### Fall Semester 2008  248 Evaluation Responses
09/29/08-10/05/08  1,870 Computer Sign-Ins  13% Surveyed

1. The hours of operation were adequate for my needs.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The hours of operation were adequate for my needs.</td>
<td>191</td>
<td>45</td>
<td>5</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>77%</td>
<td>18%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

2. The center was adequately staffed and furnished.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. The center was adequately staffed and furnished.</td>
<td>189</td>
<td>52</td>
<td>6</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>76%</td>
<td>21%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

3. The tutor was knowledgeable about my problem.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. The tutor was knowledgeable about my problem.</td>
<td>195</td>
<td>44</td>
<td>2</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>79%</td>
<td>18%</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
</tr>
</tbody>
</table>

4. The tutor behaved in a courteous, professional manner.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. The tutor behaved in a courteous, professional manner.</td>
<td>217</td>
<td>23</td>
<td>2</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>88%</td>
<td>9%</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
</tr>
</tbody>
</table>

5. Materials and handouts were helpful.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Materials and handouts were helpful.</td>
<td>181</td>
<td>36</td>
<td>5</td>
<td>26</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>73%</td>
<td>15%</td>
<td>2%</td>
<td>10%</td>
<td>0%</td>
</tr>
</tbody>
</table>

6. The tutor’s assistance enabled me to solve the problem on my own.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. The tutor’s assistance enabled me to solve the problem on my own.</td>
<td>190</td>
<td>44</td>
<td>5</td>
<td>9</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>77%</td>
<td>18%</td>
<td>2%</td>
<td>4%</td>
<td>0%</td>
</tr>
</tbody>
</table>

7. If your friend needed assistance with a class, would you recommend they visit The Learning and Tutoring Center?

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. If your friend needed assistance with a class, would you recommend they visit The Learning and Tutoring Center?</td>
<td>222</td>
<td>-</td>
<td>26</td>
</tr>
<tr>
<td></td>
<td>90%</td>
<td></td>
<td>10%</td>
</tr>
</tbody>
</table>

8. How would you rate your overall tutoring session?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. How would you rate your overall tutoring session?</td>
<td>173</td>
<td>61</td>
<td>7</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>70%</td>
<td>25%</td>
<td>3%</td>
<td>0%</td>
<td>2%</td>
</tr>
</tbody>
</table>
Comments:

**General Positive**

- Keep it up.
- I received lots of help from the Learning and Tutoring Center
- It was informative
- The learning center staff is very knowledgeable and encouraging.
- Thanks for making the “study room” available for group tutorial sessions.
- The learning center made possible for me to stay in college, without I probably would have dropped out. Thanks.
- Very helpful
- I love the LTC it has helped me so much in improvement of my grades
- This Lab is an excellent learning tool; I highly recommend it to any student who is struggling especially in math. Thanks to the math tutors I passed my compass with flying colors!!
- Good
- Everything is perfect.
- Tutoring lab is a great place to get help in almost any subject. I would recommend it to anyone who needs help.
- Keep doing what you’re doing because it’s working for me.
- The Learning and Tutoring Center is very helpful.
- You guys are doing a wonderful job
- They really take the time to help someone and are very patient with the student.
- Tutors are really good
- Thank you for your excellent service. Keep up the good work. 😊
- Great people!
- The Learning and Tutoring center is very important in help me pass math.
- Totally cool thanks!!!
- The tutor made it much clearer
- I come in all the time the help is great!!!
- It’s PERFECT 😊
- I don’t have any suggestions. The LTC is very helpful and I attend regularly.
- The math lab is extremely valuable to me and other students, learning experience.
- Hank, Raven, and Samuel are excellent tutors. I think all of the tutors are knowledgeable, but these 3 know how to teach in a way I could understand.

**Specific Tutor**

Ernest Asare-Nkansah: Ernest is the best; I would not have made it in my class if I did not have him helping me.
Ernest is the best tutor, should have more hours to help.

Maria Batty: She’s a good tutor.

Joyce Bryant: Dr. Bryant should be awarded Best Tutor.
Dr. Bryant gave me a lot of help and I will be sure to get help when needed.

Gabriel Cabrera: The morning tutor is excellent, he has helped me tremendously!

Gelia Dolcimoscolo: Gelia was very patient in allowing me to correct my mistakes while offering the guidance to keep me on the right path. Thank you.

Samuel Fongang: Very good tutor!!
Sam is a great tutor at GPC. Very helpful and just a nice individual A for effort!
Mona Haddad: Mona is the bomb
Mona was great

Mary Hamilton: Mary is a very great tutor and a very great person

Min Young Jang: Very good tutor who gives a lot of examples and helps to solve difficult problems.
He is very helpful.

Atikuzzaman Khan: Atikuzzaman is an excellent tutor. He was so knowledgeable about chemistry that he was able to break it down on a lower level. I would recommend him to anyone and I did too.

Sharon Largent: She was amazing. I loved her help....
Great explanation of Chem1151. Very helpful and easy to understand how to do such hard work!
Sharon is excellent; she has a way of making the subject come to life! The light bulb comes on and you will have a better understanding. She's great!!

Elaine Latham: Please increase Elaine’s hours.

Ellen Linquist: She’s great

Charlie Lyon: I have worked with Mr. Lyon several times – he’s awesome! I always come away with a wealth of ideas for my papers, and info (handouts) on how to better my writing (MLA, APA, formatting)

Tim MacDonnell: I love the way he helped me express my own ideas and not his. Tim is very good.
Timothy was very kind and concerned about my academic needs. Very patient as well as a great communicator.

Gail McCain: Please give more tutoring hours to Gail, she is an excellent tutor.

Siang Ng: He is the best for math especially for Calc I
The tutor should get more hours in the lab. Many people request him for help.

Chander Suri: He breaks things down so that it is easier to understand. Overall he is a great tutor.

Benny Wang: He is always helpful!! ☺

Hank Wu: Great tutor

Yan Zhou: Ms. Yan is very knowledgeable and professional tutor.

General Needs Improvement
- It is one of the most important places on campus, but I think if you can offer some more qualified tutors will be better.
- It would be good if student could write concerns that they are worried about and tutoring center could set additional classes.
- The mouse could have worked better.
- Not enough computers
- There are some tutors who do not know how to explain
- Sometimes it is difficult to understand my tutor
- Tutor needs to spend more time with students
- More handouts overall great!
- One tutor was not helpful or friendly the other tutor was courteous and helpful.

More Hours/Tutors/Space
- I wish the English lab was open until 10:00. I love the writing lab!
- Wish there were more hours for the working long hours people like the weekends.
- Need more staff on hand
- We need more extended hours especially on Saturday/Sunday
- I wish the tutor center section was bigger and more space!
- Would like more tutors after 3pm
- We need more tutors in chemistry because everyone else is not as helpful as my tutor. The tutor only works certain hours and everyone waits. If we have some other good chemistry tutors students will get benefit.
- My suggestion is to have a more quiet environment.
- I wish there were more astronomy teachers available instead of just one that comes on the days I don’t come to school and another that comes for an hour and a half.
- Open longer on Saturdays.
- Maybe a better layout with more sound muting features. It tends to get very noisy.
- Expand the tutoring center or at least put a few extra seats and desks.
- Need more space!
- Open earlier and later
- To be open later on Fridays and Saturdays or at least till 6pm
- Hours of operation should be extended.
- Maybe more tutors for faster help
- More tables and operation hours
- Spanish is a popular subject and if more hours were available, more students could show up.
- Have different subject areas such as anatomy
- Add more hours to the operation of LTC also get more staff if possible. With staff the wait time will be less. Bigger space!! Please room too small.
- Close later on Sunday