

Student Opinion Survey Comments about Registration

All students whom work as staff whether part-time or full-time should also pay for their shares of parking fee as well as the full time staff to cover part of shortfall on funding from state. Also, after seeing the performance the staff in registration and bookstore which made me believe once I was told that you have to know someone whom work there before any posting for vacancy and in order to get an interview or consideration of your resume which make me wondering this survey could be a joke as well.

My experience registering and applying for CCSF was horrifying. It literally took me close to a year to become a student. There were some computer mishaps with my file and I found the process very, very frustrating. Now that I'm in the system, my experience has been positive.

Every semester so far I have to go through the same ordeal of low priority registration, lining up with 100 other students not registered for the class, and attending every section possible. Through tenacity, I usually end up in a section, but by the end of the semester, the class is usually only half to two thirds full. I would like to see something done to allow students who really make an effort to be in an impacted class be admitted to the class without going through such an ordeal.

You need to make registration, adding and dropping easier.

It would be great to be able to actually do more with webstars. I have found it extremely challenging to figure out where to go for many specific issues, including transferring credits and changing my address. Also, as a new student I often received conflicting information regarding the matriculation process. The downtown campus is impossible to figure out where everything is, including the cafe and men's rooms. Also, I have noticed that downtown campus apparently has two addresses, one on 4th, another on mission, depending on what publication or source I look at.

I had to endure a wrong address for 2 years, no way to change it on line. Had to fax it in a number of times. CCSF still to this day does not list my very obvious "major" correctly. People on the phone are extremely snotty, or just don't care. I was told the wrong class numbers and therefore registered on the wrong campus. The bookstore help is also equally as snotty, unhelpful, and apathetic. Posted information FROM ADMINISTRATION in the school is written grammatically incorrect. THIS IS SUPPOSED TO BE A COLLEGE, WHERE ENGLISH IS SPOKEN AND WRITTEN. IT IS INSULTING NOT TO DO THIS ACCURATELY IF YOU'RE GOING TO POST INFORMATION PUBLICLY. SET AN EXAMPLE.

WebStars should be saving the college money so a \$3.00 extra fee doesn't make sense.

Web stars should remain open 24 hours. The student website should contain more information so that students don't need to go to the offices. Faculty should make more use of the website like the CSU system.

I can't stand your online registration. It's difficult to navigate.

Student Opinion Survey Comments about Registration

I find the webstars registration process frustrating and at times confusing. I have attempted for several semesters to add classes where the section is full. **Instead of the system indicating this, it informs the user of a "registration error"**. It took me several attempts of trying to add the same class, where the class was closed, before I was able to understand that the term "registration error" was the webstars way of indicating a closed section. While attempting to ascertain if there was a problem with my computer, I added a class that I assumed no one would be taking, to see if webstars was functioning properly, and the class was added with no "errors". This helped me to ascertain, again, that the term "registration error" meant closed section. While I never intended to take this class, and had immediately dropped it after adding it (via webstars) I was still assessed a charge of \$3.00 for using the system. This is also ridiculous. If I didn't add the class, I should not be charged a fee. All of my inquiries to webstars personnel went unanswered concerning these issues.

I really love S.F city college, the only thing I would say is not so great is that some of the campus are really really dirty, and when I tried to enroll in this school, it was the biggest run around ever!. but I really like most of the teachers work here.

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