<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demography</td>
</tr>
<tr>
<td>Page 1</td>
</tr>
<tr>
<td>General Services &amp; Environment</td>
</tr>
<tr>
<td>Page 4</td>
</tr>
<tr>
<td>Computer “Open Access” Lab</td>
</tr>
<tr>
<td>Page 5</td>
</tr>
<tr>
<td>Tutoring Services</td>
</tr>
<tr>
<td>Page 6</td>
</tr>
<tr>
<td>Frequency of Use of Services</td>
</tr>
<tr>
<td>Page 7</td>
</tr>
<tr>
<td>Respondent Comments:</td>
</tr>
<tr>
<td>What Do You Like Most About the LAC Programs &amp; Services?</td>
</tr>
<tr>
<td>Page 8</td>
</tr>
<tr>
<td>Respondent Comments:</td>
</tr>
<tr>
<td>What Do You Like Least About the LAC Programs &amp; Services?</td>
</tr>
<tr>
<td>Page 9</td>
</tr>
<tr>
<td>Appendix A</td>
</tr>
<tr>
<td>Page 10</td>
</tr>
</tbody>
</table>
The Learning Assistance Center (LAC) provides students with computer and math labs; writing and literacy centers; information on tutoring; and study areas. The Center conducted point-of-service satisfaction survey in the spring 2010 semester. A total of 128 surveys were collected. This document summarizes the results gathered.

Demography

A majority of respondents were 24 years of age or younger. Thirty-two percent were from the 20-24 year old category and 35% from below 20 years old.

More than half (53%) of those who completed the survey were Hispanic followed by Whites (19%), African American (11%), and Asian (10%).

First (34%) and second (34%) year college students were the primary respondents.
Over seventy percent indicated that their primary goal is to transfer. While 72% indicated English as their primary language. Referral to the LAC was mainly from Other sources (34%). However, instructor referral was also highly rated (32%), followed by friend (25%) and counselor (8%).

There were three main areas covered in this survey--General Services and Environment, Computer “Open Access” Lab; and Tutoring Services. In addition, students were asked about the frequency of their use of the other services offered at the Center. The following pages contain the responses.
Figure 7. Satisfaction with General Services and Environment

- Ability to find the assistance you need
- Furniture and study space
- Temperature is comfortable
- Noise Level in open study areas
- Equipment (headphones, video players)
- Instructional materials available
- Access/Entry to LAC convenience
- Information about LAC procedures
- Waiting time for services
- Check-in/out procedures
- Staff Assistance
- Hours of operation (M-TH 8-8, F 8-2, S 9-1)

The chart shows the satisfaction levels of various aspects of the Learning Assistance Center, with categories ranging from Very Satisfied to Not Satisfied, and No Response.

Number of Respondents:
- Ability to find the assistance you need: 70 Very Satisfied, 67 Satisfied, 0 Neutral, 11 Somewhat Satisfied, 4 Not Satisfied, 0 No Response
- Furniture and study space: 75 Very Satisfied, 39 Satisfied, 14 Neutral, 13 Somewhat Satisfied, 6 Not Satisfied, 0 No Response
- Temperature is comfortable: 78 Very Satisfied, 34 Satisfied, 14 Neutral, 14 Somewhat Satisfied, 5 Not Satisfied, 0 No Response
- Noise Level in open study areas: 78 Very Satisfied, 37 Satisfied, 19 Neutral, 12 Somewhat Satisfied, 3 Not Satisfied, 0 No Response
- Equipment (headphones, video players): 78 Very Satisfied, 28 Satisfied, 14 Neutral, 14 Somewhat Satisfied, 3 Not Satisfied, 0 No Response
- Instructional materials available: 70 Very Satisfied, 39 Satisfied, 16 Neutral, 12 Somewhat Satisfied, 2 Not Satisfied, 0 No Response
- Access/Entry to LAC convenience: 78 Very Satisfied, 32 Satisfied, 14 Neutral, 14 Somewhat Satisfied, 3 Not Satisfied, 0 No Response
- Information about LAC procedures: 70 Very Satisfied, 36 Satisfied, 14 Neutral, 12 Somewhat Satisfied, 2 Not Satisfied, 0 No Response
- Waiting time for services: 81 Very Satisfied, 27 Satisfied, 20 Neutral, 8 Somewhat Satisfied, 3 Not Satisfied, 0 No Response
- Check-in/out procedures: 74 Very Satisfied, 25 Satisfied, 16 Neutral, 14 Somewhat Satisfied, 4 Not Satisfied, 0 No Response
- Staff Assistance: 79 Very Satisfied, 29 Satisfied, 19 Neutral, 14 Somewhat Satisfied, 5 Not Satisfied, 0 No Response
- Hours of operation (M-TH 8-8, F 8-2, S 9-1): 79 Very Satisfied, 29 Satisfied, 19 Neutral, 14 Somewhat Satisfied, 5 Not Satisfied, 0 No Response
Open Access Computer Laboratory

Figure 8. Satisfaction with “Open Access” Lab
Tutoring Services

Figure 9. Satisfaction with Tutoring Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Somewhat Satisfied</th>
<th>Not Satisfied</th>
<th>No Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff assistance for tutoring</td>
<td>6</td>
<td>14</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>58</td>
</tr>
<tr>
<td>Sign-up process for tutoring</td>
<td>1</td>
<td>7</td>
<td>16</td>
<td>1</td>
<td>1</td>
<td>58</td>
</tr>
<tr>
<td>Ease of finding tutoring services</td>
<td>3</td>
<td>7</td>
<td>11</td>
<td>2</td>
<td>2</td>
<td>58</td>
</tr>
<tr>
<td>Information available about tutoring services</td>
<td>3</td>
<td>7</td>
<td>14</td>
<td>2</td>
<td>2</td>
<td>57</td>
</tr>
</tbody>
</table>
Other Questions

Figure 10. Frequency of Use

Check out counter materials

- Daily: 13
- 2-3 Times / Week: 14
- 2-3 Time / Month: 20
- Never: 53
- No Response: 28

Spanish Language Lab

- Daily: 5
- 2-3 Times / Week: 11
- 2-3 Time / Month: 5
- Never: 79
- No Response: 28

Literacy Center

- Daily: 8
- 2-3 Times / Week: 8
- 2-3 Time / Month: 4
- Never: 78
- No Response: 30

High Tech Center

- Daily: 9
- 2-3 Times / Week: 8
- 2-3 Time / Month: 7
- Never: 74
- No Response: 30

Writing Center

- Daily: 10
- 2-3 Times / Week: 11
- 2-3 Time / Month: 27
- Never: 75
- No Response: 27

Math Lab

- Daily: 12
- 2-3 Times / Week: 23
- 2-3 Time / Month: 26
- Never: 42
- No Response: 25

LAC “Open Area” to study

- Daily: 13
- 2-3 Times / Week: 21
- 2-3 Time / Month: 30
- Never: 38
- No Response: 26

Open access computer lab - LRC 105A

- Daily: 9
- 2-3 Times / Week: 20
- 2-3 Time / Month: 28
- Never: 46
- No Response: 25
Comments

What do you like MOST about the LAC programs and services?

- Always open.
- The staff is nice.
- Easy access for students between, before and after classes.
- I love the computer lab.
- I can study early mornings when I arrive to school. The temperature makes you crazy, comfortable.
- Friendly staff, lots of materials.
- Headphone rentals.
- The computers have good internet services.
- Open late as well as in the weekends.
- It’s convenient.
- Free access to internet.
- For use of computers.
- Everything.
- Comfortable areas for studying.
- Everything is accessible and if I need help individuals are always more than happy to help.
- They are always up to date.
- They are very helpful.
- They help the students out with information and materials.
- The help that I received and the equipment that helped me to do my work.
- Everyone is nice to each other. The assistance is wonderful.
- I am able to study and work on my homework knowing I can concentrate on it without a lot of interruptions.
- They are helpful.
- Everything.
- LAC program is helpful and I received all the assistance I needed.
- It gives me a chance to do my research for classes.
- I like LAC.
- Tutoring services.
- Computer access to do my work and printers available for printing.
- They help you when they are needed.
- LAC is a great place to come as a group to study.
- It’s really good it helps me with my work and build up my grades.
- Easy access to facilities and convenience.
- It’s available to everyone and it’s very helpful.
- It’s open to everyone and they are very helpful.
- Safe place to come study.
- People.
- They are always willing to help you. My favorite place to study.
- That they are available.
- Great service, a lot of good help.
- They are easy to access, quiet, and the staff is very friendly and helpful.
- The staff highly professional, responsible and caring.
- They are always available to help.
- Great tutors always available.
- Don’t know what I would do without math lab. Tutoring has helped me get through math courses.
- Only utilized the computer lab but satisfied with workers, willingness to help, extremely helpful.
- Nice staff workers.
- Friendly staff and extra help.
- I like the math and writing lab.
- Always someone to help me.
- Very much needed.
- Easy to use and efficient.
- That is very helpful.
- It is convenient to access the program.
- They’re always here.
- More literacy center and more reading center
- All the people who work here are very nice and helpful.
- I like that the math lab has very knowledgeable tutors in there, and some of them seem to be very patient w/ assisting you.
- What I like most is that the lab is open and help is available if you need it.
- We have knowledgeable people available to help.
What do you like LEAST about the LAC programs and services?

- Sometimes noisy.
- More computers on busy days.
- I don't like how a lot of computers in the lab don't work.
- Not enough space in the computer lab. It should have more than one printer.
- Noise level of other students.
- There are a few computers that have been broken for over six months that nobody has fixed yet.
- Noise level in computer lab.
- Hours of service.
- Not open on Fridays.
- The lab hours - I think 9 would be a good time to close the lab.
- It is dirty, dusty specially the math lab. Windows are so dirty. It's depressing to work in an atmosphere like that.
- Rude students!!! Not understanding about study time.
- The cold air.
- Only having 2-1/2 hours for Spanish per week
- There needs to be more open computers or time limits.
- The temperature, its stuffy most of the time, too noisy sometimes
- That it's closed on too early on Saturday.
- There aren't enough computers and no AC.
- I don't like the noise level.
- The computers, a lot of them don't work.
- Bad Saturday hours.
- The hours of operation.

- Often computers did not work. Log-in process for labs not efficient and using log-in record is not efficient. Not pleased with process to review accuracy of lab hours, better use of my time.
- Chairs are from the 70s and very uncomfortable. Besides that it is great. Get better chairs in math lab.
- Mice.
- Too noisy at times
- Closing hours are too soon.
- A lot of the students still using computers for recreational purpose instead of academic.
- Lack of computers and noise.
- Some computers malfunction.
- Noise and the restrooms.
- Not enough staff.
- I do not like that some of the students use these labs as "social clubs." Some students come in talking loud and no one says anything to quiet them down, only I do, when I cannot take anymore. Why are the tables and chairs dirty and who should clean them?
- Tutors at math lab need to improve their manners towards students. Many times they are no help at all.
- The math tutors are not willing to help you if you are in Statistics class. Not helpful at all.
- Due to over-crowding sometimes you have to wait longer to receive help & the services needed. As well as sometimes the equipment is in need of repair and that can hinder your pace and work-load.
**Appendix A**

### Learning Assistance Center Student Survey

We need your help in evaluating our center and the services we provide here. Please take a few minutes to fill out this survey.

**How satisfied are you with the following:**

<table>
<thead>
<tr>
<th>General Services and Environment:</th>
<th>Level of Satisfaction:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Hours of operation (M-TH 8-8, F 8-2, S 9-1)</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>2. Staff Assistance</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>3. Check-in/out procedures</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>4. Waiting time for services</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>5. Information about LAC procedures</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>6. Access/Entry to LAC convenience</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>7. Instructional materials available</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>8. Equipment (headphones, video players)</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>9. Noise Level in open study areas</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>10. Temperature is comfortable</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>11. Furniture and study space</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>12. Ability to find the assistance you need</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td><strong>Comments:</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Computer "Open Access" Lab:** I do not use this lab. _____

| 13. The temperature in the Lab                          | 1 2 3 4 5              |
| 14. The noise level in the Lab                          | 1 2 3 4 5              |
| 15. Hours of Operation                                  | 1 2 3 4 5              |
| 16. Staff assistance in the lab                         | 1 2 3 4 5              |
| 17. The equipment is functional (it works)              | 1 2 3 4 5              |
| 18. The equipment is available when I need it.          | 1 2 3 4 5              |
| 19. Staff assistance                                    | 1 2 3 4 5              |
| 20. Printing Services                                   | 1 2 3 4 5              |
| 21. Computer Login process                              | 1 2 3 4 5              |
| 22. Information about lab procedures                    | 1 2 3 4 5              |
| **Comments:**                                          |                        |

**Tutoring Services:** I have not used the general tutoring services ______

| 23. Information available about tutoring services       | 1 2 3 4 5              |
| 24. Ease of finding tutoring services                   | 1 2 3 4 5              |
| 25. Sign-up process for tutoring                        | 1 2 3 4 5              |
| 26. Staff assistance for tutoring                       | 1 2 3 4 5              |
| **Comments:**                                          |                        |

**PLEASE RETURN COMPLETED SURVEY TO THE LAC CHECK-OUT COUNTER.**

**THANK YOU.**
Appendix A

Spring 2010

How often do you use the following areas?

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>2-3 times month</th>
<th>2-3 times week</th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>27.</td>
<td>Open access computer lab - LRC 105A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28.</td>
<td>LAC &quot;Open Area&quot; to study</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29.</td>
<td>Math Lab</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30.</td>
<td>Writing Center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31.</td>
<td>High Tech Center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32.</td>
<td>Literacy Center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33.</td>
<td>Spanish Language Lab</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>34.</td>
<td>Check out counter materials</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments:

What do you like most about the LAC programs and services?

What do you like least about the LAC programs and services?

TO HELP US KNOW YOU BETTER,
PLEASE CIRCLE THE FOLLOWING ITEMS THAT BEST DESCRIBE YOU.

<table>
<thead>
<tr>
<th>AGE</th>
<th>ETHNICITY</th>
<th>YEAR AT COLLEGE</th>
<th>MAJOR CATEGORY</th>
<th>IS ENGLISH YOUR 1ST LANGUAGE?</th>
<th>REFERRED TO LAC BY:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;20</td>
<td>Afro-American</td>
<td>1st year</td>
<td>Transfer</td>
<td>YES</td>
<td>Instructor</td>
</tr>
<tr>
<td>20 - 24</td>
<td>Asian</td>
<td>2nd year</td>
<td>Liberal Arts</td>
<td></td>
<td>Counselor</td>
</tr>
<tr>
<td>25 - 34</td>
<td>Hispanic</td>
<td>3rd year</td>
<td>Vocational</td>
<td></td>
<td>Friend</td>
</tr>
<tr>
<td>35 - 44</td>
<td>White</td>
<td>4th year</td>
<td>Undecided</td>
<td>NO</td>
<td>Other</td>
</tr>
<tr>
<td>&gt;45</td>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PLEASE RETURN COMPLETED SURVEY TO THE LAC CHECK-OUT COUNTER.
THANK YOU.

DRAFT