



Student Services Survey Fall 2017

Overview

ACCJC Accreditation Standard II.C.1 requires that:

The institution regularly evaluates the quality of student support services and demonstrates that these services, regardless of location or means of delivery, including distance education and correspondence education, support student learning, and enhance accomplishment of the mission of the institution.

Recommendation 4 of the June 23, 2017 report from the ACCJC External Evaluation Team for Merced College recommends that the College develop processes for the systematic, regular and comprehensive evaluation of these services.

In order to comply with Standard II.C.1 and address the recommendation, the Merced College Office of Student Services, in collaboration with the Merced College Office of Institutional Effectiveness (OIE), conducted a survey among current students to evaluate awareness, use, and satisfaction with the following student services:

- Admissions and Records
- Assessment Lab
- CalWORKs
- Campus Tours
- Career Center
- Counseling
- DSPS
- EOPS
- Financial Aid
- Math Lab
- Office of Relations with Schools
- Student Health Services
- Study Central
- Transfer Center
- Tutorial Center
- Veterans Resource Center
- Welcome Center

Methodology

A confidential online survey was distributed through the MC students email list. The survey was open November 20-December 8, 2017. Participation was voluntary, and no perceived benefits or risks were received.

Questions were developed by the Office of Student Services in consultation with OIE. Survey questions assessed the following:

1. Awareness of services
2. Use of services
3. Satisfaction with services
4. Satisfaction with hours
5. Improvements in services and resources
6. Additional services and resources
7. Additional comments
8. Primary location
9. Day/Evening status
10. Full-time/Part-time status
11. Ethnicity
12. Age
13. Gender

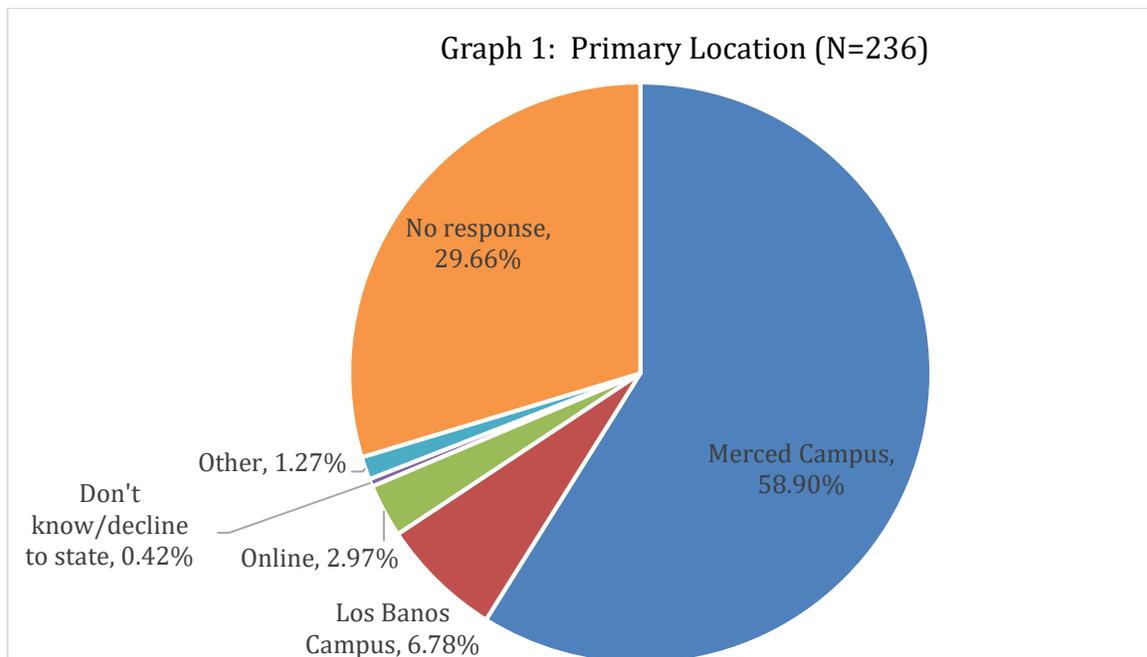
A copy of the survey instrument can be found in Appendix A.

Respondents

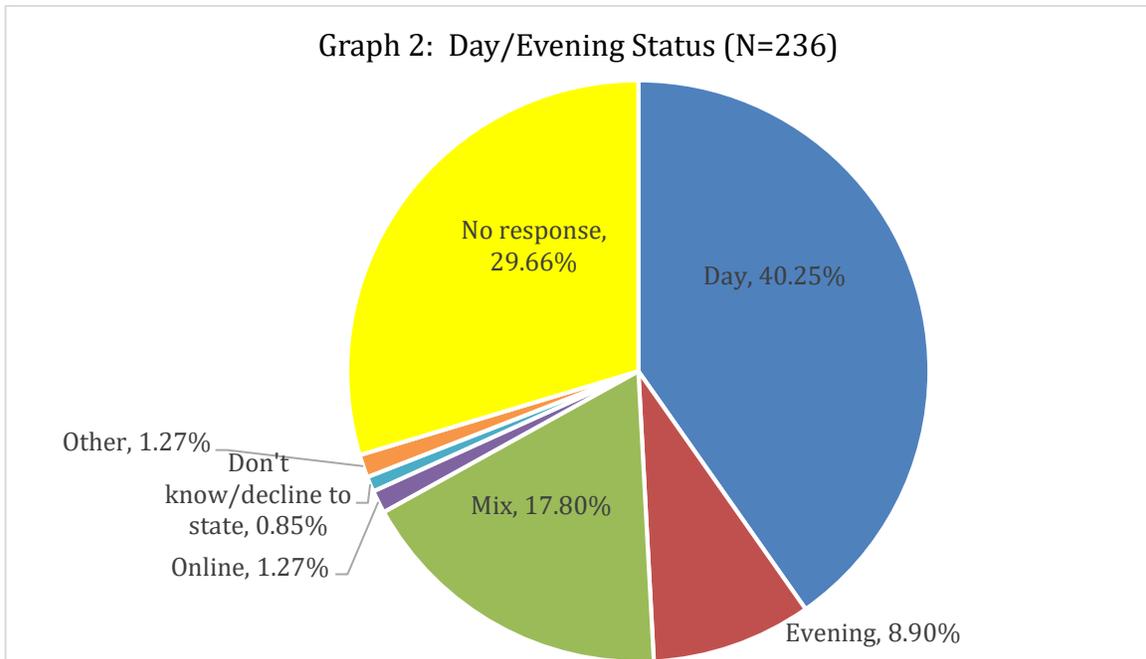
In total, 236 people responded to the survey.

The analysis in this section reflects approximately a 30% “no response” rate for each question. Reasons respondents chose not to answer the questions are unclear.

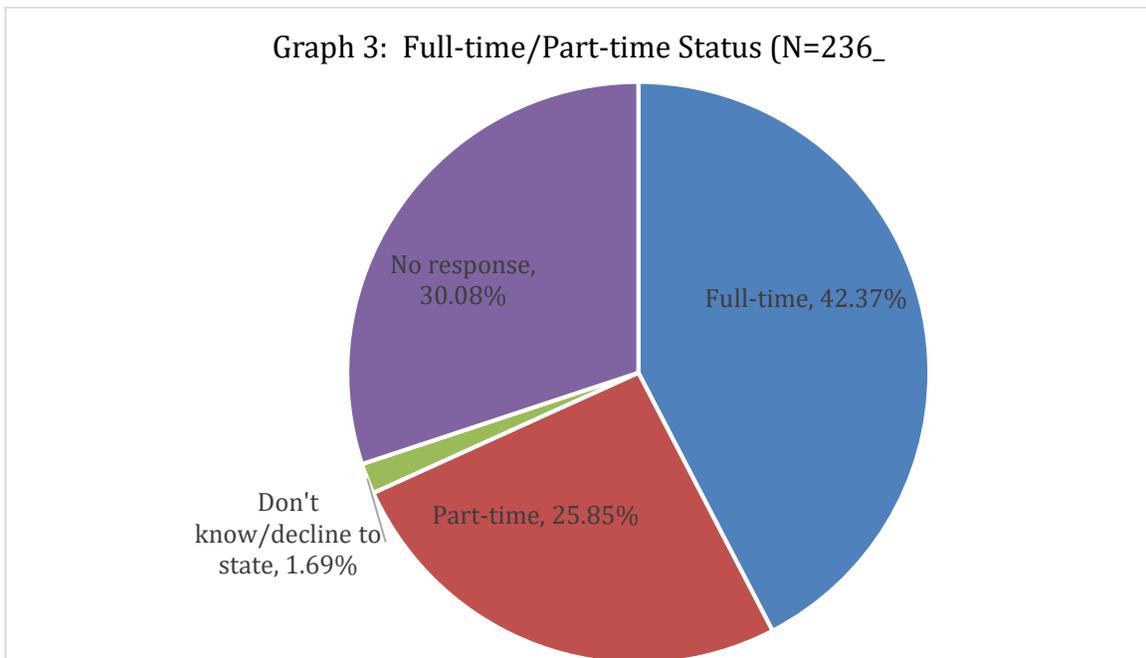
About 60% (58.90%) of students took at least 50% of their classes at the Merced Campus.



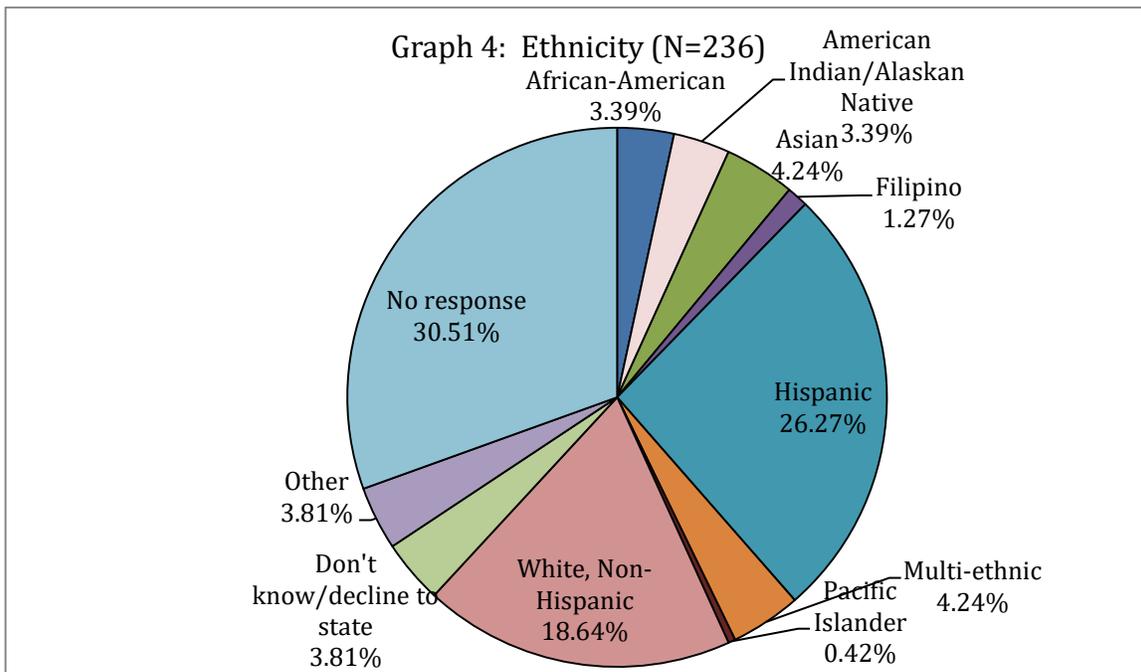
About 40% of respondents (40.25%) most frequently took classes during the day.



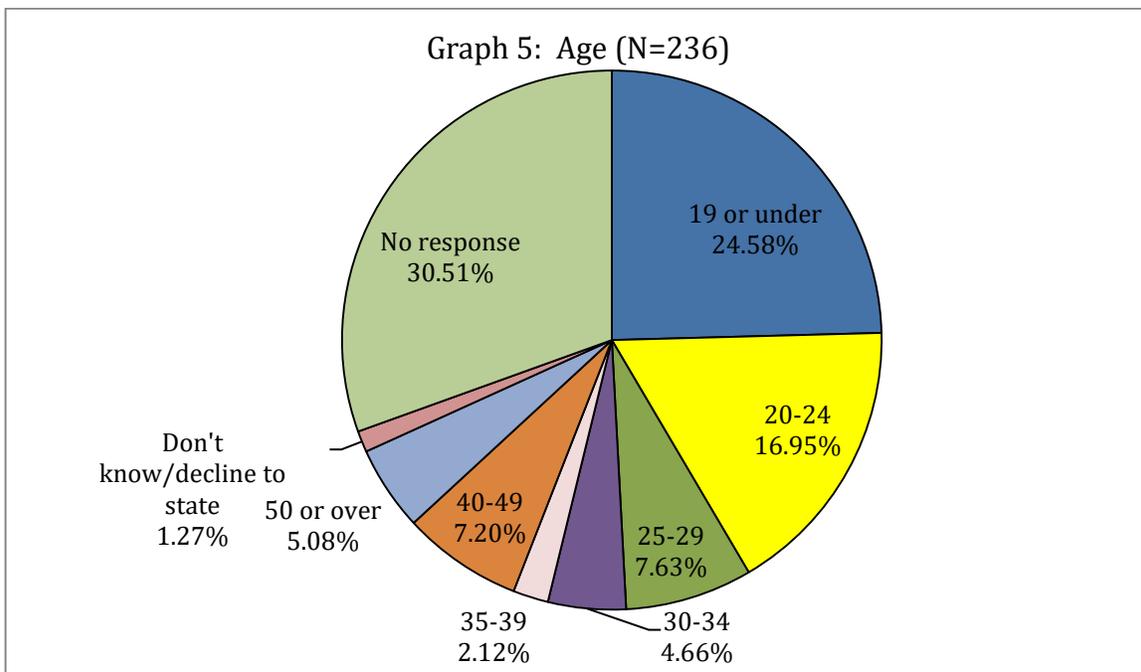
About 40% (40.37%) of respondents attended classes full-time.



About one-fourth (26.27%) of respondents were Hispanic. Disregarding those who did not respond, 37.80% of respondents were Hispanic. Compared to the college as a whole (59.45%)¹, Hispanics are underrepresented in the sample.

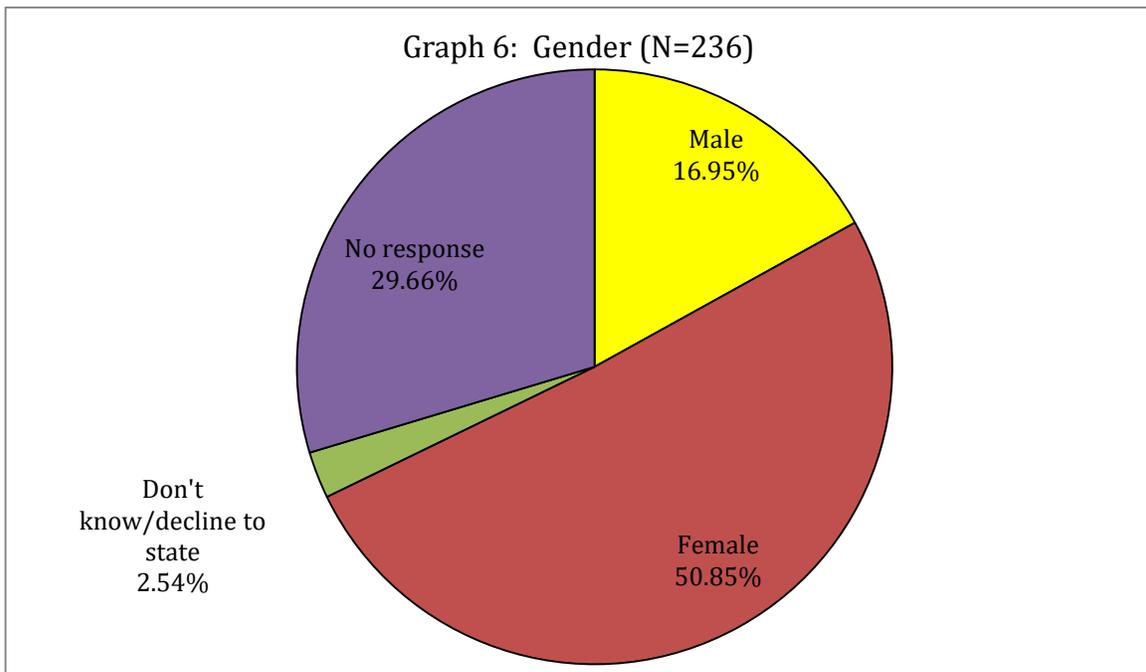


About one-fourth (24.58%) of respondents were 19 or under. Disregarding those who did not respond, 35.37% of respondents were 19 or younger and 24.39% were 20-24. Compared to the college as a whole (29.61% 19 or younger, 35.38% 20-24), respondents are slightly younger.



¹ Fall 2016 Quick Facts

About half (50.85%) of respondents were female. Disregarding those who did not respond, 72.29% of respondents were female. Compared to the college as a whole (58.09%), females are overrepresented, and males are underrepresented.

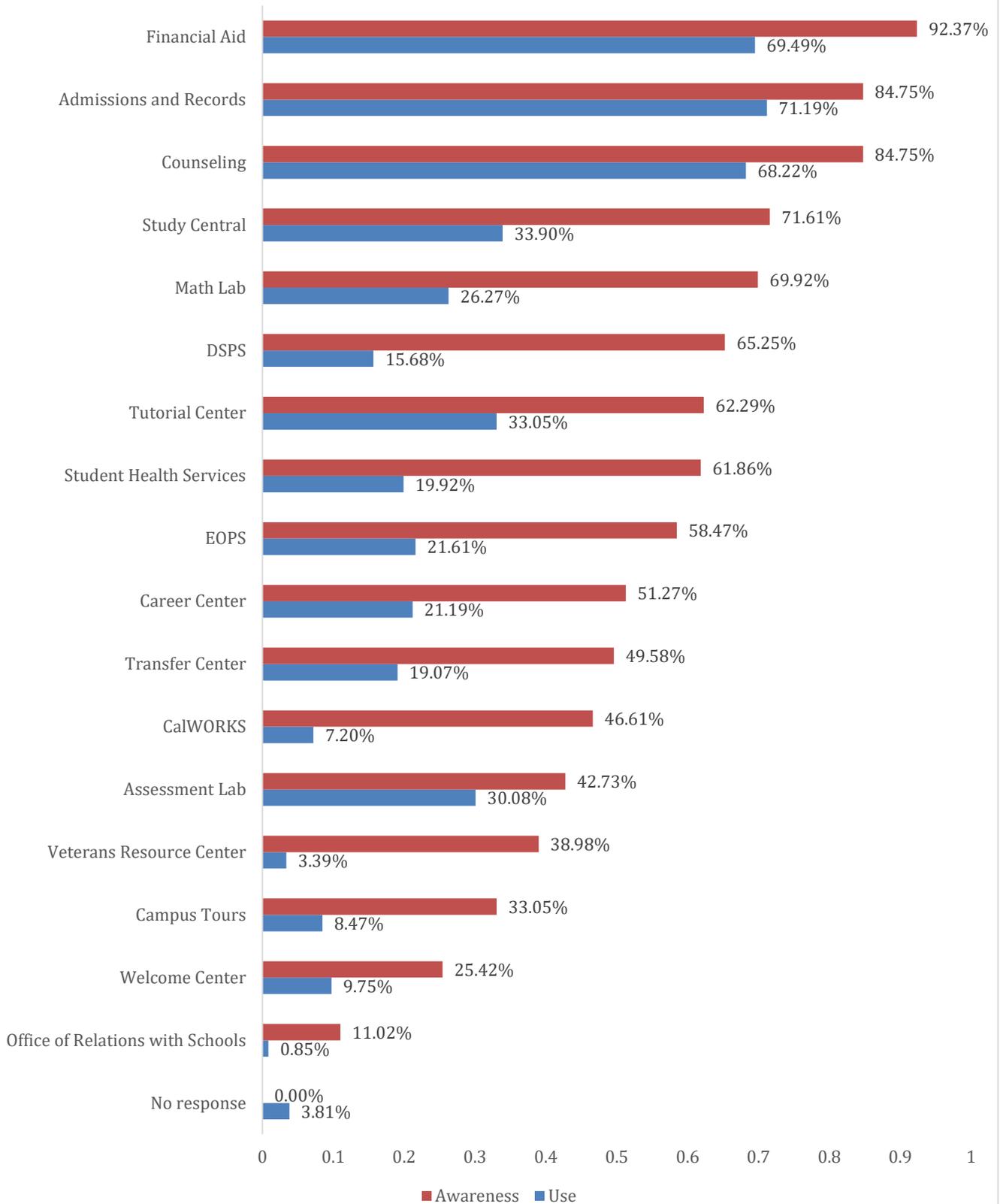


Summary of Findings

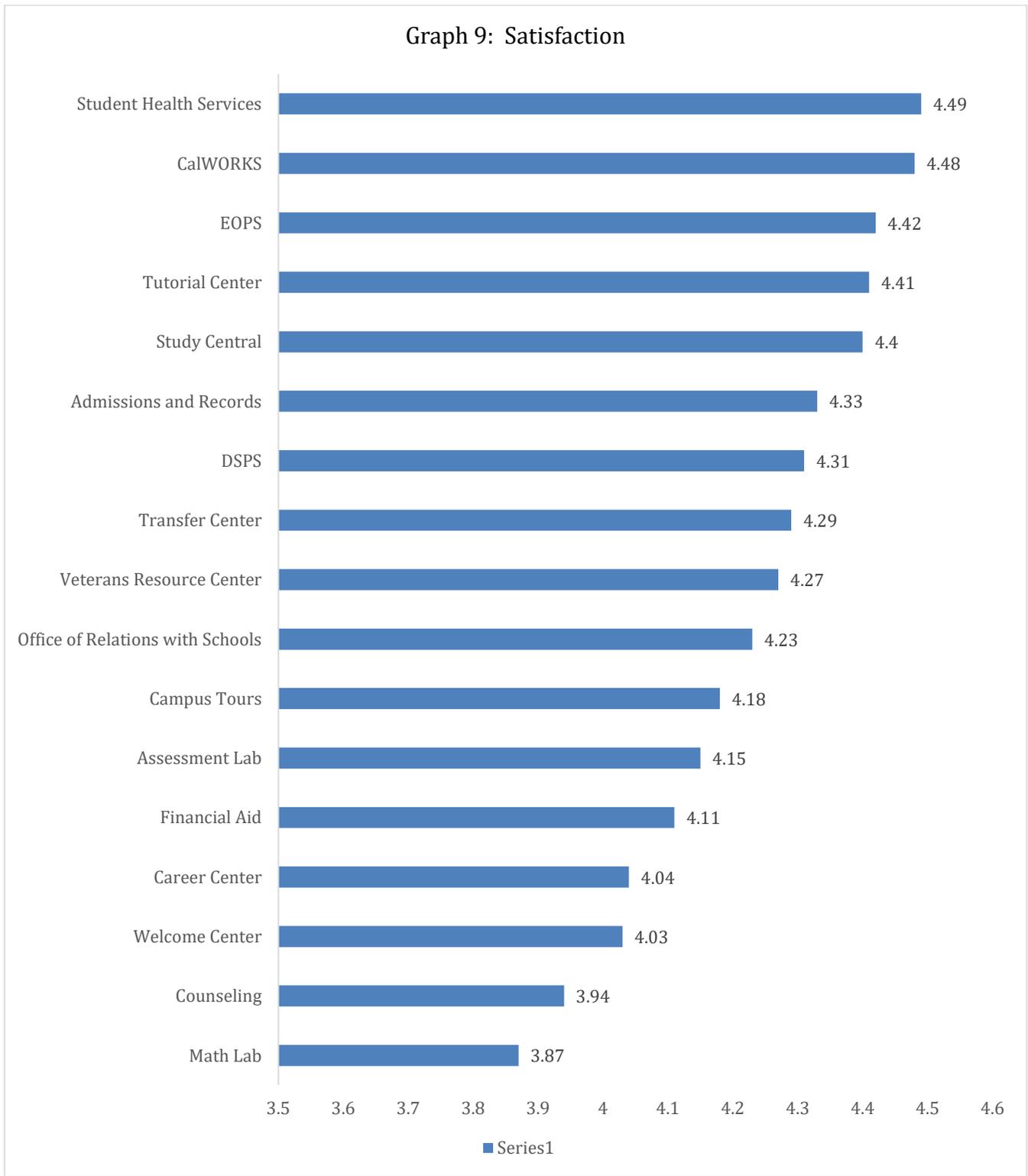
Overall, respondents had the highest awareness of Financial Aid (92.37%) followed by counseling (84.75%) and Admissions and Records (82.20%). These are core services applicable to all students, and these numbers may suggest that awareness of them is high. Among the student support centers, Study Central (71.61%), Math Lab (69.92%), and Tutorial Center (62.29%) also had a fairly high level of awareness. However, data may indicate that a campaign to increase awareness of these services may be beneficial. Among categorical programs, almost two-thirds of respondents were aware of DSPS (65.25%), almost 60% were aware of EOPS (58.47%), but less than 50% were aware of CalWORKS (46.61%). These programs are limited in scope, but data may suggest that a campaign to increase awareness may be beneficial. Only about half of respondents are aware of the Career Center (51.27%) and Transfer Center (49.58%). These resources may be applicable to many students but have limited awareness. This may suggest a campaign to increase awareness of these resources may be beneficial.

Use lagged awareness. Admissions and Records (71.19%), Financial Aid (69.49%), and Counseling (68.22%) had the highest use. These are core services which may be likely to be used by a high number of students. After that, use drops to one-third or less for the remaining services. Among those services, Study Central (33.90%), Tutorial Center (33.05%), Math Lab (26.27%), the Career Center (21.19%) and Transfer Center (19.07%) may benefit many students but may have very low use. It may be beneficial to make an effort to encourage use of these services. The categorical services, including EOPS (21.61%), DSPS (15.68%), and CalWORKS (7.20%) have very low levels of use but serve a limited pool of students.

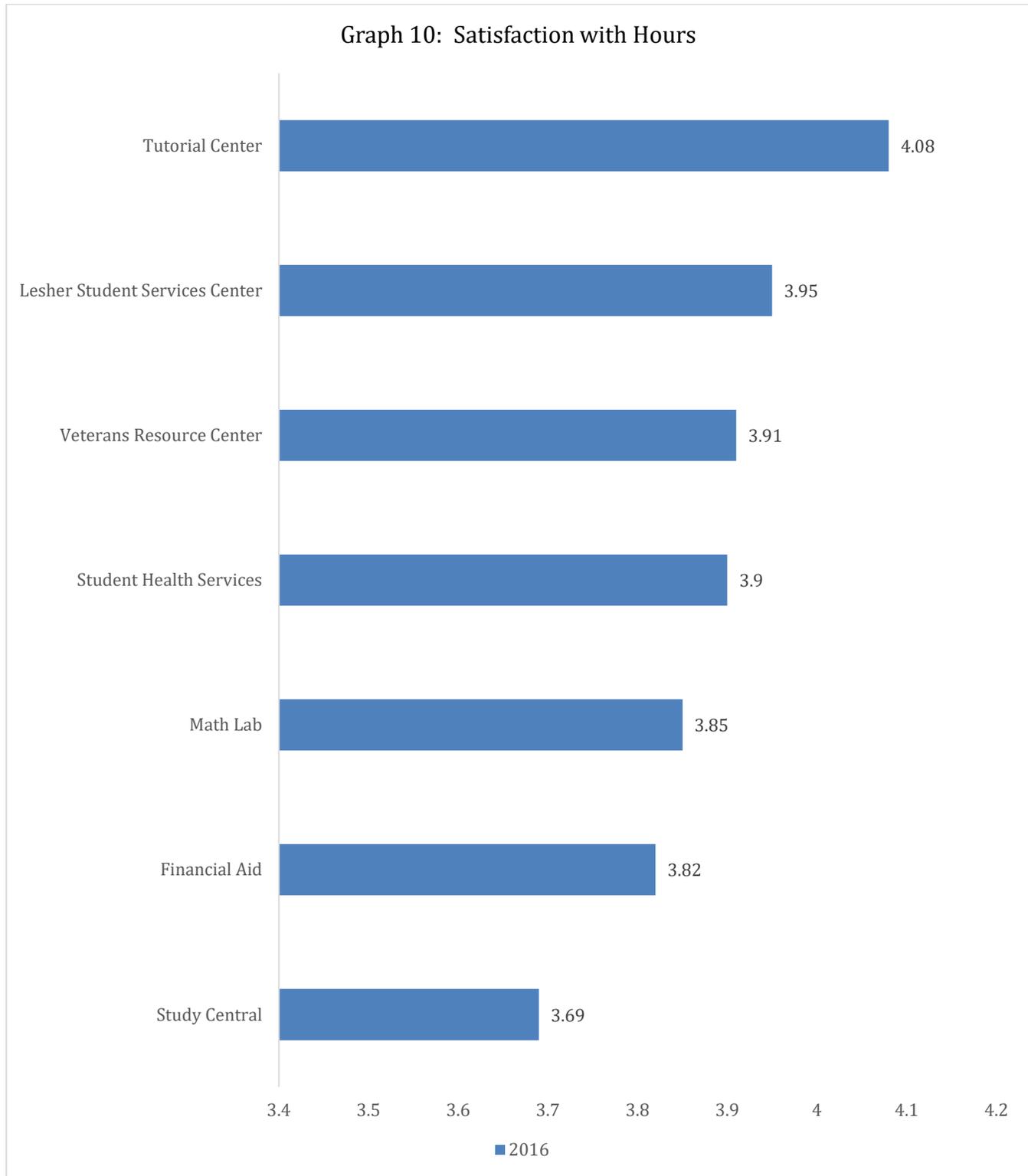
Graph 8: Use



Respondents were asked to rate their satisfaction with the various services on a five point scale with “1” being “very dissatisfied” and “5” being “very satisfied”. Satisfaction with all services was relatively high; however, it should be noted that some services had a limited number of respondents rating them. Student Health Services (4.49) had the highest rating, and Math Lab (3.87) had the lowest.



In general, respondents were fairly satisfied with the hours of the listed resources; however, it should be noted that some services had a limited number of respondents rating them. It should also be noted that all services except Financial Aid located in the Leshar Student Services Center were rated together because they keep the same hours. Respondents rated the Tutorial Center (4.08) highest and Study Central (3.69) lowest. While ratings are relatively high, comments in response to later questions may indicate there may be room for improvement.



When asked what improvements they would like to see in student services, respondents mostly commonly cited better hours (32). Other common responses included improvements in customer service (11), improvements in counseling (10), and more tutors (9).

Respondents may have specified more than one aspect. A full list of responses can be found in Appendix B.

Table 1: Improvements		
<u>Improvement</u>	<u>N</u>	<u>%</u>
Hours	32	13.56%
Customer Service	11	4.66%
Counselors	10	4.24%
Tutoring	9	3.81%
Awareness of services	3	1.27%
Fewer emails	2	8.47%
DSPS	2	8.47%
Wait time	2	8.47%
Other	25	10.59%
None	14	5.93%
Don't know	2	8.47%
Do not use	1	.42%
No comment	1	.42%
No response	134	56.78%

When asked what additional services they would like to see, respondents most commonly answered none (25). However, this may not necessarily indicate that there are no other services which students may find useful. Hours (5) and tutoring (5) were also mentioned, though they were not as prevalent as in the previous question.

Respondents may have specified more than one aspect. A full list of responses can be found in Appendix B.

Aspect	N	%
Tutoring	5	2.12%
Hours	5	2.12%
Transfer	4	1.69%
Financial Aid	3	1.27%
Counselors	3	1.27%
Computer Lab	3	1.27%
Career services	3	1.27%
Online/phone services	2	.85%
Transportation	2	.85%
Study abroad	2	.85%
Classes	2	.85%
Food	2	.85%
Gym	2	.85%
Other	27	11.44%
None	25	10.59%
Don't know	2	.85%
No comment	2	.85%
No response	148	62.71%

Respondents made a variety of additional comments.

Respondents may have specified more than one aspect. A full list of responses can be found in Appendix B.

Comment	N	%
Improve Customer Service	5	2.12%
Good services	4	1.69%
Hours	3	1.27%
Diversity of resources	3	1.27%
Good Customer Service	2	.85%
Food	2	.85%
Awareness	2	.85%
None	23	9.75%
Other	15	6.36%
Don't use	1	.42%
No comment	3	1.27%
No response	174	73.73%

Suggestions

The Office of Student Services is commended for their evaluation of resources and services.

The Office of Student Services has the final decision regarding resources and services, but based on the survey, OIE has the following suggestions:

- 1) Evaluations should continue to be administered periodically.
- 2) The Office of Student Services committee should consider modifying resources and services in response to the evaluation.
- 3) If desired, responses can be disaggregated (e.g. by load, day/evening, location, ethnicity, gender, age). Conclusions based on disaggregated data should be made with caution as the number of respondents in some categories may be very small.

OIE will be available for any follow-up as needed.

Andrea Hall-Cuccia

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Merced College Office of Institutional Effectiveness

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(209) 384-6370

December 19, 2017

Appendix A: Survey Instrument

Merced College Student Services Survey Fall 2017

Introduction



Dear Student,

MERCED
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In order to improve resources and services to students, the Office of Student Services in conjunction with the Office of Institutional Effectiveness (OIE) is conducting a voluntary, confidential survey to determine awareness, use, and satisfaction with the Office's offerings. Your feedback will be used to improve offerings.

This survey should take approximately 5 minutes to complete.

The survey will close at 4 pm _____.

Please contact OIE at research@mccd.edu or by phone at (209)384-6370 with any questions regarding this survey.

Thank you for your participation.

Sincerely,

Michael McCandless, EdD

Vice President of Student Services

mccandless.m@mccd.edu

(209)384-6186

Merced College Student Services Survey Fall 2017

Awareness

1. Which of the following services/resources are you **aware** of? Please check all that apply.

- Admissions and Records
- Assessment Lab
- CalWORKs
- Campus Tours
- Career Center
- Counseling
- Disabled Student Program and Services (DSPS)
- Extended Opportunity Programs and Services (EOPS)
- Financial Aid
- Math Lab
- Office of Relations with Schools
- Student Health Services
- Study Central
- Transfer Center
- Tutorial Center
- Veterans Resource Center
- Welcome Center

Merced College Student Services Survey Fall 2017

Usage

2. Which of the following services/resources have you **used**? Please check all that apply.

- Admissions and Records
- Assessment Lab
- CalWORKs
- Campus Tours
- Career Center
- Counseling
- Disabled Student Program and Services (DSPS)
- Extended Opportunity Programs and Services (EOPS)
- Financial Aid
- Math Lab
- Office of Relations with Schools
- Student Health Services
- Study Central
- Transfer Center
- Tutorial Center
- Veterans Resource Center
- Welcome Center

Merced College Student Services Survey Fall 2017

Satisfaction

3. Please rate your satisfaction with the **service received** from each of the following.

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Not used
Admissions and Records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CalWORKs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus Tours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disabled Student Program and Services (DSPS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extended Opportunity Programs and Services (EOPS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Math Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Relations with Schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Health Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Study Central	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutorial Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Welcome Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please rate your satisfaction with the **hours** of each of the following.

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Not used
Leshler Student Services Center (Admissions and Records, Assessment Lab, CalWORKs, Campus Tours, Career Center, Counseling, DSPS, EOPS, Office of Relations with Schools, Transfer Center, Welcome Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Math Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Health Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Study Central	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutorial Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Merced College Student Services Survey Fall 2017

Additional Comments



5. What **improvements** would you like in services and resources?

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6. What **additional services or resources** would you like to have access to?

7. Please provide any additional comments on services and resources.

Merced College Student Services Survey Fall 2017

Classification

8. Where do you take the **majority** of your classes (at least half)?

- Merced Campus
- Los Banos Campus
- Online
- Other (please specify)
- Off-campus site (e.g. BRC, Mariposa, Delhi, Livingston, Dos Palos)
- Don't know/decline to state

9. When do you **most frequently** take classes?

- Day
- Evening
- Mix of day and evening
- Other (please specify)
- Online
- Don't know/decline to state

10. Are you **currently** a full-time or part-time student?

- Full-time (12 units or more)
- Part-time (fewer than 12 units)
- Don't know/decline to state

11. What is your ethnicity?

- African American/Black
- American Indian/Alaskan Native
- Asian
- Filipino
- Hispanic
- Other (please specify)
- Pacific Islander
- White, Non-Hispanic
- Multi-ethnic
- Don't know/decline to state

12. What is your age?

- 19 or younger
- 20-24
- 25-29
- 30-34
- 35-39
- 40-49
- 50 or older
- Don't know/decline to state

13. What is your gender?

- Male
- Female
- Don't know/decline to state
- Other (please specify)

Merced College Student Services Survey Fall 2017

Contact Information



14. Would you be interested in being part of a focus group?

Yes (please enter name and e-mail below)

No

15. Please provide your contact information if you would like us to contact you.

Name

Merced College Email

Phone

Merced College Student Services Survey Fall 2017

Thank you!

Thank you for your participation. Your responses will be used to improve services and resources.

Sincerely,

Michael McCandless, EdD

Vice President of Student Services

mccandless.m@mccd.edu

(209)384-6186

Appendix B: Comments

Q. 5: What improvements would you like in services and resources?

1 Extension on the availability and more hours

2 Some classes began at 8 and that would be the time areas with printers would open. If the library, ILC or study central could open 1/2 an hour to a full hour earlier that would be great.

3 more of them

4 More tutoring

5 time management

6 More availability for counseling.

7 An explanation of what qualification are required for the services and how you can qualify for them.

8 I was very disappointed in the disabled services. Very poor communication and relations with people. No actual knowledge that relates to the individual just uptight, people dealing with another number.

9 N/A

10 FOR THE MATH LAB AND STUDY CENTRAL I notice the higher your math level the less help you will received for example I couldn't get help from math lab or study central for chemistry which in my class sybliss it did stated that we as chem students can get help from those rooms . When I took math 10, I couldn't get help from math lab unless a instructor thought that class could only help me and one staff refuse to help me out. very disappointing.

11 I think it would be beneficial to all Merced College students if the Financial Aid department had someone answering the phones during the day. It is difficult for many students to come in to the office so having someone available on the phone would be very helpful.

12 People who work in financial aid and admission be more considerate of people who really need help and are trying. They ain't helpful and don't even seem to care

13 I think that the Student Health Services could open up a little earlier, but other than that nothing else comes to mind.

14 Not used

15 sometimes i dont have a chance during the day due to work, but if the financial aid office or the whole lesher building was open until about six would really help out. i never have a chance to make it because it closes so early.

16 Better hours for study central.

17 Longer hours for Study Central

18 I am a former student, and while I like getting updates on campus doings, I don't need the constant barrage of emails. There is no way to opt out of them and I have received dozens in one day from Merced College. This reduces their effectiveness to all students who have plenty of other things to do than read so many emails.

19 I would like the library hours to be extended.

20 no comment

21 More hours, and more personal relationships.

22 THE ATTITUDES OF THE WORKERS. I will go to student fees and I always get the rudest service ever.

23 It would be great if we had more counseling hours.

24 More hour for Saturday and Friday Library, DSPS need to add back bus pass and card for there students and add print cards and help some of the textbook cost.

25 It would be great so see the cost of textbooks lowered.

26 I think financial aid should be open on Fridays also because of student's work schedules.

27 Classes fill up too quickly.

28 Additional evening services for working adults.

29 You could make office hours a little longer.

30 I would like to have the resources and services to have, more available staff at Study Central.

31 More parking spots, More flu shot days.

32 Night time services need to be available at least one day a week for students attending night classes.

33 None

34 A nice pamphlet

35 Study central needs more hours opened! Since the computer lab closed this semester which had more convenient hours now I go to study central but they close extremely early and open at an OK time. Not convenient for full time students!

36 I am answering for the Los Banos banos campus. I have been to the Merced Campus. The Merced campus is an unfriendly place. Staff just want to help to the students to the minimum and then said them on their way. The Library is ABSOLUTELY noisey. I know you can't do anything about it, but the students have no self worth. Even the teachers look like they rolled out of bed. If teachers can't be taken serious , student will do what they want. Hold your teachers accountable and your stedents. And don't forget to be patriotic and speak your beliefhths and those who ask. (Forget about politically correct) Well, enough said. ????

37 More streamlined process, slightly longer hours

38 I think now everything is fine for me.

39 More one on one quality time with students

40 The Proctoral center is where the disabled take their test, The computers are so out of dates it keeps breaking down. I have to used 3 different computer each time that I take my test. It is costing me lose valuable time to do my work. The computers need to be upgraded or replaced.

41 The hours open should be more reasonable for students scheduled.

42 I think everything's fine.

43 Better counseling i.e. knowing the students' plans.

44 I feel Lesher closes early or at least the doors lock so us nontraditional or night students have to make it to campus while we are working for services. I also feel the tutoring is extreamly limited, I have not taken a class yet in my year here that would be supported by this service. Also I need psyc 05 for transfer and there is no math lab help for this chalanging statistics class.

45 Competent counseling services. Everyone in my family has received grossly inaccurate advice and counseling. Specifically regarding transfer requirements, matriculation, etc. I know of many students who completed an additional semester or year of study at Merced College only to learn that the MC counseling was completely wrong. They arrive at a University and learn that everything the MC counselor advised was wrong. This has been happening for many years. This needs to be recognized and addressed. Thank you.

46 I'm not sure I don't recal using it

47 Nice workers willing to help

48 Friday's to be open till later

49 I would like to know the hours of the scholarship office. I would like to know if she is in or not.

50 I'd like for more accommodations to be made available from the DSPS for disabled students. ASU has a case-by-case flexible assignment return/turn-in schedule University-wide (including their enormous online campus), whereas as University of Michigan, their Disability Office paid for both my campus and housing parking permits, so I didn't have to throw away \$600 (total, between the two permits). That's anywhere from 2-4 new textbooks!

51 Increase the amount of time spent waiting.

52 more hours

53 More help for new students who are unaware of how to apply for college

54 The services and resources themselves are very helpful, but sometimes I find that the people helping can be pretty tense. I think this seriousness stems from professionalism, but reaching for available services would be less intimidating if there were more easy-going personalities. Don't be afraid of being your natural self on the job. It relaxes the often overwhelmed and confused student.

55 None at the moment

56 I haven't really noticed an interdepartmental display, some event where students like myself are made aware of what the college offers. Had no idea there was a baking department until I was the cupcakes, and it's apparent not many folks know about the Drafting Program, which offers stellar career opportunities.

57 As a 50 year old returning student I had a lot of anxiety and due to that I almost dropped my class before I got started. It was a simple question my teacher asked all the students at the beginning of class that help me calm my fears. She ask us to share our concerns about the class. I found most students were nervous. I figured if they

were nervous, I was fine and everything would be alright. The class is almost done and I believe I will receive an A or high B. I'm so glad I didn't quit. I think addressing the anxiety in the beginning is important.

58 Have every subject have a tutor for students and more caring/professional counselors.

59 When announcing services via email for events or special occasions, they should give a better advance notices for people that don't leave in Merced. I would go to some but some announcements are given to us a couple hours or sometimes even the same day and hour that is happening.

60 Extended hours for study Central and posting when the schedule when the bathrooms are to be cleaned

61 No comment

62 Online appointment system

63 More friendly employees

64 Ive noticed that counselors are not that knowledgeable about most schools that students often transfer to. I suggest info sessions for counselors so that they can stay up to date with requirements from other schools. That way they can better help students when it comes to the courses that they need.

65 I struggle with math And I have tried students with disability and also tutoring I need help and the school just has nothing to offer It would be nice if being middle aged middle class and white I could still get the math help I need

66 That 'll the different department worked together, everyone talked to each other and were on same page.

67 math lab does not have enough statistics teachers

68 More hours in the study center

69 I'm not sure.

70 none

71 More hours

72 Library hours should be extended or 24/7.

73 More hours

74 i think there should be something open before 8 am to be able to print and something open later than 4 for the same reason. I also think there needs to be some kind of shuttle to the allied health center its almost impossible to make the next class on time if you have a class way out there.

75 None

76 More awareness for services. Some don't know half of these services exist.

77 I haven't had any experiences needing of improvement.

78 Longer hours at the study central.

79 Services and resources are great as they are standing

80 The smoking by the bus stop needs to be implemented properly

81 more space in study central

82 Drinking fountains or vending machines near ILC

83 I would like you stop sending multiple emails. Please consolidate messages from all departments into one daily announcement from student services. The current system is very annoying.

84 More strict enforcement of rules in the cafeteria lounge; the place is almost always filthy, loud, and smelly

85 N/A 11/21/2017 5:07 PM

86 One improvement that I would like to see is having study central opened until 7 pm.

87 Please stop catering to DACA and non DACA students. It's seems like they take preference in registrations. EOPS. Cash paying customers feel discriminated against. Change something now.

88 Have every subject taught to have a tutor not just the common ones. Improve all other services especially the counselors and EOP service.

89 I would like to have some of the services being open at least one hour more a day.

90 Better hours

91 Longer hours, more people working to reduce lines and make the process quicker so I don't have to waste class time.

92 Better treatment of students and their personal needs such as student planning with counselors. I've known people who have gone to counselors and have been led down the wrong path with the wrong information.

93 None

- 94 Math lab is horrible in providing service to the students struggling in math. We need better assistance there and people who are willing to help
- 95 Better people skills
- 96 The records and admissions office could be a little kinder and faster. The councilors could be a LOT less pushy.
- 97 There needs to be better accommodations for students that work during school hours and take mostly online classes
- 98 None that come to mind
- 99 More guidance from counselors regarding ED plans, as it always seems like the counselors are totally overwhelmed and rushing to get you out of the door. During my comprehensive ED plan appointment, I left with unanswered questions and a poor overall experience.
- 100 No
- 101 needs huge improvement on communication. i went and turned important paperwork that i needed an answer on and didn't get one for months until i went back in to finally figure it out.
- 102 Some improvements are maybe they don't take too long.

Q. 6: What additional services or resources would you like to have access to?

- 1 N/A
- 2 Housing help, apartment help. Discount for full time students or a set payment schedule for rent.
- 3 internships
- 4 Career Center services
- 5 transfer college plans
- 6 None
- 7 More financial services
- 8 Perhaps more flexiable hours for assistance with aid.
- 9 N/A
- 10 None
- 11 Librarians are extremely noisy and it's almost irritating to be there to study. We almost need noisecancelling headphones to study there
- 12 N/A
- 13 Cafateria, coffee cart, a study area, (where there aren't people video games, blasting music,a lot of loud talking)
- 14 inform us more on how to use resources
- 15 Computer lab
- 16 not at this time
- 17 Offer opt-out of email lists!
- 18 Not sure
- 19 No comment 12/4/2017
- 20 online counseling perhaps
- 21 N/A
- 22 Free bus Lurch card for College other way than EOPS for paying for text books.
- 23 I would like to see more classes offered at the Los Banos campus (since I live closer to that campus than the main campus); like more art or dance classes.
- 24 Resources for Women or Single Moms (help with textbooks, childcare, etc)
- 25 More campus school spirit.
- 26 I would like to have access to counselors because, sometimes its difficult to get an appointment with the counselors.
- 27 Admissions and records, financial aid and transfer center
- 28 Online counseling
- 29 Computer lab reopened!

- 30 Bring a lunch center to Los Banos, provide the same classes and programs in Los Banos as Merced. We feel like the step-child out here. It would be great if you drug tested every suspicious person who seems to be high. If illegal immigrants and DACA students then they must pay their own way. All BOG waiver, Grants, Financial Aids scholarships who go Families that are legal residents and citizens. The higher the GPA the more they can get money wise. It's ridiculous how much on resident students get treated. A while back ago, my daughter need a book from the book store. We pre-ordered the book on line for the Los Banos campus. When we got there to pick up the book. The book store assistant said, and even asked her manager, that if we wanted the book, we had to go Merced and get. But then I was asked if I were on Daca or financial aide, they will bring it to me, by 3. It was all ready 1. It's a stupid immature way of treating those who actually pay cash for everything. Try to be equal and fair across the board. Daca and un docents should be last. Please do something about it. It is truly out of control. Some students also feel the same way
- 31 More help from Math Teachers
- 32 School supplies
- 33 None
- 34 More financial aid workshops.
- 35 Can't think on one right now
- 36 n/a
- 37 There is no multicultural resource office, I am also in aware of a GLBTQ resource office.
- 38 This is a facility issue. Every afternoon several of the restroom facilities are closed for cleaning, for hours at a time. Every Tues and Thur, I walk from the library to the IAC. As I leave the library, both bathrooms are closed for cleaning, and when I get to the IAC, both those bathrooms are also closed. I leave the IAC after a 2-1/2 class, and the bathrooms are still closed??? So every week I am forced to walk across the campus to find an open restroom. Every week!! Could the restrooms be cleaned after hours, or staggered, or ?? Thank you
- 39 Text message alerts to help you find what you need around the college and remind you of the important things
- 40 A safe place for people of color
- 41 More tutoring for more subjects
- 42 I would like to know the hours that I can get help with harder math in the math lab.
- 43 More handicap bathrooms and BIGGER stalls in them for wheelchair access. Koala-Bear changing stations should be put in some of the men's handicap stalls, as men are fathers!
- 44 Help to find local jobs.
- 45 more online classes longer evening cafeteria hrs
- 46 Career Center
- 47 I feel that we have sufficient services and resources. I can't think of anything at the moment that we don't already have.
- 48 None at the moment
- 49 Exchanging phone numbers with a fellow classmate helped when I had questions.
- 50 If teachers can have a way to communicate with students who don't leave in town during office office. For example: I could send an email to my professor and speak to him via FaceTime at his office. There is a lot of student I know that don't go to see their professors because gas would be too much to go outside students class hours.
- 51 More library hours maybe one for weekends
- 52 Studying Abroad
- 53 No comment
- 54 Sleeping room
- 55 longer hours for financial aid and library
- 56 NA
- 57 That there was low income housing for the durations of school and the first section of grades reported.
- 58 I'm not sure.
- 59 none
- 60 Free gym for students

- 61 Tutoring
- 62 lockers, a library that is open later, a print resources before 8 am and after 4 pm
- 63 none
- 64 None
- 65 I can't think of anything.
- 66 I do not think there is any additional services or resources that I need access to
- 67 Financial aid for people who really need the help
- 68 I don't believe there is tutoring help for music theory. There should be. It's hard.
- 69 Transportation; getting to class by bus is very time-consuming and ruins my schedule.
- 70 N/A
- 71 N/A
- 72 Cafeteria in Los Banos, a bigger library
- 73 N/A
- 74 University Application assistants,specific staff not just general counselor.
- 75 gym or fitness facility
- 76 Exchange programs, host programs, more food options
- 77 n/a
- 78 None
- 79 Additional resources to students dealing with financial resources.
- 80 sexual harassment workshop
- 81 Nicer attitudes
- 82 None
- 83 More resources available online or over the phone.
- 84 Graduate school foresight, looking at long term education goals or possibilities.
- 85 Counselors dedicated to helping with all aspects of college, especially admissions and financial aid paperwork, as well as ED plan and educational pathways. Currently, when a student needs help with multiple issues like these, they have to schedule appointments with numerous counselors at numerous departments, and it is extremely overwhelming and frustrating.
- 86 Computer lab
- 87 nothing
- 88 Not any I can think of

Q. 7: Please provide any additional comments on services and resources.

- 1 Raffles or contests to earn school materials like parking passes, bus passes, planners, print cards, pens, notebooks, etc.
- 2 n/a
- 3 Student health services are never available
- 4 Na
- 5 N/A
- 6 N/A
- 7 I think Merced College offers many services and resources that are beneficial for students.
- 8 People need to do better jobs helping students who actually need financial aid as well as some services that are limited to us the student
- 9 N/A
- 10 Maybe keeping the offices and services open late for availament for those who go to school late at night. People have questions or need to speak with someone with services. Some work all day. Please allow for more time, just in case.
- 11 thank you and keep up the good work
- 12 Please have each department and student group review the amount of emails they send and give students the ability to get off of lists, especially when they have not attended classes for years, as is my case.

- 13 Good experience for first semester
- 14 No comment
- 15 n/a
- 16 N/A
- 17 We should open a food bank off campuses store with UC Merced and Jr. College
- 18 Overall the services and resources are helpful at Merced College.
- 19 n/a
- 20 I don't use them.
- 21 I have none
- 22 No comment
- 23 The tutor center needs more tutors for advance keyboarding such as document and formatting. It is work as you do in CPSC 30 and CSPC 53 Advance Computer Application. This would be helpful for students in this area.
- 24 All services and resources do good job, the hours should be adjust for students.
- 25 n/a
- 26 I understand that some office are utilized during certain time frames more than others but during high flow times like before the beginning of the semester the wait to see counselor for advising and class scheduling is rediculously long!
- 27 Use text messages to remind and alert important things around the college
- 28 EOPS, Study Central, and Fiancial Aid Lab are the only places where people are nice and will help students without belittling them.
- 29 I like the availability and diversity of the resources.
- 30 Fire [person]
- 31 none
- 32 The registering process was very easy and well done
- 33 I have not used this resource, but several people have gone to ILC for help with proofreading for English and still received poor grades.
- 34 None at the moment
- 35 I have already signed up for my next class next semester.
- 36 Staff should be NICE and HELPFUL to STUDENTS!
- 37 Also when teachers cancel class there should a mass email to students informing them of cancel classes instead of just a paper on the class room door. This is specially important for commuting students. Sometimes we actually receive emails but we get it 10 minutes before class starts.
- 38 Put boba drinks on the cafeteria menu maybe lol
- 39 I absolutely love the tutorial center and study central. They are both great places to go and get assistance.
- 40 No comment
- 41 Not much
- 42 NA 11/22/2017
- 43 More computers or labtops in the study center it get full and computers can't be use by other students
- 44 I think that services and resources should increase their awareness to students. That is, I feel that many students do not know how to access their school email or choose not to at all. I, on the other hand, check my school email regularly and/or get notifications via my phone. For me, an email about the services and resources available to me would be handy, or a reason for why they are necessary. That is all, thank you if read and consider this.
- 45 none
- 46 none
- 47 This school is awesome.
- 48 I had a very bad irresponsible temporary counselor from Modesto and another counselor that I felt hated her job and didn't make me feel welcome. I currently have the greatest counselor here and she has helped in transferring to a CSU this coming fall. Thank you [person].
- 49 Financial aid services not very friendly or helpful hate going there

50 I don't know what the difference is between study central, tutoring, math lab, etc. clarifying what each is for would be good. They all seem like overlapping services to me. Why not just simplify and have one starting place for academic help?

51 N/A

52 N/A

53 Not really.

54 Be nice and help the STUDENT!

55 Most staff is always very polite and willing to help.

56 Better food for a cheaper price, we are broke college students with most of us working 2 jobs like myself and rely on help with financial aid. Food needs to be cheaper so no one goes starving, but cheaper food doesn't mean bad food either, we need more healthier options not just greasy food and a fruit/salad bar.

57 n/a

58 None

59 NA

60 No

61 front desk lady for financial aid was incredibly sweet and helpful

62 Overall they are very good.