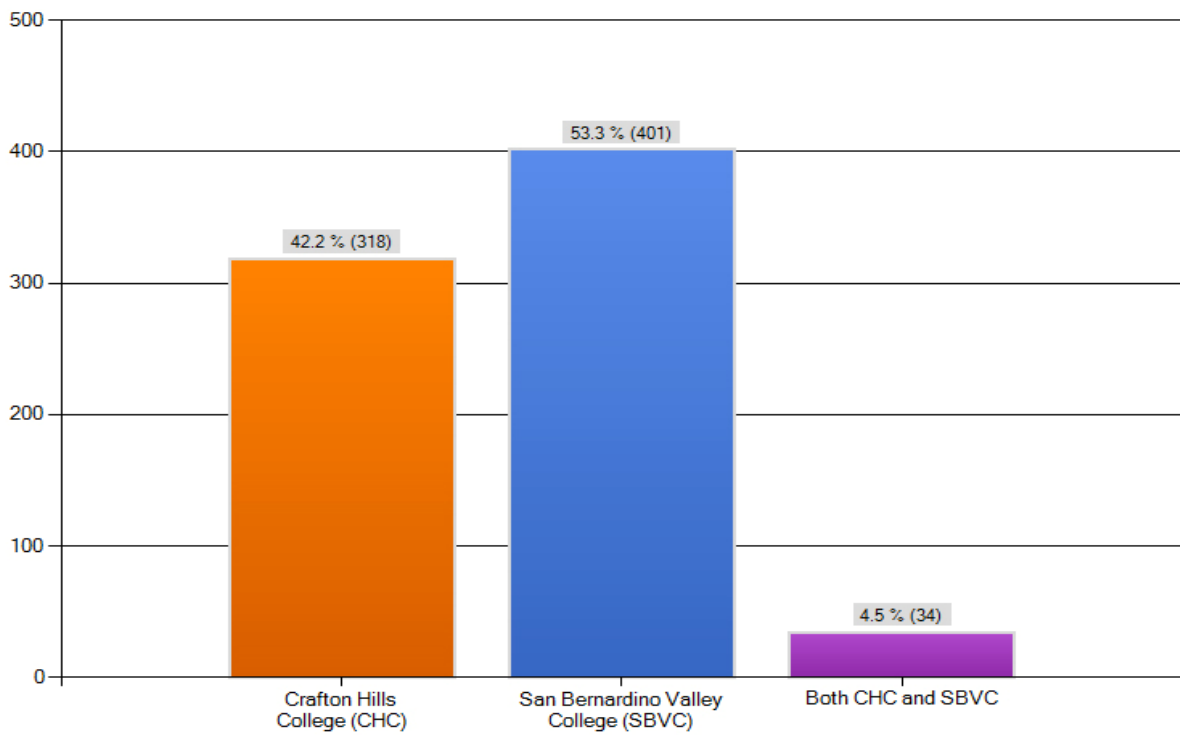
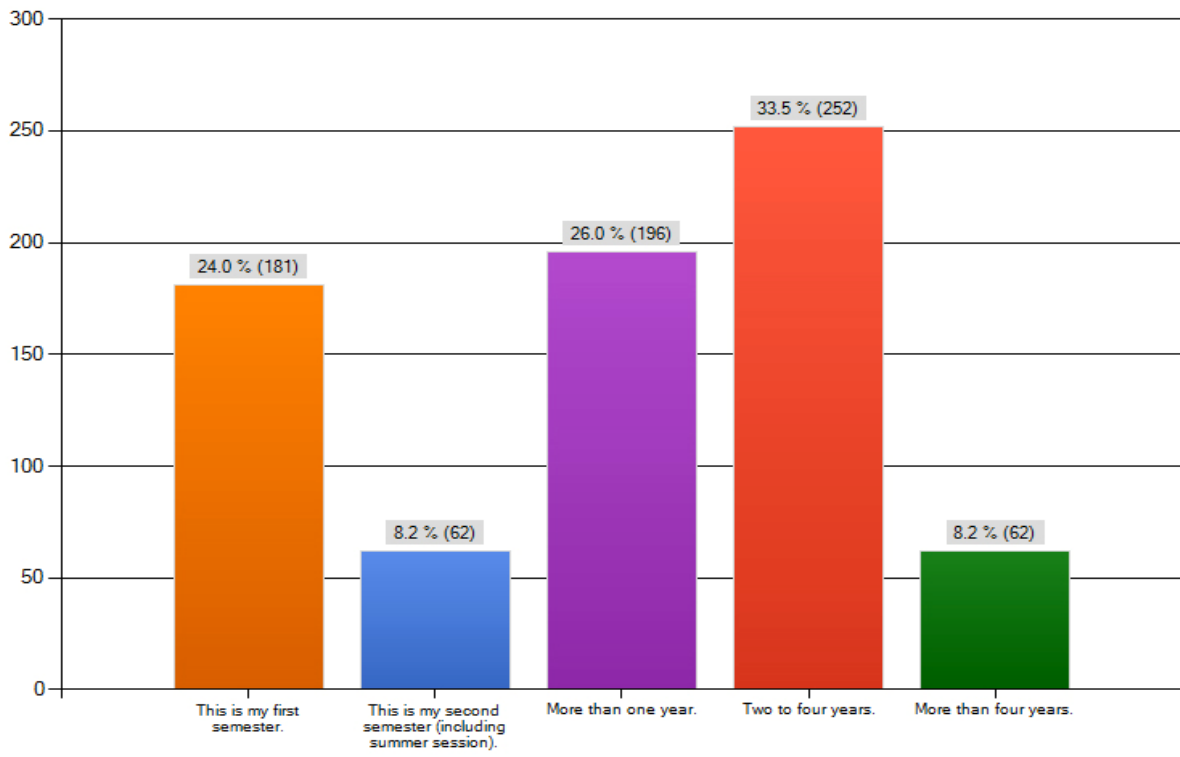


Student Survey
District Marketing & Outreach Committee
November 2011

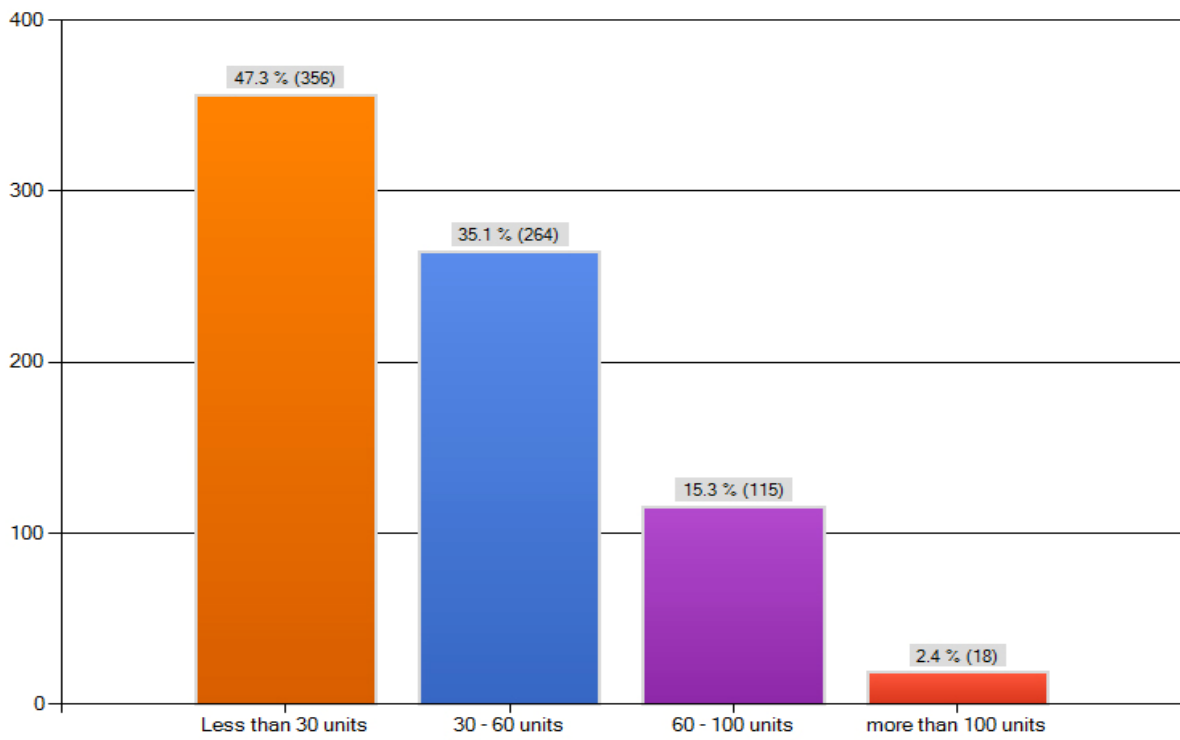
Please indicate which college you attend:



How long have you attended either or both colleges?



How many units have you completed at one or both schools?



4. What do you think is the best thing about attending either or both schools? Be as specific as possible.**Answered - 631, Skipped - 122**

- Campus – clean, safe, beautiful: 4
- Cheap and Close – 21
- Class size and Teachers: 7
- Class size: 6
- Cost and Flexibility: 2
- Cost and Teachers: 7
- Cost only – 28
- Faculty mentioned: Ms. Mathews DPSS, Dr. Truong.
- Flexibility of Scheduling only – 20
- Location and Campus – clean, safe, beautiful: 3
- Location and Programs/Classes: 6
- Location and teachers: 12
- Location only – 71
- Online classes and teachers: 2
- Online Classes only – 18
- Other students – friendly, helpful, diverse, same ages: 3
- Programs/Classes available: 11
- Quality of the Education: 9
- Specific programs listed: Respiratory Care - 2, RTVF, Fire Tech – 3, EMT - 1
- Staff and Campus: 2
- Students and Class Size: 1
- Students and Teachers: 6
- Teachers and Staff – 20
- Teachers only – 64
- Transfer and Cost: 1
- Transfer: 5

Sample Quotes from Question 4 Responses:

- The Mathematics Department - particularly Professors Sherri Wilson and Robert Crise - is excellent. Their dedication and their willingness to go above and beyond to ensure the success of their students is a fine example for any educator.
- Laura Gomez as my counselor, Carmen Rodriguez as my mentor, and Mr. Stan with Calworks department. Also the BOG waiver, financial aid. and the star program.
- I enjoy the friendly faculty. The president of the school is always there for us. She is excellent. Some of the deans including dean cota and schwartz are very helpful. They always make time to help us with our needs.
- Valley College is less expensive than CSUSB. I can take the courses I need for my career, valley is not far, it's in the same city I live and work in.
- The teachers, and help financially. The EOPS and my teacher Laura Walker for English, and Mr. Linfield for philosophy have all been great.
- To be completely honest the Spiritual history of the surrounding lands and the view, is for me a BIG reason why I attend Crafton Hills and not the other community colleges with in the area.
- I think attending valley college was a complete waste of my time because there was no help here for anyone that actually need the help so you can keep your poor school i will have much more fun and a better experience at crafton hills next semester. good bye.
- You are able to do the work study program which allows you to work and make money to help pay for school.
- This was my first semester at SBVC, the Disabled student program & service office was amazing. I'm a visiting student from University Of Missouri. Marual from this office made me feel right at home and I could truly tell she cared about my academic success.
- The programs Crafton has to offer, and the new library.
- Many great instructors at SBVC, Great location, Beautiful new buildings, great programs like STAR, EOP&S, PUENTE, etc. Friendly staff all over campus, safe and secure campus and just a good school altogether. Plus loving the free Bus rides.

- Crafton campus is friendly, safe, and surrounded with a helpful staff.
- Valley-bound commitment program
- Empowerment as a human being to improve my life and the lives of others. Really.
- Every one of the professors I have met brings a professional, unique attitude to their classes, with a focus on student satisfaction, and teaching not just the rote skills of a practice, but more general-application talents that can be brought to bear in a wide variety of fields. I have never felt that my professors throughout the years do not have both the time and patience to address any concerns I might have, and cannot believe the support and respect I have been given as a student. The imaginative student populace is also a pleasure to work with, organizing events that would be the envy of other small colleges.
- SBVC offers such a great variety of classes! I love that I can take anatomy separate from physiology. I am also taking an art class (glass) that has really surprised me, since I now know that it is something really special to me. Parking at Swap Meet is awesome! The school has done a lot to help people out with that and free bus rides. Crafton is made because of its beautiful location and that it is closer to home for me.
- The fact that I can walk into the student center and I have tutors to help me right away. Also the fact that we have many clubs to choose from like M.E.C.H.A and alpha gamma sigma. It makes getting to know people easier. And then you meet others with similar majors so you can help each other out.
- I love how small Crafton is; I don't feel like I am getting lost in the crowd like I do when I visit Cal State San Bernardino. Plus almost all of my teachers have been great.
- The core faculty of the Biology, Chemistry, Mathematics, and English departments at San Bernardino Valley College are absolutely superb. In particular, the Biology department full time staff are incredibly thorough, impart skills necessary to truly be successful later on in a student's academic career, and actively engage students.

5. What is the most significant concern you have about attending either CHC, SBVC or both? Be as specific as possible, please. 612 Responded; 141 skipped

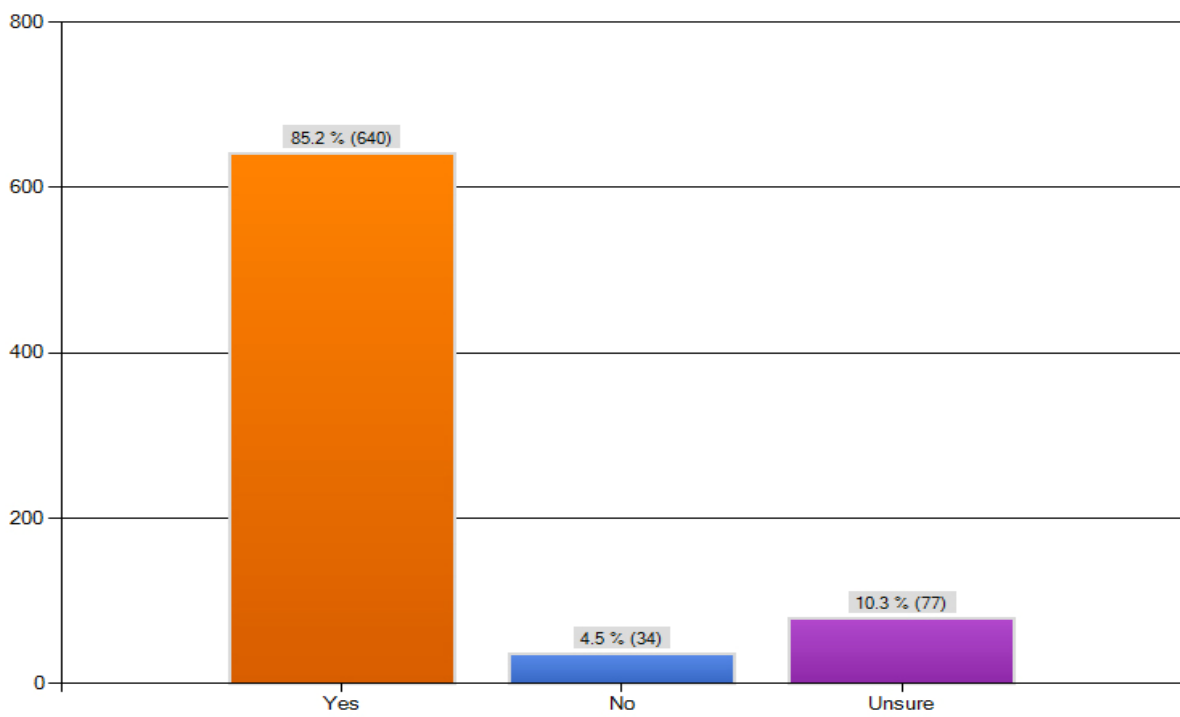
- Parking: 87
- Security, crime, safety: 79 (includes earthquake fears)
- Class cuts, lack of course availability, impact on graduation/transfer: 137
- Tuition/fees/book/parking costs: 49
- Customer service; lack of correct info; availability of staff/appts:
 - Financial aid: 33
 - Counseling: 30
 - Admissions: 9
 - Dsp: 1
 - Transfer: 3
 - Library: 2
 - Eop: 2
 - Cdc: 1
 - Star: 1
 - Rude staff (no specifics): 7
 - Science dept: 1
- Cafeteria food choices (CHC only): 6
- Smoking on campus: 5
- Cleanliness on campus issues: 1
- Please offer:
 - More night classes: 12; more online classes: 9 (greater variety too); more summer classes: 5
 - More weekend courses: 1; more short term weekend classes: 1; esl at chc: 1

- Quality of the teachers/education/dumbed down classes: 40
- Lack of support systems for students with disabilities, ab540 students, older students, tutors, etc.: 12
- Transportation: 8
- Work/school balance: 8
- Specific teachers complained about: ms. Knight; terry koeper, physics dept at chc, math teachers at sbvc (accents), english lit teachers at sbvc too strict, carroll marian, oceanography teacher, dr. Richard hooker, anatomy at sbvc, webmaster/web design at chc,
- Dirty classrooms, restrooms: 2
- Cancelling specific programs (whether cancelled or not):
 - Animal husbandry, vet tech, horticulture
 - Accounting
 - Welding
 - Human services, drug/alcohol cert
 - Bring back cj at chc:
 - Bring back paralegal classes:
 - More xray tech spaces:
- Construction inconveniences: 9
- Personal concerns (mostly academic success or failure): 32
- Nursing program impacts (sbvc): 8
- Transfer info/transferability of classes: 14

5. What is the most significant concern you have about attending either CHC, SBVC or both? Be as specific as possible, please. 612 Responded; 141 skipped (SAMPLE RESPONSES, NOT TIED TO THE NUMBER SUMMARY)

- I would like to see less change in textbooks from term to term; allowing for more used texts.
- Communication in policy changes. I am on the Work Investment Act program through Employment Development and there were changes in the Enrollment Verification process. It is now done on-line. This change should have been announced instead of students finding out at the time their document needed signing. Also, I have not been able to obtain enrollment verification on-line because I'm not in the system. I have been working with Admissions, but they have not been able to resolve the problem. Better communication in policy changes can be improved.
- I use mass transit.the last bus back to riverside is at 9:05 PM I have to leave class early in order to get home.Omnitrans needs to add to the 215 line.just one more bus out of San Berdoo will do.
- Misappropriation of funds (building an Olympic sized swimming pool at an institution that does not have an aquatics team, instead of a parking structure) is a concern/aggravation.
- I believe our school and all schools should invite more voting ballots to our schools and give students easier access to vote. I also believe students are more likely to vote at school rather than on the street corner.
- Blackboard is always down. I've never attended a school that had problems with the internet as much as CHC does. I will not be returning next semester.
- Many students are bussing and/or cycling to campus, it may be a great help to students if there were an "on the hour" shuttle from Crafton Hills College to Valley college, as many student who attend both CHC and SBVC may find shuttling extremely convenient from one campus to the other.
- My main concern is that I have not been able to enroll into either of the Honors programs at Crafton. The classes are only offered during the day and I work full time. I am a 4.0 student and was in Honors in high school, and I am transferring to a competitive private university, so it would have been exceptionally great if I could have been able to add Honors to my college transcript.
- Also resources at the library can't be transferred from Valley to Crafton which is REALLY annoying. They share a catalog so online you think you've found the book you need only to discover it's only at Valley!
- CHC and SBVC prerequisites should be the same.

Would you recommend your college to your friends and family?



7. Would you recommend your college to your friends or family – **why or why not?** Be as specific as possible. 545 responded; 208 skipped.

Why? It is very cheap and you are still learning as much as anywhere else.

- I would definitely recommend Crafton to others. The professors - both part and full-time - are excellent. The school is clean and safe, the new facilities (particularly the library) are impressive, and the course schedule is conducive to even the busiest working adult/parent.
- Because this school is nothing like a 4 year university. It's basically high school all over again
- Yes, i just think that the professors are know their subject and really seem to enjoy teaching us.
- Yes but I would caution them about the parking situation, the registration fees, and of course Caroll Marian. I would recommend Laura Gomez and Carmen Rodriguez. Mr. Stan unfortunately is no longer with us but enjoying his retirement. I will also advice them about FAFSA, the BOG waiver and the Star Program.
- Because its a good community college
- I really liked attending this school, and I will miss it when I am gone. The people are nice, and the campus is beautiful.
- Local college, more bang for my buck.
- The reason why I would recommend the college to family and friends is because of the instructors and their excellence in carrying out the mission of the school.
- SBVC offers assistance to everyone and tries to help, for the most part the teachers are great
- Because I enjoy going to class
- Because they have a good support system. If you are there to learn there are people who care about your education.
- Great professors, nice campus, and a great tutoring center. Also, Gibson's Saturday math lab.
- Teachers that really care and are passionate about what they do. They care about their students and are eager to help.
- Yes. The college is small and I don't feel as intimidated as I would at a big university.
- It is a good school and I have learned a lot..while there have been a few professors I was not impressed with I have also had some amazing professors.
- Yes, because this college is better than Chaffey and RCC, the staff actually cares that you succeed.
- Cheap and improving every day

- Good instructors and teachers at this campus are a plus as well as counselors.
 - Crafton i would for sure recommend
 - I would because it helps you get a head start in your career without having to pay the ridiculous amount for a four year college.
 - I would recommend valley because you can go at your own pace and take the courses you need to guide you to your career goal. Valley is affordable and close to work and home.
 - Again, the counseling department is severely understaffed and incapable of assisting students.
 - It is a great school and great teachers willing to help you succeed.
 - There is hardly any variety in the different classes
 - Its a good school. Has many helpful people and workshops.
 - Its a great school with great learning resources and uts not too expensive
 - It's a nice area
 - Because its a school rich in standards and outstanding academic prowess
 - **Why not?**
 - Its a dirty campus
 - SBVC - i would not recommend. Teachers there at SBVC need to speak up at the rude students that think they can control the classroom and how its ran.
 - I was very optimistic when I came to Crafton especially because the first teacher I had was Dr. Ramirez and he was excellent. However, after him all of my general education teachers were absolutely horrible. The were only a few exceptions but unfortunately they were teachers in subjects that were easy to me. When it came to other subjects that I would have liked assistance my other professors were not helpful at all and going to class felt like a waste of time and money.
 - Because the district is not interested to take discrimination cases seriously, also, allows extremely bad professors who have no business teaching, to teach very important classes. Also, felons and other criminals have priority registration over law abiding U.S. citizens.
- Why Not?** because the parking is terrible staff here doesn't know what to do to help people transfer or with scholarships classes are too full

WHY NOT? But as far as gaining a positive college experience worthwhile, no. Mainly because of the poor leadership of the staff that are suppose to be there for you to make your experience easier. Instead at Valley, you won't get that quality customer service students deserve for attending college and wanting to make the positive progress to impact the world.

- Parking is too limited
- I do not like the system. There were many things that got messed up with my admissions that had me running around campus wasting my time and energy while I tried to figure out what was going on and what offices I was supposed to go to. Also, I do not care for a few teachers that I have had and have heard about friends having. Teachers, even if they have been teaching for a long time, need to be checked on. I prefer new teachers to older ones.
- Nobody is willing to help, every staff has attitude and they seem like they don't even want to be there. The teachers are the same way, why hire teachers who don't even enjoy what they are doing? I thought teachers were there to teach students and help them succeed in life. The teachers at CHC all want to fail students instead of helping them. I personally have a 3.5 GPA, but I didn't get any help from the teachers, it was the tutors who helped me get through the class.
- I had a friend who dropped, because the young lady in admission office was very rude and unprofessional, and had a bad attitude towards my friend, my friend was trying to finish up the units.
- Too many smokers attend.
- Because the people are scary and there arnt a lot of seats and the caf is small.
- For one thing most teachers don't teach anymore. They LECTURE. The learning process in some colleges are so depersonalized.
- The teachers are not that great. I think some teachers need to be fired but cant, because of the union.
- I would not recommend Valley college to anyone. The staff in the administration office are rude and apparently don't know how to look at transcripts and they become rude when students show the admin staff their unofficial transcripts to prove what classes have been taken. The counseling office is not at all helpful and also rude. I will be very happy when I have finally transferred to Cal State in June.
- Because its very informal and not very well put together.
- The instructors do not make clear what is supposed to be completed and do not address what will be tested.
- It is difficult to get classes you need even if you register ASAP
- Not enough teachers

WHY? Because the campus is beautiful and the classes are nice :)

- It's a great school to start off at, the environment is inviting, and the vibe over all is fantastic.
- Because it is a great college to get a degree and to learn a trade.
- Its cool
- It is a good school to go too and is local.
- Because it's close to home and it's a smaller campus compared to a Cal-State or UC. A more comfortable environment.
- Ease of getting classes, RCC is a mad house, I couldn't even get a student # over there. It was a very easy process at SBVC and I appreciate that!
- I believe Valley College is a good college to attend. All my professors so far have been good and I have actually been learning new things.
- Because of my good experiences.
- Crafton Hills College is a school that offers excellent programs in the Medical fields, Firefighting, EMT and Child Development, and Theater Arts. It is also a transfer friendly, well respected school.
- I would because they offer good programs for AA or transfer.
- I believe Valley College has excellent and professional professors.
- Safety and the type of people found there.
- It's where I'm familiar with
- Because democrats don't help each other out so i'd rather go to a republican school where i can succeed and get the help that i can and the vouchers that i can really use and not have to keep dropping classes because i can not afford to keep up in them because of lack of funding.
- The professors that I have had are great, and want to see their students succeed.
- Great school, cheap, and local.
- Staff is very helpful with students in meeting goals and needs
- It's just a great school.
- Variables of teaching techniques.
- Because I like it

- Because if they already know what they want to major in and want to be convenient then i would suggest this school.
 - I believe its a good school, has been around for a very long time
 - It has been a success so far. I have struggled and have felt the pressure of some of the courses. But I have not felt to quit.
 - Why? The instructors for the most part, are fantastic! The campus is not the same as it was, but it's still pretty great
 - Because its great way to get your education started.
 - Because the college community and staff SBVC has is friendly.
 - Best community college in the area
 - The cost compared to university make this a good choice.
 - I like that the campus is not to big, it makes getting to class easier.
 - Location
 - SBVC is a good school to go to when you've been out of the school system for a while
 - Because of all the help you can get and it's just a great school.
 - This is a friendly campus but I think they should be more interactive.
 - A lot of the classes are nice and their aren't that many douchebags so nice classes.
 - I would recommend Crafton but not Valley for the simple fact that I feel Crafton is a lot more safe.
 - Good school
 - Close to home
 - The cost and most classes are transferrable to CSU
 - Everyone needs a education. In today society you need an dergee before you get a career.
 - San Bernardino has many good quality professors and teachers
 - It is small and easy to find your way around. You have Professors who really care about you.
 - The best learning center in the world
- WHY NOT?** Due to the lack of caring from the teachers as well as the administrators.
- Because its becoming impossible to obtain the classes needed to graduate
 - Unsafe at night

WHY? Because the counselors are very caring, teachers are kind, its a good school to attend.

- I believe San Bernardino Valley College is a good community college for all ages to get a fresh start in career choice or just brushing up present career
- Its a good school to attended as a stepping stone
- The instructors are good. The instructors I have care about their students' education and are committed in doing their best. The location is convenient.
- Its a cheap way to get credits for transfer.
- It is a good college to start off at for your educational goals, especially with our country's economic troubles.
- I feel my education at SBVC is a quality education and affordable.
- Because if has been a good experience for me thus far.
- New beginning
- Even after attending the college for four years or so, i have greatly enjoyed the athletic department and several of the teachers have empacted my life to continue schooling even when i didn't think i could finish.
- Its relatively small which gives a good student-teacher ratio, it has a nice atmosphere in and outside the classroom and the campus is scenic.
- I would recommend it to my family and friends because of the experience i've had here at SBVC.
- I am having a positive experience there.
- Yes because the view at CHC is beautiful and the professors are quite wonderful. I've never once had a bad instructor, and I think that is quite miraculous!

WHY NOT? The unsure factor would be that the women in the library are rude and the parking is horrendous! I would recommend Crafton to my friends and family because it is affordable and most of the professors and counselors here are friendly and supportive.

WHY? Because it is a great place for anyone to start a college education. It is easy to get started so nearly anyone can do it with little help from the staff.

- I would like them to feel the sense of accomplishment that i feel by being enrolled at valley.
- I have really found my experience at SBVC to be fulfilling and rewarding. I have never had an instructor who just did not care about the course or the student's understanding the subject.

- If my little brother falls behind in school he will have to attend a junior college. Which I hope he does not.
- It's cheaper than a 4 year and closer to home.
- It is cheaper than a 4 year
- I am unsure, Crafton has good qualities and some bad qualities.
- At the time of my illness, I was working and trying to attend school, and it became too much for me at the time. Now that I am well. I have this letter hanging over my head, and I'm afraid, because I am trying so hard to get my degree. No one even asked me why? You don't kick a person because they are down, you find out what can be done to help them. Jesus Does!
- Most professors are excellent this why I would recommend this school.
- Its a great school. There are good teachers and students that will make u feel welcome.
- Not impresses. Most teachers are impatient and should retire. Not that many summer classes offered
- Its a great affordable school that offers training in multiple subjects
- It is beautiful, the staff and faculty are great, and it is easily accesable.
- Yes, there are many good reasons I attend valley and I enjoy being helpful in assisting people where to attend college at. The price is rather good, the professors I have had so far have all been very helpful, as well as other staff, and I believe I can go quite far here in beginning my future before transferring.
- This is an excellent school.
- It's a good school
- I am having a very enjoyable experience. Counseling could be more helpful though
- Crafton seems to have a great curriculum.
- Very good and affordable.
- The campus is very beautiful, conveniently located, inexpensive, and most of the teachers are excellent at teaching.
- Yes, its a good learning environment.
- I feel they would be satisfied with the results of their learning process. The college meets various needs.
- CHC is a great school!

- I think education is important long as there isn't any violence going on its good. Because the learning part is up to the students.
- A lot of people go to college to kind of find the path in life that they intend to pursue. In order to do this it is of great importance to offer as broad of a class selection as possible- to produce well-rounded students. I have not found this to be the case here at Valley. I know that you are thinking that it is out of your control, and it might be; but to me, the solution to budget cuts should be to offer more classes since classes are what bring in the money. I admit that I am ignorant when it comes to politics on campus, but logic tells me that when money is tight, rather than cutting possible streams of income, you might consider cutting down on some of the vice presidents and deans in order to hire more professors. This seems like common sense to me, but this school does not seem to see it that way. I welcome your response at sae4sc@aol.com.
- Because its a great place to learn
- This is a good school the teachers are good and its fun
- Nice campus
- Its a really good place to start and has a lot of choices for other
- I would recommend it because it has been very helpful in admission, financial aid, professors.
- SBVC is excellent overall, I have had a positive learning experience
- For me returning to school after 20 years was intimidating but Valley was helpful and uncomplicated. Great way to start.
- SBVC gives good knowledge
- Because it's a good school with professors that really care and want to help you pass.
- Once again most the staff is very accommodating and professional with just the occasional bad apple so to speak.
- I'm a bit biased I really loved my previous college. Its hard for valley to compare. But valley is local and still somehow a bit cheaper than university so its a good starting place.
- Yes, I would recommend CHC to my friends and family because it is affordable and nearby.
- Most of the teachers i've had have been great and most of the staff is good.
- The cost is lower than University.
- It is a very peaceful place and if you are focus and care about school that professors will surely help you if asked for their help..
- As far as getting your education and getting out of there, maybe. You can get your education anywhere and graduate.

Why not? I wouldn't recommend it to anyone.

- Poor school
- Too expensive
- Bathrooms are a mess and un kept, teachers dont seem to care

Why? I would because it's a good learning experience.

- It has a variety of classes.
- Yes, I recommend Valley all the time. Some of my friends have enrolled there too.
- Depending on their major and their financial situation
- Overall the education quality good, and there are lots of opportunity to success in both of the colleges.
- Because of the cost benefits, and the great education.
- It is a comfortable learning environment.
- Its a great school and has great staff
- Its an affordable school to go to.
- Because it has been a pioneer in the Inland Empire and it is affordable.
- Chc is a good value compared to a university
- SBVC offers water technology classes. Haven`t met one person yet that I don`t like.
- I think it is an excellent school offering a wide range of classes.
- Yes, its a good school
- Over very happy with the experience
- The pragmatic professorships at Crafton. As well as the chance to broaden one's horizons and get a feel for college life before transferring/attending a university.
- Its a great school, and its close and convenient for me.
- Because it closer, convenient and big place, teachers are nice and friendly
- Community college is affordable.

- Its a nice campus
- Yes they have wonderful professors.
- I would recommend either school for the friendly staff and the lower tuition rate than most other schools
- Affordability, location, programs, instructors.
- Even if its over crowded, going to school and furthering your education is a plus in life.
- Because i believe that SBVC is one of southern California's top community colleges and is great start for anyone educational/ financial career.
- Good Academics - Great People
- Its a great school overall.
- Crafton has a wonderful staff and is located in a calm community giving the student a peaceful and clear mindset to focus on their work.
- It's a good school to attend and it's a great school experience.
- I do always. Due to the teachers and support I receive.
- Its pretty good.
- Because the teachers are very helpful and you get more then what you pay for as far as an education.
- Although, I am very concerned about how the entry process of the nursing program is being handled, I am very happy with my experience in completing all my prerequisites and general education at SBVC.
- 1. Blackboard/Internet is down quite often. 2. Some of the instructors are a joke! 3. Bathrooms are few and far between. 4. Parking is a hassle. 5. Campus police should have been more lenient due to the construction and lack of parking.
- I think that most of the staff truly cares
- Its a good campus and offers a wide range of classes to take
- I already have ue to the massive growth ive had wilst attending valley
- The teachers really do care about your success and there are many classes that are offered specifically to each's career goals.
- A great junior college all around
- It's a wonderful environment & you really learn!

- As of the Spring Semester 2012 the major concern of all the student at valley is will they be able to get the current book knowledge, so that they won't have to repeat courses when they transfer to a university thanks for the math tutors and the English, that was a big help in those areas, we as a student body at valley has seen the amounts of monies that has been given, please allow All programs on both campuses to assist the student who only want to get a good education, please address the professors to put their current books in the library. So those who can't afford to buy them on the first week can at least copy from the library. This will help in the attendance at both campus. As a peer advisor on campus and a student this will be the major hurdle for us student to cross, please address this with all support programs to be able to assist any and all students, Student Assistant Program Peer Advisor to any and All Students Mr James Terrell 710@student.sbvc.

- As I said before the staff
- They have sports to get into and programs you can do
- Because school helps students a lot.
- The reason why I recommend my friends and family here at San Bernardino Valley College because it's cheaper and it's closer..I try to give them advice, such as it's good to attend a Community College because you could do your two years of General Classes and then transfer out.
- Valley College is by all standards an excellent school and offers many opportunities to expand your learning or occupational experience.
- The class sizes and the willingness of the staff to help the students when the need arises.
- Attending Crafton thus far has been a great experience for me.
- It's community college, so it's cheap
- Overall, I have truly enjoyed attending CHC and SBVC and would be glad to recommend attending both campuses to friends and family.
- Many courses are not being offered and if they are it's just a few it's very hard to get in.
- The college has a lot to offer. Plus, it is really important to get a degree now and some people can't afford a university.
- Yes because it's a really nice school and the teachers do their jobs well.
- I already recommended it to several people now one of them attends the school too. I like this school.
- It was affordable for me even without financial aid

- **Why?** Many of my friends, that do not already attend, are also underprivileged and so I believe they would SBVC or CHC as a way to further their education within a reasonable cost.
- It's a very positive environment.
- Even though the construction is ridiculous you can get alot of extra help if you need it from all the extra help places.
- Higher learning
- Most of the instructors are more than willing to help you succeed.
- Crafton Hills is nice because it is small. There are not alot of students like at other colleges, which have lots of students all the time. Also, with the way the campus is arranged, parking lots are next to almost every building on campus.
- Crafton is a very nice college
- Many of the teachers are nice, and the campus isn't too big. All in all, Valley College is a pretty good school.
- It is a great way to get started.
- It's a good college
- I am enjoying obtaining my education from SBVC so why not encourage someone else to take advantage of a good learning environment
- It is an excellent learning facility.
- The professors overall are great
- Its a great school
- It has a variety of classes and very good teachers as well as library access
- I have recommended to a friend the Design in Glass class. I have enjoyed it very much.
- Close and I have more friends.
- Yes, I would recommend ,because the teachers are great.
- Good Instructors , well for the time being .
- Education is priceless
- This college has given me opportunities I have not gotten in "jobs", like my job of six years that just went out of business.
- This college has given me the opportunity to succeed.(I have NOT seen this in jobs which usually end up in a dead-end, like my job of six years that just went out of business, for example).

- As overwhelmingly positive as my experience with Crafton has been, the school as it stands now is on unsure footing. Attending multiple colleges at once is a difficult and unwieldy thing to do, and as it stands Crafton simply does not have the resources to offer the sort of class selection I would recommend to any student seeking an AA, or transfer to a full-course university. The drive, the determination, and the humanity on display at Crafton have been humbling to witness, but unless the college can find its footing in an uncertain world and beef up their class offerings, I sadly don't think it's the best place to be for a success-minded student of the current generation. Even with the wealth of experience on display from the professors, bringing real-world lessons and a modern perspective to fields such as law, music, emergency services and english, there are simply too many problems to advise incoming students to steer towards it. The recent (and terrible) loss of Aaron Race is also a terrific blow to the English and Film/Art departments, and the departure of Christopher Biffle in pursuit of his Whole-Brain Teaching Initiative has also sundered another excellent professor from Crafton's listings. Finally, Tom Bryant's departure on Sabbatical has left the Crafton Theatre Department struggling under a lack of guidance and direction in the face of renewed challenges, and his replacements - possibly through no fault of their own - have failed to rise to the occasion of picking up where he left off. The student advisor employed to take up many of Tom's duties has been wonderful, but she can only do so much.
- Crafton is a nice location and the teachers there are awesome.
- It is suited not just for people coming right out of highschool, but also older adults that are wanting to get a degree.
- I just love it (other than the parking).
- I love the beauty of the campus.
- I would recommend this school for people pursuing a degree in math and sciences. The chemistry and biology programs are on par with University level courses.
- It's good college for safety wise or as good faculty also.
- Why not further your education, I am in my fifties and have two son who are in their twenties and are also attending full time at SBVC
- Because it's affordable
- It's a great, inexpensive alternative to getting your general education, rather than going to a four-year institution. Also, the teachers will really prepare you for higher level classes.
- Because the instructors teach well.

- I would recommend SBVC to my family/or friends because it's clean, not overcrowded, and faculty and staff are polite.
- I would because the opportunities that are available are a great way to enter into a great career and/or higher education.
- I would recommend SBVC because it is a very decent school and because it helps you reach your goal and you really learn with the help of the teachers and your peers.
- I would because the staff is excellent and that is what matters the most.
- Overall it's been a great experience. The instructors are awesome.
- I feel this college is good for exactly what I was looking for but with everyone I know (45-60 mins. Away) that this school might not be for them
- Its good learning
- CHC has really good faculty. The grounds are nice, and it feels safe.
- Unsure. I would ask them what they are looking to attend CHC for. If, for example, they want to do anything computer related I would not recommend CHC at all. If it's something like the Firefighter program or medical things sure.
- Besides the fact that classes are being cut down, overall SBVC is a great college. The instructors are great and the material being taught is interesting.
- I would because recommend Crafton because all the professors i've had for classes really seem to care.
- Its a good community school
- I would encourage friends to come to SBVC to complete general ed only and then transfer to a four-year university.
- The college is growing and has a good variety of majors to choose from.
- Good professors that care about students' learning
- The campus is really beautiful and the teachers are nice and helpful.
- Easy to access
- Because I feel that it is going to help me to do great in the future
- Close by and friendly
- Yes, The range of classes that are still offered (in the budget cuts) are considerably well. SBVC has a lot of classes that a person can take even though there is a lot more people attending the JC's

- **Why?** It's helpful and gets you straight to where you need to get
- Even with a couple of bad teachers i've had many good teachers that outweigh the overall experience; which is a good experience.
- For the most part I am enjoying my college experience
- It is the same education for a lesser amount of money
- Good college able to do online or on campus great instructors
- Its a good college
- Because valley college is a really good school
- So far I have good professors.
- The parking is horrible, but overall Crafton isn't that bad. After your here for a while and you know how things work and which teachers to get its not that bad [considering you have FAFSA].
- It is a stepping stone
- I think overall the professors are great at what they do and the school is a fun place relaxed place to learn.
- It is a great environment. The schooling is also very great.
- Its great
- I would want my younger high school senior friends to be able to experience a college where the teachers care and the people are nice
- Right now at the moment, it is not too much money to pay per unit. The school offers you as much as help you need to improve in your classes.
- It is great school
- Yes, b/c of the affordability of school and b/c of the calibers of instructors that I have had.
- I would recommend it for their convenience, but i would warn them about the parking and lack of security.
- Cause close to home.
- I have recommended this school to one of my friends and he is currently attending CHC. He also loves the setting of the campus.
- Easy simple way to get an AA or just attend classes people have always wanted to take.

Why? Cost Savings for the Formal Education.

- Very suitable for all
- Good selection of classes, pretty central location.
- Because I like attending this school.
- Yes, because you can come here to just up date skills to apply to current employment, learn a whole new trade, or use as a step to go to a university to earn a higher degree
- I always recommend SBVC because the education here is rich and competitive with other colleges. The campus it is very well maintain and the green areas are huge.
- Because I think it is a good college
- ITS A VERY MOTIVATING SCHOOL
- Because it is less expensive and offers good courses.
- I would because of the huge cost advantage over any other collegiate institution.
- In spite of my anger over the financial aid fiasco...I still would recommend these schools to anyone. The learning environment is the best.
- It is a very nice campus and i like the faculty.
- It a good school
- Because the school is cleanly, student friendly, the teachers are helpful and friendly, and it's an all around pleasant college experience.
- Thorough instruction.
- SBVC is a beautiful campus. The teachers are great.
- I like the programs offered

Why Not? The parking sucks and the construction seems overdone. I think it would have benefited more to make a parking structure rather than just redoing the lots.

- Because Crafton needs more help and they need to be more eager to help the students out

Why? The professors are great and there is a large number of online classes.

- My experience here at sbvc so far, has been a good one

Why? I have had a great experience with both online classes and in school classes.

- I like the school overall.
- Because its a good school to attend.
- I feel that everyone should pursure their goals and receive a college education and Valley College is a great place to start!
- My experiences thus far as a student is great...
- If you have a low budget and can get into EOPS Crafton is awesome. With EOPS comes priority registration and book grants. Priority registration is the most important thing for having a good experience at Crafton. With priority registration you can choose the classes you need from the most highly recommended professors. With out it you may get stuck with classes you don't like or need and possibly a lousy professor. Another reason I would recommend Crafton for low income is my financial aid covers almost every thing at Crafton; books, classes, etc. I'm not sure if I would be able to say that if I attended another school, especially a Cal State, which I may do after I get my AA in Child Development at Crafton.
- For basic courses, yes, but for specialized or more specific courses, I don't know that I would recommend.
- Good school
- My professors at CHC and SBVC have been and continue to be nothing short of outstanding. School has never been easy for me, but my professors have always encouraged me to go beyond anything I ever imaged I could accomplish. They cheered me on when I was discouraged and/or frustrated. They give so much of themselves. Din't get me wrong, my professors also expected a lot from me and because I did not want to disappoint them, giving up (dropping their class) was not an option. They are and will continue to be shining stars for CHC and SBVC.
- Its cheaper than going to a cal state
- From what i know of the school currently, i believe that chc has been a great school. It is a great transitional school.
- Because it's got me to where i am today.
- It depends on what types of courses would like to enroll in. For those friends and family members who are looking for 'personal growth' or 'job skills refresher' courses, I would not recommend CHC.

- The professors are great and there is a large number of online classes.
- My experience here at sbvc so far, has been a good one
- Because its a good school to attend.
- I feel that everyone should pursue their goals and receive a college education and Valley College is a great place to start!
- My experiences thus far as a student is great...
- I would recommend Crafton because the school as a whole seems to remain consistent. Beyond the professors at Crafton, the staff and administration has been very helpful. The enrollment process was simple, and I received a lot of help with filling out forms for financial aid.
- We all need to learn more, better education means better jobs
- It helps to learn from the classes and other people you meet. It helps to expand knowledge on more that what is taught in the class that a person takes.
- I already have; and its because the campus kind of tucked away from the city. I like that feeling, and I also enjoy the friendliness of staff. Especially the woman who works in the place where you get your photograph taken for your student ID. I am not sure of her name, but she is the one who informed my father and I of the campus when I decided to attend last minute. Did I mention how beautiful the campus is?
- Beautiful campus, good teachers, small classes
- SBVC makes it easy to enroll and they make easy to work and go to school at the same time.
- So far because I think it's a great school, great people and staff.
- Cause they have a lot of certificates programs
- Valley has a great cast of faculty and staff, plus the new campus facilities is great!
- Affordable, close to home
- It is a great school and alot of different subjects that are bound to satisfy any thirsty mind.
- Its a great campus and most of the instructors really care about what they are teaching.
- I feel that I have received high quality education for a friendly price.
- Its a good college, like I've mentioned I've been impressed with my teachers' abilities, very nice campus, and good exercise getting from class to class due to long campus, hills and stairs.

- For basic courses, yes, but for specialized or more specific courses, I don't know that I would recommend.
- Good school
- I think overall it's a great school - you get a quality education, it's conveniently located, and the tuition is cheaper than CSUSB.
- It's a good starting point for everyone who can't make it to a university
- Both of my children wish to attend. It is much more convenient and accessible than RCC
- It is better than nothing
- It's far more affordable than a four-year college and the education is of the same quality.
- It is the best for your money!!!!!!
- The classes are dirt cheap, so it is easy enough to try something new! When I first attended Crafton, I applied less than 2 weeks before classes started and experienced no delay. The administration seems to run pretty smoothly. One complaint I have is that it took FOREVER for Crafton to mail out my transcripts to CSUSB, while all other schools I've attended had them there within 5 days.
- A good, affordable education, with a large selection of classes. The teachers really are VERY good!!
- I am also enrolled @ chaffey community college. My experience at valley has so much better.
- First semester here need more interaction before I could give a definite recommendation
- Like I said earlier, good education at a good price, definitely less than University
- A great stepping stone to a great future.
- It's a really nice, beautiful college.
- The Crafton campus is a very quiet, and calm. Teachers and students are very helpful.
- It's cost-smart.
- Because so far it's a good college and they offer quite a bit of courses

Why? Awesome school. education is key to a bright future!

- It's close by and good for General Ed.
- The teachers are friendly and are willing to help students out. SBVC improving the campus with new buildings. Also the campus always looks beautiful and clean.
- I believe with education, it has good timing classes
- Crafton is a nice place, the professors are great too. The location of the school is most likely the best part
- Yes because it's getting me where I need to go
- Great distance from where I live and cheap tuition
- There are clearly safety issues. Bums walk on and off campus. Security isn't seen as often as I'd like.
- I, in fact, have already recommended Crafton Hills College to more than a hand fully of friends and family. Most have become students at the college after my recommendation.
- It is a good school with great teachers. It also has a wide variety of classes to help you transfer or learn a trade
- It is not as crowded or confusing as other Community Colleges
- This college is affordable and great start down the path up to success.
- SBVC offers many different academic programs.
- Because the benefits outweigh the concerns and it is an excellent way to get started at the college level
- I think it's a great place start the college experience, especially for students right out of high school. Plus it is relatively inexpensive compared to other four year colleges/universities.
- Great teachers and online setup. Cheap.
- It's a great college. Great learning experience! Good environment
- It is a very cheap alternative way to getting a better education. The classrooms and teachers are really good.
- I would, but then again i would tell them to try to go to a four year because you feel held back.
- The more time I spend at CHC, the more I hate it.
- Because it's a good school
- Because it is a great college experience and the people are great to get along with. The scenery is awesome to look at as well.
- Because it is an inexpensive way to obtain education.

Why? Because of Ms. Knight!!!

- Good education
- Same reasons I am concerned for my safety and the safety of others.
- Extremely affordable, nice & safe campus, and friendly professors
- Great teachers
- Already recommended my brother, mother, and brother in law. Great school with great class schedules.
- I would recommend it simply because it is close, but also because there are some good teachers there.
- Because they need an education
- Friendly staff
- It's still cheaper than Cal State
- It is all based on someone's preference is schools. I would say I like it, but that does not mean I would necessarily recommend it.
- The school use to have a good selection of courses available, but with cut backs and administrative red-tape getting classes that a student may want can be debatable.
- This is a great school for anyone who wants to do something with their lives
- Yes, because overall SBVC is a good college with decent teachers.
- Great campus for learning and is some what close to home
- Because I feel that valley has helped me grow as a person. I have learned a lot at this school. And because I am involved in the clubs I have met many friends.
- If I had time I could go to both
- Great school for almost any educational goal.

Why Not? I would, but then again i would tell them to try to go to a four year because you feel held back.

- I have in the past, mostly the online classes or the hybrid classes. I do not encourage people to take classes on campus the parking sucks as well as it is such a waste of gas to drive 30 mins on a freeway that is construction joke to only travel 5 miles.

Why? I would in that it does cost less to go to these schools, and they do offer a wide variety of classes as I said before. However, some of the faculty are not one hundred percent supportive of students and seem to be only there for a paycheck, and this reflects off of their curriculum and instruction method.

- Because its a good school, prices are reasonable
- Solid educational program for area of interest
- As above. Nice campus and good parking availability.
- Yes because the schools have a lot to offer in degrees / training. No because the campus is located in a bad area.
- Quality education and a good price
- Its affordable....
- It's a great place to get a jump on credits and general education, and it's relatively cheap.
- The campus is accessible and the teachers sre very qualified.
- Great professors and very easy to seek help.
- Again, for the Nursing Program
- Crafton Hills is a good college, close to home and very clean
- Because i like going there
- Yes i did recommend a family member to chc and they will be coming next year.
- Because it looks beautiful, the instructors are nice and supportive, and it feels good to educate your life.
- It is affordable, if money is not an issue I would recommend somewhere else.
- Its a lot cheaper than other colleges.

Why Not? I have had very few good experiences with this college. Most experience I have had have been unfortunate. There was only once that I felt a staff member helped me in a appropriate manner.

- It is not easy to add more classes

Why? Its a great school, and teachers want to help you. And its not packed so you can get all your units you need.

- I would recommend the online classes.
- I feel that the teachers there do more then grade papers. They show concern with there students.
- Yes, great value, great classes and professors
- It offers a lot and has some really good teachers at a reasonable price
- CHC is a great school to start your academic career.
- Its in a convenient location and the price of classes is extremely reasonable.
- I wish there were more online classes and Valley college is very hard to contact.
- I do see why anyone needs to pay extra money for the same education when Crafton is just as close, just as pretty if not prettier with a friendly environment, and a fraction of the cost.
- I like SBVC environment way more than calstate San Bernardino. I went there after passing my sats right after high school.
- I also attended RCC. As an older returning student I have felt more welcome at CHC and had a richer learning experience.
- Its quiet and people seem lke they want to learn
- Its a great school.
- It's a great school to get your general stuff out of the way
- Valley has been Precious to me I feel uncertain of her future.
- Because it is a good school
- It's not better or worse than any other state school i've attended.
- Helpful school
- It is a good cc
- CHC is a really good school to attend and the teachers are great as well

Why Not? Again, I am not certain that my work will be considered seriously since it's from a little-known community college.

- Staff is unhelpful
- Because all community colleges are always packed!

Why? Nice college, great instructors, variety of classes , affordable

Why? Great campus and instructors.

- Because of the amazing teaching staff.
- I've always been happy attending this school and feel that my family would be happy there as well.
- I will recommend my college to my friends and family because Valley College gives everyone an opportunity to receive education no matter how old you are and even if you aren't a high school graduate, you can take the placement test and if you score at a certain level, you can receive financial aid for school.
- Because it's an affordable way to get an associates degree
- Because good teachers, clean campus
- I would recommend it to my family because I think it is a good alternative to more expensive post-secondary educational facilities. For students who are fresh out of high school, it sometimes helps them focus their objectives.
- As a less expensive means of completing the general education, then transferring to a 4-year university
- Because is the school there is
- I enjoy the campus and most instructors and staff
- I like the college overall. I think most of the classes are challenging and I do learn alot in those classes.
- Because Valley is a good school and they offer a variety of courses.
- Its a great school.
- Good school, Convenient, good education, small price.
- I enjoy attending valley
- I have had positive experiences with professors
- I think it is a good school.
- It's a good school.

Why Not? It depends on what types of courses would like to enroll in. For those friends and family members who are looking for 'personal growth' or 'job skills refresher' courses, I would not recommend CHC.

- Not enough classes.
- The counselors are not very good about handling transfers.

- **Why?** I have had positive experiences with professors
- I think it is a good school.
- It's a good school.
- Overall, San Bernardino Valley College is an amazing school. I love all my professors. You will definitely learn a lot.
- I've heard that Chaffey is the best college in the inland empire. But I believe Valley College is underrated and is better than most people describe it to be as.
- Best welding department and rcc doesnt stand up to sbvc
- Yes, because they offer a decent variety of classes for a junior college and it is close to home and so far the professor I have had seems very knowledgeable.
- Crafton is a great place to get a start on a four year degree. It's cheaper and you get the same education. Crafton is small but mighty!
- Its close to home and you can get a great education if you put in the effort
- I think CHC is a great school for undecided students. If someone is unsure of their major, they can complete their GE at CHC or SBVC and earn their associate's degree. By that time, they can transfer to a four-year university and complete their education.
- Class availability & newer classrooms (Chemistry & Anatomy & Physiology)
- It is a good school
- You get more for your money
- Good opportunity to get a higher education
- Great teachers, nice staff
- I do love this campus, even with it's problems. Its natural... Cozy, and very local feeling.
- Accessibility and friendly environment
- I have received a great education in many subjects and most of my instructors have made learning fun.
- Good staff and good educational experience

Why? Valley has a larger selection of classes

- The classes
- Some professors are simply amazing. Such as professor Gomez from history and mr Sadler from bio
- Good first school for kids coming out of high school.
- I would Recommend this College to other people Because i think its a good school.
- It is amazing school and anyone can earn a certificate, degree, or even both. Anything possible!!!
- The professor/ instructors in every subject are excellent and know what is needed to succeed in their class. The professors/ instructors are very helpful and care for their students.
- It is a good school so far my experiences are good and I love the library
- It's a great school.
- The overall experience is great. I have had some wonderful instructors, and have felt there was always a way to get help if needed.
- I enjoy the location and the teachers i've had so far are good
- Its a good school, It's been a positive experience.
- The staff, like counselors, are easy to work with. There are a wide range of classes also.
- It's a small quite school so it's easier to stay focused.
- Because overall both school have good teachers who care about their students education.
- The cost of tuition versus other options.
- Great staff and facility.
- CHC offers good classes and the staff is helpful and friendly.
- Because if you are unsure about your major it is a great place to start.

Why Not? Certain professors are horrible. I either love my professors or hate them. I definitely think its time to clean house in the faculty department. Also the counseling office staff is great, however, administration staff has a bad attitude, slow or completely ignore you.

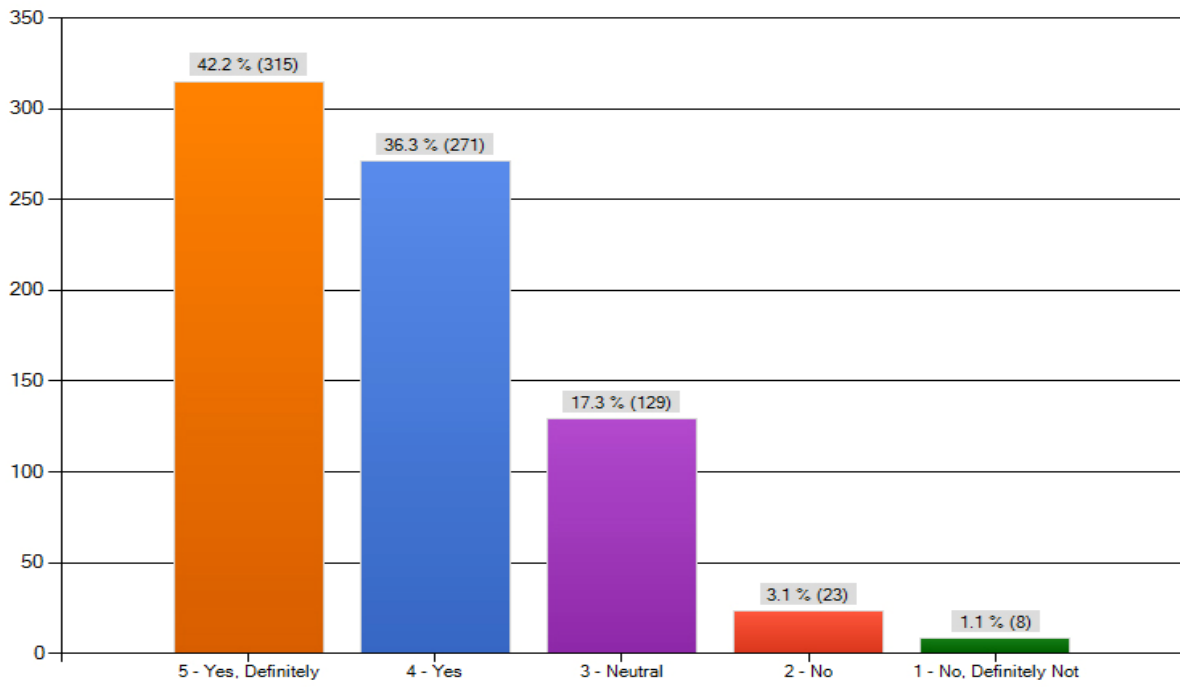
- Crafton doesn't offer much, even the counselors just want to get you out of their office. The school seems to be more worried about the landscaping than education.

Why? Some teachers are good

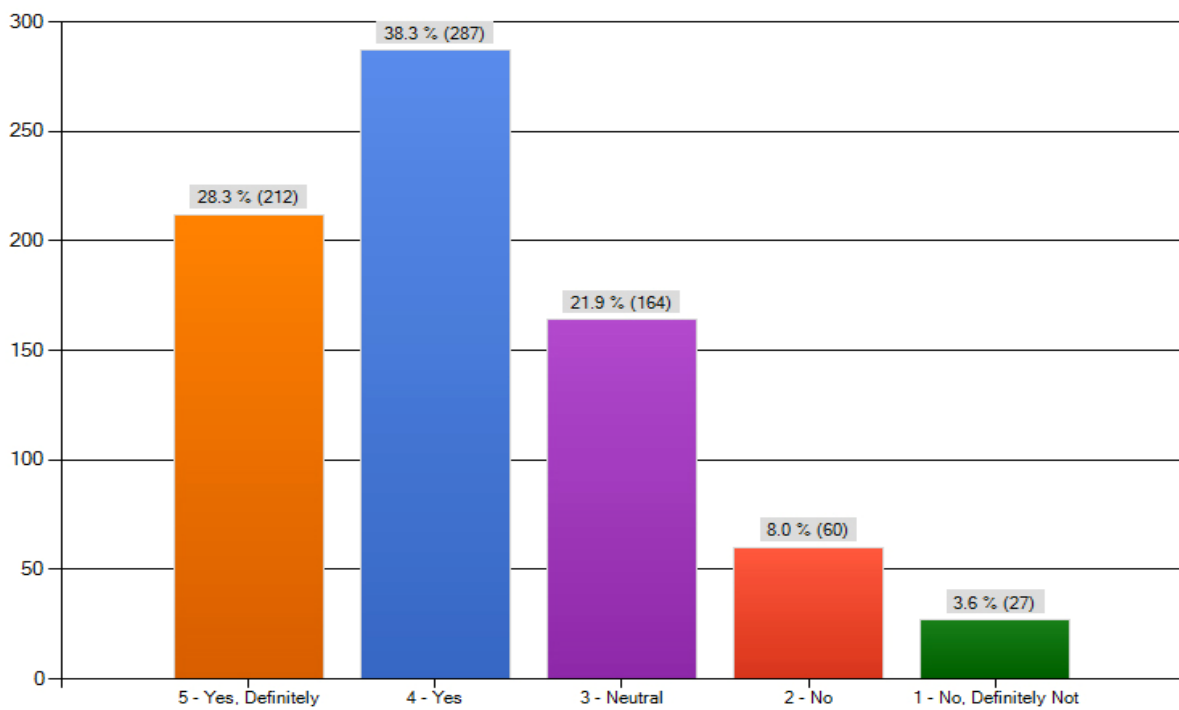
- All of the teachers I have had are caring and will help you whenever you need it.
- Friends and family would be able to finish Junior college much faster than any other Jr. College out there.
- Bc college is good
- I already recommended this school to my younger sisters. And my girlfriends cousin came down from northern cali to check it out.
- Good price.
- Location - close to home Recent Improvements to the college - sad to see the old library torn down.
- Great professors
- Cause it helped me achieve my goals
- Because its cheaper than a university. Although books in general are over priced.
- Because its awesome
- Education is very important
- I would recommend it only because of its location. Otherwise, it's way too hard to get into any of the classes you need at Crafton. If I had other, more economical options (as far as transportation and travel distance goes) I'd go somewhere else. Other schools have way more classes and offer more night and weekend classes and winter session short term classes.
- Most of the teachers i've had have been great and most of the staff is good.
- The cost is lower than University.
- It's a great stepping stone to a university, it's affordable, great professors, friendly atmosphere, and i feel safe in class and out.
- I have already and now a friend attends as well. For the same reasons as mentioned above in number 4.
- The only way you're are going to get anywhere in life is with a college degree, and Crafton offers this at a realistic rate.
- Yes, San Bernardino Valley College is a good college. I have had great experience with this school. Hope to continue my education here.
- It is a good educational experience

Why Not? Not enough student support.

On a scale of 1 to 5, with 5 being the strongest choice, Do you think your college is a good value for the money?



On a scale of 1 to 5, with 5 being the strongest choice, Do you consider your school "customer friendly"?



10. Please provide any additional comments here: 247 responded; 506 skipped.

GENERAL COMMENTS:

- I really feel good about my accomplishments at San Bernardino Valley College.
- I am neutral on the customer friendly part because of the issue I stated above with the closing times.
- Great school
- There needs to be an additional way to report problems in the school.
- You guys need to work on your people skills.
- I find that students are not very respectful to their professors and don't realize what a privilege it is to be able to attend college. I have heard people put down community college education, but quite frankly I think Crafton Hills is great, and I recommend it all the time.
- I enjoy coming here and i am ready to graduate soon i am blessed to be successful close to home
- I am 44 years old. I decide to go back to school almost 20 later.
- needs to expand
- Your faculty from the top down are living somewhere else. Even though you probably think you care about your students. This is sad because everyone needs education. I have lived to long to waste time ... but some systems are broken. Unfortunately the people that run a broken system usually do not see this fact. Sad.
- I know that because of our economy the prices per unit has to go up, but because of that those who could barely afford it are now competing with the university students who can no longer attend the universities because of prices.
- Thank you SBVC, We Love You!
- Coming back to school was and is by far the best choice i have made so far in life.
- I love school, and i definitely love learning here.
- Answer your phones.
- How about you guys pick up your phones when people call? Just a thought
- What can I do to keep my BOG waiver? I cannot continue school without it?
- You can always get help when needed.
- The staff and teachers do an excellent job.
- only because of web advisor it is awful trying to get classes

- Please hire a more enthusiastic staff for the better of Valley College. We need people that more open minded to students needs, involved on campus, and sincere about the success of the students.
- I'm going to be so happy when I'm out.
- Just want to thank Valley College for making my experience a happy one.
- I feel this college is acedemically enriching and spiritually enriching as well. (God bless this college.)
- I just prayed a prayer of thanks for this college; that's (about) as good as it gets.
- Crafton is a mirror for the troubles of the world today. Businesses left and right are having to cut back on their ambitions, facing the choice of letting go of staff or dialing back their services and production - if it's even a choice, as many have had to do both. The world is in crisis, today, and Crafton's problems are a symptom of that, not so much of any malfeasance on the part of the employees. Crafton as a college struggles to retain a significant portion of its students throughout the semester, and suffers some of the worst drop-out rates for classes that I have ever seen or heard of, but I do not feel this is because of any troubles on the part of the college. As with many institutions, parking is an issue, and the facilities on offer are, as well, but Crafton's target demographic plain and simply struggles at attending the somewhat out-of-the-way college, situated in the hills between Redlands and Yucaipa, with nothing to speak of to draw people to the area besides the college, itself. There is no easy solution to Crafton's issues, being as they depend strongly on both inspiring class retention in a lackadaisical student body, securing funding from an overburdened and dangerously-teetering state and federal grantor, and maintaining viability despite the dangerous and self-crippling cycle of a crush of students seeking general ed classes maxing out enrollment in them, dropping out midway, and completely ignoring many of the peripheral classes that Crafton's understanding and supportive administrators try to add to the schedule, even in these times of trouble. Still, the college has given me one of the best years of my life, and helped me through two of the worst ones. And for that, I am thankful.
- need to higher more staff
- Not really it just unfortunate that ended having to drop a class so late in the semester as the instructors was unwilling to accommodate.
- There are so many different systems for teachers to put grades in. its confusing and I don't know where to go to find my grade other then asking the teacher, is there a way to tie current grades into webadvisor?
- I want to get the priority registration as usual.
- both colleges opens the door for education with lots of opportunities. i recommend SBVC or CHC to anyone who is seeking to success in life.

- The only thing I have negative feedback on is the internet on campus. The sbvc student network won't allow us to log on and when we do the speeds are so slow. Please faster easily accessible internet
- The teachers do not follow up, and return the students calls, I understand that the staff is kind of tight, but you should still get back to your students and grade the assignments.
- If I send this it would take pages
- please take into consideration that if students are going to spend the governments money or their parent don't you want to give the best education possible , As the lord states in the Bible Man parishes because of lack of Knowledge. If the Professors are to teach us allow the student the courtesy to at LEAST GET CURRENT KNOWLEDGE. thanks for all the support . let's make the semesters to come more a learning experience for all who attend these campuses after all the community wants to see their youth educated so the torch of knowledge will passed on for next generations.
- the help i recive every time i ask for is always right
- I have been mistreated a few times in different departments at SBVC and think that it may be because the employees are over-worked...
- I have not had a negative experience from this college. I really want to thank you for the opportunity provided.
- Last time I complained, I ran into progressively increasing, meaner and worse staff leaders. Can't trust any of them anymore...
- The campus looks great too!
- A great place to get an education
- Times are not easy for schools right now, so neither is it, transitively, easy for their students. We find it harder every year to get into a program or course. However, Crafton has some of the better processes for helping us obtain these things of our want that I've seen. Kudos.
- I'm glad that I finally made it here after 30 years...
- I think that when there are supply fees that are due. That if the student does not pay it with in the first 2 weeks they should be made to drop the class. Supplies are being used by those students without paying for it and that is not fair to the ones who have paid it. With limited funds, students not paying are taking away from the ones who do pay.
- I have enjoyed all my years at San Bernardino Valley and have meet many nice students as well as great teachers.
- It's never to late to get an education.
- Please consider the quality of your staff on campus, that makes all the difference when it comes to education, especially the teachers. Have staff that actually want to be there and look happy to be there and help students!!!!

- The Professors I have met here are good at teaching, at first as with any stranger I must become familiar with them to get them to speak to me on a personal level
- If I could have done it over again I would have gone to Cal State and paid the extra fee than waste 2 years at Valley college.
- Most of the staff available to students are rather rude and unhelpful, we are just a number to them instead of a nurse/programmer/chef in-the-making. Although (very few) some counselors and teachers are passionate enough to guide and actually teach.
- its clean
- i really like the on campus class and even the online classes which I am doing now.
- I love this school and I do plan of transferring but I speak of it very highly to people. I am proud to be a student of CHC!
- I was kicked out of UC Berkeley for bad grades but thanks to SBVC and the community college system I was readmitted a few weeks ago. Thank you!
- most of the people here are willing to help and give direction and help you to learn and understand
- My wife and i have gone to a few of cal jr colleges and we find sbv the best for students
- valley college, has changed my life completey, thank you so much san bern valley college
- Thanks for all the help that teachers and staff, tutors offer us.
- Please keep our teachers and do not cut any more classes.
- Thanks so much for caring enough to send out a survey like this! You guys are doing great.
- Thank you crafton!
- Staff clearly lack communication. Some people give one type of information, others deny it.
- Awesome school to attend!!!!
- The people at Crafton Hills College, both the faculty, staff, and students, are overall very nice.
- Need more teachers.
- Please, no more shortened classes. Also do whatever possible to reduce book and required supplies cost.None; Keep up great work.
- The teachers here at Valley make you feel success in higher education is possible

- At times it feels that staff is uninformed and apathetic about helping students, but then I come across a staff who goes above and beyond.
- Crafton's cool. I like it, and I'm sure other people will too. :)
- I love college!!
- i think that chc is a great school.
- Prices for classes and units are too high. People don't want to study and go to school. With high prices, more will be less motivated in education.
- I am concerned about getting a good education at valley some of the professors are not very good. I am worried that the university classes will be much more difficult.
- I would like to see the staff acting in a manner that reflected the mission of the school with the consideration of the community that it serves
- I hope my concerns are unfounded, since I have enjoyed my involvement so far at SBVC.
- I have been with CHC for two and half years, and I have met a lot of good employees, instructors, and counselors there. There are a few that spoil it for the rest, however I would still recommend this school to anyone that is looking for a good junior college.
- I love Crafton; there are days when I wish it were a four year college just so I won't have to leave sooner rather than later.
- I thought I was going to be provided with enough help here, apparently NOT! It was all BULLSHIT!
- the best thing to do in life is to get your education
- Flex day is stupid
- Allow students to repeat a class if they have a C
- student senate is awesome
- i would greatly appreciate if my concerns about chc would be taken into thought. i know that these concerns are popular in almost all chc students. hopefully this will not be the case in future semesters.
- Please evaluate the new regulation regarding withdrawals and fix the problems students have with it.
- I hope the costs per unit doesn't go up
- I am enjoying my classes, and my teachers.
- Also, when registered for a class; people who are not in the class take up all the seats and the ones registered have to sit on the floor.

- I am proud of going to this school I wouldn't had changed a thing.
- I would recommend all the people I know family and friends to attend SBVC.
- Why do prices keep going up? Per unit, parking, books, ect. Sometimes I wonder if its worth the time, money, & effort to attend college. I know so many people in college debt that are unemployed or making minimum wage. I definety think the system takes advantage if us. I wish the state & school board had our backs, and fight to help those who truly want to successful.
- Can't wait to get out of here
- Teachers r rude when they should help students
- I love the atmosphere and teachers at CHC. Everyone works with you and treats you with open hands
- I like this school very much and hope to continue my studies here.
- books need to stop being fancy. some books have unnecessary color or detail and that just makes them more expensive. Also it would be nice if community college was cheaper. Thats the whole point of going to one.
- Stop the wasteful spending
- Book store and tuition is expensive.
- I do not like the fact that teachers will deduct points off the total grade due to attendance. They need to realize that we are adults with jobs and families and other priorities. We should not be penalized over things we may not be able to control.
- Valley is a great school to start at. However, I would consider opening more sections because it is extremely hard to register for classes and that puts people behind schedule when they are unable to get the classes they need.
- Not sure about what question 9 is referring to? Is "customer friendly" how friendly the staff is or how helpful they are? There is a difference. People can be 'friendly' without being helpful.
- some class rooms are in bad condition: dirty floor, too old or too hot...

End of General Comments

Question 10: Other Comments**PARKING**

- The parking lot should have been built in the middle of campus
- Great school! Should really improve the parking situation however! Why is red for no parking in so many places?!?! Also, there are way many handicapped parking places that most student do not utilize
- The parking lots are ridiculous. I drive a big truck and all of the spots along the edges of many lots that accommodate my vehicle without sticking out into the aisle were recently changed to "staff only" parking. Plus, those spots are never full. The staff parking to student parking ratio is far out of balance with the staff to student ratio of the school. I am often here 20 - 30 minutes early for class and end up walking in late because I have to park in the boonies.
- I really appreciate the fact that the CHC is much better lit than it used to be, I'm not afraid to walk to my car after class in the dark anymore. Also the LADM is an awesome place, very student friendly!
- Keep the new parking measures, the free bus rides, and please get those fences down soon.
- shouldn't charge to park!
- Parking has always been an issue at Crafton. Even with the new construction many student spaces have been eliminated to provide for staff and handicapped parking. I have noticed that MANY of the staff spaces that used to be student spaces are empty at any point during the day. Those spaces could be used for students. At least twice this semester I have given up on finding a space and gone home. Very frustrating.
- Parking sucks
- Administration is NOT helpful and does not put students needs foremost. -The parking situation is terrible. My first year, I had a parking permit and couldn't find parking in the student lot, even though the staff lot was near empty. I parked in a nearby neighborhood and had my car broken into and items stolen. -I was dropped from a class by the professor because he forgot to mark me present 5 different times. This was more than his syllabus allowed so he dropped me. He wouldn't reinstate me and neither would the dean. I felt I deserved a refund at least for investing my time and money into this class just for the professor's error to make it all a waste of energy on my part. But of course, I was not accommodated. - I was not informed when a class I registered for was cancelled for the semester. I wasn't even allowed to check my STUDENT EMAIL for a notification while in that very class.

PARKING CONTINUED

- dropped from a class by the professor because he forgot to mark me present 5 different times. This was more than his syllabus allowed so he dropped me. He wouldn't reinstate me and neither would the dean. I felt I deserved a refund at least for investing my time and money into this class just for the professor's error to make it all a waste of energy on my part. But of course, I was not accommodated. - I was not informed when a class I registered for was cancelled for the semester. I wasn't even allowed to check my STUDENT EMAIL for a notification while in that very class.
- The parking has always been a big hassle, and the construction has gone on too long. a parking structure i feel would have better benefited this school rather than just redoing the parking lots and adding pants.
- parking is horrible.
- I think it is unfair that we have to pay for a parking permit when we had to deal with parking lots being closed and construction. The parking permit should have at least been included with tuition.
- All the construction causes a problem with parking and the college seems to be crowded.
- please have more parking available for the amount of students who actually attend class.
- - improve parking
- I think that since I pay for parking for the semester, there should be enough parking available to accommodate me. I shouldn't have to walk 1/2 mile to a mile there and back to get to class. There should be a better parking situation or at the very least I shouldn't have to pay.
- I think the explanation of the parking permit policy needs to be written MORE clearly. A brochure in the lobby of the campus police department (PARKING & TRAFFIC RULES & REGULATIONS (under general info) states the policy clearly and this explanation should be included in the course guide AND on the website.
- CHC: Maybe more parking

SPECIFIC PERSONNEL COMMENTS:

- The only negative aspect about Crafton (that the school and administration has any control over) is the physics professor, Matt Adams. Please listen to the complaints of the students regarding this man, as they should be taken very seriously. With that being said, if a college only has one truly terrible professor (who really shouldn't be teaching, for the record), the students are in pretty good shape ... they just take physics at another institution.
- Carroll Marian has issues and is too strict. It's only a three unit speech class but she makes it seem as it were a five unit class. You start stressing since the first day of class.
- That Native American Studies professor on 3rd floor NHR needs to keep his nose out of our politics, telling us how to vote and what to do, VERY forcefully. Inappropriate.
- I have had many problems with the VA rep, Mr. Rush. He seems to not take his job very seriously. He is either not in his office, or when he is there his mind is elsewhere. Me being a veteran I would think that I would receive better service and maybe better attention.
- Nakamura sensei is amazing.
- Terry Koeper is a horrible teacher and shouldn't be allowed to do all the things he does. He needs to focus more on what he's teaching instead of telling stories and getting off the point. Get new people on there to teach fire classes that actually know their shit and make the program better.
- Please remove Ms. Castro the Biology 100 teacher. She is not capable of keeping a professional learning environment.
- I love everything about this school except the financial aid worker, Firman Ramirez, isn't willing to help without making me feel dumb.
- I have encountered a few professors who should not be an instructor at Valley, A. Avelar and J. Sullivan. They are not helpful and have a bad attitude when addressing students concerns. Their teaching style does not meet the expectations I expect to learn from at this level in college.

Thank you!