

2012 STUDENT SERVICES SURVEY

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SUMMARY

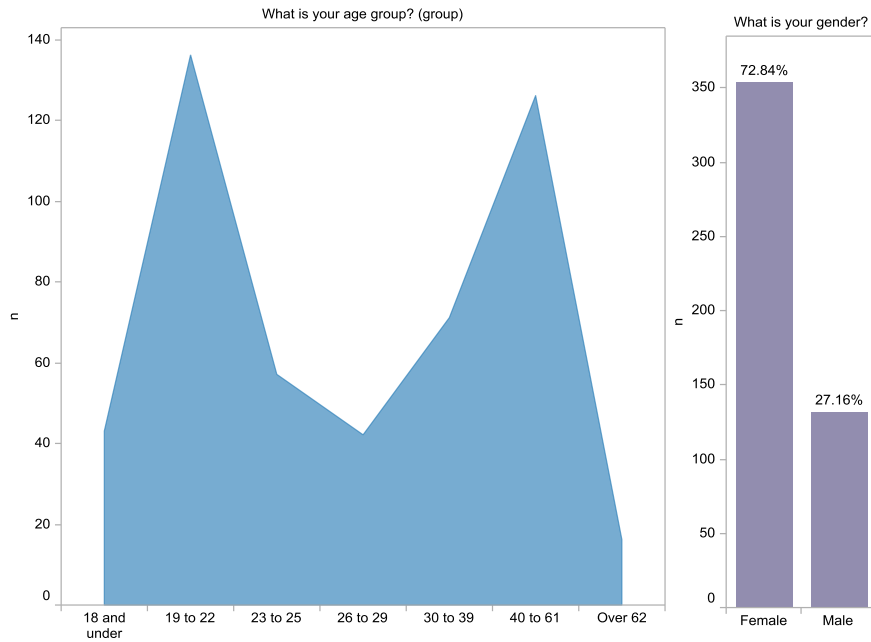
- The demographic profile of respondents was not entirely equal to the profile of enrolled students.
- The main areas of concern overall are hours of operation and waiting times
- Although waiting times were noted as an area of concern, not many students had an exclusive preference for times outside of the 8AM to 6PM range. This may indicate that although hours of operation do not need to be extended every evening there should be one evening a week when student services are available after 7PM.
- Most students preferred to visit mid-day, particularly at Fairfield Main Campus. The time preference for the centers was slightly different
- Waiting times may be linked to hours of operation, it is possible that students visiting mid-day encounter a time when most staff are taking lunch so marked the problem as an hours of operation problem on the survey.
- In addition to wait times and hours of operation there were problems with the clarity and amount of information provided by Financial Aid.
- There is very little interest in services offered via video calling or instant messaging. Respondents would prefer face to face services as well as telephone, email and online.

METHODOLOGY

The survey was delivered online to all students during February 2012. The survey was closed on February 16th 2012 and received a total of 587 responses.

The survey focused on questions around opening times, provision of information and preference for after hour services. This was supplemented by demographic questions.

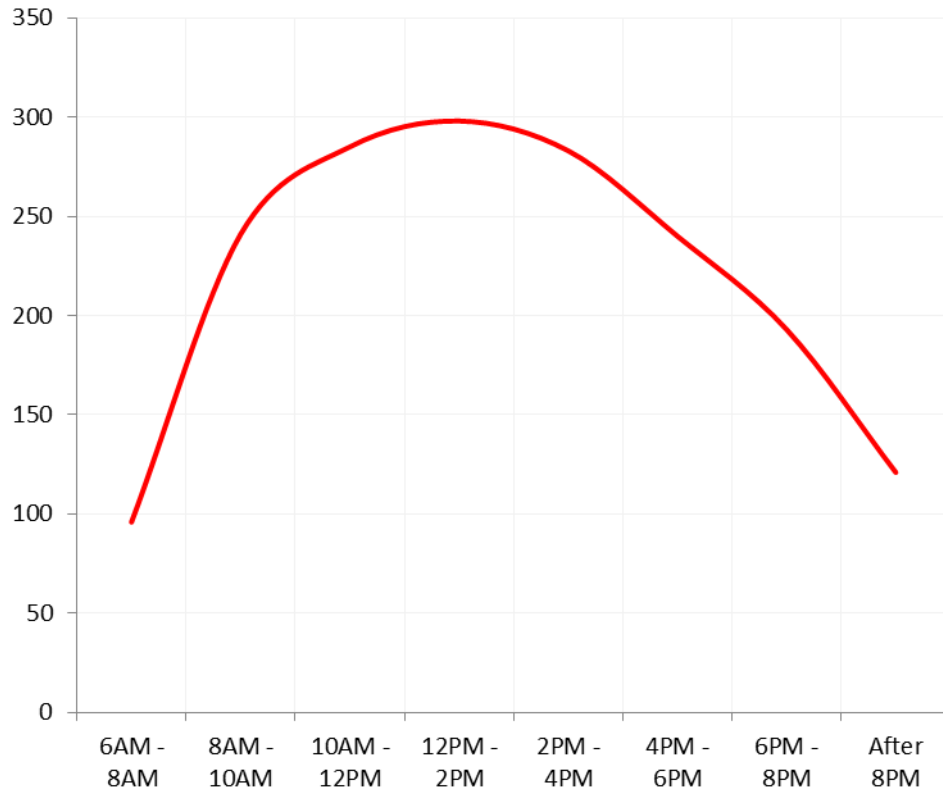
DEMOGRAPHIC AND OTHER INFORMATION



- The largest number of respondents were in the 19 to 22 age group with a spike also in the 40 to 61 age group
- Almost 3 times as many females responded as males.

PREFERRED TIME TO VISIT STUDENT SERVICES

Students were asked to mark their preferred time to visit student services. Each respondent could mark more than one time slot. The cumulative results are plotted below.



The majority of students would prefer to visit between 10AM and 4PM with the median time slot being 12PM – 2PM.

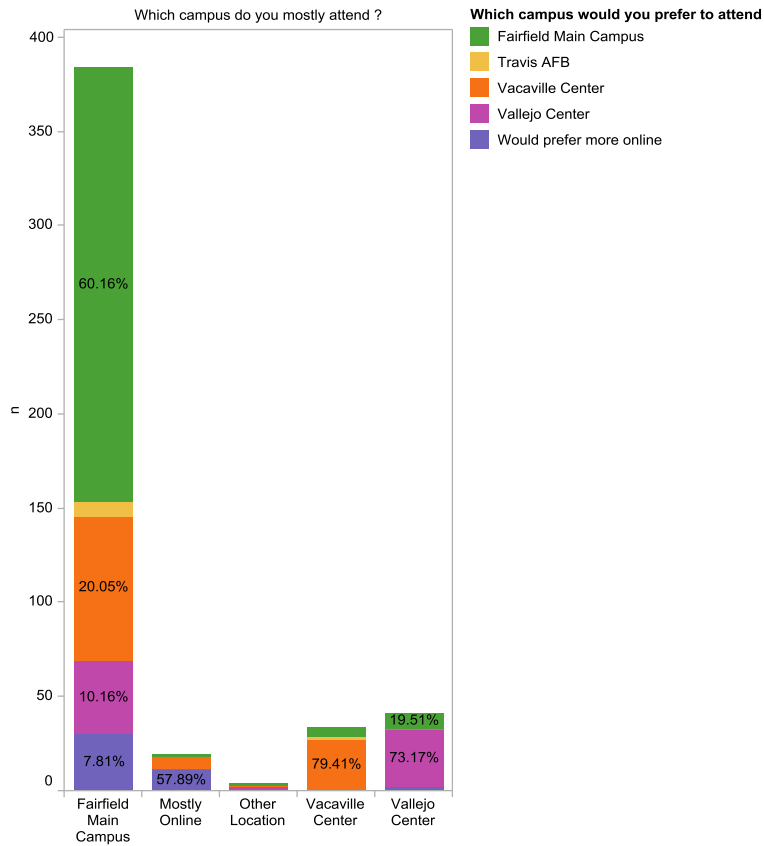
Of the 193 students that would prefer to visit in the 6PM to 8PM time only 31 (16%) would not like to visit at an earlier time. Of the 121 students who preferred the After 8PM time slot only 13 students (11%) would not prefer to visit at an earlier time.

Over the 576 student who noted a preferred time, 62 (11%) students noted a time that exclusively fell out of the 8Am to 6PM range.

CAMPUS ATTENDANCE

Students were asked

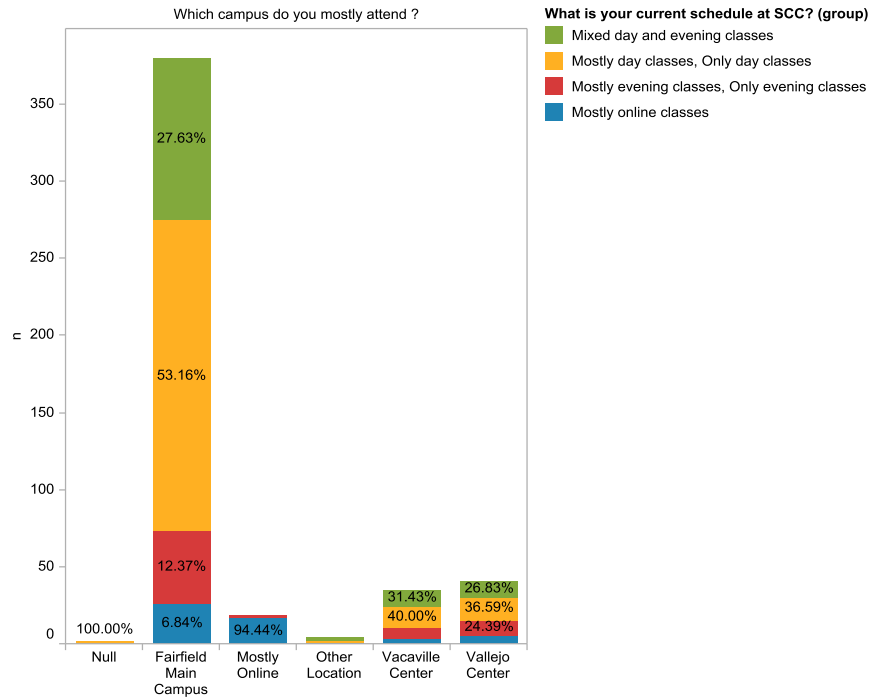
- Which campus do they mostly attend?
- Which campus would they prefer to attend?



The majority of respondents attended Fairfield Main Campus (80%) with representation from Vallejo (9%), Vacaville (7%) and online (4%).

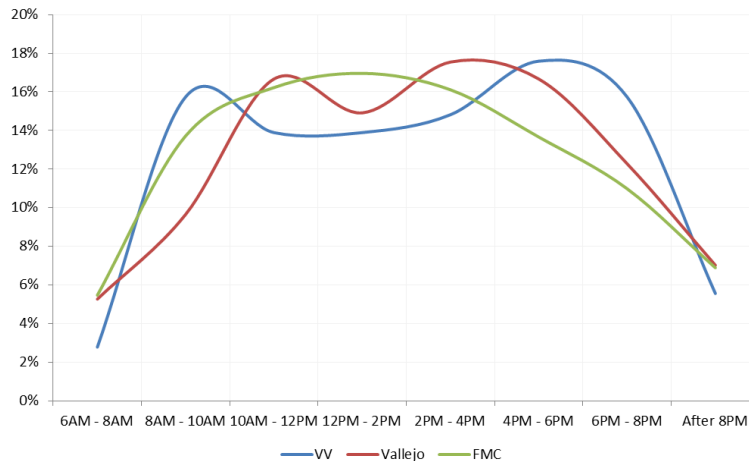
Of those attending Fairfield Main Campus 20% would prefer to attend Vacaville and 10% would prefer to attend Vallejo. Of those who are mostly online 32% would prefer to attend Vacaville.

SCHEDULE PATTERNS

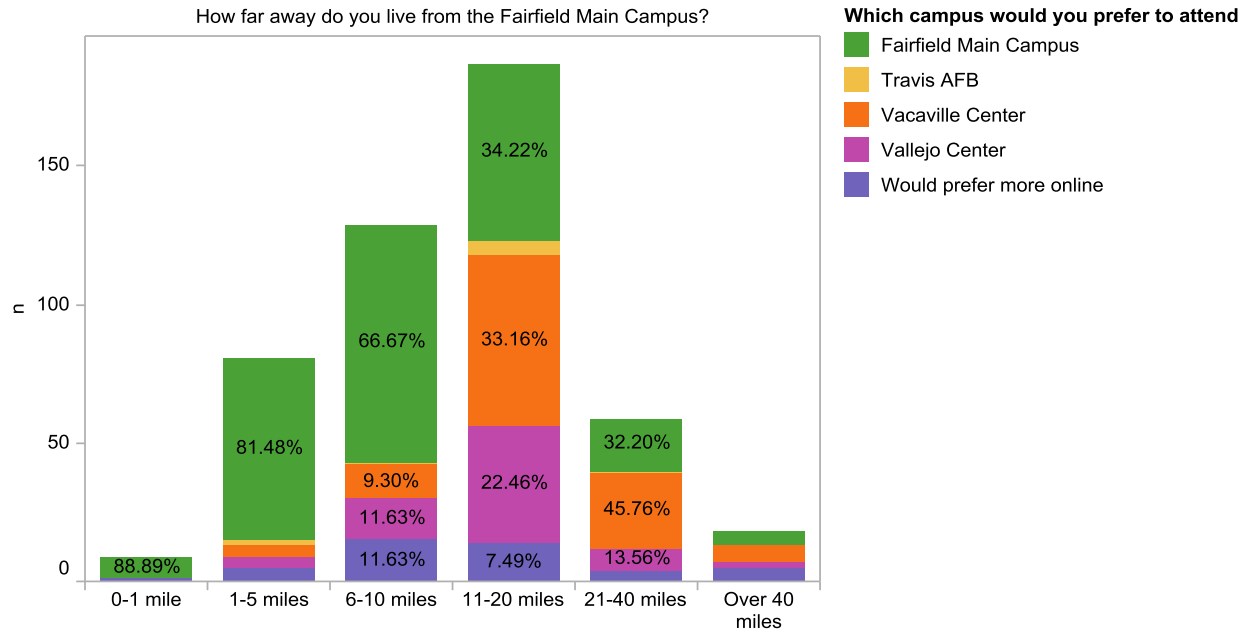


Of those students attending Fairfield Main Campus only 12% were primarily evening students. However at the centers this was higher with 20% in Vacaville and 24% in Vallejo.

When we look at the preferred times of Vacaville and Vallejo students it does differ in shape to Main Campus students. It would appear that students at the centers prefer times at the beginning and ends of the day. The caution here would be the relatively low sample size of respondents from the centers, although this issue does warrant further investigation if services are to be expanded at the centers.



DISTANCE FROM FAIRFIELD MAIN CAMPUS



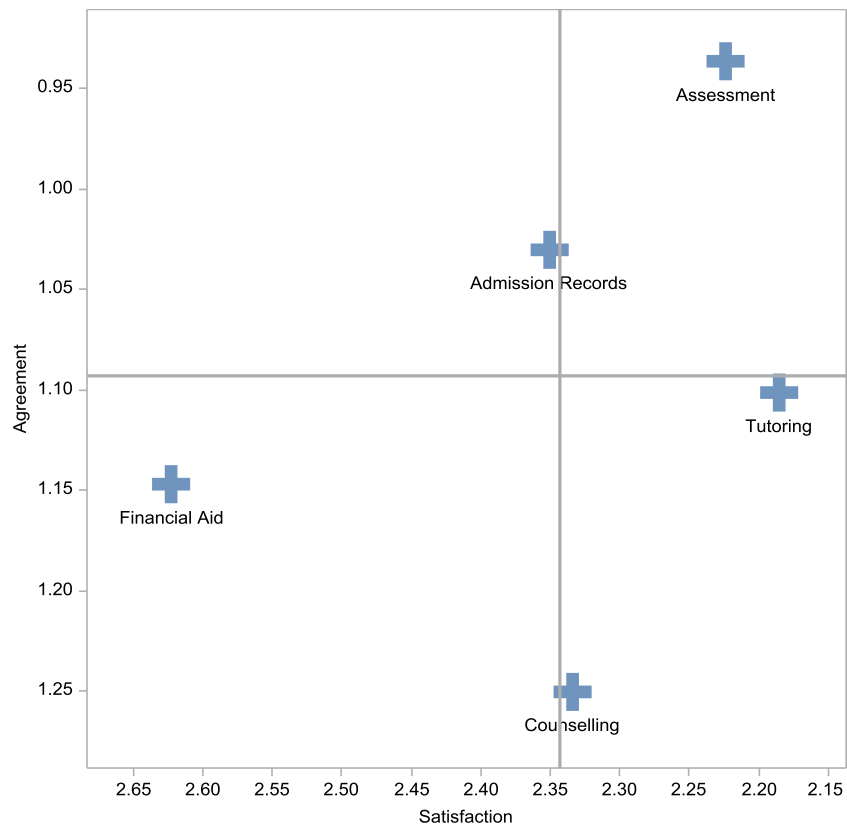
Predictably those living closer to main campus would prefer to attend Fairfield Main Campus. However it is worth noting that 55% of respondents live over 11 miles away and of those 36% would prefer to attend Vacaville and 20% would prefer to attend Vallejo. Of that group about 75% are Fairfield Main Campus students

One reason Vallejo may be of lower preference is that it has more competition in that area of the Bay with Contra Costa or Diablo Valley similar distances to Fairfield Main Campus,

OVERALL RESULTS

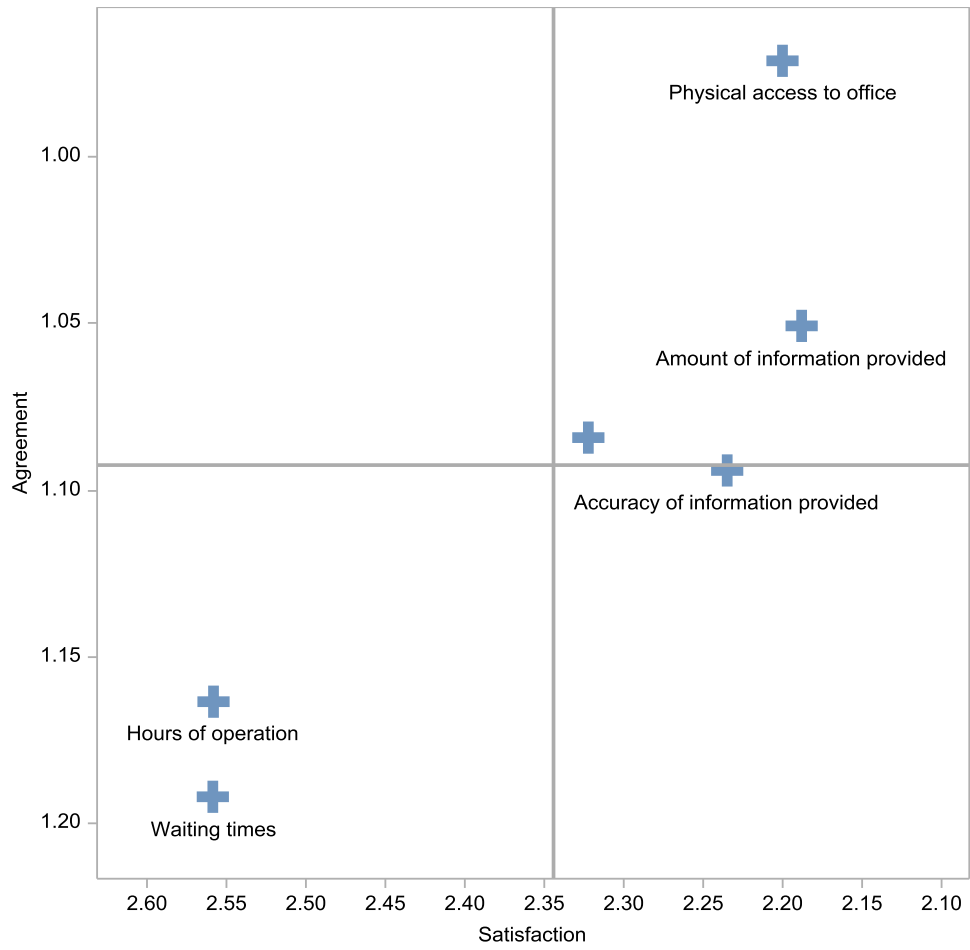
OVERALL SATISFACTION WITH AREAS

The chart below shows overall satisfaction with student services. The x axis shows level of satisfaction while the y axis shows level of agreement among respondents.



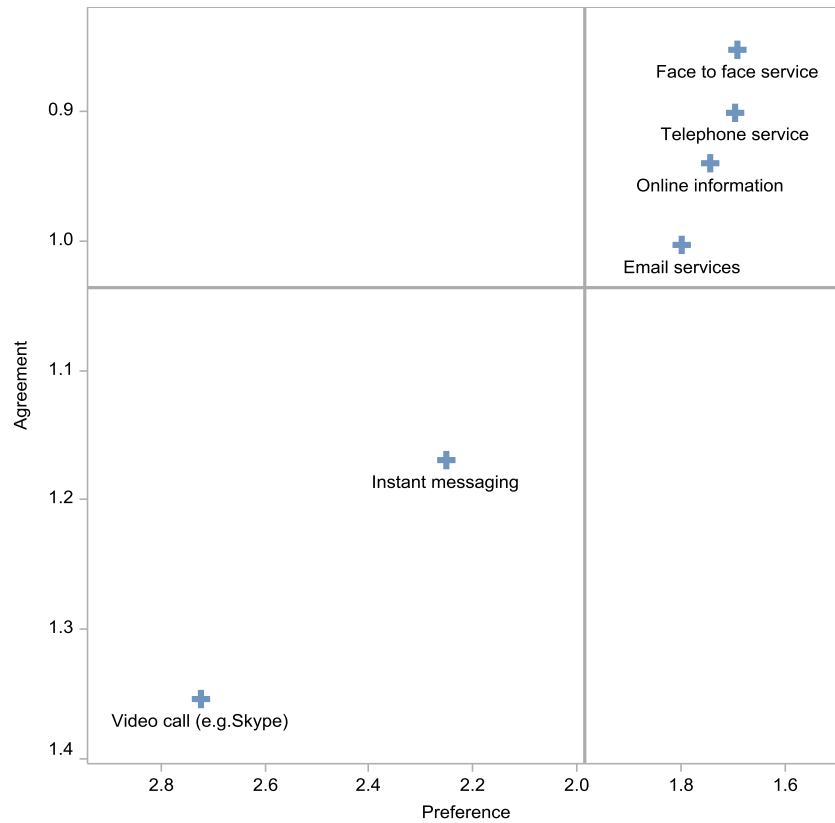
Students have highest overall satisfaction with tutoring while the lowest level of satisfaction is with Financial Aid.

OVERALL SATISFACTION WITH DIMENSIONS



Respondents have lowest satisfaction with hours of operation and waiting times

AFTER HOURS SERVICE PREFERENCES OVERALL



Respondents clearly want more face to face and telephone services as well as interest in online and email services. There is little interest in instant messaging or video call services.

OVERALL SUMMARY BY AREA

Chart below is known as a heat map and be used to quickly identify potential areas that need to be addresses. The size of the square is indicative of the number of respondents while the color denotes general satisfaction.

The rows represent the various areas while the columns show the different dimenstions.



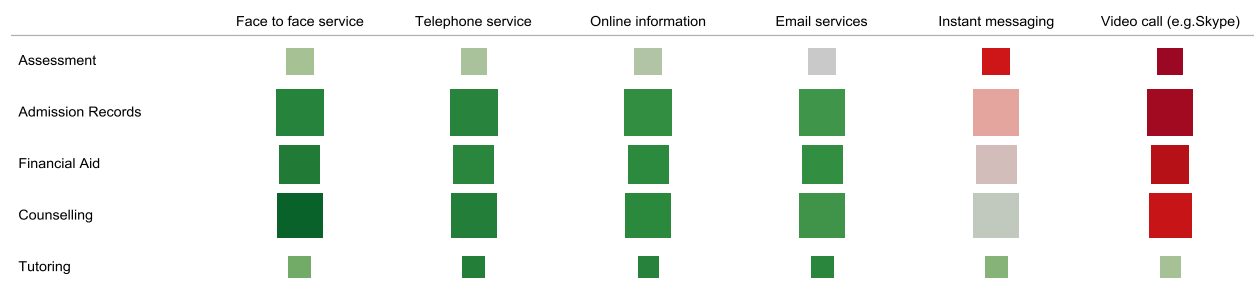
The biggest problem areas are

Waiting times in Financial Aid, Counseling and AR

Hours of Operation in Financial Aid, AR and Assessment

Clarity and Amount of information provided by Financial Aid

Overall Summary by Area



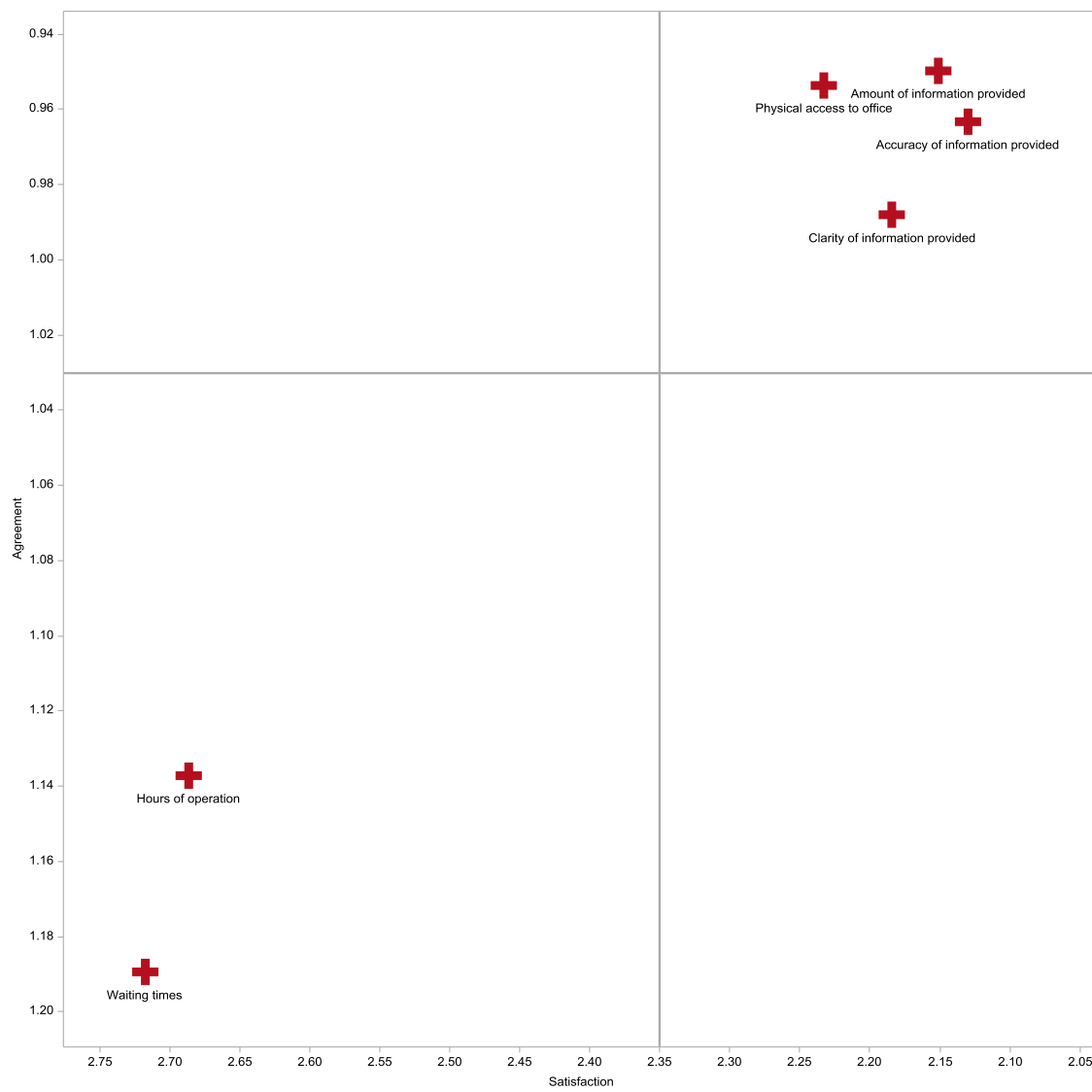
Again very little interest in video calling, limited interest in instant messaging in Counseling. Most demand is for face to face, telephone, online and email services.

AREA REPORTS

ADMISSIONS AND RECORDS

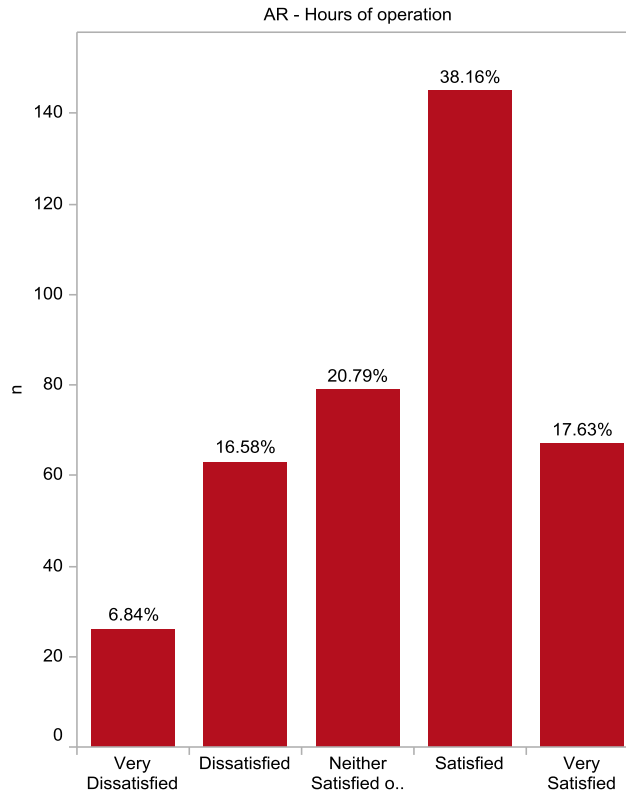
LEVELS OF SATISFACTION

Chart below shows levels of satisfaction as well as level of agreement between respondents.

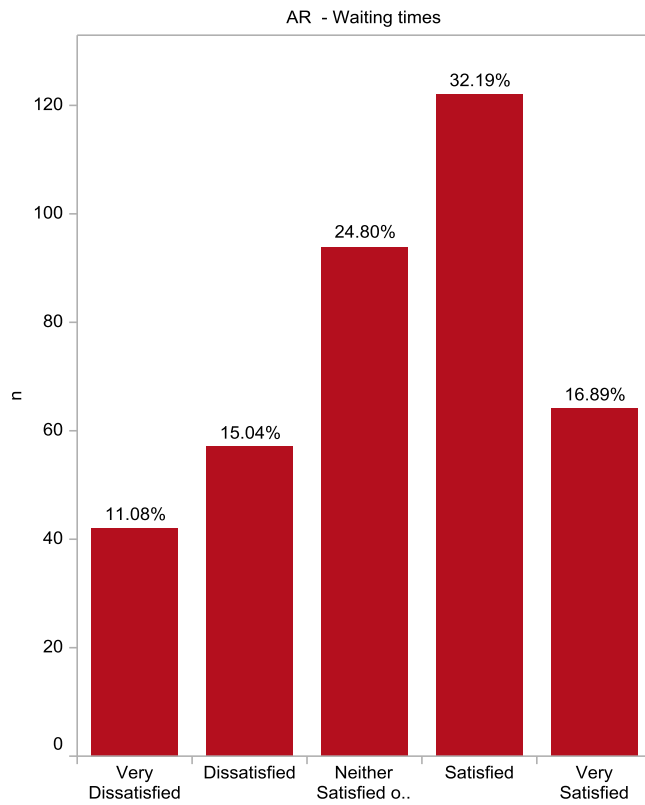
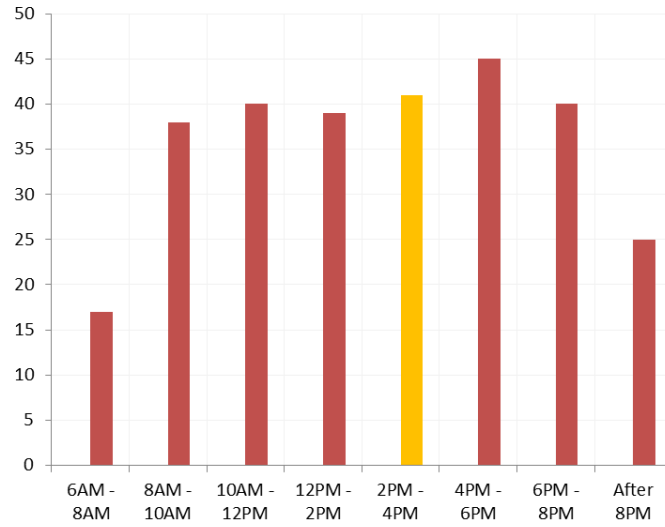


Most dissatisfaction with

- Waiting Times
- Hours of Operation



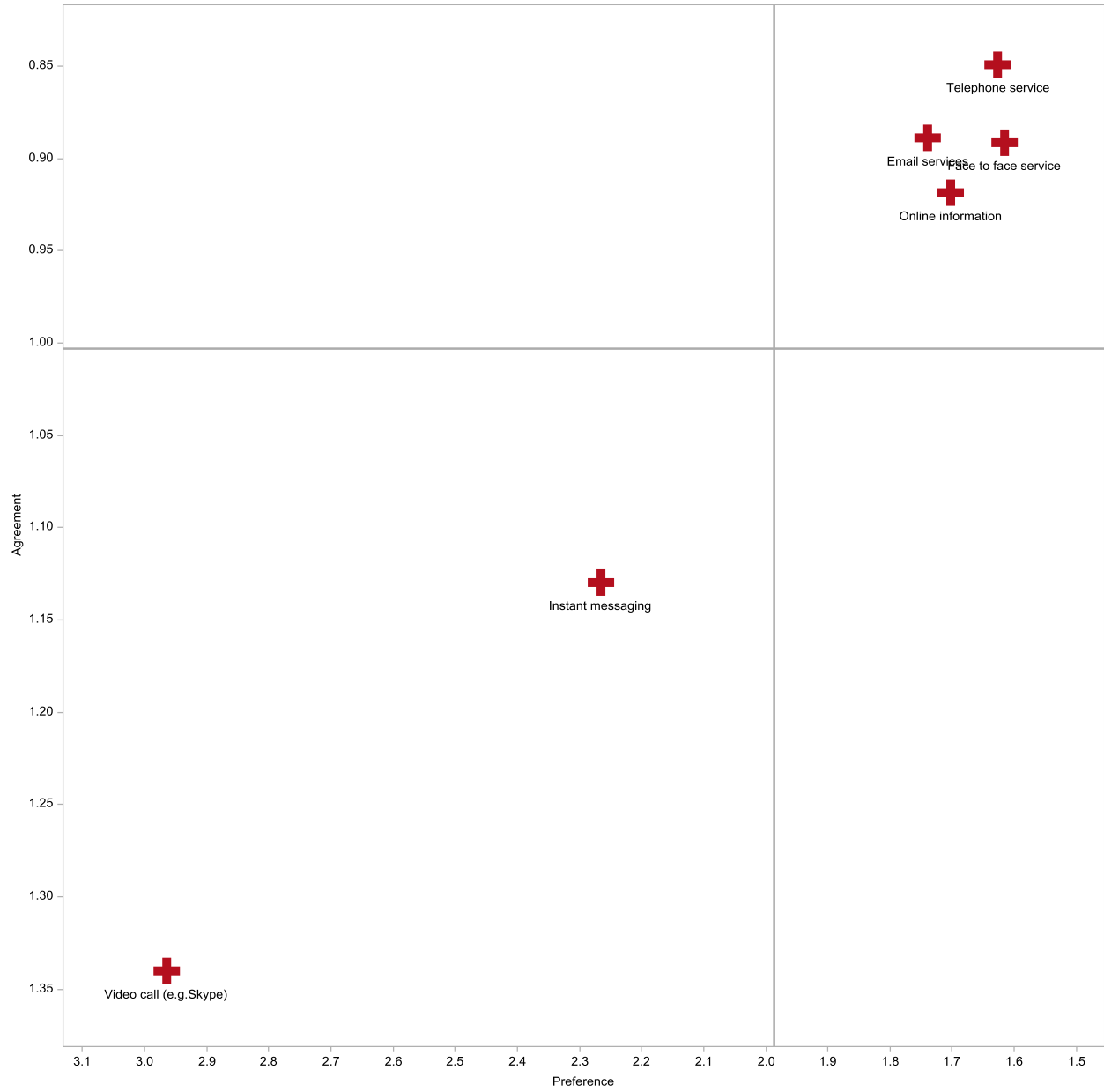
Almost a quarter of all respondents show some level of dissatisfaction with hours of operation in AR. However, when we isolate those people and examine times that they are available we see the median time being in the 2PM – 4PM slot, within normal operating hours. 11 out of the 88 who were dissatisfied or very dissatisfied with hours of operation (12.5%) had a preference for after 6PM service exclusively.



Over 27% of respondents were dissatisfied or very dissatisfied with waiting times at AR.

SERVICE PREFERENCE

Chart below shows preference for additional services.



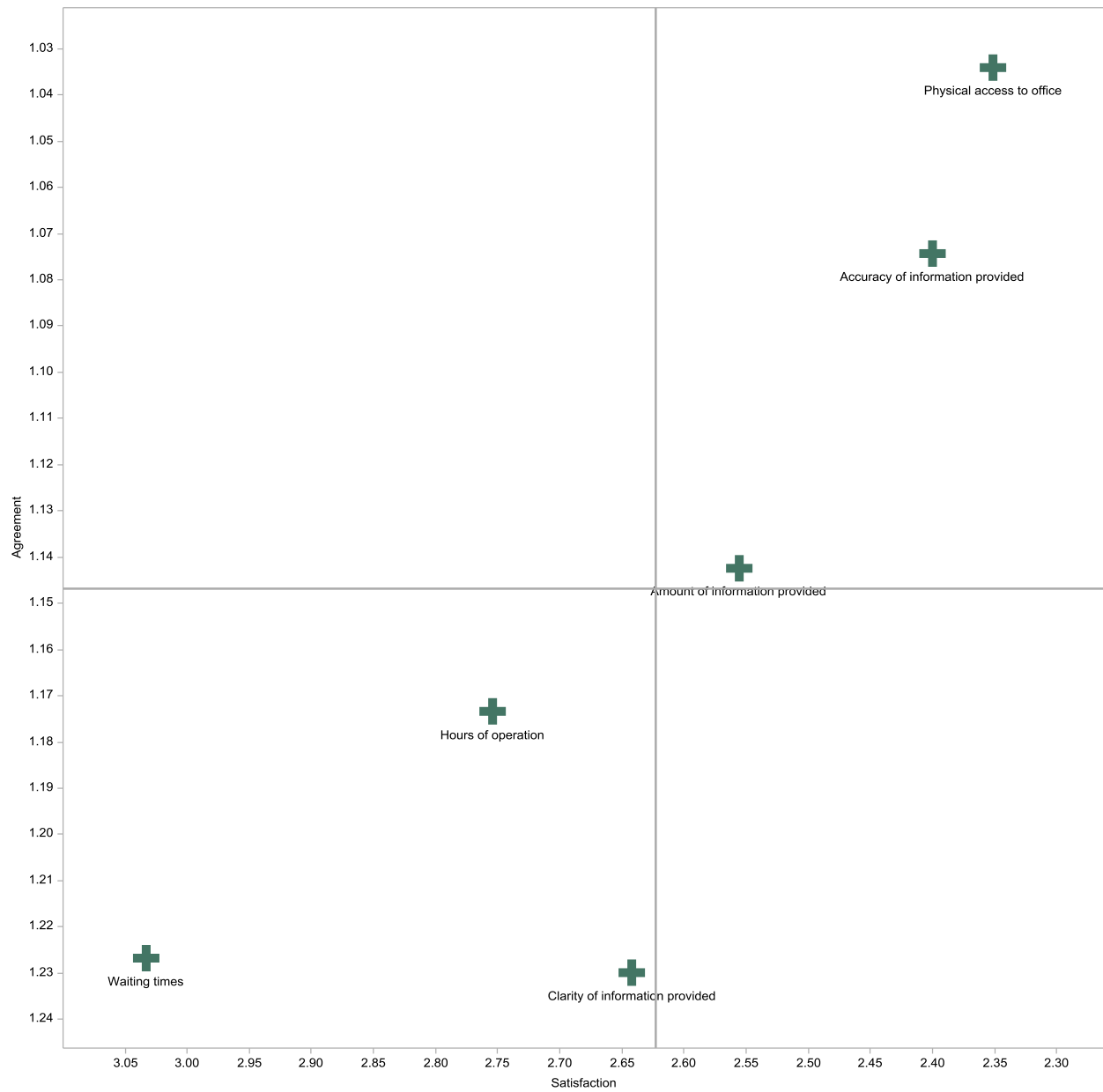
AR RECOMMENDATION

- Consider adding afternoon staff to alleviate waiting times
- Consider offering limited service after 6
- Use dedicated telephone services
- Increase quality and accessibility of online and email information

FINANCIAL AID

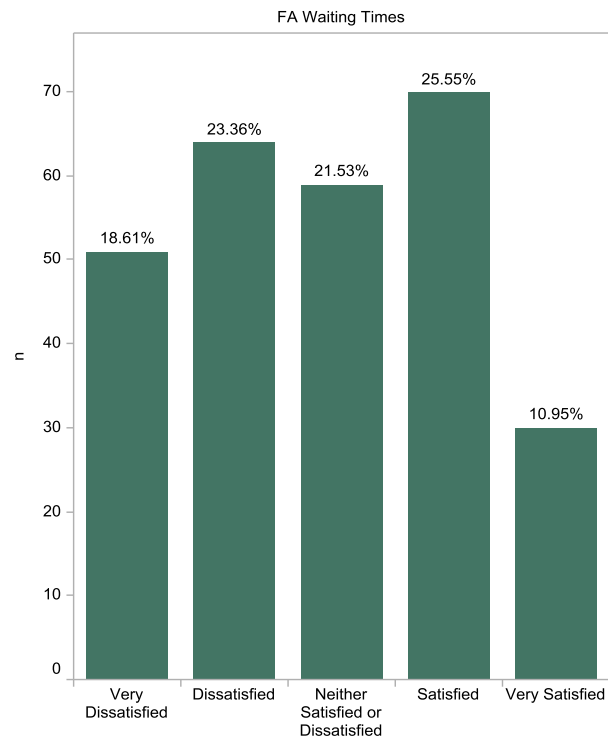
LEVELS OF SATISFACTION

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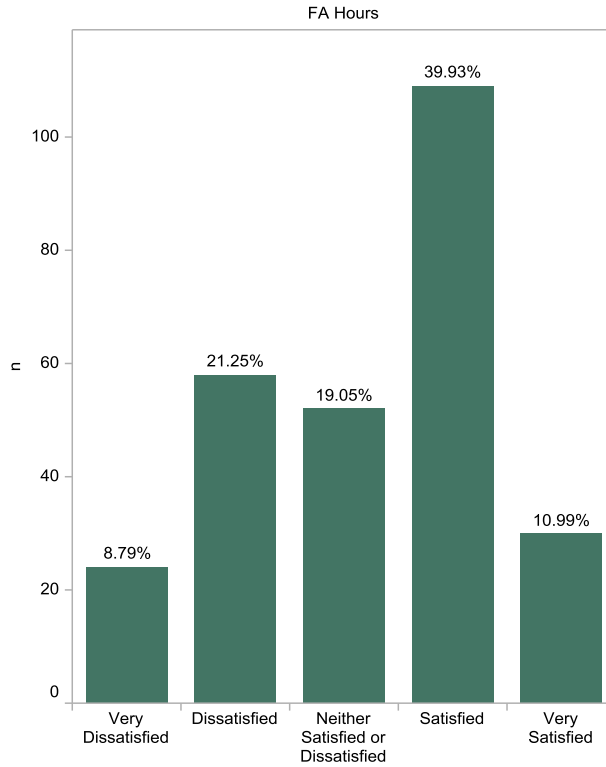


The lowest areas of satisfaction are

- Waiting times
- Hours of Operation
- Clarity of Information Provided

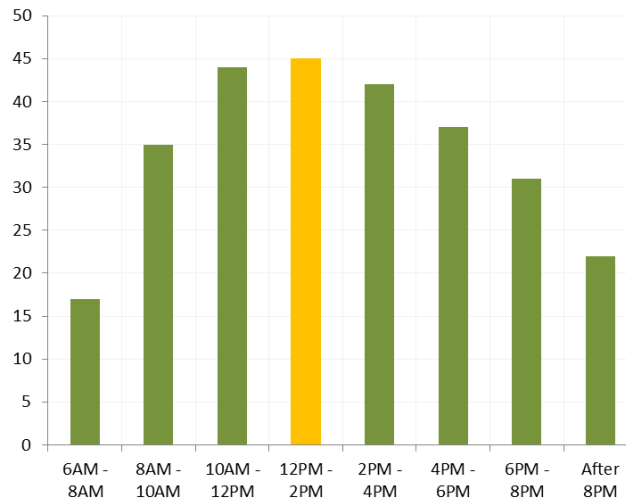


Almost a third of all respondents show some level of dissatisfaction with waiting times at Financial Aid.

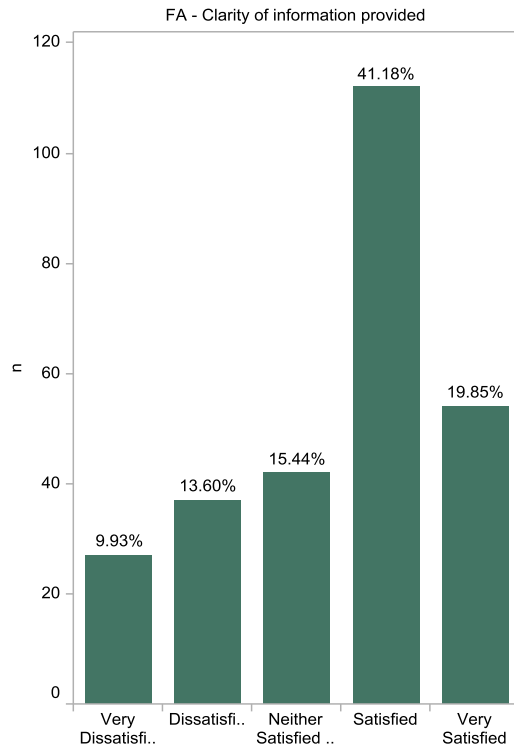


Over 30% of respondents were dissatisfied to some degree with the hours of operation of Financial Aid.

Of those dissatisfied with hours of operation the median preferred time is 12Pm to 2Pm.

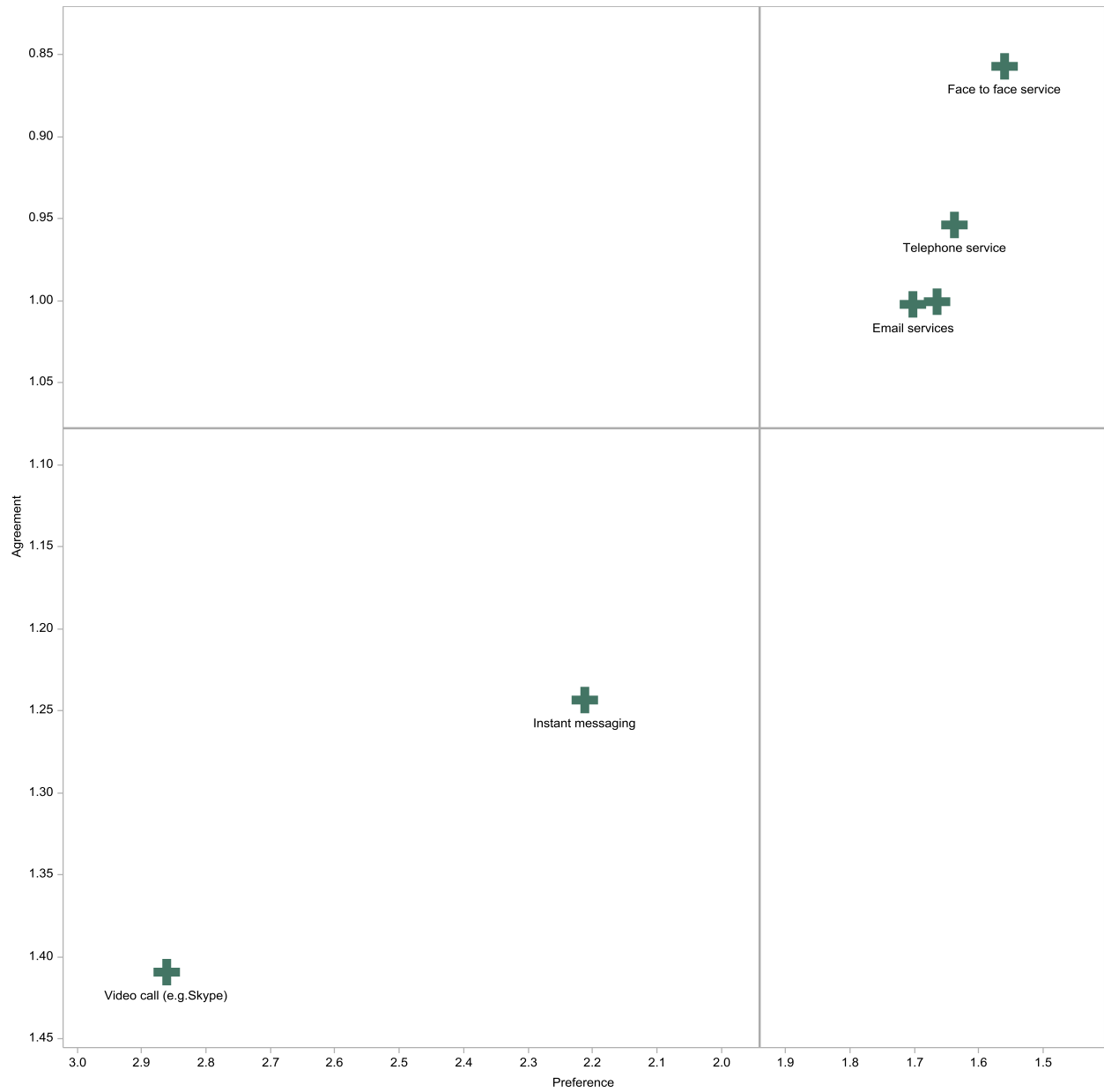


Only 9 out of those 83 (11%) who are dissatisfied with Hours of Operation have a preference for an exclusively after 6PM time slot.



Over 20% of respondents are dissatisfied with the clarity of information provided by Financial Aid.

SERVICE PREFERENCE



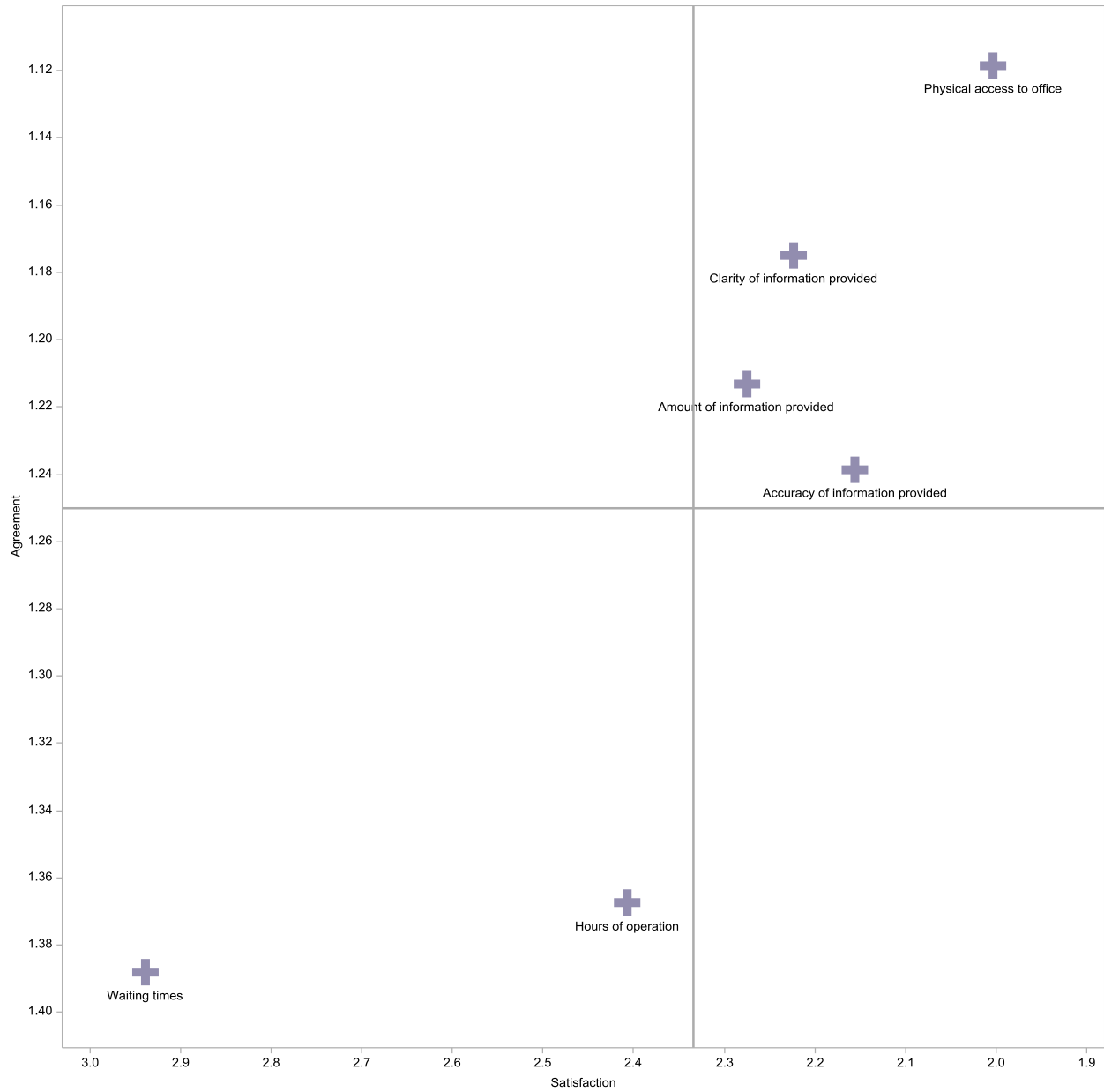
Again a focus on providing face to face, telephone, email and online services.

FA RECOMMENDATIONS

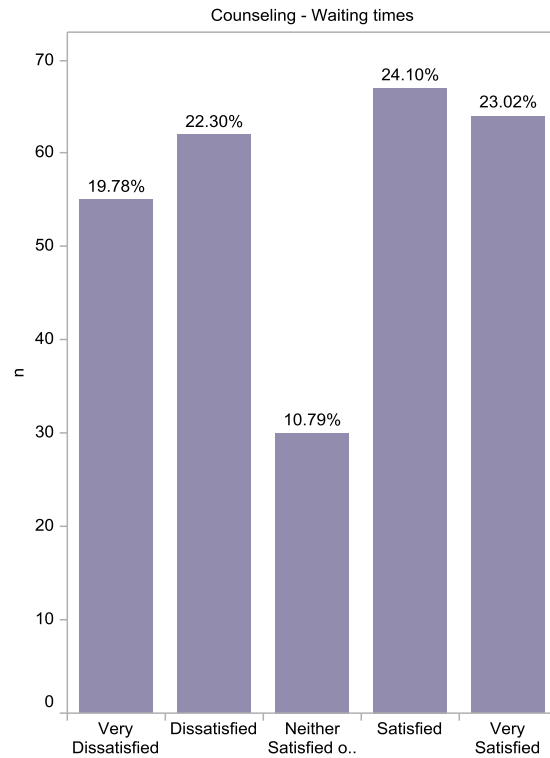
- Increase clarity and amount of information available, particularly online sources. Explore ways to communicate complex information.
- Reduce waiting times by providing more trained staff during 10AM to 4PM time slots
- Use dedicated and trained staff resources for telephone and email services to deal with quick or simple questions

COUNSELING

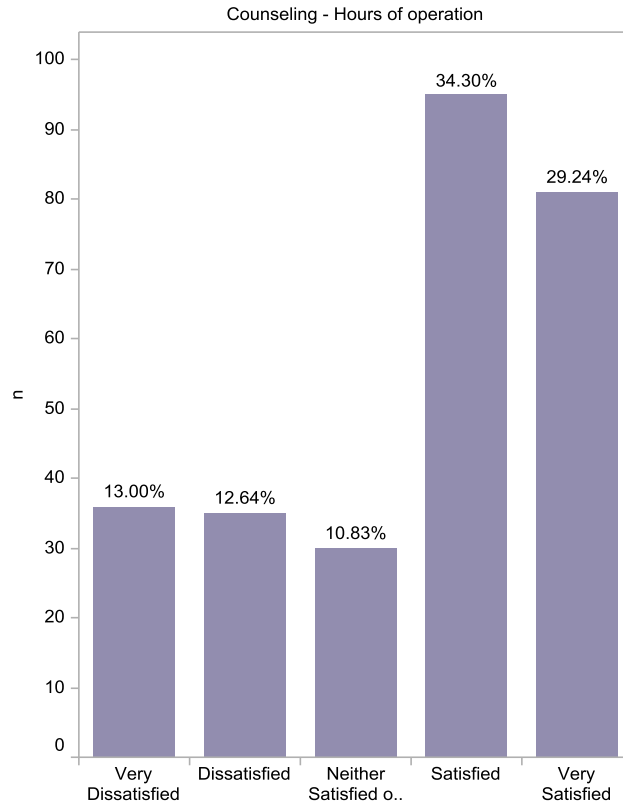
LEVELS OF SATISFACTION



The biggest areas of dissatisfaction in counseling were waiting times followed by hours of operation.

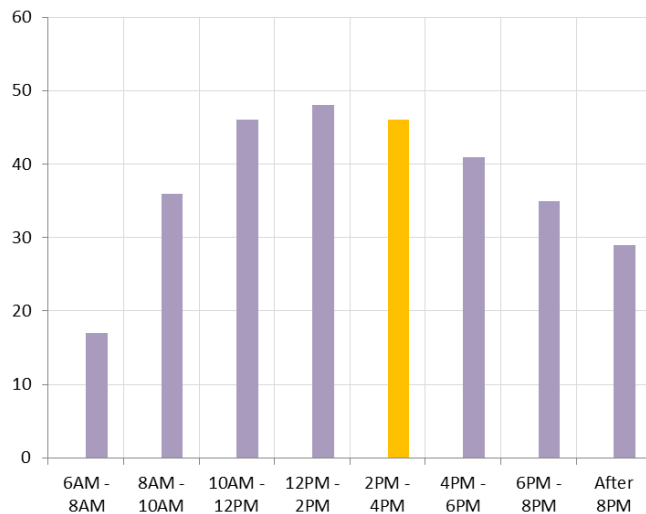


Levels of satisfaction with counseling waiting times seem to show a bimodal distribution with those that are satisfied and those that are dissatisfied without much in the middle. Breaking the distribution down by gender, schedule and campus does reveal that there are major differences between those groups. This issue warrants further investigation as to why students are so split on this issue.

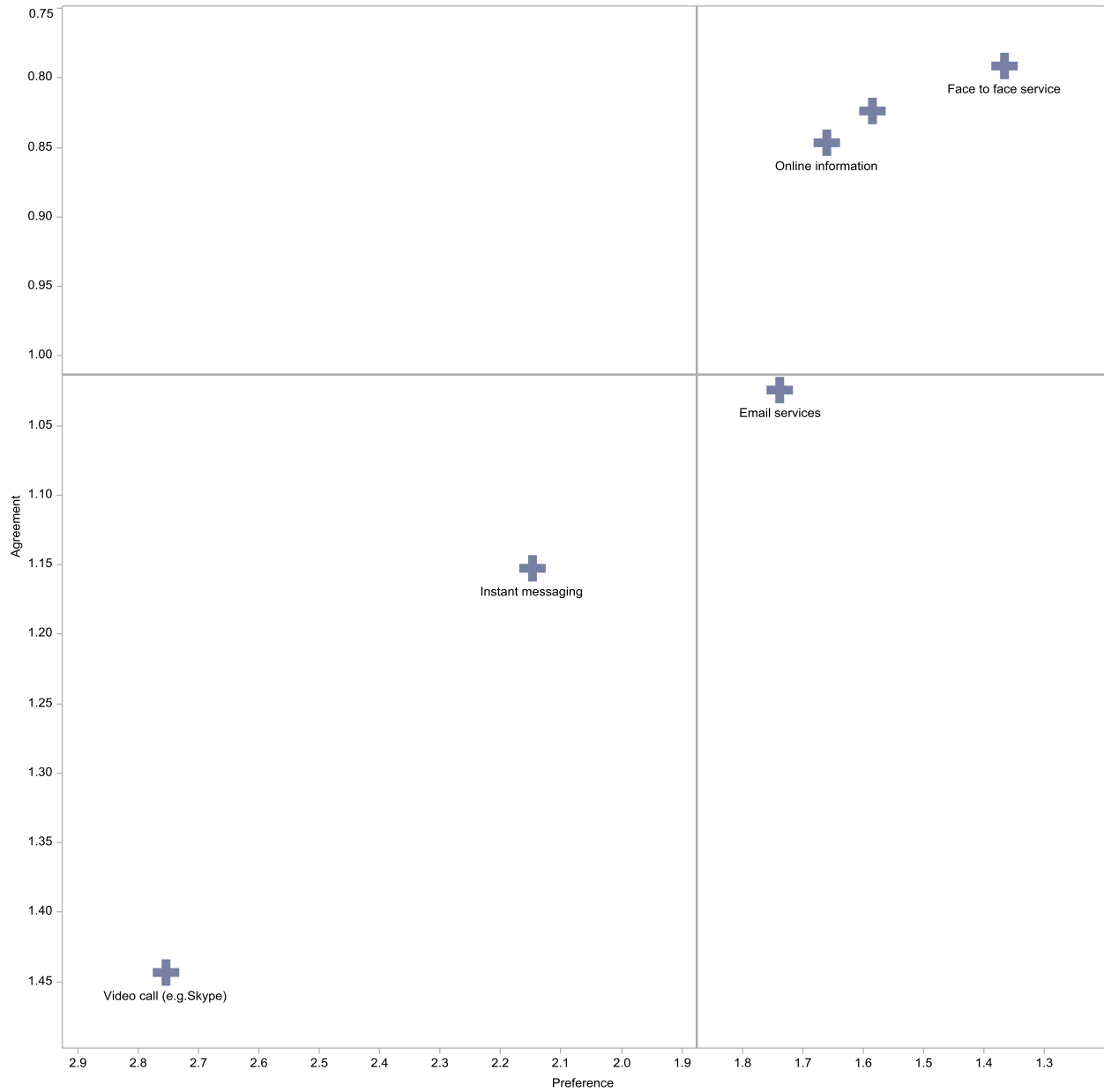


Over 25% of respondents show some level of dissatisfaction with Counseling hours of operation

Of the 91 respondent who were dissatisfied or very dissatisfied with counseling hours of operation the mean preferred time was the 2PM to 4PM slot. Only 5 dissatisfied respondents had an exclusive preferred time after 6PM.



SERVICE PREFERENCE

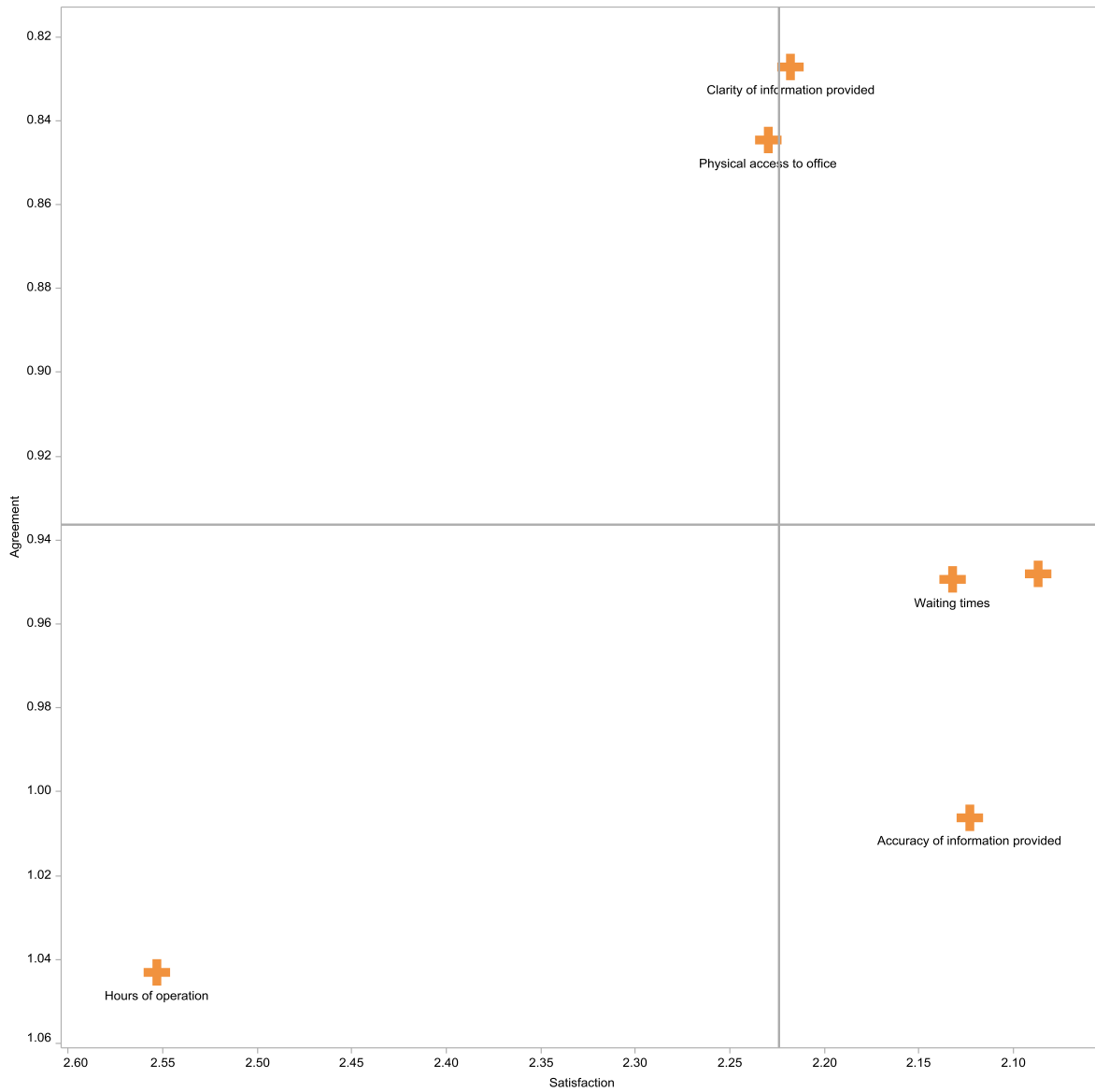


COUNSELING RECOMMENDATIONS

- Look at issues surrounding waiting times which appear to be split.
- Consider counseling via telephone.

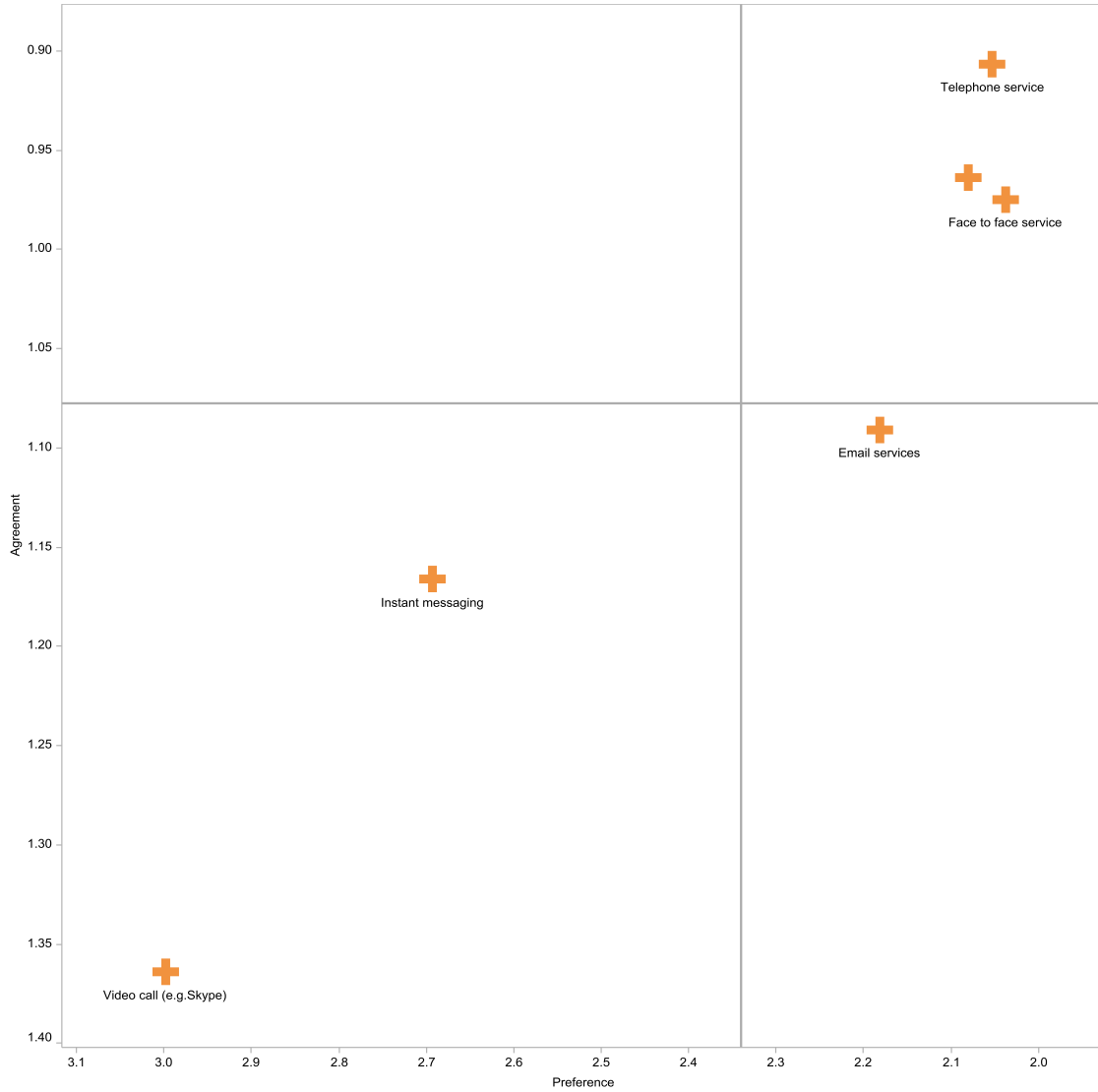
ASSESSMENT

LEVELS OF SATISFACTION



The main issue with Assessment was again the hours of operation. There was also a below average satisfaction with physical access to the office

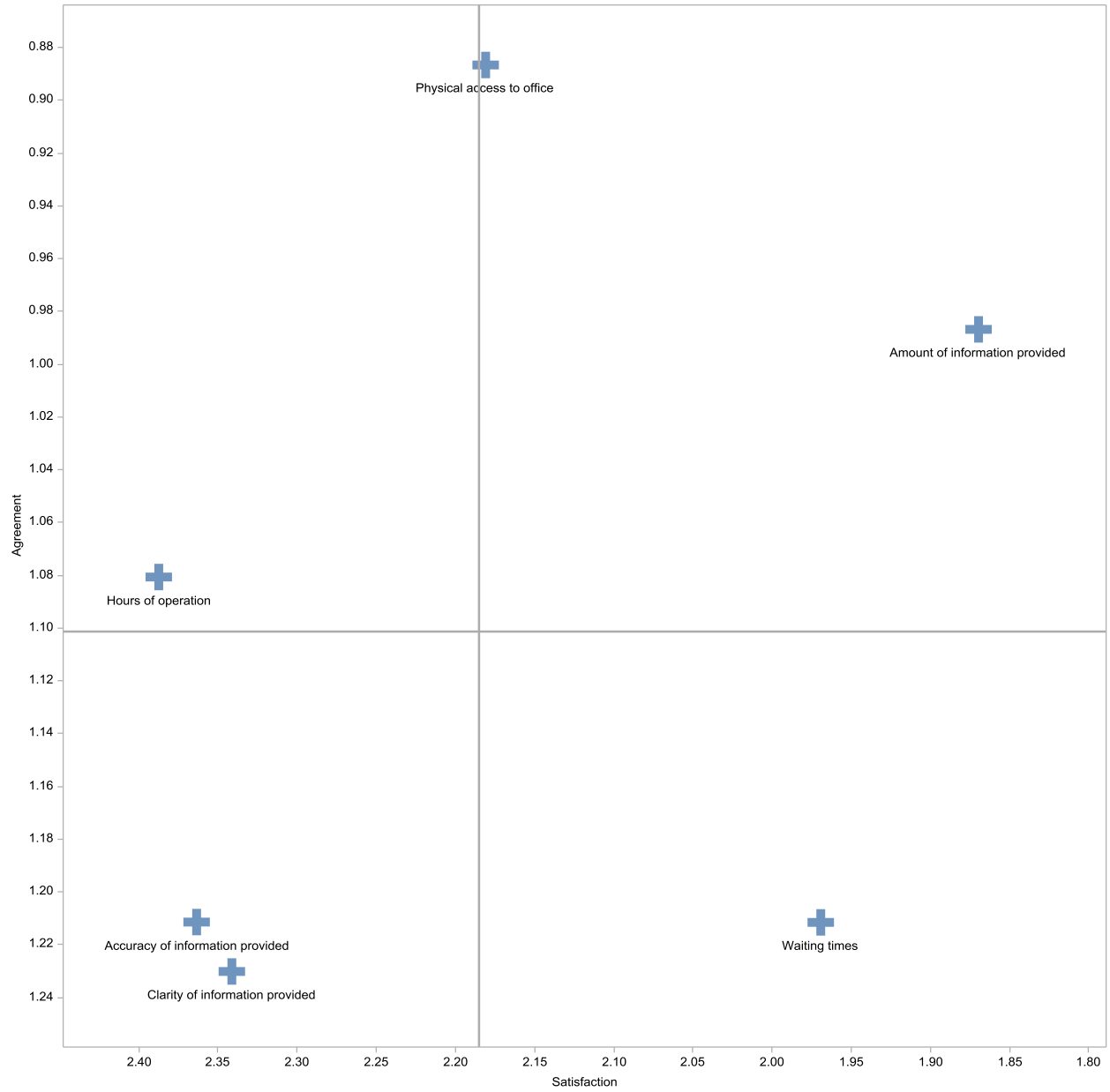
SERVICE PREFERENCE



Again there is a preference for face to face, telephone, email and online services.

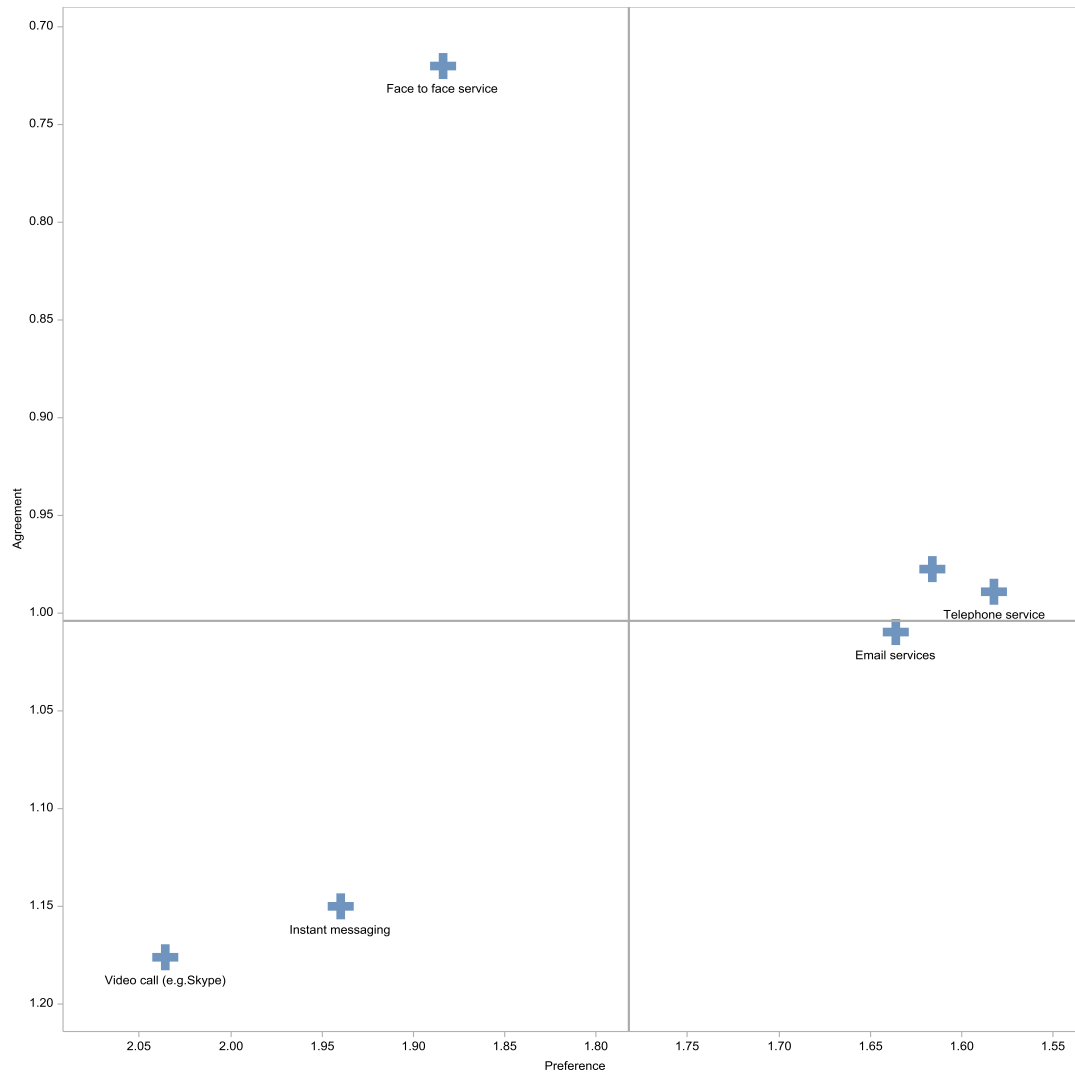
TUTORING

LEVELS OF SATISFACTION



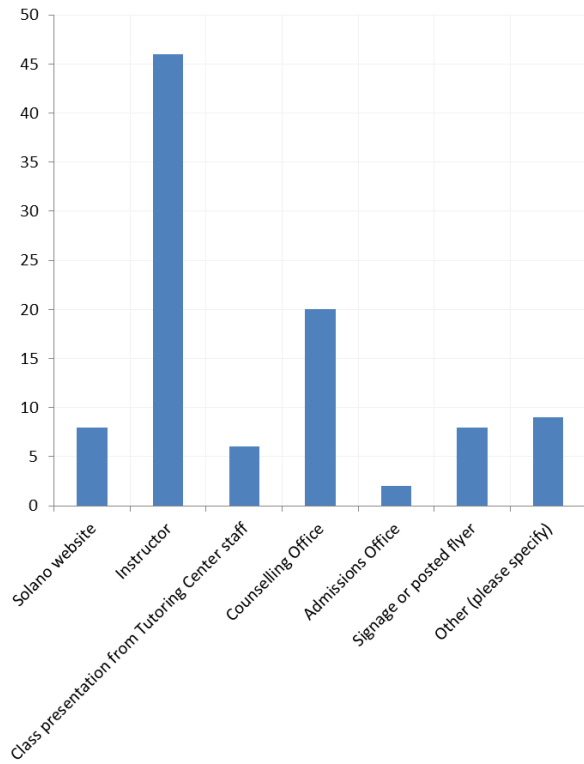
Although satisfaction is relatively high for tutoring services there does seem to be a desire for information clarity and accuracy in addition to the hours of operation problem.

SERVICE PREFERENCE



There appears to be a real interest in tutoring available via telephone, online or by email. How or even what this service would be should be explored further.

WHERE DID STUDENTS HEAR ABOUT TUTORING?



Most students hear about tutoring via their instructors. In the “Other” category the dominant response was from their fellow students.

OPEN ENDED COMMENTS

Below is a selection of open ended comments by area

FINANCIAL AID

n/a

Every time I go there and ask a question I get a different answer about the same question. Most of them are not confident on the answer they give and they go and ask someone and they come back to explain it and they don't understand themselves. It's like they give an answer just to get you to leave.

financial aid already has email services and phone services they use...expect they never ever get back to you in emails. and no one ever answers the phone

I was unable to find certain information regarding financial aid online; ie. when the funds would be released and posted to students' accounts. When I went to the office and asked the person behind the window, she told rudley old me the information was on the website. However, after extensive searching, I still did not find it. It would be nice if that information was clearly stated.

NO

you need more staff. Waiting in a long line is frustrating as f*ck.

I was helped by someone at the Vacaville Center. The lady there was very helpful.

Its confusing

I think that we should not have to wait 3 days to receive our funds

I called weeks ago regarding information I sent in, not once, not twice but three times and the person working on my case never called back. Now I still have not been able to receive any financial aid because my paperwork that I sent in repeatedly has not been processed. I work and have kids its very difficult to have to keep going in to rectify this problem. They have absolutely no customer service skills.

Not at this time.

Should have more windows open during the busy time

A lot of us are not full time students and work so the window hours are very inconvenient. Even one night a week open till 6:30 or 7 would be extremely helpful!

I have a problem with the solano card. How does it take so long for them to post our refunds? Speed that up and we're good.

MySolano Financial Aid updates should be made more frequently and accurately; and we should be allowed to download, fill, and submit forms online (instead of download and then submit in person).

none

"Good evening." I have no additional comments at this time, thank you.

NONE

It concerns me that I asked the same question 3 different times, 3 different people and got 3 different answers.

Some employee's have major attitudes and do not seem to like to answer questions.

no

The staff is very professional as well as friendly.

everything is great. Good people. Good staff

They need to have more than one person working in the financial aid office because the lines can be incredibly long

and annoying.

no.

like to no when refune is available,or how long have to wait.

My recent experience was the office sent an email advising me of my status. The information used was based upon the middle of Fall semester 2011 upon face to face fact finding with the office in regards to the email sent apparently my full student record was not used to make concluding decisions. I was given documents at the of Fall 2011 and instructed to submit first day Spring 2012 and as well as update FAFSA this was done. The concluding inquiry i was informed that the information submitted wasn't submitted in the data base therefore a final rendering of financial decision was made.

none

after you complete 90 units, and apply to get an extention for financial aid, when arent you approved an extention for financial aid? what guidelines

Thank for Financial Aid so much!

Need more workers and the time won't be so long Also, we need paper mwoek down in the vallejo's office

They give me a run around about my financial aid. They won't tell me when it's actually going to be there. I've been waiting for my financial aid for almost a month now!!! I wish they weren't rude and filed my information on time and stopped giving me different dates that don't even apply to me.

I think that processing time should not take as long as it does especially when a person can walk up to the window and see people just standing in one place talking instead of helping people at the windo or processing paper work.

The time it takes to progress finncial aid is way too long especcally when we get information months to long which make our payment out too late. We as students should not be peanize for not enough staff

yes. please re-institute the financial aid and student loan resolution implementedgaurenteed by the SCC governing board during the 2003-04 school year. your office has been in violation of this for at least 3 years. Your negligence as to this resolution is continuing to displace, harm, and alienate our studentsespecially minority, female and our disabled student populations. .

no

N/A

Quite honestly, there is nothing good to say about Financial Aid services. Why have individuals working the counter that treat people like they do not have any intelligence.

Respect is not shown for the students who receive FA. There is always a delay "computer glitch they say". We could notified way ahead of time, most instances they FA is already aware we will have a delay in getting our funds. Its getting worse. During the these times of caos, the phones are jammed and still don't get the truth. IThere are some of who simply have grown tired of complaining and took steps on a whole different platform to seek help. Students could at least be notified. Really, the same problems are meant continuously. Why is not possible to run the office efficiently? Why can't FA office, since they know the disbursement dates-simply start working on getting the funds out earlier so that they can be received on or the next day. Though students have to have contact with the office, I would never refer anyone there.

the people that work the counters really are unfriendly and seem annoyed at having to answer questions.

Only complaint I've had with them is that I have emailed before on a few occasions and never received a reply back. I've had to physically go down there to ask a question.

No

No

Yes, I think there needs to be way more clairity, Such as; When refering to the students overall attempted completion rate,the min 67% units attempted with a cumulative grade point average of 2.0. It needs to be better explained to all students! Even after refering to the Satisfactory Academic Progress guidelines on the Financial Aid website It did not help me. I am sure this could be of help to a number of students.

It would be nice if there was someone at the other campuses to answer financial aid questions or be able to process financial aid paperwork. Going to Fairfield all the time because that's the only office that does it, is a hassle for many.

Why does it take so long for ya to give our money when we needed it to get our books on time?

Please submit GPA verification forms for the cal grant. Last year they were not submitted and I lost my money.

no

No, I do not.

no

A woman I spoke with on the phone was very rude and short with me as if I was annoying her with the questions I was asking. It would be nice to have friendly staff available over the phone for people who have never received financial aid and have no idea the process

Sometimes the information on mysolano is not updated or gets processed just days within receiving financial aid and then I have had to wait to receive financial aid past the time classes have started making it difficult to get books, etc. I have had issues several times in the past with "last minute issues" that were unbeknownst to me until after the fact. Late and slow.

As an older student I am very thankful for financial aid working and going to school is very hard and financial aid has made it a lot easier to get through

I was there today and was given the impression that all the paperwork for my loan was turned in complete only to come straight home and turn on my computer and see what appears to be more paperwork required. I live 45 minutes away in one direction. Called the office at 4:35pm and got no answer. Obviously my time is not important to the school.

they were very helpful to me since I have not been to school in 26 years

The people working usually give false information to get you out of there quick. I've also had problems with them entering information in wrong. The only helpful person I've come across in that office is a lady named Antoinette.

no

No.

I don't know on whose end I was supposed to receive an email from, regarding my F.A. status; but I didn't receive a single email. I'm assuming it's the actual FAFSA website. I would just like to point out this fact.

It would be tremendously convenient if you put in place a system that was in line with the technology driven society we have become, and that is true of a majority of the programs at SCC, especially your online classes.

need to have more workers available at all times on the phone and in the office

I am very happy with my Financial aid services. The only problem I have is that you have to wait quite a while to get someone to answer on the phone.

no they are very helpful

more availability when calling their office

The staff in the financial aid services aren't very helpful or informative. I believe it's due to the long line and the rush to get to everybody. I think there should be more financial aid staff as well as more informative financial aid staff; especially for new students

They need to get their stories straight and tell us the exact time we get our aid instead of saying one thing and it being another

No two people give the same information. I turned in all my information on a given date, and when I checked to see if all requirements were met and they were. The problem came when my education plan was turned in the same day as my loan application they had two different dates recorded. I also have assisted other students in staying on top of their information.

more help if there are lots of people in line at the financial office.

Needs faster services way to behind on paper work

COULD BE BETTER!

I just wish they were open all day on Fridays. Friday is my only day to run errands and it is very inconvenient to have to take off work to visit financial aid.

Staff lose documents/papers frequently and are rude about it (don't bother finding it and ask people to fill it out again and go back in the huge line).

The staff seems over-worked and unhelpful because of it. They did not want to help me to find any info regarding financial help. I waited over an hour in line for a ten second response (no exaggeration). I was handed a skimpy pamphlet as the lady behind the desk yelled "next" (again, no exaggeration).

Stop lying.... If you tell me and put on your website a disbursement date. Keep it. Us on financial aid are probably on it for need basis and use it for rent and gas to the campus.

I am very satisfied with the help I have had. I am 71 years old and find it very rewarding and enjoyable to be in school.

The people at the windows need to be less rude to the students when we are seeking help

I started my process for financial aid in July 2011 and am still waiting to hear back. I received a call last Thursday

from a very helpful woman from FA asking me questions and although she was very helpful she needed to ask her superior something and said she would call me back and it has been almost a week later and I have not heard anything.

If there are any mass issues...instead of contacting students prior,they wait until the last minute and shut their phone systems down.

Need to delligate better

ADMISSIONS AND RECORDS

n/a

They are extremely irresponsible. They make mistakes, like undercharging out of state students, then without informing them about it, charge the x amount of dollars to your tuition. Unethical.

NO

not at this time

Again, I was at the Vacaville Center and the lady helped me with everything I needed to get registered for classes.

Admissions recently came through for me. I had emailed in regards to my official transcript but had not recieved an answer for several days (not good), however when I showed up on Friday (only to find out that they are closed) I was able to get my transcripts that I had ordered. The information on the web was a little vague, I ordered the pick up asap option but there was no information as to how long that would take and no notification when it did.

Some need to be more friendly and know more information about the school and how things work.

keep up the good work only suggested improvement: accuracy, accessibility and reliability of MySolano during registration period.

none

None at this time.

I WOULD LIKE TO GO BACK TO SCHOOL IN THE SUMMER

no

good job girls

The staff was as professional as they were friendly.

everything is good

no

no

Friendly, helpful. Lines tend to be very long at peak times.

none

Admissions and Records needs to improve in training their employees they make mistakes constanlly and their employees also need improve in their customer service skills.

None at this time

no

NO!

I think that there should be more people working at the windows of both Admissions and Records and Finacial Aid office.

no i do not

I want to be able to talk to someone when I need help. I want the information they provide me with to be up to date and for them to

explain things to me so that I can understand. I also am annoyed that I come in with simple questions, for example questions about what courses I need to take for transfer to any UC, and have the counselor tell me "I don't know". I feel like that's part of what their job is and that, if they don't know, they should at least be able to look it up. I would understand if I asked them if a specific course transferred for credit for some weird major at a college in Maine and they didn't know, but I feel like things like how the UC and CSU system works are things counselors should know. I've had similar problems with every area of the Admissions and Records services that I've tried to use. Including financial aid, registration, and billing.

READ STUDENT NAMES CAREFULLY AND DON'T MIS SPELL THEM ON ANY IMPORTANT FILE OR RECORDS !

The first application for admissions I made was for the wrong year. The online application forms need to be clarified so a person knows which year they're applying for.

no

N/A

No, not at this time.

no

they do a good job at the front desks, nice and friendly and helpful.

Online services are not very helpful.

Good Job !!!!

I wish there would be more phone lines open. It takes forever and a day to get through.

I attend night courses and it isn't always easy to get to A&R before they close. For me a later closing time would be very helpful.

No

No

no

n/a

It has been my continued experience to note that the personnel working in admissions and records are very uninformed about the programs and requirements available at SCC

No at this time

no

There should be more people there the few days before school starts, because that line was really long. Not cool.

My concern with Admissions & Records is that they are informed about the different programs available, and know how to direct students and/or possible students about how to get the assistance they need to take the courses/programs they are interested in. Their knowledge level appears to be below acceptable to assist the students properly.

The wait times are ridiculous. Then when u get to the desk they are unable to help or they need to talk to the supervisor that is M.I.A.

no

I really appreciate the Director Mrs. Fountain. She has gone out of her way to help me with any concerns and issues.

No.

The Admissions and Records office seems to close too early. I feel students use Admissions and Records as their first line of Contact so they should be available more often than that not.

The lines are too long

Whenever I go to Admissions and Records, there are, I believe, 4 windows but only one person is working. It would be helpful and less waiting time if more than one person were at the windows.

Staff very pleasant to deal with, very patient with returning/retired student

I can tell everyone is trying to do their jobs efficiently but the office workers really seem to be bogged down. More staff and more hours would better accommodate all the students

I went to the Admissions and Records office at 9 am on the first day of Spring semester to pick up some transcripts I had ordered. I was shocked to see that there was only one window open. As such, I had to wait in line for over half a hour for a simple pickup (I paid online and only had to pick up). I wish there was a window dedicated for simple questions/transactions like drop-offs and pickups, because that wait was too long.

The personnel working in admissions and records are both unprofessional and lazy. They do not care about the welfare of the student; they are there to get a pay check and that is all. The only helpful and not rude person I have ever come across in the department is Brenda. She

was very Knowledgeable and patient. I understand that the employees deal with persons who can be rather over the top; however, it should be the employees responsibility to remain professional and helpful at all cost.

You guys do a really great job. Everyone appreciates the effort :D

It would be great if the Admissions and Records people actually knew of changes to the schedule in stead of having to be informed by a student.

They need to improve on their customer service skills

I have never had an issue with Admissions and they are the only department that ALWAYS goes above and beyond! There has been many time were other departments told me to go to Admissions to find help? Even though my issue has nothing to do with Admissions, they will go out of their way to assist me.

All the ladies that work there are amazing!!

your services are good, but usually when i go to the Admissions and Records office, they refuse to help me, even though i have a disability which allows me to use face to face services. most of the staff keeps telling me to use the online services even though i have a disability which makes it hard for me to use the online services. the staff needs to be trained to provide better service to students like me that have the dissabillitys that make it hard for them to use certain services.

no they are helpful

Great

The counselors don't have the student's best interest in mind. They don't give credits for courses taken in the military. The economy is bad so quit being greedy.

No

Have some forms and files on hand instead of having people go to A&R just to hear them say "You can get that online."

NONE

Yes. My contact with Antoinette via telephone and email has been extremely pleasant and worth returning. She was professional, curteous, and very helpful with my needs.

emailed a few time, but never got answers.

Being 71 years old and in school after 40 years, I feel everyone, teachers, students staff have been very helpful.

ASSESSMENT

The Vacaville Center staff was able to help me with everything.

None.

MORE TIMES AVAILABLE FOR THE OTHER SITES. IE: VALLEJO CENTER MORE TIMES OTHER THAN 10-11 ON FRIDAYS. MAYBE SOME LATE AFTERNOON TIMES FOR PEOPLE WHO WORK.

none

Very nice and professional staff, even the substitute went beyond excellence to assist me.

no

none

The women working in that department were very friendly and helpful.

No.

no

N/A

no

I wish assesment didn't take two hours, or determined what classes I can take either. Assessments are not entry exams, so they shouldn't be treated that way.

not at this time

you need MORE night and/or weekend hours

Assessment Center crowded and difficult to focus on testing while others are speaking with each other. Needs more supervision of younger students talking after their testing.

I understand times are hard, but if you say to make an appointment to take the assessment test then I honestly believe that the person running the assessment center should at least show up to the appointment!

TUTORING

n/a

NO

no

The tutors I have worked with are very knowledgeable and helpful in clarifying the material. Tutors for anatomy and physiology are limited, because after taking physiology most students transfer out of Solano or cannot tutor because they must meet a minimum unit requirement to be a tutor. I would like to see more physiology tutors available and would suggest changing the minimum unit requirement to be a tutor, or increase the hourly wage or provide bonuses to the very good tutors who still remain.

They need to train their tutors better. I took tutoring sessions and went home more confused and the tutors seem like they did not care about their job.

No comment.....

I went to the Tutoring Services because I was confused more after going

I would like to see the tutoring office opened in evening and on Saturdays for people who are doing internships and or who work

Please improve the service in the tutor center.

Just keep having tutoring in case I really need to use it. I know my friends who have used it really depend on the Tutor center and appreciate its value.

Tutors have helped tremendously in the past! Having access, free of charge, is a wonderful gift.

Fantastic. Tutoring center was well organized. Tutor was extremely helpful. I wouldn't have known it was there if the teacher didn't tell me.

I wish more hours were provided instead of the usual 9am to 5pm. I have classes during those times and the only times I have available for tutoring is after 5pm.

I think many students would benefit from more tutors for Statistics and Organic Chemistry.

There are some classes that would benefit from a group tutoring session. Some of the tutors indicated that they would be willing to tutor in a group setting in a classroom but that they would not be paid if they were outside the tutoring center.

Need more computer tutors. Excellent atmosphere and great tutors.

Need more math tutors please the math lab is nice but it is hard to get help because the lab workers are always busy helping others

Tutoring center rocks!

It would be nice if they were open later.

The tutors are really good and helpful!

Need to advertise for more computer tutors.

no i was very please

None

I would not have passed microsoft word without tutoring.

COUNSELING

The waiting time for an appointment is too long.

Some of them don't know give enough info, don't care if they take you down a wrong path,

counseling is a mess period.

NO

not at this time

While at the Vacaville Center I got scheduled for a counseling appointment. I met a counselor there about 3 weeks later.

Lack of interest and for a returning student (of long ago) very little care and guidance to get you started.

I wish there were more counselors so that I could have an appointment when I need one. As of right now, I am already behind on transferring because I do not know which classes to take.

I spent an extra semester getting my degree due to bad information from my counselor! When going over my transcripts for the second time he suddenly found two classes that needed to be completed. While I was still able to complete my degree this kind of mistake is unbelievable! I easily could have taken those classes along with my last two semesters and been done on time if this had not happened.

The information provided by different counselors, and its consistency from one semester and the next can be frustratingly inhibiting.

Yes, Should be more concerned if the student is unable to comprehend their academic goals.

Not at this time.

There are two month waiting lists. get more counselors, schedule more appointments. I haven't even been able to schedule one cuz they are booked

drop in 15 minute time limit too short... especially for those with more than one transcript

Wait too long to see a counselor

The counseling department unlike so many of the others are open later hours for those of us that are not full time students and work a normal 8-5 day. While it may be a month wait to get a later appointment they are at least available and that is extremely appreciated!

Suggestion, Email reminders for appts. Email and phone reminders for appts scheduled 3+ months in advance.

none

"Yes." Make appts. more prompt, instead of the weeks and months waiting time.

When filling out this portion, I was referring to the Vacaville Center.

NEED TO COME AND SEE A COUNSELOR

A counselor was not available to meet with me until after my date to choose classes. It would be better to see them before choosing classes.

It takes a really long time to get an appointment, most of the time 1-2 month wait. But the worse thing is that every counselor you see, will give you different information regarding your education plan. So not only does it take two months to see a counselor but they often give you misleading information. I ended up just looking at my catalog year information for info about my SCC and asking my transferring school about what they suggest (because I seemed to always get wrong information for the SCC counselors).

no

amy gaylord is so awesome! she really helped me out when I needed it

The counselors were very professionals but I am very dissatisfied with the administration staff at the sign in desk. Last time when I was there it was the beginning of this semester and understandably it was busy. The admin staff had a waiting list started for the students to see a counselor and it was supposed to be helpful but instead it was a mess. There was a lot of miscommunication among the staff members that created a lot of confusion from the students. When I got to the counter I was told that it is too late to get on the list for that day. I told the admin person that I understand that I might not be able to see a counselor even if I'm on the list but I still like to give it a try. She put me on the list acting that she is doing a favor for me. While I was waiting the other admin person has added five

more students to the list while the person I talked just told the students that is too late. That same day, after few hours of waiting, I was able to see a counselor and it was still time for the students who were added to the waiting list after me to talk to a counselor. Meanwhile the students who arrived before me or at least before the other students on the list were sent away. Taking students off the list when they were not there at the time their name was called was at least as messy as getting on the list. I think that the administration staff that handles the counseling appointment should definitely improve the communication among themselves and with the students

good workers

Difficult availability

no

no

My first two sessions not enough time an working knowledge wasn't provided to direct me in my course of study which courses should be in priority that my overall pursuit toward my goals, no SEP was provided at the first session which caused me to take a course in which i wasn't prepared to take and had to withdraw. My recent session with B. Tucker time was taken to answer my questions job knowledge advised me of what would be the most appropriate courses to take to pursue my future goals

I would like to add that I've been pleased with the counselor I saw, but extremely dissatisfied with the front office staff.

none

***** *****? I believe her name is, was totally rude and unapproachable when I first met with her. She also gave me very useless information and misguided my course of studies so that I am now having to take courses that I could have taken instead of the ones she told me to take. Not pleased at all.

Counseling appointments book very fast. I needed to see a counselor same day and had to schedule an appointment 2 weeks out. Very dissapointed!

We should get more time w/ a coueslor it just seems they're always rushing me out because there isn't enough time.

Not at this time

I think that counseling is great and convidient for students. But in my opinion some counselors be more prepared I had some issues. There was a time when i had an appoitment and a counselor only gave me 15 minutes. At the end the counselor said good bye and didnt answer my questions and wasted my time. This is one of the problems that i had and I hope my opinion would be a great help.

Need more ncounselor

no

It hard get appointment in quick matter

Counseling is doing an excellant job! They are best part of Solano and front counter is very helpful!

N/A

Not at this time.

no

I wish there would be more phone lines open. It takes forever and a day to get through.

Usually long wait to get appointments

SCC counseling services are extraordinary!!!

No

Takes too long to make an appointment

You know, 15 minutes does not answer all my questions about my education. The counselors treat me like I am a burden on their time, and there is absolutely NO OTHER WAY to get an appointment unless you play the whole "drop-in and wait" business. If you need something quickly then a 15 min meeting makes sense. But most of us have very complicated education plans and need some real time, not just a piece of paper just saying these are the classes I need to take.

not at this time

no

Went to ask for help with classes. Not only did the counselor tell me a class I had signed up for and was dropped from (due to the low amount of students interested) had never existed, but she refused to give me any help for getting transfer information because the university I wish to transfer to was out of country. I have never returned

after this encounter because I was so put off.

It is my experience, on several occasions to note that the counseling department has no clue about most of the programs available and are in need of a seminar to update their skills

Not at this time

no

Counselors never tell me anything I can't find out myself, so when I have a question, they can't help me.

Having to wait a month or more after signing up for the appointment when it is something that needs to be taken care of soon is a problem.

My concern is that the counselors did not provide proper information about a certificate program I was in, nor did they have the full breakdown of courses fully outlined for the forensic certificate. I also was misdirected about how to complete my program via my instructor initially, due to the program not being fully approved when I entered it. There were several mixups. The program is now approved, but needs work on it.

There needs to be more information sent out to new students regarding appointments and such with counselors. I almost went to a different college due to the lack of availability of the counselors before the semester

Information received varies counselor to counselor, it makes it so difficult when trying to make class selections and deadlines. Please make certain counselors degree specific or program specific or...train everyone with the same tools. It is frustrating to go in from semester to semester getting different answers and all telling you different directions. Accuracy please.

Seemed more interested in processing people, rather than providing a quality service. Okay who's next, attitude...

Some counselors need to make more of an effort to make sure the students understand everything discussed. I have met with three different counselors and the only one that was actually helpful to me was Mr. Springer. He was great the others, not so much. I still felt confused after I left their offices.

Dean Vines has been extremely helpful. The counselors give conflicting information. We need faculty advisors for each major instead of counselors and then more transfer specific counselors

Half the time it seems like I could help out the students more than a counselor could.

More counselors.

When one calls into the counseling department, the people who answer should be a little more polite. They sound like they are forced to help.

stop cutting the dsp office and bring back springer from regular counseling

Counselor very helpful and went extra mile to gain very old information

Again too many students compared to the limited amount of staff members. More counselors would help get all the students get enough attention

It would be nice if someone could send a reminder for counseling appointments because you're pretty much required to make an appointment months in advance. So a simple email to your MySolano account would be very helpful.

Kathleen Callison is an AWESOME counselor, she went out of the way to help me more than any counselor I've had

The only problem with the counseling services is that it can take months to see a counselor. However, the last time I saw a counselor I arrived a few minutes before the office opened and I was able to see my counselor of choice first thing in the morning.

I think the amount of time you spend with a counselor should be extended to 45 minutes

I've seen a few counselors at my time at Solano, and I thought I was on the right track with the information they gave me. This last year I had a new counselor, and I found out I had all these English classes I needed to take, and my previous counselors had never told me this! I wasted all that time on classes I didn't need.

I use EOPS Counseling service.

No

Ask more questions about goals and try to direct to best school services to achieve those goals.

If Counseling's hours of operation are 8:30-6 pm Monday-Thursday then why is it that they are closed 10 minutes before 6?

no they are very helpful

The Counseling staff and services are great! The staff are nice and informative and take time to make sure no questions or concerns go unanswered

I have an excellent counselor. It is a little frustrating to have to go between Fairfield and Vacaville but because he provides accurate information and he has guided me very well. Sometimes it takes me longer because of his

availability and my class schedule. But I plan ahead. At this time I go to two campuses and it gets a little difficult.

As I said before the counselors do not have the students interest in mind. I am considering going through a different college so that I can get credits for my military courses.

it's very difficult to get an appointment with a counselor without having to wait a whole month

I have been twice. All I can say is Ms. Tucker & Ms. McDaniel are both AWESOME! They both answered all my questions and made me feel comfortable entering college for the first time even though I am almost 40 years old.

multiple times counselors have given inaccurate information (personally and friends) that will really make an impact on transferring. Exception of Gaylor and veteran's counselor

Yes. My contact with Mary Gumlia on several occasions has been extremely beneficial to my success as a student. My career planning is more clear because of Mary's help and guidance.

Six weeks to get an appointment? You have got to be kidding right ??? I am just starting my 3rd year at Solano and have tried to get an appointment most of that time. I finally got an appointment this January. My time with the counsellor could not have exceeded 20 minutes. Why do you not offer drop-in appointments if they are finished early with a student? I am 52 year old BTW. This is my 5th community college attended. I have never had problems with seeing a counsellor in prompt order until coming to this college.

they haven't a clue to what is going on within each department! sometimes they didn't even know a department EXISTED at the campus! PLEASE!!

It takes. Year to get an appointment, it's too late by then to get accurate course especially those who only have exactly 2 years to complete course due to financial aid.

the waiting period is too long (2 months) to see a counselor.

I have a few counselors since I have been in SCC, Each of them have been a big help.

When you make an appointment the clerks need to not question any reason on why someone needs to make 2 appointments