

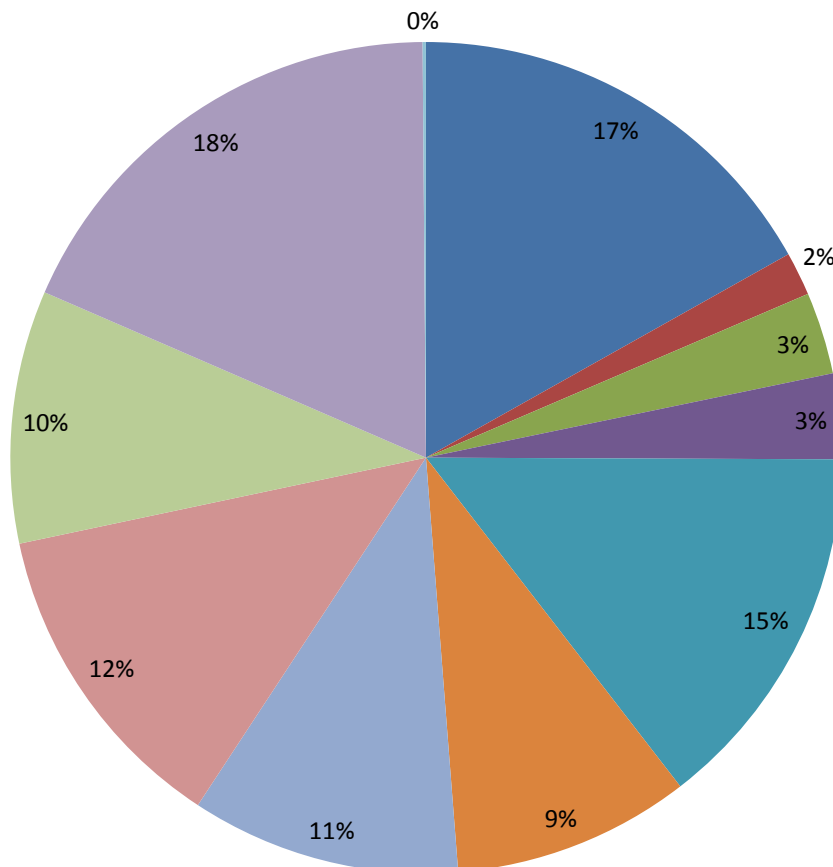
Number of surveys returned:

1. Student Support Services you are aware of:

Counseling	259
CSU East Bay Advising	26
DSPS Counseling	49
DSPS Test Accommodations	51
Financial Aid	222
Transfer Workshops	142
Assessment Testing	161
Admissions and Records	191
Library Textbook Reserve	151
Bookstore (first two weeks of semester)	282
Mathlab	2

## Awareness of Student Services

- Counseling
- CSU East Bay Advising
- DSPS Counseling
- DSPS Test Accommodations
- Financial Aid
- Transfer Workshops
- Assessment Testing
- Admissions and Records
- Library Textbook Reserve
- Bookstore (first two weeks of semester)
- Mathlab

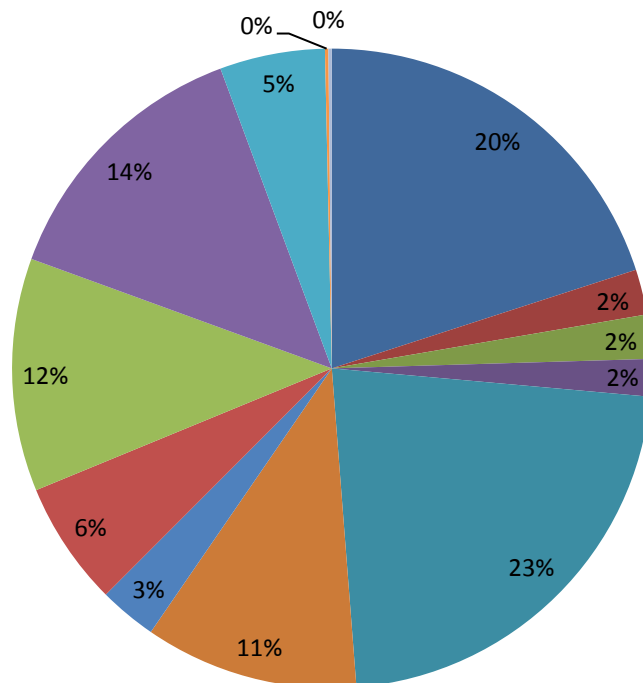


**2. Which of the following services have you used or plan to use?**

Counseling	350
CSU East Bay Advising	40
DSPS Counseling	39
DSPS Test Accommodations	33
Bookstore (first two weeks of semester)	391
Financial Aid appointments	189
Counseling Workshops (probation/dismissal)	51
Transfer Center Workshops	110
Assessment Testing	206
Admissions and Records	241
Library Textbook Reserve	93
Reading/Writing cent	3
Math lab	3

### Services Used

- Counseling
- CSU East Bay Advising
- DSPS Counseling
- DSPS Test Accommodations
- Bookstore (first two weeks of semester)
- Financial Aid appointments
- Counseling Workshops (probation/dismissal)
- Transfer Center Workshops
- Assessment Testing
- Admissions and Records
- Library Textbook Reserve
- Reading/Writing cent
- Math lab



**3. Is the availability of services/hours offered sufficient to meet your needs?**

yes	478
no	88

**4. If no, indicate what services should be offered/expanded in Brentwood:**

See Sheet 2 for results.

**5. If a specific service needed is not available, how would you find this service?**

Ask in the Brentwood Center office	304
Ask a Brentwood Center Counselor	41
Look on college website	211
Call the main LMC Campus	164
Ask a Brentwood instructor	77
Read about it in the Class Schedule or College Catalog	32

**6. Do you use the college website to learn more about student support services available through LMC?**

yes	439
no	138

**7. Other comments or additional serviced you would like to see offered in Brentwood:**

See Sheet 2 for results.

	<b><u>Hours and Services</u></b>
21	I am satisfied with services-keep up the great work
9	Do not use the services or goes to Pittsburg for them
7	Don't know about services/hours-need to be advertised
4	Need longer/more hours (one comment was for night students)
1	Have to go to Pittsburg for "real" help
1	Don't know where things are located
2	Have more services offered, like Pittsburg
1	Need a detailed map of the location of services
	<b><u>Counseling</u></b>
28	Need more availability/more counselors
1	Online scheduling for Brentwood Center
6	Need mental health counseling
10	Need to be more helpful/knowledgeable
1	More counseling activities/programs
2	More time with counselors (some rush)
1	Counselors need to be in a better mood
1	Degree counseling -subject teachers do a workshop pertaining to specific degrees
	<b><u>CSU East Bay Counseling</u></b>
1	More than just CSU East Bay counseling
	<b><u>DSPS Counseling</u></b>
1	Need after 5pm
2	Availability
	<b><u>Bookstore</u></b>
23	Availability
1	Variety of goods sold
1	Allow returns
1	More people working
2	Doesn't have all books needed
2	Renting textbooks
	<b><u>Financial Aid Appointments</u></b>
18	More availability
	<b><u>Transfer Center Workshops</u></b>
1	More availability
2	More in-depth transfer counseling
1	More about transfer options

	<b><u>Assessment Testing</u></b>
1	Breakdown of missed questions
1	More availability
	<b><u>Admissions and Records</u></b>
2	Needs service at Brentwood
1	Need more people working beginning of semester
2	More knowledgeable/helpful
2	Office staff is helpful and friendly
	<b><u>Library Textbook Reserve</u></b>
2	More availability
3	More books/copies offer
2	<b><u>EOPS</u></b>
	<b><u>Veterans</u></b>
4	Needs service at Brentwood
5	<b><u>Scholarship</u></b>
9	<b><u>Library</u></b>
	<b><u>Facilities</u></b>
1	Campus is small compared to Pittsburg
1	Computer lab and CORE need to be bigger
1	Need bigger campus, more resources
1	More labs
1	Science Lab
1	Better vending machines
2	Need more parking
2	Study Area
	<b><u>Tutoring</u></b>
4	Needs more tutors (science, Math 7, physic)
1	<b><u>Center for Reading/Writing</u></b>
	<b><u>Math lab</u></b>
4	hours need to be expanded-available on weekends
3	Brentwood math lab is awesome
18	<b><u>Need more classes (business, art, pe, science, child dev., evening/summer, more teachers)</u></b>
	<b><u>Internet/WIFI/website/Insite</u></b>
1	Need faster internet/WIFI
1	Need to know how to use the website
1	Insite needs video training clips
1	Navigating website is difficult
2	Website is useful
1	Stop changing the website-makes it difficult to find things

	Other Comments
	The amount of hours needed to complete the required lab assignments are too much for full time employees and students
	Couldn't fully comment because survey is not anonymous
	Dedicated area/room for student use (clubs, study groups, etc.)
	Course schedule needs to be out earlier
	Everyone treats Brentwood as if it were different. Always referred to call Pittsburg main line.
	I will be transferring to Las Positas for better opportunities, counseling and quality education; also due to cancelled classes, and bad teachers forcing me to drop. Will not recommend LMC.
	Need more activities /programs for LMC students (involvement activities)
3	I like/love this school/Brentwood Campus
	Teachers are nice and willing to help
	Melissa Jackson's office and staff are awesome

		Counseling	CSUEB	DSPS Counseling	DSPS Testing	FA	Transfer Workshops	Assessment	Admissions and Records	Reserve	Bookstore	Counseling	CSUEB	DSPS Counseling	DSPS Testing	Bookstore	FA	Counseling	Transfer Workshops	Assessment	Admissions and Records	Reserve	Yes	No	Ask BC	Ask BC Counselor	Web	Call Campus	BC Instructor	Read	Yes	No
25	1	10	2	2	1	9	8	4	5	5	9	10	3	3	1	20	12	2	6	10	10	4	24	1	13	3	13	11	5	5	18	5
25	2	14	1	0	1	9	7	8	7	5	11	17	3	4	2	17	9	3	5	8	8	5	21	3	17	0	10	6	3	2	13	11
25	3	8	3	4	4	8	3	5	8	4	8	14	2	3	2	12	7	1	2	3	8	3	19	2	10	2	7	7	5	2	23	2
25	4	9	0	4	3	8	3	3	6	3	10	20	1	5	6	14	11	3	3	9	7	6	17	8	16	4	5	5	5	0	17	8
25	5	17	1	1	0	15	11	10	12	13	17	16	0	0	0	19	10	4	7	10	10	6	22	2	10	2	7	12	1	1	18	7
25	6	12	1	2	1	10	9	7	7	8	13	12	0	2	2	11	8	2	5	10	7	0	17	3	18	2	3	6	3	0	17	8
25	7	11	0	1	1	9	5	7	8	5	14	19	3	2	1	14	10	2	7	8	9	1	21	4	17	2	9	5	4	0	18	6
25	8	13	0	1	2	11	7	10	9	6	12	17	0	0	0	17	9	4	3	9	10	1	18	7	9	4	11	6	6	2	20	5
25	9	12	3	1	3	9	8	9	6	6	14	19	4	2	2	24	6	1	5	10	10	5	17	8	15	2	10	5	2	2	19	6
25	10	11	1	1	3	11	3	8	8	9	12	16	3	1	3	20	11	1	4	11	10	5	21	4	15	0	11	7	1	1	22	3
25	11	10	0	2	3	8	5	4	5	8	13	11	0	0	0	20	7	4	5	10	11	5	22	3	16	2	10	8	6	2	19	6
25	12	6	1	0	2	6	2	4	2	3	7	12	3	0	0	17	5	3	7	8	8	3	22	2	12	3	7	5	3	1	20	5
50	13/14	18	1	4	4	16	7	13	14	6	22	27	5	2	2	33	18	5	11	17	21	5	40	8	25	3	19	15	5	1	35	15
25	15	8	2	4	2	9	9	7	9	9	13	13	0	0	1	20	4	2	5	10	10	5	24	1	13	0	6	6	2	0	19	6
25	16	12	0	2	2	12	3	5	7	3	11	18	2	1	1	13	8	3	5	8	9	2	24	1	15	4	10	5	3	1	16	9
25	17	10	2	2	2	10	9	10	6	6	13	10	1	0	0	12	5	1	4	7	14	2	23	1	12	1	7	8	1	3	22	3
25	18	11	1	4	2	12	7	6	11	10	12	18	1	1	1	19	9	2	5	7	13	5	21	3	12	1	9	6	2	0	21	4
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52	22	33	3	7	7	23	15	19	24	16	25	36	3	6	4	32	15	3	8	20	19	10	38	10	24	4	22	15	7	4	36	11
589		259	26	49	51	222	142	161	191	151	282	350	40	39	33	391	189	51	110	206	241	93	478	88	304	41	211	164	77	32	439	138

Note: all are batches of 25 except #21 which is 37. Batches 13 and 14 are combined.