Dunwoody/Alpharetta

Report on Results

Fall 2010

LTC Student Satisfaction Survey

The Dunwoody and Alpharetta Campuses had 1557 (1450 Dunwoody/57 Alpharetta) total student visits to both campuses during the week of October 25 – 31, 2010. We received 523(480/43) surveys which represent 33.5% (33% /75%) of the total.
1) How often do you use LTCs on any campus?

- Semester: 3.82%
- Month: 10.90%
- Week: 28.68%
- Two times or more per week: 50.67%
- Never before: 4.59%
- No Response: 1.34%

2) Is this the first time you have used this LTC?

- Yes: 11.66%
- No: 85.28%
- No Response: 3.06%
3) Which LTC do you normally go to?

- Alpharetta: 88.53%
- Clarkston: 8.22%
- Decatur: 0.57%
- Dunwoody: 0.19%
- Newton: 0.19%
- No Response: 2.29%

4) Have you ever requested help with online classes at the LTC?

- Yes: 9.56%
- No: 53.15%
- Not Enrolled: 34.99%
- No Response: 2.29%
For which online class are you requesting assistance?*

*9% (48/523) of students answered

5) The LTC was well organized

Strongly Agree  Agree  Disagree Strongly Disagree  N/A  No Response

60.61%  34.80%  3.06%  0.38%  0.38%  0.38%
6) The LTC was neat and clean

- Strongly Agree: 65.39%
- Agree: 32.89%
- Disagree: 0.38%
- Strongly Disagree: 0.19%
- N/A: 0.76%
- No Response: 0.38%

7) The hours were adequate

- Strongly Agree: 57.93%
- Agree: 31.93%
- Disagree: 5.93%
- Strongly Disagree: 2.49%
- N/A: 0.38%
- No Response: 1.34%
8) Service was courteous & professional

- **Strongly Agree**: 64.24%
- **Agree**: 31.55%
- **Disagree**: 2.10%
- **Strongly Disagree**: 0.76%
- **N/A**: 0.00%
- **No Response**: 1.34%

9) The LTC was accessible

- **Strongly Agree**: 63.48%
- **Agree**: 31.55%
- **Disagree**: 2.10%
- **Strongly Disagree**: 0.57%
- **N/A**: 0.76%
- **No Response**: 1.53%
10) There was adequate space

- Strongly Agree: 56.98%
- Agree: 34.42%
- Disagree: 5.93%
- Strongly Disagree: 1.34%
- N/A: 0.19%
- No Response: 1.15%

11) I was assisted within 15 minutes

- Strongly Agree: 53.54%
- Agree: 27.92%
- Disagree: 10.90%
- Strongly Disagree: 5.16%
- N/A: 1.34%
- No Response: 1.15%
12) The tutorial service helped me improve my skills

- Strongly Agree: 68.83%
- Agree: 26.58%
- Disagree: 1.91%
- Strongly Disagree: 0.76%
- N/A: 1.15%
- No Response: 0.76%

13) The center was equipped with helpful materials

- Strongly Agree: 63.10%
- Agree: 30.40%
- Disagree: 1.91%
- Strongly Disagree: 1.15%
- N/A: 2.49%
- No Response: 0.96%
14) Tutors were available in the subjects that I needed

- Strongly Agree: 68.45%
- Agree: 24.24%
- Disagree: 2.29%
- Strongly Disagree: 1.91%
- N/A: 1.15%
- No Response: 0.96%

15) For which subjects are you requesting service?*

- English (L.S. Collegiate, Others): 19.50%
- Math (L.S. and Collegiate): 3.44%
- Chemistry: 53.73%
- Physics: 3.63%
- Biology: 2.68%
- Social Science: 2.29%
- Business: 4.78%
- Foreign Language: 0.19%
- Eng/Comp Sci: 0.57%
- Phys Ed: 0.38%
- Nursing: 0.19%
- No Response: 0.19%

*Totals duplicated
Question 17:

**Generally Positive**

1. All the teachers are extremely helpful and courteous. I enjoy coming here to Alpharetta LTC and feel like it helped me tremendously.
2. At Dunwoody Learning Center tutors know what they do and they teach! Unfortunately, Clarkston’s Learning Center is close from my home, but most of math tutors don’t know what they do 80$% of them! That is why I come here.
3. Awesome place to come for help
4. Before when I needed help for economics there wasn’t enough tutors available all the time and I hated it, so most of the time I will do my work by myself and that didn’t help me at all! But now things are different and now you have more tutors available which is a very great thing. I love it!!!!!
5. Great help!
6. Great job
7. I am happy I get to use a quiet area to get my work done.
8. I have really improved my chemistry skills. I make A’s in all assignments and test
9. I love this place!!
10. I think they are doing a great job
11. LRC is more useful and staff are doing a good job
12. Now keep up the great job.
Question 17 (continued):

13. The Dunwoody LTC is very helpful, but the Clarkston LTC lacks tutors in upper level math and science courses. When I go there to receive help, I end up waiting for hours, and still may not receive help.
14. The tutoring center was very professional and courteous
15. Very useful establishment! Great study environment. Very friendly. A must for GPC!
16. Without LTC Dunwoody, I cannot get all my A’s in GPC. I love LTC!!!!
17. You are doing a great job. God bless you all!!! Love you!!! Keep it up!
18. All tutors have been available in the subject that I needed except for one tutor. I think all tutors should assist students in online sources...sit with us if we need assistance from the computers for any reason.
19. My tutor is awesome!!!
20. The LTC has helped me so much!! Thank you all
21. The LTC is really helpful to me. Also, all the tutors are respectful and always willing to help. The great thing about the LTC is that it is FREE!
22. The tutor was really helpful and it was really easy to understand her.
23. Wonderful and very nice. Everyone was great in helping and being answering to the student needs

**Generally Needs Improvement**

1. 1 hour study group for math 97 on Wednesday did not have a tutor. We lost 20 minutes waiting on a tutor to teach the class. When we finally got a tutor he didn’t make up the 20 minutes we initially lost. Sometimes I get tutors that likes to look around the room instead of paying attention to me working out the problem. This is very annoying. If they have somewhere to be then they need to leave. Undivided attention is best because some tutors got the problem wrong and I have to spend more time on the same problem by asking another tutor. Annoying! Other than that LTC is fine.
2. For biology there’s actually 1 person on Friday at 12:30pm. Calc II is pretty absent. Please we need tutor for it. Thanks.
3. Get your act together. This is a mess.
4. I hope the service time will be more than 15 min. Too short.
5. I think there should be more time with the student one on time because sometimes it not enough time.
6. I went to Georgia Southern last year and they had an outstanding tutor center. I never left without learning what I set out to learn. I wish I could say the same here. Their structure was more effective. Instead of one on one tutoring for 15 minutes, their waiting for 15 – 30 minutes to ask another question. They have the tutors sit at tables and you sit at large table with the tutor. Anyone that has a question can ask it when they finish the previous question. You can get help much faster this way. Also, on previous occasions one tutor was ineffective. And he would sit there and continue to work one problem for a long time and not be able to figure it out. I had to make up an excuse to leave and go to the other campuses tutor center. I didn’t remember his name, but it was not the older man with the glasses that’s balding. He was very smart and an effective teacher. Also not then he has been better than any other tutor I’ve been with at 3 different campuses.
7. Ask tutors to post ways to come to the lab prepared. Maybe it’s already posted. Sorry if it is.
8. I suggest they extend the hours on Friday until 5pm at exact time as the library
Question 17 (continued):

9. More time allowed with tutors would be nice. 15 min is not enough time to ask questions. To re-sign & wait it takes too long.
10. More tutors and more time spent with students. 15 min is not enough. The average wait time is 30 plus min during certain hours of the day.
11. If there were more outlets installed, that would be great!
12. It would be good if tutor can spend more than 15 minutes with each student. It would be good if LTC can be more organized in organizing study group (on-time).
13. Maybe you can hire more tutors
14. More quiet rooms, if possible.
15. More seating and if possible, a minimum discussion rule. The noise from everyone talking can be distracting.
16. More time with each student. 15 minutes is only enough time to answer one or two questions at most. More tutors being available would be nice, but available time with the tutors is my biggest complaint
17. More tutor for the writing lab and math.
18. Most of the time when I go for help for my statistics class, I never receive the help that I need. I have 3 hours in between class and when I come to get help. I signed up my name but no tutor cam to help me. I never received help for stats for 4 days in a row. I came on Thurs, Mon, Tues, Wed, waited for nearly two hours but no one came to help. If this place suppose to help students then why there’s no enough tutors to help the students. Now I am behind on my homework just because I can’t get help for certain questions that I’m stucked at. I pay for school, not gov’t help; but yet I am no getting a good service at school.
19. Need more tutors
20. Need to ensure the elevator is always working. More tables in the math lab.
21. Need to make sure that the tables and computer areas are clean daily to prevent germs.
22. Open longer hours especially on weekends. Train tutors to analyze problems while tutoring and recommend solutions.
23. Please bring extra tutors for engineering, physics and chemistry especially in evening times after 7pm. We/I work all day and can’t have time to visit tutoring center in day time. Please have some flexibility for full time employees.
24. Please extend the library/LTC hours. Students at other university have the option to use the library late into the night. Most students study at night. Study groups were very helpful. We should have that more frequently.
25. Please make sure the schedules of tutors are correct.
26. Some of the tutors like to stay long with the ladies and don’t even have time with the men
27. Somehow increase speed on sign-in sheet
28. Sometimes it takes a long time for a tutor to be available. There have been times that I sign up for assistance but had to leave because, a tutor for my subject wasn’t available. I think more tutors especially biology tutors should be employed. This learning center has helped a lot and continues to help me.
29. Sometimes there are not enough tutors
30. Sometimes there are not enough tutors especially on math and chemistry. I come here like 4 times a week and have to sometimes wait for more than 30 mins to be tutored. But for overall I think you all are doing a great job.
31. Summer hours could be open more days, such as Saturday.
32. The 15 min is too short!!
Question 17 (continued):
33. The LTC needs to open earlier; at least as early as the library. Students who have 7, 8, or 9am classes cannot get assistance. LTC should carry the same hours as the library.
34. The tutor was very friendly and professional, but he had to ask for assistance on how to work the problems I needed assistance with. We could have accomplished more had it not been for this.
35. The tutors don’t have any patience to me.
36. Waited over 35 minutes for a tutor and had to leave for class in the 6pm hour
37. We need more tutors and place to study. But overall the tutor was great and helped me a lot.
38. We need more tutors because sometime I need to leave the tutor center before getting help
39. Would like more hours on Saturday. Earlier hours on Sunday.
40. Would like more tutors to allow for more time with a tutor. 15 minutes is not long enough. Overall great service.
41. You need tutors. I have had to wait up to 45 minutes at times for help. Some of the tutors are excellent, others appear distracted or disinterested.
42. You should not have to sign to go to the bathroom and there should be a place for students to go when computers are all taken, that will still count towards time in the LTC.
43. Need more than one Spanish tutor with more flexible hours or at least include some daytime hours. It was better when they were able to utilize a study room for Spanish because he could help everyone at once. Also, tutoring for it now doesn’t normally start until 6:30pm. He is not usually available at 6:00pm. Please have someone available during the day preferbare Mon, Wed, Fri or Saturday.
44. Not enough outlets to plug in computers. Need history tutors.
45. Some of the tutors are not very professional. But overall the LTC is helpful. By not being professional I mean not helping to fix grammar mistakes, as well as not helping with ideas for an essay. My tutor today Maria was great though.
46. Some tutors especially the male don’t have time for male students, but rather for the female students.
47. The only complaint that I have is there aren’t enough outlets for people with the laptops.
48. Today there was not a long wait for a chem tutor, but there have been days I have waited over an hour especially at Clarkston.

Specific Tutors
1. Annick-Annick is awesome; she really knows how to explain the material.
2. Annick is a great tutor. I wish there were more tutors like her.
3. Annick-Tutor was excellent! Very knowledgeable and friendly!
4. Benoit-Ben is awesome. Thanks LTC!
5. Benoit-Our tutor was very patient and helpful!
6. Chaitali-I always work with English/writing tutor Dr. Chaitali for my essays. She is the best writing tutor. She is very helpful and knowledgeable in her field. I am very happy to work with her. I love LTC!!
7. Chaitali-Mrs. Chaitali explains really good, and she has helped me to improve my writing skills. Thanks.
8. Cheik- Cheik is great!!
9. Clare-Clare is a wonderful tutor. Her explanation of math is very simple and understandable.
Question 17 (continued):

10. Clare-Clare is excellent. I really enjoy working with her. She is very easy to understand and also well prepared!
11. Clare-Enjoy working with Clare today. Patient, kind, easy to understand. Very helpful.
12. Clare-She is very nice and professional. I do not know what I do without her. Because for the previous semester she went on vacation at the time I had to take the test, I received help from someone else. Unfortunately it was not enough. That made me drop one grade lower. I think GPC should give her more hours so everyone like me can have a chance to experience what I did. By the way this semester my grade is really good. So she is awesome.
13. David-On questions #12, I didn’t acquire new skills. However the tutor was great in helping. My questions was purely definition and thus there wasn’t any formulas or equations required to memorize. My questions dealt with the terminology of diction of the vocabulary compiled in the material which my question originated. All in all, he helped me.
14. Ernest- Ernest, was very clear & very helpful.
15. Ernest-Ernest is a great tutor. He has helped me throughout the semester and my scores have improved.
16. Gail-Gail is the best!!
17. Gail-Gail was very helpful, I am glad she is a tutor in the tutoring center.
18. Gail-I come in every Tuesday and Wednesday and sometimes Fridays. I get a warm reception every single time. Ms. Gail McCain went beyond the call of duty in a great time of need. I commend her for her dedication. I also commend Ms. Cheryl Hodges, she does an excellent job keeping things in order and insuring things run smoothly. I have seen these two warm and friendly people when I come in. Thanks GPC for choosing the best of the best. P.S. I didn’t know Ms. Gail McCain taught the Math III study Group. This was my 1st time today. Boy have I been missing a treat!
19. Gelia-Excellent customer service
20. Gelia-I as a student would like to receive more information on what the tutor is allowed to help us on. Gelia has been the only tutor to fully elaborate the policies. Gelia’s lively attitude has inspired and encouraged me to be a better writer.
21. Gelia-The tutor helped me a lot. She was very nice and I really appreciate her help. Thanks.
22. Habib-I like to commend my tutor. He really cares about how you learn. He takes time to show you different options (ways of performing math equations). He has really helped me improve my math skills. Thanks Habib!
23. Huong Vu-It is well organized and Huong is a great teacher. We need people like her to teach in class. She made me like statistics
24. Huong Vu-She’s excellent
25. Jason-Great tutoring job!
26. Jason-He is a good tutor. Today I didn’t work with him, but he teaches well.
27. Jason-Jason not only attended to me promptly, but simply put, Jason is a life saver. Jason shows me things my professor hesitates to. Jason also is the most patient person I’ve ever met in my entire life. Math was never so exciting, simple, logical, and applicable to my daily life. Jason deserves recognition for his hard work, patience, kind heart, and communication skill. Whenever I come to the LTC, I always ask for Jason. Whenever my friends have questions, I recommend Jason. If there’s one person on this campus that deserves my well spent tuition expenses, it is Jason Zurita.
Question 17 (continued):

28. Jason-Jason was very helpful at explaining the subject, but I wish he had more time to help me because he is the only who explained stats clear to me.
29. Jen is the best chemistry tutor in the lab. Phung and Cheik are great as well. Some of the tutors assume that you know the work and materials and really don’t explain it properly.
30. Jen Ngo is an awesome chem tutor
31. Jen Ngo is an awesome tutor you guys need more like her!!
32. Jen Ngo is the best chemistry tutor. She explains very well, and she goes over the problem until you understand.
33. Jen-I like that Jen will stay an extra 5 min to help with chemistry to finish up a problem (Total 20 min). She is the best chemistry tutor. She keeps going over the information until a student understands.
34. Mahsa-I didn’t work with her, but she is a good tutor.
35. Mahsa-I would recommend the Learning & Tutoring Center to all students. If you have a question always available. Today I needed help with my math homework and Mahsa was very knowledgeable, patient, positive, and very helpful. Thank you Mahsa, the math learning center and tutor.
36. Maria-Mrs. Batty was very helpful and knowledgeable in the writing tutoring center and helped me to get an A on my essay assignment
37. Maria-She was very helpful
38. Mary Ellen-I had a good experience. Book, dictionaries, and handouts were given to my disposal. Tutor knew where things were and was approachable.
39. Mary Ellen-I received help as soon as I walked in. The tutor was glad to help with my paper. The tutor helped me fix errors I had in the paper. The tutor was very polite, nice, helpful, and more. I would love to come back and get help from the same tutor. Over all my experience was great.
40. Mary Ellen-My tutor was excellent
41. Phung-My tutor is really one of your best!!
42. Phung-Phung is very helpful each and every time I attend the tutoring center. I wish more people were as helpful and knowledgeable like Phung, she is also patient and kind. I think she deserves a raise.
43. Rich-I like Rich and his way of teaching
44. Rich-Mr. Rich is a really helpful person, and besides help you. He explain it to you in a way you can understand.
45. Rich-Rich was very informative and gave useful information
46. Saman-Good job to Saman
47. Saman-Saman is one of the best tutors in the math lab
48. Sharon-Sharon is an extremely excellent tutor. I have not always been so fortunate with tutors here.
49. Sharon-Sharon is great. A couple of other tutors really helped me also.
50. Sharon-Sharon is one of the best science tutors. She is always very helpful.
51. Sharon-Sharon is the best chem tutor!!
52. Sharon-The tutor was really helpful
53. Sheena-Sheena is a rock star! Great teacher! Thanks!
54. Tapas-I think Tapas should be get more hours and get more pay because he is the best. He knows everything
55. Tapas-Make Tapas work until 9 please!
56. Tapas-Please make sure he will work here next semester
Question 17 (continued):
57. Tapas—Some tutors are awesome especially Tapas!
58. Tapas—Tapas is an excellent tutor
59. Tapas—Tapas is by far the best physics tutor at the LTC. He is very knowledgeable of the material and possesses the skills necessary to teach to someone struggling with the material.
60. Tapas—Tapas should earn more money compared to others because he knows everything. And hard to find a student who say Tapas don’t know this problem.
61. Yan—I did not work with her but she is a good tutor.
62. Tim—Tim helped me find the narrow down the main idea for essay. He helped me remember how to write a character analysis.
63. Tim—Tim was excellent. He proofread my first paper. Told me in the a very nice way it was wrong. I went and corrected my paper and came back to Tim and helped me so much. He allowed me to create my own sentences. Tim is excellent. He did a wonderful job.
64. Venous—I always request a particular tutor who can help me better because some tutor explain math very well. And she makes sure I understand before she leaves. Even in that short period of time she makes understand in that she is the best. I hope she stays and works in the learning center as long as I am taking math class because I do not know what I will do without her assistance. And she is also nice. I do not feel pressure and scared when she is tutor me. Thank you.
65. Venous—Love Venous!