Dear Mr./Dear Ms Learning and Tutoring Center Services (as private and confidential)

Report: Course Evaluation, to the Teachers

[Greetings] [Professor] Learning and Tutoring Center Services,

This email contains evaluation results for LTC Awareness Survey Fall 10 (Full and Second Half Term) / LTCAWARE:

The global indicators are listed first, followed by the individual average values, consisting of the following scales:

In the second part of the analysis the average values of all individual questions are listed.
Please answer the following questions about Georgia Perimeter College's Learning and Tutoring Center (LTC).

As you move through the survey, certain questions will be blocked out based on your responses to previous items on the survey.

**Remember to select the submit button to ensure your responses are received.**

1. Where do you attend GPC? (Check all that apply).

<table>
<thead>
<tr>
<th>Location</th>
<th>Percent</th>
<th>n=84</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpharetta</td>
<td>3.6%</td>
<td></td>
</tr>
<tr>
<td>Clarkston</td>
<td>36.9%</td>
<td></td>
</tr>
<tr>
<td>Decatur</td>
<td>16.7%</td>
<td></td>
</tr>
<tr>
<td>Dunwoody</td>
<td>38.1%</td>
<td></td>
</tr>
<tr>
<td>Newton</td>
<td>7.1%</td>
<td></td>
</tr>
<tr>
<td>Online</td>
<td>53.6%</td>
<td></td>
</tr>
<tr>
<td>Rockdale Career Academy</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

2. Are you aware of Learning and Tutoring Center (LTC) services at GPC?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>n=84</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, I am aware of the LTC's &amp; I have used the centers</td>
<td>69%</td>
<td></td>
</tr>
<tr>
<td>Yes, but I do not use the LTC</td>
<td>29.8%</td>
<td></td>
</tr>
<tr>
<td>No, this is my first time hearing of the LTC</td>
<td>1.2%</td>
<td></td>
</tr>
</tbody>
</table>

3. At which location have you used the LTC (Check all that apply).

<table>
<thead>
<tr>
<th>Location</th>
<th>Percent</th>
<th>n=58</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpharetta</td>
<td>1.7%</td>
<td></td>
</tr>
<tr>
<td>Clarkston</td>
<td>46.6%</td>
<td></td>
</tr>
<tr>
<td>Decatur</td>
<td>17.2%</td>
<td></td>
</tr>
<tr>
<td>Dunwoody</td>
<td>48.3%</td>
<td></td>
</tr>
<tr>
<td>Newton</td>
<td>5.2%</td>
<td></td>
</tr>
<tr>
<td>Online</td>
<td>10.3%</td>
<td></td>
</tr>
</tbody>
</table>
4. **How did you learn about the LTC?** (Check all that apply).

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advising, Counseling, Retention Services</td>
<td>15.7%</td>
</tr>
<tr>
<td>Orientation</td>
<td>21.7%</td>
</tr>
<tr>
<td>GPC TV</td>
<td>4.8%</td>
</tr>
<tr>
<td>LTC Brochures</td>
<td>12%</td>
</tr>
<tr>
<td>LTC Flyers</td>
<td>13.3%</td>
</tr>
<tr>
<td>On Campus Presentation</td>
<td>3.6%</td>
</tr>
<tr>
<td>GPC Website</td>
<td>37.3%</td>
</tr>
<tr>
<td>Classroom Presentation (which class?)</td>
<td>6%</td>
</tr>
<tr>
<td>Teacher (which instructor?)</td>
<td>33.7%</td>
</tr>
<tr>
<td>Class tour or visit to LTC</td>
<td>3.6%</td>
</tr>
<tr>
<td>GPC open house</td>
<td>7.2%</td>
</tr>
<tr>
<td>LTC open house</td>
<td>1.2%</td>
</tr>
<tr>
<td>Tutor presentation</td>
<td>0%</td>
</tr>
<tr>
<td>Classmate</td>
<td>34.9%</td>
</tr>
<tr>
<td>Friend</td>
<td>19.3%</td>
</tr>
<tr>
<td>Family member</td>
<td>3.6%</td>
</tr>
<tr>
<td>Other (Please list the class, instructor's name, or other means of learning about LTC in the)</td>
<td>12%</td>
</tr>
</tbody>
</table>

6. **Have you ever been referred to the LTC?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>62.7%</td>
</tr>
<tr>
<td>Yes (please describe in the next question).</td>
<td>37.3%</td>
</tr>
</tbody>
</table>

If yes, please tell us who referred you. (Select all that apply).

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor</td>
<td>75%</td>
</tr>
<tr>
<td>Counselor</td>
<td>6.3%</td>
</tr>
<tr>
<td>Friend or Classmate</td>
<td>43.8%</td>
</tr>
<tr>
<td>Other (Please describe in the next text box)</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

8. I have **not used** the LTC because (Check all that apply).

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>16%</td>
</tr>
<tr>
<td>Did not have time</td>
<td>56%</td>
</tr>
<tr>
<td>Do not need it</td>
<td>48%</td>
</tr>
<tr>
<td>Tutor availability</td>
<td>8%</td>
</tr>
<tr>
<td>Stigma - embarrassed</td>
<td>0%</td>
</tr>
<tr>
<td>Not helpful</td>
<td>4%</td>
</tr>
<tr>
<td>Tutoring time too short</td>
<td>8%</td>
</tr>
<tr>
<td>Instructor told me not to go</td>
<td>0%</td>
</tr>
<tr>
<td>Friend told me not to go</td>
<td>0%</td>
</tr>
<tr>
<td>I heard bad things about LTC</td>
<td>0%</td>
</tr>
<tr>
<td>Not applicable (N/A)</td>
<td>16%</td>
</tr>
<tr>
<td>Inconvenient hours</td>
<td>20%</td>
</tr>
</tbody>
</table>
9. Are you aware that the LTC offers the following services: (Check all that apply).

- Free tutoring [ ] 94%  
- Workshops [ ] 53.6%  
- Handouts [ ] 50%  
- Practice software [ ] 31%  
- Study skills materials [ ] 48.8%  
- Web-based resources [ ] 36.9%  
- Lab models (skeletons, hearts, etc) [ ] 15.5%  
- Test preparation material [ ] 38.1%  
- Supplemental instruction/study groups [ ] 35.7%  
- Tutoring in collegiate level courses [ ] 53.6%  
- Tutoring assistance in Math, Science, Reading, Business, ESL, Humanities, and more [ ] 78.6%

10. Are you aware that the LTC staff consists of both degreed professionals and peer tutors with a minimum 3.0 GPA and faculty recommendation?

- Yes [ ] 57.8%  
- No [ ] 42.2%

11. Do you believe the availability of tutoring centers can help students succeed?

- Yes [ ] 98.8%  
- No [ ] 1.2%

12. How important is availability of free college tutoring services to you?

- Very Important [ ] 67.1%  
- Important [ ] 26.8%  
- Somewhat Important [ ] 4.9%  
- Not Important [ ] 1.2%

13. What reason(s)/situation(s) are most likely to motivate you to use the LTC? (Check all that apply).

- Improve skills [ ] 82.1%  
- Homework assistance [ ] 71.4%  
- Preparation for Regents' or COMPASS [ ] 22.6%  
- Class extra credit [ ] 28.6%  
- Preparation for transfer or scholarship [ ] 29.8%  
- Assistance with writing assignment/research [ ] 47.6%  
- Test-taking/study skills [ ] 40.5%  
- Failing class [ ] 31%  
- Improve grades [ ] 71.4%  
- Class requirement [ ] 22.6%  
- Other [ ] 3.6%
15. What is the most effective way of sharing information about the LTC with students? (Select only one).

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
<th>n=82</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flyers</td>
<td>18.3%</td>
<td></td>
</tr>
<tr>
<td>Websites</td>
<td>24.4%</td>
<td></td>
</tr>
<tr>
<td>Classroom presentations</td>
<td>34.1%</td>
<td></td>
</tr>
<tr>
<td>GPC TV</td>
<td>1.2%</td>
<td></td>
</tr>
<tr>
<td>Facebook</td>
<td>12.2%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>9.8%</td>
<td></td>
</tr>
</tbody>
</table>
Histogram for scaled questions
<table>
<thead>
<tr>
<th>Subunit:</th>
<th>College-wide Surveys</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the instructor:</td>
<td>Learning and Tutoring Center Services</td>
</tr>
<tr>
<td>Name of the course:</td>
<td>LTC Awareness Survey Fall 10 (Full and Second Half Term)</td>
</tr>
</tbody>
</table>
Please answer the following questions about Georgia Perimeter College's Learning and Tutoring Center (LTC).

As you move through the survey, certain questions will be blocked out based on your responses to previous items on the survey.

**Remember to select the submit button to ensure your responses are received.**

5. If you selected "Other" in the previous question, please provide more detail.

- Dr. Eberiel and Dr. Harmon Johnson
- Dr chan
- Dr. Jeffrey
- Dr. Shanholtzer
- Eugenia Novokshanova
- GPC Email
- GPC e mail
- History Professor, Math Professor
- I first learned about LTC services through Professor Laura Lembeck-College Algebra(Alpharetta campus Spring 2010.) I have also been informed, this semester, by Professor Cynthia Westaway-English II-online course. In addition, I receive frequent emails through GPC regarding dates and times for these services.
- I just happened in front of the LTC once because it was a quiet and comfy place to study. Love those tables! Wish there was a bigger area.
- Learned about tutoring from my math teachers, Mrs. Service and Mrs. Thrash.
- Math 0097 & Math 0098
- Math Modeling, Fall 09; Nursing LINK, summer 10, Dr. Crawford; English 1101, Fall 09,
- My Math 97 instructor Kimberly Bennekin has talked a lot about the LTC.
- Never used it
- Online Math classes...listed as available resources.
- Online Support Team Discussion.
- Professor Wilner at Clarkston campus for Chemistry.
- Susan Lofstrom
- n/a
- passed by and saw the room

7. If you answered "Other" in the previous question, please further explain in the space below.

- Brother
- Dr. Jeffrey
- Ms. Irene Doo, for pre-algebra, if I needed it.
- The tutuoring time is definitely too short. They have made me feel rushed to the point I have to make sure that I am getting the entire allotted time.
- ltc director
n/a

14. If you answered "Other" in the previous question, please describe below.

- I would need childcare while in the center as this prevents me from going now.
- I know that I could benefit from LTC assistance and I plan to take advantage of this opportunity. My school schedule has not permitted enough time, so far, to do so.
- Math/Science help -- I haven't had to use it thus far, but it is good to know it is there and available.

16. If you answered "Other" in the previous question, please describe below.

- ASSOCIATE
  - Each semester I learn of more and more students who are unaware of their GPC email account. More emphasis needs to be made in order to inform new students as well as former students about the importance of checking this account. GPC email has been the most effective way of sharing information with me. I believe the LTC can reach more students this way once all students are made aware of it.
  - School email
  - Student email
  - Teachers spreading the word about the LTC periodically through the semester to remind everyone that if they need extra help when they are not available the tutors at the LTC can really help.
  - Word of mouth: If students get good service in the LTC, they will tell their friends.
  - email
  - email and all of the above
  - teachers- Please get alpharetta building their own seperate room for tutor only. thank you

17. What is your degree objective (educational goal)?

- 2 year gen. study
- ?
- Associate Applied Science
- Associate Business Admin
- Associated Degree
- B.S NURSING.
- B.S.
- BBA in Management
- BSIE - Industrial Engineering
- BSN
- Bachelor of Education
- Bachelor's in Biology
- Bachelors in Business
- Become a doctor.
- Biology Education
- Biology.
- Business Administration/Accounting
Business degree or Education degree

Business Administration.

Complete Nursing Program

Dental Hygiene

Education

Education and Pre Med

I earned my Associates of Science in Nursing from GPC in 2009. I am currently working toward the requirements to enter a RN to BSN bridge program

Library and Information Science Technology

MASTERS

MBA

MSN

Major in Math

Medical degree

My educational goal is to do the best I can in any class that I take. In doing so, I am pleased to have the tutoring lab available to me at the times that they are open. I have received a great amount of help there and would recommend that anyone who is having trouble in class seek help there.

Nursing (9 Counts)

Nursing school

Open own business

P.A

Pharm-D after Pre-Pharmacy at GPC

Pharmacy

Phd

Phd in clinical child psychology

Psychology

RN

RN-ASN

Radiology

Sign Language interpreter

TO BECOME A CHILD PSYCHOGIEST AND ALSO TRY TO EDUCATED MY PEOPLE(Africans) about my studies and also what they can do to make things better. i want to get a doctorial degree.

Teacher Education

Teacher Education- Middle School

Teaching Math

To become a registered nurse.

To obtain a better education so that a more rewarding financial status can be established.

To obtain move ahead to a 4 year college

Transfer to Tech for the BS/MS degree in Computational Media
associates/BSN

be a nurse and help those who can't help themselves

becoming a registered nurse

biochemistry

business

business and administration

business or general

graduate

masters degree in applied linguistics

pharmacy

premed

to become an English teacher

to transfer to another school and become a RA.

18. How many semesters have you completed at GPC?

- 2 yrs
- 2yrs. I will be graduating December 2010
- 3 semesters
- 5 semesters (2 Counts)
- 7 SEMESTERS
- 7 or 8
- 7 semester
- 7 semesters
- About 6 semesters.
- I will be graduating in December.
- One (3 Counts)
- This is my first semester.
- This is the end of my 3rd semester.
- Three
- Two- including over summer; third almost complete
- about 8 or 9
- about three to four semesters
- first semester now
- four semesters
- i am on my second
one (2 Counts)
- this is my first (2 Counts)
- this is my third one
- this my first semester
- 0 (2 Counts)
- three (2 Counts)
- 1 (4 Counts)
- 2 (7 Counts)
- 3 (14 Counts)
- 4 (9 Counts)
- 5 (4 Counts)
- 6 (4 Counts)
- 8
- 15
- 8 semesters
- 9 (2 Counts)
- 10