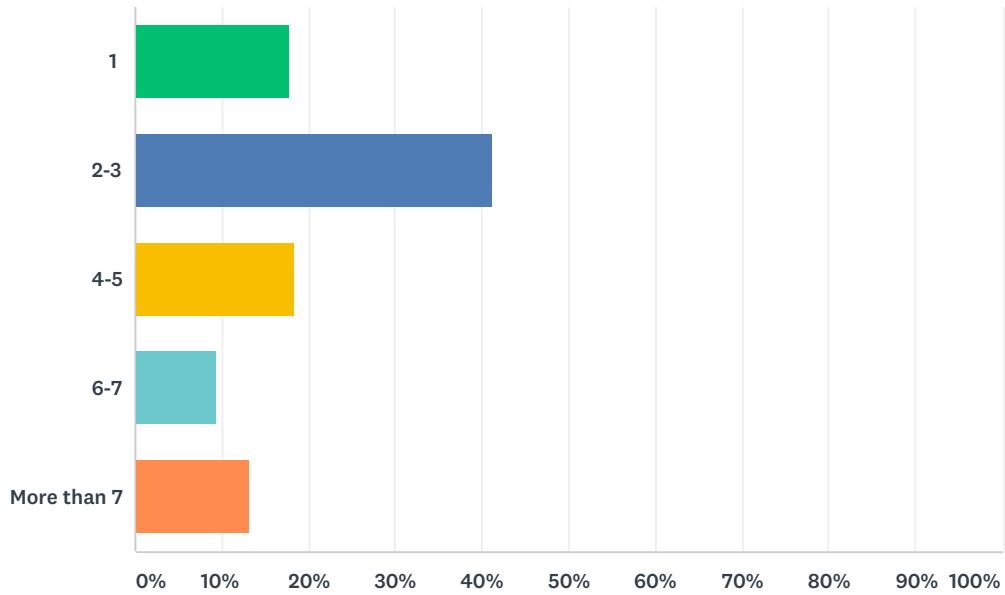


Q1 How many total semesters will you have attended SCC after this spring?

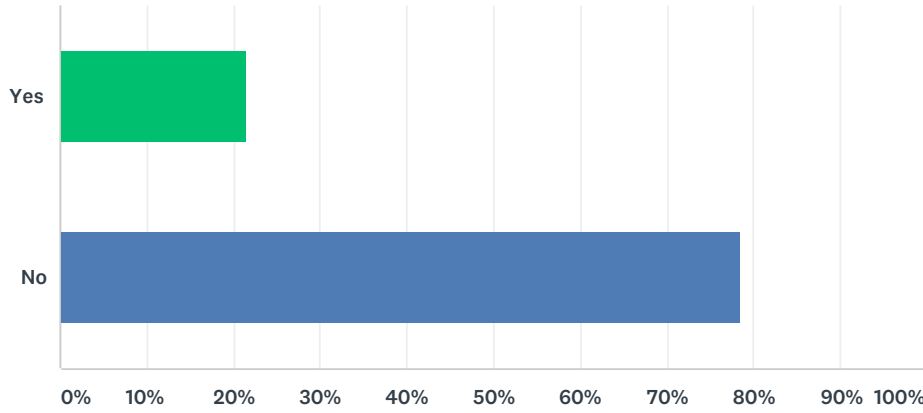
Answered: 526 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| 1 | 17.68% | 93 |
| 2-3 | 41.25% | 217 |
| 4-5 | 18.44% | 97 |
| 6-7 | 9.51% | 50 |
| More than 7 | 13.12% | 69 |
| TOTAL | | 526 |

Q2 Have you visited the Writing Center for help this semester?

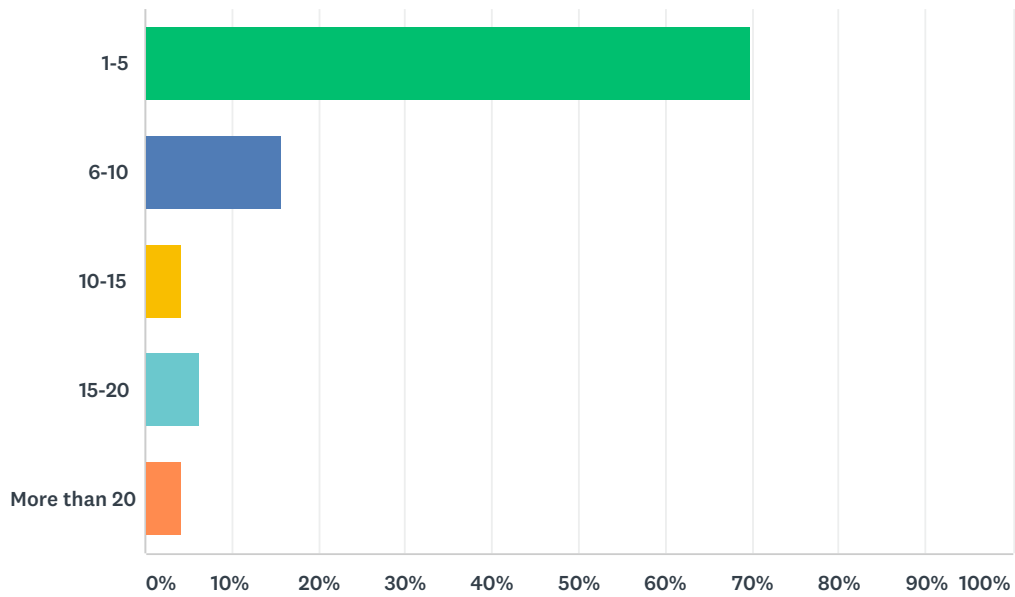
Answered: 526 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 21.48% | 113 |
| No | 78.52% | 413 |
| TOTAL | | 526 |

Q3 Approximately how many separate visits have you made to the center this spring?

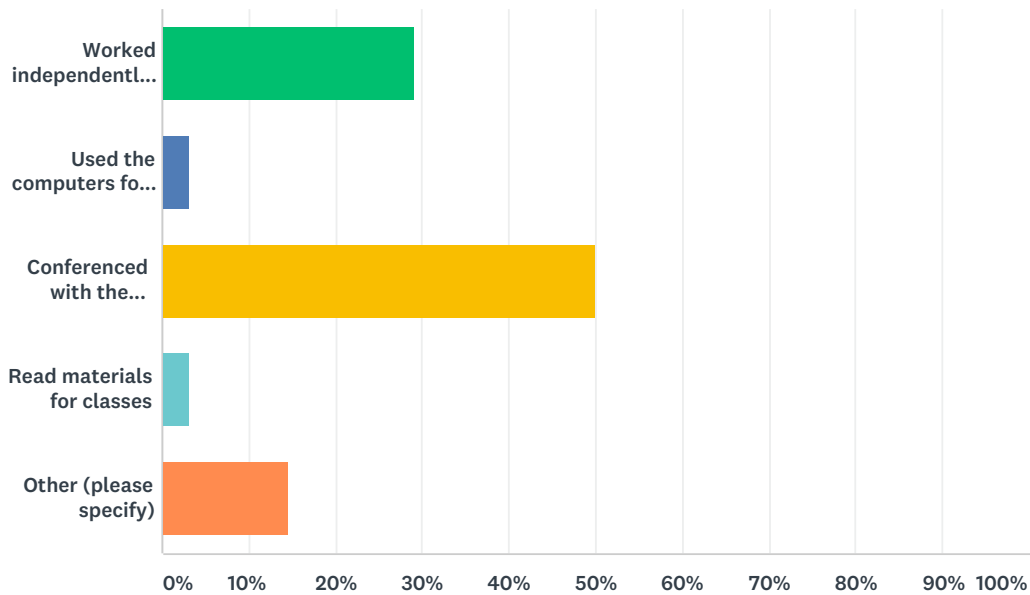
Answered: 96 Skipped: 430



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| 1-5 | 69.79% | 67 |
| 6-10 | 15.63% | 15 |
| 10-15 | 4.17% | 4 |
| 15-20 | 6.25% | 6 |
| More than 20 | 4.17% | 4 |
| TOTAL | | 96 |

Q4 What did you primarily do in the Writing Center during your visits? (Please select only one option)

Answered: 96 Skipped: 430



| ANSWER CHOICES | RESPONSES | |
|-------------------------------------|-----------|-----------|
| Worked independently on assignments | 29.17% | 28 |
| Used the computers for research | 3.13% | 3 |
| Conferenced with the instructor | 50.00% | 48 |
| Read materials for classes | 3.13% | 3 |
| Other (please specify) | 14.58% | 14 |
| TOTAL | | 96 |

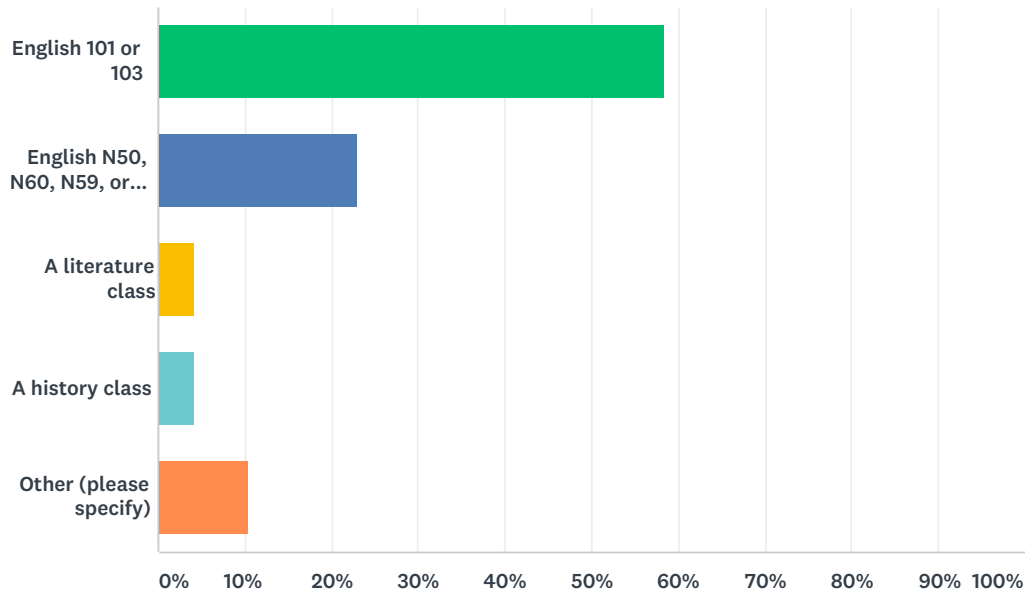
| # | OTHER (PLEASE SPECIFY) | DATE |
|----|---------------------------------------------|--------------------|
| 1 | Tried to reschedule and sign up for classes | 6/3/2018 12:38 AM |
| 2 | It is useful, | 6/2/2018 10:48 PM |
| 3 | Professor helped us learn hard material | 6/2/2018 7:22 PM |
| 4 | Had a lab class dubbed English-N70 | 6/2/2018 12:07 PM |
| 5 | Conferencing and a stapler | 6/1/2018 7:00 PM |
| 6 | Class required it | 6/1/2018 11:46 AM |
| 7 | Writing Center Workshops | 6/1/2018 11:16 AM |
| 8 | Help assistance on essays | 6/1/2018 11:13 AM |
| 9 | Attended reading and writing workshops | 6/1/2018 11:07 AM |
| 10 | Workshops | 5/25/2018 9:36 PM |
| 11 | Workdhops | 5/25/2018 2:00 PM |
| 12 | I do not use the center | 5/25/2018 11:18 AM |

SCC Writing Center Survey - Spring 2018

| | | |
|----|-------------------------------------------------|-------------------|
| 13 | Assistance with essays | 5/25/2018 8:09 AM |
| 14 | Worked on essays' and consulted with instructor | 5/25/2018 7:23 AM |

Q5 For which class did you receive the most help?

Answered: 96 Skipped: 430

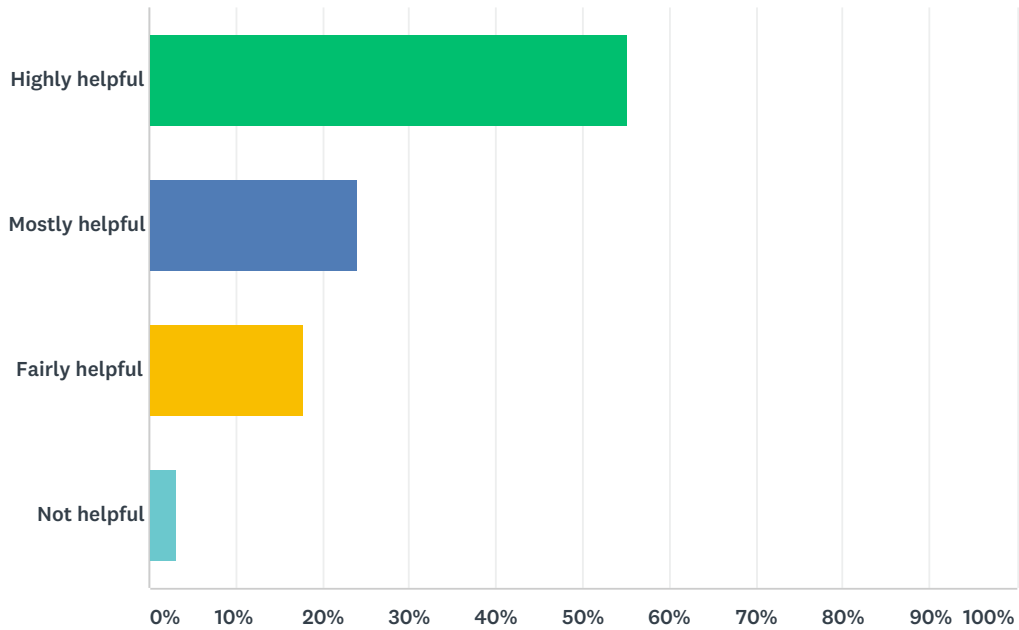


| ANSWER CHOICES | RESPONSES | |
|-------------------------------|-----------|-----------|
| English 101 or 103 | 58.33% | 56 |
| English N50, N60, N59, or 061 | 22.92% | 22 |
| A literature class | 4.17% | 4 |
| A history class | 4.17% | 4 |
| Other (please specify) | 10.42% | 10 |
| TOTAL | | 96 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|------------------------------|--------------------|
| 1 | Political science | 6/2/2018 10:48 PM |
| 2 | Child Development | 6/1/2018 12:17 PM |
| 3 | research conference abstract | 6/1/2018 12:04 PM |
| 4 | English 102H | 6/1/2018 11:31 AM |
| 5 | Psychology | 6/1/2018 11:13 AM |
| 6 | Sociology | 5/25/2018 2:00 PM |
| 7 | Business 105 | 5/25/2018 11:53 AM |
| 8 | I do not use the center | 5/25/2018 11:18 AM |
| 9 | Personal statement | 5/25/2018 9:29 AM |
| 10 | Scholarship | 5/25/2018 9:25 AM |

Q6 How helpful was your time spent in the Writing Center?

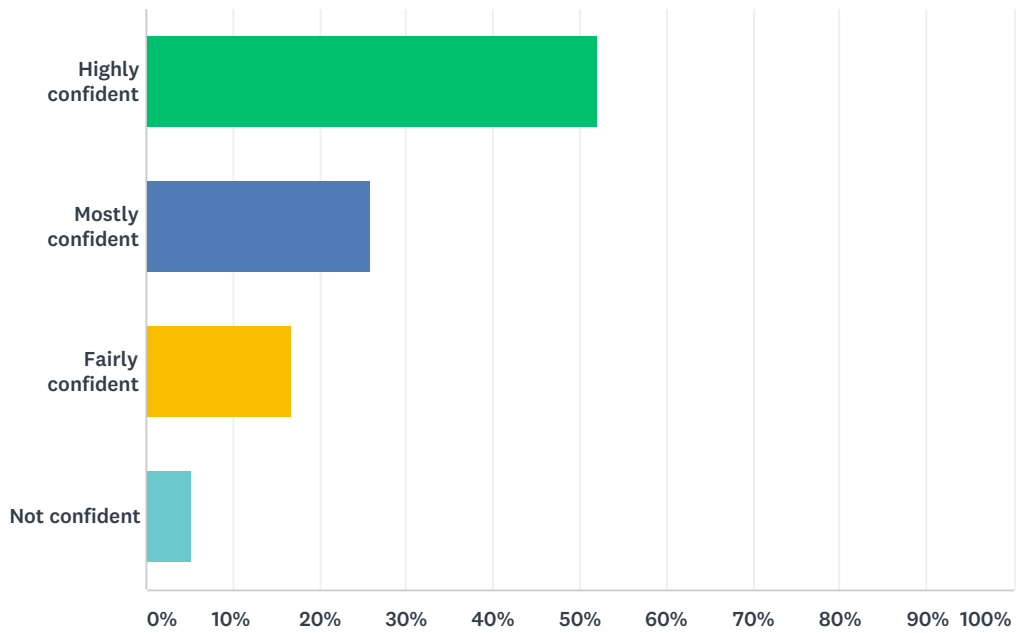
Answered: 96 Skipped: 430



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Highly helpful | 55.21% | 53 |
| Mostly helpful | 23.96% | 23 |
| Fairly helpful | 17.71% | 17 |
| Not helpful | 3.13% | 3 |
| TOTAL | | 96 |

Q7 How confident are you that getting assistance in the Writing Center helped you improve your grades?

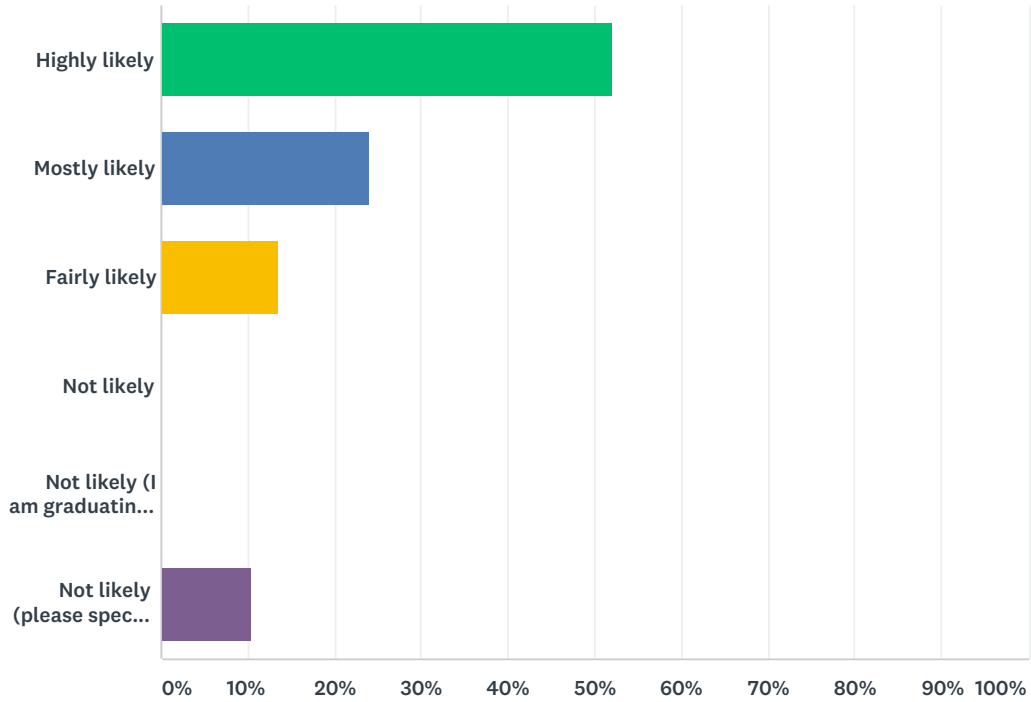
Answered: 96 Skipped: 430



| ANSWER CHOICES | RESPONSES | |
|------------------|-----------|-----------|
| Highly confident | 52.08% | 50 |
| Mostly confident | 26.04% | 25 |
| Fairly confident | 16.67% | 16 |
| Not confident | 5.21% | 5 |
| TOTAL | | 96 |

Q8 How likely are you to use the Writing Center in future semesters?

Answered: 96 Skipped: 430

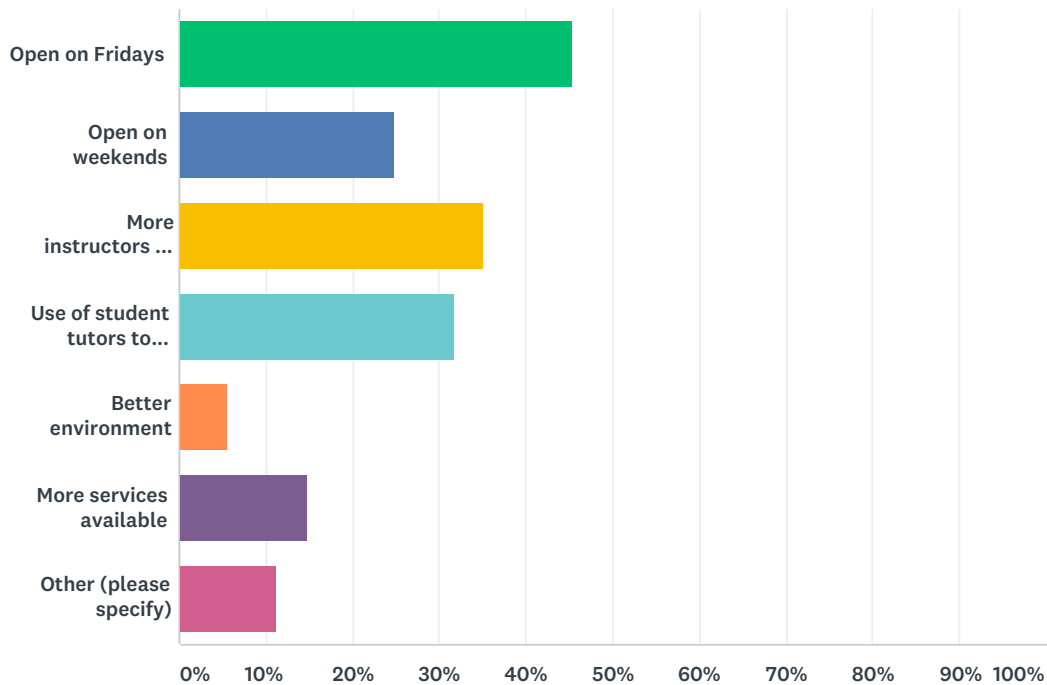


| ANSWER CHOICES | RESPONSES | |
|--------------------------------------------|-----------|-----------|
| Highly likely | 52.08% | 50 |
| Mostly likely | 23.96% | 23 |
| Fairly likely | 13.54% | 13 |
| Not likely | 0.00% | 0 |
| Not likely (I am graduating this semester) | 0.00% | 0 |
| Not likely (please specify reason) | 10.42% | 10 |
| TOTAL | | 96 |

| # | NOT LIKELY (PLEASE SPECIFY REASON) | DATE |
|---|---------------------------------------------------------|-------------------|
| 1 | Thus semester, I really use services in Writing Center. | 6/2/2018 10:48 PM |
| 2 | Don't need it :) | 6/2/2018 12:07 PM |
| 3 | I would rather study at home. | 6/2/2018 12:26 AM |
| 4 | I dont need to take it | 6/1/2018 11:07 PM |
| 5 | Going to a different school next semester | 6/1/2018 3:53 PM |
| 6 | Not taking English classes | 6/1/2018 11:31 AM |
| 7 | Last semester attending scc is spring 2018 | 6/1/2018 10:56 AM |
| 8 | I received minimal help from the instructor. | 5/25/2018 6:52 PM |
| 9 | because it is not helpful | 5/25/2018 1:30 PM |

Q9 What suggestions do you have for improving the Writing Center? (Select all that apply.)

Answered: 88 Skipped: 438



| ANSWER CHOICES | RESPONSES |
|-----------------------------------------------------|-----------|
| Open on Fridays | 45.45% 40 |
| Open on weekends | 25.00% 22 |
| More instructors on duty | 35.23% 31 |
| Use of student tutors to provide further assistance | 31.82% 28 |
| Better environment | 5.68% 5 |
| More services available | 14.77% 13 |
| Other (please specify) | 11.36% 10 |
| Total Respondents: 88 | |

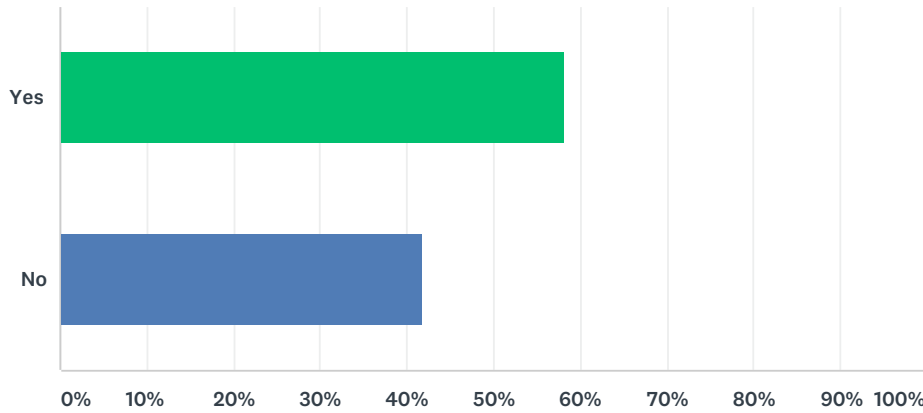
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------------------------------------------------------------------------------------------|-------------------|
| 1 | More open hours | 6/2/2018 10:48 PM |
| 2 | Nothing | 6/2/2018 12:07 PM |
| 3 | None | 6/1/2018 11:31 AM |
| 4 | Create a separate workshop for Resume Building and Application Assistance on a single day during the week. | 6/1/2018 11:05 AM |

SCC Writing Center Survey - Spring 2018

| | | |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 5 | Making sure that all professors know that all students should be treated equally when requesting help and not having the center closed just to help one student who is an international student. Also, making sure the all the professor know proper protocol and procedure when working in the writing center. Also, just making sure there is checks and balances and separation of powers to make sure there is quality assurance for the students because a lot of students are not aware of the writing center workshops because not every division is synced or gets along with each other on campus. | 5/27/2018 6:51 PM |
| 6 | Extended hours | 5/25/2018 6:52 PM |
| 7 | Better time | 5/25/2018 4:52 PM |
| 8 | The workshops should fit the classes I am taking. The Theses workshop should be combined with the paper I am writing. SOC 220 had a paper due by the first month of class. | 5/25/2018 2:00 PM |
| 9 | I do not use the center. The last time I used the center was years ago to be sure I had done my works cited correctly. The helper would not tell me if I had done my works cited page correctly or not. They just kept trying to use the Socratic method but frankly, that is not appropriate when the student is asking "did I do this APA style works cited page correctly?" Socratic method is not helpful in this situation. | 5/25/2018 11:18 AM |
| 10 | If a teacher is going off shift, your conference shouldn't be rushed | 5/25/2018 10:15 AM |

Q10 Were you aware that there was a Writing Center on campus to assist you with writing assignments for various classes?

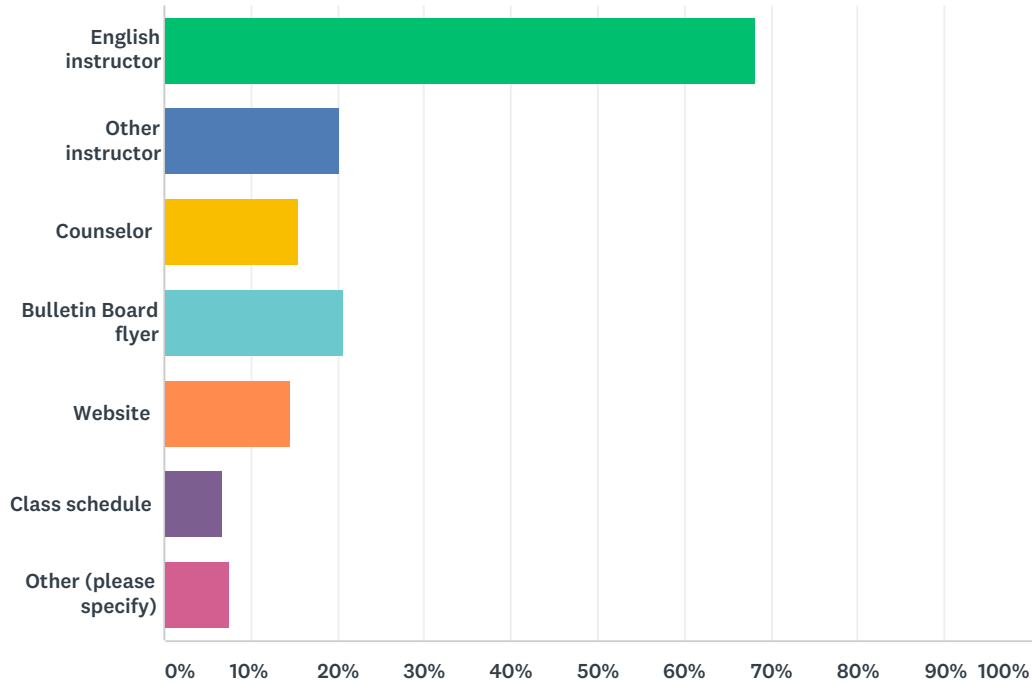
Answered: 411 Skipped: 115



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 58.15% | 239 |
| No | 41.85% | 172 |
| TOTAL | | 411 |

Q11 How did you hear about the center? (Select all that apply)

Answered: 226 Skipped: 300



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| English instructor | 68.14% | 154 |
| Other instructor | 20.35% | 46 |
| Counselor | 15.49% | 35 |
| Bulletin Board flyer | 20.80% | 47 |
| Website | 14.60% | 33 |
| Class schedule | 6.64% | 15 |
| Other (please specify) | 7.52% | 17 |
| Total Respondents: 226 | | |

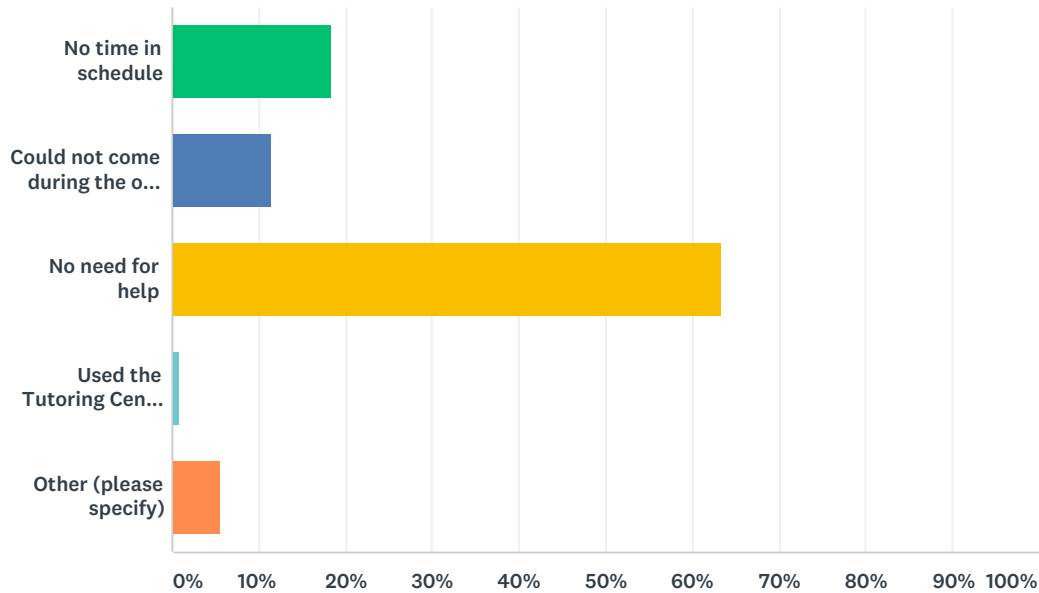
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------------|-------------------|
| 1 | presentation | 6/2/2018 9:50 AM |
| 2 | Disability | 6/1/2018 6:57 PM |
| 3 | Friends told me | 6/1/2018 5:35 PM |
| 4 | walked pass it | 6/1/2018 5:05 PM |
| 5 | orientation | 6/1/2018 3:32 PM |
| 6 | I walked by it several times | 6/1/2018 3:09 PM |
| 7 | email | 6/1/2018 1:49 PM |
| 8 | Media | 6/1/2018 12:47 PM |
| 9 | emails | 6/1/2018 10:55 AM |

SCC Writing Center Survey - Spring 2018

| | | |
|----|----------------------------------------------------------------------------|--------------------|
| 10 | used to work for SCC | 5/30/2018 5:32 AM |
| 11 | Word of Mouth | 5/25/2018 4:41 PM |
| 12 | By DSP | 5/25/2018 11:21 AM |
| 13 | Friend | 5/25/2018 9:53 AM |
| 14 | Students | 5/25/2018 9:42 AM |
| 15 | Flyers on campus | 5/25/2018 9:06 AM |
| 16 | I walked past it in the halls | 5/25/2018 8:13 AM |
| 17 | I went to writing center in SAC, then I assume that there must be one here | 5/25/2018 7:20 AM |

Q12 Why did you not use Writing Center services this semester?

Answered: 227 Skipped: 299

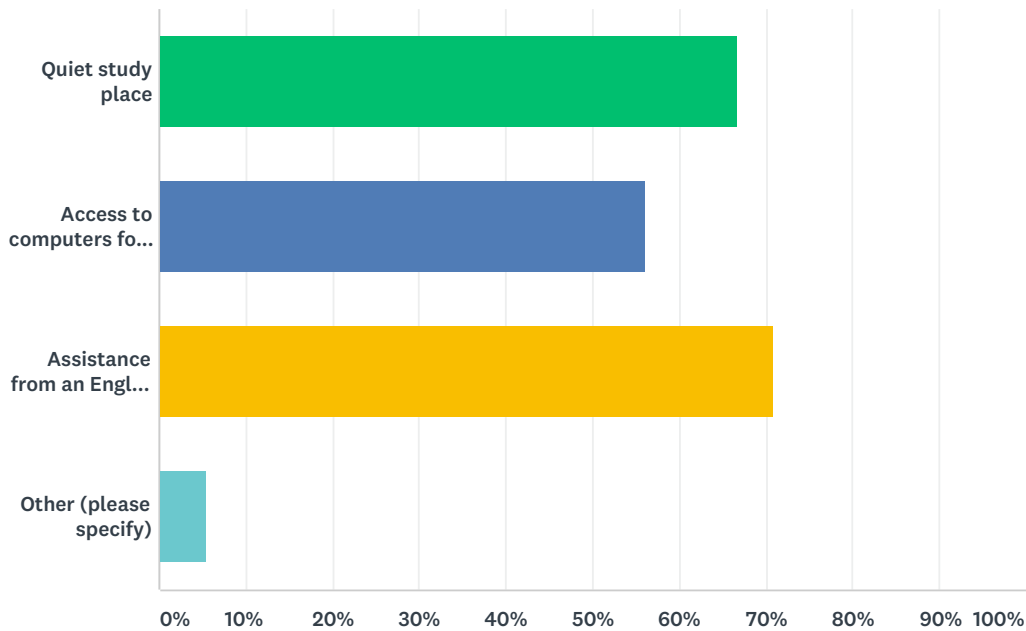


| ANSWER CHOICES | RESPONSES |
|------------------------------------------------------------------|------------|
| No time in schedule | 18.50% 42 |
| Could not come during the open hours | 11.45% 26 |
| No need for help | 63.44% 144 |
| Used the Tutoring Center or some other center on campus for help | 0.88% 2 |
| Other (please specify) | 5.73% 13 |
| TOTAL | 227 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|-----------------------------------------------------------------------------------------|--------------------|
| 1 | Lazy | 6/2/2018 12:23 PM |
| 2 | learned about it too late | 6/2/2018 9:50 AM |
| 3 | And did not need it | 6/1/2018 5:35 PM |
| 4 | Didn't make an effort to really go | 6/1/2018 3:21 PM |
| 5 | No need to write a paper | 6/1/2018 11:54 AM |
| 6 | Didn't take an English class this semester | 6/1/2018 11:25 AM |
| 7 | I thought you had to sign up for it like MaSH. | 6/1/2018 11:00 AM |
| 8 | I didn't need to. | 6/1/2018 10:55 AM |
| 9 | I had art class | 5/25/2018 11:21 AM |
| 10 | Did not take a writing class this semester. So no need for the extra help. | 5/25/2018 9:18 AM |
| 11 | Under the impression that the center is only open to students in basic English courses. | 5/25/2018 9:00 AM |
| 12 | not taking any classes that require writing or essays | 5/25/2018 7:37 AM |
| 13 | Do not have classes that require writing | 5/25/2018 7:20 AM |

Q13 What kinds of services would you find most valuable from the Writing Center? (Check all that apply)

Answered: 383 Skipped: 143



| ANSWER CHOICES | RESPONSES |
|-----------------------------------------------------|------------|
| Quiet study place | 66.84% 256 |
| Access to computers for research and paper drafting | 56.14% 215 |
| Assistance from an English professor | 71.02% 272 |
| Other (please specify) | 5.48% 21 |
| Total Respondents: 383 | |

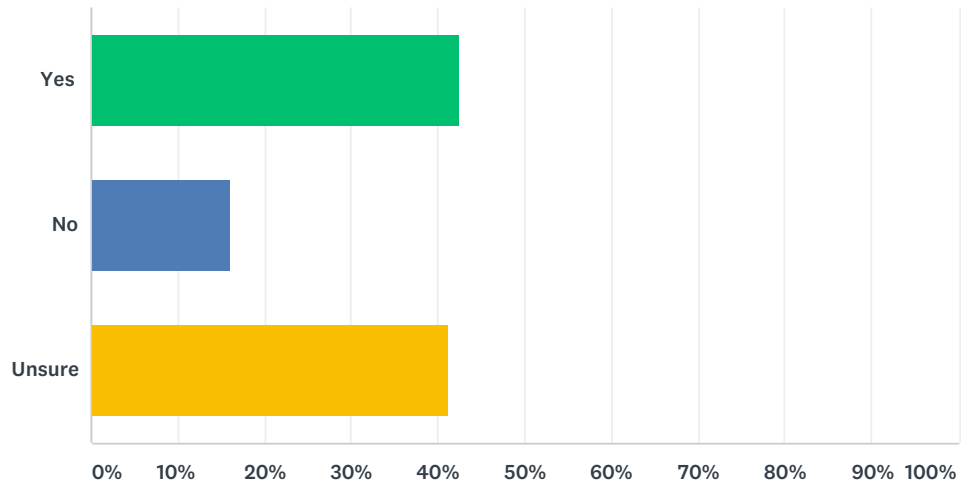
| # | OTHER (PLEASE SPECIFY) | DATE |
|----|----------------------------------------------------------------|-------------------|
| 1 | Help writing papers | 6/2/2018 7:56 AM |
| 2 | Help with My dyslexic | 6/1/2018 8:33 PM |
| 3 | I sit with a small group of friends and we all study together | 6/1/2018 5:35 PM |
| 4 | learning new writing skills, and essay prompt practice | 6/1/2018 3:48 PM |
| 5 | Does not use | 6/1/2018 1:50 PM |
| 6 | Resume and cover letter writing | 6/1/2018 1:47 PM |
| 7 | Online student away at school | 6/1/2018 1:34 PM |
| 8 | Help checking grammar | 6/1/2018 1:30 PM |
| 9 | didn't go to writing center | 6/1/2018 1:19 PM |
| 10 | Learning sessions: i.e., how to cite sources and use citations | 6/1/2018 12:22 PM |
| 11 | never been | 6/1/2018 12:16 PM |
| 12 | Free printing | 6/1/2018 11:31 AM |

SCC Writing Center Survey - Spring 2018

| | | |
|----|------------------------------------|--------------------|
| 13 | None | 6/1/2018 11:10 AM |
| 14 | I do not need these services | 6/1/2018 11:06 AM |
| 15 | N/A | 6/1/2018 11:00 AM |
| 16 | Free Printer | 5/25/2018 1:58 PM |
| 17 | Creating citations | 5/25/2018 11:37 AM |
| 18 | Proof reading | 5/25/2018 11:22 AM |
| 19 | Advanced english students to tutor | 5/25/2018 10:15 AM |
| 20 | Help editing | 5/25/2018 8:03 AM |
| 21 | I don't know where it is | 5/25/2018 7:48 AM |

Q14 Do you think you will use the Writing Center in future semesters?

Answered: 383 Skipped: 143



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 42.56% | 163 |
| No | 16.19% | 62 |
| Unsure | 41.25% | 158 |
| TOTAL | | 383 |

Q15 Do you have any additional comments you would like to share?

Answered: 66 Skipped: 460

| # | RESPONSES | DATE |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 1 | N/A | 6/4/2018 10:01 PM |
| 2 | I was thrilled by the intentional and personal feel of the writing center. It was neat for me to take my work in to a variety of instructors some of whom I have never taken classes yet, and learn unique and beneficial techniques from each. I plan on making many more visits to the writing center as I could see first hand the improvement on my grades. | 6/3/2018 4:05 PM |
| 3 | The Writing Center and all personnel associated with it should be praised for their work. They've been invaluable in making sure I had written the best papers possible. My grades were a direct reflection of the help I received. Kudos to the entire staff for all of their time and assistance in the Writing Center. | 6/3/2018 12:44 PM |
| 4 | N/A | 6/2/2018 3:06 PM |
| 5 | thank you for all the hard work and help! | 6/2/2018 10:21 AM |
| 6 | I was enrolled in English 101 and we had to enroll into the writing center as well. The writing center helped me when I was struggling with my papers. | 6/2/2018 9:56 AM |
| 7 | Keep up the good work | 6/2/2018 2:04 AM |
| 8 | I'll be using the writing center more next semester with my English class | 6/1/2018 5:36 PM |
| 9 | N/A | 6/1/2018 4:52 PM |
| 10 | It would be great if they offered it during non-traditional hours for those that work during the day or maybe even Saturdays fir a limited time. | 6/1/2018 4:21 PM |
| 11 | No. | 6/1/2018 3:29 PM |
| 12 | The writing center is a great resource for students on campus | 6/1/2018 3:19 PM |
| 13 | I will go there every time I need to write a paper. | 6/1/2018 3:18 PM |
| 14 | I am part time so I have not had a good chance to use it. I like the access to it though. | 6/1/2018 2:47 PM |
| 15 | No | 6/1/2018 1:49 PM |
| 16 | This writing center is a good help for students | 6/1/2018 1:49 PM |
| 17 | It is a great idea to help students with their writing. I would have definitely come to use it if it worked with my busy schedule. | 6/1/2018 12:28 PM |
| 18 | I'm good. | 6/1/2018 12:27 PM |
| 19 | Yes | 6/1/2018 12:23 PM |
| 20 | More Flyers around campus to inform students of availability. | 6/1/2018 12:23 PM |
| 21 | From past experience, I found that the writing center was helpful in constructing the best English essays when it came from a student who needed help. | 6/1/2018 12:15 PM |
| 22 | Primarily used WC for proofing MLA citations. Would be helpful to have copies of MLA/APA manuals on hand. | 6/1/2018 12:06 PM |
| 23 | They were very helpful | 6/1/2018 12:04 PM |
| 24 | No | 6/1/2018 11:55 AM |
| 25 | none | 6/1/2018 11:28 AM |
| 26 | Going to the Writing Center has helped improve on skills for strong essays. The workshops have helped with grammar and writing too. As well as extra credit opportunities for English class. | 6/1/2018 11:21 AM |
| 27 | My survey may not be useful because I took an SCC course (Soc 100) at my high school (El Modena High School). Therefore, I am not yet familiar with the benefits of the SCC campus. | 6/1/2018 11:19 AM |

SCC Writing Center Survey - Spring 2018

| | | |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 28 | None | 6/1/2018 11:18 AM |
| 29 | Is the writing center free? Will they help you on tour essay and teach you how to write s perfect essay? | 6/1/2018 11:17 AM |
| 30 | No. | 6/1/2018 11:11 AM |
| 31 | The First Year Support Center was excellent. | 6/1/2018 11:11 AM |
| 32 | I think students need to be held more responsible and there should be more individualized check ups. | 6/1/2018 11:02 AM |
| 33 | No | 6/1/2018 11:00 AM |
| 34 | n/a | 6/1/2018 10:58 AM |
| 35 | Great school over all | 6/1/2018 10:56 AM |
| 36 | I think the writing center should be promoted more because it is a very helpful resource that is provided to students. | 5/30/2018 1:28 AM |
| 37 | I am happy to have this writing center in Santiago canyon college. | 5/29/2018 12:34 AM |
| 38 | Making sure the students are aware of the writing center writing contest in advance and not last minute. Making sure students actually get help from the professors in the writing center so the students just don't waste their time in there. Actually get some feedback suggestions like getting our papers written all over. Teach us how to print out comments from turnitin.com and request to have a printer that has double-sided printing to save paper like the one Pathways to Teaching has and the one the First Year Support Center has as well. If possible that same model if it is sustainable, affordable and in the budget of the district if possible. | 5/27/2018 6:57 PM |
| 39 | All the instructors are sweet and very helpful. | 5/26/2018 10:39 AM |
| 40 | I am transferring out so unfortunately I will not be able to use the writing center in the future but I am sure it is a great resource for many students! | 5/26/2018 10:01 AM |
| 41 | I would've liked to have received a little more help from the instructor that was in the writing center. Although she was very kind, I went into the writing center in hopes to have someone actually look through my paper and help me revise it but instead she just gave me tips which was helpful in some aspect but I needed a little more guidance in editing my paper. | 5/25/2018 7:00 PM |
| 42 | The professors at the writing center have enriched my experience at Santiago Canyon College. When I struggled writing, they gave excellent feedback and encouragement. They have transformed my understanding on the creative process of writing. I am grateful that SCC has the writing center program! :) | 5/25/2018 6:17 PM |
| 43 | I LOVE THE WRITING CENTER!!!! Seriously is the best thing that school provaides to the students!!!! Thanks to all the great professors there !!!!!!!!! | 5/25/2018 6:01 PM |
| 44 | Had lots of gel from there in the past. I liked who helped out | 5/25/2018 5:37 PM |
| 45 | No | 5/25/2018 4:42 PM |
| 46 | The writing center is so much convenient with open hours and I have done better in my English class because of it. I would and have recommend the writing center to other students. Will differently be back. | 5/25/2018 4:07 PM |
| 47 | The workshops should align with the assignments for the class. SOC 220 had a paper due after a one month of class. Thesis statement workshop should be done before the paper is due. | 5/25/2018 2:01 PM |
| 48 | the writing center has not helped me improve my writing skills instead they just keep me busy with busy work that is super easy | 5/25/2018 1:35 PM |
| 49 | Everyone is different and we learn differently. Keep an open mind for everyone | 5/25/2018 12:55 PM |
| 50 | I do not know if I must register to be a part of the writing center, like MASH, or if it is free like the STAR center and tutoring center. Not enough information. | 5/25/2018 11:55 AM |
| 51 | I generally get really good grades on my papers, and the library serves as a quiet place to draft them just as well as the writing center, so I don't really see myself visiting it any time soon. However, I do appreciate the fact that the writing center exists, and I want it to keep existing for those who do need the kind of care and attention of a one-on-one session with an English professor. Thank you for providing it! (And who knows! Maybe in the future I'll need it too.) | 5/25/2018 10:39 AM |

SCC Writing Center Survey - Spring 2018

| | | |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 52 | Should speed up the process maybe by having someone greet you and find out exactly what you need so you can be in and out asap. More teachers is a must, wait can get long. Printing should be for everyone not just conference students. | 5/25/2018 10:16 AM |
| 53 | I love the writing center :) | 5/25/2018 10:10 AM |
| 54 | Thanks | 5/25/2018 9:47 AM |
| 55 | The only reason I will not be visiting in the future is that I'm graduating from Santa Ana College next week. I was fortunate to have amazing high school English teachers and spend many hours in the writing center at Orange Lutheran High School. That time really prepared me for college. | 5/25/2018 9:47 AM |
| 56 | Very nice and friendly instructor with real advice | 5/25/2018 9:25 AM |
| 57 | Make sure to make it clear if students who are not enrolled in N60 or O61 are allowed to utilize the writing center ! | 5/25/2018 9:02 AM |
| 58 | No. | 5/25/2018 8:49 AM |
| 59 | N/A | 5/25/2018 8:35 AM |
| 60 | The Writing Center has been a true blessing to my academic success and extracurricular projects. I want to say thank you to all professors who are participating in this program. Especially Professor Hall in helping me with my scholarship essay. Thanks to her help, I became a recipient of three scholarships for the academic year 2018-2019. | 5/25/2018 8:22 AM |
| 61 | To extend hours to Friday | 5/25/2018 8:01 AM |
| 62 | N/A | 5/25/2018 7:59 AM |
| 63 | Professor Lennertz was a great help and very informative. Truly wants to help students succeed. | 5/25/2018 7:24 AM |
| 64 | Writing center is wonderful. I learned lots of important, especially professor Heller. | 5/25/2018 7:15 AM |
| 65 | Writing center is awesome the staff is excellent and very helpful! | 5/25/2018 7:12 AM |
| 66 | I think the writing center is a great tool to have, especially for those who struggle with writing. I didn't have a lot of problems writing, so I never utilized the center, but I think it's great that SCC provides the service. I will not be going in the future as I am transferring | 5/25/2018 7:09 AM |