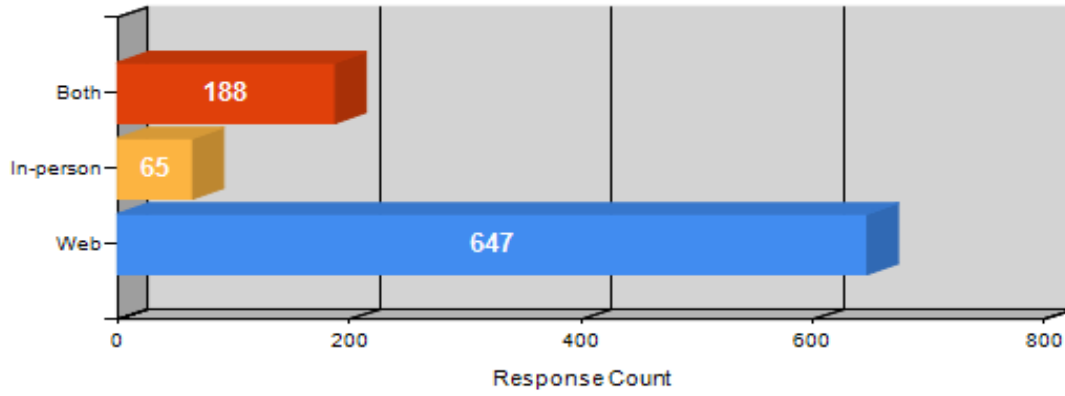


Registration Customer Service Survey (2013)

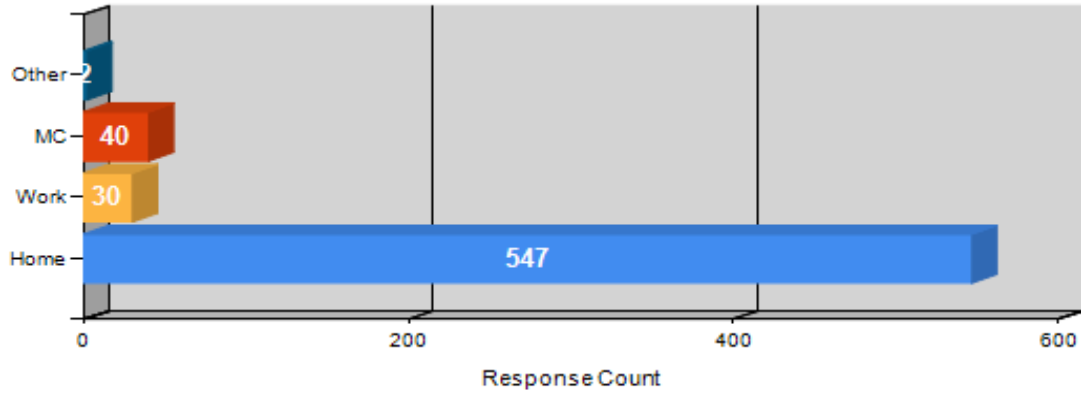
1. How did you register for your fall courses?



	Choice	Response Percent	Response Total
1	Web	71.89%	647
2	In-person	7.22%	65
3	Both	20.89%	188

Registration Customer Service Survey (2013)

2. From where did you access the Web to register for your fall courses?



	Choice	Response Percent	Response Total
1	Home	88.37%	547
2	Work	4.85%	30
3	MC	6.46%	40
4	Other	0.32%	2

Registration Customer Service Survey (2013)

3. Please rate the following regarding your Web registration...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The system was available.	76.0%	20.7%	2.7%	0.3%	0.3%
	474	129	17	2	2
The system provided all of the information	59.3%	28.2%	9.0%	2.7%	0.8%
	370	176	56	17	5
The Web registration process was	58.5%	26.2%	10.0%	3.2%	2.1%
	364	163	62	20	13
Totals:	1,208	468	135	39	20

Registration Customer Service Survey (2013)

Response Total

624

624

622

Registration Customer Service Survey (2013)

4. If the registration system was NOT available or did NOT provide all the information you needed to complete your transaction, please explain.

#	Comment
1	Never told me my classes would be deleted for non payment ! When clearly the system should know I receive financial aid. Had to redo everything and couldn't get the classes I wanted.
2	I will go and register in Person or I will use the campus computer.
3	There was no mention of who the professor will be teaching a course. As a student, it would be nice to know who the professor will be before the start of the semester.
4	There was a lot of confusion with my transcript from my previous institution regarding registration. I was unable to register on the web until the problem with the transcript was corrected by the registrar's office after I phoned.
5	The online registration process was confusing and unintuitive. First of all, there was no way to way which campus a class was held at when glancing at a course. This should be more evident and clear as many people do not have cars and have difficulty gettin from campus to campus, especially if they need to commute from Germantown to Rockville or vice versa. Secondly, signing up for labs was a frustrating process. If there was a way to group up labs instead of having to individually search and check each lab and corresponding discussion/lecture that would be much appreciated. Lastly, getting in touch with tech support for online registration was not easy. If there could be a direct contact line that would have made it easier.
6	It was not really convenient for me to get to know the textbook I was to use for the class. I suggest it should be put clearly, alongside other information of the class
7	There seems to be no way to register for a class during senior registration and receive the senior discount if I have already registered for a different class prior to the senior registration date. Example: I might want to register for a class that I know will fill up, so I register for it during the regular registration period. Then I might want to register for a different class during the senior registration period.
8	The only thing I wasn't too sure of was my financial aid but I filled out the paper work and it all worked out.
9	The system does not search well. Trying to search for night only classes is a pain. Even if you enter the search info correctly, it does not pull up only night classes. It is frustrating to have to scroll through tons of day classes when I can only take night classes.
10	The registration system told me my class was cancelled but did not provide me with an email or notice stating that my class was cancelled the week before.
11	Certain items on my receipt were not easily explained.
12	It was not available that night. Some maintenance was being done just the night before classes started.
13	I originally registered to Audit two of my classes because the process isn't user friendly, and I thought I was clicking the right choice. I had to submit a form to change those classes back to Credit. Please consider reorganizing the web registration page so Credit is a clear and obvious option.
14	If the registration system was Not available or did not provide all the information we needed to complete our transaction then students have to suffer a lot in order to complete the register for classes.. Because if online registration doesn't work then student have come to the college and register their classes in person which would waste a lot of time of the students..
15	It was somewhat difficult to find the information needed to figure out what classes I needed to take for my program of study.
16	I didn't know I had to push submit in order to be waitlisted. In the end I didn't get into the class and my whole schedule messed up. When I got into the class I wanted financial aid dropped me without notifying me, even though I had a financial hold. I'm guessing they forgot to put on the financial hold, but they blamed me for it. I was really upset because no one at the financial aid or cashier takes full responsibility for their mistakes.

Registration Customer Service Survey (2013)

4. If the registration system was NOT available or did NOT provide all the information you needed to complete your transaction, please explain.

#	Comment
17	When I logged on the first day you could register for fall classes the server was down. I had to wait a couple days before I could register.

Registration Customer Service Survey (2013)

4. If the registration system was NOT available or did NOT provide all the information you needed to complete your transaction, please explain.

#	Comment
18	Pre-requisite courses. I think I'm a special case. I'm a non-degree seeking student at MC, with a prior degree from another university. My transcripts have been received by MC, but never entered into the official system due to my non-degree seeking status (or so I've been told by the registrar's office). This always causes problems when I'm registering for classes, as my prior classes aren't in the system and I have to call to get overrides from the specific department/s I am attempting to take courses from. However, if it could be noted somewhere in prerequisite course info, that all prerequisite classes need to have been taken within the previous 5 years, I would have found that helpful. As I had taken a prerequisite course, but it was more than 5 years ago and the department wouldn't accept it.
19	some part is hard for foreign students,for example I wanted to pay my registration by internet,but I couldn't .I didn't find it
20	The class search seems very outdated.
21	classes appeared in a very annoying and unorganized manner. Too much information given when searching for 1 class (showed all 3 campuses)...should have data displayed better
22	I wasn't aware that even though the system asked me to give my debit card number in order to the deposit to my balance, I still had to give my actual account number and routing number for the payment to go through. It didn't make it clear that you pretty much have to give those things to make payments from certain bank accounts. I ended up getting charged a \$35 late fee because of it, which was reversed when I called Montgomery College. Maybe it could be made more visible for other people so they don't make the same mistake I did.
23	it would be better if there was an easier link to the description of classes
24	i don't know about this because it was not happen with me ever.
25	I wish the schedule and the add-course page were more integrated; I had to keep going back and forth to look up courses then enter in the schedule numbers.
26	The search seems a bit bulky and a tiny bit confusing.
27	The names of the columns were not too easy to understand such as the campus location at first. Some of the other columns I didn't figure out but since they weren't important to me it did not matter. Once I got the hang of it, it was easy.
28	It would have been nice for the courses listed to register were explained a little more. I had to go in to speak to an adviser because I had no idea what some courses meant and what I needed.
29	none - great system.
30	The system was available in terms of providing all the information I needed. However, I still required a person to assist me to reactivate my account and I was able to find that person through the website. Marjorie Davis is the reason I could enroll and her assistance was fabulous. I really expected a hassle having to step outside the on-line process and she made it seamless!
31	i was just been dropped a few weeks after registration because i did not pay on time and i did not know about that and i did not get a notification not until i tried to pay and found there was no bill to pay i tried to register again but the classes were filled to capacity only one class was available and i have ended up taking one class in this fall semester.
32	I originally could not register for a class online due to prerequisite requirements. I wasn't sure who to contact for permission, especially since it was an online class not associated to a specific campus. I stopped by the Germantown campus and talked with an adviser/counselor who wasn't able to get a hold of anyone, but was able to give me a couple contacts who were able to help me register.
33	None, I am satisfied with the registration process.
34	The process was not easy because it said it will take 3-5 days for my financial aid paper work to be submitted via email. After being deleted from all my classes and talking to someone in person they told it would take 3-4 WEEKS. Little different than what was stated. So I had to register and get class times and days that were not optimal for my work schedule.

Registration Customer Service Survey (2013)

4. If the registration system was NOT available or did NOT provide all the information you needed to complete your transaction, please explain.

#	Comment
35	test
36	The registration should show the prerequisites for each course in a small window, so student will have a helpful hint when registering.
37	It was a little confusing on where to go and how to apply for a parking permit.
38	Sometime it was not available. Im guessing because the system was overloaded. also it gets a bit complicated trying to find the right class for the right time and also complimenting your schedule.
39	MyMC did not work with IE10 until Microsoft provided a patch during one of its regular updates. My security software does not work properly with browsers other than IE10, so I didn't want to install one of the browsers recommended by MC. It was not clear from the web site that registering for a class required entering the class as a "change in schedule." Getting this resolved necessitated a phone call to MC. Once that got taken care of, the system then told me that the class I registered for was "pending instructor review." Another phone call was needed to find out my file was still open from the previous phone call and that's what generated the "pending review" message.
40	it great
41	I was unaware that I would be dropped from classes if I didn't make a payment on them before a certain date. As a result I was had to re-register for certain courses and was only able to get on the waitlist for one of them, making the process of trying to get into that class unduly complicated. IT WOULD BE NICE TO BE NOTIFIED BEFORE THIS HAPPENS!!
42	work on the time out session. I had to keep logging back on to continuequite annoying
43	Basic instructions for over 60's who would like to audit a class are impossible to find.
44	When signing up for some classes it said restrictions to certain programs but did not explain the program. I didn't know what the program was, so i did not know if i qualified.
45	It doesnt say how much each class costs!
46	It would be easier if you could order the required books immediately with your registration for the courses.
47	It was very difficult to find classes from MyMC and I could not find an explanation of waitlist anywhere on the site.
48	n/a
49	please put more informations about the scholarships, and how to use the financial aid. Thank you
50	Than it would of made thing very hard for me to go in person, because I work fulltime and by the time I get out work admissions would be closed. so Its great I can do this in the web.

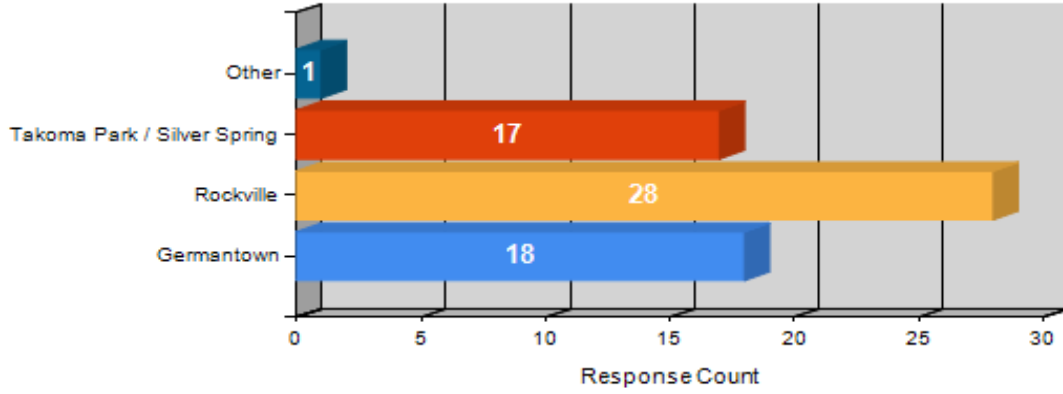
Registration Customer Service Survey (2013)

4. If the registration system was NOT available or did NOT provide all the information you needed to complete your transaction, please explain.

#	Comment
51	A course was dropped four days before classes were due to start that I had registered for 2 months prior. Completely messed up my schedule!
52	No senior discount was applied. I had to call registration to get it. There were problems with the web site at first. Tech support said they should be resolved in a few days and they were.
53	The teachers were listed as "TBA". I would like to have that information available when registering.
54	It would not let me register for my course because I needed someone to see my transcript. It didn't give me that reason it just wouldn't let me register. I had to call then I got sent to the wrong place. Once all that was settled, I was able to go back online and register.

Registration Customer Service Survey (2013)

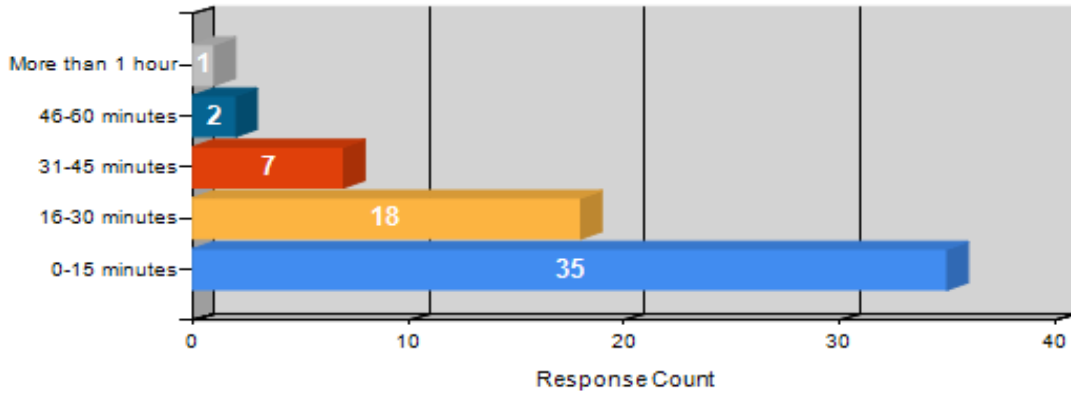
5. At which campus did you complete your in-person registration?



	Choice	Response Percent	Response Total
1	Germantown	28.13%	18
2	Rockville	43.75%	28
3	Takoma Park / Silver Spring	26.56%	17
4	Other	1.56%	1

Registration Customer Service Survey (2013)

6. During your LONGEST visit to Admission and Records, how much time did you stand in line before being assisted?

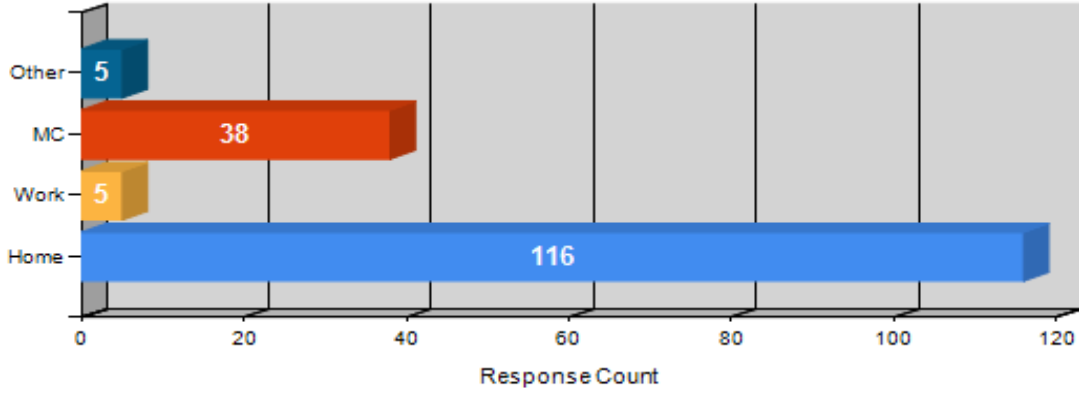


	Choice	Response Percent	Response Total
1	0-15 minutes	55.56%	35
2	16-30 minutes	28.57%	18
3	31-45 minutes	11.11%	7
4	46-60 minutes	3.17%	2
5	More than 1 hour	1.59%	1

Registration Customer Service Survey (2013)

7. From where did you access the Web to register for your fall courses?

Total Respondents:	164
Total Skipped:	2



	Choice	Response Percent	Response Total
1	Home	70.73%	116
2	Work	3.05%	5
3	MC	23.17%	38
4	Other	3.05%	5

Registration Customer Service Survey (2013)

8. Please rate the following regarding your Web registration...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The system was available when you needed it The system provided all of the information needed for the Web registration process was	58.3%	33.1%	6.1%	2.5%	0.0%
	95	54	10	4	0
	41.2%	37.0%	12.1%	7.9%	1.8%
	68	61	20	13	3
	38.2%	32.1%	19.4%	7.3%	3.0%
	63	53	32	12	5
Totals:	226	168	62	29	8

Registration Customer Service Survey (2013)

Response Total

163

165

165

Registration Customer Service Survey (2013)

9. If the registration system was NOT available or did NOT provide all the information you needed to complete your transaction, please explain.

#	Comment
1	Some classes got cancelled at the last minute and I did not receive notification of the cancelled class
2	I needed the instructor's signature to complete the registration
3	I think the registration system need to provide more informatiom about classes and also registering from smartphone will be awesome.
4	Due to my being a GI Bill student there are always issues with my enrollment so the system works, but it is never completely finished without numerous calls and coming in to speak with advisors.
5	The only problem I have is with Financial aid...I have to wait for my loan to be processed where they say that the papers were actually recorded in the computer on the 22nd but the date stamp on my paper that was given to the financial aid is August 10th...that holds my financial aid from being processed.
6	Sometimes it was a little confusing. It takes a lot of clicks to go to courses, register, find the right course, copy the number, paste it in to register. Confusing when I could no longer register because the course had already started--but I figured it out eventually.
7	There was a point where I was trying to register for a class but it wouldn't let me register and wouldn't not really tell me why. All it said was that there was an error. I had to come into the counseling office and one of the counselor's wasn't sure what was going on, we had to go to a second counselor to figure it all out.
8	There were three separate occasions where issues with adding/dropping/registering for classes was not able to be completed online and an administrative staff had to fix it. All three times it was blamed on a "bugged" system. On a final occasion the system was down for about 48 hours while I was trying to drop a class last week. An IT member never called me back even though I spoke to him twice.
9	The days if the week corresponding with each class wasn't as clear as I expected. The days of the week also were abbreviated with no key to show what they meant.
10	Some time after completed my paperwork and began to attend my classes I tried to inquire some information about my financial aid in the school bookstore. Of course I had to go to the financial aid office on my own and I came to find out that i needed additional information. Additional information that was not brought to my attention. I had no letters or e-mails or anything which brought me a great deal of stress.
11	Registration database went down for a complete weekend due to maintenance, making me lose my spot in a class.
12	it was hard for me to find my courses
13	When I was with my counselor, the system crashed, making me call her from home to finish it. In addition, I need to get the CRN # for my classes from my counselor, making me have to call her to complete the registration at home.
14	searching classes is a long and tedious process. I think that it could somehow be simplified. Perhaps have the course catalogue available on-line so looking up a page on that would be helpful to find a course easier.
15	I was hoping to get into a class that was full. I was first on the wait list and read that I would be notified by email. I was NOT told that that email would be sent ONLY to the college email system. As a brand new student, this was impossible to know. I missed the chance to get into that class because the notification expired before I even saw it. I was plenty frustrated. It happened to a friend of mine trying to get into the same class as well. There is no reason the university cannot send out wait list admission notices to off-campus email as well. Nontraditional students (such as myself) rarely think about campus email at all.

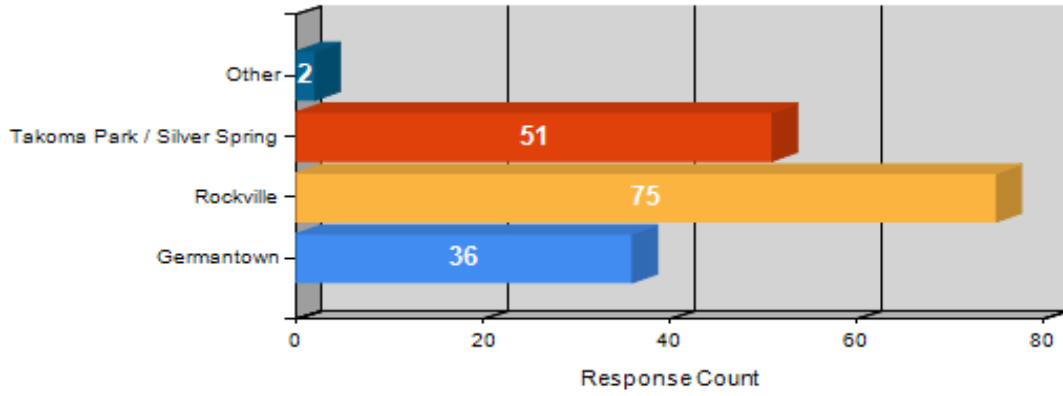
Registration Customer Service Survey (2013)

9. If the registration system was NOT available or did NOT provide all the information you needed to complete your transaction, please explain.

#	Comment
16	<p>I had a hold on my account that was placed in the middle of August. This hold was for a past due from Spring 2013. I was not informed in anyway of this past due. I was charged a fee in the middle of April, well after I registered, received my financial aid and was awarded a refund. I then had to go in person to a)find out what the hold was for (because nothing on MyMC would directly tell me why I had a hold) b) was bounced around from office to office without ever finding out a direct answer.</p> <p>After much research on MY part, I found out what the fee was for and why it was there (not why it was charged months late). When the fee was charged to my account I should have been notified immediately. I was not. After no response over a week, then a month, etc. I should have been notified. Then prior to a hold being placed on my account I should have been notified "Jeremiah, you currently have a balance due of \$150.00, failure to pay the due amount will creat a hold being placed on your account in X days." Then a notification after the hold has been placed and WHY. I do not think this is an unreasonable situation that should have happened.</p>
17	System was down at times
18	The mymc interface wasn't friendly to use as I tried to register for classes it wouldn't give me enough reason why I can't.. plus I couldn't see my scores my esl or class test scores on my interphase which is vital if ur a college student..
19	The registration system doesnt really shown up all the requirements for a class.
20	When I paid for registration the monthly payment plan was a little confusing. Certain fees weren't explained enough and I felt like I didn't know what I was paying for. I'm most certain there's a starting fee, but it looked like there was also another type of fee that I didn't understand.
21	The steps to follow are no clear.
22	The system was very confusing , not mention that majority of the counselor and other staff did not give me no type of help when trying to register. The system needs to be organized. By far the worst I've seen
23	It gave me a few errors when trying to "claim my account".
24	It was just really confusing.
25	I had trouble registering for classes that needed the pre-requisites, even though I had them already. Also, the start time for some of my classes where not as listed.
26	I was able to access the computers at the library at MC, but at one point I was not able to login on the computers even though I'd had my ID card and M number input on the computer.
27	N/A
28	Still needed to reference the course catalog to ensure I was picking the correct classes for what I was qualified to take and which were needed to progress in my field of study.
29	Logged out quickly
30	The payment part wasn't clear
31	The prerequisite information posted after attempting to register was unclear.
32	I needed to talk to a counsler to see if my subsistue English course met my requirments. But other than that the system works perfectly.

Registration Customer Service Survey (2013)

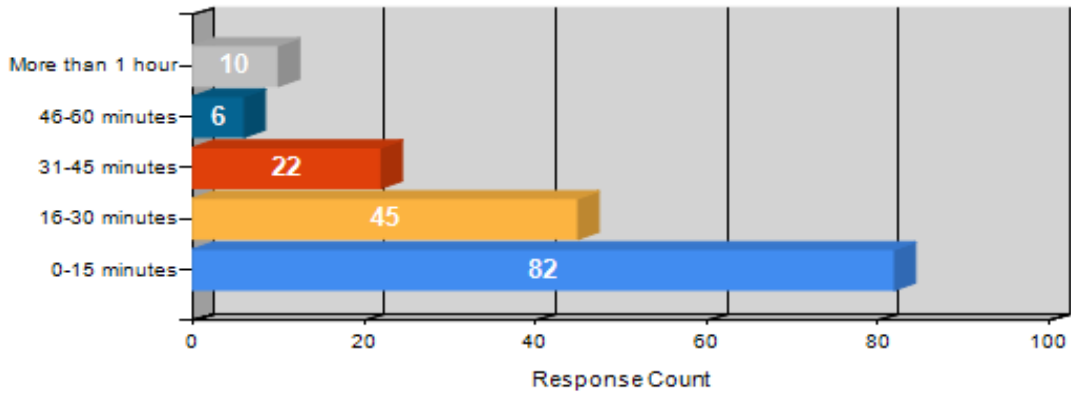
10. At which campus did you complete your in-person registration?



	Choice	Response Percent	Response Total
1	Germantown	21.95%	36
2	Rockville	45.73%	75
3	Takoma Park / Silver Spring	31.10%	51
4	Other	1.22%	2

Registration Customer Service Survey (2013)

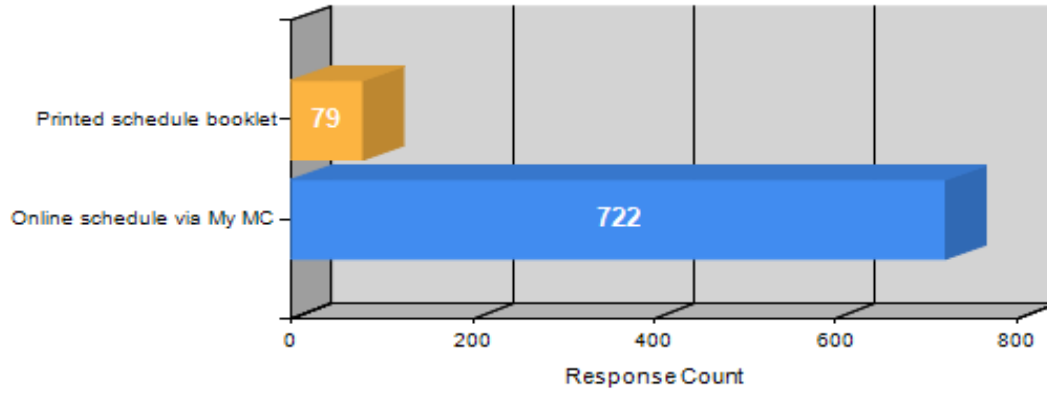
11. During your LONGEST visit to Admission and Records, how much time did you stand in line before being assisted?



Choice	Response Percent	Response Total
1 0-15 minutes	49.70%	82
2 16-30 minutes	27.27%	45
3 31-45 minutes	13.33%	22
4 46-60 minutes	3.64%	6
5 More than 1 hour	6.06%	10

Registration Customer Service Survey (2013)

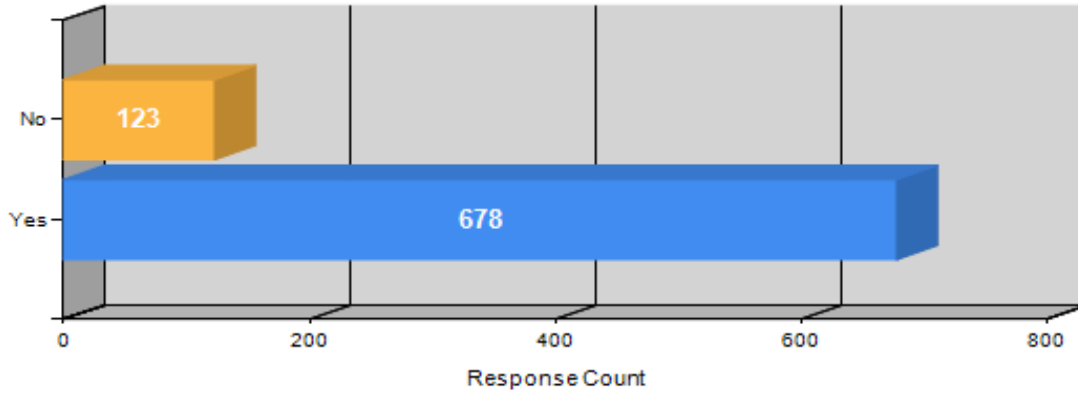
12. When creating your fall schedule, you MOSTLY used the...



	Choice	Response Percent	Response Total
1	Online schedule via My MC	90.14%	722
2	Printed schedule booklet	9.86%	79

Registration Customer Service Survey (2013)

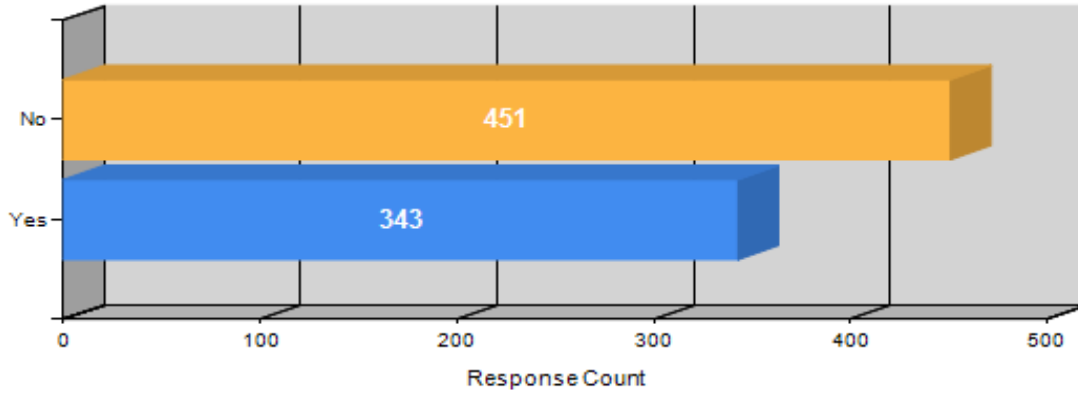
13. Were you able to register for all of the classes you requested?



	Choice	Response Percent	Response Total
1	Yes	84.64%	678
2	No	15.36%	123

Registration Customer Service Survey (2013)

14. Did you contact the Admissions and Records staff regarding your fall registration?



	Choice	Response Percent	Response Total
1	Yes	43.20%	343
2	No	56.80%	451

Registration Customer Service Survey (2013)

14.1. Please rate the service you received from the Admissions and Records staff...

	Strongly Agree	Agree	Neutral	Disagree	Stongly Disagree
Timely service	40.8%	35.4%	14.4%	6.3%	3.0%
	136	118	48	21	10
Courteous service	45.9%	31.1%	15.1%	3.9%	3.9%
	152	103	50	13	13
Convenient hours of operation	42.5%	34.0%	15.7%	5.4%	2.4%
	141	113	52	18	8
Knowledgeable staff	41.4%	35.1%	12.6%	7.5%	3.3%
	138	117	42	25	11
Totals:	567	451	192	77	42

Registration Customer Service Survey (2013)

Response Total

333

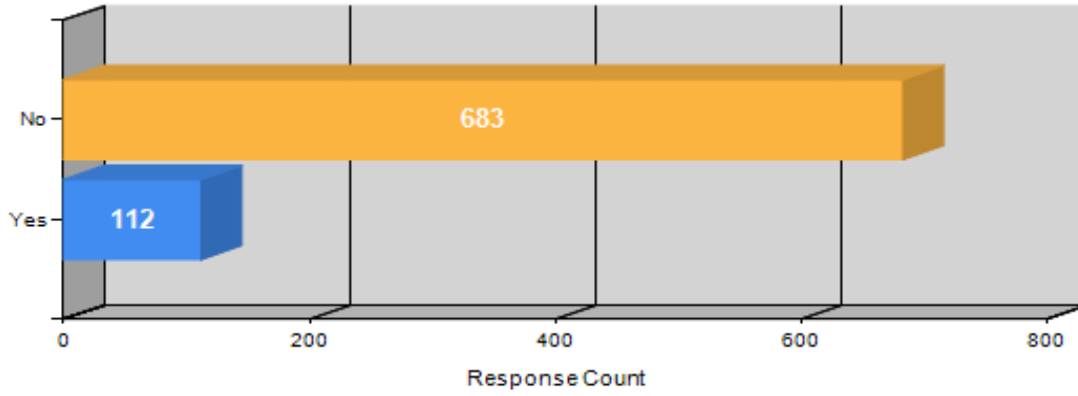
331

332

333

Registration Customer Service Survey (2013)

15. Did you call the Response Center information line at (240) 567-5000 regarding your fall registration?



	Choice	Response Percent	Response Total
1	Yes	14.09%	112
2	No	85.91%	683

Registration Customer Service Survey (2013)

15.1. Please rate the service you received from the Response Center staff...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Timely service	43.9%	40.2%	10.3%	4.7%	0.9%
	47	43	11	5	1
Courteous service	42.9%	43.8%	8.6%	3.8%	1.0%
	45	46	9	4	1
Convenient hours of operation	45.7%	34.3%	11.4%	7.6%	1.0%
	48	36	12	8	1
Knowledgeable staff	46.7%	36.2%	8.6%	5.7%	2.9%
	49	38	9	6	3
Totals:	189	163	41	23	6

Registration Customer Service Survey (2013)

Response Total
107
105
105
105

Registration Customer Service Survey (2013)

16. Please rate your overall experience with any of the following offices that you have contacted...

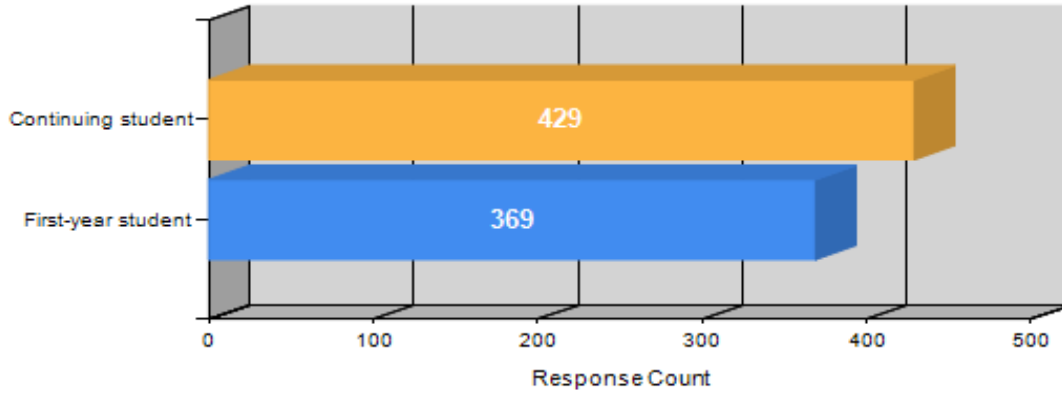
	Did NOT Contact	Excellent	Above Average	Average	Poor
Germanatown	77.7%	12.4%	4.8%	3.3%	1.1%
Campus	549	88	34	23	8
Admissions and	70.6%	14.5%	7.0%	6.0%	1.1%
Idaho	515	106	51	44	8
Park/Silver	56.1%	19.6%	10.3%	11.2%	1.9%
Spring	414	145	76	83	14
Rockville	77.2%	11.6%	4.6%	5.2%	0.4%
Campus	537	81	32	36	3
Admissions and					
Response					
Center/(240)-567-					
5000					
Totals:	2,015	420	193	186	33

Registration Customer Service Survey (2013)

Unacceptable	Response Total
0.7%	
5	707
0.7%	
5	729
0.8%	
6	738
1.0%	
7	696
23	

Registration Customer Service Survey (2013)

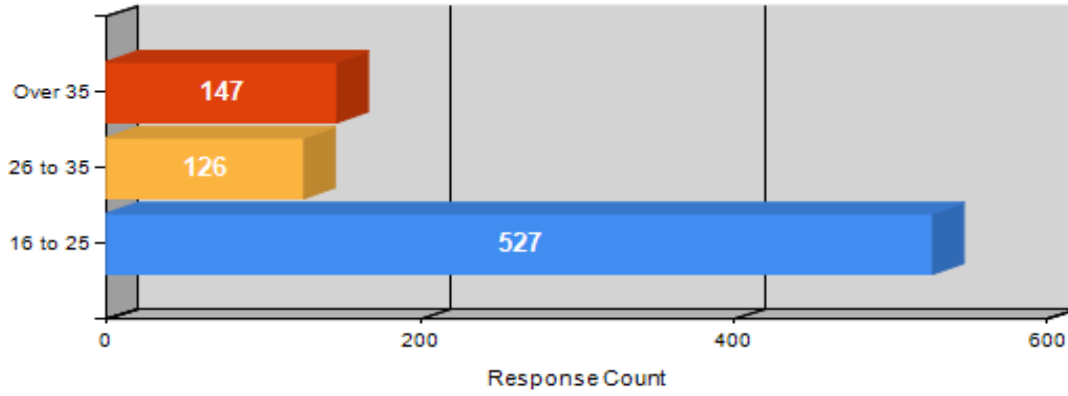
17. Which best describes your education status at Montgomery College?



Choice	Response Percent	Response Total
1 First-year student	46.24%	369
2 Continuing student	53.76%	429

Registration Customer Service Survey (2013)

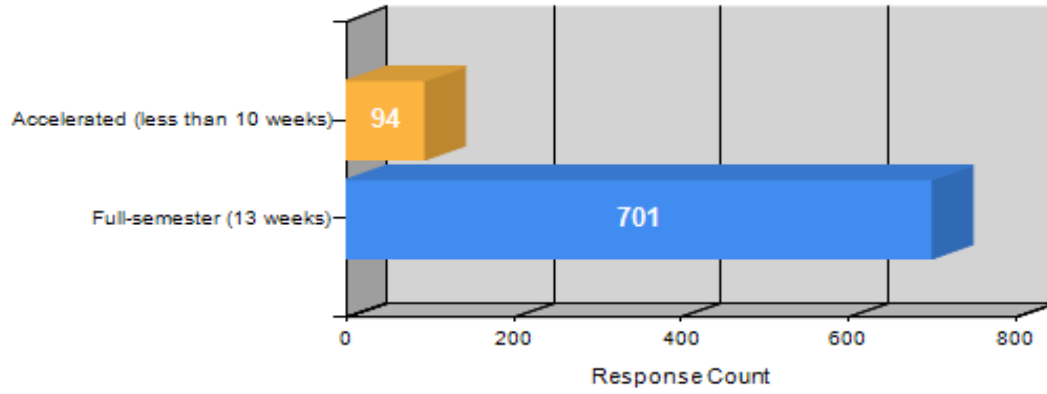
18. What is your age group?



	Choice	Response Percent	Response Total
1	16 to 25	65.88%	527
2	26 to 35	15.75%	126
3	Over 35	18.38%	147

Registration Customer Service Survey (2013)

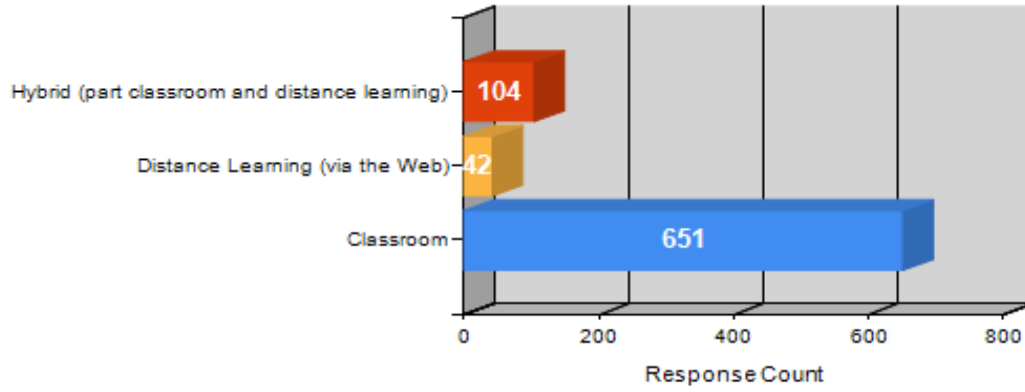
19. What is your preferred timeframe to complete a course?



	Choice	Response Percent	Response Total
1	Full-semester (13 weeks)	88.18%	701
2	Accelerated (less than 10 weeks)	11.82%	94

Registration Customer Service Survey (2013)

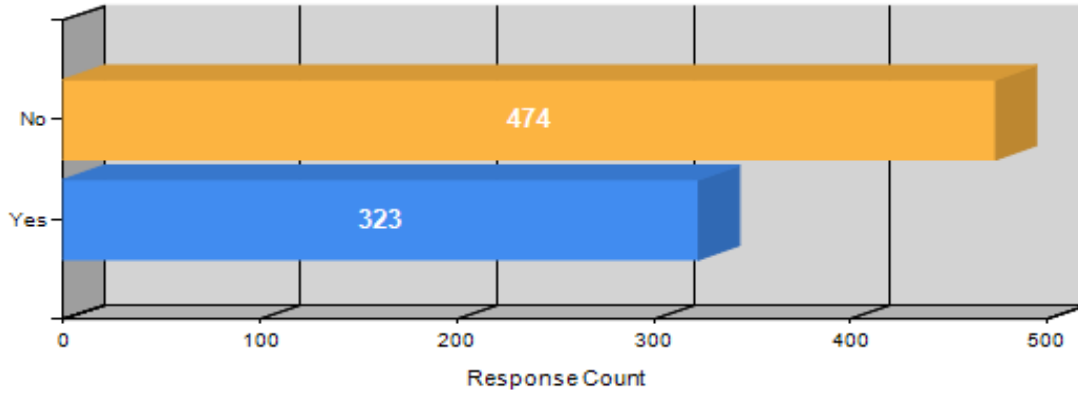
20. What is your preferred course delivery method?



	Choice	Response Percent	Response Total
1	Classroom	81.68%	651
2	Distance Learning (via the Web)	5.27%	42
3	Hybrid (part classroom and	13.05%	104

Registration Customer Service Survey (2013)

21. Would you be interested in weekend-only courses if they were offered?



	Choice	Response Percent	Response Total
1	Yes	40.53%	323
2	No	59.47%	474

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
1	n/a
2	Creating schedule and seeing timing
3	When the professors for classes were not announced until late.
4	Nothing really. I thought it was very straightforward.
5	Having to go through so many web pages to find a specific course
6	Redoing all my classes !
7	The fact that I have a hold on my account till my 17th birthday so I'm forced to go into the MC Admissions and Records office instead of doing it online.
8	Classes filled up relatively fast but, that was also due to my late registration.
9	Scheduling classes without clashing times.
10	Once the class starts, there is no way I can register via web. I was on the wait-list, and finally I got that space on the day when the class starts. However, there is no way I can register via web.
11	Most difficult aspect was definitely trying to create a schedule. The online system needs to be better so creating a timely schedule for classes is not so arduous. You also shouldn't be timed out when viewing the class names.
12	Actually registering for the classes was pretty hard for me.
13	it was easy to use
14	Finding a scheduled class time that worked for me
15	Nothing. It was all very simple.
16	The most difficult aspect of registration i had was getting to know the CRN number for the courses i wanted to register.
17	Not enough room available or the class is already filled out from all campus
18	Nothing, everything is according to my need.
19	Classes being cancelled at the last minute having to choose an alternative class
20	deadline
21	flexible schedule for evening classes.
22	availability of specialized courses
23	Figuring out the sequence of steps.
24	For my Ds class.
25	enrolling in classes
26	Having to wait for my AP scores to get processed.
27	Financial Aid Process & the enormous amount of time and paperwork
28	none
29	knowing the information like where to start with everything, but once someone explained it to you and they got you started it it wasn't that bad and it was easy
30	Financial Aid blocking it
31	Waiting for course offerings to be posted online.
32	The only difficulty to registering is when the lectures and labs for the science courses are not all next to one another. Having to scroll up and down to match the course number with the lectures and lab can be a bit frustrating at times. Besides that, the process of registering is fairly simple and easy.
33	Settling my financial Aid account. I visited the Rockville campus four to five times and still had problems at the Financial Aid office.
34	I found that finding some information on classes was difficult because of the way it is organized

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
35	Going back and forth between course list and registration system.
36	Since I had never done this before. Applying for financial aid and registering for my classes seemed to take too many steps and a lot of trips to Montgomery College. If there had been someone to talk to maybe it wouldn't had been so painful.
37	N/a
38	nothing
39	I don't think anything about registration is difficult.
40	Finding classes that didn't conflict with one another.
41	Long lines
42	Figuring out which classes to registrar for.
43	Ensuring all necessary classes fit into a time based schedule.
44	Nothing, it was easy for me
45	Nothing, my registration experience was excellent.
46	I am unable to translate the require process to my mom who understands only Spanish, I tried my best to translate the best I could with the process to her so that she can be more involve with my academic years here.
47	Confusion with my transcript. I had a course that transferred in and it was not listed as one of my courses that transferred in which prevented me registering for fall classes.
48	Singing up for a reading class because the reading I was trying to sign up for was connected to three other classes so I didn't know what one to sign up for
49	sometimes you dont get enough information about class requirement
50	The difficulty occurred when the classed were dropped because of the deadline. It was hard to re register to a class.
51	Finding the true time of a course which needed both lecture and lab, but the sections are two different crns
52	none
53	Learning the different course CN numbers.
54	There was nothing difficult. I had no problems with registration because I did evreything as early as possible.
55	Registering online. Finding classes and entering them into the database
56	On the screen featuring course times, dates, CRNs, etc., for science courses I find it complicated and a little nerve racking to try and match up the lecture section I want with the correct lab and discussion sections. I feel like there could be a better or more efficient way in which to do this.
57	Nothing
58	The most difficult aspect of registration for me was the comparison of the different time schedule for my different classes
59	Nothing.
60	Classes filled up quickly. It would be helpful to students on wait lists if there were a text message alert (in addition to the email) when a seat became available.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
61	although i had been to Montgomery college in the past, it was only for one semester, and i did not need to get my transcript evaluated. Even though i took sophomore and junior classes at that time, which required me to have already taken the basic pre-requisites for english, math and other sciences, it was extremely hard to sign up for classes this semester, although it was clear on my transcript from the classes i took in montgomery college prior to this semester that i no longer needed to be checked for pre-requisites. It would be much easier if montgomery college worked out in their transcript system that if you can take a class that requires a pre-requisite, and you get into that class, the system should not keep a hold on your account until you get your transcript evaluated so that you can not sign up for other classes that require that pre requisite to have already been taken
62	The most difficult aspect of registration was setting up My MC page.
63	Getting credits for my AP courses
64	nothing
65	I really can say nothing.
66	nothing
67	Setting up the schedule
68	None
69	Searching for classes that pertain to my major. The search system could be improved by allowing a search based on majors, then giving a drop down of all the classes that are needed/pertain to that major and its prerequisites.
70	For me personally, it was choosing classes that would fit my overall schedule.
71	Limited credits.
72	Figuring out which teacher to sign up for.
73	The GI Bill/Veteran submission for classes. I do not understand why they cannot put us in for multiple semesters. Each semester I get dropped from classes because the paperwork gets to be an issue.
74	Trying to fit classes in your schedule especially if there is only one class available to register
75	NONE
76	The most difficult part was talking to a counselor to try and figure out what classes I needed to register for.
77	Figuring out where to go to register and in general how to register
78	Making sure classes didn't overlap.
79	The system was slow, probably because I registered the day before classes started.
80	The most difficult aspect was trying to figure out my distance learning professor's home campus. I would prefer my prof to be located at my campus of choice, but I was unable to determine that information, so this semester my prof is at Germantown instead of Rockville. Listing the professor's location will be helpful to distance learning students who have a preference for a campus.
81	see previous comment
82	choosing classes
83	Knowing when to create a study time in between my classes. Most classes were offered in the morning or late in the afternoon.
84	Because I am a first-year student, the hardest part was deciding what classes to take.
85	long lines!
86	When students need to change their registered class schedules; refund deadline one week/meeting after the course starts is too short because some classes might not even have met as scheduled (due to holidays, power issues, etc.), in some classes students might not receive the syllabi until the second class. In short, it should be at least after 2 class-meets to set refund deadlines afterward. Change schedule fee generally might be imposed, but prefer not for particular situation (case-by-case basis)
87	Constantly being logged out of MyMC as I reviewed the class availability. It was very inconvenient.
88	Financial Aid

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
89	I would have to say the lines were really bad
90	None
91	Getting blocks removed to register for prerequisites. It is very frustrating to have to contact multiple people to register for a class. In fact, by the time I was cleared to register this semester, the class I needed was full. I will need to take that course at another institution.
92	It would be tricky to register for my biology classes due to the lab requirement class. I would have to register for them at the same time and it would be difficult to do so. I tried to register for them one by one but it would go into the system therefore I was confused. But, after several tries, I understood what was happening and registered for them both at the same time.
93	I wasn't too sure about the financial aid because I've been attending MC for over 20 years - I've changed my major a couple of times and I guess that interfered w/my financial aid. But I called the financial aid office and they were very helpful in walking me through the process. Also had a counselor help with my registration because I'm supposed to be getting my certificate at the end of the year. She helped me figure out how many credits I needed and what classes to take... She was awesome! I love that folks are so supportive and helpful!
94	Dealing with the transcript evaluator in Takoma Park was the most frustrating experience I've had since becoming a student at MC. She was not helpful at all and was a very poor communicator, making it difficult to figure out what the process was to expect for having my transcript evaluated. She was also very rude when asked for help trying to understand all of the red tape.
95	I did not face any difficulty
96	nothing
97	There are not as many night classes offered for students. There are several classes I would love to take such as the class on the Chesapeake Bay, but those classes are only offered in the middle of the day on a weekday. I pay money too just like the students that go during the day so it would be nice to have better options for classes like science that I am being forced to take.
98	Nothing; it is really easy to register if you have all the correct paperwork.
99	The counseling staff was unhelpful in helping determine which classes would be appropriate for my major. They would not allow me to sign up for an appropriate math class
100	nothing
101	Tryin to figure out where they were gonna be as well as if i needed it for me to continue my major and transfer
102	I was an Early Placement Student, so I was not able to register online. This made registration for classes time consuming and frustrating.
103	nothing
104	Choosing classes that fit together in a good schedule
105	Understanding the process for using tuition assistance received from my work. Dawn (I apologize, but don't recall her last name) has been excellent and responsive in helping me to navigate the system.
106	Figuring out which classes were at which location
107	Time frames that worked well with my work schedule
108	none
109	My registration experience went well! It was not difficult at all!
110	Making my schedule.
111	I haven't had any.
112	Finding a late start class at Germantown campus after my class was cancelled a week before school starts.
113	Obtaining certification from my out of country credentials.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
114	Having to go to the Rockville campus many times
115	Financial aid.
116	Finding other classes available because the classes I preferred were not available this semester.
117	waiting to get a response from financial aid
118	There wasn't anything I found particularly challenging when registering for my fall classes. When I registered, I was very happy to see the 'advanced search' button online because it made my search for classes much easier and quicker!
119	wasn't any problem
120	The most difficult aspect of registration was coordinating classes according to the time frame. It was frustrating when class "time" would intervene with one another by 5 mins. or when there was only a limited time for a class - such as organic chem lab/ lecture times.
121	The most difficult aspect was figuring out how financial aid worked.
122	n/a
123	I think I just decided to register a little too late -- my options were limited due to classes filling up.
124	Getting off the waitlist! (Granted, I registered late, and did get into good teachers, good location, and good schedules eventually, but that was the hardest part).
125	There was nothing difficult about registering for my classes
126	I was "wait-listed".
127	none
128	Have to pay \$50.00 for late registration.
129	Nothing was difficult about registration.
130	The most difficult aspect of registration is to select the right courses for your major.
131	Finding a space for my desired classes.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
132	The Veterans office (Rockville Campus) misplaced my GI bill request so I had to redo the form at the last minute. (a week or so before the semester began)
133	Nothing
134	The most difficult aspect was understanding the prerequisite system, some of the accuplacer stuff was confusing.
135	Was not straight to the point. Then when I walked into the counseling office to ask for help and to see if I registered for my classes correctly. She did not answer my questions about my required courses. She also said that I can just do them on my own, even when I asked her for her advice. It was a waist of a trip.
136	Counselors at Rockville Campus did not offer correct information regarding my classes and did not lift specific holds correctly making me register LATE for classes. It was a pain having to go back and forth via email and person to correct counselors mistakes and then having to be penalized economically.
137	Financial Aid documents.
138	Choosing your class schedule. What time and days to take classes. Also not knowing the instructors and just hoping the one you choose is good.
139	trying to get registered for all the classes that you need in the time slots that you have available to take them.
140	I had already register for a class and when i went back check on my schedule my class had been cancelled.
141	When registering for classes it was difficult trying to figure out which classes were offered when and where because of the layout of the information.
142	Making sure that the classes you wanted to sign up for were availabe and not full.
143	I did not get the help I need. Every time I go to the Student Center to talk to either the cashier, admissions, or financial aid, all of them gave attitude when I asked them a question. They never even answer my question and then tell me to go home.
144	Understanding the transcript evaluation process.
145	The most difficult aspect of registration was picking classes that didn't interfere with each other.
146	planning a schedule based on time
147	Nothing
148	n/a
149	the course description should be listed next to the course title.
150	It was difficult to find and sort through the classes, finding a class that was open, which did not have a waitlist or aligned with the Lab/Lecture that was required.
151	The fact that my previous credits aren't in the system at MC. I've spoken with staff that have held my actual transcripts in their hands, but because I'm a non-degree seeking student they have not been entered into MC's system.
152	Finding out if the classes had college credit , and if they will be able to transfer to a university
153	It was easy to register. They weren't any difficulties fro me .
154	Finding out what the prerequisites for the classes.
155	-identifying the classes online to make my schedule
156	The Admissions and Recirds staff was very impatient and rude when I asked simple questions, such as registering for a late class. When I couldn't hear properly over the noise, the lady snapped and rolled her eyes so I apologized and showed her my ID. During this entire time, she kept chatting to her co worker and did not give me clear instructions on the payment (I didn't have to pay my entire tuition + registration fee again according to finance since all I had to is drop a class)
157	N/A
158	Updating student photo ID
159	Financial aid

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
160	None
161	There is *no* printed schedule book listing courses available for credit; there were printed schedules for continuing education. The online format is very confusing, even after I click on a course section for more details. A full printed schedule is easier to follow.
162	none it was all very quick and easy
163	Registering for classes that were only available to first year students and not being able to register for some requested classes because of transcript or first year status.
164	Nothing really...
165	Not being able to register for a professor who's class was already full
166	NO difficulty.
167	I registered late and had trouble finding available classes that would work with my work schedule. However I will be registering earlier for next semester and therefore should not be encountering any problems.
168	i didnt like the fact that i was dropped from a class without any notification. no email or anything. until i looked at my balance that i had a credit of \$395
169	Figuring out what times would work.
170	None. It was smooth.
171	Going back to the page you were. Classes not having enough description of the class
172	None
173	Navigating through the page with all the courses and CRNs for subjects (pages that have CRN, time frame of course, etc.). Should be easier to read.
174	Registration was a little difficult to complete as a first time student at MC just because I didn't recognize all the abbreviations. After I knew which each abbreviation meant it was easy.
175	Information was displayed in an annoying and confusing manner! Reorganize display of classes....maybe have options to show specific campus, waitlist info, etc. so only needed info is displayed
176	I think it is easy.
177	Nothing really, but I was not new to registering.
178	none
179	being an early placement student and not being able to register online
180	The most difficult aspect of registration was finding a class that was could fit on my scheduled time frame in August.
181	I cannot think of one, its very straight forward for anyone who is fluent in the English language.
182	sometimes copying down the wrong CRN number, other than that registration was smooth and easy.
183	The person at admission was more interested in leaving on time than helping me. She was rushing to help me so she can get out on time.
184	I was signed up for classes for weeks until at the very last second (less than a week before classes start) one of my classes was canceled. In order to find another class I had to redo my entire schedule to keep a full load. This is the type of stuff that gives Montgomery College a bad reputation among new and continuing students.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
185	I did not understand the scheduling process, and the consuler that help me was great until i realized i have a 5 hr class twice a week and a 3 hr class 3 times a week. If I would have known the process i would have schelded myself differently. I wish she would have further explained what we were doing.
186	registering online
187	paying and prerequisites
188	Not a thing. :)
189	Fining the right class times/ wait list not automatically adding you to a class
190	Nothing really
191	It was that difficult for me because I had friends helping me.
192	The waiting list. The system did not notify me to register.
193	The cost and waitlisting for classes.
194	waiting list and good professors have not enough classes or seats available.
195	for students who just came from other country, is very hard to register unless if we go to the Admission.
196	My most difficult aspect was the fact that when I tried to register online, it said I was on academic restriction and needed to see an adviser. When I went to the college to meet with an adviser, the adviser told me she was unsure why I needed to see an adviser because I was not on academic restriction at all, even though that is what it said online when I tried to register at home.
197	Financial Aid/Loans
198	the long lines to get the college sticker and ID
199	Turning everything in before the deadline because I had had some trouble at work which delayed my financial aid.
200	Financial Aid
201	Using the CRN method.
202	Money
203	Having to open a new tab to get my crn number and paste it to the registration page
204	It was very difficult to figure out how to register in general. If it wasn't for me going to my MAP session and having my two older brothers who attended MC help me, I could have never figured it out.
205	The most difficult aspect would have to be trying to find classes that weren't full. A lot of them were which made me be on a wait list but it all worked out in the end.
206	You have to do a lot of things. And can be easy to miss a step.
207	I found it long.
208	Not really knowing the classes I had to take
209	Most of the classes I wanted to register for were scheduled at the same time.
210	Nothing
211	I did not know what classes to choose. So I spent a long time trying to figure out what classes I should take.
212	Figuring out which campus I was registering for.
213	Scheduling/timing of the classes and trying to find in-depth info online quickly
214	More admissions staff needed to be working at the registration counter. The two staffers worked fast, but there were so many students in line that I still had to wait over 40 minutes.
215	Nothing that comes to mind at this time.
216	If every direction is listened to and done correctly there is no difficulties.
217	Holds on account that weren't even there.
218	Nothing, I am very used to navigating registration online, I was able to find the classes I needed to take for this semester easily.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
219	Understanding the date of the classes. Such as TR stands for both Tuesday and Thursday, but not only Thursday.
220	Everythin was easy for me.
221	Scheduling of classes I needed.
222	The most difficult part of registration was trying to figure out which classes to take at what time.
223	I wasn't sure exactly what some classes were, and I wasn't sure if some may count toward my major. It would have been nice to know a small bit about what would happen in the class or what the class was exactly so I could judge from there. Also, a lot of class times were very inconvenient, as I prefer classrooms to classes who rely a LOT on online projects or week-long assignments, and because of not a lot of available class times, I had to do a night class once a week, that relies very heavily on students having week-long assignments.
224	I had no hard time in terms of registering since I met with my counselor my first year and discussed my future career plans. I also used my MC catalog too, in order to stay in the right path.
225	Getting a hold on my account for owing Fall 2013 tuition, however, I am a financial aid student. I had to speak with someone at the Germantown Admissions office who helped me clear my hold on my account.
226	I don't think there was anything particularly difficult about the registration. I did it mainly online and felt it was pretty self-explanatory.
227	the abbreviation of the courses MC offers
228	none
229	Registering for Financial Aid
230	finding the right time to take the class.
231	I wish it showed the class registered for in weekly form because sometimes the classes clash and I cannot see because it shows them in that in detail view which I do appreciate also.
232	none.
233	Choosing what to major in and what classes would fit my first year.
234	n/a
235	None
236	Not being able to have the times you wanted.
237	N/A
238	I am a University of Maryland student and have needed a couple of classes at MC. I faxed my request to enroll both times and was still not able to enroll online until I contacted the office several times.
239	Everything was pretty easy.
240	Realizing that my account was inactivated after a certain time period.
241	there is no excuse for financial aid to take as long as it takes to disburse and it is cumbersome and a burden. not only do the people doing registration don't know, there is no one they can refer you to because they are always in a meeting. the required forms cannot be put through until you receive all forms which requires multiple visits with no action being taken and wasting time and gas.
242	Scrolling through many courses. Which really wasn't an issue.
243	Creating a schedule I could live with while making room for classes that I could only add with departmental permission.
244	Being wait listed
245	Uniquely, my previous transcripts have not been entered into the system, therefore I have to have all prerequisites waived in person, for every class, each time I want to register for a class.
246	I transfered from western coast. During my registration process, I tried to work everything online because I still had courses in CA. However, the staff memeber asked for me register in person. I really don't think it is necessary.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
247	I did not know how to register, coming from a first-year student. I was not sure what classes to choose, until I personally went in to campus for extra help.
248	not knowing that i could get dropped and not getting a notification that i was being dropped so i can follow it up before it is too late.
249	N/A
250	Having financial aid documents submitted and dealing with then extremely rude women at the cashier's office.
251	Waiting in line to register for my two classes. I couldn't register online since I'm a last minute registering student.
252	Knowing which classes satisfied the requirements for my major.
253	nothing was difficult.
254	The system did provide all the information, however, there were times where I had to open different tabs to see all the information. Such as when I was browsing for classes, there should be options from there to divide the classes by the campus, and then un-divide them just from a few clicks.. But instead, you would need to, from the start, click advanced options and choose the campus, and then you get only that campus and cannot see all the classes at once.
255	focusing on picking a class on a specific campus when the campus in germantown, rockville, and Tacoma park are in the same list.
256	finding my course
257	all the separate pages
258	Picking a Germantown class, when all the other campuses are put in the same list.
259	None, really, just figuring out who to contact for help since I am new to MC, although I have prior degrees from other institutions.
260	financial aid
261	I did not understand which of the courses where already full and which not, I just registerd and hoped that I wouldn't be on a waiting list, luckily I wasn't.
262	none
263	Trying to find classes that best suit my schedule.
264	None, everything was smooth for me.
265	Deciphering all the information about the class. The intro slide show does help a bit but it's a lot of info to take in at once.
266	none at all it was very easy
267	Finding classes

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
268	-Easily misunderstanding which class belonged to which campus -Did not like the way the classes were arranged/ presented on the website
269	Trying to get onto the system the first day it opened so I can get into the classes I wanted to take for the fall semester.
270	Financial Aid papers and linking my tax information
271	none
272	The difficult aspect was in choosing courses offered in one campus rather than courses offered in different campuses and shuttling from one campus to another without a transportation means including the time frame.
273	Get all the informations, ID's and passwords to access and understand the process and have access to it.
274	The internet seemed to have issues the 2 times I met with my counselor. One time it was just very slow, the other it completely crashed.
275	Finding classes.
276	Dealing with codes and knowing what they all meant.
277	choosing classes that don't conflict with other classes on my schedule
278	I was kind of confused with the way you had to register but overall it was easy when I got help .
279	Knowing which classes to pick and timing them properly
280	There were too many follow up questions and sometimes the server lagged. Other than that, it was pretty easy.
281	Counselor made me pick the classes on the spot. Didn't have time to think of my sch.
282	None
283	Choosing appropriate times that fit with not only each other but my schedule as well.
284	The most difficult aspect of registration was attempting to meet with a counselor to be given approval to register.
285	Finding a proper biology course because most of them were full and my final option BI 130A had some seats available, so I just Registered for that instead of BI 101.
286	Having to do so in person because I am early placement!!
287	For me the most difficult aspect of registration is to find the right time that is available to both me and college.
288	Just trying to figure out fee for non-credit class.
289	The website made it unclear as to how to find my desired class and I only figured it out by speaking with a registration counselor.
290	When first signing up for class it was confusing for me not know how look at the different classes
291	None
292	N/A
293	The registration process
294	The choice of classes to take and the decision of taking a major was exruciating. I am still talking with my counselor about deciding my intended major at this time.
295	not eno
296	none
297	nothing
298	i didnt have any problem.
299	It was a little confusing I had to seek help from my brother
300	No. The registration process was smooth
301	trying to figure out how my remedial classes would effect my graduation time. I wanted to be sure that I was registering for the right classes that would let me transfer/graduate in a timely manner

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
302	Trying to find classes that fit together in one schedule. Sometimes the classes I need to complete my degree conflict with each other when trying to plan them in one semester. Also, some classes are offered only at obscure times, yet I need them to complete the degree.
303	FINANCIAL AID
304	financial aid
305	finance office was a mess waiting on my aid to still come through
306	Getting my classes to fit together without overlapping. This was especially frustrating because the times of each class are not displayed in the registration menu without already adding the class and viewing the class schedule.
307	No difficulties
308	Communicating with the staff member on the day of registration, maybe they could be busy but it is good to pay attention and listen to people who came from non-English speaking countries and for new students who do not know the campus system
309	Deciding what classes to take for my major
310	filling out the criteria of the class. I often got a 'nothing in your search matched the criteria', whether it was searching for a particular professor or class.
311	finding the class you want, with the professor you want to fit in with other class times.
312	the days and times for certain classes
313	Keeping track of what time and days the class meets when trying to fit in a new class to the schedule.
314	none
315	Choosing which was the best time.
316	FILING OF THE TAX,ABOUT THE FINANCIAL AID.
317	Not knowing which classes are full and where they are available.
318	I mentioned this above: for many people, campus email is a difficult means of communicating with students, many of whom have outside email already. My classmate says it doesn't even occur to her to check her campus mail (I explained that she could forward it to another email account). I know I check my email preference was my outside account, so why was a notice sent only to my campus account. Don't mean to belabor this point. All other aspect of my registration experience were fine.
319	Trying to complete my financial aid.
320	Getting MyMC to work with IE10.
321	I did not have any difficulty everything went smooth and easy to follow.
322	I think It would be some of the classes I have to take for my major are only scheduled at one class time. So that I had scheduling issues.
323	i did not have any difficulty
324	Financial Aid was a pain
325	none
326	Having to go in person.
327	It was good.
328	Just understanding what a crn number was?
329	The hold placed on my account that I was not informed about
330	I had no difficulties, except for registering for an art class, but was no big deal since I registered for spanish.
331	understanding exactly what classes you need
332	Finding detailed descriptions of the class curriculum.
333	There was none.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
334	none
335	Nothing difficult for online registration.
336	Nothing
337	Understanding the course selection.
338	The financial part.
339	The website. There was way to many things going on, and it was difficult to find what I was actually looking for. It took forever for me to register because of how confusing it was.
340	There was nothing really difficult about it.
341	did not encounter any
342	Trying to fit all the classes together
343	finding the time in the schedule
344	Not being helpful even it's something trivial for them.
345	Finding the right day and time for my classes.
346	Checking availability for the classes.
347	Registration wasn't as bad as I had imagined. Especially after trying to register for classes without the college staff help out.
348	n/a
349	The website is not really user friendly. The way the lists of available classes is put together makes it hard for someone to find what they're looking for. The website could be rearranged.
350	Paying for the classes because I wasn't sure how my fafsa would help pay for it.
351	I didn't have any problems registering for classes
352	Figuring out class schedule
353	Having to go to the campus to see a counselor about having a hold removed from a class for which I was trying to register.
354	Nothing. I always do my registration online and I never have any problems. I was on a waitlist and did get in the class when it was my turn.
355	The most difficult part of registering was knowing what the acronyms on the class registration meant. There should some type of key of some sort to let new students know the definitions to them.
356	Being able to find classes that all fit appropriately with my work schedule. Also finding all morning classes that don't coincide with one another,
357	The customer service over the phone, the people I had spoken to where abrupt and very impatient. I left a voice mail for the Financial aid supervisor to alert her to the bad customer service but never got a call back.
358	advising hours and class availability
359	the time it took to get a response by mail
360	The most difficult part of registration is how fast the classes fill up. Being a first year student most people want to take the same required courses to get them out of the way, which makes the availability level slim.
361	Everything was easy, always has and hopefully always will. It's not hard to register for classes.
362	nothing
363	Not a clear description of how to register on your own.. plus a bad search engine that won't find courses easily.
364	Having to pay between a certain time period if not my classes would get dropped.
365	knowing which class to take and which class available or suggested for your major.
366	Making sure your classes were not dropped.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
367	Because I registered for my classes late and only had the choice of late-starting classes it was a pain cross-referencing the list of such classes with the admissions site to see whether there was any space available. It was also quite frustrating to find out then that classes I was really interested in taking were completely full.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
368	i am a student on disability and have both extreme health and mental challenges. i have received nothing but stress/confusion over the tuition waiver process. this has landed me in the hospital, so i want to inform how important this is to be clear. i have been fined due to needing to change my class and switch from audit to credit to qualify, NONE of which is stated in the new laws clearly and NOONE in DSS even knows about all these exclusions. its affecting my ability to focus in class and enjoy my class as i intended. people on disability are on an extremely low income and need to be informed about all these loopholes.
369	I would prefer to have classes at the Takoma Park location and please have more classes available on Thursdays ,finding a class around this timeframe was difficult for me because I work fulltime weekly.
370	finding the classes
371	Trying to make the class times fit my schedule.
372	Paying for everything on time
373	Finding available classes mainly because I registered late.
374	I guess it would be figuring out what classes I actually need to take. The pre-requisite/ co-requisite thing was a bit tricky. Learning that I for sure need the pre-req classes to get into a program, and the co-req classes I can take while in the program. Different people told me many different things. I think I have it all correct now. The other thing is picking the major. I wish we could change that online and not have to physically go to the Office of Admissions and Records
375	none
376	Two of my classes were dropped I guess due to not enough sign ups
377	nothing really.
378	the most difficult part was picking the prof. , the time and day.
379	the reading
380	Web design navigation. it's not that intuitive.
381	It was remembering CRN from browse schedule to add class.
382	none
383	Nothing
384	Keeping track of the time coursed to make sure you I was not signed up for 2 classes at the same time
385	Due to my work schedule, I can't make my preference schedule
386	Financial aid
387	Choosing a day and time that fits into my schedule
388	N/a
389	Dealing with the financial aid issues. Rockville campus has a superb financial aid office, but takoma park wasnt helpful at all. Also I would like to say that the woman by the name of Ms. Schultz is EXCELLENT! she works at the germantown financial aid office, and she truthfully helped me with processing it due to the takoma park campus negligence.
390	Getting my financial aid through.
391	Making sure the class was actually their because of them are usually are full.
392	There was no difficult aspect.
393	Finding out the classes I need.
394	The most difficult aspect was to pick the best fitting class for my schedule.
395	There was not a difficulty in registering.
396	To know how the senior process registration works.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
397	The whole process was horrible because I came on to Rockville campus about 2 -3 times a week trying to get registered. No one ever gave me a straight forward answer. I was filling out papers for days. I went sent to about 10 or different staff members & I would have liked for just one staff member to tell me what I could have done all at once instead of just throwing me into another office with a new face and he/she not having any knowledge of my situation. Trying to get registered for classes should not have taken that long. It took me about a month to get registered for two classes. If I didn't have friends that currently attend MC I would be missing out on this semester. The staff need to be more aware about other aspects of their jobs. Handing students to other staff members it's unacceptable.
398	Receiving consistent information.
399	Knowing the courses that will transfer
400	Making sure classes didn't overlap each other.
401	Having to go back an forth putting in the CRN's and having to weed through all the content on MyMC to find what I was looking for
402	none
403	none
404	The registration process was not difficult at all.
405	Basically,It was getting my classes after they were dropped.
406	Choosing classes.
407	There was none because when I came to the college I was waited on quickly and the problem was resolved.
408	trying to make my classes fit together, without having big gaps of time between them.
409	none
410	Finding a class that fit into my schedule because I work until 6:30pm
411	n/a
412	Finding the Crn numbers
413	My AP Scores did not come in until the end of August and everyone I talked to kept referring me to someone else when I tried to find out about them. I am still having difficulty with getting my AP scores processed.
414	There really were no difficult aspects. It all went extremely smoothly.
415	N/A
416	Not understanding parts of the process, since I had been away for a while. The people at the counter are not helpful at all. They even directed me to the wrong office to get my ID.
417	for me everything was ok
418	Having to contact Head of Department to give permissions for registration and Admissions.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
419	The most difficult part has been getting my transcripts approved. I have given up trying to work with your office because I am transferring to the University of Maryland next semester anyway, but Ivy Devers is rude, obnoxious, and does not care to help students. One of my transcripts she would not accept because she said the college had changed their name and the transcript was invalid. I explained that on the back of the transcript there is a statement explaining that the name had changed but these grades were in fact valid. So then she replied, well they are not accredited so we still cannot accept this transcript regardless. I then had to get online, pull up the links for both the college and the accrediting commission showing that it is in fact accredited. She finally accepted the transcript, but she called to snidely inform me that hardly any of my classes would be accepted. I told her all I needed was my psych101 class and after a few minutes of needless arguing, she agreed to accept it. I have one other transcript that I had sent in to your office. It is 3 semesters of classes that I have taken in the past year and a half. She only approved half of the classes. Only one was a 100 level class, I went full time, it's accredited, and instead of calling I just threw up my hands in frustration. I know she is purposely doing this now after the issue with the first transcript. Her job is evaluate transcripts to help the students the best she can so they can be as successful as possible. Instead she prefers to screw with people, taking their classes away, forcing them to take more classes, which makes it look like Montgomery College is more concerned about money than it is the students well being.
420	Nothing, everything was very easy and straight forward.
421	Figuring out which classes I needed to take and finding an available class at an accommodating time.
422	When I went to the campus in Takoma, one of the staffs would tell me one thing and then another staff would tell me something different.
423	none
424	I think the most difficult part was how many classes we need to have, how do we know if we should or should not take that class. overall, it was a pretty easy registration.
425	determing your classes
426	Trying to understand the whole process.
427	Figuring out what classes to take.
428	Not available
429	it would be paying for my classes online, it was a bit confusing.
430	The payment method in parts.
431	N/A
432	long lines at Admissions
433	Looking up what classes were required with another class on the registration pages. They are too clumped together and hard to read.
434	choosing the classes
435	My transfer credits has not yet been applied, so I had no English scores to satisfy prerequisites.
436	The difficult was when you wanted to sign up for classes and you were not able to and they don't tell you why you aren't able to until you request an appointment and figure out why.
437	Finding an able class, that match my schedule.
438	I registered late so I think that it were finding available places in the classes I wanted and get the instructors approval signatures that were the most difficult aspects of my registration. But if I had registered earlier I think that I wouldn't have any difficulties to register.
439	The last minute changes to class schedule.
440	Finding Classes that were available
441	at first I did not know my schedule from work either so it was hard to find a class at the right time.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
442	Waiting in line for a computer. But I wanted to do it at the campus in case I had any questions or problems. I met with registration counselor prior to registering and all went very well. My mother was with me too. She attended MC and is a graduate of the surgical tech program at Takoma Park.
443	Understanding how to navigate on to locate information on the online library. Still trying.
444	Figuring out class times in relationship to other classes and my personal schedule.
445	There were a lot of issues and mistakes made on my account. There was an academic hold placed on my account when I had a 3.3 GPA so I had to run around and get that fixed. First I was sent to an advisor and she couldn't fix it so I ended up at registration. The woman at registration lifted my hold and not my credit restriction so I ended up having to return the next day.
446	The wait list.
447	Nothing.
448	I think the most difficult aspect of registration is getting past the pre-requisites.
449	Course browsing was too slow and required too much scrolling.
450	Financial Aid. I am still currently waiting on my financial aid to be processed and its been over a month. I don't understand why it would take so long to go through my information after having my FAFSA verified with my tax return.
451	Making a schedule that fit together timewise.
452	I'm a early placement student who registered last fall for courses and as a early placement student I can get a scholarship for my classes that will pay for half of the costs of my classes, however there's no applying for the grant until registration is finished and the classes upfront were about 600\$.
453	Picking which classes would work for my schedule.
454	Being able to tell which campus I was signing up to take classes at. I scheduled myself no drive time between Germantown campus and Rockville campus and had to redo my registration.
455	I do not have any difficulty for my class registration.
456	Everything was fairly clear.
457	Knowing exactly what classes you need to take
458	When one of my classes was cancelled last minute.
459	figuring out the payment due date and remembering to pay by due date
460	Not being approved for the classes I wanted.
461	The first day I went to purchase books it was very difficult to find the books, I had to leave to come back the next day. What make it more difficult that day, I noticed there were not enough staff to assist and also for not being familiar with. the store which I never being to the book store before, that was really a frustrating day for me. I came back the next day, it was not so bad, I did get all my needed books for my classes. Thanks
462	I would have to say the credit hours explanation could be better.
463	Not having the teachers listed when registering for classes.
464	Making sure the proper overrides were in place to allow registration of my courses.
465	Having all campuses mixed in the list.
466	I wish they offered the classes I need during the day or had shorter evening classes.
467	How incompetent and unknowledgeable the school workers are when asked questions.
468	The counselor did not help
469	Figuring out where to go on the website
470	As a freshman, registering for classes was a bit confusing.
471	Finding all the information I needed, especially for financial aid and degree planning.

Registration Customer Service Survey (2013)

22. What was the most difficult aspect of registration?

#	Comment
472	Paying! It costs too much.
473	unclear on necessary prerequisites, getting authorized to take classes
474	Lecture & Lab fused registration
475	finding classes to fit in my work schedule
476	Finding convenient time and days in some of the courses.
477	Registration was easy. Even when I was listed on a wait list for one class, I was able to have all my questions answered about the waitlist process by a friendly staff member in the counseling building.
478	Waiting to see someone.
479	finding someone knowledgeable to talk to
480	Making sure classes didn't overlap and I had enough time between each class.
481	Understanding the process as a new user of registering for a class online.
482	No difficulty.
483	Finding answers about the school education offering, in what is right for me according to my accuplacer test; were a fail attempt.
484	Language(English)
485	Finding an available course in the right day and time in which i preferred.
486	Finding classes that were at convenient times and not already full was difficult. But I did sign up in the beginning of August which due to the increased student population is probably not advisable. It was really hard to find classes especially in the fine arts that were not at night or on the weekend only or very early in the morning. I ended up taking the night class but since I take public transportation I would be very interested in a wider variety of fine arts classes in the middle of the day. The average fine arts class is 2 and a half hours long and so early morning or evening ending classes (after 6pm) mean students have to travel in the dark with heavy art material. it would be very advantageous to my major if I could take more classes like painting or sculpture without having to choose between safety and academia. But I completely understand if you cannot add more day time ending classes.
487	The most difficult part of registering for me was that the information on a selected class was hard to obtain. It would only be displayed fully on one page and if you were to click something else regarding the same class the information wouldn't entirely be there. To overcome this, I found myself copy and pasting the information into a notepad.
488	I didn't have no difficult aspects except trying to figure out whether my classes should be credit or non-credit.

Registration Customer Service Survey (2013)

23. Feel free to add any other comments regarding your fall registration experience.

#	Comment
1	This is my first year at Montgomery College, and even though I'm only taking one class right now, I really like the Rockville campus compared to other community colleges I've shown previous interest in. This college happens to be very well organized and put together. Most of all, I really appreciate the students that attend here because for the most part, they are well behaved which in return makes it a comfortable environment for everyone else.
2	Actually selecting classes to register for in order to structure a weekly schedule should be much easier and more streamlined. No more time-outs when viewing the classes to register for, especially since I had to juxtapose through multiple browser tabs in order to construct my schedule.
3	Being able to register online was very convenient.
4	I never had any problem at all.
5	Overall the system works well the academic advisers at Germantown are really helpful.
6	Individuals were very helpful.
7	I hope I'll get more knowledge during this semester.
8	It was rude but I did get some snarky responses for questions that I asked through email. I assumed the person was just having a bad day!
9	Every thing went well.
10	The process was sorta of hectic on some parts and the rush that you felt of finding classes that you wanted but were already full sucked in a way but it wasn't that bad, the orientation helped a lot as well and the people were nice to extend their hand at all times which made some stress of being a first year student go away.
11	Overall it went very smoothly.
12	I loved that fall registration was available early so that I could schedule all of my classes ahead of time to fit my schedule. The process was simple and easy to follow.
13	It would be nice if the courses were easily available from the registration page and/or if a register button was next to each course or class.
14	Professor Williams was a big help

Registration Customer Service Survey (2013)

23. Feel free to add any other comments regarding your fall registration experience.

#	Comment
15	Rockville campus admission: It's understandable that the first week of school the line at admission would be fairly long, but that is no excuse for the third week. There are four station with only one or two (2) people working and the line is out the door. Poor customer services from the younger staff members such as Laura.
16	My overall experience was good.
17	It would have been nice to know, a couple weeks in advance, that my Thermodynamics course would be cancelled, due to too few people, so that I could plan a back up schedule.
18	When I was completing the registration the young women Was completing the form and never asked me if I was taking the course for credit/audit. And she enrolled me for credit. I have to change it to audit. Oddly a supervisor said we don't
19	please make an app to register from smartphone
20	I have nothing to say.
21	My fall registration was not too difficult or bad.
22	I had a good experience, though. Everyone was there to help, so it was great.
23	Overall, it was a fun, rewarding experience.
24	I got a lot of different answers from different counselors.
25	Quite straightforward.
26	If you are on the FIRST warning, you should be able to take enough credits to be a full-time student, instead of just six credits.
27	KEEP UP THE GOD WORK!
28	We need more days for the international coordinator she comes only one day a week for 3 hours
29	they need to work on the long registration lines&it would be helpful if staff could triage students so we didn't have to wait endlessly.
30	I really like the waitlist feature.
31	Financial Aid process is slow
32	No comments
33	It's clear, helpful
34	Esther at Admissions was extremely helpful during the registration process. She knows what she is doing!
35	I am very pleased with the promptness and professionalism that I have received when asking questions.
36	I am ok.
37	This year Montgomery College's (Germantown Campus) registration and enrollment process was an informative and smooth process. There were a few new faces, but the new staff were obviously well-trained and knowledgeable. I enjoyed my experience and I really love my classes!
38	It's an excellent service.
39	My wife (a FT professor at MC) and I received the utmost courteous and pleasant advice, help and service from Laura. This was on August 5th....
40	In my opinion there should be a little bit more information about your student loans. Meaning other than "its been accepted" or youll have to wait and see"... some individuals are depending on student loans to pay rent etc. so a little more information would help
41	Everything went smoothly, I got all the classes I wanted and I really enjoyed the online advanced search method.
42	it as just fine. if there is anything. Then it was because of my me. But the school staff has always been there to assist.
43	Fall registration didn't really differ from me from previous semesters. I wish there was a system that coordinated the classes you're thinking of taking into a schedule so you can see how exactly youre schedule is looking like instead of having to exit out of the registration page, or having to make your own schedule as you go.

Registration Customer Service Survey (2013)

23. Feel free to add any other comments regarding your fall registration experience.

#	Comment
44	n/a
45	I am enrolled in a weekend-only course (in reference to the above question).
46	Although I was "wait-listed", I appreciated that I was notified when a spot opened for me.
47	none
48	MC does not help students when charging late registration fees. Many students do not have the resources to register in advance and adding a fee to the registration makes it hard for many of us to pursue an education.
49	Fall registration was like last fall and spring's registration. This past summer's registration was great, too.
50	My fall registration experience was very good because i already knew that which courses i have to choose and i done that same thing.. So my experience was really good..
51	A poor micro biology teacher was assigned to my class and classes were full too soon.
52	The Veterans office was extremely helpful and processed my redone request without delay.
53	Pretty seamless process overall.
54	I think admissions and registration staff lack knowlege of basic information. A lot of times when I asked a question I always got a "I don't know" or "I am not sure".
55	I did them on my own with my mom, who currently attended mc at the time. It was confusing to her as well.
56	Admin and registration was great- but there was sooo much mis communication within the actual counselors. I had been emailing for almost 3-4 months and making sure i did my part and at the end of everything I registered late and had to get permission from one professors and pay the \$50 late registration fee for things that were not in my control as the student.
57	I really wish mc would send a message for try to communicate with the student to let them know that a certain class would no longer be available. Especially with students like myself that now has to travel from one campus to another due to this.
58	Not only do the work study kids give attitude but the adults do too. Not only that but their english is so terrible that I can't understand them. I ask them to repeat themselves but they end up yelling at the student.
59	glad to b bac in school!
60	It was a pretty painless process.
61	I wish the registration process was a bit more intuitive, instead of reliant of browser searches to properly find Lab and Lecture related classes, i.e. sifting through all the BI107 Lab and Lectures to find the corresponding course.
62	Other than the constant hiccup regarding my transcript woes, everything went well! Everyone I've ever had to speak with regarding my transcript issues has been more than friendly and helpful. Great staff! Weird policy regarding not entering non-degree seeking student's transcripts.
63	Student council was fairly inviting and friendly.
64	N/A
65	I am disappointed in my classes and so yesterday I visited another section of the same course to ask if I could switch. Even though the web listed one space available, which the professor confirmed, she told me flat out that she would not allow me to transfer. When I checked with the department, the secretary confirmed that it was up to the professor to decide. That seems unfair. If the dates are there in the system for dropping and adding, then the professor should have no say. Did she say no to me because she felt I was too old or too fat or too something else?
66	not available

Registration Customer Service Survey (2013)

23. Feel free to add any other comments regarding your fall registration experience.

#	Comment
67	Print the credit course schedules so I can easily find the courses I plan to take, and when they are held. The computer printouts are confusing. I feel strongly that Montgomery College is being too cheap to print the course schedules. Why do they print the continuing education schedule and not the credit course schedules?
68	The only thing I had trouble with was getting my Psych textbook. I ordered my books online to pick up at the Rockville campus, and when I picked up my books, I was missing my Psych book. It wasn't until then that I was told that it was on back order, so I couldn't get the book yet. When I went to check on the book a few days later, there were a few books in stock, but then I was told that because the book was on back order when I ordered it, they didn't take a payment for it, so I still couldn't get the book. We finally gave up and ordered it online through another provider. I did not get my book until the end of the second week of the semester. If I had received a notice that the book was on back order and that they would not take a payment for it when I first ordered the book, it would have saved us a lot of trouble.
69	Registration was very simple for me overall.
70	I wish there was more distance learning classes available.
71	I think the website is very user friendly!
72	Jeri Gresham was a great help for me!!!! she explained everything, was patient and overall a great person.
73	The lines at the Student Services building and Counseling building were horrendous the first few days, but other than that, it went nicely.
74	My only comment is that for continuing students- or any students as well as those who are taking class (such as summer classes)- to take the next class, sometimes you need the passing grade for current session to the next class, but I never understand why the administration always drop students' name from the registration list at the beginning of the semester and then practically beg them again to register. I have been a student at Montgomery college Takoma since spring 2009 and every time, it is the same thing, It does not make sense. Late fees are there to remind students to take their precautions, dropping students who have already register is unnecessary.
75	For the most part it was all pretty easy.
76	I addressed the unpleasant experience with the Supervisor at Admissions and she was very helpful.
77	it was challenging because i couldnt find the schedule i wanted
78	It's always easy. Don't change a thing. :)
79	none
80	I was excellent with helpful assistants at rockville
81	`
82	It was excellent.
83	Overall, I had an easy time registering for my classes.
84	It was good!!!
85	It was a nice, friendly and easy process... Not stressful, I am very pleased with the registration process.
86	I hope to see more honors classes offered online and on weekends.
87	It would be nice if there is a weekday view when registering for classes so students can tell if one of the classes they chose is conflicting with another.
88	Try to make more of it online, even for late registrations.
89	The financial aid office was very unhelpful, and I ended up having to put a hold on my classes because it took four times for the office to finally submit my papers right, and for somebody to help.
90	The Germantown Admissions office staff has always been very helpful and kind.

Registration Customer Service Survey (2013)

23. Feel free to add any other comments regarding your fall registration experience.

#	Comment
91	Financial aid was very frustrating! Nobody was able to clearly explain the process to me and when I go in to ask questions I get a different answer from everyone. In addition dealing with the VA at MC was very frustrating!
92	non
93	what I didn't like about the registration process was that after I registered for one class, they cancelled it a week before which was kind of late to find it for another time.
94	n/a
95	It was very convenience convenience for a worker mom
96	The office staff seemed very nice, but inefficient.
97	great experience!
98	Overall very pleased with the outcome even with unexpected initial hold-up of a deactivated student account. Marjorie Davis/Germantown was a one-stop shop of helpfulness and took care of all my concerns. Thank you sincerely.
99	The communication between Admissions and Records and Financial Aid needs to be better.
100	I already have a degree, so I'm returning to college to pursue a certificate. It seems as though my transcripts should be treated as if I were declaring a major, or as if I were a transfer student. A counselor told me since this wasn't the case, they may never get into the system, even though I had them forwarded from my previous college.
101	Some information on the website misled me and resulted in my monetary loss. I followed the application steps which showed on the Montgomery College Website, and chose a transcript evaluation institution from the web page. However, the information about the transcript evaluation institutions expired more than 7 months! When I paid 220 US dollars and delivered my evaluation to the office. Someone told me the MC did not accept the institution which I chose from 2013! lately, some one fix the error on the website, but there is no one responsible for my damage. Further more, I went to the office to see Ms. Alice Summer twice. My personal experience is that she is so rude. She did not answer my questions directly. She always tell me wait, there is nothing she can do or any effective suggestions she can provide. It seems that she is very busy and can not keep her temper. She even cannot wait me complete my questions and opinions. Then she would say "Hold on! Hold on!" in a loud voice, close her eyes, and raise her hand to give me a "STOP" sign. And I have not received any solutions yet! I hope someone who my concerned can push this case and give me a result as soon as possible.
102	Being an incoming student, I expected more help when I went through the whole registering process.
103	It was easy for me i just needed more information on what to do when in a situation like the one i was faced with.
104	I had been learning about how to use the fall registration through online MC that my DSS advisor taught me. It was interesting to know how to use it.
105	Some classes have limited spots so if there were more than one available at the takoma campus, that would be great.
106	My recommendation is that the registration and admin. office should increase the manning of personnel on the registration counter line during the first two weeks of the semester to keep up with the students since there are a lot of students, like me, who decides to add classes or for those who change their classes.

Registration Customer Service Survey (2013)

23. Feel free to add any other comments regarding your fall registration experience.

#	Comment
107	When viewing class schedules, would it be possible to get those arranged by time, it would be much more helpful and convenient the first week of school.
108	It was really easy. The counseling staff in Takoma Park/Silver Spring campus are exceptional. They have made everything so it is convenient and easy for all students. It has made the transition from high school to college quite simple.
109	Every thing was perfect, even though I registered late for my classes. Thanks. Very organized, And that is why I choose to join MC.
110	There's no reason looking through emails with students financial aid paperwork should take 3-4 weeks. That's ridiculous.
111	it was very easy
112	Very simple! And convenient!
113	I can rate the organization as good. Sometimes, the wait time to see counselors is so long. Perhaps because they are serving a large number of students I guess.
114	It takes too many clicks to do everything. Please streamline the process.
115	Very smooth via web. It would be a very arduous task if students were required to not apply via online.
116	Counselors don't listen to you. i was one point away from not taking RD 099. they should of just make me redo the test instead of wasting my money taking a class i didn't need
117	One of my instructor was replaced in one class, and I didn't receive any notification until I got an E-mail from the new professor itself. From the next time, I would appreciate it if the department would send an e-mail prior to a change so that the student can know more about the class.
118	It was simple and easy to do.
119	It was pretty good, but figuring out when I should pay for my classes really got to me, because I was almost not able to take classes this semester. But luckily, I saw the payment plan and took action, then later I will finish by using financial aid.
120	I've been doing on-line registration w/MC for years. Have never had any problems registering. Also MC IT help is fantastic! They are courteous and very helpful.
121	None
122	I was very unhappy with having been dropped from a class due to the fact that there were not enough people registered for it. I juggle school and work so the alternate time was not good for me and I had to just not take the class. I wish I had had more options
123	I really like the Ethiopia lady with the short hair cut that sits in the front of admissions. she very helpful, honest and polite.
124	FINANCIAL AID OFFICE AND WORKERS ARE HORRIBLE. MY FINANCIAL AID IS STILL NOT IN!
125	Whatever improvements you've made since last year have worked. This year's registration was clear, clean and smooth which, up to now, it had not been.
126	Financial Aid staff member are so co-operative
127	I feel that BB needs a lot of improvement and tweaking. Although, I have to say, that when I call tech support, they are always patient, professional and meet my needs.
128	It might make it easier if there were a class schedule created to print out and see when each class meets and where.
129	IT WAS PRETTY GOOD
130	One way you guys can make it easy is by only showing things needed for the person major or classes they can actually take a semester. Rather than everything and only few things a person can actually register for.
131	No comment.
132	The time allowed to drop classes should be extended for first year or first time students because the unavailability of detailed descriptions of every class curriculum.
133	My fall registration went smoothly with the help of the faculty at MC.

Registration Customer Service Survey (2013)

23. Feel free to add any other comments regarding your fall registration experience.

#	Comment
134	The registration online is very easy but the process of my application form as first year student takes so long because they lost my application form that was submitted during the open house.
135	Smooth!!!
136	When I came in-person to the admissions office to be admitted to a class. I was passed around from department to department until I just gave up. It's as if they don't want to help anyone.
137	it was easy for me
138	In conclusion of how I feel the school is overall when it matters to the student, Above Average
139	I registered for one on-line class but received an email a couple of weeks later that they did not offer that class anymore and that I had to re-register for another similar class if I wanted this class.
140	Okay, thanks.
141	Overall my experience during my first fall semester here is going pretty swell, due to me registering for the classes that I wanted and also needed.
142	I had to do Maryland dream act paperwork and it was difficult having to check with the registration people messaging me through my mc mail since i don't check it constantly. I would've preferred them to phone me instead since it is quick and reliable. I can also ask questions and get the job done quickly.
143	I think it will be great if the registration system had some suggestion of classes to take and provide more detail about a class also with all the requirements. it also be great to have an app to register via your Smartphone or tablet. it will be much easier to do that registration.
144	PLEASE NOTIFY STUDENTS BEFORE A DROP COMMAND IS ISSUED!
145	Pretty easy
146	It was easy to manage through the registration even though it's my first time but at the end I got what I need. the thing I love about it is that they provide a contact number on the page if you need an assistant to help you.
147	it's was fairly straight forward.
148	Rude cashiers
149	Financial aid office was not helpful at all when I had to turn in some papers before registering or classes. Very rude.
150	Nothing
151	Great experience.
152	As I mentioned on the last page, it would be a great assistance if one could buy the required books while or after registering for one's courses. A direct link from one's courses to the booklist would be very helpful.
153	I am enjoying learning at Montgomery College's Germantown Campus.

Registration Customer Service Survey (2013)

23. Feel free to add any other comments regarding your fall registration experience.

#	Comment
154	Because you have a high number foreign students which are learning English as a second language, you should have somebody to help this group of new students during the registration.
155	The whole process was ridiculous
156	My fall registration went fantastic this year !
157	It would be a lot easier to register for classes online if MC used the peoplesoft system like many other schools do
158	teh financial aid still giving me too much problems to get the government money for this semester. it is unfair because i just want to finish my studies but they puts many walls that are very difficult jump them.
159	no comments
160	Personally, my experience with my fall registration I have met some of the most wonderful people that helped me in a very professional and caring manner.
161	I appreciate that I could waitlist for a class. The notification process really worked for me and I was able to get the schedule I need.
162	I was referred to 3 or 4 different people each time I called the help number. It would be very helpful if I could be referred to the right person I needed to talk to when I called for help.
163	everything was easy for me.
164	I've tried calling the Response Center information line at (240) 567-5000. Good luck getting through. There are so many long messages that I was never able to figure out how to actually reach someone.
165	N/A
166	I really didn't have a good experience at Takoma/Silver Spring but I was able to complete my registration successfully at Rockville with lots of assistance.
167	n/a
168	Just the email is letters are so small and confusing . wish the email was more modern looking and everything faster to find . Also when I order my textbook , i was so confused with the process , it took me a while to figure out what textbook I needed . The MC email
169	I wish the counselors would hep students build their schedule.
170	Was great
171	I did not understand how to register in Field Experience in Especial Education And Field Experience in Elementary Education.
172	Staff were very helpful and efficient when I came in to the office.
173	None
174	it was a good experience being my first time to register I learned a lot
175	With exception of the online library,overall my experience has been pretty good.
176	On top of what I mentioned above I made a payment on the morning of Friday august 24 but the admissions office didn't process it until Tuesday the 27th so I ended having to participate in late registration. I hope next semesters registration goes much smoother. PS MS. Perkins in financial aid is wonderful also I can't remember her name but the advisor who helped was great as well.
177	Fall registration lines in certain offices where very long. I would hope more people where on the floor to assist students to any questions and for a fast pace registration.
178	The staff at TP/SS was amazing! I really liked the setup used to list people waiting in line for talking to councilors.
179	I noted that with early placement i wasn't allowed to take more than 2 classes and I was interested in more than two classes.
180	N/A
181	Nope I'm good you guys were relatively great only one minor issue which was sorted out quickly and only caused me to have to buy one

Registration Customer Service Survey (2013)

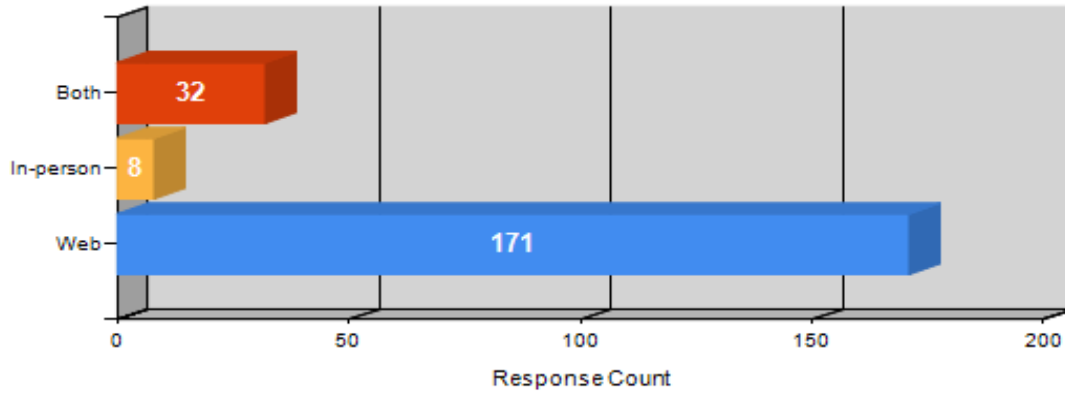
23. Feel free to add any other comments regarding your fall registration experience.

#	Comment
182	First I have to thank all the staff members of the college for their dedication at their work, especially at the financial aid department, they were THE MOST OUTSTANDING, they answer all my questions and concerns in a satisfaction way. They really know what they doing. Keep up with the well done job.
183	The counseling staff at Takoma Park were exceedingly helpful in explaining and aiding me in my registration.
184	More classes/professors added to Rockville campus for CJ degree. If I was looking for a class, I would only see ONE professor, and ONE time the class was offered at the Rockville campus.
185	Need to Post students when their account is deactivated!
186	No comment.
187	The counseling and registration offices were ready to help.
188	It was easy and I was happy to be able to take all the classes I wanted to take.
189	It was an overall efficient process.
190	Customer service front counter at the Admissions and Records needs to be friendly and pleasant. They looked tired and unpleasant. A smile could make customers feel relieved even customers have to wait in line for ten minutes.
191	It was very good. My only two problums with it were one relating to my spesfic academic plan which was quickly solved with the help of a knowlegable coounscler. The second was simply finding open classes at times when public transportation runs in my neighborhood in a very popluar successful campus.
192	Fall registration was completed by overriding a few pre-requisites; the ability to do so should be more easily achievable with information on how to be granted the override.

Registration Customer Service Survey (2013)

1. How did you register for your courses?

Total Respondents:	211
Total Skipped:	0

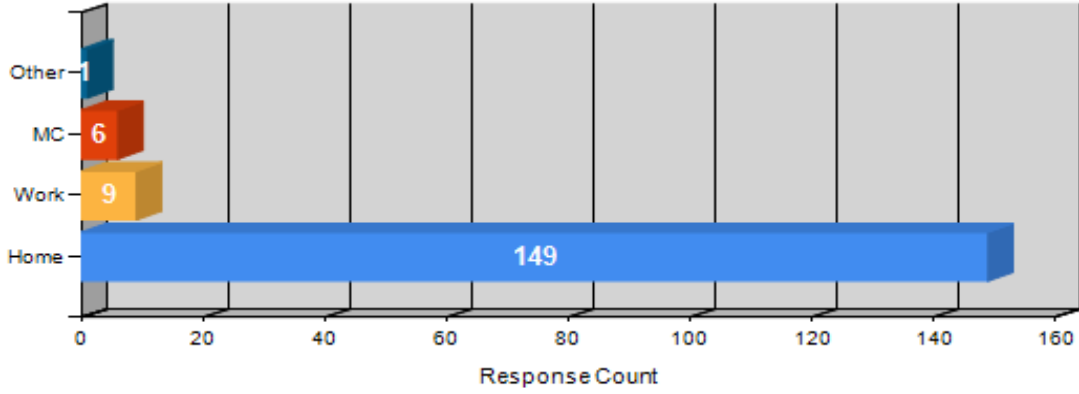


	Choice	Response Percent	Response Total
1	Web	81.04%	171
2	In-person	3.79%	8
3	Both	15.17%	32

Registration Customer Service Survey (2013)

2. From where did you access the Web to register for your courses? (Web-only registrants)

Total Respondents:	165
Total Skipped:	1



	Choice	Response Percent	Response Total
1	Home	90.30%	149
2	Work	5.45%	9
3	MC	3.64%	6
4	Other	0.61%	1

Registration Customer Service Survey (2013)

3. Please rate the following regarding your Web registration... (Web-only registrants)

Total Respondents:	165
Total Skipped:	1

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The system was available. The system provided all of the information the Web registration process was	69.7%	23.0%	4.2%	1.8%	1.2%
	115	38	7	3	2
	55.6%	29.6%	11.1%	3.1%	0.6%
	90	48	18	5	1
	54.0%	26.7%	14.3%	2.5%	2.5%
	87	43	23	4	4
Totals:	292	129	48	12	7

Registration Customer Service Survey (2013)

Response Total

165

162

161

Registration Customer Service Survey (2013)

4. If the registration system was NOT available or did NOT provide all the information you needed to complete your transaction, please explain. (Web-only registrants)

Total Respondents:	27
Total Skipped:	139

Response Number	Response
1	I tried to sign up for a lab that fit into my schedule bit the system wouldn't let me.
2	Please please please develop the infrastructure a little bit further. It is difficult when I map out my schedule and I try to register online when registration opens and the site crashes for everyone
3	N/A
4	I had registered for two classes, and two days later they were deleted. When I had the money for my classes, every class was listed NR. There wasn't any detailed information about what NR meant. Now, I have to take my online classes in January.
5	After the Fall 2014 registration became available, your registration system was down for (I assume) repairs after 1 week. This was inconvenient.
6	The class I was registered in got cancelled and I was very disappointed and was not informed for 2 days after I saw that, under "my courses" it indicated that I wasn't taking any courses. I sent an email to the chair person of the department and also saw the listing of classes, which indicated the course was not listed any more. I also bought the book from the store. This was the only course that was remaining from the classes that I was required to take for teacher certification. The choice I was given was to take the class at another community college, which I was not very comfortable with . So, now I have to wait until next semester.
7	A student needs to hunt for information in order to register. The process is not always easy.
8	The process needed to make a payment is not clear. I have registered several times before, so I knew how to proceed, but it is not straight-forward.
9	I have had to continually had to ask for permission to register for classes for which I am qualified. This adds a step that makes it difficult to complete registration with ease.
10	Course selection was easy, but for some reason payment was a problem. Maybe, I hadn't clicked on all the required spots, but course payment took several tries. I was beginning to believe I was locked out of the course I wanted to take, fortunately on the 3 or 4th try I was able to complete payment and registration.
11	Although the registration system did have the information I needed, it took a little digging to find it. I had dropped a class and was trying to add after the official beginning of term and the codes
12	For some of the courses, professors names were not available.
13	I had a little trouble with the change of CRN but once I was sure what class it was.. It went okay
14	the system had crashed and many of my classmates and I were not able to register for class until a few hours later the day class registrations were available
15	The only option is to register online. They will not allow to register in person!
16	It kept freezing, I wasn't able to sign up at the time I wanted.
17	Initially, the professor's name was not provided in the information. The instructor had not yet been determined
18	na
19	Are students never able to register for classes for which they are currently enrolled in the prerequisite course? The portal barred me from registering with no clear explanation of why. I was on track to complete the prerequisite course with a high grade. This made it very difficult to plan my schedule. I know that some of my classmates faced the same problem. Please clarify in the future why this is a policy, if it is a policy.

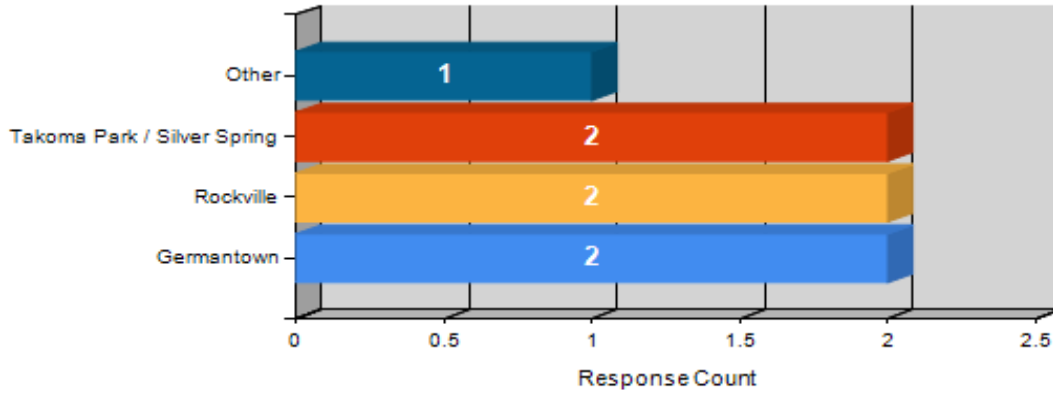
Registration Customer Service Survey (2013)

20	I guess the system was fine in providing information, I was just unaware of the different sections required for chemistry 131 and that they were all spread out which made it really hard to find a class to fit my schedule. The actual registration process was very simple and easy and I didn't have trouble with the system being available like I have in the past.
21	I think some improvements could be made in the registration of courses available for future semesters.
22	problem with registration after being in waiting list
23	The system works a little slow sometimes but it was mostly there for me. information about your major and recommended classes should be given
24	When change occurs, you must put that information on the web, like the course numbers, I had to email my last professor to see what the course number was so that i could take her class.
25	I am over 65 years of age, so I get a Senior Discount thank God and MC. I want to get a degree too, but the way MC has the Registration set up I have to wait until a few days before the class starts. That gives a lot of stress. Please help myself and others who find themselves in this situation. I am so grateful as I work hard to get my degree.
26	well i find it a bit confusing when you pick a class you need and then all the ones from all the campuses come up i always go to the advanced tab and then choose which campus i want my classes to be from i think it would be easier if the person registering chose the campus from the start and then the class
27	i think that when you choose a class that you need and then all the classes from all the campuses comes up that makes it a bit confusing. I know that going to advanced options you get to choose the campus but i think it would be easier if that option was automatic like you choose the campus first then the class and if by chance its not at that campus then it can tell you in which campus it is available.

Registration Customer Service Survey (2013)

5. At which campus did you complete your in-person registration? (In-person-only registrants)

Total Respondents:	7
Total Skipped:	0

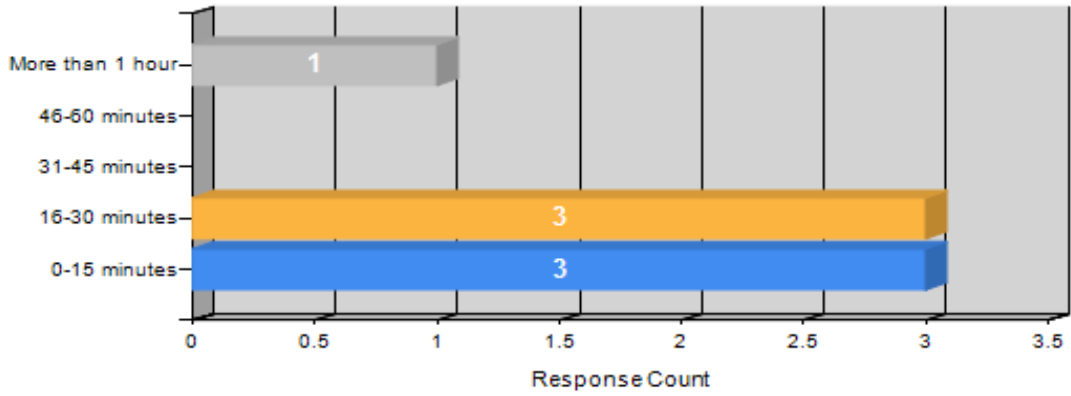


	Choice	Response Percent	Response Total
1	Germantown	28.57%	2
2	Rockville	28.57%	2
3	Takoma Park / Silver Spring	28.57%	2
4	Other	14.29%	1

Registration Customer Service Survey (2013)

6. During your **LONGEST** visit to Admission and Records, how much time did you stand in line before being assisted? **(In-person-only registrants)**

Total Respondents:	7
Total Skipped:	0

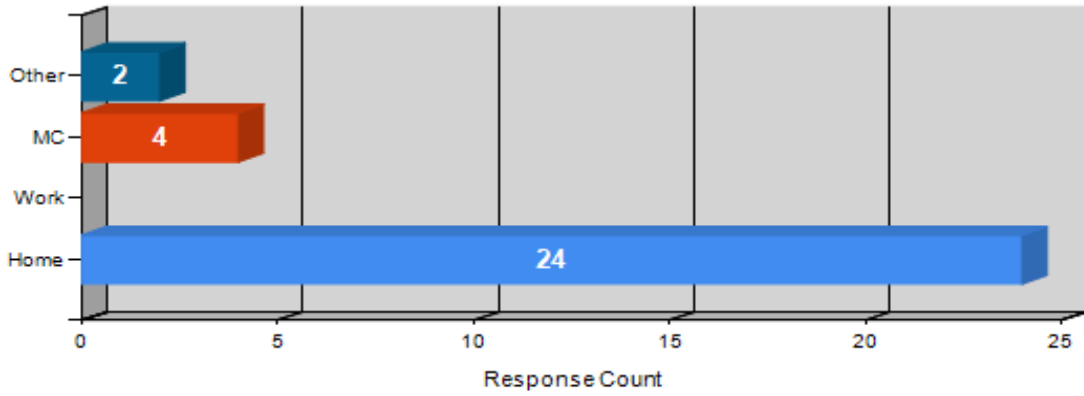


Choice	Response Percent	Response Total
1 0-15 minutes	42.86%	3
2 16-30 minutes	42.86%	3
3 31-45 minutes	0.00%	0
4 46-60 minutes	0.00%	0
5 More than 1 hour	14.29%	1

Registration Customer Service Survey (2013)

7. From where did you access the Web to register for your courses? (Registrants who used both web and in-person registration)

Total Respondents:	30
Total Skipped:	1



	Choice	Response Percent	Response Total
1	Home	80.00%	24
2	Work	0.00%	0
3	MC	13.33%	4
4	Other	6.67%	2

Registration Customer Service Survey (2013)

8. Please rate the following regarding your Web registration... (Registrants who used both web and in-person registration.)

Total Respondents:	31
Total Skipped:	0

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The system was available when you needed access.	61.3%	19.4%	9.7%	3.2%	6.5%
	19	6	3	1	2
The system provided all of the information needed to complete your transaction.	58.1%	19.4%	3.2%	3.2%	16.1%
	18	6	1	1	5
The Web registration process was easy to follow.	54.8%	22.6%	6.5%	0.0%	16.1%
	17	7	2	0	5
Totals:	54	19	6	2	12

Registration Customer Service Survey (2013)

Response Total
31
31
31

Registration Customer Service Survey (2013)

9. If the registration system was NOT available or did NOT provide all the information you needed to complete your transaction, please explain. (Registrants who used both web and in-person registration.)

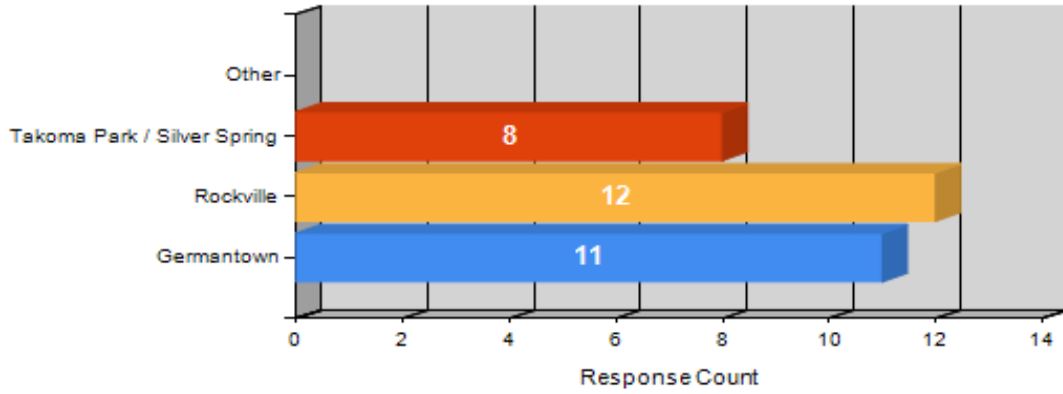
Total Respondents:	5
Total Skipped:	26

Response Number	Response
1	The new codes for the classes were too confusing. It shouldn't be changed!!! Also there is no wide variety for the late start classes. Sad!
2	I did not know that my classes would be dropped without completing my financial aid. When I signed up for my classes they should've told me. There was no way I could've signed the form to hold my classes because I was over seas. I wish I got a notice saying that. I would have immediately contacted the financial aid and faxed over the signed papers. I didn't get any notification. So in the end I did not get the original schedule that I wanted. The system can definitely use some improvement.
3	not user friendly
4	Unable to register online NR error
5	The online default safeguards are reminiscent of 1990's technology in their inability to recognize what is actually occurring. I would wager most students could improve the systems software.

Registration Customer Service Survey (2013)

10. At which campus did you complete your in-person registration? (Registrants who used both web and in-person registration.)

Total Respondents:	31
Total Skipped:	0

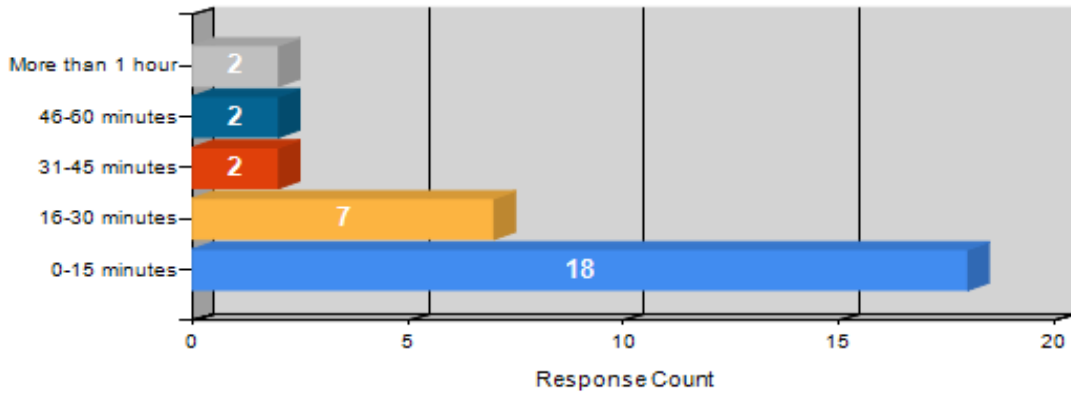


Choice	Response Percent	Response Total
1 Germantown	35.48%	11
2 Rockville	38.71%	12
3 Takoma Park / Silver Spring	25.81%	8
4 Other	0.00%	0

Registration Customer Service Survey (2013)

11. During your LONGEST visit to Admission and Records, how much time did you stand in line before being assisted? (Registrants who used both web and in-person registration)

Total Respondents:	31
Total Skipped:	0

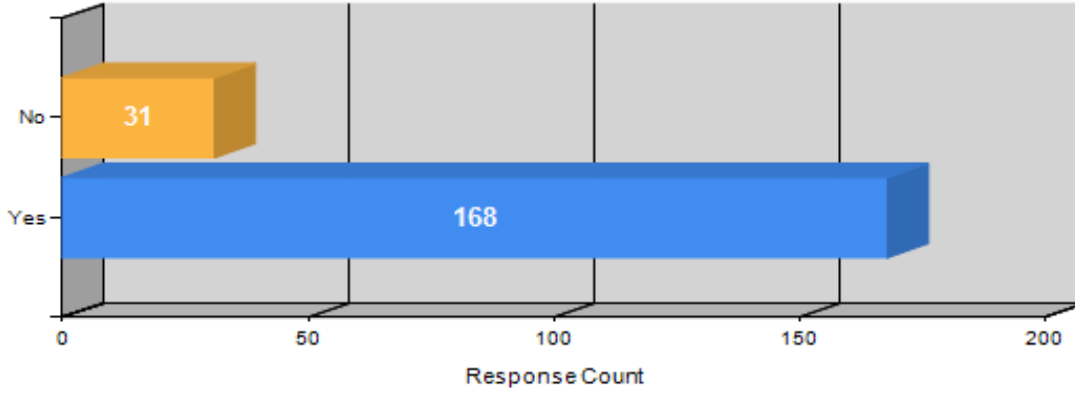


	Choice	Response Percent	Response Total
1	0-15 minutes	58.06%	18
2	16-30 minutes	22.58%	7
3	31-45 minutes	6.45%	2
4	46-60 minutes	6.45%	2
5	More than 1 hour	6.45%	2

Registration Customer Service Survey (2013)

12. Were you able to register for all of the classes you requested?

Total Respondents:	199
Total Skipped:	0

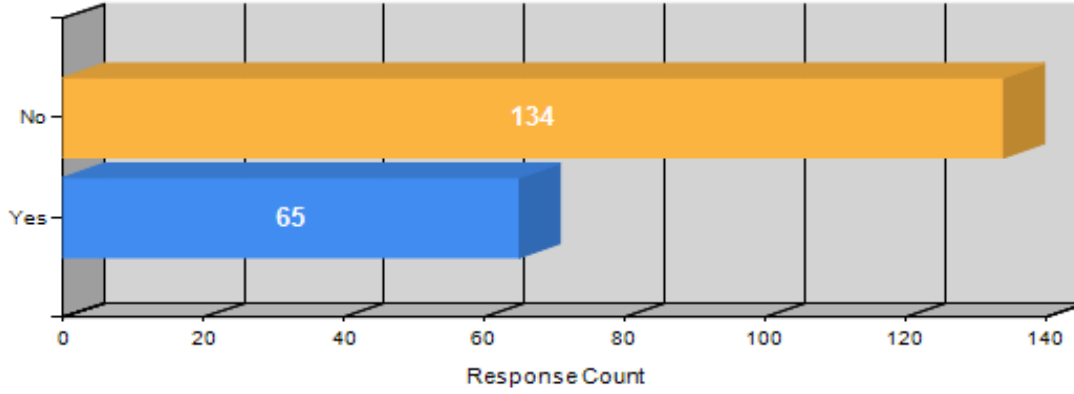


	Choice	Response Percent	Response Total
1	Yes	84.42%	168
2	No	15.58%	31

Registration Customer Service Survey (2013)

13. Did you visit a campus Admissions and Records Office regarding your registration?

Total Respondents:	199
Total Skipped:	0



	Choice	Response Percent	Response Total
1	Yes	32.66%	65
2	No	67.34%	134

Registration Customer Service Survey (2013)

13.1. Please rate the service you received from the Admissions and Records Office staff...

Total Respondents:	65
Total Skipped:	0

	Strongly Agree	Agree	Neutral	Disagree	Stongly Disagree
Timely service	44.6%	35.4%	12.3%	3.1%	4.6%
	29	23	8	2	3
Courteous service	49.2%	26.2%	18.5%	4.6%	1.5%
	32	17	12	3	1
Convenient hours of operation	44.6%	32.3%	13.8%	6.2%	3.1%
	29	21	9	4	2
Knowledgeable staff	43.1%	30.8%	13.8%	4.6%	7.7%
	28	20	9	3	5
Totals:	118	81	38	12	11

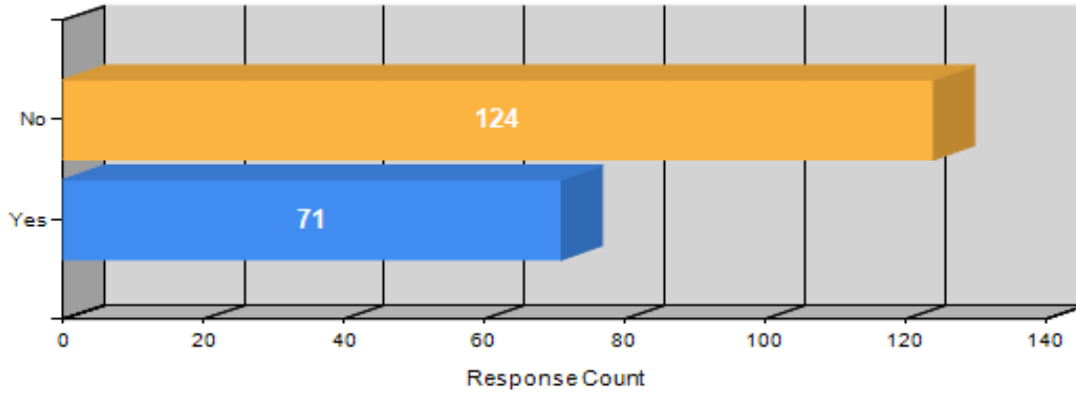
Registration Customer Service Survey (2013)

Response Total
65
65
65
65

Registration Customer Service Survey (2013)

14. Did you visit a campus Financial Aid Office regarding your registration?

Total Respondents:	195
Total Skipped:	4



	Choice	Response Percent	Response Total
1	Yes	36.41%	71
2	No	63.59%	124

Registration Customer Service Survey (2013)

14.1. Please rate the service you received from the Financial Aid Office staff...

Total Respondents:	70
Total Skipped:	1

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Timely Service	35.7%	31.4%	17.1%	4.3%	11.4%
	25	22	12	3	8
Courteous service	37.1%	38.6%	10.0%	4.3%	10.0%
	26	27	7	3	7
Convenient hours of operation	45.7%	27.1%	7.1%	10.0%	10.0%
	32	19	5	7	7
Knowledgeable staff	37.1%	30.0%	14.3%	7.1%	11.4%
	26	21	10	5	8
Totals:	109	89	34	18	30

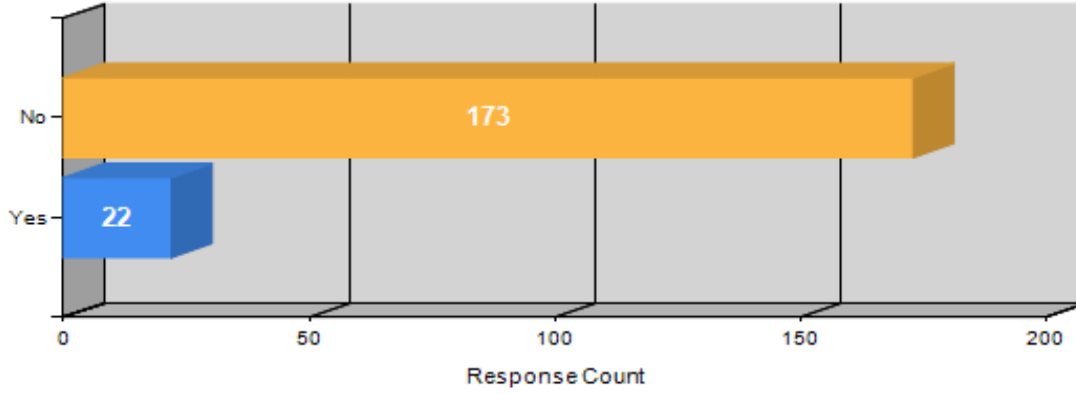
Registration Customer Service Survey (2013)

Response Total
70
70
70
70

Registration Customer Service Survey (2013)

15. Did you visit a campus Welcome Center regarding your registration?

Total Respondents:	195
Total Skipped:	4



	Choice	Response Percent	Response Total
1	Yes	11.28%	22
2	No	88.72%	173

Registration Customer Service Survey (2013)

15.1. Please rate the service you received from the Welcome Center staff...

Total Respondents:	22
Total Skipped:	0

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Timely service	54.5%	31.8%	13.6%	0.0%	0.0%
	12	7	3	0	0
Courteous service	52.4%	28.6%	14.3%	4.8%	0.0%
	11	6	3	1	0
Convenient hours of operation	52.4%	33.3%	14.3%	0.0%	0.0%
	11	7	3	0	0
Knowledgeable staff	47.6%	33.3%	19.0%	0.0%	0.0%
	10	7	4	0	0
Totals:	44	27	13	1	0

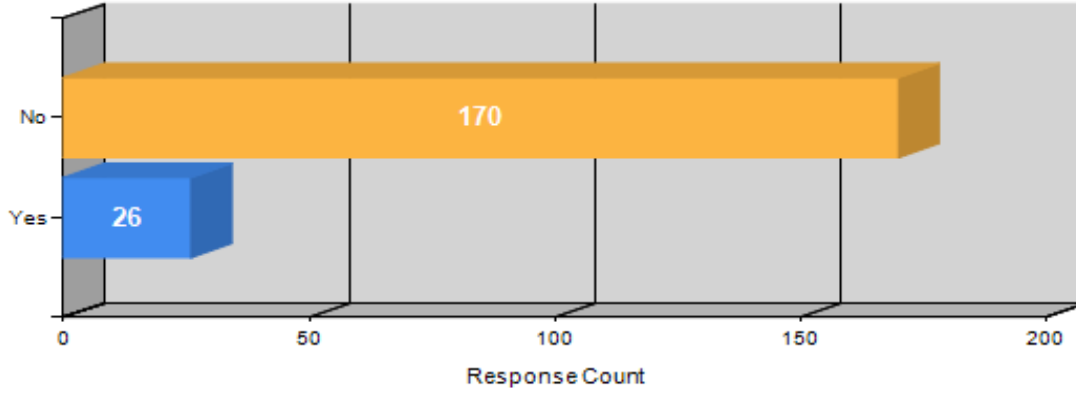
Registration Customer Service Survey (2013)

Response Total
22
21
21
21

Registration Customer Service Survey (2013)

16. Did you call the Response Center information line at (240) 567-5000 regarding your registration?

Total Respondents:	196
Total Skipped:	3



	Choice	Response Percent	Response Total
1	Yes	13.27%	26
2	No	86.73%	170

Registration Customer Service Survey (2013)

16.1. Please rate the service you received from the Response Center staff...

Total Respondents:	25
Total Skipped:	1

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Timely service	36.0%	20.0%	32.0%	4.0%	8.0%
	9	5	8	1	2
Courteous service	36.0%	28.0%	16.0%	12.0%	8.0%
	9	7	4	3	2
Convenient hours of operation	32.0%	32.0%	24.0%	4.0%	8.0%
	8	8	6	1	2
Knowledgeable staff	36.0%	24.0%	16.0%	8.0%	16.0%
	9	6	4	2	4
Totals:	35	26	22	7	10

Registration Customer Service Survey (2013)

Response Total
25
25
25
25

Registration Customer Service Survey (2013)

17. Please rate your overall experience with any of the following offices that you have contacted...

Total Respondents:	196
Total Skipped:	3

	Did NOT Contact	Excellent	Above Average	Average	Poor
Germantown Campus Admissions and Records	78.9% 146	11.9% 22	3.8% 7	4.3% 8	0.5% 1
Germantown Financial Aid	78.7% 144	8.2% 15	2.7% 5	6.6% 12	2.7% 5
Germantown Welcome Center	86.6% 155	7.3% 13	2.8% 5	2.2% 4	1.1% 2
Takoma Park/Silver Spring Admissions and Records	76.1% 140	12.0% 22	5.4% 10	4.3% 8	1.6% 3
Takoma Park/Silver Spring Financial Aid	76.9% 140	9.9% 18	2.7% 5	5.5% 10	2.7% 5
Rockville Campus Admissions and Records	67.2% 125	14.5% 27	6.5% 12	5.9% 11	4.8% 9
Rockville Financial Aid	66.1% 123	13.4% 25	5.4% 10	9.1% 17	4.3% 8
Rockville Welcome Center	81.3% 148	10.4% 19	3.3% 6	2.7% 5	2.2% 4
Response Center/(240)-567-5000	75.4% 138	9.3% 17	6.0% 11	4.9% 9	3.3% 6
Totals:	1,259	178	71	84	43

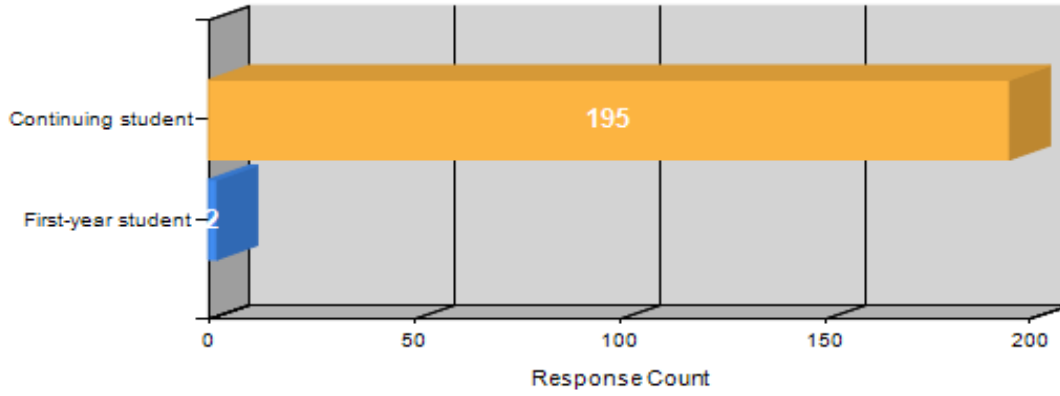
Registration Customer Service Survey (2013)

Unacceptable	Response Total
0.5% 1	185
1.1% 2	183
0.0% 0	179
0.5% 1	184
2.2% 4	182
1.1% 2	186
1.6% 3	186
0.0% 0	182
1.1% 2	183
15	

Registration Customer Service Survey (2013)

18. Which best describes your education status at Montgomery College?

Total Respondents:	197
Total Skipped:	2

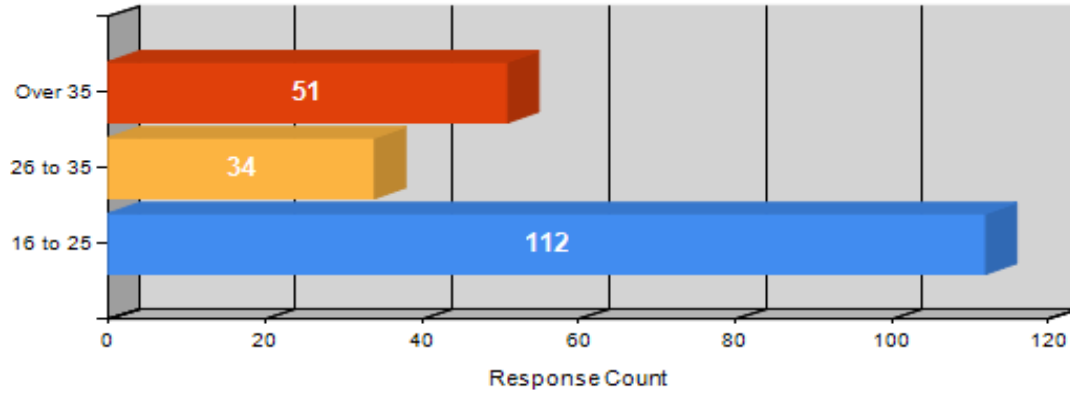


	Choice	Response Percent	Response Total
1	First-year student	1.02%	2
2	Continuing student	98.98%	195

Registration Customer Service Survey (2013)

19. What is your age group?

Total Respondents:	197
Total Skipped:	2



	Choice	Response Percent	Response Total
1	16 to 25	56.85%	112
2	26 to 35	17.26%	34
3	Over 35	25.89%	51

Registration Customer Service Survey (2013)

20. Feel free to add any other comments regarding your registration experience.

Total Respondents:	46
Total Skipped:	153

Response Number	Response
1	I saw a counselor as a walk-in. I could see that it was busy, but I felt when I was able to see the counselor, they were attentive and did not make me feel rushed. She took the time to help me with my problem and when she was not sure of the answer, she sought information from a colleague concerning my situation. Her colleague took time out of his schedule to meet with me as well. Without them, I would not have been able to complete my registration for full time credit hours.
2	Based on my experience and the constant misdirection I received from the different offices, I would suggest retraining a majority of the faculty at Montgomery College.
3	Montgomery College registration is easy and simple. If you ever need to contact a department for an override they are more than happy to assist you in a timely manner.
4	N/A
5	After not paying MC for my initial registration, I waited a few hours for my classes to be dropped on 08/06/2014. I waited until 1 AM EST but your system reminder said it would be completed by 1130PM EST. I was able to register for the classes I wanted the next morning but it confused me why it was not completed at the time advertised on your notices.
6	All staff need to be on the same page. I've been to the financial aid office multiple times and each time someone has told 3 different things or didn't know how to help me.
7	I would like to have printed copies (not print-outs) of the class schedules for the fall and spring terms, as they have in Continuing Education and Workplace Development. My requests fall on deaf ears. Also, I would like same-day parking permit approval and Blackboard (as needed). As this school increases in size, the services are becoming depersonalized, with poor communications between departments. As a Senior Citizen, I had no problem in registering (other than being told two contradictory things concerning space available in the course I registered for).
8	They were knowledgeable but sometimes the answer was out of their hands.
9	For several semesters I have clicked on "audit" on the not-clearly-labeled Action when I registered for my course and I appeared as Standard Grade when I went to class. I had to get
10	I did not contact any of the mentioned offices because I went to direct contact with department heads to receive overrides to register.
11	I think having to return to the MC site on a following day to complete the parking permit request is a minor inconvenience that could/should be eliminate in the future.
12	Registration was very easy and I had no problems. I actually registered from my smart phone. Thanks! :)
13	the experience is alright
14	The people at the help desk are extremely polite and helpful. The financial aid office makes it very clear that they have no time or interest in helping me so I have resorted to begging relatives for money since MC has decided my parents who cant afford to fix a 20 year old car have enough money to put me through school. I went to the counselors to get advice on how to select my classes in an effective and expeditious manner and endured greatly just to sit down and be shoo'd out the door because our meeting exceeded 20 minutes. I MADE AN APPOINTMENT YOU JERKS I WILL TAKE AS LONG AS I DAMN WELL PLEASE THIS IS MY FUTURE NOT SOME FANTASY FOOTBALL DRAFT!!!! And as far as the average \$60 surcharge for each class we pay for that is attributed to...

Registration Customer Service Survey (2013)

15	It continues to be an absolute pain to pay using Maryland's Prepaid College Trust (3 semesters now!). Very few people recognized the forms and I kept getting pushed from one office to another. "We don't deal with that" or something similar was a very common response to any question I had. Other than that, web registration was simple and easy. Hurray for myMC.
16	I had financial aid in my account but the lady who stamped and completed my forms did not hold my classes. So all my classes dropped, when they weren't suppose to. No one took responsibility or helped me. When I asked for immediate help, the lady in the financial aid office gave me attitude. They were all really unprofessional. I had to contact and administrator in order for them to help me. Their behavior was completely unacceptable.
17	I really do enjoy the online registration. It's always been easy in the past. It just might be nice to have some information more readily available in special circumstances like beginning of term drop/add.
18	I attend both campus and I have been the past two years and I notice that the financial aid staff members on BOTH do not know much about my account, I asked multiple individuals prior to summer registration if I had any money from my pell grant left to take summer classes and one person said yes the rest gave me mixed answers and then at the end of my summer classes they said I never had any money what so ever to begin with hence I paid 1,000 before I could even register for classes. This happened to a few more of my friends during the summer. I was very disappointed.
19	I would like to see more services offered through the web, the financial aid process was greatly improved this semester with the ability to accept the loan offers etc. without needing to go into the office was very convenient.
20	I'm presently a third semester nursing student at the Takoma/Silver Spring campus. I registered for a specific clinical location & instructor but ended up with a completely different instructor & a major change in the Med/Surg II clinical site. I was not terribly thrilled by this.
21	Keep up the good work! Thanks for making the registration process smooth and easy.
22	I could not locate the course I needed through the "search". I had to call to get the correct course number in order to find it. Once found the process was easy. STILL waiting on a book-not sure why there are shortages.
23	Excellent work. Keep on it.
24	it would be very helpful if the classes such as integrated arts and geography were available earlier in the morning. many of us have full time jobs and find it hard to sign up for required classes when they are available late mornings-afternoons.
25	My registration was smooth because I had all the details of what I needed to register for.
26	When registering for a class which was wait-listed, There was space available in the classes and I gotten an e-mail. However, when I went online to register into the class, the website told me that there was no space available. This issue was not able to fixed before the 24 hour time limit for registration caused me to be kicked off the wait-list with no option to register other then go back in the line for the wait-list.
27	Registration was very simple and easy especially with the new codes that are now in place.
28	staffs are polite and helpful.
29	I would like to be entered into the drawing.
30	I registered at the Gaithersburg training center... for the veterinary assistant program.
31	Web services easy to access and use. I didn't know I would be attending into late into the summer, but was able to get everything done (registration, books) in time for the first week of class.
32	I am very glad to see that staffs at the financial aid Rockville office have changed their attitude when serving customers. They act more professional now. Before I used to drive to Germantown town campus to do my transactions because I couldn't stand their behavior. I like Ms Jackie Lynch when she's at the financial aid counter, she always maintain professionalism and make sure that she answers your questions to the best of her knowledge and you would not regret talking to her. Thanks to Ms Jackie Lynch.

Registration Customer Service Survey (2013)

33	Not able to register for the class I was hoping to due to no responds from staff that I was referred to for help. Very disappointing and frustrated with the service that was not provided.
34	Why is after we register and picked out teacher why suddenly all the teachers I registered for are different why is that!!!!!!!!!!!!!! I registered for that teacher for specific peoples but now it's someone I have never seen what do they make it fixed before.
35	The financial holds placed due to pending financial aid were a little troublesome but everything worked out in the end so I guess it didn't really matter even though it was frustrating at the time.
36	as a mother of 2 attending students, and the newest attendee, my granddaughter, the experience this year has been much improved from the pervious 2 yrs. I have noticed a more interest level offering to address the concerns presented at the time. Showing a better interest and concern to assist. In previous experiences, there was a noticeable disconnect response. Especially when addressing certain questions or guidance to assist. In general, it appears or some areas have been addressed and improved to the interaction between the student and department, in general.
37	Even my military service did not prepare me for the compartmentalized and non-integrated process of registering at MC. I have attended other colleges that have better managed the unique responsibilities of each department while being aware of how each affect the other. Encouraging course plans at the advising center that jeopardize funding with the financial aide dept., for example. Additionally, this semester I was required to provide documentation to the Financial aid dept. I did so in person and despite the stamp and initials of the individual whom accepted the documents, they were never scanned into the system. I brought the documents to demonstrate that I did in fact submit them prior to a deadline however, my funds have still b...
38	The financial aid office was very unorganized when it came to handling my papers. Some of my papers were labeled wrong in the system and due to that my application wasn't "Deemed" completed on time. Also no told me that it took 12 weeks to process my application ive been at MC for a few semesters now and never heard that at all .And that id have to pay for my books out of pocket because of that. In general i feel that MC needs to come up with more efficient ways to handle students applications and papers because the system you guys have going on now is out of date its 2014 get with the program and speed things up.
39	people at the desk needs to be more patients with older students when they try to explain new things. Thanks
40	The staff is always helpful and cordial.
41	Web registration could be more fluid and intuitive. It's still easy to cancel what you've done , or duplicate it inadvertently and have ti start over. It has, though, gotten much better.
42	The school is great, I really enjoy it here. The professor are very nice and helps me out a lot. They care about there student and that what is important
43	I registered online, so I didn't meet with any offices. However I did E-mail a counselor, who I recently had as an instructor for Career Development, and all my questions were answered quickly and informatively. I do have one complaint though; one of my online classes was canceled, but I was never notified. I signed up for HLTH 105 late start online class and a week before the class was supposed to start (Sept. 15) I made my payment and realized that I was only enrolled in one class, not two. There was no notification or anything that specified why this class was canceled. I only became aware that it was canceled, not that I was dropped, by going onto the registration page to re-register and seeing this class along with my other class, but ...
44	I am thrilled to be at MC.
45	I always register online because it is so convient and easy to do. It is such a nice option to have to be able to register at a time that works for me which may not be during the in-person hours!
46	The process was easy painless and efficient.

Welcome Center Survey Data July 2015-June 2016

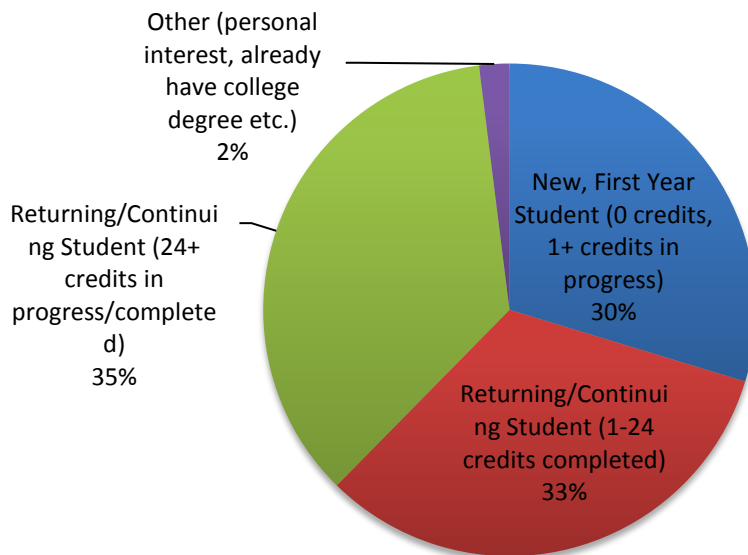
Rating	% of Resondents	Number of respondents
Excellent	73.35%	850
Very Good	18.21%	211
Good	6.86%	79
Fair	1.23%	14
Poor	0.35%	4
Total	100%	1,158

Survey Data was collected one day each week.

New Summary Report - 12 November 2016

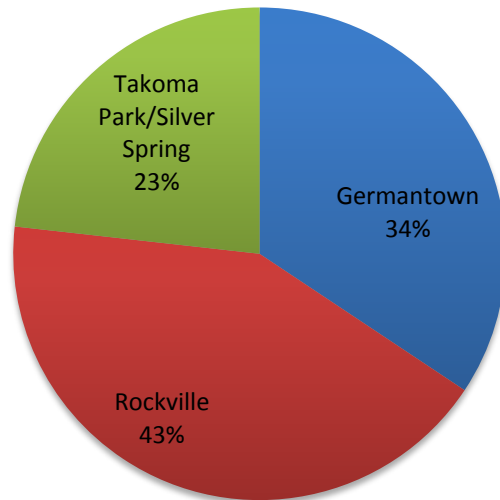
Survey: MC-Counseling/Advising Recent Interaction/Visit: Student Follow-up Survey (October 2016)

1. Which of the following most closely describes your current status at Montgomery College:



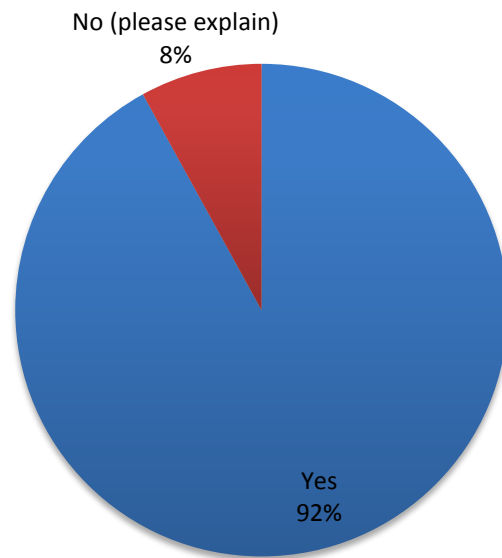
Value	Percent	Count
New, First Year Student (0 credits, 1+ credits in progress)	29.7%	19
Returning/Continuing Student (1-24 credits completed)	32.8%	21
Returning/Continuing Student (24+ credits in progress/completed)	35.9%	23
Other (personal interest, already have college degree etc.)	1.6%	1
Total		64

2. On which campus did your most recent interaction or visit with the Counseling department take place?



Value	Percent	Count
Germantown	34.4%	22
Rockville	42.2%	27
Takoma Park/Silver Spring	23.4%	15
Total		64
Responses"Other (e.g., phone, e-mail, etc.) - please specify:"		Count
Left Blank		64

3. In regards to your most recent interaction/visit, did you find it easy to obtain counseling/advising services (in person, over phone, by e-mail, Starfish, etc.)



Value	Percent	Count
Yes	92.2%	59
No (please explain)	7.8%	5
Total		64
Responses "No (please explain)"		Count
Left Blank		59
counselor were only available on 1 day out of 5		1
limited availability and hours are daytime only. Not good for those who work during the day.		1
you have no appointments available at reasonable times and you do not have the ability to cancel an appointment from a mobile device.		1
signing into starfish to setup an appointment is not straight forward, as I was unable to book one		1

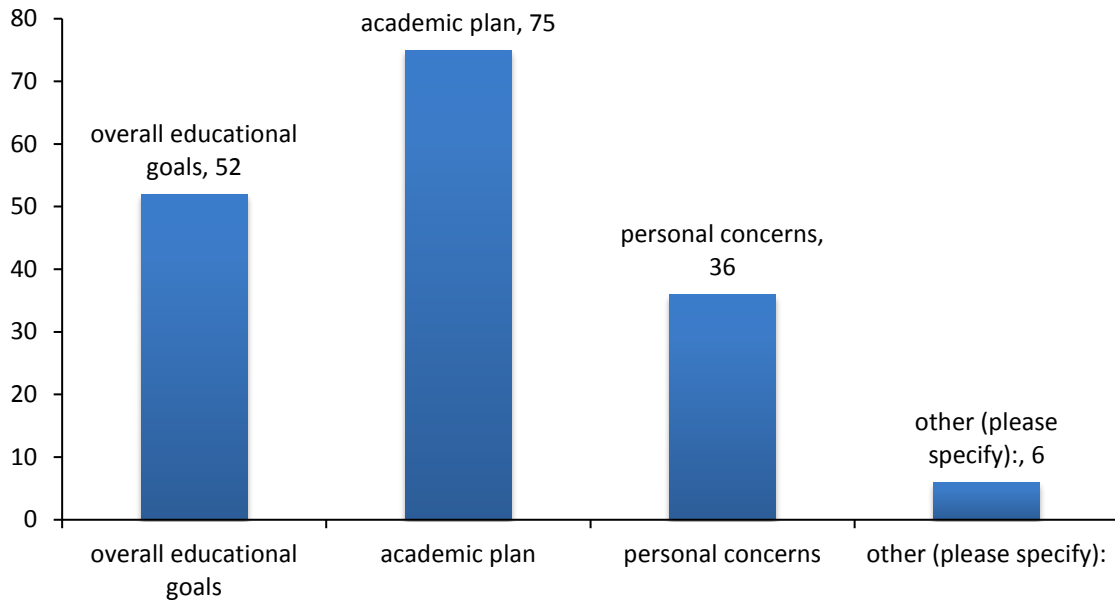
My counselor was unavailable for a week. Which I completely understand but trying to make a starfish appointment with her specifically was not happening bc starfish won't let you chose who you wish to see

1

4. Keeping in mind your most recent interaction/visit only, rate the following:






	No	Somewhat	Yes	Does not apply	Responses
We discussed my personal, academic, transfer, career or life goals and/or reviewed my academic plan.	3.1 % 2	10.9 % 7	81.3 % 52	4.7 % 3	64
I now have recommendations/referrals for potential resources and/or strategies (e.g., ideas for activities, programs, tools, websites, people) to support my success as a student.	7.8 % 5	14.1 % 9	68.8 % 44	9.4 % 6	64
I have a better understanding of what I need to do to pursue my educational goals at the College.	6.3 % 4	7.8 % 5	82.8 % 53	3.1 % 2	64
We reviewed relevant advising documents, such as transfer information, MC catalog, course requirements for my program/major)	4.7 % 3	10.9 % 7	75.0 % 48	9.4 % 6	64

5. As a result of visiting/interacting with the Counseling department, I now have a better understanding of my: (check all that apply)



Value	Percent	Count
overall educational goals	51.6%	33
academic plan	75.0%	48
personal concerns	35.9%	23
other (please specify):	6.3%	4
Total		64
Responses"other (please specify):"		Count
Left Blank		60
Applying for graduation		1
didnt even meet with a person		1
limited availability		1
schedule		1

6. Please rate your recent visit/interaction with the Counseling department on the following:

	Rating
Useful information provided	 Average Rank: 3.61 Count: 64 StdDev: 0.76 Max: 4 Not Applicable: 0
Found visit helpful	 Average Rank: 3.66 Count: 64 StdDev: 0.83 Max: 4 Not Applicable: 0
Treated in a professional and courteous manner	 Average Rank: 3.78 Count: 64 StdDev: 0.60 Max: 4 Not Applicable: 0
Will seek out future counseling/advising visits	 Average Rank: 3.77 Count: 64 StdDev: 0.61 Max: 4 Not Applicable: 0
Overall left visit satisfied	 Average Rank: 3.56 Count: 64 StdDev: 0.88 Max: 4

	Not Applicable: 0
--	-------------------

7. Please use the space below to share any other comments related to your recent visit/interaction with us.

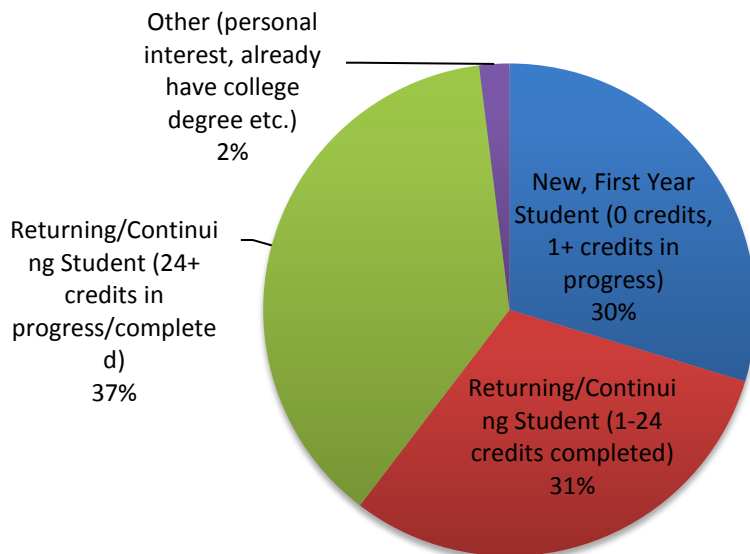
Count	Response
1	Everything went smoothly, it was very helpful, and communication was excellent.
1	Everytihing with Ms. Schleicher helped me a lot!
1	Jack Sallie went above and beyond to refer me to the resources I needed.
1	Miss Laura Gardner was very pleasant and helpful.
1	N/A.
2	None
1	Prof Goldstein was really nice and helpful
1	Professor Woodhouse is very kind helpfull
1	The meeting was very helpful and a great use of my time.
1	The session was very helpful. I got all the informations that I needed.
1	Well I asked three questions. One of them was answered, vaguely.
1	my visit was fantastic.
1	she is amazing !! I love her
1	Mr Griffin helped me set my plan for success when it comes to balancing work and school. He was of much help and kept me updated throughout the process for a few days until i received my full plan
1	Being unable to obtain even a five mintue meeting with my counselor or even get an email back bc of how busy she is is causing me to personally feel like I have to be overly pushy and like a nag. It's been almost 2 weeks since I've called/emailed my

	<p>counselor and I've received nothing back. I'm currently waiting for her outside her office for her to show up. I know and understand she's busy but I would at least like a confirmation that my request has been received</p>
1	<p>you need to get more availability ESPECIALLY IF YOU ARE REQUIRING THIS FOR A CLASS GRADE. THIS BORDERS ON NEGLIGENCE. and fix your mobile site ffs. (for the debugger) the cancel appointment popup window doesnt scale properly and won't allow access to the confirm button. additionally it pops to place and wont allow you to scroll to it</p>
1	<p>Anne is great & helpful. She can explain things to you in details so you have a better understanding of what you need to do.</p>
1	<p>I have only ever met with a counselor on one other occasion and this last visit was nothing like it. I do not remember the name of the lady that I met with the first time but she was wonderful. Helped answer every question and even gave me more information than I thought was out there. This time I was just confused and left even more confused.</p>
1	<p>Ms. Hawkins is great! So knowledgeable and quick in getting done what needs to get done. Other times with the counseling department I haven't accomplished everything I need to before time runs out but with Ms. Hawkins I was able to!</p>
1	<p>My visit with the counselor was very rewarding. It reduced my anxiety and gives me hope of my prospect at the college. I received some tools for developing my academic goals at MC. I really appreciate the counselor's professionalism and patience. I hope to meet with him again with my plan in the shortest possible time.</p>
1	<p>the counselor was unsure of what she was doing. she is probably new and so don't have a lot of knowledge.</p>
1	<p>It is understandable if a meeting with someone else runs late, but some form of notification from desk or counselor would be nice</p>

8. Please use the space below to share any other comments related to your overall experience with Montgomery College Counseling departments and/or provide your contact information so that we may follow-up with you for additional information.

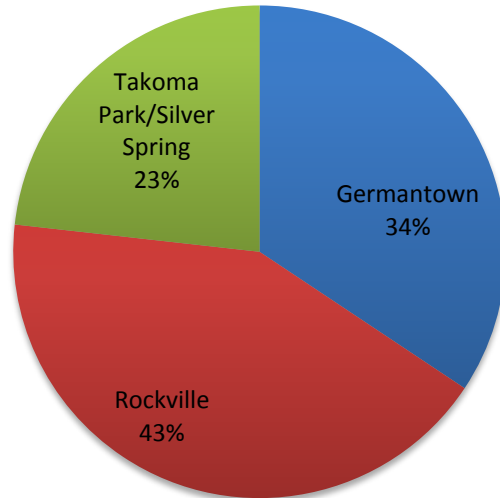
Count	Response
1	Counselors gave me different information about a specific topic, which left me unsatisfied.
1	Good
1	NA.
1	None
1	on the overall the visit was a very good experience. Harrison T. Tiah 240-421-8420
1	she is the best counselor I have encountered !
1	They emailed me saying to email them for further questions, so I have to ask the same questions again.
1	Anne is great & helpful. She can explain things to you in details so you have a better understanding of what you need to do.

9. Which of the following most closely describes your current status at Montgomery College:



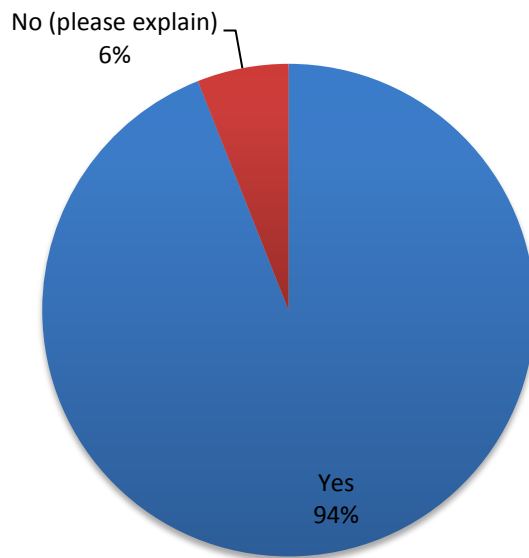
Value	Percent	Count
New, First Year Student (0 credits, 1+ credits in progress)	29.7%	19
Returning/Continuing Student (1-24 credits completed)	31.3%	20
Returning/Continuing Student (24+ credits in progress/completed)	37.5%	24
Other (personal interest, already have college degree etc.)	1.6%	1
Total		64

10. On which campus did your most recent interaction or visit with the Counseling department take place?



Value	Percent	Count
Germantown	34.4%	22
Rockville	42.2%	27
Takoma Park/Silver Spring	23.4%	15
Total		64
Responses"Other (e.g., phone, e-mail, etc.) - please specify:"		Count
Left Blank		64

11. In regards to your most recent interaction/visit, did you find it easy to obtain counseling/advising services (in person, over phone, by e-mail, Starfish, etc.)

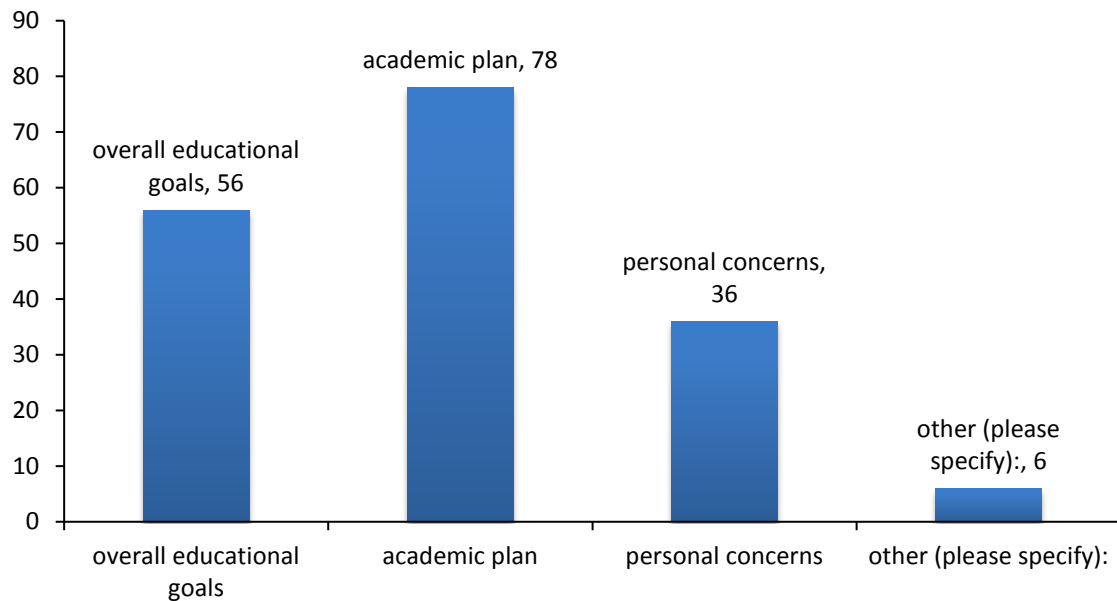


Value	Percent	Count
Yes	93.8%	60
No (please explain)	6.3%	4
Total		64
Responses "No (please explain)"		Count
Left Blank		60
I was unable to book an appointment in starfish; it isn't straight forward		1
Limited Availability		1
counselors weren't available		1
you have no appointments available at reasonable times and you do not have the ability to cancel an appointment from a mobile device.		1

12. Keeping in mind your most recent interaction/visit only, rate the following:






	No	Somewhat	Yes	Does not apply	Responses
We discussed my personal, academic, transfer, career or life goals and/or reviewed my academic plan.	4.7 % 3	10.9 % 7	78.1 % 50	6.3 % 4	64
I now have recommendations/referrals for potential resources and/or strategies (e.g., ideas for activities, programs, tools, websites, people) to support my success as a student.	3.1 % 2	14.1 % 9	70.3 % 45	12.5 % 8	64
I have a better understanding of what I need to do to pursue my educational goals at the College.	6.3 % 4	7.8 % 5	81.3 % 52	4.7 % 3	64
We reviewed relevant advising documents, such as transfer information, MC catalog, course requirements for my program/major)	3.1 % 2	15.6 % 10	70.3 % 45	10.9 % 7	64

13. As a result of visiting/interacting with the Counseling department, I now have a better understanding of my: (check all that apply)



Value	Percent	Count
overall educational goals	56.3%	36
academic plan	78.1%	50
personal concerns	35.9%	23
other (please specify):	6.3%	4
Total		64
Responses"other (please specify):"		Count
Left Blank		60
Limited Availability of advisers		1
graduation		1
none		1
schedule		1

14. Please rate your recent visit/interaction with the Counseling department on the following:

	Rating
Useful information provided	 Average Rank: 3.66 Count: 64 StdDev: 0.73 Max: 4 Not Applicable: 0
Found visit helpful	 Average Rank: 3.67 Count: 64 StdDev: 0.81 Max: 4 Not Applicable: 0
Treated in a professional and courteous manner	 Average Rank: 3.78 Count: 64 StdDev: 0.67 Max: 4 Not Applicable: 0
Will seek out future counseling/advising visits	 Average Rank: 3.78 Count: 64 StdDev: 0.62 Max: 4 Not Applicable: 0
Overall left visit satisfied	 Average Rank: 3.59 Count: 64 StdDev: 0.86 Max: 4

	Not Applicable: 0
--	-------------------

15. Please use the space below to share any other comments related to your recent visit/interaction with us.

Count	Response
1	A fantastic visit.
1	Highly helpful and satisfied
1	None
1	no comments
1	very imformative
1	you need to get more availability ESPECIALLY IF YOU ARE REQUIRING THIS FOR A CLASS GRADE. THIS BORDERS ON NEGLIGENCE. and fix your mobile site ffs. (for the debugger) the cancel appointment popup window doesnt scale properly and won't allow access to the confirm button. additionally it pops to place and wont allow you to scroll to it
1	My visit with the counselor was rewarding and impressive. I have understanding and some direction of my status at MC. My anxiety has gone away and confidence built.
1	Anne is great & helpful. She can explain things to you in details so you have a better understanding of what you need to do.
1	Better Notification system would be nice, perhaps adding personal numbers so people can receive a text message related to their appointment since some people find it to be a hassle to go into their "MYMC" email to confirm or deny a meeting

16. Please use the space below to share any other comments related to your overall experience with Montgomery College Counseling departments and/or provide your contact information so that we may follow-up with you for additional information.

Count	Response
1	None
1	This survey repeats twice; the first half I did for real the second half I just pressed buttons
1	no comment
1	on the overall, the visit was rewarding. Harrison T. Tiah 240-421-8420
1	useful information
1	Anne is great & helpful. She can explain things to you in details so you have a better understanding of what you need to do.

MC Disability Support Services Survey

8. What suggestions do you have for improvement?

Total Respondents:	162
Total Skipped:	71

Response Number	Response
1	From my standpoint, I don't see anything that needs improvement. I am 100% satisfied with my DSS experience.
2	Better use of giving information
3	I would like some kind of other help with the subject English better.
4	Please update chrome on all computers and other software. Academic support center to close at 6pm instead of 4pm To prepare for expansion, there are a lot of students with disabilities and I feel there will be more
5	Be in contact with students more.
6	nothing, everything was and is wonderful!!!!
7	let tutors meet with students 3 times a week instead of 1
8	none
9	make it so that you do not have to pick up new letters every semester, they should be printable from your mymc page or something.
10	Professor should be trained or talk to about handle accommodations with students.
11	Understanding datelines and what steps I would have needed to take ahead of time
12	N/A
13	No suggestions
14	I need to be able to request an appointment with a specific counselor via Starfish. It currently does not let me do that.
15	Make themselves more available
16	In the past, some teachers I've had do not seem to understand that my DSS support is NOT OPTIONAL. I think it would be good if this was emphasized by the DSS.
17	I did all the paperwork 3 semestors ago. It was hard, my advisor was not nice and the support wasn't worth it.
18	Nothing
19	Online appointment scheduling with counselor would be nice.
20	I did not know there is a service for DSS student tutoring?
21	Tutoring support for students in all subjects.
22	N/A
23	Make it easier to get a tutor for difficult subjects
24	None they are great.
25	Have more tutors to help with other class at Montgomery college.
26	Offer more services for nursing students in terms of career planning
27	If accommodations could be processed faster.
28	Find a job or internship. Help me to organize my website

MC Disability Support Services Survey

29	Check student's background from previous schools to see what accommodation they have to get and would suggest to get.
30	My anxiety makes it difficult for me to ask for help or try new things. I need to be bugged a bit to get started on something. I should have asked for tutoring help, but did not. A periodic reminder of services, even in the form of an automated email, could help.
31	More assistive technology workshops
32	I was never told about tutoring options.
33	A step by step guide about how one may acquire DSS.
34	I'm for the older group going back to college 25-30. I find that i didn't really get the same support as the younger students. I was just given my papers and letter and then never spoke to the adviser again. It may have been my fault but i thought maybe little more guidance for the older crowd and maybe workshops for people who are older.
35	I think there is nothing that needs to be improved.
36	Possibly get more MAC computers for labs. For some reason, more students like using MACS than windows
37	Putting an advocacy workshop for DSS would be good.
38	More help with finding resources for tutoring and items needed like computers and etc....
39	Being able to get the disability support accomodations online instead of in person.
40	nothing so far
41	I had no idea how to contact my DSS counselor to talk about next semester classes, and don't know who to go to for that, so making it easier to know how to contact them would be nice.
42	I don't have any suggestions for improvements.
43	I signed up for tutoring and was approved by my DSS for tutoring. I had been to tutoring once, when I was told by the head of the staff that they were trying to ween me off of tutoring. I tried to explain that I had private tutoring five day a week last year and that I needed tutoring a couple days a week this year. She told me that this simply is not doable and that tutors only have one day a week scheduled appointments.
44	None at the moment.
45	The testing center is overly aggressive enacting protocol - that is not seemingly written anywhere. I often feel like I have to be on guard not to be taken advantage of. For example, they are often quick to state that a test is not available to be taken, when they do not do any investigating to figure out the source of the confusion. Ex: mis-selling of a course name, etc.
46	None.
47	none
48	None
49	Counselors should respond more promptly to communications and be more proactive in offering solutions.
50	I don't know if this is too far-fetched a suggestion, but I thought the DSS could help restructure classes' schedules around the final weeks. At the moment, I'm having a pile of English homework that's been assigned (4 in total), all due by the 16th of this month (Dec). I've thought I could use my accommodation, afterall it's made for cases like these; but given that my teacher already has tons of assignments to grade, she's made it clear that those with accommodations should really "squeeze" and get their work done by the standard deadline. I don't want to feel bad overtaxing my teacher, so I said fine, no problem; except that I'm not fine, and I'm more than overwhelmed by the fact that I have so much to do in so little time! I constantly ...
51	Open later hours for students to study in peace in the DSS office.
52	A note taker was recommended but I'm still unable to get one.
53	none

MC Disability Support Services Survey

54	Don't impose limits on students. A student can go as far as he or she believes as long as the supportive technology is there.
55	more communications .. Check up with people personally require monthly meetings to show you care
56	I think everything is good so far
57	It would be helpful if the DSS office was more integrated with regular counseling. Under the current system, DSS students must go to the DSS office for anything to do with their accommodations, but they must go to the regular counseling office for anything academic. This is inefficient and confusing.
58	You should have more professors involved or maybe volunteer.
59	More advertisement to students of the services offered on campus and workshops for the students with disabilities.
60	NOTHING!
61	I've had trouble with teachers getting test setup at the testing center. It would be better to ask them how to improve that. As a student I don't know what else to do. Voice reminders and the note from DSS I give the professor at the start of the semester don't seem to be enough to have things run smoothly. I should probably send email reminders. For my final exam it took me 15 minutes to get in and the midterm I didn't get in and took it in a shared office room with teachers and students coming in and asking what I'm doing. It makes me feel like an inconvenience.
62	I think that it would help future students if professors got emails before a semester started saying which students has accommodations and reminding them their responsibilities. In the beginning of the semester I had a really tough time trying to get all of my professors to accept my accommodations and it was really stressful for me so I think it would make it less awkward if they were told before hand because I was afraid if I told on them that they would take it out on my grade.
63	time. i don't like the once a week 50 minute session. it would be better if it were 3 times a week 50 minute sessions.
64	Increase the amount of time that it is open
65	I don't see anything they need to improve in.
66	N/A
67	Nothing
68	1. Hire student aides/scribes who are familiar with course material. 2. Consistency of services across campuses. Have scribes available for longer stretches of time. Multiple aides make for a potential loss of continuity.
69	Better hours for counselors
70	None
71	none
72	Better origination
73	More contact with students after they are accepted
74	nothing that i know
75	Nothing
76	I have no suggestions at all. You guys do a great job.
77	None
78	Would like assistance on knowing what scholarships are available and how to apply for them
79	I have not seen any need for improvement.
80	None. I really like DSS is managed.

MC Disability Support Services Survey

81	I think there needs to be some sort of way to make sure professors understand disability accommodations, how they work, and how to follow through with them correctly
82	None.
83	Longer or later appointment times for working students.
84	More help with preparing for a test
85	Keep the kind and friendly people working on the dss staff.
86	N/a
87	N/A
88	nothing that i know off.
89	the front office staff members aren't the nicest. was asked to remove myself from the office and stand in the hallway while I filled out a small piece of paper. That was distasteful
90	None
91	Providing some exception with DSS students with problems that need immediate attention without going through the delayed process of scheduling an appointment.
92	N/A
93	No suggestions for improvement.
94	I am an older student 60+ that can not register until 3 days prior to classes starting. This does not give me enough time to get a letter for DSS services during that period.
95	There has been no tutoring for me by DSS. I was told to use the Science Learning Center. I had been going to the center, so for DSS to direct me there was not helpful. The center is often busy and noisy and there are no rooms or areas for quiet learning. I have Post Traumatic Stress Disorder. Trying to study in this type of environment is stressful. Often the tutors for my studies are not available or helpful at the times that I need tutoring. It is more a hit or miss. I need a more structured time for tutoring. I don't know if DSS now has tutors for my discipline, because this semester when I set up an appointment to meet with a counselor I did not get the appointment. I just received e-mail confirming that my accommodation forms were r...
96	N/a
97	Theres nothing to Improvement
98	My experience was good with a DSS counselor. My only suggestion is it may be nicer to have a few more DSS counselors .
99	Nothing.
100	keep doing what you are doing now.
101	Not sure on how to express what would help future students but I wish I knew exactly how the services worked. For example, that I should apply at the beginning of each semester. That
102	The assistant technology never came to me in one of my classes, and It just got sort of lost.
103	Longer hours past 4 pm.
104	It would be better if the people in the DSS office smiled more and be more welcoming. They always look mean and make it seem like it's a burden that they have to work there. Also, the staff should have better time management when handing students their DSS letters.
105	-make it easier to set up appointments with counselors
106	The counselors should explain all options available and what the impact is on my education.
107	DSS is an entirely separate department from ordinary academic counseling. This is a confusing, inefficient arrangement, especially as many other schools do not operate like this and may send necessary paperwork to the wrong department, where it is apparently not forwarded.
108	none

MC Disability Support Services Survey

109	New workers that feel like they want to do their job with hassle .
110	I think it would be very helpful to have resources on how to advocate for yourself to a professor. For example, a recommendation on how to present the accommodation letter to a teacher.
111	N/A
112	None
113	The testing center is not accommodating. They treat people like cattle, and the times I have had issues related to my disability they were unwilling to accommodate me.
114	Maybe reminders of ideas in emails to become a better student and add a little creativity towards positive thinking.
115	Call the students every semester to see if there is any change
116	Math balance and putting in extra time to move to the next section, review, review, and review.
117	None at the moment I'm very happy with assistance when needed.
118	I wish there was a better managing of accommodations for end-of-semester assignments. I found myself burnt out towards the end of the semester and continuously enraged by the pile of work I had to complete in such little time; unfortunately, my teachers had let me know my accommodation would be a bother to the flow of correcting papers.
119	I have been fortunate to work with such a great great counselor and I do not have any suggestions for improvement at this time.
120	I thought the fact that I have accommodations is supposed to be confidential (i.e. my classmates aren't supposed to know about it). One of my accommodations that I haven't used in awhile is note taker. I would really like to use it but if I have a note taker, then the teacher usually announces that one is needed and my note taker not only knows I'm the one receiving the notes but everyone else can see me pick them up from him/her after class. Another accommodation is a copy of the teachers notes which would be very helpful except many teachers don't have notes and/or their notes are very brief...perhaps more teachers could consider typing/writing out notes to give to DSS students. Also, it is very helpful having extra time on quizzes and tests but what about writing classes? I took ENGL102 last semester and the syllabus didn't have clear instructions for papers or due dates because the professor said it's all subject to change basically so I couldn't really start anything early. It would have been very helpful to have 'extra time' on papers as well. After all, they are the equivalent of tests in English
121	Sometimes the office is full so maybe having another employee to assist students.
122	I don't have any suggestions, there's tutors, the staff is always accessible and friendly. There's a new rug! I see that, looks nice. ;)
123	None. They were very supportive and quick help. I really appreciate that from them.
124	NONE
125	A/N
126	None
127	there is nothing to improve on to me.
128	I would say having a bigger office for DSS. Most of the time it's very crowded and hard to do work because other students would be getting tutoring or doing other things and it would be noisy in the same room. Mrs. Renee is usually busy helping all the students so I really think they need more staff to help Renee with all the students needs.
129	Some professors are good about saying, "if you have a disability letter please see me after class" etc etc. And some don't do that so it can make the student feel alienated or judged by the professor. If every professor advertised that it is ok to have a disability or to see them then it would just take the whole stigma of having a disability out of the equation and make students feel more at ease in the classroom instead of feeling like they are the only one.
130	I think there should be no improvements.
131	It was very easy to get help whenever I needed assist for college!

MC Disability Support Services Survey

132	Tutor for each subject
133	It will be helpful to work with the IT department to ensure each program meets the need of the students requirements for their class needs. For example online classes, the program software should accomodate the learning needs for DSS students, also the instructors of course should also ensure their program of choice meets the need for students in their class that has a DSS need or not.
134	To have work shops to help students with disability how to be more organize , especially in our study at the college and balancing other personal activities.
135	none
136	I suggest a more user friendly information online to allow students to register for their appointment with counselors.
137	N.A
138	Scheduling appointments for counselors.
139	Better cctv
140	None
141	None at this time.
142	Please take care of the accommodations letter at the beginning of a meeting to register for courses as a matter of standard protocol to ensure this is not overlooked.
143	NA
144	none
145	discuss other accommodations the student may be eligible to receive but may not know about. ie: able to bring a snack especially for students with double exam time.
146	None
147	Nothing
148	nothing
149	None
150	None really.
151	none
152	Allow parental involvement. Seriously.
153	more time with the counselor.
154	Study harder
155	There are no improvements.
156	I don't know
157	None at the moment
158	They should have paid note takers so that it is easier to get good notes taken.
159	The secretary at the desk was very unfriendly in the counseling office.
160	more hours
161	Providing a little more information on the tutoring.
162	I think a better co-ordination between departments will improve services. For example, the assessment center needs to have better updates on how and when TEAS tests are conducted and how results are obtained and communicate that to DSS.