

BERGEN COMMUNITY COLLEGE

Assessment Report for (Department or Unit): Student Services

Department/Unit Leader: Ann Lota

Assessment Period: (2011-2012)

Submitted by: Rose Chatterton, Tim Foote, Priscilla Klymenko, Nestor Melendez, Jennifer Reyes

1. Intended Outcome (Goal):

The number students who attend commencement prepared with a cap and gown will increase.

2. General Education Requirement(s) to which the intended outcome relates:

3. Section(s) of the Strategic Plan to which the intended outcomes relates:

Goal 1.3 Help students better navigate the college experience through the focused coordination and development of student communications, registration, financial and support services, advisement, and inter-office process improvement.

4. Means of assessment, sources of data, and desired result:

Contact the Bookstore to obtain number of cap/gowns handed out the day of commencement in 2011 and compare to the number of cap/gowns handed out the day of commencement in 2012. Five percent more students will be prepared this year as compared to last year's commencement exercise. A Graduation Salute is planned for May which will prepare students to attend commencement. Graduation Salute will take place in the gymnasium and will be a celebration event for students. At the salute students there will be:

- A Check in table
- Trouble station -Degree clearance
- Admission tickets/Name station
- Caps, gowns, medals
- Alumni & Foundation – transfer scholar representative

- Bookstore – School ring frames, BCC merchandise
- Career and Transfer – 4 year transfer colleges
- Institutional Research – to collect data on graduates
- International Table
- Cap decorating

5. Summary of Results:

A brief survey was given to students regarding their future plans and what they thought of their time at BCC. The results of this survey are attached. These results can be used in future planning and process improvement at the College.

Last year 60 caps and gowns were given out at the IZOD Center. This year 5 caps and gowns were distributed.

There was a notable difference in entrance area of the IZOD Center. Students were not lining up to pick up their name cards and flags as they were distributed at Graduation Salute.

Please answer this brief questionnaire for a chance to win an I Pad

1) Are you transferring to a four year Institution:

YES: (Where?)

NO

2) Are you working full-time or part-time?

YES: FT or PT

NO

3) What is something you feel Bergen Community College did well?

4) What is something you think could be improved?

6. Recommendations for improvement:

The team will review the results of the survey results to make process improvement suggestions. Signage needs to be improved directing students to the gymnasium and indicating hours of operation. Hours should be adjusted, there seemed to be a lull in the afternoons, possibly having one day with early hours and day two with later hours to accommodate both day and evening students.

What is something you feel BCC did well?

Great Teachers.

Facilities were highly accessible.

Shaped me to become a better person.

This is a great school.

It allowed for me to get my degree and focus on career goals in life.

Great professors.

Quality education.

Sign Language interpreter service. Student center. Welcoming students.

Some wonderful professors, counselors, and employees that have guided me in the right path.

Held activities to meet new people, become more social.

Well environment.

Had good teachers and interesting subjects, enjoyed most of my classes.

Excellence in all areas.

I really think that Bergen is better each year and the professors are excellent.

The library serves to students. They are very, very helpful with students.

Offering the best DH program in the state.

Student's involvement in community outreach programs.

Everything was perfect.

I learned American English language, library.

Activates great dental hygiene program.

The faculty was great.

Love Prof. Goss & Dr. Coconi.

Everything was great. I feel like I'm home.

DMS Program.

BCC excellent college.

Communicate important info with students.

Helping students.

Everything. Had a very positive experience.

Excellent clinical connections in Radiography.

Offer an exceptional 2 year education.

Great Teachers.

Extracurricular activities.

Leadership.

All the class was well adjusted and the professor told me a lot.

Provided excellent education.

Bergen has great professors and I enjoyed studying here.

Helped me to better understand certain subjects.

It helped me get to where I'm going.

Started me on my path.

Excellent curriculum & professors.

Provides a good education.

Worked with veterans very well throughout my 2 years.

Ease of registration, student center.

I feel great Bergen community college.

All the knowledge I got.

Good education and tutoring.

Class sizes.

I love BCC.

Educated me in dental hygiene.

BCC helped me meet my goals and finish my career. It made me a better person.

Education towards my interests.

Teach responsibility, excellent staff.

Showed me how to achieve excellence.

Meet new people.

Online classes.

Tutoring.

Completing my course.

Options with majors.

People have always been helpful.

Assisting students.

For me improved my
studying and writing.
Accepting all students.

Answer my questions.

Surgical tech program.

Taught me more about
discipline and hard work.
It's amazing teachers.

Prepare me for my career
as a dental hygienist.
Cost of credits very
affordable.

Got students involved,
fun activities.

It was pleasure to be
here.

Graduating in two years!

Good education and staff.

Taught me to be more
responsible and helped
me set a good example
for my son that education
is important and you're
never too old to learn.
Invested on improving
building.
I love BCC.

Honors program.

My first career start from
here.

Made me feel part of the
school.

Pushed me hard enough
to get my associates. My
counselor John Giaimo
motivated me.

Opened Lyndhurst
campus.

Great classes, not too
many people per classes

so it was easier to
concentrate. Professor
really care about
students.

Encourage to continue
developing skills.

Opportunity to be able to
pay for my education.

Bergen made me believe
in myself and gave me a
lot of opportunities to go
forward.

BCC has been a great
college I have learned all
the facts to be a
bachelors professional.

They helped me by
offering classes at all
different hours of the
day.

Class sizes were
adequate allowing for
teacher-student
interactions.

I feel Bergen community
did well preparing me for
a four year college and
helping me accomplish
my goal.

Overall a fantastic college
very proud to have
studied here.

Transfer counseling.

I enjoyed my time here. I
had a great professor and
learned a lot.

It was easy.

The professors were
excellent. They cared
about the students.

Made it easy for me to
navigate through the
years with the help of the
staff.

Organization of summer
class.

I have enjoyed my time
spent at Bergen. Good-
bye.

BCC is very organized
and was always willing to
help you with anything
you need.

Security.

BCC has given me one of
the most rewarding
experience of my life. As I
get ready to transfer I
know that I won't have
anything like this again.
Made me a stronger
person.

Prepare us to enter the
workforce.

Financial Aid.

Flexible schedules and
classes. Helpful teachers.

Everything was perfect. I
wish it was a 4 year
college so I could have
more time being here.

Diversity weekends,
leadership weekends.

Challenge students to
achieve success.

Made tutoring available
for all students.

Well rounded paralegal
program.

Helped me grow as an
individual.

Variety of majors.

Get me through my
associates easily.

Help me with my career
development.

I feel Bergen Community
College did a wonderful

job to make students feel involved whether it was events or extracurricular activities there was always something going on.
 BCC taught me a lot of valuable information.
 Too many things but the environment is fun and inviting. For me it really is about certain great teachers I will miss.
 BCC was the place I was able to grow and meet my life goals.
 It helped me get to where I needed to get to move on to the next step in my life.
 Helped me stay dedication.
 Leadership weekend.
 Bergen Community College motivated me to continue to do exceptionally well in my classes.
 Giving people an opportunity where other places would not.
 Provide seed service for ESL students.
 The Bergen Torch Paper.
 The clinical for respiratory were amazing.
 Counseling, Advisement.
 Honors program and class availability.
 Kept technology and tactics up to date.
 Teachers do well one on one.

Student center.
 The EOF office very motivational.
 Astronomy and online classes.
 Bergen Community College is like a second home to me. The whole family of Bergen is always so supportive and very encouraging to me as a student.
 Some of the professors are brilliant.
 Helped me adapt to the US when I just came in in 2007. Helped me grow and mature by meeting new people and getting a job.
 Bergen Community College made the student center which was the best thing. Also they made the Judith K. Winn school of Honors which is the best.
 I think they have good resources.
 Club organization.
 I was able to obtain my AA degree.
 Hire instructors with real world experiences.
 Give me the opportunity to push towards my goal.
 Had a wide variety of clubs and diversity.
 Taught me to excel and push forward.
 Online course registration is easy.
 Lockers, teachers, student center.

Easy access to creating my own schedule.
 Taught a lot, plan ahead.
 Extracurricular activities.
 Great literature professors.
 Many opportunities and many classes and help are offered.
 Bergen Community College gave me a great start in education.
 Gave me a chance.
 Helped me graduate.
 Cafeteria facilitated Muslim students with a halal option.
 Social life, I liked for the most.
 Encouraged me to excel. Graduation salute.
 Take care of the students that really want their education.
 ALP program.
 Flexibility when picking up courses.
 Made sure the work was understood before moving on.
 Easy to do many things online.
 Their professors are great, especially the science department.
 Gave me the opportunity to further my career. Also opening the campus in Lyndhurst was a great idea.
 I enjoyed the restaurant program.

Helped me become the person who I am today.
 The School made it easy to know your way around, to register for classes, to find information, and even allowed you to attend class while you resolve tuition issues. It also allowed students to have a voice in many ways. Taught me to adjust to college.
 Prepared me for the years to come.
 The diversity of students made friendships grow. They have phenomenal theater department and some great teachers that inspired me to further my education.
 Good collection of people.
 Very professional.
 Graduation salute; art building in Westhall.
 Got me an associates for cheap.
 Giving the best experiences in the material of the subjects.
 I had a great time involving myself in clubs and playing volleyball.
 Prepared me for the competitive times ahead.
 History and Spanish courses.
 Improved my appreciation for higher education.
 I did well in my prerequisites for nursing

as well as my music class and world language.
 The way they teach, the best community college in New Jersey.
 Study Hall.

Bergen Community College has played a very important role in building my enthusiasm and confidence towards succeeding in my studies and future goals..
 Offering different opportunity for different programs.
 Bergen has had many events which brought the students together and helped everyone participate.
 Give me what I need for my life to be complete.
 Organization of this graduation.
 Lot's of things are offered such as clubs tutoring , counseling, and various classes.
 Great classes, Allow me to get a degree.
 A very helpful counseling center full of people willing to help students.
 Helped me get through college.
 Offered a nurturing community.
 Services offered to students.
 The help I received from Dean Priscilla and Lisa C.
 Offered good help such as counselors and tutoring centers

Worked around schedule
 The teachers were great. They helped out with their own time for students to understand the material.
 Good student activity board.
 Summer\winter courses.
 The option of night classes
 Taught me public speaking
 Bergen provided a multitude of academic, professional, and social opportunities.
 Improved their online classes as well as WebCT and WebAdvosor.
 Education was good. The professors did their job and I am happy I was part of their classes.

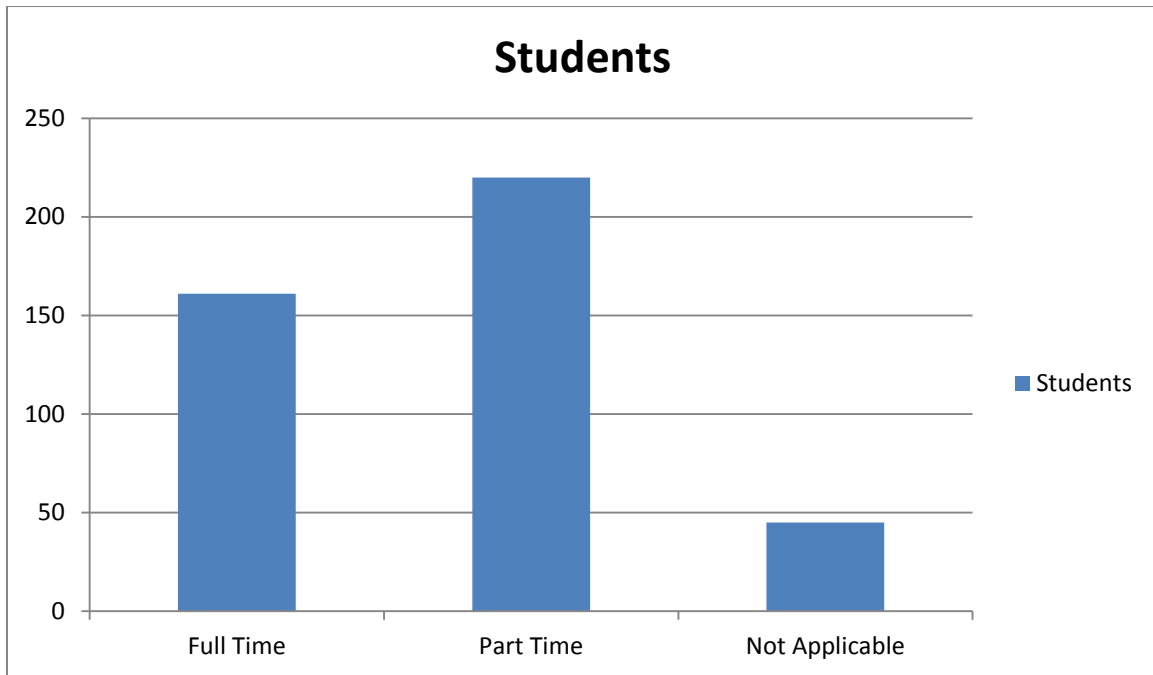
What is something you think can be improved?

Notifying students about activities going on and around.
Economic professors.
Preparing students to transfer after they graduate by holding mandatory meetings.
Food, parking.
Hire better teachers in the computer science department.
Helping older students.
Lower the tuition for future students.
Help new students through the administration process.
Wait times and efficiency of financial aid office.
Some clubs/organizations need to be more organized.
Employees more informed of job title.
I will improve counseling for new students so they not have to take classes they don't need.
The financial aid services.
Buildings/amenities.
All teachers and professors should be as good as they were this semester.
More honors classes.
Interaction between professor/student.
Let us know of the rich opportunities and offers before you begin and possibly have a counselor to discuss and help you graduate quick and efficiently.
Café food, internet connection, Wi-Fi hotspots.
Installing sound proof windows in the testing center.
School spirit.
Your professors and department heads suck.
More classes.
Work habits.
The graduation registration process, financial aid line for people who haven't used it.
Program transfer should be easier.
I could have improved my writing skills better.
Drinking and eating in the student lounge.
Dorms!
Teachers who don't speak English being hired for important subjects.
More computer areas.
Lacrosse team.
Nursing professors.
I think providing more one on one with incoming students.
The demeanor and helpfulness of the staff.
My grades.
Class size.
More staff at bookstore.
Bigger classrooms for the medical assist program.
I had a hard time contacting the people in registration and financial aid.
Advising contact info.
Organization.
My English.
Need to add more degree programs.
I think everything can be improved to me.
Study skills.
Improve Ender Hall.
Utilize textbooks more often.

Larger campus very overcrowded.
Providing service with people who have mental health disabilities.
Student life.
More diverse staff.
Financial aid office picking up the phone.
Scholarship for F-1 students.
I think the gym should improve with the equipment and service.
There are certain members working in offices whom need to realize that they are here to service the students and not comment back to students in a negative manner.
Math department.
Helping people.
Hands on labs (equipment) IT networking.
Create more space for new students.
The amount of computers in the library, it's hard to find a computer available for research.
Better organized nursing program.
Make sure professors are responsible. I had trouble with one piano professor who never showed up or ever gave a class room number.
Become a 4 year college.
More guidance help.
Book prices, library hours
Time management.
Food prices.
I think that the information services could be improved.
I think the helpfulness of financial aid can be improved.
Smoking spots.
Location of offices.
Art programs.
The program for broadcasting.
The quality of professors.
More class sections higher level courses.
Food service selections and times: not enough choices for PM students.
The website.
Study areas.
Student-teacher relationships a bit more respectful.
Bathrooms and less annoying public safety.
My anger problems.
Preparations for other schools.
Should do a better job of setting up students with correct classes for transfer initially.
Bookstore times.
More summer courses.
More support in academic counseling.
Better E-mail response.
Cafeteria food needs variety and needs to be less expensive.
Update Paramus campus.
Less remedial classes.
Night and weekend students need more guidance.
Emergency services.
Professors should be stricter.
Honors courses for summer semester.
Communication between bursars and financial aid.
Job fair.
Online class communication with professors.

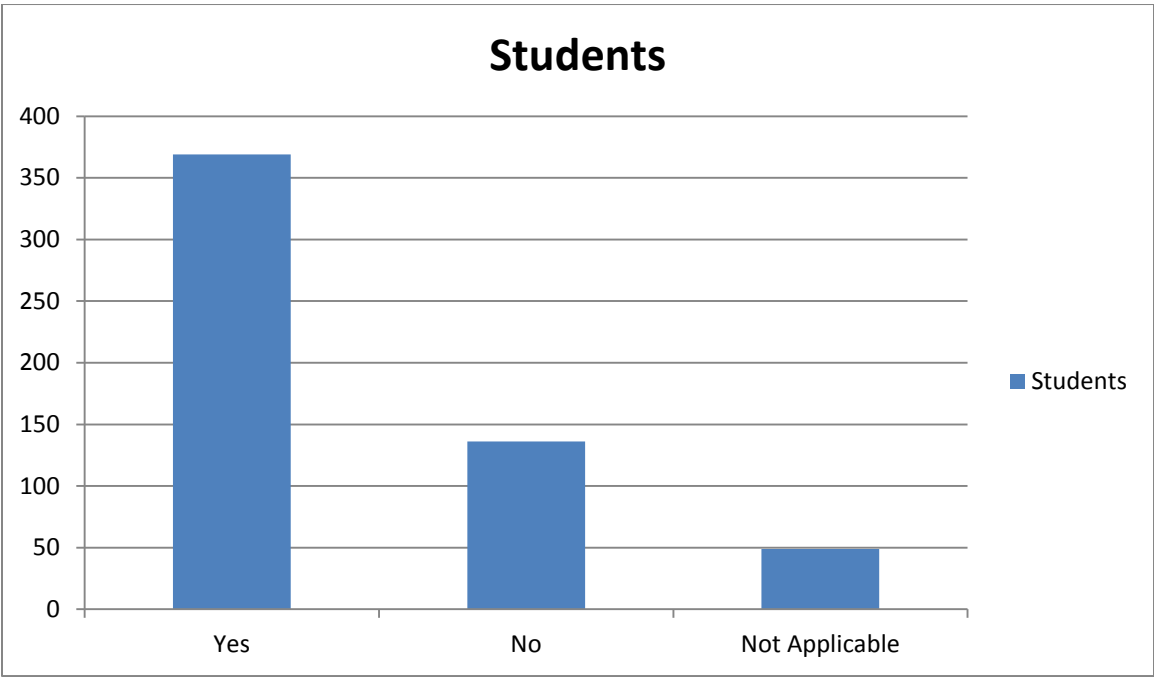
Marketing online classes.
Alumni network.
Bigger classrooms and better cafeteria.
Advising, classes scheduling.
Classrooms and desks need improving.
Closing on holidays and offering science classes at Lyndhurst.
A lot of paperwork.
No more politics, bookstore competition, food services, competitor atmosphere of apathy among the staff.
More summer sessions and Saturday classes.
Organization in the testing center.
More help in the tutoring center.
More in-depth classes and quality teachers.
More info about extracurricular activities.
Offer more classes every semester.
Staff needs to be more helpful and better communication skills.
Availability of counselors.
Everyone at the Bursar office has an attitude problem.
Social science teachers .
Diversity.
Move clubs.
Physical education should not be a requirement.
Hands-on projects (labs).
Some professors without experience.
More INF class section.
Professors are disorganized.
Believe in the potential of their students.
More diverse courses.
Staff is apathetic to student's needs.
Department communications.
Some services like clubs need more advertisement.
Class numbering, 200 levels are 300 at other universities. Won't transfer, especially biology.
Financial aid staff is extremely rude.
Theater should be bigger, 24 hour library.
Continue to develop new classes.
Offer science classes in Lyndhurst.
Study area at the library, silence enforced.
Clarification of which offices offer which services for students.
Need more class choices (time intervals).
Elevators and computers.
More WEX classes.
Phone lines - call back.

Looking for Work Working Beyond BCC



*Questionnaire Results

Transferring to a four year Institution



*Questionnaire Results

BERGEN COMMUNITY COLLEGE

Assessment Report for (Department or Unit): Student Services

Department/Unit Leader: Ann Lota

Assessment Period: (2011-2012)

Submitted by: Rose Chatterton Tim Foote, Priscilla Klymenko, Nestor Melendez, Jennifer Reyes

1. Intended Outcome (Goal):

Employee job satisfaction within the Division of Student Services will increase.

2. General Education Requirement(s) to which the intended outcome relates:

3. Section(s) of the Strategic Plan to which the intended outcomes relates:

Goal 1.3 Help students better navigate the college experience through the focused coordination and development of student communications, registration, financial and support services, advisement, and inter-office process improvement.

4. Means of assessment, sources of data, and desired result:

Staff within the Division of Student Services will attend FISH training. The FISH! Philosophy includes four simple, interconnected practices: **Be There, Play, Make Their Day, and Choose Your Attitude**. Through The FISH! Philosophy, we build stronger relationships with the team members we work with and the customers we serve. www.charthouse.com for more information on FISH. A pre and post assessment of job satisfaction will be taken and results tallied.

A pre and post assessment of job satisfaction will be taken and results tallied.

5. Summary of results

FISH! SCORE CARD RESULTS (pre assessment)

Before the short FISH! film began, participants were given a FISH! Score card to complete. Forty-four participants responded. Each participant was asked to score themselves on how well they interacted with the following groups; customers, co-workers, supervisors, family and friends. Interactions were broken down into subcategories; how well the participants “play”, “make their day”, “be there” and “choose their own attitude” with each of the above named groups. Participants used an A – F grading scale with A being the highest ranking and F being the lowest.

The results are as follows:

With customers:

PLAYING: 12 responded A, 19 responded B, 2 responded B-, 6 responded C and 1 responded D.

MAKING THEIR DAY: 30 responded A, 13 responded B, 1 responded C.

BEING THERE: 35 responded A, 1 responded B+, 7 responded B.

With Co-workers:

PLAYING: 28 responded A, 12 responded B, 4 responded C and 1 responded D.

MAKING THEIR DAY: 22 responded A, 20 responded B, 2 responded C.

With supervisors:

PLAYING: 9 responded A, 1 responded B+, 12 responded B, 1 responded B-, 11 responded C, 2 responded D.

MAKING THEIR DAY: 23 responded A, 14 responded B, 1 responded B-, 3 responded C, 1 responded D.

With family:

PLAYING: 25 responded A, 1 responded B+, 12 responded B, 1 responded B-, 3 responded C and 1 responded D.

MAKING THEIR DAY: 24 responded A, 1 responded B+, 15 responded B, 2 responded C.

With friends:

PLAYING: 30 responded A, 1 responded B+, 9 responded B, 1 responded C, 1 responded D.

MAKING THEIR DAY: 32 responded A, 1 responded B+, 10 responded B, 3 responded C.

CHOSING THEIR OWN ATTITUDE: 32 responded A, 10 responded B, 1 responded C.

BEING THERE: 34 responded A, 10 responded B.

CHOSING THEIR OWN ATTITUDE: 34 responded A, 8 responded B, 2 responded C.

BEING THERE: 33 responded A, 7 responded B, 1 responded B-, 1 responded C.

CHOSING THEIR OWN ATTITUDE: 28 responded A, 11 responded B, 1 responded B-, 2 responded C.

BEING THERE: 32 responded A, 1 responded B+, 18 responded B, 1 responded C

CHOSING THEIR OWN ATTITUDE: 21 responded A, 1 responded B+, 14 responded B, 4 responded C and 1 responded D

BEING THERE: 29 responded A, 1 responded B+, 9 responded B, 2 responded C.

CHOSING THEIR OWN ATTITUDE: 26 responded A, 2 responded B+, 8 responded B+, 1 responded B-, 4 responded C.

FISH! Survey (post assessment)

After participating in the FISH! training, which included a video, a team building exercise and group work at each table, the participants completed a survey in which they assigned a ranking from 1-5 (1 being the lowest, 5 the highest) in the following categories: **Myself, Relationships and Teams**. The questions and survey results are below:

Myself:

- I enjoy working here
 - 29 responded "5", 4 responded "4", 3 responded "1", 1 responded "1".
- I feel I can be playful, lighthearted and creative in my work
 - 22 responded "5", 10 responded "4", 3 responded "3", 1 responded "2".
- I have ownership over my work and how I experience work
 - 27 responded "5", 9 responded "4", 2 responded "3", 1 responded "1"
- I am aware and in charge of the attitudes I hold
 - 27 responded "5", 4 responded "4", 3 responded "3", 1 responded "1"
- I feel that I am responsible for how I experience work
 - 22 responded "5", 9 responded "4", 2 responded "3" 1 responded "1"
- I make a positive difference in the quality and experience of others
 - 22 responded "5", 9 responded "4", 2 responded "3" 1 responded "1"
- I have a sense of purpose about my work and feel it matters
 - 24 responded "5", 8 responded "4", 1 responded "3"

Relationships

- I am able to accept and listen to others as they are
 - 24 responded "5", 8 responded "4", 1 responded "3", 1 responded "2", 1 responded "1".
- I care about the people I work with
 - 24 responded "5", 8 responded "4", 1 responded "3", 1 responded "1".
- I enjoy working with my coworkers

- 22 responded “5”, 8 responded “4”, 1 responded “3”, 1 responded “1”
- I look for ways to MAKE THEIR DAY
 - 14 responded “5”, 14 responded “4”, 4 responded “3”, 2 responded “2”, 1 responded “1”
- I try to serve others and MAKE THEIR DAY
 - 23 responded “5”, 9 responded “4”, 2 responded “3”, 2 responded “2”, 1 responded “1”
- I feel comfortable acknowledging others for their contributions
 - 25 responded “5”, 6 responded “4”, 4 responded “3” 1 responded “1”
- I feel comfortable accepting acknowledgement from others
 - 15 responded “5”, 11 responded “4”, 8 responded “3” 1 responded “1”
- I ask for and accept feedback from others
 - 18 responded “5”, 11 responded “4”, 5 responded “3”, 1 responded “2”, 1 responded “1”

Teams:

- We have clear communication as a team
 - 11 responded “5”, 12 responded “4”, 9 responded “3”, 2 responded “2”
- We resolve issues easily and use them to grow as a team
 - 9 responded “5”, 16 responded “4”, 6 responded “3”, 2 responded “2”, 1 responded “1”
- We can BE THERE for each other and support each other as a team
 - 11 responded “5”, 20 responded “4”, 3 responded “3”, 1 responded “1”
- We generally choose a positive attitude toward each other and our work
 - 17 responded “5”, 13 responded “4”, 3 responded “3”, 1 responded “1”
- We work well together as a team to accomplish our goals
 - 18 responded “5”, 12 responded “4”, 3 responded “3”, 1 responded “1”
- I have a voice within the team and my contribution is valued
 - 20 responded “5”, 9 responded “4”, 4 responded “3”, 1 responded “1”
- I appreciate each team member and I look for ways to MAKE THEIR DAY
 - 19 responded “5”, 12 responded “4”, 2 responded “3”, 1 responded “1”
- Team members often make my day
 - 20 responded “5”, 11 responded “4”, 2 responded “3”, 1 responded “1”

6. Recommendations for improvement:

- Institute 4 in service trainings for the Division to help facilitate cross training amongst departments. Run 2 in Fall, 2 in Spring.
- Create a snap shot of our student population for the student services staff. This will allow the staff to recognize what types of challenges our students are facing, and how we can be more sensitive to their needs.
- Strength indicator - STRONG

BERGEN COMMUNITY COLLEGE

Assessment Report for (Department or Unit): Student Services

Department/Unit Leader: Ann Lota

Assessment Period: (2011-2012)

Submitted by: Tim Foote, Priscilla Klymenko, Magali Muniz

1. Intended Outcome (Goal):

The student wait time at the financial aid office will be reduced during in-person and late/change of registration.

2. General Education Requirement(s) to which the intended outcome relates:

3. Section(s) of the Strategic Plan to which the intended outcomes relates:

Goal 1.3 Help students better navigate the college experience through the focused coordination and development of student communications, registration, financial and support services, advisement, and inter-office process improvement.

4. Means of assessment, sources of data, and desired result:

Additional Financial Aid support during in-person registration for the Spring 2012 semester will be provided. There will be one Financial Aid support staff person stationed at the registration service window to support the effort thereby alleviating some of the long lines at the financial aid office. This will be a separate location for students who are dropping off documentation. Issues that are involved, or go beyond the norm will be directed to a liaison. The liaison, from the Dean of Enrollment Management's Office, will be a professional staff member who will attempt to resolve the issue that might otherwise have been sent to the Director of Financial Aid or the Dean of Enrollment Management. A registration wrap up meeting will take place in February once all registrations are complete to evaluate the effectiveness of this new process by determining if student wait time at the financial aid office was lessened. The number of students serviced at each Financial Aid window will be counted. A brief survey will be handed out at the financial aid windows as well.

5. Summary of Results:

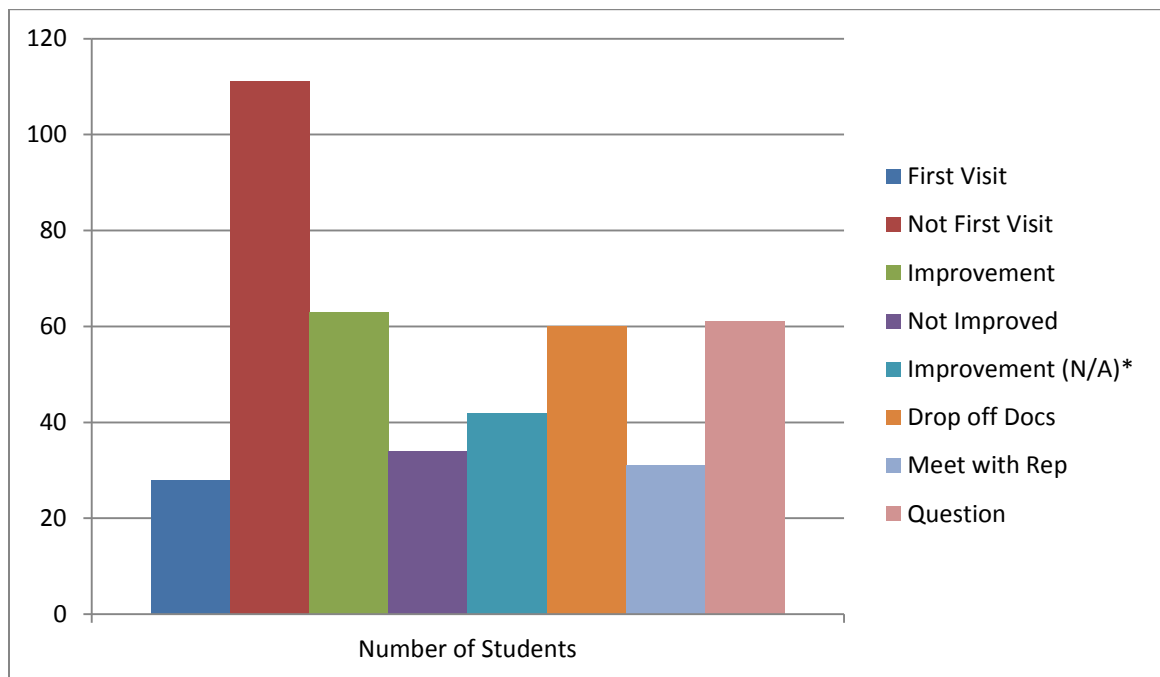
635 students were serviced at the FA service window located in the Registration Office. 769 students were serviced out of the FA office. The 639 students that were serviced at the new service window no longer had to wait on the line for the FA Office; therefore reducing wait times of students.

6. Recommendations for improvement:

Continue to provide FA services at the point of registration during peak registration times. This semester the location of the additional point of service has moved to the Student Center Offices. At this location students are able to sit and wait for a Financial Aid Representative rather than stand. Feedback thus far has been satisfactory on the new location. Further assessment as to why students are online needs to be done to then determine process improvements.

Financial Aid Survey

Spring 2012



*Not Answered

Additional Comments:

"Paperwork has taken extremely long to be processed resulting in my being unable to register for classes."
"Slow."
"Not enough staff, wait is too long. Should have more reps when Financial Aid is in such demand." *"Work study."*
"Everything is great but they should get better & bigger center to the service would be faster." *"Very helpful!"*
"A bit upset with financial aid's communication to students about new SAP Requirements!!" *"Very efficient."*
"Very long wait- 1 hour on like, unknowledgeable reps, did not give me clarification." *"Great Service."*
"I think the extra window just for drop off is very helpful and saves a lot of time." *"Please call me."*
"Never get answers when I call, need more representatives, and service is poor." *"Very good Service!"*
"I have still not had my paperwork received since 3 months or so, why???" *"Need faster service."*
"Excellent help, like an angel sent from above. Tabitha, thank you." *"She was very helpful."*
"I have problems with my grades because of the system with SAP." *"The lines are too long."*
"Thank you for your excellent service, time & guidance." *"Haven't got my check."*
"Was excellent customer service and quick. Thank you!!" *"Great help, very polite."*
"Thank you for the help and time. I appreciate it." *"Faster than other times."*
"The wait is too long, but they were very helpful." *"Not as bad as Fall 2011."*
"More people are needed to assist students." *"Thank you for your help."*
"Everything is perfect, people are so helpful." *"Long wait but staff is nice."*
"It helped a lot more when taken in groups." *"Everything is good, Thanks."*
"Went well!! I had all the help I needed." *"You guys never pick up the phone."*
"Very helpful and nice, very welcoming." *"They were friendly and well spoken."*
"Financial aid were very helpful to me." *"The help was wonderful and effective."*