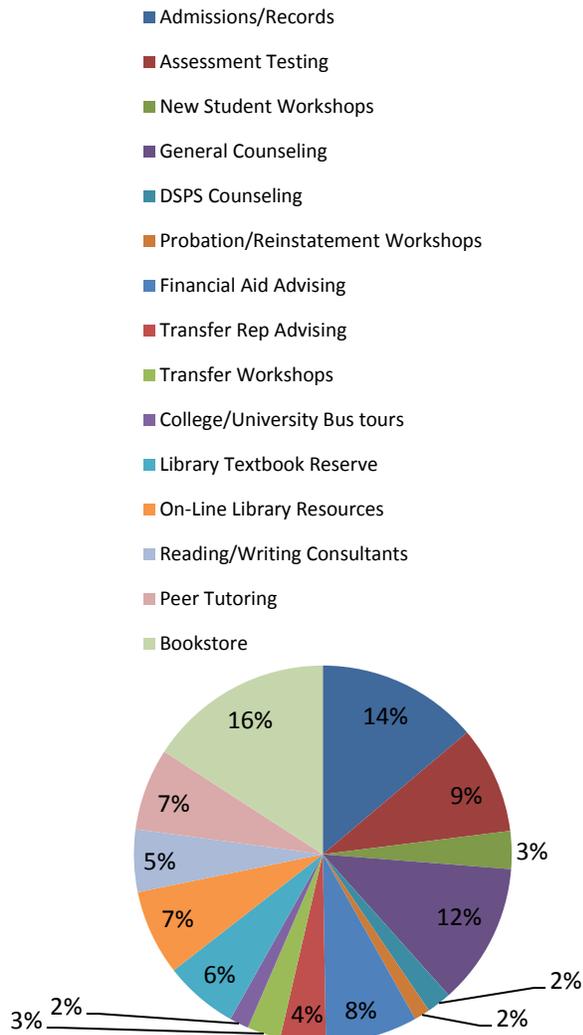


<b>Brentwood Center SP15 Student Services Survey</b>			<b>Surveys Received = 452</b>	
<b>1. Classes at Brentwood Only = 229</b>		<b>Classes at Both = 226</b>		
<b>2. Student Support Services you have used or are aware of:</b>				
Admissions/Records		295	14%	
Assessment Testing		196	9%	
New Student Workshops		69	3%	
General Counseling		259	12%	
DSPS Counseling		45	2%	
Probation/Reinstatement Workshops		29	1%	
Financial Aid Advising		168	8%	
Transfer Rep Advising		83	4%	
Transfer Workshops		61	3%	
College/University Bus tours		35	2%	
Library Textbook Reserve		135	6%	
On-Line Library Resources		156	7%	
Reading/Writing Consultants		114	5%	
Peer Tutoring		150	7%	
Bookstore		338	16%	
		2133	100%	

**Use or Awareness of Service**



<b>3. Is the availability of services/hours offered sufficient to meet your needs?</b>								
						yes	365	
						no	160	
If No, list services that could be added or expanded, and desired hours.								
See Tab 3 for comments.								
<b>4. Please list additional services that should be offered/expanded, and desired hours.</b>								
See Tab 4 for comments.								
<b>5. Please indicate how your rate services overall:</b>								
20	Unsatisfactory/ Needs Improvement	329	Satisfactory	76	Outstanding			
<b>6. What is the best way for us to provide information about services?</b>								
	Brentwood Center Website							132
	Bulletin Boards							110
	InSite Portal							226
	InSite Email							257
	Student E-Newsletter							77
	Other: see comments on Tab 6							
<b>7. Other suggestions for ways we can improve services for students.</b>								
See Tab 7 for comments.								

# Question # 3

1. I really think financial aid should be available at least 2 or 3 days a week all day. Consultants of reading/writing I'd like availability all week.
2. No lab for English 70. Must have a lab.
3. More of a selection of materials.
4. Evening Counseling appointments.
5. I don't like how sometimes there is no Counseling appointments.
6. However not knowing any of these services are available is the bigger issue.
7. Book rental hours available till 9:50 PM classes.
8. They should have a Financial Aid and Admissions Record here in Brentwood.
9. Bookstore, Transfer workshop.
10. Day care.
11. I use the Pittsburg campus to do all these services.
12. Counseling appointments longer than 30 minutes.
13. I would really like to have the bookstore be here in Brentwood more than just at the beginning of the semester.
14. Scholarship office available during the day.
15. We need an English lab at the Brentwood campus.
16. I'm not aware of all the services available to us.
17. Hours of service on both campuses are incompatible with work/class schedule – everything is closed. I have to skip class or find someone to work for me-lose out on work.
18. If I can't find a book online, I always know I can get it there.
19. Peer tutoring for Sociology if possible. More days available not only Monday and if possible here in Brentwood Center.
20. The bookstore should stock more affordable books, or the school should switch to readers that can be pressed at copy stores to make more affordable options.
21. Math lab hours on Friday.
22. Library.
23. Transfer advising needs to be recognized. No idea we had that here.
24. Hard to get a counseling appointment, been here two years and still can't get an appointment with a counselor regarding transferring.
25. More text books available in Library.
26. Parking lot improvement on spaces, very hard to find parking & sometimes forced to park in undesignated parking areas.
27. The ability of the services are sufficient, however, if you do not know about these services what good are they really?
28. More variety of classes here, more counseling time.
29. I haven't used them before.
30. No, I feel as if I don't know exactly what to do at time and while I get help in the office, I am constantly running around.
31. It would be nice to have a book store the whole semester.
32. I have not used any services except for class meetings.
33. Tuesday evening financial Aid appointments as well as the Thursday appointments.
34. Counselor available in Brentwood more often.
35. Only for limited time.
36. Bookstore is only available so many days.

37. Bookstore, more financial people.
38. No Café.
39. None that I can think of.
40. All good.
41. Bigger library would be good.
42. Pittsburg campus has more transfer prep help.
43. If any of these were open at any time, I have never seen any services.
44. Help with Financial aid for multiple times. Evenings for Financial aid appointments, people have classes or work all day and the financial aid office is only open a few hours a day.
45. I actually didn't know Admissions was present so it meet my needs.
46. Veteran student services are inadequate.
47. Bookstore was short term at Brentwood Center, possibly longer time here would be great.
48. The Bookstore should be here longer. We should have peer tutoring here like they have in the Core in Pittsburg.
49. Financial aid is too limited time.
50. FOOD. Buy one print.
51. I would like to see the bookstore stay here a longer time.
52. Library textbook resources didn't notify me of picking up my book. I went to the library and the book wasn't available but it said it was available on the library website.
53. The bookstore only being here for 2 weeks, isn't long enough because those first 2 weeks of the semester people are still debating on their classes.
54. Cafeteria or someway to get breakfast in the mornings.
55. Cafeteria would be nice.
56. Have the Bookstore at the Brentwood Center last longer than 2 weeks at the beginning of the class.
57. Bookstore –
58. Math lab open an hour earlier.
59. Difficult to get a Counseling appointment. Often leave w/more questions than answers.
60. Making a counseling appointment online is not user friendly, has never worked for me.
61. Expand Financial Aid services – more hours to be open.
62. Bookstore – need a full time running store, bigger Math lab room – extremely full almost any time of day.
63. Can you please add a college tour of Southern California (SDSU, UCLA, CSULB,etc)

## Question # 4

1. I'd like medical classes and labs here in Brentwood. I'd like a book store here in Brentwood. I'd like more variety of classes here in Brentwood and weekends.
2. There are none (additional services)
3. Have only one class due to being a high school student.
4. DSPS evenings/available tutors.
5. Longer Math lab hours.
6. Financial Aid appointment more often in the Brentwood office.
7. I think the services offered are great. I just haven't used all of them.
8. Evenings, any time after 7 PM.
9. Full Counseling program.
10. More Science classes.
11. More CalWORKs and other program orientations and offers at BRT Center

12. EOPS Counseling and services Monday-Thursday from 12:00 -5:00
13. More options/times for counseling appointments.
14. Financial Aid in Brentwood open in evenings.
15. A bookstore.
16. Have books to be able to be rented. Have more class selection books.
17. Career Counseling.
18. Counseling appointments made more available.
19. Free printing. Morning counseling appointments.
20. Snack bar or Cafeteria/Cafe
21. I work so it does not matter to me.
22. Longer Drop-in time for Counseling.
23. Art and French Classes in Brentwood
24. A shady area like Pittsburg and Library would be nice.
25. Daycare in the evenings.
26. Coffee bar, always open.
27. I wish there was better parking and a more clean description on where we are allowed to park our vehicles while in class and not be towed all day.
28. Bookstore open later.
29. I only come to Brentwood once a week in the evening. There are little staff members in the office at that time.
30. Food, Counseling, library or soft space.
31. None. The times are perfect for me now.
32. A better place to study like Pittsburg campus.
33. EOP&S counseling apt.
34. Computer Lab on Weekends
35. Admissions, Counseling, Transfer, Reading/Writing consultants.
36. Cafeteria.
37. A lab for Art classes' not just Science classes and as actual library.
38. Fix parking, unlock back for easier access.
39. More books in the bookstore.
40. More packets for schools with specific classes or majors.
41. Make that vending machine that spits out scantrons take debit cards. It's more convenient.
42. A Financial Aid office.
43. Anytime.
44. Everything was fine.
45. General tutoring beyond math, any time works.
46. Ability to get student ID'S any time.
47. Was unaware Brentwood Center offered Financial Aid advising?
48. It would be nice to have the computer lab available at all times instead of classes being held in the computer lab and not having access during those times.
49. A lunch hall. At some point we as a whole grew far bigger than the Brentwood campus. Also, some people take medication and they sometimes need real good in their stomachs.
50. Weekend tutoring.
51. More computer time for students.
52. Being able to buy books here at any time.
53. Morning tutoring time.
54. Library, other than that nothing I can think of.
55. None, you guys are great! (:
56. More Business classes.
57. Science class i.e. Microbiology, Anatomy, Chemistry, and Physiology in Summer time.

58. English peer tutoring, like in the Math lab at the Brentwood Center.
59. Food all day.
60. Additional Bookstore and additional Math lab hours on Fridays. Additional counseling resources.
61. Saturday tutoring open lab Math and English.
62. New student workshops during the evening.
63. More peer tutoring.
64. Parking.
65. More classes like they have in Pittsburg. At least 1 of all classes also thought here in Brentwood.
66. I would like a room that has computers that is free all day with no classes being held in them periodically.
67. Monday through Friday Reading/Writing consultants open for appointments.
68. A tutoring or workshop center, a library.
69. More Library services.
70. New student workshop.
71. The same as Pittsburg.
72. More night staff.
73. Nope I got nothing.
74. I would like a cafeteria at the Brentwood center. Ideal time of day for assessing this is morning, afternoon and evening because we all need to eat.
75. I would like more computer science courses here in Brentwood and also ones that utilize the computer lab.
76. I actually did not know that this campus the above services.
77. Art classes – even if it is just the lecture ones like Art History and Art 005.
78. Everything is fine – better counseling possible.
79. None that I can think of.
80. Math lab should go later in the evening.
81. Any type of service would be nice in the evening.
82. Bookstore/Financial aid.
83. More help in general with transferring and financial aid at different times for people who work all day or night or go to school in the mornings or night.
84. Cafeteria, free printing.
85. ID service student ID.
86. FOOD.
87. Like a small cafeteria here in Brentwood campus.
88. Add a cafe/Food truck to the campus.
89. Music classes, more of those in the afternoon.
90. Cafeteria morning and afternoon.
91. Regular email.
92. Food options.
93. Have a cafeteria of some sort maybe in a classroom.
94. Cafeteria (food truck).
95. Someone to speak w/about financial aid.
96. Microwave for students.
97. More Online classes.
98. A semester round bookstore would be nice.
99. Library.
100. None, its fine as is.
101. Additional evening class schedule for mandatory AA/AS transfer classes.
102. Additional Biology classes in the late afternoon, evening.
103. More Business classes at Brentwood.
104. Like longer hours Math lab and open later on Fridays.

105. Bookstore like theme at Pittsburg campus, but I'm not expecting it.
106. Study room separate from other classes with no noise!!!

## Question # 6

1. Student emails.
2. The teachers can tell students in class.
3. White board when we walk in.
4. Postal mail.
5. Personal email.
6. In person in some way.
7. Instructors
8. Class registration/books
9. Have teachers inform us and take part.
10. Personal email.
11. Text.
12. Text messages.
13. Mail.

## Question # 7

1. I would like to see that any class with a lab has lab services. English 70 should have lab services provided.
2. Make sure that if a class requires a lab, then we as students get access to this lab.
3. The class that I am taking is supposed to have a lab but we are one of the two English classes that does not have one. I think we should have more lab space for all our classes to ensure that we are all getting as much out of our classes as possible.
4. When you have a class that says we have a lab, we need to have one.
5. Wish Math Lab was bigger, that's about it.
6. More parking.
7. Library room in Brentwood Campus.
8. Stay classy San Diego.
9. Please don't send time sensitive deadlines in email. Students don't check email regularly.
10. Better access to insite email to receive notifications daily.
11. Maybe have boards with a list of all the services that are available and a map showing where to go to use them.
12. More appointments available.
13. Improve Counselors, make sure they know what they're advising students.
14. First class in Brentwood, use all Pitt services.
15. Choose a classroom or office to put a bookstore in this Campus and bring a lot of books and supplies, when I went to look for what I need they did not had it.
16. Should be a place if not inside or outside where students can hang out a little bit like recess.
17. It would be nice to have a Scholarship office at the Brentwood Center.
18. Everything else is great so far. I would like to see more models in Bio lab/ fuller Bio lab.
19. Doing great. Keep up the good work!!!
20. More math lab hours on Fridays.
21. Update portal and LMC website with relevant dates.

22. I love the Brentwood Campus. The Pittsburg campus needs to take after you guys.
23. No support for people that need help after 6/7PM(when I get out of class-I drive straight here from work already)
24. Making an actual campus.
25. One of the teachers I have this semester is behind on current research in the field. The introduction of articles and current research from academic journals would better prepare community college students for transition into 4-year schools where text books are seldom used.
26. I wish online classes did not have a set amount of students.
27. This was my first time at this location. I have been enrolled since 2009 and I think it's beautiful and meets the needs of students just as well as the Pittsburg campus does.
28. How do I find out about this stuff?
29. Class cancellations sent to us ...vs checking onsite AM.
30. More classes should be offered here.
31. Parking.
32. Financial Aid Representatives.
33. Online links for transfer schools with specific majors.
34. A way to let us know about death lines. (Does he mean Deadlines?)
35. Allow the bookstore to be open later than already is.
36. Improve parking situation. Add lights to rear parking for evening classes.
37. I (heart) B.C.
38. Send emails to personal accountants.
39. A better variety of classes offered at Brentwood or at least more science classes.
40. A library. Sometimes teachers take over the whole computer lab. A natural resource to my education. I can be in the middle of a very important essay, they do not care and are very unreasonable. Teachers can borrow one projector screen for the whole class.
41. A quieter study area, a library, scantron sheets for purchase as one and not a package.
42. Veteran counselor available more often.
43. Maybe just more office staff.
44. I think they should have tutoring like at any time a student is in need.
45. Don't make us ask what to do, help us ahead of time.
46. Everything sure is good.
47. Thank you for offering the opportunity to learn here in Brentwood.
48. English services for students need to be available here for those that don't have easy access to Pittsburg.
49. I've only used counseling services, but I have no complaints.
50. Re-opening Math lab in the mornings for students who work in the afternoons.
51. Better on-line guide to find it textbooks are in library.
52. May approve by having a Financial Aid advisor more days during the week.
53. You can improve the Reading and Writing appointments longer of needed.
54. I would like to see Brentwood LMC have their own library.
55. I had no idea most of these were available. The only suggestion I have is to find a way to better advertise the available services.
56. None that I can think of.
57. Contact through personal email.
58. Nap time.
59. I feel that if there could be more help with the classes and majors students have also.
60. Library on site.
61. Trained professional personnel directs one easily. Time is saved in the process of direction.
62. Library with books. Transfer workshops.
63. Longer Counseling meetings.
64. None that I can think of.

65. Have the Counselors go over more and be more helpful.
66. Anything is better than nothing.
67. Step your game up. Students need more info/help resources. Thug life.
68. Parking is a hassle but I don't think that can be fixed.
69. Students need help to be more aware of resources available.
70. Enjoy the Math lab and the teachers that help – very helpful. If Brentwood Center gets extended – Café, more bathrooms in convenient locations.
71. Allow posting from Pittsburg's Math center to Brentwood.
72. More availability of tutoring.
73. Food on campus would help out a bunch! Sitting through back to back class' w/minimal food distracts me and I am very lethargic.
74. Personal email.
75. They are awesome.
76. More Science classes!!
77. Pablo skywalkin – Act like me.
78. Service is perfect. I always wanted ears that look like chandeliers.
79. Make it look like an actual school.
80. Need windows. Maybe in future buildings. It's a little depressing and stuffy without a natural breeze.