

Student Opinion Survey Comments about Financial Aid

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 didn't know better. If I would have been informed of the correct processes in transferring I would have made better choices.

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.

This Fall semester was the first one in which I did not receive any financial aid. Because of this, I was not able to pay my tuition in a timely manner and was not able to obtain a student-parking permit. This has made it difficult for me to get to my classes on time since I frequently have difficulty in finding a place to park.

For the negatives: It would be helpful to be able to talk to a live person sometime when I call into the fin. aid office. I never ever do, or can, even. It would also be helpful if the available campus jobs were listed in the CDPC; I know that I saw four or five people ask them the same question in the fifteen minutes I was in there asking about work-study. I've never seen a campus police, except when they're direction traffic, I don't know, am I suppose to see them around. Some guy I don't know has harassed me a few times in front of the bookstore. Also, one of my classes is falling behind in the syllabus because someone who can't keep up is holding all the rest of us back, we're 3 chapters short now. For the positives, which there are many! My professors are all really fantastic, very energetic and engaging. There was only one professor who wasn't and I was able to switch into a very good class instead, and did so very easily. (The good professor is [faculty name removed].) I've been to talk with transfer and concurrent enrollment counselors, as well as looking for information from other staff members, (English department, Honors dept. etc.) and everyone is incredibly helpful and knowledgeable. On the whole, I really like going here. Thanks!

Please CHANGE the policy for financial aid. For some reason, they told me that I accumulated too many credits, which is besides the fact. The financial aid was intended to HELP students PAY FOR SCHOOL, and denying me of financial aid defeats its purpose. That's stupid!!!

Would like to see more staff in the financial aid department and have them have more education. Some of the transfer things were a little whacky... I had to fill out a lot of forms and go to a lot of different places to get my records and credits in the system. It would be nice if this had been only 1 step - i.e. getting my records sent to City and City doing the rest.

I am very impressed with City College overall, but the financial aide office and tuition and fees office could be greatly improved. I have been constantly given wrong information causing me waste my time and energy chasing down right answers, and this with already having to take time off work. This area really needs to be looked into.

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

I feel that there should be more clarity of where the call boxes should be, there should be more patrol in the evening and there should be more science classes for evening students, there should be more lighting and the light fixtures fix in a timely matter and you guys really need to have hrs for financial aid for the evening students, better vending machines and personal feminine products sold for women bathrooms, longer bookstore hrs for evening students and longer library hrs on the weekend and evenings for evening and working students, and a Larger parking lot closer to the library that is enclosed with security. The faculty can be a little more helpful and kind. The registration lines need to be improved at time of registration.