1. 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.

1.1) How often do you use GPC's Learning & Tutoring Centers on any campus? (Choose only one.)

- About once or twice a semester: 4.6%
- About once a month (about 5 times during the semester): 8.3%
- At least once a week: 11.5%
- Two or more times a week: 72.4%
- I have not visited the centers before. This is my first time using one of the Learning &: 3.2%

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

- Yes: 5.3%
- No: 94.7%

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

- Clarkston: 0.4%
- Decatur: 99.1%
- Dunwoody: 0%
- Newton: 0.4%

1.5) Have you ever requested help with online courses at the campus LTCs?

- Yes: 37.9%
- No: 30.4%
- I am not enrolled in any online courses this semester: 31.7%

1.7) The LTC was well organized.

- Strongly Agree: 77.7%
- Agree: 19.2%
- No opinion: 0%
- Disagree: 3.1%
- Strongly Disagree:
1.8) The LTC was neat and clean and properly furnished.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>77.7%</td>
<td>18.3%</td>
</tr>
<tr>
<td>2.2%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

n=229  
av.=1.3  
md=1  
dev.=0.6

1.9) The hours of operation were adequate for my needs.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>75.1%</td>
<td>19.7%</td>
</tr>
<tr>
<td>2.2%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

n=229  
av.=1.3  
md=1  
dev.=0.7

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

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>79.7%</td>
<td>16.3%</td>
</tr>
<tr>
<td>0.9%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

n=227  
av.=1.3  
md=1  
dev.=0.6

1.11) The LTC was accessible.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>78.9%</td>
<td>18.1%</td>
</tr>
<tr>
<td>0%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

n=227  
av.=1.3  
md=1  
dev.=0.6

1.12) There was adequate space to study and work.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>74.4%</td>
<td>19.8%</td>
</tr>
<tr>
<td>2.6%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

n=227  
av.=1.3  
md=1  
dev.=0.7

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

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>55%</td>
<td>45%</td>
</tr>
<tr>
<td>4%</td>
<td>3%</td>
</tr>
</tbody>
</table>

n=229  
av.=1.4  
md=1  
dev.=0.7

1.14) The tutorial assistance I received helped me improve my skills.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>74.2%</td>
<td>20.5%</td>
</tr>
<tr>
<td>2.2%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

n=229  
av.=1.3  
md=1  
dev.=0.7

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

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>76.5%</td>
<td>19.9%</td>
</tr>
<tr>
<td>0.9%</td>
<td>2.7%</td>
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</tbody>
</table>

n=226  
av.=1.3  
md=1  
dev.=0.6

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

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>78%</td>
<td>17.2%</td>
</tr>
<tr>
<td>0.4%</td>
<td>4.4%</td>
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</tbody>
</table>

n=227  
av.=1.3  
md=1  
dev.=0.7

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

Yes | 100%  
No  | 0%
The LTC was well organized.  

The LTC was neat and clean and properly furnished.  

The hours of operation were adequate for my needs.  

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

The LTC was accessible.  

There was adequate space to study and work.  

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

The tutorial assistance I received helped me improve my skills.  

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

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

Compilation: SP11 Decatur LTC Student Satisfaction Survey Compilation

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
<th>n</th>
<th>Average</th>
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</thead>
<tbody>
<tr>
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<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>computers, etc.).</td>
<td></td>
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<tr>
<td>Tutors were available in the subject(s) that I needed.</td>
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</table>

**n=229**

**av.=1.3**

**n=229**

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**n=229**

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**av.=1.3**

**n=229**

**av.=1.4**

**n=229**

**av.=1.3**

**n=226**

**av.=1.3**

**n=227**

**av.=1.3**
1. 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.

1.4) What comments or helpful suggestions can you share to help us improve service for students?

- A fax machine would be helpful.
- Business tutors.
- Depending on the level of instruction. Students should be allowed more time with tutors.
- Electric socket on tables in the center for laptop users.
- Everything is fine to me.
- Everything is good the way it is.
- Everything is great. Nothing to improve.
- Excellent team of staffs. They do not need to improve on anything.
- GIVE US MORE TIME TO STUDY
- Great People and great place.
- Great place and great people.
- Have more Chemistry tutors available during peak hours.
- I BELIEVE IT IS IMPROVE ALREADY. (2 Counts)
- I BELIEVE IT IS IMPRROVE ALREADY.
- I THINK STAFF ALREADY PUT THE LTC IN PLACE.
- I THINK THE LTC NEEDS SOME MORE TUTORS
- I THINK THE STAFF ALREADY PUT THE LTC IN PLACE.
- I THINK THE STAFFS ALREADY PUT THE LTC IN PLACE.
- I am okay with everything.
- I am satify.
- I believe that there should be more tutors available for the students. It will be more convenient for us when we only have 1 quick question or just to have our work checked. There should be more space and more computers also.
- I believe it is iimprove already. I think the staffs already put the LTC in place.
- I believe you are doing the best. I don't think there is anything better than what you are doing.
- I can not see anything to improve. Everything is okay.
- I don't have any comments, questions, or concerns.
- I don't think there is anything to improve on. (2 Counts)
- I enjoyed working with CeCe she was patient and very knowledgable in the subject I needed help with.
- I found that if I come I will recieve the help needed
- I need more time with a personal tutor.
I no I'm dreaming, but If I could call one of the tutors on skpe when I'm at home doing homework and I get stuck on a problem.

I really like how they greet me with a smile everytime i enter and when i leave. Keep up the good work!

I think everything is fine.

I think that its been a job well done so far

I think the people and place is great

I wish they will extend the time each tutor spent on each student

I am satisfy with the place, staffs including the tutors and resources.

I am satisfy with the tutors and the place. I think the staff is on task.

I'm not sure if the LTC already offer scheduled appointment times with students for longer time frames to work individually with a student one on one or in groups but I think this could be something that would benefit students significantly.

I increase time spent by each person

Is a great center.

Is already okay for what it is made for.

I suggest every student to come to LTC for tutoring if you need the help. It very helpful it help me out. I still come from time to time and to Trio-SSS to.

It will be great to have Spanish tutors also.

Just fine.

Just tutor/s for Spanish class.

Keep up the great work and attitudes.

LTC should have extra books to provide for students such as psychology books just in case they left theirs or doesn't hav eone so they can quiz are study.

LTC tutor help students with their class work and assignment.

Let them know that it is very helpful and I recommend other to come in to get the help that they need.

MORE TIME WITH TUTORS

Maybe provide a cheat sheet with helpful tricks or shortcuts to make it easier to remember formulas or processes. Example PEMDAS.

NO COMMENTS AT THIS TIME

NO ROOM FOR IMPROVEMENT IT IS ALREADY IMPROVED.

NONE AT THIS TIME

NOTHING TO IMPROVE.THE TUTORS AND THE PLACE IS GREAT

Need tutor for BISM 2601 (business class)

No need for improvement because everything is excellent

No room for improve.

No room for improvement.

None. I think the set up and organization is great.

Nothing because the service is always great (3 Counts)

Nothing to improve on.

Nothing to improve. (2 Counts)

Nothing to improve. Everything is in place
Nothing to improve. The tutors are great.

Nothing to improve. The tutors are great.

Nothing to improve. LTC is well equipped with resources and the tutors are great!

Nothing to improve. LTC is well equipped with resources and the tutors are great!

Offer more hours during the morning.

Only to keep up the good work.

SOME OF THE TUTORING AT AS IF YOU ARE LOOKING FOR AN ANSWER WHEN YOU ARE ONLY TRYING TO FIND THE BEST WAY TO UNDERSTAND THE INFORMATION

Students need business tutor.

The LTC is GREAT!

The school can provide more Accounting tutors.

The services that are offered are the best. The only improvement would be to have longer Friday and Saturday hours for students that work 9-6 M-F.

The staff have everything together.

The staff know what the students need.

The tutors should be fluent in the subject they are tutoring. It is frustrating to have a tutor that knows just as much as you know and there searching through the book and neither of us know the answers.

This is my first time in the Learning & Tutoring Center and I am very impressed! I'm glad and relieved to know that I can come here for any assignment I need help with. Thank you very much to the staff, they have been more than helpful. I will be back very soon for help on my next paper!

This place is wonderful with wonderful helpers (tutors); nothing to improve.

Tutors should be allowed to spend more time with students.

Tutors should know more than one way to teach subjects.

Tutors speaking and writing clearly.

With regards to sciences. There should be a tutor available during AM and PM hours to assist those working students. This should be available each day the LTC is open.

Wonderful place to be.

Wonderful team of staff.

You are doing a good job.

You need more tutors added to help us.

continue doing what you doing.

continue on the workshop and having tutor.

continue to encourage student to come in an get help.

continue to have workshop and drawing, but mostly have workshop.

gREAT PLACE

if i could take them home

increase the number of tutuors or more time spent with each individual.

let the tutor stay an hour

let the tutors stay i-hour with the student

love everything
- more anatomy tutors
- more computers
- n/A
- n/a (2 Counts)
- no
- none
- nothing!
- the staff know what students need.
- the tutoring session should be 30 minutes, if needed
- to encourage students to come in to get the help that they need.
- to have tutors in more subjects.

1.19 Please explain your answer to the previous question:

- A place to get help with difficult subject.
- Anatomy tutors are few and far between especially for the working student that can only visit LTC in the evenings.
- Because the tutors and the resources are great.
- Because it gives you a better understanding
- Because the center helps you understand information that you don't understand better.
- Because the tutors are very helpful.
- Because the tutors can really help you.
- Because using the tutors in LTC change my GPA for good.
- Come to LTC to improve grade.
- Coming to LTC has improved my grade a lot.
- Definitely because students who are having trouble with a particular subject should go to the tutoring lab. The tutors are efficient and do their best to make you understand the concept you're having trouble with.
- Especially for a student taking an online Science class, the LTC is very helpful.
- Even though I wasn't completely happy with my session I would still recommend it because others might get help.
- Excellent team of staff for excellent result.
- Get help at LTC to better grade.
- Get help to improve your skills and GPA.
- Great Service (2 Counts)
- Great Services (2 Counts)
- Great for HELP.
- Great people from great people.
- Great place TO IMPROVE YOUR SKILLS.
- Great place for help.
Great service
Great staff and tutors that help a lot.
Great team.
Great tutors.
HELPS ME IMPROVE ALOT ESPECIALLY READING AND MATH
I Would Because It Has Been Very Helpful To Me
I have recommended students to the ltc.
I have refereed other students here, because it does help and I was reffered here also.
I have serious problems in Economics and the tutor helps to me to understand
I just found out about the Learning Center this semester. I've had great success. I'm passing both Math and Chemistry because of the extra help I receive here at the center.
I learn more coming to tutor center because it helps cover all parts of the subject studying.
I spent alot of time here completing my paper and everyone was helpful.
I think that it's great to offer tutoring for college courses.
I think that its a great tutorial session!
I will recommend the LTC to other because it will improve their GPA like mine.
I would definately recommend the learing ceneter because it has helped me tremendously.
I would have and have recommeneded LTC services because it benefited me
I would reccomend the LTC to all students. Most (95%) of the staff is Knowledgeable and friendly. I have worked with most of the tutors here and they are great. Jeff, Kroupa, Nadia and Kwabna have been EXCELLENT in assisting me with Chemistry. If it wasn't for them I'm not sure how I would have made it this semester!!!
I would recommend students to the LTC building because it is very helpful for students in nees od assistance in any subject.
I would recommend the LTC lab to anyone that is haveing trouble with a particulat subject. It is extremely important.
I would recommend the LTC to anyone that is having trouble with a particular subject. It is very important.
I would recommend the Learning center to other students because the tutorial are very helpful, they do not just give you the answers to your work they hepl you step by step so you can get a better understanding of what you do not understand.
I would recommend the learning & Tutoring center to other students becouse its very hepfull.
I would strongly recommend the learning center, because it helps with the subjects that you are taking. The tutors are very educated in the subjects and if not one of them there are others.
I would. Because of your staff, i have a better understanding of the subject i needed assistance with.
IT IS A OF REFUGE ON WHATEVER SUBJECT YOU ARE STRGGLING WITH.
If anyone i know who need help i will advise them to go to the ltc.
If certain tutors are available sure but never go on weekends those tutors are rude and confusing
Is a great place to improve your skill and grade
It a helpful place to come and get help. Need to come while we have it here.
It is very helpful to have a facility available for students who don't have a computer at home
It keeps you ahead on classwork.
It very helpful, it help me out alot and still try to continue to come. The people or nice and courtesy and helpful.
It's helped me a lot so I'm sure it would help someone else.
Its additional help. Sometimes you need a hand.

LTC Tutorers have help me understand my math

LTC has great tutors that help me with my skills.

LTC have the best tutors to help you with your skills

LTC have the best tutors to help you with your skills. (2 Counts)

LTC improves skills and grade.

LTC is a grade saver.

LTC is a great place to improve your grade.

LTC is a great place to improve your skills and grade.

LTC is a great place with great staffs and tutors.

LTC is a great place.

LTC provide help to improve students skills and grades.

LTC tutors are very helpful.

Learning & Tutoring Center provides the help teachers may not have time for. They help you have an better understanding in what ever subject you are struggling in.

No room for improvement. Nothing to improve, the place and resources are wonderful.

SOME TUTORING ARE REALLY TRYING TO HELP STUDENTS AND OTHERS ARE NOT

THE SERVICES ARE VERY USEFUL AND HELPFUL

THE TUTORS ARE VERY VERY HELPFUL.

THE TUTORS ARE VERY, VERY HELPFUL. (3 Counts)

THEY HELP ME ALOT WITH THE SUBJECT I WAS STRUGGLING WITH.

The LTC can help you if you need it.

The LTC has always been a great help to me when I had trouble with Calculus 2, which needless to say is very hard math. If the LTC can help with that then they can do a great deal to help others/

The LTC is a great place to get one on one tutoring, especially since it's free.

The LTC is a helpful organization for all students.

The LTC provides assistance for 15 minutes give you enough time to work out some problems on your own and request service when needed. I use to have a dislike for the 15 minute idea until i realized that I may not need someone to stay with me the whole time. I can use the sample that was used with the tutor to help with other problems.

The Learning and Tutoring Center is a great tool for GPC students. Sometimes students come across teachers for whatever reason they just dont relate to/grasp their teaching style, so its great to have another avenue for students to be able to learn the information needed for success.

The Tutor center helps out alot with my classes. One of the main reasons I have a 4.0.

The entire staff is great.

The learning lab is a great resource for all your learning needs.

The reason I answer yes, because failin is not a option in this college.

The tutors are great.

The tutors are helpful.

The tutors are very helpful and informative about the subject I need help with. (2 Counts)

The tutors are very helpful and know what they are doing.
The tutors are very helpful.
The tutors help me through not only Math 1111, but also through Economics, they are great.
The tutors help with difficult subject.
The tutors in LTC ARE VERY HELPFUL.
The tutors really no there stuff.
There should be morning, afternoon and evening tutors for those working students that need help with biology. A&P specifically.
They help me with the skill i needed to excel.
They helped me alot with the subjects I was struggling with.
They helped me with all my work.
They really helps me with my work.
They really try their best to help you out.
They tutors are great.
To get better in difficult subjects.
To improve skills and grade, LTC is the answer.
Tutor Labs helps learn more especially if your going for an "A" average.

Tutors are quite knowledgeable and courteous...
Tutors help with your skill
Very helpful.
Wonderful team of staff.
Yes, I would recommend other students to visit the Learning and Tutoring Center, because the services are very helpful.
because coming here give me the confidence that i can do well on my test and also the reassurance that i do understand what i am doing even if it seems difficult
because its helps
because they are helpful kind and patient
because they are smart friendly and patient
for anyone needing help with Economics, this is the place to come.
gREAT PLACE FOR HELP.
great helper are in LTC.
great tutors.
i would highly recommend LTC to any one because it is there for me and any one who need it.
if you need the help i recommend anyone to come in to get the help.
if you need to improve on your skills and grades, come to LTC.
it is a grade saver
its helpful
its very helpful
more science tutors needed
so they can be able to come in to get the help that they need. It a good program to have for us to come in.
- the center is very helpful
- the lab is very helpful
- the learn center have a lot of resources tha students are not aware of
- the learning center helps me stay on task. even though i dont always have a complete understanding the work
- the tutors are very helpful,sometimes the instructors speeds pretty fast.
- they are capable of solving any student problem
- they are great
- to improve on my english skill
- very helpful people>
- wONDERFUL TUTORS.
- yes i would because they help alot
- yes, I would recommend anyone to use the learning & tutoring center!
- yes, i would recommend for my peers to come to the LTC because it's very helpful and the tutors assist you with any needs that you need as an individual.