

Student Opinion Survey Comments about Counseling

I've been a student off and on for 3 years. I have never received valid counseling, financial aid assistance or transfer information. Because of this, I feel as though I have made blind choices simply because I didn't 'know better.' If I would have been informed of the correct processes in transferring I would have made better choices.

Students need guidance on majors and transfers. They also need to talk to faculty. I made an appointment that never followed through! Why? Couldn't tell ya!

I hope that counselors for international students would be more patient to listen their questions and nicer to give appropriate directions. Thank you!

I wish it was easier to find info i.e., office locations and event schedules; I wish Counseling Services were either centralized or coordinated.

Wanting to improve English, I took the ESL placement test, scored ENG 96, and met the general counselor who told me to take ENG 96, just as the score indicated. Among so many ESL and regular English classes available, I could not find anyone who could tell me what specific ENG classes I need to take to reach my goal until I was introduced fortunately--by my dentist--to [faculty named removed], who asked me to write an essay; right away, she pinpointed several ENGLISH classes of my level! Please assign ESL/ENG counselors, before the semester begins, to help lost students like me, who are desperate to improve their English.

CCSF really helped me develop several necessary skills, yet I would advise that the transfer advisors be a little more knowledgeable about the information they distribute, as much of the information I was received was incorrect and/or out of date.

I do not have a good experience when I looked for some advice from the counselors.

I feel that some continuing student counselors are not helpful at all, if anything they are discouraging in the way they deal with students. I was made to feel inferior to other students in my dealing with one of the counselors who is supposed to know how to deal with students because he has a Ph.D. My academic achievement was compared to that of Chelsea Clinton, who is the former presidents daughter and who does not have to work 40+ hours a week to pay for her education.

I have been very disappointed at the counselors and staff in general at City College. **I have been misinformed countless times** resulting in a loss of a significant amount of time and money for me. I am guaranteed to be discouraged when attempting to fix a faculty mistake. My efforts are usually met with ignorance of simple administrative operations and/or more mistakes. Unfortunately these situations have occurred so often that I can no longer attend City College.

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My biggest problem @ CCSF is in trying to get a counselor to inform me as to what my course of action should be. All the counselors have done is to give me the blue sheet to fill in the classes I have attended and then I am left to decide which classes I still need. One counselor grilled me for a half hour on how to start a daycare business (I am owner/director of my own Large Family Day Care) because his daughter was interested in starting her own. I have given up on the counseling department.

New Student Counseling is quite poor; it seemed as if the counselor tried to randomly assign classes to the student. Instead, the counselor should have suggested that students check out assist.org and also visit the transfer counselors (who specialize in this area). You should improve about international counselor!!!!

NEW STUDENTS: Overall, very good support. However, 4 different new student counselors told me 4 very different things, so I do not go anymore. FINANCIAL AID application: I followed instructions to the letter, but the office made a huge error, delaying the processing. Staff has been supportive, though. SMOKING: students smoke way too close to the doors, esp. ARTS ramps. Pollution on campus :(TEACHERS are great, can I "grade" them? Some are not clear in the syllabus, and/or do not keep to it. Structure and accountability are needed. The teacher should communicate changes.

Counseling (Latino counseling service should be open to flexible hours to students) should be available at anytime specially for working students. Regarding the faculty, I felt very disappointed one whole semester with a professor that passed away. It was a very bad experience to have someone so old and tired to teach. That was not a class...I got an F for the first time ever, but I was happy when I left. In that class during test, everyone copy the results from one another...Students showed up only for the test...

Most faculty, especially those who are well known and come by peer and student recommendations are excellent. The fact that I have been able to be taught in relatively small classroom settings by Ph.D.s is extraordinary. Faculty is very accessible. Administrators and counselors do not always have the correct information and are often difficult to speak with or get clear information from. Some of the facilities could be cleaner and better cared for. The library is a great facility and resource for students, as well as the health center.

My instructors are excellent, the book prices are high, the registration and counseling process needs improvement, and the financial aid office needs new staffing.

From administration to students - including counselors and general staff -there's been always miscommunication. I never got the same info/answer from two people working in the same place. Very frustrating!