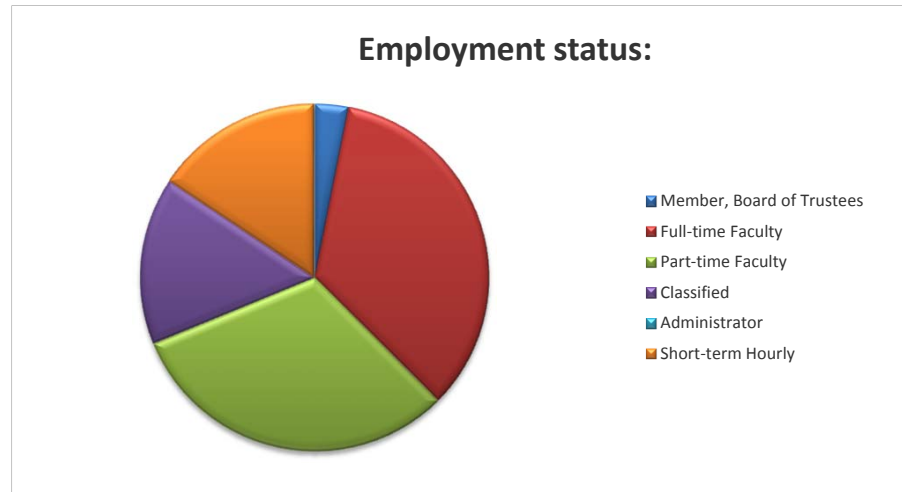


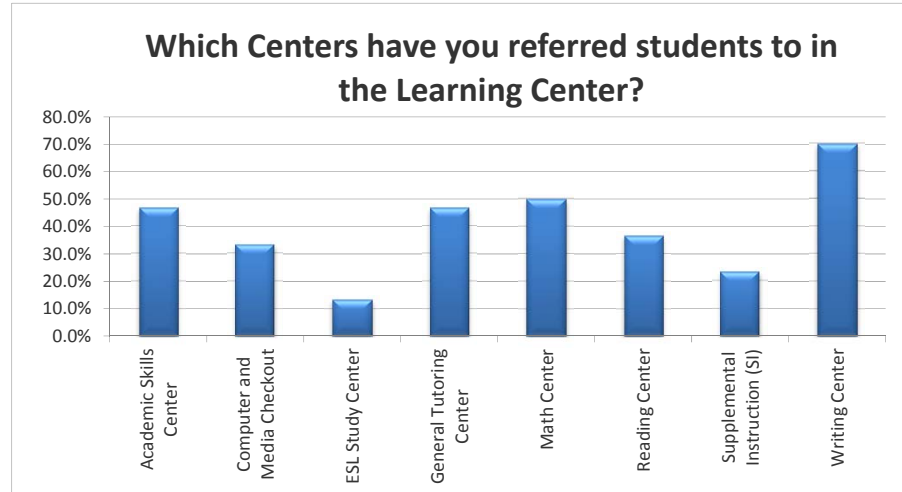
Learning Center Program Review Survey Spring 2015 (AVC Employees)

Employment status:		
Answer Options	Response Percent	Response Count
Member, Board of Trustees	3.1%	1
Full-time Faculty	34.4%	11
Part-time Faculty	31.3%	10
Classified	15.6%	5
Administrator	0.0%	0
Short-term Hourly	15.6%	5
<i>answered question</i>		32
<i>skipped question</i>		0



Learning Center Program Review Survey Spring 2015 (AVC Employees)

Which Centers have you referred students to in the Learning Center?		
Answer Options	Response Percent	Response Count
Academic Skills Center	46.7%	14
Computer and Media Checkout	33.3%	10
ESL Study Center	13.3%	4
General Tutoring Center	46.7%	14
Math Center	50.0%	15
Reading Center	36.7%	11
Supplemental Instruction (SI)	23.3%	7
Writing Center	70.0%	21
<i>answered question</i>		30
<i>skipped question</i>		2

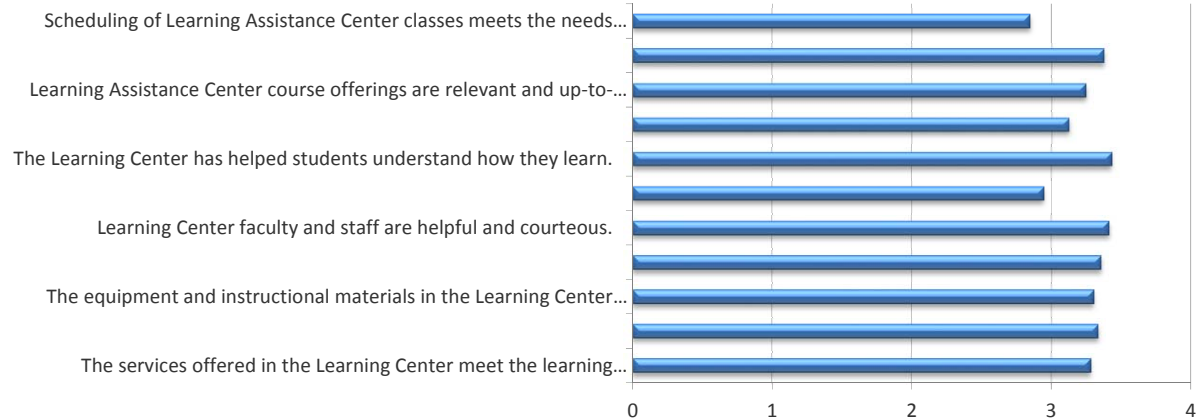


Learning Center Program Review Survey Spring 2015 (AVC Employees)

Please select the most appropriate response.

Answer Options	Strongly Agree	Agree	Disagree	Strongly Disagree	NOT Applicable/No Opportunity to	Weighted Average	Response Count
The services offered in the Learning Center meet the learning needs	13	12	3	1	3	3.28	32
The computer labs in the Learning Center adequately meet the	11	10	3	0	8	3.33	32
The equipment and instructional materials in the Learning Center	10	10	3	0	9	3.3	32
Learning Center workshops and 411 sessions meet the educational	8	11	1	0	12	3.35	32
Learning Center faculty and staff are helpful and courteous.	14	14	0	1	2	3.41	31
There is adequate publicity about the Learning Center and its	7	17	5	2	1	2.94	32
The Learning Center has helped students understand how they learn.	10	10	1	0	10	3.43	31
Learning Assistance Center course offerings meet the educational	8	12	5	0	7	3.12	32
Learning Assistance Center course offerings are relevant and up-to-	7	12	2	0	10	3.24	31
Learning Assistance Center courses adequately prepare students for	9	8	2	0	13	3.37	32
Scheduling of Learning Assistance Center classes meets the needs	9	7	5	4	7	2.84	32
<i>answered question</i>							32
<i>skipped question</i>							0

Please select the most appropriate response.



Learning Center Program Review Survey Spring 2015 (AVC Employees)

What role do you think the Learning Center currently serves on campus?

Answer Options	Response Count
	25
<i>answered question</i>	25
<i>skipped question</i>	7

Number	Response Text	Categories
1	It serves all students with their academic needs.	
2	some support, but becoming more and more limited in time and personnel.	
3	To aid in helping students with remedial learning, to offer tutoring for academic subjects and necessary skills (reading, writing, math).	
4	Answers students questions	
5	Its plays an important role. As an HD 101 instructor I depend on the services for my students.	
6	Support for faculty, courses, and students.	
7	Important role in assisting students to obtain necessary help in passing a class or classes.	
8	The Learning center serves a positive purpose it provides resources that some students do not have access to at home. It helps students progress in their classes.	
9	Supplementary to faculty	
10	a role that is cut short because l.c. should be open till at least 9:oop.m.	
11	Helps students to have the confidence they need to continue their education. Which is especially important at the junior college level.	
12	It is a great enhancement to the traditional college educational system.	
13	A very helpful resource.	
14	A very helpful resource.	
15	I am so grateful to have the LC I send a lot of my students there for SI and tutoring - there are so many computers and resources. I think this is a VITAL and MUCH NEEDED part of our campus and a fantastic help to me as a full time faculty. I have even sent new adjunct there to get information.	
16	Support the success of the students through skills.	
17	Primary center for tutoring	
18	It fills the gaps in study skills, course content and motivation between the classroom teacher and students.	
19	The Learning Center is a place where students can come to focus and work and seek help for their academic needs.	
20	IT HELPS STUDENTS TO ACHIEVE HIGH LEVELS IN ACADEMICS	
21	Tutoring and supplementing the learning of the students.	
22	A resource available to students.	
23	I'm really unsure.	
24	tutoring preparation	
25	Assist students at ALL levels. In particular, there needs to be adequate resources for students that are unable to read at a high school level. This means teaching phonemic awareness, not just comprehension.	

Learning Center Program Review Survey Spring 2015 (AVC Employees)

How do you think the role of the Learning Center relates to other academic support programs, such as EOPS, STAR, DSS, and instructional computer labs on campus that are open to students?

Answer Options	Response Count
	23
<i>answered question</i>	23
<i>skipped question</i>	9

Number	Response Text	Categories
1	This helps and assists students in support programs, like the EOPS to have full access to services.	
2	Not meeting service needs as well as DSS	
3	Interfaces with these	
4	I don't know	
5	We need more space, then faculty to fill into those spaces	
6	Supports students so they don't feel alone, so they know there are staff, faculty, and programs to help them succeed.	
7	I think of it as a support system to these other programs.	
8	There's a safe and positive environment. where students feel comfortable to ask questions and get help they may need if they are struggling with there homework or assignments.	
9	Additional	
10	no relation	
11	Unlike those it actually helps studts who want to learn.	
12	I don't know.	
13	Its a place where students can get the help they need to pass their classes.	
14	Its a place where students can get the help they need to pass their classes.	
15	not really sure although I'm guessing that these services such as EOPS, etc are backed up by the LC for additional support and help to students in these programs.	
16	Don't know.	
17	Somewhat but services are lacking in providing individual tutoring	
18	The Learning Center is the linchpin that links all these programs together and gives cohesiveness.	
19	The Learning Center has computers like other labs, but in addition to that it has a plethora of helpful tutors. The Learning Center is the place to go if you need assistance, but the other labs are more for quiet study.	
20	I THINK THE READING AND THE SUCCESS CENTER PLAYS A CRUCIAL PART WITH HELPING STUDENTS GET ADEQUATE UNDERSTANDING OF THEIR CLASS MATERIAL. MANY STUDENTS COME IN HERE TAKING ADVANTAGE OF OUR SERVICES TO GET STUDIES AN HOMEWORK DONE AND THEY HAVE BEEN GETTING A'S AN B'S ON THEIR TESTS AS WELL.,	
21	I have seen how DSS is addressed nd supported in the training of the tutors. Not sure about the others.	
22	I don't know.	
23	Most of the students in the programs mentioned above need to use the Learning Center, so yes, they are related very much.	

Learning Center Program Review Survey Spring 2015 (AVC Employees)

Identify strengths of the Center or things you like about it:

Answer Options	Response Count
	24
<i>answered question</i>	24
<i>skipped question</i>	8

Number	Response Text	Categories
1	The Math center	
2	Supportive staff	
3	The staff are really friendly and make others feel comfortable	
4	I like the presence of counseling, financial aid, tutors, learning specialist, but in reality we need more. Our student population is on the rise and we need to meet the demands of services offered.	
5	The people! You all are so dedicated and nice to work with.	
6	Lots of options. offers students opportunities to improve and succeed	
7	In the reading center there are new computers,the tutors are hands on in every department especially in the math center. The staff is very professional and courteous. It is a safe and quite place to study. There's many handouts and material you can use inside the learning center to help you succeed in your classes.	
8	Additional help for students	
9	it exists	
10	It is there most of the time when ever you need help,	
11	Students can use the information gained at the learning center to improve their understanding as opposed to what they may be able to get in the classroom. It also exposes them to areas they may not have thought about.	
12	I like the SMARTHINKING resource connected through the center. I like the friendliness of the staff. I like that a place like this exists on campus for our students.	
13	The open computers that the students can use for independent study and work space.	
14	The open computers that the students can use for independent study and work space.	
15	LOVE the staff - always helpful ! I especially adore Diane Flores-Kagan- she works so hard - puts together a variety of activities and is clearly committed to the students and helping faculty with supportive material. Always answers emails and willing to "go the extra mile" to help us all!	
16	Have computers available	
17	I really like operating hours and the staff	
18	Each area has different strengths. The one on one when available seems to help my students best.	
19	The Center is welcoming and a good working/studying environment for students. The fact that the Math Center, General Tutoring, Reading Center, and Writing Center are all in one place is especially awesome; a student can get help for math and then walk across to get help with an essay with little effort and hassle.	
20	READING PLUS HAS BEEN A HUGE IDLE HERE FOR THE STUDENTS WE REALLY HAVE BEEN SEEING BETTER RESULTS	
21	Availability and well-trained tutors.	
22	Students have said good things about help with Math.	
23	tutoring	
24	Offers students the opportunity to get assistance in most subjects.	

Learning Center Program Review Survey Spring 2015 (AVC Employees)

Is there anything specific the Learning Center could do differently to improve its services to students on campus?

Answer Options	Response Count
	23
<i>answered question</i>	23
<i>skipped question</i>	9

Number	Response Text	Categories
1	The Learning Center needs to improve its services to students on campus, such as additional services to help on the road of graduation or transfer.	
2	More publicity and expansive schedules (especially for Palmdale students)	
3	No everything seems fine	
4	Town hall meeting to connect with students and to see what they would like to see on campus. Our campus is boring compared to Lancaster.	
5	more outreach to classrooms or staff meetings to remind people of all the current and new services being offered	
6	The Math center should have more statics tutors and extend the hours of the tutoring center. i was recently informed that tutoring hours were changed and i was very disappointed because i was coming in first thing in the morning before my class to review or learn the material the teacher was going to teach that morning. Once the tutoring hours were cut that took away one of my resources that i depended on to prepare for class. I do not agree with the math tutoring hours changing.	
7	No	
8	the writing center should not withhold mla info flyers unless one takes the mla workshop, I took the workshop in two previous semesters and i don't have time to wait to take a workshop. I have to do my homework now! give me the damn info flyer now!	
9	It could advertise more and organize for more space and tutors to help students.	
10	I think the writing center tutors should help students not only with a larger understanding of their writing in general, but on the specific paper, much like SMARTHINKING does, but in a face-to-face manner. I have had a few of my students complain about the lack of attention to a specific area in their paper. I also had one student tell me her tutor said she could not be helped because the tutor did not know the readings on which the essay is based. I'm not sure how successful that is.	
11	one on one tutoring for one hour.	
12	one on one tutoring for one hour.	
13	I think they deserve additional funding - the more tutors we can have and SI sessions the better. In the past when I had SI leaders I saw a clear improvement in my students scores with this additional support.	
14	Employees in the center are on the phone and visiting with one another when testing is in progress. Also they should help keep other students quiet while testing is in progress.	
15	Yes, I wished that the reading classes exercised their lab sections in one of the lab classrooms in the BE building to minimize interruption	
16	More advertising!	
17	Sometime students do not fully understand Learning Center services, so maybe more signs (of the large and neon bright persuasion) can be mounted in visible places so that students understand what to expect of the Learning Center and what the Learning Center expects of responsible adult students.	
18	CURTIOUSNESS, RESPECT, AND REAL CARE FROM FACULTIES EVEN MORE; NO MATTER WHAT TRAILS WERE FACING WE SHOULD DILIGENTLY WANT TO PROMOTE GOOD CUSTOMER SERVICES	
19	More hours available in the evening.	
20	Be more proactive in recruiting tutors. Involve and inform the teachers of the learning centers purpose and role.	
21	More access to computers - longer hours.	
22	provide hours to Saturday students	
23	Teach phonemic awareness, blending skills, and other basic reading skills. The college is out of touch with how many students are unable to read. The focus for reading instruction is off base, too. There is no opportunity for students to get quality instruction with regard to developing their phonemic awareness reading skills. Reading instruction is too heavily focused on comprehension at AVC.	

Learning Center Program Review Survey Spring 2015 (AVC Employees)

How do you feel the services of the Learning Center relate to your job here at AVC?

Answer Options	Response Count
	22
<i>answered question</i>	22
<i>skipped question</i>	10

Number	Response Text	Categories
1	Very good	
2	the LC is supportive of my job (teaching), as it is very helpful to the students	
3	I don't work there	
4	ok	
5	helps support my students in improving their skills	
6	I use it as a referral for students who are struggling or need additional services.	
7	I must use outstanding customer service and i related very well with students feeling stressed or overwhelmed with there classes at time. Working on campus has taught me to have a lot of patience.	
8	Excellent supplemnt	
9	When I get off work they are closed so I'm screwed!	
10	My job is to help students and their job is to help students.	
11	It helps my students gain a better understanding, thus improving the success rate in my classroom.	
12	I do not work there.	
13	I do not work there.	
14	They are CRITICAL to me as a professor!!! Not only a place I can send students when I simply don't have the time myself to give one-on-one help but also with regard to helping me with resources. I recently discovered some wonderful tools on the LC website I now use to help my students self-assess their own study methods- strengths and weaknesses and find concrete ways to help them strengthen areas needed to help them improve. It was Diane Flores-Kagan that pointed me to the tools on their web page.	
15	A good supportive center.	
16	Being part of Student Services, I believe the Leaning Center holds a vital part in the student's success. If they are struggling and come to my office for support, I will recommend several things: study strategies, time management, and TUTORING. This combination helps to be successful but when they return to inform me that there's no tutoring, then what? It creates more frustration. The hope for succeeding gets crushed and disappointment occurs. Then they give up. It's frustrating.	
17	I know I can refer students for help when I cannot be there personally for lack of office hours, for example.	
18	The Learning Center is an integral part of my job, and the Centers as a whole help to reinforce the fact that we want to help students become more independent learners.	
19	I FEEL THAT THE LC IS BRANCHING US STUDENTS OUT FAR AS HELPING EACH OTHER WE ARE A LEARNING COMMUNITY AND EVERYONE SHOULD WANT TO HELP ONE ANOTHER TO SEE EACH OTHER BE SUCESSFUL	
20	I highly recommend that the students use the center for help and knowing how well-trained everyone is, I know they will get the help they need with their assignments.	
21	I don't know.	
22	helpful	

Learning Center Program Review Survey Spring 2015 (AVC Employees)

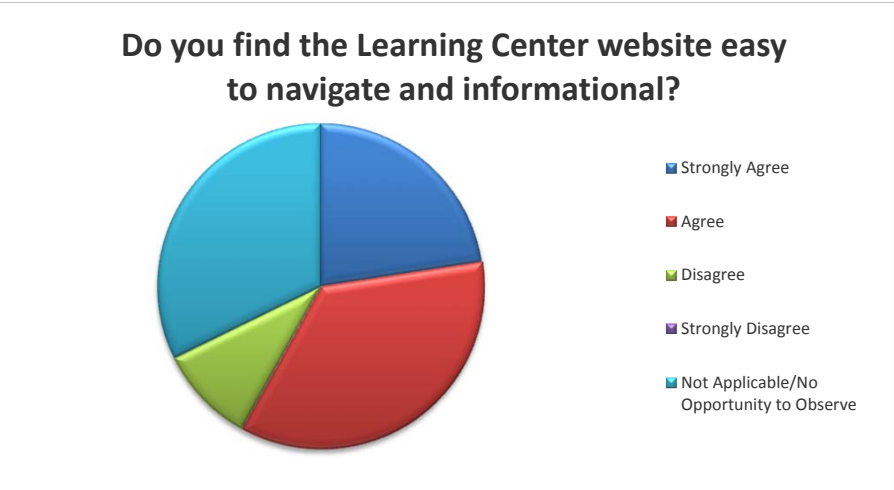
I would like to see the following courses offered:

Answer Options	Response Count
	18
<i>answered question</i>	18
<i>skipped question</i>	14

Number	Response Text	Categories
1	English 101 online, Math 65-102 online, and reading.	
2	Everything I want is there	
3	Wet labs on ground!	
4	anything hands on, or STEM related.	
5	Self Defense, Finances, What is credit? and why it is important, Swimming, Kickboxing, how to de-stress,	
6	None	
7	Biology, chemistry, Physics	
8	cooking classes	
9	cooking classes	
10	not quite sure as I already know they offer a wide variety.	
11	Use of APA	
12	Editing, proofreading. These two functions are what writing students need most.	
13	I believe the following courses would be very helpful for students: How to Stay Organized (In and Out of Class) How to Find the Right Resources (Going to the appropriate places for certain types of help) and How to Succeed (focusing mainly on attitude and effort put towards academic and personal pursuits)	
14	AJ, SPANISH, AND BIO 202, 201, 204	
15	More study skills workshops.	
16	Unsure.	
17	more publicity	
18	Reading instruction courses focused on phonemic awareness.	

Learning Center Program Review Survey Spring 2015 (AVC Employees)

Do you find the Learning Center website easy to navigate and informational?		
Answer Options	Response Percent	Response Count
Strongly Agree	22.6%	7
Agree	35.5%	11
Disagree	9.7%	3
Strongly Disagree	0.0%	0
Not Applicable/No Opportunity to Observe	32.3%	10
<i>answered question</i>		31
<i>skipped question</i>		1



Learning Center Program Review Survey Spring 2015 (AVC Employees)

Do you have any suggestions for the Learning Center website?

Answer Options	Response Count
	16
<i>answered question</i>	16
<i>skipped question</i>	16

Number	Response Text	Categories
1	Make more express counselors available	
2	interactive! Now that a thought	
3	N/A	
4	No	
5	Yea, what is it? I don't think anyone knows about it.	
6	Push the Learning Express Library to the front page and offer classes on that system.	
7	no	
8	no	
9	continue to post tools instructors can use in the classroom for homework assignments and self-evaluations for their students.	
10	No	
11	No	
12	No	
13	The overall aesthetic is not very pleasing. Maybe add more color (in a nice color scheme please), larger font, and more user friendly lists and navigation bars.	
14	WHEN THE COMPUTERS ARE UPDATING THE PROGRAMS BE ACTING UP...NOT GOOD!	
15	NA	
16	more tutors more SI	

Learning Center Program Review Survey Spring 2015 (AVC Employees)

Other Comments:

Answer Options	Response Count
	10
<i>answered question</i>	10
<i>skipped question</i>	22

Number	Response Text	Categories
1	N/A	
2	None	
3	none	
4	none	
5	THANK YOU LC team- AVC NEEDS you and you all do a fantastic job and are always so encouraging to me as an instructor and give several Faculty Professional Development Presentations during the year that are so useful. And it is clear the team supports student learning and success!	
6	No	
7	Personal tutoring NEEDS to be provided!!!!!!!	
8	The Learning Center is a very valuable part of Antelope Valley College, and it makes a big difference in many students' academic pursuits.	
9	HAPPY TO BE APART OF THIS LEARNING COMMUNITY... WE DO FANTASTIC HERE IN THE LEARNING CENTER/ READING DEPARTMENT.	
10	A brochure/flyer/poster that outlines services students can access at the Learning Center would be helpful.	