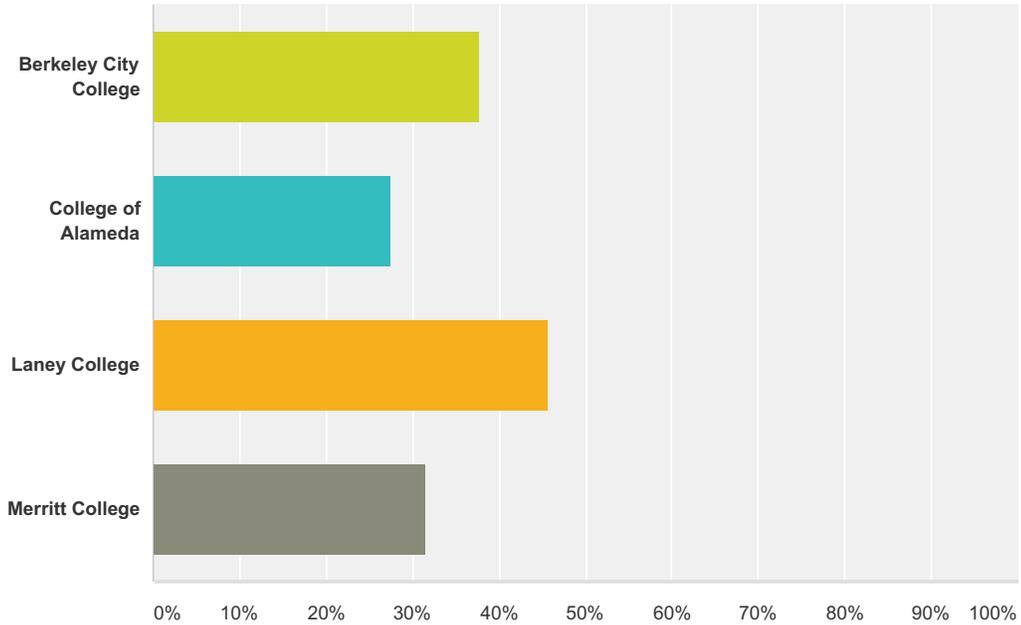


Q1 At which Peralta colleges have you attended classes during the past year (including online)? Check all that apply.

Answered: 800 Skipped: 0

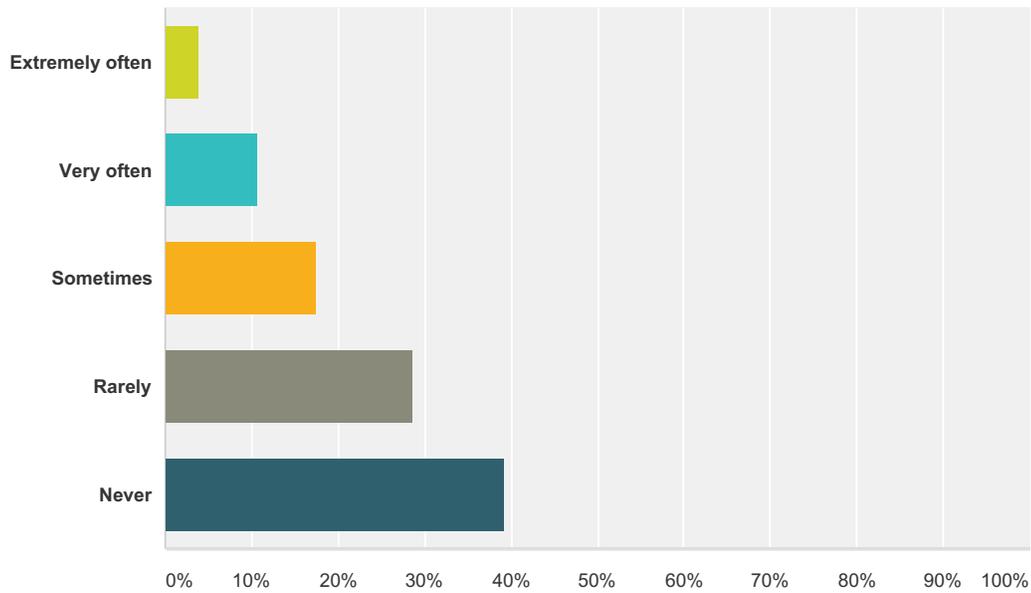


| Answer Choices | Responses |
|-------------------------------|------------|
| Berkeley City College | 37.88% 303 |
| College of Alameda | 27.63% 221 |
| Laney College | 45.63% 365 |
| Merritt College | 31.50% 252 |
| Total Respondents: 800 | |

| # | Other (please specify) | Date |
|---|---|-------------------|
| 1 | Auto Technician certificate / Associate degree in science (AS degree) | 5/9/2016 12:23 AM |
| 2 | I am in Laney College this semester | 5/5/2016 9:54 PM |
| 3 | Dual enrollment during high school, 9th grade | 5/5/2016 7:31 PM |
| 4 | intern at College of Alameda | 4/19/2016 5:14 PM |
| 5 | UCB | 4/16/2016 9:33 AM |
| 6 | | 4/16/2016 7:28 AM |
| 7 | Good teachers | 4/15/2016 8:18 PM |

Q2 On average, how often do you use Peralta email?

Answered: 605 Skipped: 195



| Answer Choices | Responses |
|-----------------|------------|
| Extremely often | 3.97% 24 |
| Very often | 10.74% 65 |
| Sometimes | 17.52% 106 |
| Rarely | 28.60% 173 |
| Never | 39.17% 237 |
| Total | 605 |

| # | If Never, why not? | Date |
|----|--|--------------------|
| 1 | dont need to | 5/13/2016 9:36 PM |
| 2 | No need. | 5/12/2016 12:45 PM |
| 3 | Because i have a personal g mail account,if i need to use Peralta email . I would use it for the future. | 5/11/2016 11:05 PM |
| 4 | No need | 5/11/2016 9:48 PM |
| 5 | To hard to access | 5/10/2016 10:20 PM |
| 6 | I have email forwarding | 5/10/2016 6:50 PM |
| 7 | it's just an extra e-mail to monitor - I already have a work and personal e-mail | 5/9/2016 11:48 PM |
| 8 | I don't need a separate account | 5/9/2016 10:10 PM |
| 9 | Not interactive enough. | 5/9/2016 6:53 PM |
| 10 | It's one more Inbox I need to log on to. I don't see the point. | 5/9/2016 3:01 PM |
| 11 | I have personal emails | 5/9/2016 12:34 PM |
| 12 | I'd rather use gmail. | 5/9/2016 11:27 AM |

PCCD Student Voice Survey - Spring 2016

| | | |
|----|--|-------------------|
| 13 | I forward email to a personal account. | 5/9/2016 11:11 AM |
| 14 | I forget about it | 5/9/2016 10:51 AM |
| 15 | Have my personal ones | 5/9/2016 6:58 AM |
| 16 | Information is forward to personal gmail account | 5/9/2016 12:42 AM |
| 17 | I have too many other emails to keep track of | 5/8/2016 9:37 AM |
| 18 | I already have an another established email | 5/8/2016 8:37 AM |
| 19 | prefer to do all my emailing from one location- which is gmail | 5/7/2016 11:06 PM |
| 20 | It was always not convenient to remember username and password - sol link it to my gmail | 5/7/2016 10:20 PM |
| 21 | Have to change the password EVERYTIME I use it,and it takes a long procedur to finish it. | 5/7/2016 10:14 PM |
| 22 | It is forwarded to another account. | 5/7/2016 7:31 PM |
| 23 | I cannot remember my username and password. I suggest the system allow students to use their personal emails. | 5/7/2016 4:34 PM |
| 24 | its cumbersome | 5/7/2016 2:35 PM |
| 25 | unable to access | 5/7/2016 1:17 PM |
| 26 | It forwards to my gmail | 5/7/2016 1:05 PM |
| 27 | I was never given the proper login info | 5/7/2016 11:18 AM |
| 28 | I have everything send to my personal email. | 5/7/2016 9:11 AM |
| 29 | I already have a gmail account that I use daily. Enough already. | 5/6/2016 11:04 PM |
| 30 | no need to | 5/6/2016 10:38 PM |
| 31 | Because instructors do not require it. They usually ask you for your personal email and send updates there. | 5/6/2016 9:17 PM |
| 32 | no need to | 5/6/2016 8:31 PM |
| 33 | Because i had switched to my preferred email address. | 5/6/2016 7:44 PM |
| 34 | don't know what's there | 5/6/2016 6:55 PM |
| 35 | Inconvenient and unnecessary since I get all my emails forwarded to my gmail | 5/6/2016 6:40 PM |
| 36 | hard to navigate, hard to trade emails with peers (oh ya just email me at 3189274653375@peralta), slow. gmail is superior in every single way. | 5/6/2016 6:27 PM |
| 37 | routed to my regular email | 5/6/2016 1:30 PM |
| 38 | I have my peralta emails forwarded to my gmail account. It is easier to have emails sent to my main email. | 5/6/2016 1:08 PM |
| 39 | have never been able to sign in | 5/6/2016 1:01 PM |
| 40 | More convenient to have it forward to my personal gmail. | 5/6/2016 12:19 PM |
| 41 | it has a terrible operating system. | 5/6/2016 12:01 PM |
| 42 | I don't like to log in to a separate account. | 5/6/2016 11:56 AM |
| 43 | don't know what it is or the password | 5/6/2016 11:41 AM |
| 44 | I have my own email address | 5/6/2016 11:23 AM |
| 45 | Because it's to complicated and I prefer using personal e-mail | 5/6/2016 11:18 AM |
| 46 | I have 2 other email accounts | 5/6/2016 11:13 AM |
| 47 | It is connected to my private email address | 5/6/2016 10:43 AM |
| 48 | I am already used to my own gmail account. Also, I can't seem to remember the site to access the peralta email. | 5/6/2016 10:23 AM |
| 49 | Don't need to. | 5/6/2016 10:16 AM |
| 50 | I have my own | 5/6/2016 10:12 AM |
| 51 | I could not get registered | 5/6/2016 9:59 AM |
| 52 | It was difficult to get started. Issues with it. | 5/6/2016 9:44 AM |

PCCD Student Voice Survey - Spring 2016

| | | |
|----|---|-------------------|
| 53 | Not relevant to me | 5/6/2016 9:41 AM |
| 54 | I forwarded the messages to my gmail account. Too much hassle to check both. | 5/6/2016 9:30 AM |
| 55 | I use my personal email | 5/6/2016 9:19 AM |
| 56 | I don't remember to check it. | 5/6/2016 9:13 AM |
| 57 | Because of all the other emails i have its just to much to remeber. The process was to complicated in a sense www | 5/6/2016 8:19 AM |
| 58 | Already have three others | 5/6/2016 8:19 AM |
| 59 | Don't need to. | 5/6/2016 8:05 AM |
| 60 | I didn't know this possibility | 5/6/2016 7:54 AM |
| 61 | Dont need it | 5/6/2016 7:02 AM |
| 62 | I don't need it | 5/6/2016 2:52 AM |
| 63 | the Peralta website is to difficult | 5/6/2016 2:43 AM |
| 64 | I already have a personal email account. | 5/6/2016 1:40 AM |
| 65 | I get the emails forwarded to my main email. To have only one professional email. | 5/6/2016 1:05 AM |
| 66 | I use my personal gmail account. | 5/6/2016 12:28 AM |
| 67 | I have other email accounts that I prefer. | 5/5/2016 11:29 PM |
| 68 | It's a hassle. I don't even remember what domain it's under | 5/5/2016 11:20 PM |
| 69 | Why would I want a second email address? | 5/5/2016 11:16 PM |
| 70 | I don't have access to the account | 5/5/2016 11:01 PM |
| 71 | I never really used it and now I can't figure out how to reset my password. | 5/5/2016 11:00 PM |
| 72 | I can't find my password. | 5/5/2016 10:36 PM |
| 73 | Don't know my username and password | 5/5/2016 10:27 PM |
| 74 | nobody can remember all those numbers. | 5/5/2016 10:24 PM |
| 75 | It is utterly useless. | 5/5/2016 10:18 PM |
| 76 | prefer personal address | 5/5/2016 10:13 PM |
| 77 | Rather have it forwarded to my personal email | 5/5/2016 9:55 PM |
| 78 | Why have my personal email and the peralta email? | 5/5/2016 9:52 PM |
| 79 | Forward to regular email | 5/5/2016 9:52 PM |
| 80 | My personal email is easier to access. | 5/5/2016 9:48 PM |
| 81 | I have my own email. | 5/5/2016 9:45 PM |
| 82 | have a personal email that I use to contact my professors | 5/5/2016 9:43 PM |
| 83 | i dont even know my email address, | 5/5/2016 9:41 PM |
| 84 | It is easier to use my own email address. None of the online peralta options are very user friendly. I take online classes and moodle is tough to navigate too. | 5/5/2016 9:34 PM |
| 85 | i don't know how to access it | 5/5/2016 9:32 PM |
| 86 | I have other e mail address and do not trust your e mail | 5/5/2016 9:29 PM |
| 87 | I didn't know I had to use it, or never saw a reason to | 5/5/2016 9:26 PM |
| 88 | I like my gmail. Less sign-ins. | 5/5/2016 9:21 PM |
| 89 | I was not able to get into it I don't know the password I emailed for it and they never got back to me | 5/5/2016 9:18 PM |
| 90 | Haven't had a need | 5/5/2016 9:16 PM |
| 91 | I have my own email address | 5/5/2016 9:12 PM |
| 92 | one more email address to check | 5/5/2016 9:11 PM |

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| | | |
|-----|---|------------------|
| 93 | i have gmail | 5/5/2016 9:11 PM |
| 94 | Forward to Gmail; my class uses slack | 5/5/2016 9:05 PM |
| 95 | i keep forgetting the password | 5/5/2016 9:02 PM |
| 96 | it is forwarded to my gmail account- would rather have my mail in one place | 5/5/2016 9:02 PM |
| 97 | I have it linked to my gmail because outlook is horrible | 5/5/2016 9:00 PM |
| 98 | I keep things simple by using one email address | 5/5/2016 8:59 PM |
| 99 | I currently have to email accounts one personal and one for work. Some professors will communicate using my personal email it's much easier then to have to check into a 3rd account. | 5/5/2016 8:56 PM |
| 100 | it never worked for me.I could never log in. | 5/5/2016 8:50 PM |
| 101 | I have it forwarded | 5/5/2016 8:41 PM |
| 102 | I already have an email address. | 5/5/2016 8:41 PM |
| 103 | Can't seem to log in | 5/5/2016 8:32 PM |
| 104 | i have my personal email attached so i dont have to check the peralta email. | 5/5/2016 8:31 PM |
| 105 | I have my own email | 5/5/2016 8:28 PM |
| 106 | i use my own email. | 5/5/2016 8:22 PM |
| 107 | Easier to use my personal account | 5/5/2016 8:17 PM |
| 108 | Difficult time accessing it | 5/5/2016 8:15 PM |
| 109 | Never needed to | 5/5/2016 8:12 PM |
| 110 | I have another email address that I use | 5/5/2016 8:05 PM |
| 111 | I've had good rapport with my instructors and professors. | 5/5/2016 7:49 PM |
| 112 | It's very difficult to use | 5/5/2016 7:48 PM |
| 113 | I connected it to my personal email. I found no need for the campus email. | 5/5/2016 7:26 PM |
| 114 | it is forwarded to my personal email. | 5/5/2016 7:13 PM |
| 115 | It doesn't work on my phone | 5/5/2016 7:12 PM |
| 116 | not practical | 5/5/2016 7:11 PM |
| 117 | Too complicated | 5/5/2016 7:10 PM |
| 118 | I forward to my personal. | 5/5/2016 7:09 PM |
| 119 | Too difficult | 5/5/2016 7:08 PM |
| 120 | I prefer to use my Google account. | 5/5/2016 7:07 PM |
| 121 | I use gmail | 5/5/2016 7:05 PM |
| 122 | I prefer to use gmail | 5/5/2016 7:05 PM |
| 123 | Email gets forwarded to my gmail | 5/5/2016 7:04 PM |
| 124 | Why would I? | 5/5/2016 7:02 PM |
| 125 | Because I have my personal email | 5/5/2016 7:01 PM |
| 126 | It's inconvenient to have a separate email for school stuff when I only check my main one every day | 5/5/2016 6:58 PM |
| 127 | I Use gmail. | 5/5/2016 6:57 PM |
| 128 | Use my personal email only | 5/5/2016 6:56 PM |
| 129 | I use my personal email | 5/5/2016 6:55 PM |
| 130 | Inconvenient, does not forward to my hotmail account | 5/5/2016 6:50 PM |
| 131 | I'm learning English and my English is not that strong to use emails. | 5/5/2016 6:48 PM |
| 132 | use my own | 5/5/2016 6:47 PM |

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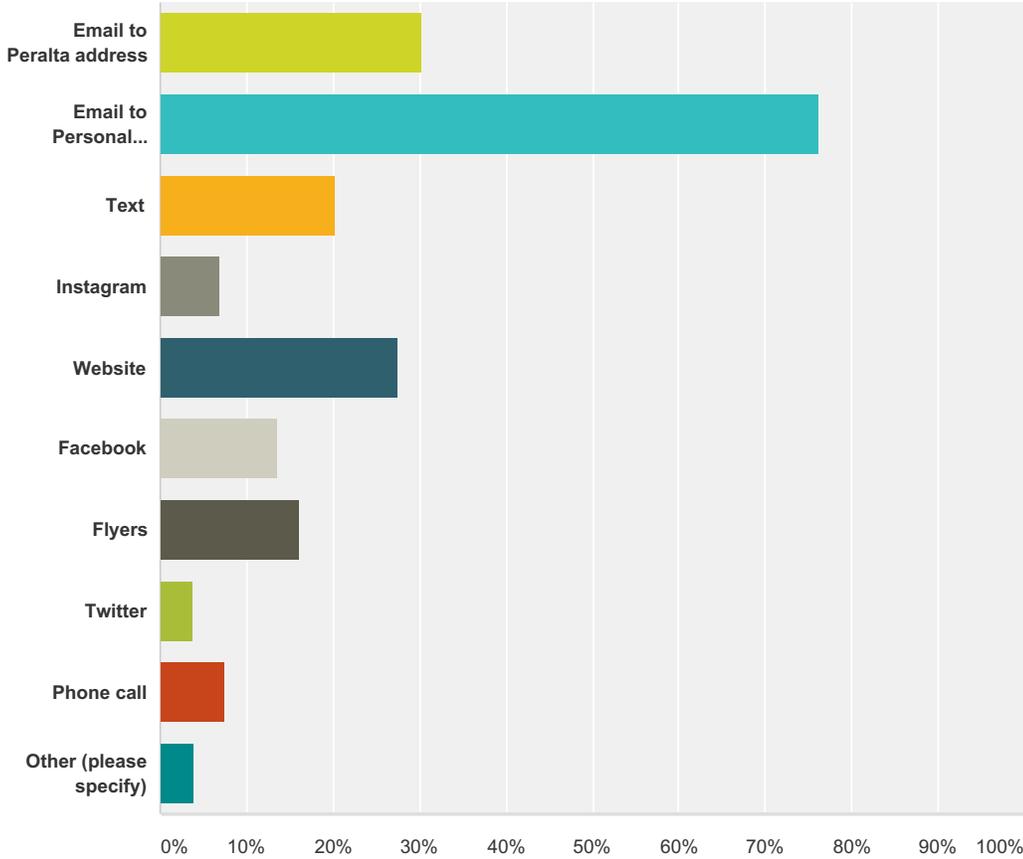
| | | |
|-----|--|--------------------|
| 133 | I forward to my personal email. | 5/5/2016 6:46 PM |
| 134 | Don't know how/ no other email goes there. | 5/5/2016 6:42 PM |
| 135 | Inconvenient | 5/5/2016 6:42 PM |
| 136 | Don't remember account info, pain to retrieve it | 5/5/2016 6:41 PM |
| 137 | Too difficult to remember address and password. | 5/5/2016 6:39 PM |
| 138 | Don't know how to access | 5/5/2016 6:37 PM |
| 139 | I don't like Microsoft. | 5/5/2016 6:35 PM |
| 140 | all my emails are transferred to my regular account | 5/2/2016 5:58 PM |
| 141 | I use my personal accounts-- aol or gmail | 4/28/2016 9:40 AM |
| 142 | I can't access it and can't figure out why I can't access it. | 4/26/2016 2:04 PM |
| 143 | i bhave it redirected to my hotmail account | 4/21/2016 2:06 PM |
| 144 | It's direct to my gmail | 4/20/2016 9:21 PM |
| 145 | I don't know how to log on | 4/20/2016 9:16 PM |
| 146 | I forward my peralta email to my primary emailaccount. | 4/20/2016 6:06 PM |
| 147 | I already have a professional email I have everything sent to, so another email would be inconvientiant. | 4/20/2016 3:12 PM |
| 148 | Can't access. | 4/20/2016 1:09 AM |
| 149 | don't like to type in the web address, it's too long and I don't know it by heart so I just forward it to my main email | 4/19/2016 6:24 PM |
| 150 | I have it forwarded to my Gmail. If you want to count that, then all the time. | 4/18/2016 2:39 PM |
| 151 | privacy conflict, address is same as student ID # | 4/18/2016 9:36 AM |
| 152 | Clunky, often times there are issues others report | 4/17/2016 4:22 PM |
| 153 | linked to regular email | 4/17/2016 1:57 PM |
| 154 | Don't need it | 4/17/2016 1:46 PM |
| 155 | I link to my personal e-mail | 4/17/2016 1:29 PM |
| 156 | I could never logged in | 4/17/2016 11:27 AM |
| 157 | I don't need another email address. Taking classes at Laney is a short-term endeavor. I have it auto-fwd to a more long-term e-mail. | 4/17/2016 10:05 AM |
| 158 | It's useless to me. I use my personal email which is Google. Outlook is absolutely terrible | 4/17/2016 9:21 AM |
| 159 | I have it set to forward all messages to my regular gmail | 4/16/2016 11:15 PM |
| 160 | I have it forwarded to my regular email. It is too cumbersome to log into. | 4/16/2016 11:15 PM |
| 161 | Outlook drives me nuts. It's hard to use and now I have another email address that I can't even proxy from my primary account. | 4/16/2016 5:51 PM |
| 162 | I use my personal email. | 4/16/2016 3:33 PM |
| 163 | It forwards to my regular email account | 4/16/2016 3:22 PM |
| 164 | Can't access it, student id doesn't work | 4/16/2016 1:11 PM |
| 165 | I have messages forwarded to my Gmail account | 4/16/2016 10:16 AM |
| 166 | Cannot access it | 4/16/2016 9:40 AM |
| 167 | I forward it to my regular mail | 4/16/2016 9:35 AM |
| 168 | I have it forwarded to my regular account | 4/16/2016 8:41 AM |
| 169 | I prefer my personal one | 4/16/2016 7:30 AM |
| 170 | One email address is enough! The last thing I need is another email address. And frankly I have no idea how to access it. | 4/16/2016 7:24 AM |
| 171 | I forward everything to my personal email | 4/16/2016 7:10 AM |

PCCD Student Voice Survey - Spring 2016

| | | |
|-----|--|--------------------|
| 172 | I can't access it. When I try using the link on PASSPORT I try to use the same password but with my Peralta email. | 4/16/2016 6:46 AM |
| 173 | i didnt know my password | 4/16/2016 12:19 AM |
| 174 | don't know what it adds to my current email resources | 4/15/2016 11:53 PM |
| 175 | Because I prefer to use my personal email. So I just linked(foward) my student email to my personal one. | 4/15/2016 11:23 PM |
| 176 | Teachers don't use it | 4/15/2016 11:17 PM |
| 177 | It's connected to my main e-mail, so I don't have to check it. | 4/15/2016 10:20 PM |
| 178 | I have never needed it. I have other personal email accounts. | 4/15/2016 10:10 PM |
| 179 | Because it's complicated and It's not connected to my e-mail address | 4/15/2016 9:54 PM |
| 180 | There's no reason I can see. | 4/15/2016 9:48 PM |
| 181 | easier to have just 1 e-mail acct. | 4/15/2016 9:45 PM |
| 182 | I have it forwarded to my personal account | 4/15/2016 9:43 PM |
| 183 | It gets forwarded to my regular use email. | 4/15/2016 9:30 PM |
| 184 | it goes to my yahoo. no need to check peralta email | 4/15/2016 9:07 PM |
| 185 | I forwarded the account to my personal email, as using an entire separate account with the two I already had was too much of a hassle. | 4/15/2016 9:06 PM |
| 186 | Linked to my regular email | 4/15/2016 8:47 PM |
| 187 | Because I choose use my own in the passport page | 4/15/2016 8:34 PM |
| 188 | I have it set to forward to my regular email. | 4/15/2016 8:31 PM |
| 189 | I don't know how to access it, and no one showin us how to do so. | 4/15/2016 8:28 PM |
| 190 | it's not my primary email | 4/15/2016 8:23 PM |
| 191 | i need to log in now | 4/15/2016 8:21 PM |
| 192 | I have it linked to my gmail | 4/15/2016 8:18 PM |
| 193 | I have personal email that I use | 4/15/2016 8:18 PM |
| 194 | Out of the way - too much work | 4/15/2016 8:16 PM |
| 195 | There is no need for it. If I need to talk to my teachers, I just use Moodle. | 4/15/2016 8:13 PM |
| 196 | Use my own | 4/15/2016 8:10 PM |

Q3 Which ways would you like to learn about services, events, or deadlines at Peralta (check all that apply)?

Answered: 601 Skipped: 199



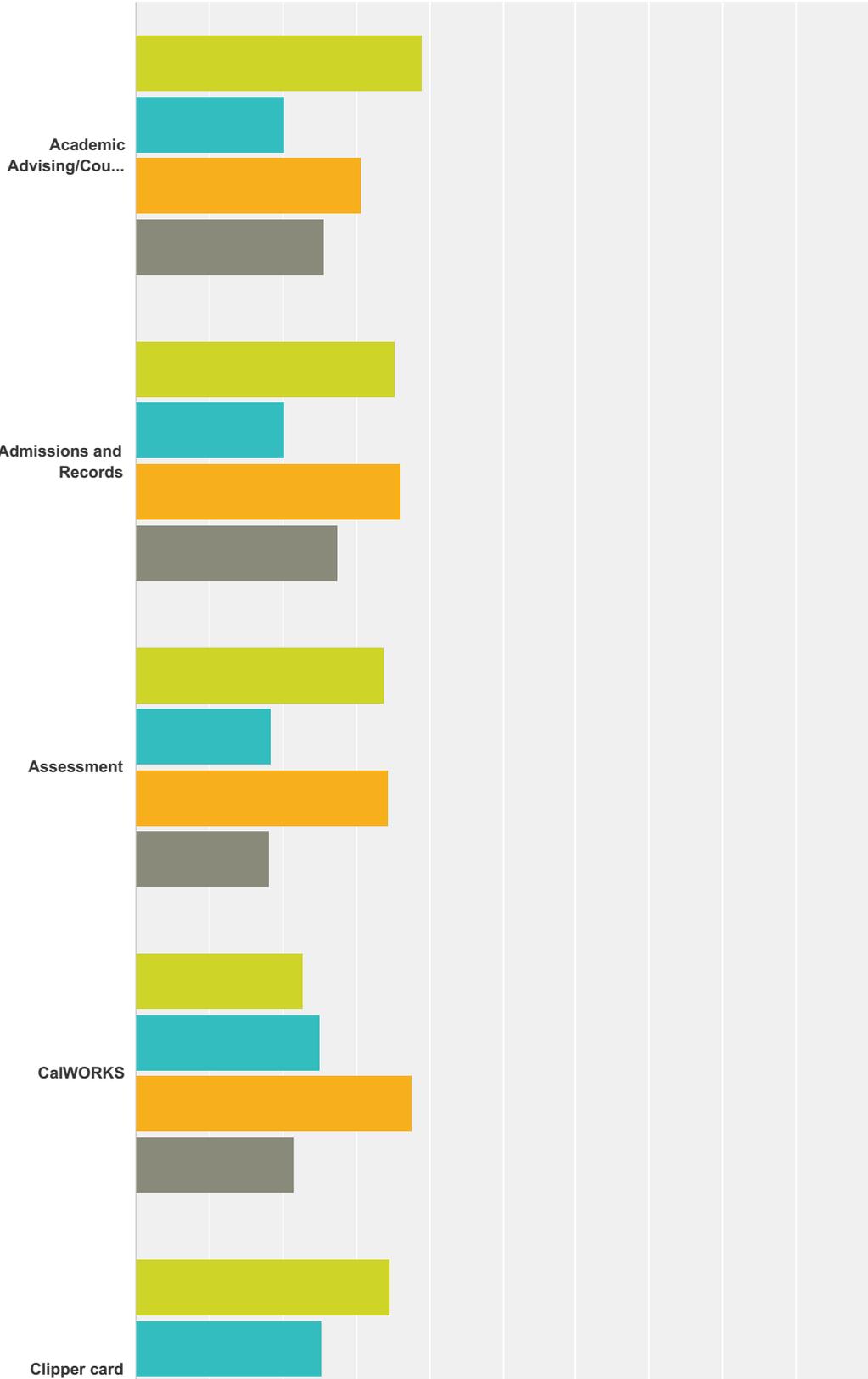
| Answer Choices | Responses | Count |
|-------------------------------|-----------|-------|
| Email to Peralta address | 30.28% | 182 |
| Email to Personal address | 76.21% | 458 |
| Text | 20.30% | 122 |
| Instagram | 6.82% | 41 |
| Website | 27.62% | 166 |
| Facebook | 13.48% | 81 |
| Flyers | 15.97% | 96 |
| Twitter | 3.66% | 22 |
| Phone call | 7.49% | 45 |
| Other (please specify) | 3.99% | 24 |
| Total Respondents: 601 | | |

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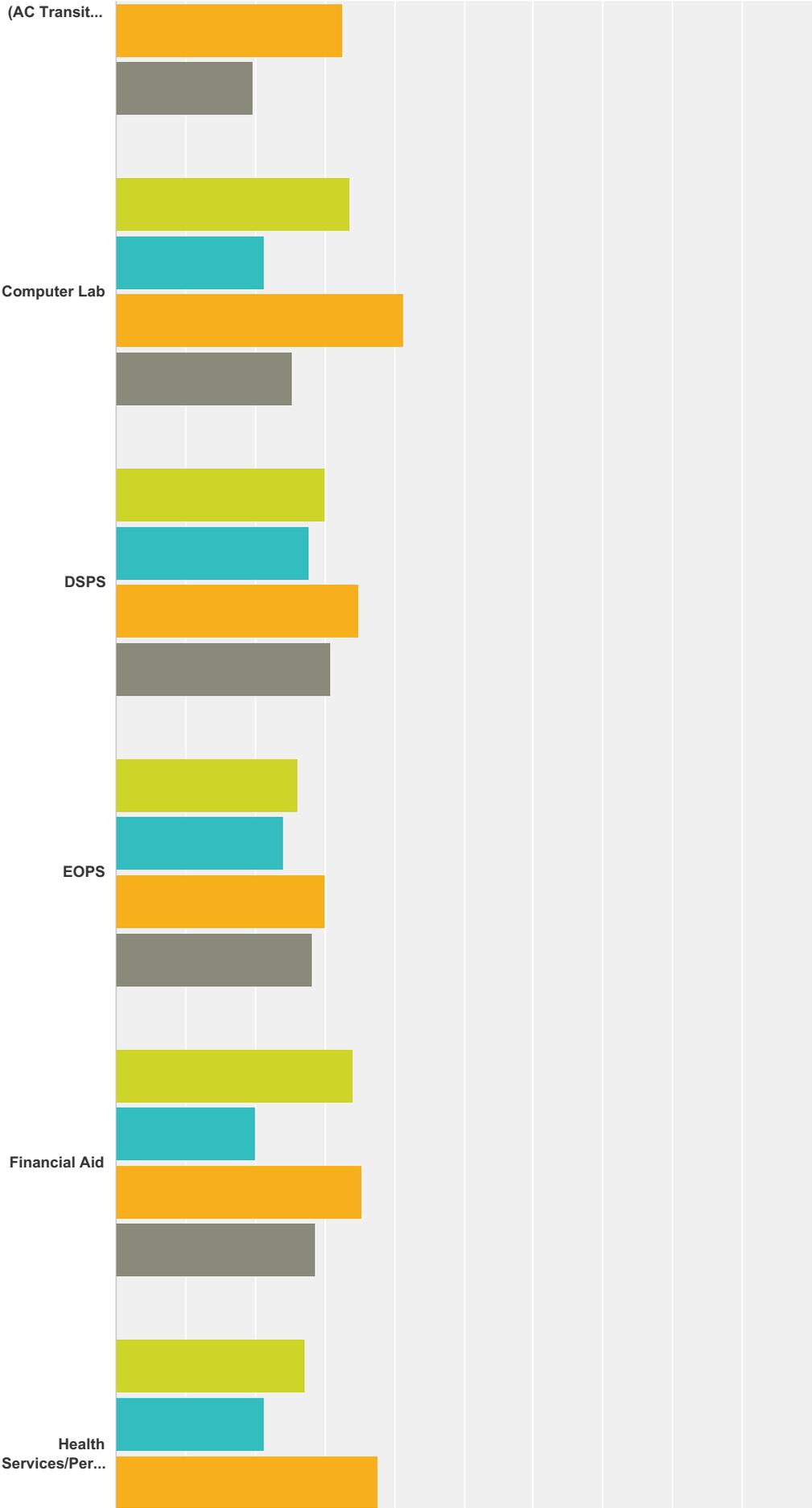
| # | Other (please specify) | Date |
|----|---|--------------------|
| 1 | Flyers | 5/7/2016 9:11 AM |
| 2 | in classrooms or on a designated "announcement bulletin board" | 5/6/2016 6:27 PM |
| 3 | Talking with faculty | 5/6/2016 3:44 PM |
| 4 | in person and or on campus!!!!!! | 5/6/2016 1:03 PM |
| 5 | mail | 5/6/2016 12:28 PM |
| 6 | how about by person! | 5/6/2016 12:01 PM |
| 7 | In a song | 5/6/2016 11:18 AM |
| 8 | My friends at ASBCC and Student Ambassadors sometimes remind me of the deadlines. | 5/6/2016 10:23 AM |
| 9 | Flyers in the college | 5/6/2016 8:10 AM |
| 10 | by cleaning and rotating news on the bulletin boards | 5/6/2016 2:43 AM |
| 11 | passport | 5/5/2016 8:50 PM |
| 12 | Why | 5/5/2016 8:00 PM |
| 13 | Teachers announce in class. | 5/5/2016 7:07 PM |
| 14 | I understand more when I talk face to face. | 5/5/2016 6:48 PM |
| 15 | VoiceMail | 5/5/2016 6:42 PM |
| 16 | Texting/Email because sometimes you just need a reminder of deadlines | 5/5/2016 6:35 PM |
| 17 | Gmail | 4/20/2016 9:21 PM |
| 18 | Teacher announces in class. | 4/17/2016 1:29 PM |
| 19 | Change Peralta to gmail and I would check it all the time! | 4/16/2016 11:42 AM |
| 20 | e | 4/16/2016 10:32 AM |
| 21 | I would like a welcome email telling me how to get my ID | 4/16/2016 9:35 AM |
| 22 | Newspaper and or TV Commercials | 4/15/2016 9:54 PM |
| 23 | For deadlines - on personal email and text messages | 4/15/2016 8:23 PM |
| 24 | snail mail | 4/15/2016 8:18 PM |

Q4 At which Peralta colleges have you attempted to use the following student services (check all that apply)?

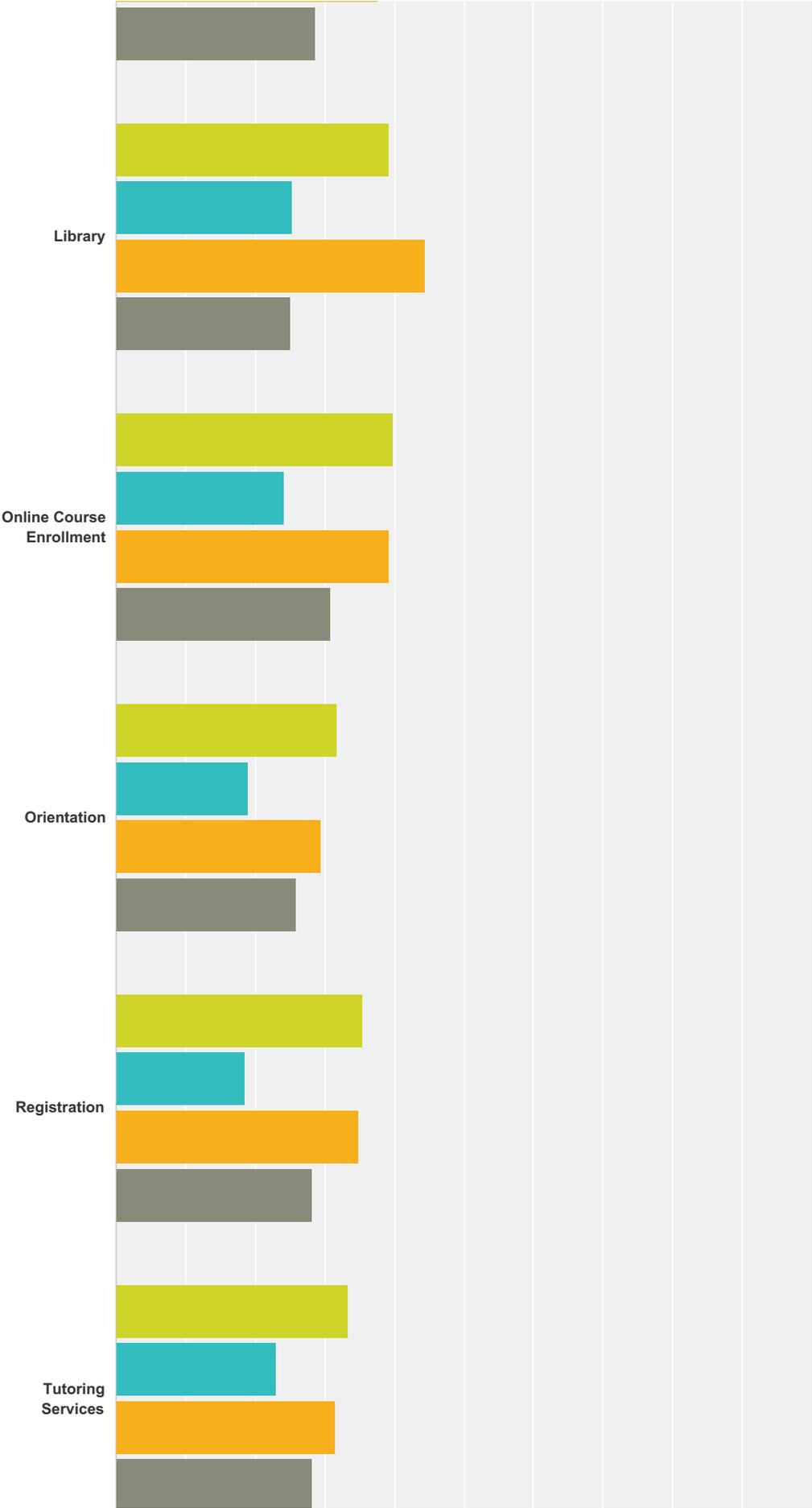
Answered: 601 Skipped: 199



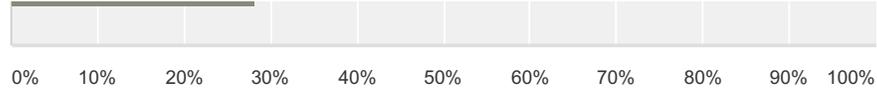
PCCD Student Voice Survey - Spring 2016



PCCD Student Voice Survey - Spring 2016



PCCD Student Voice Survey - Spring 2016



■ Berkeley City College
 ■ College of Alameda
 ■ Laney College
 ■ Merritt College

| | Berkeley City College | College of Alameda | Laney College | Merritt College | Total Respondents |
|---|-----------------------|--------------------|---------------|-----------------|-------------------|
| Academic Advising/Counseling | 39.12% 187 | 20.29% 97 | 30.75% 147 | 25.73% 123 | 478 |
| Admissions and Records | 35.23% 180 | 20.16% 103 | 36.20% 185 | 27.59% 141 | 511 |
| Assessment | 33.83% 114 | 18.40% 62 | 34.42% 116 | 18.10% 61 | 337 |
| CalWORKS | 22.73% 20 | 25.00% 22 | 37.50% 33 | 21.59% 19 | 88 |
| Clipper card (AC Transit Easy Pass) | 34.62% 99 | 25.17% 72 | 32.52% 93 | 19.58% 56 | 286 |
| Computer Lab | 33.71% 119 | 21.25% 75 | 41.36% 146 | 25.21% 89 | 353 |
| DSPS | 30.16% 38 | 27.78% 35 | 34.92% 44 | 30.95% 39 | 126 |
| EOPS | 26.03% 38 | 23.97% 35 | 30.14% 44 | 28.08% 41 | 146 |
| Financial Aid | 34.10% 118 | 19.94% 69 | 35.26% 122 | 28.61% 99 | 346 |
| Health Services/Peralta Wellness Center | 27.08% 52 | 21.35% 41 | 37.50% 72 | 28.65% 55 | 192 |
| Library | 39.22% 180 | 25.27% 116 | 44.44% 204 | 25.05% 115 | 459 |
| Online Course Enrollment | 39.84% 151 | 24.27% 92 | 39.31% 149 | 30.87% 117 | 379 |
| Orientation | 31.64% 87 | 18.91% 52 | 29.45% 81 | 25.82% 71 | 275 |
| Registration | 35.45% 162 | 18.60% 85 | 34.79% 159 | 28.23% 129 | 457 |
| Tutoring Services | 33.47% 83 | 22.98% 57 | 31.45% 78 | 28.23% 70 | 248 |

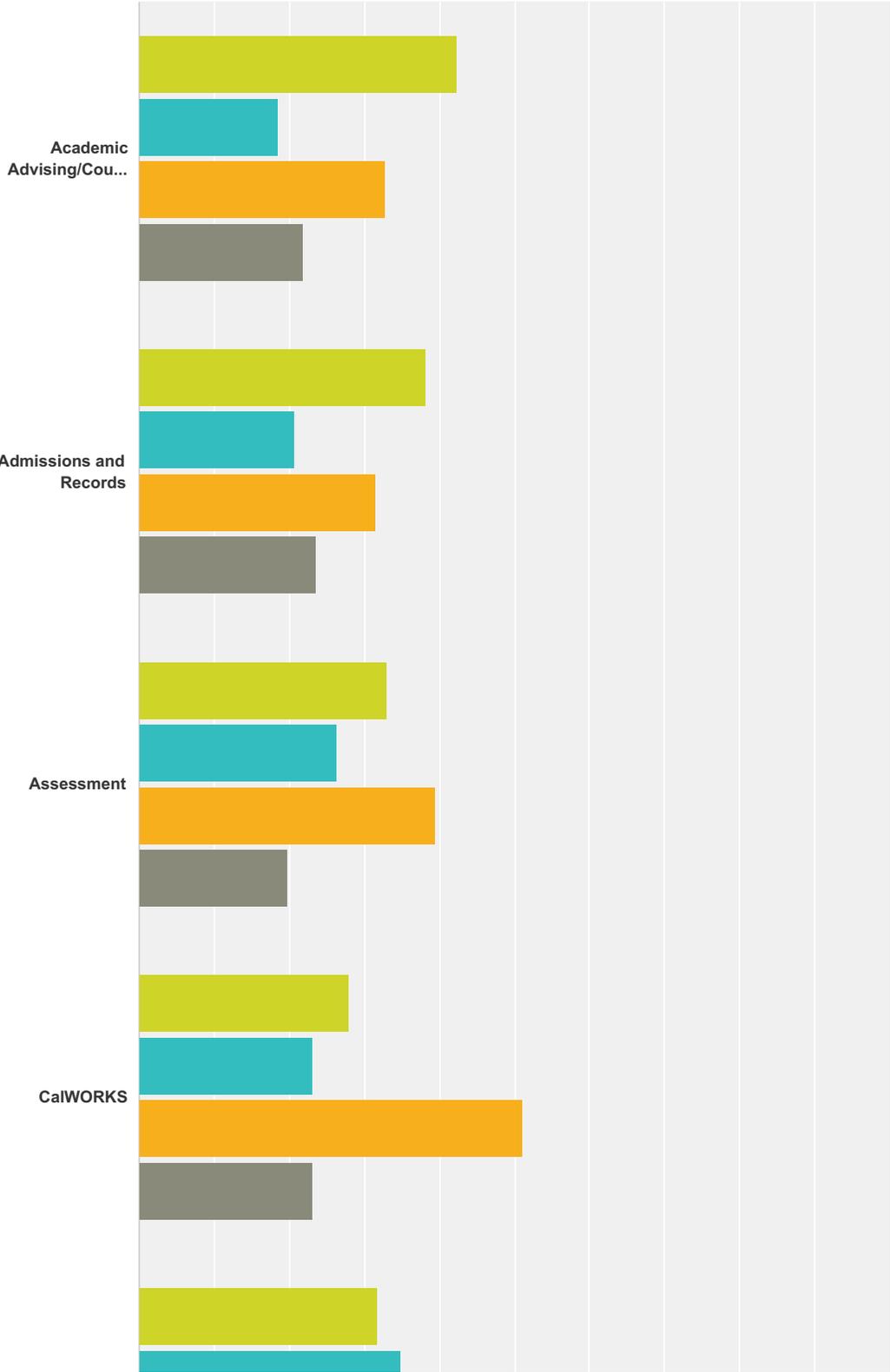
| # | Other (please specify) | Date |
|---|---|-------------------|
| 1 | The services are on campus, yet not always open. Not opened most of the time. This issues cause the student not to do very well in classes. | 5/10/2016 4:03 PM |
| 2 | Excellent Multimedia Print Lab at BCC !!! | 5/9/2016 11:27 AM |
| 3 | Bookstore | 5/9/2016 3:20 AM |
| 4 | COA is my home campus and all my classes are there. | 5/9/2016 12:42 AM |
| 5 | Black Student Union | 5/6/2016 7:44 PM |
| 6 | cafeteria at Lany | 5/6/2016 11:13 AM |
| 7 | There is no (not applicable type of choice here) | 5/6/2016 7:54 AM |

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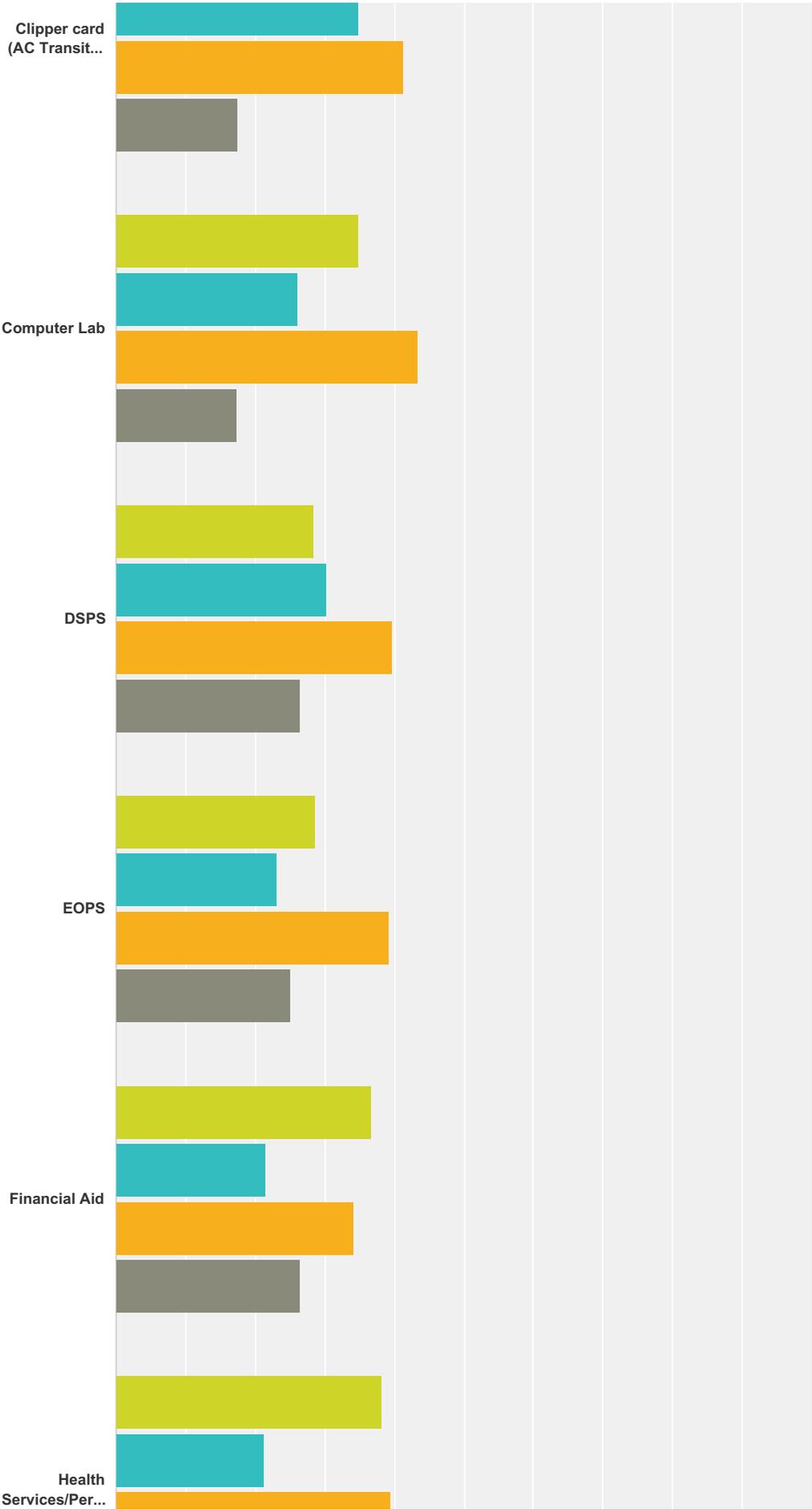
| | | |
|----|---|--------------------|
| 8 | there were some areas I did not have to use | 5/6/2016 4:08 AM |
| 9 | Cafeteria and bistro, art exhibit center | 5/5/2016 9:12 PM |
| 10 | cashier's office | 5/5/2016 7:13 PM |
| 11 | Student Government | 4/16/2016 10:51 AM |
| 12 | N/A | 4/15/2016 9:54 PM |
| 13 | UCRC | 4/15/2016 8:34 PM |

Q5 Where have you attempted to use the following student services but have had difficulty getting assistance due to limited hours of operation (check all that apply)?

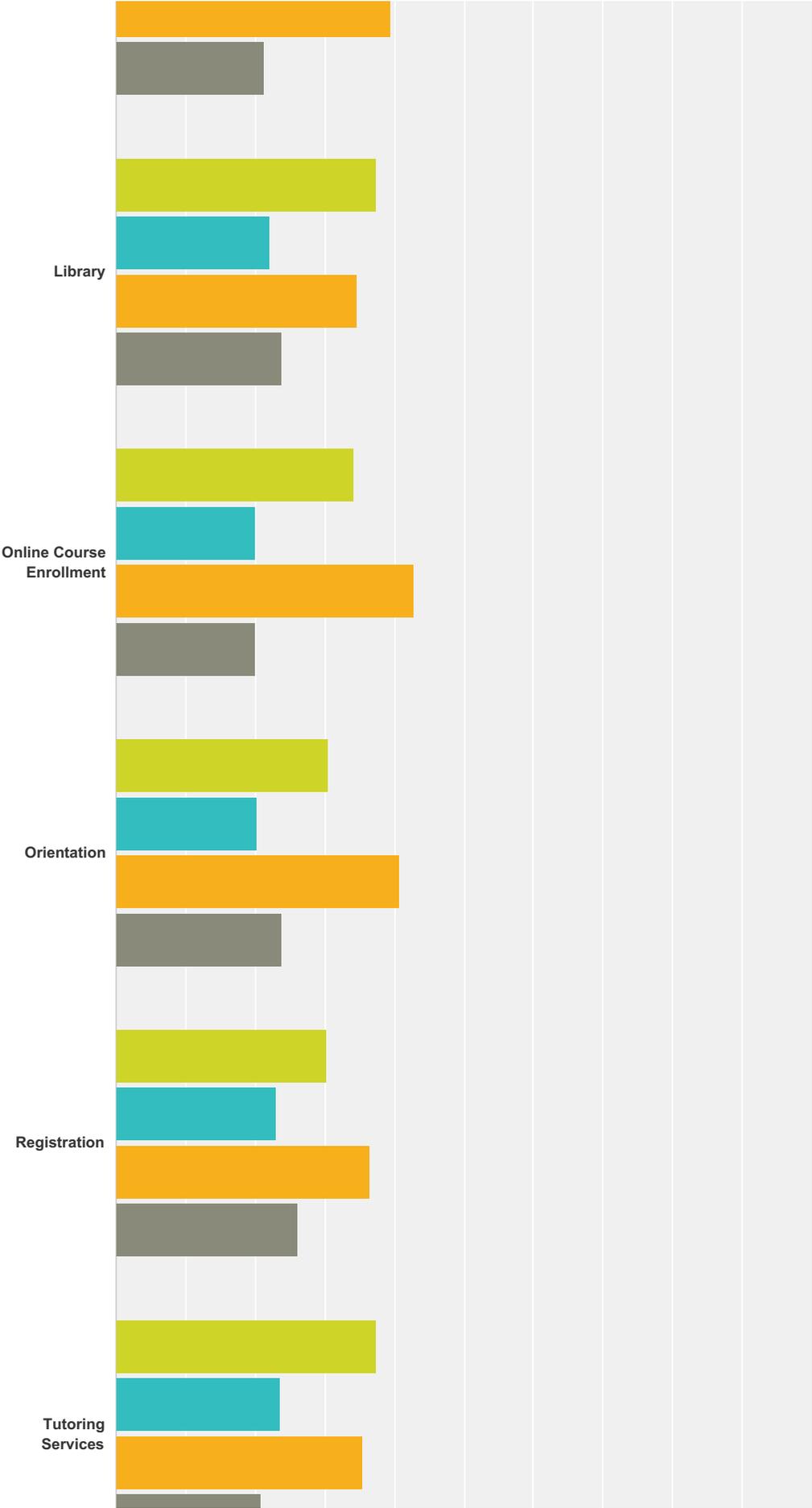
Answered: 351 Skipped: 449



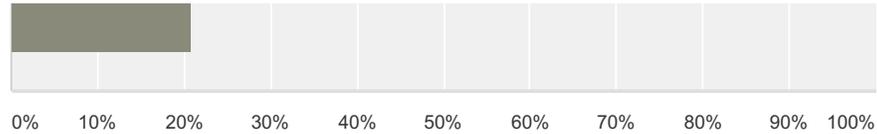
PCCD Student Voice Survey - Spring 2016



PCCD Student Voice Survey - Spring 2016



PCCD Student Voice Survey - Spring 2016



■ Berkeley City College
 ■ College of Alameda
 ■ Laney College
 ■ Merritt College

| | Berkeley City College | College of Alameda | Laney College | Merritt College | Total Respondents |
|---|-----------------------|--------------------|---------------|-----------------|-------------------|
| Academic Advising/Counseling | 42.38% 89 | 18.57% 39 | 32.86% 69 | 21.90% 46 | 210 |
| Admissions and Records | 38.18% 63 | 20.61% 34 | 31.52% 52 | 23.64% 39 | 165 |
| Assessment | 32.89% 25 | 26.32% 20 | 39.47% 30 | 19.74% 15 | 76 |
| CalWORKS | 27.91% 12 | 23.26% 10 | 51.16% 22 | 23.26% 10 | 43 |
| Clipper card (AC Transit Easy Pass) | 31.75% 20 | 34.92% 22 | 41.27% 26 | 17.46% 11 | 63 |
| Computer Lab | 34.78% 32 | 26.09% 24 | 43.48% 40 | 17.39% 16 | 92 |
| DSPS | 28.30% 15 | 30.19% 16 | 39.62% 21 | 26.42% 14 | 53 |
| EOPS | 28.57% 16 | 23.21% 13 | 39.29% 22 | 25.00% 14 | 56 |
| Financial Aid | 36.71% 58 | 21.52% 34 | 34.18% 54 | 26.58% 42 | 158 |
| Health Services/Peralta Wellness Center | 38.30% 36 | 21.28% 20 | 39.36% 37 | 21.28% 20 | 94 |
| Library | 37.29% 44 | 22.03% 26 | 34.75% 41 | 23.73% 28 | 118 |
| Online Course Enrollment | 34.29% 24 | 20.00% 14 | 42.86% 30 | 20.00% 14 | 70 |
| Orientation | 30.51% 18 | 20.34% 12 | 40.68% 24 | 23.73% 14 | 59 |
| Registration | 30.21% 29 | 22.92% 22 | 36.46% 35 | 26.04% 25 | 96 |
| Tutoring Services | 37.27% 41 | 23.64% 26 | 35.45% 39 | 20.91% 23 | 110 |

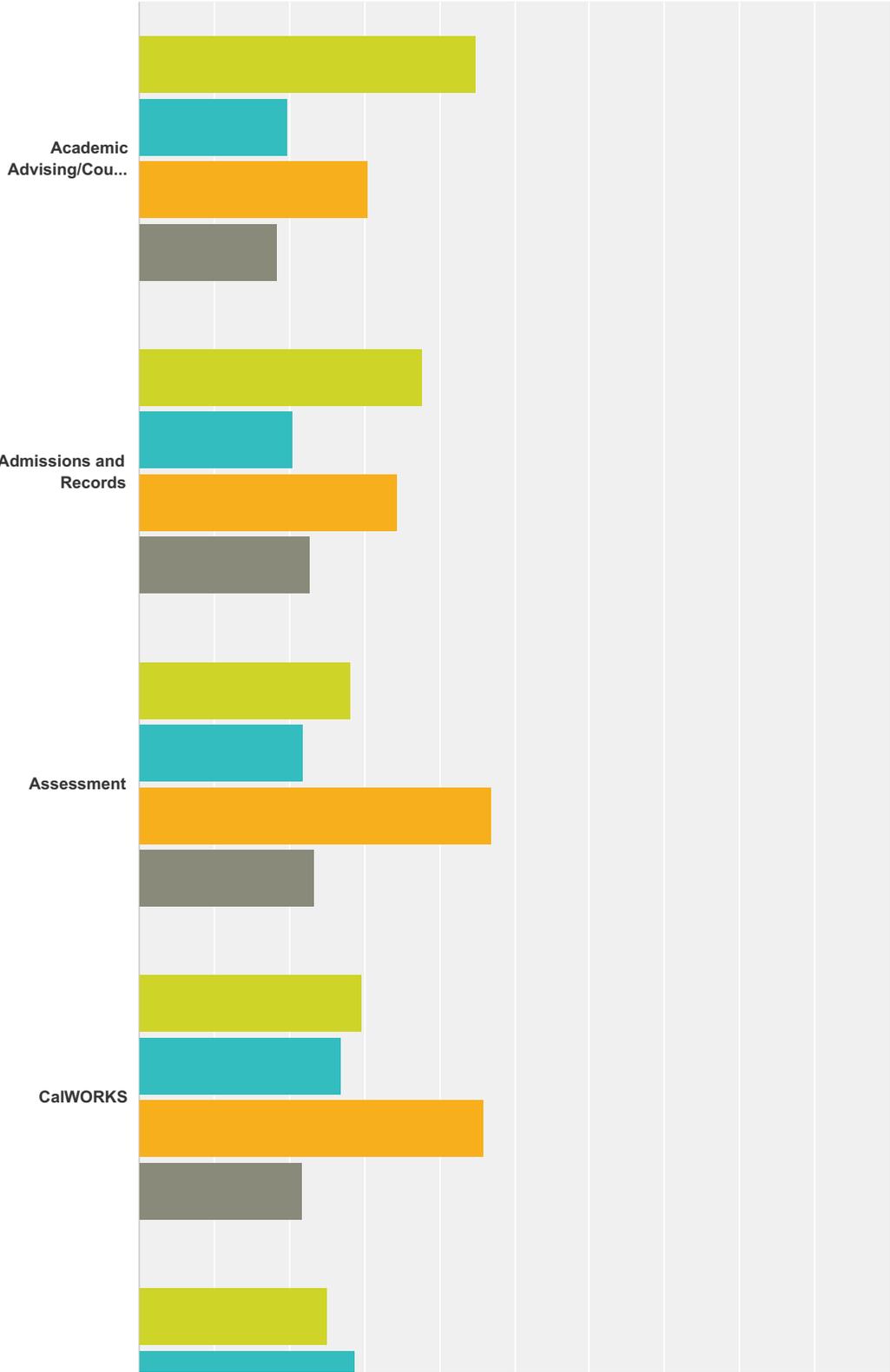
| # | Other (please specify) | Date |
|---|---|-------------------|
| 1 | I'm a DSPS student and have not getting all the help needed | 5/10/2016 4:03 PM |
| 2 | Bookstore | 5/9/2016 3:20 AM |
| 3 | website issues, long wait, unprofessional response. | 5/9/2016 12:42 AM |
| 4 | Dont have these problems. | 5/7/2016 10:14 PM |
| 5 | None! No complaints! | 5/7/2016 3:23 AM |
| 6 | student ID card | 5/6/2016 12:19 PM |
| 7 | None | 5/6/2016 11:22 AM |

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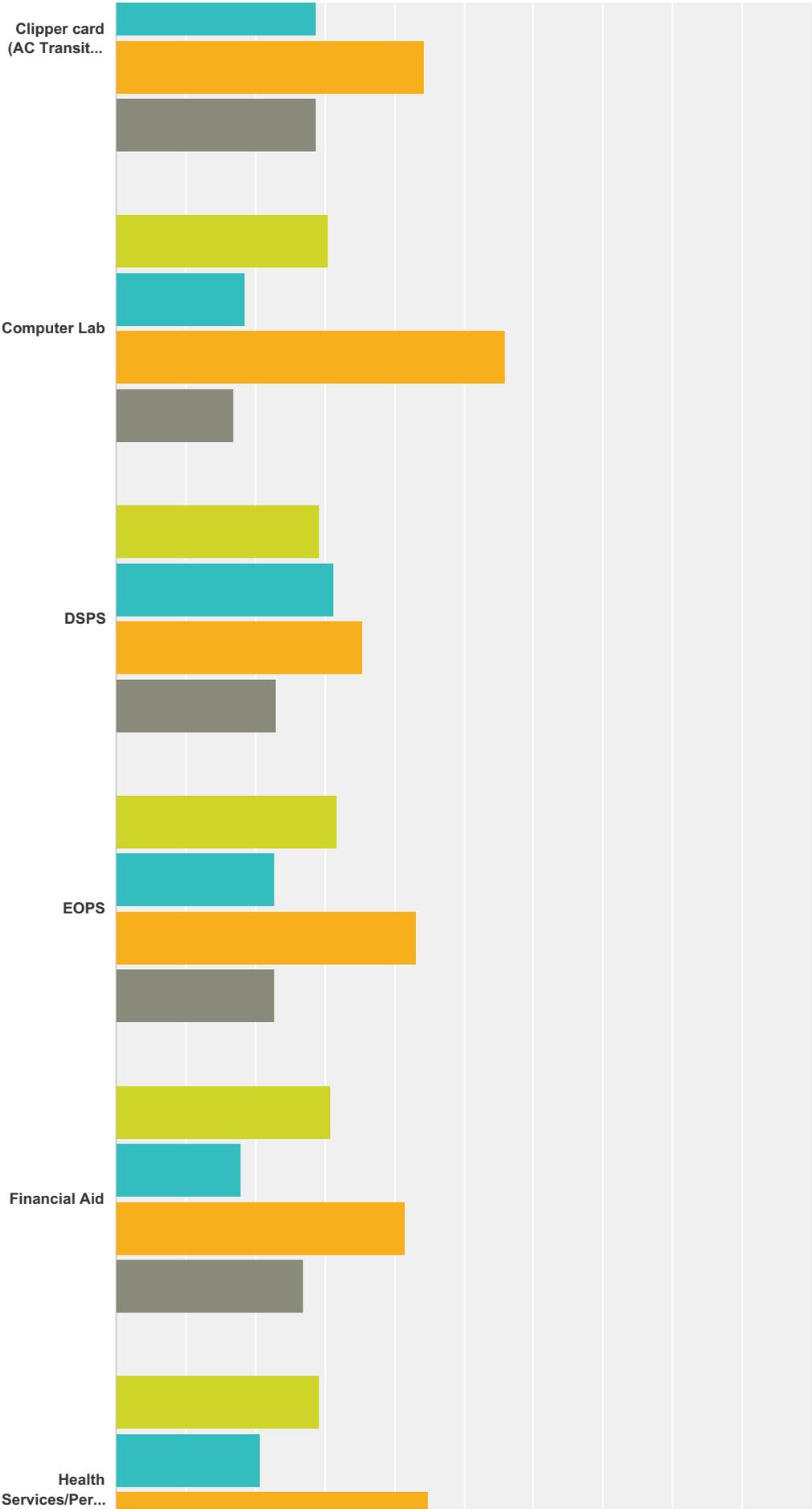
| | | |
|----|--|--------------------|
| 8 | I went to Merritt once during stated open advising hours only to find they were closed. I also called BCC once to confirm hours (after the Merritt experience) and nobody answered and nobody on any other line could help me. When I went in, they were open. | 5/6/2016 7:59 AM |
| 9 | none | 5/6/2016 6:14 AM |
| 10 | No handicapped parking space available for the disabled | 5/6/2016 2:09 AM |
| 11 | No | 5/5/2016 10:05 PM |
| 12 | school store at Laney college closes at 5pm-many students work during the day and take classes at night and can't make those hours | 5/5/2016 9:02 PM |
| 13 | I frequently forget that they're closed on Fridays | 5/5/2016 8:59 PM |
| 14 | Why are there no tutors for english at bcc | 5/5/2016 7:07 PM |
| 15 | None | 5/5/2016 6:35 PM |
| 16 | After three lengthy, discussion-filled, paper-filling-out appointments with DSPS at Laney, I was supposed to get one-on-one tutoring in math for a few sessions. They cancelled without notice, all sessions, when I showed up for my first session. It was a big waste of my time and energy. | 4/19/2016 11:39 AM |
| 17 | none | 4/17/2016 5:28 PM |
| 18 | registration and enrollment were due to servers being down and slow access speeds. | 4/16/2016 11:14 AM |
| 19 | Limited tutors has been a struggle | 4/16/2016 6:46 AM |
| 20 | In All Categories!! | 4/15/2016 9:54 PM |
| 21 | RLC Hours are not accommodating to non traditional students | 4/15/2016 8:44 PM |
| 22 | Transfer center | 4/15/2016 8:31 PM |

Q6 Where have you attempted to use the following student services but have had difficulty getting assistance due to long waiting times (check all that apply)?

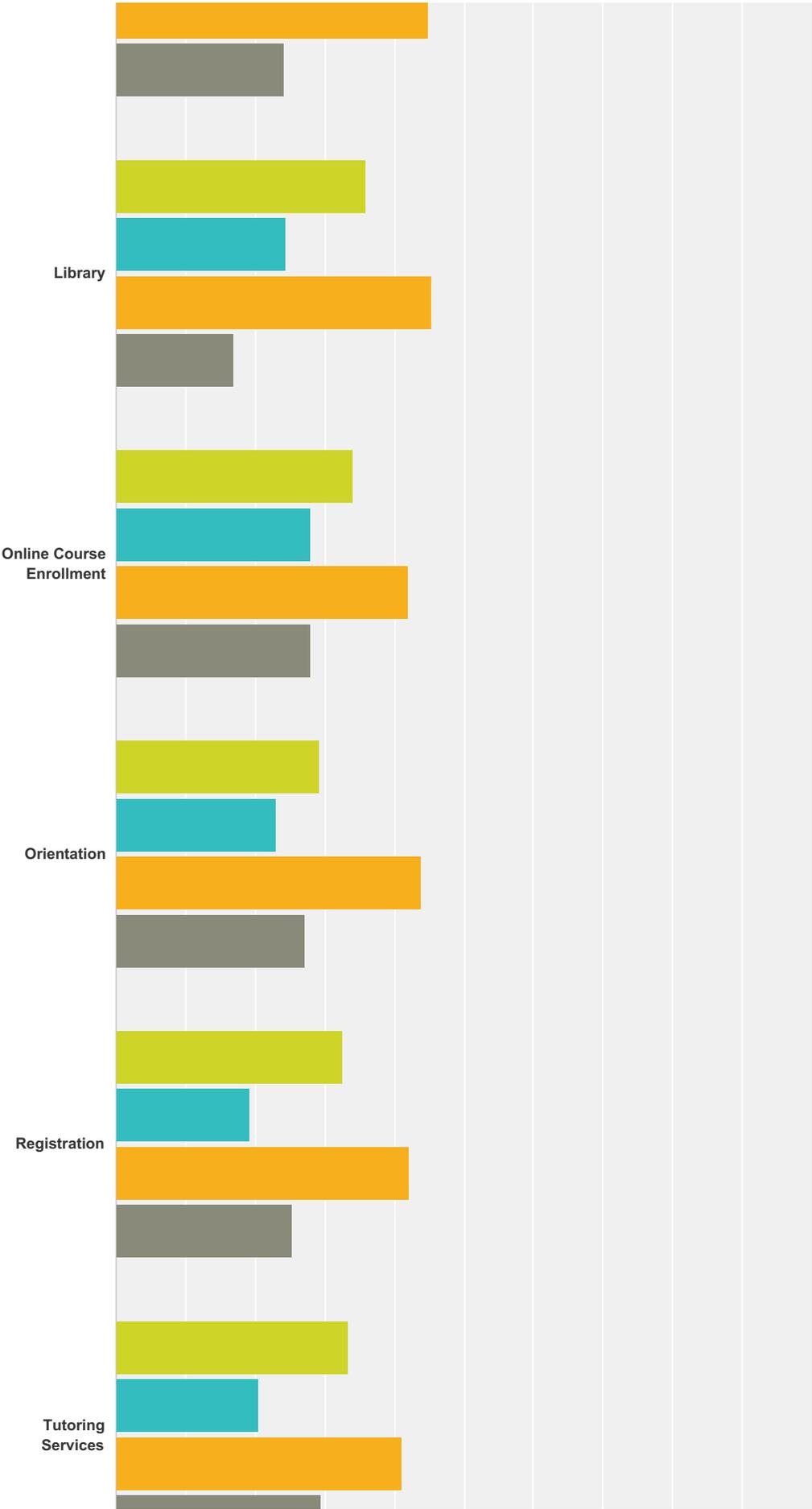
Answered: 356 Skipped: 444



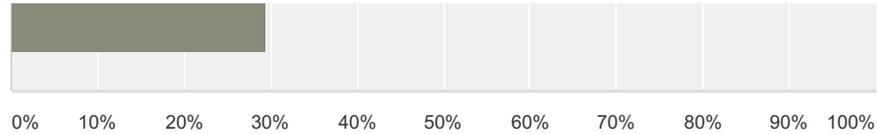
PCCD Student Voice Survey - Spring 2016



PCCD Student Voice Survey - Spring 2016



PCCD Student Voice Survey - Spring 2016



■ Berkeley City College
 ■ College of Alameda
 ■ Laney College
 ■ Merritt College

| | Berkeley City College | College of Alameda | Laney College | Merritt College | Total Respondents |
|---|-----------------------|--------------------|---------------|-----------------|-------------------|
| Academic Advising/Counseling | 44.84% 100 | 19.73% 44 | 30.49% 68 | 18.39% 41 | 223 |
| Admissions and Records | 37.78% 68 | 20.56% 37 | 34.44% 62 | 22.78% 41 | 180 |
| Assessment | 28.13% 18 | 21.88% 14 | 46.88% 30 | 23.44% 15 | 64 |
| CalWORKS | 29.73% 11 | 27.03% 10 | 45.95% 17 | 21.62% 8 | 37 |
| Clipper card (AC Transit Easy Pass) | 25.00% 13 | 28.85% 15 | 44.23% 23 | 28.85% 15 | 52 |
| Computer Lab | 30.51% 18 | 18.64% 11 | 55.93% 33 | 16.95% 10 | 59 |
| DSPS | 29.17% 14 | 31.25% 15 | 35.42% 17 | 22.92% 11 | 48 |
| EOPS | 31.82% 14 | 22.73% 10 | 43.18% 19 | 22.73% 10 | 44 |
| Financial Aid | 30.90% 55 | 17.98% 32 | 41.57% 74 | 26.97% 48 | 178 |
| Health Services/Peralta Wellness Center | 29.31% 17 | 20.69% 12 | 44.83% 26 | 24.14% 14 | 58 |
| Library | 35.85% 19 | 24.53% 13 | 45.28% 24 | 16.98% 9 | 53 |
| Online Course Enrollment | 34.00% 17 | 28.00% 14 | 42.00% 21 | 28.00% 14 | 50 |
| Orientation | 29.17% 14 | 22.92% 11 | 43.75% 21 | 27.08% 13 | 48 |
| Registration | 32.53% 27 | 19.28% 16 | 42.17% 35 | 25.30% 21 | 83 |
| Tutoring Services | 33.33% 26 | 20.51% 16 | 41.03% 32 | 29.49% 23 | 78 |

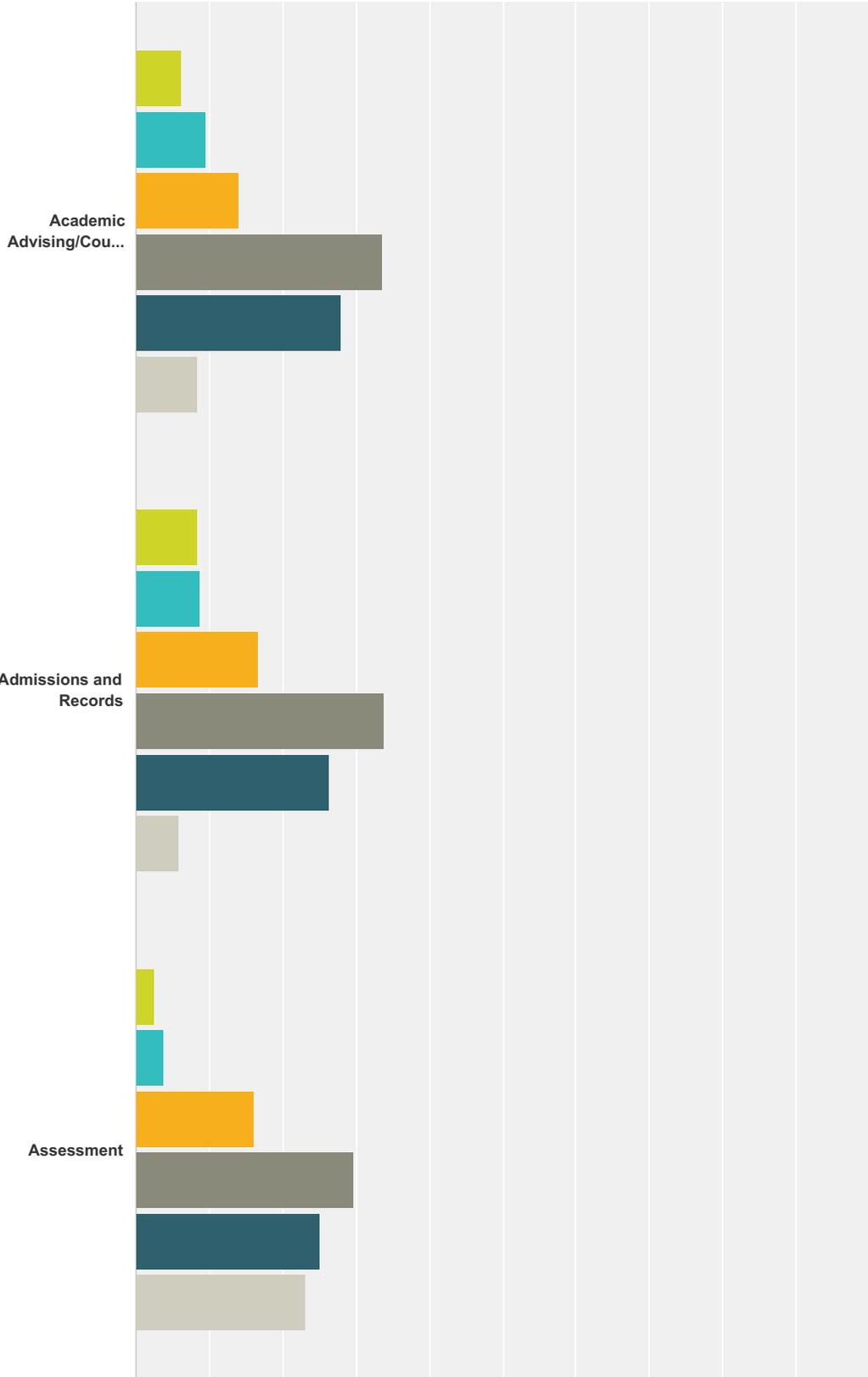
| # | Other (please specify) | Date |
|---|---|-------------------|
| 1 | Was t that bad though | 5/9/2016 3:52 PM |
| 2 | Financial Aid-Merritt | 5/9/2016 8:00 AM |
| 3 | website issues, long wait, unprofessional response. | 5/9/2016 12:42 AM |
| 4 | Na | 5/7/2016 10:14 PM |
| 5 | Lol | 5/7/2016 3:23 AM |
| 6 | None | 5/6/2016 7:44 PM |
| 7 | None | 5/6/2016 11:22 AM |

PCCD Student Voice Survey - Spring 2016

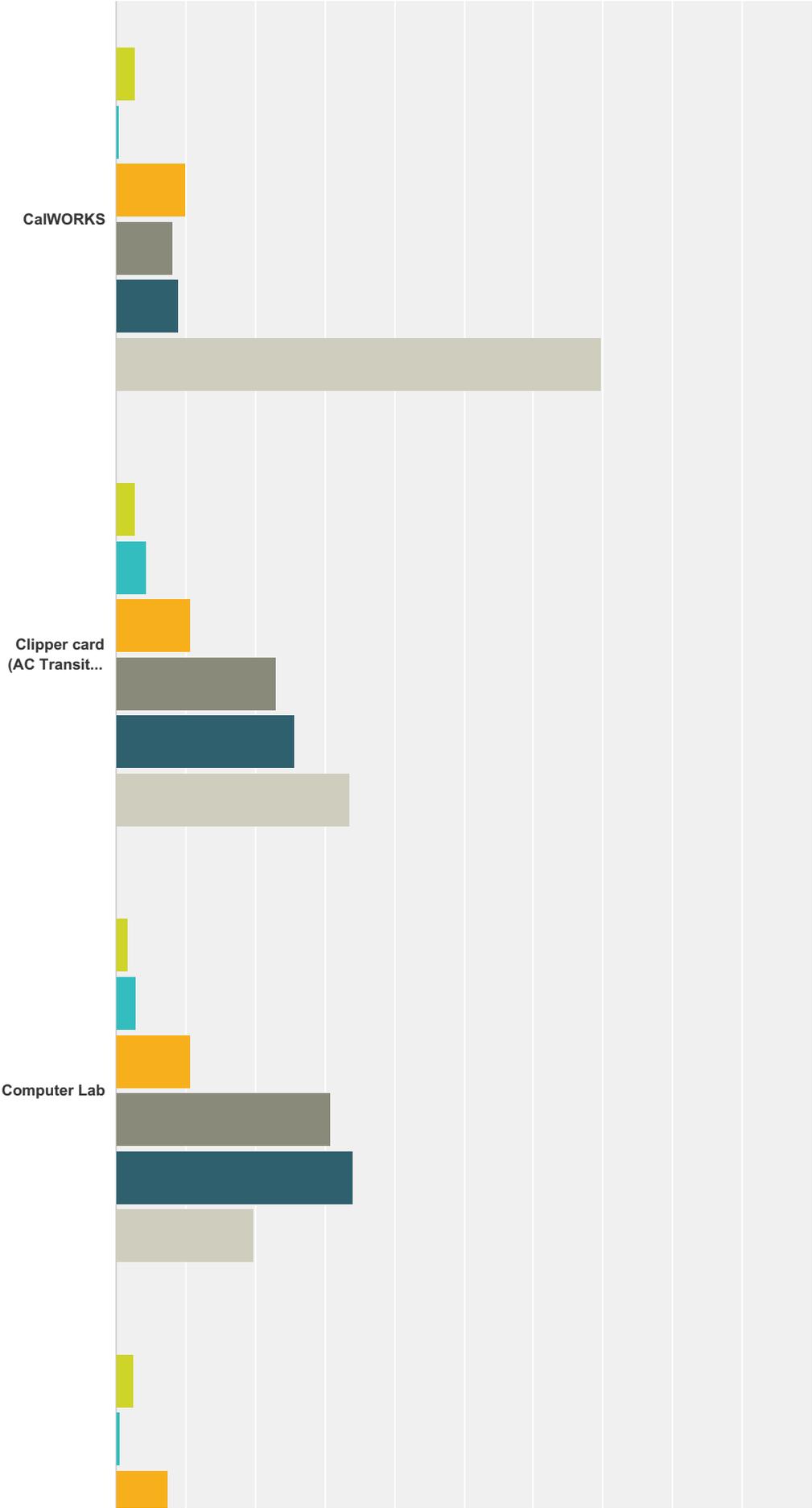
| | | |
|----|--|--------------------|
| 8 | Laney financial aid is RIDICULOUSLY HORRIBLE I ALMOST DONT WANT TO GO TO COLLEGE ANYMORE | 5/6/2016 9:44 AM |
| 9 | the website is just SO cumbersome that it takes forever to enroll | 5/6/2016 9:41 AM |
| 10 | never experience that | 5/6/2016 4:08 AM |
| 11 | No handicapped parking space availabe for the disabled | 5/6/2016 2:09 AM |
| 12 | International offices. | 5/5/2016 10:36 PM |
| 13 | not enough time to send with a turtor | 5/5/2016 7:32 PM |
| 14 | Why are their no English tutors at bcc | 5/5/2016 7:07 PM |
| 15 | VA, Amy only works 2 days a week | 5/5/2016 6:41 PM |
| 16 | paying for a parking permit at Laney | 4/28/2016 9:40 AM |
| 17 | Unusual long wait at campus bookstore and office | 4/18/2016 12:05 AM |
| 18 | none | 4/17/2016 5:28 PM |
| 19 | N/A | 4/15/2016 9:54 PM |

Q7 How would you rate the assistance you received from the following student services staff workers?

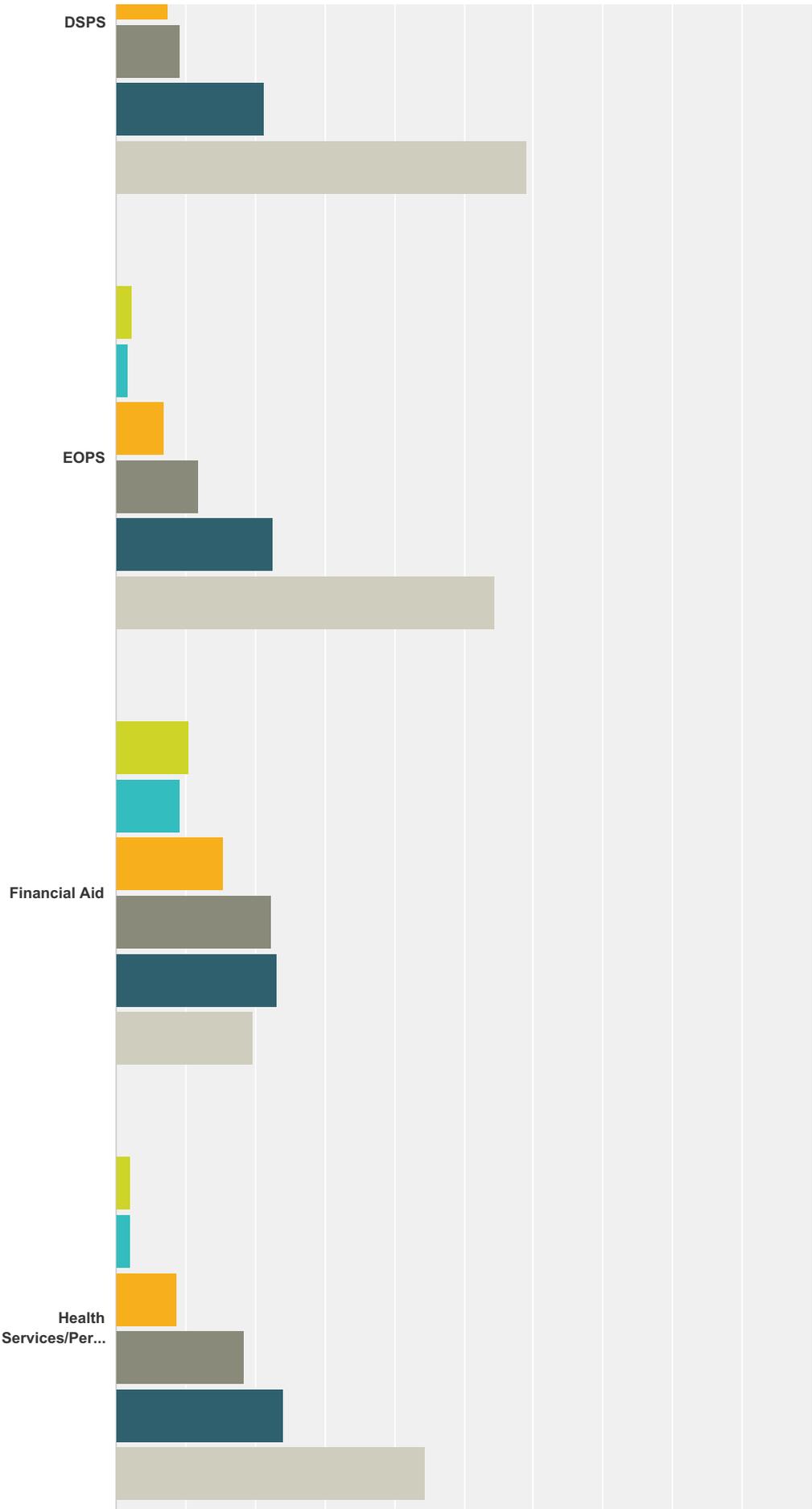
Answered: 564 Skipped: 236



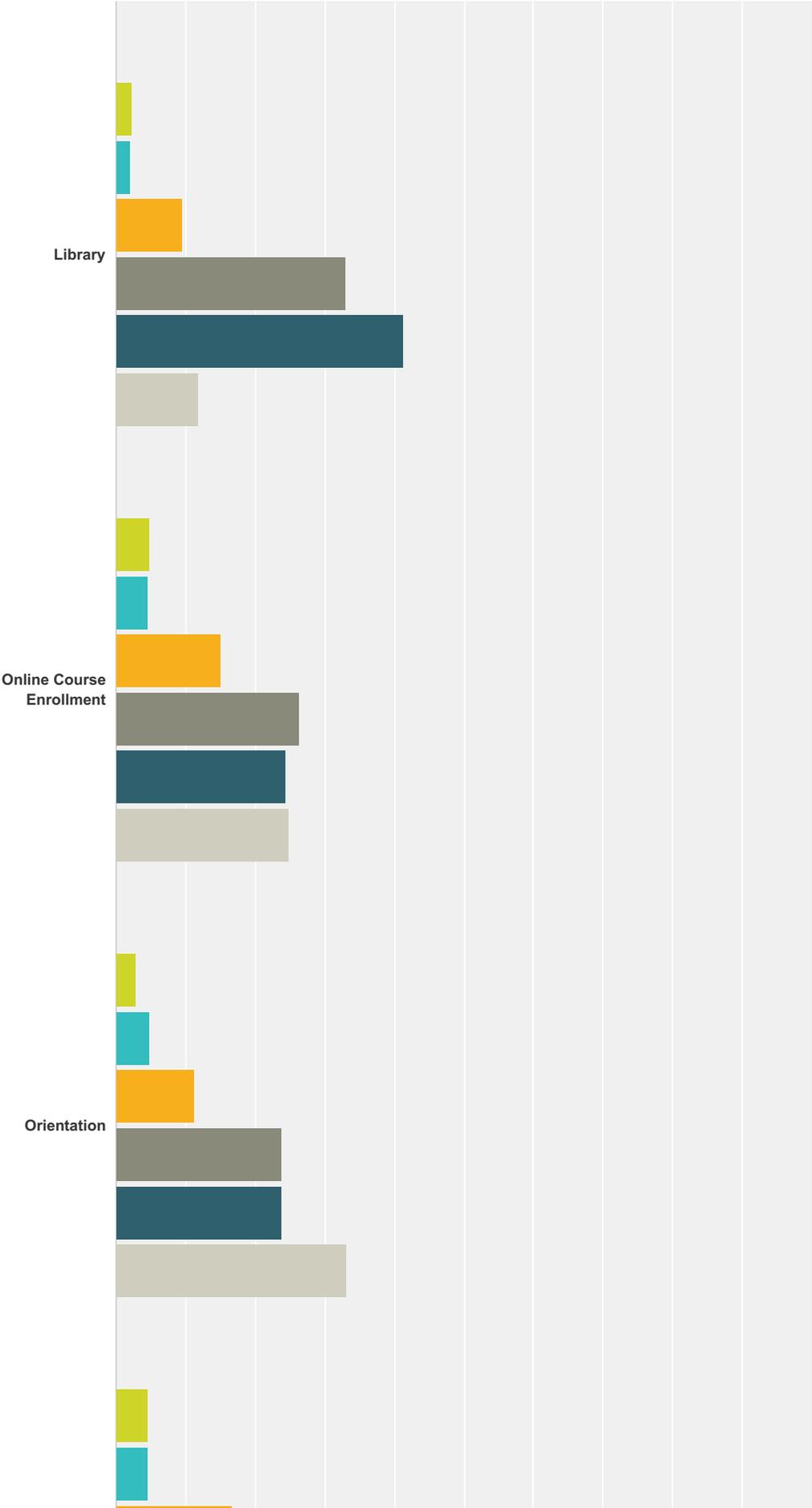
PCCD Student Voice Survey - Spring 2016



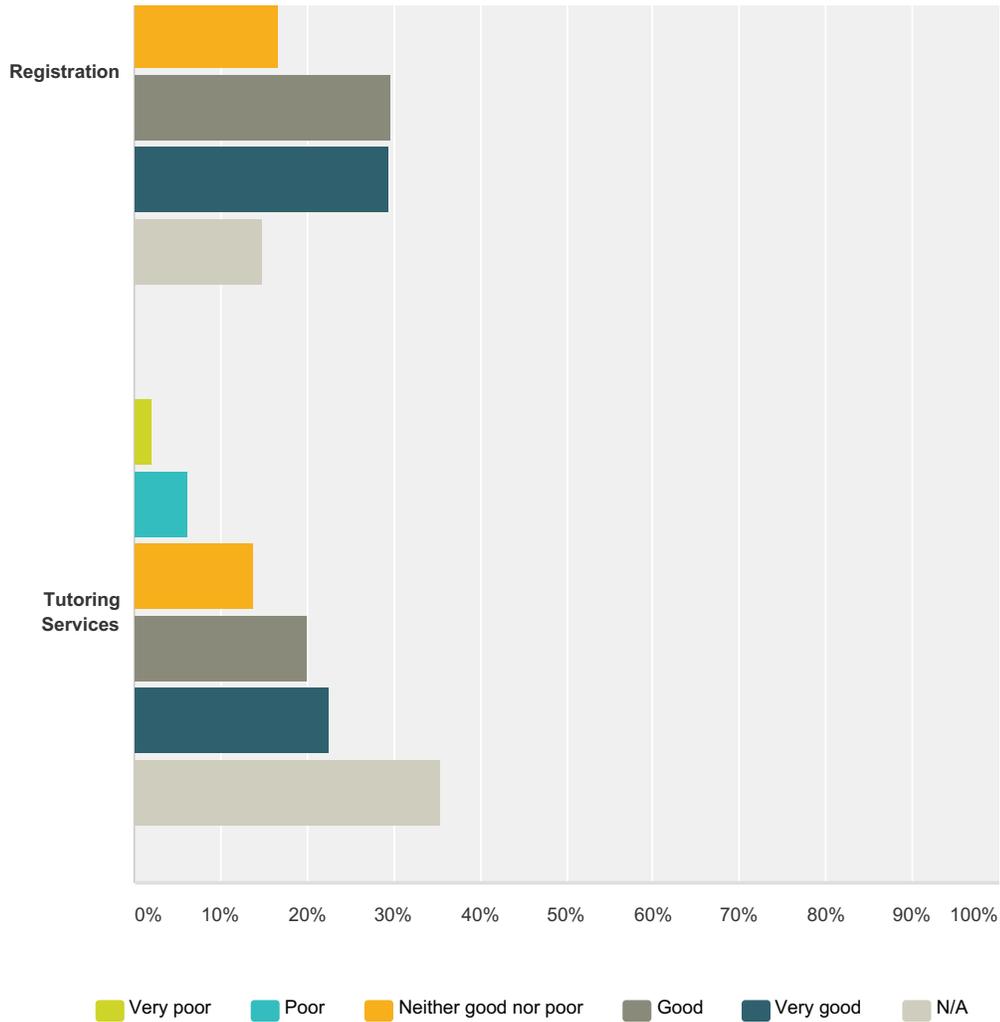
PCCD Student Voice Survey - Spring 2016



PCCD Student Voice Survey - Spring 2016



PCCD Student Voice Survey - Spring 2016



| | Very poor | Poor | Neither good nor poor | Good | Very good | N/A | Total |
|---|--------------|-------------|-----------------------|---------------|---------------|---------------|-------|
| Academic Advising/Counseling | 6.19% 30 | 9.69% 47 | 14.02% 68 | 33.61% 163 | 28.04% 136 | 8.45% 41 | 485 |
| Admissions and Records | 8.37% 40 | 8.79% 42 | 16.74% 80 | 33.89% 162 | 26.36% 126 | 5.86% 28 | 478 |
| Assessment | 2.45% 9 | 3.80% 14 | 16.03% 59 | 29.62% 109 | 25.00% 92 | 23.10% 85 | 368 |
| CalWORKS | 2.62% 7 | 0.37% 1 | 10.11% 27 | 8.24% 22 | 8.99% 24 | 69.66% 186 | 267 |
| Clipper card (AC Transit Easy Pass) | 2.75% 9 | 4.28% 14 | 10.70% 35 | 22.94% 75 | 25.69% 84 | 33.64% 110 | 327 |
| Computer Lab | 1.63% 6 | 2.99% 11 | 10.60% 39 | 30.98% 114 | 33.97% 125 | 19.84% 73 | 368 |
| DSPS | 2.47% 7 | 0.71% 2 | 7.42% 21 | 9.19% 26 | 21.20% 60 | 59.01% 167 | 283 |
| EOPS | 2.40% 7 | 1.71% 5 | 6.85% 20 | 11.99% 35 | 22.60% 66 | 54.45% 159 | 292 |
| Financial Aid | 10.41% 41 | 9.14% 36 | 15.48% 61 | 22.34% 88 | 23.10% 91 | 19.54% 77 | 394 |
| Health Services/Peralta Wellness Center | 2.19% 7 | 2.19% 7 | 8.75% 28 | 18.44% 59 | 24.06% 77 | 44.38% 142 | 320 |

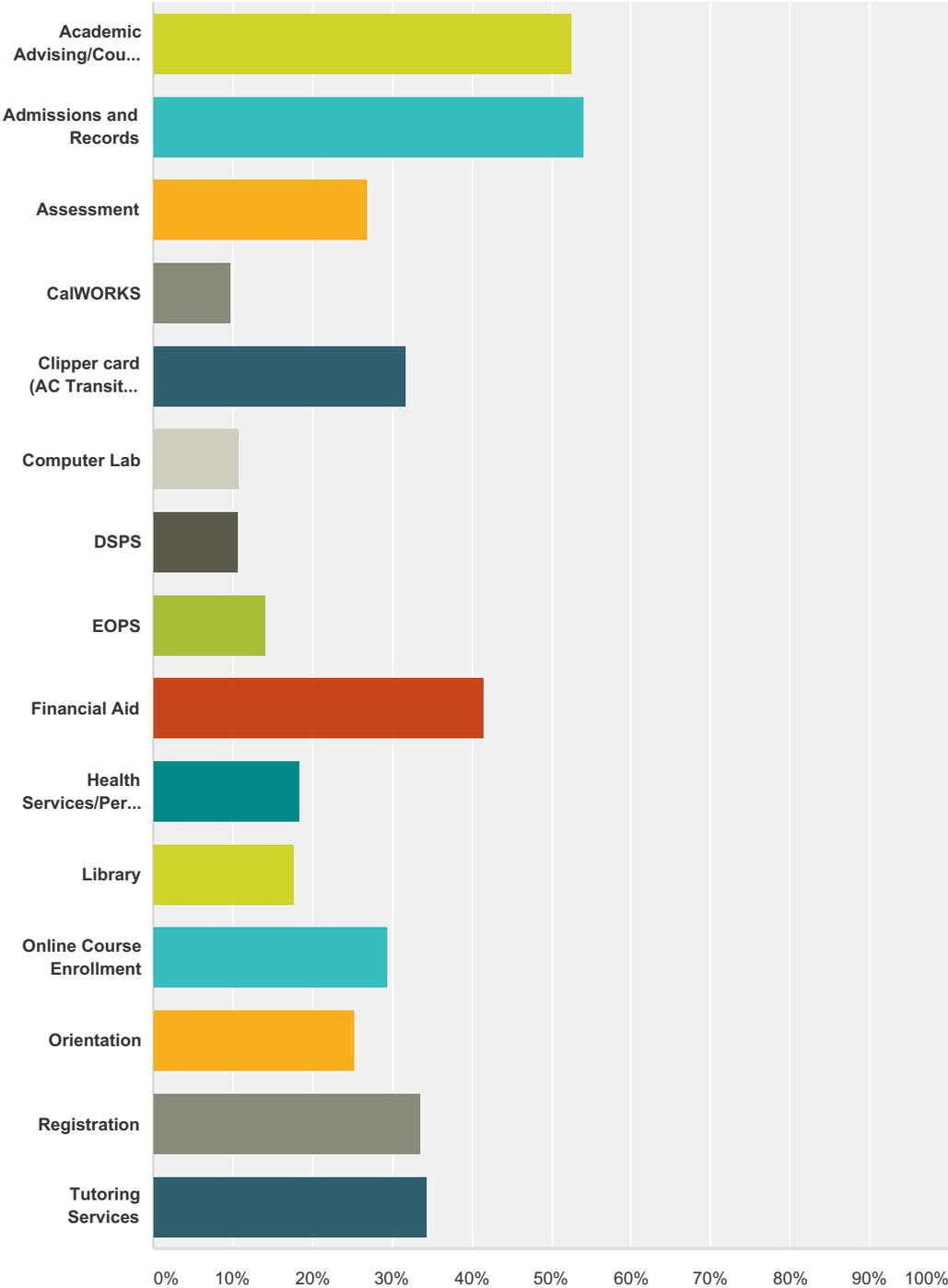
PCCD Student Voice Survey - Spring 2016

| | | | | | | | |
|--------------------------|-------------|-------------|--------------|---------------|---------------|---------------|-----|
| Library | 2.32% 10 | 2.09% 9 | 9.51% 41 | 32.95% 142 | 41.30% 178 | 11.83% 51 | 431 |
| Online Course Enrollment | 4.83% 18 | 4.56% 17 | 15.01% 56 | 26.27% 98 | 24.40% 91 | 24.93% 93 | 373 |
| Orientation | 3.02% 10 | 4.83% 16 | 11.18% 37 | 23.87% 79 | 23.87% 79 | 33.23% 110 | 331 |
| Registration | 4.69% 18 | 4.69% 18 | 16.67% 64 | 29.69% 114 | 29.43% 113 | 14.84% 57 | 384 |
| Tutoring Services | 2.08% 7 | 6.25% 21 | 13.69% 46 | 19.94% 67 | 22.62% 76 | 35.42% 119 | 336 |

| # | Other (please specify) | Date |
|----|---|--------------------|
| 1 | Valerie at Admissions and Records is very rude, not sure if the position is for her. Needs proper training in order to interact with the public. | 5/16/2016 10:07 AM |
| 2 | The people that work here, needs to do better. Then the student can pass more effectively | 5/10/2016 4:03 PM |
| 3 | Excellent support staff in Multimedia print lab | 5/9/2016 11:27 AM |
| 4 | Couldn't answer my questions without asking others (unprepared). | 5/9/2016 12:42 AM |
| 5 | Lorna Pascual at Merritt's Learning Center is racist against Black students. | 5/6/2016 4:30 PM |
| 6 | IT has been wonderful, but they need more staff | 5/6/2016 9:54 AM |
| 7 | staff not the problem. Website needs to be made more user friendly! | 5/6/2016 9:41 AM |
| 8 | No handicapped parking space available for the disabled | 5/6/2016 2:09 AM |
| 9 | Service at the BCC library is just awful. Study space should not be ban for students. We deserve to have an open-free space to study. | 5/5/2016 11:01 PM |
| 10 | Need english tutor at bcc | 5/5/2016 7:07 PM |
| 11 | There is one particular employee in admissions and records who is rude to everyone. I've talked to many people and we've all noticed this independently. This is why I rated "Admissions and Records" "very poor". Aside from that employee, no issues with A&R | 5/5/2016 7:04 PM |
| 12 | Hours aren't good for working folks | 5/5/2016 6:54 PM |
| 13 | Question was answered but rudely | 5/5/2016 6:51 PM |
| 14 | Tim in Online Services was very helpful when my professor had not uploaded an online test by the testing start date. | 4/20/2016 9:01 AM |
| 15 | The admissions staff do a fine job, but they aren't friendly about it. The Academic Counseling is hit or miss; I have received misinformation. | 4/17/2016 1:57 PM |
| 16 | Some services I can't judge well because I've never used them. | 4/15/2016 8:12 PM |

Q8 Which of these services would you like to see offered online (choose all that apply)?

Answered: 453 Skipped: 347



| Answer Choices | Responses |
|------------------------------|------------|
| Academic Advising/Counseling | 52.54% 238 |

PCCD Student Voice Survey - Spring 2016

| | | |
|---|--------|-----|
| Admissions and Records | 54.08% | 245 |
| Assessment | 26.93% | 122 |
| CalWORKS | 9.71% | 44 |
| Clipper card (AC Transit Easy Pass) | 31.79% | 144 |
| Computer Lab | 10.82% | 49 |
| DSPS | 10.60% | 48 |
| EOPS | 14.13% | 64 |
| Financial Aid | 41.50% | 188 |
| Health Services/Peralta Wellness Center | 18.32% | 83 |
| Library | 17.66% | 80 |
| Online Course Enrollment | 29.36% | 133 |
| Orientation | 25.17% | 114 |
| Registration | 33.55% | 152 |
| Tutoring Services | 34.44% | 156 |
| Total Respondents: 453 | | |

| # | Other (please specify) | Date |
|----|---|--------------------|
| 1 | Financial aid (just reiterating!) | 5/13/2016 9:36 PM |
| 2 | N/A | 5/10/2016 7:21 PM |
| 3 | A Passport that recognized classes in the book | 5/8/2016 11:04 AM |
| 4 | some of these already exist online | 5/7/2016 4:34 PM |
| 5 | Counseling, able to message counselor. | 5/6/2016 1:02 PM |
| 6 | Please find a more effective user interface for online enrollment | 5/6/2016 9:54 AM |
| 7 | None of these | 5/6/2016 9:44 AM |
| 8 | improved | 5/6/2016 9:41 AM |
| 9 | do not do online courses | 5/6/2016 4:08 AM |
| 10 | Online refund request or automatic refund when owed | 5/5/2016 9:05 PM |
| 11 | I'd like to be able to make payments online since I don't have a checking account and am not always able to come to the cashier. | 5/5/2016 8:59 PM |
| 12 | None. Because your online system rarely works | 5/5/2016 8:05 PM |
| 13 | Also tutor for English | 5/5/2016 7:07 PM |
| 14 | Would like more tutoring avail Eve's or w/e | 5/5/2016 6:54 PM |
| 15 | Laney parking permits | 4/28/2016 9:40 AM |
| 16 | getting parking decal | 4/22/2016 7:03 PM |
| 17 | Voting on Student Gov't/Elections Proposition | 4/16/2016 10:51 AM |
| 18 | I'd like to be able to submit forms to Fin Aid & Admissions online b/c they have a habit of losing paper forms | 4/16/2016 9:01 AM |
| 19 | All categories | 4/15/2016 9:54 PM |
| 20 | Would also like resource "one stop shops" for resources like veterans, LGBT+, undocumented, international, mental health, sexual education awareness and options, and stuff like that. It doesn't seem that Peralta has made this a priority and therefore disenfranchises those students who may drop out due to lack of support | 4/15/2016 8:44 PM |

**Q9 Other than limited hours of operation and long waiting times, are there any other problems you've encountered in obtaining the student services you need at Peralta?
Please explain.**

Answered: 286 Skipped: 514

| # | Responses | Date |
|----|---|--------------------|
| 1 | Valerie at Admissions and Records is very rude and unprofessional. I don't think that this is a proper position for her to be working at, needs training on how to interact with public. She must hate her job so she take it out on students that come in - I was very surprised that such staff were working at the college. | 5/16/2016 10:12 AM |
| 2 | counselors for the dietitian program are a joke. even the heads of the dietary dept tell students to check with them instead. Counselors should also be versed in financial aide to some degree. When I attended Vista, the counselors were very informative. Please pay these people more so you can hire knowledgeable advisers. | 5/15/2016 1:54 PM |
| 3 | Just logistics, getting out to Merritt College from Berkeley is a challenge. | 5/13/2016 9:40 PM |
| 4 | No | 5/12/2016 12:45 PM |
| 5 | I haven't been to college in over 20 years I feel the staff and their missions office at 9 he was a little short with patients especially for people who haven't been in the swing of the groove of things for a while | 5/11/2016 10:25 PM |
| 6 | Campus library at Berkeley City College should close at 10pm when the school campus close. Some students need to check out books or access computers. | 5/11/2016 2:24 AM |
| 7 | NO | 5/10/2016 7:21 PM |
| 8 | Yes! There's a lot of work that needs to be done on the campus of COA. The faculty and stuff need to pick up all the messing pieces like; up dating the web sits, let the student body know a head of time there's no school. And not after the student come to see, and see no one on campus. | 5/10/2016 4:10 PM |
| 9 | no | 5/10/2016 11:48 AM |
| 10 | I don't use the Clipper card. I need to opt out | 5/9/2016 10:45 PM |
| 11 | Messy registration process. If I come to school to register I would like to complete my registration, academic counseling, and assessment all in one day. I also would like the academic counselling department to be more knowledgeable about the professors and courses that I need to take. Perhaps a more customized academic plan that I can keep track of and refer back to when I am feeling uncertain or unsure of my academic progress. I would also like some sort of schedule planner or calendar, and a process that lays out all of my options (days/hours/professors) for a given course when I am registering for classes. | 5/9/2016 7:05 PM |
| 12 | No | 5/9/2016 3:53 PM |
| 13 | No | 5/9/2016 12:24 PM |
| 14 | Online class enrollment and course information is difficult and akward to use | 5/9/2016 11:28 AM |
| 15 | no | 5/9/2016 11:12 AM |
| 16 | n/a | 5/9/2016 10:26 AM |
| 17 | Financial Aid desk staff is ALWAYS unwilling to help, and there is never enough staff. | 5/9/2016 8:05 AM |
| 18 | No | 5/9/2016 6:59 AM |
| 19 | N/A | 5/9/2016 12:59 AM |
| 20 | Some times I had to wait for a while to have access at computer lab. Often when I print my papers, it is hard to read it. | 5/8/2016 8:51 PM |
| 21 | Online enrollment's website is not easy to use. | 5/8/2016 7:48 PM |
| 22 | N/A | 5/8/2016 4:38 PM |
| 23 | no | 5/8/2016 12:26 PM |

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| | | |
|----|---|-------------------|
| 24 | N/A | 5/8/2016 12:08 PM |
| 25 | Passport says it cant find classes listed (by code #) when attempting to register online. | 5/8/2016 11:05 AM |
| 26 | Yes. I never received my financial aid in a timely matter. I had to drop out. I couldn't afford anything. | 5/8/2016 10:50 AM |
| 27 | Financial aid is confusing for many students to navigate. Counseling has also been understaffed in peak hours. | 5/7/2016 11:09 PM |
| 28 | Nope | 5/7/2016 10:16 PM |
| 29 | good | 5/7/2016 8:50 PM |
| 30 | No. | 5/7/2016 7:32 PM |
| 31 | At BBC there are no postings of the office hours and rooms for seeing instructors. I have talked to a department head who didn't even know where two part-time instructors have desks. This is unacceptable. | 5/7/2016 2:40 PM |
| 32 | No | 5/7/2016 1:18 PM |
| 33 | There are not enough councelors for mental health. | 5/7/2016 1:08 PM |
| 34 | NO | 5/7/2016 12:00 PM |
| 35 | no | 5/7/2016 11:48 AM |
| 36 | In the Financial aid help, the front desk employ (assistant) should explain to students what to have before they come to the long line. Sometimes you need to go to the financial Aid office because your information you give when you apply online for financial Aid needs additional information to complete, or your application will not be completed. However they make you run multiple trips before they help you completely and some times you miss classes. So please they need to fix their system. They should not play with our time. Many students are not happy when they waste our time. | 5/7/2016 10:05 AM |
| 37 | None | 5/7/2016 6:13 AM |
| 38 | None! Great Community! | 5/7/2016 3:26 AM |
| 39 | Some of the staff at The college of Alameda such as Paula from EOPS talk to us like children and not very friendly. | 5/6/2016 9:54 PM |
| 40 | No | 5/6/2016 9:12 PM |
| 41 | I've taken classes at Laney College, College of Alameda, and Merritt College and have had to communicate with the financial aid offices from each campus, but I have never felt so frustrated and upset with the Laney College Office of Financial Services! The multiples times I've e-mailed Joseph Korama have gone unresponsive with average wait times of 2 weeks, while his staff answer back immediately (but unfortunately I've needed to strictly speak with Korama for specific matters). He is currently withholding the release of my AmeriCorps educational award and has not responded to my request to meet. He is horrible with clear and timely messages and if there's any reason why students cannot take classes, I'd seriously look into his role of obstruction in the process. | 5/6/2016 8:37 PM |
| 42 | No | 5/6/2016 8:08 PM |
| 43 | No | 5/6/2016 7:49 PM |
| 44 | They have to do their job respectfully and not to egnore us while we wait in long line especially admissions and recordeds. Students do not have a time to wait especially if your have and full time job and a full time student especially when you have couple of minutes In between classes and you want to add or dropp a class that never happens it always takes more than thirty minutes even tho the line is not more then 3students only because some of use life is that fas life. People say that's is had life is its note when you get use to its enjoying and fun so please I want the admissions and records ro change the way the treat us as a students from Berkeley City college | 5/6/2016 7:33 PM |
| 45 | no | 5/6/2016 6:55 PM |
| 46 | I really wish the academic counselors were more knowledgeable about programs and things. the most they do is give a huge list of people to talk to, and they don't seem to agree on very basic information | 5/6/2016 6:30 PM |
| 47 | Online enrollment is next to impossible! The system is terrible!!! I've been at BBC for 3 1/2 years and Always go to the admissions and records office to enroll | 5/6/2016 5:41 PM |
| 48 | Lorna Pascual at Merritt's Learning Center is racist against Black students and Black tutors. | 5/6/2016 4:33 PM |
| 49 | I have often encountered situations where there is the staffing is inadequate or the training of the staff was very poor. I returned to the financial aid department five times trying to retrieve my funds and was told they could not be found. I finally contacted the head of the department once she came back from vacation and she was able to find my check the next day. I have heard similar stories from fellow students. It's hard to focus on academics when you are worried about financing your education and being dropped from classes funds are not available to you. | 5/6/2016 3:53 PM |
| 50 | No | 5/6/2016 1:14 PM |

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| | | |
|----|--|-------------------|
| 51 | yes there are not enough teachers who care about student success especially in math department specifically JAY CITRON he is horribly teacher more like dictator! | 5/6/2016 1:06 PM |
| 52 | No | 5/6/2016 1:02 PM |
| 53 | no | 5/6/2016 1:02 PM |
| 54 | No | 5/6/2016 12:19 PM |
| 55 | Bathrooms are in need of serious upgrades and regular cleaning maintenance. Also, I find it ridiculous that 90% of the emergency blue call centers do not function. That tells me Peralta really is not concerned about students' and staff safety. | 5/6/2016 11:57 AM |
| 56 | no | 5/6/2016 11:42 AM |
| 57 | No | 5/6/2016 11:33 AM |
| 58 | Limited hours of operation in the math lab and writing lab | 5/6/2016 11:28 AM |
| 59 | N/A | 5/6/2016 11:23 AM |
| 60 | Problems; Carrying around heavy books, no lockers, Peralta passport is terrible and not enough clubs/fraternities | 5/6/2016 11:20 AM |
| 61 | No,just instructor things | 5/6/2016 10:41 AM |
| 62 | Although the space offered is already good, there are times that the libraries at both Laney and BCC will become full that I cannot find an area to study. | 5/6/2016 10:31 AM |
| 63 | I love Merritt. Everyone is really nice and helpful. | 5/6/2016 10:26 AM |
| 64 | Too many problems to write them all here. But I'll talk about the main ones. The people who work at the BCC and COA financial aid offices clearly hate their jobs and everyone they claim to be "helping". They do not make getting help easy. I've spoken to many people with similar experiences, so no, it's not just me. A little compassion goes a long way, yet they can't even manage to show any of that towards people. When I started attending Peralta colleges, I saw a counselor at COA to be cleared to take math and english. She couldn't wait to get me out of her office, and certainly didn't offer me any guidance about other classes to take. I've found that it's better to talk to department heads about their programs, and to ask them for help signing up for classes. | 5/6/2016 10:17 AM |
| 65 | My maiden name was in the system ... Not updated to married name, could not register or correct error in financial aid application . Yet it billed me for classes dropped under my married name. | 5/6/2016 10:11 AM |
| 66 | When enrolling in a class I had previously withdrawn from, I was told I could only get permission to retake the class from an office near Laney. I feel that I should have been able to take care of this at any of the four campuses. | 5/6/2016 10:03 AM |
| 67 | Staff does not always have the right answer, making multiple trips necessary. Really hard for a working student with limited time. | 5/6/2016 9:58 AM |
| 68 | At financial aid-they make everyone wait in line just to pick up loan packets. Please do not make those of us that can read and follow the directions wait in line. Just have the forms available for pickup or mail them to us early. | 5/6/2016 9:55 AM |
| 69 | No | 5/6/2016 9:51 AM |
| 70 | no | 5/6/2016 9:34 AM |
| 71 | Library times and recourses are very limited | 5/6/2016 9:24 AM |
| 72 | No | 5/6/2016 9:20 AM |
| 73 | No problems obtaining needed services. | 5/6/2016 9:14 AM |
| 74 | Laney facility needs more love and care | 5/6/2016 9:03 AM |
| 75 | There needs to be more student advocacy in the CIS department at Laney. Most of the students are having a very difficult experience with the current learning environment in the programming classes. | 5/6/2016 8:59 AM |
| 76 | 2 hours | 5/6/2016 8:49 AM |
| 77 | N/A | 5/6/2016 8:42 AM |
| 78 | Yes sometimes you deal with kids who are not connected to your situation and they have very ugly attitudes. They work at front desk and are nit equipped to handle largevolu.mesof people | 5/6/2016 8:25 AM |
| 79 | Parking decal | 5/6/2016 8:20 AM |
| 80 | Lousy attitudes | 5/6/2016 8:13 AM |
| 81 | no | 5/6/2016 8:06 AM |

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|-----|--|-------------------|
| 82 | N/a | 5/6/2016 7:15 AM |
| 83 | None | 5/6/2016 6:23 AM |
| 84 | nope | 5/6/2016 6:15 AM |
| 85 | No | 5/6/2016 6:14 AM |
| 86 | N/A | 5/6/2016 4:11 AM |
| 87 | Yes by not knowing who they are | 5/6/2016 2:45 AM |
| 88 | No handicapped parking space available for the disabled | 5/6/2016 2:09 AM |
| 89 | NO INTEREST FROM INSTRUCTORS, FAILED TO COMPLY THE PROGRAM. | 5/6/2016 1:41 AM |
| 90 | No. | 5/6/2016 1:29 AM |
| 91 | Lack of knowledgeable staff. Understandably every department has specialists, financial aid, admissions and records, dsps and etc. So I may come to an office or department and not everyone may know the answer to my question so many times I'm given the wrong answer and I come back to find out, I was miss informed. | 5/6/2016 1:15 AM |
| 92 | Yes. Even during hours nobody answers my calls and I never get a response when leaving a message . | 5/6/2016 12:32 AM |
| 93 | The entire computer system is backward, not intuitive, slow, counterintuitive, frustrating and illogical. | 5/6/2016 12:19 AM |
| 94 | No | 5/5/2016 11:48 PM |
| 95 | Passport and online enrollment are awful. Passport is often not working, and the online enrollment form is complicated. Need something less complicated for those of us who are taking classes for personal enrichment, and not getting another degree, or trying to transfer to a 4 year college. | 5/5/2016 11:35 PM |
| 96 | Classes need to be one day a week like eng and art too hard to get good schedule | 5/5/2016 11:32 PM |
| 97 | I have experienced some staff as not very helpful or kind. | 5/5/2016 11:32 PM |
| 98 | Why the fuck is there a deadline to appeal for financial aid, and why the fuck are we not notified by the school that our financial aid is being withheld? I found out that my aid was being withheld so late in the semester that I didn't have enough time to gather all of the documentation I needed for my appeal and now I missed the deadline. Why is there no assistance for those whose parents are late filing their taxes? I can't file for aid until my mother files her taxes, but by the time she has it's so late in the year that I've missed the deadline to appeal for last semester - apparently - and then I'm not notified that my aid is being withheld this semester until I go in to question the lack of response after filling out the FAFSA. But it gets better, because when I asked to speak to the supervisor about getting a one day extension, I've been told she's on maternity leave and there's nobody else who has her authoritative power. I mean, how ass-backwards is that? | 5/5/2016 11:31 PM |
| 99 | nope | 5/5/2016 11:16 PM |
| 100 | Yes the lack of interest in students returning to Laney after 20 years or more without proper counsel it is very hard to accomplish goals. | 5/5/2016 11:15 PM |
| 101 | no problem | 5/5/2016 11:04 PM |
| 102 | At the college of alameda financial aid office the people often give wrong information and do not want to help u if u are African American | 5/5/2016 11:02 PM |
| 103 | Not really. | 5/5/2016 11:01 PM |
| 104 | No | 5/5/2016 10:54 PM |
| 105 | None | 5/5/2016 10:32 PM |
| 106 | No | 5/5/2016 10:28 PM |
| 107 | The new check in system at the BCC counseling center is terrible and very confusing. | 5/5/2016 10:20 PM |
| 108 | the media lab isn't open on weekends and no tutoring services are offered on the weekends. also tutors often have more than one student and not enough time to address every students concern. | 5/5/2016 10:10 PM |
| 109 | The people in charge of placement assessment at laney are pushy and create anxiety for the test taker. I was trying to test out of a math class but have taken elementary, intermediate algebra and currently statistics but the staff there made me nervous and the result of my test was pre algebra. It sucks because I don't think I'm able to test again in a while so I'm applying at DVC. The staff at the assessment center are not the friendliest or the most pleasant to be around before an important test. | 5/5/2016 10:07 PM |

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| 110 | Getting any assistance on the phone is like pulling teeth. No one will know anything, and insist I go to the college in person. When I do so, whatever issue I have is resolved in seconds by one of the staff members typing something on their computer. Every single time, issues which could easily be solved remotely and do not require any input beyond student id number require me to go in person and wait in line for long periods of time. The international office is by far the worst- the people there often have no answers for any question or inquiry, and I have missed out on a few things because I had either been misinformed or only got "I don't know" as an answer. | 5/5/2016 10:06 PM |
| 111 | The clipper card was difficult to obtain because it was in a campus far from my house and closed very early, I wish it would have been mailed. | 5/5/2016 10:03 PM |
| 112 | Cafeteria | 5/5/2016 10:03 PM |
| 113 | Financial aid office is the worst. They ran me around in such a way that I was about to contact the district about them. It had to go all the way to the head of the financial aid office, whom didn't want to pay me aid because the previous year, I had cashed federal bonds. He didn't know what they were and wanted proof of them (besides the letter I received from the treasury department that I had to use on my taxes). I'm not going to go into all the details of the situation but I've NEVER been more outraged before in my life. I've finally received aid, but there are only 3 weeks left of school. Completely unacceptable. | 5/5/2016 9:59 PM |
| 114 | I am disabled and have found it very confusing and difficult to register for classes online. | 5/5/2016 9:49 PM |
| 115 | None | 5/5/2016 9:49 PM |
| 116 | No | 5/5/2016 9:42 PM |
| 117 | no | 5/5/2016 9:40 PM |
| 118 | Some classes do not open, but they are a part of my major courses. Such as, CIS 27 and CIS 83B. | 5/5/2016 9:31 PM |
| 119 | When I applied for fasfa my form was complete and correct with the right school code but it was not in Merritt's system and they had to email and advisor from fasfa to get my information which made the process even longer | 5/5/2016 9:19 PM |
| 120 | The website is confusing, especially to enroll for classes, and haven't been able to use the Peralta personal email to send email to instructor. | 5/5/2016 9:19 PM |
| 121 | None | 5/5/2016 9:13 PM |
| 122 | no- just limited hours of operation that don't accommodate the many students who are taking night classes that can't attend the 9-5 hours of operation due to working. Having atleast one day a week that services were open later would help. academic advising is a joke-who has the time to wait hours to see someone to sign a paper... | 5/5/2016 9:07 PM |
| 123 | When I first enrolled our English class did not have a teacher for the first 2 weeks. We weren't told of this, instead we came to class and no one showed up and no one had any answers for us. This was my first semester and I felt that this was handled very unprofessionally | 5/5/2016 9:06 PM |
| 124 | no | 5/5/2016 9:03 PM |
| 125 | No | 5/5/2016 9:01 PM |
| 126 | Workers at admissions and records at Merritt have attitudes and aren't really helpful at all | 5/5/2016 8:57 PM |
| 127 | Upon dropping a class this spring I needed to clear my re-enrollment hold. I was told that I could then re-enroll in that course as needed, including switching the class that Admissions and Records originally enrolled me in. I tried switching the class section but I then had to go back to admissions/records to clear the hold again. This is very inconvenient. | 5/5/2016 8:54 PM |
| 128 | No | 5/5/2016 8:51 PM |
| 129 | The service provided by the financial aid ladies at the front office is terrible. For the past four months I've been there a few times and they never give me good information, plus they have a horrible attitude. I feel rejected and threatened by they aggressive and impolite manners. | 5/5/2016 8:48 PM |
| 130 | The teachers at Berkeley City College suck. One of them not only refused to help his students, he literally laughed at their tears. | 5/5/2016 8:45 PM |
| 131 | na | 5/5/2016 8:37 PM |
| 132 | Employees are incompetent AND don't give a rat's tail. Very unprofessional. | 5/5/2016 8:34 PM |
| 133 | No. | 5/5/2016 8:33 PM |
| 134 | Class sizes have ballooned and classes are too crowded! | 5/5/2016 8:29 PM |
| 135 | I have no other complaints. | 5/5/2016 8:26 PM |

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| 136 | There is an issue of receiving incorrect information. The counselors will advise you to ask the records office, and the records office will advise you to speak with your counselor. In some moments, there isn't a direct answer and requires a lot of time searching. Other than that, the services provided are very useful. | 5/5/2016 8:20 PM |
| 137 | Misinformation. Different information received from advisors. | 5/5/2016 8:18 PM |
| 138 | The admissions and Records ppl are kind of mean and seem to not care. It's like the dmv. | 5/5/2016 8:16 PM |
| 139 | Online registration is a mess. The program only works a small percentage of the time. | 5/5/2016 8:05 PM |
| 140 | None | 5/5/2016 8:04 PM |
| 141 | Rude administration staff in all areas (counseling, financial aid, admission, registrar) | 5/5/2016 7:58 PM |
| 142 | i felt there were several hoops to jump through in order to use my military tuition assistance. on the DoD's website of Memorandum Of Understanding, i don't think College of Alameda is listed yet (even though they accept TA). | 5/5/2016 7:55 PM |
| 143 | Everyone working in the admissions office at Berkeley City College has been extremely rude and unhelpful. They also rush you, and I've never been able to get my questions answered | 5/5/2016 7:49 PM |
| 144 | we need more time with the tutor especially when it come to math pre-algebra !!!!!!! | 5/5/2016 7:40 PM |
| 145 | No | 5/5/2016 7:36 PM |
| 146 | No | 5/5/2016 7:32 PM |
| 147 | They don't care | 5/5/2016 7:25 PM |
| 148 | When you sign up for a multimedia class that has a co-requisite lab, there are problems. You have to sign up for the lab first, then the class. There is no place that tells you this. We only know because the instructors have told us how to get around the problem with registration. That should be fixed. | 5/5/2016 7:23 PM |
| 149 | some of the academic counselors are less knowledgeable than others. It took a while for me to find one who knew what she was talking about when it came to transferring (Cynthia at Laney is the best) | 5/5/2016 7:18 PM |
| 150 | Yes, the counselors that have assisted me were not competent and have given me misleading information about transferring, IGETC, cross enrollment and assessment. | 5/5/2016 7:14 PM |
| 151 | Some employees are rude | 5/5/2016 7:13 PM |
| 152 | N/a | 5/5/2016 7:11 PM |
| 153 | Difficult to navigate online registration | 5/5/2016 7:09 PM |
| 154 | No | 5/5/2016 7:08 PM |
| 155 | A general lack of interest and consensus amongst counsellors added an additional 2 semesters to my matriculation. The counsellors are overwrought and you never see the same one twice, it's frustrating and not conducive to encouraging students to graduate or invest in a long term academic plan. | 5/5/2016 7:08 PM |
| 156 | Nope | 5/5/2016 7:07 PM |
| 157 | The service was excellent | 5/5/2016 7:06 PM |
| 158 | Places to study, seating areas for students | 5/5/2016 7:05 PM |
| 159 | the attitude of some staff is deplorable | 5/5/2016 7:04 PM |
| 160 | Unpleasant staff (some) and unclear procedures. | 5/5/2016 7:04 PM |
| 161 | Internal stuff is rude | 5/5/2016 7:03 PM |
| 162 | No | 5/5/2016 7:02 PM |
| 163 | I was wondering if you can get more tutors for the physical science department | 5/5/2016 7:01 PM |
| 164 | I had difficulty setting an appointment to see a counselor to get my SEP. I called on the phone, someone gave me an appointment time, and when I arrived, they had no record of the appointment so I had to reschedule. I only had one class this semester, so I am on campus only one day. It was very inconvenient. | 5/5/2016 6:59 PM |
| 165 | Some staff have an attitude when asked for help, like they want to sit down all day. It doesnt help me when i go cashiers office and admissions and records that the staff are very rude when asked certain questions and information. The only people that seem to be helpful are the VA office. | 5/5/2016 6:58 PM |
| 166 | Computer lab is limited hours of operation. I need more time computer lab open to make my homework because I am studying multimedia classes. | 5/5/2016 6:56 PM |

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| 167 | The tutor I have tried to utilize on multiple occasions wAs rude dismissive arrogant and demeaning | 5/5/2016 6:51 PM |
| 168 | Non. | 5/5/2016 6:50 PM |
| 169 | No problems. | 5/5/2016 6:49 PM |
| 170 | Not having the necessary paper work brought along with me. | 5/5/2016 6:49 PM |
| 171 | No | 5/5/2016 6:48 PM |
| 172 | Veterans Services, I still haven't been paid the full amount of my earned GI Bill benefit for this semester. | 5/5/2016 6:48 PM |
| 173 | Not applicable | 5/5/2016 6:47 PM |
| 174 | No | 5/5/2016 6:42 PM |
| 175 | No | 5/5/2016 6:41 PM |
| 176 | Counselor told me to take the wrong class to transfer. Which resulted in a lot of wasted hours of studying for one class, when I should have taken another. When I found out from another counselor it was too late to withdrawal. It was like working for no money. I have a child and a job. My time is precious. | 5/5/2016 6:37 PM |
| 177 | No. | 5/5/2016 6:36 PM |
| 178 | Website is clunky | 5/5/2016 6:35 PM |
| 179 | clipper card ac pass should be any enrollment not 6 units | 5/5/2016 6:35 PM |
| 180 | Rude staff members | 5/5/2016 6:35 PM |
| 181 | No | 5/5/2016 6:33 PM |
| 182 | When I wanted to speak to someone over the phone in the admissions and records office with questions, I could not do so. No one answered the phone. I had to go down to the campus office instead. This was inconvenient and waiting on the phone for someone to answer it was lengthy and never happened. | 4/28/2016 6:24 PM |
| 183 | x | 4/28/2016 9:42 AM |
| 184 | Any time I've had any issue or needed information, when I try to call on the phone the person answering doesn't know anything and tells me to come in person. Every time this has happened, I've gone in person and waited in line for a long time only to have someone from admissions/counseling etc. fix the issue in seconds by just typing something on their computer. It's always something that can easily be fixed remotely, yet if I ever need information or have any issues it's impossible to get any answers unless I go in person. This has happened for more than one department but the international office is the worst in this area, any time I've called they could not tell me anything beyond "come in person". | 4/26/2016 8:24 PM |
| 185 | No | 4/25/2016 1:24 PM |
| 186 | Finding where to get your grades for online classes was a long and frustrating experience. | 4/24/2016 4:38 PM |
| 187 | I would like to have the peralta colleges offer bart tickets to their students with low money | 4/24/2016 9:48 AM |
| 188 | If the P.E. attendant is absent nor show up, then I couldn't get access to the dressing room nor to my assigned locker. The Administrator should put a reliever somehow put a person to watch and or protect the locker room. | 4/22/2016 7:13 PM |
| 189 | health services not available all of the time I need it. | 4/21/2016 2:16 PM |
| 190 | When it comes to financial aid, they are not always aware of the different programs we are trying to apply for. All they seem to be aware of is fafsa | 4/21/2016 9:45 AM |
| 191 | It has taken way too long to receive financial aid at Merritt College. I am still going through the application process and it is almost the end of the semester already. The personnel working in that office are not doing their jobs in an efficient and timely manner. | 4/21/2016 7:33 AM |
| 192 | The Peralta website is difficult to use. Searching for, enrolling in, and paying for classes should not be difficult. Please get someone to update your website and make it more user-friendly. | 4/20/2016 6:07 PM |
| 193 | no, none other than long waiting times | 4/20/2016 3:14 PM |
| 194 | Some of the students working in certain offices are not that helpful and often rude. | 4/20/2016 11:08 AM |
| 195 | Nno nonone | 4/20/2016 11:02 AM |
| 196 | none | 4/20/2016 10:33 AM |
| 197 | I had just moved from Massachusetts and I really have no idea what classes I need for each semester I had seen a counselor at Merritt she just gave me a bunch of papers and told me to enroll online. I needed more help | 4/20/2016 8:29 AM |

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| 198 | Trying to obtain information from the financial aid office is very challenging; as the staff have very bad attitudes (eye-rolling, or sighing) when questions and inquiries are made. Also, they offer no help or information on how to navigate the financial aid system, other than you just have to wait. | 4/20/2016 7:50 AM |
| 199 | The financial aid department did not answer questions I had about my financial aid. The woman in the front desk was rude and kept saying "I don't know" to questions I had about my financial aid. | 4/20/2016 1:13 AM |
| 200 | Sometimes not knowing the location of where the service is offered for example the health & wellness center is across the street from BCC | 4/19/2016 6:28 PM |
| 201 | no | 4/19/2016 5:25 PM |
| 202 | I have not had other problems | 4/19/2016 1:02 PM |
| 203 | In the past, it has been difficult to get full information regarding all the terrific services available. I believe that if there was more disclosure, i.e. lists on bulletin boards, walls, where students gather, i.e. cafeteria, admissions, that more services would be used by those who truly need them. | 4/19/2016 12:04 PM |
| 204 | Shortage of handicapped parking space. | 4/18/2016 11:07 PM |
| 205 | The counseling hours listed online do not match the office's actual hours. The website says that the office is open until 7 on Tues/Wed, with the last sign-in at 6:30. However, the list closes whenever there are too many people in line. I have left work early to try to see a counselor only to be told at 5:30 that it was too late. | 4/18/2016 3:21 PM |
| 206 | I encountered a problem with regular counseling especially for transfer students filing for AA/AAS petition that counselors fail or neglect to bring attention to a missing GED requirement. There should be more specific counselors who specialize transfers students from different colleges or speak to counselors in bringing attention to students of missing or unfiled GED requirements for filing AA/AAS. | 4/18/2016 3:17 PM |
| 207 | The math lab is too casual. Lots of chit chat amongst staff and students. Can be loud at times. Doesn't need to be a library but it's not the best place to concentrate because of lack of digression. | 4/18/2016 2:44 PM |
| 208 | no | 4/18/2016 11:09 AM |
| 209 | incorrect information provided .. no continuity of services, have to explain situation every time for financial aid and academic counseling, all without privacy | 4/18/2016 9:41 AM |
| 210 | Staff is often very uninformed. Upper level staff(Deans etc.) are often unavailable and unresponsive to attempts to contact them. Upper level staff often break appointments with no notice. | 4/18/2016 9:05 AM |
| 211 | Financial Aid is really bad at Merritt. The right hand doesn't know what the left hand is doing. It has always been disorganized in a major way. Now that Ms. Spencer is gone, it has gotten a little better, but it is still very disorganized. | 4/18/2016 8:43 AM |
| 212 | I work three jobs my time is really limited. There are times where I haven't been able to see a counselor because of the wait and having to rush to work. | 4/18/2016 8:12 AM |
| 213 | Counselors give the wrong information about majors. The transfer center only has one person helping like 20 students and I only had 5 mins with her and the help was useless. I did not even apply to csh or ucs because of time and the lady seemed to not care. | 4/18/2016 8:07 AM |
| 214 | Stocked and clean restrooms at Laney College campus. | 4/17/2016 2:46 PM |
| 215 | Really slow wifi in the Mathlab at CoA | 4/17/2016 12:18 PM |
| 216 | no | 4/17/2016 10:11 AM |
| 217 | #1 main complaint. Very rude, careless Financial aid staff. They don't seem to want to be there and it shows. Do not answer your questions and are extremely impatient when you ask them. | 4/17/2016 12:36 AM |
| 218 | rude or poorly informed staff | 4/16/2016 11:30 PM |
| 219 | No student Veterans Center. | 4/16/2016 11:23 PM |
| 220 | Laney college's library wifi is horrendous - frequent dropouts and very slow access. | 4/16/2016 11:17 PM |
| 221 | Obtaining signatures for a course substitution. Professor ask for confidential DSPS Information before they would sign. | 4/16/2016 8:27 PM |
| 222 | Often staff were not fully informed of changes or policies. Specifically at admissions and records, I often turned in paperwork where staff would tell me they did not process these forms, only to be told by the Dean to go back and have them file the same paperwork. Academic counselors also vary widely in their ability to inform students of their options in taking courses and in confirming what courses apply to transfer. | 4/16/2016 5:57 PM |
| 223 | Wrong information at fafsa desk | 4/16/2016 5:29 PM |
| 224 | I have not encounter any problems. | 4/16/2016 3:35 PM |

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| 225 | The digital sign in sheet for the counseling office has reset and prematurely deleted my name from the waiting list on a number of visits. | 4/16/2016 3:26 PM |
| 226 | I want to know the information about relevant activities but on laney website, it's hard to find information about club, student union, volunteer chance and so on. The informations are updated slowly | 4/16/2016 2:34 PM |
| 227 | When employees go on break, everything stops and its unpredictable/unfair to students waiting. Or ones who need quick information. | 4/16/2016 2:20 PM |
| 228 | Hours to use resources at the library can sometimes be misunderstood (eg. the length of time you can use the statistics dvd tutorials I found to be confusing). Also, that you must register each tool in use with the librarian (eg. headphones, dvd, computer) and that each tool registered has a different use time limitation. Can be a bit confusing until you've been through it a few times. | 4/16/2016 2:14 PM |
| 229 | n/a | 4/16/2016 12:30 PM |
| 230 | nope, just bad info given regarding transfer credits | 4/16/2016 12:28 PM |
| 231 | Ofentimes the printer does not work in the library or the computer lab. | 4/16/2016 12:03 PM |
| 232 | The FinAid department would be much more efficient if it didn't run on paper transactions from banks when dealing with private loans. This creates so much stress for out of state/international students who are waiting to get the rest of their loan back to pay their rent. | 4/16/2016 11:43 AM |
| 233 | Sometimes, the employees can be a little unfriendly. I understand if sometimes it's the end of the day, but I can feel uncomfortable asking question because of the way I'm being spoken to. | 4/16/2016 11:41 AM |
| 234 | yes student centwrs are closed weekends and holidays. Considering roughly 10% of Peralta students are homeless there need to be accessible places to study on weekends and holidays. They student ATM and microwave are located in the student centers and when there closed students cannot access the student monies or heat their meals. | 4/16/2016 11:20 AM |
| 235 | It's seems you need more staff at DSPS. All the staff work hard and are very busy, but it's difficult to find an open appt. | 4/16/2016 11:05 AM |
| 236 | Limited manpower and massage/acupuncture appointments for Health Services BCC. It doesn't make sense paying the \$2 Campus Center Fee for students enrolled in online classes only. | 4/16/2016 10:53 AM |
| 237 | Yes, I went to get my id and after waiting in line and coming early i was told I need to bring a copy of my schedule. I should have gotten an email with all of this information. | 4/16/2016 9:38 AM |
| 238 | Surly attitudes from some of the staff in various offices | 4/16/2016 9:02 AM |
| 239 | None! | 4/16/2016 8:48 AM |
| 240 | Getting food at the cafeteria. The hours are extremely limited. | 4/16/2016 8:30 AM |
| 241 | Yes. Proper resource coordination from staff as well as the people in charge. Multiple visits and long waits are preventative they are prepared to answer questions or given more information about who we can speak to to solve an issue. | 4/16/2016 8:19 AM |
| 242 | Everything has worked well, just the limited number of tutors has me waiting very long. And not seeing familiar faces, awhile feeling rushed because they need To help other students | 4/16/2016 6:49 AM |
| 243 | The Laney Dsps need more places to take proctored tests. I often get interrupted because soo many students are using these services but yet no space like they have at merit college. | 4/16/2016 1:26 AM |
| 244 | No | 4/16/2016 1:19 AM |
| 245 | customer service, come people that ive been helped by where very rude | 4/16/2016 12:20 AM |
| 246 | As a lifetime learner, there should be no limits on the number of times students like me can take a course, PROVIDED we are not displacing career or degree-track students AND we are paying full freight for courses. | 4/15/2016 11:58 PM |
| 247 | Merritt College needs to train their faculty and staff to be more polite and nice and less rude and arrogant. Especially in the department of Financial Aid. | 4/15/2016 11:28 PM |
| 248 | Counselors don't have enough time to talk through all of my problems | 4/15/2016 11:20 PM |
| 249 | no | 4/15/2016 11:00 PM |

PCCD Student Voice Survey - Spring 2016

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|-----|--|--------------------|
| 250 | Yes so many students are scared to ask questions at financial aid and registration because you about to be scream at sooner then later and treated like you are nothing. Even when been polite to them they treat you like you are making their life hard. So classmates just ask other classmates other then ask questions at finacial aid or registration. There are no resources obvious enough for students getting harassed or bully is not talk about, like it don't exist but so many classmates get bully by other students. Students getting harras by security guards asking them out and there is no office to handle any of that, or if there is no one knows about it. | 4/15/2016 10:45 PM |
| 251 | More students come and work on to complete for the first or two or three week before the semester. Therefore, add more service area to reduce the long waiting time. | 4/15/2016 10:37 PM |
| 252 | Rude and unhelpful staff | 4/15/2016 10:29 PM |
| 253 | Sometimes, the staff can be rude. | 4/15/2016 10:22 PM |
| 254 | Sometimes too many people are trying to obtain the student services, and each person doesn't get enough individual attention | 4/15/2016 10:18 PM |
| 255 | no. | 4/15/2016 10:11 PM |
| 256 | No | 4/15/2016 10:10 PM |
| 257 | I feel like every time I ask someone a question I get different answers from each person I talk to. There isn't a lot of consistency with knowledge about the system. Also, I don't feel that I get the kind of academic advisement that I need because I don't have one advisor, I just see whomever is available at the time. | 4/15/2016 10:04 PM |
| 258 | Just times where i have had been told to come back to see my counselor to set up an appointment due to lack of internet speed and disturbances. | 4/15/2016 10:00 PM |
| 259 | NA | 4/15/2016 9:50 PM |
| 260 | At Berkley City College are certain unfriendly counselors. | 4/15/2016 9:35 PM |
| 261 | n/a | 4/15/2016 9:35 PM |
| 262 | No | 4/15/2016 9:31 PM |
| 263 | I would like to be able to get a parking pass online and have it mailed to me | 4/15/2016 9:21 PM |
| 264 | The counsellors need to be more familiar with the landscape horticulture department classes. The intro class and terminology are the first classes one needs to enroll in. | 4/15/2016 9:20 PM |
| 265 | Counselors tend to be a mixed array of quality. I have gotten conflicting information and often been treated as a nuisance. I often know more about solving my problems than counselors do. | 4/15/2016 9:09 PM |
| 266 | I registered for three classes in 1990, I was 18 years old. I never showed up to class and I was not aware that I needed to drop my classes. I am now forty three years old and just recently enrolled in a class. I'm on academic probation from twenty plus years ago. I'm also dealing with depression and a back injury. Merritt has made it very difficult for me to try to feel better about myself. I've considered going to Chabot. When I try to voice my opinion I get shut down. It's disheartening to consistently get emails from Merritt reminding me that I'm on probation and that I can't register early, and that I will probably loose my bog opportunities. I have wanted to give up so many times. One time it was so bad that I had to speak with the Psychiatrist in student services. I understand financial aide rules however, twenty plus years ago is ridiculous. For us that are dealing with mental illness some type of compassion should be warranted. I loss my job of eleven years due to my injury, that in itself has devastated me and led to my depression. I tried to register for classes at Merritt so that I can feel as if I have a purpose again. Now that I'm here I'm constantly thinking about giving up because of constant threats! | 4/15/2016 9:06 PM |
| 267 | Lack of knowledge, some staff tend to give wrong information. | 4/15/2016 9:06 PM |
| 268 | No | 4/15/2016 8:48 PM |
| 269 | at Merritt college I had difficulty signing up for orientation and assessment because nobody would return my phone calls requesting to sign up. I eventually went to the counseling department in person where a rude woman at the desk told me they didn't have time to answer phone calls and gave priority to those that were already there in person. the week before I had come in person and was told that the system was down so I couldn't sign up for assessment and orientation and told me to call the phone number later. overall it took me 2 weeks to sign up for assessment. | 4/15/2016 8:43 PM |
| 270 | Long lines to purchase parking pass | 4/15/2016 8:39 PM |

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| | | |
|-----|---|-------------------|
| 271 | I often get frustrated with the Counseling Department and Admissions and Records. They seem to just try to do a one-size-fits-all approach or lead me in the wrong direction. For example, I want to pursue an engineering degree at a UC and the counselors recommended me to follow the IGETC. That's not helpful at all considering the number of technical classes an engineering degree requires. Also, the counselors falsely told me my AP transcript had not been sent to BCC 9 months ago so I struggled for 6 months trying to track it down. I tried emailing the counselors I talked to and the Director of Admissions and Records but got no response. I even ended up calling College Board to send another transcript. Finally, they ended up telling me my transcript had arrived 9 months ago and I didn't need to worry but I had already wasted a lot of time stressing out over the issue. I hope I won't have to encounter another situation like this ever again. | 4/15/2016 8:36 PM |
| 272 | N/A | 4/15/2016 8:35 PM |
| 273 | I would like to have more mental health services available. They are hard to come by, and the hours that they have are hard to work with. | 4/15/2016 8:33 PM |
| 274 | none | 4/15/2016 8:32 PM |
| 275 | No | 4/15/2016 8:30 PM |
| 276 | EOSP | 4/15/2016 8:29 PM |
| 277 | No | 4/15/2016 8:28 PM |
| 278 | Some workers are rude and unhelpful at Merritt, they seem to be upset when you have a question to ask and rush you even when there's no one else in line | 4/15/2016 8:23 PM |
| 279 | 6 units for a bus pass is wrong... should be any registered student. period. discriminates | 4/15/2016 8:23 PM |
| 280 | I always get the run around from financial aid, it feels as if they don't want me as a participant, continuous conflicting info from employees | 4/15/2016 8:19 PM |
| 281 | The workers at the cash box are rude only encountered it at college of alameda | 4/15/2016 8:17 PM |
| 282 | Cashier office bad customer e | 4/15/2016 8:16 PM |
| 283 | A friend of mine was not given adequate enough disability accommodations. It did not happen to me personally, but I witnessed it for her. | 4/15/2016 8:14 PM |
| 284 | There aren't much classes and flexible times available for summer and fall semester. I wish there was more class offered in the summer and more times offered for classes such as at 1. Thank you | 4/15/2016 8:14 PM |
| 285 | Over all the services are good. I would suggest finding ways for students to earn money | 4/15/2016 8:13 PM |
| 286 | No | 4/15/2016 8:13 PM |

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**Q10 Are there any services that you need or have needed that aren't provided at Peralta?
Please explain.**

Answered: 224 Skipped: 576

| # | Responses | Date |
|----|---|--------------------|
| 1 | yes, well informed admin staff. | 5/15/2016 1:54 PM |
| 2 | An easy way to commute to Merritt College from Berkeley, such as a shuttle, or maybe a bart pass, but a shuttle more important to cut down on time - it takes me about 1 1/2 hrs to get there. | 5/13/2016 9:40 PM |
| 3 | No | 5/12/2016 12:45 PM |
| 4 | No | 5/11/2016 10:25 PM |
| 5 | Berkeley City College Wellness Center: Medical Services Days and Hours need to increase because not all students have Mondays and Wednesday classes. The Medical Services should be in the building for easy access so students can use it during student hours without missing lunch, clubs meetings/activities or fear of being late to their next class. | 5/11/2016 2:24 AM |
| 6 | Meditation space and facilitators, Learning communities for PTSD, resting space | 5/10/2016 10:21 PM |
| 7 | NO | 5/10/2016 7:21 PM |
| 8 | no | 5/10/2016 11:48 AM |
| 9 | Coa computer lab is too cold | 5/10/2016 4:09 AM |
| 10 | I feel that the career counselling department does not have a very strong presence and that the staff lacks ownership of assisting students with any given issue. I would like if the staff could help out a student who is confused at the school. When I have an issue, I often find the staff lacks the knowledge to help me, or understanding of the available resources to point me in the right direction. I believe that the proper training and education in resources offered at the school, even outside of their department, as well as encouragement to assist students, can empower the staff to take ownership of helping students in solving issues, even if it is outside of their particular department. | 5/9/2016 7:05 PM |
| 11 | No | 5/9/2016 3:53 PM |
| 12 | No | 5/9/2016 12:24 PM |
| 13 | a student gym at Merritt | 5/9/2016 11:12 AM |
| 14 | n/a | 5/9/2016 10:26 AM |
| 15 | Merritt health center sent me too Laney for services. I would rather get services at the college I attend, not at another college. | 5/9/2016 8:05 AM |
| 16 | No | 5/9/2016 6:59 AM |
| 17 | Mentor, auto technician tutor(s), someone in a neutral status to help with issues between staff / faculty and student(s). Grievance forms accessible to student(s) on campus. | 5/9/2016 12:59 AM |
| 18 | N/A | 5/8/2016 4:38 PM |
| 19 | no | 5/8/2016 12:26 PM |
| 20 | N/A | 5/8/2016 12:08 PM |
| 21 | Housing | 5/7/2016 10:16 PM |
| 22 | financial Aids | 5/7/2016 8:50 PM |
| 23 | Tutoring on Fridays. | 5/7/2016 7:32 PM |
| 24 | The collection development at the library at the BCC is not done well at all. | 5/7/2016 2:40 PM |
| 25 | No | 5/7/2016 1:18 PM |
| 26 | More mental health counselors. | 5/7/2016 1:08 PM |
| 27 | NO | 5/7/2016 12:00 PM |

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| | | |
|----|---|-------------------|
| 28 | No | 5/7/2016 10:05 AM |
| 29 | N/A | 5/7/2016 6:13 AM |
| 30 | Italian courses! | 5/7/2016 3:26 AM |
| 31 | No | 5/6/2016 9:54 PM |
| 32 | No | 5/6/2016 9:12 PM |
| 33 | I've taken classes at Laney College, College of Alameda, and Merritt College and have had to communicate with the financial aid offices from each campus, but I have never felt so frustrated and upset with the Laney College Office of Financial Services! The multiples times I've e-mailed Joseph Korama have gone unresponsive with average wait times of 2 weeks, while his staff answer back immediately (but unfortunately I've needed to strictly speak with Korama for specific matters). He is currently withholding the release of my AmeriCorps educational award and has not responded to my request to meet. He is horrible with clear and timely messages and if there's any reason why students cannot take classes, I'd seriously look into his role of obstruction in the process. | 5/6/2016 8:37 PM |
| 34 | No | 5/6/2016 8:08 PM |
| 35 | No | 5/6/2016 7:49 PM |
| 36 | N/A | 5/6/2016 7:33 PM |
| 37 | no | 5/6/2016 6:55 PM |
| 38 | career counseling/picking a major. lots of people go here 'cause they don't know what they want to do with their lives. Counselors say "sorry. can't help you", and the career counselor comes once a week, when I have classes. also, econ tutor would be really nice. | 5/6/2016 6:30 PM |
| 39 | Lack of space at Berkeley City College, student lounge, there is no on campus cafeteria, or a place where students can study without going to an outside source like a cafe or restaurant a few blocks or around the corner. | 5/6/2016 5:05 PM |
| 40 | I was denied to be part of a student program called APASS because my English level was too high and my math level was too low. I really wanted to be part of the courses they offered, however, I was disappointed for not being able to. I would like for this program to fix this and provide math courses for students who are in lower level math. | 5/6/2016 1:14 PM |
| 41 | No | 5/6/2016 1:02 PM |
| 42 | no | 5/6/2016 11:42 AM |
| 43 | No | 5/6/2016 11:33 AM |
| 44 | No | 5/6/2016 11:28 AM |
| 45 | N/A | 5/6/2016 11:23 AM |
| 46 | See listed above | 5/6/2016 11:20 AM |
| 47 | No | 5/6/2016 10:41 AM |
| 48 | I would like a bigger student lounge, or even one that is dedicated for food such as a cafeteria in BCC. I bring my lunch everyday, and it has been a struggle at times to find places to eat my food. There are times that I just settle to sit on the floor since I might be late for my class after lunch if I spend more time waiting for a chair to be vacant. | 5/6/2016 10:31 AM |
| 49 | Financial aid Registration .. | 5/6/2016 10:11 AM |
| 50 | Even Faculty complains about the effectiveness of passport and moodle. Find a way to fix these issues. There is better software out there, and you might need additional staff to make sure quality and service response are rapid and effective. Students get very discouraged when these basic services don't work. Faculty may also need effective training in a time frame that works with their schedules. | 5/6/2016 9:58 AM |
| 51 | Food stamp assistance | 5/6/2016 9:55 AM |
| 52 | No | 5/6/2016 9:51 AM |
| 53 | no | 5/6/2016 9:34 AM |
| 54 | No | 5/6/2016 9:20 AM |
| 55 | No additional services needed. | 5/6/2016 9:14 AM |
| 56 | Cleaning needed | 5/6/2016 9:03 AM |
| 57 | Computer programming tutoring. | 5/6/2016 8:59 AM |
| 58 | Mental Health | 5/6/2016 8:49 AM |

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|----|---|-------------------|
| 59 | Clean desk tops. The top of desks are nasty, look like they never get washed. | 5/6/2016 8:45 AM |
| 60 | N/A | 5/6/2016 8:42 AM |
| 61 | I need my coynsel o r to be aware of all the fields that are importantto me and be willing look up helpful info that will aid me not just what is recommended by the degree and where other iinfo can be found on the other peralta college campuses | 5/6/2016 8:25 AM |
| 62 | I need to know the curriculum of the courses I can take in any semester. In this moment doesn't possible | 5/6/2016 7:57 AM |
| 63 | N/A | 5/6/2016 7:15 AM |
| 64 | Free lunch services | 5/6/2016 6:23 AM |
| 65 | none | 5/6/2016 6:15 AM |
| 66 | No | 5/6/2016 6:14 AM |
| 67 | N/A | 5/6/2016 4:11 AM |
| 68 | No handicapped parking space availabe for the disabled | 5/6/2016 2:09 AM |
| 69 | Better counselors. | 5/6/2016 1:29 AM |
| 70 | Housing and food bank programs etc. many of the students in peralta have had or are having an issue with these and peralta, Merritt college primary and Laney should be addressing this. As schools that are part of the community. Not only for the community but for the retention rate of the schools. | 5/6/2016 1:15 AM |
| 71 | A clipper card that can also be used for BART. Some of us travel from San Francisco or Hercules and the clipper card that we pay for we are unable to use! | 5/6/2016 1:03 AM |
| 72 | More online classes like real estate and small business management (especially in the summer) | 5/6/2016 12:29 AM |
| 73 | Merritt College does not offer all the classes I need to obtain a natural history certificate. Also, one should not have to go to 5 departments to obtain a certificate after one has earned the proper units. The system needs major streamlining. | 5/6/2016 12:19 AM |
| 74 | No | 5/5/2016 11:48 PM |
| 75 | Laney has lousy disabled parking, especially near the art building. Stopped taking classes there because I couldn't walk from closest disabled parking to art bldg. | 5/5/2016 11:35 PM |
| 76 | Babysitter and reliable internets | 5/5/2016 11:32 PM |
| 77 | Job search support | 5/5/2016 11:32 PM |
| 78 | open gym with available hours | 5/5/2016 11:16 PM |
| 79 | Yes good counsel at Laney. | 5/5/2016 11:15 PM |
| 80 | no,never | 5/5/2016 11:04 PM |
| 81 | No. | 5/5/2016 11:01 PM |
| 82 | Job services/ resume writing assistance | 5/5/2016 10:54 PM |
| 83 | Parking! Or at least an option for people to park that need to. Everything the times are too short accept outrageous prices at parking garage, which is supposedly going to change to limit of 2 hours. That makes peoples lives a lot harder if you have to drive. | 5/5/2016 10:49 PM |
| 84 | At college of alameda, the library system was not good. I needed books for my class, but I couldn't copy or borrow it. It was really weired. Just book uses in library. Also, at laney college I wanted to look book for my class, but she said that you can't find this book cuz the class is not here. You just go to other campus. | 5/5/2016 10:42 PM |
| 85 | Childcare is very limited. I think a huge part in helping parents succeed as students is to assist in a community based support system for families. | 5/5/2016 10:34 PM |
| 86 | No | 5/5/2016 10:32 PM |
| 87 | No | 5/5/2016 10:28 PM |
| 88 | More kinesiology and rehab | 5/5/2016 10:10 PM |
| 89 | Health center hours- not available at every college, only a few hours twice a week and often require skipping a class to go. | 5/5/2016 10:06 PM |
| 90 | No things | 5/5/2016 10:05 PM |

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| 91 | The library is to duty and it would be nice if it open at 7am | 5/5/2016 10:03 PM |
| 92 | Childcare | 5/5/2016 9:57 PM |
| 93 | Reasonable parking. Or parking permit. | 5/5/2016 9:52 PM |
| 94 | it would be very helpful to know what services are offered for students with disabilities. this could be offered each time students complete class registration as an automatic link to resources. | 5/5/2016 9:49 PM |
| 95 | None | 5/5/2016 9:49 PM |
| 96 | No | 5/5/2016 9:42 PM |
| 97 | maybe reduced prices of text books for low income students, martial arts teams or boxing team, and wrestling team or at martial arts and boxing classes? | 5/5/2016 9:40 PM |
| 98 | Peralta offers some majors that do not open classes for some majors. Maybe should consider about it. Such as Advanced Computer Programming major does not offer CIS 27 and CIS 83B. | 5/5/2016 9:31 PM |
| 99 | No | 5/5/2016 9:19 PM |
| 100 | No | 5/5/2016 9:13 PM |
| 101 | everything is very confusing on the website. I think some focus should be to update and streamline everything on there | 5/5/2016 9:11 PM |
| 102 | no | 5/5/2016 9:07 PM |
| 103 | no | 5/5/2016 9:03 PM |
| 104 | No | 5/5/2016 9:01 PM |
| 105 | No | 5/5/2016 8:51 PM |
| 106 | We need people with GOOD attitude. | 5/5/2016 8:48 PM |
| 107 | job placement for the most needed student | 5/5/2016 8:37 PM |
| 108 | Employment services. They're completely gone! | 5/5/2016 8:33 PM |
| 109 | Class sizes have ballooned and classes are too crowded! | 5/5/2016 8:29 PM |
| 110 | Career help. | 5/5/2016 8:26 PM |
| 111 | Transparency in departments. | 5/5/2016 8:18 PM |
| 112 | No e | 5/5/2016 8:04 PM |
| 113 | Needs a better health facility for students, cafeteria or cafe (college of alameda) | 5/5/2016 7:58 PM |
| 114 | this was my first college experience (first POSITIVE) college experience. i really appreciate everyone who helped me along the way. all the staff had answers and if they didn't, they went to find the answers for me. i simply wish i had more time for school. my military schedule is so hectic. two classes this semester was a bit more than i could chew... | 5/5/2016 7:55 PM |
| 115 | I need compost bins! | 5/5/2016 7:43 PM |
| 116 | a distressed week for finals where we can indulge in different activities for relief | 5/5/2016 7:40 PM |
| 117 | No | 5/5/2016 7:36 PM |
| 118 | No | 5/5/2016 7:32 PM |
| 119 | Yes, having a discounted BART ticket program. | 5/5/2016 7:27 PM |
| 120 | It would be really nice if there were more employment opportunities on campus available to students. | 5/5/2016 7:14 PM |
| 121 | Full bar | 5/5/2016 7:13 PM |
| 122 | N/a | 5/5/2016 7:11 PM |
| 123 | No | 5/5/2016 7:08 PM |

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| 124 | Yes, there needs to be more electrical outlets in ALL ares on the Berkeley City College campus where students congregate between classes. This includes the couches near the north-facing windows on each floor, the tables that are across the atrium from the elevators on the 5th floor, and all other similar couches/desks/tables where students sit down to do homework and study between classes. Everyone carries multiple devices such as phones/tablets/laptops, and it's really inconvenient to not be able to charge during the day. For example there are days where I am on campus from 9am - 6pm, and I need to be able to work on my laptop for most of that time, but my battery doesn't last long enough. | 5/5/2016 7:08 PM |
| 125 | Childcare. | 5/5/2016 7:08 PM |
| 126 | Nope | 5/5/2016 7:07 PM |
| 127 | Every running perfectly | 5/5/2016 7:06 PM |
| 128 | None that I can currently think of | 5/5/2016 7:05 PM |
| 129 | Heating in classrooms. It's freezing in the winter and makes focusing on lectures difficult. | 5/5/2016 7:04 PM |
| 130 | N/A | 5/5/2016 7:02 PM |
| 131 | No | 5/5/2016 7:01 PM |
| 132 | Emails about how classes are going or about counseling or taking classes at different campuses. | 5/5/2016 6:58 PM |
| 133 | No yet. | 5/5/2016 6:56 PM |
| 134 | Non. | 5/5/2016 6:50 PM |
| 135 | Not applicable | 5/5/2016 6:47 PM |
| 136 | No | 5/5/2016 6:42 PM |
| 137 | Housing referrals | 5/5/2016 6:41 PM |
| 138 | Better counselors! Online teachers are checked out and take days to respond to emails. | 5/5/2016 6:37 PM |
| 139 | No. | 5/5/2016 6:36 PM |
| 140 | No | 5/5/2016 6:35 PM |
| 141 | free bus pass...not 6 unit min . discounted bart card too | 5/5/2016 6:35 PM |
| 142 | health/mental health | 5/5/2016 6:35 PM |
| 143 | No | 5/5/2016 6:33 PM |
| 144 | x | 4/28/2016 9:42 AM |
| 145 | health services- only available 2 days a week, therefore usually I have class during that time and would need to skip class if I need to see a doctor. | 4/26/2016 8:24 PM |
| 146 | I would rather pay a fee each semester for a 'discounted' price for BART than a fee each semester for the AC Trans. card | 4/25/2016 1:24 PM |
| 147 | bart tickets | 4/24/2016 9:48 AM |
| 148 | GED would be great to have available to my daughter 17 year old. She would like to get her GED and go straight to BCC. | 4/21/2016 2:16 PM |
| 149 | Health services; I pay a fee each semester but am unaware of any substantial services provided, i.e. Student Health Clinic, referrals, health insurance information etc. | 4/21/2016 7:33 AM |
| 150 | not that I can think of. | 4/20/2016 3:14 PM |
| 151 | RE-Entry program | 4/20/2016 11:08 AM |
| 152 | nope | 4/20/2016 10:33 AM |
| 153 | yes better counselors at Merritt I am going to try and go see another school maybe college of Alameda has better counselors | 4/20/2016 8:29 AM |
| 154 | Free printing would be nice even if it's a 10 pages a day limit. Also a reduced or free Bart clipper card would be spectacular! | 4/19/2016 6:28 PM |
| 155 | can't think of any right now | 4/19/2016 5:25 PM |
| 156 | Follow-up for students who drop out | 4/19/2016 1:50 PM |

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|-----|---|--------------------|
| 157 | none | 4/19/2016 1:02 PM |
| 158 | When I took sign language at Berkeley City College there were no tutors available for sign language. I learn best by seeing, hearing and touching and because there was no talking or discussion in that class I was not learning the lessons as well as I wanted to or could have. Even fellow students that agreed to work with me, one that I paid, would not voice words to me, leaving me half-baked, so to speak. | 4/19/2016 12:04 PM |
| 159 | Yes, a GYM should be offered to Peralta students of Alameda. Our health is important. | 4/19/2016 11:51 AM |
| 160 | Not enough handicapped Parking space. | 4/18/2016 11:07 PM |
| 161 | no | 4/18/2016 11:09 AM |
| 162 | transfer services to prominent 4 year institutions, schools outside of CSU/UC/ California in general | 4/18/2016 9:41 AM |
| 163 | The most frustrating thing for me has been the counseling office. While the people at the front desk are great, the counselors themselves are very ill informed and unhelpful. | 4/18/2016 9:05 AM |
| 164 | no | 4/18/2016 8:43 AM |
| 165 | The bathrooms at Laney College are very dirty in the afternoon and evening. Also during class we do not have AC during summer/spring or heater during winter. | 4/18/2016 8:07 AM |
| 166 | More microwaves at Merritt and Laney | 4/17/2016 2:46 PM |
| 167 | no | 4/17/2016 10:11 AM |
| 168 | We should be able to ask questions regarding our financial aid without having to physically be at the financial aid office. There are alternative security measures that we can take without causing an inconvenience to people. Like social security verification over the phone, address verification, student ID # verification... | 4/17/2016 12:36 AM |
| 169 | Full time Veterans Counselor, to help with all services and guidance not to just include academics. | 4/16/2016 11:23 PM |
| 170 | Evening Estuary Shuttle service from College of Alameda to Lake Merritt would be greatly appreciated. | 4/16/2016 11:17 PM |
| 171 | I think at campuses there are no information about internship and volunteer work. so it becomes hard for international office to find good one. | 4/16/2016 11:11 PM |
| 172 | I have needed tutoring but wasn't qualified to fully receive it. | 4/16/2016 10:38 PM |
| 173 | online informations are poor. | 4/16/2016 2:34 PM |
| 174 | At Laney College I cant get ice. I know it seems trivial but really... an ice machine would be nice. Also the cafeteria tables are often dirty even when the cafeteria first opens. | 4/16/2016 2:07 PM |
| 175 | I wanted to have a dental assurance but the peralta doesn't have it. | 4/16/2016 1:18 PM |
| 176 | n/a | 4/16/2016 12:30 PM |
| 177 | Nope | 4/16/2016 12:28 PM |
| 178 | I had my laptop stolen in the bathroom and I felt like security did not do enough to help me out and did not follow up with me on their investigation. Despite having a million cameras here they still could not find the person who stole my laptop so I lost \$1000 because of that. | 4/16/2016 12:03 PM |
| 179 | None that I can think of! | 4/16/2016 11:43 AM |
| 180 | It would be great if there was an online chat service to be able to ask questions to see if I would actually need to head into campus or not. | 4/16/2016 11:41 AM |
| 181 | Weekend services. Some times need to get homework done. | 4/16/2016 11:36 AM |
| 182 | housing | 4/16/2016 11:20 AM |
| 183 | Transcripts sent electronically. Your records are computerized, their records are computerized, whats the problem here? | 4/16/2016 9:02 AM |
| 184 | No. | 4/16/2016 8:48 AM |
| 185 | Safety aides around campus | 4/16/2016 8:30 AM |
| 186 | BCC stopped providing the English writing coach service, which was a good support for ESL students. A letter service (like UC Berkeley - https://career.berkeley.edu/Letter/Letter) would be also helpful. | 4/16/2016 7:17 AM |
| 187 | More studying space . I find myself on the floor a lot studying | 4/16/2016 6:49 AM |

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| | | |
|-----|--|--------------------|
| 188 | It would be totally awesome if Laney had a drop in tutoring lab for sciences, languages and not have to schedule times. The math labs limits to 15 mintues, but often just they socializing with themselves. The Dsps needs tutors for there students like the accomdations allow for. The teachers at peralta need have an orientation with professionalism with Dsps students and what is not professional and what is professional conversation. Maybe sensitivity training. Also The school needs gender-neutral bathrooms, also a way to change prefer names across the system so that people's preferences can be maintained. Also sensitivity training and cultural training about LGBT students and professional language with students. | 4/16/2016 1:26 AM |
| 189 | n/a | 4/16/2016 12:20 AM |
| 190 | More assistance with International student or student with a second language. Also it would be really nice to have a program or assistance with to special ed students. I also think that Merritt should fix the Centro Latino which is not even a room is more of a counselor office. | 4/15/2016 11:28 PM |
| 191 | Bart ticket | 4/15/2016 11:20 PM |
| 192 | Late afternoon coffee!!!! | 4/15/2016 11:00 PM |
| 193 | Not enough acupuncture, or massage hours available. Not enough awareness of services available to students. An office that would handle and actually do something about making all students feel safe in our school would be a service needed. Where do you go if you been harassed by anyone? | 4/15/2016 10:45 PM |
| 194 | I would like to add more class on the weekend, Sat and Sunday. | 4/15/2016 10:37 PM |
| 195 | N/a | 4/15/2016 10:29 PM |
| 196 | A 24/7 online tutoring service -- especially for math -- would be nice because my schedule isn't flexible enough for me to meet these hours. | 4/15/2016 10:22 PM |
| 197 | Maybe job and internship fairs? I feel like it would be useful in helping students find a spark in specific fields, or learn to enter the working place | 4/15/2016 10:18 PM |
| 198 | no. | 4/15/2016 10:11 PM |
| 199 | Open gym to all students | 4/15/2016 10:10 PM |
| 200 | I think that advisors should be assigned to a student and that student can meet with and communicate with just one advisor to avoid confusion and be able to get the help they need because the advisor is familiar with their academic plan. | 4/15/2016 10:04 PM |
| 201 | More Finacial Support; Bill paying, taxes, banking on campus instead of in a metal box in the cafe, Credit Card Help, Housing and MORE!!! | 4/15/2016 10:00 PM |
| 202 | Easy BART pass because traveling wise from campus to campus is very difficult just in AC transit | 4/15/2016 9:50 PM |
| 203 | n/a | 4/15/2016 9:35 PM |
| 204 | N/a | 4/15/2016 9:31 PM |
| 205 | None | 4/15/2016 9:20 PM |
| 206 | Training or giving for test like CEST, RICA, etc. | 4/15/2016 9:18 PM |
| 207 | Study abroad. | 4/15/2016 9:09 PM |
| 208 | clinic/Health services | 4/15/2016 9:06 PM |
| 209 | No | 4/15/2016 8:48 PM |
| 210 | none | 4/15/2016 8:43 PM |
| 211 | I think that if counselors are able to view scanned copies of a student's records (e.g. high school transcripts), then a student should be able to view their own records themselves online as well on PASSPORT or something. At the very least, it would be great if there was at least a list of the titles of the records online even if the student cannot see the actual record itself if there's an privacy issue. This would make everything more efficient so that students won't have to stress out like I did with the AP transcript and it could serve as a reminder to the student that they need to provide certain records to a counselor or Admissions and Records. | 4/15/2016 8:36 PM |
| 212 | N/A | 4/15/2016 8:35 PM |
| 213 | Full health center at BCC | 4/15/2016 8:33 PM |
| 214 | n/a | 4/15/2016 8:32 PM |
| 215 | No | 4/15/2016 8:30 PM |

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| | | |
|-----|---|-------------------|
| 216 | Tour | 4/15/2016 8:29 PM |
| 217 | No | 4/15/2016 8:28 PM |
| 218 | bus pass needs to be any student.. no 6 unit min wrong | 4/15/2016 8:23 PM |
| 219 | It would be good to have more orientations or workshops on employment and taxes | 4/15/2016 8:20 PM |
| 220 | Lockers | 4/15/2016 8:19 PM |
| 221 | Open library earlier | 4/15/2016 8:16 PM |
| 222 | There should be more workers at the financial aid line | 4/15/2016 8:14 PM |
| 223 | Better Work program | 4/15/2016 8:13 PM |
| 224 | No | 4/15/2016 8:13 PM |

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Q11 Please provide any additional feedback regarding Peralta student services that you would like to share.

Answered: 185 Skipped: 615

| # | Responses | Date |
|----|--|--------------------|
| 1 | Hire professional staff - train them how to interact with the public. If they hate their jobs like this lady at admissions&records doesn't then they should reconsider their career choices. | 5/16/2016 10:12 AM |
| 2 | Admissions staff at BCC have a reputation of giving people a hard time, and being rude. Otherwise, most staff I have interacted with have been very pleasant and helpful, thank you! | 5/13/2016 9:40 PM |
| 3 | Everything is going well. | 5/12/2016 12:45 PM |
| 4 | I had a great Counseling Services Atlanta is very excellent put me on the right path | 5/11/2016 10:25 PM |
| 5 | More counselors, please. The wait is insane. The appointments are too limited. Students needs guidance of what classes / courses to take. | 5/11/2016 2:24 AM |
| 6 | NO | 5/10/2016 7:21 PM |
| 7 | Please get better desks at laney. They are awful and the chairs always sink | 5/10/2016 6:50 PM |
| 8 | nothing | 5/10/2016 11:48 AM |
| 9 | It would be great if the computer room on the third floor at BCC could be used as a "backup plan" for the regular computer lab (like when I need to do homework after computer lab hours--not all students can afford to purchase a home computer!) | 5/10/2016 3:31 AM |
| 10 | I would like for all schools to collaborate more so that students at the Peralta district have a more seamless experience between each campus. This may be entirely out of budget- but if there was a way to have shuttle buses between campuses, that would be AMAZING! | 5/9/2016 7:05 PM |
| 11 | No | 5/9/2016 12:24 PM |
| 12 | Merritt's Horticulture department has been very accommodating. | 5/9/2016 11:12 AM |
| 13 | yes. i am in the process of writing a letter concerning some extra activities that i would like to see on the campus | 5/9/2016 10:26 AM |
| 14 | N/A | 5/9/2016 6:59 AM |
| 15 | *Special complaint department on campus for students that will act upon complain on the spot. * Active youth reach-out team at continuation school and the streets. | 5/9/2016 12:59 AM |
| 16 | Peralta provides a great opportunity to students success. I am so happy to be a student at Peralta. | 5/8/2016 8:51 PM |
| 17 | N/A | 5/8/2016 4:38 PM |
| 18 | no, I'm good... | 5/8/2016 12:26 PM |
| 19 | Peralta student service has a good service | 5/8/2016 12:08 PM |
| 20 | My teacher was very emotionally abusive. I felt very uncomfortable. I did not go back because of it. He was my Biology teacher. Mr. E | 5/8/2016 10:50 AM |
| 21 | I understand that the counseling, admissions and records, and financial aid dept. have to serve numerous student a day but this should not make a student feel rushed in all those dept. It seems like there should be more counselors as well as Fin. aid/ Admission and records employees. | 5/8/2016 8:44 AM |
| 22 | The bathrooms get really disgusting at Laney College and Merrit runs out of toilet paper all the time. | 5/7/2016 11:09 PM |
| 23 | N/A | 5/7/2016 10:16 PM |
| 24 | information | 5/7/2016 8:50 PM |
| 25 | None. | 5/7/2016 7:32 PM |

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| 26 | The library collection is fit for a juvenile correctional institution not a college. Please know your audience and readers. Get beyond the ESL mindset. The people at the admissions desk are slow, slow, slow. They are clock-watchers and can't wait to get off their shifts. They don't care about the students. | 5/7/2016 2:40 PM |
| 27 | Needs improved career counselors and more staffed mental health counselors! | 5/7/2016 1:08 PM |
| 28 | Laney student parking lot: Spaces could be more clearly identified. Consider painting number on pavement at each space and "A" "B" or "C" etc. and "staff" or "student" on pavement at entrance to each aisle. | 5/7/2016 11:02 AM |
| 29 | I would like to say thanks for fast service to the employ of admission and record office @ laney college . | 5/7/2016 10:05 AM |
| 30 | Very please | 5/7/2016 6:13 AM |
| 31 | I am happy with Peralta student services! Thanks! | 5/7/2016 3:26 AM |
| 32 | It was much too difficult to register/enroll online! It was I believe a 3-step process. I'm well-versed in technology and interfaces and using computers, and the whole process was unnecessarily daunting for even me. I had to help a neighbor get through it. | 5/6/2016 10:41 PM |
| 33 | None | 5/6/2016 9:54 PM |
| 34 | Yes thanks | 5/6/2016 9:12 PM |
| 35 | I've taken classes at Laney College, College of Alameda, and Merritt College and have had to communicate with the financial aid offices from each campus, but I have never felt so frustrated and upset with the Laney College Office of Financial Services! The multiples times I've e-mailed Joseph Korama have gone unresponsive with average wait times of 2 weeks, while his staff answer back immediately (but unfortunately I've needed to strictly speak with Korama for specific matters). He is currently withholding the release of my AmeriCorps educational award and has not responded to my request to meet. He is horrible with clear and timely messages and if there's any reason why students cannot take classes, I'd seriously look into his role of obstruction in the process. | 5/6/2016 8:37 PM |
| 36 | I have been attending Peralta Colleges since I graduated high school in 2009. They have supported me and had given me a variety of tools to make my learning experience better. Since 2012, I temporarily put my schooling on hold due to my father's passing and that I became homeless. I'm still interested in returning back to school in the upcoming fall to finish my classes so I could transfer and get my degree. Overall, I really enjoy the services that Peralta has to offer. | 5/6/2016 7:49 PM |
| 37 | N/A | 5/6/2016 7:33 PM |
| 38 | Some staff at BCC have been exceptionally rude and not helpful at the admissions office. Made me cry because she was yelling at me for no reason, also was being very condescending. I've also had to figure out most of my credits and transfer information on my own because the three times I've seen counselors they were not helpful. Also, the thing I am the most upset about is that my counselors have given me wrong information that costed me my admission into the UC's. | 5/6/2016 6:44 PM |
| 39 | Ditch your online enrollment system and start over !!!!! | 5/6/2016 5:41 PM |
| 40 | More information about resources like EOPS during orientation for first year students and first timers enrolling at BCC. | 5/6/2016 5:05 PM |
| 41 | I would like the student health center to have more hours and days available. Tuesday's and Thursday's are not always the best days for all students. A more open schedule would be better. | 5/6/2016 1:14 PM |
| 42 | It would be nice to see a video of all types of majors available and what field, job you can go into with each major instead of having to wait to see a counselor for that option. | 5/6/2016 1:02 PM |
| 43 | The counseling department in BCC is a joke. Too many times, I've heard tales of how they were either unhelpful or just plain wrong when it came to advising about our academic future. I've experienced this myself as well. | 5/6/2016 12:04 PM |
| 44 | none, thank you. | 5/6/2016 11:42 AM |
| 45 | Can the math, writing and computer lab hours be extended? | 5/6/2016 11:28 AM |
| 46 | N/A | 5/6/2016 11:23 AM |
| 47 | N/A | 5/6/2016 11:20 AM |
| 48 | Laney campus could be much cleaner | 5/6/2016 11:14 AM |
| 49 | I think that the staff are doing a great job at the school, so I would like to extend my gratitude! Also, I have noticed an improvement in the dissemination of general information such as enrollment and financial aid, especially in the form of flyers which the Student Ambassadors hand out to the prospective students. I think that this should be taken further by updating the website, so the information can be accessible to students that are not in the immediate vicinity (like me) during the regular enrollment period. | 5/6/2016 10:31 AM |
| 50 | I have had the best experience possible at Merritt. | 5/6/2016 10:26 AM |

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| 51 | Requiring a social security card to register to correct error in the system ... I had my valid passport... Your system then takes 2 weeks to update.. I was not able to complete any application ... I don't understand how I could be billed from dropping a class in 2015 using my married name ..but I could not even register under it in 2016 because the system had my maiden name ... It should not have even regeristered me in 2015 With the same information provided... I had to go get a social security card.... (Since the original was gone ..) I ordered it because the school requires a hard copy in my current name to change it in the system...that took almost 4 weeks.. I had a avid passport ...! Which on the name change form was identified as a avid form of ID to do a name change... | 5/6/2016 10:11 AM |
| 52 | Tell students what is done with faculty evaluation data | 5/6/2016 9:58 AM |
| 53 | The community garden has been great! I would like to see more healthy living type things offered. Yoga, cooking classes geared towards non professionals. The janitorial and maintenance situation is horrible. Not only can non-campus people abuse our facilities but through direct involvement with the custodial staff it is clear that several of them resent their managment and jobs- and are lazy as hell. I dont know who is running the custodial dept there but my guess it is a unionized lazy person. Laney's staff needs to get their heads out of their beauricratic assholes. You are wasting your own money and time and making it unpleasant for many of us here. | 5/6/2016 9:55 AM |
| 54 | None | 5/6/2016 9:51 AM |
| 55 | I would like to take art classes for continueing education for as long as I'm able. The enrollment system does not recognize that most art students will not "finish" and "graduate", but want to continue to pay for classes over the years. We are supporting the college and should not be shoved out after several semesters of a class in a particular medium (pastel, painting, etc.) | 5/6/2016 9:46 AM |
| 56 | none at this time | 5/6/2016 9:34 AM |
| 57 | The teaching staff, with the exception of a few, are unprofessional to a degree and maybe require more evaluation | 5/6/2016 9:24 AM |
| 58 | None | 5/6/2016 9:20 AM |
| 59 | Student services are good. | 5/6/2016 9:03 AM |
| 60 | Horrible semester. Badly unorganized system for students. | 5/6/2016 8:49 AM |
| 61 | The handicap automatic door to the women's bathroom in the cafeteria has been broken since I am not sure when, but I started last fall. It is extremely concerning that this has not been fixed - at the least, remove the door because I have witnessed a few ladies in wheelchairs struggle to get in. I had a conversation with one and she said she's hurt her arm trying to open it AND since extra time, effort is involved sometimes she can't get to the toilet in time and "pees herself". Then she shared, when this happens, she is embarrassed to go back to class smelling like urine. I was appalled to know she is going through this and the school is not handling this properly. I brought this concern to someone up in the tower building before the winter break, but the situation remains unchanged as as i can tell. On other matters, trying to find a custodian to has been challenging. I was once told to check the basement of the tower only to find all door locked, no visible office. | 5/6/2016 8:45 AM |
| 62 | Very helpful | 5/6/2016 8:42 AM |
| 63 | I would like to see more students or employees that they can speak Spanish. Are there students and employees, but they only work few hours, or they specially work some dates or schedulesomething. | 5/6/2016 7:15 AM |
| 64 | N/A | 5/6/2016 6:23 AM |
| 65 | none. The services at Laney college has been great. I do not have no problem getting what I needed. | 5/6/2016 6:15 AM |
| 66 | I only have taken one art class for personal benefit. | 5/6/2016 6:14 AM |
| 67 | N/A | 5/6/2016 4:11 AM |
| 68 | That members of student services would be introduced in some way or another | 5/6/2016 2:45 AM |
| 69 | No handicapped parking space availabe for the disabled | 5/6/2016 2:09 AM |
| 70 | I'd love to see the colleges especially Merritt college have a driving Chicano program. For the best of the community and diversity on campus, due to lack of representation. | 5/6/2016 1:15 AM |
| 71 | If the AC transit clipper card cannot be transferred to a BART clipper card, then maybe we shouldn't have to pay for it if we can't use it! A couple years I've had the card sitting on my desk because I do not use AC transit but I do use BART and it's not fair since I have to pay for it during registration. Please please change this! This is by far the best community college and this shouldn't be an issue for some of us. Thank you! | 5/6/2016 1:03 AM |
| 72 | The brand new multimillion-dollar science building should be open on the weekends. It is ridiculous that we must meet in Alameda for our natural history courses that are based at Merritt College. Why not make full use of such a vital new resource? | 5/6/2016 12:19 AM |

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| 73 | I had a terrible experience as a returning student with a bored counselor who is tired of his job. It almost made me quit school. | 5/5/2016 11:15 PM |
| 74 | they are doing good by offering services | 5/5/2016 11:04 PM |
| 75 | You're doing good by me. | 5/5/2016 11:01 PM |
| 76 | Parking | 5/5/2016 10:49 PM |
| 77 | None | 5/5/2016 10:32 PM |
| 78 | Out of state tuition being raised multiple times a year, price is becoming less and less reasonable. | 5/5/2016 10:06 PM |
| 79 | Its goog | 5/5/2016 10:05 PM |
| 80 | I am alarmed , personally , at the fact that this is the ONLY College out of 3 in California that I have attended that has no JSU (Jewish student Union) . Especially due to the heavy Muslim/ Persian presence on campus . Why can I , and people of my faith not have a voice or a place to represent ? | 5/5/2016 10:05 PM |
| 81 | Thank you, the online registration and hybrid classes are great! | 5/5/2016 10:03 PM |
| 82 | The library can use some upgrades to its appearance so you can feel more welcomed. | 5/5/2016 10:03 PM |
| 83 | Please, someone do SOMETHING about the financial aid office | 5/5/2016 9:59 PM |
| 84 | in march i was approached by a woman seeking signatures for a ballot measure to preserve the clipper card program. she was extremely rude and unprofessionally aggressive in her approach, and i didn't appreciate the way she spoke to me or the group of students waiting in a hallway. recently i heard this same student tell the librarian to erase her late fees, which makes me wonder if that perk is available to everyone? i have also had the pleasure of having the asb president use her position to cut in line at the bookstore, despite at least six people being in line and some waiting 15+ minutes. it is just a little bit sickening that so much entitlement exists, considering the constant bombardment about privilege and microaggressions, and about equality and fairness. this and much more has caused me to dislike berkeley city college. the environment is uncomfortable for me as a mature student and i'll be so happy & relieved when i transfer. | 5/5/2016 9:50 PM |
| 85 | free parking at alameda college would be very helpful for low-income part-time students | 5/5/2016 9:49 PM |
| 86 | Overall Peralta student services do a good job, just more staff is needed to help cut the wait time. | 5/5/2016 9:49 PM |
| 87 | No | 5/5/2016 9:42 PM |
| 88 | Safety aides at Merritt are the best! | 5/5/2016 9:40 PM |
| 89 | I wouldn't necessarily want to see any of these student services online. Typically dealing with these services is frustrating as it is, and dealing with a computer rather than a human being is more frustrating (this is more in reference to counseling, finaical aid, admission and records). Rather then invest efforts into online services, I'd suggest investing efforts into the actual departments. Financial aid, for example, shouldnt be impossible to get in contact with, they should address these problems within the department and give better human interaction rather than online interaction. | 5/5/2016 9:24 PM |
| 90 | N/a | 5/5/2016 9:19 PM |
| 91 | Very happy about Laney | 5/5/2016 9:13 PM |
| 92 | Laney college campus bathrooms are disgusting-none of the toilets flush automatically as designed; there is always toilet paper and paper towels everywhere. Laney college is also not well lit at night- most of the campus goes pitch dark- it does not feel safe when getting out of class at 9/9:15. There should be lights. Laney campus as a whole just seems completely neglected... | 5/5/2016 9:07 PM |
| 93 | none | 5/5/2016 9:03 PM |
| 94 | I wish there was a way to control the females who trash restrooms. Students complain about the dirty or messy facilities, but it's not up to the school to pick up after them. That's not a student service, but I wanted to put in my 2 cents about this subject. | 5/5/2016 9:01 PM |
| 95 | I think having online counseling would be effective, I think being able to register for counseling appointments online would be far more convenient than calling. | 5/5/2016 8:54 PM |
| 96 | We need people with GOOD attitude | 5/5/2016 8:48 PM |
| 97 | Student tutoring could use some improvement. Having tutors completely understand the material they help with would be great. | 5/5/2016 8:45 PM |
| 98 | The Laney area is a food desert, and the hours of the cafeteria are extremely limited. Bookstore should be open later (especially for night students), and the library should be open later as well. | 5/5/2016 8:43 PM |

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|-----|--|-------------------|
| 99 | na | 5/5/2016 8:37 PM |
| 100 | Some students look for school friendly work places, and an employment center would be advantageous to Laney and to students. | 5/5/2016 8:33 PM |
| 101 | Class sizes have ballooned and classes are too crowded! | 5/5/2016 8:29 PM |
| 102 | Online chat advising should be available or at the least the ability to schedule appointments online. | 5/5/2016 8:18 PM |
| 103 | It is ridiculous that we are not able to repeat classes. | 5/5/2016 8:05 PM |
| 104 | I am all satisfied so far. | 5/5/2016 8:04 PM |
| 105 | Hire people who are willing to help students achieve their goals . The admissions and student center is the first contact for students so that first impression of who represents this area is important. | 5/5/2016 7:58 PM |
| 106 | on a personal level, i would really like to thank Mr. Rubin, Mr. Scoggins, and Mr. Feldman for their very detailed and specific instruction. those three have certainly opened my eyes to education and the benefit it has on my life. | 5/5/2016 7:55 PM |
| 107 | I have had great experiences with all the services. I love Peralta Colleges. | 5/5/2016 7:54 PM |
| 108 | CAN WE Please WORK TOGETHER for the better of the Colleges | 5/5/2016 7:40 PM |
| 109 | It's good college and wonderful education | 5/5/2016 7:32 PM |
| 110 | Professor Katie Graham is a great history professor, however, she is always late and talks bad about Laney College | 5/5/2016 7:25 PM |
| 111 | Laney's financial office was very helpful with my special financial circumstances. | 5/5/2016 7:18 PM |
| 112 | N/a | 5/5/2016 7:11 PM |
| 113 | Fix the computers and provide comfortable seating | 5/5/2016 7:09 PM |
| 114 | Most people take Bart and don't use AC transit pass . Have the a pass for Bart | 5/5/2016 7:08 PM |
| 115 | We need more seating on campus for students to be able to sit and do work between classes. | 5/5/2016 7:08 PM |
| 116 | Students in general should be treated as serious adults and given the opportunities necessary to move on to 4-year programs if they wish. The counseling department is heinous and needs to be overhauled in my opinion. | 5/5/2016 7:08 PM |
| 117 | I really like Peralta ways services. People working there they love to help students, and they try always to do the best for students I see. Extremely helpful | 5/5/2016 7:06 PM |
| 118 | Add more seating? | 5/5/2016 7:05 PM |
| 119 | Clean facilities are not provided at Merritt. I am appalled at seeing the same pieces of trash all semester on the floor of the art dept bathroom; the "out of order" toilet has been out of order for over a semester. I am more afraid of getting cooties in the john than getting assaulted at night on campus. Hire a private service if that's what it takes to get the work done and hold them accountable. There is currently no pride in tidying the public spaces, and keeping them professional-looking. | 5/5/2016 7:04 PM |
| 120 | Let your employee do their job fairly without yelling at people! | 5/5/2016 7:03 PM |
| 121 | Everything is good so far | 5/5/2016 7:02 PM |
| 122 | The office needs to be more informed about the VA hours and any info for VA. It took me at least 2weeks to figure out myself that the VA was open the whole time I have been looking. | 5/5/2016 6:58 PM |
| 123 | N/A | 5/5/2016 6:56 PM |
| 124 | The Laney facilities are in terrible shape compared to Merritt College, bathrooms, smart classrooms, and library pale in comparison. | 5/5/2016 6:48 PM |
| 125 | None | 5/5/2016 6:41 PM |
| 126 | International students office is awesome. | 5/5/2016 6:36 PM |
| 127 | None | 5/5/2016 6:35 PM |
| 128 | discounted bart card ... | 5/5/2016 6:35 PM |
| 129 | Why are staff members so rude? | 5/5/2016 6:35 PM |
| 130 | None | 5/5/2016 6:33 PM |
| 131 | The parking lot at Laney is awful. Rarely is it swept. I never see anyone get ticketed for parking without a permit- why do we need them? The payment stations are broken frequently | 4/28/2016 9:42 AM |

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| 132 | We need extended health services hours | 4/21/2016 9:45 AM |
| 133 | Fix the financial aid process. | 4/21/2016 7:33 AM |
| 134 | Less units for bus passes | 4/20/2016 9:21 PM |
| 135 | The help desk staff was super responsive and helpful in troubleshooting my online class. | 4/20/2016 9:02 AM |
| 136 | we shouldn't have to pay for printing but since we do maybe add card payments because I never carry cash | 4/20/2016 8:29 AM |
| 137 | Sitting down with a student and discussing their financial aid issues will be beneficial to students | 4/20/2016 1:13 AM |
| 138 | I love the bus pass clipper card so definitely keep that service | 4/19/2016 6:28 PM |
| 139 | Stop assuming that everyone can use a computer | 4/19/2016 5:25 PM |
| 140 | I feel that I have been helped well. The wait for financial aid as well as admissions and records would be my only concern | 4/19/2016 1:02 PM |
| 141 | I feel the helpfulness in Admissions, Financial Aid, and Counseling has improved over the past few years. Helpers are much more professional and willing to help. Again, there are people in need or whose lives could improve or benefit by knowing about student work study programs, ambassadorships, scholarships, student government, and club activities available. | 4/19/2016 12:04 PM |
| 142 | Thanks for all you do. | 4/18/2016 3:21 PM |
| 143 | I was able to communicate with a counselor via email which was very helpful rather than an in-person meeting each time | 4/18/2016 2:44 PM |
| 144 | Online is not the solution. More well-trained fulltime service providers with an assigned student workload is needed to provide students individualized and accurate financial aid and academic counseling. | 4/18/2016 9:41 AM |
| 145 | You may want to remind staff that students at City Colleges are often working very hard in multiple capacities and do not need to be treated rudely when they are simply trying to access services. | 4/18/2016 9:05 AM |
| 146 | I don't like the rule where you can only take a class three times before you can no longer take it again at Peralta. I should have the option to take the class as many times as I need to at Peralta in order to pass it. Instead I am forced to go to a school district, one that considers me a new student, therefore I do not have priority registration and find it difficult to register because the class fills up by continuing students before I am allowed to register. This is because they have priority registration. | 4/18/2016 8:43 AM |
| 147 | I just want longer hours for the library to be open, because I can't get homework done at home so it's hard to work as long as I'd like to at the library but it closes too early in my opinion. | 4/17/2016 2:05 PM |
| 148 | I was able to get my student ID in 5 minutes flat in the Student Orientation center. I have excellent teachers. The Laney Bistro is awesome. I was able to see a NP at the Wellness center at Berkely City College for free, and it seems students can get massage for free 2x per semester, which is wonderful. The community aspect is also great, there is a culture of kindness and friendliness on the campus. So far I'm very happy with the Peralta community college experience. The Laney campus bathrooms really need to be cleaned and repaired more often and more thoroughly though. They are old and crowded and dirty and they really should be improved. I would pay \$5-10 more per credit if I knew it was going toward clean bathrooms ;) Thank you! | 4/17/2016 10:11 AM |
| 149 | I really hope that bcc computer lab allow 0 pages for day to print free. and I I really wish that faculty member please look at the Laney restrooms. they are not hygienic. and water filter always run out of status and beeps red lights. thank you.. | 4/16/2016 11:11 PM |
| 150 | Overall I think the services are good, but the role of education counselors and the critical times when they are needed could be explained better (ie. when to complete an education plan, during freshman year, sophomore year)? Additionally, explain better when education counselors are available to dedicate time to complete these plans (ie. Jan, Feb, Mar, Apr, May.....Oct, Nov, Dec rather than beginning of school semester, during school semester, end of school semester). | 4/16/2016 2:14 PM |
| 151 | I just discovered Peralta offers a class on "career planning", which I hope will help me in establishing my career. I have seen this as a weakness in the past because community college is a good pathway to transfer to a 4-year college but does not seem to have a lot of services to help students plan/choose a career. | 4/16/2016 1:58 PM |
| 152 | n/a | 4/16/2016 12:30 PM |
| 153 | The instructors should be more proactive in promoting services to help us out especially extra tutoring. | 4/16/2016 12:03 PM |

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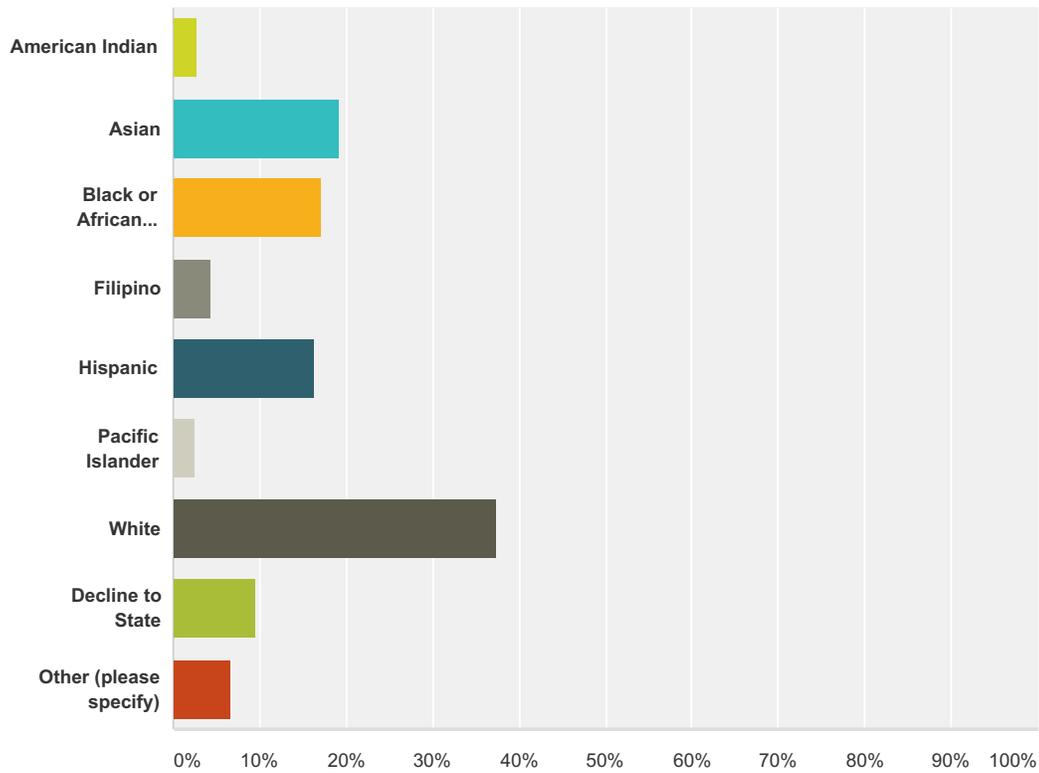
| | | |
|-----|--|--------------------|
| 154 | The student centers need to be open at least 12 to 16 hours a day, every day. I have a 3.8 GPA., am a member of PTK, a disabled student, and a EOPS student. I could not have maintained my GPA without access to Merritts student center. They have started recently closing Merritts student center on weekends this is not good for the welfare of students in need of a warm, dry, safe place to plug in and access the internet to study. | 4/16/2016 11:20 AM |
| 155 | We need to save trees! Search other options for student body elections (passport voting). | 4/16/2016 10:53 AM |
| 156 | I got a call on Monday saying that last Friday was the last day to drop a class and that the fin aid office would be (WAS) open all day on Friday. | 4/16/2016 9:38 AM |
| 157 | Doing great! | 4/16/2016 8:48 AM |
| 158 | Provide proper resource coordination etiquette so long multiple waiting times are preventative and issues are solved faster. | 4/16/2016 8:19 AM |
| 159 | Sometimes students working the check in at the tutoring center/study center on the 1st floor aren't very helpful when asking about services | 4/16/2016 6:49 AM |
| 160 | The schools are really great, You have a lot a dedicated teachers, the prices of the bay have increased especially to live here I think paying your workers and teachers higher wages is probably overdue . I'm sure there's a way that you can pitch it to the students that we would understand . | 4/16/2016 1:26 AM |
| 161 | n/a | 4/16/2016 12:20 AM |
| 162 | See 9 above. | 4/15/2016 11:58 PM |
| 163 | Update bathrooms and classes. Also blackboard or student survices offered online. Too complicated when teachers choose their methods. All coursework should be available to be seen on line | 4/15/2016 11:18 PM |
| 164 | Enough putting people that hate their jobs in the front and first services like financial aid, registration or counseling. That is our life line to the school should you feel welcome not afraid to ask a question? | 4/15/2016 10:45 PM |
| 165 | More information on EOPS such as deadlines and process! | 4/15/2016 10:29 PM |
| 166 | I feel like Peralta is already doing a great job, doing all they can to help provide useful services for us. It is mostly up to the students now to find time to take advantage of them. | 4/15/2016 10:18 PM |
| 167 | We need Fraternities/Sorities and or something like it. | 4/15/2016 10:00 PM |
| 168 | there are event's that happen at Merritt that I don't hear about until after the fact and I'm there 4 classes p/wk. Get the word out better. | 4/15/2016 9:47 PM |
| 169 | Very nice that we have a clipper card for AC TransLink would also be nice if we have the same for BART | 4/15/2016 9:35 PM |
| 170 | None, everyone has gone out f their way to be helpful. | 4/15/2016 9:20 PM |
| 171 | Every time I see a counselor, I am provided with different information. In fact, after having over 5 appointments, I was finally told I should be preparing for the IGETC requirements - this was in April... I had never heard of such requirements before! | 4/15/2016 9:08 PM |
| 172 | There needs to be more funding allocated to transfer resources so that staff is better trained and on the same page. | 4/15/2016 9:06 PM |
| 173 | some of the employees in financial aid and in the cousuling office are rude and unfriendly | 4/15/2016 8:43 PM |
| 174 | I like the Student Ambassadors. They're always very helpful and they make my experience at Berkeley City College pleasant. I also like the people at the Library. They seem quite knowledgeable. | 4/15/2016 8:36 PM |
| 175 | N/A | 4/15/2016 8:35 PM |
| 176 | Overall, I am very happy with the help and services I have received from the college. All the staff cares about students and clearly do everything they can to help. | 4/15/2016 8:33 PM |
| 177 | Not really | 4/15/2016 8:30 PM |
| 178 | Very poor services and peoples working there. | 4/15/2016 8:29 PM |
| 179 | We can get excellent service from there. | 4/15/2016 8:28 PM |
| 180 | i want to see bus pass/ bart pass offered to all students , no 6 unit min! | 4/15/2016 8:23 PM |
| 181 | I have heard the same complaints about financial aid at Alameda, poor training & accountability. | 4/15/2016 8:19 PM |
| 182 | Please improve service at Admission Records at BCC. | 4/15/2016 8:18 PM |
| 183 | More info on health services and what and how we can benefit from it | 4/15/2016 8:17 PM |
| 184 | Love the school | 4/15/2016 8:16 PM |

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| | | |
|-----|------|-------------------|
| 185 | None | 4/15/2016 8:13 PM |
|-----|------|-------------------|

Q12 What is your ethnicity (check all that apply)?

Answered: 536 Skipped: 264



| Answer Choices | Responses |
|-------------------------------|------------|
| American Indian | 2.80% 15 |
| Asian | 19.22% 103 |
| Black or African American | 17.16% 92 |
| Filipino | 4.29% 23 |
| Hispanic | 16.23% 87 |
| Pacific Islander | 2.43% 13 |
| White | 37.31% 200 |
| Decline to State | 9.70% 52 |
| Other (please specify) | 6.72% 36 |
| Total Respondents: 536 | |

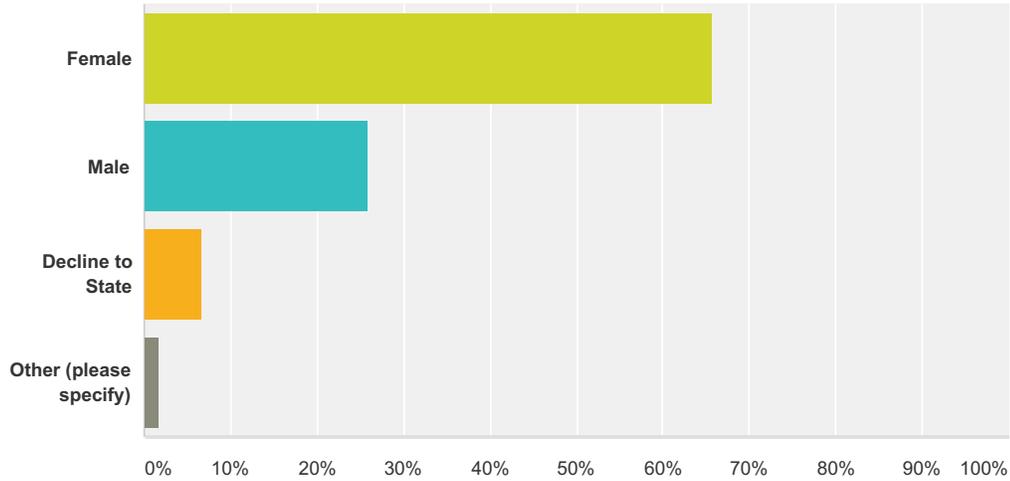
| # | Other (please specify) | Date |
|---|------------------------|--------------------|
| 1 | Middle eastern | 5/10/2016 10:22 PM |
| 2 | DECLINE TO STATE | 5/10/2016 7:22 PM |
| 3 | Mexican | 5/9/2016 8:06 AM |

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| | | |
|----|---|--------------------|
| 4 | Decline to state.... Please note that (white) and (black) is a color, not an ethnicity. | 5/9/2016 1:03 AM |
| 5 | Mixed Cacasian | 5/8/2016 4:39 PM |
| 6 | midle east | 5/8/2016 12:09 PM |
| 7 | Mix | 5/8/2016 10:51 AM |
| 8 | mixed | 5/7/2016 11:09 PM |
| 9 | Middle Eastern | 5/7/2016 7:32 PM |
| 10 | . | 5/6/2016 12:05 PM |
| 11 | All of the above | 5/6/2016 11:29 AM |
| 12 | Caucasian | 5/6/2016 11:21 AM |
| 13 | No one is really White. But i'm european and stuff. | 5/6/2016 10:47 AM |
| 14 | Chicano | 5/6/2016 1:16 AM |
| 15 | Latina | 5/5/2016 11:58 PM |
| 16 | Sephardi | 5/5/2016 11:32 PM |
| 17 | Middle Eastern | 5/5/2016 10:09 PM |
| 18 | Israeli. | 5/5/2016 10:06 PM |
| 19 | Polynesian | 5/5/2016 9:41 PM |
| 20 | nonedie of your business | 5/5/2016 7:25 PM |
| 21 | Eritrean | 5/5/2016 6:42 PM |
| 22 | mixed- middle eastern/eastern european | 4/26/2016 8:25 PM |
| 23 | why does my ethnicity have to do with how I answered? | 4/20/2016 3:14 PM |
| 24 | human | 4/20/2016 10:33 AM |
| 25 | Surinamese | 4/19/2016 6:28 PM |
| 26 | middle east | 4/18/2016 11:08 PM |
| 27 | mystery | 4/18/2016 9:42 AM |
| 28 | Jewish | 4/16/2016 11:31 PM |
| 29 | multiracial | 4/16/2016 1:58 PM |
| 30 | Malagasy | 4/16/2016 1:19 PM |
| 31 | I am a member of the human race ethnicity should not matter at all. | 4/16/2016 12:05 PM |
| 32 | Chicano | 4/16/2016 9:16 AM |
| 33 | Middle eastern | 4/15/2016 10:10 PM |
| 34 | Caucasian | 4/15/2016 10:01 PM |
| 35 | Malaysian | 4/15/2016 9:06 PM |
| 36 | . | 4/15/2016 8:20 PM |

Q13 What is your gender?

Answered: 541 Skipped: 259

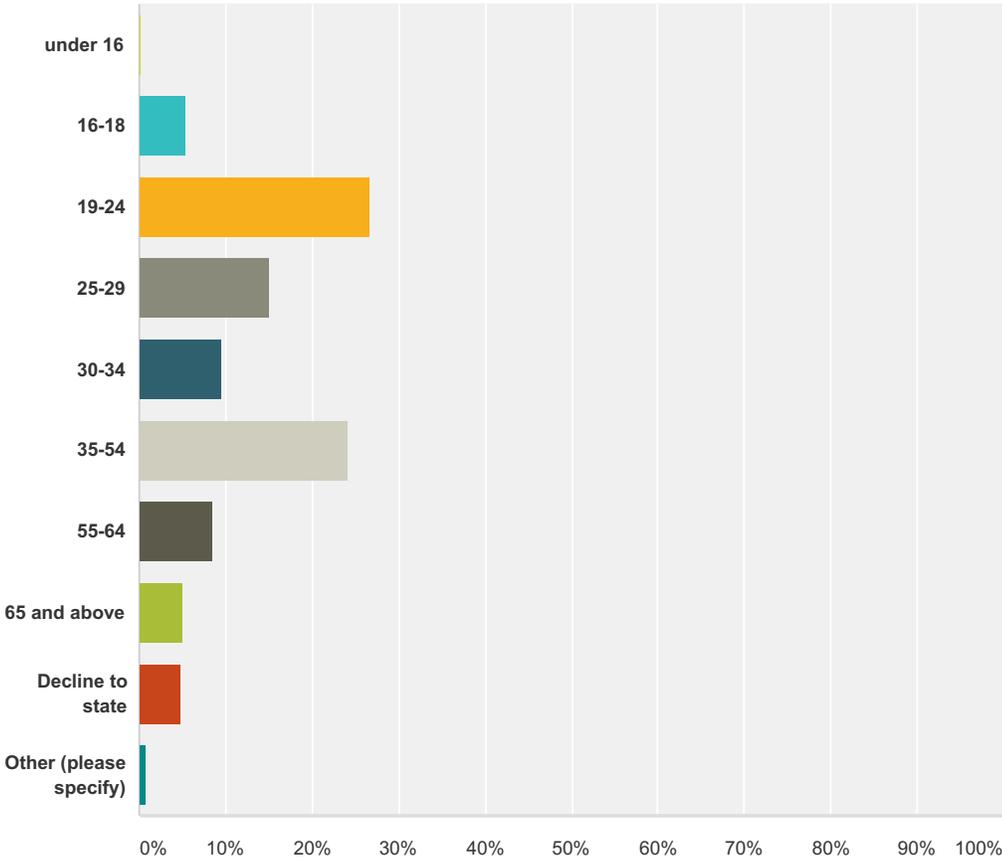


| Answer Choices | Responses | |
|------------------------|-----------|------------|
| Female | 65.80% | 356 |
| Male | 25.88% | 140 |
| Decline to State | 6.65% | 36 |
| Other (please specify) | 1.66% | 9 |
| Total | | 541 |

| # | Other (please specify) | Date |
|---|--|--------------------|
| 1 | . | 5/6/2016 12:05 PM |
| 2 | i am a cisgender female, please expand this form in the future to ask for sex AND gender-identity | 5/5/2016 9:52 PM |
| 3 | gender queer | 5/5/2016 9:11 PM |
| 4 | again none of your business | 5/5/2016 7:25 PM |
| 5 | Queer | 5/5/2016 6:39 PM |
| 6 | non-believer | 4/18/2016 9:42 AM |
| 7 | Transgender | 4/16/2016 3:26 PM |
| 8 | Again what difference does it make since we are all supposed to judge each other fairly no matter what we are. | 4/16/2016 12:05 PM |
| 9 | Saying other is kind of demeaning I would suggest cultural training for your whole campus | 4/16/2016 1:28 AM |

Q14 What is your age?

Answered: 542 Skipped: 258



| Answer Choices | Responses |
|------------------------|------------|
| under 16 | 0.18% 1 |
| 16-18 | 5.35% 29 |
| 19-24 | 26.75% 145 |
| 25-29 | 14.94% 81 |
| 30-34 | 9.59% 52 |
| 35-54 | 24.17% 131 |
| 55-64 | 8.49% 46 |
| 65 and above | 4.98% 27 |
| Decline to state | 4.80% 26 |
| Other (please specify) | 0.74% 4 |
| Total | 542 |

| # | Other (please specify) | Date |
|---|------------------------|-------------------|
| 1 | . | 5/6/2016 12:05 PM |

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| | | |
|---|--|--------------------|
| 2 | 15 going to be 16 | 5/6/2016 8:38 AM |
| 3 | again none of your business | 5/5/2016 7:25 PM |
| 4 | Again relating to my first two points age should not matter either so why even ask if you are not supposed to discriminate in the first place? | 4/16/2016 12:05 PM |