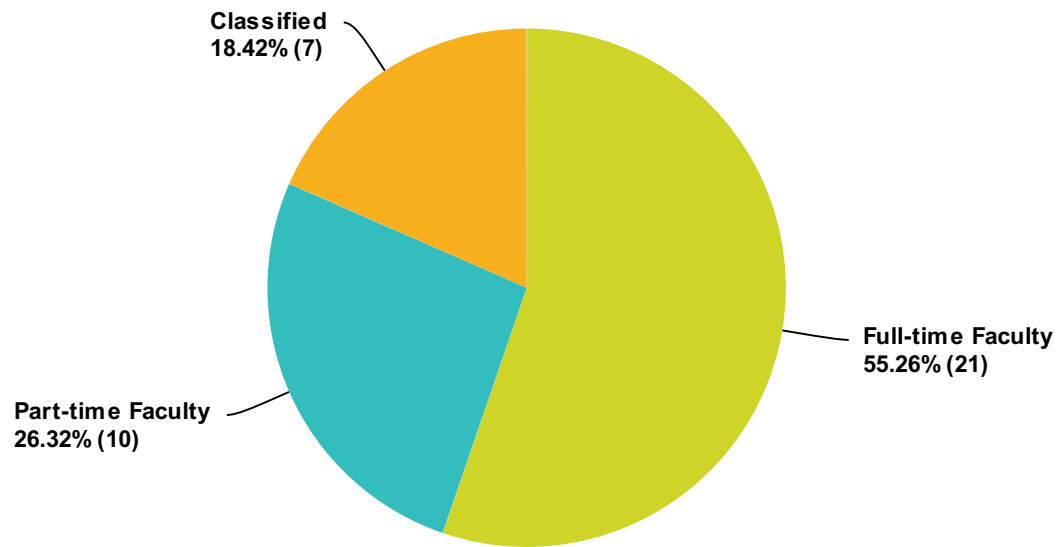


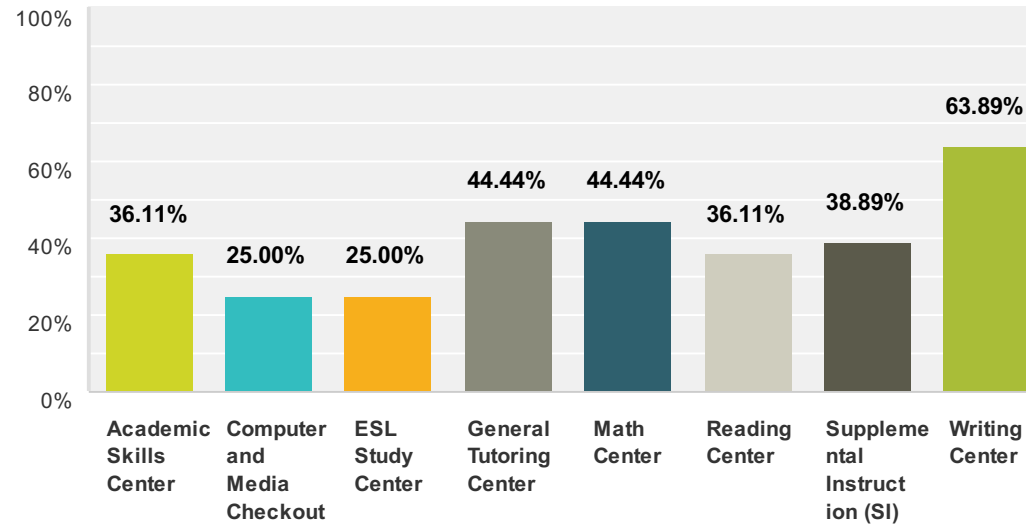
Q1 Employment status:

Answered: 38 Skipped: 0



Q2 Which Centers have you referred students to in the Learning Center?

Answered: 36 Skipped: 2

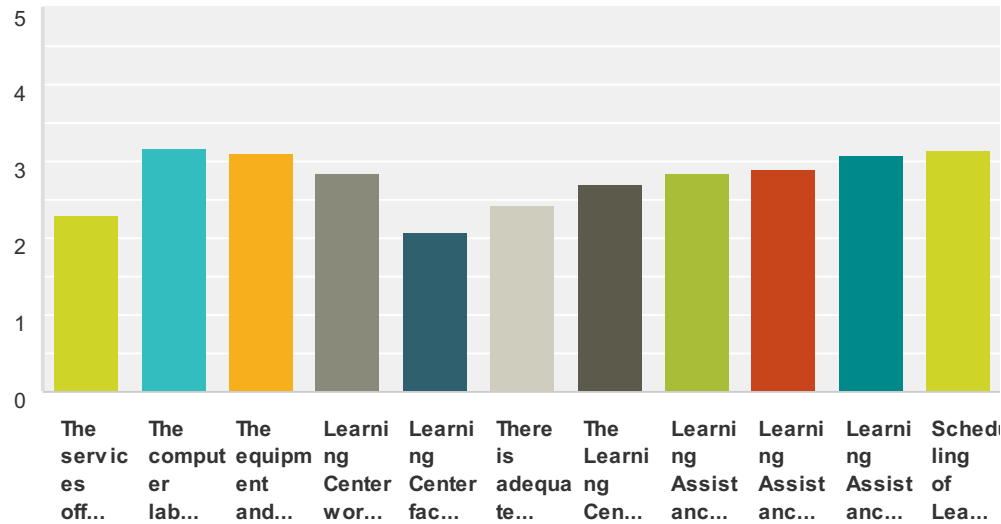


Answer Choices	Responses	Count
Academic Skills Center	36.11%	13
Computer and Media Checkout	25.00%	9
ESL Study Center	25.00%	9
General Tutoring Center	44.44%	16
Math Center	44.44%	16
Reading Center	36.11%	13
Supplemental Instruction (SI)	38.89%	14
Writing Center	63.89%	23
Total Respondents: 36		

Learning Center Program Review Survey 2014 (AVC Employees)

Q3 Please select the most appropriate response.

Answered: 38 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/No Opportunity to Observe	Total	Average Rating
The services offered in the Learning Center meet the learning needs of students.	26.32% 10	44.74% 17	13.16% 5	5.26% 2	10.53% 4	38	2.29
The computer labs in the Learning Center adequately meet the learning needs of students.	18.42% 7	31.58% 12	5.26% 2	2.63% 1	42.11% 16	38	3.18
The equipment and instructional materials in the Learning Center meet the learning needs of students.	21.05% 8	28.95% 11	7.89% 3	2.63% 1	39.47% 15	38	3.11
Learning Center workshops and 411 sessions meet the educational needs of students.	26.32% 10	31.58% 12	5.26% 2	5.26% 2	31.58% 12	38	2.84
Learning Center faculty and staff are helpful and courteous.	39.47% 15	39.47% 15	7.89% 3	0.00% 0	13.16% 5	38	2.08
There is adequate publicity about the Learning Center and its services on campus.	18.42% 7	44.74% 17	23.68% 9	2.63% 1	10.53% 4	38	2.42
The Learning Center has helped students understand how they learn.	24.32% 9	37.84% 14	8.11% 3	2.70% 1	27.03% 10	37	2.70
Learning Assistance Center course offerings meet the educational needs of students.	26.32% 10	34.21% 13	2.63% 1	2.63% 1	34.21% 13	38	2.84

Learning Center Program Review Survey 2014 (AVC Employees)

Students	10	15	1	1	10	30	2.0+
Learning Assistance Center course offerings are relevant and up-to-date.	28.95% 11	23.68% 9	10.53% 4	2.63% 1	34.21% 13	38	2.89
Learning Assistance Center courses adequately prepare students for their future careers or occupations.	21.62% 8	29.73% 11	8.11% 3	0.00% 0	40.54% 15	37	3.08
Scheduling of Learning Assistance Center classes meets the needs of students.	18.92% 7	27.03% 10	13.51% 5	2.70% 1	37.84% 14	37	3.14

Learning Center Program Review Survey 2014 (AVC Employees)

Q4 What role do you think the Learning Center currently serves on campus?

Answered: 24 Skipped: 14

#	Responses	Date
1	na	5/25/2014 10:02 AM
2	An important but under publicized one.	5/24/2014 11:42 AM
3	The Learning Center helps to supplement classroom instruction and offers instruction on topics not always covered in a student's courses.	5/22/2014 12:07 PM
4	not sure	5/22/2014 6:37 AM
5	SI very important Test taking is the 2nd most used service	5/21/2014 2:10 PM
6	To help students achieve success	5/21/2014 7:58 AM
7	As a learning center hopes to fill in gaps missing from students academic repertoire	5/20/2014 6:54 AM
8	The LC helps struggling students learn how to learn, and helps them to become successful.	5/19/2014 7:29 PM
9	AN IMPORTANT ONE! The Learning Center has so many important support systems and in my opinion should get more funding and expand even more!!! Students need tutoring and a lot of help faculty simply don't have the time for.	5/19/2014 6:28 PM
10	More individualized help for students struggling in remedial math courses.	5/19/2014 4:40 PM
11	Computer lab/tutoring center	5/19/2014 2:22 PM
12	It provides supplemental instruction for students and offers a place for students to use computers.	5/19/2014 2:20 PM
13	Extra support for studying	5/19/2014 1:17 PM
14	Supports student academic success.	5/19/2014 12:03 PM
15	Tutoring, SI, place for students to type papers	5/19/2014 11:31 AM
16	To help students successfully complete their classes.	5/19/2014 10:43 AM
17	Provides a place for students to go for additional help with courses.	5/19/2014 10:42 AM
18	To help students who can't compete / learn in the traditional classroom environment.	5/19/2014 10:34 AM
19	To assist students in all facets of learning and knowledge retention.	5/19/2014 10:33 AM
20	Helping the students achieve their goals.	5/19/2014 10:08 AM
21	To help students succeed in their classes and to support classroom instruction	5/19/2014 10:00 AM
22	As supplemental instruction and assistance; an extension of the classroom.	5/19/2014 9:56 AM
23	I think the Learning Center plays an important role for the students at AVC.	5/19/2014 9:53 AM

Learning Center Program Review Survey 2014 (AVC Employees)

24

Motivating students to attend the learning center is difficult.

5/19/2014 9:28 AM

Learning Center Program Review Survey 2014 (AVC Employees)

Q5 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?

Answered: 21 Skipped: 17

#	Responses	Date
1	na	5/25/2014 10:02 AM
2	I am not knowledgeable enough to answer this.	5/24/2014 11:42 AM
3	The Learning Center provides another resource for students who may be struggling with academic issues or personal issues. Often these students benefit from the courses offered in the Learning Center such as time management and managing anxiety.	5/22/2014 12:07 PM
4	do not know	5/22/2014 6:37 AM
5	don't know	5/21/2014 2:10 PM
6	We need the Learning center tremendously	5/21/2014 7:58 AM
7	The learning center offers support for students who don't have needs that don't fit the requirements for enrollments in programs like DSS	5/20/2014 6:54 AM
8	unsure... sorry.... again- give the LC more money to reach out even more and provide even more one-to-one services	5/19/2014 6:28 PM
9	Have not observed.	5/19/2014 4:40 PM
10	The role USED to relate because of the accommodation in getting a personal tutor was in place.	5/19/2014 2:22 PM
11	It's much broader in that it targets ALL students.	5/19/2014 2:20 PM
12	Not clear of that relationship	5/19/2014 1:17 PM
13	The Learning Center is the linchpin.	5/19/2014 12:03 PM
14	It serves their students along with the rest of the campus community. I often send students to the LC to use the computers as I would the computer labs	5/19/2014 11:31 AM
15	They all work together in the support of the success of the students. They also help in referring students to other needed areas on the campus.	5/19/2014 10:43 AM
16	I think it is similar in structure and content.	5/19/2014 10:34 AM
17	No idea	5/19/2014 10:33 AM
18	Teaching and learning support	5/19/2014 10:00 AM
19	Don't know	5/19/2014 9:56 AM

Learning Center Program Review Survey 2014 (AVC Employees)

20	The Learning Center relates to all of these programs.	5/19/2014 9:53 AM
21	Learning Center is on point in all areas.	5/19/2014 9:28 AM

Learning Center Program Review Survey 2014 (AVC Employees)

Q6 Identify strengths of the Center or things you like about it:

Answered: 23 Skipped: 15

#	Responses	Date
1	na	5/25/2014 10:02 AM
2	Friendly student tutors and I like the way the north side of the building has been remodelled.	5/24/2014 11:42 AM
3	The Learning Center can be a valuable resources for students to receive one-on-one instruction that may not be available in the classroom.	5/22/2014 12:07 PM
4	don't know enough about it	5/22/2014 6:37 AM
5	flexibility	5/21/2014 2:10 PM
6	Great supporting staff	5/21/2014 7:58 AM
7	Your tutor training seems that improved dramatically over the past two years. I'm very impressed by your tutors! Especially Oliver and Erica	5/20/2014 6:54 AM
8	GREAT staff- active- always sending e-mails and flyers - hard workers who care- love the SI program and need more of that in our classes	5/19/2014 6:28 PM
9	My students have commented on the assistance they've received and how this has helped them.	5/19/2014 4:40 PM
10	Location is great. Staff are wonderful but I still miss Kether Foisel.	5/19/2014 2:22 PM
11	Online resources and tutoring is good, and willingness to present in classrooms.	5/19/2014 2:20 PM
12	Open study area, tutoring, SI all in one place	5/19/2014 1:17 PM
13	It works, when students use it.	5/19/2014 12:03 PM
14	LC care about student's learning.	5/19/2014 12:00 PM
15	One on one tutoring for students.	5/19/2014 11:31 AM
16	I like the resources and classes available to students. If used correctly, students could really benefit from them.	5/19/2014 11:16 AM
17	The staff is great. They are very knowledgeable and helpful.	5/19/2014 10:43 AM
18	Skills workshops are a terrific complement to all courses on campus	5/19/2014 10:33 AM
19	Flexible in working with students.	5/19/2014 10:08 AM
20	Commitment of Learning Center faculty and staff to help students succeed	5/19/2014 10:00 AM
21	The staff is wonderful.	5/19/2014 9:56 AM
22	One of the strengths of the Learning Center is the peer tutoring program.	5/19/2014 9:53 AM

Learning Center Program Review Survey 2014 (AVC Employees)

23

Good scope of assistance.

5/19/2014 9:28 AM

Learning Center Program Review Survey 2014 (AVC Employees)

Q7 Is there anything specific the Learning Center could do differently to improve its services to students on campus?

Answered: 20 Skipped: 18

#	Responses	Date
1	na	5/25/2014 10:02 AM
2	I do not know.	5/24/2014 11:42 AM
3	Many of my students have indicated that the tutoring they receive at the Writing Center has not been helpful to them.	5/22/2014 12:07 PM
4	more publicity	5/22/2014 6:37 AM
5	Require all new students to take a tour of L.C. to see what it has to offer.	5/21/2014 7:58 AM
6	Offer assistance to students that severely lack phonemic awareness and blending skills. The Learning Center does not have one program, nor does the college offer one class that works with students on the most basic reading skills. Also, students should be able to visit the Writing Center as often as they like. Limiting students to the amount of visits per week actually deters them from attending at all.	5/19/2014 10:41 PM
7	The LC needs to have tutoring available on a consistent basis from the beginning of the semester through Week 15. Often they do, but there are semesters when they don't and the impact is devastating on my students' success rate... which is really a compliment to the LC - when they offer tutoring in my subject area, I am very aware and see more students succeeding!	5/19/2014 7:29 PM
8	I don't see how they can without more \$\$\$\$ - but if they had more - they could do more- I'm guessing they are "maxed" out - hire more students to tutor and help also - it's a win /win situation	5/19/2014 6:28 PM
9	More student tutors are needed, in particular, mathematics.	5/19/2014 4:40 PM
10	YES! Get more tutoring for the classes offered!!!!!! I have too many complaints about how they can't get a tutor especially a personal one.	5/19/2014 2:22 PM
11	The assessment to help students understand how they learn is difficult to understand and some students who have taken it say they are still confused after meeting with someone.	5/19/2014 2:20 PM
12	My statistics students repeatedly tell me there is rarely anyone to help them in the learning center. When there is someone to help, they too cannot understand the problems.	5/19/2014 1:50 PM
13	Advertise!	5/19/2014 12:03 PM
14	I have had quite a few complaints on lack of politeness. The first time they tried to kick me out of there right before one of my classes, I was shocked. They thought I was a student. I had hear them speak to other students in an abrupt way. It was the ladies who lock up before (yes, I said before) 7:00. They are just a few minutes before, but when my class started at 7 and I needed to go to my mailbox, I often had a hard time getting back into the building before 7 because the doors were locked. Then, they didn't want to open the door for me because they were "closing". Until they realized I worked there, I couldn't get in. If this is how they treat me, I could only imagine how they treat actual students.	5/19/2014 11:16 AM

Learning Center Program Review Survey 2014 (AVC Employees)

15	Give more tours to classes.	5/19/2014 10:43 AM
16	Needs better publicity about the types of classes offered.	5/19/2014 10:42 AM
17	Offer more tutoring	5/19/2014 10:00 AM
18	I would like to see consistent and stable funding for speech tutors! It seems our discipline is not important enough to warrant this much needed help for our students. And yet, our mission statement, ILOs, and employers' top needs encompass spoken communication as a top priority. There seems to be a disconnect as to the value of oral communication and the resources the campus is willing to expend on it.	5/19/2014 9:56 AM
19	Update the equipment in the Learning Center.	5/19/2014 9:53 AM
20	More on-line tutorials would be helpful.	5/19/2014 9:28 AM

Learning Center Program Review Survey 2014 (AVC Employees)

Q8 How do you feel the services of the Learning Center relate to your job here at AVC?

Answered: 23 Skipped: 15

#	Responses	Date
1	na	5/25/2014 10:02 AM
2	They supplement it.	5/24/2014 11:42 AM
3	The Learning Center can assist students who are struggling academically. It provides them with an option other than seeking help from the instructor.	5/22/2014 12:07 PM
4	just now finding out	5/22/2014 6:37 AM
5	support well	5/21/2014 2:10 PM
6	We all are here to serve the Students	5/21/2014 7:58 AM
7	I've come to rely on the writing center in order to help my students who have learning needs beyond what I can offer them to every regular office hours and crash instruction	5/20/2014 6:54 AM
8	The tutoring offered at the LC directly impacts student success in my classroom.	5/19/2014 7:29 PM
9	I have no idea what I'd do without them and wish they had even more offerings such as individual tutoring. As a full-time faculty who has been here 14+ years I have relied on their services numerous times to assist with students I simply did not have the time or resources to help	5/19/2014 6:28 PM
10	Referrals are big in my department!	5/19/2014 2:22 PM
11	They are here to support the classroom.	5/19/2014 2:20 PM
12	they could certainly help more than they do now.	5/19/2014 1:50 PM
13	I can do more teaching when struggling students get the help they need from the LC.	5/19/2014 12:03 PM
14	As a librarian, I send a lot of students there to type papers and get tutoring from the Writing Center.	5/19/2014 11:31 AM
15	Spot on.	5/19/2014 11:16 AM
16	I give the Learning Center IT support when they need it.	5/19/2014 10:43 AM
17	I haven't really used it, not sure what it has to offer faculty.	5/19/2014 10:42 AM
18	I have no idea. I think the Learning Center should hold a once per semester orientation session for all new employees get hired in that same semester.	5/19/2014 10:34 AM
19	I don't	5/19/2014 10:33 AM
20	Teaching and learning support	5/19/2014 10:00 AM

Learning Center Program Review Survey 2014 (AVC Employees)

21	I refer my students to the Writing Center in all my classes and offer extra credit to them to go at least 3 times during the semester.	5/19/2014 9:56 AM
22	I feel that the Learning Center relates to my job.	5/19/2014 9:53 AM
23	Very important to faculty as an adjunct to what they do in the classroom	5/19/2014 9:28 AM

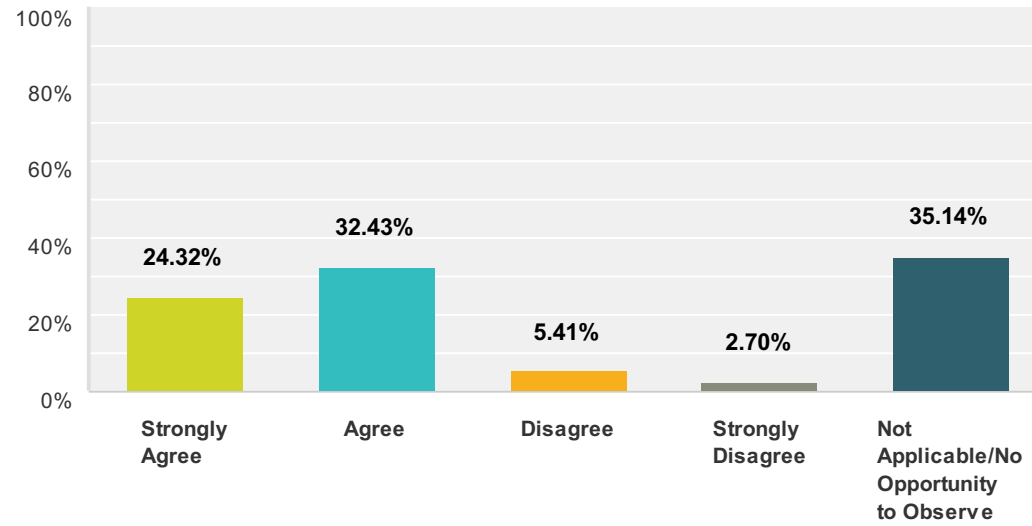
Q9 I would like to see the following courses offered:

Answered: 11 Skipped: 27

#	Responses	Date
1	Courses in the Learning Center or academic courses? This is ambiguous.	5/24/2014 11:42 AM
2	No suggestions	5/22/2014 12:07 PM
3	physical sciences tutoring	5/21/2014 7:58 AM
4	Developmental Communications (i.e. individualized classes teaching phonics, spelling, vocabulary, reading comprehension, reading rate improvement)	5/19/2014 10:41 PM
5	more individual tutoring services especially writing tutors	5/19/2014 6:28 PM
6	More short, or walk-in, sessions to REVIEW papers students write. They could benefit from learning about tools they can use, such as spell check and grammar check and other resources to check their first draft. Many don't come in for tutoring, or don't find it helpful because tutors don't actually give them tips on their own paper. Nonetheless, writing is so poor and so much is needed in this area, that students could benefit from anything, even someone just saying, you should check spelling, or grammar, or use such and such tools—especially during mid-terms and finals.	5/19/2014 2:20 PM
7	N/A	5/19/2014 10:43 AM
8	Reading copenhension of the nursing textbook	5/19/2014 10:42 AM
9	Speed reading for comprehension and note taking	5/19/2014 10:33 AM
10	a study skills course	5/19/2014 10:00 AM
11	n/a	5/19/2014 9:53 AM

Q10 Do you find the Learning Center website easy to navigate and informational?

Answered: 37 Skipped: 1



Answer Choices	Responses	
Strongly Agree	24.32%	9
Agree	32.43%	12
Disagree	5.41%	2
Strongly Disagree	2.70%	1
Not Applicable/No Opportunity to Observe	35.14%	13
Total		37

Learning Center Program Review Survey 2014 (AVC Employees)

Q11 Do you have any suggestions for the Learning Center website?

Answered: 12 Skipped: 26

#	Responses	Date
1	na	5/25/2014 10:02 AM
2	I have never been on it.	5/24/2014 11:42 AM
3	None	5/22/2014 12:07 PM
4	easier access more publicity around campus more personnel at campus events	5/22/2014 6:37 AM
5	No	5/21/2014 7:58 AM
6	I would love to see more of the Math 065, 070, and 102 Reviews offered towards the end of the semester. I believe it would really be beneficial for students to get an overview so they can be more successful in their finals and prep for the next semester.	5/19/2014 2:22 PM
7	Sorry, haven't looked at it recently, but think having the schedule on there is great.	5/19/2014 2:20 PM
8	It appears that the site is undergoing some revision. Those revised portions of the site are looking very good. The Writing Center and SI pages are cluttered and need to be patterned on the example of the LC home page. Create new sub-pages for some of this text. A bullittted list of links to information is always easier to understand than a long block of text. The WC and SI pages often have valuable links buried in a mass of text. No student is going to find them easily. Also, the on the left navigation bar there should always be a link back to the LC home page. Otherwise users are left "hanging", not knowing how to get back. Few students will look up to the top of the page and click on the LC link in the bread crumbs. Important links--links you want students to immediately see--should be prominently displayed with lots of "white space" around the link--preferably in the right or left navigation bars. I would also suggest a smaller font for the contact hours, etc. on the LC home page. The first line on the page should read "Learning Center" in a large font, with the hours in a smaller font below this. This allows students to immediately identify the page as the LC home page.	5/19/2014 11:31 AM
9	Why is About LC "under construction"? See: http://www.avc.edu/studentsservices/lc/aboutLC.html Why does the OSD take me to an entirely different web layout? See, http://www.avc.edu/studentsservices/lc/dss/#.U3pAF_IdXOE Consistency is key for well designed websites. Your website is all over the place, the navmenu is the most illogical thing I've seen in a while.	5/19/2014 10:34 AM
10	Make it easy to find. Place in under current students on the website link and if possible on the home page. Keep the naming of it exact 'Learning Center'	5/19/2014 10:33 AM
11	More visual, less text	5/19/2014 10:00 AM
12	I think the website should have more videos and some interactive learning.	5/19/2014 9:53 AM

Learning Center Program Review Survey 2014 (AVC Employees)

Q12 Other Comments:

Answered: 10 Skipped: 28

#	Responses	Date
1	na	5/25/2014 10:02 AM
2	None that would help you.	5/24/2014 11:42 AM
3	as part timer, I just haven't heard that much about it	5/22/2014 6:37 AM
4	THANK YOU LC staff- you are the best - I know you all work hard- and a huge thanks to Diane Flores-Kagan - she is amazing!	5/19/2014 6:28 PM
5	Please bring back the one-on-one math tutoring!!!!!!!!	5/19/2014 2:22 PM
6	One hour long workshops aren't always appealing to students. Maybe offer a series of short drop in sessions over the course of a month on a topic.	5/19/2014 2:20 PM
7	Advertise!	5/19/2014 12:03 PM
8	Great job!	5/19/2014 12:00 PM
9	No	5/19/2014 10:33 AM
10	Faculty and staff do a good job.	5/19/2014 10:00 AM