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

<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>Ability to find the assistance you need</td>
<td>2</td>
<td>12</td>
<td>24</td>
<td></td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>Furniture and study space</td>
<td>2</td>
<td>3</td>
<td>13</td>
<td></td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>Temperature comfortable</td>
<td>3</td>
<td>5</td>
<td>17</td>
<td></td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Noise level in open study areas</td>
<td>4</td>
<td>6</td>
<td>9</td>
<td></td>
<td>21</td>
<td>28</td>
</tr>
<tr>
<td>Equipment</td>
<td>1</td>
<td>7</td>
<td></td>
<td></td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Instructional materials available</td>
<td>1</td>
<td>4</td>
<td></td>
<td></td>
<td>13</td>
<td>27</td>
</tr>
<tr>
<td>Access/entry to LAC convenience</td>
<td>1</td>
<td>5</td>
<td></td>
<td></td>
<td>15</td>
<td>30</td>
</tr>
<tr>
<td>Information about procedures</td>
<td>1</td>
<td>4</td>
<td></td>
<td></td>
<td>3</td>
<td>30</td>
</tr>
<tr>
<td>Waiting time for services</td>
<td>3</td>
<td>10</td>
<td></td>
<td></td>
<td>10</td>
<td>30</td>
</tr>
<tr>
<td>Check-in/out procedures</td>
<td>1</td>
<td>5</td>
<td></td>
<td></td>
<td>15</td>
<td>25</td>
</tr>
<tr>
<td>Staff assistance</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
<td>12</td>
<td>30</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>2</td>
<td>7</td>
<td>10</td>
<td></td>
<td>16</td>
<td></td>
</tr>
</tbody>
</table>

Number of Respondents

- **No Reponse**: 0
- **Not Satisfied**: 2
- **Somewhat Satisfied**: 12
- **Neutral**: 24
- **Satisfied**: 88
- **Very Satisfied**: 0
## 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>Satisfied</th>
<th>Very Satisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information about lab procedures</td>
<td>2</td>
<td>6</td>
<td>20</td>
<td>19</td>
<td>68</td>
<td></td>
</tr>
<tr>
<td>Computer login process</td>
<td>0</td>
<td>4</td>
<td>18</td>
<td>23</td>
<td>72</td>
<td></td>
</tr>
<tr>
<td>Printing services</td>
<td>3</td>
<td>5</td>
<td>18</td>
<td>26</td>
<td>64</td>
<td></td>
</tr>
<tr>
<td>Staff assistance</td>
<td>0</td>
<td>5</td>
<td>23</td>
<td>28</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>Equipment is available</td>
<td>1</td>
<td>4</td>
<td>26</td>
<td>27</td>
<td>58</td>
<td></td>
</tr>
<tr>
<td>Equipment is functional</td>
<td>1</td>
<td>5</td>
<td>22</td>
<td>25</td>
<td>62</td>
<td></td>
</tr>
<tr>
<td>Staff assistance in the lab</td>
<td>0</td>
<td>6</td>
<td>23</td>
<td>26</td>
<td>61</td>
<td></td>
</tr>
<tr>
<td>Hours of operation</td>
<td>3</td>
<td>9</td>
<td>24</td>
<td>26</td>
<td>55</td>
<td></td>
</tr>
</tbody>
</table>

**Number of Respondents**
Tutoring Services

Figure 9. Satisfaction with the Tutoring Services

<table>
<thead>
<tr>
<th>Service</th>
<th>0</th>
<th>5</th>
<th>10</th>
<th>15</th>
<th>20</th>
<th>25</th>
<th>30</th>
<th>35</th>
<th>40</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff assistance for tutoring</td>
<td>7</td>
<td>14</td>
<td>19</td>
<td>22</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sign-up process for tutoring</td>
<td>6</td>
<td>14</td>
<td>24</td>
<td>28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of finding tutoring services</td>
<td>11</td>
<td>21</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information available about tutoring</td>
<td>10</td>
<td>14</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Number of Respondents
Other Questions

Figure 17. Miscellaneous

<table>
<thead>
<tr>
<th>Learning Assistance Center</th>
<th>&quot;How Often Do You Use The Following&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Literacy Center</td>
<td>No Response: 15, Never: 11, 2-3 times/mo: 18, 2-3 times/wk: 27, Daily: 55</td>
</tr>
<tr>
<td>High Tech Center</td>
<td>No Response: 8, Never: 10, 2-3 times/mo: 17, 2-3 times/wk: 10, Daily: 73</td>
</tr>
<tr>
<td>Writing Center</td>
<td>No Response: 5, Never: 14, 2-3 times/mo: 16, 2-3 times/wk: 20, Daily: 71</td>
</tr>
<tr>
<td>Math Lab</td>
<td>No Response: 16, Never: 13, 2-3 times/mo: 24, 2-3 times/wk: 24, Daily: 49</td>
</tr>
<tr>
<td>LAC Open Area to study</td>
<td>No Response: 15, Never: 9, 2-3 times/mo: 21, 2-3 times/wk: 29, Daily: 52</td>
</tr>
<tr>
<td>Open access computer lab</td>
<td>No Response: 16, Never: 8, 2-3 times/mo: 28, 2-3 times/wk: 28, Daily: 61</td>
</tr>
</tbody>
</table>

Number of Respondents

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