Great service!	-	1	0.2
Great web site.	-	1	0.2
Open on Fridays and Saturdays....we need the library at different hours.	-	1	0.2
Why did you make the questions so short for campus technology! I have may things to say about that! SO i guess I'm only allowed a brief summary! Upgrade your OS in the library, we are in IE explorer 9 already you are ! We need more macs! Q<not enough	-	1	0.2
The mission college website provides good resources.	-	1	0.2
What happens to the AB540 students due to dream act??	-	1	0.2
Excellent internet coverage. POOR STUDENT LAMC STUDENT EMAIL AVAILABILITY - Unable to make student purchases online or take advantage of student specials due to no LAMC email required for proof of eligibility.	-	1	0.2
N/A	-	1	0.2
The library and resource center needs to be open longer on the weekends	-	1	0.2
Total Valid		607	100.0