The Learning Assistance Center continues to measure student satisfaction with the services they provide through a Satisfaction Survey. The Center began conducting this survey in fall 2010. This report summarizes the results from the spring 2013 semester. A total of 52 surveys were collected.

**Demography**

A majority of respondents were 24 years of age or younger; 39% from the age group of 20-24 and another 29% from the 20 or younger group.

Of those who responded, 48% were Hispanic. Asians were the next largest group at 23%, followed by Other at 13%, African American at 10% and then Whites at 6%.

A majority, 49%, would like to eventually transfer and another 36% are Liberal Arts majors.
Figure 4 shows that, of those who responded, students' use of the Learning Assistance Center is influenced by a variety of people.

Seventy-one percent indicate English as their primary language and a majority (57%) 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.
Figure 7. Satisfaction with General Services & Environment
Open Access Computer Laboratory

*Figure 8. Satisfaction with Open Access Computer Lab*

![Bar Chart showing satisfaction with Open Access Computer Lab](chart.png)
Tutoring Services

Figure 9. Satisfaction with the Tutoring Services

![Chart showing satisfaction with tutoring services]

- Staff assistance for tutoring: 2 Very Satisfied, 2 Satisfied, 2 Somewhat Satisfied, 6 Neutral, 6 Not Satisfied, 10 No Response
- Sign-up process for tutoring: 2 Very Satisfied, 3 Satisfied, 6 Somewhat Satisfied, 2 Neutral, 6 Not Satisfied, 17 No Response
- Ease of finding tutoring services: 1 Very Satisfied, 1 Satisfied, 3 Somewhat Satisfied, 2 Neutral, 9 Not Satisfied, 20 No Response
- Information available about tutoring: 2 Very Satisfied, 3 Satisfied, 2 Somewhat Satisfied, 2 Neutral, 7 Not Satisfied, 15 No Response

Number of Respondents

- No Response
- Not Satisfied
- Somewhat Satisfied
- Neutral
- Satisfied
- Very Satisfied
Other Questions

Figure 17. Miscellaneous

![Learning Assistance Center](chart.png)

**Learning Assistance Center**

*"How Often Do You Use The Following"*

- **Literacy Center**
  - No Response: 1
  - Never: 5
  - 2-3 times / mo.: 7
  - 2-3 times / wk.: 18
  - Daily: 20
- **High Tech Center**
  - No Response: 2
  - Never: 3
  - 2-3 times / mo.: 5
  - 2-3 times / wk.: 20
  - Daily: 21
- **Writing Center**
  - No Response: 4
  - Never: 6
  - 2-3 times / mo.: 6
  - 2-3 times / wk.: 14
  - Daily: 21
- **Math Lab**
  - No Response: 5
  - Never: 10
  - 2-3 times / mo.: 9
  - 2-3 times / wk.: 11
  - Daily: 15
- **LAC Open Area to study**
  - No Response: 5
  - Never: 5
  - 2-3 times / mo.: 11
  - 2-3 times / wk.: 15
  - Daily: 15
- **Open access computer lab**
  - No Response: 3
  - Never: 7
  - 2-3 times / mo.: 10
  - 2-3 times / wk.: 11
  - Daily: 15

**Number of Respondents**

- No Response
- Never
- 2-3 times / mo.
- 2-3 times / wk.
- Daily
Comments on General Services and Environment

- More fans. It’s very hot.
- I’d like to see the hours of operation open earlier i.e. 7:30 a.m.
- I really like being here by myself.
- Thank you for helping me to learn to read and comprehend.
- Friendly and helpful.
- The lab helps me a lot for math.
- No air conditioning.
- A/C broke down? It gets uncomfortable.

Comments on Computer Lab

- Very good service.
- Be better if opened at 7:30 a.m.
- Too many pop-ups when logging in.
- Help with homework.
- A good place to study.
- It should be open longer.
- Kindly update java and flash.

Comments on Tutoring Services

- I highly recommend Lee and Nadine and Jeff to all who have trouble with math.
- Staff assistance has been excellent.
- I would rate a 5 however for science e.g. anatomy, physiology, micro, there is only one tutor.
- Needs more tutors at math lab.

Comments on Access to Labs

- I highly recommend Cathy, Margy & Proff Khan to all who have trouble in Eng & reading
- Computer lab too hot.
What do you LIKE MOST about the LAC programs and services?

• You can come and go as you need to and ask for help any time and get it. It was good for me.
• That it’s all free and people here are nice and polite.
• I always learn something new.
• That there is so much help from tutors and students.
• The English, Math and Reading laboratory.
• That the assistants are welcoming and helpful. I enjoy being in Khan’s lab, I feel great to get help when I have my essays due for English.
• Staff is friendly and hours are convenient.
• A good place to work to get help.
• I like the study and reading lab.
• The people working are flexible and help out and are good at giving out info. Lab is cleaner and bathroom too.
• The hours.
• Comfortable environment.
• They are available when I need them.
• Provides computers and internet access for school work. Good environment.
• It eases the college life, with printing, typing and tutoring.
• The computers and especially the printers.
• It is always open access.
• Tutoring services, equipment hours of operation.
• The computer lab.
What do you LIKE LEAST about the LAC programs and services?

- It gets too hot in the rooms at times. The restroom!
- People hogging the computer to play online games.
- That it doesn’t open earlier.
- The noise can be distracting sometimes not too often though.
- What I like least is the noise volume from people outside the math lab. Even the computer hours is still not operational in other labs.
- It is too hot.
- It is always very hot and some of the computers don’t print. Computers are too slow most of the times.
- The temperature.
- Sometimes it becomes really hot.
- Hours- needs to be open longer.
- The fact that the LAC lab is closed early in the day there are sometimes classes running up until 10:00 p.m.
- No general study areas.
- Sometimes there is a lack of books meaning when they are all out, I’m stuck.
- The air conditioning is not working.
- More tutors for science classes would be helpful. Current one teaches anatomy, physiology, micro. in very little time.
- Temperature.
- I would suggest more hours on Friday from students who have homework on the weekend.
- I think it would be useful to have the math lab open a little earlier and the writing lab close a little later.