

Q1. Please rate how useful the following services were during your first year at City College.

	Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful	Rating Average (1 to 5)	Response Count	N/A Responses
Student Success Day	2%	12%	20%	37%	30%	3.80	128	18
Registration Lab	4%	4%	27%	35%	29%	3.81	113	33
Technician support	3%	6%	24%	42%	25%	3.80	100	46
Peer appointments	2%	13%	23%	31%	31%	3.76	113	33
Completion Lab	1%	11%	21%	45%	21%	3.74	80	64
Peer-led seminars run by FYS (e.g., Time Management, Safety on Campus)	2%	12%	20%	35%	31%	3.80	91	54
Other FYS events (e.g., Welcome Back Breakfast, Donuts with an Advocate)	4%	10%	23%	29%	33%	3.77	90	54

Note. The N/A response option read, "N/A - I don't remember this or didn't participate."

Q2. How did First Year Services support your success during your first year at City College?

1. [A technician] was always sending me reminders about upcoming events, and workshops. She would email me in regards to my progress and check in meetings.
2. Although I didn't need them, FYS provided me with all the resources I could need!
3. Always kept in touch
4. Any help i needed was provided for me.
5. Any time I had a question or a doubt, it was so much easier to ask a student like me rather than to find an adult. I love students helping students because it's a much more candid experience.
6. boring
7. Checking with me all the time.
8. Creating an education plan, general information...
9. Definitely an eye opener but over all enjoyed my first year
10. Didn't really participate in any other programs sorry between work and school homework didn't have time
11. Even though that I participated little, the Registration Lab and Student Success Day made life easier.
12. Every question was answered.
13. Excellent
14. First Year Services helped me a lot. Always when I had questions, the offices answered me all my doubts. They always had good services
15. First Year Services support helped my success a lot to motivate myself to keep up my grades good. And to continue to move on forward with my goals.
16. First year services taught me where all the other student services are at and how I can use them to better my experience at city college.
17. First year services was moderately useful for me but It could be better
18. First year services was very helpful whenever I sought information regarding my education! Loved knowing that there were people to support me during this first year!
19. FYS gave me the help I needed and guided me into the right direction. They helped make my first year college experience better than what I had expected.

20. FYS help me and remind me with events that are happening on campus. Also, it encourage me and told me if I needed help with something, go to them and they'll help you.
21. FYS reminded me to stay on track and gave me important dates to follow.
22. FYS was there for me to go to when I had questions regarding my school year for classes. The staff were all welcoming and helped me with all I needed. I learned of other opportunities on campus that I didn't know of.
23. Giving me support
24. good
25. Good
26. Good
27. Good
28. Good support
29. Great
30. Great
31. Great!
32. Guided me through career options
33. Having counselors and peer mentors to go to in person when I needed help with something was a great benefit.
34. Help me with information on how to get help
35. Helped answer some questions and have very good and useful advice about many things.
36. Helped me be aware of resources on campus
37. Helped me navigate through E-REG.
38. Helped me understand how the college system works.
39. I didn't participate in first year services.
40. I didn't participate in these events/tools so it's N/A
41. I didn't really notice if they were around. I've seen them around, but I couldn't tell if they were going to help with a certain issue.
42. I feel much better after participated some events that program offered, which made I become more confident to associate with everyone.
43. I got to understand better how college worked. This helped me to adapt quicker.
44. I had approached to rich source of information and experience
45. I had multiple peer advocate meetings that really helped with small questions I had throughout the semester
46. I like how you can meet different people throughout the school year.
47. I loved it !
48. I never went
49. I was able to adjust to the college a lot quicker
50. I wasn't recognized as a FYS until the end of spring semester
51. I went to my tutoring to help me
52. I'm enjoying it. The professor are will educated and kind
53. it assisted me to reach out every resource which can bring me success in my academics.
54. It gave very useful perspective from people in similar circumstances that know what you are going through. It helped me make good decisions. Helped give me insight on the things that go on at city
55. It help me by answering all my questions

56. It help me resolve alot of questions i had because i didn't knew anything about college
57. It help me to keep on tack and remind me of the deal lines.
58. it help me to work harder
59. It helped get me some much needed info
60. It helped inform me about resources around campus.
61. It helped me be aware of events held on campus and how to fill out my FASFA. Very informative if the help give to students as well
62. It kept me going as in to keep staying strong in classes
63. It kept me informed and motivated to keep going. Makes you feel like you have people backing you up to succeed .
64. It provided me more info and helped me when I had some things I didn't understand.
65. It was a adjustment for me.
66. It was great makes me to accomplish my first year smoothly.
67. It was great. I had a great semester.
68. It was like I was very welcomed! And it made me feel home.
69. It was very good
70. It went well
71. N/a
72. n/a
73. Not much
74. Over all it was successful
75. Provide guide line
76. Provide some useful information
77. provided materials like highlighters, pencils, usb, paper and post it's. also kept track of pending requirements I might have let pass by on accident.
78. Really Helpful
79. Sucked honestly the [employee] from financial aid , a [descriptive] one was being really racist. So yeah not so great.
80. The only thing that I am grateful for that FYS had was [a technician]. When I needed to vent she was always there to let me go through my emotional fit and always let me know that I was heard and my feeling were valid.
81. There was a young lady who went above and beyond helping me adjust to the college experience. She always reached out when I did not go in and she always made sure that what I needed was take. Care of expediently
82. They always told my if i need help
83. They always tried to keep contact with me.
84. They answered questions in regards to registration.
85. They checked up on me and provided services
86. They did not really provide me with support that impacted my experience during my first year.
87. They gave me great guidance and useful tools so that I didnt feel alone
88. They guided me through the semester and were always available to me
89. They helped me choose my classes according to my major
90. They helped me get used to the services provided and made me feel comfortable.
91. They helped me sign up for classes and pick a schedule

92. They helped me so I wouldn't feel as lost as before.
93. They helped me stay focused in school and encouraged me.
94. They let me know on what programs and events were going on.
95. they recommended me classes that I could do, and services that would hep me.
96. They showed me the ropes involving college.
97. They supported my first year with a lot of information that I had about my classes and future semesters and just gave me good advice and was able to answer my questions as best as they can.
98. They were an important part of my success this first year.
99. They were available to help me whenever I had a question or problem with anything related to my studies.
100. They were there for support but not needed
101. Throughout this first year at a City College, whenever i had a question, I knew I could count with my peer mentors and my technician.
102. Tought me how to add classes
103. Very well I felt taken care of
104. Well I don't really remember but I think they helped me about where the tutoring service and how to sign in.

Q3. How could First Year Services have better supported your success during your first year at City College?

1. .
2. A lot I get support from city college
3. Any time I didn't meet with FYS or something, I would say it was my fault. I'm sure there are flaws in the system, but they were always helpful and available to me, so I have no complaints.
4. Availability, and more importantly to arrive at the time and date of appointment.
5. be more clear on how to get things we need
6. Being available
7. being more smart
8. Better attitudes, treat students with equal respect, no favoritism
9. Better mentors
10. Better tutoring by mentors
11. By answering my questions that I had about school
12. By having specific things to help students accomplish
13. By helping with my classes on questions I had about them and gave me some support with my classes while working too.
14. Can't think of anything
15. Could have happened during times Cosmetology wasn't in session (ex. Saturday)
16. Ehhh it wasn't so useful
17. Feeling comfortable that i could find someone who nomatter the reason really helped.
18. FYS could probably apply more updates on schedules and other resources on campus. Plus all other events that happen.
19. Get in people's faces. Sometimes when we aren't approached, we don't realize we have issues.
20. Given more counseling opportunities as well as seminars on how to study in an affective manner or honest talks with upper classman on coping failure.

21. Giving advices on certain topics related to school problems, such as career choice or information about helpful workshops.
22. Good
23. I could see them one month a time. I could ask them some questions I needed know.
24. I didn't assist to many of this services because I didn't know hey we're out there, so maybe better announcements that they are taking place.
25. I don't know. It was very helpful
26. I don't know, I think FYS did their job well.
27. I got more confidence when first time experience new things like online class
28. I have been training in center child development. Good to me for studying Associate Certificate child development
29. I know where I'm going now. I can choose the right classes without getting lost by the wrong classes.
30. I only met my peer advocates once each semester.
31. I personally think its great the way it is
32. I think it's just fine, maybe make it more days and few students so it can be faster
33. I think they are doing a pretty goid job.
34. i think they did well
35. I think they were good in general.
36. I think what the program had supported I was perfectly
37. I was very satisfied
38. I wasn't recognized as a FYS until the end of spring semester
39. It could have been better jf there were nore events of study time or something but others than that it's good the way it is
40. It couldve been more accsible
41. It is great the way it is.
42. It was nice
43. Just be ready ahead for appointments
44. keep up the good work
45. Less emails because I got a lot of emails and it was stressful with deadlines when I'm trying to focus on my other classes
46. Make Student Sucessa Day a more helpful event for new students. I was told I could do my ed plan 4-6 before the fall semester ended and I ended up doing it in spring because nothing was told correctly.
47. Maybe have more contact with the students personally
48. Maybe more events
49. Maybe reach out to more students a lot of my friends didn't knew about this program and They were also in their first year
50. Maybe to expand services in certain areas so we could go to them for most of our problems and they help solve them
51. Met more times with me
52. more activity
53. More events
54. More money??
55. More peer advocate, to interract with students.
56. More people to help answer possible questions

57. More Registration Labs, to my knowledge, there was only one day where I was guided through the Reg-E website. If there were more days, a notice would have been more than enough.
58. More talk time with peer advocates and less time filling out papers.
59. N/A
60. N/A
61. N/A
62. N/a
63. n/a
64. N/A
65. N/a
66. N/A
67. N/a they offered amazing services they're doing great
68. Na
69. Na
70. No Change, They Are Really Supportive
71. No idea everything was good for me
72. No need to change it
73. Nothing better because FYS does a lot for students and the times I've needed them they have been there for me.
74. Nothing. Did great , just that I didn't have time to participate in much.
75. Onlyne help with peer advocates
76. Outreach to first years better
77. quick guide information on campus tour, print places, workshop information for those on the care, eops and calworks programs because they have a lot of requirements its hard to keep track.
78. Stepping into classes and giving presentations or mandatory presentations
79. There are amazing already
80. There's nothing. It's perfect.
81. They always gave me good service.
82. They could had a little bit more events during the school year.
83. They do good helping me
84. They don't need to be better.
85. They were great!
86. They were perfect
87. think they need to be more aware that there are other students besides litino students there and should be more make all students feel s though they are at home on campus
88. Yea
89. Yes.

Q4. Please indicate the extent to which you agree or disagree with the following statements. [Leaving an answer space blank means "not applicable"]

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average (1 to 5)	Response Count
I know where to seek support on campus for any issues I encounter.	3%	3%	8%	55%	32%	4.09	133
I know of ways to get involved in the campus community.	4%	5%	18%	52%	21%	3.81	133
I am engaged in activities at City College outside of class.	11%	20%	29%	26%	14%	3.12	130
I have developed close relationships with other students.	5%	3%	26%	45%	21%	3.75	133
I feel valued at City College.	5%	5%	22%	42%	27%	3.82	132
I often feel motivated by my program of study.	2%	5%	22%	42%	28%	3.89	132
I have developed effective study skills.	2%	8%	17%	45%	28%	3.89	132
I am confident that the support I received from FYS has contributed to my success.	4%	7%	23%	45%	21%	3.73	132
Overall, my experience at City College has been positive.	3%	2%	7%	40%	49%	4.30	133

Q5. Please indicate the extent to which you agree or disagree with the following statements. [Leaving an answer space blank means "not applicable"]

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average (1 to 5)	Response Count
FYS connected me to resources that helped me do better in my courses this year than I would have otherwise.	6%	7%	28%	41%	19%	3.61	123
FYS helped me maintain my motivation to be successful at City College.	7%	6%	28%	44%	15%	3.54	123
This year I used on-campus support services that I learned about through FYS.	5%	10%	24%	41%	20%	3.62	123
FYS helped me have a positive experience during my first year at college.	3%	6%	22%	46%	22%	3.78	125
The FYS passport increased my participation in FYS activities this year.	7%	7%	36%	35%	15%	3.44	121

Q6. I am able to schedule an appointment with counseling when I need one.

Response		
Strongly disagree	5%	6
Disagree	4%	5
Neither agree nor disagree	10%	13
Agree	39%	49
Strongly agree	43%	54
answered question		127

Q7. If you have had issues making counseling appointments, please provide details and tell us how we could improve in this area.

1. An issue I had was making same day appointments when I couldn't make it because and didn't let me make an appointment in the future.
2. Did not have problem.
3. Everything is fine with appointment making
4. I could not make it to see the counselor. Their time schedules were during my class hours.
5. I didn't have any issue it was all good
6. I didn't have any issue yet, but it was easy and they are very helpful in getting me to the areas I needed. It was great.
7. I don't where to go to make appointments or who to callde but I always forgot to ask my per avocade
8. I don't feel that strong about these statements in general.
9. I dont really know how to go to a conselor even where is the counsiling office
10. I had to join EOPS to get a counselor, but otherwise I would have been given an impersonal 15 meeting with a random counselor when I needed help. I think that there should be more counselors on campus to help the in coming students.
11. I have already knew where to go for counseling appointment.
12. I have been told to call back in two weeks to make an appointment, I have asked to speak with a counselor to discuss something about my ed plan but was turned away.
13. I would say that my interactions with the counseling office are the only negative experiences I've had with City College. Every time I called in the fall to get my SDSU transcripts evaluated, they would say to call back in 4 weeks. Then I'd call back in 4 weeks and then they'd say I needed to fill out a form 4 weeks prior that no one told me about, and that it would be another 4 weeks. Once that was done, I tried a few times this semester to make an appointment to finish my ed plan. I explained that I work full time and asked what was the best way for me to get in, and they would tell me I had to come in or call in two weeks to get an appointment, which I would call and they would tell me the same thing. Finally, [an employee] contacted me and I was able to schedule an appointment and once I was in, my counselor was very helpful, but the people on the phone and at the desk make it feel like they ACTIVELY don't care about you, so that was a shame.
14. It would just be my fault in trying to make an appointment when ofcourse it's going to be busy
15. N/A
16. N/A
17. n/a
18. Na
19. No
20. No Changes
21. No issues
22. No issues
23. No thing
24. No.
25. None
26. Nope
27. Post the times of availability somewhere on reg e or available to students so we know if we can make it to the appointment or not

28. The problem I had was that the appointment was later in the day and weeks after when I wanted to meet asap. They could improve by having more appointments available and time.
29. They need to open up more space and timings for students . Allow students to make an appointment at least a week ahead of time instead of feeling like a competition to be able to get an appointment the week of .
30. They say they do not have appointments
31. You have no idea what is going on and why you can not schedule appointments, front desk people are very rude
32. Yup

Q8. Which of the following are obstacles to your success at college? [select all that apply]

	Response	
Disability challenges	9%	11
Family commitments	32%	37
Financial hardship	59%	69
Health issues	15%	17
Transportation challenges	36%	42
Work schedule conflicts	39%	45
Other (please specify)	19%	22
answered question		116

Other text:

1. Bad study habits and note taking skills. Bad time management.
2. Child care
3. daycare issues
4. Didn't have time to balance work and school, financially burdening
5. Distance
6. Distraction issues
7. Everything
8. Everything was fine
9. Family issues
10. I feel there were some poor teachers
11. I would like more times to pick from. When picking a class
12. It would be great if we had summer and winter semester passes as well
13. Mental and Motivational problems
14. Motivation
15. No classes given in the morning of required courses.
16. No problems
17. None
18. procrastination habit
19. Stress and motivation
20. Study habits
21. Take care 2 kids
22. testing

Q9. Which of the following is the *most significant* obstacle to your success at college?

	Response	
Disability challenges	7%	8
Family commitments	14%	16
Financial hardship	35%	40
Health issues	8%	9
Transportation challenges	9%	10
Work schedule conflicts	16%	18
Other (please specify)	11%	12
answered question		113

Other text:

1. Distraction issues
2. English language skills
3. Everything was good
4. mental health
5. Motivation
6. Motivation
7. No problems
8. Not enough classes given in the morning for certain needed courses.
9. procrastination habit
10. Stress and motivation
11. Take care 2 kids
12. Time management

Q10. How many hours did you work per week during the 2016-17 academic year?

	Response	
0 hours/week	44%	54
0–10 hours/week	7%	9
10–20 hours/week	15%	18
20–30 hours/week	21%	26
30–40 hours/week	11%	13
More than 40 hours/week	2%	2
answered question		122

Q11. Do you have access to an off-campus computer that you can use for your school work?

	Response	
Yes	90%	114
No	10%	12
answered question		126

Q12. Please rank your preferred contact methods for communication from FYS. [1=top choice]

	1	2	3	Score	Response Count
Email	70%	17%	13%	2.57	117
Text message	22%	66%	12%	2.10	109
Phone call	11%	14%	75%	1.36	109

Note. Score reflects the weighted average ranking, where a higher score (1 to 3) indicates stronger preference.

Q13. Please provide any additional feedback you would like to share below.

1. [A technician] and [a counselor] have been a great support team for me, a big thank you to them! :)
2. All the staff is amazing and I love you all
3. Calling places on campus,takes a very long time to talk to someone, for them to state this is not the department.
4. Constantly getting notified about FYS events was quite irritating after awhile. Most didn't catch my interest either.
5. Done
6. Everything is fine
7. FYS has helped me a lot to get through college for my first year. It has honestly been the best experience, they helped me motivate myself to continue to do good.
8. Great program
9. I have a disability
10. I enjoy the different events at city college and hope their will be more!
11. I love how San Diego City College take care of all students. Thank you so much and the Campus,was safety.
12. I wish I have healthy and continue to be successful student in the City College San Diego.
13. Keep up this amazing support.
14. N/A
15. Na
16. Our professor was Great I learned a lot from him. Thank you very much [professor].
17. Overall it was a good experience I was in fault to not be more active but it was a great help and it is very helpful for first year students it was great.
18. Provide useful information for problems the students might have.
19. Some councilors have trouble answering questions on what i need to achieve in order to get in to a school. They either tell me to research my self or redirect to another community college in the distract
20. Thank you so much for helping me. I really like this program.
21. Thanks for all the help
22. Thanks FYS!!!