The Learning Assistance Center continues to measure student satisfaction with the services they provide through a Satisfaction Survey. This report summarizes the results from the Spring 2011 Survey. A total of 126 surveys were collected. The last satisfaction survey was done in Fall 2010.

Demography

A majority of respondents were 24 years of age or younger; 32% from the age group of 20-24 and another 40% from the 20 or younger group. There were only 16 responses, or 14%, from those 35 years old or older.

Of those who responded, 54% were Hispanic. Whites were the next largest group at 19%, followed by African American at 14% and then Asians at 10%.

A majority, 62%, would like to eventually transfer and another 23% are Liberal Arts majors.
Figure 4 shows that, of those who responded, students’ use of the Learning Assistance Center is influenced by different people.

Eighty-eight percent indicate English as their primary language and a majority (70%) are first or second year college students.

The next few pages provide graphic illustrations of the number of respondents grouped by area of service and their level of satisfaction.
General Services of the Learning Assistance Center & Environment

Figure 7. Satisfaction with General Services & Environment

![Bar Chart](chart.png)

- **Ability to find the assistance you need**: 88% Very Satisfied, 77% Satisfied, 70% Somewhat Satisfied, 58% Neutral, 28% Not Satisfied, 10% Not Satisfied.
- **Furniture and study space**: 84% Very Satisfied, 79% Satisfied, 74% Somewhat Satisfied, 63% Neutral, 30% Not Satisfied, 21% Not Satisfied.
- **Temperature comfortable**: 81% Very Satisfied, 78% Satisfied, 74% Somewhat Satisfied, 70% Neutral, 29% Not Satisfied, 17% Not Satisfied.
- **Noise level in open study areas**: 80% Very Satisfied, 78% Satisfied, 74% Somewhat Satisfied, 67% Neutral, 30% Not Satisfied, 20% Not Satisfied.
- **Equipment**: 80% Very Satisfied, 78% Satisfied, 74% Somewhat Satisfied, 68% Neutral, 30% Not Satisfied, 20% Not Satisfied.
- **Instructional materials available**: 80% Very Satisfied, 78% Satisfied, 74% Somewhat Satisfied, 67% Neutral, 30% Not Satisfied, 20% Not Satisfied.
- **Access/entry to LAC convenience**: 81% Very Satisfied, 78% Satisfied, 75% Somewhat Satisfied, 68% Neutral, 30% Not Satisfied, 20% Not Satisfied.
- **Information about procedures**: 81% Very Satisfied, 78% Satisfied, 74% Somewhat Satisfied, 68% Neutral, 30% Not Satisfied, 20% Not Satisfied.
- **Waiting time for services**: 81% Very Satisfied, 78% Satisfied, 75% Somewhat Satisfied, 68% Neutral, 30% Not Satisfied, 20% Not Satisfied.
- **Check-in/out procedures**: 80% Very Satisfied, 78% Satisfied, 74% Somewhat Satisfied, 67% Neutral, 30% Not Satisfied, 20% Not Satisfied.
- **Staff assistance**: 80% Very Satisfied, 78% Satisfied, 75% Somewhat Satisfied, 68% Neutral, 30% Not Satisfied, 20% Not Satisfied.
- **Hours of operation**: 90% Very Satisfied, 88% Satisfied, 84% Somewhat Satisfied, 78% Neutral, 30% Not Satisfied, 20% Not Satisfied.
Figure 8. Satisfaction with Open Access Computer Lab

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information about lab procedures</td>
<td>2 6 20 19 11 68</td>
</tr>
<tr>
<td>Computer login process</td>
<td>0 4 18 23 72</td>
</tr>
<tr>
<td>Printing services</td>
<td>3 5 18 26 64</td>
</tr>
<tr>
<td>Staff assistance</td>
<td>0 5 23 28 60</td>
</tr>
<tr>
<td>Equipment is available</td>
<td>1 4 26 27 58</td>
</tr>
<tr>
<td>Equipment is functional</td>
<td>1 5 22 25 62</td>
</tr>
<tr>
<td>Staff assistance in the lab</td>
<td>0 6 23 26 61</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>3 9 24 26 55</td>
</tr>
</tbody>
</table>

- **No Response**
- **Not Satisfied**
- **Somewhat Satisfied**
- **Neutral**
- **Satisfied**
- **Very Satisfied**
Tutoring Services

Figure 9. Satisfaction with the Tutoring Services

![Bar chart showing satisfaction levels for different aspects of tutoring services.](chart)

- **Staff assistance for tutoring**: 7 Not Satisfied, 14 Somewhat Satisfied, 19 Neutral, 29 Satisfied, 29 Very Satisfied, 35 Not Responded
- **Sign-up process for tutoring**: 6 Not Satisfied, 14 Somewhat Satisfied, 19 Neutral, 24 Satisfied, 28 Very Satisfied, 32 Not Responded
- **Ease of finding tutoring services**: 11 Not Satisfied, 13 Somewhat Satisfied, 16 Neutral, 26 Satisfied, 25 Very Satisfied, 30 Not Responded
- **Information available about tutoring**: 10 Not Satisfied, 14 Somewhat Satisfied, 19 Neutral, 26 Satisfied, 27 Very Satisfied, 30 Not Responded

- **No Response**: 0
- **Not Satisfied**: 0
- **Somewhat Satisfied**: 0
- **Neutral**: 0
- **Satisfied**: 0
- **Very Satisfied**: 0

Number of Respondents: 0 to 40
Other Questions

*Figure 17. Miscellaneous*

![Learning Assistance Center](image_url)
Comments on General Services and Environment

- The lab should be more accessible for those who work all week.
- Scanners available to all students!!
- It gets noisy, but then the lady that sits in the center of the study area takes care of it.
- Why isn't there any copy machines available in the LRC? I have to go all around to the library to make a copy!!
- Great service.
- I like how everyone comes together and study.
- I never have any issues here, and it's always good for me.
- Temperature is not comfortable, more furniture, it's difficult to know how many hours you already made and how many you still need.
- The weekend hours being extended would be more helpful.
- It would be helpful if it was open a little later on Fridays for people that have Friday classes.
- Overall very good.
- I feel that office hours for the lab should be opened @ 6am. It would be more convenient.
- If office hours were opened @ 6am it would be more convenient for students.
Comments on Computer Lab

- Often students talk too loud and too much (no consideration). Where's the faculty to enforce this quiet study zone?
- Need more printers.
- Scanners available for everyone!!
- Other students are so dirty, and they'll leave their drinks on the computer, OMG!
- It can get too loud in the computer lab most of the students don't even need to be there. Facebook or Myspace is not that important.
- Enjoy the lab environment, but it gets too loud in there at times.
- Why isn't there any copy machines here?
- Too many students “pretending” to use lab for academic purposes whenever authority present.
- Very good.
- Candy is great when you need help.
- Great assistance provided when needed, and equipment is always functional.
- Lab is always clean, but some students are disrupted by the loud students.
- It gets too loud in the lab when I write my papers.
Comments on Tutoring Services

- Where do we go for these services?
- Scanners available to all students!!
- I need an English tutor to help me get ideas for my essays in Eng. 102. Writing lab tutors are useless and rude.
- I didn't know these services existed.
- Where can I find out about chemistry tutors?
- Where can I find a tutor?
- Where is all this?
- Writing lab tutors are not available. They are there but reject to help me.
- Math lab is excellent!!! Tutors are very helpful and patient!
- Our tutoring staff is very helpful and informative. Enjoy very much studying with them.
- Some days more tutors are needed.
- Very good.
- Tutors are great, but you need newer chairs and cleaning.
- Do you have a French tutor?
- Do we have any Spanish tutors?
Comments on Access to Labs

- The times that I’d visit the writing lab, they refused me leaving me with discouragement. They couldn’t even assist me with a question. I had to come back a particular time when they weren’t doing anything.
- Writing lab associates do not help me. I feel they’re rather selective with students.
- It is a "free" way to get extra help. The tutors are always very friendly and extremely helpful. I utilize the LAC on a daily basis.
- The staff in LRC 105A is very helpful and knowledgeable, and I really appreciate them being available to help me out when I need it.
- The only problems I have is the noise. Sometimes it is a little loud and sometimes the printer breaks down.
- Everything is great.
What do you LIKE MOST about the LAC programs and services?

- Nice study area.
- Everyone is so helpful. I’m glad Harbor has these resources.
- The assistance and tutoring available.
- Tutoring with Floyd B.
- I don’t have computer & this is very helpful with assignments.
- I like the accessibility and resources.
- I like all the resources and the computer lab that I use frequently to do my papers.
- I enjoy the area.
- The dedication and commitment of the staff regarding students obtaining proper educating.
- Easy to understand.
- Everything.
- It’s helpful.
- Easy use and access, I can always get in and out without a problem, little distractions, no time limit on computers or equipment.
- Tutoring.
- There’s great resources offered.
- Computer assistants are very helpful.
- I feel good about the LAC is very useful.
- I like the roomy space to study.
- I love the access to computer lab and open labs.
- Good study environment.
- Learn by reading books, and pleasant staff.
- The math lab.
- Students who do not take academics seriously should be asked to leave. It is very distracting trying to do work sometimes in LAC when these students are present.
- That it is available at convenient times. Also that the staff is very willing to assist us students in all they can.
- That they’re available if I need them.
- Very accommodating.
What do you LIKE MOST about the LAC programs and services?

- The tutoring is great!
- Staff are well prepared for the programs and actually help the students. The rooms are clean.
- Computers & tutors.
- I like the attention, very professional.
- The computers and everything else.
- The number of working computers available.
- Great service, hours & accessibility.
- I like the clean quiet environment helps me focus.
- The girls are very helpful and need a raise. Or you can hire them.
- I like the LAC.
**What do you LIKE LEAST about the LAC programs and services?**

- Too loud in computer lab at times.
- The limit of computers for the amount of students attending.
- Makes no sense. How are there no scanners available to the student body as a whole?!? Why are scans charged?!? Why are only "open access" computer lab students privy to scanners only?!?!
- I don't understand the purpose for the writing lab. No one is helpful or even make suggestions to improve my ideas in my writing.
- There should be printers available and copy machines in the computer lab.
- There should be more private tutors for English, biology, and geography.
- I wish the writing lab would be more accessible for walk-in students. I don't feel the need to add another unit, I have enough.
- Any French tutors available?
- My first visit to the writing lab was a mistake. The workers were eating and chit-chatting and didn't want to assist me. I was told from other student/friends that they usually only help others. I would recommend private tutoring for English courses.
- I dislike making appointments for writing lab or where walk-in time conflict with my schedule.
- I don't like when the computer lab gets cramped up with students that are on social networks.
- The noisy people.
- I dislike waiting for math tutors to help me.
- I do not like the writing lab hours. It is not a pleasant visit. I see about 3 tutors and they're unable to help me. HELP!
- Not enough open lab hours in writing lab.
- More tutors accessibility.
- Sometimes too loud.
- Sometimes noise level is high.
- They need more tutors. It is very hard to find help in the math lab when there is only one tutor for hours on end.
- The talking when I'm trying to study.
- They should open at 7:00 am since some classes start at 8:00 am and some students can use this place to study & print out papers.
What do you like LEAST about the LAC programs and services?

- Too cold.
- Everything.
- The cold air so chilly.
- There has to be more order in the lab or some kind of enforced supervision.