

Counseling User Survey

Student Services Program Review, 2018 Cycle

Spring – Summer, 2018
Total Responses: 121



1. Do you have one counselor that you meet with on a regular basis (at least once a semester)?	Count	Pct
Yes	80	66.1%
No	39	32.2
Total	119	100%
Did not respond	2	

2. When you schedule a counseling appointment how do you select a counselor? (Check ALL that apply)	Count	Pct
Whichever counselor is available given my schedule	50	41.3%
I attempt to schedule with a specific counselor	45	37.2
I never schedule appointments but try to drop in to receive services	27	22.3
Other	11	9.1
N	121	

3. How many times did you meet with the same counselor in the past year?	Count	Pct
Once	42	35.9%
Twice	22	18.8
3 times	21	17.9
4 times	14	12.0
5 times	8	6.8
6 or more times	10	8.5
Total	117	100%
Did not respond	4	

4. Would you prefer to have an assigned counselor?	Count	Pct
Yes	58	48.7%
No	61	51.3
Total	119	100%
Did not respond	2	

5. Is developing a relationship with a counselor important to you?	Count	Pct
Yes	104	87.4%
No	15	12.6
Total	119	100%
Did not respond	2	

6. As a result of counseling services, have you been able to clarify a primary educational goal?	Count	Pct
Yes	104	86.7%
No	16	13.3
Total	120	100%
Did not respond	1	

7. What is your primary educational goal?	Count	Pct
Complete an Associate's Degree and transfer to a university	73	60.8%
Transfer to a university without an Associate's Degree	26	21.7
Complete an Associate's Degree and enter the work force	9	7.5
Complete a vocational certificate	4	3.3
Personal enrichment	3	2.5
Undecided	5	4.2
Total	120	100%
Did not respond	1	

8. As a result of using counseling services, do you understand what you need to do to accomplish your educational goals?	Count	Pct
Yes	105	87.5%
No	15	12.5
Total	120	100%
Did not respond	1	

9. As a result of using counseling, are you aware of other support services on campus available for your use? (i.e., transfer services, career development services, financial aid, DSPS, EOPS, etc)	Count	Pct
Yes	81	68.6%
No	37	31.4
Total	118	100%
Did not respond	3	

10. Are you associated with any special programs? (Check ALL that apply)	Count	Pct
EOPS	9	7.4%
DSPS	9	7.4
Athletics	9	7.4
Multicultural Center	7	5.8
International Student	5	4.1
Learning Community	4	3.3
Other	8	6.6
N	121	

11. How would you prefer to schedule your counseling appointment?	Count	Pct
Online	58	49.6%
In person	32	27.4
By phone	23	19.7
In person or online	1	0.9
By phone or in person. And maybe online depending on how the process works.	1	0.9
All of them	1	0.9
All three	1	0.9
Total	117	100%
Did not respond	4	

12. How would you prefer to meet with a counselor?	Count	Pct
In person	113	95.0%
Online	3	2.5
By phone	3	2.5
Total	119	100%
Did not respond	2	

13. What counseling services have you used? (Check ALL that apply)	Count	Pct
Student Success	55	45.5%
Transfer Services	51	42.1
Assessment	41	33.9
Career	41	33.9
N	121	

15. Overall, how would you rate Counseling Services?	Count	Pct
Excellent	41	34.7%
Very Good	31	26.3
Good	23	19.5
Fair	10	8.5
Poor	13	11.0
Total	118	100%
Did not respond	3	

16. Please rate the usefulness of the following Transfer Center events:	TAG Workshops		UC/CSU Application Workshops		University Representative Appointments	
	Count	Pct	Count	Pct	Count	Pct
Very useful	27	60.0%	33	64.7%	30	65.2%
Somewhat useful	13	28.9	12	23.5	10	21.7
Not very useful	5	11.1	6	11.8	6	13.0
Total	45	100%	51	100%	46	100%
Not applicable/Did not respond	76		70		75	

17. Overall, would you say that Transfer Center services helped you in making transfer plans [e.g., choice of major, selection of a 4-year college, overall college goals]?	Count	Pct
Yes	65	64.4%
No	36	35.6
Total	101	100%
Did not respond	20	

Narrative responses

8. As a result of using counseling services, do you understand what you need to do to accomplish your educational goals? Please Explain.

- [Counselor 1] helped me find the solution to a language requirement by recommending ASL 100. [Counselor 2] explained I could petition to have certain grades removed from my GPA calculation [Counselor 3] helped with campus tour sign ups and TAG/UC TAP processes
- [Counselor] was very helpful and worked out a plan so I would be able to transfer in the quickest amount of time.
- [Counselor] worked with me extensively on SEP and I am on track to transfer.
- assist.org
- Based on my major, I can always go to the websmart degree workshop to check my class process.
- Complete general education requirements and major's requirements.
- Counselors helped me pick classes that I needed to satisfy requirements.
- I am taking all the classes needed, so I can transfer to sfu.
- I feel I have been given such a run around when it comes to counseling. It has all been really stressful. I strongly ask that you guys NOT assign counselors. This would make a sticky situation much much worse.
- I figured everything out myself because they were never helpful.
- I have a clear education plan set with all the remaining courses I need to complete for my associates degree for transfer to San Francisco state university
- I have only met with one counselor, who was abrasive and not helpful. I'm glad she's not my assigned counselor. I would not want to work with her again. I scheduled an appointment with a different counselor but had to cancel for medical reasons.
- I have to complete all my general ed requirements as well as my major classes to transfer and I have to get to at least 60 UC/CSU units to transfer. By general ed requirements, I mean all classes like English, Math, science, and other needed electives. I also need to improve a few other skills in order to not only survive school, but to get through life in general. (like communicating, reading, math, writing, etc)
- I knew which classes to select and take.
- I know better of my goals and the ways to accomplish it.
- I know the requirements to transfer and requirements to graduate.
- I love [counselor]. She helped me find a major that fits what I like, and does her best to understand me and clarify issues.
- I still don't have a sense of direction for my educational goal. Of all the semesters I've taken at CSM I've only spoken to two counselors. The first time I went to a counselor, he wasn't of any help and confused me more. The second time I had to speak to a counselor because of my academic probation and they kind of cleared things up but, as of now I'm still on academic probation and barely have a sense of my goals.
- I understand the classes I need to take, the guidelines to them, and how far it would take for me to obtain my goal.

- I was able to plan ahead and enroll for the required pre requisites
- I was handed two sheets when I first met with a counselor from those two sheets and assist.org I've been able to follow the path indicated for me to transfer. My counselor simply "agrees" with my path and submits it online, no personal connection at all.
- I was told on two separate occasions I would be able to graduate and obtain my degree but I was in fact unable to do that.
- I would like to have more service to have a clear Path of what I need to do to complete my goals
- I've worked with the counselors to create a clear path to get to my goal.
- Kind of.
- Knowing what classes need to be taken for specific colleges and understanding the specific things for the Tag Program
- Making sure that I research what other universities require so that when I talk to the counselor that I know what classes I need to finish.
- Many of your counselors are about as useless as a high school kid who has never been to a college campus before. I asked if there was a simpler way to view my 5 courses because they all have labs, so the meeting times were basically just a list of 7 lines for each course, and the lady said ""you can't take classes that happen at the same time."" yes, thank you, I was COMPLETELY unaware of this very basic fact. It was like talking to one of those customer service bots. ""i need help paying my bill"" ""YOU CAN PAY YOUR BILL ONLINE"" ""but it's not working"" ""YOU CAN PAY YOUR BILL ONLINE""
- More than anything, it helped me understand what the requirements were for me to complete my Associate's Degrees and how to find out where I am in the process etc.
- My Counselor & I have made an Educational Plan & I plan on executing it until I'm completed.
- My counselor always help and support me in order to understand what steps I need to take in order to achieve my goals.
- My counselor clearly states which classes I need to complete before I transfer and helps me plan them on a schedule so I transfer in a timely matter.
- My counselor created a complete SEP so that I know exactly what I need to transfer.
- My counselor explained how degree works and sent me on a path of completing what I needed to complete.
- My counselor has neglected to respond to 4 of my emails over the past 3 weeks. We agreed that he would finish up working on my education plan because he was very busy. I feel like he dumped me on the side of the road and since his neglect to my education plan, I have had to do the work on my own.
- My counselor of choice [name redacted] was extremely helpful whenever I had unclear questions regarding required courses and credits that specifically applied to me and my major.
- My goal was to transfer within 2 years with an Associates for Transfer is Business Administration, Management. I have achieved this goal and I felt that the counseling services helped me stayed on track and was very helpful in answering all of my questions.
- My S.E.P plan
- Thank you.

- The counselor I met with did the bare minimum of helping me achieve my educational goals.
- They did not clarify my goal. I already knew my goal even though they tried to steer me in a different direction
- This semester, I completed the final requirement for a certificate in graphic design.
- We planed until my transfer semester where I will be attending a university. It was helpful because now I follow it step by step
- What I need to turn in and the dead lines What I have to do in order to accomplish the goals
- With the help of counseling, I can be placed in exactly what classes I need to be in to get to the university I want to be in. UC Davis.
- Yes, my counselor is helping me select coursework that will help me accomplish my educational goals.

15. Overall, how would you rate Counseling Services? Please explain:

- [Counselor 1] was fantastic and gave me a lot of guidance, and really took her time with setting up my SEP. Actually, she set up multiple SEPs for me to explore different options. This was much appreciated. I came back to her several times after getting randomly assigned her. However, this was my only positive experience with counselors at CSM. I had a terrible experience with [Counselor 2] (don't know if that was his first or last name), but he set up my SEP plan incorrectly. He argued with me on the math sequence, which I was fairly confident about. I was right. He had me take trig which was not a requirement for my AS-T degree in business administration. It unnecessarily put me back a whole semester to take a course that was not only non-transferable units, but unnecessary for the business calculus track. The sequence was easily explained in the schedule, but he set up my SEP plan and insisted that I take a course that was not needed for my degree or career plans. I should have not listened to him and gone with what I knew was correct. I would have graduated a semester sooner. My last semester the only thing I had to take was the last of my math sequence. I would have been out in 4 semesters + summer school if I had not had to take that extra semester.
- [Counselor] was an amazing counselor, she really helped me navigate through my course selection.
- Counseling Services has helped me figure out what I need to do to transfer as well as how to be successful in other areas in life.
- Counselors do not help in a clear way on how to transfer and which classes to take. They may have been there for a while, but they do not help with transferring on time.
- Counselors give different information. Not everyone has the same knowledge which leads students in a lurch. I know one friend was not able to get an AA because her counselor told her she didn't need to apply. Being assigned a counselor might be good as long as there is an option to switch without repercussions. Counseling appointments need to be longer as well especially if we meet with a new one each time
- Counselors rarely know the answer to specific/technical questions about university requirements, and it's the student's responsibility to find out what they need
- Counselors seem pressed for time and hav little patience if you're not the standard case.
- EOPS counselors are amazing
- Front desk staff & counselors have always been helpful even if they were unable to assist as a result of short days of service (for example Fridays). Everyone gives a welcoming experience

- Got a lot of different answers from different counselors, and some answers I felt as if the counselor didn't have my interest at heart, a relationship with the counselor would fix this
- Had some issues with counselors/staff not getting back to me when I contacted them. This led to me just putting off school for a year.
- Helped me find my goal for CSM, nothing more, nothing less.
- Helps you a lot and I feel like whatever college counselor you see they all all willing to help you as much as possible
- I am a 1st year nursing student. I went to building 10 counseling office twice to be evaluated. Both of the time I was given the wrong information. I told the counselor the information did not sound right but she told me that she had been doing this job for long time. When I asked her I have a question. She said ""NO"". because I was late for the appointment due to extended the class of the nursing program. I did not want to leave the class because I did not want to miss anything. But she was very upset that I was late. I understand they have other students but she should have rescheduled my appointment. All she said was conform with the nursing concealer. I had a few appointment with the nursing concealer, but she told me that I have to go to international student office to talk about my degree work because I have international credits. Actually, I am not a international student. I have a greencard. I just have college degree in my country. I am not using any credits from my country and completed all prerequisites in the US. I went to the international student office, but they told me since I am not a K1 student, I am not a international student. I have to go to a counseling office. I sent an email to the nursing concealer because I did not know whom I should have talked to, but she responded me in 2 weeks after the spring semester was over.
- I couldn't reach where I am today if it wasn't for the directions and advises of my counselor .
- I did not have a good experience with the counselor I saw, but I am willing to try again with another counselor. The process of scheduling an appointment is fine and the receptionists at the check in desk are nice and helpful.
- I had a really good experience with [Counselor]. but when I was an incoming freshman I had the worst experience with a male counselor who wrote a lot of nasty things that unfortunately I had seen as she was pulling up my file.
- I have a good experience with one counselor since the others think my dreams are too high to be accomplished.
- I have a particular counselor that I always request to talk to. She is excellent in her field and had helped me with my educational plan. She alone in my opinion had answered all my questions. I am so thankful for her.
- I have consistently been let down, but I feel as though I cannot change counselors because I see a specific one for the veteran community at SMCCD
- I have transferred with major of English; however, and once I was attending my first semester at SF State, I got to know that I remain without major. So, I had to be by my own to improve my abilities and to be called an English major!!
- I like that I have options of meeting other counselors to have different opinions on what I need to accomplish my goals. Just wished there was a way to talk to a counselor with out having to be on campus for the days u can't make it.
- I love counseling services at CSM!
- I only seen a counselor twice, my very first time I went i didn't find it helpful so I never bothered going back. Until this recent semester I only went because I'm on academic probation.

- I was always satisfied every time I saw a counselor and got the attention I needed.
- I was not told from the very beginning that I needed to take a specific class in order to receive my degree. It wasn't until this last semester that I had noticed in my WebSmart account I was missing a class. The counselors that I had previously met with told me that I was on track and didn't need to worry about any other classes. Had I not taken matters into my own hands, I would not have received my degree. The system needs to be fixed so that students who truly do not understand have the correct help that they deserve.
- I was unable to obtain my degree based on the academic advice of a counselor
- I would say counseling services of course help a lot, but this is my first semester, I didn't get a lot of information and whole plan for my education because sometimes is always change. That's why I said good instead of excellent because I still need time to visit counselor more and find out.
- Is very efficient but there's always room for improvement
- I've called multiple times to schedule appointment/inquire about classes. Not only was the woman who answered the phone several times I called extremely sweet and caring, she also really helped me. I really appreciate her genuine caring and respect. I wish I had her name to give you, I believe she is middle aged. Also, my counselor I was able to meet with was so sweet and treated me so kindly and helped me create a plan for my goals within 30 minutes. He was able to tell me steps I needed to take and seemed to really care. I wish I had his name on hand, too, but honestly he's amazing. Thank you I will definitely not hesitate to use counseling services at CSM!
- My counselor, [name redacted], has been instrumental in helping me achieve my goals-very encouraging, very personable, answers all my questions.
- My experience with [counselor] was very good. [Counselor] was the consul I wanted to listen . Last experience was bad I was very dissapointed. I went to my appoinment and I Answered all my questions . The counselor just said yes , yes , aha, She never did an student education planner like [counselor] did to me. I gave an overall rate of good because I dont know how others counselor work .
- My other comments are pretty useful in explaining how I feel.
- Overall, I have enjoyed my counseling services at CSM with my counselor, because she is very educated. However, my counseling experience at CSM has been inconsistent because when I meet with different counselors they give me different answers to the same questions. I'm disappointed with the inconsistency and lack of knowledge of the counselor's part. i shouldnt have to schedule another appt. w/ diff counselor to "fact check" the first one. If they dont know the answer to something, they should tell me they dont know or refer me to someone who does know (or at least stay updated on their knowledge.)
- Personally I have had some bad experiences with the counselor at CSM. They do not take the time to respond to their emails and have had a counselor cancel my appointment various times. Not to mention the fact that when you schedule an appointment it has to be 2 weeks in advance which also hurts the students.
- She is amazing and realist with me. She doesn't look down on me. Talking with her is a perfect way to keep on track with my goals and her empathy is one of her most important characteristics.
- Since I have arrived at CSM I bounced from counselor to counselor. I have felt I have not gotten much clarity. I have felt I haven't been listened to... with all due respect.... and with the idea of keeping honesty in mind, the counseling department has increased my stress levels for sure

rather than bring them down. Just this last semester I felt I finally found a counselor that would be the right fit but was met with no response to an urgent matter regarding my schedule. In gist, I am disappointed in the department and I really hope to see changes... since the last survey, I haven't seen any. Please help us reach our goals!

- Since there is no personal relationship and no continuation with the same person than they can't really help you
- Some counsellors are bad and it is hard to remember the names of the good ones to schedule an appointment with them next time
- The counselor I see helps me clear up anything I am confused with.
- The counselor, [name redacted], has been a great help with my goals. Highly recommended, can't go wrong with her!
- The half hour time slots make it sorta hard to work through everything and trying to schedule a followup with the same counselor is a nightmare.
- The one counselor I see is amazing and I will continue to see them for the rest of my time at CSM, however, there are other counselors I have seen that have discouraged me academically and were not helpful with my specific concerns when I have visited them.
- Too difficult to get in there and see a counselor, and when you do, it's so mundane and lacks a personal feel.
- Very professional & informative...
- Without [counselor], I would not be able to transfer on time and at the university of choice. She clarified many complex questions I had regarding my transfer plan. She would also work outside of our meetings to help me reach my goals and contact me right away via email.

18. How can we improve our services? Please provide suggestions for changes as well as experiences that were not helpful.

- A half hour isn't cutting it.
- Allowing students to have more minutes to talk to a guidance counselor in each appointment: for example, 45 minutes maximum.
- Assign a counselor to a student.
- Assigned counselors seems like a really good idea and would benefit student and staff.
- Counselors are terrible at actually picking the classes we need to transfer. They are not personal or helpful. Their job is fake and it's more valuable to go up to a student with the same major as you and ask them what you need.
- Counselors need to understand each person's goal and listen for once. My first experience with a counselor was horrible she told me to take generic courses when I wanted to take a course my major, at that moment it seemed as if they were in control of what I should be taking without knowing my major. I had a major in mind coming in to CSM and she didn't bother to ask. My education ed for first semester had comments such as: "wants to take an additional course regarding her major, told not so", etc. comments like those discourage people from achieving their goal and it made me not want to speak to them again. it would also be helpful if they tell us we're we can get additional help in school if they see that we are struggling and such. Getting to know the person is important so asking the student to schedule for more meetings would be great way to do so. Overall some counselors are okay but overs need to change their attitude and get to know their students.

- Easier to access from the CSM homepage.
- Easily provide a list of counselors names with pictures like in the website
- Easy online scheduling for appointments.
- Get people that really want to make a difference and help kids transfer...
- Give students suggestions on which classes are most recommended to take in Fall/Spring rather than Summer. For example, I took a lab astronomy science class during spring 2017 when I felt like it could have been a good class to take in the summer rather than fall/spring because the work load was not that much in fall/spring. Whenever I ask a counselor on how to pick a certain class based on my reading level or the level of difficulty, or maybe on when is the best time to take the class, I sometimes don't get a final decision on whether to take the class or not. As a result, I end up taking a certain class that gets too hard in the middle of the semester, and I end up not liking the class.
- Have a better way to schedule appointments and have also have an option to meet with a counselor online.
- Have an assigned counselor will be very good, so you can get comfortable talking about all your issues with the same person and that person knows you well as well
- Have more appointments available to students.
- Have the director call me [number redacted].
- Help students in specifying their majors and transferring them safely instead of going against one's desires.
- Help students make educational plans that are accurate and satisfies school requirements.
- I already knew my plan and my goal. These services are helpful but 90% of it is online. Tell me something that will truly help me. Many students opted to skip class to attend these workshops and felt that it was not worth it
- I believe using Canvas next semester will be a good option. Canvas would allow one to review material if the teacher uploads the powerpoints, worksheets, and videos oppose to currently only having lectures because there was a lot of useful information discussed. Also, Canvas provides one the option to see his or her grade and I like to look at my grade through out the course.
- I currently do not have any suggestions.
- I did not attend to any because of schedule conflicts.
- I didn't visit the Transfer Center. Other than with dealing with my transferred credits from CSULA. Which was a much more difficult task to complete because of the quarter to semester conversion.
- I don't have suggestions, I just want say any kind of service is all good for students. that's I appreciate.
- I have no idea what the transfer services offered are, or what the center is. I think that should be something EVERY counselor should mention as soon as they know a student is interested in transferring. Communication can be improved. Listening to the student is important, don't assume or force information down their throats as time is limited. Provide more information on CSMS services, please!
- I hope counselors can be more like friends, sometimes it's hard to develop a relationship with them and talk topics that are not about transfer.

- I hope to see profile of all counselor when I schedule appointment
- I mentioned how you can approve above.
- I think try to be nice with all the students because sometimes staff are really bad.
- I told the counselor that I saw all the background information of what I already knew and asked a question. She spent the whole appointment reviewing the background information that I already knew and did not answer my questions, claiming she did not have the time. She rushed me out the door, without helping me at all, telling me to make another appointment if I needed more time. Her attitude seemed like she did not want to help me, like I was wasting her time, yet she didn't know the answers to my questions. Maybe she was having a bad day.
- I would like to make appointments through an online system. It's a bit inconvenient to show up every time to make an appointment especially on days where it is not necessary to show up due to not having classes.
- I would prefer if I can ask certain specific/general questions by email/phone to different counselors instead of needing an appointment. So setting up something like a forum would be useful for me.
- If possible expanding the workshops to evening hours or a rotation on the day of the week the evening/late afternoon workshops are held. As a working student it was difficult to find the workshops to attend without hindering my work schedule.
- Improve check in. The check in line was so long I got marked as a no show for my appoint.
- It all was amazing
- It's always good
- I've had a experience here, after all these years. I don't really know where there could be improvements because I've had such a wonderful experience. But I can only speak for myself. I'm sure other students will have suggestions and their own experiences!
- Make appointments easier to attain through online or app. Have counselors know who we are before we get in there
- Maybe extend counseling appointments availability by another week instead of only 2 weeks
- More connections to the UC/CSU representatives
- More training and help for students who are returning to school after a long period of time to a different field.
- Once a year evaluation is unnecessary.
- Online appointments
- Promote more
- Some counselors just need to be more polite/respectful. Some also need to be more mindful of time (not being late, not going over with other appointments). Numerous times, I have encountered counselors who have told me completely different answers to the same question; some answers were totally misleading, and could have cost me time and money.
- Staff at front desk could be more cheerful/welcoming.
- Stop giving the wrong information to students and telling them that they are on track to receive a degree. I have met with at least two friends who were given terrible advice and were not eligible to receive a degree because of what was said to them in the counseling meetings. I also never had my Student Educational Plan updated since my very first PEP day before I enrolled.

This didn't not help me at all because the classes the counselor suggested to me did not seem to be of any use at all to me. Please give the students better advice and don't steer them away from taking classes that will actually be helpful to the completion of their degree. Most have told me that the reason they stay at CSM for more than two years is because the counselors do not provide them with the correct tools or advice to transfer in a fast and proper manner. They are told usually told to take classes that are not relevant at all to their major.

- The university reps were pretty useful, the college fair thing was cool. The counseling office was complete trash. Stop telling engineering majors to fill their semesters with garbage general education classes. Maybe dedicate a useful counselor or two or three to STEM so that it's not a crapshoot where you wait an hour to talk to someone who knows even less than you do. I needed an SEP and it was full of garbage courses I have never/will never even consider taking.
- Wished that had other times to attend so that the people who work nights had time to go and talk to someone.

19. Please name some factors that have helped you be successful academically.

- [Counselor 1] [Counselor 2]
- [Counselor] was very helpful in clearing up an issue another counselor created. I wish I had seen her sooner.
- • God • My family • [name redacted] (the counselor I always see) • DSPS • EOPS Counselor
- A confident competent Counselor & good enthusiastic Tutors
- Access to certain services like assist I wish I knew about more! CSM is so beautiful and serene, it's always clean... it's the perfect environment to study in.
- Back at Skyline College, I learned how to use DegreeWorks and Assist.org. It is easy to schedule appointments online and in person.
- Being determined, never giving up and having the help from sources when needed.
- Believing on myself and following my desire.
- Clear guidance counseling. Excellent chemistry teacher. Texts that outlined how best to study as part of the subject!
- Counseling services, fantastic professors, top notch library resources.
- Counselor explaining by showing me which areas have been met or have not. Counselor taking the time to explain how assist.org lays out course recommendations prior to transfer & sharing the knowledge of certain processes that helped create an ED Plan and improve my GPA.
- Filling out a course substitution petition form and receiving approval of it helped me complete my graphic design certificate requirements this semester.
- Finding on my own programs offered at CSM, like the math center, printing services and so in. The website assist has truly helped me figure out my educational plan without it I would be lost in a counselors chair.
- Friendly, open minded, and truthful
- Having a counselor helped me understand the educational process and what I needed to do to graduate.
- I advocated for myself and used Assist.org to help me receive my degree. The counseling department gave me unusable advice rather than help me to succeed.

- I have my set of goals and I make sure I do them. I organized my schedule for study and for work. I make sure I get enough sleep. I always check with a counselor to see where I am at.
- I liked the counseling project where students were assigned a center/programs because I learned about the available centers and programs.
- I think it's important to take classes that have some areas of interest to you. My biggest advice for new students is to explore LITERALLY EVERYTHING until something feels right, instead of just jumping into your general ed requirements. This will help prevent burnout and allow you to focus your education into what you want it to be, instead of a grind before you get to have some fun.
- IGETC and WEBSMART
- Learning center. Library. Writing center.
- Meeting with my counselor 1-2 times per year, spending time studying in the Learning Center, getting an early start on papers and presentations, caring and encouraging faculty, like [name redacted], who is a phenomenal teacher as well as a mentor!
- Meeting with my EOPS counselor every month. Using the writing center and the learning center.
- My favorite counselor always encourages me to be the best student I can be and always answers my questions thoroughly with care.
- Myself
- Not procrastinating, using DSPS for tests/studying, studying w/friends, studying/doing hw in the learning center,
- Persistence, communicating with teachers and fellow peers, and knowing how to study. Professors that don't suck, getting out of CSM, looking online when I have questions instead of trying to ask my counseling office or admissions or even financial aid desk. When I have something that I am forced to not be able to do myself, like trying to submit financial aid paperwork, I am always infuriated. I waited a month for them to print transcripts out and attach them to my SEP to submit for something, when they told me it would take a couple days. They are HORRIBLE. The financial aid office screwed me over a year later because they didn't bother to remove a disbursement that could never happen, and it prevented me from getting a small loan and subsequently I couldn't register for courses and got stuck with a horrible adjunct professor.
- Resources, office hours,
- Self-motivation and coming to class every day
- Talking with a counselor, less on my schedule, taking my time
- The counselor always informed and give quick feedbacks.
- The discipline gained from military service.
- The help from counselor
- The learning center, supportive professors and classmates
- There are no factors that have helped me succeed academically. I'm working full time graveyard I can't stay awake in classes, I'm not earning enough to afford a place to sleep, and financial aid hasn't been encouraging.
- They helped me a lot with transferring.
- Time management, academic guidance
- Very encouraging and helpful.