Credit Student Survey

2013

Prepared by the Office of Institutional Effectiveness
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Background and Methodology

The Student Services of MiraCosta College in conjunction with the Office of Institutional Planning, Research and Grants has conducted a student survey to gauge levels of student awareness and satisfaction every spring term since 2005. The goal of the survey has been to assess whether or not students feel that they are supported in their academic endeavors, and to learn if there are programs or services in need of enhancement.

The timing of the survey has varied over the years, depending on the college calendar, other conflicting surveys or campus activities in an attempt to maximize the number of students who would have interactions with specific services. In 2012, the survey was launched in July after the conclusion of the spring semester. It yielded the largest number of responses at the time with large amounts of qualitative feedback. Given this positive outcome, it was decided to conduct the 2013 survey using the identical methodology.

The Student Services survey was the second of two lengthy surveys conducted within a three-month period, and there was concern that this would impact the overall response rate. Students were incentivized to participate with a drawing for a $200 gift card from Amazon.com.

The 2013 survey was launched on May 21st and closed May 31st. The survey was offered in an online format through SurveyGizmo, but paper copies were available upon request.[1] There were 2,383 completed responses, exceeding the total from the previous year. Student responses did not appear to be impacted by the other lengthy survey conducted three months earlier.

The majority of the survey questions were in multiple choice and Likert-scale formats. However there were multiple opportunities throughout the survey for students to provide open-ended responses to provide greater depth to their assessments. Categories included:

- Desired online programs and services
- Desired programs not currently in existence
- Satisfaction with each service
- One additional comprehensive opportunity to discuss any topic not covered in previous sections of the survey.

Topics were read and categorized by theme. In areas where students commented on multiple themes, the comments are counted within each theme, but not duplicated in the document. This is a change from prior reports where the responses would be duplicated and placed under each theme area.

All open-ended comments are presented in their original format. No attempt has been made to correct for spelling, punctuation, grammar or content.

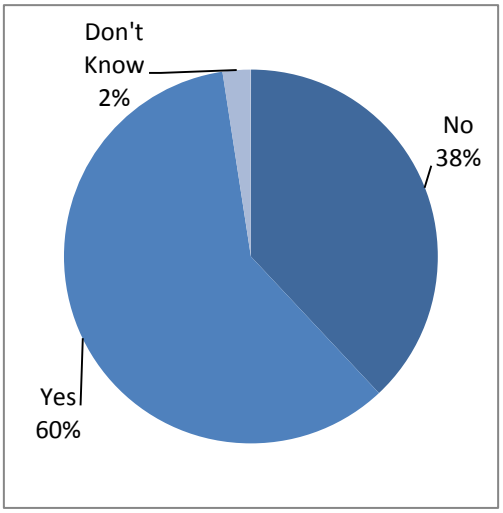
[1] Two students requested paper copies, and one completed the paper version.

It should be noted that this survey is not scientific, as student responses were completely voluntary and not randomly sampled. This will limit our ability to draw conclusions about the campus population; however it can give us basic information about preferences and trends.

Selected Student Characteristics

Community college students, unlike students at most 4-year institutions, are a strongly heterogeneous group. Their ages, ethnicities, educational backgrounds and experiences vary greatly, and student services are challenged to provide support for each type of need. The information provided in the tables and charts below reflect the backgrounds of the students who responded to the 2013 survey.

A focus of the community colleges is to provide first-time college students access to higher education. For the purposes of this survey, a "first-generation college student" is defined as any student whose parents or primary guardians did not attend college. (See figure 1) Thirty-eight percent of students indicated that they were, in fact, first-generation college students. This result is consistent with the responses seen in the 2012 survey.



The majority of respondents (64%) are balancing coursework with a job. Fifty-one percent (51%) of part-time students and 28% of part-time students are working 20 or more hours per week.

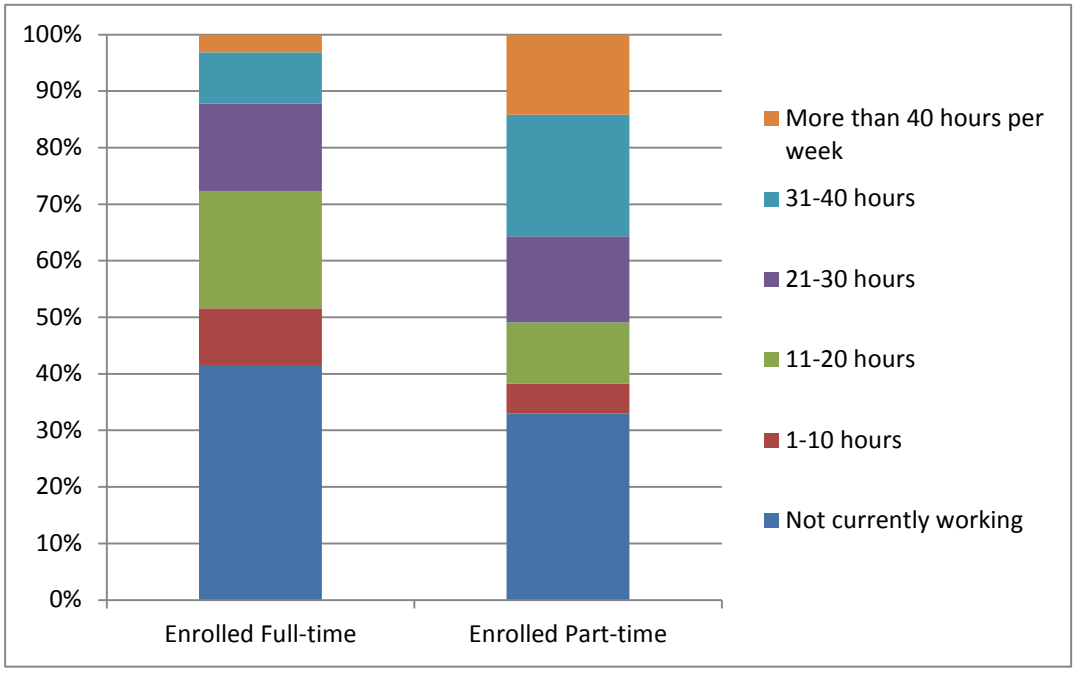


Figure 2: How many hours per week are you working? - Full and Part-Time Status

Sixty five (65%) of respondents indicated that their goal was to transfer, and 51% had goals that included a degree and/or certificate.

Table 1: What is your academic goal?

	n	%
AA degree WITH transfer	781	33%
AA degree without transfer	258	11%
Earn credit for another college or university	146	6%
Improve basic English/Math skills	4	0%
Personal interest - no degree	149	6%
Transfer to a 4-year college/university	759	32%
Update or acquire job skills	118	5%
Vocational degree/certificate	164	7%

Enrollment Processes

Students were asked about their experiences with various parts of the registration process. Rating percentages are calculated only on those students who provided a rating. Those who indicated that a process was not applicable to them were calculated separately as a percentage of the whole.

Table 2: Ease of enrollment-related processes

	n	Very Easy	Easy	Somewhat Easy	Somewhat Difficult	Difficult	Very Difficult	N/A
Applying to college using the online application	2,243	47%	32%	16%	3%	1%	1%	5%
Applying to college using the paper application	1,172	35%	34%	22%	6%	2%	1%	50 %
Registering for classes using SURF	2,323	45%	30%	17%	6%	2%	1%	1%
Registering for classes at Admissions and Records	1,352	38%	32%	21%	6%	3%	1%	43 %
Paying for classes online	2,238	57%	30%	10%	2%	0%	0%	5%
Paying for classes at the Cashier's Office	1,432	47%	33%	13%	4%	1%	1%	39 %
Adding/dropping classes using SURF	2,105	52%	31%	13%	3%	1%	0%	11 %
Adding/dropping classes using Admissions and Records	1,236	41%	34%	18%	5%	1%	1%	47 %
Making a counseling appointment in the Counseling Center	1,781	41%	31%	18%	7%	2%	1%	24 %
Making a counseling appointment in the Transfer Center	1,287	41%	30%	19%	6%	2%	2%	45 %
Buying books in the bookstore	1,987	42%	32%	17%	6%	2%	1%	16 %
Getting tutoring	1,370	46%	32%	16%	5%	1%	1%	42 %

Students were also asked to indicate their perception of the helpfulness of the assessment, orientation and advisement process. Rating percentages based only on those who provided a rating, percentages for those who chose not to participate or were not aware of the service were calculated on the total number of survey responses.

Table 3: Helpfulness of the Assessment/Advisement Process

	n	Very Helpful	Helpful	Minimally Helpful	Not at all helpful	Chose not to participate	Was not aware of this service
Placement Testing for Reading, ESL, English and Math	1,447	39%	45%	13%	4%	21%	18%
Online Orientation	1,341	34%	39%	20%	7%	17%	25%

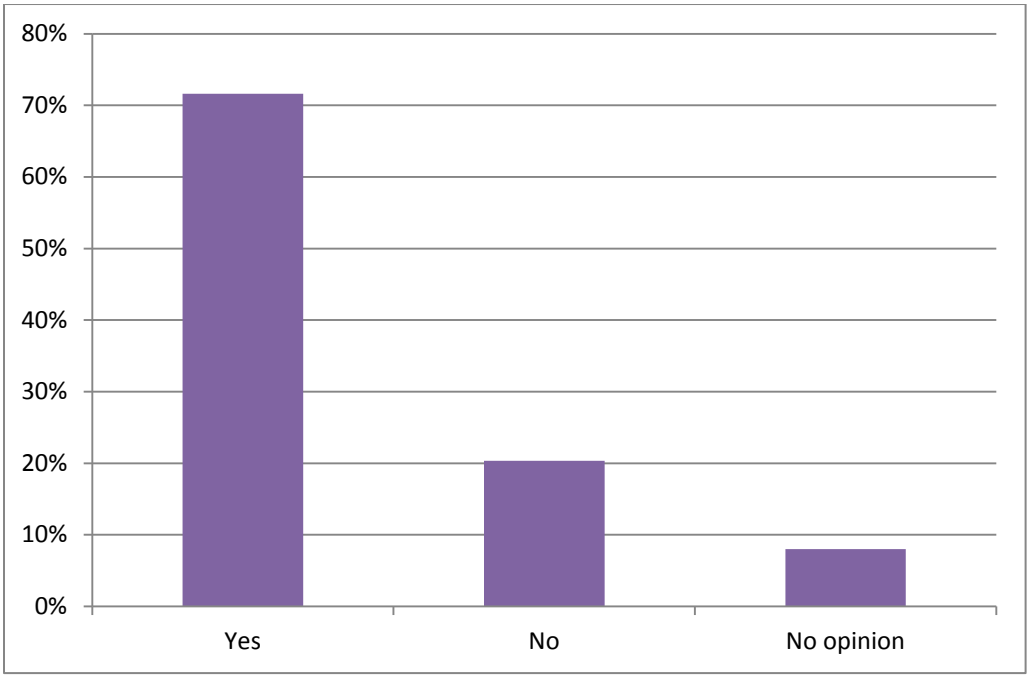


Figure 3: Do you believe it is important for the college to continue to publish a paper copy of the class schedule?

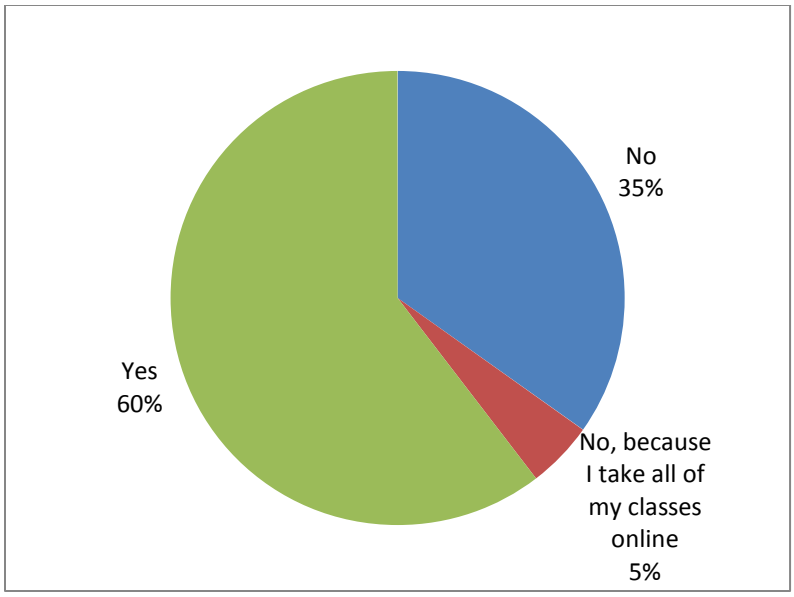


Figure 4: Would you attend classes that were scheduled on Friday/Saturday format?

When students were asked what form of communication they preferred with the college, 91% indicated that email was their method of choice, with the US Mail generating 2% of responses. This question is subject to a certain amount of bias as the survey was conducted via e-mail, but the differences are apparent.

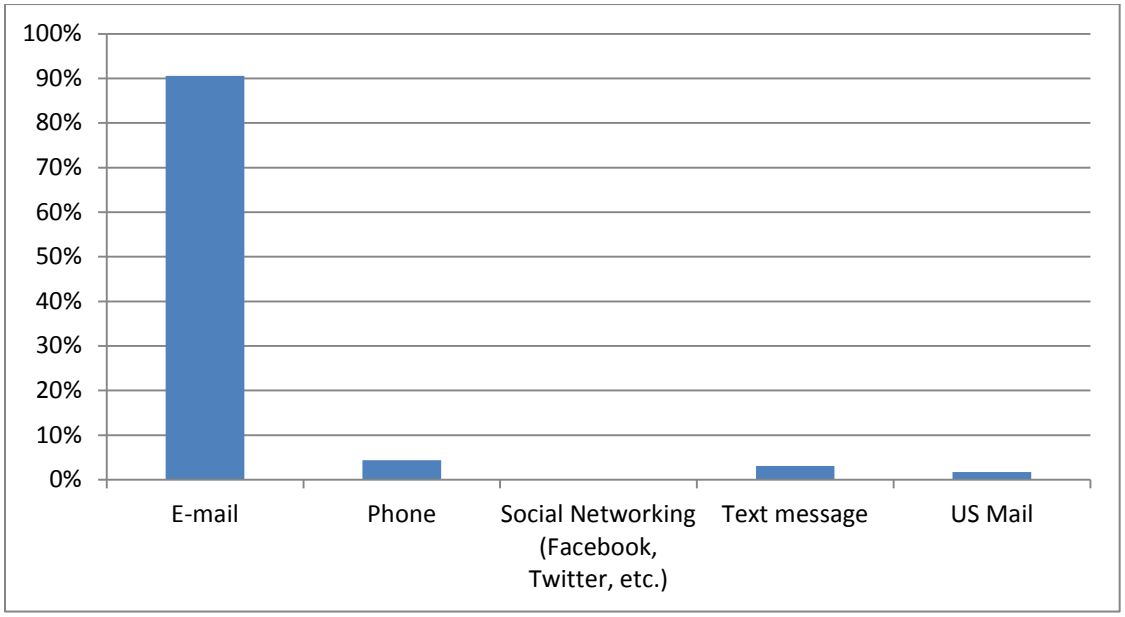


Figure 5: What is your preferred method of receiving communications from the college?

Online Services Requested

To ensure that MiraCosta College is providing services that meet the needs of students in both an in-person and online format, Students were asked using an open-ended format to indicate any services that they would like to see offered online.

Theme – Online Services	Count
Counseling (Ability to make appointments and have appointments online)	41
Tutoring	38
Miscellaneous (Includes "I don't know" and unintelligible responses)	26
Course Offerings	19
Admissions-Related	16
Blackboard/Other Classroom Software	15
Financial Aid	15
Bookstore/Books	13
AIS/Helpdesk	10
Chat with Faculty	9
Social Networking	9
Degree Audit	9
Transfer Center	8
Information - Misc	8
Library	7
Faculty Evaluations	7
Everything	6
Parking Passes	6
Phone/Tablet Apps	5
Health Services	5
Portal	5
Scholarships	5
Streaming Video Lectures	5
Academic Program	4
Course Progress	4
Student Services - Misc	4
Does not want more online	4
Chat - Misc	3
Peer Mentoring	3
Student Classifieds	3
Cafeteria	3
Carpooling	2
Testing	2
Placement Testing	2
DSPS	2
Veterans	2
Services are Adequate as Is	1
Theatre Tickets	1
Online E-mail Addresses	1
Clubs	1

Theme – Online Services	Count
EOPS	1
Student Directory	1
Online Autoshop	1
Career Center	1
AB540	1
Newspaper	1
Honors Activities	1
Transportation	1
Webinars	1

Workshops and Activities

Table 4: If student services departments offered workshops of interest to you, would you attend if they were offered...

	Strongly Agree	Agree	Disagree	Strongly Disagree
In the evening	38%	46%	11%	5%
On the weekend	31%	39%	19%	11%
Online	52%	36%	8%	5%

When asked to provide recommendations on programs and/or activities they might want to see offered by MiraCosta College, the most popular responses were based on specific programs and/or courses. The second most popular were recommendations on when to offer existing courses at specific times and locations.

Table 5: Desired Programs/Activities

Theme	Count
Specific Academic Program/Course	142
Course/Program Scheduling	34
Sports	24
Clubs	14
Workshops/Activities	14
Wellness Center	12
Campus Policies	10
Tutoring	10
Designated Campus Spaces	7
Career/Intern Opportunities	7
Library Hours	6
Health Svcs/Activities	6
Re-Entry Program	5
Intramurals	5
Better Communication	4
Shuttle Bus/Transportation	4
Smoking Areas	4
Childcare	4
Food Related	4
Parking Issues	4
More advertising/promotion	3
Financial Support	3
Not Applicable as an Online Student	2
Equipment/Software	2
Book loan program	2
Online Services	2
Misc/Unknown	2
Math earning Center Hours	1

Theme	Count
Academic Support	1
Diversity Activities	1
Evening Activities for Night Students	1
Faculty Evaluations	1
Recycling	1
Clothing Consignment	1
Housing	1
Lactation Room	1
Alumni Database	1
Certificates for Completed Courses	1
Medal of Honor	1
Medical Insurance	1
Student ID Issues	1
Transfer Assistance	1
Access to Kiln in Summer	1
Registration Policies	1
Online Chat	1

Campus Climate

For several years students have been asked about the campus climate, and whether or not student activities and services are relevant to their interests. The aim of this question is not only to measure agreement, but to also measure student awareness. The "Don't Know" category is included in the overall percentages.

Table 6: Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
MiraCosta College provides a student-friendly environment	57%	38%	1%	0%	4%
MiraCosta College programs and activities reflect my interests	35%	40%	7%	1%	17%
If I have a problem/crisis at MiraCosta College, I know where to go for help	32%	38%	9%	2%	18%
I am satisfied with the way that student government (ASG) represents students and student interests	20%	21%	4%	1%	54%
Students have a meaningful role in governing, planning, budgeting and policy-making issues	21%	20%	4%	2%	54%

Facilities and Parking

Table 7: Please indicate your level of agreement with the following statements based on the campus where you attend the MAJORITY of your classes

	Strongly Agree	Agree	Disagree	Strongly Disagree
The buildings are accessible to students	59%	40%	1%	0%
The classroom buildings are clean and well maintained	55%	42%	3%	0%
Restroom and locker room facilities are clean and well-maintained	45%	46%	8%	1%
The grounds are well maintained	61%	38%	1%	0%
Classroom facilities adequately support student learning programs and services	56%	41%	3%	0%
Campus walkways are well lit	50%	40%	9%	1%
Parking facilities are adequately maintained	50%	44%	6%	1%

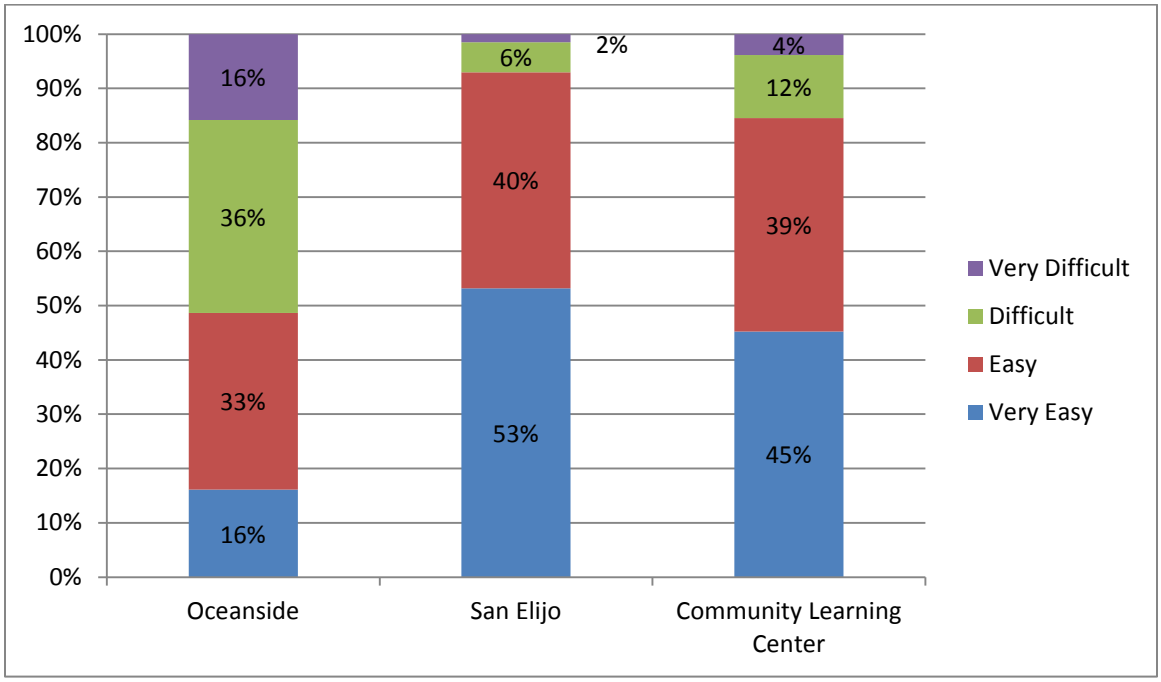


Figure 6: If you drive a car to school, please indicate how difficult it is to find a parking space

Specific Student Services

The subsequent sections are broken out by specific student service. In almost every case, students were first asked how frequently they used a particular service, and then they were asked to rate their satisfaction with that service. Satisfaction is always based only on those students who indicated that they had used the service at least one time.

Admissions and Records

Table 8: Use of Service - Admissions and Records

	#	%
1 to 3 times	1,512	64%
4 or more times	338	14%
Never - Did not think it was necessary for me	264	11%
Never - Other Reason	218	9%
Never - Was unaware of this service	20	1%
Grand Total	2,352	100%

Table 9: Satisfaction - Admissions and Records

	#	%
Very Satisfied	972	55%
Satisfied	762	43%
Dissatisfied	36	2%
Very Dissatisfied	12	1%
Grand Total	1,782	100%

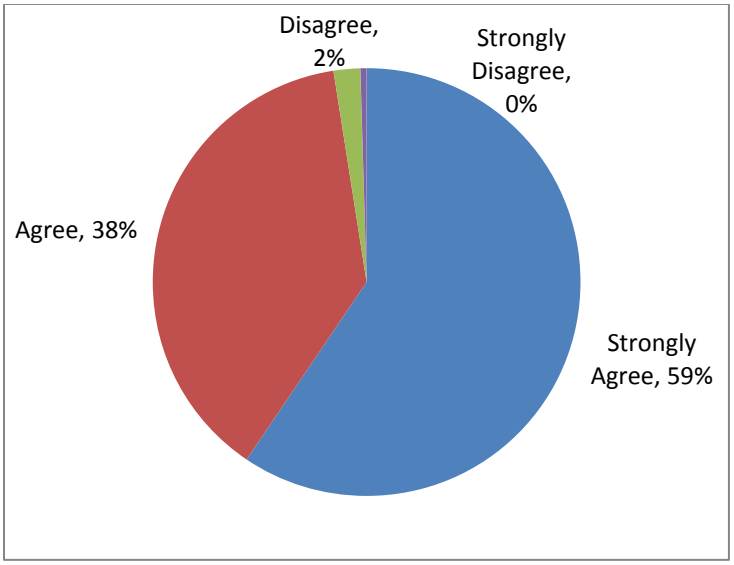


Figure 7: Admissions and Records - When I contacted this office, I was treated courteously

Table 10: Satisfaction Comment Themes - Admissions and Records

	Count
Customer Service - Positive	58
Customer Service - Negative	24
Inconsistent Information	12
Waiting Time	7
Misc.	6
Surf Issues	4
Wants to Change Info Online	2
Registration Policies	1
Hours of Operation	1

Table 11: Comments - Admissions and Records

Comments – Admissions and Records
A lot of the times, they can be really rude...Especially the veterans side. Now they are rude, I try not to go in there unless I have a really important question.
Admissions should be based on student's grades, not on the number of units.
always helpful
Always treated nicely although it would be much easier if things like personal information could be changed through my surf account
Application and transcript deadlines need to be posted around campus is the college is geared toward transfer success
Applying in person was great; however, whenever I try to apply through SURF my account glitches. I was told to contact a techy but never got through to him so I still cannot register through SURF because of this issue.
delivered papers allowing me to substitute a requirement for another class to get my certificate
Depending on who is at the front desk I received different feedback on the challenge application. Not a big deal, just a little frustrating.
difficult to get all paperwork through but did after many calls.
Erin is always very helpfull
Everyone is always friendly. Nice having the computers in the office.
Everyone is polite and helpful
everyone is so helpful and friendly.
Everyone is very friendly and knowledgeable.
Extremely helpful with transcripts and class conflicts.
Fast and courteous, service. I used A&R a few times this semester. One was to submit my petition to graduate.
Fast and efficient.
Friendly staff
Gave me the wrong form at one point, which delayed my enrollment.
had a difficult time enrolling and getting transcripts
Helpful and frendly
Helpful with everything I needed!
Helpful with International Student Questions
I actually no longer go to the Admissions and Record but I have experienced very poor customer service there.
I don't remember her name, but this really nice lady helped me out with some forms.
I had hoped they would be more helpful when I was not allowed to enroll in a class I should have been (my preresq. form was not noted)
I had one lady that was very rude and short. The three others that I worked with and/or had communication with

in this department were excellent.
I had to change my education plans because I was not aware of the difficulty in proceeding due to my previous coursework. I am a disabled student, having to retrain for employment. Inability to deal with stress is a major problem. To find out mid year that due to previous college credits I would have a very rough time continuing (no aid, difficulty obtaining loans) was extremely stressful. It's not that people weren't "professional" it's that they were too "professional" it didn't seem that anyone cared.
I have had some of my important documents LOST at Admission and Records and was not happy about that! Also sometimes, I think that there should be better communication between staff because sometimes one staff member tells me one thing and another tells me something else.
I have just completed the nursing program and am hoping that admissions and records sends my grades quickly to the state board.
I only spoke with someone briefly on the phone, but she was very helpful in regards to what needed to be done to transfer my transcripts, in addition to my Palomar transcripts, to SDSU.
I tried to make an appointment to make sure I was on track and was told, "no need to, just call her at this number." - When I called her she said I was not on track to graduate in time and that she could not help me over the phone but that I should have made an appointment because now she is busy.
I was sent a ne- mial that a transfer was complete and it is not showing in the system
I would have been very satisfied if it would have been clear from the beginning that I would NOT have had to take the placement test before I drove 70 miles to the campus.
I'm a international student and the services provided by the International Office were amazing.
I'm alway impressed with how patient and helpful everyone is at the SEC office.
It is very difficult to use this services during enrrolment time
It was great and the people that I was introduced to were great!
It'd be nice if you didn't have to wait so long to talk to someone.
It's always fast in A/R and they are so helpful. Thank you!
I've visited the Admissions office a few times and felt that half the time, my questions were not answered. I was given a hesitant answer with no explanation so I had to seek answers elsewhere.
Lines were a little long.
long lines but the people are helpful.
mean front desk ladies.
My experience at Mira Costa has been wonderful. I recommend it to any that I come in contact with that is thinking about additional education.
My prerequisite approval request was not handled properly or professionally throughout each step causing delays of over a year in getting into the last necessary class for completion of my certificate. Reasons for denial are not given. Catalog rights were also unfairly denied. Going through the Dean of my department, but still waiting for a response after three weeks. May even have to take that class at another school that does not have the unreasonable requirements of MCC. This will cause much extra stress and a huge driving expense as well that I cannot afford.
need more clerks! lines take forever.
need to be sure their email data base is update. not depend on old information.
Nice and helpful staff.
Nice people who worked in the San Elijo office. Always willing to help.
Not enough employees there to help, it would get extremely busy so it would help if there were more people to assist.
Not friendly.
not really sure what it is
only because I had a problem with SURF (prerequisite wasn't noted) so I wasn't able to enroll. I was hoping that because it was an admissions error they could have helped me. I missed a whole semester.
People in charge seem to be very stressed here.
People were helpful but there was confusion on how to apply to take a prerequisite concurrent with the course so it caused confusion and extra trips to the office.
people were not very willing to help you on the spot

Refer to question 13.
Review the graduation process. My requirements were complete LAST SEMESTER, no one reviewed my application to graduate and I'm lumped in with all the others. CHANGE THE PROCESS instead of waiting and making the heap of applications to review even bigger, make some practical exceptions and accept some apps before April 14th and review them early.
Rude receptionist
Seems some paperwork was not attended to
Some of the employees in there treat you like like you coming to bother them
Sometimes it is just too swamped with students
Staff is always helpful
Staff person was warm, welcoming, and patient - first time back as a college student in 40+ years. She answered all questions, gave tips and referrals, and made the process much more pleasant.
Staff was helpful and friendly. Was a smooth experience.
Staff was patient and gave me all the information i needed.
staff was very efficient, all my questions were answered well, tasks were done without any trouble
Staff were very helpful
SURF is retarded, fix it.
takes a long time to be helped
The admission and registration process is ridiculous! I had to have a student help me because the office was to busy or did not seem to have time for things like that
The one time I needed to contact them over the phone the person I spoke to had no idea what Semester we were even in, and couldn't answer my one simple question about when grades would be final and available for transcripts.
The online process took me awhile to understand. But once I did it was great.
The people are friendly, informative, and efficient.
The people there seem to always have an attitude like the students should always know everything!
The San Elijo staff is always very helpful and friendly. Also you rarely have to wait in lines.
The staff are ALWAYS so friendly and so patient! And they know their stuff too.
The staff is fast at helping students get what they need and are knowledgeable of our needs
The staff is very friendly.
the veterans are all knowledgable about the in's and out's of the gi bill
There was a mix up regarding my AA submission. I received mixed approved and denied emails. Ultimately it was fixed but it was a simple overlook that could have alleviated some stress.
They are always very helpful, and the lines are usually rather short.
They are really helpful! Computers could never replace the wonderful job of the caring people in Admissions and Records.
They are the best always happy and willing to assist!
They really helped me get the information I needed.
they really know how to do their work.
They staff, for the most part, is friendly and capable; however, I think it would be appropriate for students, whom have retaken a class, to have their previous grade removed from their transcripts. Both Palomar College and CSUSM call this process "cleaning up."
They were helpful by giving information I needed, directing me where I needed to go and were friendly.
They were the reason my enrollment date was so late and became a part time student, 1 single unit short. I dropped off my enrollment form early December, but couldn't come back until beginning of January to fix issue. The lady who did it saw no issue until I came in after Christmas and needed her to click one check on the computer to register. Very unreliable.
They were unable to determine if I was a resident or not.
They were very helpful when I had to pay a parking ticket and buy a parking pass. I love that there is no line there...
They weren't overly helpful and I had to do a lot of guessing regarding taking next steps to finish my apps and registration.
they're so nice and patient and gave me all information I needed.

Took several calls to get through. The automated system sucks. Tell your administrators to take a pay cut and higher a real person to answer the phone.
Took the time to help, very considerate of my situation.
Turn around time for resolving all issues was very prompt. Usually received my needed items in less than the advised time frame! Thanks!
Twice when I entered and waited in line, even though there wasn't anyone already being helped by a staff member I had to wait several minutes before being acknowledged.
Unfortunately I never used many of the services the MMC college has to provide. However I have heard good things about the tutoring center.
Usually the people were respectful to the students
Very easy process (phone) to register for community services.
Very friendly
Very friendly and helpful.
Very friendly person who processed by application to take the class N/NP
very helpful and friendly.
Very knowledgable and helpful staff
Very nice and helpful.
Very nice people, which is not usual for most colleges I've dealt with; I have attended 5 colleges.
Very patient
Was easily able to change my class to pass / no pass.
When trying to enroll in physics 152 and 253 concurrently, I could not enroll in the 253 class without going to the office in person to get added to the class, as 152 is listed as a prerequisite or co-requisite of the 253 class. I was the first position in the 152 waiting list, but because I was on the waiting list for 152 and not actually enrolled in 152, it took some additional work to get added to the 253 waiting list. As a result, I ended up 9th on the waiting list for 253, instead of 2nd, which is what I would have been if I could have immediately added myself to the wait list when I joined the 152 class wait list. I understand why the hiccup occurred, but it nearly cost me the ability to take the 253 class last semester. Luckily, I was able to clear the 253 waiting list, and ultimately enrolled in both courses.

Book Store

Table 12: Use - Book Store

	#	%
1 to 3 times	1,304	56%
4 or more times	569	24%
Never - Did not think it was necessary for me	192	8%
Never - Other Reason	247	11%
Never - Was unaware of this service	11	0%
Grand Total	2,323	100%

Table 13: Satisfaction - Bookstore

	#	%
Very Satisfied	856	47%
Satisfied	799	44%
Dissatisfied	123	7%
Very Dissatisfied	32	2%
Grand Total	1,810	100%

Table 14: Comment Themes - Bookstore

	Count
Book Prices	49
Customer Service - Positve	32
Inventory/Availability of Books/Materials - Negative	32
Waiting Times	20
Customer Service - Negative	17
Book Buyback Program	11
Prefer to Shop External Sites Like Amazon	9
Inventory/Availability of Books/Materials - Positive	5
Book Rental Program	4
Hours of Operation	4
Misc	4
Return Policy	3
Shopping Policies	1
Online Policies	1

Table 15: Comments - Bookstore

Comments - Bookstore
Although, one of the employees was rude when I was confused about purchasing books online.
Book Prices are far too high, I'd rather use older editions of books from Amazon. Your and other college bookstores are a rip-off.

Comments - Bookstore
Book prices are way too high
Book prices way too high.
Book store staff was very friendly.
Books are always too expensive.
Books are at higher than usual prices.
Books are expensive!!
Books are more expensive than online retaliers
Books are priced too highly.
Bookstore inventory is limited. Particular scantron sheets were not always in stock when I tried to purchase them during the semester.
Called to reseve a book for class. They said no problem. When I arrived they said cant hold it.
Did not carry text at San Elijo or Oceanside book store.Should offer on line inventory of texts available, rather than having to drive to find out book not available. Ordered from Amazon.
Everytime I walk in there the student workers are awesome, but there is a woman in there who I think is a manager who is RUDE RUDE RUDE. I rarely buy my books from the bookstore. She embarrassed me in front of all the students my first year which made me think twice about even moving forward with coming to school.
Expensive books, but that's the same everywhere so...
Expensive. Staff not helpful during beginning of semester -not enough staff.
Far too expensive. People can't afford these prices, yet oftentimes they have to pay them.
For disabled students to have to stand in long lines while buying books is very painful..... It would be nice to institute a number systems w/hallway or outdoor seating during high volume book sales.
Friendly staff, and very helpful.
Good and quick service :D
Great for buying more than just books. Everything is very well organized and during busy times they adjust well and get the line moving without making anyone feel rushed
great place to get my textbooks, or binder and any other much need stuff such as pencils or pens.
Great source to get the necessary materials for classes, but prices are hideous, especially for college students!
Great staff
Had problems renting a math book at main campus. Had no problem at campus in Cardiff.
Had some trouble finding some books. The lines were usually long.
Have a better buy-back program and sell more used books!!!!!!
I am satisfied with the service but not with the cost of the books and the conditions of the rentals
I called one morning to see if they had a book available they said they did so I went later around 1pm to buy one and they didn't have any more. Not only did they tell me they had some at the book store I asked how many and they said plenty and a couple hours later they ran out? Very unorganized and unknowledgeable.
I disappointed that that my Mat 125 Text was so out of date. I bought the newer version as an e-book online. I wasted my money on the older text.
I don't like how they make it really hard to get ISBN #'s in person. I like to get it off the book because they have made mistakes with the #'s more than once: when I talk to them and the # listed online!
I don't really like how every student gets treated like a criminal upon walking in--having to surrender backpack/purse and leave it unattended at the front of the room.
I found the San Elijo bookstore to be very organized and it had the supplies that I needed.
I found what I was looking for and the people we helpful.
I got the help I needed when finding my books and the service was really fast!
I haven't been satisfied with this bookstore for a while now. Customer service is lacking, and the ability to give a clear and direct answer is akin to pulling wisdom teeth. I avoid this place as much as possible for walking through the 9th level of hell would be less stressful.
I just buy my books on Amazon; it's easy and cheap.
I never bought books there, too pricey, but I enjoyed there selection of candy :)
I ordered my books two weeks in advanced and I didn't get them until the beginning of the 2nd week of school. It wasn't that much of an inconvenience but it was a long wait that I didn't care for.

Comments - Bookstore
I rarely buy from here because they're often sold out and have to order the book I need. By the time I've looked it up online I usually find one that is cheaper.
I still prefer to shop online due to lower costs and more purchasing options.
I think the bookstore should open earlier in the morning so students can get supplies before morning classes.
I took only one on-line course this semester.
I used the online bookstore. I like to do my shopping online.
I was rather disappointed that I could not return my physics 151 book to the bookstore, even though the same edition is still used by MCC. The book is a paperback and 3-hole-punched without binding, but I never used the book during my 151 class. I still have it in its original plastic wrap, entirely unused, and I don't see why that shouldn't be able to be returned even for a fraction of the purchasing price if it's still in brand new condition and the book is still relevant for the 151 course at MiraCosta.
I was satisfied, but it was annoying. Sometimes, my books wouldn't be where they were supposed to be picked up, or a book that I had ordered 18 days in advance, and had a receipt for, didn't even come in (company slacked on sending it to the bookstore) so I was without my book a week after classes had started.
I wish they offered the same amount of money you paid for your book if your book looks brand new.
I'm glad that scantrons, blue books, and other necessary things remain at affordable prices!
It was exceedingly hard when I tried to get a book, and then the book was overpriced, and then I lost the receipt and ended up not ever going to get the book that I didnt really need anyway. Waste of money.
It was nearly impossible to get a hold of the bookstore by phone, and when I did, I was told they had my book. I picked the book up (that they personally handed to me) only to find out 3 days later that it wasn't the right section. I then had to drop the book back up and go to the other campus to pick up the right version. Also, they don't give prices over the phone which screams of profit being more important than our education, and their prices are always higher than what you can get online. Even renting a book is ridiculously expensive. Terrible.
It was very difficult to understand the process for picking up books that were ordered through the online process. The staff was not knowledgeable and the lines in the bookstore were extremely long.
It would be helpful to have lists of the books that teachers are using available online. I like to choose my English classes based on the books we will be reading.
It would have been nice to have the books I needed on-hand that were more affordable instead of having to spend more money on the new books at the time of starting a new semester.
It's a rip off.
Lines take forever, even if you purchase online. Also, I highly disagree with having custom book editions. It only costs the student more in the end.
Little overpriced, limited selection
Long lines
Long Lines, Ridiculous book prices.
love the vending machine with popular products ourside of the bookstore.
Main campus needs to find a better way to organize book pickup at the beginning of the semester. It would be nice if everything was simply a pick-up operation where you ordered your books online and picked them up exclusively.
more used books
Most students now find its far cheaper to buy used textbooks online.
My online course books are never available in the SEC store. :(
Neutral
nice cashiers - just too much work for them at time I was there. Had to wait a long time.
Not alot of merchandise to choose from, I went to Walmart instead. Wish there was a better selection of supplies.
Not dissatisfied with the bookstore in itself. However the process to purchase books when the semester begins is really long. Fall semester the wait to pay for my text books was 1 hour and 19 minutes. Also irritated that I was required to purchase 3 brand new textbooks for a new course for over $60. And when it was times to resale them I received $6.00 back for 2 books and threw the 3rd book away. Its disappointing that there it not a better return value. The course was an elective and if I new I was wasting money on textbooks which we were required to purchase yet hardly used I would have selected another course. Also I should be informed of the approximate return value when I purchase.

Comments - Bookstore
not enough art supplies
Not great, I prefer the vending machines for scantrons and online book buying to going there
Online book rental was a horrible experience. Was charged for a book that I never had gotten.
Only complaint was that I ordered my Spanish book for Fall 2012 and they had it delivered to Oceanside instead of San Elijo, which made me miss a couple homework assignments.
Only wish first day of school the lines were shorter. I had to wait in line for over 45 min to buy my books:(
order more books so you dont run out
over priced
Overpriced
Overpriced, but it was easy to return books at the end of the semester.
Please make scantrons available for purchase for students taking Saturday classes. I had to beg a security guard to let me buy scantrons from the vending machine near the bookstore because that building was locked. I work during the week, and was only available to visit campus on Saturdays.
Poor return policy, I wasted money on a textbook I didn't need and they wouldn't let me return it because it had been over a week. I bought it a few weeks before classes began and didn't find out until a few weeks into the semester that we would not be using it, and the store couldn't buy it back either. Other than that incident, the staff are very nice and pretty helpful too.
poorly staffed and organized
Prices are somewhat inflated from what can be found online, including rentals.
prices are too expensive but service is great
Prices are way too high. The bookstore should be there to help the students, not to try and make a buck off of them with inflated prices.
Prices cannot compete with Amazon and other online retailers. Additionally, please bind books and omit loose leaf versions.
Pricing on some books is out of control. Ability to sell back books is limited. I try to buy as many books as I can from other sources (Amazon, etc).
Prior to this academic year I found the bookstore to be overpriced and they try to make it difficult for students to find less expensive alternatives on-line.
Products weren't in stock.
Ran out of popular scantron forms right before an exam. :(
Rental and some online companies selling packages are a scam permitted by the campus to rip off students. The bookstore and employees were fantastic.
Required textbook was not in stock. Total confusion between bookstore and drama dept. regarding who was ordering/stocking the theater makeup kits. Some of the staff were impatient and made you feel you were bothering them.
Ridiculous prices. Cost of several months rent for books rarely used in class.
Scantrons. The vending machine in the cafeteria ate my quarters.
Slow lines!
Some of the workers have a real attitude and do not give speedy service.
Sometimes hours are unpredictable
Sometimes the checkout line gets disorganized, and confusing.
Sometimes they ran out of the books I needed.
Staff was always helpful & pleasant.
takes forever to sell books back or check out
Tends to not be open when the evening classes are on, so I either have to have someone else pick up my books/supplies or leave work early to purchase them.
Textbooks are often at higher price than what it can be found in on line webstores.
Textbooks aren't available as soon as I would like them to be
Thank you for having a good supply of cap and gowns. I waited until the last min to get everything and you all put my mind at ease because you all were ready
The book I needed to purchase was in stock and wasn't much more than what I would have paid for it online,

Comments - Bookstore
which isn't the case for the majority of the books sold in the campus bookstore.
The book store people are the best. Very helpful. I love renting my school books
The books are sold at a very high markup at the bookstore. Even renting them is higher than online options. Considering we are poor college students and those of us with FA and scholarships do not receive our aid until at least a month into the semester, it feels like the bookstore is a ripoff.
The bookstore always had what I needed when I needed them, and the staff were always incredibly friendly and were of great help.
The bookstore does not provide rental books for the classes I am taking and does not buy back my books at a fair price, if at all.
the cost of the books are so high it's hard for low income people to afford them. The bookstore employees are wonderful.
The line can be very long.
The long lines are a drag and the older gal can never understand me, but all-in-all a satisfying part of the school.
The only thing it's good for is scantrons. Books here are way overpriced, and sellback is pointless. Book bought for $80 sold for $12, new condition.
The organization is good and the staff is nice, but the lines are horrific. I buy all my books online now.
The same school which offers "financial aid" also endorses the monetary barrier to information access.
the staff were very helpful.
The students who last the whole semester never get to sell their books back to the college. Also books change so often that it's almost impossible to get any money back from selling them abroad. With the high cost of books, not being able to sell them back to the campus is a slap in the face and the wallet for students who see each class through to the end. And with as often as the books change, you would expect that the school would make more available for rent.
The textbooks could always be cheaper.
There aren't enough used textbooks. Also when I rented a textbook the binding was in poor condition which would have cost me a fee if I would have returned it like that, as if i had done the damage.
They are always friendly and helpful
they canceled my book order for no reason and i was behind on my class that i enrolled to.
They didn't have the book I needed at the time I went, but they had a very easy and prompt service to get my book to me very quickly.
They didn't have the books I needed in stock and it had a very long wait time to get them reordered. I ended up just buying books elsewhere.
they have what a need for my education even chocolate for my sweet teeth.
They lost one of my books during the beginning of the Spring semester and I missed my first assignment.
They ran out of a couple items such as the lab notebooks for Chem, and it took a while for them to get them back in stock. Staff was cool.
They sell books three times more expensive and they do not buy back.
They were able to help me find my books and help me with any questions I had.
They were really nice!
Things sure are expensive; but I understand if they have to be.
Too expensive & specific "MiraCosta" books are hard to sell back.
Too expensive and a total rip off when buying back books.
Too expensive and management is very rude if you need to return something that has been opened, I ended up buying all my books on amazon for the last few semesters
Too expensive.
too small, takes to long to do anything during first two weeks and last two weeks of the semester
Total ripoff prices, but the store was easy to navigate and staff were decent.
Transactions not completed in a timely manner
Tried to return a book 7 days after I got it, when it was NOT a final sale book, and couldn't get my money back. The book was brand new with no markings, still wrapped, in perfect condition for a return and they refused to return it because there was a 4 day return window or something that I was not informed of.

Comments - Bookstore
Unable to get a book there after about mid semester. The staff treated us like potential thieves most of the time.
Unable to use "buy-back" service on a textbook I purchased from the 2012 fall semester after attempting to use "3 times" due to book being "overstocked" or not used for the next semester, when I would not need this particular textbook for any other classes/semesters.
Usually helpful
Very clean and i always find a person to help me to look for books.
very easy to get textbooks expensive but oh well. very quick and easy to get supplies throughout the semester
very expensive books and the bookstore will not take my books that i bought the past semester. and it happened with a lot of books, not just one or two.
Very expensive! And I bought candy once that tasted like it had gone bad!
Very expensive...
Very friendly, helpful and fast service
Very helpful resource for supplies and materials. Great staff always asking if help is needed.
Very over priced. I bought all of my textbooks online at a high savings.
Very poorly managed. They take in books from online, crowding out those who bought custom editions, which cannot be sold elsewhere.
Wait time is sometimes tremendous. You don't need more cashiers, I think the checkout setup, needs revamped, perhaps introduce a self-checkout kiosk too?
Was chewed out by bookstore manager for returning unused unopened geology rock box later than he would have liked me to.
way overpriced..
Way to long lines, prices are INSANE
Way too expensive
Way Too Expensive!
When busy time, the line to check-out gets disorganized.
Why did you outsource your bookstore

Cafeteria

Table 16: Use - Cafeteria

	#	%
1 to 3 times	586	25%
4 or more times	1,124	48%
Never - Did not think it was necessary for me	263	11%
Never - Other Reason	329	14%
Never - Was unaware of this service	17	1%
Grand Total	**2,319**	**100%**

Table 17: Satisfaction - Cafeteria

	#	%
Very Satisfied	831	50%
Satisfied	669	40%

Dissatisfied	117	7%
Very Dissatisfied	43	3%
Grand Total	1,660	100%

Table 18: Comment Themes - Cafeteria

	Count
Food Price Negative	105
Customer Service - Positive	37
Food Quality -Positive	35
Specific Requests	33
Food Quality -Negative	21
General Positive Comments	14
Customer Service - Negative	11
Atmosphere - Negative	10
Atmosphere - Positive	8
Hours of Operation - Negative	7
Food Price Positive	4
General Negative	2
Hours of Operation - Positive	2
Misc	2

Table 19: Comments - Cafeteria

Comments - Cafeteria
a bit expensive for what I got, nice selection though.
A fresh salad bar would be a great addition
a little expensive but the food is GOOD
a local/organic option may be nice. 1 a day w/ a meat and vegetarian option.
Almost always clean sometimes it is a little dirty.
Also really expensive. I think the cafeteria would increase profits if it lowered its prices. I did love the tortilla soup though. But, it was mainly because I couldn't afford anything else
Always suprised by the large amount of fresh, healthy food.
Another ripoff, decent food and a nice view.
At the small San Elijo campus, they had a chef making delicious food all the time! I could not believe it, I did not think a chef would have been there. Food was great, and thanks for the cheap prices!
Being open early morning has been very helpful! I commute 60 miles (roundtrip), and I don't leave my house early, I can get stuck in traffic. Therefore, having a place to go in the morning and have my breakfast and morning coffee was awesome.
Being somewhat of a foodie and cook myself, the food there is a bit sub par in freshness and taste.
can be a little cheaper :)
Cashiers are all very nice.
Cashiers could be more polite or acknowledging
Cashiers were not that friendly and rushed me every time.
CC use at soda machine a lifesaver.
Chefs are outstanding. Average selection of food. However, the price of most items still gets me down.
chorizo burritos are bomb!!!!
close too early!
Closes early. Can the machines take a credit card?
Cold bottled beverages are marked up a lot. Service is great though; good variety of food for different

Comments - Cafeteria
budgets/lifestyles
Cooks were cool.
costs are out of control
Could you offer healthier food?
Decent food but not great.
Delicious
Delicious food, but pricey... I wish it were a bit more affordable.
different food options
Dining area sometimes dirty to eat in. Prices are relatively steep
Everything was extremely overpriced.
Excellent food!!
Expensive
Expensive and low quality food.
Expensive!
Few healthy options
Food is a bit on the expensive side but is much better than the food I've encountered on other campuses.
Food is actually pretty good.
Food is expensive and the value is poor.
Food is good need more of a variety
Food is not good and is overpriced.
Food is too expensive
Food is too expensive.
Food is way too costly
Food seems very pricey though.
food very expensive
Food was good, but too EXPENSIVE. I have to sacrifice an arm and a leg just to eat there.
Friendly and helpful staff
fruit was very expensive.. almost ridiculously so!
Generally high quality of food and great staff at Oceanside
Good food, but the only reason I buy it is because there are no nearby food services. Again, overpriced. $4 dollars for a water bottle? I'll just use a water fountain.
Good food, nice customer service. Clean.
great food
Great food, a little slow though
great food, awesome place to meet up with friends before, in between classes or after class. it also a pretty nice place to meet new friends too.
Great food. Great Staff. Ok Prices. would like to see more selection for freshly prepared food. Switch it up every once and a while.
Great people. Good food.
Great place! prices are very fair.
Great service! Good food. Only had one bad meal (and it was endurable), due to over-business.
GREAT STAFF...
hamburger patties are cooked and then re-warmed when served. For the price I would expect a freshly cooked meat.
High prices but nice staff. I would eat there more if it were cheaper. All I ever get is a slice of pizza or a small snack because everything else is overpriced...
I love the food and the people are nice and friendly.
I could not afford to eat out.
I do not like that the cafeteria's "grill special" gives a free soda, but does not have an option for bottled water or tea within the special price. I enjoyed having a different special every day, the menu was exemplary and the food was excellent, but I do not think the college should be encouraging students to only drink soda given the obesity epidemic in this country.
i don't like the food
I eat non-GMO foods most of the time and fresh vegetables. I couldn't find anything to eat. I ordered a pasta meal but, did not finish it.

Comments - Cafeteria
I hang out in the Oceanside cafeteria Monday-Thursday. The place is a mess. The table by the fire exit on the northeast corner (or any other table) should be a designated cleaning table. On That table there should be a self serve cleaning table with; diluted cleaning spray and cleaning supplys. That would make it easier for student to clean food and spills so they can study and eat. The employees wont clean. They wait until the garbage is overflowing. The food is horrible. I cant believe I admit to eating it, but sometimes I have no choice.
I hate dirty tables and would bring my own towel to wipe off my table every time.
I have survived on the tacos. I love eating lunch and studying there.
I like the healthy options they now have.
I love the food. The people are great. Friendly and helpful.
I love this place. The chefs are always so nice! I wish some of the prices were lower, though.
I ordered a California burrito at the San Elijo Cafeteria & it was greasy; your staff is wonderful though.
I recently started eating vegan, it would be cool to see more healthy options that aren't based on animal products.
I think that the cafeteria in Oceanside is grossly overpriced for the quality of food.
I think the price of the food doesn't match the quality.
I think there should be the option to substitute foods in the meals at the cafeteria. Also, many times the cafeteria opens late for lunch and some people have class at 11 and can't get lunch before then, so perhaps if the cafeteria could be more prepared for lunch in a timely manner.
I took only one on-line course this semester.
I was never really sure if I could buy food at the cafeteria without a student ID so I never attempted to. Also did not have any info on what kind of payment was accepted, like if it was cash only or if credit cards were accepted.
I wish there was a better variety of "healthy" choices.
I wish there were more health options. such as nuts, berries, roasted seaweed ect.
I would like much healthier choices
I would never eat there. Dirty and disorganized.
I'm vegan, and I fel there were a lot of options.
In the evening you had a staff member who would leave the register to speak with female acquaintance on on-going basis. Also was rude if you sat at the table where he would want to sit.
It is expensive.
It was always closed when I got there. Didn't appear to be many options
Items extremely expensive
Items sold at the cafeteria are on the expensive side but the workers are always great, very friendly people
It's OK - would like more healthy options.
Just a little stuffy, but generally pretty clean.
just one of the mexican cashiers, he is very rude while charging people he always janks the money out of ones hands. very rude!!!
Lack of food choices. Most of the hot food is too expensive for students and often not particularly tasty. Rip off. The pizza is outrageously unappetizing.
Lack of healthy and low cost food. Lack of protein bars, fruits, ect.
Little too expensive
Lousy quality food, unhelpful and unfriendly staff, dirty eating area. I try to avoid this area if at all possible.
Love the cafe, food options (even though pricy), and the people who work there are awesome!
love the grab and go burritos!
Maybe if the prices went down, I would be very satisfied :]
More Minestrone soup please
More usable outlets would be nice
Mors specials for the struggling pocket of the student. More vegan options.
Most food choices are only available during peak hours and my lunch is never during that time
Most of the food options are unhealthy.
Most of the time the food was ok. One time the cafeteria was serving brisket and it was undercooked and fatty. Would be great to see more healthy choices.

Comments - Cafeteria
Need more choices of food
need more outlets for student laptops
Needs more outdoor seating as well as indoor
Needs new pizza, and coffee; the current stuff is beyond bad tasting and quality.
Needs non-GMO, organic food. Also, needs to give students the option to get water from an atmospheric water generator in order to avoid ingesting unwanted fluoride, as well as, plastic-related endocrine disruptive chemicals.
no healthy organic options
nothing organic; not enough vegan meals
Oceanside cafeteria is open later, but the San Elijo cafeteria seems to close at 6:00 so is not available for evening students and the vending machines on that campus are constantly broken.
OK, a bit overpriced, need more healthier alternatives.
Only went in once. It was fine.
Orange/lemon cilantro chicken was my favorite.
Outrageous pricing on menu! More than conveinance stores just awful.
Overpriced
Overpriced - come on we're students here give us a break. I dont have rich parents supporting me. couldnt afford to eat anything except pizza slice or chili all semester
Overpriced, however usually clean
Overpriced.
Overpriced..
Overprices
people are lovely - choices in San Elijo minimal
Poor food too greesy and so expensive. We nee a BIG salad Bar with Vegetables and fresh fruit and subway sandwich lines and fresh smoothies and yoghurt and fresh salads. Get rid if the grill and grease. Not ver good health. Bake fresh bread. Make fresh salads. Organic meals too with verges grown from campus garden.
Prices a bit steep..
Prices are a bit out of control. Lower the prices by 30% or make the portion sizes 30% larger and then you'll be good. Otherwise I can't complain.
Prices are a little expensive but other than that it was ok.
Prices are a little high for a budget cafeteria.
Prices are high, and I just don't have a need for their food.
Prices are not competitive for how close the campus is to fast food (and even a Subway, Chipotle, and other somewhat nicer chains). It is your prerogative to have prices a bit higher (like a movie theater), but there have been a number of times that prices have been the soul reason myself and others have journeyed elsewhere to eat.
Prices are scandalous
Prices are still too expensive and the floor smells poorly.
prices are too high for almost everything, I think even donut prices went up this past semester!
Prices are unbearable.
Prices are very high
prices are very high for food
Prices are WAY too high for students. Many of us are not supported by parents. There needs to be more lower cost options. They give us more variety such as sushi, which is great but charge almost $8 for it!
prices for food and drinks could be lower.
prices were a tad high
Pricey
Pricey, but good.
Prior to this academic year I found the selection to be dismal and the food to be unhealthy.
Products are very over priced. The staff that works there are not the nicest people.
Rather expensive for college students. Only ate there once over the course of both fall and spring 2012-13 because of the prices.
Really Expensive!! :(
Rosa is AWESOME.

Comments - Cafeteria
Sabrina, one of the cashiers, is always very polite and considerate.
San Elijo campus: Great staff! very friendly and fast service! I love the environment and the food as well but the staff makes it all the better! <3
Seating is limited at certain times of the day.
Service and selection are excellent. My only gripe are the high prices on everything!
smells like death, refuse to eat there.
Soft Pretzels:)
Some cashiers are really rice; others, not so much
Some cashiers were friendly.
Some items seemed a bit expensive for what they were, but it's definitely convenient and there's a decent amount of variety. No complaints about the quality.
some of the prices though for some food items seem a bit to much.
Some stuff is kind of expennsive
Terrible pizza, and coffee.
thank you for having late hours for the night classes. We were in there all the time for class breaks.
The best!
THE BEST!!!
The cafeteria food can be a little grease and unhealthy but sometimes necessary to stay on campus to eat. Prices are a little high on fruits and beverages.
The cafeteria has wonderful food at affordable prices, the cafeteria staff are very friendly and helpful, and the dining area is very large and spacious.
The cafeteria is very nice, except the prices are out of reach financially. It is a college campus so it is very hard for some students to afford the over priced food.
The cafeteria needs to be updated. It's starting to look old and gross.
the cooks are awesome
The cooks are awesome and staff is friendly and helpful
The cooks are great and remember our orders.
The fact that there are good vegetarian meals at the cafeteria was a wonderful surprise.
The food is bad and the service is rude.
The food is excellent! A little pricy, but definitely the best school food I have ever had.
The food is great but it's a little expensive for a poor college student.
The food is great but most of the sudents go to a community college is because they do not have enough money to go to a 4 year. I would suggest a little lower prices!
The food is high quality, but the drinks are expensive. The customer service is very good. I wish the cornbread was available earlier in the afternoon.
The food is kind of expensive.
The food is not all that great and very expensive for college students.
The food is ok. It seems pricey for what you get.
The food is too expensive.
the food was good and the prices reasonable. the staff also was friendly and courteous.
The food was good.
The fruit salad is great
The healthy options are usually kind of heavy. The vegetarian soup at the oceanside campus is always chicken tortilla, which is kind of misleading but super yummy.
The hot food grill is slow. Takes forever just to give my order. I once had to wait 10 minutes just to be told something was unavailable. I would also like to see healthier choices on the menu. Love the pre-made sandwiches in the fridge this year though: as quick as grabbing the pizza but much healthier. Would like to see a veggie breakfast burrito, as good as the ham/sausage burritos as, they are very heavy.
The prices are downright RIDICULOUS. We are students, that means we can't afford the La Jolla prices. Extremely disappointing. The hired staff is hit or miss with friendliness.
the prices are ridiculous, please take into consideration that we are all poor college students! 2.25 for a slice of pizza is just absurd.
The prices are to high for as little food you get.
The prices are too high.
The prices are way to high. I should cost the same a denny's but you cant gwt a sandwich a side and a

Comments - Cafeteria
drink for under $10
The quality and variety of food is good; however the prices are quite hefty. Also, was kind of annoyed that I could rarely get breakfast food. In theory, they stop serving breakfast at 10:30, but in reality they always had it taken down by 10:10-10:15.
The sandwiches are always stale. :(
The staff and the food quality are out of this world. We are so blessed to have such a place to go.
The staff are friendly and helpful. The only issue I have with the cafeteria is that the prices seem to be very high.
The staff at both campuses are super friendly and professional. Great food too!! I will especially miss chef Joseph at San Elijo
The staff here is excellent and friendly.
The tables were always so dirty. I dont necessarily blame the staff, it was mainly the students that need to learn to clean their mess. Also, there were a few people who worked the cashier who werent the friendliest people.
The woman who works Monday and Wednesday nights was always very nice and friendly. I think her name is Rosa but I could be wrong. She always had a smile.
There is little selection for vegetarian and vegans.
There is only 1 vegan option (other than the apple/bananas) and it is a very generic burrito. Please get more plant based options and maybe look into Meatless Mondays! :)
There needs to be a line to stand in to make your order, that's pretty much all that is needed.
There needs to be some sort of line in order for people to stand in so they can order their food.
There should be more fresh, organic options. Most of the food seemed processed and old or unhealthy.
These guys do a great job!
These people work hard to satisfy the demand and are always cheerful. Please thank them!
This is a great staff with wonderful cooks and VERY FRIENDLY service and great cashiers.
To expensive.
Too expensive
Too expensive for basic food.
too expensive for college students
too expensive!
Too expensive!!
Too expensive!!!!!!
Too expensive, they double the prices.
Too expensive.
Too expensive. A college cafeteria shouldn't cost more to eat at than a Costco snack bar.
-Too expensive. -Ordering food takes too long because they only work on one order at a time. -Food made at the grill is terrible to begin with.
Unhealthy selection of foods. Overpriced, small portions. Quality of foods is very poor. Mgmt. seems unabashed about their practices.
Variety of choices whether you're looking for a snack in between classes or grabbing a quick dinner before an evening class, the TVs work well to provide the latest news and the microwaves are super convenient as well.
very expensive
Very expensive food...
Very Expensive!!
Very kind and quick to serve. Very clean, too.
very poor choices/food options
Way too expensive for the average college student. Prices need to be lowered.
Wish Prices were more affordable
wish there were more vegan options. love that you have soy milk though!
workers are so kind and friendly.
Would be nice to have better quality teas and coffee, and snacks at the campus. I usually bring my own tea bags and get a cup of hot water at there.

Campus Police

Table 20: Use - Campus Police

	#	%
1 to 3 times	669	29%
4 or more times	46	2%
Never - Did not think it was necessary for me	851	37%
Never - Other Reason	729	31%
Never - Was unaware of this service	28	1%
Grand Total	2,323	100%

Table 21: Satisfaction - Campus Police

	#	%
Very Satisfied	415	62%
Satisfied	223	33%
Dissatisfied	21	3%
Very Dissatisfied	10	1%
Grand Total	669	100%

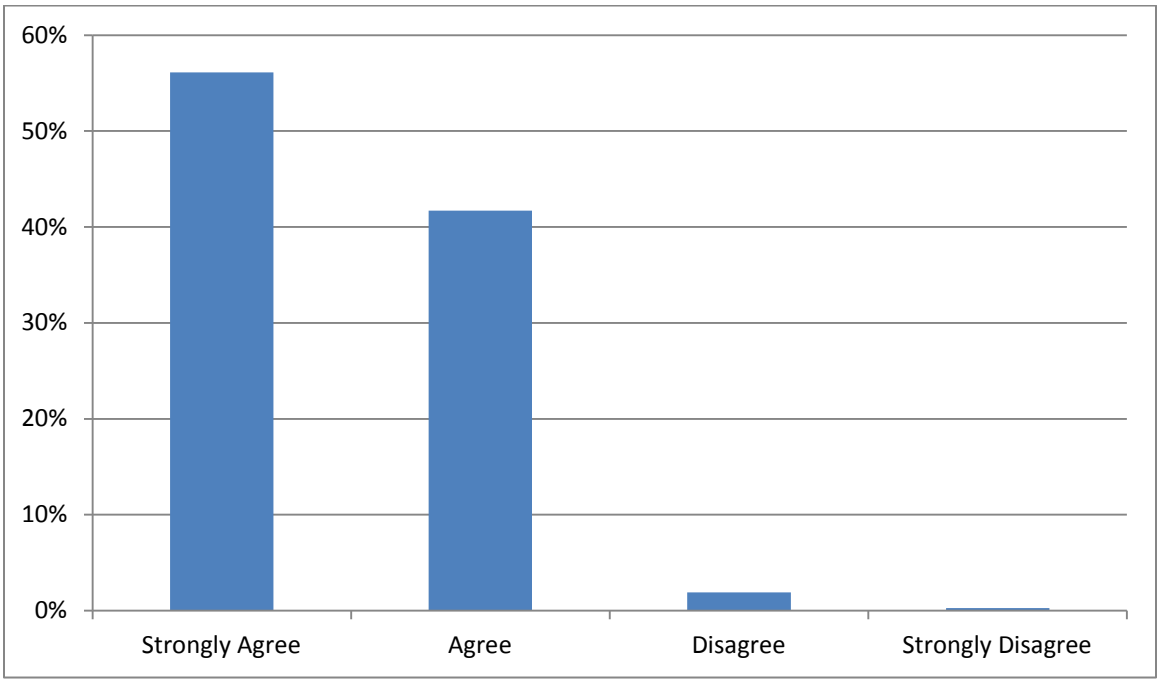


Figure 8: I feel that MiraCosta College provides a safe and secure environment

Table 22: Comment Themes - Campus Police

	Count
Customer Service - Positive	43
Customer Service - Negative	8
Miscellaneous	5
Ticketing Issues	3
Cost of Parking Passes	2
Specific Requests	2

Table 23: Comments - Campus Police

Comments - Campus Police
Acquired a temporary parking pass.
Always ensured safety on campus!
Always friendly and informative when asking about parking.
always helpful with questions
Always looking out for our safety and health.. awesome police crew.
came to my class because there was a campus situation. I appreciate the information and insight
Campus Police are always making sure the campus is safe
Did a presentation in my psyc class and was very impressed
Easy to pick up parking passes.
Extremely friendly and helpful. Their presence definitively makes me feel more safe on campus. Thank you for their service!!
Forgot to buy a pass one time and didn't get a ticket!
Gave me a ticket when I had a valid reason to have it dismissed
gave my truck a pushstart very helpful not sure if it was this year though.
General dislike of authority
Got a ticket for parking in the dirt lot. reason was no parking after sunset. There was no sign and if their was. it was not sufficient size nor noticeable.
Great helpful staff!!!!
Great officers, all of them. Wish they brought the STOP program back.
GREAT STAFF...
Handled my situation in a professional and nice way!
Helped me change my wind sheild wipers on an awful rainy day! I couldn't drive my car in the rain without getting them changed and the officer was so nice! :)
Helped me get into my car quickly when I locked my keys inside it.
I am giving Campus Police services a very dissatisfied rating because I have seen officers smoking on campus, blow through stop signs, turn without signaling, nearly run students over in the parking lots, and nearly cause an accident when one of the cut another driver off. I come from a family of law enforcement officers (both local and federal), and I expect a better example from civil servants at an educational institution.
I had a very impressive experience with campus police but there is a bike rotting away on the San Elijo campus that I wish they would remove.
I have not used the police. I am always glad to see their presence and therefore I actually use the police on a subconscious level. Thank you.
I like that you can have an escort to your car especially after night classes, the text messages updating on campus security and incidents are helpful as well.
I lost my wallet and they had it!
I really appreciate the work of the officers. Great job!

Comments - Campus Police
I see them on campus walking around all of the time. Their presence makes me feel safe.
I think MiraCosta is the only place in existence with a police force who are consistently really nice. However, they need to crack down on people driving the wrong way through the "entrance only" part of the Music parking lot.
I took only one on-line course this semester.
I wish they remember, that we are students, not criminals. They need woman rights literature, to remind them we have rights.
I would like to see bike lockers on campus.
Lack of women's self defense classes.
My car battery died when I was on campus late one night. The officer helped me jump my car.
Need to ticket more students that park in staff lots during morning classes.
Nice guy, answered parking questions
Numerous times I have overheard campus police telling students who were smoking to just not smoke near classrooms. Did we not vote to have smoking prohibited on campus? Also I have watched them stop the same students on skateboards who zip through campus without regard for others, and then laugh and joke as the students get back on their boards and skate to their next classes. It's actually offensive that rules are not enforced as they would have you believe.
Parking is too expensive and there is not adequate space, especially during the beginning of the semester.
parking passes and tickets are overpriced
Picked up parking permit
Picking up my parking permit was easy enough.
Received a parking violation which I contested with good reason only to have it declined. Only interaction with the campus police.
received email about female assault on campus. it was helpful to be aware.
San Elijo: lady cop is pretty mean but everyone else is great!!
Superb! Very helpful and professional!
Thank you for walking me to my car several times after my night classes
thankful that they are around to make us feel save.
The campus police are very professional and courteous. One time I didn't have any change to buy a parking ticket, so I went to the campus police office to see if they had change for a 5. The campus police gave me a 30 min. temporary parking permit and informed me that I need to remember to bring the appropriate change next time.
The campus police is terrific in protecting the safety and well-being of everyone on campus.
The officer originally said he could jump my car, then couldn't find his cables and just kind of left me to figure it out on my own at 9:30pm.
The one campus police I met was very nice and helpful.
The person at the window was very unprofessional, you can sense he doesn't even care about his job or lack thereof...pity!
The police column in the school newspaper is a nice touch.
The police is very helpful in returning lost objects.
The police was never around when someone needed it to be. When the girl was harassed last semester there was no police officer around. When people park cars occupying 2 parking spots, the police is never around.
They are so kind to me. They are always saying hello when I pass in the halls.
They helped me jump start my car so my husband didn't have to come. Really quick and friendly.
They told me where to pay for my parking pass. ;)
Unhelpful and unfriendly staff just picking up a parking pass...They make it feel like they are doing you a favor when you go there to get your parking pass.
Very helpful group of officers who were very kind and willing to help.
Very helpful people!
Very helpful.
We called police once due to a hit-n-run. A motorcycle was hit. Driver sped off during first week of spring semester.
Would like to see more policing of campus in light of recent events. Appreciated campus police while

Comments - Campus Police
walking in your dark parking lot to car at night, but not present 1oo%

Career Center

Table 24: Use - Career Center

	#	%
1 to 3 times	459	20%
4 or more times	63	3%
Never - Did not think it was necessary for me	915	39%
Never - Other Reason	793	34%
Never - Was unaware of this service	109	5%
Grand Total	2,339	100%

Table 25: Satisfaction - Career Center

	#	%
Very Satisfied	225	50%
Satisfied	201	45%
Dissatisfied	19	4%
Very Dissatisfied	3	1%
Grand Total	448	100%

Table 26: Comment Themes - Career Center

	Count
Generally Positive Comments	27
Generally Negative Comments	9
Have not Used/Unfamiliar	5
Scheduling/Appointment Issues	2
Miscellaneous	1

Table 27: Comments - Career Center

Comments - Career Center
Again, very helpful and knowledgeable!
career center staff had wide breadth of knowledge pertaining to many different careers and interests
Didn't assit me in discovering my interests
Didn't have time to take advantage of this center. Hope I still can.
don't know what that is
hard to get an appointment within the week
Have not used it.

Comments - Career Center
haven't gone yet- will towards the end of this year
Helped me with my resume! Thank you!
How do I access this online? Did not know it was available to me as an online student.
I myself have not needed to use this service but have heard from many students that they are extremely helpful
I probably should have gone here instead of the counseling center.
I really appreciated the job opportunities binder.
I really liked the end result of information and guidance I received during my appointment with the Career Center. I plan on keeping the packet they gave me for the foreseeable future.
I saw no internship jobs that's suits my major Medical Office Professional.
I tried to do an internship in Medical Administration and first there were none available, second I did find one on my own, but it didn't workout and I dropped the class because the office manager and I had different personalities. I feel that the teacher and the Career center should have meet with both me and my office manager to make sure we were compatible in the work force. I suggest that before an internship is made from a student finding one there should be a personality questionnaire for the office manager/ boss.
I wanted information about internship requirements and they sent me to counseling which was completely booked.
I was helped wonderfully by Ingrid Phillips who is a Campus Aide II.
I went in to see if there was someone to help me with the process of getting a job and all I got was excuses.
It was great and the people that I was introduced to were great!
It was helpful, but it would be nice to have a wait time of less than a month for an appointment
MBTI and other testing was very helpful. Please consider offering other tests. MBTI can be beat!
Not knowledgeable was referred to counseling center on a career cert. program.
Robin is a great resource. Wish there was more ad about jobs on campous/off campus, though.
Satisfied, but really needed help w/ LinkedIn profile building and seeking employment above entry level. I know there is LinkedIn help but I did not get over to check it out.
Staff is always helpful
Staff was accommodating and provided helpful feedback with review of my resume.
still doing work-study, thank you
the availability of the career center has made thing easier and accessible.
The career center can connect the major with jobs related to that major, especially entry level jobs to get experience.
The lady in the wheelchair is the most helpful, my resume improved 200% after her criteria.
The packets on job hunting and the interview process have a lot of spelling errors which gives the impression that the info was rushed to be made.
The requirements when applying are not always the same as the requirements of the employers.
The team that helped me last semester to develop my business was awesome! I found their expertise very useful and am happy to say I am on my way to owning a successful business.
They were very helpful in editing my resume
They were very nice
Used the computers here to take Parachute type tests!
Was not beneficial merely glanced at resume and said improve here, they never got back to me. Where unable to help me in any way other than the resume. They overlapped appointment times.
Went to all the workshops and took full use of having my resume looked at and edited.
Would like to be able to get copies of job announcements printed again.
I was disappointed to have gone through the certificate program in Medical Insurance Billing and Coding, and the Career Center was unable to provide me with an internship.
Thank you for helping me write me Resume!!!
I submit my resume to be updated and it took 3 months for Kit to get back to me.

Cashier (Student Accounts)

Table 28: Use - Cashier (Student Accounts)

	#	%
1 to 3 times	583	25%
4 or more times	212	9%
Never - Did not think it was necessary for me	660	28%
Never - Other Reason	669	29%
Never - Was unaware of this service	204	9%
Grand Total	2,328	100%

Table 29: Satisfaction - Student Accounts

	#	%
Very Satisfied	375	57%
Satisfied	258	40%
Dissatisfied	13	2%
Very Dissatisfied	7	1%
Grand Total	780	100%

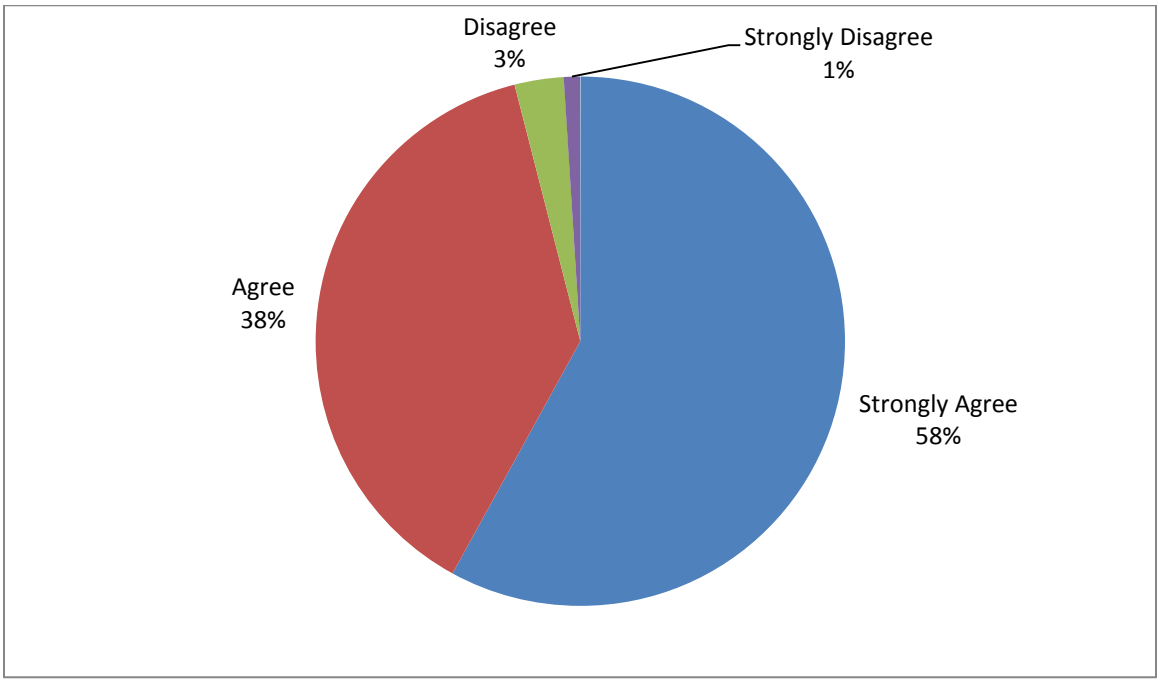


Figure 9: When I contacted this office, I was treated courteously

Table 30: Comment Themes - Cashier (Student Accounts)

	Count
Customer Service - Positive	22
Customer Service - Negative	19
Miscellaneous	8
Unfamiliar	6
General Comments - Positive	3
Online System - Positive	2
Online System - Negative	1

Table 31: Comments – Cashier (Student Accounts)

Comments – Cashier – Student Accounts
?? what is this?
Easy to use
Having students online on SURF AND BLACKBOARD is very convenient.
I do not know what this is.
I dropped an optional nursing class toward the end of the semester using SURF. I could not find information online about requesting refunds NOR deadlines for receiving refunds...it should be easier to find information. SURF is not very user-friendly.
I had to pay for materials with a lot of change because it was all I had. I ended up being a few pennies short and even though I expected the cashier to be annoyed after having to count all of that change, she went in her purse and took out a few pennies so I could pay my cass materials fee. All of my experiences in the cashiers office have been pleasant but that was above and beyond as far as exeptional service goes!
My account was very usable and rarely needed to be shut down for repairs or other problems. I was able to use all functions on my account to perform all sorts of tasks needed for my student life.
need to work on customer service relations skills
no clue what this was
not sure what that is
Not sure what this is?
People are always very helpful and friendly when I'm paying fees or collecting scholarship checks.
Some cashiers are very rude and disrespectful
Student accounts never notified me that I had a hold on my account, if I had not requested a copy of my transcript I would not have known. The VA department never explained the expected costs, I am in the Post 911 program and can say the VA department is "failing" badly...
Submitting expense receipts was simple enough, though I'm still waiting on reimbursement...
The only problem was the holder of my scholarship did not pay the school which caused me to be dropped from the classes that would have got me much closer to getting my AA this semester. Dori was a great help getting the problem solved! Thank you Dori.
they always help me process my payment so i do not get drop on time.
Used it for printing AutoCAD drawings in class.
Very helpful and kind
Was very disappointed with the service,it took several phoen calls to get my refund taken care of. The representative was unwilling to help and I had to do all the leg work to find my paperwork.
what is this?
Again, very helpful staff. I usually come in for my parking pass. I love coming in. Very caring feeling.
Allowing the art teachers to collect money for supplies vs. having to go to the cashier's office to re-up on credit every time would be very convenient.
Always fast service when you purchase a parking pass
Cashier office is efficient and friendly.
Cashier's office staff were efficient and very helpful, plus willing to answer questions that they've probably

answered many times before.
friendly people
Friendly staff
good bus discount
Great
GREAT STAFF...
I paid my parking pass there. Quick and easy.
I stood in line to buy a parking pass, and the lady never told me that she could give me the pass. I thought I had to go to the police station. When I asked why she didn't tell me if I wanted the pass, when she clearly had them, she was very rude to me.
I took only one on-line course this semester.
I was unaware that they would stop selling clay during finals, I would have liked to buy more before the summer.
I was very annoyed that that I could not have my lost parking pass replaced. My options were buy a new one or use the daily.
I've been to the Cashier's Office once and I thought the experience was okay. There was a couple of people in the office waiting to be seen, there were 2 people behind the window and I had no clue which person to even see since there were no signs, so I just stood there. Once I was able to go to one of the windows, the person said I actually need to see the other person. Fine, whatever but the issue would've never rose if there were signs directing students. When I was seen by the right person, she was okay and helpful but there were times when she was talking to me as an incompetent child so I was too happy about that, but oh well.
Love Dori. :)
Not very friendly at the San Elijo campus at all.
One of the ladies was extremely rude. Now I avoid the office.
One particular lady full time cashier can take a serious lesson in friendliness!
poor customer relations
Provides services as advertised. Nothing special.
Read above comments.
See previous comment. Student account charged me $17.00 (Health) & $9.00 (Student) even though I declined both????
Some are very intimidating and persuading.
Some cashiers are very disrespectful
Submitting expense receipts was simple enough, though I'm still waiting on reimbursement...
thank you.
The cashier lady whom attended me was very rude and unfriendly. I only went to ask a question but the service was horrible.
The cashier's office seems very out of touch with the ceramic prices and options. I was charged variable amounts and they didn't even have the prices listed back at the ceramics dept. Could use an update.
The lady at the counter was busy chatting about personal things while several people were waiting in line. This was the first week of school, so the line was not unexpected.
The lady's are really nice, always have a smile on their faces.
The woman who works in the front has been EXTREMELY rude every time I go in.
They are always very nice
They need to have a faster and efficient service.
Too many grouchy people working here
very friendly and efficient.
Very friendly, very fast.
Very friendly. Would be nice to have 20 minute parking - for people just running in to pay.
Very helpful!
Very sweet ladies.
wonderful ladies

Counseling (Online and On-Ground)

This was the first year that students were asked separately about their online and on-ground counseling experiences.

Table 32: Use - On-Ground Counseling

	#	%
1 to 3 times	1137	48%
4 or more times	275	12%
Never - Did not think it was necessary for me	485	21%
Never - Other Reason	430	18%
Never - Was unaware of this service	21	1%
Grand Total	2348	100%

Table 33: Satisfaction - On-Ground Counseling

	#	%
Very Satisfied	716	54%
Satisfied	501	38%
Dissatisfied	80	6%
Very Dissatisfied	31	2%
Grand Total	1328	100%

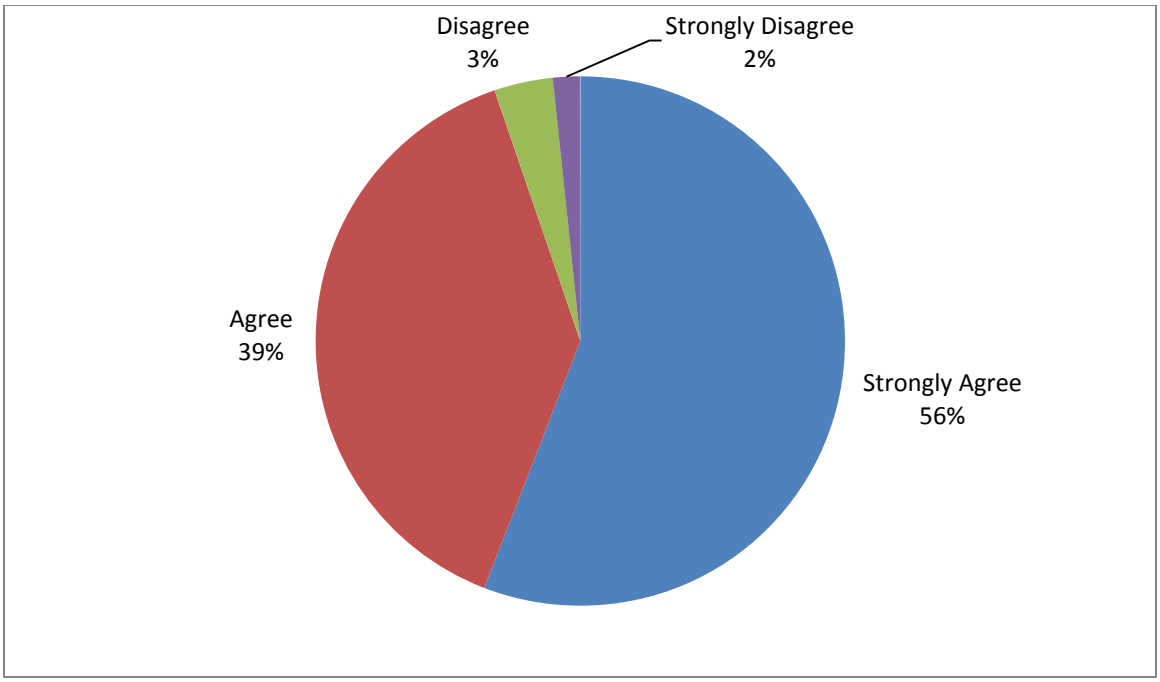


Figure 10: When I contacted this office, I was treated courteously

Table 34: Satisfaction Comment Themes - On-Ground Counseling

	Count
General Positive Comments	48
Scheduling/Appointment Issues	36
Insufficient/Inconsistent Information	34
Generally Negative Comments	14
Misc	5
Transcript Evaluation Issues	4
Knowledge of VA Policies	2

Table 35: Comments - On-Ground Counseling

Comments – On-Ground Counseling
All counselors should be up to date and have full knowledge on the way the GI bill works and what limitations are included, not just the VA center.
All the counselors I've seen have been so kind and helpful, especially Margie at the Oside campus!
Appointment dates and times were messed up a couple of times.
attend yet leave feeling not only discouraged but even more confused.
But I will miss Adreinne. He's been tranfered to the office down South of us.
Candy Owens is the best.
Counseling always seem like they are in a rush and it's hard to get an appointment so it would be nice if they took their time when they see you. I always receive different info. from different counselors almost every time. It's very frustrating.

Comments – On-Ground Counseling
Counselor was very helpful and general interested in assiting me in obtaining my goal. Very informative and knowledgeable.
counselor was very knowledgeable and willing to help
Counselors always do a great job.
-Counselors always running late to scheduled appointments. -Weren't that helpful.
Counselors are very knowledgeable and they set the right path for me.
Counselors really didn't seem that they wanted to help me in walk in hours and I couldn't figure out how to schedule an appointment
Didn't offer more than what I read online
Every counselor says something different. The only thing in common was "Have you used assist.org before?" Not helpful at all, obviously if I came to get help I had a question.
everyone in the counseling are very helpful!
Extremely helpful counselor took time to help me map out my future and determine my major.
Felt rushed and questions regarding nursing not really answered
Figuring out what classes I needed to take has always been very confusing for me. My counselor made it very clear and helped me plan out my semesters until I graduate.
First two counselors had no idea what they were talking about and I ended up having to take 3 more classes than I should have as a result.
Gave a 30 minute review when I only needed a simple question answered.
Generally was able to be seen in a reasonable timeframe with limited waiting.
Ghada is my personal counselor and cannot live without her!
Ginger was my counselor and she was excellent.
Great counselors throughout MiraCosta College.
hard to get a time that would work with my schedule.
hard to get an appointment
Hard to get an appointment and often unhelpful depending on the situation. Standard forms like the Petition to Waiver a Class form should be readily available online instead of having to make an appointment each time you need a form.
helped out in english career essay
Helpful with advice and planning for educational goals, and easy to talk to.
HHHMMM...satisfied, however, my counselor told me I needed a class that I didn't need, even after I told him. So I graduated with extra units, and it didn't kill me (in fact I enjoyed the class so much that I have been contemplating changing my major. So, it turned out well.
Hilda Gomez is one of the best counselors at MiraCosta College She was always prepared and gave me great advise. I always felt that Hilda genuinely cared about my academic future.
I actually have decided not to see a counselor because the first time I did about 2 years ago it was a very unpleasant experience. Many students often told me not to go there because for one they don't seem to care and number two they give bad advice. When I visited both were true especially the part that they don't seem to care. The counselor seemed almost annoyed with me and really seemed to not care. I have not returned since.
I am waiting to hear back if one of my classes from a UC will transfer. It has already been about 2 months.
I dont like the walk in policy. You could be waiting hours just hoping someone doesnt show up. It would be nice to have one or two Admin there only for walk ins.
I dropped in and they were able to take me in with a minimal wait. The counselor was helpful and informative.
I feel a lack of true help when it come to counseling for school goals and careers. It feels as if counselors are rushed. I have only found one good counselor at the oceanside campus.
I felt rushed and not confident in what I needed answered. I still dont know whats the difference between the transfer center and counseling. I go to one they send me to the other. I am a better counselor and can navigate assist.org just as well.
I felt rushed, so I made second apt, and it went well.
I had 10 minutes to talk to the counselor and had no idea what to do even after I left
I had a very difficult time setting up an appointment. When I did, the counselor was not of much help, and was

Comments – On-Ground Counseling
even somewhat short/rude with me. It seemed like I was bothering them. I did eventually end up getting the information I needed, but it was like pulling teeth. VERY dissatisfied.
I have met with several different counselors and every time all my questions were answered, and i felt completely comfortable with them.
I have visited the counseling office 2 times in the past year and both times I was told 2 completely different opinions. Classes I was told were not necessary, the second time the counselor said they were. They completely contradicted eachothers statements. Very disheartening as a student especially since I am just trying to figure what I have left to do before I can apply to my program.
I know this is an ongoing issue, but more counselors are needed.
I like how easy it is to make an appt online to speak with a counselor on campus.
I love Melissa, she really helped me with my transfer/career plan
I met with a counselor on the San Elijo campus once. I would never use MCC's personal counseling again. I have had professional counselors. The woman was highly unprofessional. I went back to my old therapist.
I prefer to make an appointment but they always insist on drop-in and I don't want to wait
I scheduled a counseling appointment and received some helpful information, but an appointment wasn't really what I needed because I did not have a concrete plan yet. I should have gone to the career center.
I spoke with two different counselors whom both gave me contradictory information in regards to what was required to transfer. Both seemed unsure which left me unsure on what to do.
I think the on campus counseling has a very knowledgable staff and friendly atmosphere.
I tried to get information and was misinformed and sent all around to get signatures I really didn't need.
I waited
I wanted to go into business because I felt that it would give me a good starting point to go into any other field I choose later on in my life. I have taken two counseling classes, interviewed professors, spoken with several professionals (in varying fields) in my efforts to come to that conclusion. I found it unbefitting and discouraging when XXXXXXXXXXXXX advised me to drop business because I didn't "love" it. Even more strange was when she advised me to pursue a certificate in photography. My original intent for the counseling appointment was to learn what I needed to do inorder to achieve a degree in Business Information Technology, to which she responded with, "that's a lot of math." I suppose it is a lot of math, but business tech professionals tend to know quite a bit of math. I almost dropped out of school entirely after that appointment.
I was disappointed they offered no information about private universities
I was not told about the additional classes I needed for my AA for transfer until a year after the change occured in the system.
I went in for an appointment once and the counselor was in his last days of retirement and obviously not interested in answering my questions at all. I should go back and talk with someone else, but that experience was discouraging.
I wish I knew more about this service and it was promoted more. I found about it late this academic year and by that time my career at MiraCosta was coming to a close. Heard great things about this service and wish I found out and knew more sooner.
I would like information on this service!
I would rate between satisfied and dissatisfied. The counselors were super nice but didnt know a lot of the questions i asked them about other schools and transferring. Did not fully prepare me to take all the classes I needed to transfer. Also, told me things that were not necessarily true
It felt as if they told me what I already knew, we didn't make a plan of how to get off probation like I wanted and I'm having a difficult time getting an appointment for when I need it.
it helps me organizing everything and achieving my goals
It was really difficult to get appointments with either of the counselors who were recommended to me (Luke and Adrean)
It was the week before school started, so there were a lot of last minute appointments. They were able to get me in to briefly discuss what classes I needed next. I thought they were handling the volumes of students very well.
It's extremely difficult to reach this office on the phone and appointments are rarely available before a few months.

Comments – On-Ground Counseling
Last time I had an appointment I was told I was too far away from transfer and to come back the semester before I need to transfer.... not much help
Little wait time, counsler was more than helpfull.
Love this!
Misguided and required to take more units then was necessary to transfer
Mrs.Hughes is the best counselor Mira Costa has, she was an amazing help and she honestly is the most helpful person ever. She makes you feel that your on track and very motivational. Mira Costa is very lucky to have her. Shes nothing but help.
My counselor got me an appointment quickly, was a huge help, and very genuine
My counselor was wonderful.
My last session with a counsellor she was unaware of the requirements for the massage therapy program and sent me to CLC to get the information that the front desk staff were more helpful attaining.
Nancy Diaz in Vet Center is great!
Need more time. Having to wait 2 weeks or more to get an appointment isn't helpful and hurts the planning process, puts more stress and/or strain on the student, and makes the even getting the appointment moot after a certain amount of time.
Needed more guidance than I received. Yes, it's up to me, but I thought I was doing what was required (educational plan etc.) It did work out in the long run, due to Office personnel (who are terrific). I didn't realize my counselor was "part-time" until later. I liked him, just needed someone whom I could count on to be around.
Needs more counselors or time slots
No appointment was available at any time when I tried to make an appointment. Then I waited nearly two hours for drop in counseling before deciding to leave.
None of the counslers knew anything about the applied scholar music proram which is mandatory for performance arts majors. Other students and my self are now must stay extra semesters for only one class per semester to get the AA degree.
Not enough counselors per students
Not enough help, I have had a bad experience with a counselor rushing our conversation.
not happy with XXXXXXXXXXXX. I went to speak to her years ago and she still doesn't know what she is talking about. she gave me so much conflicting information I ended up taking a class SHE said I had to take.Then told me it was too late to drop and said it was my own responsibility.
One counselor had more information about the transfering plan than the other counselor
Open office hours sometimes conflicted with my time
Over this whole year I tried to see a counselor to guide me to what classes I needed and future path however they were no help and I could never get an appointment.
Receptionist was not helpful and to me a case of the tail wagging the dog. Totally unsatifactory and not user friendly. I had to hike in there to talk with a lovey young fellow at the desk who was very helpful to me. I wrote a letter 2 weeks a go and there has been no response to my issue...are you waiting for me to go away?
Regular counseling is good. Transfer counseling is not good at all. Further comment was written in the Transfer Center's section.
rude - acted as if the ten minutes was only a brief uninformative "talk session". No useful information from drop ins.
some counselors aren't available.
Some of the counselors are dream crushers.
Sometimes inconsistent with requirements and information.
Staff is always helpful
Staff was very friendly and knowledgeable, and seemed to genuinely want to help me.
Still waiting for transcript eval, 6 weeks later, they are moving toward a dissatisfied mark
Students need more time with counselor to plan the ed.plan
Takes too long to get an appointment, even if urgent.
the counselor offered great suggestions, which I followed.
The counselors aren't as knowledgeable as the transfer center counselors.

Comments – On-Ground Counseling
The Counselors at MCC gave me wrong information about how many and which AAs I was eligible for.
The main negative is when two different counselors give contradicting guidance and advice.
The Mira Costa website indicates that students only get 6 sessions of counseling. That deems insufficient to deal with most reasons one might attend counseling so I never used these services, but otherwise would have done so.
The office staff were very helpful and it was great to have someone look over my specific schedule and provide guidance.
The one time I went to General Counseling to help a student schedule an appointment, the woman at the front desk was extremely rude and made me feel my questions were stupid; it made me feel very uncomfortable and un-welcomed.
The staff is always helpful particularly at the San Elijo Campus. My only issue has been with availability to meet with a counselor, drop in counseling is great but they cannot answer all of your questions in a short amount of time or without access to your student records
The wait is too long most of the time.
There was a lot of conflicting advice from counselors vs transfer advisers. I would strongly advise students not to see a counselor, but a transfer adviser. In my experience, many of my peers including myself were given incorrect information from the regular counselors, making it so we were not on track or taking the wrong classes.
They are very helpful and know what they are talking about.
They allowed me to think out the planning for college, so I can achieve my goal of getting my A.A. in Dance and prepare for RN.
They are always helpful, I would like real walk in appointments, not a 15 minutes breeze through.
They are hard to get an appointment with. Beyond that I didn't feel like the advice given was very helpful.
They basically told me i should just get a walk in appointment when really i wanted a full on appointment and to be able to sit down with someone and not have a short time restraint. it was impossible to get through to the front desk lady about my needs. she was very one track minded and rude.
They could not seem to tell me what courses were required
they couldn't really help me- I had to go to the department head for my questions. She was much more helpful and suggested the classes I should take based on my interests and helped me waive a class
They definitely helped me choose the classes I needed for my AA and to graduate.
They did not go over anything that I could not have found out myself via assist.org. Was hoping for a more hands on experience...did not leave confident of my future.
they gave me wrong information.
They helped me to decided what math course was more convenient for me. It was really tremendously helpful.
This department was great and very helpful. Also very nice. I felt they went above and beyond for me.
Very detached and felt as if was an annoyance to the counselor. Was just nods and mhmm and basically not concerned with my needs. Disregarded my needs and was ignoring. This college does not address the needs of the students.
Very hard to make an appointment in decent time.
very helpful
very helpful with possible classes/teachers to enroll in.
Very helpful, however, I think it would be beneficial for students to have one counseling representative. I have gone to the transfer center and the veteran's counseling center and every time it has been a different person. I think if I had one person I could talk to it would make it easier because they would already be somewhat aware of my situation and progress.
wait times for counselor are very long as in dates.
waits are too long! Always! Even with appointments!
was not able to see a counselor, only directed to use online material.
Was not easy to make appointments unless they were scheduled very ahead of time. I wasn't able to get help because there weren't any available times.
was not given the correct information regarding the classes needed for my certificate, and how long it would take me.
When I attempt to make an appointment there is only availability two weeks out or more. So maybe hire more

Comments – On-Ground Counseling
counselors?
Freddy Ramiriez is the best for child development students

Table 36: Use - Online Counseling

	#	%
1 to 3 times	209	9%
4 or more times	38	2%
Never - Did not think it was necessary for me	850	37%
Never - Other Reason	741	32%
Never - Was unaware of this service	490	21%
Grand Total	2,328	100%

Table 37: Satisfaction - Online Counseling

	#	%
Very Satisfied	83	51%
Satisfied	62	38%
Dissatisfied	13	8%
Very Dissatisfied	6	4%
Grand Total	164	100%

Table 38 - Satisfaction Comments - Online Counseling

	Count
Unaware of it	15
Insufficient Information	4
Prefer On-Ground	3
Wants Online Schedule	1
Online Orientation	1

Table 39: Comments - Online Counseling

Comments – Online Counseling
Did not always get a response, and the responses were very brief, & did not tell me all I needed to know
did not know about it
Did not know about online counseling services.
Did not know it was an option
Did not know this was a option.
Didn't know it was available!
Didn't know it was available.
Didn't know of the service. Prompt email responses?
How do I access this online? Did not know it was available to me as an online student.
I didn't know counseling appointments were online.

Comments – Online Counseling
I have been unable to contact anyone by this method. Even when i submitted a question, it was left unanswered.
I have tried to get counseling online and was never responded to.
I never used online and believe the face to face for counseling is necessary
I prefer a face to face meeting
I prefer counseling in person.
I took the online counseling for matriculation. There was useful information in it.
I was not aware of this service.
I was unaware of this service.
I wasn't aware of it.
I wasn't aware of this service at all.
I would like to be able t schedule appointments online.
Never knew there was counseling online.
Not aware of this
The guide around Blackboard was good enough to learn my way around. Some redesign to Blackboard would be great. As would the class registration portal.
When I first registered to be a student on campus, I contacted a counselor online with several questions. Nobody replied. I had to go to campus to find out how to register.

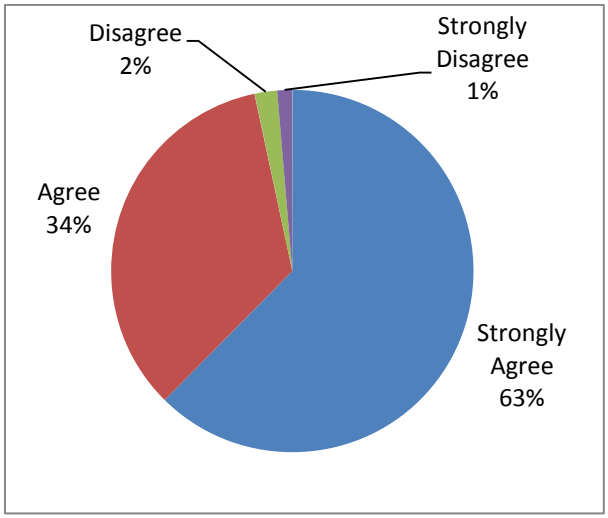


Figure 11: When I contacted this office I was treated with courtesy

Counseling services are not limited to the Counseling Office. Students can see a counselor in the Transfer Center, EOPS, DSPS and Veteran Services. Frequently students do not differentiate between the offices, considering the services to be identical. For this reason, a separate question was included in the survey to ask students about their specific counseling experiences within each office.

It should be noted here that since these two questions are very similar, students may make the same comments in both sections. It is also possible that someone who is more dissatisfied is also more likely to enter multiple negative comments, than a satisfied person is likely to enter positive ones. All

comments are included for the sake of transparency, but care should be taken when trying to draw parallels between the two comment groups.

Table 40: How satisfied were you with the counseling you received at the Counseling Office?

	n	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Counseling Department	1428	49%	41%	7%	3%

Table 41: Comment Themes on Counseling Quality

	Count
Generally Positive Comments	24
Insufficient/Inconsistent information	15
Generally Negative Comments	14
Appointment Scheduling - Negative	11
Misc.	3
Appointment Scheduling - Positive	2
Hours of Operation	1

Table 42: Comments - Counseling Quality

Comments – Counseling Quality
Advice is too little/too late, and they're hard to get an appointment with.
After waiting for an hour to 1 and a half hours for a 15 minute counseling session the counselor knew very little about the program I was in (Massage Therapy).
Again counsel gave wrong information. and didn't try to help fix it. She knew she did after I brought the paperwork that said she gave me that info.
Counseling department made my semester worth it.
Counselor offered great options and was very knowledgeable and helpful - also easy to get an appt :)
Counselor very cold and uncaring, felt as if fed textbook answers and problems were being ignored and not addressed. Felt like just a time slot to her and nothing more. Feel as if this college does not address the needs of their current students.
Damien is BY FAR the best one of the bunch. I only use him now.
Difficult to get an appointment
Goda is great.
Got an appointkmnet in a timely manner and she was as helpful as she could be
Great counselor but wish I could get an appointment easier. I call to make an appointment and he is booked. They need to tell me to call back on a certain day to make an appointment when more open up but I often forget...and then the cycle continues.
GREAT STAFF - but would like to have more office hours in the evening.
hard to schedule time that works for me
Hilda Gomez is one of the best counselors at MiraCosta College She was always prepared and gave me great advise. I always felt that Hilda genuinely cared about my academic future.
I felt like they rushed me out of the door and their info was of no help to me. I had to figure out everything on my own.
I had a walk-in session. It was not in-depth, and I still do not have an understanding of how to reach my academic goals.
I had one counseling session a few years ago and it was not very good. The guy did not seem very sure of any of

Comments – Counseling Quality
the questions I had and did not really help me with what I still had to do. I never spoke to a counselor again.
I made use of the counseling department before summer classes last year. I felt that I received bad information and my session was not helpful. I will not be utilizing the counseling department's services again.
I met with the counselor that works with the nursing majors. She is awesome, very supportive and informative.
I scheduled a counseling appointment and received some helpful information, but an appointment wasn't really what I needed because I did not have a concrete plan yet. I should have gone to the career center.
I was counselled 2 or 3 times and always appreciated how thorough and patient they were. I did not need this for a while now. Mostly the beginning.
I was told i needed to take some classes to go into the nursing program but found out that some of the classes i was told to take were not actually needed-thus i wasted my time and money
I wish we had more time to discuss. Time flies by so quickly.
I worked frequently with my counselor to devise class plans, and research schools. She was very helpful and encouraging in helping me expand my options!
I would like to be able t schedule appointments online.
If you can figure out the IGETSE tranfer form, then the counselors are completely useless. They also have no idea about any specialized AA programs (i.e., what it entails to get an AA in Music Performance at MiraCosta).
It is too difficult to make an appointment in decent time.
It was a quick trip. Very useful and helpful advice given for my pathway to success.
It was light and could very much tell that I was not the normal case and they seemed uninterested in helping me. Oceanside specifically
It would be more helpful if the counselors seem to have a better understanding of the degrees the school offers so students who need some guidance to know what kind of classes they need to continue with that degree is more beneficial to the student and not so overwhelming.
its a rush to get everything answered in the allowed time
Ive had some questions about other schools and each time I saw someone they all said different things and didn't really help me
just ok
Lack of encouragement and understanding.
Melissa Rocks!!
Ms. Decker has been extremely helpful
my counselor was helpful and offered really good advice.
Nancy Diaz is amazing.
Nancy Diaz is the best
need more time slots or counselors
No follow up
Now that I've completed two semesters I plan on contacting them for my next step toward my AA degree.
Once I had come in to ask a question regarding a form I needed filled out and the Counselors in the office were extremely rude and were not helpful and were laughing (A darker complected guy, office on the left, and a young lady, said that she had been there for a year 1/2) My tutoring appointments have been helpful!
Once, the counselor said that she had never heard of my major, so she could not help me to find classes. She never turned on her computer to look...
Overbooked
Receptionist is sometime rude and seems impassionate - older lady.. does't seem compassionate with the challenges of students trying to get guidance
RUDE. LADY TOLD ME I NEED TO SEE A SHRINK BECAUSE I WAS HAVING DIFFICULTIES WITH MY MATH CLASS.
Some counselors more knowledgeable then others.
Some of the information I received from one counselor to another did not line up, which was very confusing.
The counseling department was terrific. I was always able to make appointments at convenient times when necessary, and all my questions were correctly and completed answered.
The counselor I waited to see gave me limited information, and didn't even look at my transcripts. :(Looking at changing educational goals and pursuing RN degree.

Comments – Counseling Quality
The counselor knew nothing of my major. The only advice I was given was to go on websites to look up the info for myself.
The counselor was very helpful and informative.
The counselor wasn't very attentive. She did not give me any practical advice; rather, she advised me to adopt religion. It was highly unprofessional and I was unimpressed.
The counselors I have seen are very helpful and knowledgeable.
The counselors need to be more knowledgeable when advising students.
They get booked up a lot.
They need to clearly explain to people that if you potentially plan on transferring that some or possibly all the classes you're in might be worthless to that process.
Took their time and made me feel important.
Very helpful
waiting for help
was not given the correct information regarding the classes needed for my certificate, and how long it would take me.
Wendy is so approachable and knowledgeable. Thankful for her kind, wise, thoughtful guidance :)
Would be beneficial if you could schedule appointments online or be on some sort of wait list that notifies you of an opening

Disabled Student Programs and Services (DSPS)

Table 43: Use - DSPS

	#	%
1 to 3 times	148	6%
4 or more times	98	4%
Never - Did not think it was necessary for me	1,067	46%
Never - Other Reason	934	40%
Never - Was unaware of this service	70	3%
Grand Total	2,317	100%

Table 44: Satisfaction - DSPS

	#	%
Very Satisfied	148	66%
Satisfied	63	28%
Dissatisfied	8	4%
Very Dissatisfied	5	2%
Grand Total	224	100%

Table 45: Comment Themes - DSPS

	Count
Generally Positive	23
Note-Taker Issues	6
Generally Negative	3
Misc	3
Specific Requests	1

Comments - DSPS
Connie and Abry helped out a great deal over the semester. Having access to their computer lab was nice as well.
Connie is one of the sweetest, and most helpful people I have ever met. (I hope I spelled her name properly).
DSPS was always very easy to work with and would bend over backwards to help students. The team really puts "community" into community college.
Excellent Staff. Very accommodating and friendly. Always made sure I received my extra time for tests even if I turned in my sheet late. Would recommend this program to everyone.
Extremely satisfied with the DSPS staff, services, and office. Willing to provide additional positive feedback if requested.
Felt organization could have improved
gave me hope to pass my classes
Great group of people.
Great, great people. Clay is very helpful, and friendly. The new lady at the check-in desk is very friendly, and helpful.
I am a little disappointed with this dept. As I was asked to be a writer for a class in the fall and still have not received the promised again and again check
I am a notetaker for a disabled student and I am still waiting to be paid for Fall 2012.

I have not yet been compensated for note-taking last year.
I know that I should have used these services, but was too afraid of stigmatization to do so, even though I knew they would have benefited me.
I took only one on-line course this semester.
I was a note taker, while they were very supportive when my student started to stalk me, the stipends are taking too long to be sent.
I was a notetaker for a student in my class who was disabled, but when I emailed the women in charge of contacting the dean for a letter, I received no response.
I was a notetaker for this department and had a good experience.
J
My second house too, thank you helping me.
Only been there once but they seemed very nice.
should have transportation available for disability student on campus. Golf cart ,ect
such wonderful, helpful people
The counseling appointment I had was very helpful. It's a very comfortable environment.
The new front desk person is a lot nicer than the old one. The old front desk person was mean and not welcoming.
The staff are all extremely helpful, compassionate, and empathetic. These qualities make it very welcoming, and helped me not to feel embarrassed about asking for help.
They are always so helpful
Until the VA does their job, i guess I'm not dissabled enough for you guys.
very helpful when I need to talk to a counselor about what classes I need to take. it is also nice to get extended time on test and other supportive.
Very nice and want to help you do well in your college degree.
Was extremely difficult to get the help that I needed due to adult ADD. Help at desk was not supportive and requirements for help were too rigid and expensive (full psychiatric evaluations)
Was unaware of this service until this semester and took full advantage of the services.
While I do have a mental disability, there was really little they could do to help. Basically my option was that if my condition became a problem I should drop classes. This of course created W's to which now impact my academic future.
Wonderful I love the new receptionist and Connie Wilbur has made all of the difference for me!
Wouldn't have made it without the help from this department. Everyone was encouraging and helpful. Especially Connie. I needed help and received it. Even when I didn't understand a deadline and made mistakes, this department did what it took to help me.
WOW! Thank you for this. I LOVE that all the teachers are finally aware of what DSPS is all about. They were accommodating, it was a wonderful experience.
DSPS counselors are great and knowledgeable.
This isn't really counseling, but I'm part of DSS and have had outstanding experiences with Connie Wilbur.

Counseling services are not limited to the Counseling Office. Students can see a counselor in the Transfer Center, EOPS, DSPS and Veteran Services. Frequently students do not differentiate between the offices, considering the services to be identical. For this reason, a separate question was included in the survey to ask students about their specific counseling experiences within each office.

It should be noted here that since these two questions are very similar, students may make the same comments in both sections. It is also possible that someone who is more dissatisfied is also more likely to enter multiple negative comments, than a satisfied person is likely to enter positive ones. All comments are included for the sake of transparency, but care should be taken when trying to draw parallels between the two comment groups.

Table 46: Counseling Quality - DSPS

	n	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Disabled Students Programs and Services (DSPS)	314	59%	33%	4%	4%

Table 47: Comment Themes - Counseling Quality - DSPS

	Count
Generally Positive Comments	15
Generally Negative	1
Extension of Lab Hours	1

Table 48: Comments - Counseling Quality - DSPS

Comments - Counseling Quality - DSPS
Clay is a great guy.
Completely opposite of counselors I've had in the past. Allen Chu set out a plan for me, and made me feel like my goal was attainable.
Connie is fantastic, simply a wonderful person.
Excellent service. Makes school seem more possible for everyone.
Fantastic!
Great and knowledge staff!
I do not receive the DSPS service, but my DSPS classmates testified it is good service to them.
I should have utilized these services this past semester, but unfortunately refused to do so due to fear of stigmatization. That is a mistake I will definitely not repeat next semester or for the rest of time at the college.
I used DSPS counseling services more this semester because I was enrolled in the testing services and because the regular counseling was more difficult to make appointments with walk-in counseling.
I'm always kind of nervous making appointments and going in to see a counselor, but this was very easy and I was very comfortable. The counselor really explained everything well (not assuming that I knew everything already about colleges) and answered all of my questions, provided me with helpful links via email, etc. I'll definitely be making another appointment when I need to!
It was helpful the times I've used this service. They should address sudden illnessness/disabilities in regards to getting a proctor for a test without having to schedule a week in advance. This is what kept me from using their services this semester, and literally caused my A to go to a B because I knew they could not help if/when I felt bad the day of the final. Finals can make or break a grade. There should be an option to get a proctor after the semester if the student is feeling bad the day of the final, whether or not they are in this program.
Maria is amazing!
never really got any help
Really made a difference for me, was struggling before I joined program.

The staff are all extremely helpful, compassionate, and empathetic. These qualities make it very welcoming, and helped me not to feel embarrassed about asking for help.
they help me with class and different things.
Would love to have the computer lab hours extended again.

Extended Opportunity Programs and Services (EOPS)

Table 49: Use - EOPS

	#	%
1 to 3 times	212	9%
4 or more times	147	6%
Never - Did not think it was necessary for me	832	36%
Never - Other Reason	871	38%
Never - Was unaware of this service	248	11%
Grand Total	2,310	100%

Table 50: Satisfaction - EOPS

	#	%
Very Satisfied	212	63%
Satisfied	106	31%
Dissatisfied	15	4%
Very Dissatisfied	6	2%
Grand Total	339	100%

Table 51: Comment Themes - EOPS

	Count
Generally Positive	14
Generally Negative	2
Did not Qualify	2
Have not Used	1

Table 52: Comments - EOPS

Comments - EOPS
again I wish I could give them award for being the most efficient , helping and supportive dept on campus
Excellent counselors.
Great
I didn't qualify
I filled out a bunch of paperwork about this and it could have been avoided if the first question and comment both on the paper work and by the staff was "are you full time or half time?" I was denied services because I was half time as there weren't enough relevant classes open for me to attend.
I have not applied for this service, although i know some classmates who have been receive it and they are satisfied with it.
I like all of the counselors except the one I was assigned, he is rather rude to me:(
I like all the counselors I have met, especially the last one I had (a lady) sorry I forget names.
It's difficult to make all of the required appointments but other than that it's a great help.
My EOPS counselors are great and they are all very helpful and know what exactly I need.

Comments - EOPS
Never had a need to use them.
never really got any help
they are helpful with my education
Very helpful, and friendly.
when I submitted my application they just told me that I was not qualified
EOPS #1
EOPS councelors are amazing, they help me with every little concern that i could possibly have and give me excellent advice and i always seem to leave that building assured that i can do anything that i put my mind in. I al very proud to say that help me take that educational road that will make my dreams come true.
EOPS counselors are amazing and I love their work especially, Don Love, Afifa and Mr. Burns.
I love EOPS Counseling. They are excellent and personal. This service was crucial on my succes.

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It should be noted here that since these two questions are very similar, students may make the same comments in both sections. It is also possible that someone who is more dissatisfied is also more likely to enter multiple negative comments, than a satisfied person is likely to enter positive ones. All comments are included for the sake of transparency, but care should be taken when trying to draw parallels between the two comment groups.

Table 53: Counseling Quality - EOPS

	n	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Extended Opportunities Programs and Services (EOPS)	407	60%	32%	6%	2%

Table 54: Counseling Quality EOPS - Comment Themes

	Count
Generally Positive	15
Generally Negative	9
Not Eligible	5
Unaware of Service/Qualifications	4
Misc	2
Specific Requests	1

Table 55: Counseling Quality Comments

Comments Counseling Quality - EOPS
Am not eligible for this service.....
Amazing program, people, and service. Help me all the time and are always willing to bring a little joy into your day.
AMAZING!!! I graduated this last friday and my guardian angels Larry, Kate and everyone in the EOP office were in some part with me the whole way. I couldn't have done it without them.
As an EOPS student I have received all the help I have needed. From my education planning to counseling services. I am grateful to be a part of this program.
Candy and Larry are very helpful.
Don't know if I qualify.
Employees need to explain the process because they just handed me papers and expected me to know about the program.
EOPS, the name is the answer, thank you you the help and is my second house too.
Everone in the EOPS is very helpful and nice.
Fillled for EOPS. Never heard anything back about it, called and checked but person was not in. Not received the help needed to buy books.
Had bad experience with EOPS
Helpful but the girls at the front office sometimes gave inaccurate info. But it has been better in the spring than it has been in past semesters.
I am absolutely proud of the work that these folks give, %100 commitment!
I did not qualify
I just wish they had more books in the lending library
I need more financial help than the financial aid office can give me but my grades are too good for EOPS. SO I would be rewarded for giving less effort in classes and am punished for my high marks.
I took only one on-line course this semester.
I wish the lending library had more books.
I would like to explore and find out more about these services.
I'm very thankful for this program. they gave a lot of assistance and set my educational goal in the right path. If it wasn't for this program, I will probably be lost and not know exactly what I need to do to reach my goals.
Ivisited the office to submit my application, but it was after the due date; However, they were very polite,and offered me helpful information about the program. information that I shared with my friends that are about to enroll in college classes at Miracosta.
Larry's and the other's are a great help. It'd be helpful if they weren't so strict about appt. with someone who has a bad memory like myself. I will probably lose access to this service soon unfortunately.
More info about the program. Seems very vague.
Necessary program! Thank you!
Never contacted them.
Other
Sometimes I feel like the staff can be very rude to me, and I really wonder if it is because I am a minority in here..I am one of very few white people and when I go in there I get this "unwelcome" vibe and kind of rude looks from staff
The 2012 year had awesome people at the EOPS desk, now some guy is to cool or something. Need a dedicated computer for printing only.
The girls that worked the front desk are much nicer than the guy that works there now. I don't like being called "boss, buddy, pal, hey man." Service used to be friendlier and professional.
The people in the EOPS department are all helpful, and very encouraging. I had a great experience working with the folks in this office!
They do not seem informed to veterans needs. i wish there was another way to set up appointments with veterans counselors.
very helpful
Was not eligible because of my BA. It should be based on the financial need of students, especially students returning to college to change careers.

Comments Counseling Quality - EOPS
While I was a model student in the program and did well academically, I was kicked out for taking too long.... however I work full time and can only be a part-time student....
WOW. They are awesome.
you have a great staff working this department

Financial Aid

Table 56: Please answer the following questions on the Financial Aid Office

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	No Contact with the Financial Aid Office
The financial aid application was easy to complete	27%	33%	25%	8%	5%	3%	43%
MiraCosta College Financial Aid staff was knowledgeable	38%	38%	16%	5%	2%	2%	47%
I received my financial aid money within the time period published on my SURF account	35%	33%	16%	6%	5%	4%	52%
The financial aid website allowed me to easily find the information/documents I needed	30%	33%	21%	8%	5%	3%	46%
The documents on the financial aid website were easy to understand	28%	30%	23%	10%	5%	3%	45%

Table 57: Use - Financial Aid

	#	%
1 to 3 times	747	32%
4 or more times	307	13%
Never - Did not think it was necessary for me	575	25%
Never - Other Reason	677	29%
Never - Was unaware of this service	34	1%
Grand Total	2,340	100%

Table 58: Satisfaction - Financial Aid

	#	%
Very Satisfied	477	48%
Satisfied	393	40%
Dissatisfied	80	8%
Very Dissatisfied	37	4%
Grand Total	987	100%

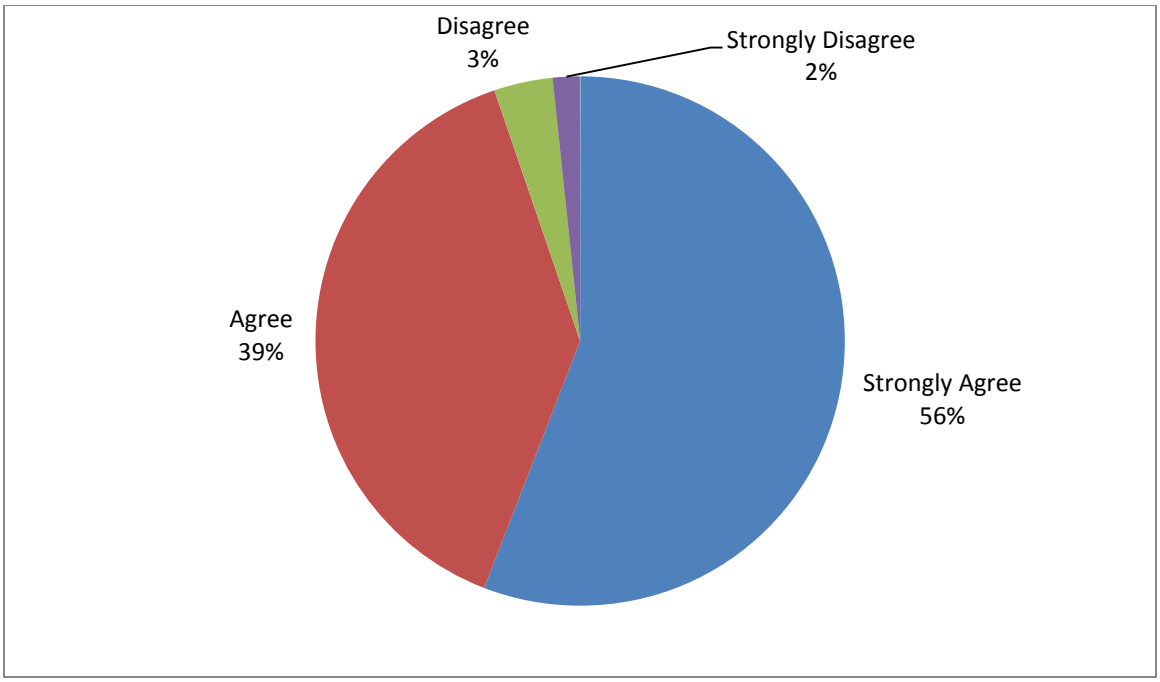

Figure 12: When I contacted this office, I was treated courteously

Table 59: Comment Themes - Financial Aid

	Count
Customer Service - Positive	22
Wait/Processing Time - Negative	16
Confusion	14
Customer-Service - Negative	13
Policies - Negative	8
Misc	6
Do not qualify	6
Access	4

Table 60: Comments - Financial Aid

Comment – Financial Aid
Always willing to answer any questions you might have or help you fill out financial aid forms. If you leave a message they are great at getting back to you and making sure everything is clear
As a military member, it took me six months to receive FASFA after submitting the application.
Because I had made an existing account few years ago while in high school I do not remember my information to log back in or start over to apply.
Certain aspects of the financial aid program on-line are confusing. Could be more clear and links easier to follow.
Could use more staff
Customer service was great, the lady at the counter is always knowledgable and friendly, only thing was my financial aid took forever to arrive and be completed, I actually did not receive any funds until my last week of the semester of school.
Did not receive any.

Comment – Financial Aid
Did not receive information within the time specified.
During busier times, there should be more than one person working on assisting students. Every time I've been to the Financial Aid office, I've always had to wait awhile to be seen. The last time I was there, it took an hour and a half to get to the point to just drop off forms. Also, I think the "no cell phone" sign should be removed. I've been to other education institutions that does not restrict the use of cell phones in the Financial Aid office. And since students usually have to wait, they should be allowed to do something to help pass the time. For example with me, if I was able to use my cell phone, I might've not have noticed how much time had passed before I was seen and would've been less unsatisfied with my visit. Anyway, I feel that the whole office should change. It doesn't feel very welcoming.
During busy periods, there should be more staff to help keep lines shorter.
Every time I applied I got declined.
Everybody at the Financial Aid office is very helpful and extremely nice. Love them!
Everyone is very nice and very helpful. They always try to do help everyone out in a timely manner.
Financial aid does not always come through for me
Financial aid would no longer help me, and no one called to tell me. I found out clicking buttons on SURF.
got me through school
Had to do everything one piece at a time. it seemed like they also need a checklist in a prioritized order. Back and forth to school over and over and they seemed to not always be in sync with admissions and records. I hope they fixed the Sudent academic progress report system that many students had to redo and submit multiple times. made no sense since it was through Mira Costa website that when it said it has been sucessfully forwarded to financial aid it never made it.
Have yet to receive information back from this office.
having to wait for my transcrips student loan because of a balance at another school is holding me back possible forever
I am unable to get financial aid because of how much money my mom makes yet she does not make enough money to actually help me financially with school in any way!
I can be more thankfully for Financial Aid helping with my education.
I did look at applying for financial aid once, but the length of the form was enough to make me put it aside and just focus on my studies for the time being.
I did not qualify.
I do not agree with accepting transcripts over 10 years old. My past college experience affected my ability to get financial aid and I aquired a hardship because of this.
I do not like that it's never open on Fridays.
I feel like the office should have more windows to assist students especially during the peek days. I stood in line for almost two hours to be told that the office was closed after the person in front of me and to come back on Tuesday the following week. There's got to be a better system.
I got my money quickly, wich was nice, but the staff couldn't answer very many of my questions besides the routine, "fill this out and look this up on SURF."
I had no idea I would not be able to qualify for financial aid to continue my education due to previous coursework. I was in a re-training program due to becoming disabled. Like most people I don't understand the ins & outs of financial aid, unless it's broken down for me.
I have always been intimidated by finacial aid, I want to try it for future semesters
I have not use financial aid if a while.
I like how they take their time and answer all my questions.
I never applied for aid for miracosta but I did apply for the upcoming term at CSU San Marcos
I received conflicting information about how to report my income, which delayed my financial aid funds being released in a timely fashion and caused untold stress in my life. I always clarified and double checked the instructions so it was very frustrating to get incorrect information and have further delays. No one had any ability to expedite my award, so there was no positive resolution to the situation, just a stressful wait. I recommend creating a way for students to access their award faster in certain circumstances.
I seriously love the staff at MCC. In every department, everyone is so helpful, kind, patient and knowledgeable!

Comment – Financial Aid
I think more specific information should have been given when my paperwork was completed and handed in. It was a little confusing regarding the timeline when the funds would actually be released.
I waited on hold for literally 8 hours straight and no one picked up the phone and there wasn't a way to leave a message. Please don't have a phone number if you're not willing to answer it.
I was dropped from everything except BOGW as my time period had expired. The systems is not setup for part-time students.
I was told to complete 4 classes with passing grades before reapplying for financial aid- once I did I reapplied and was told I don't qualify due to number of attempted units. Was upset that the first financial aid person gave me advice before reviewing my file and letting me know I wouldn't qualify.
I went to get FASFA info.
I would like to be able t schedule appointments online.
I'm only disappointed in that I don't qualify to get a student loan because i am over the amount of units for a community college. I don't believe this is fair, especially in this day and age when you are forced to find other career options and need more schooling in order to find a job.
It very help to have people helping me when it have question about financial aid for my classes.
it was confusing. I was never sure if I had the correct paper work.
More clarified information.
More financial aid should be available for working middle class, some people struggle regardless, like me.
Never excited to go to the Financial Aid office. I don't feel welcomed, and I leave confused almost every time.
No one needing financial aid should ever hesitate to use the financial aid office at Mira Costa in fear of walking away empty handed.
Not nearly enough money to live off of, they will not supply necessary forms and require you to print your own, ridiculous wait times in line (20 min per person, frequently over 5 people waiting)
one on one financial aide guidance with more people available
Provided with all info on financial aid but was not informed academic goal's bearing on such aid, when I changed my academic goal to satisfy requirement/s it's too late... :(
SOME of the people working do not offer the best customer service.
Sometimes there are some ridiculously long waits!
Staff was helpful, but the process was sort of convoluted.
Staff was knowledgable. However, processing was a little slow, and the check was lost in the mail. Took me a while to receive financial aid.
The financial aid department failed to provide pertinent information when I first registered, and dragged out the fin. aid approval process. Ultimately denying my federal Pell Grant, long after the add/drop date (with reimbursement) created a slew of problems for me, both financially and logistically. Moreover, denying the grant compounded my financial problems, as I was unable to take out the federal loans that make it possible for me to attend school. Frankly, I do not understand why a college would deny a stellar student their federally awarded Pell Grant. Baffling.
The financial aid staff is very unpleasant. They are rude when you call and ask a question overt the phone. They have this attitude that should know everything already. Overall I really dread having to go in or call this place.
The mandatory orientation process is confusing and the test that is mandatory to pass is just plain ridiculous because the answers to the questions aren't all readily available in the powerpoint - you have to infer answers.
The people at the financial aid office are not resourceful or friendly. They dont speak unless spoken to. I think someone should atleast inform students about crucial important dates and information that could affect their application.
The people at the front desk don't really know what they are talking about and they say whatever they can to prevent you from making an appointment.
The receptionist is really nice and she seems to know a lot in regards to BOG, FAFSA or any financial aid questions.
The red head is awesome. The whole dept. has been nothing but helpful thus far.
The Staff are helpful. The online program for new financial aid applicants has several flaws.
The staff is very helpful, Thank you for all of the assistance.
There should be a limit on how far back you count classes towards the "maximum time frame." My goals are much

Comment – Financial Aid
different than they were 10 years ago when I first attended community colleges. In this new economy, returning students shouldn't be penalized on the amount of aid they can receive based on units that were towards prerequisites and or units that are not recognized by four year institutions.
There was an issue that was difficult to resolve. Mailing back & forth: a pain. They don't answer the phone on Fridays: a pain. I finally had to go in. John was very nice & helpful & calmed me down right away.
They answered all my questions. Although there tended to be a long line.
They are amazing! Very helpful and they fight for their students! Nice Job!
They need scholarships for people with other degrees
They take too long, it would be helpful if there were two windows.
They were very helpful and answered my questions. When I did not receive aid, they informed me what I needed to do in order in to qualify next time.
This was a very detached process with little useful communication. I had to continually call to get clarifications on instructions and it took entirely too long. They were not very friendly.
Very busy new people not well informed
very difficult to get aid
Very helpful and patient.
When I had completed my 12-13 year FAFSA, I had entered some information wrong on accident, and the women at the financial aid office were very rude and acted like I was trying to dupe them. It was unprofessional.
Wish it was open all days of the week, I could not get info directly from them, they were closed on Fridays, the only days I was on campus
Without a 3.0, very little is offered.
Wonderful people really helpful, they are very patient as well.

Health Services

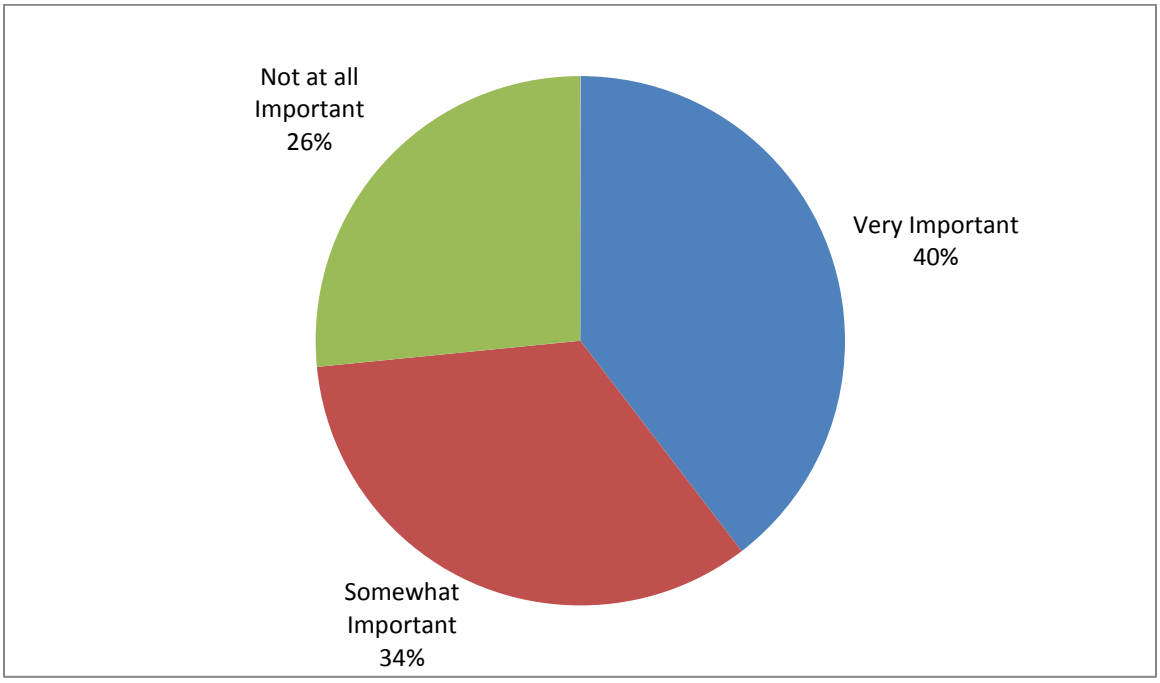

Figure 13: How important to you are the services provided by Health Services?

Table 61: Use - Health Services

	#	%
1 to 3 times	401	17%
4 or more times	100	4%
Never - Did not think it was necessary for me	897	39%
Never - Other Reason	816	35%
Never - Was unaware of this service	93	4%
Grand Total	2307	100%

Table 62: Satisfaction - Health Services

	#	%
Very Satisfied	320	69%
Satisfied	135	29%
Dissatisfied	8	2%
Very Dissatisfied	4	1%
Grand Total	467	100%

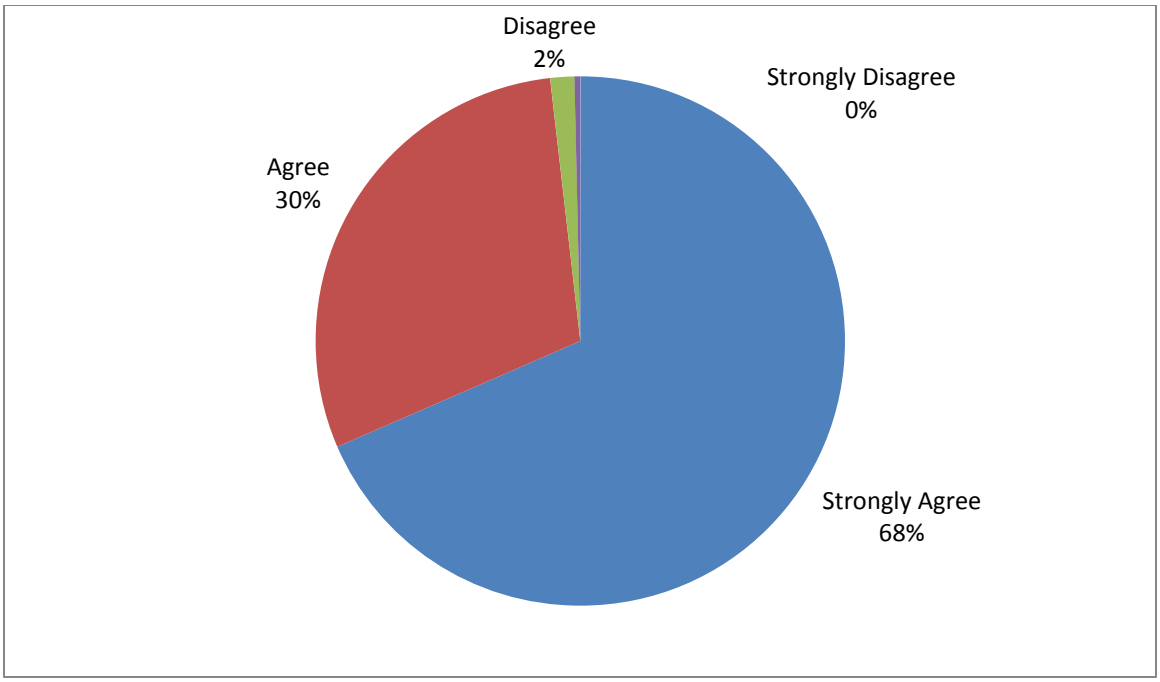

Figure 14: When I contacted this office, I was treated courteously

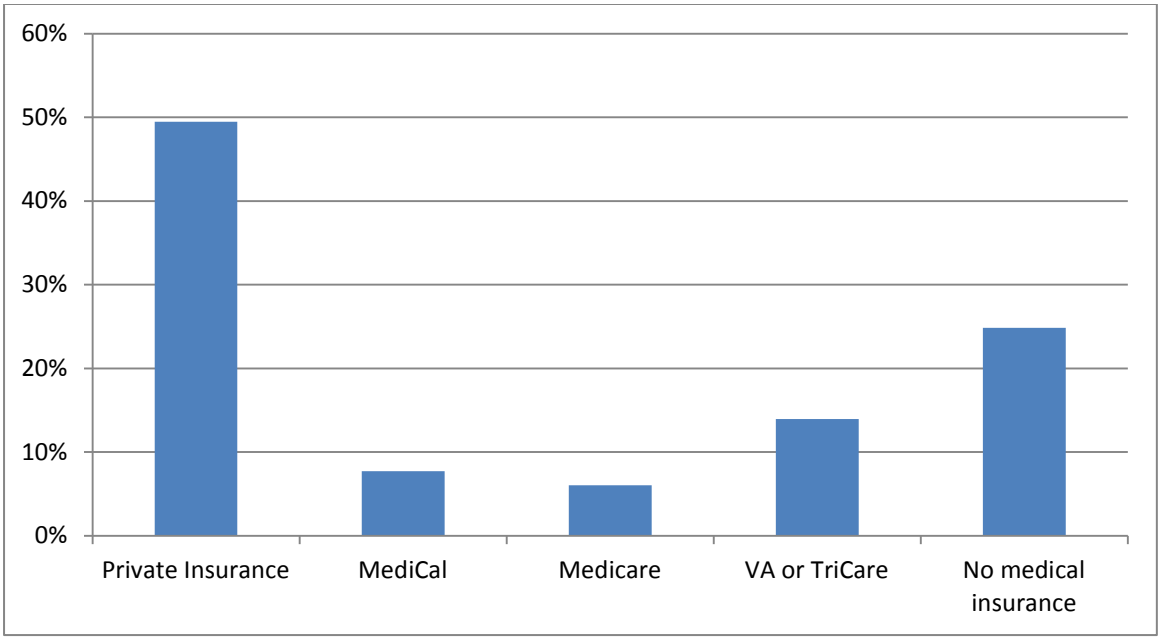

Figure 15: What kind of health insurance do you have? (Mark all that apply)

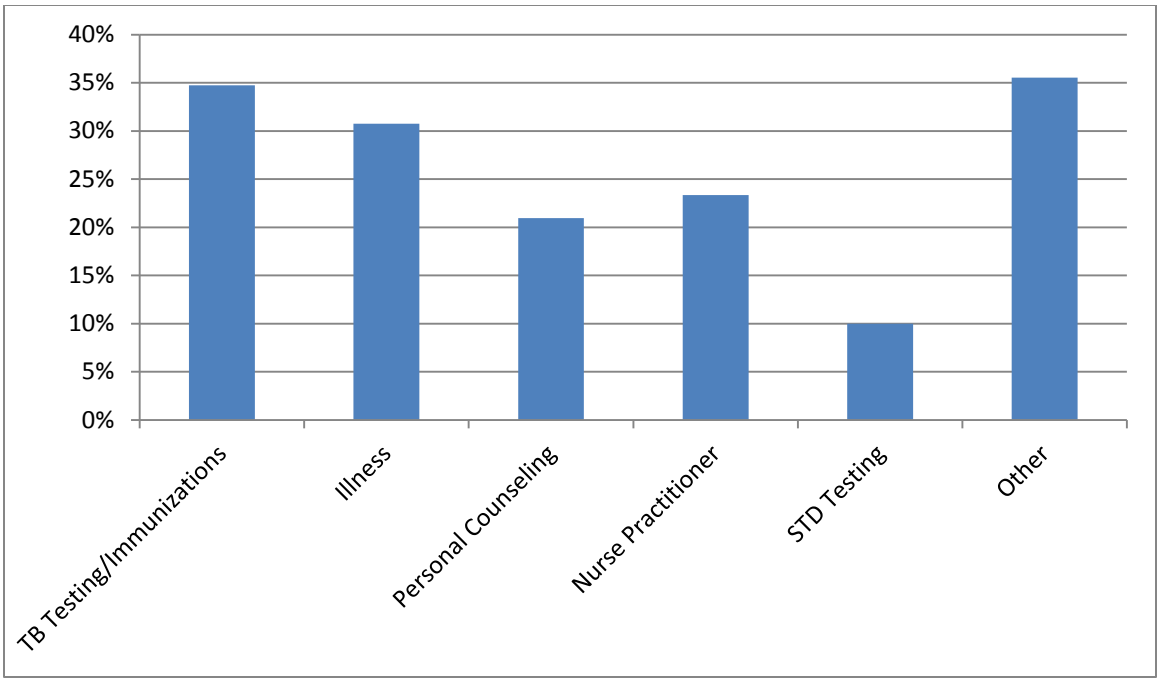

Figure 16: If you used Health Services, what services did you use?

Intramural Sports/Athletics

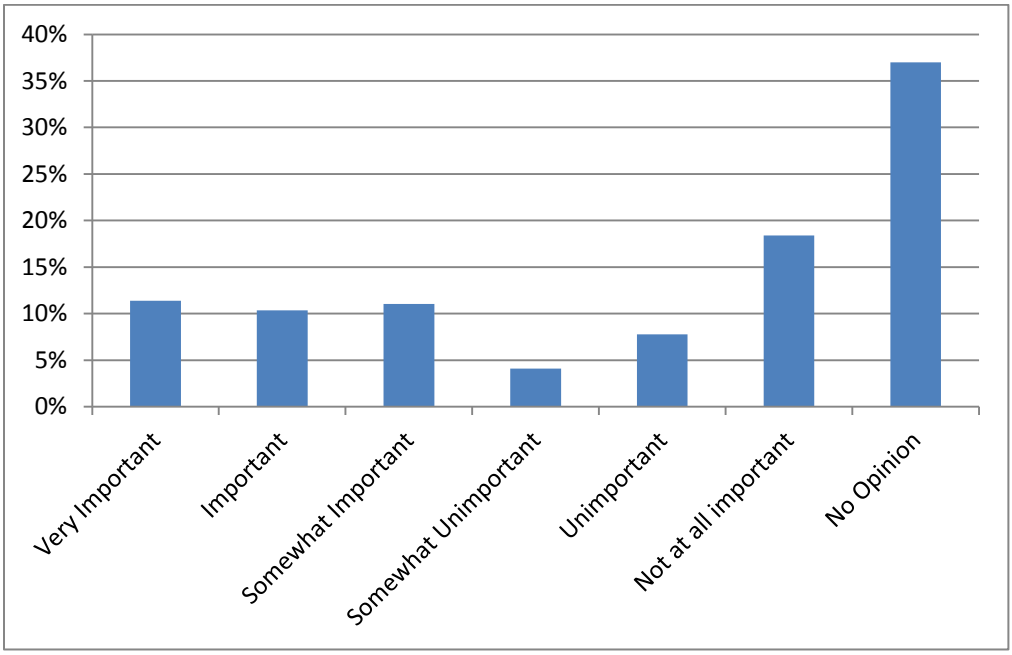

Figure 17: How Important to you are intercollegiate athletics at MiraCosta College?

Table 63: Use - Intramural Sports

	#	%
1 to 3 times	104	4%
4 or more times	39	2%
Never - Did not think it was necessary for me	984	42%
Never - Other Reason	999	43%
Never - Was unaware of this service	210	9%
Grand Total	2,336	100%

Table 64: Satisfaction - Intramural Sports

	#	%
Very Satisfied	74	60%
Satisfied	41	33%
Dissatisfied	9	7%
Grand Total	124	100%

Table 65: Comment Themes - Intramural Sports

	Count
Would like more sports	9
Unfamiliar	5
Generally Positive Comments	4
Want to know more	3
Wants more oversight	1
Want more non-intramural sports	1

Table 66: Comments - Intramural Sports

Comments – Intramural Sports
Additional athletic endeavors would be great including more independent sports like bicycling, running, even rollerblading or walking.
Coach Conahan is the man!
Did not know that the school even had sport teams.
Great way for students to get involved!!
How come we are never made aware when or where games are being held?
I didn't know it was even offered
I really wanted to play and I out it on my calendar, but it never worked out. It was on Fridays mid-day and something always came up. Please offer this more often, you will get more students!!! The drop in soccer games sounded like fun and a great way to meet other students.
I wish there were more offerings.
I wish there would have been a professor to monitor the intramural open play sessions. I attended the volleyball open plays, and there were a few individuals who were very rude to the players who were not very experienced; it took the fun out of playing. I feel that would not have happened if there was an adult overseeing the games.
It would be cool to have Intramural Sports at the SAN Campus as well.
More promotions and ads!
more sports
NEED MORE SPORTS THAT ARE NOT INTRAMURAL!
not really sure what that is
offer more sports
the people coordinating it were very friendly!
This should be promoted more to know semester scheduale.
Was unaware that intramural sports were offered through the college? Exciting news though
Went kayaking for free through the Intramural Sports and it was awesome!!! Will definitely do Intramural Sports again
What is this ?
Why do they only bring out the ping-pong tables a few times a year? Why not let students use them regularly, or at least open for use certain days of the week?
Wish there were more sports after 5 and on all different days.
Would be nice if more sports were offered.

Library Services

Table 67: Use - Library Services

	#	%
1 to 3 times	752	32%
4 or more times	797	34%
Never - Did not think it was necessary for me	383	16%
Never - Other Reason	375	16%
Never - Was unaware of this service	19	1%
Grand Total	2326	100%

Table 68: Satisfaction - Library Services

	#	%
Very Satisfied	968	67%
Satisfied	460	32%
Dissatisfied	20	1%
Very Dissatisfied	4	0%
Grand Total	1452	100%

Table 69: Please rate your level of agreement about Library Services

	Strongly Agree	Agree	Disagree	Strongly Disagree
The library offers adequate resources for me to complete my course assignments.	62%	36%	2%	0%
The librarians were able to assist me when I have questions about library research or other services.	61%	37%	2%	0%
The library building is open at the times I need it.	48%	38%	11%	3%
Library resources and services are available at the times I need it.	52%	39%	7%	1%

Table 70: Usage of specific library services

	1 to 3 times	4 or more times	Never - Did not think it was necessary for me	Never - Other reason	Never - Was unaware of this service
Research webinars	19%	7%	23%	30%	20%
Online orientations	25%	3%	24%	32%	15%
Librarian reference chat	15%	4%	29%	35%	18%
Online journals	24%	21%	17%	26%	12%
E-books	25%	15%	20%	28%	12%
Online reservation/extension of books	17%	6%	28%	34%	15%

The satisfaction ratings in the table below are based only on those students who reported having used the service one or more times.

Table 71: Satisfaction with specific library services

	n	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Research webinars	514	52%	46%	1%	0%
Online orientations	582	50%	48%	2%	0%
Librarian reference chat	388	66%	33%	1%	0%
Online journals	993	58%	41%	1%	0%
E-books	864	57%	41%	1%	0%
Online reservation/extension of books	503	63%	35%	1%	0%

Table 72: Comment Themes - Library Services

	Count
Customer Service - Positive	38
Atmosphere - Positive	16
Resources - Positive	12
Customer Service - Negative	7
Hours of Operation Requests	7
Specific Requests	6
Atmosphere - Negative	5
Resources - Negative	2
Misc	2
Technical Issues	1

Comments - Library Services - General
also another great place to meet friends old and new. also great place to relaxed or finish up homework, or do other stuff like web surfing.
Amazing Staff!
awesome librarians
Awesome! These services deserve an A+!
Awesome.
Coreen is awesome
Difficult to maneuver online journal resources at times.
Easy to get help from
Everyone is very nice and helpful.
Everyone was very helpful: Front dest, tutors, and research librarian.
Everything is great.
Excellent staff! Very friendly, and seemed genuinely passionate about helping me search for the books I was researching.
Friendly and helpful staff
Great for working on homework or meeting a study group, the staff are really good at keeping the noise level down for everyone to be able to focus and any questions on where to find something are always answered
Great movie selection!
Great resources ONLINE! Never visited the Library in person. But ONLINE was very user friendly, especially, since my professor did an online tutorial video.
Great service from librarians and all the staff.
Great Staff!
Great staff!!!!
GREAT STAFF...
have more textbooks available
Helped me while my printer was down this last semester!
Helpful and friendly.
I don't agree with the way study rooms are managed. I often needed a study room to prepare presentations or group research and because we were only 3 we could not access the EMPTY and UNUSED big study room. I understand that that room is dedicated for bigger groups but still when is empty should be made available to smaller groups. Other than that the library service is great!!
I enjoy the newly updated movie selection.
I like the new outlets in the round tables.
I liked the fact that I could reserve a room for studying math with classmates.
I love the fact that you can wait in between classes and study in silence where there are resources you might need.
I LOVE the librarians. So helpful and make wonderful suggestions when working on research or looking for more direction for research.
I only used the library to pay for my AutoCAD printing account.
I spent a lot of time here, it is nice I was able to reserve the large room upstairs for our study group.
I think it would be helpful if the library was open on one Sunday a month. Or at least Sunday during finals week.
I took only one on-line course this semester.
I wish there was a fax machine. I would pay to use it.
INFORMATION DESK person is suppose to be helpful .... If someone's WORKING at the information desk (who's suppose to direct people) make sure they know information in advance advance as to which groups are located in which room. The day I took the NHA exam the person was clueless didn't know where the exams were held. She had an attitude like she was being bothered that we even asked. Hope she was just having a bad day and isn't always like that.
It is hard to locate an area that is quiet in the library.
It would be nice if the library carried newer, popular titles
It would be nice if the library hours were extended.
I've never had to wait for a computer.

Comments - Library Services - General
I've only used the online databases but I have been surprised with the ease of using journals. JSTOR is particularly helpful.
lacking solutions manual(s) (one solutions manual is at the San Elijo campus but not at the Oceanside campus)
Librarians are rude, and always disconnect my calls if it needs to be transferred to the upstairs of library. Phone numbers to library departments should be available online.
Librarians successfully helped me find books on a fairly obscure research topic
library facilitators are fantastic! So are the computer helpers! I could not get through school without them!!
Like how macs are provided
longer library hours.
love the windows!
more cubbies
Most satisfied.
Needs more space!
Nice staff, good selection of materials to check out, and many useful services.
Online is very easy to navigate and use.
printing is cumbersome because of the money machine needed to print; it doesn't give change or accept coins and there is nobody there to break a 20 if need be
Rude Librarian
Some people don't grasp the concept of being quiet in a library, talking loudly on the phone or not closing the door to their study rooms. Librarian was helpful with showing how to use the journal article database. Tech support helped solve an issue with my laptop. However, as mine is a Mac, I had to come at very specific hours because only one person knew how to troubleshoot Macs. Would have been nice to have more people, as I've seen several students with Macs, and I had to cut out of work early to make it during this person's shift.
Some staff gossip too much
Somewhat satisfied because most of the people who work helping aren't very helpful sometimes they don't even know what they are doing. I usually just wait till the supervisor to start working so i could get help.
Staff is very helpful!! They're awesome!
The computer was not friendly to this frequent home and office computer user. And the librarian was busy talking w/ a colleague. She failed to acknowledge me, so I had to interrupt her for some help... not a good experience.
The Liberians and resources in the library are incredible.
the librarians are great! they helped me numerous times!
The librarians are incredibly knowledgeable and helpful. Also the library is very organized and clean. That makes it easy to concentrate in.
The library is a cozy place to hang out. I haven't actually gone looking for a book yet...
The library is one of the best I have ever been at in my life. There are books on every subject taught at the college, and the resources provided there excellent.
The library is overwhelmingly loud and lacks areas for quiet study.
The library is stellar, as are the numerous online services, although navigating the myriad online services can be cumbersome
The library is wonderful. Everything about the library is wonderful.
The Library needs to stay open longer on Fridays. I had a class which ended at 4:00 on Fridays and I could not use the library after class. Which would have helped me with my educational goals.
The library should have extended hours during finals
the library staff is very helpful and knowledgeable.
The Library was great!! Staff very nice and know what they are talking about very clean library.
the staff is great
The study rooms are great, although a little crowded at times!
There is no attempt by any working staff members to keep the "quiet" areas quiet! People talk on their phones and chat with each other loudly and rudely upstairs in the so called "quiet" areas everyday.
-There is no noise control -Generally pretty clean and inviting -People hog study rooms -Closes too early on Saturday

Comments - Library Services - General
They helped me with research papers especially the worked cited page!
used a meeting room several times this past semester. Thank you rooms very clean. Staff friendly
very conveinent
Very friendly and helpful
very good library staff.
Very helpful
Very helpful and pleasant.
Very helpful to students to have the evening hours especially for those that work during the day.
Very helpful workers!
Went in once to use a history book because the bookstore didn't get my book in time when the semester started. It was useful.
Would like 1-2 terminals dedicated just for onliine library catalog use.

The Library staff requested comments areas around specific library services. The comments below were were intended to be written specifically to that service.

Comments - Research Webinars
Confused on how the system works in searching for what I needed.
Did not know it was an option
I didn't know about them.
I wasnt aware that there was any webinars.
Never - Was unaware of this service
Training on how to use library resources should be mandatory.
webinars?

Comments - Online Orientation
I prefer human interaction
I used the career center video's. They were helpful for getting an interview, writing a resume
It was comprehensive and helped me very much with my first semester at my new school.
It was nice to do orientation from my living room
Not aware of them.
Only did the orientation because it helped me register. Informative but not very helpful for me and my situation.
somewhat difficult to use
Very satisfied with the on-campus orientation

Comments - Librarian Reference Chat
Being able to livechat with a librarian was awesome.
Did not know it was an option
it was very helpful and resolved my issue efficiently
Its great to have this resource. Really helps when you live in Fallbrook and cant drive to oceanside.
Never - Was unaware of this service
never used this, as I was unaware it existed.
The librarian in the chat room was from South Carolina and was not familiar with my question about our library.

Comments - Online Journals
A little difficult to get started and understand process, but then OK
a lot of info to surf thru
found the site difficult to use and find what I was looking for. Haven't gone back to see if it has been updated.
Great resources at the library! Love it.
i found what I need it for my paper.
I was able to get the needed information.
It's good for research
Jstore was great, but EBSCOhost is pretty good. The online library is where I learned most of what I did at the school.
Losing ProQuest was terrible.
more selection on certain subjects would be helpful
Never - Was unaware of this service
The journals are somewhat helpful but they often do not provide me with the answers I am looking for.
The online journals are somewhat helpful but I found that they often did not provide me with the answers I was looking for.
They didn't have this when I was in school before so I think it's great!
This is a new era and online sources could be revamped to be more user-friendly. When I first started using the service, it was a bit daunting. The information is just splattered to the screen, and it can be very time-consuming to even find the link you need BEFORE figuring out how to search for your topic. There just has to be a more logical way to organize the links/sources, and to manipulate us to the right spots. Especially, when we aren't quite sure where to start (that is the biggest problem, jumpstarting our research). I'm a pretty self-sufficient, intelligent, go-getter veteran, but even I have had to admit defeat once or twice and seek help locating information.
This was great and let me write a paper anywhere I had internet access
Used Ebsco host. Many useful articles in there.
Very diverse selection
Would be very satisfied but there was no ProQuest this semester, it should really be brought back
Your online journals are great, it saved me time and money. I didn't have to print or save on a usb and try to remember where it was

Comments - E-Books
Awesome resource to have, thank you.
Convenient in that you don't have to carry as much around but the only downside is finding time to work on homework but having no internet connection to view the text
Did not know it was an option
E-books from EBSCOhost are *never* available.
Either did not find any books I was interested in that I couldn't get elsewhere, or could not figure out how to use it, don't remember which.
Excellent resource for finding academic journals.
Helpful
I couldn't figure it out to use it.
I didn't know we had this.
I have found eBooks to be very efficient and convenient.
I loved having my books on my computer. I was able to read it on my phone, as well. Makes it a lot easier than having to lug around a huge book with me.
I personally tried an ebook only once for school and did NOT like it. I do like ebooks for personal use.

Comments - E-Books
I use this for all my research papers! Very helpful!
I would like to see more e-books become available, however this is currently an excellent service.
I'm going to have to check this out, sounds cool!
need more textbooks
Never - Was unaware of this service
Sometimes can get very confusing on the various programs out there that is needed to open specific E-books.
There is often only one copy of an ebook and students seem to be able to virtually "check them out" for long periods of time. Therefore, I usually use journal articles instead of ebooks.
This seems awesome! I didn't know about it until now though.
Very diverse selection
very helpful
we have ebooks?! I'm so going to take advantage now that I know we have access!
wish the check out was a little longer

Comments - Online reservation/extension of books
Can never log-in for some reason
Did not know it was an option
Great help for my research projects!
I did not know you could extend your books online.
I have two books still, oh no!!!
I would have used this if I knew about it during the Fall semester. I also think you guys should wait 2 days before sending out a past due noticed. Many times I knew that the book was due and returned it the following morning but still got a past due notice in the mail.
It was a little different for me to look for a book. I would prefer to go into the library and look at physical books. Guess I'm old school.
need more textbooks
Never - Was unaware of this service
Never used this
The web layout is a bit cumbersome.
Very convenient.

Math Learning Center

Table 73: Use - Math Learning Center

	#	%
1 to 3 times	353	15%
4 or more times	371	16%
Never - Did not think it was necessary for me	844	36%
Never - Other Reason	707	30%
Never - Was unaware of this service	60	3%
Grand Total	2,335	100%

Table 74: Satisfaction - Math Learning Center

	#	%
Very Satisfied	440	66%
Satisfied	195	29%
Dissatisfied	26	4%
Very Dissatisfied	4	1%
Grand Total	665	100%

Table 75: Comment Theme - Math Learning Center

	Count
Generally Positive Comments	29
Generally Negative Comments	20
Misc	4
Access to Specific Tutors	3
Hours of Operation	2
Appointment Scheduling	1

Table 76: Comments - Math Learning Center

Comments – Math Learning Center
A beehive of activity, but pretty efficient.
A couple of the helpers have unfriendly attitudes, so I would often skip going there although I needed help.
A tutor by the name of XXXXXXXX is completely useless. He doesn't want to help others, which takes away from other great tutors that want to help students. Please look into him, as I don't feel he's an asset to the MLC.
Again,I felt like I was being talked down to and I wasn't understanding the material. Some had no idea how to help me. So went to fast and tried to show me shortcuts when I wanted reinforcement on the proper way to do it.
always seem to get my homework done in a timely manner, and leave knowing a lot more about math than i did when walking in.
Always very noisy there. Seems like a social hour at times. Only other concern is sometimes it takes a while to get assistance when needed, but when you do, the service is always great.
Amazing staff helped me understand the material in depth and aided in my success in the class beyond imagination! So thankful!
Awesome!!! A total life saver. They were always very helpful and friendly.

Comments – Math Learning Center
Could have used it, but I work full time downtown and couldn't get up here in time to make it valuable or effective before they closed.
Did not help at all with Math 106, had to drop class because no support.
Difficult to find staff that knew advanced topic. Mainly only other student workers employed with limited motivation.
Extremely busy in the afternoon. They look like they're drowning in a sea of people. More tutors would be nice and a larger space with more tables as well.
I didn't really personally like the tutoring sessions that we had for Math 64. Basically, we go in there with the tutor, and she stands there and asks if anyone has any questions. If everyone else has a question, good luck getting yours answered - and if yours DOES get answered - she basically writes it out on the board, *very briefly* stating the steps, and says "Okay?" seeing if you understand it, and then the next student blurts out their question. I never really got the chance to be able to clarify any help that I needed. You have to really put yourself out there to get real help with your problems. I didn't really get any help from the tutoring sessions. It's not very organized, and instead of actually showing how to do the problem, you get the problem written down for you.
I feel like there are so many ways of teaching a certain lesson that i need to try all the tutors until i find one that fits my style. Although when i do it is hard to make my schedule fit with theirs.
I had called in advance last semester and they said they would be open. Made an appointment online. Get there just to find out they are closed! This semester I have been satisfied esp with their tutors!
I had to take a few proctored exams for online math classes and it was very easy to do at the MLC
I only used the MLC at San Elijo. One or two of the tutors there were extremely helpful. The others were not helpful at all.
I used MLC the entire spring semester and the previous semester for testing.
I would like to have used this but it is limited to students enrolled in a math class. I took a chem class and needed math review/help.
I would like to see the ability to check out calculators for classroom use and borrow a textbook.
Impacted. Need moe people, more space.
It was great and the people that I was introduced to were great!
It would be awesome if they could also help with physics. Bryce is the best!
It's really hit or miss with the tutors. There's certain tutors everyone knows to avoid.
Keep the drop-ins.
math center people are awesome
Math tutors have helped me learn material I don't learn in class.
Need more Stats tutors!
No tutors for Dicrete Math
not doing math however, it was helpful. thank you
People were brusque, uninterested in helping me, and made me feel like an imposition for being there.
San Elijo needs to retain their old MLC hours. Please remain open until 9pm.
See "Tutoring (on campus)" section.
servers constantly disconnected during online quizzes.
Some math helpers have attitudes, but a couple of them are great.
The Math center is awesome!
The MLC at SEC is frequently chaotic, too much socializing. As an online student who doesn't know my classmates I have not had much luck getting help when I needed it. Needs improvement. Also taking tests there difficult for people (like me), very distracting, the door opens and shuts (loudly) frequently.
The online appointment system does not work effectively. Every time I made an appointment online for a test, I was told that I made the appointment at the wrong campus or that they couldn't find the appointment at all.
The staff are always quick to help, organized, and encouraging.
the staff who helped me was very knowledgeable about my problem and was able to guide me step-by-step through the process
There are some wonderful tutors in the MLC.
They're helpful when you ask any type of question. I got a good grade because I was there constantly.

Comments – Math Learning Center
This is one of the best souces MiraCosta College has on campus. The tutors are extemely helpful, very encouraging, and professional.
Too noisy to concentrate. Not all students there to doing math. Too much talking in the area, however, helpers very good.
Tutors were friendly and tried to help me but did not know the material for Math 105 and Math 106 classes which was difficult because no one could help me with homework or studying.
Very easy and helpful
Very helpful and provide many tips on how to remember certain formulas
Very helpful staff.
Very knowledgeable and helpful.
We went over multiple problems and I was only able to get help on two because the tutor didnt know how to figure the rest out
When I've used it the service was amazing. Yet I didn't take any math classes this past semester.
with my math class with bonds it was nice to have a place to take test and not really worry about time limit.
I used the online tutoring several times during Math 64 and it was a great help. I especially liked the whiteboard feature which allowed me to explain my problem in detail to the tutor.
Not aware there was online tutoring, only an online location to make your appointments. Online tutoring could be helpful for an actual online math class.
On a couple occasions for the questions I needed assistance for the tutor didn't understand what I was asking for when it was basic algebra. And wasn't very helpful in the process.

Scholarship Office

Table 77: Use - Scholarship Office

	#	%
1 to 3 times	384	17%
4 or more times	66	3%
Never - Did not think it was necessary for me	675	29%
Never - Other Reason	907	39%
Never - Was unaware of this service	292	13%
Grand Total	2,324	100%

Table 78 - Satisfaction - Scholarship Office

	#	%
Very Satisfied	243	58%
Satisfied	143	34%
Dissatisfied	24	6%
Very Dissatisfied	9	2%
Grand Total	419	100%

Table 79: Comment Themes - Scholarship Office

	Count
Customer Service - Positive	21
Customer Service - Negative	14
Unaware of a Scholarship Office	4
Did not use	3
Miscellaneous	3
Office Hours	1
Should have Used	1

Table 80: Comments - Scholarship Office

Comments – Scholarship Office
Any time I went in to talk to somebody in person, I was always passed off to the website so that they didn't have to talk to me.
Diana is a rockstar!
Diane and Cerena are the best scholarship advisors ever! Very helpful and knowledgable!
XXXXXXXXXXXXX in Scholarships should be fired. She's arrogant and short with students. After meeting with her, I threw my application in the trash. In her own words "I can't wait to see your app." Code for "your app isn't going to be processed, hahaha. On another occasion, while standing in line with other people, she asked me to smile, "why aren't you smiling, you're always smiling." I couldn't tell her: "I threw my scholarship app away because you made me feel like you could carry out your personal vendetta against me. Thanks a lot" FIRE HER, I'm not the first to complain about her, because I've asked around!!!!!!!
Diane is always very helpful.

Comments – Scholarship Office
Diane is great. Extremely helpful.
Diane is very nice and helpful!
Diane provides an excellent service. She encourages students t apply for scholarships and is very helpful as well.
Diane was always willing to answer any of my questions regarding my account information and personal statement edits.
Dianne is awesome! She can help anyone find any scholarship.
I am super thankful that miss Diane Danielewicz for helping me apply help me be part of the opportunity.
I did not know there was an actual office to help me with scholarships, I will now try to find this.
I didn't actually go to the office but was able to have questions answered via e-mail.
I didn't know it existed
I felt as if XXXXXX really did not go the extra mile with helping me navigate the website, she was overwhelmed with calls.
I had no idea there was this office.
I have asked for information as to how to apply and both ladies gave general reply which was not very useful on many occasions.
I love the great services they provide although I never ended up applying for one
I should have used the scholarship office to exploit resources that could have been available to me, but I was too busy with schoolwork to do so.
I took only one on-line course this semester.
it took them a while to return my phone call, but otherwise they were helpful.
It was hard to get face-to-face contact with XXXXXXX
Lady was very short and rude.
Love Diane!
MORE PUBLICITY
Never contacted them.
Not open on the day I needed, on Fridays, was only day I was on campus.
Not very user friendly, when you email questions, no answer
Only attended one class so i did not see this programs as a necessity.
Other
Prior to this academic year I was extremely pleased with the scholarship office. Diane Danielowicz was extremely helpful.
Scholarship staff was very helpful and quickly took care of getting my funds transferred to the institution.
Super helpful staff. Very encouraging.
The hours is not available for night students - and of course I would like some help but can't receive any help if the office is always close in the evening.
The lady seems to be mean.
The person at the scholarship office simply referred me to the online scholarship board. Unsure why there is a scholarship office next to financial aid if the person simply refers students to look online for information. Makes no sense!
The scholarship office never had any helpful information verbally. They just directed one to a website where we had to navigate and decide things on our own. I'm not sure what services the office provides other than pointing to a sheet of paper with a website written on it.
The woman in that office is so sweet and so helpful. She goes out of her way to help me with any questions I have.
There are few scholarships available for community college students.
They are amazing and always willing to take the time to talk and have helped me get inline for several scholarships I wouldn't have known had they not counseled me.
They were not very helpful
very helpful
Was just referred to printed matter.
Went to get info and they were very helpful.
Were generally unhelpful and seemed preoccupied.

Comments – Scholarship Office
would like to know more about this
I Love Diane Danielwicz!

Service Learning

Table 81: Use - Service Learning

	#	%
1 to 3 times	240	10%
4 or more times	89	4%
Never - Did not think it was necessary for me	898	39%
Never - Other Reason	862	37%
Never - Was unaware of this service	239	10%
Grand Total	2,328	100%

Table 82: Satisfaction - Service Learning

	#	%
Very Satisfied	174	64%
Satisfied	90	33%
Dissatisfied	9	3%
Very Dissatisfied	1	0%
Grand Total	274	100%

Table 83: Comment Themes - Service Learning

	Count
Unfamiliar	9
Generally Positive	12
Generally Negative	1

Table 84: Comments - Service Learning

Comments – Service Learning
A teacher made this mandatory in class and I dont think that should be allowed. Some people do not have time for Service Learning and it should not be required.
An amazing experience!! Carol is so supportive and really knows how to make a person feel special.
Carol and Bea are amazing and have helped me so much. It is always a pleasure to visit with them and they make connecting with the community less scary for me.
Do now know what this is.
don't know what that is
I didn't know about all of these programs.
I do not know what this is.
I DONT KNOW HAVE SERVICE LEARNING ON CAMPUS. WHAT KIND THE programs/services IN IT?
I have no idea what this is.
I have not used them, however they did give a presentation for a class and they were awesome!
I love the people that work in the service learning office. Every time I went in they went out of their way to help me!
I thoroughly enjoyed the service learning program and Carol was very helpful!
IDK what this is
It was a great experience and I er recommend it to other people as well!
It was great and the people that I was introduced to were great!

Comments – Service Learning
loved it!!!
Nice and helpful environment
Not sure what this is?
Quick responses and helpful
They were very helpful. Every time I would walk in, I was always greeted with a smile. The student workers were nothing less but amazing. They are always willing to answer my questions when I run into them around campus.
Very helpful with students and pleasant.
what is this?

Transfer Center

Table 85: Use - Transfer Center

	#	%
1 to 3 times	633	27%
4 or more times	99	4%
Never - Did not think it was necessary for me	750	32%
Never - Other Reason	787	34%
Never - Was unaware of this service	70	3%
Grand Total	2,339	100%

Table 86: Satisfaction - Transfer Center

	#	%
Very Satisfied	361	54%
Satisfied	269	41%
Dissatisfied	27	4%
Very Dissatisfied	7	1%
Grand Total	664	100%

Table 87: Comments - Transfer Center Satisfaction

	Count
Generally Positive Comments	35
Inconsistent/Insufficient Information	11
Issues Making Appointments	9
Generally Negative Comments	5
Want Better Communication	1
Miscellaneous	1

Comments – Transfer Center
100 X better then consoling; it seems as though they are more anxious to help you then any counselor.
A feeling of deception and frustration comes to mind when I think of my experience at the "Transfer Center". I learned to do things on my own (use of assist.org and contacting the other school's admissions office)
Again, very helpful and knowledgeable!
Also willing to accomdate my needs during drop-ins.
Application and transcript deadlines need to be posted around campus is the college is geared toward transfer success. Counselors should find time to check in with transfer students, even if it's only a phone call.
Applies only if talking about meeting my Honors adviser.
Appointments easy to make and counselor is knowledgeable and helpful
awesome!
CONSTANT MISLEADING INFORMATION FROM TRANSFER COUNSELORS. They have minimal information on transferring and they're not in any way helpful and have high chance of giving out misleading information. Our future in a 4 year university is in their hands and they can't really handle it. After talking to MANY other students about transfer counselors, we have all agreed upon them not doing their job right. I could gather more information myself online than what transfer counselors have to offer. They're nice individuals but certainly not good at giving advice. Maybe the volume of the work is too high for the number of counselors but whatever the reason, one misleading information can waste a year of a student's life or else. For the sake of next year's students' future, have a re-evaluation on the current counselors. PLEASE!
Could have used some additional information regarding Stanford University, although I understand that the main focus of the counselors at the transfer center is on the UC and CSU systems, and not private universities.
Counselors are on top of their game.
Did not get all the information as needed.
Dr. Flocken is superb.
Dr. Lise flocken made it her priority to help me plan out my classes to transfer to a 4 year uni. She IS the BEST.
Everyone should check in with their transfer counselor once a semester!
Gave me some great advice
Got different answers from different counselors
Great counselors!
hard to get an appointment within the week
Helped me a lot ! Not sure of the ladies name that works the front desk but she was extremely helpful.
Helpful
I have heard from others that this has an exceptional staff that is expert at their job
I love Melissa, she really helped me with my transfer/career plan
I received mixed messages that add more time to getting my degree.
I transferred with a completed Bachelor of Science degree into the ADN program, so confirming completed degree requirements is tricky. It seems the nursing program needs a specialized counselor to ensure requirements are met.
I usually have to wait 1.5 months for my appointment.
I was able to transfer to CSU San Marcos without ever speaking to the transfer center
I was told I would get into a school with a 3.2 GPA and I was not accepted
I would have valued more information about how the transfer process proceeds, and how to go about taking classes congruently at the transfer school.
I would like to be able t schedule appointments online.
I'm not sure at this moment whether I received the correct information re a prerequisite class I took this Spring. I will find out next week.
It was helpful, but it would be nice to have a wait time of less than a month for an appointment
Jed is a great adviser. He told me my chances of getting into certain universities and told me exactly what I needed to do. He answered all my questions, and ended up being right about the colleges I would get into. Very impressed with the transfer center and was key to my success at MiraCosta.
Jed is a great help! He's very knowledgeable and attentively engaged.
Jed is Amazing and so is the administrative support staff.

Comments – Transfer Center
Jed is awesome!
Jed is the most helpful and knowledgeable transfer counselor. He helped me tremendously.
Jed S. and the awesome receptionist helped me a lot!! I couldn't have transferred without them
Jed was very organized and helped me achieve my goal of getting my AA and transferring.
Jed's help planning out my education plan was probably one of the most helpful experiences I was offered. Because of that plan I was able to get my degree in a timely fashion as well not waste money on classes I didn't need.
Just talked to them a few times recently since I'm transferring to UCLA responded the quickest and answered my questions clearly (or transferred me to the person I needed to to answer my questions).
Lisa Flocken is extremely helpful and guided me in a perfect direction.
Lise and Jed are wonderful. They are incredibly knowledgeable. Lise's ed plan can be attributed to a lot of my success.
Lise flocken was amazing! its because of her that i was able to graduate
Lise is very knowledgeable!
My transfer counselor was very well informed and practical about helping me decide where to transfer.
Not many appointments available in the evening when I was available. Had to wait for almost a month for my appointment.
Only reason the score is getting slightly docked is that I found it somewhat difficult to get a reasonable date and time to accommodate my schedule. I always had to wait about a month to get an appointment set.
Pretty close to awesome, howeve rXXXXXXXX missed a couple of items that I had to point out let's convert this to an electronic process?
Some employees in here aren't helpful. There are others that are very helpful.
staff is super friendly and helpful
The transfer center here is great! Lise told me exactly what I needed to do!
The transfer person never seemed to be at her desk and no ever knew exactly when she would be back.
There could be more appointments, I found it very difficult to get an appointment with a counselor because they were at the same times every week and I have a job that would often not allow me to make it to their walk-in hours.
These guys were super rude and didn't tell me all of what I needed to know. If I hadn't been determined, I probably couldn't have made my transfer deadlines.
They should be at the San Elijo campus more often.
They should have a full time Veterans Transfer Counselor. Having them there once a week isn't very helpful.
transfer advisor knew my needs and addressed them appropriately
Very demeaning bunch of people who expect you to amount to nothing. But then again we are talking about community college...
Very Helpful
very helpful people
Very Helpful!
Very nice staff.
Without Dr. Floken, I would not have applied to Berkeley or any of the other eight schools to which I applied. I was accepted to all nine schools. Though I worked for the grades I got, MiraCosta has a claim on my success.
I had a transfer counselor I think his name was XXXXXX and he was rude and didn't care about my success. Was not interested. Was not knowledgable.

Counseling services are not limited to the Counseling Office. Students can see a counselor in the Transfer Center, EOPS, DSPS and Veteran Services. Frequently students do not differentiate between the offices, considering the services to be identical. For this reason, a separate question was included in the survey to ask students about their specific counseling experiences within each office.

It should be noted here that since these two questions are very similar, students may make the same comments in both sections. It is also possible that someone who is more dissatisfied is also more likely to enter multiple negative comments, than a satisfied person is likely to enter positive ones. All comments are included for the sake of transparency, but care should be taken when trying to draw parallels between the two comment groups.

Table 88: Satisfaction with counseling quality in the Transfer Center

	n	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Transfer Center	811	53%	38%	6%	2%

Table 89: Comment Themes - Counseling Quality in Transfer Center

	Count
Generally Positive Comments	22
Insufficient/Inconsistent Information	11
Generally Negative Comments	5
Appointment/Scheduling Issues - Negative	4
Have not Used	3
Appointment/Scheduling Issues - Positive	1
Specific Requests	1

Table 90: Comments - Counseling Quality in Transfer Center

Comments – Transfer Center Counseling Quality
Also, so helpful with changing my ed plan to meet my educational goals! They have inspired me to become a counselor in higher education!
As mentioned previously, I think it would be nice to have more information available about private universities (at least those in CA), although the transfer center counselor I met with did take the time to look up some information to help me with applying to Stanford.
CONSTANT MISLEADING INFORMATION FROM TRANSFER COUNSELORS. They have minimal information on transferring and they're not in any way helpful and have high chance of giving out misleading information. Our future in a 4 year university is in their hands and they can't really handle it. After talking to MANY other students about transfer counselors, we have all agreed upon them not doing their job right. I could gather more information myself online than what transfer counselors have to offer. They're nice individuals but certainly not good at giving advice. Maybe the volume of the work is too high for the number of counselors but whatever the reason, one misleading information can waste a year of a student's life or else. For the sake of next year's students' future, have a re-evaluation on the current counselors. PLEASE!
Counselor went above and beyond contacting CSUSM to verify which credits from a previous college would be accepted, and promptly responded to all of my questions via email
Counselors told me I probably would not get into a 4 year college and I almost didn't apply until my wife nagged me. I applied and got into almost all my schools.
XXXXXXXXXX advised to do a few things I regret academically. The Transfer Center needs to hear out the students' goals a little more before throwing solutions at them.
Dr. Flocken was extremely helpful, everyone else did not know what they were talking about.

Dr. Lise flocken made it her priority to help me plan out my classes to transfer to a 4 year uni. She IS the BEST.
Extremely helpful.
gave great advice
Getting some more communication and some help with understanding what is required to transfer would be massively helpful. Otherwise I'm just doing everything on my own as it would have been in the first place.
Have not used the counseling office this year.
helped me get into SDSU a semester earlier from active duty Marines
I felt very rushed and like I didn't get quite enough information.
I found it almost impossible to get appointments with transer counselors.
I need to visit the transfer center but havent had the time
I was given the incorrect information. It appeared to be a rush session.
I would later go back for a follow up, and receive an answer that was not given last time, leaving me confused.
I would like to be able t schedule appointments online.
It is too difficult to make an appointment in decent time.
it was quick and I'm not sure if I received the right info.
It would be so much easier to make appointments online
Jane is very awesome. She always takes care of me and makes me feel very welcomed. She has been a great help!
XXXXXXX didn't know what he was talking about. Basically, I walked out of there and realized I wasted 30 minutes of my time. Unfortunate.
Melissa Rocks!
My counselor for the drop-in session did not provide for me the information I needed and I felt he was rushing me throughout our session.
My transfer was made very easy-much easier than i thought i was going to be
Never had a need to use them.
never really got the help I needed
Nice, helpful staff.
Prior to this academic year I found the transfer center to be EXTREMELY helpful in gaining the credits needed to transfer, and applying at the correct time. They did, however, advise me against applying to my top choice, where I am now enrolled. They said that it was unlikely that I would be admitted despite a 4.0 GPA.
The counselor Jed is very helpful and knowledgeable.
The staff are very knowledgeable, and helpful.
The transfer advisor told me exactly what I needed in terms of GE requirements and major requirements in order to transfer to UC or CSU.
The transfer counselors are excellent.
There is a woman who sits closest to the wall with the books, she is extremely helpful. She made my transfer experience very easy and satisfying.
They amazingly helped me plan out my classes through the years that I'll be here at MCC. A great tool to keep me on track.
They refused to help me because I studied abroad one semester through a different school and I did not have my transcript from that semester yet.
They were great helping me transfer to San Marcos.
Three letters. J.E.D.(might as well add an i to the end)
Very easy to schedule an appointment and get a course plan for the remainder of your time here so you know what classes to take and when
Very helpful
Very helpful.
Was confused if my other college credits transferred or not
Wish they had reached out to me. I work alot and barely had time to spend that much time on campuse
Your transfer counselor pretty much told me I had no chance to get into the school I wanted DESPITE my excellent grades AND the fact that I completed all my transfer requirements. Needless to say, I was accepted to my school of choice, and I feel that your staff may be misleading students.

Tutoring (Online and On-Ground)

Table 91: Use – On-Ground Tutoring

	#	%
1 to 3 times	464	20%
4 or more times	349	15%
Never - Did not think it was necessary for me	834	36%
Never - Other Reason	669	28%
Never - Was unaware of this service	32	1%
Grand Total	2,348	100%

Table 92: Satisfaction - On-Ground Tutoring

	#	%
Very Satisfied	494	66%
Satisfied	222	30%
Dissatisfied	27	4%
Very Dissatisfied	3	0%
Grand Total	746	100%

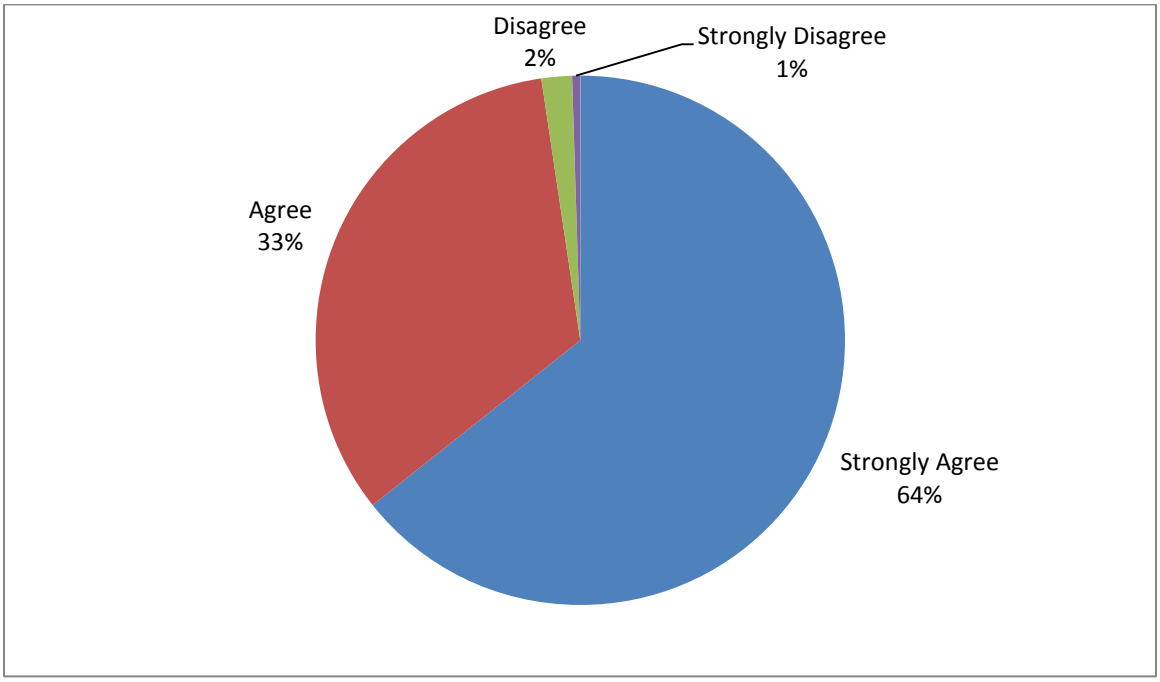

Figure 18: When I contacted this office, I was treated courteously

Table 93: Comment Themes - On-Ground Tutoring

	Count
Generally Positive Comments	43
Generally Negative Comments	13
Scheduling/Appointment Issues	10
Miscellaneous	3
Should be in the Math Learning Center	6

Table 94: Comments - On-Ground Tutoring

Comments – On-Ground Tutoring
Again, very helpful and knowledgeable!
Although the tutor in the Math center was very nice, he was obviously stretched across every math discipline. It's impossible to have one person efficiently tutor all Math subjects. I got a lot of "I think that's right" and "I guess so, that looks right" type of answers. Not very helpful when you need to know exactly whether something's right or not, and why. Terrible.
Amy and the staff were amazing and very helpful.
Becky P was an AMAZING tutor!
Chase is an awesome Math tutor!
Chem tutors helped me get an A
Chris in CADD lab was the best
Daniel, the music tutor needs more hours and more diverse hours. it wa difficult to see him, but he was awesome when I could manage.
Danielle and Josefina was very helpful and knowledgeable. Great tutors.
Danielle was an excellent tutor for spanish 102.
Darlene Burk for RN students was amazing!
Dr. Pohlert was extremely helpful, as was the stress management workshop
FLS was offered for my class and was extremely helpful. My tutor Kay in knowing what my teacher was teaching allowed her to keep on that track and clarify his teachings.
Free tutoring is a fantastic service for students.
Gabby is awesome. The drop in center is a big help; I have an erratic schedule.
great people!
Hard to get appointments for what you need. Advise students to start early.
Helpful
I am transferring this fall with a 4.0. I thank the tutoring center for this. Especially Bryce. Give him a raise.
I felt like I was being talked down to and I wasn't understanding the material. Some had no idea how to help me. So went to fast and tried to show me shortcuts when I wanted reinforcement on the proper way to do it.
I frequently knew more about my subject than the tutors. This had not been the case in the past and was EXTREMELY disappointing.
I guess it is difficult to recruit nursing students to provide tutoring for nursing classes, but it would have been helpful for many of us.
I have used tutoring in the past and have been very satisfied. I was unlucky this year when I needed help with Oceanography. After a pathetic experience, I used my teacher's office hours in lieu of tutoring.
I really loved my tutor Mary and the staff as well. Everyone was professional and Mary was really attentive and helped me tremendously. Had it not been for her and the tutoring center being there, I would have not understood astronomy the way I do now!
I used the CAD lab extensively and was very satisfied with the assistance and support they provided. I couldn't have received good grades w/o the lab.
I went to 3 tutoring sessions at MiraCosta. My tutoring experience was positive and I feel that the sessions helped me pass my Math 64 class.
If I need tutoring I need to go when they are available, set up an appointment a week in advance, and while getting

Comments – On-Ground Tutoring
help they are hopping around from one person to the other. Not very helpful, and in fact very hurtful due to all the starting and stopping of having to figure something out.
I'm ok with all the tutor staff but I was disappointed because the tutor that I had - actually only read the first paragraph of my paper and did not bothered reading my whold paper - I won't be using the tutor service - Not happy at all!
I'm so glad that there's a tutoring service for free and it definitely got me through my hard classes. Earning a really good grades because of this service
Improved my class grade by a letter grade. Possibly, consider tutoring on Saturdays.
In about February or March I attempted to contact a tutor in the language center who was unavailable. I tried via email and got no response. The hours were very limited.
In the EOPS as well as ,and had app. with tutoring 1 to 3 time a week.
It can be difficult to get appointments with a skilled tutor, but DSS helped me with that. Before, it was quite a challenge.
It is nice that this is avail.
It is outstanding that the college offers so many free tutoring services. It is a great program!
I've only heard great things about the tutoring available at MCC, although I've never found this service to be necessary for my own use.
Jennifer, my oceanography tutor was a awesome tutor, she helped me take my C to an A!!!
Language lab people very helpful
Like that you can just drop in or schedule a private session and the best part is that its FREE
Love toutoring.
Math tutors I had were awesome, except for XXXXXX, she is ok.
Most of the tutors were not helpful.
only thing that I would change would be, "being able to schedule more that 1 appt, per subject a week" (I know that you do not have the tutors to do so)
overall it is good.
Received tutoring on General Chemistry 110 and 111.
Should be available to use more than twice a week.
THANK YOU for offering this!!!!!!!!!
The Music Tutor was not available at hours I could use it. So this past semester I became a volunteer music tutor to help others with Music Theory. I hope I was helpful!
The tutor I saw was only interested in helping the large table full of higher level chem classes. My session felt rushed and I did not benefit from the tutoring.
The tutor was helpful and efficient. Very well done.
The tutors at the San Elijo campus were very helpful, at one point I would go once or twice a month!
The tutors for physics2 are not not whilling to help. They are rarely open and when i do get appointment they seem very disinterest in the subject. It seems that the money is been waisted. There is only two tutors and one is exremely horrible at this! After the first session, i rather get an F the get help form him.
The tutors were knowledgeable and very nice. I was scrambled when I came in and more confident, collected, and calm when I left.
The whole team there is AMAZING! Such a Blessing to have free tutoring.
They were willing to help
Tutoring for advanced classes such as Linear Algebra and advanced CS classes were not well supported
Tutoring really helped me!!
Tutoring was good, but I don't like how you can only make appointments in advance the day that you meet with your tutor. It is a bit inconvenient.
Tutoring was vital to my success.
Tutors are great :)
Unfortunately, the student tutor who tried to help me only made me more confused.
Used the tutor facilities to practice a group project - Thanks Janine
very happy with gabi for bio

Comments – On-Ground Tutoring
Very limited hours an tutors and tutors were not helpful. The staff and other tutors were loud and disruptive while trying to learn. Not at all conducive to any learning environment!
Was amazing and helped keep my trig test scores at A's and B's. Enjoyed it!
Went for a few math sessions, but there are very few tutors who understand the subjects they teach. Most give you wrong answers or say "oh I never really understood that during my Calc 2 class."
wish we can have tutors for advance accounting, "teachers sometimes do not help mush"
with instructor
Would not have made it through the class had there not been tutors available.
You have to make sure you get a good tutor, some are much better than others
It is very hard to try to schedule one appointment 2 weeks away and have to wait aother two weeks before you can see a tutor. I think that more tutors be extremely helpful to all the students.
The first two times I went, the tutor wasn't extremely helpful. The last time was good though.

Table 95: Use - Online Tutoring

	#	%
1 to 3 times	137	6%
4 or more times	45	2%
Never - Did not think it was necessary for me	953	41%
Never - Other Reason	801	34%
Never - Was unaware of this service	387	17%
Grand Total	2,323	100%

Table 96: Satisfaction - Online Tutoring

	#	%
Very Satisfied	80	56%
Satisfied	48	34%
Dissatisfied	8	6%
Very Dissatisfied	6	4%
Grand Total	142	100%

Table 97: Comment Themes - Online Tutoring

	Count
Unaware of the Service	14
Generally Negative	6
Generally Positive	3
Preferred Face to Face	2

Table 98: Comments - Online Tutoring

Comments – Online Tutoring
did not know it exsisted
Did not know it was an option
did not know that it was available
Didn't know it was available.
Didn't know of service. Honestly probably would use.
I did not know this was an option but I will have to look into this for math.
I didn't know this was available.
i didnt know we had access to tutoring online
I didn't used it much but I got to experience it and I preferred doing it in person for tutoring.
I tried to facilitate online communication and could not. Re: the language lab
I tried tutoring online for Physics 152 offered through Mira Costa but not directly affiliated. I would not recommend this service for this class as it was a prolonged process to go through the problem (almost one hour) and could have been taken care of (and understood) in person in far less time.
I wasn't aware of this.
I would have used this but I was unaware of this service.
If on campus tutoring isn't very good why would online tutoring be any better?
it is a little hard to learn when all you do is type.
It was helpful. Better than I thought it would be.
Nice that this is an option.
One of the tutors was mean....he just gave me links to online material and sent me on my way...others helped out a lot
PRICELESS!!
Seems a little complicated because I enjoy the in person connections.
setting the tutoring appt on line was very nice and convenient.
There were never tutors on at the scheduled time. When I would ask email a question I would not get a response.
unaware it was available
Was not aware of online tutoring.
Was not aware of this service

Veterans and IIP Counseling

Both the Veterans and Institute for International Perspectives (IIP) serve specific student populations that wouldn't necessarily be appropriately captured in a generic survey such as this one. But students were asked about the quality of the counseling provided by both services.

Table 99: Counseling Quality - IIP Program

	n	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Institute for International Perspectives (IIP)	138	55%	39%	5%	1%

Table 100: Comments - IIP Counseling Quality

Comments - IIP Counseling
Doesn't apply to me
Don't know what that is?
Have not contacted them.
I am not yet apply for this, may i will ask for information about it.
I do not know what this is.
I have a German friend who uses this and is very happy with these services.
no help
Staff is very friendly and organizes social activities.
was unaware of this until now
what is this
What is this?
What is this? Never heard of this one either.
I'm a international student and the services provided by the International Office were amazing.

Table 101: Counseling Satisfaction - Veterans Counseling

	n	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Veteran Services	343	59%	35%	5%	2%

Table 102: Comments - Veterans Counseling

Comments - Veterans Counseling
A representative was not always avaiable
Although, some of the attendant/s (I presume they're student as well) don't seem have a comprehensive understanding of the scope of veteran's affairs..imho.
As a Vet, I'm not really sure what they do. I am not using my GI Bill and am unaware of any other program they offer.

Comments - Veterans Counseling
Best counselors I have ever had. Unbelievably helpful.
did not use but knew they were there for me
Doesn't apply to me
Every time I would go, everyone was so uninformed. It was frustrating..
Good services, staff are very helpful and patience.
Great people very helpful
I am a veteran but did not use this service.
I did not know about this. I would like to speak to them.
I have not contacted them even though I am a vet.
I have went with my husband because he is a vet and they always take great care of him. I'm highly impressed with how smoothly they make the process for him to go to school.
I think they are helpful when your just starting to use the gi bill but after a few years I prefer going to the regular admissions because they know more about the college system.
i wish i was a veteran too. and be able to spend time with them thank for their services, with respect.
If the clerk does not have the answer to my question, they will ask so that we both know before I leave.
It was not made clear if active duty members could use this service I feel that would be beneficial
just wish i knew more about the services offered
Kudos to Alcott and all the others in the VS office. They did a great job. I only wish SDSU's office was this helpful and patient!!!!!!!
Mina Martinez, Carlos and Tom Sudnick are great peer advisors.
Nancy is amazing!
Nancy was amazing really cared really went out of her way to make sure we were taken care of
Need more counselor s to accommodate the influx of Veterans.
Please, please, please have veteran counseling services available at least once a week at SEC!!!!
the staff is fast and is knowledgeable of problems that may come up
There could be more people to help Veterans. Rather than Veterans just telling you what bureaucratic system you need to talk to. Seems like it just adds more paperwork that isn't as helpful as it should be.
They are very helpful
They are very helpful when it comes to understanding how to navigate through the confusing bureaucracy of the VA.
They screwed up my paper work. but people make mistakes what can you do?
This department needs help, I will be happy to share my experience, call XXX-XXX-XXXX for details. In short; XXXXXXXXXX team is not informing the Veterans of the specific details needed to make an informed decision.
this may be one of the schools strongest areas.
Unorganized
Very helpful!
Very useful full of knowable people
Veteran's Information center needs relocated to a larger facility (IDEALLY, twice that size) and adding 1-3 computers (don't have to be fancy, slower ones can be for word processing/homework) recycled from other parts of the campus where new ones are coming in? It is just getting pretty crowded in there. However, it would be nice to allow the larger swells to stay. We try to be a family in there and it sucks when someone has to leave because of space issues.

Writing Center

Table 103: Use - Writing Center

	#	%
1 to 3 times	415	18%
4 or more times	171	7%
Never - Did not think it was necessary for me	959	41%
Never - Other Reason	746	32%
Never - Was unaware of this service	46	2%
Grand Total	2,337	100%

Table 104: Satisfaction - Writing Center

	#	%
Very Satisfied	343	53%
Satisfied	253	39%
Dissatisfied	41	6%
Very Dissatisfied	9	1%
Grand Total	646	100%

Table 105: Comment Themes - Writing Center

	Count
Generally Positive Comments	20
Generally Negative Comments	17
Appointment Scheduling Issues	2
Miscellaneous	2

Table 106: Comments - Writing Center

Comments – Writing Center
Although I did not use the writing center this academic year, from hearing from other students the center was really helpful with their essays.
Always there to me improve on my writing.
everyone is very helpful
Got help with a paper/ how to work the computer
Have used the writing center a few times. Almost EVERY time I left there I was more frustrated with my assignment than I was before I got there when trying to complete the assignment. Where I guess the "writers" working there have some background and some skills, these skills were of NO USE to ME.....
Heard from other students in my program that the writing center provides minimal assistance with written assignments. Exchanging papers among peers was more effective.
Helped revise my college essays!
i feel like talking to the teacher would be more helpful for content purposes since they know specifically what they are looking for. I guess for only checking your paper grammatically and structure that is when the writing center would help.
I like being able to use the same person once I find the one that I find the most helpful
i need to thank every person works in this center ,they help me a lot to pass this semester in easy way.
I received assistance when I was writing my personal statement for my scholarship application. Very helpful!!!

I was a student at Columbia University last, however I was still looking to improve my grammar skills beyond community college-level. The writing center was unable to help me and unable to recommend places where I could get help with mechanics. It would helpful if they could liase with UCSD or UCI to create a database of local people who would be interested in tutoring. (Perhaps, local grad students might be interested.) Felt that they couldn't really give that much help in writing higher-level research papers, or papers generally.
I went once for help. Had to wait an hour to be seen. When I asked for help I was looked at like I was lazy and unorganized. The person who helped me was named XXXXXXXX. She was the most unhelpful person I've ever met at that department since using it. I haven't used it since mainly for I'm able to get better help from the internet than from them.
I wish I would have tried this for my other classes!
I wish writing center session were longer than 30mins perhaps 45-50 mins. In English 100 near the end of the semester papers were 10 pages long. Hard to go in-dept with essays because of that.
Kudos to Erin W and and a few others. Some were not so helpful, in fact not too good.
Need someone familiar with creative writing not just academic.
never had time to go in
Not very helpful. In fact not helpful at all. There are very few people in the writing center than can help in a PROFESSIONAL matter, the rest unfortunately don't help much. It's still great to have a writing center in our school.
seemed to rush you and not always very helpful
Some students workers seem a little stuck up and they made me seem stupid with how i write my paper.
Some tutors were helpful. Others were discouraging when re-vising a paper.
Some writing center consultants present their own opinions instead of giving objective advice. I learned who they were and only made appointments with consultants that would give constructive feedback.
The service itself is great but way to short! The system has negatively changed for the benefit of the consultants not the students. I was lucky that I was an A student and used the writing center for proof reading purposes but many people complained about how short it is! 30 min. I knew about it when it was walk ins for 30 min and appt for 45 minutes! Very disappointed
The writing center has opened my eyes to getting help on campus. They are very helpful, and I thank them for my A in English!
The Writing Center is a fantastic resource for all types of writing assignments.
The Writing center provided great feedback, but refused to proof read my paper. Why? that would be an incredible service. I understand that it would be easy for a student to write a sloppy essay and hope the writing center will fix it for them, but maybe just offer limited proof-reading, for maybe 1 page of the paper, or perhaps once a certain number of mistakes are made, the student must fix them before further help can be offered. Aletnatively, offer student access to an automatic, online proofreader.
There were five girls sitting around talking with each other when I went the the Writing Center. I asked for help with something they should have been able to help with but apparently I was intruding on their conversation so they sent me to the librarian.
These services should be available for students who do not struggle with English. It would be good to be able to have someone proofread a paper.
They are not helpful at all. All they do is looking at the clock and waiting for the end time. They wasting my times.
They can literally guide you through the entire process and make you feel more confident as a writer for whatever class you need
They were very nice and they helped me with my essay. It was a good support for me, thanks.
This needs much more improvement, the individuals typically do not go into detail of assignments they typically stick to grammer.
Very helpful staff
Was unaware of and have not used it.
Writing center has been really helpful for me, and my writing skills have improved.
writing center was very helpful and I strongly believed that the writing center greatly contribute to my college success.

Additional Comments

At the conclusion of the survey, students were asked if there were any additional comments that they wished to share. The comments were organized around themes, and a complete unedited list of the actual comments are include in Appendix C of this document.

Figure 19: Themes from the Additional Comments Section

	Count
Happy with their MCC Experience	115
Parking Issues	64
Outstanding Faculty	46
Maintenance/Upkeep	42
Course Scheduling	39
Course/Program Offerings	33
Faculty/Class Evaluations/Issues	22
Campus Safety	18
Campus Climate	18
Food/Cafeteria	17
Online/Hybrid Dissatisfaction	13
College Policies	11
Outstanding Staff	10
Advertising/Information Sharing	10
Survey Issues	9
None	9
Counseling Issues	9
Transportation	8
Smoking Policy	8
Library Hours	8
Book-Related	8
Activities/Clubs	8
Financial Aid	7
Wellness Center	6
Veterans Issues	6
Tutoring	6
Classroom Policies	6
Classroom Materials/Equipment	6
Misc	5
Sports	4
Registration	4
Counseling Support	4
Technology	3
Lockers	3
EOPS	3
DSPS	3
Campus Climate - Negative	3
Waiting/Processing Time	2

	Count
Space Issues	2
Printing Issues	2
Online Class Options	2
Hiring Issues	2
Enrollment Policies	2
Degree Audit	2
Classroom Software	2
Admissions	2
Staff Improvement	1
Signage	1
Payment Processing	1
Negative - General	1
Library Issues	1
Lactation Room	1
Health Services	1
Health Fee	1
Graduation Program	1
Finals Week	1
Evening Student Support	1
E-Transcripts	1
Degree/Cert Issues	1
ClockTower	1
Class-Schedule - Paper	1
Childcare/Parenting Issues	1
Chariot	1
Career Center	1
Campus Jobs	1
Bond Related	1
Computer Policy	1

Appendix A – Requested Online Services

Online Services Requested
A better system than Blackboard.
A blackboard and/or surf app for iPhones and Androids.
A blackboard application that is capable of being used on android/apple products would be especially helpful.
A blog that provides Spartans an open line of communication because we are all on different time schedules and don't have the ability to always find those that we can relate with.
A catch-all website for everything from homework to email to registration with one login, that's easy to use and navigate
a chat room (like for the library) for council and financial services
A complete book list for all classes WELL before they start
A counselor to help you with your whole plan and fiancial support.
A forum for students to chat about various topics, and answer each other's questions.
A forum to communicate for carpooling
a live lecture with the teacher lecturing and showing some live visual-like writing on the white board.
A visual map that lays out the all of the prerequisites, and classes that should/must be taken and the order in which you should take them to reach a certain goal/certificate/transfer/degree. It would also track your progress
A website that combines blackboard with updates from the school.
A website to help students sell back their expensive books that the bookstore won't take back.
ability to search/filter by multiple topics when looking for classes (ie english, anthropology, and art)
Ability to see grades for classes completed.
access to health services center. easier direct access to instructors, and faculty.
Adding funds for copying/printing to student account online
Administrations needs improvement and younger staff
All services should be available online. However, there should also be an in-person option for those services as well.
An easier way to find scholarships or someone that really helps on how to find certain scholarships.
An online anonymous sharing about teachers and classes. Sort of like a rating program. I like the way the teacher methodically goes thru the daily expectations. Etc.
An online chat system to ask questions. Although for some sections it exist, it's always offline. Also for counseling an online session would be great, because we might just have a quick question that's no worth an entire appointment.
An open period to IM a counselor short questions
appointment scheduling
at the moment every service available online has been a breeze, thanks and keep up the good work. Thanks for all the support
Be able to do more homework on line
Being able to make appointments online
being able to make on line appointments with the counseling dept, etc.
Being able to make online tutoring appointments
Being able to register for a class that is full in a backup role, so if there's an opening I get emailed. This eliminates going to meet an instructor in person of emailing an instructor to obtain permission to register.
better access to instructor where hours set and teachers can answer questions live online
better college transfer requirement calculator and guidance - too hard to talk with a knowledgable counselor to figure out what courses to take to transfer. automate this process and help hundreds of students!
Better online live help tutoring or counseling
better system for finding the books and tools I need for class.
better updated grades
Blackboard app
books online that students can check out to use.

Online Services Requested
Bookstore
Both Surf and Blackboard are unreliable during periods of heavy load. Surf doesn't work well with Safari.
bus routes / transportation
Calendar of Events
cant think of any
career center workshops
Centralized website with everything to do with mira costa emminating from one page instead of surf, blackboard, and any other partial sites that can be joined
Chat area limited to students enrolled in the specific class. or an area to post questions
chat with professors who are doing online classes.
Check-out/rent course books online
Cisco classes, Microsoft SQL classes online.
cloud K drive
Comment/Complaints about Professors or advice about an issue that occurred in a class and/or in an on-line course. That would extremely helpful to students and also help them achieve and succeed rather than fail if an error had occurred from a Professor.
communication through their email or ask my professor to set me with other student.
communitcation.lots!
Community Garden. Stronger Horticulture Program, it is excellent now too!
Counseling
Counseling appointments. I need to talk to a counselor but never knew how or where to go
Counseling in the library to discuss career and goals.
Counseling online
counselor scheduling
Counselors that are able to answer simple quick questions when trying to figure what classes to register for.
cpr
Dates to apply for classes so you don't forget when you are in the thralls of final exams.
Degree auditing
Disability services specifcally designed for students with mental disabilities
disabled students and programs online schedule. Sign Language use.
Driving bulletin board to assist rides to the campus.
Electronic grade tracker for all classes
Electronically send transcripts to Universities instead of having to mail them yourself.
Every student should have an email account with the college domain, like every university - even Palomar does this.
everything pretty much there
Filling out and submitting financial aid online.
financial aid assistance
Financial aid online live assistance!, online payment for printing at school
financial aid, scholarships, transfer information
Financial aid. It's really hard to get to the financial aid office during the week when working a full time job that is during the week with no days off during the week.
financial aide one on one guidance
food menu and what will be served for the week.
Forums to discuss class content with other students and anonymous reviews of the teacher so they don't feel as if their grade would be penalized if their opinion is given about the professor.
Free digital textbooks
free financial literacy classes
Free mental health seminars for students.
French tutoring
Full online academic advisement

Online Services Requested
Gamming
Gloria Bowen
GPA Calculator for UC transferrable classes.
Grades through other medium than Blackboard
had a confusing time with transferring transcripts
have more help with hard classes.
Having the teachers put up grades on line through out the semester
Help for ab5040 student or undocumented students enrolling in college.
Homework Help- Links or tutorials for classes that an instructor did not link to BB.
I can not think of anything the school does not already offer.
I can't think of anything right now!
I dont know
i don't really know
I feel that as electronic media becomes more socially prevalent the college should follow suit. Sorry, I can't think of any specific service just now.
I feel that surf should be improved, it is very difficult to navigate.
I have never gotten a response when I contacted the online counselor. I wish the service really existed online as advertised.
I remember there was a website called ProQuest and that was very helpful for my English class but then when I went to find it again last semester I could not. I don't know if it was taken out or not but that was a very helpful tool for some of my classes.
I suggest once a week class socialize face to face, skyped, or facetime.
I think that online student services are just fine the way they are
I would change nothing because i can use any online service. i really like the tutoring because if i can not make it to my appointment in person i can do in through online.
I would have enjoyed knowing more about the clubs and other extra-curricular activities available at Mira Costa
I would like it if all teachers used blackboard
I would like to be able to change my address online instead of having to go into an office on campus to do so.
I would like to see a better integration for students not necessarily transferring to a California university. Providing them choices from neighboring states would be a nice to see.
I would like to see MiraCosta Blackboard develop a Google Presentation style application that would allow students to collaborate on a document at the same time.
I would like to see more information on the website for service members that attend online classes.
I would like to see purchasing parking passes be a little more convenient. I would also like to see more online classes, they were very convenient and worked well for my schedule especially during my pregnancy.
i would like to see the Financial Aid staff online more improve because I applied it by online before. i didn't get any response.
I would like to see the testing for math and English added online. I have to take time off work in order to take the placement tests.
I would like to see the update of address move to an online proccess
I would like to see what books are needed for the course online.
I would love an online service to help walk the student through the process of applying for financial aid. Perhaps a video demonstration as an example.
I would love to see a mobile app for SURF. Also a way to sign up for counselor and transfer counselor appointments online.
I would suggest anything all online services are great.
I would suggest that you offer all students notification for all new, old and revised changes with their major, minors, and technology .
I would suggest the teachers to explain how to do everything at the beginning of the first class of that semester
if blackboard could email you when a discussion board response has happened or if you have a group discussion board, that you get an email notifying you that there was a response.

Online Services Requested
If it was possible to see if my teachers read messages I sent to see if some paperwork was taken into account that might have been overlooked to have a peace of mind after the semester.
If there could be a live chat option with services including financial aid, scholarships or counseling, that would be incredibly helpful for students.
I'm kind of a techno-tard so I don't now what is available.
im not sure
Improve bookstore
Improve Surf for iPad and Mac. Always stalls or takes more time to get through Surf.
Improvement of CColaborate online class software (it was very unreliable)
Improving the ease of use of currently existing online services.
Increase blackboard for all classes
Instant message for admissions and records questions
It would be nice to be able to purchase books online then pick them up from the bookstore.
it's a good challenge
Just more online classes:)
Lab portions of classes. Example bio 101 lab online
Lectures via web-cam for the online courses.
live chat
live tutor sessions
make appointments online for counseling
Make finding grades easier.
Making a counseling appointment online, that saves time and gas money
Making an appointment with a counselor online. Making an appointment with tutors online. Being able to contact all of my professors that don't use blackboard and also keep updated with the grades in classes that don use blackboard.
Making appointments for Conseling
Making appointments for counseling and transfer
Making appointments with counselor seems difficult and the wait list can be up to two weeks (most of the time)
Making Blackboard, Moodle 1.9, or Moodle 2.0 universal for all classes. It's frustrating when I have classes using three different online website. HIST 110 used Moodle 2.0, MUS 181 used Moodle 1.9, and PHIL 102 and ENG 201 used Blackboard.
making counseling and tutoring appointments online instead of in person.
Making counseling appointments online
making counseling/transfer appointments online
Making counselor, transfer, or tutoring appointments online. I think it would make it easier.
making the waitlist less difficult for online and same class retaking less difficult
Massage therapy
Math Tutor
Maybe have Counselling online on a "real time" page that lays out like a chart with all the counselor's names and available times to make appointments and walk-ins that update by noon.
Maybe online counseling.
Maybe some sort of online counseling?
MiraCosta should improve on what they have before implementing other online services.
Monthly or weekly cafeteria menu for specials, so I can plan ahead of time on packing a lunch or buying something there.
More accounting classes
More assistance for single parents and full time employees. More variety in saturday classes
More biology online classes
More class availibility online.
More classes offered online
more classes online and not hybrid

Online Services Requested
More content that corresponds with my classes and helps me to learn.
More forms available online and making them available to type on and save.
more free events offered to better ourselves
More human service isnstead of more online services.
More info and easier to find out about the speakers and events that you have at the campuses. I always enjoy knowing about these and find out too late :(Also, don't really know when and how to vote for teacher of the year :(
more info on other schoclorships
More information about specific classes for certain types of major to certain types of colleges. I just found out specific classes I need to transfer on Assist.org. Not many people know what that site is, so it should be more inform in our public school.
More intuitive collage career planning online. It can be complicated to select courses toward a degree. A tool that could map that out for you and allow you to order things they way you want would be a really helpful tool.
More links to science related discoveries.
more math classes
More online classes
More online classes.
More online courses
More Online Music Classes.
More On-Line tutoring
More online/hybrid classes that are popular, like Bio 202, etc.
more professors using blackboard. so we can access our grades and assignments online
More services provided on online courses for California students currently staying at another state.
More skype office hours would be great
More supplementay online education material (tutorials, practice tests, review sheets, etc.) from professors within each department, that all of their students can benefit from.
none really. I would like to see more personal counseling and more certificate programs. perhaps intensive certificates. real eastate finance, internet marketing. etc
None, too much online. I'm old school, I guess.
Not exactly a service. But to see the cafeteria menus ahead of time due to diet needs.
Not so much a service, but additional science courses offered in an online/lab hybrid format would be great.
Not sure if its possible but it might be helpful if there could be a video chat section for online classes. The teacher and students could interact in a more personal way and get questions answered in a more efficient and timely manner.
nothing ,everything perfect for me .
Nothing I could think of.
Nothing, don't care for too much online stuff. I am OLD SCHOOL, I like a REAL person to communicate with.....
Notifying of student and school spirit events
Online ability to change to pass/no pass grading
Online appointments for counseling, more information about WHEN you should see a counselor.
On-Line Autoshop
Online Book (e-book) textbook loan program
online chat for help with surf
Online Chat services would be hugely beneficial. So would being able to change your home address information online. Standing in line for an hour or so at a time is ridiculous.
online classes
Online counseling
online counseling
online counseling appointments
Online counseling registration
Online enrichment activities for the Honors Scholars Program.

Online Services Requested
Online Financial Aid/ counseling help. My only day off work is Friday which is when the financial aid office is closed. It is difficult for me to find the proper information to start the process of getting financial aid.
Online is excellent, I don't think there's more thing to add.
Online Lab Practiculums
Online lectures.
Online office hours for teachers, Via Skype
Online scheduling for counseling. Would be easy to set up a time appointment through surf as its hard with time constrains to go to the office to sign up.
Online testing for all online classes. It is very difficult working a full-time 8 to 5 job and being a full-time parent to take time off to go and take a test at the Proctoring Center and or just have to find time to go in.
Online tutoring
Online tutoring
Online Tutoring
Online tutoring
Online tutoring including languages tutoring
Online tutoring of writing
online tutoring perhaps
Online Tutoring Sessions, with Webcam.
Online tutoring, online revising of essays
Online writing center tutoring
Ordering books online and being a le to pick them up in the book store.
ordering the transcripts online is a little difficult because it asks for signature and it takes a little too long.
orientation class
Outreach Programs, student serice offices, clubs, and eops.
Parking Permits
paying for copying in library should be by credit card on line also.
paying parking..
Perhaps a survey of prospect students that may want to take a certain class/classes. Also, email alerting students of status of wait list placing.In addition, more online classes should be offered to help working students.
Perhaps online tutorng??? This would allow people that work to have greater access to tutoring. I think generally MCC has a great amount of resources for students!!
Personal Counseling !
Placement Testing for Reading, English and Math
Please add options for parking purchases and to purchase tickets for art and theatre events
Popular questions asked to tutors categorized by specific class.
Possibly a mentoring program or an ability to speak with students who have done exactly my path that I am pursuing.
Preparation for DMV written driver's test
Private chats online with teachers, counselors, etc.
Process transcripts with electronic signature
Programs that allow you to do online assessments in addition to online degree course evaluations. The majority of counselor appointments are for this so it would minimize time and be helpful for both parties.
Provide tutoring resources for various core subjects. Reach out via text or social media to engage students in learning.
Purchasing books at a lower expense!
Refine Moodle if going to be used by Professors to make sure students fully understand to use the system and how it works. A bit confusing if you do not receive clear instructions.
Scheduling a counseling appointment
Scheduling an Appointment with the counseling information online and being able to update personal information through surf instead of having to go through admissions
scheduling counseling appointments online

Online Services Requested
Scholarship help chat or easily-accessible email.
Simpler book requirement list for classes. Currently buried in Surf and very difficult to remember where to find it.
skype
Skype classrooms for online.
Skype counseling, more counseling times
social networking support for English learners.
Social networking with other students and clubs.
Some sort of service to replace and unify both SURF and Blackboard
Something similar to facebook for the college students. To promote more of a community.
Something that can be easier to use on your iphone. Both Surf and Mira Costa's web pages work very slow if you are using your iphone to look something up and/or enroll or drop classes on surf.
Sports Psychology
student directory
Student run paper?
student to student used book sales. Forum type setup, maybe like craigslist.
SURF connected with online classes.
Surf updated and fix broken links. Online info on class details and certificates/degrees like what the MAT department has for its classes.
Survey and rating for part time faculty like UCSD.
surveying Teacher at the end of the semester.
Taking tests off site
Teacher assetment program to weed out poor teachers
teacher evaluations could be online
The ability to do all of my veteran's paperwork through the internet rather than in person.
The ability to pay for print Temporary placard and order parking and id placard and sticker.
The current online student services that are in effect is good enough.
The reason I don't want to see online students is because it's online and not in person. Thank you, anyway.
There is always room for growth but MiraCosta seems to have most bases covered. Keep up the great work.
There should be more e books available as an alternative to hard cover required textbooks.
Tips or programs that help students organize/plan their future, have a separate page on blackboard/surf that helps student able to organize and plan homework assignments, due dates, etc.
To assist the older returning students. Especially in computer friendly.
to purchase the parking permit online
Transfer Counseling via e-mail or some other online method. As a stay-at-home mother it is difficult for me to get to campus for an appointment.
Transfer GPA Calculator (Cumulative & UC).
Transfer workshops
transfer workshops like transferring, or writing the admissions essay.
Trying to book appointments with the clinic.
Tutor services outside of the college.
Tutoring
Tutoring
Tutoring online, cafeteria lunch specials, online forum to sell used books and equipment, suggested student housing,
tutoring via Skype would be great!
Tutoring, I really think that students would benefit from online tutoring because since a lot of people are busy, but have their tablets or computer in handy to get tutoring in their subject.
tutoring, tutoring availability, workshops, tutoring schedules, open lab schedules, operating hours for library and other "open lab" options.
tutors in all classes
Tutors who actually use the same book that your using for the class that your taking. Also, that their knowledgable

Online Services Requested
on the classes and questions you have, (for the class your taking) without having to go to google to look for the question or answer.
unknown
Video's of professors' lectures.
Videos on topics from specific courses to prepare for quizzes/test/prep
We need computer science/programming tutors.
Webinars
When I have looked for a way to email the nursing department for info I have yet to find it, maybe a contact link for specific departments that clearly states who to email with questions
When requesting a transcript, it would be great if notification could be sent when the transcript is ready for pick up, or if there was somewhere online I could check to see if it is ready for pickup.
Workshop for personal money management. not a class but just help on how to fix, maintain good credit
Would like the ability to scan and upload or email documents to the Financial Office. Was recently there and my wait time was an hour before I was seen to just drop off forms.
Would like to see more on-campus class instructors utilize the Blackboard website for assignments/deadlines/tests and grade results, despite them teaching courses on campus.
Would love it if everything was offered online. I live in Ramona and do not wish to travel to Oceanside for anything. I prefer Mira costa to other, closer community colleges.
writing and math feedback
Yes, an online goal builder where the student is able to create an educational goal and track progress toward that goal after a class has been completed. This would visually quantify a goal and may keep students more on track.
Yes, I would be good if you would have a special, priority registration for honors students.
YouTube Videos that explain different calculus problems.

Appendix B – Desired Programs/Activities

Requested Programs and Activities
A better program for Intermediate Algebra for non-math majors. A better text for the intermediate Algebra course. The present text doesn't have enough sample problems in order to do the hard problems or questions. I have started this course twice and had to drop the course because I don't understand the material or the text. I have talked to Mr. Bond, a very good teacher, about this problem and he agrees with me that there is a problem with the text. The college and math department needs to look into this course and its problems. If I cannot pass this course I will not get my AA degree, which will be very disappointing.
a computer repair course... several HIGH SCHOOLS do and San Marcos offers the program. Would be real nice to take classes between high school and SM to either improve/maintain skills OR ignore SM for the time being and just earn a certificate here!
A fax machine!!!!
A Golf class.
A guitar club, or possibly an outdoor club
A gym for student and staff use. It would be great to be able to qet in a quick work out before or after class.
A gym for students would be nice.
A Men's Baseball program
A more comprehensive writing program. Creative Writing 1 is too beginner level. I'd like to see novel writing classes.
A more intricate engineering program outside of architectural
a mycology field and/or classes, advanced soil science
A permanent and designated safe space area for LGBT students to meet and hang out in. Similar to what the BSU has.
A Physical Therapist Assistant degree program
A Physics Tutoring Lab would be helpful.
A program specifically to hold field trips for students to go visit places for their future careers. For example, there should be field trips to places like Google, the local and state police department, FBI location in San Diego, 4-year colleges, Sea World/Marine life Biologists, Astrologists at Observatories, engineering companies, Camp Pendleton, Qualcomm, Sony, Sharp Health Care, a fire station, a bank, an airport/TSA, construction campaniles, any where and everywhere that offer careers. The idea being that if students get the chance to explore careers, they may have a better chance of figuring out what they want to do, what they want to major in, and where to work for. Also, doing this in a group setting would probably get more people to participate. The biggest thing I noticed about other students, is that many of them didn't seem to have a goal. They were like sitting ducks and many thought that going to community college would help them decide, and though it did, many students needed something more. I think a program like this would really jump start some students into getting their lives moving forward, so that they could grow up to be great contributions to society.
A shuttle bus that goes directly between campuses.
A smoking area.
AA in Occupational Therapy
Access to a gym so I don't have to pay for a 24 hr fitness membership
Additional Art Courses offered in the evening for full time working students.
Additional side workshops for learning more computer skills - one day, two day,weekend etc - that is different from what is offered in the context of the course
Advance Solidworks, Industry simulation software
agriculture
All majors and certs should have internships, do all programs have internship alliances with corporate San Diego? Ride share would be nice also.
All the programs were very helpful and no change is necessary.
All the questions about campus environment etc are not applicable because I was an on-line student who has no idea what the campus looks like let alone what it's like.

Requested Programs and Activities
Allow people to take art classes more than once. It's a real shame that people won't be able to advance in the arts just because higher classes are not offered and now they are no longer able to retake the original art class to advance their skills along side new artists.
Alternative health subjects with clinics and accelerated science programs for those with a non-science background entering into a post-graduate science or heath based advanced degree. The closest school to offer this type of accelerated science program is in Whittier and offers these courses on the weekends over a 4 week period. These courses are offered at Mira Costa but only on a semester basis making it very difficult for those seeking a post-graduate degree who are in a career or raising children to complete these prerequisites over a shorter period of time. For non-science background students the amount of courses can be as many as 12 and as few as 8. This can take at least 5 years to complete without an accelerated program.
American Medical Student Association (AMSA) for undergraduates.
American Sign Language Courses
American Sign Language Event Planning
Anime Club Longboarding Club Video game Club
Any additional programs or classes regarding our laws and rights in the US. Any classes that help in a career in law enforcement (without going to the academy). Any classes or programs that teach survival techniques whether it be urban or rural survival and any classes that teach students how to cope with a natural disaster.
ASG doesn't appeal to night class students, there is no campus night life.
ASL
ASL as a 2nd language
Asl classes
ASL classes.
ASL, deaf education
Baking classes or cooking classes. I attended Miracosta because I had college credit that I received from an ROP class in high school but I was hoping to see cooking classes because that is y major interest.
Baseball Team
Being able to retake certain art classes even though I did not fail the class, or having some way of former students of photography classes being able to use the photo lab/dark room.
Bellydancing, flower arranging.
Better counseling service and a way to report anonymous about the behavior of teachers and how students feel about them. They are intimidated by their possibility of having their grades unbiasedly punished if they speak out against a teacher.
Better earth science programs.
Better recycling in the cafeteria and elsewhere and better/more busses to both campuses.
Bicycling
bilingual certificate programs
Biology and Chemistry classes online
biomedical engineering
body shop
Campus Interview and placement.
can't think of any
Can't think of anything at the moment.
Cardiovascular Technology
Catering/coffee trucks would be nice, they allow them at other basic aid CCC.
Chess club? Swimming club?
Child psychology
Classes at different times than what they are offered at. More classes, or more than one time option for a class.
Clothing Consignment store
construction managment building science facility management
cooking class
Cooking programs

Requested Programs and Activities
Could you guys offer yoga or aerobics at San Elijo?
Credit courses in first aid/safety
Criminal justice programs.
Culinary Art and food education.
Culinary Program
Dedicated computer science / computer programming related programs Advanced graphic design with software dental classes
Diesel automotive industry classes
Discounted housing. Make some kind of agreement with local developments or apartment complexes for a student discount maybe?
Do not know. I am unaware.
Does the college provide a private "mothers room" for students that are moms & need to pump? This room is for moms who breast feed their babies and need to pump when away from their babies.
Don't limit number of semesters that a student can take a class like MOJO
Drama department: Class on costume for the theater Other: Class on beginning or basic upholstery
Driver ed for adults, with programs for poor students, better direct transportation to the Oceanside campus
Earlier math center hours: 8:00
Easily Accessible Alumni Connections database
EMT basic course
Engineering
Engineering AA Program
Expand the accounting and business departments. I know it depends on what classes are transferable, but I think you have some great professors there.
Fashion and design program
Fashion courses. Please! I hate Palomar and want to take these classes from MiraCosta.
Film/Video, 2D Animation, Acting for Film
Floral Design Certification, Sororities and fraternities
football
Football!
Football, baseball and wrestling.
Football/Swim
For my CSIT class I was trying to get into my VMWare at the SAN Campus library by using my computer and I couldn't. I even had the computer specialist help me and we could not figure out why it wouldn't work. My computer used the MiraCosta WIFI and the VMWare was already set up on my computer I just could not get in. It's frustrating because I made a special trip to the library and I couldn't even use my own computer.
Free ice cream
Free yoga, non-credit class where we can do it once a week.
French 202 in the evenings
Game Design and Video Production
Grammar
Graphic design for online students.
Gymnastics class!
Have more way to help student with stress and other personal issues
Having tghe webinars / seminars on Friday for people to participate that way if they don't have plans they can come to the college on a Friday for special lectures, guest speakers, web hosting.
Healthcare programs that are affordable, like those offered through ROP; phlebotomy, pharmacy technician, front office assistant, etc.
Hebrew language class
Higher Accounting courses like Palomar & San Marcos
higher level dance technique classes and add back the Latin Dance classes Friday evenings. Also offer Tap II class both during the spring and fall semesters.

Requested Programs and Activities
History club!
Hot stone/Thai massage
I am always wonder why we do not have as many sport classes in SAN campus like OCE campus and i like to ask if is possible to offer a few sport classes beside the yoga that always offer same class.
I am looking forward to Mira Costa Cardiff extending their Yoga Program from 200 to 500 hours. The professors are well educated and knowledgable. With medical costs skyrocketing, our community needs integrative medicine with yoga therapy. Perhaps the program could eventually expand to 800 hours and work out something with Scripp's Hospital for yoga therapy work experience; it would help curb medical expences and help our citizens at the same time! They use Yoga at Scripp's Intergrative medicine in La Jolla with great success.
I am part of the Horticulture program and I believe that services and classes are being cut unfairly. The number of Plant Sciences classes have been reduced, the amount of funds seem to shrink each year, and the variety of classes have changed over the last 3 years to be less than before. MiraCosta's Horticulture program is the only program in North San Diego where we have a huge agriculture based economy. Stop cutting our funds and restore our classes.
I am pursuing an apprenticeship program for Midwifery.
I am satisfied with all the services they have to offer.
I am satisfied with the programs and services at MiraCosta
I am very disturbed and disheartened that no one seems to realize the importance of more than a preliminary education in the arts. It is art education that nurtures and fosters creativity and advanced problem solving skills. To have art classes limited to one semester in each subject is so counter productive! Try learning to play an instrument. paint, create ceramics, sing. in one semester! Impossible!
I attended the ARCH 102 class on Thurs. evening, it was a condensed class from 5 to 9:50, so that there could be more work done in the one class rather then breaking it into 2 classes (as it had been before). I think that the class would be better to have it done in 2 classes, where I would be more involved with that class's need/assignment. I kind of put that class assignment/project aside, to work on that day of the class, instead of working on it as needed. I am aware this is a personal problem of mine, but I feel it would be better to have the class on a twice a week status, than this once a week meeting as it is now.
I can only ask that the programs being offered here at MCC, would benifit a lot more if they were advertised. Especially to differ between the phi theta cappa and the honors program, If I had known they were seperate, I would be went for both:)
i CANNOT THINK OF ANY
I cannot think of any at the moment.
I can't complain at all I think it is an amazing school. If I had to say one thing it would be to offer more vegetarian choices at the chowhall but they do a decent job already and I am sure if there were more of a demand for it, it would be there.
I can't think of any. My goal is rather narrowly defined and I'm a part time student. I'm not very involved in many of the college programs and activities and not likely to become so.
I did not need to utilize the student health services at mira costa as I am a professional with a master's degree and was only taking pe classes for my own health/wellness. However, I believe the student health services offered at college campuses provide a great service to the students who utilize the health centers. I know when I was in college, I greatly benefited from the convenience and excellent care I received when I used the student health service.
I do not know much about what is offered at MCC.
I don't know if this is the correct place for this comment, but the campus needs smoking areas. It's unrealistic to expect smokers to go through classes without being able to take a smoke break anywhere on campus. This has just lead to me, and many others finding hidden away places for us to be able to smoke. Please bring back designated smoking areas, as they are badly needed.
I enjoy being a part of Mira Costa great college and excellent staff. Specially my math professor Mrs. Apalatea
I feel that Mira Costa needs to a bigger program for fitness. Build a swimming pool for aquatics that not only students can use but other surrounding schools.
I have become interested in Dancing and have attended Latin and Jazz classes. I would very much like to see more

Requested Programs and Activities
Latin classes and even ballroom style dancing. Palomar offers such classes and it's a shame that MMC doesn't do the same. I am pretty sure the class would be success full.
I have been taking classes for years now and would like to state here how much I enjoy each of your teachers and their teaching methods.
I just wish that some of the core classes that are required for general education requirements and degree prerequisites were offered on Fridays, Saturdays, and Sundays. This is something of a general college complaint that is not specific to you however I've found it very frustrating and limiting when you need to take multiple classes and the only options available or still available by the time you can sign up are on the same day and the same time.
I just wish the library was open longer hours and especially on weekends.
I really liked MCC, and found your online learning environment very easy to navigate. I would like to take additional courses, buy there is nothing offered this term that interested me or enhances my skillset.
I REALLY wish dance classes were offered at the San Elijo campus. I am working towards a master's in dance and live very close. With 3 small children it is very difficult for me to drive to Oceanside. I also met several dancers in my class that had this same request. Dance is widely used in fitness and dance studios, film, entertainment, and health and healing industries, it is important to offer these classes at both campuses so people can be encouraged to educate themselves in this area, and make it accessible to more potential students. I don't think the dance certificate or associate is offered anywhere else in SD county. It is a very important piece of history, communication and performing arts that must be upheld.
I think it would be good if Mira Costa expanded their program in learning about energy healing and quantum physics such as QiGong, Tai Chi, also Mindfulness and Meditation as taught at UCSD & Dr. Steve Hickman, Ph.D a program in Mindfulness/Meditation developed by Jon Kabbat Zin, Ph.D. I think Mindfulness and Meditation can be helpful to students to help them learn to be more focused and more present!
I think its important to have more physics tutoring
I think MiraCosta is a great campus and has a myriad of educational opportunities.
I think students majoring in nursing would benefit from more science classes such as anatomy, physiology, and microbiology. They are very hard classes to get into, and it makes it longer to finish our prerequisits for the nursing programs.
I think students should be able to wait-list for a course and be confirmed in the same course with a different Class Number and have an automatic transfer if the wait-listed course opens up with an automatic drop of the undesired course number. This will prevent students from getting closed out completely from a course they need incase they do not clear the wait-list.
I think that maybe because MMA is the next fastest growing fitesss aspect in the USA I would team up with a good gym and have them come in and exsplain. There are to many over weight because that just don't know how to help them selfs maybe if you apply something fun and easy to lean even cross fit then they might take more consideration. Along with going to talk to more high schools and middle schools about attending college and how important it is to make better grades, I would have done a lot better in high school if not just my parents were telling me to make straight As....
I think that there should be some more effort to educate the student, staff, & faculty population about mental health issues and how very common they are. Kind of along the same lines as how much attention is given to sexual harassment...
I think the idea of Friday and Saturday classes is really great. As the price of college and living expenses grows, more and more students have to work full-time and are unable to attend classes they need in order to reach their educational goals due to scheduling conflicts. Opening up Friday and Saturday classes, in addition to the evening and online classes available, would definitely help working students reach their educational goals in a more timely manner.
I think there should be better course descriptions and list of materials needed available at the time we decide to sign up for classes - for example, when i tood the CNA course it did not list that the first two weeks were 5 days a week being 8 hour days and that i would have to miss my other classes that i signed up for, i did not know i had to have scrubs, shoes, a stethascope, a gate belt ect by the third week...we need to know the future expenses of a class ahead of time and so we can plan accordingly.
I will love to have a ethinc launch! Although MiraCosta is well known for its support to minorities, not all

Requested Programs and Activities
departments seem to understand the importance of diversity. I believe that if diversity has a stablished place or gathering center, the ideology of acceptance/honoring divesity will be best understand by the college staff.
I wish Cal Vet for dependents would get some sort of financial assistance or fee deferment, like with the CSUs or UCs. A sprinter stop closer to campus would help also.
I wish I could major in disaster management,or even take an EMT course> MiraCosta dose not even offer first aide classes.but the do offer wine making,as if that could save you life someday.
I wish our school offer a tag program for CSU, if our school does, then I probably lack research. Sorry.
I wish there were more Friday evening and Saturday classes offered
i wish they would offer more sports for example cross country. idid it in high school i wish they would offer it at miracosta college
I would have really appreciated summer sessions in the Child Development Center. I would really love to take affordable noncredit courses in cake decorating, sewing/quilting, and woodshop, particularly over the summer or on weekends.
I would like a video game design program or certificate similar to Palomar's.
I would like MiraCosta college to offer Pro-E training (CAD desgin software).
I would like MiraCosta to offer more of their computer programs on the San Elijo campus.
I would like more art classes at the San Elijo campus in the evening.
I would like more Art classes. Due to the new rule about not being able to take a class more than once art, music and drama types of classes are going to become more hard to take. These types of classes can not be taken only once to complete your total comprehension of what is being taught.
I would like the college to accept ebt food and cash cards. I am a full time student and forced to use cash to buy all my food. I have food stamps and grocery stores accept ebt for food such as cold prepared food. Sandwiches, chips, drinks, fresh fruit, etc. Being that many people on food stamps, (ebt) are required to attend school, they should also make it possible to eat there using the ebt card.
I would like the college to issue an official Certificates of Completion for a completed and passed course. Particularly if it is relevant to a job search.
I would like the college to offer a program to aid adults who have been out of high school and college for 20 years of or more and need skills in math and science. For instance being an instruction aid in local middle schools and high school requires better skills in math and science.
I would like the college to provide more field trips to offer students a better perspective on the real world. This is especially valuable for a community college where students frequently take courses geared specifically towards preparing them for the workforce. The field trips should take place at job training centers and company sites in various industries where students can learn what opportunities are available to them according to the courses they are taking or have taken. Having field trips is the best way to connect work and school together, and that is why I strongly recommend that Mira Costa College include a specialized field trip program open to students of all majors and walks of life.
I would like them to offer more programs to help African american student success.
I would like to be able to complete my AA in Horticultural Landscape as do numerous other students who can't complete their curriculum because classes are now not being offered.
I would like to have more college hours. I enjoy attending them, but this last semester I couldn't attend the whole event because I had class during it. If you can make it twice a week or something to make it easier for students to attend even if they have classes.
I would like to see a phlebotomy program or pharmacy technician program offered by Miracosta.
I would like to see a program that helps students pay for books, the books at the student store are outrageously priced and I feel insulted every time I have to purchase something there. I could argue I'm not the only person who feels this. How about taking profit out of it, and pass the savings to the students? Stop making the students feel as though they are being taken advantage of. Perhaps a fundraiser/s? Out in the community? It could be something as simple as selling lemonade or something silly like that during events around the county. A big banner could display, "Fresh lemonade, support the students. All proceeds for paying books for the student body at MiraCosta College," or something like that. A great way to let people feel empowered, as though they have a direct effect on helping students in their community go to school. One could get the news stations involved; they love stuff like

Requested Programs and Activities
this, great PR campaign for the community and the college. Besides, I am sure the college gets a great price break on books, thus the amount needing to be raised would be a considerable amount less than would be if we were paying retail, as in the book store. I'm just saying, why don't you think about it?
I would like to see a students helping students parking pass recycle/reuse box created so when students are done for the day with their business on campus they can recycle it so another student can use it!
I would like to see an advanced Adobe Illustrator class
I would like to see an extension of art classes and a renewal of the ability to re-take classes. Also, longer library hours would be great as well as more open studio hours in the art department.
I would like to see ASL added in as a program to MiraCosta
I would like to see assistance and training with the new technology. Help student that are educated in a profession get trained on the new technology.
I would like to see certain days that are well-advertised dedicated to having teachers available during that day to set up booths and questions about different branches of that major. Such as psychology, I would like to see different psychology teachers able to provide booths that are able to explain the branches and how those branches of your major would work for you.
i would like to see more athletic teams like cross country, track, swim ect. and an open gym for current enrolled students.
I would like to see more groups on campus and the process of how to start student organizations more assessable
I would like to see more Horticulture courses offered during all semesters including summer, I would also like to see courses being offered in Agriculture and solar energy.
I would like to see more sport related classes or clubs such as tennis or wrestling or other sports. Also advertise more if there are sports besides soccer and basketball.
I would like to see the college offer more History courses. Compared to other colleges I have attended, the number and variety of History courses offered at Mira Costa is very small.
I would love to see a certification program for food services or cooking classes.
I would very much like to see a more robust textbook loan program. I realize there is one currently and the benefits it offers are immense. However, I think it still has a small area where it could be improved as it excludes textbook titles that are considered "single-use" because of an access code. It also excludes titles that are loose-leaf due to a concern that pages will be removed and misplaced. I would like to see these titles not excluded due to the format they are published in. An additional benefit that I would like to see added to the textbook loan program would a provision for assistance for classes that require access to an online learning environment or course material, such as MathLab, or Moodle. These online environments and course materials are not the same as taking an online class, as I have personally experienced the need to purchase access for these courses which were taught in the classroom. These new technologies are replacing the traditional paper textbooks and the financial burden of using them is often not clear during enrollment. For students that struggle with finances, this can prove to be a difficult hurdle to overcome once class is in session. The costs of such environments and course materials are usually only made known within the first couple class periods or once a syllabus is made available. Lack of advance knowledge about such hidden and unexpected costs can be the cause for dropping the course. I think the textbook loan program would be much better if it could offer assistance with these costs for students in need. An improvement in these areas would increase the value of the current textbook loan program to the students that rely upon it as it would allow them to take many classes that otherwise are not possible. I have researched this concept as well as other textbook loan program concepts for a persuasive writing class I took at Miracosta. If you would like to hear more about the possible ways it could be improved, please contact me xxx-xxx-xxxx Thank you for taking feedback.
Ice Hockey
I'd like an updated list of clubs to be included in the course program. Also, MiraCosta should advertise the services it can offer within the course packet.
I'd like it a great deal if a larger number of Honors courses were offered.
I'd like to see baseball come back. We have the field. Let's get these boys playing again. Pleanty of talent in the area tha would attract to the school just for that reason,
I'd like to see more financial benefits and support for non-traditional students like myself. I am 52 and my life

Requested Programs and Activities
experience is not reflected by the on campus organizations.
If there is a program for "older" students I do not know about it. Would be very helpful.
Informal Language workshops (like offered at OCN campus) at SEC campus
intensive certificates in internet and real estate. etc
Intercollegiate athletics, specifically baseball and volleyball.
Intercollegiate Field Hockey
Interior Design Classes Sewing for home products (window coverings) Painting for home Basic home repair--electrical/plumbing/drywall, etc. Sewing/Tailoring Noncredit Ceramics/Pottery Wheel Cosmetology--face, skin and hair care Culinary/Cooking
interior design garden/landscape
intramural tennis, art workshops, ceramics workshops, chemistry group tutoring sessions, science or language group tutoring sessions.
It was very hard to meet people in school, with such a heavy commuter population. It seemed people were only there for class and then left. I would like to see more social events where students can get together. Maybe a meet and greet or a lunch, but something where people can socialize and get to know each other and spend time together outside of school.
It would be awesome if the library opened at 7 am. Perhaps the first floor could open at 7 then the second floor can open at 8.
It would be beneficial for students to have choices for dance course such as Ballroom dancing, more languages classes Arabic - high in demand language in the defense industry.
It would be interesting to see more engineering classes
It would be nice if the Medal of Honor ceremony included the instructors as presenters as it used to be and also had more students that are recipients. Before there were about 12 honorees and now there are only 5.
It would be nice if they had a gym to offer to students for more athletics and also for students to help their well being.
It would be nice if we could add Latin American studies to our social studies options, as many students need this required course to transfer or as major preparation, and there are a large amount of Latin Americans in this area, and attending MiraCosta. I would also like to see Portuguese added as a language option.
It would be nice to see the college offer an AA or AS degree in Counseling. In addition, more variety of online classes would be beneficial for the college and for students.
Javascript/JQuery and PHP course.
Kids programs for ages 6/12 while parents are in classes.
Landscape Architecture program needs to add urban planning concepts integration on the curricullum.
Last semester, I noticed that the third semester of Japanese was not offered, which was slightly disappointing, but I understand that it will be offered this fall.
Latin course
Library online services available 24 hrs.
Low cost medical insurance for part time students
Maby a movie makeup artist class
Mainly during finals week it would be nice to have an extension to the library hours
MAT program should have a computer lab
Maybe a small space to rest in? I know that on some days when I was there from early morning until 9 o'clock at night I would have greatly appreciated just a simple couch in a quiet room to have a quick nap. The closest thing that I could find were the armchairs in the libraries, but it feels weird to take a nap in there with so many people around. Though perhaps there already is something like this at the campus, and I couldn't find it...
Maybe more availability for all to use child care service and not only give priority to military. Of all the semester I've attended I wasn't able to get availability.
maybe some more elective type classes like maybe wood shop or agriculture related classes
Mechanic
Media Arts and Technology needs a lab of its own, much like the CAD lab for the Design department. Students are so helpful to one another in a lab situation. It would be a fabulous addition to the learning experience.

Requested Programs and Activities
Medical transcription
meditation group/student organization
Men's volleyball team
Mira Costa is excellent. So easy to get around and such a beautiful campus. Everyone has been really friendly when I have taken courses. I am a physician and was taking Spanish to help me talk with my patients. Great course and teacher also.
Miracosta College should have more then one Medical Terminology classes and more Medical Insurance classes for the morning and afternoon. I was told you have to be on a waiting list to get into a Medical Terminology class. This fall semester coming up 2013/2014 there is only one Instructor teaching one Medical Insurance class and she's is teaching only in the evening. It would be nice to have more then one instructor teaching in Medical Insurance and Medical Terminology.
Miracosta has a wide variety of programs and services to help students get acclimated and succeed in the community college setting. I do believe there should be more outreach programs to get more students involved with the school.
MiraCosta needs a fitness center for all students looking to improve their health. I think each student should pay $18 towards the construction and maintenance of this center every semester.
MiraCosta needs a place for smokers to go about their business. Banning tobacco didn't work, especially since you put ashtrays at every entrance. Also, the voting method for a tobacco-free campus was crooked-- I think you'd get the same result if you had gone about it square-- but in the future, don't send out a bunch of postcards asking people whether or not they want to ban something on campus. That's a condescending way to approach your populous.
MiraCosta should offer more online services like scheduling appointments and maybe voting for the ASG positions through an email.
More access to the gym.
more accounting classes.
More advanced art programs, especially for the courses that equipment and space is already provided for such as the ceramics classes. It would also be nice to see cooperative art projects being used to bring students together in a non-academic environment. Also, more counseling sessions. As I mentioned earlier I opted not to use the counseling services because they were limited to six sessions and that seems insufficient to really deal with any meaningful issues. The counseling and health services were programs I was looking forward to and yet they seemed to only cover very mild medical needs.
more art classes
More astronomy programs.
More athletic teams. We only have surfing, soccer, beach volleyball, and basketball. We need more athletic teams on campus to promote more pride and community within out college.
more availability in tutoring for upper classes, badminton, more sports, library open later
more biotech in san elijo
More classes at night, most of the classes I need are only offered in the morning schedule. I work most of the time from 7-5 and after that there isn't much to chose from.
More classes at San Elijo rather than majority at Oceanside campus. Esthetician program would be nice since I will be taking that at City college eventually.
More classes at the Department of Horticulture
More clubs.
More Computer programming tutors.
More continuing education classes - not all departments are represented. It would be great if the certificate classes were also offered in the summer, working students/adult students would be able to finish the programs faster.
more environmental studies, international/culturual studies, and development studies would be awesome! particularly environmental though.
More extensive film programs. Something more hands on. Film major option
more film and music classes and the history of rock and roll should either be a longer class or two semesters

Requested Programs and Activities
More fun classes such as belly dancing, salsa dancing, jewelry making, sewing and mosaic.
More help with scholarships.
More Horticulture! How to manage farms, food, sustainability!
More intermural sports and activities.
More language programs would be helpful.
more leadership programs
More live bands.
More modern music classes (midi, logic, ableton)
More Music classes.
More Nutrition courses! I would love to be able to stay at MiraCosta College and obtain my AA in Nutrition; however, that currently is not a possibility due to the lack of Nutrition classes.
More online choices from the on-campus listing. Please don't list on-campus classes as "Online" (MUS 114-1063) as some are unable to attend on-campus classes and miss out on taking a class they are interested in. Thank you.
More Online classes
More online classes with further office hours
More online classes!
More online science classes.
More open intramural days that don't require a whole team be made in advance
More open time for students in the wellness center. Perhaps open it up in the hours when there are no classes so current students could use the facility. Offer more leisure classes. More parking for students. It was a problem especially in the spring term. Should have opened up the unpaved are much sooner near the gym in the spring term. Parking problems cause some teachers to delay starting class. And many students come from work and can't plan to get there 30 minutes early just to hunt for a parking space. Perhaps increase security the first few weeks, until drops are done, and have them direct students to spaces one after the other so the open ones can more readily be found.
More opportunities for parents with children to receive informative information on childcare services offered and other childcare options that are locally around the college would be nice.
More Parking!!!!!!! It is very difficult to find parking even for my evening classes. Please pave the dirt lots. Thank You! I also think it would be better if the id's were good for the whole year. How am i supposed to take advantage of student discounts if my id is invalid after the end of the semester? Waist of money to buy a new one every semester.
More personal growth oriented programs.
More Photography different level classes.
More physical education and recreational sports.
More science clubs
More spanish classes
MORE SPORTS
More sports, and library opening at an earlier hour.
more sports. Running would be nice, if it's not already available. More activities for non-traditional students, like parents.
More student activities during lunch
More Taekwondo classes in the evenings.
more tennis intermurals
More upper level transfer classes... English perhaps?
More Variety of Music Classes! For sure.
More watercolor classes and I would love to be able to continue taking Diane Adam's watercolor class.
Muslim Student Association. Clubs that cater to international students
N/A All the other programs that I use are really helpful.
Need more evening classes for Accounting. More options.
no additional ones I can think of.
no comment

Requested Programs and Activities
no thank you
no think miracosta is the best
No, because I am an online student so I cannot give an opinion on additional services needed by a traditional student.
no, i am only an online student so most of these programs don't apply to me.
no, I do not regularly attend this college
No, I like the services offered at MiraCosta college.
no, the programs that you have are the most important
No, there are no other services that are not currently provided by MiraCosta College.
no, there are not
No.
No. I really like the activities that MiraCosta organizes every semester.
none
None at the moment.
None so far
None that I am aware of at this time
None that I can think of
None that I can think of.
None that I could think of.
none.
none. I think Miracosta covered every programs that students need.
none. there is plenty already.
Nope
nope.
Not at the current moment, but I'll be sure to offer suggestions if anything comes in mind.
Not at the moment. Other than not having some classes available during daytime.
Not at this moment!
Not at this moment.
Not at this time
Not at this time.
not really every program i need is already in the college
Not that I can think of.
Not that I can think over.
Not that I know of.
Nothing I can think of.
nutrition program
Older returning students program.
Online English programs.
online lab portions of classes
Online Lab Practiculums for chemistry courses or biology courses.
online tutors
Online, "chat" sessions for counseling. Additional counselors for "drop in" and "appointment" counseling sessions.
Open gym available to all students to use.
Organic food options in the cafeteria based on the research and recommendations of Dr. Russell Blaylock. Maybe developing an area on campus for growing food; I believe Yale university has this. Offer an Agriculture degree, and use the financial predictions given by investment banker Jim Rogers to entice students to consider this field for a future occupation.
Palomar college offers some sort of police training facilities, like an academy type deal. With MiraCosta having such a fine police force, I don't see any harm in having our own academy. I mean we've got the money, right?
Perhaps a psychiatrist in addition to the counselors who are currently available.
Physical Therapy Program for an AA with transfer

Requested Programs and Activities
pilates in the summer
Pilates level 2 classes. I would like to obtain my pilates instructor certificate and am afraid I won't be able to because the level 2 classes are a requirement and have not been offered.
Please offer more evening, online and weekend courses. Not everyone can afford to go to school during the day and it would be much appreciated if there were more options for those that have to work full time
political science instructor attendance of government meetings to recognize and discourage corruption and abuse of power.
Portuguese as a foreign language.
Pre nursing classes fueled with questions and people so we cal tell people what is the Normal ?
programs to new students. how to interact with others
Project Management Certification
Psychiatric Care, professional counseling, more excursions to places in the community, drug and alcohal counseling for people with those difficulties and more non-credit art and various other non-credit classes offered on the Oceanside campus during the weekends or evenings.
Recently they did offer a vet assistant class for the summer, but I would like to see other animal related classes, since there is nothing around this area.
RYT500
San Elijo campus needs a drama department
See earlier about TA, Maybe some more night science and lab classes
Smoking areas.
smoking in the parking lot
Softball, Ballroom dance
Some type of Repair Program for Computers! Not just all computer languages and software/office courses.
Something for students who are also parents, maybe a support group- being a mom and a student is hard!
SPSS Tutoring
Stronger emphasis on engineering and technology development. A more diverse offering of technical certification programs.
Students need a full access gym that is payed for in tuition.
Studio Art. More film classes. Mortuary Science courses.
Sustainable organic farming
tennis
Tennis classes throughout the whole year.
text book rentals
The Chariot student newspaper should be given the dignity of being an integral part of the spread of information on campus from a student lens. It is not.
The gym facilities are only open to classes currently in session that have it reserved. On the OC campus, there are two awesome gyms that are completely underutilized. The school spent all of that money on the equipment, and we are paying ever increasing tuition fees. I think it would be practical to allow students to have more access the facilities, and would be a very popular decision among the student body.
the massage program on saturdays is awesome. I have taken advantage of those services throughout fall 2012 and spring 2013 semesters. Would be awesome to have a chiropractor available to get adjusted. I am a mature student and am very very impressed. One suggestion, have everyone who has been out of school longer than 3 years take counselling classes. Was very very very very helpful to me seeing that I hadn't been in a classroom in 35 years. Good information to know.
The nursing dept needs to have more tutoring options
The restructuring of the art departments allowing students to retake classes for their own advancement in ability.
The theatre and visual art departments have cut so many courses in the past few years that I find myself needing to attend palomar college since they offer a wider variety of visual and performance art courses. Plus palomar has a better theatre space, which they do not have to share with the entire campus. Just finished a directing for the stage DRAM 149 and 75% of the course we could not be on the stage because it was constantly being used by someone theatre and non-theatre uses. The class then took place in the lobby of the theatre were, we as students

Requested Programs and Activities
had to sit on the floor. Not exactly a proper learning environment.
There should be more detailed information and perhaps workshops on how to apply to out of state universities for transfer.
There should be transportation guidelines for students that are coming from San Diego or any other counties such as Los Angeles or any places. So that several students (like myself) won't get lost. Secondly, there should also be some kind of transportation services for Mira Costa College (if possible).
There was no notice of voting for several offices this year--offices that control a great deal of the budget. As a result, 90-some people voted in a school of 15,000. This is not proper constituency. There needs to be far more transparency in who is running various parts of the school, and if there is a elected office, there needs to be clear notice informing the electors. I was surprised and disappointed by this behind-the-curtain dealing. Please inform the students of any choices they can make to best represent themselves in college government.
track and field
Triathlon club
tutor for health care classes
Tutoring for Bio102 - Ecology and Environmental Science In many way, this course is far more relevant than the traditional Biology courses students are taking to fulfill their general education requirements. Yet, this course is recommended far less by counselors,. And, despite the fact that the material is just as challenging, there is no support in the tutoring center for those that are enrolled. MiraCosta needs to evaluate why they are not recommending this course more often, and why students, and professors for this course, are not getting the support they deserve.
Tutoring for the assessment tests and to freshen up to move on to a higher level class. When people have to take an entire semester of a class when they only need to relearn a few things in a category it can dissuade them from returning to school completely out of impracticality. More in depth writing tutoring would help in general. Longer writing-center appointment times would be beneficial. How about a dating service! haha
Unsure
valet parking
variety of athletics availability.. with a variety of different times available
Veterinary medicine
Watercolor class possibility to repeat it or intermediate level
We have a track field but no track and field team. I am very interested in having some additional sports outside of basketball and soccer.
We need an Intermediate Watercolor class!
Web Designer, art club something creative club
Welding class Automobile body repair class.
When I realized that their was not a gym available for the student body, I was pretty shocked. Every school that encourages fitness needs to have a gym....In my opinion.
When looking at available jobs at the Oceanside campus in the career counseling office, almost all jobs listed were located either in Vista or Oceanside or Carslbad. I live in Carmel Valley and need a job with in 15 minutes of me. Please expand your job search folder to cover more employers in the 92130 zipcode and closer to San Diego. T
Wish you didn't limit your ceramics classes so severly. One semester is not nearly adequate. Does not service your adult community fairly.
Wood Working/Wood Carving courses
Would like to see Diane Adams, art class on Friday, allowed to be taken several times. We just touched the surface of what this wonderful teacher has to offer. She has a good mix of ages & learned so much form the young students.
Ya
Yes please offer a program in musical composition.
yes we need more VA covered certificate programs for getting into the work force as soon as possible
Yes! My current goal is to get into an MFA program for visual arts/sculpture. MCC offers no use of their kilns for firing during the summer session. I would like to see a fee-for-use operation of the facilities even if no sculpture classes are offered (which they are not). I know a number of Visual Art students who would take advantage of this.

Requested Programs and Activities
Yes, bring back French 202 and the AA degree associated with it. I have taken French through the 201 level at Cal State San Marcos. I would like to pursue and add to my French skills and work on the French AA. Also, a refresher course in conversational French, such as French 140 that Palamar College offers, would be perfect to maintain French language skills. S'il vous plait! Also a continued or intermediate course in pottery/ceramics would be great.
yes, helping displaced home makers go back to work.
Yes, I am currently enrolled in the 500 hour massage program and would like to see this program expanded to include the 1000 hour Holistic Health Practioner program and possible some homeopathy classes as well. I have one beef with the current 500 hour program. The student is required to take a allopathic anatomy class as a requirement. I would like to see an anatomy class that is tailored to holistic health practioners that encompasses anatomy, phyisiology and pathology. Thank you for your attention. :-)
Yes, make it easier to enroll for honors students!
Yes, please. I knew that MCC used to offer Cosmetology program and by the time I was ready to enroll, this program eliminated in spring 2010. Is there any chance Cosmetology program will be back again?
Yes, the online chat service previously mentioned. Many students need more one on one attention and are frustrated that there are limited resources for this. I think an online chat would be a good consideration. Perhaps more assistance for how to afford health coverage.
Yes. Apprenticeships that have a means of integrating students into the workforce
Yes. Perhaps include more teen camps that are more challenging to them such as sports and chance for new students a chance to attend university classes while attending MCC.

Appendix C - Additional Comments

Comments - Additional Comments
1) All restrooms on both campuses should have automatic paper towel dispensers for drying hands. The 'hands free' air dryers are less sanitary and are known to spread germs during flu season. 2) The Oceanside campus has too many 'Staff' parking spaces and the majority of the close to campus spaces. Some of these should be converted to student spaces. Or do away with 'Staff' parking spaces all together.
1. I think it would help if Mira Costa posts more signs of what staff parking spaces can be used for students and from what time to what time. I know there are staff parking lots that can be used for students after certain time of the day, but I'm just not sure which ones because I'm not sure of the lot number (s). 2. There are late start classes, so I think it would help if Mira Costa extends the time period for students to get the parking permit at the beginning of each semester, instead of two weeks of no required parking permit, it would help if it's 3 weeks, as the late start classes usually start two weeks late. Some students might be on the wait list or trying to crash a late start class so we don't want to buy a parking permit before we are sure that we can add and stay in the class OR some sort of extension to those that can prove that they are trying to add to a late start class (classes) only.
1. Veterans office at SEC. 2. If professors require students to attend extracurricular events (plays, musicals, etc) please specify in class descriptions so students can choose classes to best fit their schedule.
A bus route from the Coaster station in Solona Beach, or even a shuttle every hour from their would make the commute better for the San Elijo students.
A value menu would be nice in the cafeteria.
Academic advising should never instill doubt in students in regards to the difficulty level of college courses or areas of study. College is a platform to develop the necessary skills for individuals' future goals not for students to plateau at their current level of education. Staff should always encourage students to challenge themselves, and never question whether an individual is capable of achieving an academic goal. Miracosta College should make an effort to assist students in reaching their desired career not discourage them due to lack of prior preparation. Set students up for gradual success, and furthermore track their status and offer any respective assistance necessary.
Adding more sections of some of the online classes would be helpful. They tend to fill up fast and have delayed me from taking classes I need to on time
Again I would just ask that the cafeteria accepts ebt cash and food cards to purchase the food.
Amazing school, and great professors. Easy to obtain classes. over all 10/10 I'm very happy here.
As a member of the Backstage Players Theatre Club board, I feel that accessing funds that we as a club have earned, is nearly impossible. This past year I was the Treasurer of the club. In November, I attempted to order tshirts for our club from a company based in New Jersey. This process took so long that I was unable to receive the shirts until May!! This seems silly, as this is money that our club is working hard to make. Why does it have to be this hard to access. While I don't believe it should be as easy as swiping my atm card at student services, I would really like to see some improvements here. It makes me look like I'm not doing my job or not following through, but really it's just that the process takes a lifetime.
As a re-entry student it took me quite a while to get into the rhythm of things and navigate my way through all the systems. Once I finally got it down (with quite a bit of help) everything went very well. The only feedback I have it that although most of my classes have been taught by excellent teachers who require a lot from the students but a few of the teachers seemed to have very low expectations and

Comments - Additional Comments
demanded very little of the students. In two cases I dropped the class because it seemed like a waste of time. Took the same class with other teachers and had a much better experience, much more demanding and satisfying. So there's somewhat of a disparity between quality/experience of the teachers. Overall, I've been very impressed.
As I stated in a previous question, please look into the Horticulture Department and the importance of this department to North County, and re-instate classes that have been cut for fall term. Also, providing additional money to this program so that they can participate at the San Diego County Fair would be an excellent way to advertise the program. Please stop cutting our classes and give us back our Fair funds.
As stated in the past, it would be incredibly helpful if classes were offered at different times. Take for example, Physics 111/112. It's only offered at night. It has not changed times nor days. This makes it impossible to get it checked off my list. Can we not hire another professor to teach it in the days?
At the beggining of each semester, It would be nice if there were more parking lots available to students. Halfway through the semester the parking is bareable, but the first 2 months of every semester the parking is terrible and often leads to showing up late to class.
At the beginning of each semester, it's hard to find parking. I realize not even half way through the semester, either people drop or they stop coming but it would be REALLY nice to be able to park on pavement in my compact sedan. I would prefer not to have to off road to get to class :)
Availability of classes. It is difficult competing for classes that we all need, then sad when many people drop the classes that others would have stuck with. I don't have a solution but it is a problem for many students.
Because some classes start at 7:00 AM, it would be great to have access to a printer around that time. Sometimes I am up until midnight doing homework, and do not have access to printer at home to print out work for my morning class. I am not the only student that has this issue that I have seen. Otherwise, MiraCosta College is the best college with some incredible professors, and counselors. I think Professor Humaciu (Math) is the best math professor. I hope he becomes full-time permanent.
Better parking and cheaper prices in the cafeteria.
Better system for those who crash, 10-20% of kids drop before deadline leaves the kids who really wanted to get in to class hung dry
Both of my professors, Dr. Lynne Miller and Dr. Gary Castaneda were interesting and knowledgable. Happy with the information that I took from both classes during my Spring 2013 semester.
Bravo to Brandon Mureson for his direction and leadership of the Orchestra. He is a valuable asset for your college, and has a great raport with his class, as well as their respect.
Cafeteria is way too expensive because they are monopoly. I think that we should have multi-cafeteria such as subway, burger shop, or soft drinks store. like the way Palomar College's cafeteria looks like.
Campus and staff are excellent!
Campus seems to be safe but, it is scary when we leave after 9:30 and teacher has to leave the facilities alone and I do not see a guard to acompany them! Pathways from parking lots are very bad in some areas. Unsafe, dark and unpleasant. It does not match the building mass.
Can you bring a salad bar to the kitchen?
Classrooms are in need of repair, chairs/desks are old and feel like they will fall apart./dirty. Should have hand sanitizer in each room. Bathrooms are very dirty. sometimes no paper and door locks not working. And I would like to add... Air conditioning needs to be turned off if below 75 degrees in class. I took a night class and it was SO cold in the room. Especially at 8pm, we don't live in Palm Springs where it is 95 at 8pm. Door being propped open is just fine. A/C waste of ENERGY. This has been going on for at least 5 years at both campuses. Finally... Get Counsel that is knowledgeable, or that can find tha answer. I hate to complain about a particular person but XXXXXXXXX is AWFUL/ USELESS and still gives Wrong information even after several years of employment. And when you call her on her mistake she still can't

Comments - Additional Comments
admit and try to remedy that problem. This is just being plain old LAZY. Waste of School money.
Classrooms are very outdated.
Cleaning the women's bathroom outside the cafeteria at 1:00pm is very inconvenient. Having the the library close early on Friday is also very inconvenient.
Coming to MiraCosta was life changing and continues to change my life. I thought I already had a passion for theater, but the theater department has made me realize that isn't a passion, it's my life. I have learned more there in 2 years, than I have learned in the last 10. I owe all of my success to MiraCosta and will always encourage people that it's never too late to take a class and that class might lead you to your dreams coming true. At least, that's what happened to me. :) Thank you!
Coordinate with North County Transit to provide better schedule so that more people will utilize public transportation.
Counseling system needs serious improvement & how to interact with students especially If they are new and have no clue what to do because the Admission process is so confusing. Registering for classes is ridiculous. There should be enough classes for one student to take all required courses in ONE campus not TWO. The process to register online for classes is very confusing and you basically end up taking any classes you can get rather the ones you want and need. I also had problems with dropping courses online. I would want to drop a course,but it would drop all courses in the category.
Creating a gym for students would be beneficial for health reasons.
Custom edition books should get priority return at the library. I was not able to return my book because the library was flooded with cheap online copies, and custom editions cannot be sold online.
Disappointed that the graduation program was wrong. I'm a Marine Corps Veteran, and a geographic single mom of two children, one of which has epilepsy. I dedicated myself to my studies and it was not an easy process. I received nothing less than As and was greatly saddened by the lack of attention and detail put into the program. Recognition in the program/graduation would have been amazing for my children to witness. I took numerous hours away from them to ensure my grades were maintained. I have been an advocate for Miracosta at csusm about how Miracosta fostered an ideal educational environment and develops student cohesion in the classrooms. In the future, the college should dedicate more time in the accuracy of the program so they don't have to add a disclaimer at the end of the program. Seems like a scapegoat for laziness to me. PS fix your survey it states "thank you for participating. This concludes the 2012 student survey" - another lack of attention fail.
Do not like third party education providers. That includes companies like McGraw Hill, Pearson, etc. These are book publishers that are getting in the online educational market. Students are subjected to website failures and other nuisances that negatively affect the learning experience. Stick with Blackboard and use a real faculty member to deliver course content. Thank you.
Don't make the clock chime every 30 minutes. It's annoying when I am studying. Every 1 hour is good enough.
Each parking lot really needs its own daily parking permit machine.
employees in the career center do a great job.
Enforce the no smoking policy on campus. Walked through campus into puffs of cigarette smoke. I am allergic to the smoke.
Enlarge the the ADN program to accomadate more students per year. Palomar is the only other ADN program in North County, and they only have admissions once a year for the following fall.
Every class that I've taken, the professors have always welcomed the input and questions of students relating to the course material and general advice on college and career.
financial aide would not process my BOGW Palomar college did during the same semester
Fix the parking lot
for credit dance classes at San Elijo campus

Comments - Additional Comments
For full time students 17 and under, there needs to be more job opportunities on campus. It is not fair that it is hard for us to find jobs off campus when we are under 18 and now the school is depriving us of influential positions for young college students like myself.
For my beginning sculpture class I had trouble completing my projects because there is only one wood router among campuses and it is a poor one at that. I would like to see at least one of the campuses invest in a basic set of wood working chisels as well.
Garden organic for students and tesche to grow do really fresh Vegas from scratch.
Get an ed plan and follow it. I also think student should get involved in student activities. TALK TO A COUNSELOR.
Getting enrolled in the classes I need is absolutely horrific. I am a post-baccalaureate student taking science pre-reqs to apply for medical school, and I had no idea that trying to take these basic classes at a junior college would be so horrific and stressful. I heard some students in a chemistry class I was trying to crash saying it had taken them 2 years to get into basic chemistry. I realize this is due largely in part to state budget cuts, but if there is any way Mira Costa can secure more private funding or find some other solution to expand course offerings and resources to students so that they can enroll in these very basic classes it would be extremely beneficial. When I was attempting to enroll at the start of this semester, I strongly considered moving to Virginia, where I have family, because I was able to enroll in every single class I wanted at the junior college in their area without issue. I also think it is ridiculous that there are pre-requisites to many of the BASIC courses - like having to take Chem 108 before Chem 110 (which is a basic General Chem class). It seems like this is just a way for the school to rip students off and make more money on an additional course.
Good job
great school
Great school! I attended Palomar College before I came to MiraCosta and so far if I had to choose between both colleges I would definitely pick MiraCosta. The professors are more helpful, there is more space in the library to study, and the food is great.
Great school, MiraCosta!
Great school. feels like the students are serious. I liked that there were many older students.
Great teachers, staff, and community! Love taking classes on campus and online!
Have guest speakers in the theatre on Friday and have a lunch in the cafeteria before.
Have some way of allowing former film photography students of using the dark room since they cannot retake the class.
Having transfered from the CSU system to here was a great experience for me. MiraCosta College is a great community college with plenty of opportunities easily offered. Had a splendid time and the transfer center really helped me transfer to UCSD. Thank you very much for the great advising! I would recommend this college to any high school student or any other student wanting to take extra classes.
Horticulture, more of it!
I absolutely believe more accessible parking should be available to students. Not only for convenience and ease, but for safety. I do not mind making the walk to my car at dark, but what about my girlfriend? She suffers from anxiety as it is, and walking through a slightly dark or dimmed parking lot to get to her car does not help. Perhaps if you made all staff lots student lots after 5:30 om or something of the like, that would be a vast improvement.
I am a student at San Dieguito Academy. I took a class in Architectural drafting and that is how you got my name. I will not be attending college for two more years.
I am a very happy student because MiraCosta College has created that space for me. The staff is amazing and I really enjoy this campus. This is why I want to stay longer as a student, without having to transfer to another school. This is an attempt to request more Nutrition classes so that I can achieve my goal of

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an AA in nutrition without transferring to another school.
I am glad I'm attending MiraCosta College because I've been satisfied so far with the services. Although the enrollment schedule is based on priority, I'm hoping I get all the classes I need as planned to be able to transfer to a four year university.
I am honored to attend MCC. I enjoy the professors and staff very much, and will miss them as I move forward with my new career. Thanks!!
I am interested in obtaining an art studio degree and would like to see more art class options offered at the San Elijo Campus.
I am not currently working but they should have a block for full time parents.
I am on campus once a week for Symphony Rehearsal and occasionally on the weekend for concerts. The contact that I have with performing arts faculty and staff has always positive. I would not be classified as your traditional student at Mira Costa College since I am also full-time faculty at Palomar College.
I am thoroughly satisfied with my education at Mira Costa College. The faculty does an excellent educating students and I have received an outstanding education thus far.
I am transferring to CSU San Marcos, but I have had a great time at this school. All the teachers are relatively good and the students are all nice and courteous. Thank you for such a great experience through my school years here.
I am very much happy on my online schooling, it work well on my busy schedules.
I am very proud of Miracosta, thank you for all the services and assistance you offer.
I applied for a certificate of proficiency when the spring semester started and I still have heard nothing back from MiraCosta regarding this. I've tried contacting the office a couple times and no one was able to help me. I'm a bit disappointed by this.
I appreciate the people who make this such a caring community for all students of all ages. I enjoy the people who are my teachers and I enjoy my fellow students. This is a great atmosphere to build confidence and get a very strong education. Thank you to all the people who make that happen. My daughter will be starting as a freshman in the Fall and I am very excited for her to be in such good hands.
I attended a course that has a pre-requisite. I wonder, why the advance course was not offered till next Spring?
I attended MCC back in the 90s while I was working on my BA. I'm back now taking pre-requisite classes to transfer to nursing school. I really enjoy taking classes at the San Elijo campus- it's small and easy to get parking. And they have most of the classes that I need. The staff is wonderful also. Thank you!
I believe you should do a survey about specific classes in which students were enrolled.
I brought my sister Angie Ibrahim from Los Angeles to attend MiraCosta. She had become fond of the campus and now enjoys learning. So thank you for your great services.
I can only suggest that dedicated motorcycle parking be established. Should this parking already exist I apologize for not knowing about it.
I did not hear about all these services until I took this survey, it would be nice if they were better advertised, and if students knew what they provided.
I do not like the new ruling of not being able to repeat classses. For a retired person, like myself, it makes it that I cannot repeat a class that is giving me skills in an area that I am interested in. I have taken printmaking and want to continue to do so as it is a skill that cannot be mastered in a lifetime. I spent 40 years teaching others in a high school and I want to be the studnet now and I am being denied. the class may be full the first week but studnets drop out and there is room for people like myself. WHERE IS THE CONCEPT OF LIFELONG LEARNING?
I don't have any comments
I don't think that the Dyson hand dryer is very sanitary at all. Additionally the high pitch noise of the

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dryer can be heard in some classrooms and is distracting when someone drys their hands. Specifically the classroom next to the cashier's office. Whenever possible I try and use paper towels.
I drive an electric car and there are no charging stations on campus. Please install charging stations!!!! Blink is looking for sites to install stations and it was free to the site.
I enjoy taking classes at MMC and really appreciate the hard work and effort the teachers and staff put into supporting our community.. Thank you
I enjoy the courses that are offered and look forward to continuing my education at MiraCosta
I enjoyed my class at Mira Costa and have plans to take more classes in the future.
I enrolled in three classes last semester, one of which was non e-learning. I was very displeased with the learning experience that Mira Costa College provided during the e-learning. The instructors do not really have any real purpose. It is like they are there to stand back and watch what we are doing. What is the overall reason for students to pay for classes when they could eventually go online and tech themselves something? Eventually what it comes down to is that a students is just paying for the credit. It is important for student/teacher relationship; it is important to encompass the learning skills such as audio, visual, and kinesthetic. Because of this, I was eventually forced to drop all of my classes because I felt that the education and my plan was not going to go as expected.
I feel that MiraCosta College keeps grounds really clean and always looking beautiful. As with the classes really neat, although since last Spring in classes there had been a bad odor and I am guessing it might be the carpets? I don't know but, to me it makes paying attention super hard when it smells like throw up or old socks- it's gross. Thank you
I feel that most students are only semi-aware of all the services and clubs that MiraCosta has to offer. A more effective way of letting the students know about all of these opportunities may be to have a student(s) come into classes during the first week or so and talk about them, rather than having a teacher briefly mention them during a review of a syllabus or something similar.
I feel the college news paper is sometimes vulgar. I like when the content is focused on sucess stories about students and what is current in our city, and how MiraCosta is involved. It is inspiring to read about student success. There is a broad age range, so the Charriot should keep that in mind. I do like reading the school paper, it is inspiring.
I first attended MCC in 1970 for 2 years. Back then the campus was always beautiful, safe and clean. I returned in 1997 and the campus has expanded and the character of the campus is still the same. Bravo for maintaining the intergrety of MCC.
I found the whole college setting very well organized at Mira Costa and really enjoyed the learning environment.
I graduated from Mira Costa in 2008 and transfered to SDSU and received my BA. I came to Mira Costa to improve my skill for my current career, so I took a Website Design class. When scheduling appointment for a counselor, it was nearly impossible, since everyone was unavailable. The level of counseling has drastically decreased since attending from 2006-2008 and would like to see an improvement.
I had a great experience at Mira Costa and for future classes I would return.
I had a great experience at the school! Keep it up:)
I had a great time at this campus, it was smooth and I always got the help I needed with whatever problems I had. I always recommend people to go here when they are starting college.
I had a terrible teacher. He hadn't previously taught that course. It was too late in the course to drop the class and get a refund or to transfer to a different teacher so I lost all the money I put into the course. Transferring to different teacher was made very difficult at Mira Costa. I would have had to go over in person to Oceanside (was at the San Elijo campus) and make an appt to meet the Chair of the dept and to meet with my instructor personally to transfer out and then also with the instructor of the

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class I wanted to transfer into. I work full time and was taking a night class. I couldn't afford to lose work by doing all that running around required to drop one class and add the same class by the better instructor. I didn't particularly want to get my instructor in trouble by saying he wasn't a good teacher and cause him not to be hired, but I would have had to say that's why I was transferring. It was all made so difficult by Mira Costa, I couldn't just call the Chair and explain.
I had a very positive experience at MiraCosta Community College. I was very surprised.
I had a wonderful experience at the college but just before my last last class the college changed my prerequisite (Human Anatomy/Nursing 151/Bio 100) and I have been having trouble finishing. This semester I used all the counseling services to help me get through and finish my program in Massage Therapy.
I had to buy emedsey book for MAP 105 the company was sold to another company so the program stopped so we could not do this program for class. I tried to get my money back but the bookstore would not help.
I have to say the tutoring for physics2 is horrible. The two tutors you have seem uninterested in helping out and it seems to my that its a burden for them to help students . I highly suggest that you hire professionals not ex student that are just interested in getting a pay check.
I have been a student at Mira Costa since 2006 and I have always had professional teachers who provided material of relevance and conducted classes in an organized manner. As a student who is focused mainly in the field of hospitality, to be completely honest, if I didn't need these classes for my career, I would never take a class with XXXXXXXXXXXX ever again. I have been taking her classes for years; the first semester I took a class with her, she lost my final and blamed me for it, then downgraded it for being "late," when I actually turned it in early. She is very disorganized and "teaches" with an elitist attitude. She will give specific directions, and then downgrades students who do exactly as she has asked. The material very rarely seems relevant, and assignments are always very redundant. Feedback given in online classes is always very vague and does not help, then later XXXXXXXXXXX will ask why we did not follow her feedback, which is quite difficult when it is given to a dozen students at a time. Again, if this wasn't my only option, I would not stand to be "taught" by XXXXXXXXXXXXX ever again.
I have been at MiraCosta for two semesters, and I would like to say they have been very pleasant. I am the first member of my family to attend college. I know that education will be the pathway that will lead me to success. This is why; I would like to say thanks to all the staff that works every day at Miracosta in order to make education accessible to all. Thank you very much!
I have been disappointed with the on line learning experience. I find the forced discussion forums, an invasion of privacy. I would not communicate that much with my fellow classmates if I were sitting in the same class with them, why do I have to do it in an on line class for business math? Ridiculous! Please respect that there are many types of people who seek education and some are introverts who do not need or want to have these forced, false "relationships" on line. We want to sign on, do our work and be left alone. That is why I am pursuing a degree in accounting...I don't like people! Please respect my privacy and allow me to learn on-line and stop forcing me to engage with strangers!
I have been to 2 other community colleges in SD and I have to say I was pleasantly surprised at how it was at Mira Costa. The staff were very friendly and helpful, unlike the other 2 schools I attended. The counseling and admissions was easy to find and very organized. The teachers were wonderful and happy, which reflected in the way they taught. Overall attending Mira Costa was an amazing experience. I would recommend this school to everyone.
I have been to a few community colleges in San Diego and Mira Costa is by far the best school I have attended. The staff is just amazing. I have enjoyed my time spent here!
I have been very satisfied with the school and my teachers. Everything is great except for the counseling department, I don't feel as though they play a strong enough role in directing students towards their

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goals. There also seems to be a culture within the counseling and financial aid departments of withholding information. All the teachers I've had seem to be very interested in my development as a student, and seeing that I get there; whereas the counselors really just seem like the front end of some bureaucracy that's just there to pay lip service. And again, vocational courses that I took and did not receive financial aid towards ten years ago should not be counted against the aid that I receive now. This literally makes no sense at all.
I have been wanting to take language class(German) but it's always during eveings/nights semester after semester and never during days or mornings. The same goes for some other classes that seem to be only night classes in MAT depeartment. It would be helpful if there was some sort of notice informing of which classes are only available during night.
I have few friends, who have been seriously thinking about to go back to school, however they have small children or no family assistance. If, Mira Costa could come up with better ways to reach out those domestic wives, who have been behind their careers and life, that would be an ideal way of gaining their well-being. Domestic violence, abusive relationship and moral, power harassment by spouses are getting severe now a days, and underlying child abuse, marriage counseling is nothing bust a waste of time. The best way to rescue those mothers and wives from living in his or her anger is education, and establishing career on own, educate them to become a better communicator. The majority of my girl friends are hesitated because their English is not so sufficient. I used to be one of them too. Now I love what I am doing.
I have found Mira Costa college to be, overall, an excellent college. I have attended 4 California Community Colleges and this has been the best of them all, especially in the quality of instructors.
I have had a very positive experience at MiraCosta. I attended a prestigious 4 year university for my Bachelor's degree many years ago, and honestly, the quality of instructors at MiraCosta is MUCH better than the instructors I had previously. Having classes of 30 students or less, and teachers who really love to teach, has made my experience much better the second time around. My education at MiraCosta has been a BARGAIN, given the low cost per credit unit. When I first enrolled at the school, it was very difficult to get in the classes I needed for Nursing school. However, once you get into the classes, the quality of instruction is really good.
I have had the worst time since I have been at Mira Costa trying to get into Science classes. I am trying to take the classes I need to apply to a nursing program. I have tried for a year now to get into Anatomy or Physiology. I have every time been kicked off lists. I still have the last sign up date although I am not a freshman and I have credits from CSUSM. Also Mira Costa should offer the two classes as one like other colleges do. They coinside together and it would be helpful to students to learn them together versus taking two seperate semesters of the classes.
I have loved my time at MiraCosta. I've been repeatedly impressed by the caliber of my professors. I have several offspring currently enrolled in tony four-year universities and I am convinced that I have had better instruction. Allow me to add a special shout out to Jane Mushinsky. She set a high bar and because of her classes I feel prepared for my transfer to Cal. Bravo, MiraCosta!
I have never received a survey like this from other Community Colleges I've taken classes with, it is great to see you truly care what your attendees see and experience.
I have nothing but to thank MiraCosta College and all its employees for a beautiful school year.
I have noticed repeatedly that there are folks on campus and within the Honors Program, specifically, that are racist. Although, not committing outright hate crimes. They feel that their casual inappropriateness is OK. It has made me feel uncomfortable repetitively. This casualness regarding this issue has, on occasion, created an atmosphere within the honors lounge that is casually ignorant regarding certain races. I am not even black, however black jokes offend me. People have used the word "Nigger" in my presence and have called each other "Kaiser," a reference to hitler. These has

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encouraged the other students to "kid around" by asking each other if they like "chocolate." I have tried to casually tell them that they were offending me and they just laugh it off as if it was not a big deal. That I am being overly sensitive. Excuse me, using the word Nigger is not OK. I will never think that that is OK. Please help address this issue as I'm sure that it makes other students uncomfortable, however many are not as bold as I to claim that it is insulting. In the honors lounge again, I have had people say racially tinged insults aimed at Latina girls. There was a "Latina Empowerment" table set up outside the lounge. One of the kids in the lounge said he didn't want to walk by the table as all Latina girls will get pregnant at just a glance. It seems he was speaking to the high rate of young mothers within the Latina community. I was offended. I, myself, am Latina. So, I said something to him. I blankly told him that I he should be careful about what he says because that I, myself, was offended. He just retorted, "Oh yeah.." rather hostilely and kind of elbowed his way past me, he was on his way out of the Honors Lounge. All this is rather disheartening. It made me not want to spend time within the Honors Lounge. Granted I've largely gone to school in bigger cities (San Francisco and New York-Columbia University), but even at Irvine Valley College I don't believe that there was an air of racism. I am guessing that the local area does not help the issue. I believe that most of the problem may stem from the fact that the local area harbors hate groups. I would hope that the college is actively seeking to diffuse these kinds of behaviors. I know several of the individuals that exhibit this behavior and have, grossly, nearly befriended them. The problem is that these individuals happen to be intelligent, charismatic, and otherwise "cool" people. The fact that this is the case only further disturbs me. One admitted to me that he wasn't racist, per se, however that his father truly was. Just pointing out my experience of the thing, so that, hopefully, MiraCosta can grow to become an even stronger program. Otherwise my experience of the Honors Program was fantastic. I was truly impressed with what MiraCosta has to offer the local student population. That being said, I'm not sure that I'll be going back to MiraCosta, largely for other reasons, however, I'd be lying to say that these traces of racism don't also encourage me to seek opportunities elsewhere. Best of luck. Sincerely, XXXXXXXXXXXXXXXXX
I have taken a couple of online courses and I feel that they are not equivalent to the in class experience. The chemistry class I took was more than half way through before the professor had graded anything. He also did not return emails and said that he had a family crisis. I talked with a student who had the same professor the next year and had exact same experience I had. Including the family crisis. If I am working hard during the summer taking a class online I expect the professor to also be accountable.
I have taken courses equally at the San Elijo campus, Oceanside and Online. I was very satisfied with all three experiences. I am only taking classes to gain prerequisites therefore some of the services provided were not necessary for me so I feel I can not properly answer some of the questions asked. Thank you!
I have taken public transportion as a woman at night it was no good to wait for buses that could take my bike so I now have my car and find that parking is difficult and expensive so I hope this summer is not more of the same.
I have taken several online courses through MiraCosta and this semester my professor actually stated, "If you (the class) have a question, look in the syllabus!" I ended up doing well in the course, but I do not think being unapproachable is appropriate for an online course. The best part about MiraCosta to me is most of the professors go above and beyond when making time for their students and no questions are stupid questions.
I hope I get the $200 amazon gift card.
I it would be very nice to make library 24 hours open.
I just found out about the health insurance plan. I did not know you had one. You could let more people know. Is there still massage on campus? San Elijo? I would use it but have not seen any advertising for it.
I just graduated, and my overall experience at MiraCosta was incredible! The friendly environment both inside and outside the classroom made coming to school highly enjoyable; it is definitely an environment

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conducive to learning. I will miss MiraCosta terribly!
I just want to say that I noticed a change in teachers approaching students. Teachers seem to be be more flexible and helpful. I think that the key for a successful college is to have good teachers. From my point of view a good teacher is a teacher who is flexible willing to work with the students and understands their needs and situations. Not all the students make up excuses to get away with things. Teachers need to be able to identified good and bad students and help them according to their needs. The office of admissions and records need more employees with a better customer services skills.
i just want to say that i'm very happy that at miracosta the staff and people that work there are very friendly and helpful. i definitely appreciate that and i am happy to have gone to miracosta.
I just wanted to say that I attended classes at both Palomar Community College and MiraCosta College, but Palomar has nothing on MiraCosta! I love the environment, the people, the faculty(yes, I do understand they might have some of the same faculty), and the campus. It is a great community college for anyone to attend. I am guessing that some of this survey might have to do with the paper/online issue. I definitely suggest going paperless! or highly decreasing it. I have attended MiraCosta on and off since 2007 and have noticed the increase in technology use. It would be a great idea if you guys went even more "green" and reduced the paper usage. It is a waste. Also, while in the library I noticed that there were not very many areas that had recycle bins for paper. I would not want people to just throw away paper that could easily be recycled. Thank you so much for the survey :) Good luck!
I know that Mira Costa is a community college and a gateway for transferring to a four year university, but I do think it could do a lot more. Offering certificate programs in areas that the schools seems to have the faculty talent; I think could really surprise in how popular they might be.
I know we are a non-smoking campus but around the math building 3500 people smoke all the time around there its awful we have to smell that. I would love it if you would replace the air dryers in the bathrooms with paper towels.
i like the oceanside campus
I like your online classes because I do not have to leave the San Francisco area for lectures or exams.
I love attending MiraCosta College's Oceanside Campus. I can not wait to return in the fall.
I LOVE college hour!!! Thank you for this! It would be nice to have it alternate between Thursdays and Wednesdays. One semester I only attended Mon/ Wed and missed College hour. I like the clubs on campus. I was in the business club. I would love the drop-in soccer games to be at more times or days. I loved that the teachers seemed knowledgeable about DSS.
I love MCC so much!! The only frustrating thing is SURF. It freezes up continuously and I have to refresh my browser constantly. Simple tasks therefore take a long time to complete. Fix that bug and I'd say you're golden!
I love Mira Costa College and recommend it to who ever inquires and love the fact that I am so readily accepted here, even though I am an older student.
I love Mira Costa Colllege. It really is a pleasure going to school here.
I love Mira Costa Community College It's the best school! Very happy, satisfied, and pleased to be here.
I love Mira Costa!!!!
I love Miracosta College!
I love MiraCosta!
I love miracosta, I wish to complete my academics without debt and this is the place to do it!
I love Mracosta! It was an awesome 2 years, off to SDSU! Can I still come to the math learning center?
I love my school perfect service for everyone
I love the ease of using Blackboard! Don't change a thing!
I love the online courses! From now on I will take all of my classes online! The format and mode of delivery is easy to navigate!

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I love this school! I transferred from up north and hated the school I was attending. I had just gotten out of the military after 8 years, I was completely lost and had no clue how the school system worked with no one to help me. The staff and counselors were terrible. I was about to give up and try my luck in the work force, Mira Coast turned it all around. Your entire staff is amazing, thank you.
I loved my experience at Mira Costa.
I loved my online class, I would definitely come back if there is a class available that i need!
I mainly go to CSUSM, but like to take additional classes at MiraCosta for personal growth. This semester, I took Watercoloring with Diane Adams, and it was my all time favorite class, I have learned so much, and I wish I could take it again next semester.
I mentioned this in another box, but if we had more sports outside of basketball and soccer going around that would be a lot of fun.
I noticed that MCC had a few job openings; I believe that the requirement of having a BA degree limits the ability of the college from interviewing potential candidates that (even though they do not have a degree) would be able to perform the duties & responsibilities of a particular job. Seems to me, that someone like myself, who has 30 years of military training / service, with a multitude of "transferable skills" are being discounted simply because I (we, they) do not have a degree from an accredited institution? Although I do have a "degree in life" If educating and helping people to achieve their academic and personal goals is the reason for MCC, then maybe MCC faculty & staff should be open minded enough to see the potential that EVERYONE has to offer, instead of discounting them because of a piece of paper! Best regards, XXXXXXXXXXX
I only attended 1 class this last semester, so I don't have a lot of information to answer many of the questions.
I only enrolled at Mira Costa for one online class which I needed to transfer to SDSU, but was no longer offered at Palomar. Having successfully completed the course, I am grateful that Mira Costa offered it in online format to save me the trouble of having to drive to the campus repeatedly throughout the semester.
I really enjoy attending Mira Costa, most of the instructors seem caring and willing to teach. I think that a dress code could make it better. Some of the students, in my opinion, were not really interested in college and were a bit of a distraction for both other students and for the faculty.
I really enjoy this school, they have their stuff together for sure. All the teachers are pretty cool as well EXCEPT one XXXXXXXXXX . She was ok at times, but I found her method of teaching very blunt and she was often rude to the students. You might want to have someone sit in on her class to see this for yourself. Other than that, this school is great.
I really enjoyed my time at Mira Costa. The professors are great, the classes were interesting and got to meet a lot of interesting people. Overall, Mira Costa is a great institution!
I REALLY LIKE THE CAMPUS AND EVERYONE IS VERY HELPFUL. BUT I WOULD LIKE TO SEE MORE EBOOKS
I really like the online format. I have taken only two online classes.
I really would like a film program and an option to pick film as my major
I recommend that the financial aid office be open on Fridays whether half day or full day either one would help. I also think there needs to be better clarity about the process of college, what classes are needed for the goal being pursued. I found it a bit difficult being an adult who is new to going to school. I found myself taking classes that weren't really needed for my major. It just seemed to be a bit confusing. I do want to say that I like MiraCosta college and enjoy the staff and professors. I find it enjoyable to go to school with such passionate and caring professors.
I registered for MUS-114-1063 History of Rock and Roll this summer (2013), only to find out IT IS NOT AN ONLINE CLASS - IT IS ON CAMPUS 3 days a week. This class should NOT be listed in the online class selection. PLEASE don't list classes as "Online" if they require on-campus attendance. Thank you.

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I ride a motorcycle and am very happy with the placement of motorcycle parking spots.
I successfully transfered into UC Santa Barbara for pre-chemistry.
I take 1 campus and 2 online classes, I have enjoyed my campus class this semester, My teacher Ms Jo Moore was excellent and very through teacher, She is the best teacher. My online online classes was excellent with the help of my teacher, Ms Strieble and Julie Vignato, they're are very supportive to their student. All quizzes and assignment were explain in details and easy instructions.
I think Mira Costa does a great job. I love the campus. The staff is very courteous and pleasant. I don't have any real complaints. For a community college I was very impressed with the staff and the curriculum. I will be attending Mira Costa for a long time! I love the online classes and only wish there were more online music classes to take in the summer. I also feel that there could be a stronger tutoring program, which is why I volunteered to tutor for Matt Falker's Theory class.
I think MiraCosta College is an amazing community college and I feel so grateful to have attended here for 4 years.
I think more classes should have Facilitated Learning Sessions (FLS)
I think overall MiraCosta is the best college in San Diego. I enjoy the services and philosophy of the President Dr. Rodriguez and especially the EOPS staff. I look forward to participating in more activity on campus and transforming this college into a better environment for future students.
I think that for the safety of students that have night classes which end at 9:30pm all staff lots should be accessible during those hours. There is barely any staff on campus at this time and it is not safe for the students to walk alone to their cars this late at night.
I think that maybe because MMA is the next fastest growing fitesss aspect in the USA I would team up with a good gym and have them come in and exsplain new concepts. There are to many over weight poeple that might not know how to help them selfs maybe if you apply something fun and easy to learn even cross-fit then they might take more consideration. Along with going to talk to more high schools and middle schools about attending college and how important it is to make better grades, I would have done a lot better in high school if not just my parents were telling me to make straight As....
i think that most of the programs are great but that E.O.P.S. needs a little work.
I think that the library should be open 24/7 during finals week, or close at 11pm everyday for the rest of it's life. Also have more extended time on borrowing books. Please pick me. Thank you. [:
I think that the Oceanside Campus needs to have more single day parking ticket machines in more than 2 lots or even a drive up machine similar to the one at the San Elijo Campus. Sometimes I drive the lot for a long time waiting for a spot to open in one of the two lots that have the machine and have to walk to get a permit and back to the car, which sometimes depending on if the semester just started or not this can take almost an hour. Then often drive to the other side of the Campus because that is more convenient to the location of my class. It is difficult because at the Oceanside Campus they have 2 spots for 15 minutes or less that often people park here for over an hour. And these two spots are the only thing available to park in to get a pass without parking in the Child Care spots or sometimes I see people leave their car running in the lane to get out and purchase a pass which is dangerous and blocks traffic.
I think the counseling office and tutoring center needs to be better prepared and more willing to help. I feel like I'm bothering these people when I go to see them, and I often feel they don't have the answers to the basic questions I bring to them. Also, most of the teachers have very strict rules that they expect the students to live by - but do not live by their own rules. (i.e. - giving students a 0 for a test that they cannot attend for work reasons, despite the students giving weeks of warning that they will not be able to attend - and then having the professor decide to move a test date for his own work reasons.) In general, I find most of the teachers to not be very understanding that most of the students attending school have other obligations, and cannot always make their class the sole priority of their lives. As the son of two college professors, I can say that this is NOT how most colleges work.

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I think there should more accommodations for people that are morbidly obese or other handicap. I think that the bathrooms should more montered and signs should up the doors on the stalls for handicap people and family and that there should be taking more serious rather then nothing at all. I have seen more than a number of occasions women that are super skinny or have no handicap while other stalls are open then go in the handicap stalls and take them to talk on the phones and just sit there while people that are or have handicaps are waiting to use them. There should be some kind of stability in relations to this unfair pattern of abusive behavior.
I think what Mrs. June Porto does for CS classes is fantastic. She hosts an annual contest for CS students. That certainly helps people to become more involved in their classes and raise the competitiveness in students which then leads to working better and harder. If other faculty could also do the same with their classes, that'd be great. Students would also have an extra item to put in their resume if they have won a contest.
I think you guys are doing a great job. Being in a military family can be very difficult but since I have attended Mira Costa, I found the teachers to be very attentive and the staff helpful. So far I have not encountered a rude staff member and thanks to all the help, my educational goals are being met and I have a 4.0 GPA! Thank you!
I thoroughly enjoyed attending MiraCosta. I had wonderful instructors who cared about their subjects and their students. The equipment in the Wellness Center was great and in excellent condition. I appreciated the availability and quality of the staff in the Writing Center. I felt safe on campus and feel it was maintained well. Parking was adequate which was absolutely wonderful. I will definitely be returning in the Fall.
I took an on line courses and I saw an announcement that had nothing to do with academics promoting a gay muffing contest. I don't think it was appropriate.
I took an online class and had issues using the blackboard. It would be nice if there was a link to be able o ask someone for help.
I took Drawing and composition with Cindy Zimmerman. She is an amazing teacher. This was my 1st time taking an art class. She was so positive and supportive. Her continual affirmations and non-judgement made it easy to learn and create art. She provided feedback in a way that enhanced learning without criticism. Many of her teaching were a metaphor for life. The field trips we attended to art galleries were eye opening and helped me learn even more about art. I feel confident I will continue with more art classes after taking this class with Cindy.
I took Guitar II and guitar ensemble classes for spring semester. For ensemble class and performance, it was a great learning process and enjoyment for me. It would be really helpful that if we can continue to keep performing throughout the year not only in the campus but also outside. Especially holidays like July 4th, Christmas time, etc. It would be a good advertisement for the college. Currently I'm taking Hebrew language class outside the college and learned alphabet and sign. Would it be possible for you to have hebrew language class?
I truley enjoyed my course with Mr. Wheelden and I am disappointed that summer and fall schedule does not allow for any of his courses in the evening.
I truly believe that the counselor department is really amazing and helpful and think some teachers can learn from them. I believe teachers should all care for students engagement and think they should be reviewed a lot more.
I truly wish that you offer more classes at san elijo campus. It would have been amazing if you offered some of the upper division courses at San elijo campus with a variety of professors to choose from.
I walk from the large parking lot next to the track, 4c, to the Hort Bldg several times a week and it is difficult as there is not sidewalk connecting the two areas. It is dangerous as you have to walk up the ramp where cars are driving, may need to walk in the street if the area is muddy in the winter, etc. It is

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not safe. A sidewalk should be installed on the north side of Barnard so that students may easily walk to the Hort Bldg. Also, I think having a gym available for students to workout on their breaks from class would help students relieve stress and stay active during their studies.
I wanted to sign up for a soccer class but they only have two different times but they are all Monday through Friday everyday which is hard because I do work part time. It would be nice if they had it like Mondays Wednesdays or Tuesday Thursdays.
I was disappointed with the availability of Spanish 101 tutors.
I was pleasantly surprised and impressed with Mira Costa College. I only came here to take some English and Math classes, but became a full-time student because I qualified for a special Veterans program. It's a very positive environment with great diversity. Everyone is so resourceful and friendly! I hope I will receive the same treatment when I transfer.
I was taking online class but would use a library if I knew that I could use. There are so many things that I didn't know about student service, would be great if you can make a brochure of what students can do or get.
I was very upset with my onlineXXXXXXX class with professor XXXXXXX It was a tricky class, so I emailed professorXXXXXXX often to get my questions answered. I sent her several emails asking for guidance and received no response back what so ever. She did offer Saturday workshops, which I am unable to attend because I am a full time mom and have no one to watch my child (which is why I'm taking my classes online in the first place). I had issues beginning my final so I emailed her regarding that. This was the one and only time the entire semester she responded to me. She was not only unhelpful, but very discouraging. I was not pleased at all with her teaching, (which she did none of because I learned everything I knew from my textbook) and I will never be taking another class with her again.
I wish students were able to give more feedback and see results in reference towards the professors because we as students are paying for our education and should not feel cheated when certain professors are not providing the proper tools that are needed to progress.
I wish that classes varied by time each semester. There is a class (microbiology) that has been offered in the middle of the day for the past 6 semesters. This time is just not convenient for myself or other parents with young kids. This class should be offered in the morning while young kids are school so that older students like myself are available.
I wish there was direct public transportation to the San Elijo campus.
I work full time and it seems to me that the students who attend evening classes are grossly unrepresented. The college president held "meet and greets" with the daytime students this past year, but nothing for the evening students. Very few services are available for those attending the evening classes. I would love to talk to reps from various universities when they are on campus, but they aren't there for the evening students. When tables are set up in the quad area for various student information things, they are normally empty by the time I get on campus. I cannot afford to tend college full time, so I must work and go to school part time (why it is taking me so long). I have a full time day job (there are no evening positions for my line of work) and thus have to attend college either online or in the evenings. I pretty much feel like we are viewed as the "bastard" step children. We are known to exist but not offered any of the amenities offered to those who attend in the daytime. Although I normally have classes on the Oceanside campus, every so often a class I need is offered at San Elijo. I was very surprised to see the cafeteria closed at 6:00 - so I had to rush from work if I hoped to get something to eat for dinner before class. Many times I didn't make it and then I had to hope that the vending machines worked to get something to "tide me over" until class ended between 9:00-10:00 PM.
I would be great if Mira Costa would offer more Saturday classess for people that work full time and are not able to attend classess during the week.
I would just like to say, I am a huge fan of MCC. I originally started out going to Palomar, but due to

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scheduling ended up switching over to mira costa. I'm extremely glad I did.
I Would lik eto see more Saturday classes , and taht the parking machine take visa or MC. No one really carrys cash anymore.
I would like all the staff at Mira Costa College know that this is a terrific school where students are always given great opportunities to learn, grow, and excel, and everyone is treated fairly regardless of their various backgrounds. Mira Costa College is renown for its cultural and economic diversity, and we should all work hard to keep it this way. The staff here are all incredibly helpful and encouraging, and work to ensure that students will lead rewarding lives and be able to give back to the College by helping others in return for the help they needed and received. As a school, we are not only a community, but also a great big family. Therefore, it is our solemn duty to always look out for each other and treat everybody's well being as that of Mira Costa College itself. I feel eternally blessed to have the lifetime opportunity to be a member of this stellar academic community and universally accepting educational culture, and have only the best wishes for its success in the future.
I would like for more foreign language courses to be offered such as Korean..
I would like for the dark walk ways to be well lit with light pole or something and I would like for police to patrole the campus on foot more often or by bike. I would also like fo the campus police to receive training in sensitivity to the mentally ill and how to appropriately deal with somebody who says that they are having a personal difficulty or a mentally ill person in the community or on the campus. I would like a training for students about dealing with a hostile or unsafe person on the campus. I would like for the cafeteria to be open on Saturdays for students who take weekend classes. I would like for the library to be open a little later for students who work full-time. I would like a drop off book slot for the Textbook loan office if you have to drop off after business hours. I would like more study abroad options in Europe. I would like a Christian Club at Mira Costa College.
I would like it if MiraCosta offered pamphlets for each major that helped guide students into the branches offered. I feel many students pick a major, but have no idea where they want to go. The counselors are very nice but most of them do not know the full extent and branches of that major thoroughly. I wish there was more direct knowledge given to students. Many students at MiraCosta when they transfer make the mistake of what branch they got into when accepted to the University, and this escalates to the changing of majors and so on. I would also like to know what else we can come to the nurses office for, such as questions about cancer or issues we can come to about doctors like stomach problems or how we can best solve a medical problem. I like the popularity of the health center and what is provided, I just wish I could feel comfortable and knowledgable about what I can go to the nurses office for. Many students here cannot afford insurance and more information from what the nurses office provides I feel can benefit the security, safety and satisfaction of the students.
I would like to have a wellness center with equivalent classes in San Elijo and also a locker room
I would like to make orientation about how to allow students to communicate wiht each others especailly if they have different backgrounds.
I would like to see lockers available for people who commute by bike. Sometimes it is tough to carry books, supplies, and a change of clothes for biking. When the bike is locked up, it then creates a new awkward scenario of carrying all this stuff around campus and classes so they do not get stolen. I would like to see either enclose bike lockers, like the ones bike link manages, or on campus lockers, and possibly showers so as to not bother classmates.
I would like to see Modern Dance offered again on the San Elijo campus....Sadie Weinberg had a huge following on this campus and is an excellent teacher.
I would like to see more light on pathways and parking lot at night. Thank you
I would like to see more organic food/drink/fruit options available at the Cafe. At Mesa College they have a student food store (in addition to the cafe) and it had over 50 % healthy alternatives for food

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choices (e.g. organic salads, snacks, teas,) like a mini health food store-which I miss ....
I would like to see more parking spaces built and with good lighting. I would also like to see more online classes offered. Students should take a survey prior to attending classes and made aware of services that may be of assistance to them. Students who work or are transferring should be have priority in registration.
I would like to see the online classes expanded in the next few year, so it can be easier to attain a bachelor's degree in a specific field from online schooling.
I would love to see a BSN Nursing program at MCC!!!!
I would love to see classes that have been cancelled reinstated. Palomar College offers many more dance classes with higher levels than Mira Costa does and it would be nice if Mira Costa could compete. Please reinstate the Friday evening Latin Dance classes-they drew a large number of students and were cancelled a semester or so ago.
I would love to see Latin American studies courses and Portuguese courses added to our schedule. I have to travel all the way to Costa Mesa for those courses, and I need them for my major preparation, and I am sure there are other students who would appreciate having a Latin American studies course.
I would love to see more banks of personal lockers (pay per use) added ; maybe in the student cafeteria or library. I utilize them frequently. As a disabled student , books are often heavy and it would be very convenient to be able to store them between classes. I think a trail set of lockers placed strategically around the campus would generate moeny for the ASG....
I would love to see more classes offered online, such as the 3rd part of yoga teacher training certification. Class meetings could be scheduled when necessary. I have heard it entails mostly yoga theory and the writing of weekly essays. The 1 hour drive is really difficult, not to mention lost time at work. Thanks for listening!
I would recommend that you allow students to take the watercolor class repeatedly. It is not the kind of class that you can take it and learn everything in one or even 2 semesters. You can continue learning more and more. Also, it is extremely helpful for 1st and 2nd semester students to observe more advanced students. When there is only beginning students, you have nothing to aspire to exept the teacher, who is so much better that you feel you can never attain that level. Seeing more advanced students gives you the opportunity to experience different styles and levels and opens up a broader level of learning.
I would recommend tutoring Professors on the in's and out's of online classes and Blackboard so they have a better understanding and can communicate more affectively. Sometimes I have felt that some Professors are prejudiced towards online classes and those who take them. Thus, I would also like to recommend that Professors undergo a workshop that addresses this prejudice and the statistics of the online environment. I've taken over 15 online classes so far in college and will be taking more if given the possibility as I prefer this mode of learning.
I would suggest slightly more security for when the night classes get released. It's a little scary. Otherwise walking to your car is okay.
I would to see a new nursing building , I feel that we get the short end of the stick when it comes to improvements. Example the tables at the 4401 building are way to skinny for our books and personal items to be on the table and for three people to be seated at the tables are to CRAMPED...Please if anything is done can we get a bigger building where the CNA's, LVN's and RN's can be all together in one building instead of being sent to different buildings for theory classes.
I, like many others, would love to see classes offered on Saturday mornings in order to expedite our time at Miracosta. All in all, my experience at MC has been positive.
I'd like more stuff to do on campus, especially San Elijo. Very few people hang out on campus because there is nothing to do there. College Hour is every other Thursday. Having more stuff to do creates a

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more "alive" feeling and makes the campus fun to come to.
I'd like to see more motor cycle and scooter parking. I've had to take up car parking because all the cycle parking was full.
If coverage or protection from rain could be installed at all bus stops on the Oceanside campus, that would be greatly appreciated.
If not provided yet, please offer "mothers room" to students that are breast feeding moms and need a private place to pump. Thanks.
If the parking issue could be addressed it would be very helpful. There just isn't enough parking spaces for students over by the music department area.
If there were one complaint that I could make is that the no smoking rule be enforced. There were many times that students would smoke right outside the classrooms and subject us to it. As well as smoking around school grounds. I am allergic to the smoke and would break out into hives. It was on a 2-3x/week basis and make school difficult. I hope that tickets will be issued in the future, it would also help the school with funds:) Overall my expirence at MCC was awesome!
I'm in a hurry, otherwise I could write all day about how much I enjoyed my experience at Mira Costa. If I weren't moving out of state I would continue my education here. Thank you for such a great school!
I'm not sure if there is one coming, but a survey of online classes and instructors would be beneficial to the college at the end of each online course.
I'm really happy with the school. Mira costa has thought me a lot the teachers are really friendly you learn in everyday basic .I been attending mira costa for 4 yr I'm ready to transfer to cal state San Marcos ..thank you mira costa best college
In general, I think that the college could benefit from professors urging a little bit more group work and collaboration among their students. Junior colleges suffer from having a student body where a portion of the students are enrolled in classes at the beginning of a semester to appease their parents or other individuals who have certain expectations of them, and end up dropping out. Others are very dedicated to their goals and may be at a JC while also attending high school, or have graduated high school early and are looking to begin working toward transferring to a 4-year university as soon as possible. For a variety of reasons, a substantial portion of the student body at a junior college is not totally dedicated to or interested in their time at the JC. After several years at MiraCosta, I found it difficult to connect with many other students, as some were simply not serious about their studies, and the remainder were preoccupied with whatever other issues were in their life at the time (family, a job, etc.). Anyway, what I'm trying to say is that it's often difficult to network with other students and feel a sense of community when most are hoping to be there for only two years, and they have minimal interaction with each other. I know it's a problem that arises from the nature of what a JC is and the services that they provide for students in advancing their education, and MiraCosta is at least truly superb among JC's. If there was just a slight push for professors to incorporate a little bit more group content over the course of the semester, I feel like that could really help some of the struggling/uninterested students to connect with and be inspired by people who have interesting aspirations, while also allowing the very focused and less outgoing students to be a bigger part of the student community (even within a single classroom) and discover how intellectually stimulating it can be to collaborate with their peers.
In light of school shootings. I dislike that the desks in every classroom face away from the door. Also, the secondary exits from each classroom are usually locked or at least blocked.
In the horticulture department, certain classes are only offered sporadically and in the evening. It can be very difficult to finish a certificate.
Instructor Krupinsky's Acct 101 course was very worthwhile. I learned so much and look forward to 102.
It does seem to be getting more populated on campus. I was just wondering if the facilities were planning on expansion with the growth rate of students enrolling in school every year. Mira Costa has

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helped me change my life. I suggest to anyone planning on going back to school to do so, but I always have good things to say about Mira Costa.
It is sometimes difficult to find parking spaces.
It seems the parking at Oceanside campus is especially difficult to find. I think the students should be your main concern in finding convenient parking. There are so many more parking spaces for teachers then students at certain hours and if the teacher's spaces are not being used then I think the students should be able to use those spaces instead of driving a round for 20 minutes looking for a space or having to walk for a mile to class. I am a returning student and a senior and I did not appreciate the lack of concern shown by the staff and the police department on campus. You need better and more convenient parking for us students. thank you.
It would be awesome if the library opened at 7am.
It would be great to see some Computer Information Systems classes with a focus on Software Development. I plan on attending Palomar next semester because they offer these types of classes.
It would be nice if Library was opened when the first classes started.
It would be nice if summer classes were fewer days and longer hours as to go every day is pretty much impossible to do.
It would be nice if the ASB of the Oceanside Campus could be more involved with activities on campus, such as making other students aware of what they have been doing for our college. I don't feel like the ASB at Mira Costa is very prominent, or even acknowledged most of the time. They should receive the recognition they deserve.
It would be nice if the employees at MiraCosta College were nice and friendly to students with different disabilities. I noticed some Instructors are not happy friendly to students with disabilities. The librarians and Instructors are not understanding to a student who has a learning disability. Especially, if the disability is not a physical handicap.
It would be nice if you fully put to use the ceramics facility. As it stands now, there exists a high-fire kiln but for some reason it just sits there unused. Also, your slab roller doesn't compare to the one at Palomar College. None of this actually matters since your classes are so limited. What does it gain the college to so severly limit enrollment?
It would be nice if you had some programs for older learners.
It would be nice to have more parking meters that distribute single day parking passes in more parking lots.
It would love to see better parking arrangements. I don't have a clue or any suggestions, but thee have been many a day when I have had to park in a lot on the opposite side of the campus where my class was being held.
It's best college I've ever attended. Thank you!
Keep it up. I wish I could go to MiraCosta for my BA.
Language Learning Center: Certain Professors use it as their classroom on a regular basis and deprive other students from accessing language coaches who are scheduled to work with students at the same allotted time. I don't think it's fair that people in authority use their opportunity to deprive their inferiors of opportunity.
Librarians should be more organized and not charge people late fees for books that are returned and back on the shelf, because the penalty for not bringing library property back involves withholding a student's grades that they worked all semester for and rented the book for in the first place. Administrations needs younger staff, I shouldn't have had to go into the office twice just to check up and make sure my paperwork is being done properly, one lady tried to tell me I hadn't dropped it off, completely unorganized and illegitimate "administrations" department, unacceptable. Teachers should be more qualified, not less. My hospitality teacher let students plagiarize each other, and was

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completely rude and Inhospitable to the international students whom she could not understand.
Lots more Love & Compassion are needed by the staff and instructors.
Love Mira Costa.
Love MiraCosta, thank you.
Love San Elijo!
Lynne Miller is awesome and if you could go ahead and get a couple more of her to teach some of your other classes that'd be great. I know cloning is not cheap but I promise it wont be a failed investment like Zimride. Teaching people how to think is your business and Lynne is the CEO of that business. Truth is I think you all do a really great job. Thanks for all the hard work done by all the MCC employees. I always get the feeling that people actually care about what they doing and teaching and that goes a long way.
make lab portions of classes available online stop printing catalogs allow campus police to search students belongings without consent
Make the additional computer class lab available during crunch times - for computer class students only.Two hour time limit is not enough if working with Photoshop, any CAD program etc. Plus other computer students could help answer a question. By the way, lab staff at San Elijo is great, although I spent a lot of time on line to figure out answers to specific computer techniques. Update the computer lab programs to be the same version as the classroom lab, issues I had in the computer lab were due to slight differences in the versions of the same program and working in the two different places. I did not download the free version on my personal laptop, and worked mosttly in the computer lab. (2012 vs 2013) Post live security at intersection of San Elijo campus parking lot/ main stairs at night. Not sure if the empty patrol car is effective. Restrooms are a little creepy after dark as well
Make the surveys iPhone accessible
Math placement tests should not be required for Automotive students. Student parking seems to be not enough while Staf parking is always available, at least at the beginning of the semester. Too much online interaction is required to enroll. I would prefer not to do anything online.
Maybe leave the overflow parking always open. This is because it is nice to not drive around looking for a spot. I always go there first to look, although I rarely take the car to school but if you always left it open I would never have to look for a spot when I do take my car to school.
MCC in Oside is very clean and makes students feel welcomed. Great clean campus!
MCC should offer the classes schedule in print only once a year which include Fall, Spring and Summer. The benefit to do this are: 1) Economic concern 2) The year classes schedule can be the better plan for studens. For example, The Linguistics class that offered only in fall and some other classes which take turn to offer between semesters and campuses. This way the studens can see what, when and when the classes have to offer, so they can plan accordingly. Moreover, the classes catalog, the content pretty much almost identical and only the cover that change. Perhaps, the classes catalog distribut every two years then the college could use this buget to do other projects. I appreciate the opportunity for allowing me to voice my opinion. Sincerely,XXXXXXXXXXXX
Mira Costa College has some really impressive professors. There is so much to learn. I look forward to the fall program! I love the Cardiff Campus and hope that you will offer an advanced yoga program there.
Mira Costa College needs more resources available to help people find internships and jobs in their desired field. A certificate program doesn't matter if it cannot be applied.
Mira Costa has been a great experience so far, I really have no complaints.
Mira Costa has gone down hill the last two years. Teachers care less and students are more disrespectful. I have attended a college prior to this and I have never seen so much racism in my life. You got people who deserve certain things that can't get it due to people abusing the system. The school is

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just falling apart. Can't wait to transfer.
Mira Costa is a great college. Thank you for eliminating smoking on the campus. There are some areas for improvement. Switch to organic foods for the students. Unless the course is specifically related to computers, disallow using computers or cell phones inside class rooms, and shield non-computer based classrooms from microwaves. The cell tower on the Oceanside campus is regretable to have, but the classrooms can be shielded from the negative effects of wireless technology (unless the professor's computer requires it). Damage from these technologies is cumulative on the body, and microwave transmitters have been proven to be detrimental to health. I really enjoy the college. Mira Costa offers a superb service to the community.
Mira Costa is a great school! I have really enjoyed my time here and will miss it!
Mira Costa is an ideal community college; friendly and supportive staff members help students achieve their academic goals. It is also one of the most cared for and clean community colleges I've ever been too. The only issue I have with the community college is how difficult and inaccessible the counseling services are. The phone will ring off the hook for hours and perhaps you'll get lucky enough to get through to make an appointment. For students such as myself whom have to commute there, a phone appointment would be the easiest to do yet it is almost impossible. Aside from that, this has to be one of the best community colleges in California,
Mira costa is by far the best community college I have attended.
mira costa is the best
Mira Costa should offer more psychology classes
Mira Costa was joy to attend..facility, faculty and staff were all top-notch. I will miss MC.
Mira Costa was recommended to me by my father, who is an alumni, and I am very glad I decided to attend classes here. I have taken courses at both the San Elijo campus and the Oceanside campus, and they are both beautiful. The curriculum is fairly extensive, and the faculty (with very few notable exceptions) is approachable and helpful. I am VERY pleased with the multitude of online courses offered, as I work 40 hours a week, and have trouble balancing work and school. The only critique I could come up with would be that I notice every semester that the lab science courses, especially BIO, fill up extremely fast. If there is sufficient funding, I'm sure adding more lab science classrooms would help us students get the courses we need to transfer a little easier.
MiraCosta appears to be more student friendly than Palomar form which I received my AA.
MiraCosta College (Oceanside) is a great campus. I have definitely enjoyed my time there and may even go back to take more classes there to complete a certificate. Excellent school.
MiraCosta College has truly given me the opportunity to gain the college experience and enabled me to reach my educational goals to succeed in the future!
MiraCosta College should replace the chalk boards to white boards because it gets messy for teachers.
MiraCosta Community College needs to add more sports teams to our campus.
MiraCosta has amazing teachers, offer a wide variety of classes and has great campuses. Please consider incorporating a student academic goal tracker. I have a retirement tracker with USAA and it's great! It makes me want to put more money away to see my percentage get closer to my goal. Students may like something like that.
MiraCosta has been really awesome since I started attending. I came from Palomar which really sucks and as soon as i stepped foot on both campuses I knew this is how i was going to really get down with my education and go on to do what I dream and hope to do one day.
Miracosta is a great college, with a great campus, and a friendly atmosphere. It has made my learning experience enjoyable, and my transitions bearable.
Miracosta is a great college. Of course that has a little things here and there that needs to be fixed but the staff is amazing and very helpful and i will always remember that! thanks for everything!

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MiraCosta is a great place to continue education i would reccomend it to anyone. I wish it had more programs for students to help them get a head start in their career paths.
MiraCosta is a great school. I always hated the thought of having to leave someday because it is such a great environment to go to school. I'm going to miss it.
MiraCosta is a wonderful school compared to my experiences taking courses at Saddleback college in Orange County. Your professors understand the material they are presenting, the biotechnology program is engaging and actively helpful in helping students find employment and internships, and there is an student culture of success and ambition that helps me stay motivated.
MiraCosta is an awesome place to begin your college education. It's a great environment and the professors are always willing to help students who need it. The professors take the time to teach the material and they care about their students which is not always the case elsewhere.
Miracosta is great.
MiraCosta is one of the best community colleges that I have ever had the opportunity to attend. I have attended four college in total and MiraCosta has been the only school to set me up for success. I highly recommend this school to others who are looking for a community college in the North County area. Please keep up the good work!
MiraCosta is one the best community colleges I have had the pleasure to attend. I think that parking will always be some sort of issue. I do feel that the parking lots that have gravel should be adequately paved. Plus those parking lots to seem to overly will lit either.
MiraCosta needs to evaluate how it holds professors of online courses accountable. I was highly disappointed with my online experience this semester. And, having taken online courses with other institutions, I can say, this is not the norm. Online courses have the potential to be just as engaging and beneficial to students as the in-class experience. But, to achieve that, the school and professors need to work together to develop a curriculum that is conducive to independent learning. In many ways, online courses demand a much higher level of personal accountability and dedication from students, and it is only fair that professors be held to the same standard.
MiraCosta needs to put more parking spaces at Oceanside Campus.
MiraCosta! :)
More 8 week classes
more counselors to help with the ed plan besides Lise Flocken, she does an amazing job and is helping me transfer and save time and money
More online class selection
More online classes such as Calculus I -III.
more parking pass machines better lighting in the parking lot More Automotive classes
more parking spaces, longer library hours, more textbook availability in the library, more upper class choices, more sports, better lighting
more parking spaces. It was hard this semester finding parking spaces or maybe the other classes needs to end sooner so the classes that start at 6:30 pm have places to park at.
More parking spots for motorcycles/motor scooters. If you made this more conveniently placed, you would encourage more 2-wheel transportation and reduce 4-wheel traffic.
more parking spots for the oceanside campus. a lot of times, there is never a parking spot around the time of 9am to 4pm
more student activities during lunch. Build a better student community within miracosta
more tutoring personnel
XXXXXXX XXXX made my last semester (Fall '12) a living hell. I received an A in his class but his extreme arrogant, abusive, patronizing, condescending and insulting teaching style will last with me forever. There was also a time when he smelled of alcohol. The reason I say this now is because it said this is

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"confidential". Other than XXXXXXX, my experience with the other professors were great and often inspiring!
much happier at miracosta than palomar
My additional comment and/or recomendation is that the certain college professor I took would learn that when the student says she "cannot have text messaes" it would happen. It would also be a kind request of mine that he would learn to treat me fairly and appropriately. I was asking questions in class and learning. Then my asking and wanting to learn got reported to Dr. Robertson. I was REALLY OK. There is nothing wrong with communicating in the classroom and learning. There is nothing wrong with wanting to learn. I beleive he was bothered and needs to not be bothered with that incident again, respectfully. The name of the college professor is XXXXXXXXXX . Please know I am NOT ANGRY.
My experience has been good overall. A few Professors that deserve recognition are: Bruce Hoskins, Lynne Miller, T. Ha, Pat Connolly, Al Nyman, and Francisco Alvarez...I feel they wenat above and beyond in teaching, added to my experience, and challanged me in a positive manner. I have had a few teachers weren't great, in fact horrible...well I guess I won't say as grades haven't been posted yet. That being said, i took an english 100 class, in my first return to college at the age of 40, and it was a horrible experience...She wasn't very helpful, I didn't learn much (except that I was not as good of a writer as she), and that I would never earn an A in her class because I would not achieve the level of her greatness. I earned a B in that class, and was very put off by her. Had I been overly sensitive, I may not have stuck with my goal of completing college. So, that was a few semesters ago but by far the worst experience I have had at MCC. I hope this helps, and I don't think that un-named english teacher should represent your college! Good Luck!
My last semester at MiraCosta; a great community college.
My main problem with signing up for classes online is the wait list portion. Last semester I was wait listed but I did not know the steps that were necessary to be taken afterward. If there was a way to have more detailed step by step directions for online students, I think that would be very beneficial. Thank you for your consideration. I believe the SURF format could be updated at well. It's the same as it was when I attended Mira Costa ten years ago.
My major speech, language, and hearing science is not a major that is offered at Mira Costa. I was told by one employee that this will affect my transfer to SDSU. I need to take American Sign Language but it is not offered at Mira Costa. I know it is available at Palomar College and I am greatful for that, but I really love Mira Costa and all of the resources that make success very attainable. I would like to take all of my classes here.
My overall experience at MCC has been amazing. I am a re-entry student and have struggled with school my whole life. I receive services at DSPS and when I came back I spoke with Connie Wilbur who told me "if you ever want to quit again, come to my office and lets talk". I did this several times and she heard my concerns and came up with great accommodations to help me to be successful. I just graduated Friday May 17, 2013 and I feel empowered to continue my education and will transfer to Cal State San Marcos this fall thanks to Connie Wilbur and the many amazing professors at MiraCosta College!
My Spanish Professor this semester was incredible, and because of that I will be returning next semester to take another class with her. Profesora Ocampo was always well prepared with her lectures, entertaining for the class, and extremely available for help outside of the classroom. I really enjoyed taking her course this semester.
Need more space when it comes down to finding a spot to park your vehicle. Also more classes at night with more resources and easier and faster acces to speak with a counselor. Thank You
Need music theory class availible every semester that are not online. Everyone hates Moodle. cold, impersonal, boring. Everything that music is not supposed to be. It's good for support but should never

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have been alowed to hijack the music department. Human beings still learn better when all senses are used. ie interaction, listening to others students questions and teacher's explanations from different perspectives.
Need to additional Veteran Counselor aside from Nancy Diaz, very hard to make appoinment with her.
Nice campus and people. Parking is a problem most of the year until the very end of semester. The college should do something about that especially if it costs $35.00 to park. Thanks.
Nice job!
no
No additional comments.
no comment
No thanks
No, you guy's do great.
none
None at this point.
none at this time.
NOPE
Not at this time-thanks!
Not switch professors in the middle of the course and prevent students from dropping.
Nothing additional to what i've already stated. A gym would be a nice addition to the campus and for the students. Having more nighttime classes, including Fridays and Saturday classes. It would help us, who have to work full time daytime jobs to be able to go to school and transfer/ get an AA.
Numerous computer monitors in Oceanside campus Library need maintence where I try to adjust the screen, by hand, to a proper viewing position to accomdate my height and viewing postion, where the screens' loses visual output connection when I try to adjust its viewing angle for my comfort. Plus, the usb ports on some computer monitors' in Oceanside campus Library has lost connection when I try to insert a usb drive into them and the operating system does not even remotely detect any presence of usb connection. Also in the same location as previously mentioned, some computer towers' headphone jack input ports are in need of maintence where I try to plug in a headphone's jack into it and sound does not output, even with unmuting and rasing the volume slider on the pc for the headphones volume control section.
Oceanside would benefit from more parking. Maybe a parking garage or something.
One of inconvenience I noticed in MiraCosta college is that students are not well notified for how and when to file the petitions for A.A degree or technical certificates. For an instance, I wanted to file petitions for technical certificates early this spring and I most missed the dead line for filing the petitions because I was not told for the date of the dead line in any of my class that were related to the technical degree I was trying to achieve. I suggests that every class related to technical degrees or A.A degree should have instructions and dead line date information of filing the technical degrees and A.A degree posted on boards in the class room.
Online classes are very easy integrated with the use of blackboard.... More should be offered.
Online classes can use a little work. It can be difficult to turn in projects online and the class meetings via CCColaborate are unreliable...
Online, I like how you can have a plan of what classes you want or need to take. How about creating a tracking page, so students can enter the courses they have taken and see what they still have to take in order to reach their goal. Whether it is an Associates or transfer they are trying to acquire. Thought this would be helpful...
Only complaint after 3 years at MCC---Signing up for a class with a specific teacher months in advance only to find some different unknown teacher on the first day of school. If the teachers aren't locked in to

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each class they teach by a certain deadline (which they should be) then they should at least give the students notice prior to the first day so that it is not a complete shocker. Thanks!
Overall enjoyed my time at MiraCosta and felt it provided me with a great learning environment. What I liked the most from my experience were definitely the teachers. I had some of the best teachers these past 2 years in all my years of attending school, and I was able to carefully pick the teachers that fit how I prefer to learn via ratemyprofessor.com. I'm excited to move on to a 4-year, however I'm thankful I got to attend such a supporitive junior college where I could focus and dicsover my goals!
Overall I like MCC. A majority of the teachers/instructors seem dedicated although some online instructors don't seem to understand the fact that online students are juggling family,work and school. I am not saying that the online classes should be easier, but the instructors should really monitor how much time each assignment takes, before assigning more than a few for the same week. I have taken both on campus and online classes and the online classes ALWAYS take require a longer time commitment for each assignment than on campus classes (even counting the class time).
Overall, my college experience has been excellent. The parking fiasco, the summer-semester parking pass, and cafe prices are my chief concerns. A paid parking pass for the spring semester should be included for the summer sessions.
Parking at the beginning of each semester at the Oceanside campus is always a nightmare and then by the second week of classes it's not so bad. I would like to see more spaces somehow made available! It would avoid the congestion, the frustration and waste of time we all experience!
Parking at the Oceanside Campus after 9 am is ridiculous, would like to see more parking spaces or maybe build a parking structure like UCSD.
parking at the Oceanside campus is horrible and never available. i have to arrive at least 20 min early to ensure i find a spot and get to class ontime
Parking is a problem for the first 6-8 weeks of the semester. I have spent 30-40 minutes looking for a spot at certain times of the day. The nursing building is in need of more space. A room apart from the lab would be helpful for students to study and work on group assignments. In addition the lab is closed much of the first half of the semester. The library could use more rooms for private or group study. The instructors are very focused on student learning and success. I appreciate their willingness to support students. It is helpful that it is relatively easy to get someone on the phone to assist students.
Parking is too difficult. There are not enough parking spaces for students and they are too far away from the classroom buildings. Additionally, there are no sufficient sidewalks. Walking from Parking Lot 4C to the Agriculture Department was over a dirt (sometimes muddy if raining) sidewalk. Very unsafe, in fact dangerous. Twisted ankle and sprain knee on a couple of occasions. You need to fix it!
Parking is too limited. Way to many staff spaces. May be make staff spaces more time effective. Possibly open some staff spaces after 5:00? Don't think I should pay the full price for parking permit if I'm only taking one night class a week.
Parking seems a little inadequate and the cost of food in the cafeteria is too high. Most all of the staff is friendly and helpful. The campus is beautiful and financial aid has helped tremendously as well as EOPS and DSPS so there isn't much to complain about that I haven't already. I'd say creating a list of all the school's groups/clubs and their meeting times would be helpful but there probably is one already. Making it more clear that only certain classes will make a difference if you want to transfer or graduate, and that taking other's outside the requisites may be time wasting would be beneficial for all students to know. We're not always as knowledgeable as you may think about the college system. Other than that, well done, Mira Costa.
Parking structure
Part of the reason that MiraCosta is such a great place to learn is the fact that the professors are ALWAYS willing to help a student in need and are fairly accessible. Class sizes are relatively small

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compared to 4 year universities. This allows professors to take the time to teach the subject matter in a way that works for their students. As well, many of them get to know some of their students on more than just a purely academic level. My chemistry professor even gave me a hug after graduation. Needless to say, MCC professors are AWESOME!
Please add a PTA degree program! (Physical Therapist Assistant) Please offer all programming/computer science classes online!
Please add more noticeable emergency call boxes in all the parking lots. I really like how CSUSM has many lighted emergency call boxes. I would feel much safer if I could see call boxes if I was ever in danger. I do not know where they are now.
Please apply higher level of selectivity into employing the science part time faculties, and hire a professor who cares about students and their grades. Also, the level of classes difficulty is vary and it is not designed in percentage methods. While half of students in a class receive an A, at the same class with another teacher 1 or 2 receive A.
Please be sure to keep outside lighting well-lit. It could even be brighter. Have been in one accident and two near-misses on campus due to dim, non-functional lighting or the lights not being turned on early enough. I recommend especially at the crosswalk outside of facilities and Wellness center that crosswalk lights be installed that are embedded into the asphalt. There is a white wall there around facilities that makes a blind spot for drivers and that in combination with low or non-functioning street lighting makes for a dangerous situation at night. The speed bumps help very little, if at all.
Please consider my earlier remarks about the textbook loan program. I really think any upgrades to the already great program would be very helpful for the students using it.
Please give us more parking!
Please improve the parking situation at the Oceanside Campus. It seems like there are a lot of staff spots that are not being used in the afternoon, after 2pm. I think that students should be able to park in staff parking after a certain hour to help deal with the parking congestion.
Please improve the parking situation at the Oceanside campus. Please offer more online classes. Why class English 202 is not offered online? Please expand the foreign language department by adding Portuguese.
Please improve the pedestrian access to the overflow parking lot (5A?) at Oceanside campus. (Near the dance studio). It is unlit at night, there is no pathway, and the roadway is very narrow, with a blind turn at the top of the slope - making it unsafe to walk there for many different reasons.
Please keep the restroom clean - Admission office to be more efficient and have a friendlier staff More languages class to be offer Adding ballroom dancing
Please let students be able to electronically send transcripts to universities, rather than ordering a physical copy and mailing it yourself.
Please make a designated smoking area. Everyone smokes despite the "Tobacco Free" rule anyways. Seriously, that shit's just stupid. It's college, and stupid rules make it feel like a Christian high school.
Please make public transportation to SEC accessible to students and staff!!! Extend reduced pass rates for MCC employees.
please offer interior design classes
Please offer more online classes, especially the more trade specific classes like advanced real estate courses. I'd never be able to make it to a physical class, and I'm running out of options for online classes to get my broker's license.
Please offer more vegan/plant based options in the cafeteria. Many colleges have started incorporating Meatless Mondays in their cafeterias and I think it would be very beneficial and help make other students more aware of the healthy options available on campus.
please pave over dirt parking lots. Have administrators visit classrooms to explain bond issues before we

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vote
Please schedule more dance classes for Saturdays only!
Please work on improving the parking problem at the beginning of the semesters. The college is open and welcoming to adults returning to school and the staff makes us feel welcome and wanted in the classroom.
Please, try and make all classes available online as well. It would be extremely helpful for students with health problems.
Pre requisite classes should be looked at closely when required. If a person has completed college level physics or chemistry, for example, this should suffice for a math class requirement. A student should not be required to complete a basic math class when those classes have been completed. It saves both the college and the student time and money!
Premises equip with better furniture and parking lacks security in the evening. Restrooms can be cleaner
professors screw me over and over
Put more computer classes on the San Elijo campus.
Quit buying into textbooks. Paying for a $100 book and an additional $100 website code is ridiculous (VISTAS for Spanish). Just because publishing companies give kickbacks doesn't make it appropriate to require financially cripple impoverished students to buy sub-par books.
Regarding parking, it is difficult to find parking in the evenings near the buildings classes are scheduled. I finally found I could get parking near the Security Office, but have to walk further. That is not too bad as long as the areas I am walking from are lit well and are secure. Would be helpful to have signs posted (if not already) that have the Police number to call in case of an emergency.
Regarding the paper-printed class schedule, I believe that instead of giving the schedule out for free, the school should encourage students to view the schedule online by charging $2-3 for the printed schedule.
San Elijo- Beautiful campus. I liked how there were always police driving around, it made me feel safe. (Especially because of all the school crimes happening today).
San Elijo is a wonderful college. I went to Pitzer and UC Berkeley as an undergrad and USC for medical school. San Elijo is easier to navigate than those schools and my teachers have been outstanding at San Elijo. My fellow students were very friendly and had an excellent attitude toward their education. Thanks!
Send emails with financial aid information - recommendation
Should offer a Radiography program.
Since this survey primarily focused on this past academic year, I responded accordingly. I only took online courses and was a full-time student at MiraCosta and Palomar.
Skype for online classes would be fantastic!
So far I have taken just 1 semester at Oceanside...Mus 100...with Prof Torok...He is possibly the most knowlegeable music prof. I have come accross I many years in dealing with music theory...He is as well a fine musician and composer..It is evident he loves what he does and I feel lucky to have studied with him..
So far my exp. at MCCC has been great. The professors are wonderful and everyone is so friendly and helpful.
So far, I have loved my experience at Mira Costa San Elijo. However, I do think that the campus needs to have more social events.
Some kind of discount program to the cafeteria: either based on frequency of use or income sliding scale, etc. Perhaps the ability to purchase a bulk amount of cafeteria 'credit' for a reduced cost (like, buy a 'gift card' worth $100 for $80), or a stamp card: Buy 9 get the 10th free, etc.
Some of desk in one of my classes, Nutrition were either too small and some were broken. Some of the

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chairs squeaked, quite annoying.
Some of the classrooms are not conducive to a learning environment. I took a summer class that had thirty computers crammed into a small classroom and there was a constant smell of mildew. It made it very difficult to concentrate on the lesson when the classroom was so uncomfortable.
Some of the parking lots are pretty dark.
Some times chalk boards are to hard to see. white boards would be a great investment and improvement.
Sorry to hear that some classes cannot be repeated. As it is necessary to better my skills especially in classes like ceramics.
Staff is AMAZING!!!!! All of the professors I have had have touched my life. :)
thank you ,it is very nice to take classes in Mira Costa College
Thank you all for what you do.
thank you for everything MiraCosta =].
Thank you for everything this semester. Mira Costa added meaning to my life and I am great full. Overall it's just a very inviting, friendly, and relaxed environment. I especially like the giant water Lilly's on the north side of the library and the ocean view from many points on campus
Thank you for letting me attend this college. It was an honor to be on your Spring 2013 catalogue and I made a lot of friends with students, teachers and staff. I had a lot of fun and had a bunch of new experiences.
Thank you for the opportunity to express my opinions and concerns.
Thank you for the quality education I received at MCC. I really love my school and I'm very proud of it.
Thank you, MiraCosta College, for having a smoke-free campus! My only concern is there does not seem to be much enforcement of that claim, dangering students with second-hand smoking. Please consider this.
Thanks again MiraCosta for providing a wonderful educational opportunity! Coming from attending to UC campuses (UC Berkeley and UCSD), the academic excellence I have received at both these campuses prepares for the educational caliber that is expected at a four year college. Thank you!
Thanks MiraCosta!
The administrators should take a pay cut and hire more qualified support staff.
The bike racks need maintenance.
The campus badly needs smoking areas. It's unrealistic to expect smokers to go through classes without being able to take a smoke break anywhere on campus. This has just lead to me, and many others finding hidden away places for us to be able to smoke. This is leading to us throwing our cigarette butts into planters and on the sidewalk since there is nowhere else to place them in many of the out of sight areas. Please bring back designated smoking areas, as they are badly needed.
The campus does not feel safe during night courses. It would be nice to have the S.T.O.P. program back. Also, the EOPS computer lab is to small. Most of the time all computers are being used, often by students using Facebook, or other ridiculous social networks while I am waiting to print-out homework, or class research. Often two students would be occupying computers, but talking to each other while there are students waiting to use a computer. There needs to be better monitoring of productive usage. There should be a stand alone computer for printing only. A computer dedicated for the sole purpose of quickly printing out class work, no other programs or resources on the computer, just a simple print icon. DSPS students should be offered a limited amount of free printing, just like EOPS students.
The campus is nice however better parking would be nice. And once again a larger variety of language courses to take would be appreciated.
The campus is well maintained and overall runs with an above average standard. Parking at the Oceanside campus is awful at the start of every semester. I always buy a parking permit in advance, yet

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still find that I often can not get proper parking for the first few weeks of school. I use the cafeteria at the Oceanside campus often, and would be happy to see more healthy food options. There are always donuts and pastries ready to grab but there is not always apples, hummus, cottage cheese, salads etc. This does negatively influence my health and eating during the semester.
The campus needs more student parking spaces.
The classes seem to have been shortened and the numbers (to suite the numbers of students) have increased. Some ways this is good for the students, but in the long run, it seems that the college is more interested in getting students in and out, "FOR PROFIT, RATHER THAN FOR THE EDUCATION AND IMPORTANCE OF WHY THEY ARE THERE". And in the end, it doesn't do anyone any good for the college to be known as a for profit center that isn't focused on the "needs of the students" but more for the needs of the Union Lobbyist who run the school. I say this out of respect for MCC, but it seems that class time has decrease as number of students increase. To allow more students to enter college instead of building more buildings, adding more real classes, to handle the influx. Thank you.
The college staff does a great job.
The comments I made about the class scheduling, perhaps that was not the proper place for that comment, but it is how I feel about the class schedule. To have the ARCH 102 Class, (Architectural Design) now it will be under the DESN heading, but I feel it would be a better class to have it done on a twice a week schedule instead of having it condensed into the one class per week. Also, I feel that more attention should be paid to the shrubbery. Outside the 4500 building headed to the parking lot/street opposite the Maintenance Grounds, there is a large palm type plant growing there in that corner, that needed clipping and proper watering. It was finally trimmed by the time Graduation came, but it still needs to have the proper irrigation set-up for it to thrive and be beautiful. Why wait for it to die, and then decide how to replace it? Also there is a branch that hangs down over the steps coming up from the major parking lot on the north side. Being a tall person, it hangs down right in my face when I use those steps and come up on that side of the stairs. It is near the Maint. Office, Receiving Area. Thank You.
The counselors need to be better informed themselves.
The Dance Studio floor NEEDS to always be cleaned for SAFETY of the dancers. Or replaced.
The dirt parking lots are really helpful...if they weren't available, I would have lots of trouble finding a parking spot.
The dyson hand dryers in the bathrooms are inconveniently placed usually, and after you wash your hands you still have to touch the unsanitary bathroom door handle, I would prefer to also have a paper towel option, even if only for opening the door, or possibly a automatic handicap door button put in
The financial aid office employees might benefit from more training on how to answer basic questions like "do I need to declare birthday gifts as income or not?" I was told no, repeatedly, but then I received a letter rejecting my application because I didn't "properly" fill out the income section. The rejection letter said I did need to declare those gifts. Then that caused an issue on FASFA, which has conflicting requirement. Overall this caused a pretty huge delay on my financial aid being released to me and there was no recourse for this. Several other students discussed financial hardship they experienced because the financial aid office is slow, loses things occasionally, gives conflicting info and generally doesn't offer any expedited services to fund students when it may be vital. Making those services more consistent, faster and easier for students to access seems highly beneficial.
The hybrid Algebra classes are very disappointing.
The inside of buildings need updating with paint, flooring, and furniture.
The lab computers in the MAT buildings are dirty. Keyboards could use a really good cleaning, seems like a breeding ground for bacteria.
The library to stay open later on fridays and weekends. it provides a safe and quiet environment to

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study.
The lockers in the Art building are always a mess; a lot of birds live in there and make a mess of the floor and such. It'd be nice if it was cleaned on a regular basis, or if it already is, then cleaned more often.
The most frustrating thing about Miracosta College is its policy toward Active Military Members using Tuition Assistance -- see earlier.
The online tests were awful. The computer would grade the answer wrong if it was not spelled correctly or if only part of answer was written. If you need to stop or you get bumped offline, you need to restart the test all over. I probably would not take an online class again because of the testing. It brought my grade down.
The only problem I have with MiraCosta is the health service fee I pay each semester. I pay over $100 each month for health insurance through my work. Its very frustrating that MiraCosta demands I pay an extra fee for services I will NEVER use.
The only thing I've had a real problem with on campus is finding out where to go when I need to. One time I had to go to the nurse, and I had no idea where to go. I had to walk into a random building/office and ask them if they could tell me where to go, and when they did, I went to where they said and almost walked right past the nurse's office because the only sign I saw was a small sign on the door. Not very noticeable, especially if you were really sick. Same with DSPS... I didn't know where to go, so I had to ask a person in a random building. I wish the signs could be bigger, somehow.
the parking at college is a problem, in oceanside.
the parking at Oceaside Campus is a big problem because it is full always
The parking situation at the Oceanside Campus off Rancho del Oro is HORRIBLE. We need more parking lots or something! It takes forever to find a spot at any time of the day.
The rooms in the Oceanside campus are in disrepair. My main concern is that most have large mold spots in the carpet growing directly underneath the vents for the air conditioning.
The SAN campus is very nice, clean, and has a great atmosphere! Thank you!
The San Elijo campus needs to have more resources (models, references, etc) and open labs for science students. Microbiology should also be offered at San Elijo, since both anatomy and physiology are offered there.
The SLOs are a good thought, but fall in the same category of "No Child Left Behind". Teaching to the test, rather than to educate. Often times the course of the class doesn't always mesh 100% with the SLOs, and it can feel tacked on, and not completely relevant. Not the mention they seem quite arbitrary as to what is deemed necessary for a student to learn from a class. Also, it should not be mandatory for a final to be cumulative. For most classes the knowledge learned throughout the semester builds on itself anyway. Cumulative finals only served to make me cram information even more than before. If a teacher believes a cumulative final makes zero sense for their subject, then they should be able to give a regular test for the final. After all, the teachers are the ones who know their subjects the best, their students the best, and (usually) how to get their students to learn and retain information. Rather than administrators who may or may not have any classroom teaching experience at all. As an aside, Harvard is voluntarily, teacher by teacher, doing away with the cumulative final exam. Just a thought. Otherwise, I had an very nice time at Mira Costa at the Oceanside campus. It helped me transfer to UCSC, and offered many interesting classes that I had no experience in before. I would definitely recommend this CC to someone deciding between the other community colleges in the area.
The survey was NOT smart phone friendly this year. While trying to complete it on my iPhone, it forced the margins to take up a majority of the page and forced the content into a one inch sliver down the middle
The teacher I had last year tend to show more favor to some students than others. Please keep surveys of teachers at the end of the semester open for students to participate.

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The teachers at Mira Costa College are exceptional! I have participated in a variety of online classes and each teacher was accessible, communicated extremely well, and made me feel confident and comfortable with the learning materials.
The tutoring services were exceptional. I do not feel I would have done as well in my class if I didn't use them. Offering FLS is a wonderful way to allow those ideas we went over in class to be expanded on.
The women's locker rooms are often empty, with no one looking or guarding them, I used them to take a shower the day I was on campus, it was nice that it was open, but did not feel as safe because there was usually no one guarding it from strangers while I was in the shower. There needs to be better public transport to the campus, with a direct bus or sprinter going to the campus.
There are a few healthy snacks available at the caffeteria, but not a whole lot of vegetarian or vegan entrees to choose from. Open the gym facilities to students please, I would use them frequently! I know I'm not the only one. I'm sure it has to do with budget cuts and maybe staffing, but it's such a waste of an abundance of resources that were invested in those machines and equipment when it is barely used.
There are plenty of classes that can be taught in an online format so there should be more online courses. It makes it more difficult for the ones with families and jobs who also have to try to balance in day and night classes to make things work.
There does need to be much more student parking provided around the various buildings. Hiking up staircases from parking is not the best for those who are older and taking classes on campus, or those with handicaps and health issues. More easy walking ramps should be installed as well.
There is no great sense of community here at Miracosta. We are never aware of how our sports teams are doing or where games are being held. It would be hard to join a club because we never hear about meetings or events that are held. There is basically nothing that joins students together outside of the classroom.
There is not enoungh handycapped parking places through out the campus in the lower parking spaces. They are only in the top level asnd that is it. Then what do you do ? Thanlks
There is really no security for the Gym locker room and bathrooms so avoid using it at all cost - there has been reports that every now and then there is a creeper out there lounging around at night. I would love to use the gym on campus but because there is no enough security in that area - I chose to not be at the gym area. I would feel more comfortable that a security office is right next door to the gym to keep an eye and and all ears open to hear about creepers in that area but till then...I will not even park my car or go in that direction!!! Also my 1st tutor appt I was unsatisfied that because the time that I have set up with the tutor seriously did NOT read my whole paper. I was very un-satisfied although this was just one individual and I know she graduated this Spring so she may not be back to volunteer to tutor... I don't care to utilize the tutor office. I know that service is always helpful but because she had time to share that she'll be graduating and no time to take a few minutes to read my whole paper... was disappointing. I know my grammar is not too good but don't say you are not interested in reading the whole paper and think you can tutor off one paragraph that really doesn't make sense to me. The staff in the activities office is AWESOME. Angela and Neesa wonderful helpful people. I totally enjoy my Professors Serverance, Acosta, Bryant & Carstensens and and all my professors are all wonderful... I'm very pleased and the staff at the Career ctr.
There needs to be more parking. It's ridiculous that we pay 36 bucks for parking but cant find a spot. either sell less parking passes or make new parking spaces.
There needs to be more supervisioin or control for the online courses. I usually take classes at the Oceanside campus, but due to my schedule, I had to take one online course this past semester. The instructor only graded three out of nine writing assignments until yesterday. I basically had to teach myself the entire course, and do all of the assignments with no clue if the writing style was what the

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instructor was looking for. Now she is quickly grading the assignments, and I feel like I'm not getting the grades that I earned. I went from getting perfect scores, to low B's and C's. When I notice that the assignment was graded at 3:00am, it makes me think the instructor was tired, and didn't give her full attention to grading. After hearing all about how she doesn't except late work, and all of the other rules she has, just to hear excuses from her on why she can't grade papers on time, makes me frustrated. The way this class went (Oceanography), I could have done all of the assignments and turned them in the first week of the semester, and it wouldn't have been any different than it is now. Whoever is in charge of the online courses should keep tabs on their instructors and make sure they are doing their job.
There should be more student parking spots at the Oceanside campus. I often see empty staff spots, and have trouble finding an empty student spot.
These comments are to explain my rating for the classrooms and the restrooms: The class rooms have brown water stains on the ceiling tiles. The restrooms are always dirty and usually have at least one clogged toilet. I know we are adults and I feel that it has a lot to do with the people that use the facilities but it would be nice if they were checked maybe a little more frequently. Thanks!
This campus has a wonderful staff!
This campus is beautiful and I'm glad I was able to attend this school. The environment is welcoming and friendly.
This college is great!
This college needs to be able to lend students an anonymous voice to comment on behaviors of teachers without feeling intimidated about having their grades affected negatively by doing such. I feel as if complaining about a teacher as a single student gets ignored because other students fear for their grades and will not complain. The constant ignoring of complaints against a teacher isn't fair to the students who will be subjected to take a course from a teacher who isn't suited for a teaching position.
This is not really important, but I am interested in trying out for the basketball team at MiraCosta. I can't find any information on when or if that is even possible. That would be the only thing I can think of, unless the school is trying to do it on a scholarship only basis. In that case, I can understand why it would be hard for me to find that information.
This past year was my very first year at any college. I really had a wonderful time at MiraCosta and I will be sad when my time there is over.
This questionnaire was geared towards those who attend classes on the campus. There should have been a question right of the bat ... to address those of us who only take online classes. I did not have input for many of your questions.
This really is a fantastic school. The Honors Program changed my life. The faculty inspired me. The library supported me. This is truly a great school. Please keep it great. Please keep it accessible, please keep it going in this direction, because it's wonderful.
This school provides great services to their students, but many of us are unaware of them. It would be nice to have announcement throughout the school to make students aware of what this school has to offer other then just classes.
This survey has asked about hours worked per week but not the number of children in my care? That is work too!
This survey was very long!
This survey was way too long. Please don't use this ridiculous "different schedule" for finals week. Just have the finals be on the NORMAL dates and times that their respective classes take place. Please regularly check and fix the latches on Oceanside campuses' male restroom stalls. Some of them don't latch properly. Also please provide paper towels in more bathrooms on the Oceanside campus. Sometimes I need to blow my nose and I'd rather not use toilet paper. Please require that online "teachers" do more for their students than just saying "good job" for every assignment I turn in online.

Comments - Additional Comments
Encourage teachers to update grades more regularly throughout the year, rather than sparsely on their personal whims. Please remove all soda and sugary beverages from campus. They are POISON and like drugs. No person should be subjected to those items. Either remove them, or put a easy-to-read disclaimer on any machine that disposes them so that students know the adverse health effects. Please do not stock the vending machines with lowest-common-denominator slave food. Remove anything that has hydrogenated oils or "natural" (corn) flavors. Offer fruits and raw vegetables. Teach students to be economical and encourage them to just use drinking faucets rather than buying bottled water. It's usually a waste of their money.
This was my first and only semester at Mira Costa because I am transferring in the fall, and I did 3 and a half years at Palomar prior, but if I had to do another year at either Palomar or MC, I would definitely choose Mira Costa. It somehow had a lighter, nicer, and friendlier vibe just by the way the campus was. I thoroughly enjoyed this past semester.
This was my first semester, and I only had two teachers -- I just needed to say that BOTH were passionate and extremely informative teachers with a balanced curriculum that was challenging, but constructive. I come from a four-year university and they both rivaled those teachers AND I felt very knowledgable upon finishing the classes. Great experience, A+ MiraCosta!
to make the no smoking law at school more strict for people that are still smoking.
Too many teacher parking spaces!!!!!!!!!!!!!!!!!!!!!!! Please give more parking to the students. Although I have never received a parking ticket/violation at Mira Costa, I see a particular police officer on the Oceanside campus who is always chomping at the bit giving tickets! The books are ridiculously expensive! Otherwise, I love MCC.
took one class, after hours one day a week.
Usually is difficult to find parking spaces at the beginning of the semeter. In order to preserve nature, I suggest a two story parking space.
very disappointed with the teachers that i had this last year. A part time teacher who clearly had other priorities which were not creating a positive learning environment. It was sad to see many students fear this person and droping early. I was also disappointed to learn that many other staff members heard of this same problem before. I have lost fath that this school wants to create the best learning experence when it dose nothing to fix its problems. In any other type of bussness the customer is always right. It is sad to see that this school dose not care about its customers by supporting poor teachers.
Very frustrated with FASFA with this college
Very impressed with Mira Costa. Staff and campus were excellent, that is the main reason Im filling out this survey. I wanted to let you guys know it was more enjoyable than any experience I've had at other colleges (including CSUSM). Well done.
Very nice campus!
We need more math classes. Classes in general. all the classes fill up extemely quickly and I need to take PreCal but I couldnt last semester because it was full.
weekend classes!
what happened to professor evaluations at the end of the semester?
when a English teacher is late everyday accept the last 3 days is wrong
When I started taking classes (with other students as well) a chart was provided showing classes schedule for 6 semesters. I signed up according to this layout. I would like to be able to complete my AA in Horticultural Landscape -- as do numerous other students-- who now can not complete their curriculum and get their degree/certificates because classes are now not being offered. I am exceptionally concerned that now with one semester, Fall 2013, of no class offerings is the same situation going to be present for the Spring 2014 semester. It is very urgent that I get an AA degree and continue on developing my career. I am an A student and would think that the amount of graduating

Comments - Additional Comments
degreed students reflect well on the college. Please consider seriously renewing these critical required classes.
When taking online classes and we have to go in the facility to take a quiz or test I think we should get a voucher and not have to pay for parking..
Wipe down the keyboards. Or provide some wipes in the computer labs / class rooms with computers.
Wish counseling was more readily available and I think there should be counseling for the child development department singularly because of all the stuff that goes Into it
Wish there were more athletic teams like boxing or swimming
With everything happening in other colleges and schools around the nation, I'm glad to notice that MiraCosta constantly tries to get feedback on how they are doing and campus police are always present. Whenever an incident occurs there are text messages or emails to keep us updated and feeling like everything is being taken care of. Most of my professors really show their passion for the subject as well as teaching in general and are always more than willing to help answer any questions or reminding us of all the services we can use at school. Budget is constantly a word tossed around college students and you guys really go above and beyond with providing as much as you can free of charge so that is something less to deal with. Overall I have had a great time at this school and have enjoyed meeting people from all walks of life!
Would it be possible to get more of the Dyson hand dryers? They are, in my opinion, more eco-friendly. Why no mirrors in the restrooms? Can anything be done about the ridiculous price gouging at the cafeteria?
Would like a broader selection of writing courses, specifically for novel writing.
Would like to repeat a class more than once for personal growth
Would like to see better bus service to both campuses!
Yes, please consider expanding the horticulture/viticulture/wine classes. This is a good money-maker for the school, an expanding industry and something directly translatable to a job. Miracosta is taking away or reducing some of these classes and it is an uninformed decision.
You need to hire more people. At the beginning of the semester all services are very difficult to use because of overcrowding and being understaffed. Sometimes I wonder where my money is going. Apparently not to hiring staff. Financial aid office will take up to an hour or two to be helped. This is not alright.
You need to review all of your online teachers. I have had a lot of very negative experiences with some of them. Recently, in particular, XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX. Most of these teachers were disorganized and their materials were confusing. However, all of them were extremely disrespectful and condescending in their communications. They demonstrated little interest in assisting students and treated everyone as if they were the "lowest common denominator". This seems to be common among many online teachers. It makes the class experience extremely negative and makes me reconsider whether this is the right school to attend.XXXXXXXXXin particular is very negative and rude. All communication I had with her was so unpleasant that I began avoiding it altogether, even when I had questions about assignments. She provides no grading rubric, so all of her grading seems arbitrary and based solely on her opinion. Her class is disorganized and she words things in confusing ways. I lost an entire letter grade because her instructions on an assignment were unclear and I missed something important. She refused to allow me to resubmit the assignment, so that will negatively effect my overall GPA. Her score on ratemyprofessor.com is extraordinarily low with a lot of reviews similar to my complaints. Her methods need to be reviewed.
YOU NEED TRANSPORTATION OPTIONS BETWEEN EACH CAMPUS!!!
You really need to enforce the "No smoking" regulation. The smoke is pretty bothersome and causes uneasiness for many, but since the teachers and campus police don't say much about it, the students

Comments - Additional Comments
don't feel comfortable complaining.
Your survey is dull. To extensive. DRAgssss onnn.
Zimride seems like a good idea, but I think people are unsure/uneasy about riding in cars with strangers (I'm fairly certain that a few after school specials have addressed this situation, and were strongly against riding in cars with strangers). Maybe some sort of meet-and-greet or some way to meet your riders in a secure environment would make it feel a little safer. I understand that this is more of an issue with zimride and not miracosta, but widespread use of zimride would save students a lot of money AND save money on parking-lot wear and tear, etc. Another option would be to offer direct shuttles to and from campus to a few central locations around Mira Costa's district. For instance, have a bus shuttle students to the walmart parking lot off of college and 76. Currently, to take public trans, that trip takes almost 2 hours, but is a 20 minute drive.