Over the past two semesters, Santa Ana College has experienced a lack of urgency in fixing issues. For instance, the elevators in some buildings are not working. In an apparent adjustment of the issue, an email was sent to notify us that an elevator part was needed before it could be fixed. After this notice was sent, the only functioning elevator also stopped working; subsequently, a handicapped student had to be carried by security to their class. The student felt so embarrassed that they contacted the instructor to notify them they dropped the course out of embarrassment and desolation. This was very disheartening to learn; this was an issue that could have been prevented. To make matters worse, when division office staff attempt to call Santa Ana College Maintenance and Operations (SAC M&O), SAC M&O only answers the call when the incoming call is placed from a dean’s phone line. This disregard for classified personnel further delays response time to much needed repairs - repairs that at first aren’t an emergency but then escalate to one.

Santa Ana College is losing students due to issues like the beforementioned incident and is not meeting ADA compliance. If the U.S. Department of Justice Civil Division and OSHA were to make a visit to Santa Ana College, it would find plenty of deficiencies and non-compliance issues. We ask for M&O to take all calls equally and for Senate to stress the damage that is being done, particularly to the success of our disabled students’ when basic needs of simply getting to class in a dignified way can’t be met. SAC needs to do better.

---- Anonymous Division Staff