Combined Results
Spring 2011 LTC Student Satisfaction Survey

Spring semester 2011 the Georgia Perimeter College Learning and Tutoring Centers (LTCs) conducted a Student Satisfaction Survey.

The Alpharetta, Clarkston, Dunwoody and Newton LTCs administered the survey via single page pencil and paper form (see Attachment A) over a 1-week period, April 4-10. The Decatur LTC administered a similar survey electronically over a 2-week period, April 4-17.

The combined results are based on data from the paper surveys collected between April 4-10 at Alpharetta, Clarkston, Dunwoody and Newton campus LTCs.

There were 2,705 students sign-ins over the survey period with a total of 545 surveys responses. Basing response rate on the number of sign-ins, that is a 20% response rate.
Question 1:

How often do you use LTCs on any campus?

- Semester: 5%
- Month: 14%
- Week: 19%
- Two time or more per week: 50%
- Never before: 7%
- No response: 5%

Question 2:

<table>
<thead>
<tr>
<th>Primary Campus</th>
<th>Number of Surveys</th>
<th>% this is campus LTC normally visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpharetta</td>
<td>21</td>
<td>24</td>
</tr>
<tr>
<td>Clarkston</td>
<td>157</td>
<td>169</td>
</tr>
<tr>
<td>Dunwoody</td>
<td>203</td>
<td>203</td>
</tr>
<tr>
<td>Newton</td>
<td>143</td>
<td>149</td>
</tr>
</tbody>
</table>
Question 3:

Are you seeking help today for an online course?

- **YES**: 11%
- **NO**: 49%
- **I am not enrolled in any online courses this semester.**: 33%
- **No response**: 8%

Question 4:

The LTC was well organized.

- **Strongly Agree**: 68%
- **Agree**: 28%
- **Disagree**: 2%
- **Strongly Disagree**: 1%
- **NA/NR**: 2%

Question 5:

The LTC was neat and clean and properly furnished.

- **Strongly Agree**: 67%
- **Agree**: 30%
- **Disagree**: 1%
- **Strongly Disagree**: 1%
- **NA/NR**: 2%
Question 6: The hours of operation were adequate for my needs.

- Strongly Agree: 68%
- Agree: 24%
- Disagree: 4%
- Strongly Disagree: 2%
- NA/NR: 2%

Question 7: Overall, customer service in the LTC was courteous and professional.

- Strongly Agree: 73%
- Agree: 22%
- Disagree: 2%
- Strongly Disagree: 1%
- NA/NR: 1%

Question 8: The LTC was accessible.

- Strongly Agree: 72%
- Agree: 23%
- Disagree: 2%
- Strongly Disagree: 1%
- NA/NR: 2%
Question 9:
There was adequate space to study and work.

Question 10:
Once I requested service, I was assisted in a timely manner.

Question 11:
The tutorial assistance I received helped me improve my skills.
Question 12:

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

Question 13:

Tutors were available in the subject(s) that I needed.
Question 14:

For which subject(s) are you requesting assistance?

<table>
<thead>
<tr>
<th>Subject</th>
<th>Number of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts, Film, Music, Theatre</td>
<td>154</td>
</tr>
<tr>
<td>Business</td>
<td>7</td>
</tr>
<tr>
<td>Foreign Language</td>
<td>0</td>
</tr>
<tr>
<td>Research of ATEC course</td>
<td>0</td>
</tr>
<tr>
<td>Science (ASTR, BIOL, CHEM, ENV8/...)</td>
<td>101</td>
</tr>
<tr>
<td>Social Science</td>
<td>11</td>
</tr>
<tr>
<td>No response</td>
<td>61</td>
</tr>
</tbody>
</table>

Question 15:

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>95%</td>
</tr>
<tr>
<td>NO</td>
<td>2%</td>
</tr>
<tr>
<td>NA/NR</td>
<td>3%</td>
</tr>
</tbody>
</table>

Question 16:

Comments from each locations surveys are incorporated in campus LTC reports.
Spring 2011 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) Which Learning & Tutoring Center do you normally go to for assistance? (Choose only one.)
   - ☐ Alpharetta
   - ☐ Clarkston
   - ☐ Decatur
   - ☐ Dunwoody
   - ☐ Newton

3) Are you seeking help today for an online course?
   - ☐ Yes
   - ☐ No
   - ☐ I am not enrolled in any online courses this semester.

4) The LTC was well organized.
   - ☐ Strongly Agree
   - ☐ Agree
   - ☐ Neutral
   - ☐ Disagree
   - ☐ Strongly Disagree

5) The LTC was neat and clean and properly furnished.
   - ☐ Strongly Agree
   - ☐ Agree
   - ☐ Neutral
   - ☐ Disagree
   - ☐ Strongly Disagree

6) The hours of operation were adequate for my needs.
   - ☐ Strongly Agree
   - ☐ Agree
   - ☐ Neutral
   - ☐ Disagree
   - ☐ Strongly Disagree

7) Overall, customer service in the LTC was courteous and professional.
   - ☐ Strongly Agree
   - ☐ Agree
   - ☐ Neutral
   - ☐ Disagree
   - ☐ Strongly Disagree

8) The LTC was accessible.
   - ☐ Strongly Agree
   - ☐ Agree
   - ☐ Neutral
   - ☐ Disagree
   - ☐ Strongly Disagree

9) There was adequate space to study and work.
   - ☐ Strongly Agree
   - ☐ Agree
   - ☐ Neutral
   - ☐ Disagree
   - ☐ Strongly Disagree

10) Once I requested service, I was assisted in a timely manner.
    - ☐ Strongly Agree
    - ☐ Agree
    - ☐ Neutral
    - ☐ Disagree
    - ☐ Strongly Disagree

11) The tutorial assistance I received helped me improve my skills.
    - ☐ Strongly Agree
    - ☐ Agree
    - ☐ Neutral
    - ☐ Disagree
    - ☐ Strongly Disagree

12) The center was equipped with helpful materials (handouts, models, computers, etc.).
    - ☐ Strongly Agree
    - ☐ Agree
    - ☐ Neutral
    - ☐ Disagree
    - ☐ Strongly Disagree

13) Tutors were available in the subject(s) that I needed.
    - ☐ Strongly Agree
    - ☐ Agree
    - ☐ Neutral
    - ☐ Disagree
    - ☐ Strongly Disagree

14) For which subject(s) are you requesting assistance? _________________________________

15) Would you recommend the Learning & Tutoring Center to other students? ☐ Yes ☐ No

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

17) If you would be interested in participating in an LTC focus group, please supply your name and 900#. Thank you.