Report on Results
Fall 2010 LTC Student Satisfaction Survey

During the week of October 25-30, 2010 the Georgia Perimeter College Learning & Tutoring Centers (LTCs) conducted a Student Satisfaction Survey. At Clarkston Campus this survey was administered via single page pencil and paper form (see Attachment A) with seventeen (17) questions.

717 different students signed in to the Clarkston LTC during the week. They represented 1,165 sign-ins and provided 260 survey responses. Basing response rate on the number of sign-ins, that is a 22.3% response rate.

Clarkston Campus
Question 1:

How often do you use GPC's Learning & Tutoring Centers on any campus?

- About once or twice a semester: 16 (6%)
- About once a month (5 times/semester): 30 (12%)
- At least once a week: 60 (23%)
- Two or more times a week: 136 (52%)
- I have not visited the centers before: 18 (7%)

Question 2:

Is this the first time you have used this Learning and Tutoring Center (LTC)?

34/260 (13%) respondents were first time users of the Clarkston LTC.

Question 3:

Which Learning & Tutoring Center (LTC) do you normally go to for assistance? (Choose only one.)

243/260 (93%) selected Clarkston as their main campus.
Only 22/260 (8%) students requested help with online courses: Math 1461, CSCI 1300, English 1102, Math 2343, Math 1112, Computer Science, English, Math, Reading, and Chem 1151.
Question 5:

The LTC was well organized.

<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>Percentage</td>
<td>60%</td>
<td>35%</td>
<td>2%</td>
<td>0%</td>
<td>3%</td>
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</tbody>
</table>

Question 6:

The LTC was neat and clean and properly 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>Percentage</td>
<td>63%</td>
<td>32%</td>
<td>3%</td>
<td>2%</td>
<td></td>
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</table>

Question 7:

The hours of operation were adequate for my needs.

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<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>Percentage</td>
<td>58%</td>
<td>32%</td>
<td>5%</td>
<td>2%</td>
<td>3%</td>
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</tbody>
</table>
Question 8:

**Overall, customer service in the LTC was courteous and professional.**

<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>Percentage</td>
<td>159 (61%)</td>
<td>86 (33%)</td>
<td>5 (2%)</td>
<td>0 (0%)</td>
<td>10 (4%)</td>
</tr>
</tbody>
</table>

Question 9:

**The LTC was accessible.**

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<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>Percentage</td>
<td>160 (62%)</td>
<td>86 (33%)</td>
<td>2 (1%)</td>
<td>0 (0%)</td>
<td>12 (5%)</td>
</tr>
</tbody>
</table>

Question 10:

**There was adequate space to study and work.**

<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>Percentage</td>
<td>128 (49%)</td>
<td>98 (38%)</td>
<td>19 (7%)</td>
<td>2 (1%)</td>
<td>13 (5%)</td>
</tr>
</tbody>
</table>
Question 11:

Once I requested service, I was assisted within 15 minutes.

<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>Count</td>
<td>116 (45%)</td>
<td>76 (29%)</td>
<td>26 (10%)</td>
<td>24 (9%)</td>
<td>18 (7%)</td>
</tr>
</tbody>
</table>

Question 12:

The tutorial assistance I received helped me improve my skill.

<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>Count</td>
<td>155 (60%)</td>
<td>85 (33%)</td>
<td>3 (1%)</td>
<td>3 (1%)</td>
<td>14 (5%)</td>
</tr>
</tbody>
</table>

Question 13:

The center was equipped with helpful materials (handouts, models, computers, etc.).

<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>Count</td>
<td>176 (68%)</td>
<td>63 (24%)</td>
<td>5 (2%)</td>
<td>2 (1%)</td>
<td>14 (5%)</td>
</tr>
</tbody>
</table>
**Question 14:**

*Tutors were available in the subject(s) that I needed.*

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>155</td>
<td>(60%)</td>
</tr>
<tr>
<td>Agree</td>
<td>72</td>
<td>(28%)</td>
</tr>
<tr>
<td>Disagree</td>
<td>9</td>
<td>(3%)</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>11</td>
<td>(4%)</td>
</tr>
<tr>
<td>N/A</td>
<td>13</td>
<td>(5%)</td>
</tr>
</tbody>
</table>

**Question 15:**

*Survey respondents came to the LTC for help in the following subject areas:*

<table>
<thead>
<tr>
<th>Subject Area</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>English (LS, Collegiate, ESL)</td>
<td>62</td>
</tr>
<tr>
<td>Other Humanities</td>
<td>5</td>
</tr>
<tr>
<td>Math (LS and Collegiate)</td>
<td>67</td>
</tr>
<tr>
<td>Chemistry</td>
<td>25</td>
</tr>
<tr>
<td>Physics</td>
<td>6</td>
</tr>
<tr>
<td>Biology</td>
<td>5</td>
</tr>
<tr>
<td>Math plus Science or Science plus Science</td>
<td>17</td>
</tr>
<tr>
<td>Math related disciplines (ACCT, ENGR, CSCL)</td>
<td>11</td>
</tr>
<tr>
<td>Both Math and English</td>
<td>19</td>
</tr>
<tr>
<td>No subject area specified</td>
<td>43</td>
</tr>
</tbody>
</table>
Question 16:

Would you recommend the Learning & Tutoring Center to other students?

![Bar Chart]

Question 17:

Please share any suggestions or comments you have about The Learning & Tutoring Center.

**General Positive**

- I appreciate the help! Very nice to have somewhere to go to make sure my writing makes sense to other readers.
- Good English tutors.
- I love the LTC lab, without it class would definitely be more challenging. I find the tutors to be very helpful every time I go. I really appreciate everything you all do. Keep up the great work!
- No suggestions because everything is excellent!
- I was thinking of transferring to Gwinnett Tech, but I am so afraid that I won’t get the kind of help that I need there like I do here.
- ☺
- The front desk clerks are always nice.
- Keep up with the good work.
- It is a very helpful center. I really appreciate all the help that I get from the tutors and it does help with my grade. Thank you. ☺
- I want to thank all the LTC members for their help. They are great.
Question 17 (continued):

- I count myself as a lucky person to get such amazing services for free. It helps me to do well in difficult subjects like chemistry. I hope the LTC will continue helping students in more advance way. For example, hiring people who can communicate in English very well. Sometimes we don’t understand each other. Finally, I really want to thank all the LTC members who help me to get good grades on the subjects I need help.
- The center is a great and convenient way to get help or reinforce understanding for the points unclear or uncovered in class.
- I really like the online writing site that checks essays and papers
- Perfect !!
- The tutors that are provided are great !!!!
- A compilation of individual professor’s preferences would be handy, though likely monumental!
- Great job thanks for the help! 😊
- Friendly and very helpful atmosphere.
- It’s a great help and service for any student who is seeking to improve their skills.
- It’s perfect
- Excellent job!
- The LTC has helped me a lot.
- Thank you for having the center. It helps me a lot! I also enjoy the study group sessions now provided. The greeters are very nice and welcoming. Keep up the good work!
- My tutor was great!
- I had the most help on what I was working on. I improved my writing skills a little better and learned a lot more things about writing an essay.

**Specific Tutor**

- Steven is very helpful and a great teacher. He is very enthusiastic and shows a wonderful passion for tutoring.
- Mamush is great
- Katy is very good at chemistry and has helped my skills.
- Jonathan is great!
- Eric, Paul, Jonathan, Fortune, and Katy are the best!!!!
- Some tutors are nice with me, especially Ms. MaryHelen. She knows a lot, and she always helps students with English.
- Fortune is an amazing tutor. I don’t know where I’d be without him. The only problem is everyone knows this so I have to wait on him.
- Mamush is an excellent tutor. He is able to explain concepts really well!
- Francis was wonderful with explaining and improving what I’ve learned.
- I have experienced sometimes that when I come in that there is a lack of tutors for the subjects I need help in. It is mostly for chemistry and biology. However today Ms. Katy personally went out of her way to assist me in the subject I needed help in. Thanks Katy!
- Ms. Katy helped me and she was not @ work.
- Ms. Warren was great and very patient, with a love to help me get through my work.
Question 17 (continued):

Needs Improvement

• We do need more tutors at 9:00am and 1:00pm because it is too crowded.
• More tutors would be great.
• I wish the hours were extended til 9pm and open @8am and also on Sundays.
• They need to be open 24/7 (LOL)
• At this time, I think the only thing that should be added is tutors to make it more accessible for students!
• Allow more time with the tutors. I need more than 15 minutes.
• I wish they were open on Sundays.
• Work on math LTC. Is horrible
• More computers
• Dunwoody do a better job, more tutors, least students – Plus at Dunwoody, in English & Math people are better skilled; they really know what they do, they teach. Too many students/few instructors!!! You need to hire tutors because I pay a huge fee every semester for the learning center!!!
• I go here all the time. The tutors are very helpful, however I waited an hour for help.
• More tutors, more computers
• The English lab tutors on Friday are only two. This is not enough. Can you add more tutors please? Sometimes it takes long time to get help. Please open Sunday schedule like before too. Thank you LTC!
• Need more hours of operation; open at 8:00am M-F; open @9-5 on Sat; 10-2 Sun.
• I know everyone has their own lives, but I wish the hours could be extended til 9pm.
• There are not enough computers for the amount of students that require help.
• It is too crowded therefore; I do not want to increase that problem by referring people.
• We need more space and more tutors. 10 minutes is too short of a time period. We have many good tutors.
• There are great tutors in the lab. I wish the time they took to get to me would not take so long. I have to wait an hour or 30 minutes at a time and sometimes I end up having to leave.
• Hire more tutors for Chem1112 and Chem1212
• Today I came to use English (very good, excellent) previously I had one of the tutor in math lab got upset with me and yelled at me like I was deaf (sorry)
• Have more tutors that are skilled in statistics.
• You need to keep open on Sunday because lot of people work during the day but at least Nov and Dec. During final exams please open on Sundays.
• They are good teachers, but they need to learn how to talk to people and how to teach different techniques.
• Need more tutors!!! There are too many people to help waited an hour for help and still didn’t get some of my questions answered.
• The LTC needs more tutors who could help students studying engineering.
• I think there should be more tutors available to help with computer science, and please increase the time to 30 minutes per student.
• Can you extend working hours
Question 17 (continued):

- Need more staff. Unable to get assistance after waiting for (1) hour and (20) minutes.
- Need more tutors for higher math and engineering courses.
- I came to the lab @ 9am other students came in after me and were assisted right away. I sat until 11:00 before I was assisted. Does this mean that if one needs help with Biology you have to come @ a certain time?
- Overall it is very perfect, however we need organic chemistry tutor. Thanks.
- I love the Tutoring Lab. But they need to hire more statistics tutors.
- There should be a system to see if the tutor is available on the days they are supposed to be here. I waited 1.5 hours for a tutor when none was here although the calendar said 3 tutors for my subject should have been there.
- Spread out best tutors, they are all scheduled on Tuesday and Thursday so we are lost on Monday and Friday.
- Need more assistance in the math lab please!
- Needs more websites for students to visit, to work on, and improve on. Need to have more assistance in the LTC on the Clarkston Campus – have more tutors on Fridays.
- To stay open later especially on Sunday
- I hope they stay a little longer than 15 minutes.
Attachment A

**Fall 2010 LTC Student Satisfaction Survey**

| TUTOR NAME: __________________________ | DATE: __________________________ |

1) How often do you use GPC’s Learning & Tutoring Centers on any campus?  
   - [ ] About once or twice a semester  
   - [ ] About once a month (about 5 times during the semester)  
   - [ ] At least once a week  
   - [ ] Two or more times a week  
   - [ ] I have not visited the centers before. This is my first time using one of the Learning & Tutoring Centers

2) Is this the first time you have used this Learning and Tutoring Center (LTC)?  
   - [ ] Yes  
   - [ ] No

3) Which Learning & Tutoring Center do you normally go to for assistance? (Choose one only.)  
   - [ ] Clarkston  
   - [ ] Decatur  
   - [ ] Dunwoody  
   - [ ] Newton

4) Have you ever requested help with online courses at the campus LTC’s?  
   - [ ] Yes  
   - [ ] No  
   - [ ] I am not enrolled in any online courses this semester.  
   
   a. If yes, for which online course(s) are you requesting assistance?

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Please check the appropriate box for each statement

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Neutral</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>5) The LTC was well organized.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6) The LTC was neat and clean and properly furnished.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>7) The hours of operation were adequate for my needs.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>8) Overall, customer service in the LTC was courteous and professional.</td>
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<td>12) The tutorial assistance I received helped me improve my skills.</td>
<td></td>
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<td>13) The center was equipped with helpful materials (handouts, models, computers, etc.).</td>
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<td>14) Tutors were available in the subject(s) that I needed.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

15) For which subject(s) are you requesting assistance?  

16) Would you recommend the Learning & Tutoring Center to other students?  
   - [ ] Yes  
   - [ ] No

17) Please share any suggestions or comments you have about the Learning & Tutoring Center.