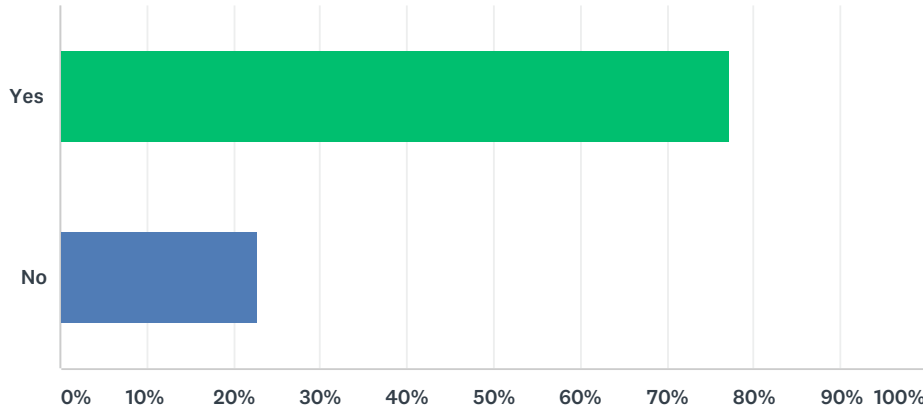


Q2 Have you seen a counselor within the past year?

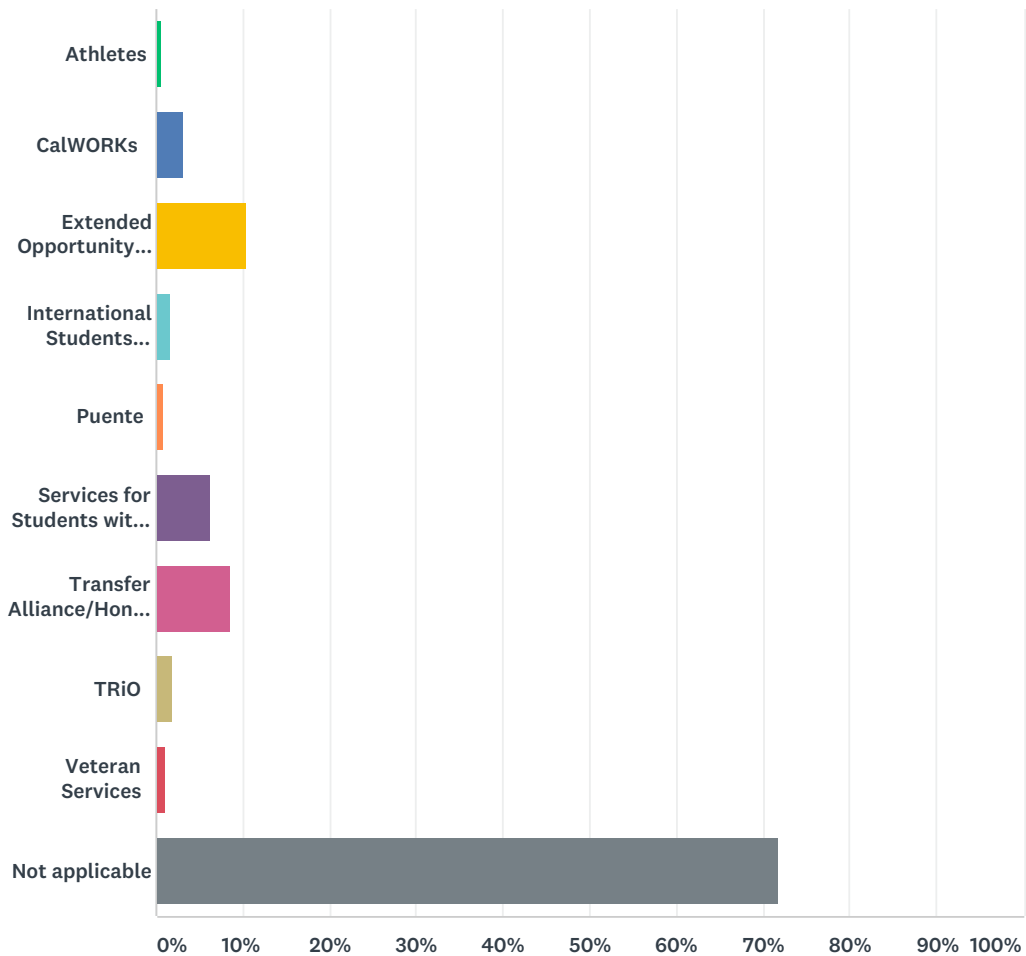
Answered: 976 Skipped: 143



ANSWER CHOICES	RESPONSES	
Yes	77.15%	753
No	22.85%	223
TOTAL		976

Q3 If you have seen a counselor(s) as part of a special program or services, check all that apply.

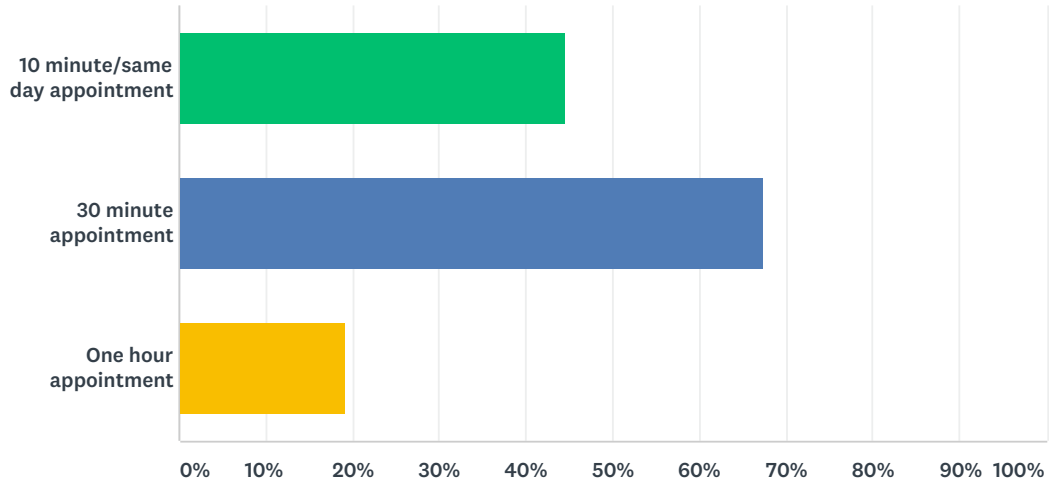
Answered: 879 Skipped: 240



ANSWER CHOICES	RESPONSES	
Athletes	0.57%	5
CalWORKs	3.19%	28
Extended Opportunity Programs & Services (EOPs)	10.47%	92
International Students Program	1.71%	15
Puente	0.91%	8
Services for Students with Disabilities (SSD)	6.26%	55
Transfer Alliance/Honors Program (TAP)	8.53%	75
TRiO	1.82%	16
Veteran Services	1.02%	9
Not applicable	71.79%	631

Q4 What type(s) of appointment(s) did you have? (Select all that apply.)

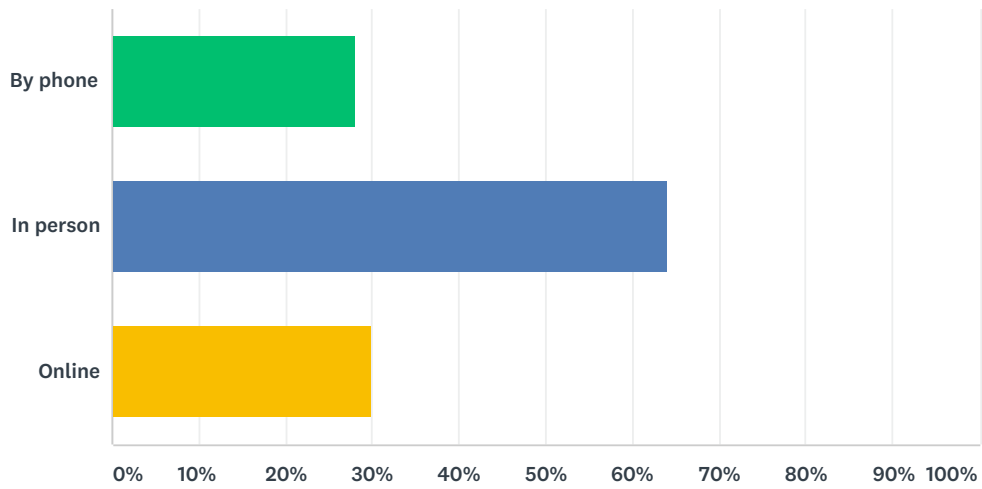
Answered: 879 Skipped: 240



ANSWER CHOICES	RESPONSES	
10 minute/same day appointment	44.48%	391
30 minute appointment	67.35%	592
One hour appointment	19.34%	170
Total Respondents: 879		

Q5 How did you schedule your counseling appointment(s)? (Select all that apply.)

Answered: 848 Skipped: 271

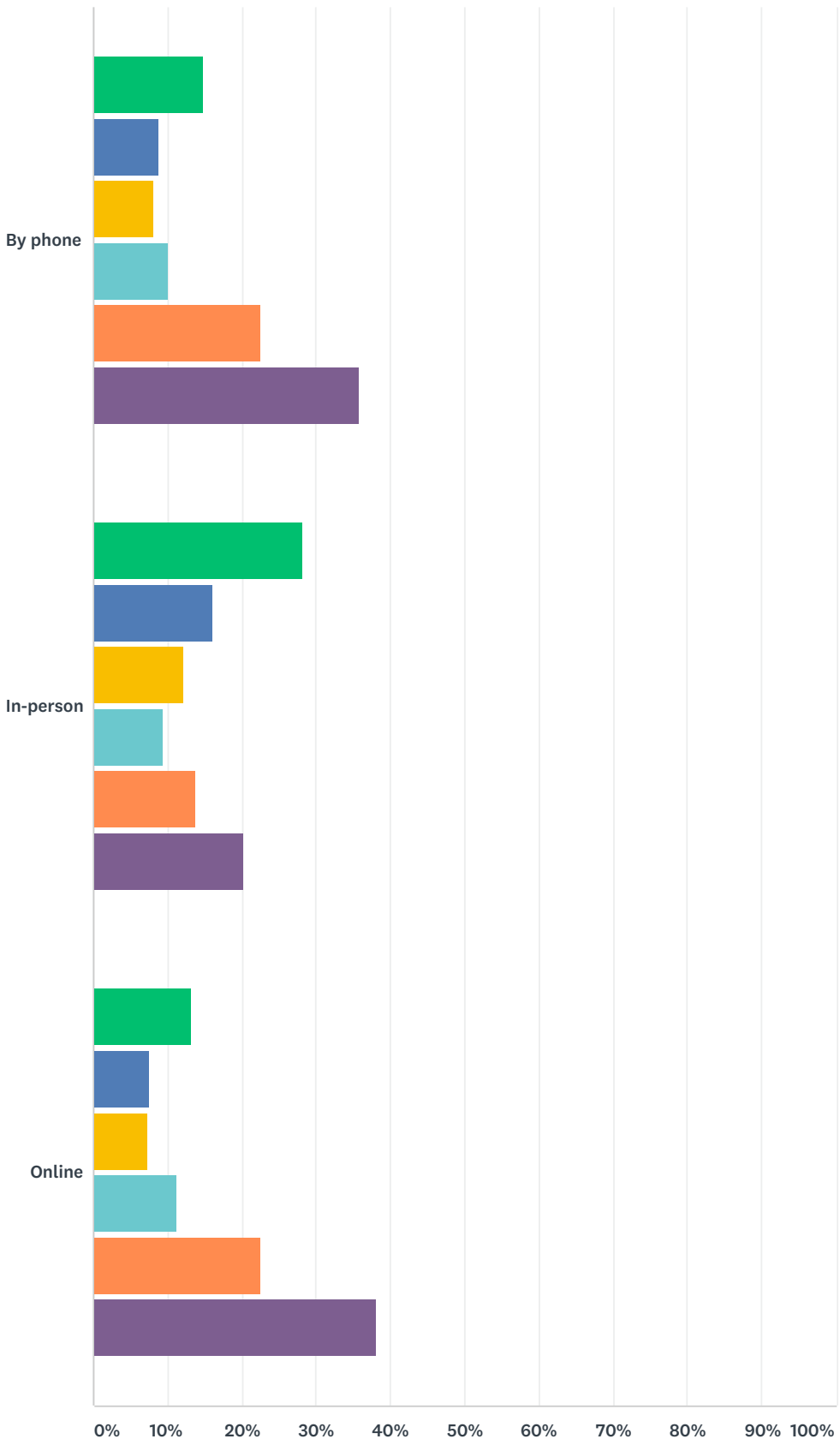


ANSWER CHOICES	RESPONSES	
By phone	28.07%	238
In person	64.03%	543
Online	29.83%	253
Total Respondents: 848		

Q6 Please rate your experience with scheduling counseling appointment(s).

Answered: 879 Skipped: 240

Counseling Survey Spring 2018



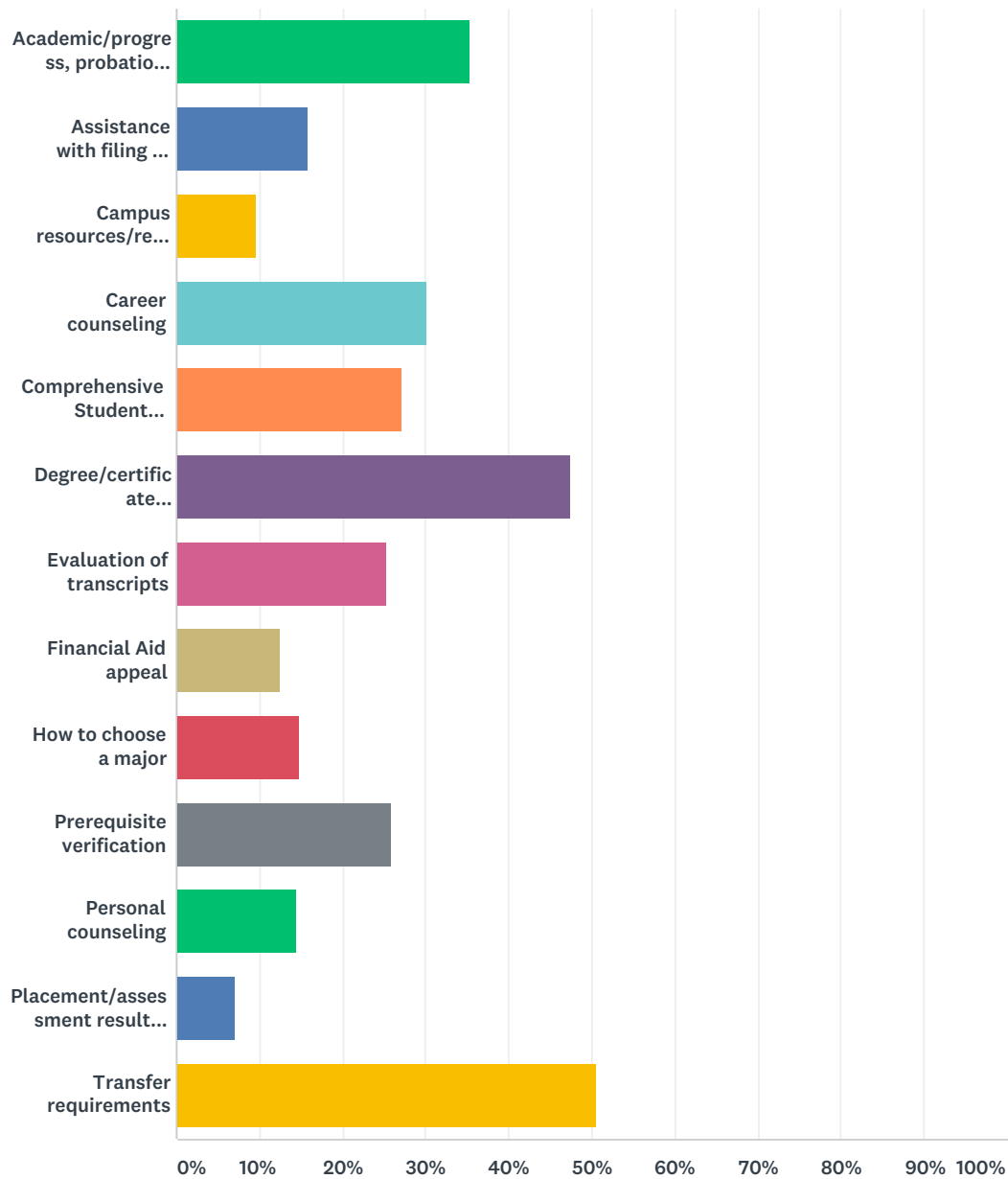
Very easy Easy Not difficult Difficult Very difficult
Did not attempt to schedule using this method.

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	VERY EASY	EASY	NOT DIFFICULT	DIFFICULT	VERY DIFFICULT	DID NOT ATTEMPT TO SCHEDULE USING THIS METHOD.	TOTAL
By phone	14.79% 130	8.87% 78	8.08% 71	10.01% 88	22.53% 198	35.72% 314	879
In-person	28.33% 249	16.15% 142	12.06% 106	9.33% 82	13.88% 122	20.25% 178	879
Online	13.08% 115	7.62% 67	7.28% 64	11.38% 100	22.53% 198	38.11% 335	879

Q7 What type of information/service(s) did the counselor(s) provide? (Select all that apply.)

Answered: 832 Skipped: 287



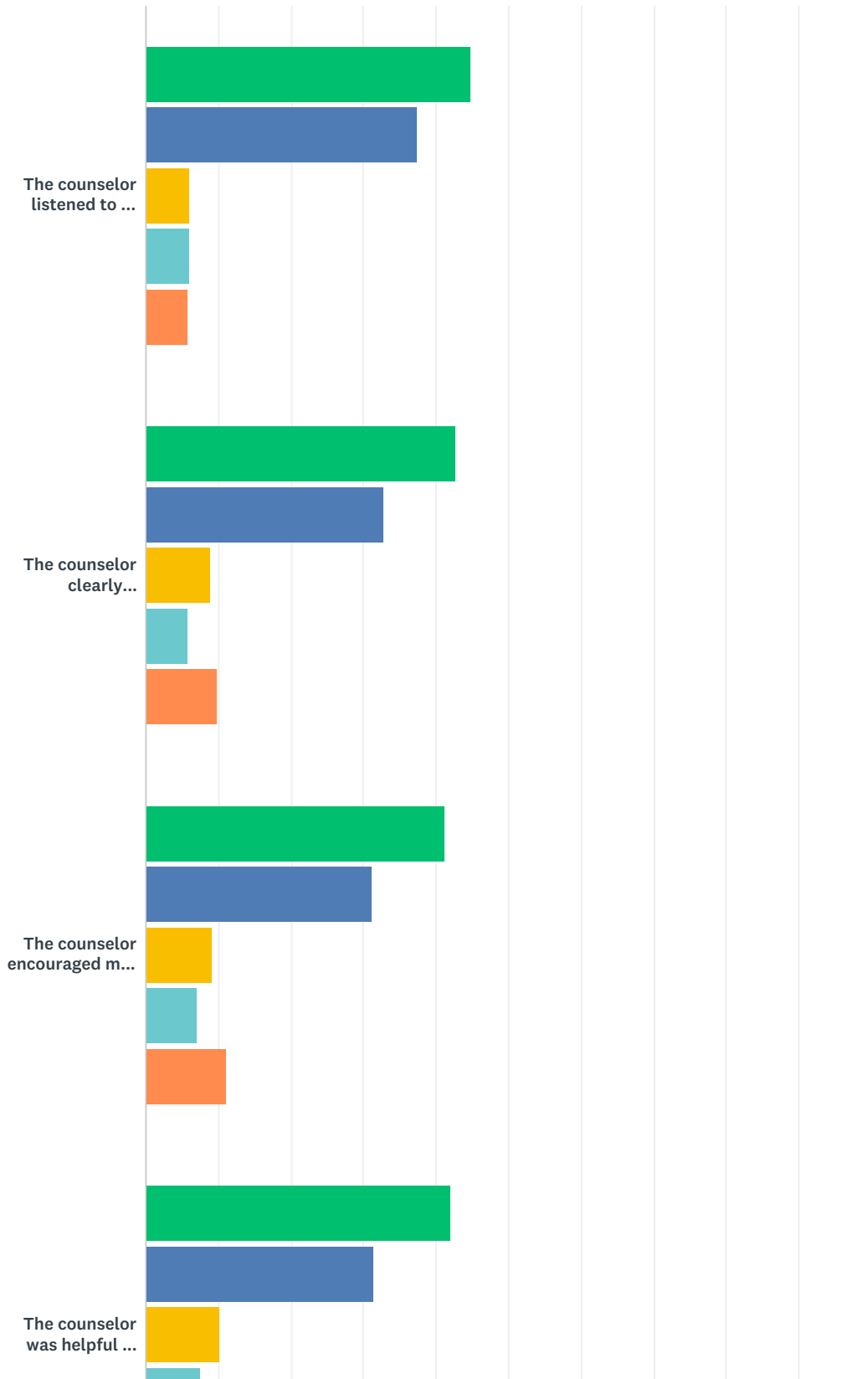
ANSWER CHOICES	RESPONSES	
Academic/progress, probation or dismissal	35.34%	294
Assistance with filing a petition	15.99%	133
Campus resources/referrals	9.62%	80
Career counseling	30.17%	251
Comprehensive Student Educational Planning (CSEP)	27.28%	227

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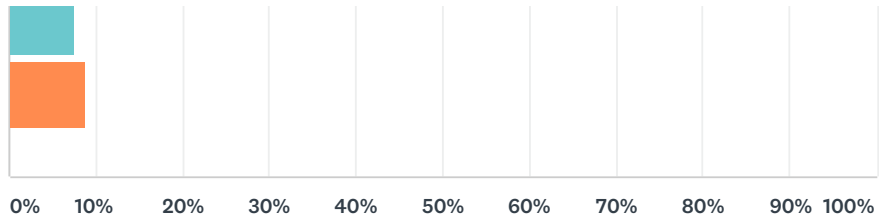
Degree/certificate requirements	47.48%	395
Evaluation of transcripts	25.24%	210
Financial Aid appeal	12.50%	104
How to choose a major	14.90%	124
Prerequisite verification	25.96%	216
Personal counseling	14.42%	120
Placement/assessment results review	7.09%	59
Transfer requirements	50.60%	421
Total Respondents: 832		

Q8 Based on your counseling session(s), tell us to what extent you agree with the following statements:

Answered: 832 Skipped: 287



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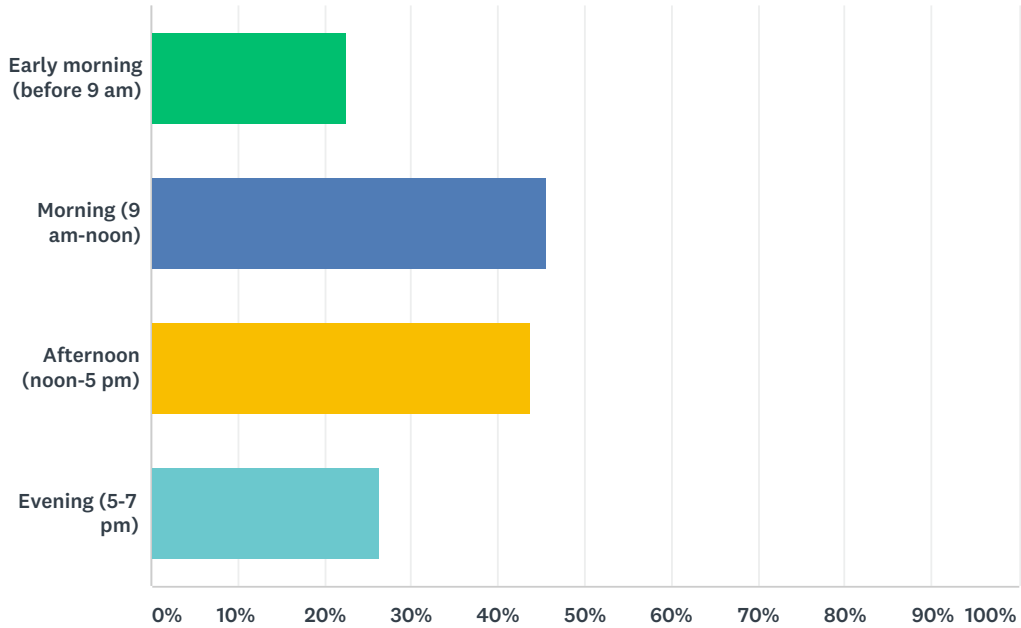


■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree
■ Not Applicable

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL
The counselor listened to my individual needs	44.71% 372	37.38% 311	6.13% 51	6.01% 50	5.77% 48	832
The counselor clearly communicated degree and transfer requirements	42.67% 355	32.81% 273	9.01% 75	5.77% 48	9.74% 81	832
The counselor encouraged my educational or career goals	41.23% 343	31.25% 260	9.25% 77	7.09% 59	11.18% 93	832
The counselor was helpful in planning for my educational goals	42.07% 350	31.37% 261	10.22% 85	7.57% 63	8.77% 73	832

Q9 When is it most convenient for you to meet with a counselor?

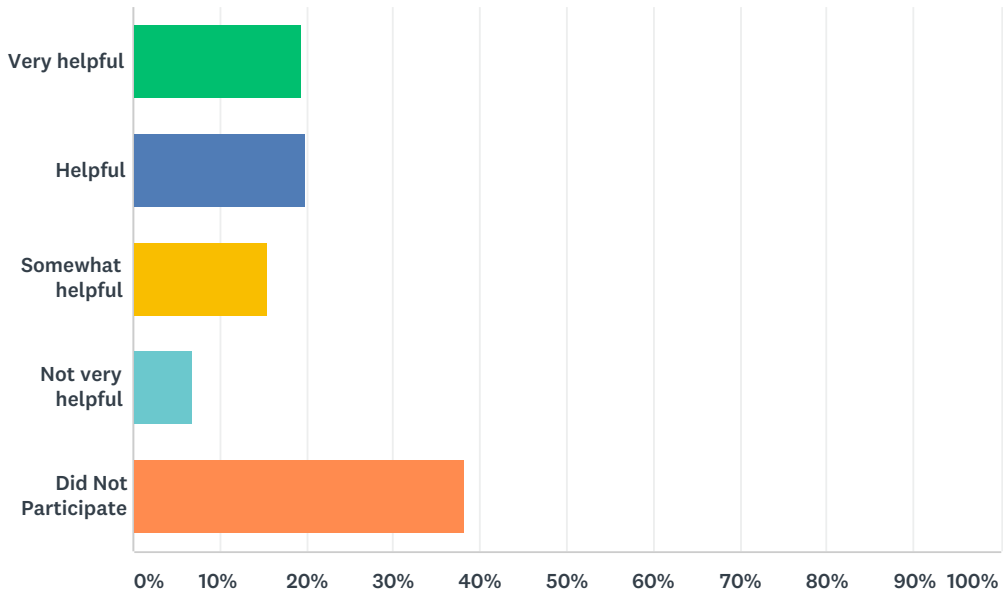
Answered: 802 Skipped: 317



ANSWER CHOICES	RESPONSES	
Early morning (before 9 am)	22.57%	181
Morning (9 am-noon)	45.51%	365
Afternoon (noon-5 pm)	43.64%	350
Evening (5-7 pm)	26.31%	211
Total Respondents: 802		

Q10 As a new student, please rate your experience with the online New Student Orientation

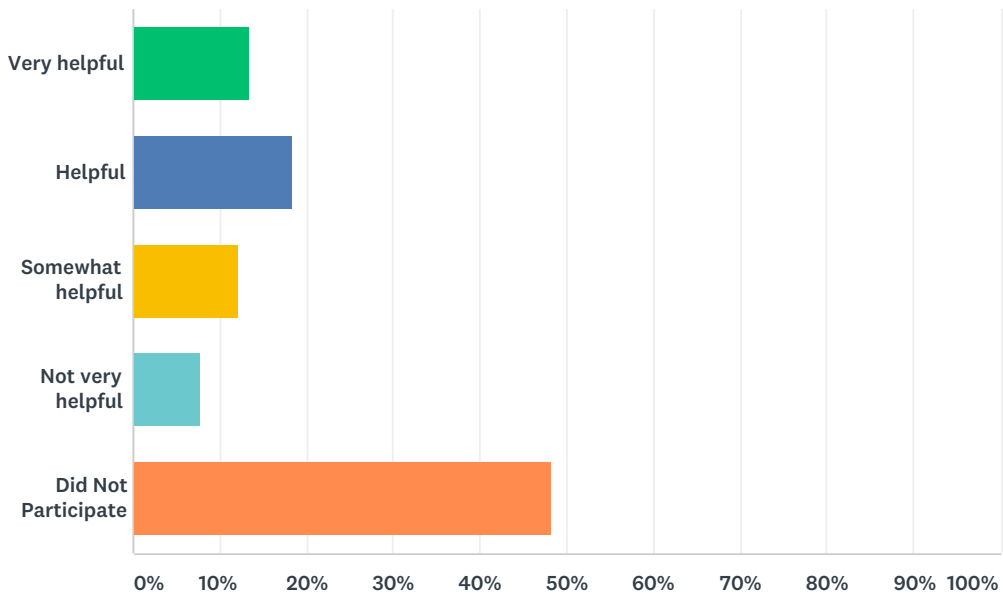
Answered: 802 Skipped: 317



ANSWER CHOICES	RESPONSES	
Very helpful	19.45%	156
Helpful	19.95%	160
Somewhat helpful	15.46%	124
Not very helpful	6.86%	55
Did Not Participate	38.28%	307
TOTAL		802

Q11 As a new student, please rate your experience with the online Advising/First Semester Planning session.

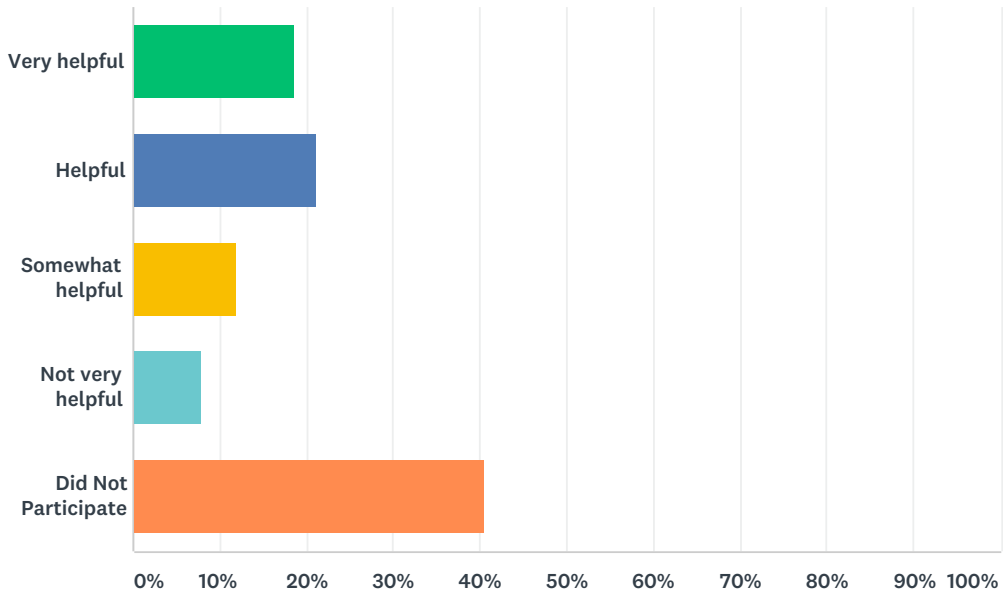
Answered: 802 Skipped: 317



ANSWER CHOICES	RESPONSES	
Very helpful	13.47%	108
Helpful	18.33%	147
Somewhat helpful	12.22%	98
Not very helpful	7.73%	62
Did Not Participate	48.25%	387
TOTAL		802

Q12 As a new student, please rate your experience with the in-person Advising/First Semester Planning session.

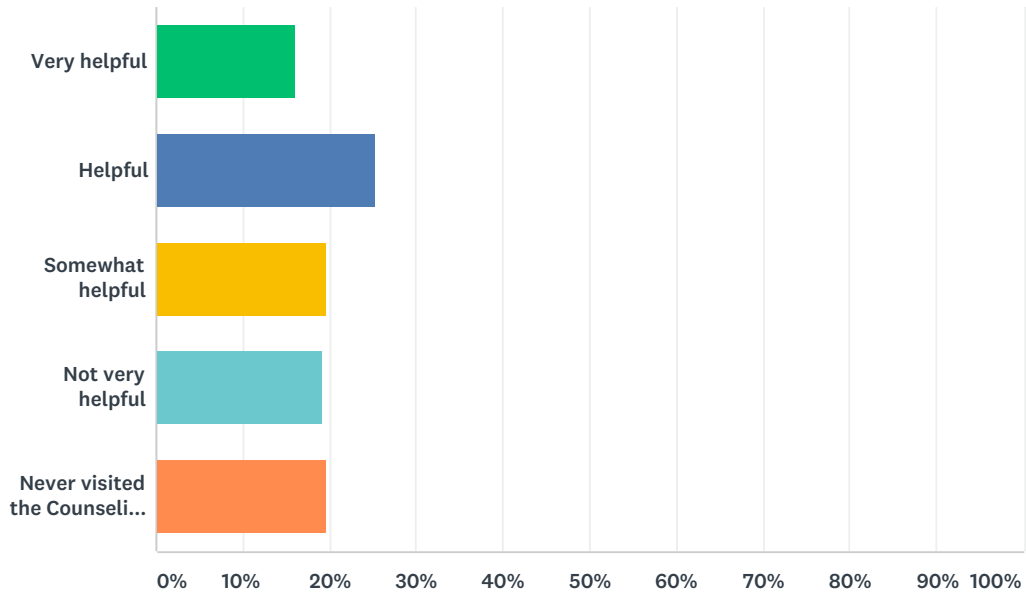
Answered: 802 Skipped: 317



ANSWER CHOICES	RESPONSES	
Very helpful	18.70%	150
Helpful	21.07%	169
Somewhat helpful	11.85%	95
Not very helpful	7.86%	63
Did Not Participate	40.52%	325
TOTAL		802

Q13 Please rate your experience with the Counseling Department webpages.

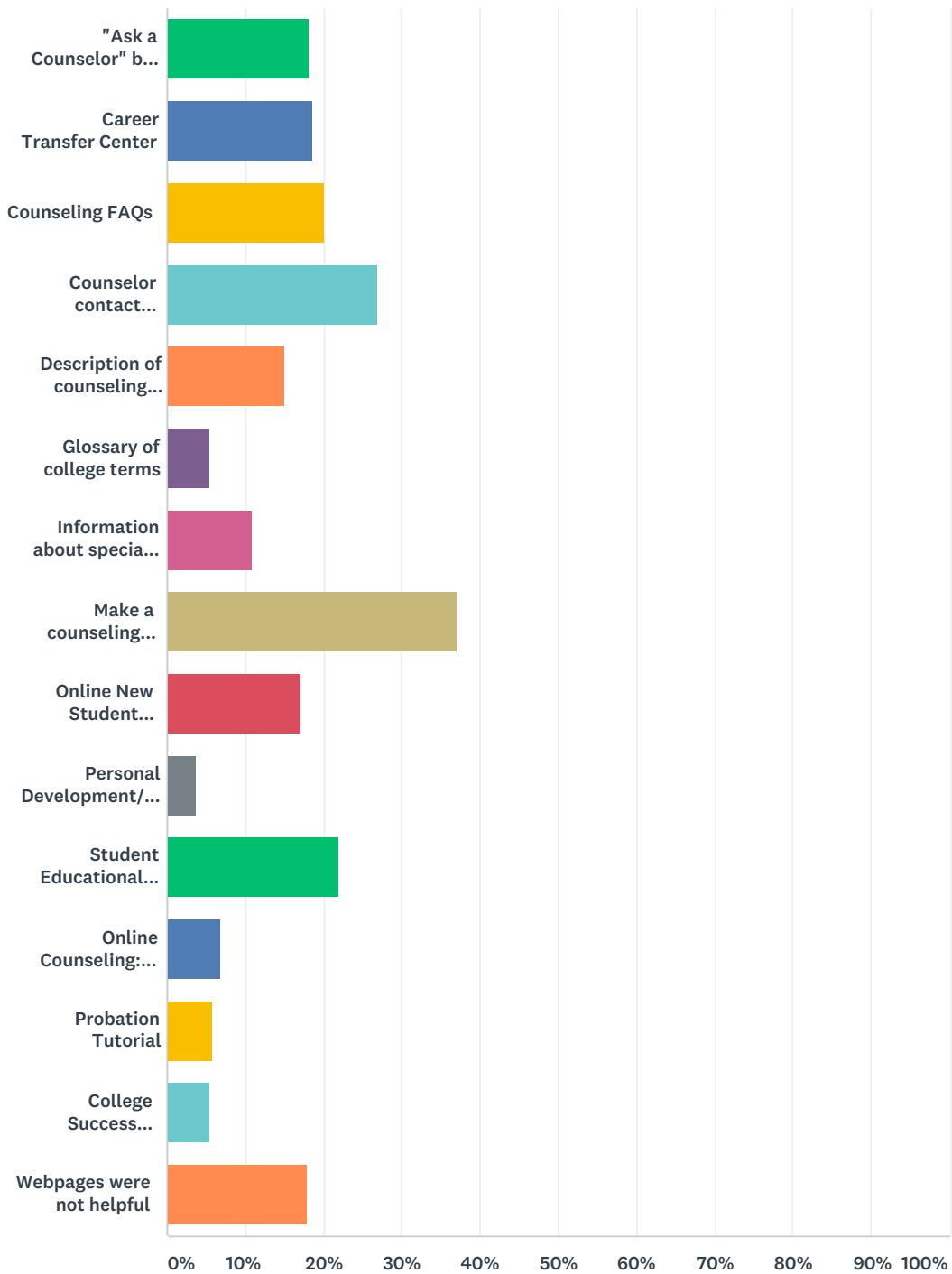
Answered: 802 Skipped: 317



ANSWER CHOICES	RESPONSES	
Very helpful	16.21%	130
Helpful	25.31%	203
Somewhat helpful	19.58%	157
Not very helpful	19.20%	154
Never visited the Counseling Department webpages	19.70%	158
TOTAL		802

Q14 What feature(s) did you find helpful on the webpages? (Select all that apply.)

Answered: 760 Skipped: 359



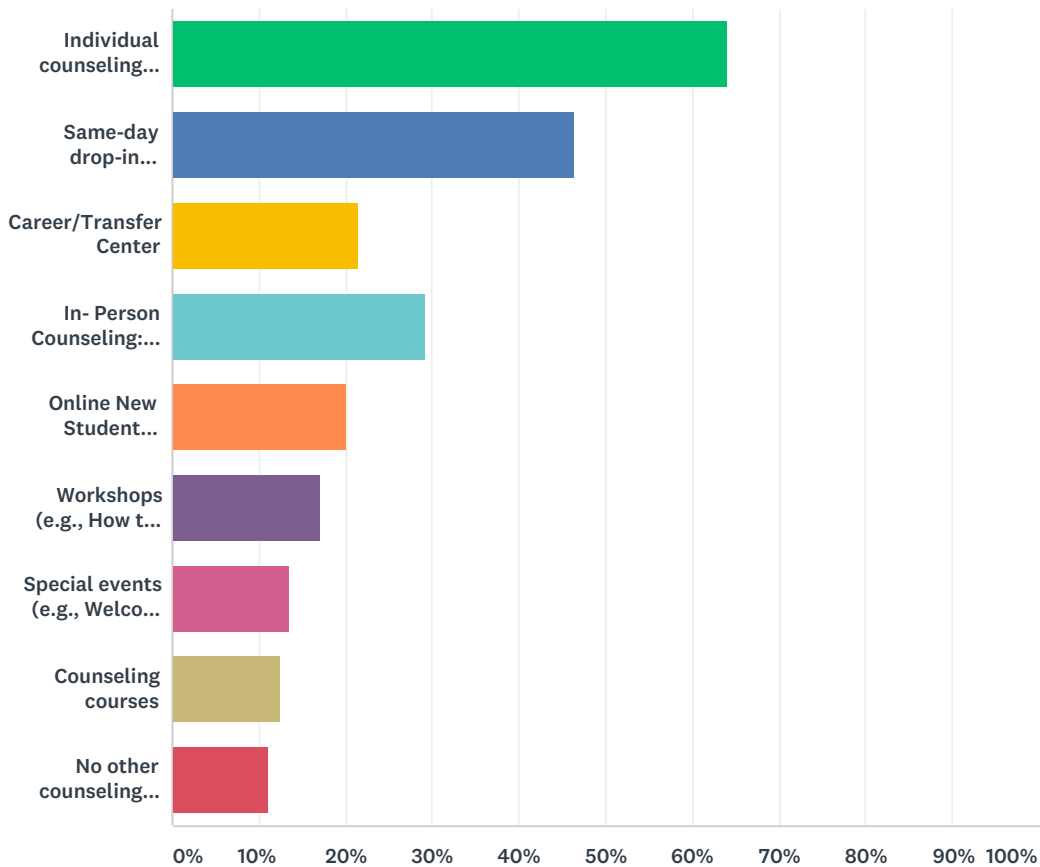
ANSWER CHOICES	RESPONSES	
"Ask a Counselor" by email	18.16%	138
Career Transfer Center	18.55%	141

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Counseling FAQs	20.00%	152
Counselor contact information	26.97%	205
Description of counseling services	15.13%	115
Glossary of college terms	5.53%	42
Information about special programs (TAP, Puente, Service Learning, Veterans, International Students)	10.92%	83
Make a counseling appointment	36.97%	281
Online New Student Orientation	17.24%	131
Personal Development/Counseling courses	3.82%	29
Student Educational Planning (SEP)	21.97%	167
Online Counseling: First Semester Planning	6.84%	52
Probation Tutorial	5.79%	44
College Success Tutorials	5.39%	41
Webpages were not helpful	18.03%	137
Total Respondents: 760		

Q15 During your time at LAVC, what counseling resource(s) have you utilized? (Select all that apply.)

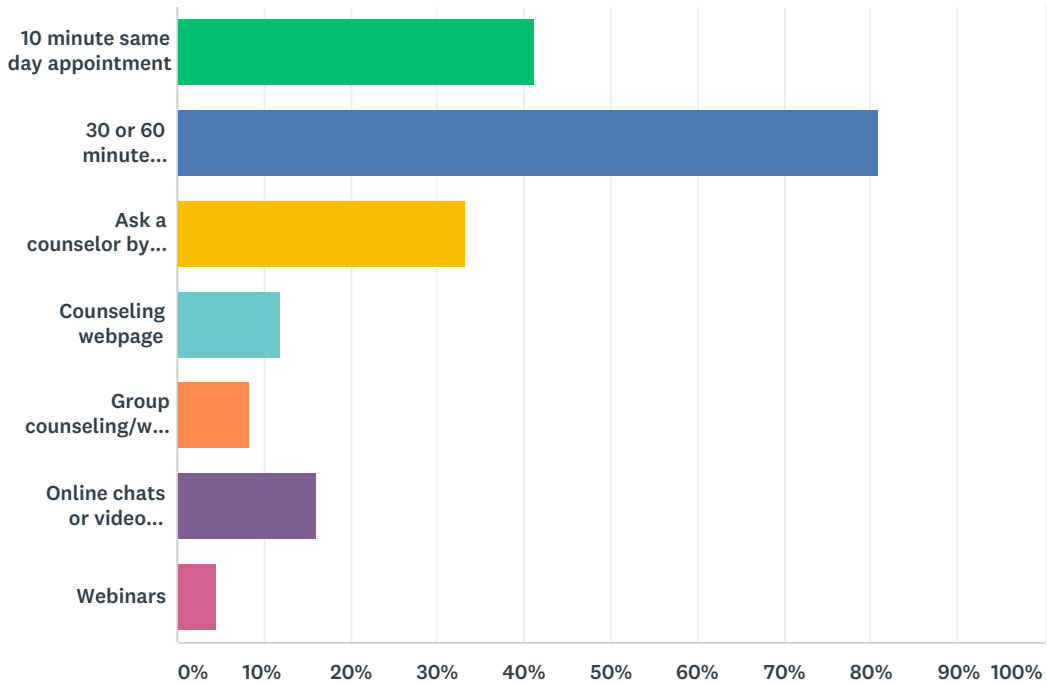
Answered: 760 Skipped: 359



ANSWER CHOICES	RESPONSES	
Individual counseling appointment	63.95%	486
Same-day drop-in counseling	46.45%	353
Career/Transfer Center	21.58%	164
In- Person Counseling: First Semester Planning	29.21%	222
Online New Student Orientation	20.00%	152
Workshops (e.g., How to decide on a Major, TAG, Transfer)	17.11%	130
Special events (e.g., Welcome Fair, College Fair, Job Shadowing)	13.55%	103
Counseling courses	12.63%	96
No other counseling services utilized	11.05%	84
Total Respondents: 760		

Q16 How would you prefer to get counseling information? (Select all that apply.)

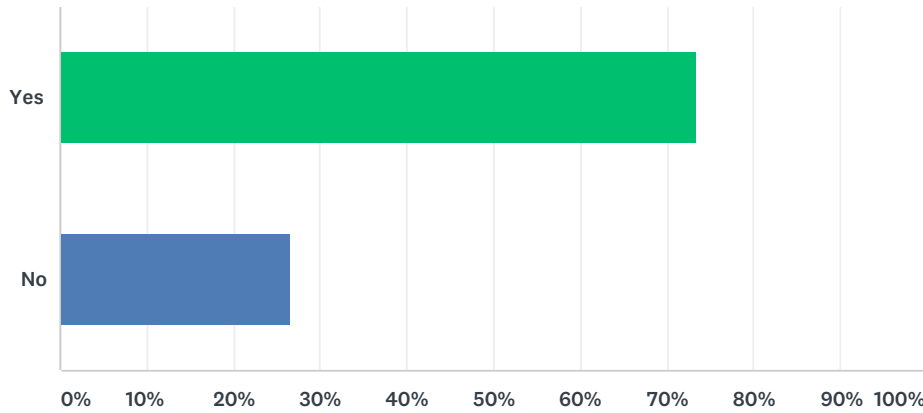
Answered: 744 Skipped: 375



ANSWER CHOICES	RESPONSES	
10 minute same day appointment	41.26%	307
30 or 60 minute appointment	81.05%	603
Ask a counselor by email	33.20%	247
Counseling webpage	11.96%	89
Group counseling/workshops	8.47%	63
Online chats or video conferencing	16.13%	120
Webinars	4.57%	34
Total Respondents: 744		

Q17 Have you met with a counselor to develop a Student Educational Plan (SEP)?

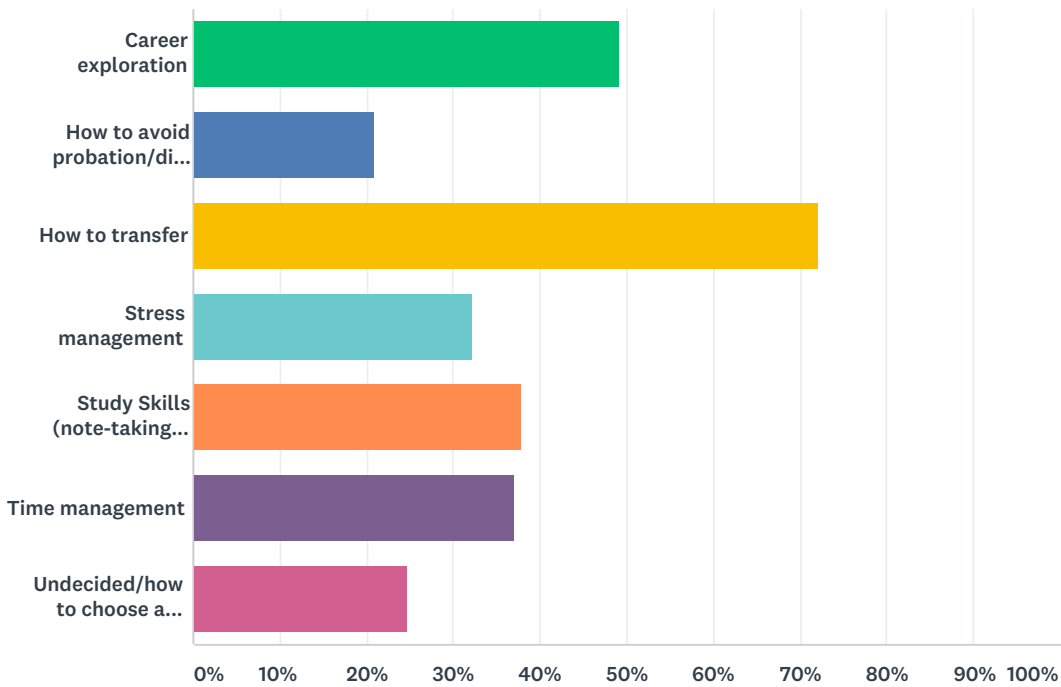
Answered: 744 Skipped: 375



ANSWER CHOICES	RESPONSES	
Yes	73.39%	546
No	26.61%	198
TOTAL		744

Q18 What counseling workshop topics would interest you? (Select all that apply).

Answered: 744 Skipped: 375



ANSWER CHOICES	RESPONSES	
Career exploration	49.19%	366
How to avoid probation/dismissal	20.83%	155
How to transfer	72.18%	537
Stress management	32.12%	239
Study Skills (note-taking, how to study for exams, etc.)	37.77%	281
Time management	37.10%	276
Undecided/how to choose a major	24.73%	184
Total Respondents: 744		

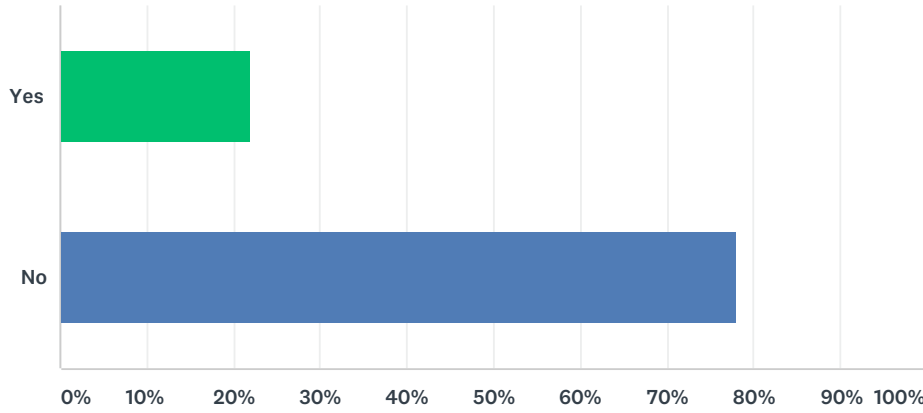
#	OTHER (PLEASE SPECIFY)	DATE
1	choosing the classes that I need to take for a certificate	6/20/2018 12:19 PM
2	make sure I'm on track to gain entrance to RT program	6/11/2018 3:58 PM
3	How soon and how to make money out of my career.	6/6/2018 3:17 PM
4	More workshops that provide emotional support to students	6/1/2018 4:25 PM
5	How the college system works, what credits I could use etc	6/1/2018 3:30 PM
6	none	6/1/2018 10:04 AM
7	What classes to take together for easy A/ smart choices	6/1/2018 9:51 AM
8	follow up on, months later to make sure you are on track!!!!	5/31/2018 6:45 PM

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9	Did not participate	5/26/2018 12:34 PM
10	How to get employed after degree is acheived	5/26/2018 11:20 AM
11	I needed help to understand how I was to obtain grade forgiveness and be able take stats again being that I took it 3times. And I was told to go to the administration office and of course they were closed and I have to work. I can't go there during that day and stand there all day. And if I make a complaint I get treated like I don't belong there.	5/26/2018 10:35 AM
12	I took like 8 workshops from probation to UC application.	5/26/2018 9:04 AM
13	Credit transfer	5/25/2018 3:32 PM
14	How to get a Child Develoment Certificate	5/25/2018 2:31 PM
15	Not applicable	5/23/2018 3:58 PM
16	it would help a lot if the system was updated regularly since my brother and i have on the website things that we already took care of but still show up.	5/23/2018 10:18 AM
17	transcript evaluation	5/22/2018 3:57 PM
18	How to receive fafsa	5/22/2018 2:50 PM
19	"How to make LAVC realize that their counseling and administrative systems are hot garbage"	5/22/2018 11:51 AM
20	Music recording/ technology	5/22/2018 11:46 AM
21	What other options are available in the middle of one career path	5/22/2018 11:01 AM
22	Services for returning students	5/22/2018 10:53 AM
23	none	5/22/2018 12:13 AM
24	Make more counselors available for students. Thorough training on transfer requirements for counselors.	5/21/2018 3:51 PM
25	How to pick schedule (balance easier classes with hard classes (science, math, chem, ect.) every semester)	5/21/2018 3:39 PM
26	N/A	5/21/2018 1:20 PM
27	None	5/21/2018 1:11 PM

Q19 Have you taken a Counseling course?

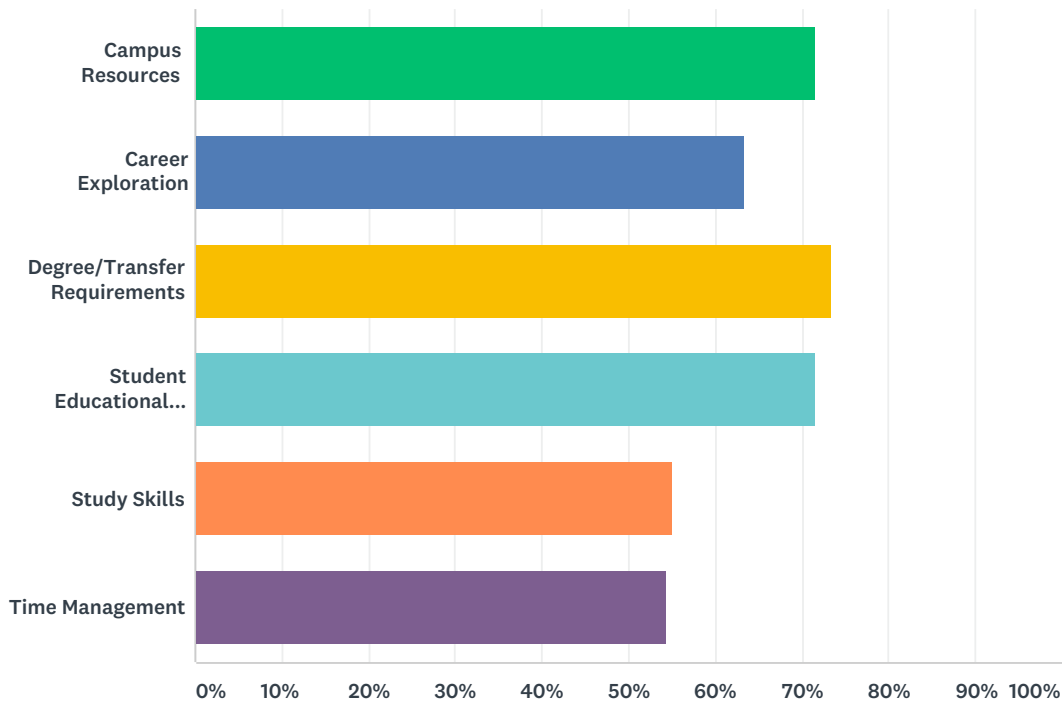
Answered: 744 Skipped: 375



ANSWER CHOICES	RESPONSES	
Yes	21.91%	163
No	78.09%	581
TOTAL		744

Q20 What did you learn in your Counseling 1 or 20 course? (Select all that apply.)

Answered: 158 Skipped: 961

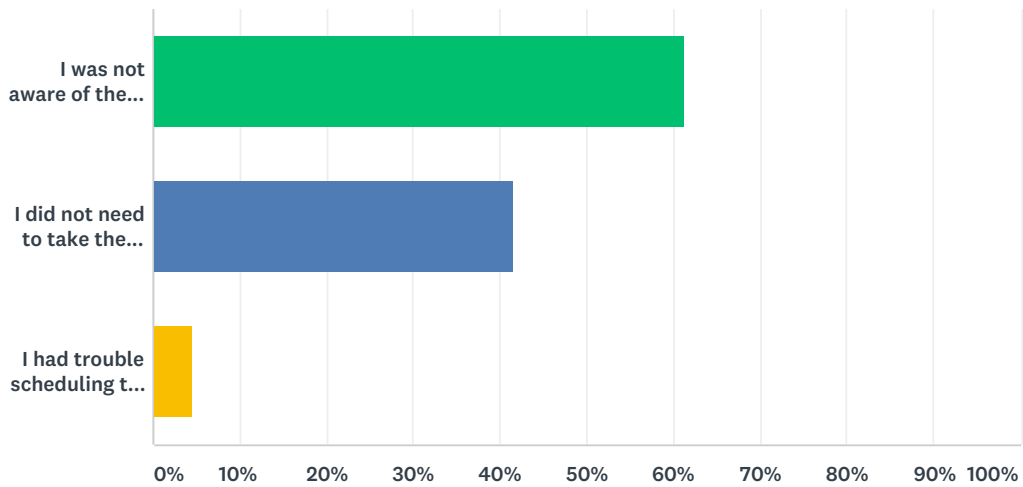


ANSWER CHOICES	RESPONSES	
Campus Resources	71.52%	113
Career Exploration	63.29%	100
Degree/Transfer Requirements	73.42%	116
Student Educational Planning (SEP)	71.52%	113
Study Skills	55.06%	87
Time Management	54.43%	86
Total Respondents: 158		

#	OTHER TOPICS THAT YOU LEARNED (PLEASE SPECIFY)	DATE
1	Knew everything the course was offering to teach	5/31/2018 8:33 PM
2	absolutely nothing. fantastically useless course. dullest teacher in the world and so full of himself like the rest of the "teachers" in this college	5/28/2018 1:01 AM
3	Service Learning	5/25/2018 12:23 PM
4	How to understand Los Angeles Valley College	5/23/2018 1:37 PM
5	Sidenote: this class needs to be REQUIRED. Incredibly helpful!	5/22/2018 1:15 PM
6	n/a	5/21/2018 4:18 PM
7	Resources such as assist.org, eureka, etc	5/21/2018 3:39 PM

Q21 You indicated that you have not taken a Counseling course; Please select the reason why? (Select all that apply.)

Answered: 584 Skipped: 535



ANSWER CHOICES	RESPONSES
I was not aware of the course(s).	61.30% 358
I did not need to take the course(s).	41.61% 243
I had trouble scheduling the course(s).	4.62% 27
Total Respondents: 584	

Q22 Please share your comments about your experience with the Counseling Department services at Los Angeles Valley College.

Answered: 402 Skipped: 717

#	RESPONSES	DATE
1	Very helpful	6/21/2018 7:09 PM
2	The Counseling Department is very helpful. There is nothing negative to say about it.	6/20/2018 3:24 PM
3	I might have taking a counseling course but I don't know what a counseling course is.	6/20/2018 12:22 PM
4	perfect	6/19/2018 9:13 PM
5	Very helpful	6/18/2018 4:36 PM
6	Quick and easy	6/15/2018 2:41 AM
7	My experience with the Counseling Department at LAVC was great. I have met two counselors so far and they provided great information and answered all of my questions.	6/14/2018 11:50 AM
8	I never actually had a counseling at LAVC, only because it's so easy at Pierce with not a lot of waiting and they're so straight forward on what you need to get done to proceed towards.	6/13/2018 11:00 PM
9	Counselors seems disinterested and distant. Rushed and to busy. Detached from students.	6/13/2018 12:37 PM
10	Very satisfying	6/13/2018 9:16 AM
11	i have not meet with one yet.	6/12/2018 8:30 PM
12	very helpful	6/12/2018 3:15 PM
13	Overall was a great experience, loved my classroom environment.	6/11/2018 11:00 PM
14	I think it would be more effective if students could see one counselor consistently, as opposed to a different counselor each meeting. Personally I have had one counselor tell me I would have 63 units and be eligible for transfer, another said I would only have 54 and not be eligible for transfer. All of this going on while my transcript says I would have 60 units exactly, so either I needed another semester of classes or I needed to transfer. This taught me that students either need to see one counselor consistently or no counselors at all because they cannot adequately keep track of records for every student they see.	6/11/2018 8:15 PM
15	N/A Nothing further to say at this time, except that when I call to ask questions about getting an extended counseling session, I felt as if the person wasn't listening to my questions and just wanted to get rid of the call. However, I persisted until I received answers.	6/11/2018 4:00 PM
16	counselors are very nice and helpful. I feel like there isn't easy access to information about all the programs offered here. Not that any of this matters because its damn near impossible to get an appointment especially when you have 8 AM classes.	6/11/2018 12:10 AM
17	My experience has been good so far.	6/10/2018 6:08 PM
18	I haven't seen a counselor yet but I plan to.	6/10/2018 1:48 AM
19	Very bare bones counseling. They were both nice but one sent me to English 101 and did not bother to ask that I hadn't been in school for 30 years and that English is my second language. The result was that I was placed in a class to advanced for me because I had never done essays in my life. I struggled and got a C. In the class there were 2 other people like me and struggling, because we were placed only by the placement exam which do not include essays.	6/9/2018 11:56 PM
20	The counselors are very helpful, yet it is very difficult to set up an appointment due to the availability. The counseling appointment system is also a little confusing to utilize especially when you can only make appointments once a week.	6/9/2018 2:01 PM
21	I didn't like it because I had a bad interaction with the first counselor I met with. She blamed me for something that I had no control over and took a professor's sized without knowing the whole story. Also she didn't help me at first and I had to reschedule with her again. The second time was okay, but I was not informed to the fullest about the classes I could and couldn't take.	6/9/2018 1:17 PM

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22	Services are great, yet at times the office can get busy and it is very hard to get an appointment on time	6/9/2018 2:58 AM
23	NA	6/8/2018 10:20 PM
24	great.	6/8/2018 8:38 PM
25	Each week at 8am I have to call. So difficult to get an appointment.Each time phone person is difficult.Doesn't wan tot make an appointment.Online can not make appointment.And finally I got appointment with counselor, some of them doesn't know anything. No help. They told me to email me I get nothing. Why only 1-2 week appointment they take? Should open one month. We are busy too.	6/8/2018 4:45 PM
26	everthing is good.	6/7/2018 9:02 PM
27	It's very helpful you guys are the best!	6/7/2018 1:40 PM
28	Called counseling office was told I could come in the AM for walk in showed up was told could not be seen no availability but there was no one else waiting to see a counselor	6/7/2018 1:05 PM
29	Making an appointment online can be rather difficult. However, once I was able to meet with a counselor, they were very effective in handling my needs.	6/7/2018 11:18 AM
30	██████████ are the best! ██████████ @ EOPS, care about students.	6/7/2018 11:01 AM
31	The phone operating system for scheduling 30 to 60 minute appointments needs to be properly managed with additional callers to receive calls from those looking to schedule. The "call starting 8 AM method" needs reform! There should be a hold system, opposed to a busy line and every call should be put in order with "callers ahead of them". Because of the strict call window requirements and no one answering (just busy signal) it took me weeks to schedule prior to the start of the spring semester. I was diligent and re-dialed till the window was closed. It was awful. I had to sit at work calling over and over, which was unprofessional and not conducive to my work schedule. The system is out dated.	6/7/2018 10:22 AM
32	Helpful.	6/7/2018 9:32 AM
33	I had scheduled an appointment to speak with the counselor and unfortunately the counselor did not show up. I had to be seen by a different counselor. The front desk was not aware of the counselor not coming in for scheduled appointments.	6/7/2018 8:52 AM
34	The have reached out to me to remind me about the services that are available and have gotten help when I am confused.	6/6/2018 3:18 PM
35	I've tried so hard to speak with a counselor but I'm not even able to schedule an appointment. I do not have an educational plan and with this being my first year of college I really need help making one. The one time I did speak with a counselor it felt she was rushing me and was not listening. She just appointed me to another building. I really need a full appointment and help. I have been disappointed by the counseling department.	6/6/2018 12:06 PM
36	Every body was nice and helpful.	6/6/2018 10:19 AM
37	Very helpful	6/6/2018 2:21 AM
38	They're helpful but I only go if I need to, the appointments fill up fast and the counselors don't have much time to talk to me before the appointment just seems to end	6/5/2018 7:46 PM
39	Good	6/5/2018 3:11 PM
40	The last counselor did not have full information on nursing program	6/5/2018 12:03 PM
41	The scheduling system is a complete joke. I called seven consecutive weeks, minutes after 0800 only to be told all counseling appointments had been booked for the upcoming week. I don't understand how the individuals at LAVC that put this policy in place thought this was a good system with a student body of over 20k! This system may be convenient for LAVC counselours, but it does a complete disservice to the students, and lets be honest, anyone whom works for the LACCD system is employed to work for the STUDENTS!	6/5/2018 9:09 AM
42	I just think that it needs to be easier for drop in students that want to know what classes to take the following semester. If there's going to be a long wait, that's fine, as long as you get to speak to someone.	6/5/2018 8:25 AM
43	They are helpful enough .	6/5/2018 12:27 AM

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44	Being able to only schedule an appointment for the following week is a terrible system. If you're not going to allow students to make appointments the week of, that is fine, but then offer more than just the following week. Not every student is available on Tuesday at 8 am, and the phone lines are usually busy then anyways. Students are in class, have work or are dealing with other circumstances. This arbitrary system of if you don't call Tuesday then you have no chance is not student friendly. I understand the concern is that students will forget their appointments and then waste counselor time, but then only allow students to book within a month from that current day or even send out reminders to students via text, email, or call. This could either a. be automated or b. create an additional secretary position for a student to be hired. Thanks for your consideration	6/5/2018 12:12 AM
45	One counselor I had was very nice but others seemed rushed and not involved. I took a class that might have been better had I taken an alternative class offered at the school. I know most schools are understaffed and underpaid so I don't mean to be harsh I just feel this department is lacking and am glad to get to bring it to someones attention. Thank you for your time.	6/4/2018 10:53 PM
46	get better counselors. They are horrible, keep giving me wrong information and had no idea what they were doing.	6/4/2018 7:41 PM
47	It's impossible to get an appointment. I have called at the time of new appointments and recalled several times same day and through out the week and I get hung up on and can never get an appointment. It's incredibly frustrating as I desperately need to see a counselor	6/4/2018 6:17 PM
48	good	6/4/2018 3:15 PM
49	My experience has been poor at LAVC with the counseling dept. I have not been able to make an appointment or anyone return my emails for my concerns. It basically been all me since I arrive on campus.	6/4/2018 3:11 PM
50	It was great and very helpful. I really enjoyed my experience.	6/4/2018 2:49 PM
51	They hand you what you need for you to succeed, and they also give you opportunities to try new things and they tell you what is the best way to avoid some situations.	6/4/2018 12:21 PM
52	I would love more opportunities to meet with a counselor. Sometimes it seems that there is a shortage of counselors when you are not in a special program.	6/4/2018 12:08 PM
53	Extend hours	6/3/2018 11:40 PM
54	Impossible to make appointment by phone especially around holidays. one week wait period is too long	6/3/2018 10:51 PM
55	Very unfriendly Counseling. Very unsupportive. In helpful. Almost impossible to make a appointment online. The school needs more counselors	6/3/2018 8:12 PM
56	I haven't been to the Counseling Department yet, so I cannot share my experience.	6/3/2018 5:52 PM
57	Counselor at LAMC was very sweet and clear.	6/3/2018 5:21 PM
58	They seem to know the most basic information.	6/3/2018 3:27 PM
59	Thank you for being helpful	6/3/2018 3:09 PM
60	The counseling at LAVC is very helpful and they helped me come up with a student education plan.	6/3/2018 7:51 AM
61	Very helpful during my college years. Kept me on track	6/3/2018 1:05 AM
62	I've tried to call, and dropped in to obtain a one on one with a counselor. During a 10 min drop in. "They aren't allowed to do student planning". As a fairly new student I don't know what I need to take to get where I want to be. Its not helpful when you get discourage by facility staff.	6/2/2018 11:44 PM
63	hard to make an appointment, counselors were understanding and informative	6/2/2018 5:32 PM
64	When I walked in the people at the desk seems like their always on their cellphones attending personal matters, so when you walk up they get bother and tell you rudely you cant see anyone and this may be true but they should be more welcoming. Perhaps a more responsible individual should be there. And not someone who just cuts you off. I meet 2 counselors they were nice, however front desk just seems like there's a lack of manners. This could be improved so that when you walk in its welcoming and there is more organization along with a little of professionalism.	6/2/2018 2:43 PM
65	helpful I been there once so, I have not to much t say	6/2/2018 11:18 AM
66	great service	6/2/2018 11:14 AM

Counseling Survey Spring 2018

67	The best	6/2/2018 9:23 AM
68	My experience was great. The counselor I had met with was very helpful at providing me with important information for my major, and he also helped me decide which classes to take next semester.	6/2/2018 7:25 AM
69	It is so hard to get online appointments. I think for same day appointments they should be longer and include S.E.Ps	6/2/2018 12:43 AM
70	Super helpful and Great to have people to help out on campus	6/2/2018 12:35 AM
71	They were helpful. They answered my questions, and gave me guidance and advice.	6/1/2018 11:03 PM
72	Ok	6/1/2018 10:36 PM
73	I have found them very helpful in planning my future.	6/1/2018 10:27 PM
74	Good	6/1/2018 9:31 PM
75	Los Angeles Valley College is the best	6/1/2018 9:11 PM
76	I am satisfied.	6/1/2018 9:08 PM
77	it was very helpful for me, I learn about the programs that I can able to use and about my major too.	6/1/2018 9:01 PM
78	Very helpful but I would say general counseling is almost impossible to get an appointment.	6/1/2018 8:38 PM
79	It was a very pleasant experience	6/1/2018 6:29 PM
80	It was good every time especially when I had questions about associate stuffs, the counselor made it sure for me but I don't think I like to make appointment to meet counselor. Always when I needed them, I had to wait at least a week. They were too busy every time.	6/1/2018 6:21 PM
81	As a transfer student, I must say I could not be more grateful for my experience with my two counselors ([REDACTED]) they were both so supportive and helpful during my two years here at LAVC. They both went above and beyond their job title to provide me with the best experience possible. Thank you!!!	6/1/2018 4:26 PM
82	Counseling services by phone and in person were very good.	6/1/2018 3:31 PM
83	I like it the experience of having a courser helped me a lot that what class I need to take.	6/1/2018 2:01 PM
84	They are Respectful and very reliable.	6/1/2018 1:38 PM
85	Only being able to schedule appointments once a week, on Tuesday mornings, in a small window period, is ridiculous. Once I had my appointment, I was scheduled to take classes (educational plan) that were not even offered by the college for that semester. It was rushed. I had to rework my whole plan on my own.	6/1/2018 1:34 PM
86	Helpful	6/1/2018 11:18 AM
87	Scheduling an appointment is ridiculous. You have to wait for Tuesday just to schedule an appointment for the week after. Meeting with a counselor is so much easier and better at GCC that's why I prefer GCC.	6/1/2018 11:14 AM
88	I don't like to wait one week to schedule a 30 min appointment.	6/1/2018 11:08 AM
89	I believe everyone needs to get with counselor cause they are very helpful for everything.	6/1/2018 10:57 AM
90	Always they waste student time by waiting.	6/1/2018 10:56 AM
91	It's really hard to get an appointment	6/1/2018 10:49 AM
92	Very helpful but the front desk people are a bit rude, when I asked them a simple question	6/1/2018 10:25 AM
93	Disappointed about my Eduxational plan made. Noticed that some prerequisites were put after main courses (ex: microbiology taken after anatomy... not possible !)and the order of the classes, or the classes chosen for semesters are not best option, it'll take me longer when I can manage it otherwise and save 1 semester or maybe 2.	6/1/2018 9:56 AM
94	Great	6/1/2018 9:55 AM
95	Terrible at notifying counseling session cancellation. The dept should at least email us that they are cancelling an appointment, so that we don't waste time going there for nothing.	6/1/2018 9:40 AM

Counseling Survey Spring 2018

96	Highly depends on personality of a counselor. [REDACTED] is a great one to see. Appointments are very hard to schedule.	6/1/2018 9:31 AM
97	Your survey is not specific as to which counselor was professional or/and helpful. We see different counselors at different times. Some are nice, friendly, and very helpful and show professionalism and are patient. Some others just want to get the student off their backs and out of their office and it is very obvious. For me it has been a scary, intimidating experience going to talk to a counselor. They have lost that human touch. They are there for a paycheck and not genuinely to help students. Only one counselor has really honestly dedicated time and effort to help me and that was the very last [REDACTED] i spoke to, I forgot her name, [REDACTED]. Everyone else is in a bad mood or in a rush. I usually leave with more questions than answers.	6/1/2018 9:27 AM
98	It is was well to me, because I learned specific topics	6/1/2018 9:25 AM
99	You have a very poor counseling system the counselors are not helpul at all, I tried to get information on transferring and the counselor did not help me to understand what are my pre requisites to transfer or what classes I need to take or the process I need to follow in order to do this; indeed he looked like he was doing his job just to get a salary. In my opinion you should improve your counseling program or train your counsulers so they can perform a better job. I want to bring to your attention that I have had many classmates that feel the same way and have had similar experiences.	6/1/2018 9:13 AM
100	Never had an appointment scheduled. Tried to schedule a few times but couldn't because the schedule was packed and I was only given times where I couldn't make it because I was either scheduled to be in class at the time, needed to do timed homework or overall was very late in the day. Counseling department needs to give each student a time to meet that doesn't conflict with their class schedules or daily life outside of campus.	6/1/2018 8:43 AM
101	My counseling experience with the EOPS department is always fantastic. I always go into it with a list of questions and always come out with new information. [REDACTED] is the best counselor I've ever had!	6/1/2018 8:41 AM
102	Very helpful	6/1/2018 12:48 AM
103	Its very frustrating when people at the front desk treat students with apathy and indifference.I hope that some of them could change their attitude	5/31/2018 11:37 PM
104	There are never any appointment available.	5/31/2018 9:19 PM
105	The counselors that assisted me failed to completely inform me about the courses that I needed to take in order to graduate at the time that I had originally planned. They admitted that they [REDACTED] [REDACTED] after having visited them several times for the same reason.	5/31/2018 8:38 PM
106	All the counselors I saw this year were very helpful and knowledgeable. [REDACTED] is my favorite counselor he went above and beyond to help me.	5/31/2018 6:57 PM
107	long lines, and long waiting periods	5/31/2018 6:46 PM
108	Counselor helped as much as she could.	5/31/2018 6:35 PM
109	I briefly stopped by and was helped quite quickly, I had a nice experience while there.	5/31/2018 12:35 PM
110	flexible schedules, amazing counselors	5/31/2018 9:36 AM
111	Nothing comes to mind.	5/31/2018 7:34 AM
112	The person at the [REDACTED] is ALWAYS unpleasant, but the counselors are great and hard working. I also dislike not being allowed to schedule an appointment via phone. They always tell me to wait for next Tuesday online sign ups, I constantly have to fight with someone just to get an appointment. Its frustrating to say the least.	5/31/2018 6:24 AM
113	I have not seen a counselor at Valley College	5/31/2018 1:12 AM
114	I have difficulty in school and seems I started I have seen three different counselors with different outcomes for me which it hasn't help me. I know I am adult responsible for my actions but I do wish I had a support system in school.	5/30/2018 11:16 PM
115	The councilors are great ☐☐	5/30/2018 11:00 PM
116	Unfortunately I don't have chance to find great consoler in order to find right major even select right class whatever i did until know even my trnafer to csu i did by my self by online research even student wasn't helping but my professor was amazing to helping to find right future	5/30/2018 10:21 PM

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117	I met with a very nice lady who approved my pre-requisite requirements based on transcripts I brought in and explained what I needed to do next to get in the course that I was interested in.	5/30/2018 8:44 PM
118	They are very helpful to satisfy my Educational Plan. They make things clear when it comes to courses that I'm interested on. They advice what classes to take, but at the end, it is the student's decision what classes to take and i think that's pretty awesome.	5/30/2018 8:25 PM
119	Thanks to my counselor [REDACTED], she was very helpful. She is very knowledgeable and professional.	5/30/2018 11:23 AM
120	Some of the counselors were very helpful but some of the others were intimidating to ask questions or ask for help	5/30/2018 11:17 AM
121	I can't remember the last time I visit a counselor, but the last time I did I felt very rushed out. Another counselor kept coming in interrupting, to talk about her personal life. It was very unprofessional. Its hard to get an appointment with a counselor and for someone to kept interrupting your session its not acceptable. I hope counseling services make improvements to help students.	5/30/2018 10:33 AM
122	The online system never works. When I called to try to get help I was directed to a live person who I explained what I was trying to accomplish. I was then directed back to the phone tree that tells you to make an appointment on line. Even after I explained to the girl on the phone that it wasn't working. When we went to the office they finally told us they were doing no more appointments for the semester. I have been trying for three semesters to meet with any counselor and every week I check at 8 am exactly like the website instructs and all appointments are a,ready booked. Either it is broken or you need more availability for students. I need to do a financial aid appeal and I need to change my major in the system and have not been successful. It feels to me as if they do not want to fix what is broken because I and others I know have told them. Fix the system or change it and make it easy for people to meet with a counselor when they need one	5/30/2018 8:00 AM
123	No Comment just yet. Thank you.	5/30/2018 6:42 AM
124	It takes forever to get an appointment, I had to go to Glendale Community College last time to see a counselor.	5/30/2018 1:46 AM
125	There needs to be more counselors. It's so difficult to land an appointment and even when you do you want to get a second opinion because you're never sure if you're getting the correct information. I once saw a counselor and she created my ed plan just to see months later that I didn't have enough units to transfer and I took the wrong class which she wrote down for me (child psychology instead of child development). Thankfully I had the TRiO counselor's help to figure everything out. Never again did I go to the regular counselors—I genuinely feel bad for anyone who isn't in a program like TRiO or EOPs.	5/29/2018 11:31 PM
126	It's good and easy to make an appointment, but when is the end of semester it is little bit hard to make an appointments, anyways they are doing their best.	5/29/2018 10:49 PM
127	Help in the right time	5/29/2018 10:43 PM
128	I think there should be a better method than the current process to schedule an appointment. If you are not available on Tuesday mornings, there is no way to get an appt. I have class at this time and I have not be able to see a counselor because everything I inquire, all time slots are taken up.	5/29/2018 9:25 PM
129	It is very helpful	5/29/2018 6:00 PM
130	I wanted to work towards a degree in physical therapy and my counselor advised against it.	5/29/2018 4:45 PM
131	My experience was very good because the Counselor gave a right orientation and I could plan my goal.	5/29/2018 1:56 PM
132	I feel like I didn't really get too much out of my appointment	5/29/2018 1:54 PM
133	easy to set up appointments but i didnt like that the beginning of the semester only allowed for 10 minute walk ins only about general counseling. As a first time transfer from another university it was hard to figure our what courses i needed to take this semester if the counselors were not suppose to look at our transcripts. Also when i first went in to see the counselor i was turned away since i dint have a student ID, which was not given to me. That seemed silly considering, what if i were just a prospective student trying to get some information in person, i wouldnt be able to? Would i have to go through the process of applying to the school just to speak with a counselor? But overall, my one time i was at the counselor and actually got to speak to one, He was able to answer everything for me and I was very grateful for his help.	5/29/2018 12:26 PM

Counseling Survey Spring 2018

134	Very good	5/29/2018 11:31 AM
135	Overall, very informative. Just a little challenging to finally made an appt. over the phone.	5/29/2018 9:58 AM
136	no comment	5/29/2018 8:46 AM
137	Your online appointment, by far is the most inefficient service that you have. The counselors are amazing but it is very difficult to make an appointment. I tried to see counselor [REDACTED], for a year and it was impossible. I had to select another counselor and I was able to book an appointment after calling 10 times.	5/29/2018 8:32 AM
138	Very helpful!	5/29/2018 7:44 AM
139	I found it helpful in ensuring that I am on the right track towards my goal.	5/29/2018 12:08 AM
140	It is very difficult to get an appointment. There were specific days only when the in-person visit can be done, cannot schedule an appointment unless I am physically present at the counseling office, I was given a telephone number to call to make an appointment with counselling , I called a hundred times but it always went to voicemail. All I needed was to ask about the general education courses I need to take. It will be nice if we can make appointments with the counselor the same way we can call for doctor appointments at Kaiser Permanente - there is someone who answers the phone, the appointment setter is courteous and friendly, and we can get an appointment at the time that works for us.	5/28/2018 11:41 PM
141	My experience at LAVC was horrendous. My counselor blatantly told me what I was doing was dumb. As someone with depression, and anxiety this is now something that haunts me in my educational pursuits.	5/28/2018 9:20 PM
142	It is very difficult to take an appointment. Also, they have a short time for the same day appointment. Which is always not convenient. Its almost a year that I am trying to see the canselor but because of their schedule it's not possible.	5/28/2018 8:40 PM
143	Very helpful , all the information I needed were answered	5/28/2018 7:40 PM
144	the counseling dept is very busy if no appt they will try to fit me in for 30min.	5/28/2018 6:32 PM
145	They are very easy to talk to	5/28/2018 6:01 PM
146	The counseling department service at LAVC is very helpful with anything you particularly need help with. Although, making the appointment to speak with a counselor was really difficult. The online appointment system is terrible because there is no available dates to choose from. When I got the counseling appointment, the counselor was very sweet and she guided me through everything I needed.	5/28/2018 3:51 PM
147	I like it very nice and helpful	5/28/2018 3:31 PM
148	My experience was positive and encouraging with the Counseling Department. The school caters more to the younger students. The older returning students are basically ignored.	5/28/2018 2:56 PM
149	I go to the black scholars counselor and [REDACTED] was the first to help me set and educational goal and get me on track to transferring quick. Most counseloes at counseling office are super busy and in a rush to get me out of the office	5/28/2018 9:28 AM
150	[REDACTED] hung up the phone on me She's really rude to me	5/28/2018 1:21 AM
151	worst office on the campus, most unproductive spot in the area, Avoid at all costs ! misleading "counselors" ! frankly they need counseling themselves.	5/28/2018 1:04 AM
152	My experience with the counseling department has been a good experience. I received the help that I needed for my student education plan and how to transfer to a university.	5/27/2018 11:12 PM
153	Getting an appointment or being able to talk to a counselor at this campus is next to impossible. I have only a few classes left but can't get an appointment. When I try online there isn't anything available and no one will schedule by phone. Only having a schedule open on Tuesday mornings is extremely limiting and very frustrating. I wish this counseling department would be more available and more responsive.	5/27/2018 11:00 PM
154	I am very thankful to my dear consular [REDACTED]. She is very helpful.Also Counseling Department thank you so much.I appreciate it.	5/27/2018 8:32 PM
155	The Counseling Department services at LAVC have been helpful that I don't know what else to say about them.	5/27/2018 7:19 PM

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156	Good	5/27/2018 6:26 PM
157	None	5/27/2018 3:07 PM
158	The 2 times I met with counselors, they were helpful	5/27/2018 12:35 PM
159	Terrible. They seem like they never have time for a student	5/27/2018 9:22 AM
160	The counselor resembled [REDACTED] and was very sweet and helpful. I'm so happy she helped me with my plan! It looks good and I'm looking forward to continuing my education. Thanks!	5/27/2018 1:48 AM
161	Many times I have not been able to see a counselor because none were going to be available for that day. More counselors, PLEASE!	5/26/2018 8:51 PM
162	It is always very difficult to see a counselor or make an appointment. Counselors don't feel like a resource, they also never remember helping you previously if you make a returning appointment which I think is crucial. I understand there is many students to see, but I feel like there is always some sort of remembrance that should be reflected on an individual. He counselors have never been as helpful I always feel like the appointments are rushed and I don't get what I fully need. I haven't transferred yet for that reason because I feel like the counselors are lazy and always just refer you to another resource rather than getting help from them.	5/26/2018 7:09 PM
163	good job	5/26/2018 5:57 PM
164	:)	5/26/2018 5:43 PM
165	Some are good some dont care unless you know what you want	5/26/2018 5:08 PM
166	i was not aware of some of the things available to new students	5/26/2018 2:47 PM
167	Counseling department isn't very helpful with any of the questions I asked. Some counselors I sat down with were not even listening to what I had to say they were just repeating the same information as a robot. I had to basically figure out the classes I need by myself and I asked them for advice and they didn't even answer my questions. Took random classes that I didn't even need that ruined my gpa because of there advice.	5/26/2018 2:42 PM
168	They are very helpful.	5/26/2018 2:11 PM
169	good	5/26/2018 1:22 PM
170	Had positive experiences, very thorough and clear with what I needed to do in order to transfer.	5/26/2018 12:58 PM
171	Throughout my two years at LAVC I've met with roughly 9 counsellors. 8 of those counselors gave me misleading information, blew me off when their time was over, and were overall quite rude to me. The only counselor that did care about me and gave me his undivided attention was [REDACTED]. He made sure to help me in my time of panic about scheduling the right courses and calculating my transferable units correctly (which the counselor I saw 20 minuets earlier miscalculated). [REDACTED] is the kindest and most caring counselor I've ever had the pleasure of meeting.	5/26/2018 12:42 PM
172	Trying to get a counseling appointment is terrible. I go online, doesn't work. I call, they are rude and tell me you can only schedule on one specific day at one specific time. I go in, they are rude. Students need to be able to get counseling when they need it. There should not be only one time to schedule. We are stressed out and need answers. I am transferring now but I am doing this for the students there. I hope this gets changed and scheduling a counseling appointment is something that doesn't stress kids out and won't be complicated anymore.	5/26/2018 12:34 PM
173	They are very helpful for helping me get the classes I need to transfer and to walk the stage	5/26/2018 12:32 PM
174	He is fine, seemed either a bit overwhelmed or busy, but aside from that - fine	5/26/2018 11:50 AM
175	I had a very difficult time with the unprofessional staff at the counseling desk. I finally found [REDACTED] who did an outstanding job helping me enroll and create a SEP. Thanks to [REDACTED] !!	5/26/2018 11:23 AM
176	Everyone is very friendly and I LOVE that I can call to schedule appointments and actually was able to get in! Much better experience than LACC who has only an online booking system that was constantly booked!! I could never get in, it was very frustrating.	5/26/2018 11:01 AM

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177	In the beginning of my enrollment at LAVC, counselors left off important classes to my plan that I needed to graduate. This delayed my graduation date. No one should have this happen to them. Then they told other classes counted that didn't. I got in the habit of asking 2 or 3 counselors, my teachers, and other students to make sure I had correct information. In addition, I was told honors classes would not work for a transfer for a Music degree, but was not told that they helped your GPA, looked good on your application, and had scholarships available that weren't available elsewhere. Also it is ridiculous that the only way to make an appointment with counselors is to call one day a week on a Tuesday morning at 8am. You should be able to make appointments continually throughout the week during business hours (like all other colleges).	5/26/2018 11:00 AM
178	I had to make several appointments to be able to talk to someone. The only reason I received the one I needed was because I was not wanted in the financial aid office and I was not going to be treated like trash by anyone. My last semester will be coming up and I just need help trying to figure out what forms I need to fill out in order to be able to take Stats Because I Arealy Took It The Max Amount Of Times Already (3x's). And to get grade forgiveness for a few classes. I've said a number of times if I can have those forms sent to me and I was told I have to go in. I can't just take off work I have a family to provide for. Any other way I can get the proper forms. Thank you and have a great day.	5/26/2018 10:42 AM
179	Proactive	5/26/2018 10:15 AM
180	They are very helpful and nice	5/26/2018 10:12 AM
181	Great	5/26/2018 10:12 AM
182	The counseling department is very helpful to understanding needs and requirements a student like myself needs. Overall, the counseling department is great.	5/26/2018 10:10 AM
183	It is very helpful.	5/26/2018 10:08 AM
184	I felt comfortable to talk to my counselor and helped me with setting up my classes for the fall and spring. The appointments were easy to setup and helpful. The services opened up to me on what paths to take and look into possible career opportunities as I was undecided coming from high school. I really liked the counseling aspect as it helped me a lot throughout the year.	5/26/2018 10:08 AM
185	It is important for all	5/26/2018 9:22 AM
186	I love that I can email [REDACTED] and he always writes back quickly and with useful information. [REDACTED] deserves a promotion. Two years ago, I went into his office asking for a CSUN Transfer plan and he encouraged me to pursue UCLA and the TAP program when I was in no academic position to do so. (2.0ish GPA at the time). Thanks to him, I pursued UCLA and I have been accepted to that amazing school. (: I love LAVC and the counselors.	5/26/2018 9:07 AM
187	I utilized the STEM counselor and not the other ones. The reason I chose to do this was because I needed someone who was more knowledgeable about STEM majors. Unfortunately, the other counselors weren't too helpful in getting the information I needed. I would like this survey to include which type of counselor a person visited to avoid giving misleading feedback.	5/26/2018 8:59 AM
188	My only comment is that when scheduling an appointment to see a counselor, it is usually booked early Tuesday morning and we cant book a week ahead. Making an appointment system should be updated because online I have had a hard time making an appt.	5/26/2018 8:00 AM
189	I have recieved much guidance and help from the counselors at the transfer center. During my first year, I spent time there and was always helped. The EOPS counselors were amazing and are a gem at Valley College!	5/26/2018 12:45 AM
190	Very glad I ulitized these services, that's why I'm graduating/transferring. As part of the EOPS program the counselors and staff were very supportive and I'm thankful that they helped me reach my academic goals of transferring.	5/26/2018 12:16 AM
191	Counselor [REDACTED] was the best. I am a returning student after a 10 year absence from school. I had so many questions to how to transfer to CSUN. And now I'll be going to CSUN IN THE FALL. I greatly appreciate it	5/26/2018 12:02 AM
192	They were very helpful and very nice people at the counselling department.	5/25/2018 10:44 PM
193	Very difficult to schedule, counselors rush you out!	5/25/2018 10:36 PM
194	I never was able to see the counselor face to face. The wait for a 10 min visit was longer than a hour. My mom was with me but she couldn't wait no longer. I did get a response by email recently which was pretty fast.	5/25/2018 10:17 PM

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195	Lack of ability to schedule	5/25/2018 7:55 PM
196	It is very hard to get an appointment.	5/25/2018 7:49 PM
197	It was very difficult to see my counselor or make an appointment thus my experience when I saw my counselor was already in a negative light.	5/25/2018 7:20 PM
198	Not good.... went at least four times. ...didn't get credits cleared... apply for grad never got response... took classes suggested that didn't count towards my degree.. very disappointed.	5/25/2018 6:41 PM
199	My counselor was very quick, to the point, took care of answering all of my questions and had me out within 30 minutes saving my time and opening my day to take care of my remaining to-do items. Great counselors, would recommend hiring more because of the student-to-counselor ratio. Sometimes it is difficult to get an appointment when it opens only on Tuesdays and it is for a week later. It would be nice to have another option where students can drop by if they have emergency situations and need paperwork asap instead of having to wait weeks to see a counselor. Thanks!	5/25/2018 6:10 PM
200	Pleasant	5/25/2018 6:07 PM
201	I was very satisfied with the counseling session at Los Angeles Valley College.	5/25/2018 5:52 PM
202	Great but more time should be made available to see counselors because it is important for students.	5/25/2018 5:38 PM
203	Counselor ██████ in the Transferee office is the BEST ██████ in the Black scholar office is the BEST	5/25/2018 5:27 PM
204	Before I started to meet with counselors I had no idea what classes I needed nor how do decide on a major, so after all the counseling stuff it became more clear of what I need to get done before I transfer.	5/25/2018 5:15 PM
205	This survey forced me to answer questions that do not apply. I did not see a counselor yet it made me answer questions as if I have seen the counselor.	5/25/2018 4:55 PM
206	Great in the meeting but not much follow up on promised action.	5/25/2018 3:32 PM
207	Counseling is helpful, no doubt about that, but often times I feel rushed through the meeting. I sometimes worry if we were able to communicate properly in that time. It seems like counselors have too many people to advise and can't really give much personal attention to each student, which is understandable, but I sometimes come out of counseling more confused than I started, and I've had multiple counselors tell me contradictory information. For example, one counselor told me I that didn't need to take English 102 to transfer, but I did need to take OChem. A second counselor told me that was the exact opposite. I'm not sure what could be done to help solve this besides hiring more counselors, although I'm not sure if this is possible.	5/25/2018 2:47 PM
208	My experience with counseling department services has not been very good. I tried for many weeks to make an appointment at the beginning of the semester through the counseling website and the online appointment system, but there was never and opening available.	5/25/2018 2:37 PM
209	I didn't meet with a counselor at LAVC; I met with a counselor at LACC.	5/25/2018 2:31 PM
210	It was really hard to get an appointment. I wasn't given the option to ask for the counselor I wanted and every time I called they said that all appt. were full. Not very helpful when you work. I finally had a morning off I could wait in line. Took me 3 weeks to finally see a counselor. Unacceptable. The counselor on the other hand was wonderful and helpful. Your scheduling system needs a lot of work.	5/25/2018 2:06 PM
211	Please do not shut down a students hopes of transferring to a private university and tell them to transfer to a Cal state school instead. Listen to what students have to say and make sure you have the proper tools to help that student succeed in whatever path they choose.	5/25/2018 1:52 PM
212	It's hard to schedule an appointment. The college needs to hire more councelors.	5/25/2018 1:14 PM
213	It is very difficult to make an appointment online in person and over the phone. For the most part you have to log in online at the same time on Tuesdays I believe to schedule an appointment that is very inconvenient and there should be more counseling appointments available. Everytime I try to make an appointment in person or over the phone they just told me to do it online and I proceeded to do it online and it was very difficult to find an appointment in fact all appointments were taken every time I logged in. The counselors and the way I was treated at the appointment were great it's just getting an appointment that's the most difficult.	5/25/2018 1:09 PM

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214	Arranging an appointment wasn't hard, and the appointment was helpful. Email responses take too long and that's very inconvenient.	5/25/2018 1:04 PM
215	The counsellors want me to continue going to school but dont realize financial aid has cut me off and the financial aid department is as useful as a hollow brick. There is no way to speak to them, they always make some excuse or push the blame on a coworker but my issue stays and I can't continue my education if no one is willing to help.	5/25/2018 12:57 PM
216	For me is very helpful the Couseling department	5/25/2018 12:37 PM
217	Very helpful	5/25/2018 12:34 PM
218	My experience with the Counseling Department services at Los Angeles Valley College has been wonderful . I've received all the help I've needed . My counselor has gone above and beyond to answer all my questions .	5/25/2018 12:22 PM
219	It seems like it is geared towards students who are closer to graduating, and less towards new students. New students and minorities should be made to feel more comfortable with counseling options and be alerted to visit with Sergio whois in the Dream Resource Center.	5/25/2018 12:20 PM
220	The counseling was very helpful because of my majors	5/25/2018 12:11 PM
221	The last experience was not really helpful most of the information I knew it.	5/25/2018 12:09 PM
222	mistakim	5/25/2018 12:06 PM
223	As a first time student, the whole process was very confusing. I was unable to schedule a session with a counselor and review my courses because every counselor is always booked weeks in advance. I attempted to schedule in person and was advised to review the campus website on Tuesdays, so I can find an open slot. Honestly, students need to have more access to counselor so they can properly plan their required classes to transfer. If not, students will find themselves lost and take incorrect classes.	5/25/2018 12:05 PM
224	Though I think that counseling is an important part of college, I do tend to have counselors fall short with information and have even been steered away/given wrong information by multiple counselors. I appreciate the effort given but it does seem to be the bare minimum. Could be due to lack of knowledge in the area or heavy workload that does not allow them to put more effort.	5/25/2018 12:03 PM
225	Love my counselor [REDACTED]. She is very knowledgeable and helped me with the courses that I need to complete to transfer. She is very helpful and one of the best counselors I've ever met!	5/25/2018 11:56 AM
226	It is very difficult to svhedeule appointments with counselors. I compare it to tickets becoming available for a big concert. If you dont schedule within 15-30min of the appointments being available, then you will be unable to find open appointments.	5/25/2018 11:53 AM
227	The counseling department at Lavc Is good but I haven't been to it as often as my counselor at EOPS and the counselors there are very helpful and they help you make the best choices so you can benefit In your career	5/25/2018 11:52 AM
228	Thanks so much about this survey	5/25/2018 11:50 AM
229	Helpful once I'm able to actually talk with a counselor. Which can be difficult. Especially online!	5/25/2018 10:31 AM
230	My second time counselor meeting was very helpful and clear.	5/25/2018 5:09 AM
231	After being academically dismissed, [REDACTED] became my go to counselor. He was the most helpful counselor I met with (including GCC and LAMC)	5/24/2018 7:26 PM
232	My experience with the counseling department was very disappointing. It took me over 2 months to finally get an appointment, which I had to show up to campus at 7 in the morning to get in line for which I believe is un called for. Once I got the appointment, the counselor was not helpful at all, and she was very disengaged in my session. She even suggested referring me to another counselor that would assist in scheduling a time to meet regarding the choosing a career meeetings I was not able to attend due to my work schedule. The woman never called me and when I emailed her, she responded once and never responded again and never set an appointment time with me. I also called the original counselor back, [REDACTED] and left several message with no response. I eventually sought a counselor at a totally different college for advice on choosing classes. I would not reccommend LAVC to another student.	5/24/2018 5:37 PM

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233	It is very hard to make an appointment. And the counselors fail to understand you. When I met with my counselor, I felt discouraged and hopeless about my career. He was just giving me a few disapproving looks and suggested changing my major. I did not feel helped at all.	5/24/2018 11:33 AM
234	I had a seen a few counselors that misguided me and one day I truly lucked out and walked in for a ten minute session and happened to get [REDACTED]! He helped me create a plan, follow it and most importantly helped me graduate and transfer!!! He is the nicest, sweetest, most knowledgeable counselor the counseling department employs!!! Thank you [REDACTED] for all your help!!! Sincerely, [REDACTED]	5/24/2018 11:33 AM
235	great experience	5/24/2018 11:19 AM
236	They are good but sometimes it feels like they rush to get you out and don't really answer questions	5/24/2018 10:55 AM
237	A counselor in particular was so unhelpful. Others kind of helpful but I am not completely satisfied with the service received.	5/24/2018 10:45 AM
238	My counselor wasn't very helpful in advising me what classes I needed to take.	5/24/2018 10:17 AM
239	tried to walk in twice to see counselors but unsuccessful, was told appointments are for 24 hrs wait time only . I have experienced counselors at West Los Angeles they all seem too busy to help students. I saw a counselor at Southwest College [REDACTED] . she was the best . tried to see a counselor at valley but was turned away. seems to me counselors really have no time. to thoroughly helps students. I make an appointment then have to remake another appointment since the 30 minutes are expired. to my experience West LA college and Valley need to restructure their counseling policies. Just dont understand why counselors are employeed? since they counselors have no idea. except [REDACTED] in southwest.	5/24/2018 8:36 AM
240	Trying to make an appointment with the counseling department was one of the most difficult things to do while at lavc. The phone number to call for appointments as useless and results in a busy signal for the first two hours of appointments being available period after that all appointments have been booked and students must wait an entire week to try and get another one. The only way I was able to even book an appointment was to get to the campus extremely early and stand outside of the counseling office until it opened. This often took between 45 minutes to an hour of waiting before the doors would open. I found it to be one of the most frustrating things about going to lavc.	5/24/2018 6:10 AM
241	I have not meet any counselor at this moment but I'm sure is great resources to reach out thank you Valley College .	5/23/2018 10:46 PM
242	I gained so much knowledge about the classes i'm suppose to take in order to transfer thanks to [REDACTED] . The counselor really made me feel like I was important.	5/23/2018 10:15 PM
243	Helpful, when I can get an appointment. Availability of appointments was very inconvenient since I can only get one on Tuesdays at 8am when I had class. I never was able to get an appointment in person. 3 weeks straight I was also unable to get an appointment online.	5/23/2018 7:41 PM
244	Difficult to make appointments online, over the phone, and in person.	5/23/2018 6:43 PM
245	I have been unsuccessful in seeing a counselor at LAVC. I was able to get a counselor from Pierce to help me. I have not ever seen a counselor at LAVC as it is extremely difficult and very unattainable. I'm very thankful for pierce college for trying their best to help me. This whole time I have returned to school I have been doing it on my own since I have been unsuccessful in seeing a counselor. I followed the IGETC to the best of my knowledge. LAVC really needs to fix their counseling department services.	5/23/2018 4:51 PM
246	Overall, personally, there should be an improvement with the scheduling an appointment over the phone. It does take a great deal of time just to make an appointment.	5/23/2018 4:05 PM
247	I feel that counselors should reach out to students. I've received tremendous amounts of assistance with the CalWorks counselors/workers, however I feel if I wasn't a part of the program, I wouldn't have received such excellent, consistent help with every concern I have. This office has gone out of their way numerous times to keep me on track and maintained scheduled appointments. [REDACTED] and [REDACTED] are the main women who've helped me on my path to graduation, as with everyone else in that office. Prior to being in the program, I never had a chance to meet with a general counselor. If the rest of the counseling services were just as diligent as the CalWorks office, I feel LAVC would have a higher, more hasty graduation and transfer rate.	5/23/2018 4:02 PM
248	Have had a very positive and excellent experience with the counseling staff.	5/23/2018 3:59 PM

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249	counseling is really helpful to pass my classes	5/23/2018 3:36 PM
250	The counselor was punctual, clear on the information requested, and easy to understand and relate	5/23/2018 2:17 PM
251	When I went last year, I spoke to one counselor and they tried to help me. Yet it was only for 10 minutes so it was rush and wasn't enough. Yet, on my LACCD says I still need to see a counselor and I was confused. However, I need to speak to one now. Hopefully, it won't be long wait like last time.	5/23/2018 2:06 PM
252	Very grateful to have the resources they provide and the people there are always nice.	5/23/2018 1:53 PM
253	The counseling department is fantastic! I've met with many different counselors over my last 2 years that were so helpful. I even went to a very helpful transfer workshop, since I'm transferring to CSUN this fall. The only problem is how hard it to get an appointment!! I can't make them online anymore because it never works, sometimes by phone works but sometimes no one picks up, the best way is to schedule one by person or do a drop in appointment.	5/23/2018 1:41 PM
254	██████████ is the Best! I have met with other counselors and he was the only one that listened and guided me in the right direction.	5/23/2018 1:28 PM
255	This is by far the worst Counseling Department I have been too. The fact that you can only schedule a counseling on Tuesday mornings and by phone or in person is awful. When trying to schedule by phone your call never goes through or never gets answered. Also, they never scheduled me for an hour appointment like I asked them too. Then they told me I could schedule online, which is impossible because there are no links for that. They need to have walk in possibilities because this current system does not work at all. Then the counselor doesn't even explain anything because they are in such a rush to do nothing. They did not help me understand anything I wanted to know. I am thankful I am transferring to a different college next semester so I never have to deal with this department here again.	5/23/2018 12:53 PM
256	Overall good department and ██████████ is amazing!!!! Scheduling an appointment over the phone on Tuesdays at 8am seems to not be the most efficient way, this should be change.	5/23/2018 11:01 AM
257	Its very difficult to get an appointment either online and by phone. Walking in is difficult because i work and arent able to be at the counseling office when it opens everyday. Scheduling online is noy helpful at all. By phone to try and and schedule a 30 minute is difficult because you can only do it one day a week for the following week.	5/23/2018 10:30 AM
258	My EOPS counselor ██████████ was a huge part of my success at LAVC she kept me on track informed me of my requirements and even put me in touch with people that would help me and once i maxed out she put me in touch with ██████████. I can not say enough good thing about this person.	5/23/2018 10:20 AM
259	Great counseling experience with EOPS Alma helped me a lot.	5/23/2018 9:44 AM
260	many of the counselors don't have enough knowledge.	5/23/2018 8:54 AM
261	I wish that LAVC has counseling available for students all the times.	5/23/2018 8:21 AM
262	Everytime you call to make an appointment, they tell you to call back to make the appointment tomorrow for next week. When you call the next day, they tell you to call back tomorrow to schedule and appointment for next week. It has been extremely frustrating and I hate going to the counselors office because of that. One counselor told me I only have 15 more units to finish my degree and that I should go back to my previous community college. I explained to her that I changed jobs and LAVC would work better for me. I should not have to explain to a counselor why I am coming to LAVC, and they shouldn't be so rude and say, "I think you should just go back and finish your degree at GCC." The woman saying this was from what I remember an Asian woman, and that is all I remember. How rude! She also almost made me miss getting my degree because when she was telling me the classes I needed, she failed to mention one very important class. LAVC has been a great college but the Counseling Department needs hefty amount of work. I am graduating now, but change your appointment methods and give your counselors some coaching on their attitude and maybe some semi-annual assessments so that they can retain crucial information.	5/23/2018 1:16 AM
263	Horrible experience with scheduling and rude counselors.	5/23/2018 12:46 AM
264	Terrible how can Tuesday mornings be the only time a student can schedule a appointment. After that you have to wait another week because slots get filled quick. Terrible.	5/23/2018 12:31 AM

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265	Whenever anyone goes to make an appointment, the receptionist(s) always want to know why you're there even though they can't help you with what you're there for in the first place. That's irritating. Other than that, gravy.	5/23/2018 12:06 AM
266	Overall good once you get in, hard to get appointments that fit my schedule, varies by counselor how good the time spent is. Some seem rushed some seem tired others very professional. I seem to get different answers over time depending on who it is	5/22/2018 11:32 PM
267	Counseling department needs a lot of work when communicating and working with files uploaded by the records office.	5/22/2018 10:24 PM
268	Giving ten minutes to a student ten minutes to make life-changing decisions or think about their future plans is simply a joke, plus ignoring questions when students ask their counsellors and rushing student that "I don't have enough time" or "you can not do this, it's not for you" makes students discouraged of their future plans and decisions they are making in regards to their career goals or majors they are working towards. I strongly recommend that the counselors should be giving some training on how to encourage students to keep up with their educational goals and also give them enough time to ask questions and get answers. Thank you, [REDACTED]	5/22/2018 10:10 PM
269	Good	5/22/2018 10:03 PM
270	My experience with the counseling was good because they help me on what classes to take and would answer any question I had.	5/22/2018 9:57 PM
271	does the counseling dept is also helping those students has a marital problems?	5/22/2018 9:25 PM
272	Very good	5/22/2018 9:13 PM
273	Virtually impossible to get ahold of for an appointment.	5/22/2018 9:00 PM
274	Very good	5/22/2018 8:39 PM
275	There needs to be an easier way to meet with counselors and better systems for making appointments. Walking in for an appointment is horrible	5/22/2018 8:38 PM
276	Great counselors eager to help students with anything they need.	5/22/2018 8:33 PM
277	It would be more convenient if students were allowed to go on a drop in basis without having to schedule an appointment online.	5/22/2018 8:26 PM
278	Counselors were willing to help me by creating a SEP Student Educational Plan for my academic goals.	5/22/2018 8:22 PM
279	My counselor was very helpful and even helped me with my time management.	5/22/2018 8:15 PM
280	My first year at LA Valley I had a great experience with the counseling department the counselors were so helpful and were always here for me and I hope that next school year it will be the same way,	5/22/2018 7:41 PM
281	Each student needs to be treated with respect and focus when they are finally able to get an appointment, no matter how busy the counselors are.	5/22/2018 7:26 PM
282	The time that I've been attending to valley. Making an appointment to see my counselor is helpful and getting a good advice that helps me for my career.	5/22/2018 7:20 PM
283	My experience with the Counseling Department At Valley College was wonderful.	5/22/2018 7:04 PM
284	Good	5/22/2018 6:41 PM
285	Overall great but the front desk people are often not happy or difficult to approach	5/22/2018 6:27 PM
286	[REDACTED] is the best counselor at Valley College! Not only was she super helpful, but she was the sweetest counselor ever!	5/22/2018 6:11 PM
287	Everything is well organized	5/22/2018 5:43 PM
288	Making an appointment with a counselor can take a very long time. Is there any way to make more counselors available to be seen sooner? Other than that seeing a counselor is very helpful.	5/22/2018 5:37 PM
289	LAVC is moving in the right direction when it comes to counseling appointments. It needs to get easier to make an appointment. I realize there are a lot of students but there has to be a better way. I've seen so many people come into the transfer center only to leave frustrated because they couldn't be seen.	5/22/2018 5:09 PM

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290	No experience with LAVC counselor. Could not get appointment. I only needed to ask a short question, and it would take a major appointment with several weeks of waiting, so I just didn't ask.	5/22/2018 3:59 PM
291	I have had very positive experiences with the counseling department. With scheduling for semesters and helping to choose the right classes. I have also had some help with personal issues which has been a great resource.	5/22/2018 3:44 PM
292	It's hard to get appointment with counselor	5/22/2018 3:36 PM
293	We need more counselors	5/22/2018 3:36 PM
294	It's alright	5/22/2018 2:51 PM
295	Counselor was great and helpful but scheduling an appointment with him was hell. I literally couldn't schedule for one month, first time I came they told me to call back on Tuesday, I came in in person on Tuesday at 12pm -they told me it's all booked already for the entire week, next time I called on Tuesday at 12pm-same story, it's all booked. Following Tuesday I set up an alarm to call at 8am immediately and for one hour was calling back and forth, line was busy, etc. When finally around 9am I was able to talk to someone they finally scheduled me for following Thursday or something. That's absolutely not ok to be not able to get in touch with counselor for entire month! 15min appointment wouldn't help me because I needed an actual 30-1hour to create my educational plan. This issue with scheduling an appointment should be fixed, it definitely shouldn't be so complicated.	5/22/2018 2:31 PM
296	i like it	5/22/2018 2:03 PM
297	It's unfortunate that for the 2 years I've been a student here, I have been unable to see my counselor! Having appointments available once a week at a first come basis and online only, ISNT HELPFUL!! Even when checking early on Tuesday mornings I couldn't get an appointment! My success at being accepted to one of the best universities in the nation isn't thanks to LAVC counseling. I credit myself only for being able to plan my path and counsel myself. PLEASE OPEN UP MORE APPOINTMENTS AND STOP BEING RUDE WHEN STUDENTS ARE STRESSED ABOUT WANTING HELP WITH THEIR ACADEMICS!!!!!!!	5/22/2018 1:42 PM
298	I used [REDACTED] for my first semester then, [REDACTED] in the ASU office for my second semester and next year.	5/22/2018 1:36 PM
299	Getting an appointment can be really messy, but once you finally do, and after some trial and error with finding the counselor that works best for you, they are incredibly helpful and genuine.	5/22/2018 1:16 PM
300	its impossible to speak with a counselor at lavc. i had to get information by registering at college of the canyons just to see a counselor. i also need to be in the nursing prigram to get informatuon about the nursing program. hows that not stupid?	5/22/2018 12:45 PM
301	I found the counseling department incredibly unhelpful, particularly in my first semester when I eventually sent individual emails to member of staff in order to get an appointment since I work at the time you need to call for an appointment. When i did finally get one, I was advised incorrectly of prerequisites for one of my courses, meaning I have to take a course at another community college to avoid adding a whole extra semester to my study plan. I asked about testing out of classes (I already have a BSc from another country) or transferring my grades somehow and was thoroughly discouraged from this, which - now i understand it better having to spoken to other students - I absolutely should have done. However this was not the advice I received from someone I assumed understood all this. I have been thoroughly disappointed in the service	5/22/2018 12:41 PM
302	The counselor was abke to help me determin what classes i needed to transfer and the walkin appointment didnt take a long time. I appreciate that.	5/22/2018 12:38 PM
303	The only knowledgeable, dedicated and helpful counselor in the entire department is [REDACTED]!!! No one knows what they're doing there. It's so hard to make an appointment with just her because of timing. The front desk people are rude and don't care about anyone or anything. They're just kids talking about their weekends and boyfriend's. I've been here for way too long and if I had gotten the help I needed from the beginning I would've graduated a long time ago. Useless!!!!!! So disappointing!!!!!!	5/22/2018 12:29 PM

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304	<p>I sent my transcripts from my previous college over to LAVC. They took a lot longer than the counseling website said they would and I had a very unpleasant conversation with Admissions and Records about it because I thought they might have lost my records. Then I called the counseling department over 60 times (on Tuesday mornings, when appointments were supposed to become available) in order to schedule a 60-minute transcript evaluation appointment, which can only be done by phone. I never succeeded at scheduling a 60-minute appointment. Because of the counseling website, I was under the impression that I needed to get my transcripts evaluated before I could do literally anything else, so I scheduled a 30-minute appointment online to get that done, and finally succeeded, and the person who was supposed to be after me didn't show up, so it turned into a de facto 60-minute appointment. To this day the counseling website has misleading information and I have to lie to it and say I never went to another college, just to be able to schedule an appointment at all. Most of the counselors I've met with are not aware of important prerequisite and transfer requirements, such as with my particular math placement situation. I only found out on my own that I need tons of math classes if I want to get into UCLA. I told at least one counselor at the beginning of my time at LAVC that UCLA was a possible goal of mine and they did not alert me to this. I was placed in Math 245, which doesn't lead to any calculus classes, and the counselor I talked to about it by e-mail couldn't offer any advice about what to do in my situation, or why I couldn't get into Math 259. It was only by going to the math department that I learned that I needed Math 120, and only Math 120, in order to get into Math 259. If I had known all this earlier, I could have taken Math 120 last winter and gotten an earlier start on math, but this stuff was never communicated to me, and my situation seems like it should be fairly common. Only this week did I find out just how devastatingly stringent UCLA's requirements really are, in a simple printout from a counselor. I wish I had that printout a year ago. Adding classes to exceed the credit limit is also a huge nightmare. One counselor I talked to was convinced that I didn't need a professor's signature to add a certain class. But, student services would not accept the request without a permission number and the professor's signature. The class was full (I was #1 on the waiting list) and I had to miss a class in order to try to get a signature from a professor. I got the signature, but he couldn't provide a permission number. Student services would not accept just the professor's signature when I tried again. I never got into that class, and to this day I am #1 on the waiting list despite the fact that several seats opened up around the start of class. I don't see why we should ever need a professor's signature to exceed the credit limit with their class, that decision doesn't involve them. Thankfully, this week I was able to add classes that exceeded the credit limit in future terms without needing the professor's signature, because the counselor personally made sure those classes were added. There should never be any standing in line or signatures to add classes like it's the 1960s when my parents were in college, ever. Counselors should be empowered to add those classes directly from their computers. It's just too bad that LAVC doesn't produce any talented computer science or web design graduates to help fix these issues. In summary, the administration and counseling services at LAVC are a nightmare and a half and I avoid them whenever possible, although at least now I know I have a counselor who knows what she's talking about and who will let me exceed the credit limits all the time, which I will have to do in almost every term from here on out.</p>	5/22/2018 12:28 PM
305	<p>The absolute worst counseling center. Worst receptionist, worst online appointment maker and worst academic planning. They have always given me trouble, stress and headaches. I makes me so upset when I think about it. Why am I paying for this school and having so much trouble just to make an appoinment??? I was once waiting for an appointment for three months, and I had a deadline. And because of I MISSED IT. I came in, they sent me back told me to try online, and believe me I tried for months everyday couple times a day. Horrendous experience.</p>	5/22/2018 12:23 PM
306	<p>I have not had the best experience with the Counseling Department. It was always nearly impossible to schedule a 30 minutes appointment. When I would call they'd tell me to go online, when I came in person they told me to go online, when I went online it didn't work! It was a complete disaster. The few times I have been able to get in with a counselor it was a short meeting with very little help or compensation and often being told the wrong advice. The best guidance I got was from the assist website. Even then there were discrepancies between what the website listed and what LAVC instructed. I ended up taking 3 years instead of 2 at LAVC due to miscommunication within the LACCD system. Personally I feel that I would have been better off if I had never gone to the counseling office in the first place.</p>	5/22/2018 12:07 PM
307	Bad	5/22/2018 12:00 PM
308	The counseling at LAVC was really helpful. Thanks!	5/22/2018 11:58 AM

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309	The counseling department does not have counselors who know how plan for students careers. There is never enough time and they only offer it for one day which is not enough. It should be more than one day you should be able to see or make an appointment when any counselor. Hire more staff because it has become a huge problem. Tired of standing in line just make an appointment for the next week should same day appointments to me this is ridiculous for any student to have wait weeks and weeks to see a counselor and they don't know what they are doing. If you don't how to do your job then gets someone else who does. And if you don't know the answer go find out stop making up stuff. Giving students the run around instead of being professional know wants to be waiting for hours and then find out your still not being helped. This system needs to be more efficient. Because it has been more difficult than easy.	5/22/2018 11:52 AM
310	Its ok but i would like more 30 minute appointments they are always full	5/22/2018 11:15 AM
311	counseling with dr gold was great but I have a terrible time trying to schedule online. The options for scheduling further out is not available and am advised to return weekly. Severely flawed for working students.	5/22/2018 11:03 AM
312	The information provided to me by the Counseling Department has been consistently wrong which ruined the entire experience.	5/22/2018 10:55 AM
313	Extremely difficult to get an appointment in a timely fashion. Counselors seem disconnected from students needs. Always too busy to help in time sensitive issues.	5/22/2018 10:51 AM
314	I know what counseling is important to me is to set the major and yet for transfer if I'm ready for that. Learning about career transferring, skills study and CALWorks.	5/22/2018 10:43 AM
315	The counseling department is helpful just like all the other departments. I have trouble finding time in my schedule for counseling because I am too busy most of the time	5/22/2018 10:40 AM
316	In my two years attending Valley College, this was my first time meeting with a counselor. I have attempted to schedule several times and each time there was no counselor available.	5/22/2018 10:32 AM
317	exellant	5/22/2018 10:24 AM
318	Making an appointment is almost impossible. If you want students to graduate or transfer from your school either make couceling more available by having more people or times or have a system where people can talk to a counselor online. I tried for weeks to get an appointment, but every time they were fully booked within 5 minutes of being posted.	5/22/2018 10:23 AM
319	They are very helpful and help guide way through the first year of college	5/22/2018 10:16 AM
320	Needs improvements. Most counselors don't listen to you carefully and decide to look at their watch every 3 min. Some simply decide to interrupt you and talk with a peer counselor. You can't understand their writing (should go back to school for that), and they are so bad at explaining what they advice you on. Not only that but if you were unsure and decide to go get another counselor another time, when you arrive and get advice, they simply give you another route for your career.	5/22/2018 10:11 AM
321	Counselors are always really busy and they rush through your 30 min with them to meet with everyone but I end up leaving confused and not with the answers I expected.	5/22/2018 10:09 AM
322	Professor █████ is one of the most helpful counselors.	5/22/2018 10:05 AM
323	The Counselors are amazing, it's the way you set up an appointment that needs to be fixed. It should be more than one Day and it should be able to be extended for longer than just one week.	5/22/2018 10:05 AM
324	When I've been able to make an appointment it's been helpful, but its very difficult to even get an appointment which makes you not even want to try when in reality it's needed.	5/22/2018 10:01 AM
325	I HAD THE WORST EXPERIENCE WITH YOUR COUNSELORS THE THREE TIMES I WENT IN THERE FOR THE SAME ISSUE REGARDING STUDENT PLAN. THE DIRECTOR OF THE COUNSELOR DEPARTMENT IS SOMEWHAT HELPFUL BUT DIDN'T SEEM TO KNOW THE BASIC CHANGES THAT HAD BEEN MADE EVEN WHEN I WALKED HIM TO THE ADMINISTRATION OFFICE AND HAD THEM EXPLAIN IT TO HIM. AFTERWARDS HE COMES AND TELLS ME THAT EVERYTHING IVE DONE UP TO THAT POINT IS FINE AND THAT IF I HAVE A PROBLEM TO LET HIM KNOW AND HE'LL TAKE CARE OF IT. WELL I DID AND HE DID NOT ADHERE TO HIS WORD, SO BECAUSE OF THIS I LOST MY FINANCIAL AID AND WAS NOT ABLE TO FILE A PETITION BEFORE THE DEADLINE. THANKS VALLEY COLLEGE FOR EMPLOYING HALF-HEARTED COUNSELORS AT YOUR SCHOOL	5/22/2018 9:59 AM
326	Counseling 20 was a waste of time	5/22/2018 9:48 AM
327	I felt rushed in the counseling session.	5/22/2018 9:42 AM

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328	I have tried to schedule a 30 min SEP to get my financial aid reevaluated but the booking is impossible. And is booked within seconds.	5/22/2018 9:41 AM
329	Their knowledge is wide and they helped me focus on the classes I needed to transfer. [REDACTED] really pushed me to take more units per semester to finish and transfer faster. His confidence in me to take on more units really motivated me.	5/22/2018 9:33 AM
330	The counselor and students working in the Counseling Department made my experience very easy and pleasing.	5/22/2018 9:33 AM
331	It's very hard to schedule an appointment online and by phone. And when I called multiple times, the person who's taking the call sound irritated and doesn't seem like she wants to help you. The counselors are very helpful. I just hope that the scheduling process becomes easier and faster. Thank you.	5/22/2018 9:31 AM
332	In person, my counseling experience was fantastic, a 10/10 if you will. Over the phone, I could not reach them to even schedule an appointment so I walked in and proceeded to get my appt which went great.	5/22/2018 9:25 AM
333	The counselor are great and very helpful. The problem I have is scheduling an appointment. It is very difficult, I just want to get my A.A and everytime I tried to set up an appointment, they were full. I could not call or set up an appointment online.	5/22/2018 9:18 AM
334	It is great. Thank you!	5/22/2018 9:13 AM
335	The counseling department is good, however, counselor shouldn't try to persuade student to change their school choice and instead help them get in.	5/22/2018 9:11 AM
336	I love the counselors they are very helpful but the student that works at the front desk almost always made my experience more tough for me. Sometimes they'd schedule me for an appointment and sometimes they would tell me to call in the phone and do it and every time I tried to call with the phone it was all operators and it would just go in a cycle leading me to no where and it would get very frustrating and time wasting.	5/22/2018 9:08 AM
337	I wish LAVC would hire the interns that are currently working at the career and transfer center, They are very hard working and have helped me a lot this semester. [REDACTED] and the rest are the best.	5/22/2018 8:14 AM
338	went over my education plan	5/22/2018 7:34 AM
339	[REDACTED] was fantastic! I had come from another district and had a bunch of credits from multiple schools and he sat with me and went over everything we spent a little under three hours fixing everything. I'm grateful for [REDACTED].	5/22/2018 3:06 AM
340	I got conflicting information regarding graduation requirements from multiple counselors and there appears to be no accountability for their actions. One was flat out rude, I believe his name was [REDACTED]. The appointment scheduling process is a joke, there has to be a better system than calling a phone line that is always busy or getting up and waiting in line at 7am, and yet those are often the only ways you can get through.	5/22/2018 12:18 AM
341	[REDACTED] is amazing	5/21/2018 11:48 PM
342	I find that it is so difficult to schedule a 30-60 min counseling appointment to talk about transcripts, transferring, and my current units and what else I need to take. I just end up counseling myself in a way by using other online resources and following the IGETC and Cal state GE requirement pages in the catalog. I wish it was easier and more accessible to talk to a counselor each semester. There should be an assigned counselor for each student or group of students and they should make appointments with each student each semester to keep them on track. Of course I understand there's a limit to how many students a counselor can see individually but there should be an easier way to schedule an appointment....	5/21/2018 11:46 PM
343	Its was a smooth experience.	5/21/2018 10:16 PM
344	I was very pleased with my counselor. She was fantastic.	5/21/2018 10:10 PM

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345	<p>I want to say that [REDACTED] are GREAT counselors. [REDACTED] was personable, came into my screenwriting class, gave everyone his email. I emailed him the next semester and he replied right away, saw him the following day for an appointment. Very knowledgeable. Great counselor. My only negative experience was with a counselor there when I first started college, she was [REDACTED] who was extremely negative, disconcerting, and flat out rude. Made me feel like I would never get out of college because I was in academic probation. She made it seem like end of world, totally discouraged me. Ended up not going to college for 2 years and looking for different colleges because of her horrid attitude. Thankfully for [REDACTED] and [REDACTED] for their most excellent advice, time, and thoughtful recommendations. They helped me. I hope they are recognized for that.</p>	5/21/2018 9:24 PM
346	<p>Front desk staff are not professional nor welcoming when entering the department. When ask for an appointment to see a counselor, staff response, "call early in the morning to schedule an appointment. We don't have walk-ins. "</p>	5/21/2018 9:14 PM
347	<p>I think the online portion is lacking more than the rest. The "make appointment" set up is passable. Show what times/days aren't open. Don't make students put in a counselor and time. Just put all available times up all week. When the appointments are taken keep them up and mark it as filled. Like how there is the green circle for open classes. Use the same style as classes. Maybe a "choose counselor" then display every block that counselor has open.</p>	5/21/2018 9:12 PM
348	<p>The first time I met with the counselor ([REDACTED]), he was helpful in setting up my SEP. I had discussed the possibility of a double major at a specific college and he made the SEP to reflect that. We had a nice conversation, and he listened to what I wanted to achieve. After my first semester I decided against the double major and he helped make revisions. Then after my second semester, I realized I had the grades to possibly make it to a more prestigious university. I emailed him about that and never got a response (I've emailed him several times before this and always got a response). I then went to him during a meeting to ask him about changing my SEP to reflect my new goals. He seemed irritated at that. I told him I want to be able to keep my options open and strive for a more prestigious university, but can fall back to my original plan if need be. There were only about 3 extra courses that were added on to my original SEP, so it wouldn't have changed my plan, just a few extra classes to take alongside my original classes. I understood that he would have to make an entirely new SEP to reflect that, but I was hoping to have a similar encounter to our first meeting. But instead I got a harsh abruptness and questions as to why would I want to do that? Overall, he was helpful and answered all my questions up until I expressed interest in possibly going to a different school. The meeting I had with him when he was setting up my new SEP was very awkward. I was very excited that I was doing really well in my classes and was hoping I could be "counseled" when it came to opening up my options to more paths because of my grades. I understand fickleness can be annoying, but I came into LAVC not knowing how I would do. I then realized that I have great potential and wanted a counselor to help me. I'm not sure how other counselors were, but he/they need to understand that despite our (students') age, we're coming into this school with not much knowledge in regards to how to achieve our goals. They should take the time to listen to each student's concerns even if it's the 15th time, and constructively help them without being rude. I'm not saying treat them like puppy dogs. Be straightforward and to the point, but remember that we wouldn't have come to you if we knew what to do already. I should be able to walk into a counselors office and say "I want to try and transfer to Harvard" without any scoffs or laughs. Then I want to be shown legitimately how to do that and what it would take. Unfortunately I got a bunch of eye rolls and muttering, and the school wasn't even Harvard. I hope this helps. It was probably much longer than it needed to be. But because of that last meeting, I haven't stepped foot back into the counseling department. I've answered all my questions by reaching out to other colleges or universities and piecing it together myself.</p>	5/21/2018 8:38 PM
349	<p>good</p>	5/21/2018 7:31 PM
350	<p>Some counselors are well informed of the requirements for transferring to a particular university, unfortunately, others are not causing students stress and discouragements. I encourage you to address this issue by keeping the counseling department up to date with the requirements for transferring.</p>	5/21/2018 7:20 PM
351	<p>They really helped me so much. I appreciate their time for me.</p>	5/21/2018 7:15 PM
352	<p>I wish it was easier to schedule appointments because many times I needed to do something that was out of my hands and needed to be handled by counselors such as bringin in transcripts or changing an educational goal. These all require a few minutes to do but it is necessary to schedule by phone or drop in. Drop ins are rarely available and phone lines are always busy or no one answers. Very inconvenient to making my academic goals achievable</p>	5/21/2018 6:55 PM

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353	My experience was very negative, I haven't been back to a counselor since then. They are very discouraging, one of them told me change my major because of "low GPA". IT takes FOREVER to make an appointment because you people only have a handful of general counselors. and they arent the best. MAKE SURE SOMEONE LOVES THEIR JOB BEFORE HIRING THEM is all i can say. I want to have a counselor that gives [REDACTED] about my future.	5/21/2018 6:39 PM
354	Good staff	5/21/2018 6:32 PM
355	I was in a counseling group, I didn't like the attitude of the person in charge	5/21/2018 6:17 PM
356	I have been trying to get an appointment with my counselor for months and haven't been able to find an appointment.	5/21/2018 5:58 PM
357	My counselor in EOPS is [REDACTED]. She is really knowledgeable and organized.	5/21/2018 5:27 PM
358	Excellent Staff.	5/21/2018 5:13 PM
359	no comments	5/21/2018 5:12 PM
360	I had a good experience.	5/21/2018 4:27 PM
361	It's a really great counseling department!	5/21/2018 4:18 PM
362	[REDACTED] is great	5/21/2018 4:18 PM
363	Prior to sparting this Spring I had a hard time getting an appointment to meet with a counselor so I gave up trying. I would still be interested in setting an appointment with one before the Fall semester begins.	5/21/2018 4:08 PM
364	Need more communication w/student	5/21/2018 4:05 PM
365	It is very difficult to make an appointment with my preferred counselor, let alone any counselor. It is very stressful, because the time flies and when I am desperate to see a counselor to know what I need to transfer, I can't see one. I would say, I was my own counselor throughout my years at LAVC. It's very irritating when I check every single day for an appointment and there is none. It's not convenient for me to come at any time, or to walk in and wait just to speak to a counselor for ten minutes. I've never liked the Counseling Department at Los Angeles Valley College.	5/21/2018 4:05 PM
366	My counselor is very useful she knows my situation and my limitations and help me navigate school resources and classes. She had been a great resource for me	5/21/2018 4:05 PM
367	Need more counselors, for most of the semester it is almost impossible to schedule an appointment, with how fast appointments are taken up. Please hire more counselors!	5/21/2018 3:56 PM
368	It's like going to the barber and seeing the mistakes after you're already home. It sounds helpful and can be for a fraction of what you needed help for but in the end it's just not giving me all that I need when I go to ask for help.	5/21/2018 3:47 PM
369	Very helpful and knowledgeable	5/21/2018 3:43 PM
370	It is nearly impossible to talk to a counselor at LAVC. I have tried numerous times for two years and I have only met with a counselor twice. Both times, I was told to take a class, that was not needed, to fulfill my general ed. classes, and I did, and then ended up not passing that class and having to retake it. Please, make it easier for us to talk to counselors because some of us really don't know much about college. I have no idea what I'm supposed to do after I finish my general classes. Do I transfer? Do I stay at valley? And I am unable to get these questions answered as there are never any counseling appointments available. They always tell me to come get an appointment on Tuesdays at 9 AM but I've tried before and, again, all of the appointments are taken, even when I came in at 9:05AM. Please fix this issue as it is essential for students to speak with counselors. Thank you.	5/21/2018 3:42 PM
371	[REDACTED] was super helpful and clear on my school planing	5/21/2018 3:40 PM
372	Great! Very Helpful	5/21/2018 3:40 PM
373	I have met with a different counselor every time I have needed assistance. It seems like each one has their own information, and its frustrating, because I expect the same information from them. And its nearly impossible to schedule with the same person. On top of that, the fact that the appointments run out so quickly on Tuesday mornings makes it even more difficult to be consistent.	5/21/2018 3:38 PM

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374	It is very difficult to get some concrete time with a counselor. It seems like only the 15 minute meetings are available and sometimes the counselors seem to contradict each other if you meet with different ones.	5/21/2018 3:29 PM
375	I had a horrible experience with a counselor who told me to just transfer to CSUN and did not encourage me to apply to a UC. Along with her failing to tell me that I would be 3 units short from transferring I'm glad I went to [REDACTED] who encouraged me and informed me about what I missing.	5/21/2018 3:26 PM
376	Thank you for your help! Special thanks to [REDACTED].	5/21/2018 3:25 PM
377	I am not matriculating, just taking some classes, so I felt I didn't need counseling except regarding disability issues.	5/21/2018 2:56 PM
378	The conselours I had the pleasure meeting with were very helpful and informative. They answered all my questions thoroughly and were very patient. They insilled confidence and let me know I'm on the right path.	5/21/2018 2:55 PM
379	I was told the first 3 weeks we can't schedule 1/2 hr appointments and to show up early morning to even get an appointment after 3 weeks into the semester that's just not helpful at all. I take evening classes and work all day. Counselors should be available in the evenings just like teachers offer classes at night guidance from counselors should be accessible to all students AM-PM	5/21/2018 2:49 PM
380	It is very hard to get an appointment and a lot of the counselors aren't helpful at all. I've heard about several cases of racism and discrimination. the system to book a counselor does not help students and there are too few counselors, especially for the counselors that are actually helpful.	5/21/2018 2:48 PM
381	Counselors have more often times than not had poor attitudes that were not inspiring or motivating. Treated me like they were doing me a favor.. Did not feel like a welcoming environment. Throughout my college journey, I have had to figure out a lot in regards to necessary classes and units- and was not well informed-even after having multiple counseling sessions that should have clarified and informed what was necessary. Ended up taking several unnecessary classes, which could have easily been avoided if counseling was more clear and consise.	5/21/2018 2:43 PM
382	The counseling department at Valley College is not helpful at all. I've told the counselors what I would most likely like to do and they never give me a complete answer. They don't tell me the classes I need to take because of the fact that I don't know what college I want to transfer too. It's so absolutely frustrating.	5/21/2018 2:21 PM
383	I like to meet with [REDACTED] I believe that's how his last name is spell I apologize if it's not.	5/21/2018 2:20 PM
384	The appointment making system needs major adjustment. I remember several occasions where I would walk into the office and try to make a same day appointment, and they would tell me I cannot be seen or make any appointments for the day, that I would have to call first thing in the morning. So then I would call immediately, at 8am, and the lines would go to voicemail. I would then call back in 5 minute intervals, until maybe after 20 minutes I get through to be told all same day appointment spots are filled. It was so horrible every time.	5/21/2018 2:19 PM
385	Doing a great job..	5/21/2018 2:15 PM
386	great people to work with	5/21/2018 2:10 PM
387	The counseling department isn't easily accessible and I wasn't aware of the 60min sessions we could have.	5/21/2018 2:08 PM
388	I have attended valley since 2012 with an undecided major and lost nearly entering statistical attrition rate. I no longer fear being a drop out, because I have a found family and a greater grasp on what steps I must take to be a successful student. My major is Child Development, and it has been my passion for the better part of 3 years. My counselor [REDACTED] afforded me the space to be kind to myself while she asked leading questions that lead me to the desired result of being guided in a direction where I feel a true sense of passion. I believe that without my understanding and forgiving, but stern counselor I would have fallen below college status and would not have remained here on campus. The TRiO counselor made my transition into the classroom smooth and effortless, especially because I had many questions during the process. Now that I am well on my way and have a grasp on the responsibilities as a student today I hope to continue on this journey and one day help my children through this monumental task of navigating the college lifestyle.	5/21/2018 2:07 PM
389	Very helpful	5/21/2018 2:06 PM

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390	██████████ were both truly helpful in all of my educational planning. I feel incredibly prepared and on track because of both these counselors.	5/21/2018 2:06 PM
391	Overall everything within the counseling department has gone smoothly, if I need something someone is always there to answer my questions.	5/21/2018 2:05 PM
392	It is nearly impossible to book an appointment unless you call during a very small window of time very early in the morning one day a week. Everytime I've gone to the counseling office in the past few weeks to make an appointment, I've been turned away and told to book online. The website tell me to call to book so I call and the line loops through recorded messages and I can neither make an appointment request, leave a message, or talk to anyone about making an appointment. On top of that, I know that bureaucratic work can be exhausting, but the people who work in the counseling office are very unhelpful and one of them ██████████ was downright rude to me when I was just trying to request an appointment. I have been to two community colleges and ██████████ are the worst by far. It's like a Kafka novel trying to transfer out of this school.	5/21/2018 1:45 PM
393	My counselor was ██████████, he was fantastic!	5/21/2018 1:36 PM
394	They were very supportive of me and my goals. They told me how to find transfer requirements and what to do.	5/21/2018 1:33 PM
395	Although it is very high in demand to speak with a counselor, the results are always good with a counselor	5/21/2018 1:30 PM
396	I have required counseling services numerous times during my time here at LAVC. However, I was not able to see a counselor because appointments were so scarce. I was always turned away. I am not satisfied with the availability of voice long services here at LAVC.	5/21/2018 1:27 PM
397	Overall, I really liked my trio counselor she has helped me so much. My EOPS counselor is harder to see because of all the students in the program.	5/21/2018 1:24 PM
398	i think your counselors are great, my biggest problem is your reception area and the people working it. I don't feel like they do the best they can to actually help someone. your cant schedule an appointment till Tuesday but no one answers the phone and by the time they do, there is no longer availability and they tell you again to try next Tuesday. Let students schedule their appointments all week. Not everyone has the same available to call early Tuesday morning. I think that the counseling set up needs help.	5/21/2018 1:24 PM
399	People working at desk are super rude and unfriendly. They answer you in a rude way and treat you as if you are stupid if you even step inside without an appointment scheduled. It made me never want to step into the counseling office ever again unless It was 100% necessary.	5/21/2018 1:21 PM
400	I appreciate how important counseling is to new and continuing students, therefore I believe that every effort should be made to get a student to counseling as soon as possible. It appears that we may need additional counselors.	5/21/2018 1:20 PM
401	I tried to make an in-person interview today (Monday) and was told the counseling office only allows appointment scheduling on Tuesdays. Why can't students schedule appointments any time? Does the scheduling software only work on Tuesdays? I'm glad doctors (or anyone else for that matter) don't work that way.	5/21/2018 1:19 PM
402	The counseling department was very helpful.	5/21/2018 1:13 PM