FALL 2010

The Learning Assistance Center continues to measure student satisfaction with the services they provide. This report is from the Fall 2010 Satisfaction Survey that the Center conducted. A total of 93 surveys were collected. The last satisfaction survey was done in Spring 2010.

Demography

A majority of respondents were 24 years of age or younger; 49% from the age group of 20-24 and another 31% from the 20 or younger group. There were only 14 responses, or 20%, from those 35 years old or older.

Of those who responded, 51% were Hispanic. Asians were the next largest group at 17%, followed by Whites at 14% and then African American at 11%.

A majority, 49%, would like to eventually transfer and another 43% are Liberal Arts majors.
Figure 4 shows that, of those who responded, students’ use of the Learning Assistance Center is influenced by different people. Seventy-seven percent indicate English as their primary language and a majority (84%) 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*

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to find the assistance you need</td>
<td>46</td>
</tr>
<tr>
<td>Furniture and study space</td>
<td>46</td>
</tr>
<tr>
<td>Temperature comfortable</td>
<td>43</td>
</tr>
<tr>
<td>Noise level in open study areas</td>
<td>25</td>
</tr>
<tr>
<td>Equipment</td>
<td>47</td>
</tr>
<tr>
<td>Instructional materials available</td>
<td>39</td>
</tr>
<tr>
<td>Access/entry to LAC convenience</td>
<td>43</td>
</tr>
<tr>
<td>Information about procedures</td>
<td>32</td>
</tr>
<tr>
<td>Waiting time for services</td>
<td>32</td>
</tr>
<tr>
<td>Check-in/out procedures</td>
<td>43</td>
</tr>
<tr>
<td>Staff assistance</td>
<td>53</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>53</td>
</tr>
</tbody>
</table>

The graph above shows the satisfaction levels with different aspects of the Learning Assistance Center and Environment. The levels range from 'Very Satisfied' to 'Not Satisfied', with 'Neutral' being the middle ground. Each bar represents the number of respondents in each category for each service provided.
## Open Access Computer Laboratory

**Figure 8. Satisfaction with Open Access Computer Lab**

<table>
<thead>
<tr>
<th>Service</th>
<th>No Response</th>
<th>Not Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information about lab procedures</td>
<td>1</td>
<td>7</td>
<td>12</td>
<td>16</td>
<td>20</td>
<td>37</td>
</tr>
<tr>
<td>Computer login process</td>
<td>1</td>
<td>4</td>
<td>9</td>
<td>14</td>
<td>19</td>
<td>46</td>
</tr>
<tr>
<td>Printing services</td>
<td>4</td>
<td>6</td>
<td>9</td>
<td>9</td>
<td>22</td>
<td>43</td>
</tr>
<tr>
<td>Staff assistance</td>
<td>4</td>
<td>6</td>
<td>11</td>
<td>11</td>
<td>27</td>
<td>34</td>
</tr>
<tr>
<td>Equipment is available</td>
<td>7</td>
<td>9</td>
<td>11</td>
<td>18</td>
<td>21</td>
<td>27</td>
</tr>
<tr>
<td>Equipment is functional</td>
<td>6</td>
<td>9</td>
<td>10</td>
<td>16</td>
<td>22</td>
<td>30</td>
</tr>
<tr>
<td>Staff assistance in the lab</td>
<td>3</td>
<td>7</td>
<td>11</td>
<td>16</td>
<td>25</td>
<td>31</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>1</td>
<td>4</td>
<td>9</td>
<td>14</td>
<td>21</td>
<td>44</td>
</tr>
</tbody>
</table>
Tutoring Services

Figure 9. Satisfaction with the Tutoring Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff assistance for tutoring</td>
<td>37</td>
</tr>
<tr>
<td>Sign-up process for tutoring</td>
<td>38</td>
</tr>
<tr>
<td>Ease of finding tutoring services</td>
<td>38</td>
</tr>
<tr>
<td>Information available about tutoring</td>
<td>38</td>
</tr>
</tbody>
</table>
Other Questions

Figure 17. Miscellaneous

Learning Assistance Center
"How Often Do You Use The Following"

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Literacy Center</td>
<td>39</td>
</tr>
<tr>
<td>High Tech Center</td>
<td>50</td>
</tr>
<tr>
<td>Writing Center</td>
<td>47</td>
</tr>
<tr>
<td>Math Lab</td>
<td>38</td>
</tr>
<tr>
<td>LAC Open Area to study</td>
<td>32</td>
</tr>
<tr>
<td>Open access computer lab</td>
<td>37</td>
</tr>
</tbody>
</table>

No Response | Never | 2-3 times / mo. | 2-3 times / wk. | Daily

0 10 20 30 40 50 60
Number of Respondents
Comments on General Services and Environment

- Check-in counter workers help me find solutions.
- It is real comfortable in the LAC.
- No headphones, not enough computers, too cold.
- Later hours on Friday & Saturday would be efficient for many students. Very often students are very disruptive & staff does nothing--even with headphones in.
- We need more tutors.
- I would like to see more tutors or assistance.
- Sometimes it gets too loud and not able to study.
- Very good.
- Writing lab opens late and I need papers to submit. Are there any English tutors at hand?
- They were very helpful.
- I like the air colder.
- Should have a knowledge tutor for people that have to do essays for a certain subject.
- In this class to let us work by are self and that they are there when we need them.
- Too noisy culinary art students and too many computers out of order.
Comments on Computer Lab

- Like going to the lab, however, sometimes computers do not function.
- It would be great if all computers would be accessible for people who really need it.
- Many students are just fooling around.
- Where are lab worker and technician?
- What are the policies? Too much raucous.
- The lab should be available for academic purposes only. It is extremely loud and not inviting. It should be a silent place.
- Very good place.
- There are days when 1/3 or 2/3 of computers work and noise levels sometimes are high.
- I feel that more of the computers should work.
- Need more new working computers!!!
- Not enough computers, some students do not have the courtesy to remain quiet and some get on prohibit websites just for fun.
- More time maybe weekends
- Chili, cold.
- I love everything about this school.
- Many students are occupying the computers, they say they are doing academics, but they're on you tube, MySpace, laughing being loud when I need to do an essay.
- Some students use the computers for other purposes instead of doing their work.
- Not enough available computers!!!
Comments on Tutoring Services

- Need a writing English tutor for my English classes.
- Where are the tutors when you need one!
- Found some of the tutors to be rude by belittling. They need understanding, they're knowledgeable & we're not so much in their field.
- Not enough computers
- Little information on tutoring.
- Where do I suppose to go for computer tutoring?
- Need more of a classroom, don't always have a whiteboard or chalkboard to write on so everyone can see the work
- English tutors
- Tutor for history essays
- Where are the English tutors? I am not at the level of writing lab tutors. I don't understand what their purpose is.
- Tutor for history
Comments on Access to Labs

- Used to go to the writing lab but they are never willing to help me. I am lost with words.
- Math tutors need improvement explaining. Not everyone knows math concepts. They need more patience.
- Never knew we had these services.
- Sometimes not enough computers and jocks are loud.
- I like the headphone material.
- I like these labs.
- A lot of people don’t study in the open area and wind up talking too much.
- The computers take too long to get one.
- I love the computer lab.
- Literacy lab is helpful.
- I like the Literacy lab help with my Developmental Communications class and library.
What do you LIKE MOST about the LAC programs and services?

- That it is available at times, that it can be nice to work in at times when you actually have people who are trying to do their work.
- Like that these services are available.
- The LAC provides a great atmosphere for all students.
- Everything.
- Everything.
- Convenience and interaction.
- It's family.
- Friendly staff--never have a problem with anything.
- Availability of computers and process speed.
- Its availability.
- I like that there is quietness.
- Workers are kind and helpful.
- I like when it is quiet and I enjoy the lab.
- For the most part, I enjoy the friendly assistance.
- Computers.
- Computers.
- The programs as well as the help that's provided. Kandy was a great help to me. Keep her on staff. Good employee.
- It's available whenever I need assistance.
- I like all the resources.
- I like that we have them available and that there are certain people who are helpful.
- The LAC seems to me a great place to study.
- Open mostly throughout my school hours. It’s available to everyone.
- I can come here at anytime and study/homework. Can use the lab if I need to.
- Very good service
- I can ask anyone for help and they will direct me to the right person to help me.
- People Facebook and don't think of others who have to do school work
- They are very easy to understand.
- I like the hours about LAC because I have whole day to study here.
What do you LIKE MOST about the LAC programs and services?

- The computer lab is the best but after doing my campus resources assignment I've come to learn that a lot of the services we have here on campus are really good. I'd definitely end up using the writing/math lab.
- Availability.
- I like the resources and environment.
- Everything
- They're great.
- They offer a lot and I like this school because you guys want us to do better.
- I like that they help you with the work.
- I like that you can work at your own pace and there is always someone to help you.
- The access to information.
- Everything is good.
- Service, hours
- How accessible they are. It's so easy to pop in, look something up or print it, and go without spending a lot of time, and if I need to finish an essay, I can stay longer without worrying.
- The hours are good and people are great.
- Easy to do research or homework in-between classes. Easy to print out reports and homework. Good space area in computer lab and study area.
- I like that they let you work at your own speed and they are every nice and when you need to talk to somebody they are there for you 24/7.
- I like that everything is accessible except for the computer lab. The writing lab is great but we need more English tutors for my level. I don't understand their concepts.
- I like the services but we need more tutors that can relate with special needs.
- I like the environment. It can be a great place to study and unwind.
- The people are very helpful and they take time to show us how to do are work.
- I like LAC because I like High Tech Center class.
What do you LIKE LEAST about the LAC programs and services?

- Time needs to be extended and the people should be working - no music, no talking about happened last night, so on and so forth. Printing cost. Computer lab should only be used for school work.
- Sometimes a lot of computers are not working and is very hard to get a hold of a computer to work.
- Workers in the writing lab do not help me with my needs. They do not edit papers or make suggestions. It can get real loud in the LAC study area at times. Math lab is ok but they need to be willing to explain better for confused students as myself. Writing lab instructors are there for geniuses not for anyone who doesn't know how to develop a thesis. I am discouraged of the tutors in the LAC.
- The often disruptiveness of conversation and laughter (loud) in the comp lab and nothing is done to quiet them down. Paper signs on the walls don't enforce, you need real people.
- Not enough staff to help out.
- Some computers don't work.
- Don't like the boring classes.
- I don't like the construction workers that make noises when I study.
- Air conditioning--it's way too cold to study and the hours that are provided are not consistent. A set schedule of 8-5 Mon-Fri.
- Everything seems to work well. I don't really use services here such as tutoring. Maybe announcing them more.
- It's availability
- It is too loud in computer lab and many students are on facebook, myspace.
- But there are not enough workers to help with computer stuff.
- I dislike the noisy students.
- The bathroom is always dirty. I don't like that the stalls do not have doors.
- Broken computers
- Space
- Room temp, outdated word processor, not sufficient computers, social network should be blocked, printer outdated, more staff supervision
- It’s a little unsanitary.
What do you like LEAST about the LAC programs and services?

- We need more English, science, health tutors.
- What I like least is the noise. Sometimes I’m trying to concentrate and there are students being loud and staff not saying anything. I least like some of the counselors who are not helpful when I’m in need. One has made me feel dumb and that's not their purpose of being there.
- The computer lab is mostly full with loud and obnoxious students.
- Sometimes it can get too loud, and interfere with others who are trying to study.
- It sometimes gets too noisy and no one says anything.
- Sometimes the computers and/or printer don’t work.
- Computers seem to be down frequently. This makes it harder to use since there's only a handful of computers available.
- Sometimes the computer freezes up then you have to start all over again.
- Hours of operation--hope it can open earlier.
- Not enough working computers
- There aren't enough working computers!!
- Computers don't work. It’s too crowded. Math tutors are hard to find.
- The noisy students--especially at the computer lab. I hear students using foul language and have no respect towards other students there.
- I don't like loud noise.
- Helping you with the work.
- Not enough computers
- The learning lab is sometimes noisy.
- They not emptying the trash cans daily and the floors are dirty. Recycling should be recycled not just thrown away.
- I'm not really dissatisfied with anything.
- Tutor for history.
- Some of the people almost blow out their ears w/ their earphones. Sometimes all computers are taking & most people are on Facebook/myspace etc.
What do you like LEAST about the LAC programs and services?

- I really dislike student’s abusing the computer lab. I know they’re not using the computers for academic purposes. There is no one to tell them to keep quiet. There is no order in there. When I am writing a paper, there are so many distractions with music, laughing, loud and obnoxious students. Most of the young students just kill time getting online instead of allowing other students to work on their papers. It really bothers me.

- Sometimes when I read or study at the LAC, it gets to rowdy and I lose my focus.

- Not enough working computers and many students on Facebook, myspace. This is so unnecessary for other students who work hard to get a paper done. Almost every day there is drama in there.

- The computers keep breaking down.