

2021 ASFC Senate Board | Survey Results

In partnership with the Associated Students of Foothill College (ASFC), Foothill College's Student Services Division conducts an annual ASFC Senate Board board survey to document student experiences and establish a baseline for departmental improvements.

This report includes a summary by department of student voluntary responses to an annual student services survey sent via e-mail from the Office of the Associate Vice President of Student Services.

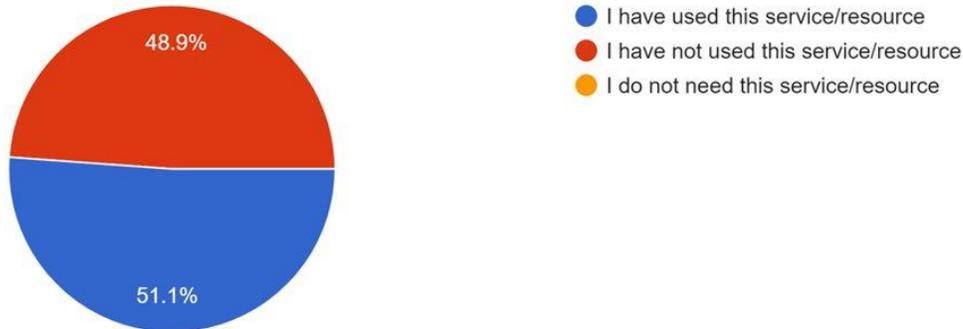
Learn more by visiting the [ASFC webpage](#).

Department Summaries

1. [Admissions & Records \(A&R\)](#)
2. [Ambassadors / Virtual Learning Center](#)
3. [Bookstore](#)
4. [Counseling](#)
5. [Disability Resource Center \(DRC\)](#)
6. [Extended Opportunity Program Services \(EOPS\)](#)
7. [Financial Aid](#)
8. [Food Pantry](#)
9. [Health Center](#)
10. [Housing Insecurity Resources](#)
11. [Library Resources](#)
12. [Pass the Torch](#)
13. [Police](#)
14. [Psychological Services](#)
15. [Student Activities](#)
16. [Student Affairs](#)
17. [Tutoring Center](#)
18. [Veterans Resource Center \(VRC\)](#)

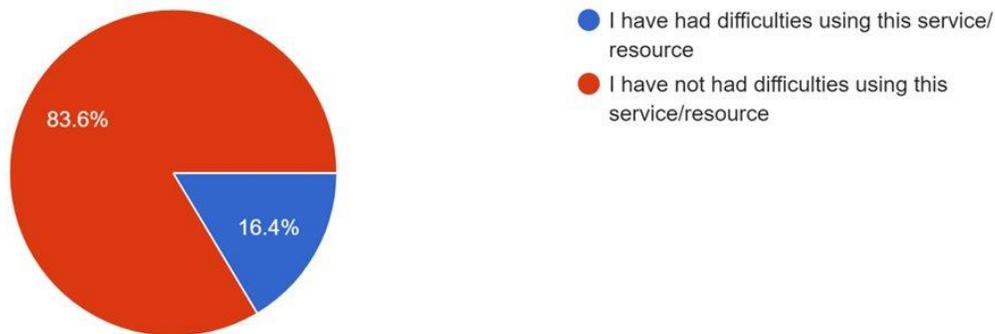
Have you used Admissions and Records in the past academic year?

131 responses



Have you had difficulties using Admissions and Records in the past academic year?

67 responses



Please tell us about any positive experiences you have had using Admissions and Records, if applicable.

01. Please tell us about any positive experiences you have had using Admissions and Records, if applicable.
02. A Counselor found my old records of other community college
03. Accessing the admissions and records is very easy.
04. Again, the clearance forms were very responsive especially when I wanted to make sure that I was able to take the classes necessary for my major/academic goals.
05. Also contacted A&R for transcript issues, was not aware that hardcopy transcripts had to be processed by hand by someone volunteering to go into the office - at least last year - THANKS to the staff for that.
06. Always super responsive, really appreciate their help
07. As a high student as well, it was very simple to sign up for courses compared to other colleges.
08. Before, they can pay parking permit in admission, so I went there to pay the fee.
09. Dean was very helpful when I had an issue.
10. Easy to navigate
11. I paid for my classes there, the lady there was nice.
12. I was able to start my first quarter smoothly
13. It was easy to apply to the college and enroll in class.
14. It was pretty straight forward.
15. Professional
16. super sweet and welcoming people. first day of my freshman fall quarter they helped guide me through what needed to get done
17. The Admissions and Records Office is helpful and I am always able to work my issues out in the end.
18. The dean was amazing and was able to help me get the correct registration date.

Please tell us about any positive experiences you have had using Admissions and Records (continued).

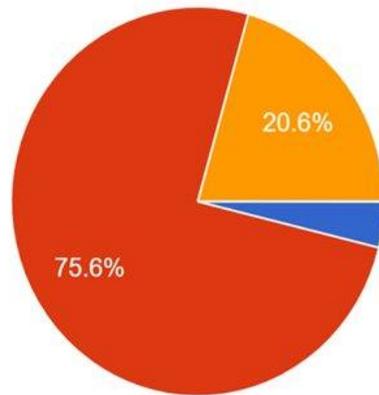
19. The folks at the admission and records center is fantastic!!!! Someone helped me over summer and they allowed me to ask as many follow up questions and was so clear and concise on which links to go too. The representative also assisted me in navigating Foothill college's website.
20. The people in the Admissions office are very patient and explain everything in a way that is easy to understand
21. There's many people there to help
22. they are very reachable and respond very quickly
23. They email back very quickly and are helpful
24. They were able to help me enroll in a class and they quickly filled out my necessary forms.
25. Very Helpful and called me back right away
26. Very helpful and responsive
27. Very responsive and helpful.
28. Was able to send my Ap scores smoothly and was sent verification they got it on time
29. Well everything was pretty self explanatory while doing everything online . Even though I was having some trouble it was fairly easy to figure it out .

Please tell us about any negative experiences you have had using Admissions and Records, if applicable.

01. As I mentioned before during COVID it would be better for me personally to see someone face to face .
02. As noted in the Counseling section I am having problems with DegreeWorks and my transcript evaluations, even with classes I took at Foothill. I'm close to graduation and don't know how many classes to take because some classes aren't correctly being counted in DegreeWorks and no one can explain it.
03. Getting answers to my questions over email was not very personalized and it did not help me much.
04. I am unsure if this is related to Admission but the application form wasn't very clear. I ended up registering inaccurately as 'out of state' and had to email scanned tax documents to rectify the prob. Until now, I am a bit uncomfortable since admissions has received very important documents of mine.
05. I had to submit a file in person twice because the first time, it was not processed/got lost/wasn't recognized
06. I had to wait a few days to get a response when I asked for help, they were unable to help me. When I asked they had me contact someone else because they couldn't do anything in their system.
07. I requested by email to have my transcript evaluated. Couple months went by with no response. I set up a councilor meeting for help and found out my transcripts had in fact been evaluated but no one notified me! I never even got an email saying they were received. I am glad they were evaluated but that's a clear lack of communication.
08. I wasn't able to see my prerequisites (from transfer) on my student page so I had no idea if they actually went through.
09. Information was extremely confusing and everyone did not seem to be in line or on the same page of process for returning college students with a bachelors degree for priority registration and I was guided in various directions. The conclusion was that I did not qualify but it took weeks of investigation and various information all which were different
10. It was hard to get through to the office over the phone (when I did get through to someone, they were helpful and friendly though, that's when I was told to contact the dean). I tried emailing the department in general and got a reply after I had emailed the dean and gotten the problem fixed. Delays are understandable but it was frustrating at the time.
11. It's difficult to hear back at times
12. No one here wants to answer your questions, you are a complete burden to everyone that talks to you. Not even a feeling of like they're trying to make you feel good, just they make you feel like a burden. I'm not a burden, I'm a very nice student that just needs a little extra help in forming my questions
13. Slow response time on emails/messages, incorrect billing for courses
14. Sometime (on the start and end of the quarter) there is long responsive time. It could be helpful to have something like a Virtual Front Desk or open phone line.
15. Sometimes I don't understand the way them answer and explain my question, and I think they don't really care about my question.
16. The lady I was on the phone with was unable to answer my question and was a little rude
17. They take forever to email back

Have you used Tech Ambassador Resources/Virtual Learning Tech in the past academic year?

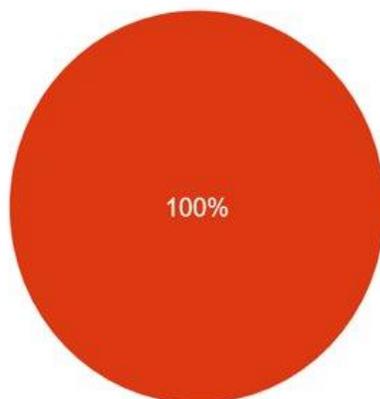
131 responses



- I have used this service/resource
- I have not used this service/resource
- I do not need this service/resource

Have you had difficulties using Tech Ambassador Resources/Virtual Learning Tech in the past academic year?

5 responses



- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

Please tell us about any positive experiences you have had using Tech Ambassador Resources/Virtual Learning Tech, if applicable.

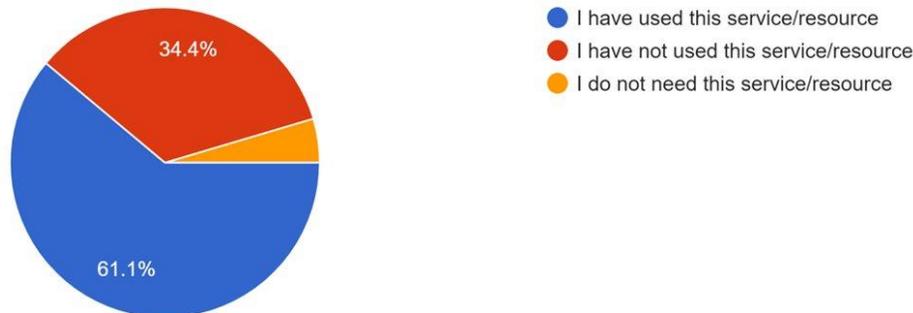
01. None

Please tell us about any positive experiences you have had using Tech Ambassador Resources/Virtual Learning Tech, if applicable.

01. None

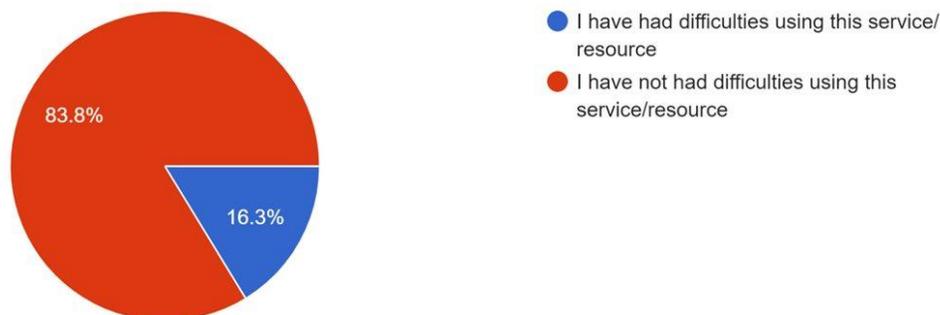
Have you used the Bookstore in the past academic year?

131 responses



Have you had difficulties using the Bookstore in the past academic year?

80 responses



Please tell us about any positive experiences you have had using the Bookstore, if applicable.

01. access to textbooks
02. Easy access to the bookstore and great prices for textbooks.
03. Easy and fast
04. Easy to find books
05. Everything ok, I ordered online book and received code.
06. good service
07. Good service, received orders quickly
08. haven't physically went to the bookstore however if talking about online its easy and quick.
09. I can rent, and buy book that I need for the classes.
10. I have used the bookstore any question I have or concern I can email Romeo Paule.
11. I like that online shipping is so accessible
12. I rented an e-textbook last quarter. I also bought a hoodie. Both experiences were fine
13. I used the online website for the Bookstore in order to buy the online books and was everything smooth and quick.
14. I was able to find and purchase my textbooks easily
15. I was able to order my course materials through the online Foothill bookstore and shipping was quick. I had some trouble ordering one eTextbook because it was unavailable upon checking out even though it an option to purchase it and I forgot to try out the other more expensive option. Fortunately, it was all sorted out through the EOPS front desk.
16. It is easy to search for books in the bookstore.
17. It is very fast for order and delivery
18. It was easy to see which book I would need for my courses.
19. It was nice to be able to just search for my class and see the textbooks that were mentioned by the professor to be used. It helped mitigate the struggle of searching for the books myself. Also, while contacting RedShelf, they were extremely responsive and helpful in their response.
20. It was very easy buying books online. I was able to purchase all my required texts

Please tell us about any positive experiences you have had using the Bookstore (continued).

21. It was very easy buying books online. I was able to purchase all my required texts
22. it's become easier to order necessary books using foothill promise and they arrive in about two days
23. It's usually accurate
24. Manager respond quickly to emails.
25. My books shipped over in less than two days, and when I had an issue with of my books, they immediately sent a new one over.
26. My first time going in the bookstore was very easy to get my books. One student actually brought in a humming bird that they rescued which made my day.
27. nice campus selection
28. Nothing positive at all.
29. Ordered some books online, and it was an easy process
30. Ordering books via listing your classes is super easy and a very helpful tool to get all of the resources you need for each class.
31. Really easy to find textbooks and materials that I need for my classes as well as the ordering process.
32. Shipping was fast and free.
33. Site works well, no complaints.
34. Such FAST delivery! Practically overnight!
35. The purchase process was very smooth and very easy to use
36. The SFA funds feature is easy to use
37. The shipping is always pretty fast which is great. Most of the time I'm able to get desired condition of book.
38. They always had my order ready as soon as I received confirmation.
39. They provided me with books rather quickly
40. They send out my orders very quickly, and they always arrive very well packaged and in perfect condition. If I have any questions, they respond to my emails promptly. I asked them to please package an item with extra packaging, to prevent it breaking, and they really did a fantastic job.
41. used the buyback program successfully
42. Very organized and everything is easy to find
43. Worked great in getting what I needed

Please tell us about any negative experiences you have had using the Bookstore, if applicable.

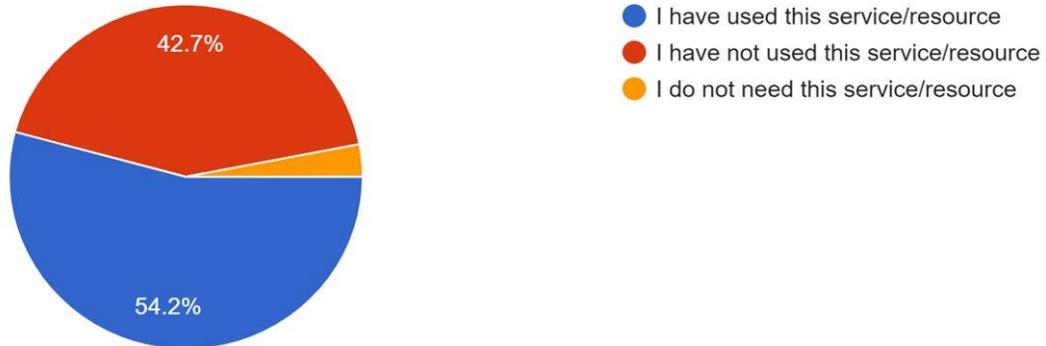
01. *online store informed must have class's materials when professor didn't recommend to buy. (very costly during the pandemic do social distancing can't return unwanted class materials).
02. A few items I needed were not available and items are more expensive than other online sites.
03. Books are very expensive. One Chemistry book is over \$200.00. They should be free.
04. Can't access physical bookstore due to pandemic, so ordered textbook somewhere else.
05. E-books can be sold out.
06. Expensive books, way more expensive than any other source sells them for. Difficult to use because the website is extremely confusing. They need an upgrade on their website, because I accidentally purchased the wrong book and got charged twice for buying the same Spanish book from different professors. It's just a mess, there needs to be an instructional guide for the students to purchase books, because the store is just acting like all students have the knowledge to purchase the books. Most of time, we don't know anything that is going on. We need the extra help and assistance, but that extra help turns into a burden that causes the workers to act really mean and rude.
07. Hard to order books online and get them delivered.
08. I had difficulties at first but only because I was not familiar with it
09. I have not had any problems.
10. I won a bookstore certificate at new student orientation and the process of checking if I had actually received it was difficult...I don't know if it's possible to update this (for example, change it to an actual gift card balance, instead of just checking out with financial aid or something)
11. It is difficult to use financial aid through the bookstore online and an order that is currently open has not come.
12. My book wasn't available so i had to download it illegally
13. Site was down a few times last quarter
14. Some times it has been difficult to communicate my exact needs - specifically if I need a reprint of a receipt or packing list.

Please tell us about any negative experiences you have had using the Bookstore (continued).

15. Sometime it's wrong for my order
16. Sometimes a bit hard to reach via phone number, but email worked.
17. sometimes books will not be available when expected and I can't access them in time for the class
18. Sometimes no one picks up the phone/is able to answer your question well
19. The only thing I am little bit confused about is the access codes for online materials. It is not as clearly explained.
20. The site password recover and search is tough
21. The wrong book is listed as a necessary resource for my current class. I called to confirm that the book would work for my course before purchasing and was given bad information; which said that it was fine.
22. They did not have one of my online textbooks and when I asked why no one responded to my email.
23. They shipped me the wrong item but later corrected, MATLAB order yet to be fulfilled after a month
24. Well, I asked for a used book, no substitutions and I got sent a brand new book at much higher price without being consulted. I do like the new book but had specifically requested used. If not in stock, I'd still like to have been asked.

Have you used Counseling Resources in the past academic year?

131 responses



Have you had difficulties using Counseling Resources in the past academic year?

71 responses



Please tell us about any positive experiences you have had using Counseling Resources, if applicable.

01. Always receive fast responses whenever I have emailed the Counselors.
02. Can give some help on create a plan for next few quarters, but it is best if you know what major are you in.
03. Counselors all willing to help and explain
04. Counselors are very helpful in planing your classes and with resources
05. Counselors are willing to help and did helped
06. Counselors have been very helpful. Generally can make appointment readily.
07. Counselors very helpful; easy to schedule.
08. Counselors was a lot of advice for me and helped me a lot.
09. Dr. Villanueva is my counselor and he is simply the best. Super kind and very helpful.
10. Easy to access
11. Everyone at the DRC was really friendly and accommodating with my needs.
12. Everyone seems friendly.
13. Good support
14. Great Counselors who are super helpful and accommodating for students.
15. Great excellent service, help me create my career path and classes.
16. Great for keeping me on track and reach my goals
17. Had a few meetings with a transfer counselor and they were incredibly helpful!
18. Help me stay on track for success!
19. Helpful

Please tell us about any positive experiences you have had using Counseling Resources (continued).

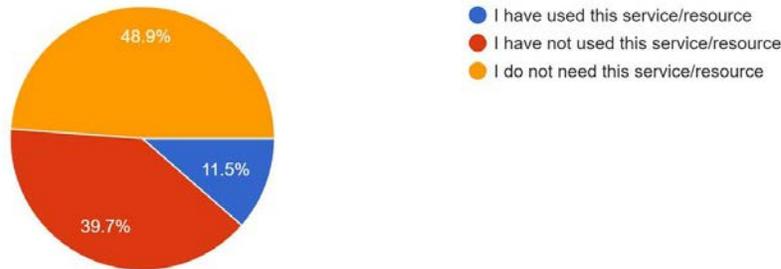
20. Helpful counselors. Got me on track. Responded immediately. Come to classes and help newbies like me.
21. helpful to determine which classes I need as prerequisites
22. I am an adult learner now and I was very unsure how to back in school, what classes to take. I made an appointment with a counselor and she helped me figure out what class I wanted to take and what I should take in the future.
23. I barely go to the counseling center the only one positive experience that I had is that my counselor was really supportive and help me find classes that I can take
24. I got the class I needed this quarter with no problems.
25. I had one counselor who helped me out when making my educational plan. She had put in all of the classes that I wanted to take, and even helped bring a certain issue to my attention. The class names were changed in one place, but not the other, so she helped bring this attention to a hire source for me.
26. I like that services are available online as then I don't need to go to campus, so I hope that this service continues remotely post pandemic.
27. I love my counselor and appreciate our time
28. I made a counseling appointment. The counselor was helpful.
29. I met with a counselor last fall to complete orientation. She was chill and great to talk to, really helped me figure out what I needed to tackle first course-wise.
30. I think they were very responsive over email. While calling the office, I was able to get the assistance I needed.
31. I was able to receive the attention I needed to get help in getting an academic plan ready for the new year.
32. I was able to set up my first set of classes for the quarter.
33. "If this is academic counseling, it was super helpful! I believe Jue Thao may have helped me with my return at foothill. I wanted to take classes for fun and she answer all my questions.
34. I also called the front desk and they were able to give me additional resources too. Thank you! :)"
35. It is easy to set up an appointment.
36. Jue Thao is absolutely amazing! She is always so friendly and does her best to help and answer any questions that I may have.
37. Jue Thao, thank you so much for pushing me to go forward in school, and making me believe that I can major in engineering and have a future. Thank you also Luis and Ms.Campbell.
38. Mr. Freeman is an absolute gem. He has been so helpful navigating the transfer process and setting me up for success I cannot express how thankful I am for his work and dedication. Give that him a raise and a corner office!
39. My college counselor would call me to answer my questions which was always very nice.
40. My counsellor was efficient, helpful and straight to the point, which is good for 30 minute sessions.
41. My counselor Mrs.Denver has been very helpful each time I have contacted her . She is always very pleasant and has answered all my questions I've had for her .
42. Nothing in particular, but I have been able to get the questions I have had answered.
43. She helped me come up with a class plan for the next few quarters
44. Super helpful, I think my counselor was Luis (apologizes if that is not his name). He really set me on track and made me think more on my goals, what's reachable and what is overstepping possibly. He also really helped challenge what I would like in my future goals to plan ahead instead of when they arise.
45. The counselor I spoke to was very helpful and gave me resources beyond what I thought to ask about.
46. the counselors are not as helpful as my past counselors have been and they just send links instead of explaining what to do with the links and who the info is going to
47. The counselors have always helped explain my path to transferring quite clearly and helpfully.
48. The Counselors I have seen have been very helpful and informative.
49. The counselors were very informative.
50. The online appointment worked fine and the counselor was ready to talk to me at the time scheduled and with all my information in hands.
51. The online zoom appointments are always efficient and quite helpful.
52. The staff is very knowledgeable and does the extra step to help.
53. They really helped me understand what courses to take and complete my ed plan
54. Very easy to reach someone during the Covid period.
55. Very easy to set up an appointment and very great assistance.
56. Very encouraging counsellors
57. Very thorough and answered all questions I had
58. With a limited amount of sessions I have a scarcity mentally around it and hesitate to use the resource at all

Please tell us about any negative experiences you have had using Counseling Resources, if applicable.

01. Appointment scheduled
02. During COVID I guess it kinda sucks that I can't just walk in and wait to speak to a counselor face to face . They do offer virtual calls but I'm a little too busy for that .
03. I do not have negative experience.
04. I don't know why, each time I go there, I don't feel I get much help at end. Probably I didn't explain clearly for what I need.
05. I find slight frustration in the limitations of topics to discuss and I would like more options on quick questions, rather than booking a whole 30 minute session that can be used for other students.
06. I had difficulties finding the online system to make an appointment. It's not shown very obviously on the site- it would be nice if there was a big "make an appointment here " with a link to the system somewhere on the main website page. Perhaps it could also be in an app on canvas. I also had difficulties requesting a zoom appointment, though I believe that issue has been solved now.
07. I had problems making appointments a few months ago.
08. I had some confusing meetings and advice from another academic counselor who I will not throw under the bus here. They sometimes gave me conflicting information. They would rush through our meetings resulting in giving me bad directions. This could have been avoided if they had taken the time to review my academic history and future plans as well as admit when they needed to look something up or didn't know the answer to a question. I also felt like I didn't always understand why something was recommended or what the next step in the process was. Although they ultimately helped me petition for my AS, working with a different councilor would have saved me a lot of stress and headache.
09. I just never feel like the counselors understand me. They are way to fast paced when I don't even know what I want to talk about. I just need an educational plan for myself, not to be confused and completely depressed by your findings. I just need help, help that you don't understand how to get to me, or I don't understand how to express myself.
10. Improvements on the appointment system. Sometimes it has error messages when trying to schedule an appointment.
11. In applying for colleges or "reach schools," I kind of wish my counselor would've been more encouraging
12. Issues connecting to zoom with the counselor. It said I needed a code, which was not provided in my appointment confirmation email. I ended up calling the counselor on the phone instead.
13. It is often hard to communicate through zoom.
14. It takes a few calls to actually get ahold of a councilor if you have an appointment. Having councilors call the students seems like it would work better.
15. Nothing regarding the service, however, if the system for scheduling appointments could be sorted by names of counselors rather than names, I think that it could be better.
16. Scheduling appointments got really confusing. Hard to figure out how to schedule with which counselor.
17. She kind of made me feel stupid
18. so far the Counselors have been very positive
19. Some counsellors are not helpful at all.
20. Something is wrong with DegreeWorks and processing my transcripts. A counselor was in touch with me and was great about it, but I don't know what exact classes I need to take to finish my degree because I don't know the equivalency. I also don't know why classes I took at Foothill 10-20 years ago don't count for classes offered now. I have a feeling I am repeating 2 or 3 classes for no reason other than to refresh my memory - in that case I'd like to take them P/NP.
21. Sometimes securing a spot with a designated Honors counselor can be a little harder in terms of scheduling times.
22. Taking time
23. The first counselor I asked to help me make a student educational plan, only was willing to do the first 2 quarters for me, and wanted me to come back in order for him to fill out the rest of the educational plan through various appointments after completing the quarter. I found that to be frustrating because I have a set plan, sense I am in the vet tech program, but he just didn't want to put them in all at once for me.
24. The online appointment system is a mess. I had to constantly call to see what was goin on or to make appointment.
25. The zoom links they send do not work which causes me to have to reach out to my counselor, you often go to voicemail and have to wait for a call back.
26. Very Difficult for appointment
27. With a limited amount of sessions I have a scarcity mentally around it and hesitate to use the resource at all

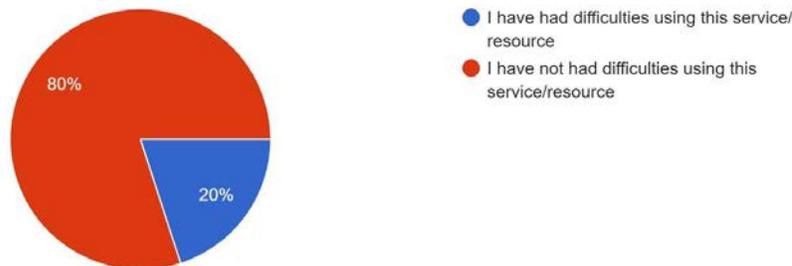
Have you used Disability Resources in the past academic year?

131 responses



Have you had difficulties using Disability Resources in the past academic year?

15 responses



Please tell us about any positive experiences you have had using Disability Resources, if applicable.

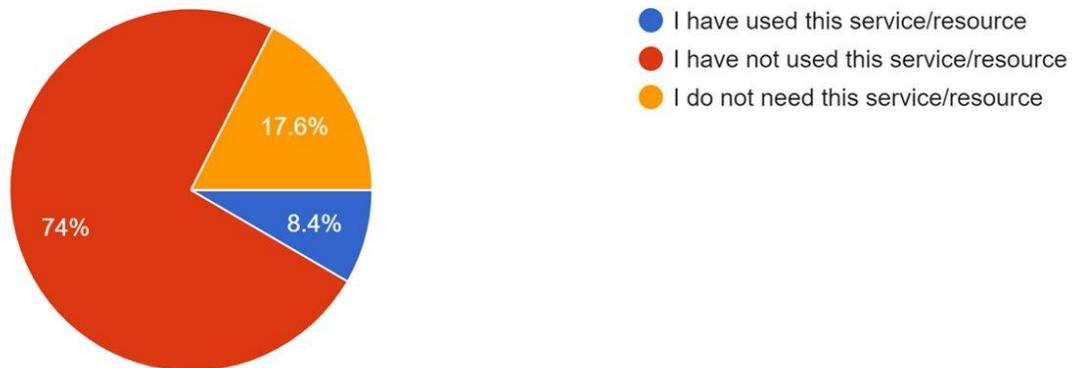
01. Always very helpful
02. Could not make it without them!
03. DRC Counseling was really helpful, but the counselor that I clicked with left.
04. Everyone very helpful.
05. Helpful, easy to access
06. I got to borrow a laptop at the last minute before the COVID shut down.
07. I have had so much help with Disability resource center. I have been able to adjust my learning skills and technics to better learn from my teacher.
08. One positive experience was I have a counselor her name is LeAnn Emmanuel she was super duper supportive and fun to talk with about my problems and also the staff are really nice.
09. Registering was simple and the counselor I spoke with was very nice and accommodating.
10. Super helpful and kind people. Looking forward to using this resource going forward!
11. The people in the DRC get back to me very quickly.
12. This program is amazing
13. very friendly staff

Please tell us about any negative experiences you have had using Disability Resources, if applicable.

01. Getting started was a challenge. No one would answer my questions about the process or accommodations until after registering with the DRC. I had to register through clockwork twice before they received my registration and could talk to someone. Might have been user error but I don't think so. After that, everything has been great.
02. I constantly recommend the disability resource center to those that unaware of the help and resource to help those that have learning disabilities. like myself
03. I was told academic counseling was no longer available due to budget cuts. I could use the help.
04. No negative experience
05. This program needs more funding with how important it is
06. using disability accommodations can be harder to do than just going without them depending on the structure of the class

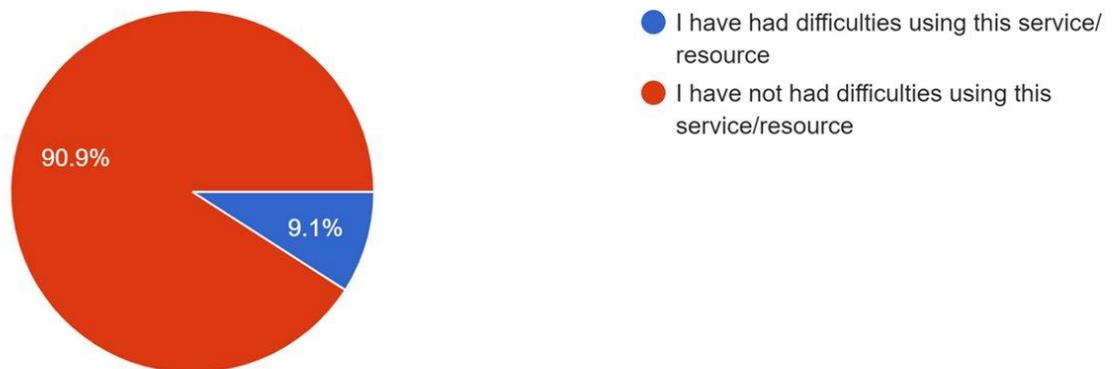
Have you used EOPS in the past academic year?

131 responses



Have you had difficulties using EOPS in the past academic year?

11 responses



Please tell us about any positive experiences you have had using EOPS, if applicable.

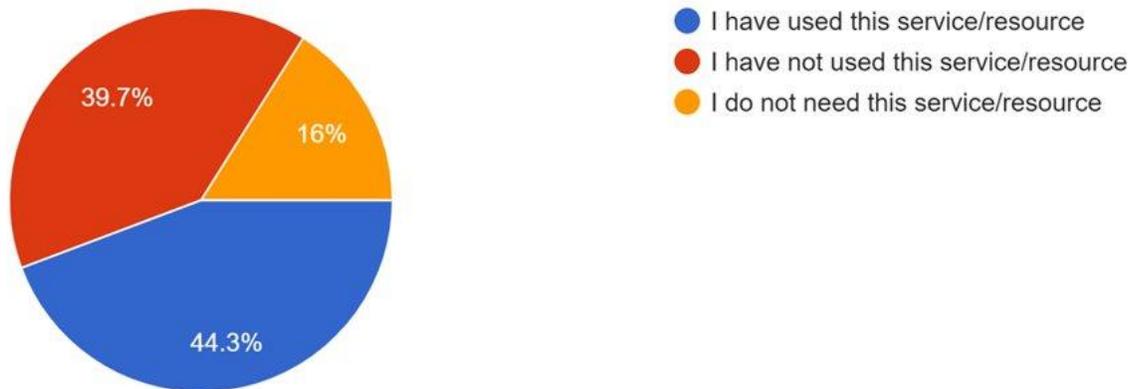
01. Best program!! The class was really helpful and so was the community
02. Every staff member wants to help and genuinely cares
03. Great. I think highly of all the faculty at EOPS. They have assisted and helped me immensely.
04. I have raved about EOPS to anyone that will listen. EOPS gave me a brighter outlook on college. EOPS staff have motivated me to be able to get through college successfully with their support and specialized resources for EOPS students. Since joining EOPS, I have been working to break out of my comfort zone to get the help and guidance that I need.
05. i love EOPS so much!!! you have guidance from wonderful people and so much help with anything you need. everything was transitioned remotely very smoothly, and i think they are the most understanding people ever
06. The staff are very accommodating with my needs.
07. This program is amazing.
08. Very helpful when I was stuck on something because they help me navigate through the college system.

Please tell us about any negative experiences you have had using EOPS, if applicable.

01. None

Have you used Financial Aid in the past academic year?

131 responses



Have you had difficulties using Financial Aid in the past academic year?

58 responses



Please tell us about any positive experiences you have had using Financial Aid, if applicable.

01. At the end, I was able to get all my classes paid for & no trouble with purchasing textbooks/materials.
02. Cynthia was very helpful in answering any questions that I had.
03. Everything was fairly simple.
04. Financial aid has helped me tremendously to attend college without worries about not having enough money to pay for my courses and materials needed.
05. Free classes and books
06. Funds applied quick
07. got a fast thorough response to a question
08. Helpful with covering expenses from school
09. Helps me pay for books and classes
10. I get money off, so thats great
11. I got a response very quick!
12. I have gotten my books for free each quarter with financial aid and this has been very helpful financially.
13. I love that their Instagram posts informative posts weekly & engages in Q&A's.
14. I used it for the promise scholarship. The financial aid office is very helpful in sorting out details.
15. I was issued financial aid in response to covid and it helped greatly with food and necessities.
16. I was misinformed. I applied for Financial Aid (FAFSA) when I should have applied for Dreams Act since I am a DACA student. I keep getting emails to finish my Financial Aid application and I can't cancel it and stop the emails. When I zoomed called the Financial aid office on campus I was able to get the help I needed

Please tell us about any positive experiences you have had using Financial Aid (continued)

17. if have any concerns they reply email quickly.
18. If have question about how to apply financial aid, then can schedule appointment and ask for help. Before pandemic, there will have workshop in lunch that will help you to fill out the FAFSA.
19. It is easy
20. It is quite easy to make an appointment and receive help
21. It is very easy to check financial aid status and schedule online
22. It was quick and easy, hassle free. Very grateful that Foothill provided financial aid
23. It's automatic
24. It's nice that it is automatically deposited into my bank account.
25. It was really easy, just fill out Fafsa in my case. It was also pretty easy to use it, automatically applied to courses, use student ID number at the bookstore online.
26. Man, I had money to spend. I only received \$4,000 in 2018 when I was a student, but that money lasted me 365 days. I know how to live poor, while spending as little money as possible. Financial aid money helped me to buy a McDouble from McDonald's when I was hungry, and buy new clothes that I have been reweaving for 6 years. I'm really happy that the money can make it out to someone like me that is struggling at any given time of the year. I'm happy that I finally felt like a human being that could purchase something that I wanted, I didn't feel poor anymore. I felt rich with the financial aid money. I wasn't sad, because I had some money to spend to eat, live, and pay for school.
27. My main college is De Anza but I'm enrolled at Foothill to take classes here that De Anza doesn't have. Through Promise Program, I don't pay in pocket for my classes at De Anza and Foothill.
28. My maximum time to completion ran out when I took less classes in the pandemic, I lost my FA and this disrupted my bank account then hurt my credit
29. My questions through email was answered in a timely manner.
30. Received the BOG grant and a CARES grant with no problems. Was laid off due to COVID so it was very much needed and appreciated!
31. Responded to emails quickly, helpful
32. Responsive to my questions on Promise program
33. School fees payment
34. The FA office responded to my questions promptly.
35. The processing of the financial aid is fairly quick.
36. The staff answered my question very clearly
37. The staff are very nice, and are very helpful when I have any questions regarding about my financial aid. They respond promptly to my emails, which I really appreciate.
38. Their staff is really helpful
39. They were helpful and gave me a lot of resources to work with. (Also help me fill out my fafsa)
40. Whenever I needed them, they were able to assist and resolve my issues

Please tell us about any negative experiences you have had using Financial Aid, if applicable.

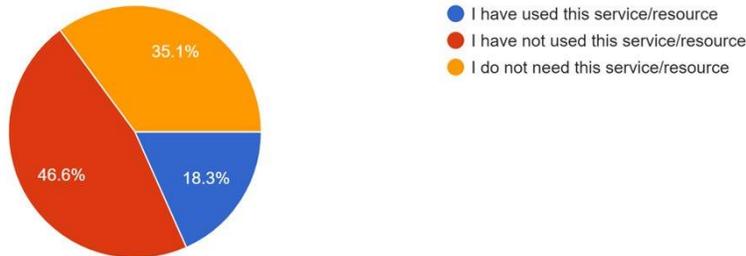
01. Communication and clarification can be difficult.
02. Hard to get a timely response
03. Hard to tell when financial aid will be deposited.
04. I can't say I have had a negative experience using financial aid. I have only had some difficulty or confusion on the application process. Though I was easily able to get that resolved and clarified through Adaly Padro.
05. I did not read clearly that I needed to keep my food receipts in order to be eligible to the food pantry and that information restricts me from applying for the food pantry again.
06. I did receive a cares grant but it just appeared in my account and I didn't know why. I got an email weeks later saying "congratulations" you got a grant. At first I was worried I had wrongly gotten the deposit. It created some confusion.
07. I had difficulties reaching them when the office was closed due to covid by telephone.
08. I had misinformation and a delay in money because of an employee mistake.
09. I had trouble finding an answer to my question one time. I talked to various people in the financial aid department, and got very different answers from them. That was a bit frustrating. I have also had disbursement issues, and it takes a while to correct that.
10. I have had trouble using my financial aid through the Foothill bookstore online since school is now online.

Please tell us about any negative experiences you have had using Financial Aid (continued).

11. I keep getting emailed that I am to verify and submit additional documentation when I don't need to. How to I delete my FAFSA application?
12. I was not informed in a timely manner to reapply.
13. It can be overwhelming having to take of many dates
14. Lack of communication, not sure if my Promise was being processed
15. Non eligibility every year
16. Not negative, but wasn't sure that the CARE application was legitimate since it wasn't like the other financial aid correspondence or documents I have received in the past.
17. Some fees are inaccurate and do not reflect current amount and quarter/year
18. Sometimes they dont apply funds when they're supposed to and i have to jump through hoops to get it
19. Take more processes
20. The money doesn't always come immediately, and during the time where you have already paid for school and submitted your financial aid application late, you pay for your classes and textbooks and become broke like me. I have had \$0 since December to spend, and I begged people and paid them back in order to get my classes. \$600 for classes may not seem like that much to anybody, but that is me hustling my butt off for an entire month. Financial aid money only helps if it comes on time, because the students that want it with an EFC of 0 like me, have \$0 to use, \$0 to spend, and \$0 to live while being a full time student like I am now. I still have not received my financial aid money, and I am struggling so bad, and I feel like no one even cares or notices.
21. The process of the promise program can be messy sometimes. For example last year I wasn't sure how to check how much money they were sending me.
22. To verify my fafsa
23. Very difficult to figure out the forms.

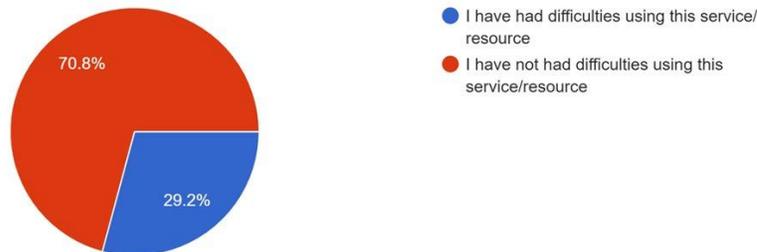
Have you used Food Pantry Resources in the past academic year?

131 responses



Have you had difficulties using Food Pantry Resources in the past academic year?

24 responses



Please tell us about any positive experiences you have had using Food Pantry Resources, if applicable.

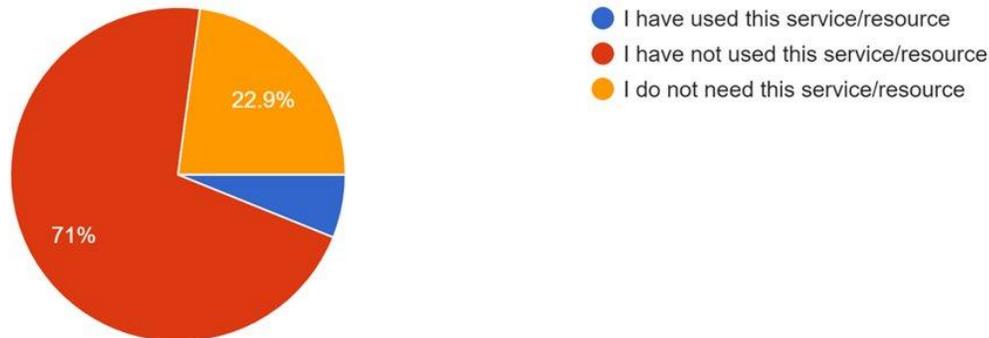
01. Amazing help during the pandemic with groceries.
02. At first, they were really prompt in answering my questions, and I really appreciated receiving those \$50 to help feed myself and my family.
03. Cereal, milk, canned foods, canned proteins, canned vegetables, fresh fruits all make delicious meals, especially because they are free food for a poor person like me. They nourish me, and offer me a full stomach when I don't have the money to buy a McDouble.
04. Clear instructions
05. GREAT GREAT support
06. Great. I think what theyre doing is amazing. I started using the pantry when the pandemic hit and since then, it has been an amazing resource
07. Help me stay in school and put food on the table for my family.
08. I appreciate the gift card used for groceries. It has helped my family enormously and helped me be able to run to the groceries to get food for them.
09. I have not received the food pantry e gift card but I am expecting any positive experience from getting assistance in receiving food.
10. I have used this during the early of pandemic in 2020, so it nice to offer e-gift card when the school is closed, and student is all virtual. So, thanks alot.
11. I like this part, this resources.
12. I was able to receive help once. And it was a smooth process
13. It is 50 dollars a week which is really good
14. Staff are being proactive to help students in need. Thank you!
15. The food pantry continues to help place food on the table & for that, I am beyond grateful.
16. The whole program has been helpful during the pandemic and the advisors who run the program are quick to respond and very accomodating
17. Very helpful.
18. Very important to my success
19. Very quick and clear communication.

Please tell us about any negative experiences you have had using Food Pantry Resources, if applicable.

01. Delayed responses, inconsistent services
02. Food runs out. Not everyone gets pantry food, but the food ran out this year for COVID. I was unable to get any food for a couple of months due to the long lines that took anywhere from 6-8 hours. I don't have that time to waste, I'm trying to make money so I can breathe, eat, and live.
03. I don't know much about this service, so no feedback.
04. I haven't received help yet
05. I never got help again after the first time. I emailed and asked if I had submitted the receipt correctly and never got a response or help after that.
06. I was not made aware that we needed to keep our receipts to be eligible to get the next grocery card, and for that, I am not able to apply for it again.
07. I would suggest allowing students to still receive a bag even if they do not sign up in advance. They might have nothing at that very moment.
08. It only offers gift cards to Walmart and not cheaper alternatives like Trader Joe's
09. Sometimes hard to reach staff.
10. The only negative experience is having to wait for my first food pantry assistance.
11. The only thing is that I am sometimes confused when the gift card are send out or by when the previous receipt has to be submitted. Sometimes the information is not clearly stated on the website.
12. The pick up times were difficult. I didn't want food to spoil in my car or to miss class
13. This resource started to go down hill unfortunately. They keep delaying when we receive the \$50 gift cards, and keep pushing back the dates that we are supposed to receive them. They even forgot to give a card to me one time, and I finally received it a month later. Also, they don't respond to any emails with questions that I have anymore. It's a great service the college provides, but the staff and disbursement of gift cards could be improved.

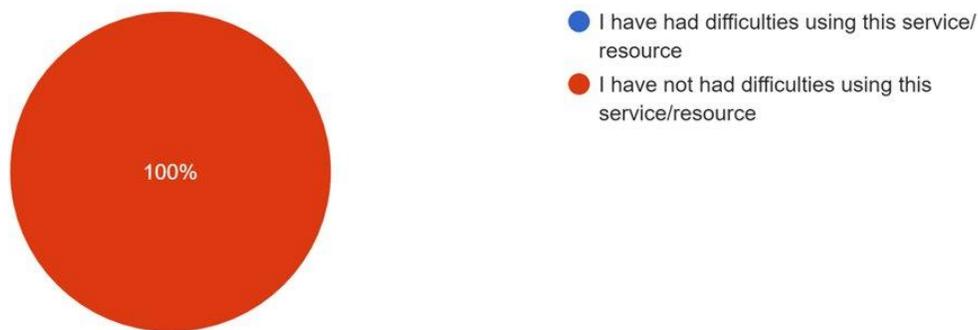
Have you used The Health Center in the past academic year?

131 responses



Have you had difficulties using The Health Center in the past academic year?

8 responses



Please tell us about any positive experiences you have had using The Health Center, if applicable.

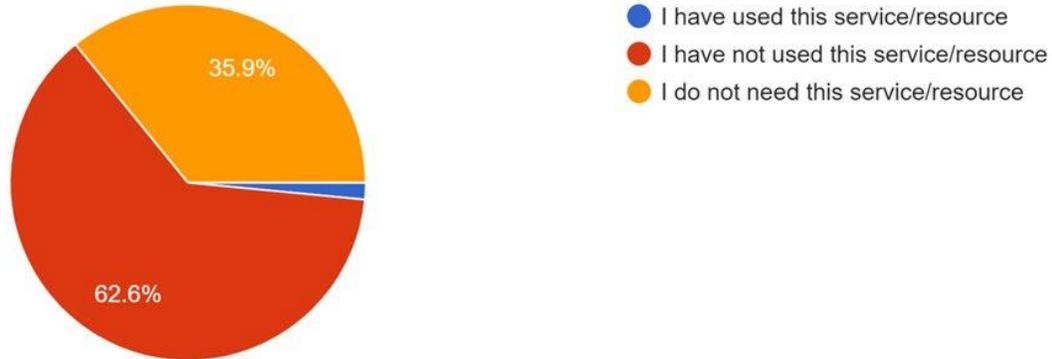
01. I didn't have health insurance at the time and this service was very helpful and affordable
02. I needed an appointment quickly to get a lab done for a future job. It was so quick! I had a telehealth appointment in the same day and was able to get to the labs the following day. Amazing.
03. I received the vaccinations that made work study possible
04. I went to the hygiene clinic during fall/2020 and everybody was extremely friendly and professionals.
05. The nurse giving me the TB shot was very nice
06. The students reached me in timely manner.
07. Was not just last year, but I would have used it if it was open. The health center was helpful in providing me birth control and I appreciated it being stocked with advil and other quick medical needs.

Please tell us about any negative experiences you have had using The Health Center, if applicable.

01. My only negative experience is that it is not advocated enough in what is available since we are paying for the service in our tuition. It would be helpful if we had more reminders and a clear list of services we can take advantage of within out tuition for free.

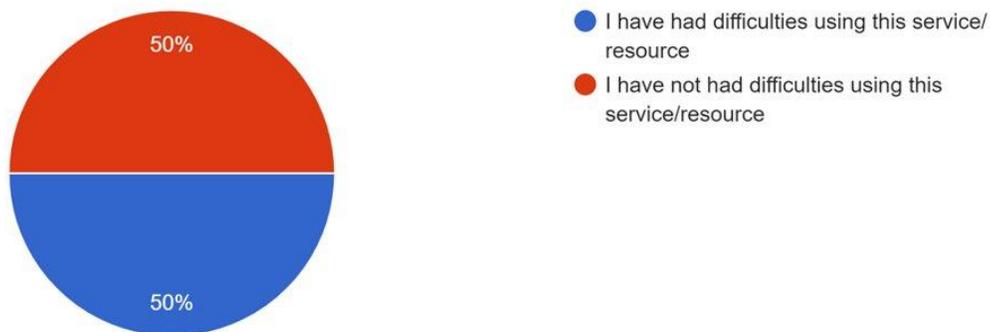
Have you used Housing Insecurity Resources in the past academic year?

131 responses



Have you had difficulties using Housing Insecurity Resources in the past academic year?

2 responses



Please tell us about any positive experiences you have had using Housing Insecurity Resources, if applicable.

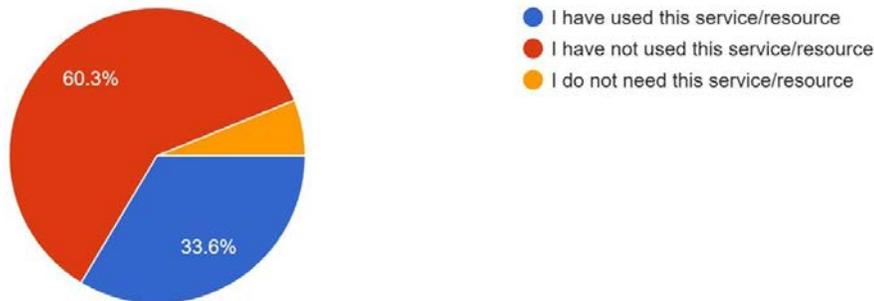
01. I get free food gift cards which have helped a lot
02. I have a place to live in while I'm a full time student.

Please tell us about any negative experiences you have had using Housing Insecurity Resources, if applicable.

01. If I'm not a full time student, then they completely kick me out into the streets. If I make more money than I do now, less than a few thousand bucks, they kick me out into the streets. It always seems like they're looking for a way to completely kick me out of the place I live. I'm scared to be homeless, and I don't have money saved up to go anywhere else. It's a scary concept for many students to get their housing requirements. If you don't complete any requirements in a quarter, you can say bye bye to the room you live in, and look for wars to sleeping in the streets. I can't even try to do better or I get kicked out.

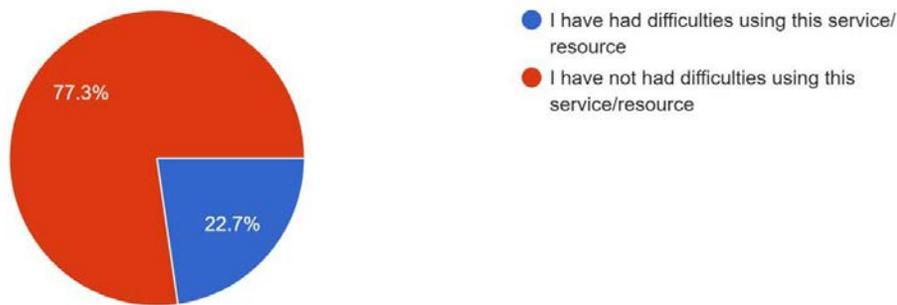
Have you used Library Resources in the past academic year?

131 responses



Have you had difficulties using Library Resources in the past academic year?

44 responses



Please tell us about any positive experiences you have had using Library Resources, if applicable.

01. A person came to class and introduced how to use it.
02. Before COVID, it was a fantastic place to study in between and after my classes. The staff were very helpful when I needed them, and friendly too. Even now, their response online is very prompt, and they are still very helpful whether it's in person or not.
03. Can use computer and have quiet study room.
04. clear directions and cancelled my fee
05. Curbside pickup/drop off is very convenient. Was able to find books needed.
06. Easy pick up for borrowing calculator and textbook.
07. easy to find what I was looking for
08. Easy to navigate and helpful assistance
09. Friendly user
10. Great organization & resources!
11. Great!
12. Helps me afford the required textbooks by renting them free
13. I didn't use the library in depth, just checked out what was available online when doing research for a project last quarter
14. I found great resources using ebook searches on the library website.
15. I have not been able to use the resources at the Foothill Library fully like I use to since classes are not all virtually

Please tell us about any positive experiences you have had using Library Resources (continued).

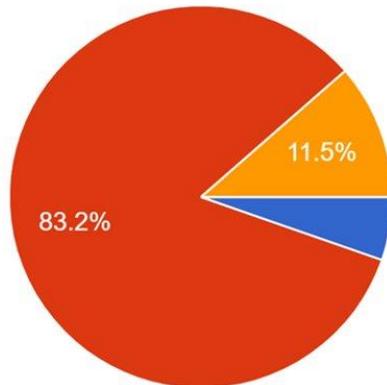
16. I know our school library have a lot of resources for the student. I like studying the library because it is convenient.
17. I like how we can access the online databases remotely by logging in. The library spaces were also super nice (when campus was open)
18. I love how many academic, credible journals, articles, essays, etc. in the library.
19. I LOVE THE LIBRARY! There should be much more done to highlight the services that are available remotely and also promote the Library Research class!
20. I really like the library reserves but wished that teachers and the college would publicize that more, as I only heard about it from classmates.
21. I was able to get a fast response when I needed help.
22. It is easy to search
23. It was very helpful to be able to check out a required textbook for the quarter.
24. I've come into contact with very helpful staff to show me around as well as help with any questions
25. Library Resources are great tools especially now in the time of covid when the campus isn't open and all learning is virtual and online.
26. lots of great resources
27. Not all textbooks that professors want are listed, and when you don't have any money, you start to spend your eating money on textbooks just to make it in class.
28. Provided books
29. Research database good
30. resource database, place to study, helpful librarians
31. Staff- being proactive to provide materials and resources to students in need.
32. The recourses are all easily accessible.
33. the website is very easy to use
34. There are a lot of resources on learning, research, plagiarism, etc
35. They were very responsive!
36. Used library laptop loan program, a positive experience.
37. Whenever i needed a book i always go onto the website and see the many resources that there are and use them for free!

Please tell us about any negative experiences you have had using Library Resources, if applicable.

01. Actually, I enrolled the Foothill College in the last winter quarter. I did not in-depth understanding and use of library resources in the winter quarter, and after the quarter I did not have the change to know that because we took the online class.
02. I haven't had any negative experiences
03. I've had a misguided experience asking a question online.
04. Logging in for library services is frustrating. Even when logged into MyPortal you are directed to "sign in" from the library page and either it never signs you in, or says you can't access the content. Very bad for students who don't know how to make their way around the website and a loss for the student community in terms of accessing newspapers and relevant information with all the misinformation going around. Please fix!
05. not always easily navigable online and need to know what you are looking for
06. Some of the links to read the articles don't work.
07. The articles/search page is confusing
08. The Chromebook didn't work for what my class required.
09. The drop off message wasn't clear. I went to Sunnyvale location, saw a few other students who wanted to do drop off, there were no signage anywhere around the building. We walked around the building twice, tried the doors, even look into dumpster and then left. I ended up returning my books when I read email notifying that new materials are ready for pickup.
10. website and book borrowing system are confusing
11. When they don't have the book you need, you need to use money. Money that you don't have, and money that will become a big burden to pay back, especially as a poor student.

Have you used Pass The Torch in the past academic year?

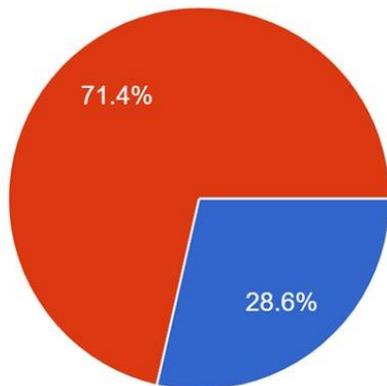
131 responses



- I have used this service/resource
- I have not used this service/resource
- I do not need this service/resource

Have you had difficulties using Pass The Torch in the past academic year?

7 responses



- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

Please tell us about any positive experiences you have had using Pass The Torch, if applicable.

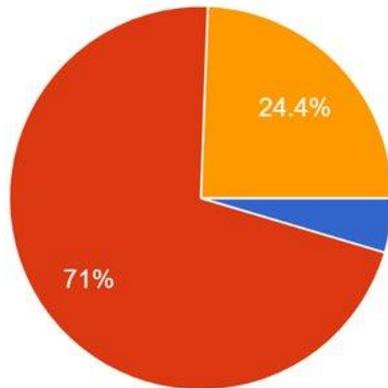
01. Great tutor
02. I was a tutor and I had a great time learning and helping others
03. The teachers are very nice. The teachers were very helpful in guiding me, helping me open my mind and providing me with many useful suggestions.
04. To be honest really like the staff and also the tutor of pass the torch because they were able to help me out with math and also English.

Please tell us about any negative experiences you have had using Pass The Torch, if applicable.

01. I had a hard time settling into the tutoring session and then could not focus. It was actively unproductive for me.
02. Sometime need to wait a long time for the teacher.
03. The only negative experience that I had with pass the torch was scheduling appointments with a tutor

Have you used Campus Police in the past academic year?

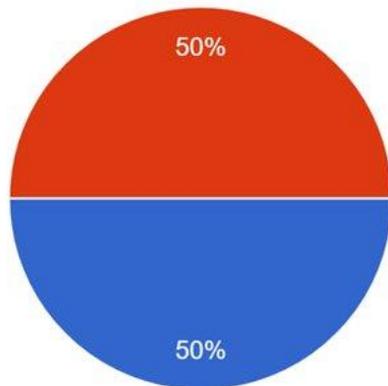
131 responses



- I have used this service/resource
- I have not used this service/resource
- I do not need this service/resource

Have you had difficulties using Campus Police in the past academic year?

6 responses



- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

Please tell us about any positive experiences you have had using Campus Police, if applicable.

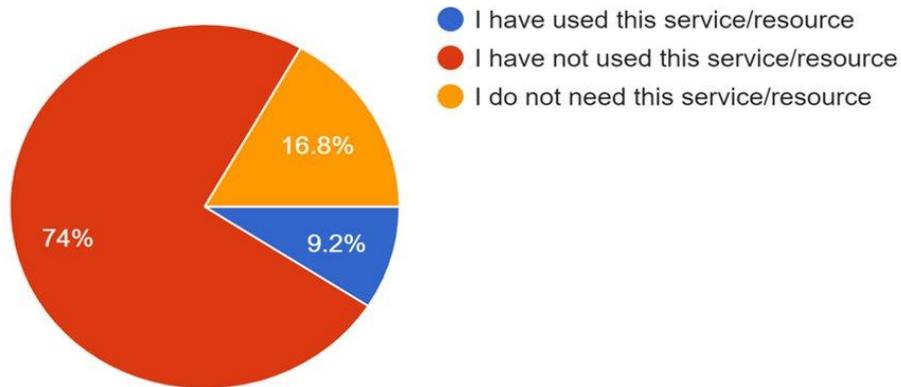
01. I lost my phone. They were pretty friendly.
02. In first or second year in Foothill, after final exam, I lost my driver license, so I think I might forget in classroom. So I went to police department for unlock the door. Even I didn't find in the classroom, but it nice they let me to go in and check.

Please tell us about any negative experiences you have had using Campus Police, if applicable.

01. (while we were still on campus) after a certain hour the asfc room would close with our stuff inside and nobody was able to open it until 30-40 mins later when the campus police arrived.
02. I got a ticket even though I paid for a parking permit
03. I support efforts to remove the police presence and all guns from the campus.
04. They didnt believe that i got raped

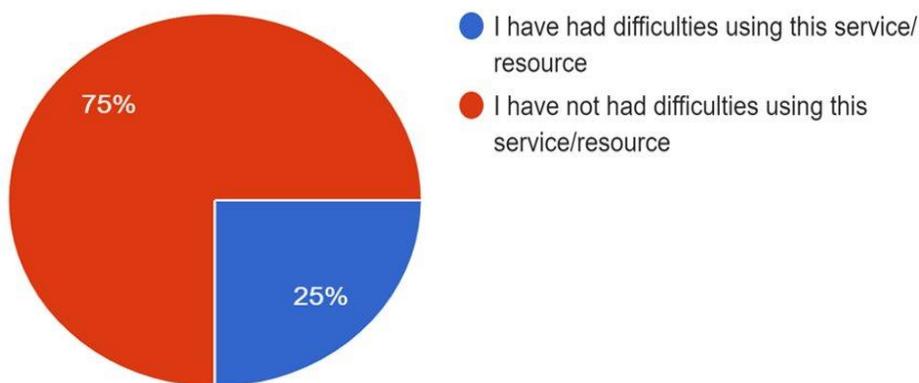
Have you used Psychological Services in the past academic year?

131 responses



Have you had difficulties using Psychological Services in the past academic year?

12 responses



Please tell us about any positive experiences you have had using Psychological Services, if applicable.

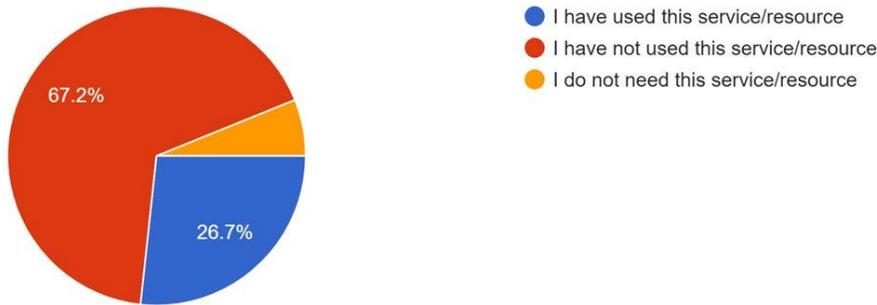
01. I felt human, Clifton made me feel like a human, and Clifton helped me realize that I wanted to live. He made me realize I had so much to live for, and I appreciated him as my therapist ever since. When I didn't want to continue with life, the support of psychological services at foothill with Clifton gave me a reason to live.
02. I had a very nice psychologist, her name escapes me, but she was so helpful. She respected what I had to say, and allowed me to talk through the phone, rather than zoom, because I felt more comfortable that way. She really tried to make it a safe and comfortable place for me to let out my feelings. I am so grateful for this service!
03. I met with someone who was really good at listening and they helped me break down what I was struggling with.
04. It really helped me staying positive while working and going to school at the same time.
05. One positive experience that I had using the Psychological services is the counselor that I had was really nice and provided me with lots of support
06. Their theraphists are very kind and helpful and it is easy to schedule time with them.
07. Very helpful during stressful times
08. While I am still new to receiving therapy and I have only attended one session, I am appreciative of the opportunity that I get to talk to someone about my personal problems and maybe learn how to better deal with my emotions.

Please tell us about any negative experiences you have had using Psychological Services, if applicable.

01. I believe offering Limited sessions are not ideal. At times I debate whether to use my sessions or postpone them because I do not want to run out of sessions.
02. I had no Negative experiences
03. I wish we could do more than 8 sessions, we need Therapy more than ever now and many of us cannot afford it and this resource helps tremendously.
04. I wish we could have more than 8 free sessions :)
05. I wish we could have more than 8 sessions
06. Limited times and availability
07. None come to mind.
08. Not everyone will go to psychological services out of the fear of appearing weak. It needs to be more comfortable for men like me to reach out and get psychological help.
09. on campus it was very difficult to find an opening
10. Very long waitlist. This program needs more funding

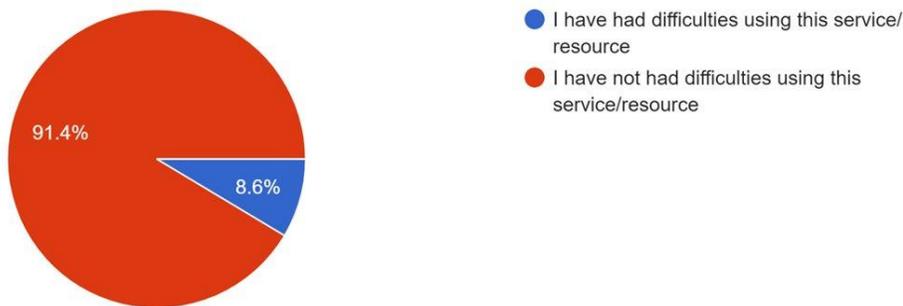
Have you attended Student Activities/Clubs/Events in the past academic year?

131 responses



Have you had difficulties attending Student Activities/Clubs/Events in the past academic year?

35 responses



Please tell us about any positive experiences you have had attending Student Activities/Clubs/Events, if applicable.

01. Amazing Heritage Month Events!!
02. ASFC insta is very helpful keeping up with college events
03. Club day went very well thanks to the ICC board
04. Everyone making the best of virtual, all is fine.
05. Everything is great, no difficulties. I appreciate the ASFC, virtual events as well as clubs being active during this time.
06. Good way to feel more connected with other students and know what is going on.
07. great events, highly recommend! however not taken advantage of as much
08. I am in the BEC club, which I really enjoy!
09. I attend SCNAVTA, for the vet tech program, and everyone is so nice. Even on zoom, we get updated on what is currently happening within our club, come up with fundraisers, better ways to improve the vet tech program itself, and we play fun games during the meetings as well. It is a nice way to socialize with people.
10. I attended the online orientation and I enjoyed the zoom meeting and even being online we were able to see the faces of the people who were handling our paperwork, counseling and etc.
11. I continue to attend the same clubs. I can't explore other clubs like when the campus was open. But so far I really enjoy meeting with the clubs I am in.
12. I enjoy being part of a club that encourages women to pursue sciences.
13. I went to a couple of foothill plays via zoom and was impressed with the creativity used to transfer a stage play to zoom format. I didn't even realize more of these were being put together until I checked on Foothill's website just now
14. It has been very nice to converse with other students. Many were prepared very well.
15. It is helpful

Please tell us about any positive experiences you have had attending Student Activities/Clubs/Events (continued).

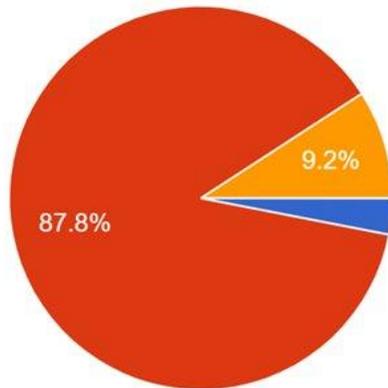
16. I've had a great time meeting new students and teachers
17. Participating in the different clubs is always fun!
18. Still Active via Zoom
19. The various speakers
20. They are well organized and thoughtful
21. Very nice and fun. It was really nice to engage with other students from Foothill
22. VIDA was holding a virtual meeting to talk about political engagement which I thought was great.
23. We are able to meet via zoom, has been going well.
24. When I joined the MPS math program,(I'm not sure if it's a club), I met everyone that sucked at math just like I did! Then I did so well, because I knew I was bad, but I got the extra resources like tutoring and online lessons to help me get an A+ in a math class, when I've only ever gotten C's, D's, and F's. MPS program helped me realize that I am smart, I am capable, and I just have not been following the correct routine.

Please tell us about any negative experiences you have had attending Student Activities/Clubs/Events, if applicable.

01. For both club days this year there has not been basically any way of knowing it was happening other than through the club I was already participating in. It would be great if the club day details were given to all the professors so that they could tell their students to go. That way more students would be aware of the event.
02. For shy people or people with anxiety, these clubs do not exist. I don't think that these clubs do much, or these clubs aren't worth much. These clubs don't really help you to do anything, just meet other confused people as confused as you are.
03. Funding- very difficult to fundraise and use any club funding
04. Having a weekly one hour meeting for the board/ student council was prohibitive of me starting a club. Once a month would be okay but weekly was too much an ask
05. Sometimes online coordination can be a bit confusing.
06. using the allocated budget during COVID has been difficult--apparently club purchased food deliveries aren't allowed even tho Thuy has boba delivery tea time.

Have you used Student Affairs in the past academic year?

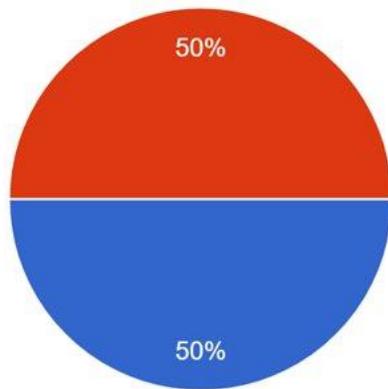
131 responses



- I have used this service/resource
- I have not used this service/resource
- I do not need this service/resource

Have you had difficulties using Student Affairs in the past academic year?

4 responses



- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

Please tell us about any positive experiences you have had using Student Affairs, if applicable.

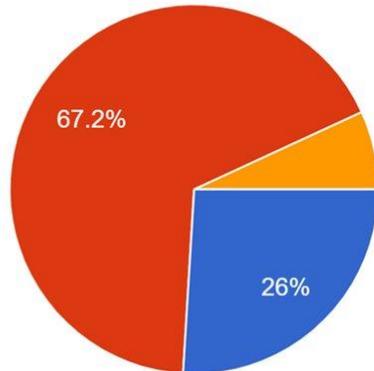
01. asfc is my fave :))
02. They didnt believe i got raped

Please tell us about any negative experiences you have had using Student Affairs, if applicable.

01. I used Student Affairs to try and find a club to join, but the link I found for a list of clubs turned out to be out of date. I later found a current list in another spot. This is also understandable as it can be hard to update a lot of links on a website.

Have you used The Tutoring Center in the past academic year?

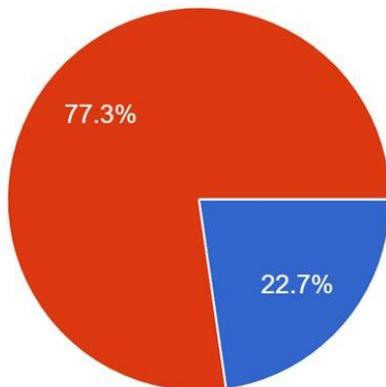
131 responses



- I have used this service/resource
- I have not used this service/resource
- I do not need this service/resource

Have you had difficulties using Library Resources in the past academic year?

44 responses



- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

Please tell us about any positive experiences you have had using The Tutoring Center, if applicable.

01. Easy peezy
02. Easy to sign up, helpful team
03. econ tutors were super knowledgeable and helpful
04. Great support
05. Great tutors who are patient, helpfully & knowledgable.
06. Helpful
07. I do not what I would do without the Tutoring Center.
08. I lean on this support greatly
09. I love the STEM center–great tutors.
10. It is helpful

Please tell us about any positive experiences you have had using The Tutoring Center (continued).

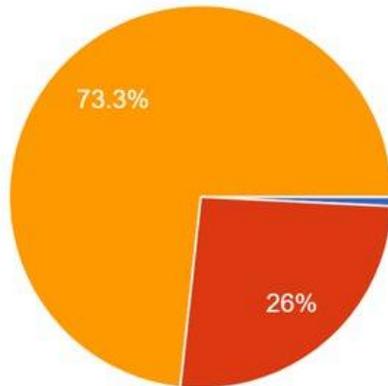
11. It was a great experience because I was able to get all my questions answer and got prepare for my class.
12. It was great! I was able to obtain help the couple times I needed tutoring
13. I've gone in to get a second opinion on my essays and found it very helpful
14. Like the psychological service, I am also new to receive tutoring. I've only attended two sessions thus far, but I can gladly say that it's been helpful. My EOPS tutor guided me through some math problems that I was having a tough time with.
15. More Accounting tutor are needed
16. MPS math tutoring center with the student tutors helped me to achieve my first A+ in a math class ever. I got almost 100% in my Statistics math class.
17. My question on zoom was answered.
18. One positive experience I had I was able to get help writing a paper for my English 209 class which was really helpful. And the tutuors there were really supportive and were able to help me out
19. Setting up tutoring was very easy.
20. Some tutors are really helpful and explain clearly.
21. The line was short and I was able to get help
22. The teachers from The Tutoring Center are very nice and patient.They explained to me very carefully. Even on the Zoom, they explained step by step patiently. I especially like to discuss math problems with them.
23. The tutors are always willing to help and want you to learn.
24. The tutors are very friendly and approachable and are helpful when i struggle to understand
25. There many tutor for english (teaching & learning center), math (stem center) and science (stem center).
26. They are always willing to help me and answer my questions
27. They make a lot more sense than my math teacher
28. Tutors are always helpful
29. Tutors are very knowledgeable and very helpful even in this only environment!
30. was able to find help in the subjects i needed

Please tell us about any negative experiences you have had using The Tutoring Center, if applicable.

01. Again no negative experience
02. COVID-19 completely demolished the in person tutoring center. We don't get the same help/ attitude of happiness from tutors when we go to visit them on zoom. We feel so unwanted, and the tutors don't want to be there anymore
03. I found the tutors were not able to give me enough time.
04. I haven't been able to use the source often because I feel discouraged with everything being online
05. I struggled with the level of understanding of where I was at verse the higher level they were at and possibly explaining things to me more at the simplicity of where I was at with my course. I wouldn't say exactly negative but a challenge
06. I was wondering how come there isn't a Biology tutor this quarter?? (Very important for stem majors)
07. In person it smells so bad that I have to leave sometimes. The men forget to shower and some people microwave fish. I would really love if there was a women's section. I was threatened by a man who just yelled at me. He asked me if him talking was bothering me and I said yes, then went off at me. I didn't go back for six months. He said "I'm watching you" and I was afraid to go to my car.
08. It was difficult using my chrome book to screen share .
09. Max time I can use them
10. not being having tutoring during finals week was stressful. I understand it was to mitigate online cheating but it shut out students like me who need help and aren't abusing the services
11. Not enough accounting tutors and hours for accounting tutors
12. Not negative experience, but its a bit sad the STEM center closed during finals week
13. Nothing negative, I would just recommend clear guidance as to what tutoring subject is available in what room. The first time I needed tutoring I was unable to find tutoring for a specific STEM class
14. Schedule issues is difficult for appointment
15. Some tutors can't share their screen and solely depend on talking without sharing their screen it can be hard to understand their work.
16. The biggest concern is the tutoring hours and days the Center is open.

Have you used Veteran's Resources in the past academic year?

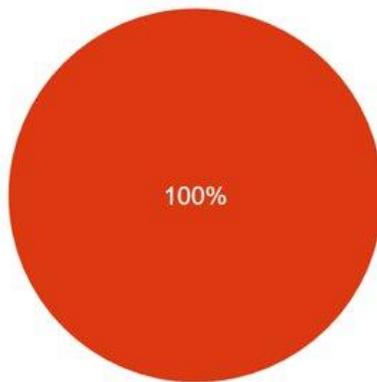
131 responses



- I have used this service/resource
- I have not used this service/resource
- I do not need this service/resource

Have you had difficulties using Veteran's Resources in the past academic year?

1 response



- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

Please tell us about any positive experiences you have had using Veteran's Resources, if applicable.

- The instructions to request veteran's benefits is pretty straightforward.

Please tell us about any negative experiences you have had using Veteran's Resources, if applicable.

- I am sometimes forgetful when it comes to submitting a clockwork request and it would be helpful to get a reminder some time in advance to the deadline.

Appendix

ASFC Senate Board Survey 2021

Please fill out the following form to the best of your ability to ensure that your needs and concerns regarding Student Services and Resources are addressed by our ASFC Student Government and Student Services Department.

Completion of this survey can enter you in a raffle for a \$20 Amazon gift card. Three winners will be selected. First and Last names are collected only for the purposes of verifying that respondents are Foothill students and contacting winners of the raffle prizes (if the student chooses to participate).

* Required

Student Verification

1. What is your first and last name? This will be used to verify you are a Foothill student. *

Financial Aid - Overview

2. Have you used Financial Aid in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource *Skip to question 6*
- I do not need this service/resource *Skip to question 6*

Financial Aid - Experiences

Please tell us about your experiences using Financial Aid.

3. Have you had difficulties using Financial Aid in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

4. Please tell us about any positive experiences you have had using Financial Aid, if applicable.

5. Please tell us about any negative experiences you have had using Financial Aid, if applicable.

Veteran's Resources - Overview

6. Have you used Veteran's Resources in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource Skip to question 10
- I do not need this service/resource Skip to question 10

Please tell us about your experiences using Veteran's Resources.

Veteran's Resources - Experiences

7. Have you had difficulties using Veteran's Resources in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

8. Please tell us about any positive experiences you have had using Veteran's Resources, if applicable.

9. Please tell us about any negative experiences you have had using Veteran's Resources, if applicable.

Psychological Services - Overview

10. Have you used Psychological Services in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource Skip to question 14
- I do not need this service/resource Skip to question 14

Psychological Services - Experiences

Please tell us about your experiences using Psychological Services.

11. Have you had difficulties using Psychological Services in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

12. Please tell us about any positive experiences you have had using Psychological Services, if applicable.

13. Please tell us about any negative experiences you have had using Psychological Services, if applicable.

Library Resources - Overview

14. Have you used Library Resources in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource *Skip to question 18*
- I do not need this service/resource *Skip to question 18*

Library Resources - Experiences

Please tell us about your experiences using Library Resources.

15. Have you had difficulties using Library Resources in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

16. Please tell us about any positive experiences you have had using Library Resources, if applicable.

Four horizontal lines for text input.

17. Please tell us about any negative experiences you have had using Library Resources, if applicable.

Four horizontal lines for text input.

Tutoring Center - Overview

18. Have you used The Tutoring Center in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource Skip to question 22
- I do not need this service/resource Skip to question 22

Tutoring Center - Experiences

Please tell us about your experiences using The Tutoring Center.

19. Have you had difficulties using The Tutoring Center in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

20. Please tell us about any positive experiences you have had using The Tutoring Center, if applicable.

Four horizontal lines for text input.

21. Please tell us about any negative experiences you have had using The Tutoring Center, if applicable.

Four horizontal lines for text input.

EOPS - Overview

22. Have you used EOPS in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource Skip to question 26
- I do not need this service/resource Skip to question 26

Please tell us about your experiences using EOPS.

EOPS - Experiences

23. Have you had difficulties using EOPS in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

24. Please tell us about any positive experiences you have had using EOPS, if applicable.

25. Please tell us about any negative experiences you have had using EOPS, if applicable.

Pass The Torch - Overview

26. Have you used Pass The Torch in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource Skip to question 30
- I do not need this service/resource Skip to question 30

Pass The Torch - Experiences

Please tell us about your experiences using Pass the Torch.

27. Have you had difficulties using Pass The Torch in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

28. Please tell us about any positive experiences you have had using Pass The Torch, if applicable.

29. Please tell us about any negative experiences you have had using Pass The Torch, if applicable.

Counseling Resources - Overview

30. Have you used Counseling Resources in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource *Skip to question 34*
- I do not need this service/resource *Skip to question 34*

Counseling Resources - Experiences

Please tell us about your experiences using Counseling Resources.

31. Have you had difficulties using Counseling Resources in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

32. Please tell us about any positive experiences you have had using Counseling Resources, if applicable.

Four horizontal lines for text entry.

33. Please tell us about any negative experiences you have had using Counseling Resources, if applicable.

Four horizontal lines for text entry.

Disability Resources - Overview

34. Have you used Disability Resources in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource Skip to question 38
- I do not need this service/resource Skip to question 38

Disability Resources - Experiences

Please tell us about your experiences using Disability Resources.

35. Have you had difficulties using Disability Resources in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

36. Please tell us about any positive experiences you have had using Disability Resources, if applicable.

Four horizontal lines for text entry.

37. Please tell us about any negative experiences you have had using Disability Resources, if applicable.

Four horizontal lines for text entry.

Tech Ambassador Resources/Virtual Learning Tech - Overview

38. Have you used Tech Ambassador Resources/Virtual Learning Tech in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource Skip to question 42
- I do not need this service/resource Skip to question 42

Tech Ambassador Resources/Virtual Learning Tech - Experiences

Please tell us about your experiences using Library Resources.

39. Have you had difficulties using Tech Ambassador Resources/Virtual Learning Tech in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

https://docs.google.com/forms/d/1KBRDw7dQJaIMsAvEPh2yDSUUPEXt0Pfs9B_1vujRb4s/edit

15/29

40. Please tell us about any positive experiences you have had using Tech Ambassador Resources/Virtual Learning Tech, if applicable.

41. Please tell us about any negative experiences you have had using Tech Ambassador Resources/Virtual Learning Tech, if applicable.

The Health Center - Overview

https://docs.google.com/forms/d/1KBRDw7dQJaIMsAvEPh2yDSUUPEXt0Pfs9B_1vujRb4s/edit

16/29

42. Have you used The Health Center in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource *Skip to question 46*
- I do not need this service/resource *Skip to question 46*

The Health Center - Experiences

Please tell us about your experiences using The Health Center.

43. Have you had difficulties using The Health Center in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

44. Please tell us about any positive experiences you have had using The Health Center, if applicable.

45. Please tell us about any negative experiences you have had using The Health Center, if applicable.

Housing Insecurity Resources - Overview

46. Have you used Housing Insecurity Resources in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource *Skip to question 50*
- I do not need this service/resource *Skip to question 50*

Housing Insecurity Resources - Experiences

Please tell us about your experiences using Housing Insecurity Resources.

47. Have you had difficulties using Housing Insecurity Resources in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

48. Please tell us about any positive experiences you have had using Housing Insecurity Resources, if applicable.

49. Please tell us about any negative experiences you have had using Housing Insecurity Resources, if applicable.

Food Pantry Resources - Overview

50. Have you used Food Pantry Resources in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource *Skip to question 54*
- I do not need this service/resource *Skip to question 54*

Food Pantry Resources - Experiences

Please tell us about your experiences using Food Pantry Resources.

51. Have you had difficulties using Food Pantry Resources in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

52. Please tell us about any positive experiences you have had using Food Pantry Resources, if applicable.

53. Please tell us about any negative experiences you have had using Food Pantry Resources, if applicable.

Four horizontal lines for text input.

Campus Police - Overview

54. Have you used Campus Police in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource Skip to question 58
- I do not need this service/resource Skip to question 58

Campus Police - Experiences

Please tell us about your experiences using Campus Police.

55. Have you had difficulties using Campus Police in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

56. Please tell us about any positive experiences you have had using Campus Police, if applicable.

Four horizontal lines for text input.

57. Please tell us about any negative experiences you have had using Campus Police, if applicable.

Four horizontal lines for text input.

Admissions and Records - Overview

58. Have you used Admissions and Records in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource *Skip to question 62*
- I do not need this service/resource *Skip to question 58*

Admissions and Records - Experiences

Please tell us about your experiences using Admissions and Records.

59. Have you had difficulties using Admissions and Records in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

60. Please tell us about any positive experiences you have had using Admissions and Records, if applicable.

61. Please tell us about any negative experiences you have had using Admissions and Records, if applicable.

Student Affairs - Overview

Student Affairs includes Title IX, Student Grievances, and Student Rights claims.

62. Have you used Student Affairs in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource *Skip to question 66*
- I do not need this service/resource *Skip to question 66*

Student Affairs - Experiences

Please tell us about your experiences using Student Affairs. Student Affairs includes Title IX, Student Grievances, and Student Rights claims.

63. Have you had difficulties using Student Affairs in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

64. Please tell us about any positive experiences you have had using Student Affairs, if applicable.

65. Please tell us about any negative experiences you have had using Student Affairs, if applicable.

Bookstore - Overview

66. Have you used the Bookstore in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource Skip to question 70
- I do not need this service/resource Skip to question 70

Please tell us about your experiences using the Bookstore.

Bookstore - Experiences

67. Have you had difficulties using the Bookstore in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

68. Please tell us about any positive experiences you have had using the Bookstore, if applicable.

69. Please tell us about any negative experiences you have had using the Bookstore, if applicable.

Student Activities/Clubs/Events - Overview

70. Have you attended Student Activities/Clubs/Events in the past academic year? *

Mark only one oval.

- I have used this service/resource
- I have not used this service/resource *Skip to question 74*
- I do not need this service/resource *Skip to question 74*

Student Activities/Clubs/Events - Experiences

Please tell us about your experiences attending Student Activities/Clubs/Events.

71. Have you had difficulties attending Student Activities/Clubs/Events in the past academic year? *

Mark only one oval.

- I have had difficulties using this service/resource
- I have not had difficulties using this service/resource

72. Please tell us about any positive experiences you have had attending Student Activities/Clubs/Events, if applicable.

73. Please tell us about any negative experiences you have had attending Student Activities/Clubs/Events, if applicable.

Raffle Participation

74. Would you like to participate in a raffle for a \$20 Amazon gift card upon completion of this survey? *

Mark only one oval.

Yes

No

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