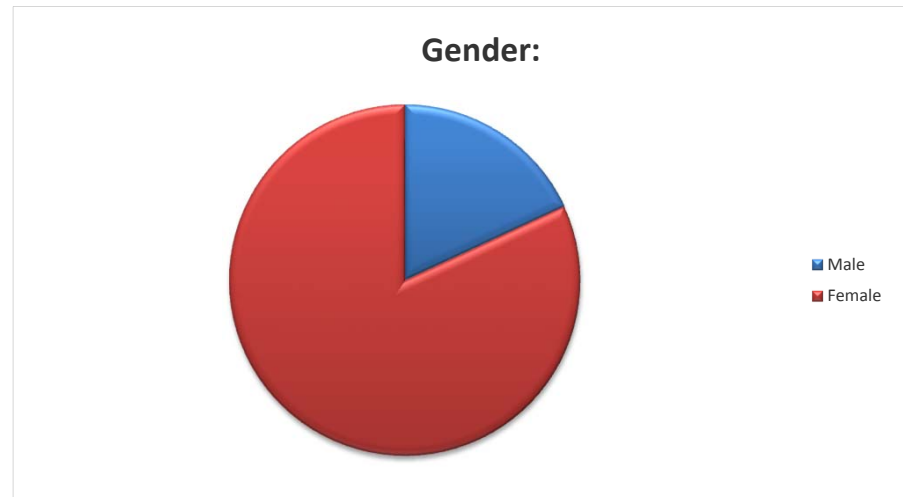


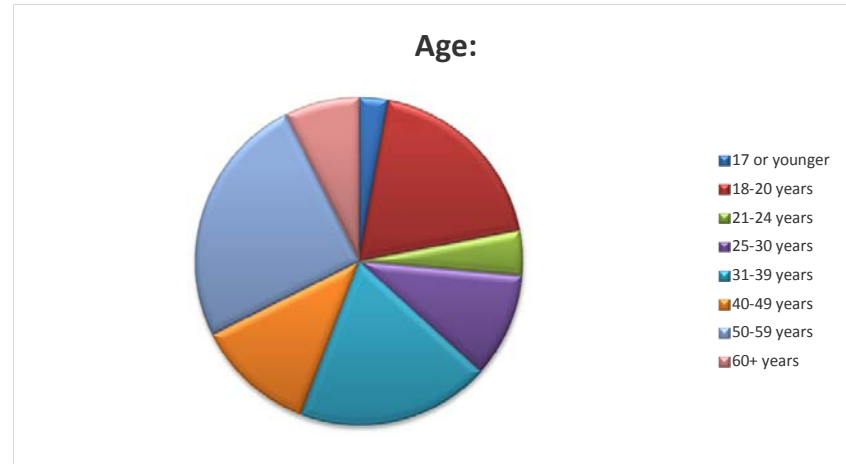
Learning Center Program Review Survey Spring 2015 (AVC Students)

| Gender: | | |
|--------------------------|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Male | 18.1% | 13 |
| Female | 81.9% | 59 |
| <i>answered question</i> | | 72 |
| <i>skipped question</i> | | 0 |



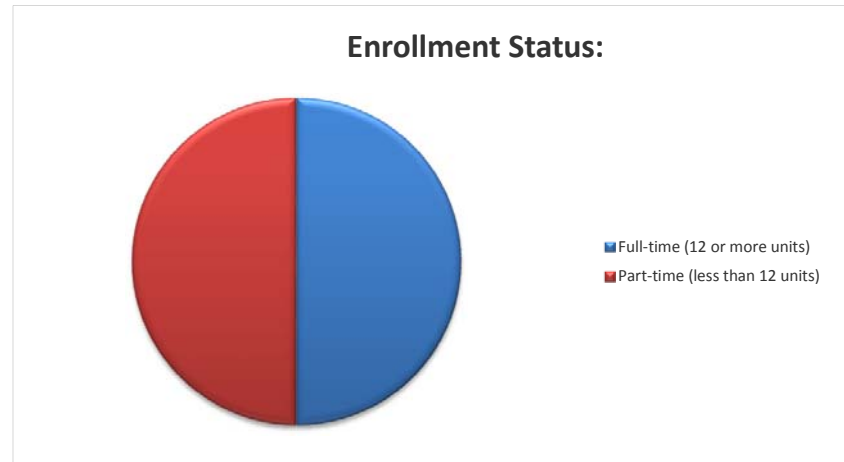
Learning Center Program Review Survey Spring 2015 (AVC Students)

| Age: | | |
|--------------------------|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 17 or younger | 2.9% | 2 |
| 18-20 years | 19.1% | 13 |
| 21-24 years | 4.4% | 3 |
| 25-30 years | 10.3% | 7 |
| 31-39 years | 19.1% | 13 |
| 40-49 years | 11.8% | 8 |
| 50-59 years | 25.0% | 17 |
| 60+ years | 7.4% | 5 |
| <i>answered question</i> | | 68 |
| <i>skipped question</i> | | 4 |



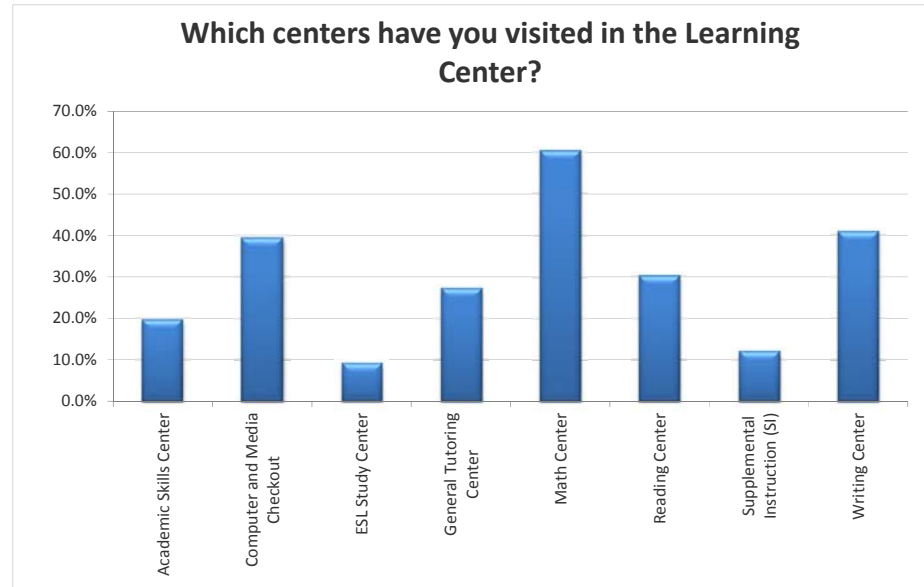
Learning Center Program Review Survey Spring 2015 (AVC Students)

| Enrollment Status: | | |
|--------------------------------|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Full-time (12 or more units) | 50.0% | 36 |
| Part-time (less than 12 units) | 50.0% | 36 |
| <i>answered question</i> | | 72 |
| <i>skipped question</i> | | 0 |



Learning Center Program Review Survey Spring 2015 (AVC Students)

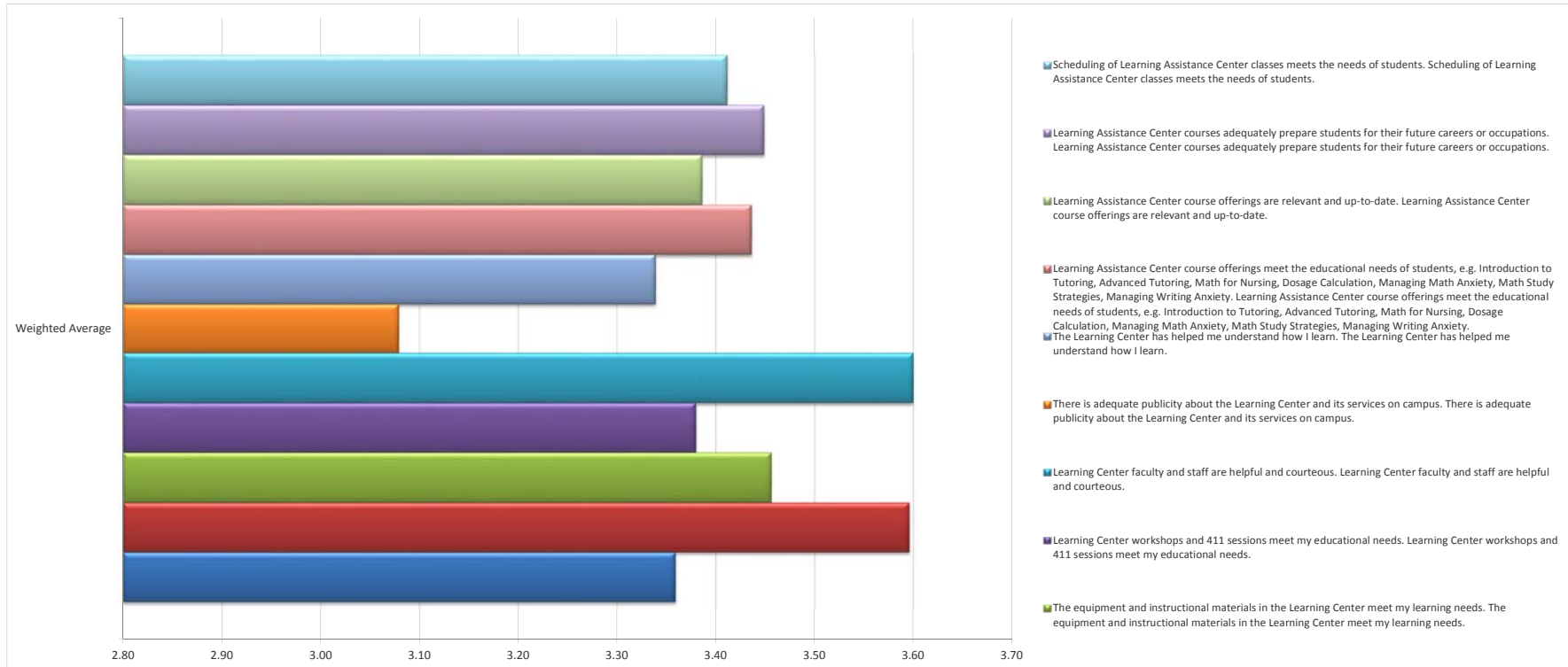
| Which centers have you visited in the Learning Center? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Academic Skills Center | 19.7% | 13 |
| Computer and Media Checkout | 39.4% | 26 |
| ESL Study Center | 9.1% | 6 |
| General Tutoring Center | 27.3% | 18 |
| Math Center | 60.6% | 40 |
| Reading Center | 30.3% | 20 |
| Supplemental Instruction (SI) | 12.1% | 8 |
| Writing Center | 40.9% | 27 |
| <i>answered question</i> | | 66 |
| <i>skipped question</i> | | 6 |



Learning Center Program Review Survey Spring 2015 (AVC Students)

Please select the most appropriate response.

| Answer Options | Strongly Agree | Agree | Disagree | Strongly Disagree | Not Applicable/No Opportunity to Observe | Weighted Average | Response Count |
|---|----------------|-------|----------|-------------------|--|------------------|----------------|
| The services offered in the Learning Center meet my | 35 | 22 | 2 | 5 | 7 | 3.36 | 71 |
| The computer labs in the Learning Center adequately | 33 | 17 | 2 | 0 | 19 | 3.60 | 71 |
| The equipment and instructional materials in the Learning | 36 | 13 | 6 | 2 | 14 | 3.46 | 71 |
| Learning Center workshops and 411 sessions meet my | 26 | 19 | 3 | 2 | 21 | 3.38 | 71 |
| Learning Center faculty and staff are helpful and | 46 | 14 | 3 | 2 | 6 | 3.60 | 71 |
| There is adequate publicity about the Learning Center | 26 | 22 | 9 | 6 | 6 | 3.08 | 69 |
| The Learning Center has helped me understand how I | 33 | 18 | 3 | 5 | 12 | 3.34 | 71 |
| Learning Assistance Center course offerings meet the | 31 | 20 | 1 | 3 | 15 | 3.44 | 70 |
| Learning Assistance Center course offerings are relevant | 31 | 19 | 5 | 2 | 14 | 3.39 | 71 |
| Learning Assistance Center courses adequately prepare | 27 | 19 | 1 | 2 | 19 | 3.45 | 68 |
| Scheduling of Learning Assistance Center classes meets the needs of students. | 29 | 16 | 4 | 2 | 19 | 3.41 | 70 |
| <i>answered question</i> | | | | | | | 71 |
| <i>skipped question</i> | | | | | | | 1 |



Learning Center Program Review Survey Spring 2015 (AVC Students)

| What role do you think the Learning Center currently serves on campus? | |
|--|----------------|
| Answer Options | Response Count |
| | 53 |
| <i>answered question</i> | 53 |
| <i>skipped question</i> | 19 |

| Number | Response Text | Categories |
|--------|--|------------|
| 1 | To give students the resources they need | |
| 2 | student success | |
| 3 | Help students understand the subject matter | |
| 4 | It gives students a little more help, with things that may need extra help | |
| 5 | A walk thru just in case you remember something you needed to do that you couldn't do at home. | |
| 6 | The role to let students be aware of opportunities | |
| 7 | Assist students with understanding academic learning, also workshops with almost everything needed to be successful in school and beyond. The life skills offered by the LC help us prepare for our future. | |
| 8 | a usefull and very needed tool | |
| 9 | Helpful | |
| 10 | I have no idea | |
| 11 | to help students succeed in passing their classes | |
| 12 | A variety of tutoring is available for all students. | |
| 13 | to assist the students | |
| 14 | tutoring | |
| 15 | It helps the students to achieve their educational goals. | |
| 16 | To assist the students with additional help in their course studies. | |
| 17 | I feel that the learning Center is a big help for every students that has utize this center for each class need in test study homework and so on so keep the good work up. | |
| 18 | Provides additional instruction and tutoring. Business Math, Excel and Word need representation. | |
| 19 | A great role kind of assist the teacher, because when we do not understand the tutor tried to explain step ny step, very greatful. | |
| 20 | Everyone | |
| 21 | to help the student succeed by providing the necessary tools and resources | |
| 22 | Tutoring, materials, computer access, copying | |
| 23 | To help students in any subject they might need help in | |
| 24 | need faster internet connections..... | |
| 25 | it serves as a great role in helping students with every need possible. | |
| 26 | The way that the high school graduates are coming without a good foundation. It is essential that there is a Learning Center. Without it so many would fail. | |
| 27 | Offer students a place to better understand the courses they are taking. | |
| 28 | Learning tool | |
| 29 | It gives you extra study time on ...serves a great purpose. | |
| 30 | It is helpful yet it needs to be about 45 minutes to spend with students | |
| 31 | To help students with more resources | |
| 32 | As a place to go study and receive help in various subjects. | |
| 33 | You can go there for help if needed, however I do not believe a lot of people know about the learning center. | |
| 34 | Helps students succeeds | |
| 35 | To help with study aids and note taking | |
| 36 | Extremly important role. From Math tutoring, to writing, and many others | |
| 37 | Very important role, without it everything regarding students éducation will be to hard. to achieve. | |
| 38 | I think the learning center is very helpful in every from providing supplies to providing us with tutoring and extra help. I think the learning center is seen as a place to go for help or assistance. | |
| 39 | The backbone of the campus without their assistance it woulf be difficult to pass a class. | |
| 40 | learning enrichment for those who could benefit from it | |
| 41 | The Learning Center currently serves a very important role with students succeeding in there classes. There Centers help students in many areas. | |
| 42 | Not a quiet one | |
| 43 | a facilitator of learning | |
| 44 | Informational purposes | |
| 46 | The Learning Center is my lifeline on campus. It is where I do ALL of my written work and most of my math and studying. | |
| 47 | Helps students who are struggling with certain subjects. | |
| 48 | It is mostly a place to use a computer and receive tutoring. Some programs are co-opting the study space like professors holding their office hours in the Success center and administrative programs happening there as well. | |
| 49 | No idea | |
| 50 | it fine | |
| 51 | Major | |
| 52 | I think the Learning Center plays a great role with excellent faculty, and staff who are always available to help you when you need it, as well as the student workers in the Learning Center who are always available to help the students with what they need help with. | |
| 53 | Helping students to understand and reach their educational goals | |

Learning Center Program Review Survey Spring 2015 (AVC Students)

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

| Answer Options | Response Count |
|--------------------------|----------------|
| | 51 |
| <i>answered question</i> | 51 |
| <i>skipped question</i> | 21 |

| Number | Response Text | Categorie s |
|--------|--|----------------|
| 1 | Helpful | |
| 2 | very important for students to succeed | |
| 3 | n/a | |
| 4 | it all help no thing is better then anything, we all need help and everything helps | |
| 5 | Not welcoming. | |
| 6 | I don't know | |
| 7 | All these programs are exceptional, there NO comparison.I know that I appreciate every program offer, especially in academics support. Fall 2014,Winter Break 2014 I passed all classes w/B's because of the help I recieved from the LC, EOPS, and STAR | |
| 8 | i dont think that i would have passed my class without their help | |
| 9 | Helpful to those in need | |
| 10 | do not know | |
| 11 | They really do not work together | |
| 12 | Is not made public, so I am unsure. | |
| 13 | good | |
| 14 | open for all students | |
| 15 | they all have their roles in helping students in their own perspective ways. | |
| 16 | I have no knowledge of this area. | |
| 17 | By meeting the needs every students that came though this learning center that wanting to have help. | |
| 18 | I'm not familiar with the other programs | |
| 19 | Learning center its a great [lace to ask questions and get answers. | |
| 20 | ldk | |
| 21 | not sure | |
| 22 | unknown | |
| 23 | It helps students so they could be successful | |
| 24 | unk | |
| 25 | The learning center supports all of these programs and are very useful. | |
| 26 | I still believe the Learning Center is essential | |
| 27 | More varity of services. | |
| 28 | Very helpful... | |
| 29 | about the same | |
| 30 | learning center provides direction to these programs | |
| 31 | I don't know | |
| 32 | Helps students succeeds | |
| 33 | They all work together towards a common goal of student success. | |
| 34 | For OSD makes print in book bigger | |
| 35 | Helps a lot to enhance knowldge. | |
| 36 | I do not know. I have never observed this. | |
| 37 | I'm not familiar with those programs | |
| 38 | further supports their academic journey | |
| 39 | N/A | |
| 40 | horrible | |
| 41 | the learning center helps host workshops for those programs because it has the space available to it | |
| 42 | All helpful | |
| 43 | All helpful | |
| 44 | The Learning Center is an incalculable asset for all students. I would like to see more time given to each student with the math tutors. For OSD students like my son 15 minutes is NOT adequate. | |
| 45 | No comparison they are not the same | |
| 46 | ? | |
| 47 | No idea | |
| 48 | do know | |
| 49 | Major | |
| 50 | The Learning Center is always available to help students from the EOPS, STAR, Instructional Computer Labs, and strongly on OSD students, and are always available to help the OSD students with what they need help with. | |
| 51 | I believe the STAR program offers more assistance except for Statistics | |

Learning Center Program Review Survey Spring 2015 (AVC Students)

| Identify strengths at the Learning Center or things you like about it: | |
|--|----------------|
| Answer Options | Response Count |
| | 49 |
| <i>answered question</i> | 49 |
| <i>skipped question</i> | 23 |

| Number | Response Text | Categorie s |
|--------|--|----------------|
| 1 | Gives you the help you need to get started | |
| 2 | availibility for students | |
| 3 | It is there when you need it. | |
| 4 | Everyone who helps takes time to help you | |
| 5 | Equipped with machines people don't readily have available to them anywhere or in one spot. | |
| 6 | Friendliness makes people feel comfortable | |
| 7 | they adequately and successfully guided me through and made sure I understood and I was welcomed back every time even if i asked the same questions. | |
| 8 | quite place to study | |
| 9 | That I can use it | |
| 10 | have never heard about it | |
| 11 | Some of the tutors are helpful | |
| 12 | The front desk assistants and all of the faculty are so helpful :) | |
| 13 | writing center and math | |
| 14 | many computers | |
| 15 | N/A | |
| 16 | I only used the learning center one time for assisatance on a writing assignment, The tutors and support staff were friendly and knowledgeable | |
| 17 | The strength that the learning center have is by having computer for the students that do not have one at home, reading ,writing ,math and so on. | |
| 18 | Elvy Costillo | |
| 19 | like how tutor do their best to help | |
| 20 | The noise level is kept low and the student can concentrate. | |
| 21 | Tutors, friendlyness | |
| 22 | knowledgeable staff. | |
| 23 | I like that no matter what time I come to the learning center I can always get a computer | |
| 24 | You have so many areas, that you can get help on like the writing center. the math center. These are so needed for so many people. | |
| 25 | How it is scriclty meant for school-related things, good place to study and review material. | |
| 26 | The one-to-one assistance. | |
| 27 | The staff is very understanding to the needs of the students..... | |
| 28 | The tutors are knowledgeable | |
| 29 | I like the math tutors. They didn't make me feel silly for not knowing a math, that I should have learned years before. | |
| 30 | Tutor | |
| 31 | It has helped me with my difficult science classes. | |
| 32 | Computer check out people are extremly nice and helpful. | |
| 33 | the 100% support from tutors and office employees. | |
| 34 | math tutoring access to computers help in every subject good environment to learn and study | |
| 35 | The knoledgeable staff. They're very helpful. | |
| 36 | There is a lot of helped offered, clean, courteous staff, some up to date computers and the math tutoring department is amazing. | |
| 37 | there is no strengths cause they all have attitudes they supposed to help you not get mad when you need help | |
| 38 | I really like the writing center. Their tutors are very helpful. | |
| 39 | Patience understanding helpful reliable | |
| 40 | Patience understanding helpful reliable | |
| 41 | Love Love the computers and staff. The resources are what help me keep my GPA above a 3.00 | |
| 42 | I like the long hours and that there are tutors all day long. i like the many different math tutors. they are not all the same . some can teach me where I understand but some are so brainiac that they can't explain it on a level i understand. | |
| 43 | One on one tutoring, easy computer check out. A space for student study groups. A place to do research. Mostly staffed by very nice people. | |
| 44 | The assistance all though I really don't know how much is really available. | |
| 45 | everything you need is there | |
| 46 | Staff | |
| 47 | The tutors and the workshops are the Learning Centers greatest strengths. I enjoy coming into the learning center and how helpful is all is to me. | |
| 48 | The Learning Center is always available to ask questions, always available to ask for help, has excellent services for all subjects, and excellent facility, and staff. | |
| 49 | Hours of operation | |

Learning Center Program Review Survey Spring 2015 (AVC Students)

| Is there anything specific the Learning Center could do differently to improve its services to students? | |
|--|----------------|
| Answer Options | Response Count |
| | 45 |
| <i>answered question</i> | 45 |
| <i>skipped question</i> | 27 |

| Number | Response Text | Categories |
|--------|--|------------|
| 1 | No | |
| 2 | no | |
| 3 | To add more hours on Friday | |
| 4 | how much time we have some need more help then others | |
| 5 | Hire more people, and do a full filling job for students who need help. | |
| 6 | N/A | |
| 7 | more workshops | |
| 8 | post more flyers about services and opportunities | |
| 9 | computers should have up to date programs. | |
| 10 | The reading center blockade, getting rid of the rule of having student IDs, better copiers and scanners. | |
| 11 | reception desk | |
| 12 | N/A | |
| 13 | the one thing i would love to see to be open on sat so we as students can finish our homework and be able to get more help in our homework wen we don't understand we need that exter help. | |
| 14 | i would ask the tutor to spend a little more time with one student but because of their demand i understang why they cant, | |
| 15 | Provide a walking tour of the learning center just like the library does. | |
| 16 | no | |
| 17 | nothing | |
| 18 | Friendlier staff. | |
| 19 | Remind students that is a place of learning test taking and studing, so please keep the social gathering eslewhere. | |
| 20 | no. | |
| 21 | longer time needed to spend with students | |
| 22 | It is a little embarassing to have to raise your hand for help. If there were a different way to get help, that may help. | |
| 23 | No | |
| 24 | N/A | |
| 25 | Offer more classes that are in the afternoon or evening. | |
| 26 | More Math tutors | |
| 27 | So far is fine to me, just like some students talks to loud. | |
| 28 | SI for anatomy should be given by an Anatomy Ptofessor not a student that memorized everything to pass the class and doesn't know how to explain the material. | |
| 29 | Get more computers in the learning center in the math area. | |
| 30 | some the staff is rude so maybe they could improve on their people skills | |
| 31 | Maybe Summer services . | |
| 32 | The math center sometimes lack math tutors and that's sometimes a problem because i see the tutors are running around trying to help students but they seem to be short staff sometimes. They really need statistic tutors, there usually only one or two tutors for every 5-7 statistic students. Also there should be a print loading machine for the learning center where we can reload the wepa cards for print outs instead of going to the cashier office its very inconvenient if you are in a rush. | |
| 33 | Yes keep it quiet people need to study and the employees are the loud ones | |
| 34 | it could be open longer, especially on fridays. not many people have classes on fridays and make that their study day! if the learning center is closed, where are we going to study? a lot of us don't have computers at home either, so if it closes early on fridays we only have so many hours to get our stuff done and only in a certain time slot in the mornings. | |
| 35 | No | |
| 36 | No | |
| 37 | Allocate more time to the math tutors for each student. Allow students who attend in the spring and fall to attend the summer and winter info sessions such as writing anxiety testing anxiety etc. With a full load it is hard to attend the necessary workshops. | |
| 38 | Have teachers advertise the benefits of the center. My math and communication teacher never mentioned the center. I found out through a OSD counselor. | |
| 39 | There should be free coffee. | |
| 40 | I really don't know. | |
| 41 | more resources | |
| 42 | None at this time | |
| 43 | No | |
| 44 | none | |
| 45 | More math and especially STATS tutoring | |

Learning Center Program Review Survey Spring 2015 (AVC Students)

I would like to see the following courses offered:

| Answer Options | Response Count |
|--------------------------|----------------|
| | 30 |
| <i>answered question</i> | 30 |
| <i>skipped question</i> | 42 |

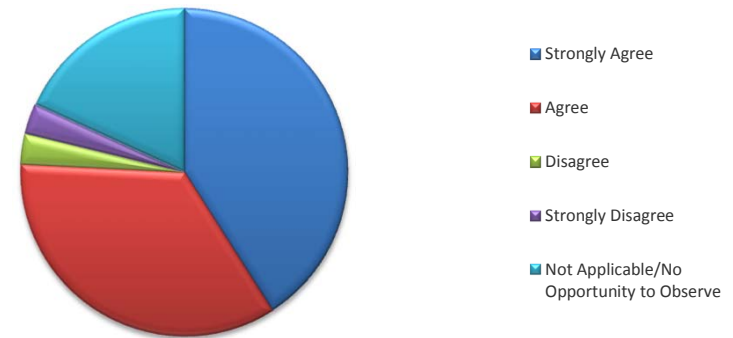
| Number | Response Text | Categories |
|--------|---|------------|
| 1 | More tutoring | |
| 2 | n/a | |
| 3 | All! | |
| 4 | cooking class | |
| 5 | medical terminalogy, | |
| 6 | None | |
| 7 | More individual tutoring | |
| 8 | Higher levels of tutoring offered. | |
| 9 | n/a | |
| 10 | N/A | |
| 11 | in math more help with the students that need more help in there math that are having a lot of problems in understanding math. | |
| 12 | N/A | |
| 13 | BUS 111 BUS 201 | |
| 14 | u.s. history Vietnam war.....saw it offered once, but would like to see a wider variety than just one class . | |
| 15 | Culinary Arts, Cosmetology | |
| 16 | N/A | |
| 17 | Individual math tutors | |
| 18 | do not know any specifc course | |
| 19 | Anatomy SI available at all times. | |
| 20 | maybe some workshops on how to critically think | |
| 21 | More summer classes not only one class offered per semester. There should be more athletic programs or stress reliever academics for students especially during finals. | |
| 22 | better employees | |
| 23 | COMPUTER CLASSES IN THE LEARNING CENTER. there are so many older students in the learning center and hardly any of them know how to use a computer properly. i'm almost always stuck helping some person next to me log into their blackboard account or their email or something tech related. it's annoying! i have work to do, i don't have time to divert my attention away from my studies to help grandma save her paper onto a flashdrive. | |
| 24 | College students living with bipolar disorder and trying to attend community college | |
| 25 | College students living with bipolar disorder and trying to attend community college | |
| 26 | More daytime options for the evening only classes | |
| 27 | how to think critically. how to spread a 1 page paper into 3 pages. | |
| 28 | How to become successful through network building. How to connect with professionals in my field of choice. How to get a job on campus. | |
| 29 | Yes | |
| 30 | N/A | |

Learning Center Program Review Survey Spring 2015 (AVC Students)

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

| Answer Options | Response Percent | Response Count | |
|--|------------------|--------------------------|-----------|
| Strongly Agree | 40.9% | 27 | |
| Agree | 34.8% | 23 | |
| Disagree | 3.0% | 2 | |
| Strongly Disagree | 3.0% | 2 | |
| Not Applicable/No Opportunity to Observe | 18.2% | 12 | |
| | | <i>answered question</i> | 66 |
| | | <i>skipped question</i> | 6 |

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



Learning Center Program Review Survey Spring 2015 (AVC Students)

| Do you have any suggestions for the Learning Center website? | |
|--|----------------|
| Answer Options | Response Count |
| | 29 |
| <i>answered question</i> | 29 |
| <i>skipped question</i> | 43 |

| Number | Response Text | Categories |
|--------|---|------------|
| 1 | no | |
| 2 | n/a | |
| 3 | Didn't know there was one - never heard of it! | |
| 4 | Should be able to be easily seen | |
| 5 | YES | |
| 6 | NO | |
| 7 | No | |
| 8 | Math tutors should be able to help a student solve a math problem. That is how students learn to solve similar math problems when they are doing the math problems by themselves. | |
| 9 | perhaps a reception desk to help you explain what the center is about and what they offer | |
| 10 | N/A | |
| 11 | Yes the website needs to be able to go in wen our teacher's ask as to look up something for class our to do our work correctly. | |
| 12 | N/A | |
| 13 | nope | |
| 14 | none | |
| 15 | no | |
| 16 | n/a | |
| 17 | When I'm in there I see many people and Cell Phone's talking quietly but it's very disturbing to me when I'm in there trying to do my math homework. | |
| 18 | As I said before some students talk loud while we are reading. | |
| 19 | no | |
| 20 | N/A | |
| 21 | Nope | |
| 22 | nah it's good | |
| 23 | Np | |
| 24 | Np | |
| 25 | No | |
| 26 | no | |
| 27 | None | |
| 28 | No | |
| 29 | None | |

Learning Center Program Review Survey Spring 2015 (AVC Students)

| Additional comments: | |
|--------------------------|----------------|
| Answer Options | Response Count |
| | 24 |
| <i>answered question</i> | 24 |
| <i>skipped question</i> | 48 |

| Number | Response Text | Categories |
|--------|---|------------|
| 1 | great job see you guys next semester | |
| 2 | Nope. ... | |
| 3 | NONE NEEDED | |
| 4 | None | |
| 5 | N/A | |
| 6 | I would appreciate if you would have more math assistance in the learning center every day. than you and god bless | |
| 7 | N/A | |
| 8 | The best tutor for Math that I experienced was "Leah", she was patient, and explains in detail. Leah is an exceptional tutor, and took the time to teach, and give me confidence. | |
| 9 | none | |
| 10 | Thanks to everyone who makes the learning center a big help. | |
| 11 | n/a | |
| 12 | Everyone is extremely nice anything as we do need more math tutors. The Computer check out people are extremely nice and very helpful . | |
| 13 | Overall I am very satisfy with the learning center. | |
| 14 | great place to get your work done | |
| 15 | Wonderful place to look for assistance in academics. | |
| 16 | The Learning Center is doing a wonderful job. I feel like there is great energy and i am motivate to work while i am in the learning center. | |
| 17 | Keep it quiet and the employees need to be responsible and respectful | |
| 18 | seriously consider keeping the learning center open longer, it's annoying getting kicked out early !!!: | |
| 19 | I'm so very thankful for the Learning Center | |
| 20 | I loathe the placement of the hard drives under the table tops. I have broken TWO flash drives because of this change. One had an entire years worth of studies o | |
| 21 | it that I would refer to. Woosh GONE | |
| 22 | I've received excellent assistance in the Math section. | |
| 23 | none | |
| 24 | I would like to thank the tutors and the writer's workshop instructor for taking time out of their day to help AVC's students. | |