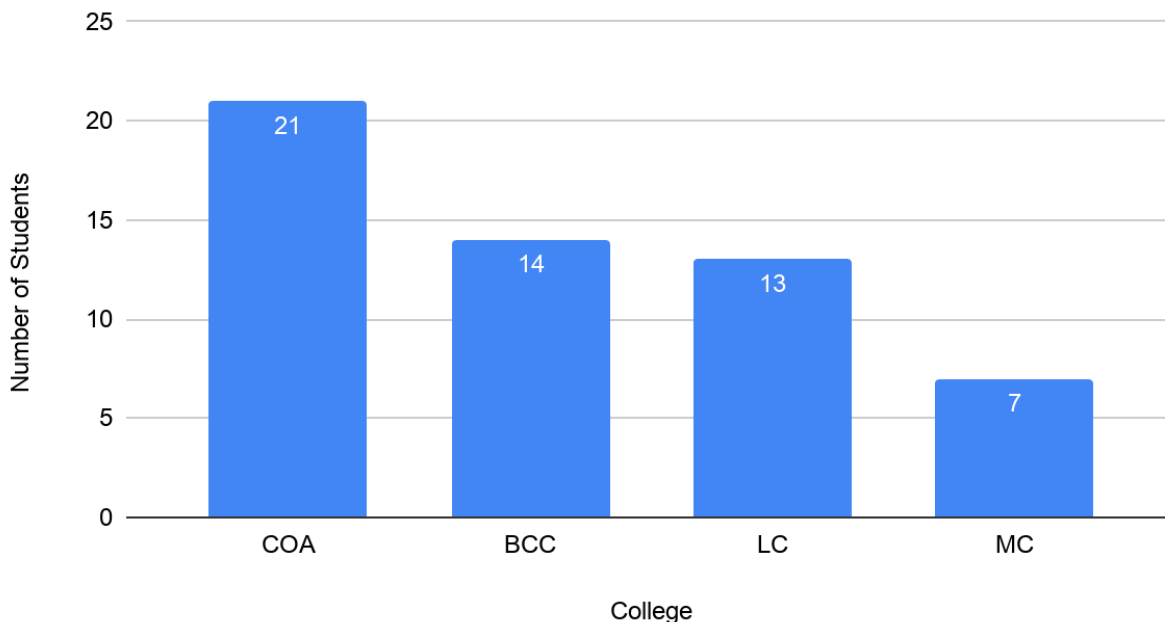


Student Focus Groups Summary

Participants

The following chart shows the numbers of student participants by college.

Student Focus Groups - Participants by College



Access

- More language assistance for non-English speakers on web site and general info help for new and prospective students
- **Update and improve the website (mentioned many times)**
- Need update info on departments and programs on web site
- Website info not accurate, not up-to-date, should be more welcoming
- Better communicate to students about various programs available and make aware of these programs
- **Accurately informed with program details early on, so students will not miss out any opportunity**

Application to the College

- Most found the process easy. However, these are primarily top students who have the skills to persevere.
- Complicated process and get lost
- **Need foreign language support on application - Human support**

- Language barrier for Non-English and Undocumented students
- Lack of clear instruction and very confusing
- Student Ambassador helped to apply
- Started w/ application in High School
- Application instructions are not clear
- Getting SID (student ID number) is difficult
- Wait 24 hrs to get SID – very challenging – no time to return next day
- A&R should have less paper - everything should be digital
- **Returning students have a hard time getting their Canvas access, email, ID back and very confusing process - make this easier**
- Students would like an application process that could be completed in one day
- There should be a single set of login credentials for all college/District applications and websites
- **More human support during application process**
- **Online video and/or step-by-step instruction**
- Consistent information and procedures across 4 campuses. Currently the colleges' procedures differ in some ways.
- Apply to a single college versus PCCD – less confusing
- Student Information should be easily shared among other colleges within PCCD

Financial Aid

- Denied FA without help
- Financial Aid disbursements are difficult to obtain
- **Requires visits to other campuses and District - why can't computer files be connected**
- Hard to get parents' tax return info - some parents haven't even filed taxes
- Denied FA without help
- Bank Mobile support is poor (and located out of state) - they seem to have no idea what happens in California
- Having a branch of bank or credit union on campus will help students
- Workshop or class on personal financial management
- Financial Aids requirements and explanation need to be clear and early on
- Lots of reading pre-application
- Foster Youth – was asked to provide family background info (difficult to obtain) and got frustrated at Laney, so came to Merritt where there was more support in FA office
- Many students commented that they felt that staff treated them as if they were trying to cheat the system. Friendlier service would be very helpful.
- More human support during application process

Enrollment / Scheduling

- **Last minute class cancellation without notice (repeated by many students)**
- More class available in general
- **More courses on campus for specific majors without going to other campus**
- **Some required classes are offered at only one time on one campus**

- Students would like it to be easy to take classes at other campus
- First time students get lost and don't know what class to take
- **Difficult to get some classes at times that work for students**
- **Some classes are offered at multiple campuses at the same times of the day**
- More evening classes
- Safer street crossing for students from campus to parking lot by closing the road during school (Laney)
- Peralta should offer shuttle transportation between all 4 campus
- Orientation does not help how to choose classes
- Offer more required classes like statistics
- Disclose the cost of books prior to or during enrollment
- **If you don't have priority enrollment you are at a great disadvantage**
- Some students know how to get into a "closed" class after the start of a semester but most students don't
- More friendly schedule for working parents
- **More evening class with better safety & security, food options, and evening student support**

Success

- Setup workshops to train students to be more self-sufficient
- Improve the quality of tutoring services
- Tutoring services are overcrowded
- Students would like more tutoring support
- Lack of IT Support on campus (Merritt)

Housing

- Housing assistance
- Tiny houses for student housing on campus

Online Education

- Very confusing and inconsistent class structure using both paper and Canvas platform for a face-to-face class
- **Difficult to contact faculty - some instructors don't respond to email in a timely fashion, or at all**
- Classes like Communication should NOT be taught as an online class
- Provide better format and structure for online
- **Enable online tutoring by default without requiring the instructor to turn on that feature**

Canvas / Other systems

- Canvas is better than Moodle
- Beginning of semester Canvas not working well
- Prefer Canvas to Moodle
- Online classes in Canvas having trouble saving works and waste time to redo

- **Instructors need to be better trained on system (PeopleSoft, Canvas), emails, tools**

Counseling

- Long wait to see (general) counselors
- No drop-in counseling available
- 80% of the group have a SEPs
- **Counselors should reflect student diversity (race, culture and language)**
- Students without SEPs often take unnecessary courses
- **Counseling department should provide more support for working adults**
- General counselors should be more knowledgeable
- Counselors often give inconsistent advice
- Offers quicker path via counseling
- General counselors are not as committed or helpful as counselors in categorical programs
- Show more caring and be more approachable
- Counselors should be more committed and go the extra mile for students
- Counselors should provide support and be good listeners; they should help take away stress from students
- More personal connection w/ students
- Peer counselors would be nice
- **Use text notification for appointments (currently, students have to wait for a long time for an appointment) - use technology to improve customer service**
- **Online counseling is appealing to many students**

Textbooks

- As long as students comply with book voucher requirements, the program works fine.
- Simplify the book voucher application process
- Took too long to get voucher
- Video, workshop or instruction how to look for inexpensive or affordable textbooks
- All agreed that textbooks are too expensive
- Offer more classes with free text book options

AB705

- **Students like in-class (corequisite) and supplemental tutoring**
- Tutoring services are great - expand availability

Sports

- There are baseball and football fields but no teams (COA)
- More announcement of recognition of sport team accomplishments (COA Volleyball team)
- Not enough sports options
- More male or Co-Ed classes for sport like Water Polo or swimming (Laney)
- No basketball team and No soccer team (Laney)

- Willing to participate in sports and activities while keeping up good grades
- Athletics inspire students to achieve academically
- Attracts students to spend more time on campus
- **Email blast or phone tree to make announcements of activities, campus closures or sports and other events**

Communication

- **Improve public announcement system**
- Prefer intercom communication on campus
- **Implement “college Hour” on all campus**
- Provide classroom announcement for more program info or campus events
- **Improve communication to students (mentioned many times)**
- Better communicate by emailing to students about programs, e.g., reminders, etc.
- More timely and accurate on public announcements via emails, text, phone calls
- **Students report getting emails from campuses they don’t attend**

Childcare

- Not aware of child care center on site

Facilities

- **Need for affordable food services on-site - Food truck? (COA)**
- Need clear signage on campus
- **More custodial services and keep campus and facility clean (Laney)**
- More responsive on facility issues/problem
- Update or keep informed on construction or facility status

Security

- **Many students are unaware of escort by security to parking lot**
- **Evenings are dangerous on campus**
- **Some violent crime is committed on campus even during daytime**
- **Better lighting in parking lots**

Transportation

- Peralta should have its own shuttle service between the 4 campuses
- Work with AC Transit to create bus lines between campus

CCSSE Results 2017

Berkeley City College

BCC exceeded cohort colleges in:

- Encouraging contact among students from different economic, social, and racial or ethnic backgrounds

BCC lagged cohort colleges in:

- The college provides the financial support you need to afford your education
- meeting academic advisors
- being required to meet one
- meeting the same counselor multiple times
- The use of
 - peer or other tutoring
 - Skill labs (writing, math, etc.)
 - Computer lab

College of Alameda (previous version had an error)

COA exceeded cohort colleges in:

- Tutored or taught other students (paid or voluntary)
- Utilizing Career counseling
- Utilizing Peer or other tutoring
- Utilizing Skill labs (writing, math, etc.)

COA lagged cohort colleges in:

- Providing the financial support you need to afford your education
- Utilizing Computer lab

Laney College

LC exceeded cohort colleges in:

- Tutored or taught other students (paid or voluntary)
- Encouraging contact among students from different economic, social, and racial or ethnic backgrounds
- Utilizing Career counseling

LC lagged cohort colleges in:

- Used e-mail to communicate with an instructor
- Utilizing Academic advising / planning
- Peer or other tutoring
- Utilizing Computer lab

Merritt College

MC exceeded cohort colleges in:

- Encouraging contact among students from different economic, social, and racial or ethnic backgrounds
- Career counseling

MC lagged cohort colleges in:

- Academic advising / planning
- The use of
 - peer or other tutoring
 - Skill labs (writing, math, etc.)
 - Computer lab