

**Intake Survey - 2009
Collegewide**

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	76	38.8%	48	24.5%	29	14.8%	14	7.1%	29	14.8%	196	100.0%
Friendliness/Courtesy	77	39.7%	45	23.2%	40	20.6%	13	6.7%	19	9.8%	194	100.0%
Easy to use	81	42.6%	47	24.7%	33	17.4%	13	6.8%	16	8.4%	190	100.0%
Well organized/Efficient	78	41.3%	47	24.9%	36	19.0%	8	4.2%	20	10.6%	189	100.0%
Overall Rating	67	35.4%	53	28.0%	33	17.5%	17	9.0%	19	10.1%	189	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	181	64.6%	68	24.3%	27	9.6%	3	1.1%	1	0.4%	280	100.0%
Friendliness/Courtesy	154	60.2%	73	28.5%	21	8.2%	5	2.0%	3	1.2%	256	100.0%
Easy to use	164	59.6%	67	24.4%	34	12.4%	5	1.8%	5	1.8%	275	100.0%
Well organized/Efficient	170	62.3%	63	23.1%	28	10.3%	9	3.3%	3	1.1%	273	100.0%
Overall Rating	163	59.5%	77	28.1%	22	8.0%	11	4.0%	1	0.4%	274	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	152	52.4%	77	26.6%	39	13.4%	10	3.4%	12	4.1%	290	100.0%
Friendliness/Courtesy	142	51.4%	78	28.3%	36	13.0%	11	4.0%	9	3.3%	276	100.0%
Easy to use	139	48.6%	83	29.0%	42	14.7%	12	4.2%	10	3.5%	286	100.0%
Well organized/Efficient	143	50.9%	78	27.8%	36	12.8%	14	5.0%	10	3.6%	281	100.0%
Overall Rating	132	46.8%	91	32.3%	40	14.2%	12	4.3%	7	2.5%	282	100.0%

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	109	49.1%	54	24.3%	30	13.5%	16	7.2%	13	5.9%	222	100.0%
Friendliness/Courtesy	122	56.0%	41	18.8%	29	13.3%	16	7.3%	10	4.6%	218	100.0%
Easy to use	109	49.8%	52	23.7%	29	13.2%	18	8.2%	11	5.0%	219	100.0%
Well organized/Efficient	108	49.8%	50	23.0%	22	10.1%	20	9.2%	17	7.8%	217	100.0%
Overall Rating	106	48.4%	55	25.1%	31	14.2%	15	6.8%	12	5.5%	219	100.0%

5. Testing

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	119	64.0%	41	22.0%	19	10.2%	3	1.6%	4	2.2%	186	100.0%
Friendliness/Courtesy	111	61.7%	38	21.1%	25	13.9%	5	2.8%	1	0.6%	180	100.0%
Easy to use	115	63.9%	39	21.7%	23	12.8%	1	0.6%	2	1.1%	180	100.0%
Well organized/Efficient	120	65.9%	41	22.5%	20	11.0%	1	0.5%	0	0.0%	182	100.0%
Overall Rating	112	61.2%	46	25.1%	22	12.0%	3	1.6%	0	0.0%	183	100.0%

6. Financial Aid

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	87	44.4%	40	20.4%	27	13.8%	15	7.7%	27	13.8%	196	100.0%
Friendliness/Courtesy	81	42.0%	37	19.2%	37	19.2%	13	6.7%	25	13.0%	193	100.0%
Easy to use	72	36.7%	44	22.4%	39	19.9%	20	10.2%	21	10.7%	196	100.0%
Well organized/Efficient	77	39.5%	42	21.5%	34	17.4%	19	9.7%	23	11.8%	195	100.0%
Overall Rating	68	34.7%	52	26.5%	37	18.9%	17	8.7%	22	11.2%	196	100.0%

7. Career Center

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	61	68.5%	18	20.2%	10	11.2%	0	0.0%	0	0.0%	89	100.0%
Friendliness/Courtesy	58	67.4%	17	19.8%	11	12.8%	0	0.0%	0	0.0%	86	100.0%
Easy to use	52	61.2%	21	24.7%	12	14.1%	0	0.0%	0	0.0%	85	100.0%
Well organized/Efficient	58	68.2%	13	15.3%	14	16.5%	0	0.0%	0	0.0%	85	100.0%
Overall Rating	55	63.2%	20	23.0%	12	13.8%	0	0.0%	0	0.0%	87	100.0%

8. Orientation

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	124	57.7%	59	27.4%	22	10.2%	3	1.4%	7	3.3%	215	100.0%
Friendliness/Courtesy	146	67.9%	43	20.0%	20	9.3%	3	1.4%	3	1.4%	215	100.0%
Easy to use	134	64.1%	51	24.4%	14	6.7%	8	3.8%	2	1.0%	209	100.0%
Well organized/Efficient	130	61.0%	51	23.9%	20	9.4%	8	3.8%	4	1.9%	213	100.0%
Overall Rating	125	59.5%	55	26.2%	22	10.5%	5	2.4%	3	1.4%	210	100.0%

9. Registration

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	147	52.9%	79	28.4%	34	12.2%	6	2.2%	12	4.3%	278	100.0%
Friendliness/Courtesy	138	50.9%	81	29.9%	31	11.4%	8	3.0%	13	4.8%	271	100.0%
Easy to use	145	52.3%	76	27.4%	36	13.0%	8	2.9%	12	4.3%	277	100.0%
Well organized/Efficient	140	50.7%	65	23.6%	44	15.9%	15	5.4%	12	4.3%	276	100.0%
Overall Rating	137	49.8%	80	29.1%	36	13.1%	13	4.7%	9	3.3%	275	100.0%

10. On which campus did you complete most of the steps involved between applying and registering for classes?

	#	%
Belle Glade	9	3.0%
Boca Raton	74	24.9%
Lake Worth	128	43.1%
Palm Beach Gardens	63	21.2%

11. Are you...?

	#	%
Male	74	25.2%
Female	220	74.8%
Total	294	100.0%

12. What was your age on August 31, 2008?

	#	%
Under 18	9	3.1%
18-20	170	58.0%
21-24	32	10.9%
25-29	14	4.8%
30-34	13	4.4%
35-39	13	4.4%
40-49	29	9.9%
50 or over	13	4.4%
Total	293	100.0%

13. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	9	3.1%
Black or African American	57	19.5%
Hawaiian or Pacific Islander	2	0.7%
Hispanic or Latino	64	21.8%
White	151	51.5%
Other (please specify:	10	3.4%
Total	293	100.0%

14. Is English your primary language? (i.e., the language you use more than 50% of the time)?

	#	%
Yes	253	86.1%
No	41	13.9%
Total	294	100.0%

15. What was your primary education goal when you applied to PBCC?

	#	%
To complete an associate degree, then transfer to a university (AA program)	176	58.7%
To take a few courses, then transfer to a university without receiving an associate degree	14	4.7%
To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	57	19.0%
To complete a vocational or technical program (vocational certificate)	15	5.0%
To take a few courses, but not to earn a degree or certificate	5	1.7%
To take courses related to my job (Corporate & Continuing Education)	4	1.3%
To take courses for self-improvement	4	1.3%
I was not sure of my educational goals when I applied	8	2.7%
Other (please specify:	17	5.7%
Total:	300	100.0%

Collegewide

Q1 Getting Information over the Phone

- people were unable to provide complete answers and were rude when pressed for more information
- It is hard getting in touch with who you want to speak to.
- sometimes get connected through several exchanges to get to correct person
- receive only voicemails - leave a message
- Excellent
- No option to speak to a live person
- It took forever to get someone to call back. It is better to go to the college.
- There is no getting information over the phone all lines go to voicemail and the forwarding number doesn't exist.
- Would like more available personal assistance.
- Everytime I called PBCC lake worth campus over the phone, the people I talked to were always short with me, and acted irritated.
- As far as the first two questions. It is not convenient because of the wait to speak to someone Also goes for efficient. As far as friendly and courtesy, they were fantastic
- The majority of the time, you get a voice mail, and no one returns calls
- Not very helpful considering I was moving here from out of state caused a lot of headaches
- registering this fall was horrible no one answered the phone I had to call over and over. Also, I was unable to leave a message because the inboxes were always full.
- I found calling PBCC for information regarding either financial aid or academic advising was frustrating. I was either forward to a voice mail and left with no answer, put on hold for long periods of time, or was spoken to as if I was an inconvenience. The staff was not very helpful nor were they very friendly or easy to talk to.
- sometimes it takes an extremely long time to even get a hold of someone. Unless you have the patience to get someone then your better off going to the campus.
- Nobody ever answers
- Can never come in contact with an actual person.
- The staff working at the Boca Raton campus isn't that friendly however, everything else is fine.
- it is almost impossible to get a hold of someone in advising
- Phone calls are rarely answered on the 1st and 2nd time and they tend to rush you over the phone and you really aren't able to really get your message across to the person helping you over the phone because they're rushing you to get off. (belle glade campus)
- no body has information, the people that take the phone calls, don't know basic answers to question when I needed information about classes, I could not get what I needed over the phone, even after many calls. I had to go down to the office and see someone in person. That was the only way I could get any information. The phone is pointless.
- What is considered General Information? Parking? Directions? Department information? This question is really not well defined.

- I talked to only one person out of many who was even remotely polite.
- never talk on phone with pbcc
- I called a couple of times, and most of the times I had to wait 20 minutes or more!
- Long wait time.
- when calling admissions or advising no one ever picks up
- no one ever picks up the phone it was too hard to contact someone
- i would have to call back numerous times in order to speak to someone from a specific department
- I have never been able to accomplish anything via phone.
- This has happened twice to me already, once I ask a question they generally put me on hold to check something and it takes them about ten minutes if they come back on the line at all!
- They get all your questions answered
- I had a couple of questions that I couldn't get answered online so I called and wasn't completely satisfied.
- Everyone I spoke to was extremely helpful and either had the answers I needed or knew who did.
- get a recording to leave info. and someone will call back. This did not happen.
- I HOPE THAT THE STAFF REALLY TO HELP MAKE THIS NEW EXPERIENCE EASY FOR
- n/a
- The process is not user friendly enough
- not very helpful, also telephone attendees do not have enough knowledge
- The phone system is horrible when it comes to getting someone on the phone from Financial Aid at any time of the business day. They pick and hang right back up. I had a situation where I had to have something resolved and it could have been answered over the phone. Well not only did I have to leave early my job to go to the campus it was a question that only took two minutes to answer. I have two jobs and 4 out of 5 of my classes online. I've never had this problem at Broward College
- It benefits a lot.
- No inter communication....
- they take weeks to call back when left a voice mail. It has happened 3 times.
- its ok

Q2 Getting Information over the website

- very useful
- Search engine makes it a bit hard to find if you don't know exactly where you are going
- Excellent
- The website is very handy and very convenient.
- takes a while to get a response from live help
- the PBCC website perpetuates the stereotype of Community Colleges.
- Easiest way I get information
- Some topics are difficult to find.

- my main source of getting info
- Sometimes the emails from school are hard to read, because the images come as attachments and do not make it into the correspondence of the email.
- I really enjoy the website, it's easy to the eye and very well organized, easy to surf through it.
- no problems with website, I think it's very well organized.
- Pages found varied widely with the amounts of information provided. Many times it just referred you to contact the Department by phone.
- It is sometimes confusing and you need to dig for the information you are looking for.
- I like the pbcc website it's really helpful and I'm not sure how you could make it better maybe you could have a separate a different page to keep track of the clubs and their activities, also allow videos and comments
- very helpful
- I like getting information over the pbcc website
- I definitely preferred going online. It was quick and I didn't feel as if I was bothering them.
- I tried to ask questions over the web etc... PBCC numbers have increased so staff should increase
- n/a
- This in comparison with the phones is better organized
- It's easy to follow.
- Having a hard time using the library resources.
- very easy and always accurate

Q3 Application Process

- there needs to be more feedback
- easy to use
- Very easy, very clear, lots of help
- Excellent
- strictly over the internet - no problem
- It took many emails and going to the PBCC to make sure they had my former college transcripts. PBCC insisted they didn't have them but they actually did.
- Again I felt the times were too long.
- The length and the accessibility need improvement
- The application process also very good. I love being at PBCC
- The women working in registration kept giving me the wrong residency papers, I went through the process at least 4 times before they finally got it right.
- Same as any other application process
- took a while to be processed and I lost my transcripts
- This was the first time I applied to a college and took classes while outside the Army. I think the school should have an orientation to walk us through the process, teach us about the GI bill, classes, required tests, and transfer credits. Sort of like what the

advisor does, just go more indepth by bringing in testing, and Financial aid to teach about their process. Also if available a VA rep to talk about applying for GI bill..

- I had several problems with my verification status and I was never contacted that my application was missing items on it, but really the application was fine when I checked it. So I then had to go about refilling out a new application and getting verified as a florida resident, two days before the 2009 fall semester started.
- I did not realize I had to sign one specific area of the application, and my entire packet and check was returned to me by mail. I did not even recieve a note as to why it was returned to me, only the signature area I forgot to sign was highlighted. I understand that the office folks are very busy, but at least put a note in there verifying what I needed to correct.
- Did it all online.
- it was fairly simple the only problems i had was financial aid
- Website navigation is complicated
- service was so poor..i kept having to come back for diffferent reasons
- At no time has staff been helpful, I have had to research and find info from other students.
- very confusing on how to apply for a non degree seeking student going for college classes for Early Childhood Education....not organized at all even the lady helping with the application said they have complained
- It was kind of difficult to manage at first when if no one explains stuff to you
- After deciding to come to school after so many years it can be a liitle confusing at times.
- The big problem I had, is PBCC wanted my high school transcript. I have my A.A. degree from PBCC. (years ago) I have learned it is a requirement?? I sent it.
- everyone was genuinely concerned with getting registered.
- a little new for me and hard.
- No inter-comunication
- no problems at all and quick

Q4 Advising

- very helpful in helping me to track down appropriate information
- help with schedule was useful
- Couldn't give me information about advanced curriculum to a state university and requirements for classes to take now that would do "double duty"
- Advised I could take any campus health for health careers when in fact I had to take one specific for my program. Program manager says you should go to the program managers not advising. How is a student to know that if you are not yet in the program. Heard this same story for many students. I would think advising and the program managers could work this problem out so the student gets the correct information.
- Excellent
- Given the wrong information concerning orientation and specific class information for selected program.
- Had to go back over 3 times for the same issue

- Have not used the advising process
- I waited two hours to talk to an advisor, and when I finally was able to the advisor, was short, and seemed irriated with me.
- I have never being to the advising department
- Had to speaking with an Advising Counselor three times before I got on the right track. I was even sent to BAS advising. Waste of time.
- I didn't deal with advising much, butwhen I did they were the only polite,helpful, and intelligent people out of everyone that I dealt with from any department
- I find academic advising the worst part of my college experience thus far. I expected advising to be able to provide insight into what classes I needed as well being able to help me feel less lost. At the appointment instead of having a conversation with someone on what classes I needed as well as finding out more about how to accomplish my overall educational goal, I was handed a piece of paper and told to follow the requirements for each section. This is very frustrating.
- Very friendly and helpful
- long lines
- Need to figure out a better way to see advisment the wait is so long!
- when i saw an advisor, she wasnt that helpful. i plan to see another advisor
- Mr Asher was very helpful with advising.
- The advising staff at Pbcc seemed aggravated and more forced to provide their help. They should be professionals and act accordingly instead of making the students feel un-knowledgeable and insecure about themselves. If they don't enjoy their job then why are they even working there. (Belle Glade Campus)
- Over the phone, pointless, I talked to some very rude people, and most were unhelpful. in person seeing an adviser was fine. They are the only helpful one, there rest have no knowlegle about anything
- My advising experience with faculty members within my department was excellent, but when I was required to go to some one outside my major/department they really could not help me with my questions. I felt it was a waste of both individuals times.
- I waited quite a while in the advising office to ask about the BAS program. When I did get in I was told that they didn't have much infor and I needed to contact someone else. The advising office should have been better informed about the BAS program.
- I had a great experience with the woman who worked with me. She took the time to expalin everything I needed to me! Great Job!!
- Advisor was too serious and intimidating.
- Ms. Fletcher is HORRIBLE!
- the first time i had spoken with an adviser at Boca she was rude, and this week I went to see another adviser to find out that I was illadvised by the first, and now am in the wrong courses, when I pay out of state it matters to me.
- Beverly is extrememly helpful, however the first Advisor was not! Horrible experience
- I had to see advising once. I was very early so it was fast and friendly.
- didnt see a need for the advising on the belle glade campus all they did was print info i already had they showed no interest

- The advisor I spoke to was freindly and interested but couldn't answer my questions about the program I was interested in.
- I am very impressed w/ the tech. program. (I am taking Welding) I wish I knew more about the tech. program, I would have done this years ago.
- The gentlemen who advised me pretty much said I need to look at another career because I am to old to pursue the one I am interested in!
- I don't think my advisement was information/supportive enough
- The advisor I met was very positive and helpful. Which was refreshing compared to my experience with advisors at other schools.
- Advising is very friendly but the financial aid department is a mess!
- They provide great help for the students.
- very helpful

Q5 Testing

- test
- easy to use with the exception that the screens are difficult to read
- Testing department is fantastic, easy to use, and very very friendly
- Ridiculous to have to go to registration, then cashier, then testing center. Should be able to just pay and take your test instead of having to go to so many areas to just take a test.
- Excellent
- Too many steps going from office to office to register and pay. Cashier's office sent me to registration, registration sent back to the career office. It seems this could be simplified in one location.
- This is the process where I have the best experience
- testing department okay
- Same as any other test
- Good testing hours, one day though computer network was down so they could not test subjects. Maybe outside testing facility have a list and description of the tests offered, and what to study or be prepared for.
- I love It
- I thought that the testing room was great.
- the test were fairly challenging (why is there an easy to use for testing??)
- Staff is very nice
- Direct and to the point. Well organized.
- It was a good experience,they were willing to help and explain everything before the test.
- need later hours

Q6 Financial Aid

- The women are very pleasant and helpful, the man, not so much.
- should tell you what paperwork is required sooner. never saw link for promisory note.
- Lines in the office are long perhaps more personnell would help
- Excellent
- poor if on the phone, go to college much better service.
- It's been 4weeks and i still haven't heard or seen any status of my Application
- some of the people just ignore u when u go to the office
- I went around and around with the financial Aid office. Everytime I seen an advisor she was really short with me, and one thing that i disliked was that she discussed my financial aid situation in the lobby where everyone waits, instead of in her office. That is a private matter, something that I feel not everyone needs to know, there should be kept confidential. I was very displeased with the serivce.
- Different information is given, depend on who you talk to
- It took a pretty long time because I know some friends who either had to go to a different college or drop their classes because it was taking to long and I hadthesame problem.
- Miss.Davis I love the the way she explain things very suffient
- First I'd like to state that I'm sincerely grateful. Financial aid still hasn't been disbursed, even though I filled out a form for direct deposit. Useless, however, I'm not ungrateful.
- Boca Campus has the rudest financial aid department I have ever dealt with. Were extremely rude, had to only deal with Brian Davis who was excellent because Boca Campus was impossible to get help!
- This was another terrible experience. I had to deal with financial aid a lot and I found the staff inefficient and uncourteous. This was not an enjoyable process for me at all. As an out of state resident I had to do a lot in order to enroll at pbcc and I felt that financial aid did not make it any easier.
- N/A
- the lady at the desk was very rude and unwilling to answer questions
- Still awaiting 9/11 GI Bill to pay school, and am currently on financial hold due to that bill. Cannot change my degree plan because of that. Although no fault of school VA slow at processing claims/making payments
- There are no words for this.
- It took many trips to the FA office, with its LONG LINES, to get the FA process done. Everytime I gave them what the wanted I would get a letter in the mail or a note on the web asking for something else OR for something they already had. It was not very efficient.
- Mr.Jean-Laurent is very knowledgeable, Mrs. Mcisaac - have room for improvement., other lady (office (make right after entrance)) - disaster.
- I am still waiting for my reward although I got things in 2 months ago. It should not take this long.
- Terrible staff- I got 3 different answers to the same question from 3 different people!!!!

- I have not received any financial aid as of yet I am still waiting for my transcripts to be evaluated????
- I had problems here but I guess it was miscommunication
- Woman at cashier's office was extremely rude and annoyed by my questions. I had to keep reminding her that I was a new student and didn't understand the process yet.
- Quick and convenient!
- Angel is not friendly at all, as a matter of fact he is rude and condescending. I am still very upset about my experience with him. I am not the only student who feels this way!
- They helped me apply and fill out things the right way
- I fall into a different category so I was shocked that I needed all this info. (even though my FASA was in) I now understand federal requirements. Mr. Dugues was very helpful! I do see other students getting the run around. I think more staff is needed to explain what the process is to take care of red flags.
- Put military on the back burner...
- quick

Q7 Career Center

- could not have been more pleased, great idea, great carry out with process, extra helpful, would and have recommended it to several people
- Excellent
- Some of the employees should know their topics better
- N/A
- Doreen is great, she helped me a lot!
- Jasmyn was so nice. She is very helpful

Q8 Orientation

- I enjoyed it and it was very useful.
- very helpful really knowledgeable
- very clear, very complete, explained alllllll my questions, and helped to answer several I didn't know I had
- I was told I needed to go to orientation not only by advising center but it also stated on the web when I tried to register. I took time off to go to the orientation and found out I did not need to attend because I was going into a certificate program. I would think that when I registered for a certificate program the computer would pick it up and not show I needed orientation. I would also think that the advising area would know I didn't need it.
- Took time off to attend orientation when it wasn't needed. Told to attend by advising and registration hold.
- Mr. Peters was an awesome instructor
- too long
- I felt like I wasted my time
- Long, needed a break.

- I was told to print and bring in the verification e-mail and a form of identification to the orientation but they never checked either one of the two things I had to bring.
- Awesome very informative
- I thought that I had to go to orientation before getting my classes because that is what I was told. Orientation was a waste of time. I could have gotten my classes sooner, and I learned nothing new in orientation. I felt that it was pointless and students should be able to pick their classes without going in they chose
- I feel that due to the number of students in each session and the rate at which they filled up maybe more sessions could have been offered
- IT WAS KIND OF LONG AND BORING.. BUT VERY INFORMATIVE
- I liked the orientation, but I feel as though I should have had a detailed tour(walking part) because I know a lot of places in the school I would have liked to know about and I only found by walking around on my own
- Fletcher, again.
- EXCELLENT MRS. FLETCHER
- They provide help for the students.
- Had trouble finding where we meet at but I was new to the campus

Q9 Registration

- They registered me as an out of state student even though I wasn't.
- Could have been a little easier to search for classes, the search engine needs a bit of work.
- The same problem - I think in the automatic internet registration process that the computer would detect I was applying for a certificate program and not show that I needed orientation before registering for a class. I had to spend time and many phone calls trying to get the orientation requirement waived to register for class.
- Excellent
- All internet
- I had to go back too many times for documents
- Simple
- again I state that most people were not helpful and did not do anything. When I picked my classes after orientation the person who was there to "help" us did not help, all were left to figure it out themselves.
- registration was easy, I believe we need more lines, it gets really packed really quick
- they kept losing my papers such as test scores and transcripts.
- The office is not helpful at all, I have made an appointment with the Dean to discuss
- Again, it was a little confusing at times.
- Irene Johnson helped me and knew exactly what to do.
- Online registration is a pain each student should be able to choose their classes with their advisor when they meet with them. They shouldn't have to wait to sign up online when that may be 2 or 3 months after you meet.
- They provide help for the students.

- other schools allow state employee waivers to register prior to add/drop your policy is bad

Q13 What is your racial/ethnic background?

- i'm hispanic but western russia descendent
- and hispanic
- american/french/polish
- NA
- Multi-racial
- other
- puertorican
- Arabic
- Do not wish to respond
- middle eastern

Q15 What was your primary education goal when you applied to PBCC?

- To complete an associate degree in an occupational field, then transfer to a university
- To complete AS then enter workforce as I attained an BS
- BAS program
- Pediatric Nursing
- To fashion an AA degree and then earn a Bachelors.
- Transient student from FAU
- also Law enforcement academy
- BAS in Nursing
- associate degree and bachelor
- MRI
- Transfer my AA and AS degrees and earn my BAS
- my plans have changed to obtaining my AA then transferring to a university
- To complete a AS degree
- to take 2 college credit courses to get my Staff Credential Certification for my job
- Limited access program
- go on to AAS
- Get my AA and play softball then transfer to a University

**Intake Survey - 2009
Belle Glade Campus**

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	3	37.5%	3	37.5%	1	12.5%	1	12.5%	0	0.0%	8	100.0%
Friendliness/Courtesy	4	50.0%	1	12.5%	1	12.5%	2	25.0%	0	0.0%	8	100.0%
Easy to use	3	37.5%	1	12.5%	3	37.5%	1	12.5%	0	0.0%	8	100.0%
Well organized/Efficient	3	37.5%	1	12.5%	3	37.5%	1	12.5%	0	0.0%	8	100.0%
Overall Rating	3	42.9%	2	28.6%	0	0.0%	2	28.6%	0	0.0%	7	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	6	66.7%	1	11.1%	2	22.2%	0	0.0%	0	0.0%	9	100.0%
Friendliness/Courtesy	6	75.0%	2	25.0%	0	0.0%	0	0.0%	0	0.0%	8	100.0%
Easy to use	7	77.8%	1	11.1%	1	11.1%	0	0.0%	0	0.0%	9	100.0%
Well organized/Efficient	7	77.8%	2	22.2%	0	0.0%	0	0.0%	0	0.0%	9	100.0%
Overall Rating	7	77.8%	1	11.1%	1	11.1%	0	0.0%	0	0.0%	9	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	4	44.4%	3	33.3%	2	22.2%	0	0.0%	0	0.0%	9	100.0%
Friendliness/Courtesy	3	33.3%	1	11.1%	3	33.3%	2	22.2%	0	0.0%	9	100.0%
Easy to use	3	33.3%	1	11.1%	4	44.4%	1	11.1%	0	0.0%	9	100.0%
Well organized/Efficient	3	33.3%	1	11.1%	3	33.3%	2	22.2%	0	0.0%	9	100.0%
Overall Rating	3	33.3%	1	11.1%	4	44.4%	1	11.1%	0	0.0%	9	100.0%

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	4	44.4%	1	11.1%	1	11.1%	2	22.2%	1	11.1%	9	100.0%
Friendliness/Courtesy	4	44.4%	2	22.2%	1	11.1%	1	11.1%	1	11.1%	9	100.0%
Easy to use	3	33.3%	2	22.2%	1	11.1%	2	22.2%	1	11.1%	9	100.0%
Well organized/Efficient	4	44.4%	2	22.2%	0	0.0%	2	22.2%	1	11.1%	9	100.0%
Overall Rating	3	33.3%	2	22.2%	2	22.2%	1	11.1%	1	11.1%	9	100.0%

5. Testing

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	4	50.0%	2	25.0%	1	12.5%	0	0.0%	1	12.5%	8	100.0%
Friendliness/Courtesy	3	42.9%	3	42.9%	1	14.3%	0	0.0%	0	0.0%	7	100.0%
Easy to use	4	57.1%	1	14.3%	2	28.6%	0	0.0%	0	0.0%	7	100.0%
Well organized/Efficient	5	71.4%	1	14.3%	1	14.3%	0	0.0%	0	0.0%	7	100.0%
Overall Rating	3	42.9%	2	28.6%	2	28.6%	0	0.0%	0	0.0%	7	100.0%

6. Financial Aid

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	4	57.1%	1	14.3%	0	0.0%	2	28.6%	0	0.0%	7	100.0%
Friendliness/Courtesy	4	57.1%	1	14.3%	0	0.0%	2	28.6%	0	0.0%	7	100.0%
Easy to use	3	42.9%	2	28.6%	0	0.0%	1	14.3%	1	14.3%	7	100.0%
Well organized/Efficient	3	42.9%	2	28.6%	0	0.0%	2	28.6%	0	0.0%	7	100.0%
Overall Rating	4	57.1%	1	14.3%	0	0.0%	2	28.6%	0	0.0%	7	100.0%

7. Career Center

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Friendliness/Courtesy	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Easy to use	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Well organized/Efficient	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Overall Rating	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%

8. Orientation

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
Friendliness/Courtesy	2	50.0%	1	25.0%	1	25.0%	0	0.0%	0	0.0%	4	100.0%
Easy to use	3	75.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
Well organized/Efficient	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
Overall Rating	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%

9. Registration

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	3	37.5%	2	25.0%	3	37.5%	0	0.0%	0	0.0%	8	100.0%
Friendliness/Courtesy	3	37.5%	2	25.0%	2	25.0%	1	12.5%	0	0.0%	8	100.0%
Easy to use	2	25.0%	3	37.5%	2	25.0%	1	12.5%	0	0.0%	8	100.0%
Well organized/Efficient	2	25.0%	3	37.5%	2	25.0%	1	12.5%	0	0.0%	8	100.0%
Overall Rating	2	25.0%	2	25.0%	4	50.0%	0	0.0%	0	0.0%	8	100.0%

11. Are you...?

	#	%
Male	3	33.3%
Female	6	66.7%
Total	9	100.0%

12. What was your age on August 31, 2008?

	#	%
Under 18	0	0.0%
18-20	6	66.7%
21-24	1	11.1%
25-29	1	11.1%
30-34	0	0.0%
35-39	0	0.0%
40-49	0	0.0%
50 or over	1	11.1%
Total	9	100.0%

13. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	0	0.0%
Black or African American	5	55.6%
Hawaiian or Pacific Islander	0	0.0%
Hispanic or Latino	2	22.2%
White	2	22.2%
Other (please specify:	0	0.0%
Total	9	100.0%

14. Is English your primary language? (i.e., the language you use more than 50% of the time)?

	#	%
Yes	8	88.9%
No	1	11.1%
Total	9	100.0%

15. What was your primary education goal when you applied to PBCC?

	#	%
To complete an associate degree, then transfer to a university (AA program)	6	66.7%
To take a few courses, then transfer to a university without receiving an associate degree	0	0.0%
To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	2	22.2%
To complete a vocational or technical program (vocational certificate)	1	11.1%
To take a few courses, but not to earn a degree or certificate	0	0.0%
To take courses related to my job (Corporate & Continuing Education)	0	0.0%
To take courses for self-improvement	0	0.0%
I was not sure of my educational goals when I applied	0	0.0%
Other (please specify:	0	0.0%
Total:	9	100.0%

Belle Glade

Q1 Getting Information over the Phone

- Phone calls are rarely answered on the 1st and 2nd time and they tend to rush you over the phone and you really aren't able to really get your message across to the person helping you over the phone because they're rushing you to get off. (belle glade campus)

Q2 Getting Information over the website

- The website is very handy and very convenient.
- I really enjoy the website, it's easy to the eye and very well organized, easy to surfer through it.

Q3 Application Process

- The application process also very good. I love being at PBCC
- I had several problems with my verification status and I was never contacted that my application was missing items on it, but really the application was fine when I checked it. So I then had to go about refilling out a new application and getting verified as a florida resident, two days before the 2009 fall semester started.

Q4 Advising

- I have never being to the advising department
- The advising staff at Pbcc seemed aggravated and more forced to provide their help. They should be professionals and act accordingly instead of making the students feel un-knowledgeable and insecure about themselves. If they don't enjoy their job then why are they even working there. (Belle Glade Campus)
- didnt see a need for the advising on the belle glade campus all they did was print info i already had they showed no interest

Q5 Testing

- testing department okay

Q6 Financial Aid

- Miss.Davis I love the the way she explain things very sufficient

Q7 Career Center

- No response

Q8 Orientation

- No response

Q9 Registration

- No response

Q13 What is your racial/ethnic background?

- No response

Q15 What was your primary education goal when you applied to PBCC?

- No response

**Intake Survey - 2009
Boca Raton Campus**

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	25	44.6%	11	19.6%	7	12.5%	7	12.5%	6	10.7%	56	100.0%
Friendliness/Courtesy	19	34.5%	11	20.0%	12	21.8%	5	9.1%	8	14.5%	55	100.0%
Easy to use	26	49.1%	15	28.3%	7	13.2%	2	3.8%	3	5.7%	53	100.0%
Well organized/Efficient	23	42.6%	18	33.3%	8	14.8%	0	0.0%	5	9.3%	54	100.0%
Overall Rating	20	37.0%	15	27.8%	9	16.7%	6	11.1%	4	7.4%	54	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	45	64.3%	19	27.1%	5	7.1%	1	1.4%	0	0.0%	70	100.0%
Friendliness/Courtesy	38	60.3%	17	27.0%	7	11.1%	1	1.6%	0	0.0%	63	100.0%
Easy to use	44	65.7%	15	22.4%	7	10.4%	1	1.5%	0	0.0%	67	100.0%
Well organized/Efficient	43	64.2%	14	20.9%	9	13.4%	1	1.5%	0	0.0%	67	100.0%
Overall Rating	42	62.7%	18	26.9%	4	6.0%	3	4.5%	0	0.0%	67	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	41	57.7%	14	19.7%	10	14.1%	5	7.0%	1	1.4%	71	100.0%
Friendliness/Courtesy	38	57.6%	14	21.2%	7	10.6%	6	9.1%	1	1.5%	66	100.0%
Easy to use	38	54.3%	19	27.1%	6	8.6%	5	7.1%	2	2.9%	70	100.0%
Well organized/Efficient	39	55.7%	15	21.4%	9	12.9%	5	7.1%	2	2.9%	70	100.0%
Overall Rating	40	58.8%	13	19.1%	9	13.2%	6	8.8%	0	0.0%	68	100.0%

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	30	54.5%	10	18.2%	9	16.4%	5	9.1%	1	1.8%	55	100.0%
Friendliness/Courtesy	26	49.1%	10	18.9%	6	11.3%	8	15.1%	3	5.7%	53	100.0%
Easy to use	32	59.3%	8	14.8%	6	11.1%	6	11.1%	2	3.7%	54	100.0%
Well organized/Efficient	28	51.9%	9	16.7%	6	11.1%	6	11.1%	5	9.3%	54	100.0%
Overall Rating	30	55.6%	8	14.8%	7	13.0%	6	11.1%	3	5.6%	54	100.0%

5. Testing

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	27	67.5%	9	22.5%	3	7.5%	1	2.5%	0	0.0%	40	100.0%
Friendliness/Courtesy	25	65.8%	5	13.2%	7	18.4%	1	2.6%	0	0.0%	38	100.0%
Easy to use	28	71.8%	6	15.4%	4	10.3%	0	0.0%	1	2.6%	39	100.0%
Well organized/Efficient	29	74.4%	6	15.4%	4	10.3%	0	0.0%	0	0.0%	39	100.0%
Overall Rating	26	66.7%	9	23.1%	3	7.7%	1	2.6%	0	0.0%	39	100.0%

6. Financial Aid

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	22	47.8%	4	8.7%	6	13.0%	0	0.0%	14	30.4%	46	100.0%
Friendliness/Courtesy	23	48.9%	3	6.4%	5	10.6%	2	4.3%	14	29.8%	47	100.0%
Easy to use	21	44.7%	3	6.4%	10	21.3%	3	6.4%	10	21.3%	47	100.0%
Well organized/Efficient	19	40.4%	4	8.5%	8	17.0%	3	6.4%	13	27.7%	47	100.0%
Overall Rating	20	42.6%	5	10.6%	6	12.8%	4	8.5%	12	25.5%	47	100.0%

7. Career Center

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	14	66.7%	4	19.0%	3	14.3%	0	0.0%	0	0.0%	21	100.0%
Friendliness/Courtesy	13	65.0%	5	25.0%	2	10.0%	0	0.0%	0	0.0%	20	100.0%
Easy to use	10	52.6%	5	26.3%	4	21.1%	0	0.0%	0	0.0%	19	100.0%
Well organized/Efficient	12	63.2%	4	21.1%	3	15.8%	0	0.0%	0	0.0%	19	100.0%
Overall Rating	11	57.9%	5	26.3%	3	15.8%	0	0.0%	0	0.0%	19	100.0%

8. Orientation

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	29	60.4%	14	29.2%	4	8.3%	0	0.0%	1	2.1%	48	100.0%
Friendliness/Courtesy	32	68.1%	8	17.0%	4	8.5%	2	4.3%	1	2.1%	47	100.0%
Easy to use	32	69.6%	10	21.7%	1	2.2%	2	4.3%	1	2.2%	46	100.0%
Well organized/Efficient	31	66.0%	9	19.1%	4	8.5%	2	4.3%	1	2.1%	47	100.0%
Overall Rating	29	63.0%	9	19.6%	6	13.0%	1	2.2%	1	2.2%	46	100.0%

9. Registration

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	35	50.7%	17	24.6%	12	17.4%	1	1.4%	4	5.8%	69	100.0%
Friendliness/Courtesy	36	52.2%	16	23.2%	8	11.6%	3	4.3%	6	8.7%	69	100.0%
Easy to use	36	52.2%	16	23.2%	10	14.5%	3	4.3%	4	5.8%	69	100.0%
Well organized/Efficient	36	52.2%	13	18.8%	10	14.5%	4	5.8%	6	8.7%	69	100.0%
Overall Rating	36	52.9%	15	22.1%	9	13.2%	5	7.4%	3	4.4%	68	100.0%

11. Are you...?

	#	%
Male	15	20.3%
Female	59	79.7%
Total	74	100.0%

12. What was your age on August 31, 2008?

	#	%
Under 18	2	2.7%
18-20	46	62.2%
21-24	13	17.6%
25-29	2	2.7%
30-34	3	4.1%
35-39	2	2.7%
40-49	4	5.4%
50 or over	2	2.7%
Total	74	100.0%

13. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	2	2.7%
Black or African American	8	10.8%
Hawaiian or Pacific Islander	1	1.4%
Hispanic or Latino	15	20.3%
White	45	60.8%
Other (please specify):	3	4.1%
Total	74	100.0%

14. Is English your primary language? (i.e., the language you use more than 50% of the time)?

	#	%
Yes	56	75.7%
No	18	24.3%
Total	74	100.0%

15. What was your primary education goal when you applied to PBCC?

	#	%
To complete an associate degree, then transfer to a university (AA program)	48	64.9%
To take a few courses, then transfer to a university without receiving an associate degree	8	10.8%
To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	11	14.9%
To complete a vocational or technical program (vocational certificate)	1	1.4%
To take a few courses, but not to earn a degree or certificate	2	2.7%
To take courses related to my job (Corporate & Continuing Education)	1	1.4%
To take courses for self-improvement	0	0.0%
I was not sure of my educational goals when I applied	1	1.4%
Other (please specify:	2	2.7%
Total:	74	100.0%

Boca Raton

Q1 Getting Information over the Phone

- Would like more available personal assistance.
- As far as the first two questions. It is not convenient because of the wait to speak to someone. Also goes for efficient. As far as friendly and courtesy, they were fantastic.
- The majority of the time, you get a voice mail, and no one returns calls.
- Not very helpful considering I was moving here from out of state caused a lot of headaches.
- I found calling PBCC for information regarding either financial aid or academic advising was frustrating. I was either forward to a voice mail and left with no answer, put on hold for long periods of time, or was spoken to as if I was an inconvenience. The staff was not very helpful nor were they very friendly or easy to talk to.
- The staff working at the Boca Raton campus isn't that friendly however, everything else is fine.
- no body has information, the people that take the phone calls, don't know basic answers to questions when I needed information about classes, I could not get what I needed over the phone, even after many calls. I had to go down to the office and see someone in person. That was the only way I could get any information. The phone is pointless.
- I talked to only one person out of many who was even remotely polite.
- I called a couple of times, and most of the times I had to wait 20 minutes or more!
- Long wait time.
- I would have to call back numerous times in order to speak to someone from a specific department.
- This has happened twice to me already, once I ask a question they generally put me on hold to check something and it takes them about ten minutes if they come back on the line at all!
- I HOPE THAT THE STAFF REALLY TO HELP MAKE THIS NEW EXPERIENCE EASY FOR
- not very helpful, also telephone attendees do not have enough knowledge.
- they take weeks to call back when left a voice mail. It has happened 3 times.

Q2 Getting Information over the website

- Some topics are difficult to find.
- no problems with website, I think it's very well organized.

Q3 Application Process

- Again I felt the times were too long.
- The length and the accessibility need improvement.
- The women working in registration kept giving me the wrong residency papers, I went through the process at least 4 times before they finally got it right.
- Website navigation is complicated.

- very confusing on how to apply for a non degree seeking student going for college classes for Early Childhood Education....not organized at all even the lady helping with the application said they have complained

Q4 Advising

- Had to go back over 3 times for the same issue
- I didn't deal with advising much, but when I did they were the only polite, helpful, and intelligent people out of everyone that I dealt with from any department
- I find academic advising the worst part of my college experience thus far. I expected advising to be able to provide insight into what classes I needed as well being able to help me feel less lost. At the appointment instead of having a conversation with someone on what classes I needed as well as finding out more about how to accomplish my overall educational goal, I was handed a piece of paper and told to follow the requirements for each section. This is very frustrating.
- Over the phone, pointless, I talked to some very rude people, and most were unhelpful. In person seeing an adviser was fine. They are the only helpful one, the rest have no knowledge about anything
- Advisor was too serious and intimidating.
- Ms. Fletcher is HORRIBLE!
- the first time I had spoken with an adviser at Boca she was rude, and this week I went to see another adviser to find out that I was illadvised by the first, and now I am in the wrong courses, when I pay out of state it matters to me.

Q5 Testing

- This is the process where I have the best experience
- I love it
- I thought that the testing room was great.
- Staff is very nice

Q6 Financial Aid

- Different information is given, depend on who you talk to
- It took a pretty long time because I know some friends who either had to go to a different college or drop their classes because it was taking too long and I had the same problem.
- Boca Campus has the rudest financial aid department I have ever dealt with. Were extremely rude, had to only deal with Brian Davis who was excellent because Boca Campus was impossible to get help!
- This was another terrible experience. I had to deal with financial aid a lot and I found the staff inefficient and uncourteous. This was not an enjoyable process for me at all. As an out of state resident I had to do a lot in order to enroll at pbcc and I felt that financial aid did not make it any easier.
- I am still waiting for my reward although I got things in 2 months ago. It should not take this long.

- Terrible staff- I got 3 different answers to the same question from 3 different people!!!!
- Woman at cashiers office was extremley rude and annoyed by my questions. I had to keep reminding her that I was a new student and didn't understand the process yet.
- Quick and convenient!

Q7 Career Center

- Some of the employees should know their topics better

Q8 Orientation

- I thought that I had to go to orientation before getting my classes because that is what I was told. Orientation was a waste of time. I could have gotten my classes sooner, and I learned nothing new in orientation. I felt that it was pointless and students should be able to pick their classes without going in they chose
- Fletcher, again.
- EXCELLENT MRS. FLETCHER

Q9 Registration

- I had to go back too many times for documents
- again I state that most people were not helpful and did not no anything. When I picked my classes after orientation the person who was there to help us did not help, all were left to figure it out themselves.

Q13 What is your racial/ethnic background?

- i'm hispanic but western russia descendent
- Arabic
- middle eastern

Q15 What was your primary education goal when you applied to PBCC?

- Transient student from FAU
- to take 2 college credit courses to get my Staff Credential Certification for my job

**Intake Survey - 2009
Lake Worth Campus**

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	29	37.7%	18	23.4%	12	15.6%	4	5.2%	14	18.2%	77	100.0%
Friendliness/Courtesy	28	36.4%	24	31.2%	15	19.5%	5	6.5%	5	6.5%	77	100.0%
Easy to use	28	36.8%	20	26.3%	16	21.1%	6	7.9%	6	7.9%	76	100.0%
Well organized/Efficient	28	37.3%	17	22.7%	17	22.7%	4	5.3%	9	12.0%	75	100.0%
Overall Rating	21	28.0%	25	33.3%	15	20.0%	6	8.0%	8	10.7%	75	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	77	64.2%	27	22.5%	14	11.7%	1	0.8%	1	0.8%	120	100.0%
Friendliness/Courtesy	60	55.0%	38	34.9%	7	6.4%	2	1.8%	2	1.8%	109	100.0%
Easy to use	67	56.3%	31	26.1%	14	11.8%	2	1.7%	5	4.2%	119	100.0%
Well organized/Efficient	72	61.0%	29	24.6%	9	7.6%	5	4.2%	3	2.5%	118	100.0%
Overall Rating	66	56.9%	35	30.2%	8	6.9%	6	5.2%	1	0.9%	116	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	61	48.4%	34	27.0%	18	14.3%	4	3.2%	9	7.1%	126	100.0%
Friendliness/Courtesy	61	50.4%	34	28.1%	18	14.9%	2	1.7%	6	5.0%	121	100.0%
Easy to use	58	46.4%	32	25.6%	23	18.4%	5	4.0%	7	5.6%	125	100.0%
Well organized/Efficient	60	49.6%	31	25.6%	19	15.7%	6	5.0%	5	4.1%	121	100.0%
Overall Rating	51	41.8%	41	33.6%	21	17.2%	3	2.5%	6	4.9%	122	100.0%

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	50	49.0%	28	27.5%	13	12.7%	4	3.9%	7	6.9%	102	100.0%
Friendliness/Courtesy	65	63.7%	15	14.7%	14	13.7%	3	2.9%	5	4.9%	102	100.0%
Easy to use	50	49.5%	30	29.7%	12	11.9%	4	4.0%	5	5.0%	101	100.0%
Well organized/Efficient	53	53.0%	24	24.0%	10	10.0%	6	6.0%	7	7.0%	100	100.0%
Overall Rating	50	50.0%	29	29.0%	12	12.0%	4	4.0%	5	5.0%	100	100.0%

5. Testing

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	54	61.4%	23	26.1%	10	11.4%	0	0.0%	1	1.1%	88	100.0%
Friendliness/Courtesy	50	57.5%	25	28.7%	10	11.5%	1	1.1%	1	1.1%	87	100.0%
Easy to use	52	61.2%	23	27.1%	9	10.6%	0	0.0%	1	1.2%	85	100.0%
Well organized/Efficient	54	62.1%	22	25.3%	10	11.5%	1	1.1%	0	0.0%	87	100.0%
Overall Rating	52	59.8%	24	27.6%	9	10.3%	2	2.3%	0	0.0%	87	100.0%

6. Financial Aid

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	42	43.8%	23	24.0%	11	11.5%	11	11.5%	9	9.4%	96	100.0%
Friendliness/Courtesy	40	42.6%	24	25.5%	16	17.0%	6	6.4%	8	8.5%	94	100.0%
Easy to use	35	36.5%	25	26.0%	17	17.7%	12	12.5%	7	7.3%	96	100.0%
Well organized/Efficient	40	42.6%	25	26.6%	14	14.9%	8	8.5%	7	7.4%	94	100.0%
Overall Rating	30	31.9%	32	34.0%	17	18.1%	7	7.4%	8	8.5%	94	100.0%

7. Career Center

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	31	72.1%	10	23.3%	2	4.7%	0	0.0%	0	0.0%	43	100.0%
Friendliness/Courtesy	29	69.0%	8	19.0%	5	11.9%	0	0.0%	0	0.0%	42	100.0%
Easy to use	28	65.1%	11	25.6%	4	9.3%	0	0.0%	0	0.0%	43	100.0%
Well organized/Efficient	30	71.4%	6	14.3%	6	14.3%	0	0.0%	0	0.0%	42	100.0%
Overall Rating	29	67.4%	10	23.3%	4	9.3%	0	0.0%	0	0.0%	43	100.0%

8. Orientation

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	59	57.3%	30	29.1%	10	9.7%	1	1.0%	3	2.9%	103	100.0%
Friendliness/Courtesy	70	67.3%	23	22.1%	9	8.7%	0	0.0%	2	1.9%	104	100.0%
Easy to use	59	59.6%	29	29.3%	8	8.1%	2	2.0%	1	1.0%	99	100.0%
Well organized/Efficient	59	57.8%	29	28.4%	10	9.8%	3	2.9%	1	1.0%	102	100.0%
Overall Rating	60	59.4%	28	27.7%	12	11.9%	0	0.0%	1	1.0%	101	100.0%

9. Registration

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	60	50.4%	36	30.3%	13	10.9%	5	4.2%	5	4.2%	119	100.0%
Friendliness/Courtesy	53	46.1%	41	35.7%	14	12.2%	4	3.5%	3	2.6%	115	100.0%
Easy to use	58	49.2%	38	32.2%	13	11.0%	4	3.4%	5	4.2%	118	100.0%
Well organized/Efficient	53	45.3%	34	29.1%	19	16.2%	8	6.8%	3	2.6%	117	100.0%
Overall Rating	51	43.2%	41	34.7%	16	13.6%	8	6.8%	2	1.7%	118	100.0%

11. Are you...?

	#	%
Male	35	27.3%
Female	93	72.7%
Total	128	100.0%

12. What was your age on August 31, 2008?

	#	%
Under 18	4	3.1%
18-20	71	55.9%
21-24	10	7.9%
25-29	9	7.1%
30-34	5	3.9%
35-39	9	7.1%
40-49	14	11.0%
50 or over	5	3.9%
Total	127	100.0%

13. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	4	3.1%
Black or African American	28	21.9%
Hawaiian or Pacific Islander	0	0.0%
Hispanic or Latino	38	29.7%
White	53	41.4%
Other (please specify:	5	3.9%
Total	128	100.0%

14. Is English your primary language? (i.e., the language you use more than 50% of the time)?

	#	%
Yes	110	86.6%
No	17	13.4%
Total	127	100.0%

15. What was your primary education goal when you applied to PBCC?

	#	%
To complete an associate degree, then transfer to a university (AA program)	70	52.6%
To take a few courses, then transfer to a university without receiving an associate degree	3	2.3%
To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	31	23.3%
To complete a vocational or technical program (vocational certificate)	8	6.0%
To take a few courses, but not to earn a degree or certificate	1	0.8%
To take courses related to my job (Corporate & Continuing Education)	1	0.8%
To take courses for self-improvement	3	2.3%
I was not sure of my educational goals when I applied	5	3.8%
Other (please specify:	11	8.3%
Total:	133	100.0%

Lake Worth

Q1 Getting Information over the Phone

- Excellent
- Everytime I called PBCC lake worth campus over the phone, the people i talked to were always short with me, and acted irriated.
- registering this fall was horrible no one answered the phone i had to call over and over. Also, i was unable to leave a message because the inboxes were always full.
- sometimes it takes an extremely long time to even get a hold of someone. Unless you have the patience to get someone then your better off going to the campus.
- it is almost impossible to get ahold of smeone in advising
- What is considered General Informtion? Parking? Directions? Department information? This question is really not well defined.
- never talk on phone with pbcc
- when calling admissions or advising no one ever picks up
- no one ever picks up the phone it was to hard to contact someone
- They gt all your questions answered
- I had a couple of questions that I couldn't get answered online so I called and wasn't completely satisfied.
- get a recording to leave info. and someone will call back. This did not happen.
- The phone system is horrible when it comes to getting someone on the phone from Financial Aid at any time of the business day. They pick and hang right back up. I had a situation where I had to have something resolved and it could of been answered of the phone. Well not only did I have to leave early my job to go to the campus it was a question that only took two minutes to answer. I have two jobs and 4 out of 5 of my classes online. I've never had this problem at Broward College
- It benefits a lot.

Q2 Getting Information over the website

- very useful
- Excellent
- takes a while to get a response from live help
- the PBCC website perpetuates the stereotype of Community Colleges.
- my main source of getting info
- Sometimes the emails from school are hard to read, becuae the images come as attachments and do not make it into the corrspondence of the email.
- Pages found varied widely with the amounts of information provided. Many times it just refered you to contact the Department by phone.
- It is sometimes confusing and you need to dig for the information you are looking for.
- i like the pbcc website it's really helpful and i'm not sure how you could make it better maybe you could have a seperate a different page to keep trck of the clubs and their activities, also allow videos and comments

- very helpful
- I like getting information over the pbcc website
- I definitely preferred going online. It was quick and I didn't feel as if I was bothering them.
- I tried to ask questions over thw web etc... PBCC numbers have increased so staff should increase
- This in comparsion with the phones is better organized
- It 's easy to follow.
- Having a hard time using the libray resorces.

Q3 Application Process

- easy to use
- Excellent
- It took many emails and going to the PBCC to make sure they had my former college transcripts. PBCC insisted they didn't have them but they actually did.
- took a while to be processed and the lost my transscripts
- This was the first time I applied to a college and took classes while outside the Army. I think the school should have an orientation to walk us through the process, teach us about the GI bill, classes, required tests, and transfer credits. Sort of like what the advisor does, just go more indepth by bringing in testing, and Financial aid to teach about their process. Also if available a VA rep to talk about applying for GI bill..
- I did not realize I had to sign one specific area of the application, and my entire packet and check was returned to me by mail. I did not even recieve a note as to why it was returned to me, only the signature area I forgot to sign was highlighted. I understand that the office folks are very busy, but at least put a note in there verifying what I needed to correct.
- it was fairly simple the only problems i had was financial aid
- service was so poor..i kept having to come back for diffferent reasons
- It was kind of difficult to manage at first when if no one explains stuff to you
- After deciding to come to school after so many years it can be a liitle confusing at times.
- The big problem I had, is PBCC wanted my high school transcript. I have my A.A. degree from PBCC. (years ago) I have learned it is a requirement?? I sent it.
- a little new for me and hard.

Q4 Advising

- help with schedule was useful
- Excellent
- I waited two hours to talk to an advisor, and when I finally was able to the advisor, was short, and seemed irriated with me.
- Had to speaking with an Advising Counselor three times before I got on the right track. I was even sent to BAS advising. Waste of time.
- long lines
- Need to figure out a better way to see advisment the wait is so long!

- when i saw an advisor, she wasnt that helpful. i plan to see another advisor
- Mr Asher was very helpful with advising.
- My advising experience with faculty members within my department was excellent, but when I was required to go to some one outside my major/department they really could not help me with my questions. I felt it was a waste of both individuals times.
- I had a great experience with the woman who worked with me. She took the time to expalin everything I needed to me! Great Job!!
- I had to see advising once. I was very early so it was fast and friendly.
- I am very impressed w/ the tech. program. (I am taking Welding) I wish I knew more about the tech. program, I would have done this years ago.
- Advising is very friendly but the financial aid department is a mess!
- They provide great help for the students.

Q5 Testing

- test
- Excellent
- Good testing hours, one day though computer network was down so they could not test subjects. Maybe outside testing facility have a list and description of the tests offered, and what to study or be prepared for.
- the test were fairly challenging (why is there an easy to use for testing??)
- Direct and to the point. Well organized.
- It was a good experience,they were willing to help and explain everything before the test.
- need later hours

Q6 Financial Aid

- should tell you what paperwork is required sooner. never saw link for promisory note.
- Lines in the office are long perhaps more personnell would help
- Excellent
- I went around and around with the financial Aid office. Everytime I seen an advisor she was really short with me, and one thing that i disliked was that she discussed my financial aid situation in the lobby where everyone waits, instead of in her office. That is a private matter, something that I feel not everyone needs to know, there should be kept confidential. I was very displeased with the serivce.
- First I'd like to state that I'm sincerely grateful. Financial aid still hasn't been disbursed, even though I filled out a form for direct deposit. Useless, however, I'm not ungrateful.
- the lady at the desk was very rude and unwilling to answer questions
- Still awaiting 9/11 GI Bill to pay school, and am currently on financial hold due to that bill. Cannot change my degree plan because of that. Although no fault of school VA slow at processing claims/making payments
- There are no words for this.
- Mr.Jean-Laurent is very knowledgeable, Mrs. Mcisaac - have room for improvement., other lady (office (make right after entrance)) - disaster.

- I have not received any financial aid as of yet I am still waiting for my transcripts to be evaluated????
- I had problems here but I guess it was miscommunication
- They helped me apply and fill out things the right way
- I fall into a different category so I was shocked that I needed all this info. (even though my FASA was in) I now understand federal requirements. Mr. Dugues was very helpful! I do see other students getting the run around. I think more staff is needed to explain what the process is to take care of red flags.

Q7 Career Center

- Excellent
- Doreen is great, she helped me a lot!
- Jasmyn was so nice. She is very helpful

Q8 Orientation

- very helpful really knowledgeable
- too long
- I felt like I wasted my time
- I liked the orientation, but I feel as though they should have had a detailed tour (walking part) because I know a lot of places in the school I would have liked to know about and I only found by walking around on my own
- They provide help for the students.
- Had trouble finding where we meet at but I was new to the campus

Q9 Registration

- Excellent
- registration was easy, I believe we need more lines, it gets really packed really quick
- they kept losing my papers such as test scores and transcripts.
- Again, it was a little confusing at times.
- Irene Johnson helped me and knew exactly what to do.
- Online registration is a pain each student should be able to choose their classes with their advisor when they meet with them. They shouldn't have to wait to sign up online when that may be 2 or 3 months after you meet.
- They provide help for the students.
- other schools allow state employee waivers to register prior to add/drop your policy is bad

Q13 What is your racial/ethnic background?

- American/French/Polish
- NA
- Multi-racial
- other
- Do not wish to respond

Q15 What was your primary education goal when you applied to PBCC?

- BAS program
- Pediatric Nursing
- To fashion an AA degree and then earn a Bachelors.
- also Law enforcement academy
- BAS in Nursing
- associate degree and bachelor
- my plans have changed to obtaining my AA then transferring to a university
- To complete a AS degree
- Limited access program
- go on to AAS
- Get my AA and play softball then transfer to a University

**Intake Survey - 2009
Palm Beach Gardens Campus**

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	16	36.4%	11	25.0%	8	18.2%	1	2.3%	8	18.2%	44	100.0%
Friendliness/Courtesy	21	47.7%	6	13.6%	10	22.7%	1	2.3%	6	13.6%	44	100.0%
Easy to use	20	48.8%	8	19.5%	7	17.1%	0	0.0%	6	14.6%	41	100.0%
Well organized/Efficient	18	41.9%	9	20.9%	8	18.6%	2	4.7%	6	14.0%	43	100.0%
Overall Rating	18	41.9%	8	18.6%	9	20.9%	1	2.3%	7	16.3%	43	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	38	63.3%	16	26.7%	5	8.3%	1	1.7%	0	0.0%	60	100.0%
Friendliness/Courtesy	39	67.2%	12	20.7%	6	10.3%	0	0.0%	1	1.7%	58	100.0%
Easy to use	36	61.0%	15	25.4%	6	10.2%	2	3.4%	0	0.0%	59	100.0%
Well organized/Efficient	38	64.4%	14	23.7%	5	8.5%	2	3.4%	0	0.0%	59	100.0%
Overall Rating	37	61.7%	17	28.3%	6	10.0%	0	0.0%	0	0.0%	60	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	31	49.2%	22	34.9%	7	11.1%	1	1.6%	2	3.2%	63	100.0%
Friendliness/Courtesy	30	49.2%	24	39.3%	5	8.2%	0	0.0%	2	3.3%	61	100.0%
Easy to use	30	49.2%	24	39.3%	5	8.2%	1	1.6%	1	1.6%	61	100.0%
Well organized/Efficient	30	49.2%	24	39.3%	3	4.9%	1	1.6%	3	4.9%	61	100.0%
Overall Rating	27	43.5%	29	46.8%	3	4.8%	2	3.2%	1	1.6%	62	100.0%

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	20	46.5%	11	25.6%	5	11.6%	3	7.0%	4	9.3%	43	100.0%
Friendliness/Courtesy	21	51.2%	12	29.3%	6	14.6%	1	2.4%	1	2.4%	41	100.0%
Easy to use	20	47.6%	8	19.0%	7	16.7%	4	9.5%	3	7.1%	42	100.0%
Well organized/Efficient	18	42.9%	11	26.2%	5	11.9%	4	9.5%	4	9.5%	42	100.0%
Overall Rating	18	42.9%	11	26.2%	7	16.7%	3	7.1%	3	7.1%	42	100.0%

5. Testing

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	26	66.7%	5	12.8%	5	12.8%	1	2.6%	2	5.1%	39	100.0%
Friendliness/Courtesy	26	68.4%	5	13.2%	6	15.8%	1	2.6%	0	0.0%	38	100.0%
Easy to use	24	63.2%	7	18.4%	6	15.8%	1	2.6%	0	0.0%	38	100.0%
Well organized/Efficient	26	68.4%	8	21.1%	4	10.5%	0	0.0%	0	0.0%	38	100.0%
Overall Rating	24	61.5%	9	23.1%	6	15.4%	0	0.0%	0	0.0%	39	100.0%

6. Financial Aid

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	14	38.9%	9	25.0%	8	22.2%	2	5.6%	3	8.3%	36	100.0%
Friendliness/Courtesy	12	34.3%	7	20.0%	12	34.3%	1	2.9%	3	8.6%	35	100.0%
Easy to use	10	28.6%	11	31.4%	8	22.9%	4	11.4%	2	5.7%	35	100.0%
Well organized/Efficient	12	33.3%	8	22.2%	10	27.8%	3	8.3%	3	8.3%	36	100.0%
Overall Rating	12	32.4%	11	29.7%	9	24.3%	3	8.1%	2	5.4%	37	100.0%

7. Career Center

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	10	55.6%	3	16.7%	5	27.8%	0	0.0%	0	0.0%	18	100.0%
Friendliness/Courtesy	10	58.8%	4	23.5%	3	17.6%	0	0.0%	0	0.0%	17	100.0%
Easy to use	8	47.1%	5	29.4%	4	23.5%	0	0.0%	0	0.0%	17	100.0%
Well organized/Efficient	10	58.8%	3	17.6%	4	23.5%	0	0.0%	0	0.0%	17	100.0%
Overall Rating	9	50.0%	5	27.8%	4	22.2%	0	0.0%	0	0.0%	18	100.0%

8. Orientation

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	27	54.0%	12	24.0%	6	12.0%	2	4.0%	3	6.0%	50	100.0%
Friendliness/Courtesy	35	70.0%	9	18.0%	5	10.0%	1	2.0%	0	0.0%	50	100.0%
Easy to use	33	66.0%	10	20.0%	3	6.0%	4	8.0%	0	0.0%	50	100.0%
Well organized/Efficient	32	64.0%	9	18.0%	4	8.0%	3	6.0%	2	4.0%	50	100.0%
Overall Rating	30	61.2%	11	22.4%	3	6.1%	4	8.2%	1	2.0%	49	100.0%

9. Registration

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	36	57.1%	21	33.3%	3	4.8%	0	0.0%	3	4.8%	63	100.0%
Friendliness/Courtesy	36	57.1%	18	28.6%	5	7.9%	0	0.0%	4	6.3%	63	100.0%
Easy to use	39	61.9%	13	20.6%	8	12.7%	0	0.0%	3	4.8%	63	100.0%
Well organized/Efficient	36	57.1%	12	19.0%	10	15.9%	2	3.2%	3	4.8%	63	100.0%
Overall Rating	36	57.1%	18	28.6%	5	7.9%	0	0.0%	4	6.3%	63	100.0%

11. Are you...?

	#	%
Male	17	27.0%
Female	46	73.0%
Total	63	100.0%

12. What was your age on August 31, 2008?

	#	%
Under 18	3	4.8%
18-20	39	61.9%
21-24	4	6.3%
25-29	1	1.6%
30-34	1	1.6%
35-39	1	1.6%
40-49	10	15.9%
50 or over	4	6.3%
Total	63	100.0%

13. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	2	3.2%
Black or African American	12	19.0%
Hawaiian or Pacific Islander	1	1.6%
Hispanic or Latino	7	11.1%
White	39	61.9%
Other (please specify:	2	3.2%
Total	63	100.0%

14. Is English your primary language? (i.e., the language you use more than 50% of the time)?

	#	%
Yes	59	93.7%
No	4	6.3%
Total	63	100.0%

15. What was your primary education goal when you applied to PBCC?

	#	%
To complete an associate degree, then transfer to a university (AA program)	40	63.5%
To take a few courses, then transfer to a university without receiving an associate degree	2	3.2%
To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	11	17.5%
To complete a vocational or technical program (vocational certificate)	4	6.3%
To take a few courses, but not to earn a degree or certificate	1	1.6%
To take courses related to my job (Corporate & Continuing Education)	2	3.2%
To take courses for self-improvement	0	0.0%
I was not sure of my educational goals when I applied	2	3.2%
Other (please specify:	1	1.6%
Total:	63	100.0%

Palm Beach Gardens

Q1 Getting Information over the Phone

- people were unable to provide complete answers and were rude when pressed for more information
- It is hard getting in touch with who you want to speak to.
- sometimes get connected through several exchanges to get to correct person
- receive only voicemails - leave a message
- No option to speak to a live person
- It took forever to get someone to call back. It is better to go to the college.
- There is no getting information over the phone all lines go to voicemail and the forwarding number doesn't exist.
- I have never been able to accomplish anything via phone.
- Everyone I spoke to was extremely helpful and either had the answers I needed or knew who did.
- n/a
- No inter communication....
- its ok

Q2 Getting Information over the website

- Search engine makes it a bit hard to find if you don't know exactly where you are going
- n/a
- very easy and always accurate

Q3 Application Process

- there needs to be more feedback
- Very easy, very clear, lots of help
- strictly over the internet - no problem
- At no time has staff been helpful, I have had to research and find info from other students.
- everyone was genuinely concerned with getting registered.
- No inter-communication
- no problems at all and quick

Q4 Advising

- very helpful in helping me to track down appropriate information
- Couldn't give me information about advanced curriculum to a state university and requirements for classes to take now that would do double duty
- Advised I could take any campus health for health careers when in fact I had to take one specific for my program. Program manager says you should go to the program managers not advising. How is a student to know that if you are not yet in the program.

Heard this same story for many students. I would think advising and the program managers could work this problem out so the student gets the correct information.

- Given the wrong information concerning orientation and specific class information for selected program.
- Beverly is extremely helpful, however the first Advisor was not! Horrible experience
- The advisor I spoke to was freindly and interested but couldn't answer my questions about the program I was interested in.
- The gentlemen who advised me pretty much said I need to look at another career because I am to old to pursue the one I am interested in!
- The advisor I met was very positive and helpful. Which was refreshing compared to my experience with advisors at other schools.
- very helpful

Q5 Testing

- easy to use with the exception that the screens are difficult to read
- Testing department is fantastic, easy to use, and very very friendly
- Ridiculous to have to go to registration, then cashier, then testing center. Should be able to just pay and take your test instead of having to go to so many areas to just take a test.
- Too many steps going from office to office to register and pay. Cashier's office sent me to registration, registration sent back to the career office. It seems this could be simplified in one location.

Q6 Financial Aid

- The women are very pleasant and helpful, the man, not so much.
- poor if on the phone, go to college much better service.
- Angel is not friendly at all, as a matter of fact he is rude and condescending. I am still very upset about my experience with him. I am not the only student who feels this way!
- Put military on the back burner...
- quick

Q7 Career Center

- could not have been more pleased, great idea, great carry out with process, extra helpful, would and have recommended it to several people

Q8 Orientation

- I enjoyed it and it was very useful.
- very clear, very complete, explained alllllll my questions, and helped to answer several I didn't know I had
- I was told I needed to go to orientation not only by advising center but it also stated on the web when I tried to register. I took time off to go to the orientation and found out I did not need to attend because I was going into a certificate program. I would think that when I registered for a certificate program the computer would pick it up and not show I

needed orientation. I would also think that the advising area would know I didn't need it.

- Took time off to attend orientation when it wasn't needed. Told to attend by advising and registration hold.
- Long, needed a break.
- I was told to print and bring in the verification e-mail and a form of identification to the orientation but they never checked either one of the two things I had to bring.
- I feel that due to the number of students in each session and the rate at which they filled up maybe more sessions could have been offered
- IT WAS KIND OF LONG AND BORING.. BUT VERY INFORMATIVE

Q9 Registration

- They registered me as an out of state student even though I wasn't.
- Could have been a little easier to search for classes, the search engine needs a bit of work.
- The same problem - I think in the automatic internet registration process that the computer would detect I was applying for a certificate program and not show that I needed orientation before registering for a class. I had to spend time and many phone calls trying to get the orientation requirement waived to register for class.
- All internet
- The office is not helpful at all, I have made an appointment with the Dean to discuss

Q13 What is your racial/ethnic background?

- and hispanic
- puertorican

Q15 What was your primary education goal when you applied to PBCC?

- To complete AS then enter workforce as I attained an BS