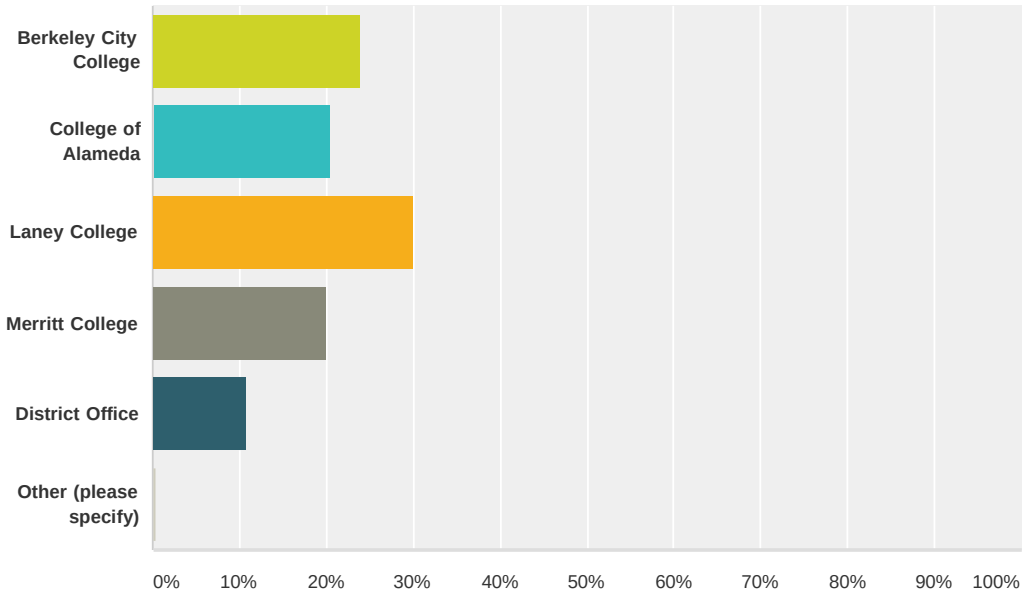
Q1 At which Peralta sites do you work? Check all that apply.

Answered: 229 Skipped: 0

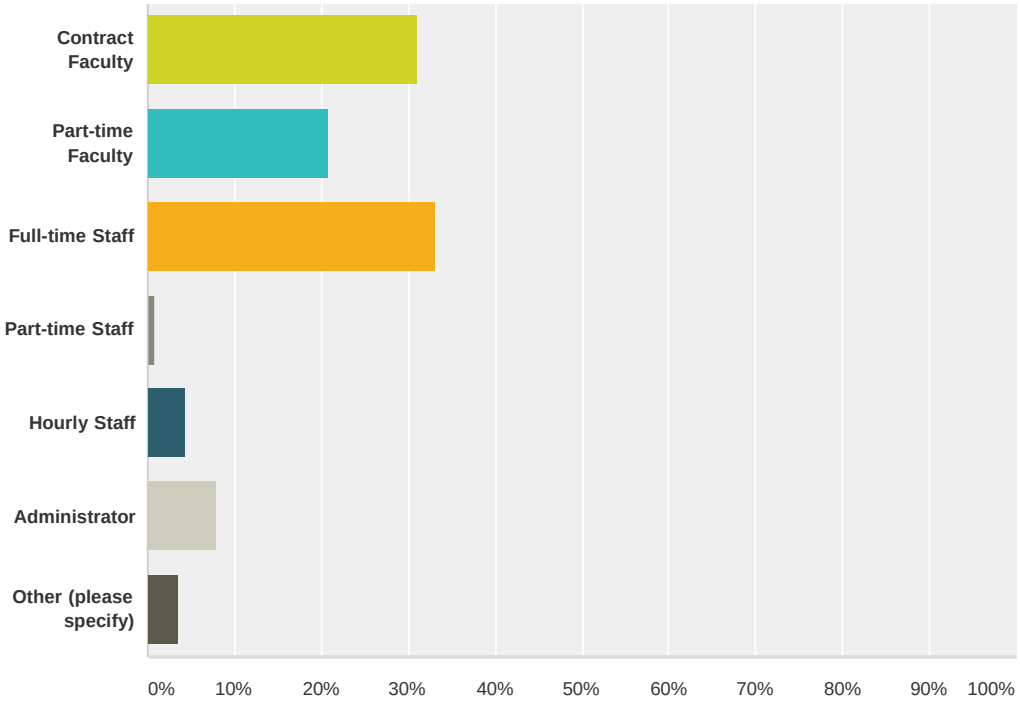


Answer Choices	Responses	
Berkeley City College	**24.02%**	55
College of Alameda	**20.52%**	47
Laney College	**30.13%**	69
Merritt College	**20.09%**	46
District Office	**10.92%**	25
Other (please specify)	**0.44%**	1
Total Respondents: 229		

#	Other (please specify)	Date
1	xx	5/12/2016 8:20 AM

Q2 What is your position at Peralta?

Answered: 229 Skipped: 0

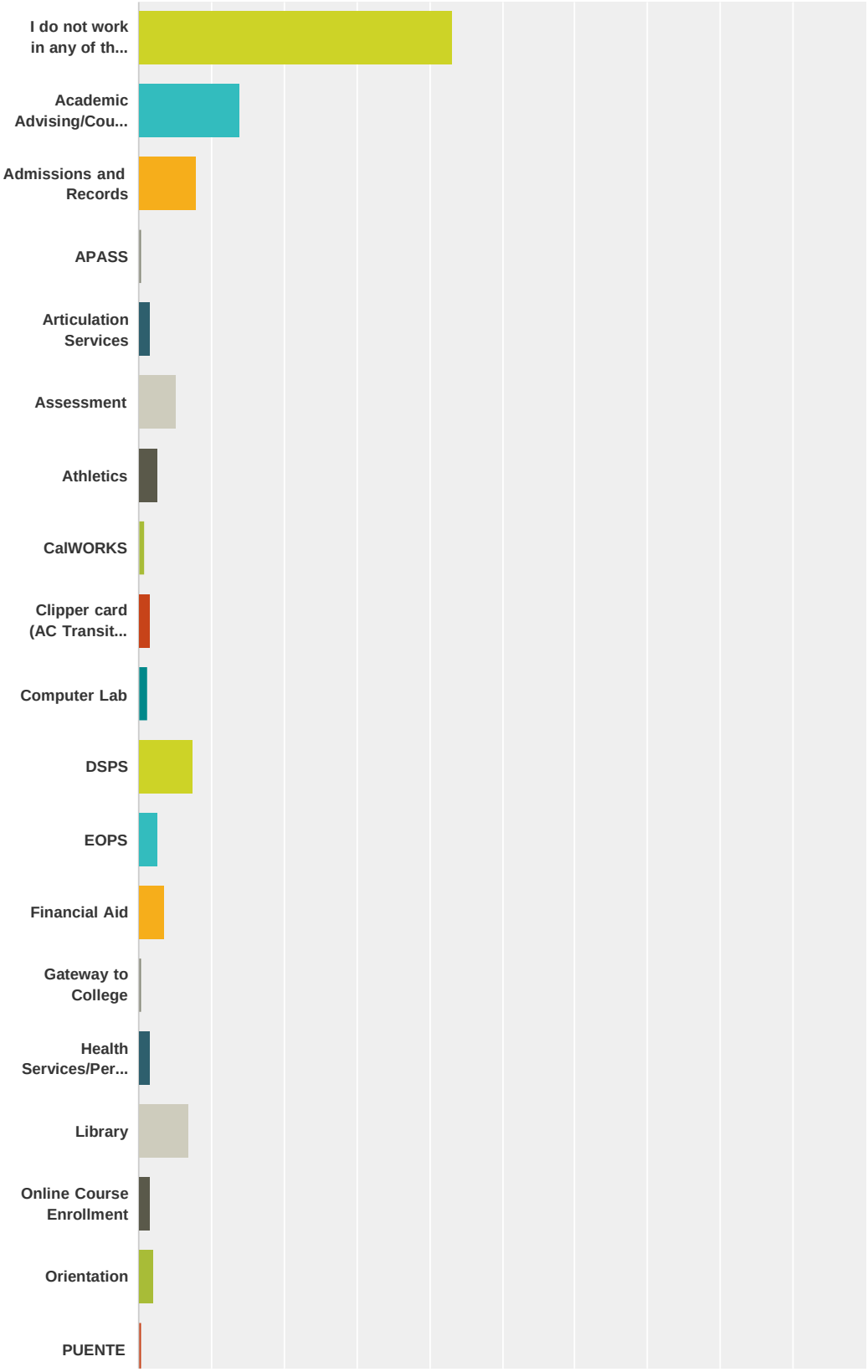


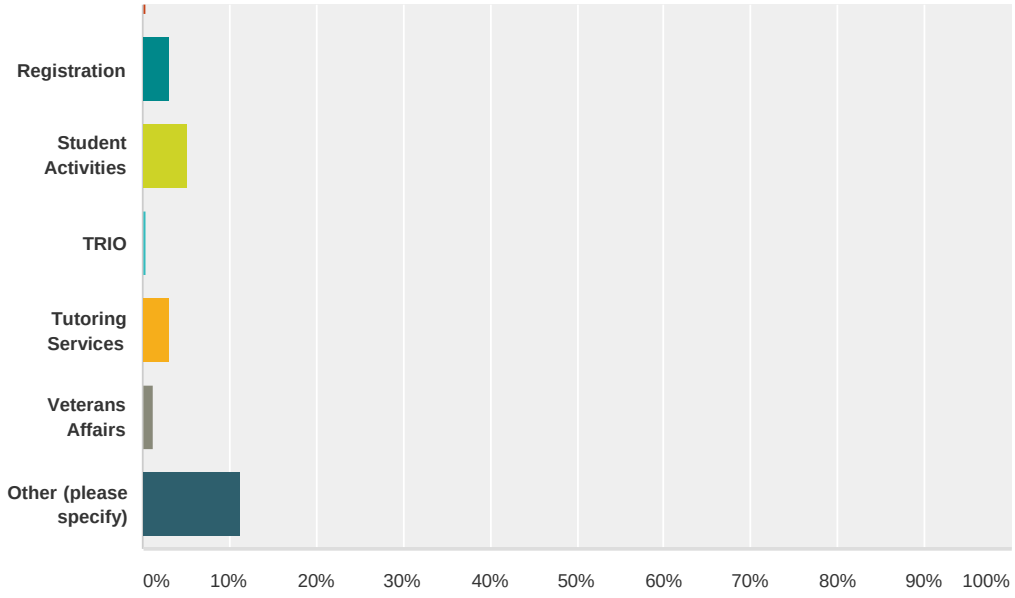
Answer Choices	Responses	
Contract Faculty	**31.00%**	71
Part-time Faculty	**20.96%**	48
Full-time Staff	**33.19%**	76
Part-time Staff	**0.87%**	2
Hourly Staff	**4.37%**	10
Administrator	**7.86%**	18
Other (please specify)	**3.49%**	8
Total Respondents: 229		

#	Other (please specify)	Date
1	temp staff	5/25/2016 11:46 AM
2	Bookstore staff	5/25/2016 11:12 AM
3	ft faculty	5/17/2016 8:54 PM
4	Director of Health Services	5/16/2016 1:23 PM
5	decline to state	5/12/2016 10:41 AM
6	Professor	5/12/2016 9:17 AM
7	Mental Health Specialist	5/12/2016 8:55 AM
8	xx	5/12/2016 8:20 AM

Q3 In which areas of Student Services, if any, do you work, even if part time (Choose all that apply)?

Answered: 229 Skipped: 0





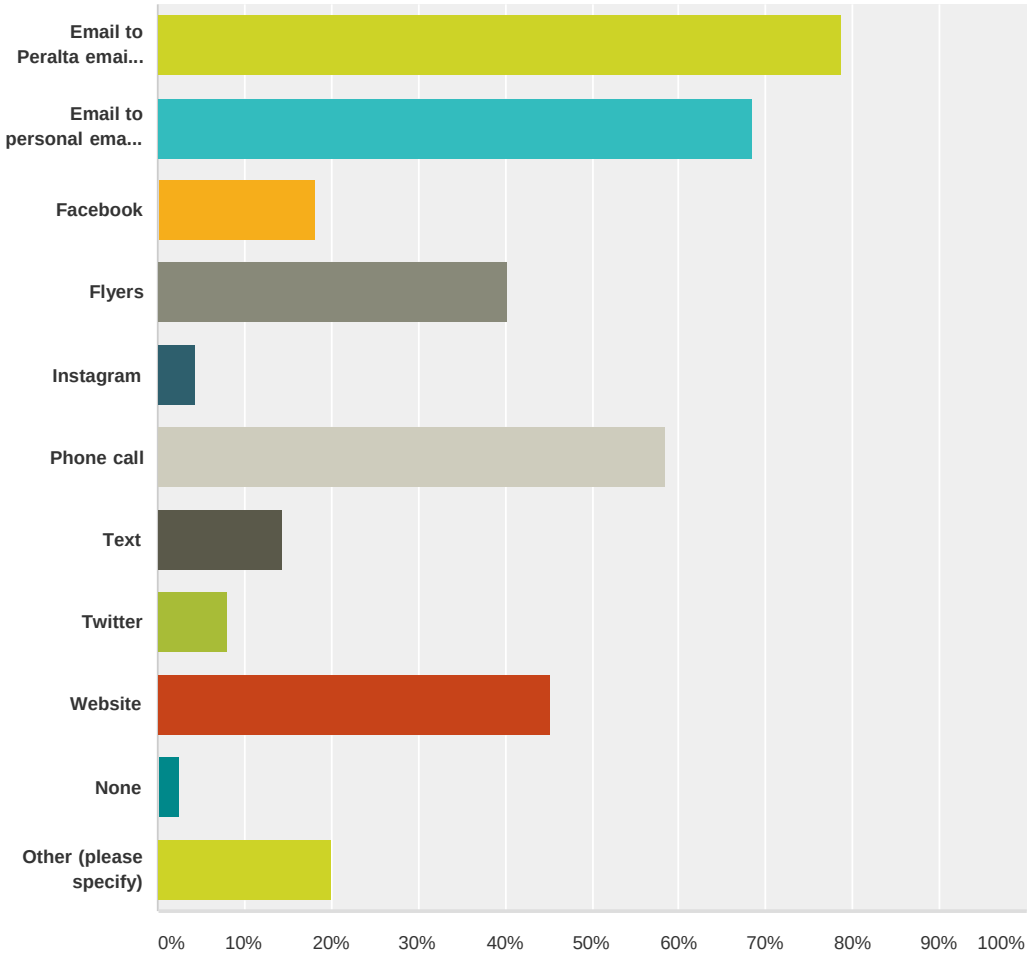
Answer Choices	Responses	
I do not work in any of the Student Services areas mentioned below	**43.23%**	99
Academic Advising/Counseling	**13.97%**	32
Admissions and Records	**7.86%**	18
APASS	**0.44%**	1
Articulation Services	**1.75%**	4
Assessment	**5.24%**	12
Athletics	**2.62%**	6
CalWORKS	**0.87%**	2
Clipper card (AC Transit Easy Pass)	**1.75%**	4
Computer Lab	**1.31%**	3
DSPS	**7.42%**	17
EOPS	**2.62%**	6
Financial Aid	**3.49%**	8
Gateway to College	**0.44%**	1
Health Services/Peralta Wellness Center	**1.75%**	4
Library	**6.99%**	16
Online Course Enrollment	**1.75%**	4
Orientation	**2.18%**	5
PUENTE	**0.44%**	1
Registration	**3.06%**	7
Student Activities	**5.24%**	12

TRIO	**0.44%**	1
Tutoring Services	**3.06%**	7
Veterans Affairs	**1.31%**	3
Other (please specify)	**11.35%**	26
Total Respondents: 229		

#	Other (please specify)	Date
1	business services	5/25/2016 7:22 PM
2	One Stop Career Center	5/25/2016 1:39 PM
3	CTE PROGRAMS	5/25/2016 12:49 PM
4	bookstore	5/25/2016 11:12 AM
5	Business Services	5/25/2016 11:08 AM
6	Counseling	5/17/2016 5:53 PM
7	Finance/Bursars	5/17/2016 10:52 AM
8	Campus Life	5/16/2016 9:38 AM
9	didn't mention student payroll or the bursar	5/13/2016 9:41 AM
10	International	5/13/2016 8:37 AM
11	Alameda One Stop Career Center	5/12/2016 2:33 PM
12	Transfer Center	5/12/2016 2:00 PM
13	This could be identifying information.	5/12/2016 12:52 PM
14	International Edu.	5/12/2016 11:54 AM
15	Brain injury (Cognitive Rehabilitation)	5/12/2016 11:32 AM
16	International Students and Study Abroad	5/12/2016 11:31 AM
17	Welcome Center	5/12/2016 11:05 AM
18	Welcome Center/Outreach/In reach	5/12/2016 10:48 AM
19	decline to state	5/12/2016 10:41 AM
20	cohort coordination	5/12/2016 10:35 AM
21	VPSS	5/12/2016 9:55 AM
22	student services	5/12/2016 9:11 AM
23	Office of the President	5/12/2016 9:07 AM
24	International Students admission, registration, & orientation	5/12/2016 8:55 AM
25	nursing	5/12/2016 8:41 AM
26	xx	5/12/2016 8:20 AM

Q4 Which methods does your department/unit use to notify or communicate with students (Check all that apply)?

Answered: 159 Skipped: 70



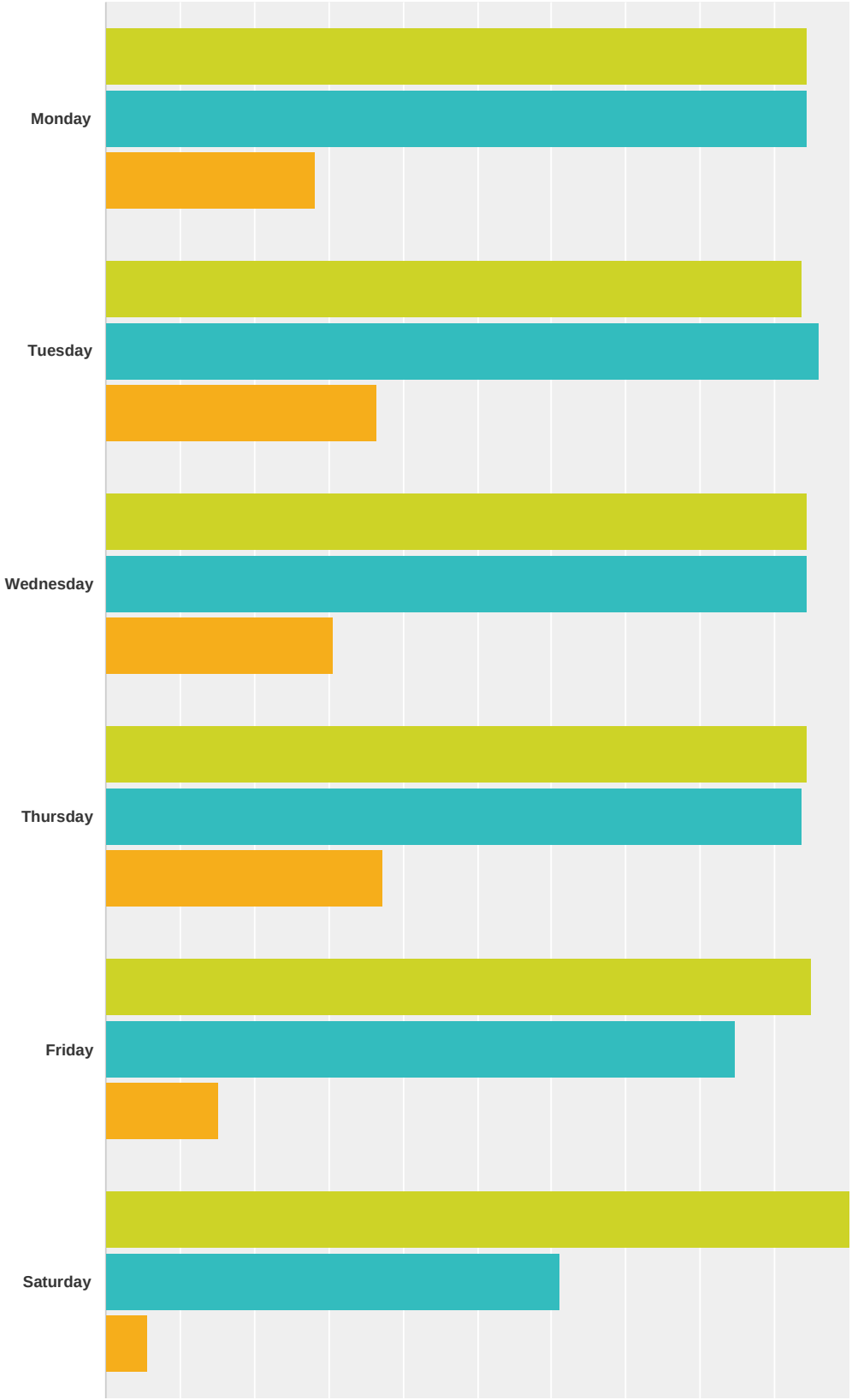
Answer Choices	Responses	
Email to Peralta email address	**78.62%**	125
Email to personal email address	**68.55%**	109
Facebook	**18.24%**	29
Flyers	**40.25%**	64
Instagram	**4.40%**	7
Phone call	**58.49%**	93
Text	**14.47%**	23
Twitter	**8.18%**	13
Website	**45.28%**	72

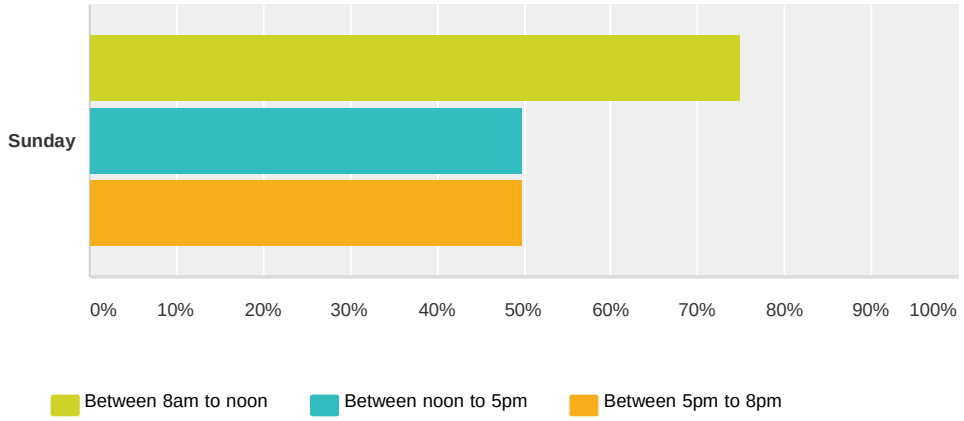
None	**2.52%**	4
Other (please specify)	**20.13%**	32
Total Respondents: 159		

#	Other (please specify)	Date
1	through instructors	5/26/2016 4:25 PM
2	face to face communication in class	5/25/2016 1:57 PM
3	Or through the Student leaders.	5/25/2016 12:07 PM
4	u.s. mail	5/25/2016 11:49 AM
5	Moodle	5/25/2016 11:39 AM
6	Through ASLC & ICC Meetings/PIO to send student mass email	5/25/2016 11:32 AM
7	Digital bulletin board on 1st floor of BCC	5/25/2016 11:01 AM
8	Moodle	5/25/2016 11:00 AM
9	Fax, if machine was not broken	5/17/2016 10:00 AM
10	SARS call to confirm counseling appointments; e-Counseling for basic advising issues online	5/16/2016 10:58 AM
11	Ambassadors	5/16/2016 9:42 AM
12	MOODLE	5/16/2016 8:53 AM
13	Letter	5/13/2016 11:18 AM
14	from my Faculty Center	5/13/2016 7:08 AM
15	Don't know exactly	5/12/2016 8:03 PM
16	CalJOBS	5/12/2016 3:43 PM
17	SARS call	5/12/2016 2:08 PM
18	Moodle Announcements	5/12/2016 12:13 PM
19	face-to-face conversation; work of mouth; postings; newsletters	5/12/2016 11:59 AM
20	letters	5/12/2016 11:47 AM
21	Mobile App	5/12/2016 11:36 AM
22	Bulletin boards	5/12/2016 10:57 AM
23	I would really benefit from texting ablility that doesn't require revealing my personal cell phone number	5/12/2016 10:46 AM
24	Email to moodle	5/12/2016 10:22 AM
25	Class Schedule	5/12/2016 9:55 AM
26	face to face!	5/12/2016 9:53 AM
27	Remind App	5/12/2016 9:13 AM
28	email to Peralta Faculty and Staff at BCC and ask them to share info. This is a big problem for us, we need a direct way to communicate with the students.	5/12/2016 9:11 AM
29	app	5/12/2016 9:05 AM
30	survey monkey	5/12/2016 8:58 AM
31	moodle	5/12/2016 8:49 AM
32	MOODLE	5/12/2016 8:44 AM

Q5 What are the normal hours of operation of your department/unit during the Fall, Spring terms?

Answered: 126 Skipped: 103





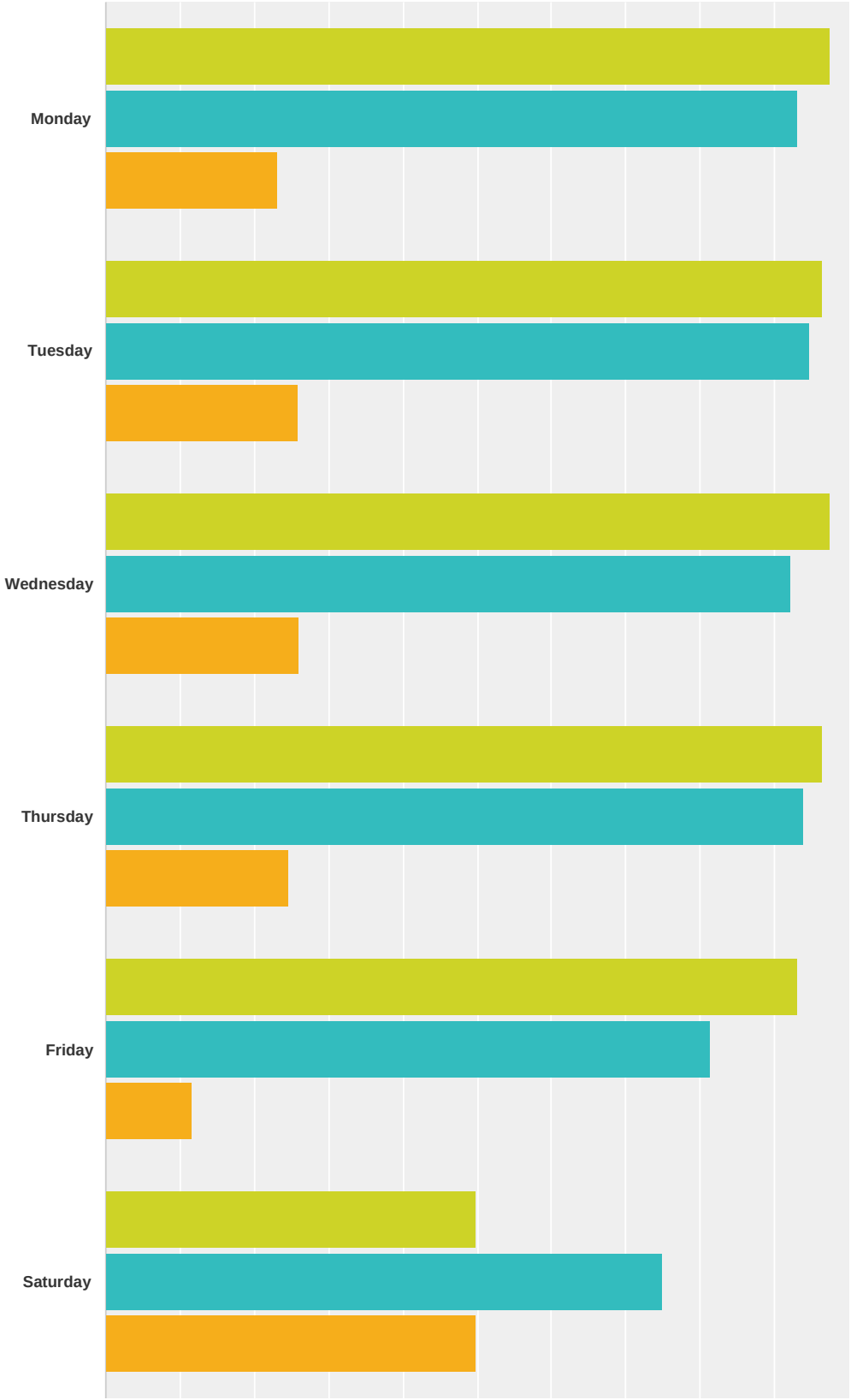
	Between 8am to noon	Between noon to 5pm	Between 5pm to 8pm	Total Respondents
Monday	**94.35%** 117	**94.35%** 117	**28.23%** 35	124
Tuesday	**93.65%** 118	**96.03%** 121	**36.51%** 46	126
Wednesday	**94.35%** 117	**94.35%** 117	**30.65%** 38	124
Thursday	**94.44%** 119	**93.65%** 118	**37.30%** 47	126
Friday	**94.92%** 112	**84.75%** 100	**15.25%** 18	118
Saturday	**100.00%** 18	**61.11%** 11	**5.56%** 1	18
Sunday	**75.00%** 3	**50.00%** 2	**50.00%** 2	4

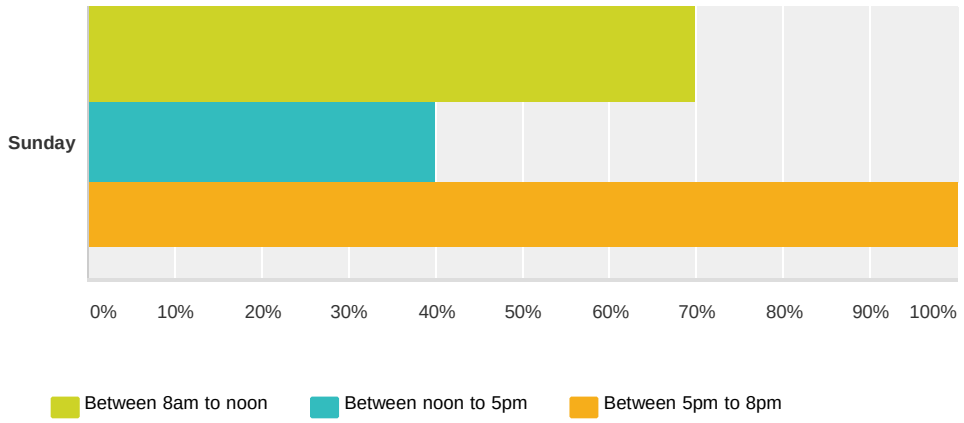
#	Other (please specify)	Date
1	Office open til 6:00 Monday through Friday	5/26/2016 3:57 PM
2	8-4:30pm M-F	5/26/2016 2:53 PM
3	Thursdays until 7:00 pm	5/26/2016 5:43 AM
4	7am-5pm Monday-Saturday	5/25/2016 7:25 PM
5	Not all program services are actually available to students Mon - Fri due to the mixture of part-time staffing, 30-hour per week faculty work weeks and summer schedules.	5/25/2016 4:07 PM
6	Mint thru Thur 8AM - 10PM SAT 9-3	5/25/2016 1:34 PM
7	Mon - Fri : 8:00 am - 4:30 pm	5/25/2016 12:05 PM
8	8:00AM to 4:30PM DAILY - WEDNESDAY 8:00AM TO 7:00PM	5/25/2016 11:23 AM
9	N/A	5/25/2016 11:03 AM
10	evening, Saturdays upon request	5/16/2016 1:26 PM
11	Saturday advising during peak only	5/16/2016 10:58 AM
12	All of them	5/14/2016 11:00 AM
13	8am to 9pm Mon-thurs Friday 8am-5pm	5/13/2016 2:36 PM
14	I am available to Deaf students and interpreters 7 days a week	5/13/2016 2:34 PM
15	9am to noon Mon-Fri and 1pm to 5pm mon- Thur	5/13/2016 11:38 AM

16	Saturdays during peak enrollment periods and special events	5/13/2016 11:18 AM
17	Some Saturdays at the beginning of the semester	5/13/2016 9:44 AM
18	Don't know	5/12/2016 8:03 PM
19	8:00-4:45	5/12/2016 6:10 PM
20	8-5 m,th, fri 8-7:00 t, w	5/12/2016 4:48 PM
21	Open Lab : Monday -Thursday 8am - 6pm; Friday 8am-2pm Writing center/ Math lab: Monday to Thursday 10am to 6pm, Friday 10am to 2pm.	5/12/2016 4:19 PM
22	M,T,Th 10am-4:30pm;W 10am-5:30pm, F 9am-12pm	5/12/2016 3:43 PM
23	Monday - Wednesday 8:00-4:30; Thursdays 8:00-7:00; Fridays 8:00-12:00 open to public, closed to public but still in the office between 12:00-4:30	5/12/2016 3:13 PM
24	9am to 5pm	5/12/2016 1:20 PM
25	don't know. I work in the classroom and the lab. Lab is open M-R 8-7 and F 8-4.	5/12/2016 1:13 PM
26	actually, until 4:30 pm.	5/12/2016 12:54 PM
27	8:30 - 4:30 M-Th 8:30-12:00 F	5/12/2016 12:47 PM
28	these are my hours only. I don't know exactly when all the other teachers teach	5/12/2016 12:36 PM
29	8:15-4:45	5/12/2016 11:59 AM
30	M-F 8-4:30 (Assessment closes when the last student Assessing leaves could extend past 7pm)	5/12/2016 11:13 AM
31	Different for outreach	5/12/2016 10:57 AM
32	some limited hours after 5	5/12/2016 10:46 AM
33	Online tutoring service 24/7	5/12/2016 9:38 AM
34	no idea	5/12/2016 9:29 AM
35	N/A if I don't work in student services	5/12/2016 9:27 AM
36	about 8:30 a.m. to 7 p.m. daily	5/12/2016 9:22 AM
37	8:30AM-6PM	5/12/2016 9:19 AM
38	m-f 9-4	5/12/2016 9:19 AM
39	Saturday 10-4	5/12/2016 9:11 AM
40	8am-4:30pm Monday, Tuesday, Wednesday 8am-7pm Thursday 8am-12pm	5/12/2016 8:54 AM
41	M-F 8-4:30	5/12/2016 8:52 AM
42	actually we have class until 10 pm! we miss having Sunday class	5/12/2016 8:49 AM
43	7-3:30 Monday through Friday	5/12/2016 8:48 AM
44	8am to 4:30pm	5/12/2016 8:25 AM

Q6 What are the normal hours of operation of your department/unit during the Summer term?

Answered: 118 Skipped: 111





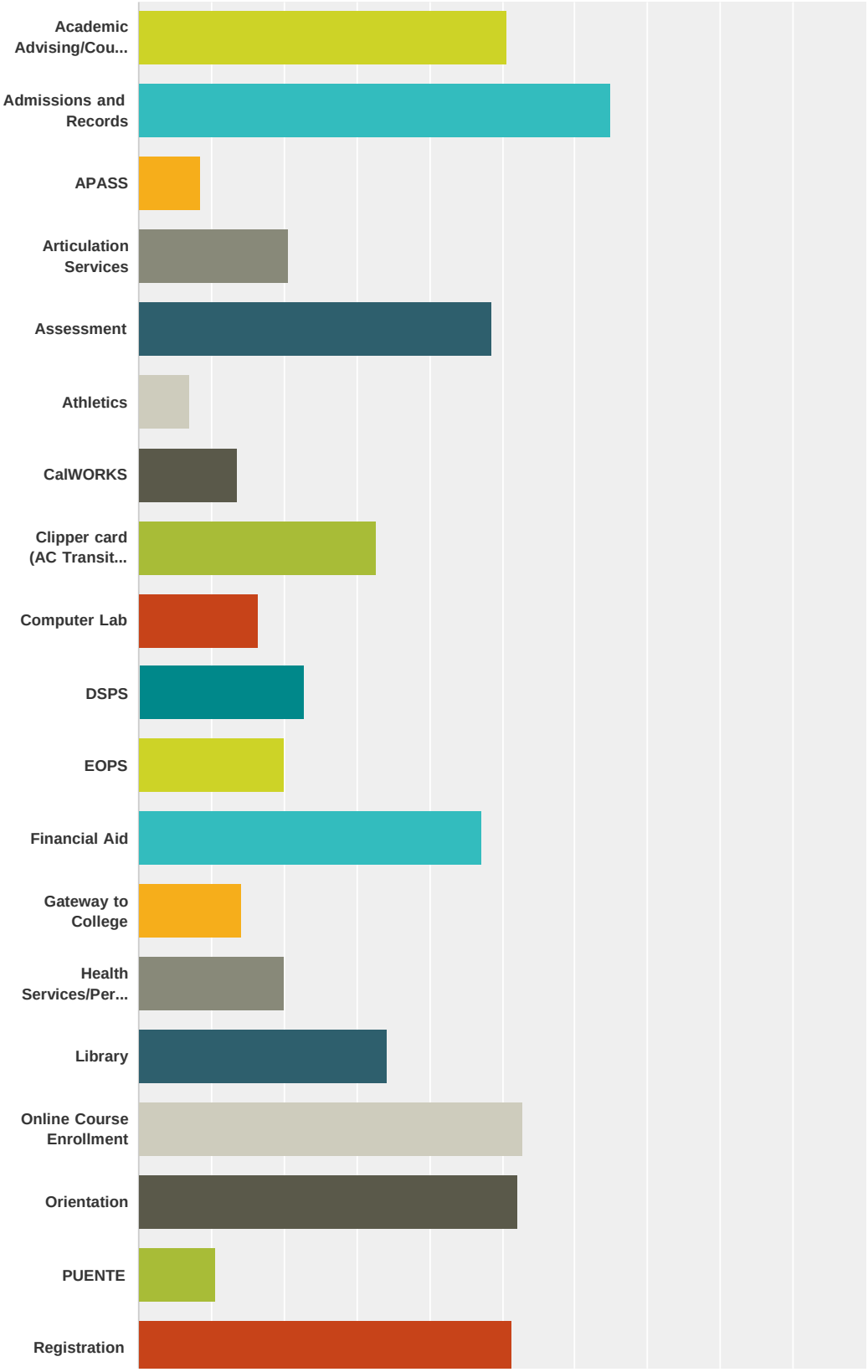
	Between 8am to noon	Between noon to 5pm	Between 5pm to 8pm	Total Respondents
Monday	**97.41%** 113	**93.10%** 108	**23.28%** 27	116
Tuesday	**96.55%** 112	**94.83%** 110	**25.86%** 30	116
Wednesday	**97.39%** 112	**92.17%** 106	**26.09%** 30	115
Thursday	**96.49%** 110	**93.86%** 107	**24.56%** 28	114
Friday	**93.02%** 40	**81.40%** 35	**11.63%** 5	43
Saturday	**50.00%** 2	**75.00%** 3	**50.00%** 2	4
Sunday	**66.67%** 2	**33.33%** 1	**100.00%** 3	3

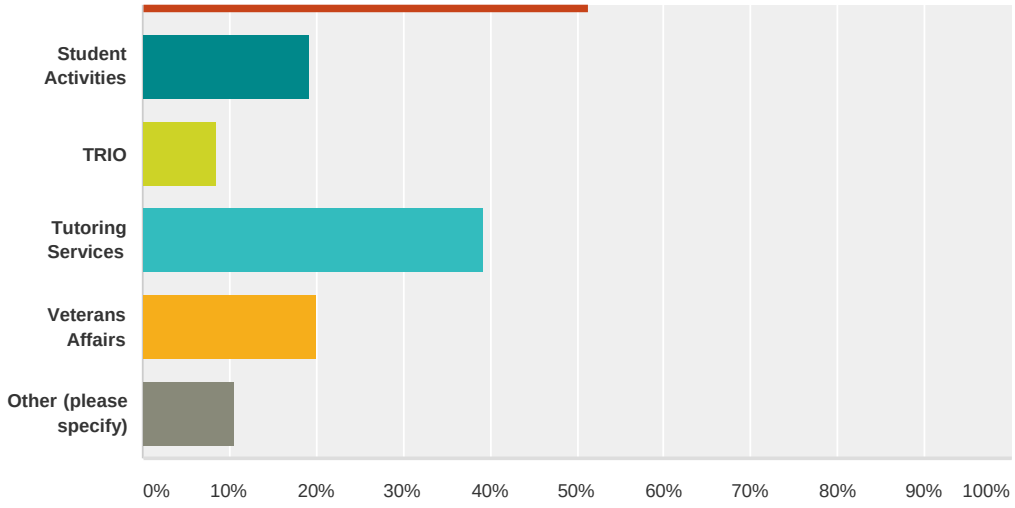
#	Other (please specify)	Date
1	Office open til 6:00 pm Monday through Thursday	5/26/2016 3:57 PM
2	varies based on 4/10 schedule.	5/26/2016 2:53 PM
3	7am-7pm Monday-Thursday	5/25/2016 7:25 PM
4	Mon - Thurs : 8:00 am - 6:00 pm	5/25/2016 12:05 PM
5	N/A	5/25/2016 11:38 AM
6	N/A	5/25/2016 11:03 AM
7	limited office support throughout most of the summer	5/17/2016 2:18 PM
8	Monday-Thursday, between 8am-6pm	5/17/2016 10:00 AM
9	all of them	5/14/2016 11:00 AM
10	I don't know	5/13/2016 1:06 PM
11	9am to noon 1pm to 5pm	5/13/2016 11:38 AM
12	Don't know	5/12/2016 8:03 PM
13	8:00-4:45	5/12/2016 6:10 PM
14	Open Lab : Monday -Thursday 10am - 3pm; Fridays Closed Writing center/ Math lab: Monday to Thursday 10am to 3pm, Fridays closed.	5/12/2016 4:19 PM
15	M,T,Th 10am-4:30pm;W 10am-5:30pm, F 9am-12pm	5/12/2016 3:43 PM

16	M-Th 8:00-4:30; F 8:00-12:00 (open to public) at the end of the Spring semester then change to 8:00-7:00, M-Thu; closed Fridays (During 4/10 schedule)	5/12/2016 3:13 PM
17	9am to 5pm	5/12/2016 1:20 PM
18	unsure	5/12/2016 1:13 PM
19	Summer hours have traditionally been 4 10-hour days.	5/12/2016 12:54 PM
20	8-6:30 as we work 4 days a week, 10 hour days	5/12/2016 12:47 PM
21	8:15am-4:45pm	5/12/2016 11:59 AM
22	unknown (not here in summer)	5/12/2016 11:37 AM
23	Monday-Thursday 8:00am-6:30pm	5/12/2016 10:49 AM
24	if campus is open on fridays, we are, too	5/12/2016 10:46 AM
25	Online tutoring service 24/7	5/12/2016 9:38 AM
26	N/A if I don't work in student services	5/12/2016 9:27 AM
27	same as above	5/12/2016 9:24 AM
28	same as 6 except 4 days a week	5/12/2016 9:22 AM
29	8:30AM-6PM	5/12/2016 9:19 AM
30	m-f 9-4	5/12/2016 9:19 AM
31	Monday thru Thursday 8am-7pm	5/12/2016 8:54 AM
32	M-F 8-6:30	5/12/2016 8:52 AM
33	we have class until 10 pm. we need weekend hours back.	5/12/2016 8:49 AM
34	7-3:30 Monday Through Friday	5/12/2016 8:48 AM
35	8am to 4:30pm	5/12/2016 8:25 AM
36	Articulation Services is only a 1-month contract	5/12/2016 8:21 AM

Q7 Which Student Services would you like to see offered online (Choose all that apply)?

Answered: 140 Skipped: 89





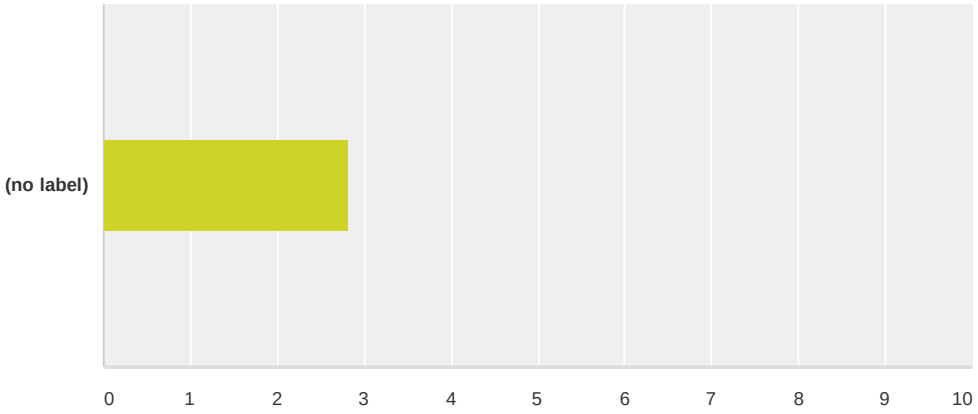
Answer Choices	Responses	
Academic Advising/Counseling	**50.71%**	71
Admissions and Records	**65.00%**	91
APASS	**8.57%**	12
Articulation Services	**20.71%**	29
Assessment	**48.57%**	68
Athletics	**7.14%**	10
CalWORKS	**13.57%**	19
Clipper card (AC Transit Easy Pass)	**32.86%**	46
Computer Lab	**16.43%**	23
DSPS	**22.86%**	32
EOPS	**20.00%**	28
Financial Aid	**47.14%**	66
Gateway to College	**14.29%**	20
Health Services/Peralta Wellness Center	**20.00%**	28
Library	**34.29%**	48
Online Course Enrollment	**52.86%**	74
Orientation	**52.14%**	73
PUENTE	**10.71%**	15
Registration	**51.43%**	72
Student Activities	**19.29%**	27
TRIO	**8.57%**	12
Tutoring Services	**39.29%**	55
Veterans Affairs	**20.00%**	28

Other (please specify)	**10.71%**	15
Total Respondents: 140		

#	Other (please specify)	Date
1	Adding opt-in e-mail offerings (i.e. Constant Contact) for multiple Student Services areas.	5/25/2016 1:45 PM
2	There are few services for weekend or evening student including assessment, cashiers, or assessment	5/25/2016 1:34 PM
3	don't think we have TRIO or Puente at laney	5/25/2016 11:33 AM
4	N/A	5/25/2016 11:03 AM
5	English tutoring, one-to-one, either online, or in person	5/25/2016 11:02 AM
6	Counseling	5/17/2016 5:55 PM
7	Student Finances	5/17/2016 10:56 AM
8	Library offers online services	5/16/2016 5:47 PM
9	none students are better served in person	5/13/2016 11:38 AM
10	I didn't check the ones that I know are already online	5/13/2016 11:18 AM
11	A detailed orientation with directions about how to be a successful college student: regular attendance, conduct during class, doing assignments, etiquette, not walking in and out of class, putting away -- out of sight -- electronic devices during class, the importance of reading and regular studying, how to read and follow a syllabus, etc.	5/12/2016 8:03 PM
12	It really depends on the goal. For efficiency we need uniformity in forms, policies and procedures as each campus does things different	5/12/2016 12:47 PM
13	Virtual maps of the buildings & Gounds/ Job Center Links	5/12/2016 10:57 AM
14	would be useful to have aspects of all services offered on line, but i cant see anything on the list that could be offered exclusively on-line	5/12/2016 10:46 AM
15	I don't fully understand this question. Some of these are already available online. How would we have an online computer lab?	5/12/2016 9:11 AM

Q8 How often does your department/unit obtain feedback from students to determine their satisfaction with the services they received?

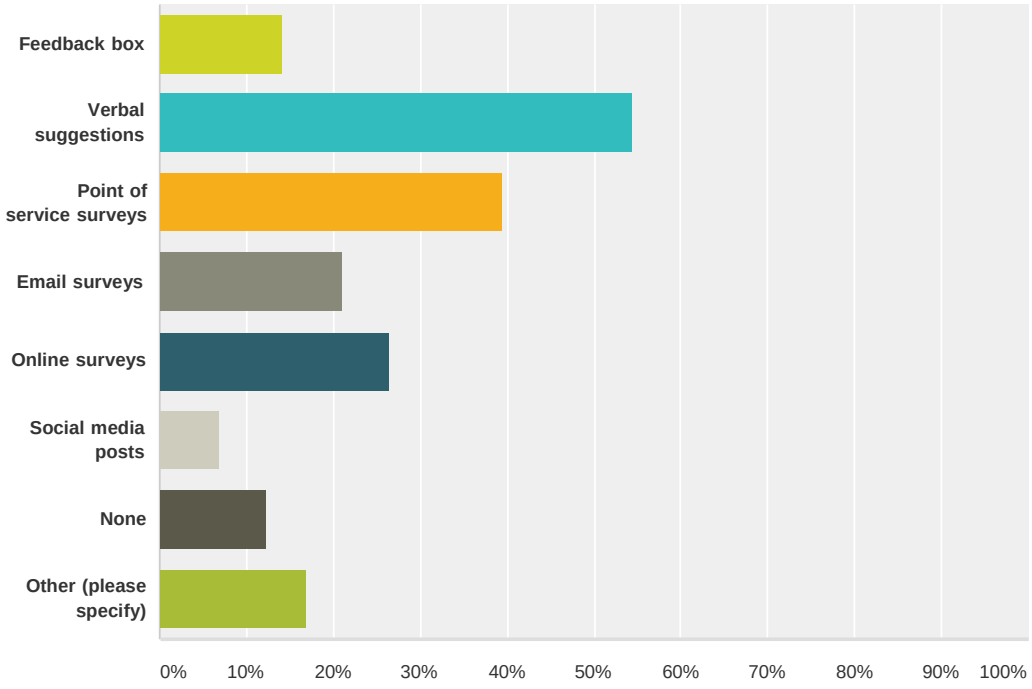
Answered: 151 Skipped: 78



	Very often	Often	Sometimes	Rarely	Never	N/A	Total	Weighted Average
(no label)	**18.54%** 28	**31.13%** 47	**25.17%** 38	**9.93%** 15	**5.30%** 8	**9.93%** 15	151	2.82

Q9 What methods does your department/unit use to solicit student feedback about the services they receive (Check all that apply)?

Answered: 147 Skipped: 82



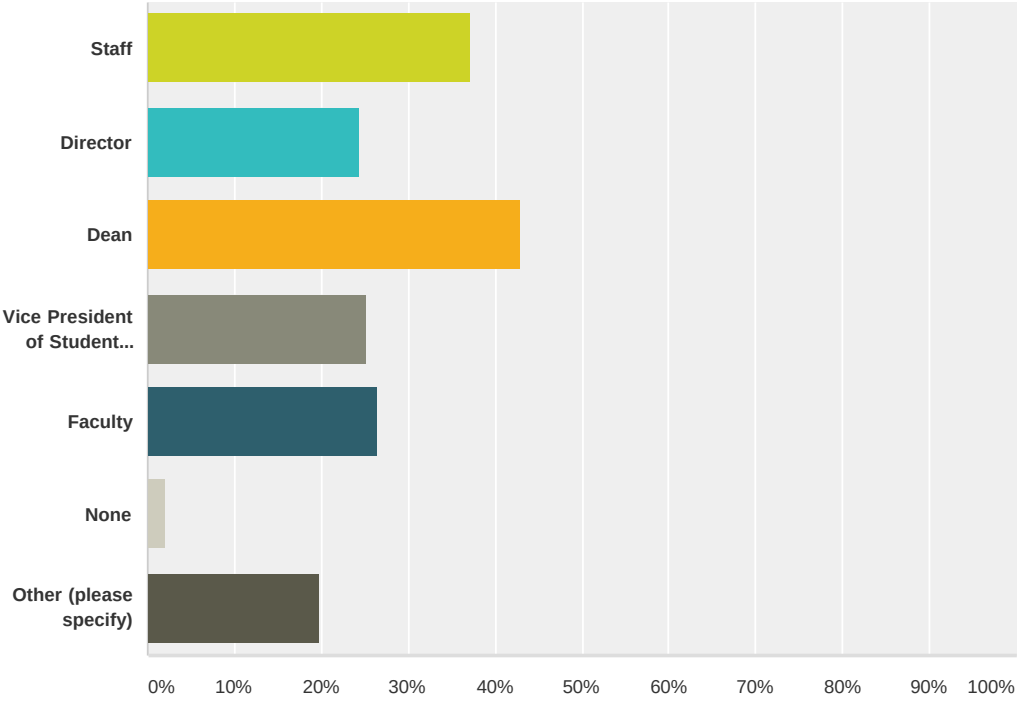
Answer Choices	Responses	
Feedback box	**14.29%**	21
Verbal suggestions	**54.42%**	80
Point of service surveys	**39.46%**	58
Email surveys	**21.09%**	31
Online surveys	**26.53%**	39
Social media posts	**6.80%**	10
None	**12.24%**	18
Other (please specify)	**17.01%**	25
Total Respondents: 147		

#	Other (please specify)	Date
1	Faculty Evaluations	5/26/2016 3:57 PM
2	email and in person	5/25/2016 2:19 PM
3	Consistent dialogue	5/25/2016 1:34 PM
4	Maintain an open door policy to students and their needs	5/25/2016 12:07 PM

5	ASLC & ICC Meetings	5/25/2016 11:32 AM
6	Evaluation forms in class.	5/25/2016 11:05 AM
7	not sure	5/17/2016 8:59 PM
8	complaints	5/17/2016 5:55 PM
9	Chat, Email, Electronic BB in library	5/16/2016 5:47 PM
10	student projects	5/14/2016 11:00 AM
11	I offer a mid term and end of semester course eval	5/13/2016 2:36 PM
12	annual surveys	5/13/2016 2:34 PM
13	surveys filled out by student once a semester	5/13/2016 11:38 AM
14	teachers classroom evaluations	5/12/2016 2:33 PM
15	we assess student learning in the classroom.	5/12/2016 1:13 PM
16	end of semester written evaluation, discussion with students during semester, also in syllabus to discuss on an ongoing basis	5/12/2016 12:36 PM
17	customer service feedback forms/post survey from orientation	5/12/2016 10:57 AM
18	In Class	5/12/2016 9:55 AM
19	Every fall and spring semester	5/12/2016 9:29 AM
20	no idea	5/12/2016 9:24 AM
21	I am new to my position so I am unsure of what feedback has been requested and provided in the past	5/12/2016 9:19 AM
22	paper	5/12/2016 9:19 AM
23	classroom evaluations	5/12/2016 9:11 AM
24	on departure/transfer out form (International Education)	5/12/2016 8:58 AM
25	I don't know	5/12/2016 8:50 AM

Q10 Who mainly deals with student grievances in your department/unit (Check all that apply)?

Answered: 151 Skipped: 78



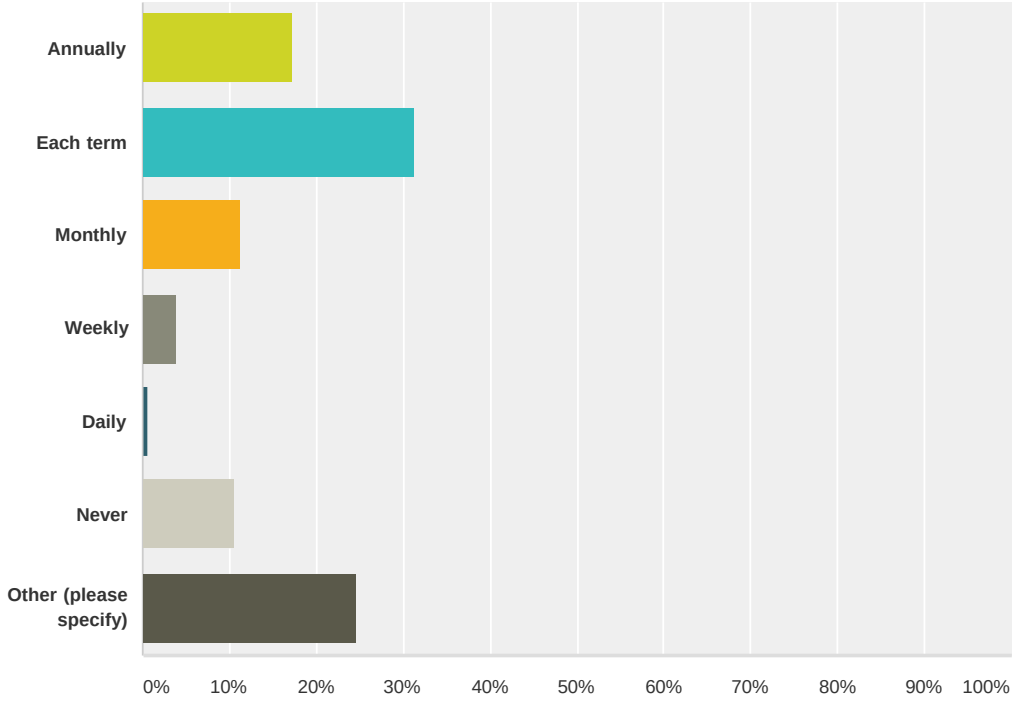
Answer Choices	Responses	
Staff	**37.09%**	56
Director	**24.50%**	37
Dean	**43.05%**	65
Vice President of Student Services	**25.17%**	38
Faculty	**26.49%**	40
None	**1.99%**	3
Other (please specify)	**19.87%**	30
Total Respondents: 151		

#	Other (please specify)	Date
1	AVC and District Admissions Officer	5/26/2016 2:53 PM
2	business manager	5/25/2016 7:25 PM
3	Associate Vice Chancellor	5/25/2016 2:19 PM
4	President	5/25/2016 12:07 PM
5	coordinator	5/25/2016 12:04 PM
6	Coordinator	5/25/2016 11:53 AM

7	dept chair	5/25/2016 11:39 AM
8	Everyone	5/25/2016 11:02 AM
9	Chair	5/25/2016 11:00 AM
10	VPI	5/25/2016 10:58 AM
11	Associate Vice Chancellor, District Admissions Officer, Clerks, Student Support Services Specialist	5/17/2016 10:00 AM
12	Head Librarian	5/16/2016 5:47 PM
13	First point of contact is counselor, then department co-chairs, then VPSS	5/16/2016 10:58 AM
14	Dept Chair	5/13/2016 2:36 PM
15	coordinator	5/13/2016 11:38 AM
16	The dean, who always -- always -- favors the students with their allegations despite how frivolous they might be, is rude and tyrannical towards faculty members. This does not help students in their development as students as well as as individuals.	5/12/2016 8:03 PM
17	Department Chair	5/12/2016 1:26 PM
18	chairs	5/12/2016 1:13 PM
19	There 2 sides of the house and there needs to be a collaboration process in place	5/12/2016 12:47 PM
20	this duty has jumped between VPSS, Dean, Director	5/12/2016 12:10 PM
21	counselors	5/12/2016 11:59 AM
22	Area Specialist	5/12/2016 11:13 AM
23	anyone who is a staff that is available during the incident or when a student requests assistance.	5/12/2016 10:57 AM
24	Coordinator	5/12/2016 10:23 AM
25	DSP Counselors	5/12/2016 9:56 AM
26	VPI	5/12/2016 9:11 AM
27	Supervisor	5/12/2016 9:02 AM
28	I listen, as well	5/12/2016 8:59 AM
29	AVC Student Services	5/12/2016 8:52 AM
30	Systems Analysts: Student Financial Applications (Finance Department)	5/12/2016 8:50 AM

Q11 How often does your department/unit update information concerning your programs and services on your website?

Answered: 150 Skipped: 79



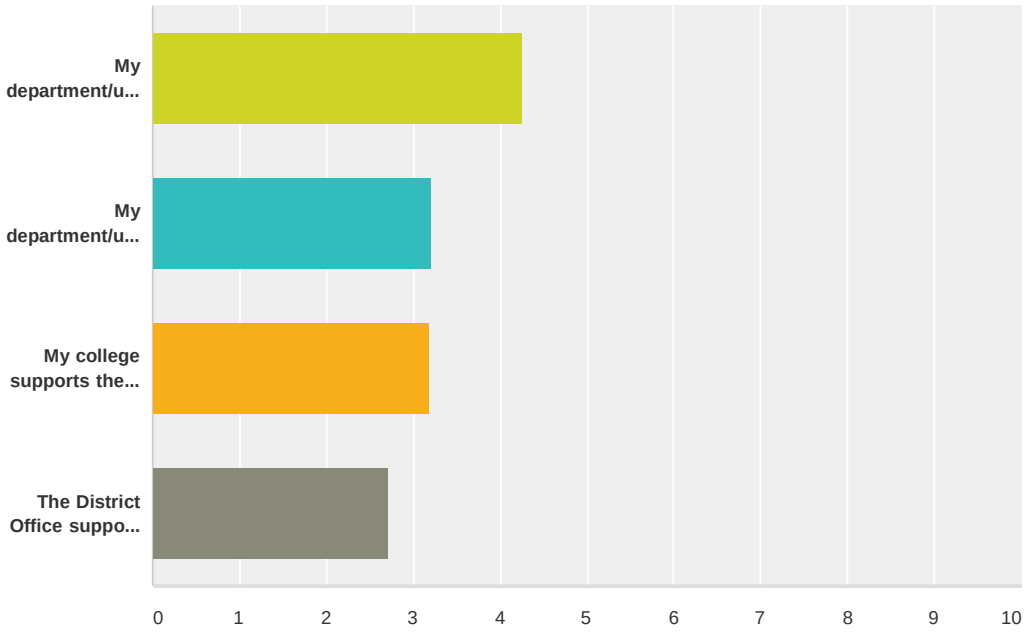
Answer Choices	Responses	
Annually	**17.33%**	26
Each term	**31.33%**	47
Monthly	**11.33%**	17
Weekly	**4.00%**	6
Daily	**0.67%**	1
Never	**10.67%**	16
Other (please specify)	**24.67%**	37
Total		**150**

#	Other (please specify)	Date
1	varies, information updated as they become available	5/26/2016 4:25 PM
2	on as needed basis, whenever there changes occur	5/26/2016 8:58 AM
3	unk	5/25/2016 7:25 PM
4	Occasionally	5/25/2016 4:07 PM
5	Website is reviewed daily and updated as needed.	5/25/2016 2:19 PM
6	when the need arrives	5/25/2016 1:34 PM

7	AS needed	5/25/2016 12:54 PM
8	on an as needed basis	5/25/2016 12:11 PM
9	We update the information on regular basis. We update the information asap when there is any change.	5/25/2016 12:05 PM
10	Each term and also whenever changes occur.	5/25/2016 11:53 AM
11	When policies change, forms are updated.	5/25/2016 11:23 AM
12	don't know	5/25/2016 11:13 AM
13	Need better access	5/25/2016 11:01 AM
14	not often	5/17/2016 8:59 PM
15	Whenever an issue or updated information arises	5/17/2016 10:00 AM
16	Ongoing-website updated as needed. Electronic BB	5/16/2016 5:47 PM
17	As needed	5/13/2016 11:18 AM
18	rarely	5/13/2016 8:39 AM
19	This is completed by Susan May	5/12/2016 3:13 PM
20	As needed and appropriate	5/12/2016 2:14 PM
21	We review systems and process to affirm best practices daily.	5/12/2016 12:47 PM
22	as appropriate	5/12/2016 11:59 AM
23	rarely	5/12/2016 10:59 AM
24	Not sure but we have Susan May to do any updates we request	5/12/2016 10:57 AM
25	when appropriate	5/12/2016 10:46 AM
26	When there's a change in the program.	5/12/2016 10:23 AM
27	Not sure	5/12/2016 9:48 AM
28	typically only when new information comes out, should be more often	5/12/2016 9:29 AM
29	N/A if I don't work in student services	5/12/2016 9:27 AM
30	each year?	5/12/2016 9:24 AM
31	too new to answer this question	5/12/2016 9:22 AM
32	I do not know.	5/12/2016 9:19 AM
33	as needed	5/12/2016 9:19 AM
34	As needed	5/12/2016 8:52 AM
35	I don't know	5/12/2016 8:50 AM
36	I'm not sure, only the Director would know that information.	5/12/2016 8:32 AM
37	We do not have a web master which limits the ability to update web sites	5/12/2016 8:21 AM

Q12 Rate the following statements on a scale ranging from Very Poor to Very Good.

Answered: 152 Skipped: 77



	Very poor	Poor	Neither good nor poor	Good	Very good	N/A	Total	Weighted Average
My department/unit meets the needs of Peralta students	**0.67%** 1	**4.67%** 7	**12.67%** 19	**33.33%** 50	**47.33%** 71	**1.33%** 2	150	4.26
My department/unit Is staffed to provide necessary services to Peralta students	**14.09%** 21	**21.48%** 32	**15.44%** 23	**27.52%** 41	**20.13%** 30	**1.34%** 2	149	3.22
My college supports the needs of my department/unit	**10.00%** 15	**29.33%** 44	**18.67%** 28	**22.00%** 33	**13.33%** 20	**6.67%** 10	150	3.19
The District Office supports the needs of my department/unit	**20.67%** 31	**27.33%** 41	**26.00%** 39	**16.00%** 24	**6.00%** 9	**4.00%** 6	150	2.71

Q13 Please provide any additional feedback regarding Peralta Student Services that you would like to share.

Answered: 73 Skipped: 156

#	Responses	Date
1	We need a new AVC for Student Services and Registrar who can continue with the timeliness, drive and commitment to getting things done as Adela has. We are losing a very hard-working administrator who has created a great rapport with her team.	5/26/2016 2:55 PM
2	need more offices. Space is limited	5/26/2016 1:23 PM
3	Since Laney College is an multicultural campus, any announcement we announced to students should offer different bilingual languages information to non English Speaker.	5/26/2016 9:27 AM
4	Need more staff to provide supports to students and please do not use FTES as a criteria.Students who enroll in 0.5 unit require the same services as those who enroll full time.	5/26/2016 9:02 AM
5	The Peralta IT needs a massive overhaul. It's really difficult to communicate with students through email. I have to make up my own email list and send out through my email address if I want to make attachments.	5/25/2016 9:55 PM
6	As the outreach initiatives increase, our leader need to consider that we need more staff to support our students. we tried to work with what we have, but before trying to get more student, please fix the issues that we have with our online systems and other processes. It is embarrassing to see that students decide to take classes at Peralta and cannot be serve in a timely manner.	5/25/2016 2:22 PM
7	Would be advantageous for some counselors to hold appointment hours in the late afternoon, when class conflicts are not an issue.	5/25/2016 2:01 PM
8	Poor design, poor execution, poor leadership	5/25/2016 1:35 PM
9	Need better communication, support and respect from administration and more timely responses	5/25/2016 1:25 PM
10	Fund & Staff Laney at a level that corresponds to their size. Update our facilities. It's feels like a run-down prison here.	5/25/2016 12:08 PM
11	It would be helpful to students and staff/faculty/administrators if a Student Handbook is implemented to better assist students with maneuvering the Peralta Colleges and their main campus to simplify the experience and minimize calls/walk-ins from students inquiring about processes.	5/25/2016 12:00 PM
12	information is old and outdated. some type of system where all forms can be accessed by all would help stream line the system and keep it consistent. multiple departments are using their own versions of some forms, so when you go to submit a form someone tells you it is incomplete, but in fact the form you were given is filled out completely	5/25/2016 11:51 AM
13	We need a comprehensive enrollment process that includes assessment counseling and A&R which not only enrolls students but gets them in appropriate programs	5/25/2016 11:44 AM
14	welcome center needs evening hours and multiple languages. outreach coordinator needs to be in place to coordinator tours, follow up with prospective students and ensure that current students register for next semester.	5/25/2016 11:41 AM
15	We offer the students the option to enroll in classes at the A&R Counter until their log in is available.	5/25/2016 11:25 AM
16	There should be more one-to-one, in-person tutoring for basic computer skills (Mac, Win, Chrome). At BCC, there should be one-to-one, in-person tutoring for English, as there already is for Math. Not all students can fit The Writing Workshop into their schedules. Particularly challenging classes such as math 1a, English 1a, any of the entry-level courses in computers, physics, biology, mmarts, etc., should be repeatable. The learning curve for these courses can be very steep for some students, and allowing them to repeat a course, at least once, will help them more fully understand the lessons and apply them.	5/25/2016 11:18 AM
17	Passport is still a mess--it is an embarassment Counselors know transfer requirements, but not vocational/CTE programs Need much more communication between instruction and student services	5/25/2016 11:16 AM
18	n/a	5/25/2016 11:06 AM
19	Specifically at BCC, students are frequently asking for more quiet places to study. The library is currently the only place where a quiet environment on campus is guaranteed. Also, BCC students are unable to use their Student ID card as a print card--would really love for that to happen.	5/25/2016 11:05 AM

20	More night hours Better web site easier application process	5/25/2016 11:03 AM
21	Make it easier to add student personal emails to passport (perhaps in addition to their peralta.edu account)	5/25/2016 11:02 AM
22	More training on best practices for administrators. More training on negotiating faculty contracts. More evening services for students. More online presence for student tutorials (registration, career exploration, tutoring).	5/23/2016 3:40 PM
23	The administration should focus on fixing problems at the local campuses. Not on the politics of keeping their jobs. As a result students, staff, faculty and the community have a very poor view of administrators.	5/17/2016 5:57 PM
24	Several units on Merritt's campus are not operational at 8:00 a.m. and students end up waiting. It's unfair and unprofessional. All offices/departments should be open and ready to serve students at 8:00.	5/17/2016 11:25 AM
25	Consistent training and better communication.	5/17/2016 10:56 AM
26	Information Desk receives numerous requests for tutoring services. Tutoring on campus for various subjects is limited.	5/16/2016 5:52 PM
27	The current budgeting/reimbursement process for the campus life and the associated students/student clubs is not efficiently set up to benefit our students and their leadership development goals.	5/16/2016 9:50 AM
28	The primary complaint we hear from students is that the people at A&R are rude and unhelpful.	5/14/2016 11:01 AM
29	Vacant and interim positions in the administration in student services in particular at Laney, and in administrative positions in general throughout the district has weakened the continuity and quality of services.	5/14/2016 9:08 AM
30	N/a	5/14/2016 8:17 AM
31	Peralta serves a very high percentage of disadvantaged, disenfranchised students. Students who have had inadequate K-12 educations are coming to us with the courage to attempt to improve their lives. Individual personal commitment helps people in need succeed. We need more staff to meet our mission, goals and legal mandates. Food services are not adequate. Providing students with healthy food should be subsidized not a money making endeavor. Students in evening classes need access to food. I work with students who are food insecure/hungry every day.	5/13/2016 2:52 PM
32	I hear a ,to of complaints from a lot of students about the lack of availability, long waits, and rude attitudes regarding some counseling and especially A & R. Students also get incorrect information from counselors frequently.	5/13/2016 1:10 PM
33	It would be great to have a dean who understands DSPS. Also willing to deal with the problems within DSPS instead of ignoring them.	5/13/2016 11:44 AM
34	The International Office was absent from this survey as a student service center.	5/13/2016 8:39 AM
35	More, adequately compensated time for student-faculty interaction for part-time faculty. This will improve retention, career guidance, and overall student success.	5/12/2016 8:07 PM
36	The student elevators and bathrooms need to be remodeled. They are in terrible condition.	5/12/2016 6:21 PM
37	Many Professors, Students and some Staff have no idea that we are here on campus.	5/12/2016 3:48 PM
38	Ideally, a Welcome Center would be created, which was adequately staffed by students and staff that were proficient in peoplesoft and passport	5/12/2016 3:15 PM
39	Students are not getting the service they need at Peralta. Counselors at Laney do not provide correct information to Culinary Arts students. It is not good when financial aid does not provide working cash machines!	5/12/2016 2:44 PM
40	The funding that provides the ability to imbed a librarian into certain classes is very valuable! It broadens student exposure to library services and information literacy skills needed for success in college.	5/12/2016 2:22 PM
41	To expedite service, most department need more personnel.	5/12/2016 2:09 PM
42	It is difficult to get District IT support for technology needs, upgrades and purchases.	5/12/2016 1:28 PM
43	Overall, student services rocks!	5/12/2016 1:21 PM
44	financial Aid at this college is the worst I have ever seen at any of the colleges where I have worked. I have had to stand in line with several students to see that their questions are answered, So many students have dropped out because of FA lack of service. It's scandalous.	5/12/2016 1:18 PM
45	We just had our awards and the peralta foundation did not provide a process, feedback, update or certificates. Moreover no one from the district represented.	5/12/2016 12:51 PM
46	Students need better academic counseling and also access to tutoring and healthcare and counseling.	5/12/2016 12:39 PM
47	Our services have slowly decreased over the years as the budget has decreased. We would like to increase services, but are unable to until there is funding to meet the needs.	5/12/2016 11:42 AM

48	Need proper front counter coverage in the Counseling department and Welcome Center where it gets congested. . A better idea is to have Orientation and Assessment in one location - making it their own department separate from counseling. Even better the Welcome Center, Orientation and Assessment should be one department. It makes sense to have outreach be part of the welcome center and tours.Having a Central place where a student can coming in anytime and have any one of the following services. This way we can offer assessments every day of the week accept Fridays to use for paper work.	5/12/2016 11:20 AM
49	The staffing of general counseling should coincide with our students' needs. For ex. there is no necessity for a counselor to be scheduled at 7:30 am when the counseling office does not open to 8:00am.	5/12/2016 11:04 AM
50	Our president is all about appearances, but not about serving students. Here is one example: Take a look at our campus. Lots of pretty flowers and planters which probably cost a fortune to install.....in the middle of a drought, no less. Then take a look at the student bathrooms. They are in shameful condition, and it's not a custodian issue. They are being neglected while the president puts in her thirsty landscapes, and snazzy elevator door decorations. We're going down with this administration.	5/12/2016 10:51 AM
51	Student services needs to be more student centered. Priority: making assessment/counseling available all evenings and every weekend all day. Students must be able to sign up for an assessment on line. Counselors need to be in closer touch with the CTE depts to understand the programs and make more fitting referrals. The Passport system should use student's own email and text information. NO ONE USES the Peralta emails. This leaves teachers and others completely unable to contact students.	5/12/2016 10:44 AM
53	There is not enough oversight in the student services departments. There is usually just one administrator over the multiple student services areas so none of the areas are properly supervised. It would be helpful to have managers at the campuses who directly oversee these areas. At a minimum, there should be a dean or director over Financial Aid and a dean or director over A&R at each campus.	5/12/2016 10:06 AM
54	We really need online tutoring and assessment for students. Since we are not going to use the State Chancellors services for this we will have to make our own or become increasingly irrelevant	5/12/2016 9:57 AM
55	Increase college-centered (not district-centered) services.	5/12/2016 9:56 AM
56	Those helping students who come to the welcome center often give wrong information or send students to the wrong offices for help.	5/12/2016 9:54 AM
57	I think that a better orientation more thorough orientation is necessary for the students. I understand the process is around 2 hours and seems long already but maybe reevaluate what is being presented in those two hours as orientation on how to access their peralta email is crucial to Laney communication to that student. I spend at least an hour in a math class just spending time in a lab setting on accessing their Peralta email with password frustration at the highest level for students. That also has to fixed from the IT perspective not from student use.	5/12/2016 9:33 AM
58	I would say somewhere between 40-55% of students in my courses do NOT have the sufficient academic background to succeed at a college level. What happens is that 70% of these students end up dropping, but 30% stay until the end of the course and fail. I really wish that student services at some point had given these students the hard honest truth that they are not prepared to do well in a transfer-equivalent college level course. It would save them so much money and time, not to mention frustration.	5/12/2016 9:31 AM
59	We need to evaluate specific ways to expand and enhance Puente. Part of the program's mission and model is to provide mentoring. In order to do this, however, we need a staff assistant dedicated to developing and maintaining peer and professional mentors, organize activities and ensure that students and mentors are complying with the mentoring program.	5/12/2016 9:26 AM
60	Peralta Student Services should advertise their services to our students at the campus so they know what services are offered where.	5/12/2016 9:25 AM
61	N/A.	5/12/2016 9:23 AM
62	Students frequently report that the enrollment process is difficult, confusing and time-consuming.	5/12/2016 9:23 AM
63	The CalWORKs Dept at BCC was poorly staffed and extremely overlooked and ignored, including evaluation, funding, checking in on the students satisfaction, as a result the population decreased over the four years I worked there as an on and off adjunct counselor. I am new as a fulltime Veteran Counselor at Laney but it appears this is an area that is due attention as well. The assessment and admission and records websites are critical tools we use in appointments with students and are greatly out of date here at Laney and need immediate attention.	5/12/2016 9:21 AM

64	The library at BCC needs a standing staffing and books budget. Beyond this, we need to have funds to do programming and host events that would serve students. We've had no control over this budget and it is constantly fluctuating, which means that our hours and staffing are up and down as well. This directly effects students and our staff. Although we do not generate FTES, the services we provide support students in their education plan, faculty in their teaching and create a productive and functional campus.	5/12/2016 9:20 AM
65	Someone needs to address the tone of voice and attitude of some Student Services staff when they talk with students...Patience is key, empathy towards listening to the entire problem or concern that a student has is vital, even if the staff member has heard the same story 1,000 times from others, and even if the staff has to repeat the same directions and instructions for the 50th time in a day. It may be the FIRST time that student has ever been told how to handle a specific problem they're having, so staff must treat them with respect and a smile on one's face! Workshops don't seem to help some staff, but their supervisor should train them or speak with them...and sometimes it's the supervisor's example who makes the difference...either for the good OR making the situation even worse!!	5/12/2016 9:05 AM
66	Director Kevin Wade is amazing and will be more so with a new dean in place.	5/12/2016 9:05 AM
67	We need to get the information out there to reach more students, really find the students that need services or help.	5/12/2016 8:59 AM
68	To my knowledge Student Services is doing good helping students.	5/12/2016 8:52 AM
69	a few people do a lot of work, but we are way understaffed	5/12/2016 8:50 AM
70	DSPS accommodations should be consistent and one system throughout the Peralta colleges	5/12/2016 8:44 AM
71	Because we have not had a Dean or a consistent VPSS this academic school year, I think the student services have really struggled with a lack of support and vision. We need a consistent, experienced Dean and a VPSS for accountability and to ensure that budgets are being adhered to. The disorganization and things "falling through the cracks" because of the lack of leadership was noticed and felt by our students.	5/12/2016 8:39 AM
72	There needs to be one-to-one tutoring in English, just like we have for math. We also need students to take a computer and Internet literacy workshop. Make it required, or credit by exam.	5/12/2016 8:31 AM
73	Consistency throughout the Peralta District Student Services in regards to handling Probation and Dismissal Students must be improved in order to provide students with the best service.	5/12/2016 8:30 AM

Q14 Please let us know what, if anything, needs to be changed in your department/unit in order to improve service to Peralta students.

Answered: 77 Skipped: 152

#	Responses	Date
1	We need a full time permanent staff member as well as an hourly changed to part time permanent.	5/26/2016 3:58 PM
2	see above. If we wish to provide faster service for incoming transfer students, we may need to invest in hiring more evaluators or re-centralizing the college evaluators and giving everyone training to evaluate external transcripts for CSUGE/IGETC.	5/26/2016 2:55 PM
3	Wish to hire more clerical assistants to help serve students at the counter, so that Financial aid processor will have more times to process files at their desk.	5/26/2016 9:27 AM
4	More space. We don not have enough offices for counselors. Our counseling offices are scattered on first floor, second floor and third floor. also, we need to have professional development and training for both contract and adjuncts.	5/26/2016 9:02 AM
5	customer service could be improved in most units. many units are tardy opening for the day. students who arrive at our posted opening times should not have to wait for services	5/26/2016 5:44 AM
6	Provide a workshop or two to help up get our websites up and running. Don't make it an online class.	5/25/2016 9:55 PM
7	Leadership support, staff support, work environment, facility, online system.	5/25/2016 2:22 PM
8	The Chem/Physics lab tech is unqualified to set up physics labs, make up accurate solutions for chemistry labs, or handle hazardous chemicals. Hire a qualified lab tech.	5/25/2016 2:01 PM
9	Acknowledgment and support from administration	5/25/2016 1:25 PM
10	More permanent staff.	5/25/2016 12:08 PM
11	We need support from staff when there is some information needed but outside our department.	5/25/2016 12:06 PM
12	Hire adequate staff to serve administrators, faculty/staff, the public, work with district staff & administrators & students. We are understaffed per our Accreditation and this important issue is not being addressed and shown the concern it needs nor is corrective action being taken to increase our staffing levels.	5/25/2016 12:00 PM
13	full time staff, clear protocols and procedures, timely access and training to online systems and telephone systems.	5/25/2016 11:51 AM
14	Use of a program alert that lets students and counselors know that the students are eligible for specific programs	5/25/2016 11:44 AM
15	Adequate staffing Building maintenance	5/25/2016 11:32 AM
16	We need new computer in the A&R offices and at the counter.	5/25/2016 11:25 AM
17	There need to be more full-time instructors and teaching assistants in all departments. There need to be more working computers. The computers we have are ancient and cannot run current industry software.	5/25/2016 11:18 AM
18	n/a	5/25/2016 11:06 AM
19	One service that we provide is having copies of current textbooks for 2-hour checkout for students. However the budget for that is tenuous to say the least. It'd also be helpful for departments to have an accurate organizational chart to direct students to the appropriate staff or faculty for assistance.	5/25/2016 11:05 AM
20	Need a least one more support person.	5/25/2016 11:03 AM
21	Financial Aid needs more Clerical Staff. Currently Specialists sit at the front counter for 1/3 of our day to serve students and this takes away vital file processing time. At our sister campuses Clerical staff run the front counters so that specialists can focus on what we are hired to do, process student files and make sure our students receive their aid in a timely manner.	5/25/2016 11:00 AM
22	More staff	5/25/2016 10:59 AM
23	Better Administrators.	5/17/2016 5:57 PM

24	Customer service training for counter staff. Units and departments should not rely soley on student workers to get the job done!	5/17/2016 11:25 AM
25	Consistent training and better communication.	5/17/2016 10:56 AM
26	Better equipment (working modern fax machine)	5/17/2016 10:02 AM
27	Lights have been out for months in computer area and over carrels. Visibility is extremely poor when using the computers, because of bad lighting!	5/16/2016 5:52 PM
28	Additional permanent staff for the growing student population served.	5/16/2016 11:27 AM
29	New Administrators to the student services departments need a better on-boarding process to understand the culture of Peralta and it's systems. Furthermore, Administrators should be provided with support staff regardless of the position. These two changes would better improve services to our students.	5/16/2016 9:50 AM
30	We have a dept that has seen a	5/14/2016 10:04 PM
31	Admissions and Records needs to be re-centralized; all college A&R offices should return to reporting to the District Admissions and Records.	5/14/2016 9:08 AM
32	N/a	5/14/2016 8:17 AM
33	We need funding in order to hire more staff in student services. It is an honor to work with our students. Thank you for this opportunity to participate in this survey.	5/13/2016 2:52 PM
34	I am a faculty member, so I didn't know how to answer any of these questions; The improvements need to be made with the counseling department and with A & R, not really with my department.	5/13/2016 1:10 PM
35	We need a larger testing, and tutoring room. New software for the High Tech Center, and Alt Media. An instructor in the High Tech Center who can teach basic computer skills.	5/13/2016 11:44 AM
36	Provide far more compensated office hour time for students to meet with their part-time instructors.	5/12/2016 8:07 PM
37	More staff, financial support and better communication from administration and managers. Communication between departments and updated information.	5/12/2016 6:21 PM
38	In order to make sure the students are efficiently serviced in a timely manner, we need additional resources: staff, with appropriate clearances, and up to date technology	5/12/2016 3:15 PM
39	Culinary Arts needs a dedicated counselor to help students navigate the system. We need better custodial service and a maintenance program for our equipment to we don't continually break down and lose students.	5/12/2016 2:44 PM
40	Receiving the funding the library has submitted to upgrade the Online Public Access Catalog would definitely upgrade our services to students.	5/12/2016 2:22 PM
41	More faculty presence and (like every other department) need more financial support.	5/12/2016 2:09 PM
42	more staff	5/12/2016 2:08 PM
43	We need the District to fund an update to our Online Public Access Catalog System that is used by all 4 Libraries to provide access to our collections.	5/12/2016 1:28 PM
44	We need a counselor, at least part time, to serve the need of students in the afternoon. Also need an additional full time staff assistant	5/12/2016 1:21 PM
45	I think we're doing OK. We are studying students' rates of progress so I plan to learn more.	5/12/2016 1:18 PM
46	We need adequate staffing, across the district we need stability. New hires need to be trained and provide with updates practices and support. Work needs to be equally distributed. Every campus should have a budget, assistant, and support staff and funds for student workers year round.	5/12/2016 12:51 PM
47	Teachers need support in meeting the needs of students with disabilities (especially those with Autism and more intense learning issues). Some training also would help teachers to know how to meet those students needs better. Some mentally disabled students should be encouraged to take classes on a P/NP basis.	5/12/2016 12:39 PM
48	The decentralization of AR/ FA was not done thoughtfully. There was a just a change in the reporting line of staff on campuses but not authority for policies procedures. We also need a director of FA/AR at the campus to have on campus expertise OR we just need to re-centralize	5/12/2016 12:11 PM
49	The department needs additional space and staff.	5/12/2016 11:47 AM
50	More funding to allow for positions that had been eliminated to be brought back (e.g., we need an Alt Media Specialist and lab support for the learning lab).	5/12/2016 11:42 AM

51	1. The Office of International Education needs additional staff to support the development of a sustained communication flow with prospective students/leads, as well as handle the additional workload with the increase of applications and student enrollment 2. There is no budget that exists to support the study abroad program or activities for our domestic students	5/12/2016 11:39 AM
52	Need to assess the job description of the student personal services specialist and other duties as assigned - The staff that is assigned to oversee the welcome center needs to have a office in the welcome center not in a different department all together, where that staff can direct students appropriately and supervise student workers and student ambassadors. It does not make sense for the Welcome Center point person to be unavailable because their office is not located in the Welcome Center to begin with.	5/12/2016 11:20 AM
53	The counseling department requires an in-services, retreat, or workshop about being kind and considerate. It is a hostile area, contrary to the philosophy of the ideology of counseling (which values compassion). There are too many student complaints about the negativity of several counseling faculty members.	5/12/2016 11:04 AM
54	The college needs to spend some money on coordination. Special populations need the help of cohort based programming and this takes time to coordinate classes and teacher meetings.	5/12/2016 10:44 AM
55	Better communication with academic counseling--we have confused students	5/12/2016 10:23 AM
56	At the district office the administrator over student services manages A&R, financial aid, student gov't/activities, child care, SSSP, counseling, and has involvement in many projects in other areas. In addition to the Director of Financial Aid, there should be a Director of Admissions and Records, somebody who can be involved in the day to day issues that arise at the district and campus level. This would greatly improve services to students and improve their success by providing more accurate and timely customer service.	5/12/2016 10:06 AM
57	We need better admin! ours are mostly out of touch and don't really communicate	5/12/2016 9:57 AM
58	See above.	5/12/2016 9:56 AM
59	Train the employees/students in the welcome center, so they give out correct info. Also counselors oftentimes give incorrect info	5/12/2016 9:54 AM
60	Maybe in the admissions and records office where most students come through have flyers on all programs so while students are waiting in line can pick up a flyer but really the access to their Peralta email just so they can change it to their personal email as a primary email is crucial to communication with students.	5/12/2016 9:33 AM
61	The Puente Team is essentially made up of two contract faculty members and one embedded tutor. In order to enhance and grow the success of this outstanding program, the College and District ought to providing more funding for an additional staff member to assist in the design, implementation and maintenance of a well-structured,highly functional mentor program.	5/12/2016 9:26 AM
62	At the moment, I do not think anything needs to be changed as the Office of the President assists or directs the student to the correct department or office for the services they are seeking.	5/12/2016 9:25 AM
63	feedback surveys to hear from students what they would like to see offer /utilize in the veterans center.	5/12/2016 9:23 AM
64	Streamlining and more staffing for the enrollment process. Specifically more and better staffed placement testing and counseling for new students.	5/12/2016 9:23 AM
65	^^The Peralta website and catalogs are critical to counselors efficacy and accuracy when working with, educating and advocating for students. We're as good as our tools. The website is out of date, tons of missing information, having to call key departments such as as A&R, assessment and financial aid is archaic and slows us down - it's embarrassing.	5/12/2016 9:21 AM
66	-stable budget that is controlled on the campus level and is made transparent between OOI and the library -onsite and ongoing library-specific training for part-time librarians to help them update teaching and technology skills -more collaboration and resource sharing between the four campus libraries (currently, we only share a cataloging system, which isn't enough) -a dedicated administrator who knows about libraries, learning technologies, and can advocate for library and learning support resources. Thanks! -discretionary funds to purchase supplies for events, stipend speakers, and create meaningful and enriching programming for students and faculty. Thanks, Heather Dodge	5/12/2016 9:20 AM
67	More support from administrators, including being recognized and appreciated, not just told what "should be done differently or better".	5/12/2016 9:05 AM
68	Get fully staffed	5/12/2016 9:05 AM
69	Laney Financial Aid needs to hire many more staff members to meet the needs of our large student population.	5/12/2016 9:04 AM
70	We need one or 2 more full time staff, or at least one or two part time, regularly scheduled help.	5/12/2016 8:59 AM
71	To have a student or classified hourly will help greatly in this department.	5/12/2016 8:52 AM
72	smaller district, more staff at campus	5/12/2016 8:50 AM

73	Laney could benefit from full-time mental health counselors, a full time school nurse, and a full time health services coordinator to address student needs. Especially in the area of mental health, there are way more student needs than services available. Students have consistently said that receiving mental health support has helped them complete semesters and reach their educational goals.	5/12/2016 8:39 AM
74	We need more faculty. We need better computers, we need students to be able to get one-to-one tutoring in English writing. We need students to have basic computer and Internet skills.	5/12/2016 8:31 AM
75	My department should be able to close for Department Meetings so that all parties involved - whether Full-Time or Part-Time - can be a part of the process and be on the same page with pertinent information and updates.	5/12/2016 8:30 AM
76	DGS requires adequate staffing throughout, including increasing the number of permanent employees in the areas of office, grounds, engineering, and custodial.	5/12/2016 8:26 AM
77	More personnel/financial resources to accommodate increasing enrollment in the Office of International Education. We need more staff.	5/12/2016 8:24 AM