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 2012 Survey. A total of 97 surveys were collected. The last satisfaction survey was done in Fall 2011.

Demography

A majority of respondents were 24 years of age or younger; 26% from the age group of 20-24 and another 37% from the less than 20 years old group. Of those who responded, 40% were Hispanic. Asians were the next largest group at 25%, followed by Whites at 20% and African American at 11%.

Thirty-seven percent would like to eventually transfer to a 4-year university, and another 41% were intend to obtain an AA/AS degree.
Figure 4 shows that students’ use of the Learning Assistance Center is influenced by a variety of people. Aside from self referral, most (23%) students were referred by instructors.

Eighty-two percent indicate English as their primary language. A majority (86%) are first or second year college students.
The next few pages provide graphic illustrations of the number of respondents grouped by areas of service and their level of satisfaction.

**General Services of the Learning Assistance Center & Environment**

*Figure 7. Satisfaction with General Services & Environment*

![Bar chart showing satisfaction levels for various aspects of General Services & Environment](image-url)
Open Access Computer Laboratory

Figure 8. Satisfaction with Open Access Computer Lab
Tutoring Services

Figure 9. Satisfaction with the Tutoring Services

![Bar chart showing satisfaction with tutoring services at Los Angeles Harbor College Learning Assistance Center. The chart indicates responses for four aspects: Staff assistance for tutoring, Sign-up process for tutoring, Ease of finding tutoring services, and Information available about tutoring. The number of respondents ranges from 31 to 37, with varying satisfaction levels indicated by different colors for each category.](image-url)
Other Questions

Figure 17. Miscellaneous
Comments on General Services and Environment

- It might be my class but tutor does not seem to be knowledgeable.
- Good customer service.
- Thanks, very good assistance.
- Staff is very nice and helpful

Comments on Computer Lab

- Do not use
- Often students talk too loud and too much (no consideration) where’s the faculty to enforce this quiet study zone?
- Do not use
- Computer service perfect. Had no problems with the computers.

Comments on Tutoring Services

- Staff is very involved with students who need more support for the math tutoring. Appreciation to all the math tutors for a well done job.
- They really do help out, it’s great.
- We need English or comprehension tutor for English 21.

Comments on Access to Labs

- I am sure I would utilize literacy center. Spanish lab if I were in those classes.
- It is a good place to study.
- Gets job done for me.
- I am totally satisfied with literacy center strategies in hours, help, quietness.
- Get some new chairs they are uncomfortable.
- Very helpful workers.
- LA Harbor set up a perfect lab for us students to study. The customer service just makes it even better.
- Staff at the checkout counter.
- I like all of them.
- People are nice.
What do you LIKE MOST about the LAC programs and services?

- The computers.
- Love the assistance.
- Student friendly staff are helpful as well as the check-in counter assistants.
- Staff is helpful and math tutor is awesome.
- The study area is comfortable and open to all students.
- Lovely center plant.
- All programs are easily accessible and support/help always given by staff. Please keep up the good work.
- Math lab and computer lab.
- It is getting a lot better with quietness in computer lab. Tutors help a lot.
- I love it because it allows me to get my studies accomplished.
- I like all the labs.
- Everyone is friendly.
- Everyone is friendly.
- I like the accessibility of tutors and labs.
- I like everyone in the LAC.
- Access to word processing software and copiers. Helpful staff.
- Math lab and computer lab are very helpful.
- Friendly assistants. Lab is quiet.
- I believe programs are very helpful for students, and I am glad they are being offered.
- It has staff to assist you any time you need them during working hours.
- They’re always willing to help out with what’s needed.
- The lab is open whenever I want to go in. When I need help I am being treated politely. Staff is helpful.
- What I like most is that the programs are pretty good and informational.
- The open availability to all the services. The kind helpful staff.
- That everyone is open and helpful to one another.
- I can use the computers in the lab and study in the LAC.
- The computer lab and library services in LAC too.
- Comfort.
- The services.
- Nice quiet place to do homework.
- Everything.
- The supervision is amazing as well as helping others. All programs in computer especially grammar
- Tutors are very helpful. They’re available and rarely is there a waiting period
- The math lab for help in math. However, sometimes it is too loud for me.
- Staff are very helpful. I am computer illiterate and they make me feel and show me what I need to learn
- Customer service.
What do you LIKE MOST about the LAC programs and services?

- The assistance and service I receive from the computer lab assistant.
- Everyone is nice.
- Location able to use lab(computer) and math lab.
- I like the fact that you can get help in areas that you are weak in.
- It’s a place where I can improve my skills of reading and learning new vocabulary.
- Everyone is very helpful.
- The staff and all the services offered to me.
- Always helpful.
- I like most about LAC they help you when you need.
- The program have people who are always friendly and willing to help you.
- I like the staff that are always there for us.
- Well they have been very convenient for me because upon entering the program, I didn’t know how to write that good or comprehend.
What do you LIKE LEAST about the LAC programs and services?

- Not enough info about LAHC center.
- Very old stuff-VHS-Child Dev course.
- I dislike the dirtiness in the computer room so I bring my own wipes.
- The noise some students make at times.
- Furniture and study areas should be rearranged conducive to students learning atmosphere. Noises should be reduced. Eating and using cell phones at the study area should be strictly prohibited.
- When people take advantage and cause noise to disrupt the quietness of the program and services.
- The noise needs to be controlled.
- I don’t like other students using computers for social media.
- Too noisy.
- Not enough tutors. IE8 (internet explorer is extremely outdated) change to chrome, it is so much better.
- Sometimes it’s difficult to find out where to get the help or some labs are packed when I walk by.
- That sometimes the printer or computer won’t work.
- Counselors are very little help.
- That there are not many programs offered.
- The internet access sometimes is out of order and can affect assignments and papers due.
- The internet sometimes runs slow and it makes assignments difficult to do.
- Noise level.
- Not a lot of time to work. More things to do with PC’s.
- The restrooms.
- Loud students are annoying when I study.
- Sometimes it is too loud for me.
- Closing time too early.
- Sometimes crowded.
- I have to go around to get to library.
- Not available on Saturday, longer hours.
- Customer service could improve. Customer service is the key to success.
- I don’t like the time I open it should earlier.
- That we have short staff with tutoring.
- There is not so much about the lab. Should do more about the LRC more reading more things to do.