Learning Skills Program Satisfaction Survey
Open Ended Questions Responses

Contents

Question 3. What 3 things about the Learning Skills program have most helped you learn? Please type in your responses in the box below. ................................................................. 1

Question 4. What 3 things about the Learning Skills program have most slowed down or inhibited your learning? Please type in your responses in the box below. ................................................................. 9

Question 5. Do you have any other comments or suggestions to help improve the Learning Skills program? ................................................................................................................................................. 16

Question 3. What 3 things about the Learning Skills program have most helped you learn? Please type in your responses in the box below.

```
<table>
<thead>
<tr>
<th>Answered Question</th>
<th>227</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skipped Question</td>
<td>83</td>
</tr>
</tbody>
</table>
```

<table>
<thead>
<tr>
<th>##</th>
<th>Response Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The learn skills program helps me in my reading and writing, and better my English.</td>
</tr>
<tr>
<td>2</td>
<td>Home work, controlling me and an interesting study material in textbooks.</td>
</tr>
<tr>
<td>3</td>
<td>I just enjoyed reading various short stories because they were exciting and instructive.</td>
</tr>
<tr>
<td>4</td>
<td>Improve my knowledge, good experience, socialize</td>
</tr>
<tr>
<td>5</td>
<td>Helped me to build up my education.</td>
</tr>
<tr>
<td>6</td>
<td>Understanding the materials inside the program.</td>
</tr>
<tr>
<td>7</td>
<td>Seeking assistance for any subject I need help.</td>
</tr>
<tr>
<td>8</td>
<td>Math, tutors and support</td>
</tr>
<tr>
<td>9</td>
<td>One is to better my reading, second is to better my writing, and three is to better my English.</td>
</tr>
<tr>
<td>10</td>
<td>They help students individually and exactly what students to need.</td>
</tr>
<tr>
<td>11</td>
<td>2. They are very friendly, and open mind.</td>
</tr>
<tr>
<td>12</td>
<td>3. This program is very helpful for those students whose English is second language. They teach how to read and write in English.</td>
</tr>
<tr>
<td>13</td>
<td>1. Teacher talk skill. Home work, and extra credit.</td>
</tr>
<tr>
<td>14</td>
<td>The lab and friends and tutoring</td>
</tr>
<tr>
<td>15</td>
<td>1. My resume preparation</td>
</tr>
<tr>
<td>16</td>
<td>2. My vocabulary improved</td>
</tr>
<tr>
<td>17</td>
<td>3. Helped me with my next path plan</td>
</tr>
<tr>
<td>18</td>
<td>none</td>
</tr>
<tr>
<td>19</td>
<td>Read Write Gold, Learning Ally and being able to print.</td>
</tr>
<tr>
<td>20</td>
<td>I have learned lots of grammar tens and how to talk with full sentence. Still I am learning, so thank you for giving us learning opportunity.</td>
</tr>
<tr>
<td>21</td>
<td>personalized attention, convenient hours, instructors and tutors</td>
</tr>
<tr>
<td>22</td>
<td>1 review my work</td>
</tr>
</tbody>
</table>

1answer}

# Skip Question

83

## Response Text

1. The learn skills program helps me in my reading and writing, and better my English.
2. Home work, controlling me and an interesting study material in textbooks.
3. I just enjoyed reading various short stories because they were exciting and instructive.
4. Improve my knowledge, good experience, socialize.
5. Helped me to build up my education.
6. Understanding the materials inside the program.
7. Seeking assistance for any subject I need help.
8. Math, tutors and support.
9. One is to better my reading, second is to better my writing, and three is to better my English.
10. They help students individually and exactly what students to need.
11. They are very friendly, and open mind.
12. This program is very helpful for those students whose English is second language. They teach how to read and write in English.
13. Teacher talk skill. Home work, and extra credit.
14. The lab and friends and tutoring.
17. Helped me with my next path plan.
18. None.
19. Read Write Gold, Learning Ally and being able to print.
20. I have learned lots of grammar tens and how to talk with full sentence. Still I am learning, so thank you for giving us learning opportunity.
21. Personalized attention, convenient hours, instructors and tutors.
22. Review my work.
2 emphasize the areas of work
3. the tutors
16 Easy way
17 All is good
18 N/a
19 It had help mr in my writing.
20 The computers
21 n/a
22 How to better study.
Better use of time.
23 friendliness of tutors and instructors
instructors knowledge
time that I could afford
24 assistance
25 The Counselors, The Tutors, and the Instructors,
26 Availability, Flexibility, One on One conversations about my goals.
27 The three things the Learning Skills program helped me the most are the dedicated tutors, the knowledgeable counselors, and the material covered to help me improve in the area I am weak in.
28 The Tutors and instructors are kind and helpful. I like the self passed work, because you can take a lot more time on difficult topics.
29 Writing, Reading, and Math
30 it help me to improve me reading and grammer skills.
31 I have not started yet but I have seen students learning very well when I do take my class I'm sure I will like and will be help.
32 A better understanding of intermediate algebra concepts.
33 It's difficult to answer.
34 speaking, listening and pronunciation.
35 new Vocabulary
36 the teachers
material
peers
37 Good teachers
Tutoring
38 Reading speaking writing
1. This was very relevant to my career path.
2 Up to date information and requirements about the field
3. Organizational skills
39 Read, write, good at math
40 I don't know what the learning skills program is
41 Timing, open at all times, helpful
42 great teachers
reading skills.
effective memorization techniques
43 I improved my writing skills
I filled up my dictionary.
I got the essay writing skills.
44 Man to man tutoring.
Writing tutor is great.
Very experienced tutors.
45 Improve my grammar, my math skills and my writing.
46 Vocabulary
47 Speak with counselor, appropriate material. Nice environment.
48 The learning skills program taught me how to tutor, being able to communicate clearly to my tutee helps me to help them understand better the subject I am tutoring.
49 Practice day by day
50 read, write and talk
51 tutoring, hours,
it helped me learn about myself
how to deal with my learning changes
Help with the tutoring
Instructors are knowledgeable with experience and ready to help students.
its all been very helpfull
It's very helpful for me improv the reading with audio learning
Computers
English skills
Comprehensive skills
I have trouble fitting learning skills into my schedule and when I do go, it's always full.
Self determination
Tutoring
Practicing with instructors
To remember the things that I forgot
They taught me I was not dumb and that I could learn anything I put my mind to.
Learning program has help me understand how to do my assignments step by step.
Math is very confusing for me and my tutor have help me understand math.
Learning Skills helped me to understand more my math and do my homework, be very good at math
comprehension spelling
The hours available are great.
The instructors help you understand your questions.
It's great that there are a few instructors available at all times to help at all times.
Learning skills program have most helped my learn about written, talking, and reading
Make note cards.
reading
writing
The computer program if I didn't understand found someone to help me love that school.
The general knowledge
The workbooks were knowledgeable.
Slow paced
Teacher was patient
Listing
Writing
Speaking
My vocabulary
n/a
1. Tutoring
2. Instructors
3. Detailed explanations
1. It helped basic arithmetic and problem solving.
2. Also, the staff were very friendly and eager to help and were very patient.
3. The material was easy to follow and understand.
They're helping me
1. Tutorial
2. Locator Test
3. Laboratory
It helped me remember
I also learned new things
I love the motivation the teacher puts
Good counseling. Good programs.
How to write a resume, organizational skills, patience
I learned a lot of new vocabulary words, reading comprehension also help me a lot, and the tests that we have to take, that was also helpful.
N/A
tutoring, the tutor's work style and their knowledge.

Tutors
Nice people
Good study environment
work ethics, discipline, and dedication.
Labs, Teachers, Tutors
Independent studies.
will nothing because I'm not finish all my test or GED untill I do so I can answer this question more better in the future.
Being able to go at my own pace, and when I need assistance I can ask the staff for assistance.
tutoring
hand on work
taking tests
developing vocabulary
increase reading skills
developing math skills
The resolution problems
THE LEARNING SKILL'S CENTER WAS A SUCCESS FOR ME SIMPLY BECAUSE THE STAFF AND TUTORS DID THEIR JOBS WITH ME, AND I PASSED! BOTTEM LINE! I GOT INSTRUCTED, TUTORED, AND I PASSED.
vocabulary knowledge, grammar knowledge, reading
Mathematics and academic writing.
I learned a lot of vocabulary, grammar, and spelling.
I'm improving my grammar and vocabulary by our teacher Mr Vincent. He is very good in explaining and he has a nice person.
reading, writing, speaking
having computers/the tueters/being open
Writing,
Reading
They are friendly.
Smart.
Inteligant.
The instructors are helpful
The program is understandable
The schedule is flexible
a) patience of staff
b) highly skilled tutors and teachers
c) the greatest is the flexible schedule
1 how to memorize and know my hundreds thousands, and millions on basic math
2 how to add numbers in my head when im doing a work problem knowing what's the answer
3 how to subtract the number from borrowing numbers from the smaller numbers when regrouping
The instructors in Learn Skills are very knowleadable and helpful.
flexibility to fit right into my schedule
books are clean and simply which helps to obtain necessary information with much less effort than most books assigned from math courses
what I like is if I have a question the tutors are very helpful.
1. When I need something in english. they gave me tip.
2. They give me a tip for understanding.
I have improved my back skills in reading, writing, and Math
I am learning to play piano, and we have enough of them.
The piano book is self explanatory.
The instructor help me step by step while I give him my lesson when I make mistakes.
1. Helpful instructors
2. Available Computers
3. Helpful Schedule
1. Instructors explain very well. 2. Tests are not easy and not very difficult. 3. The Learning skills program helps me in learning mathematics.

Self-paced program
Good instructors and tutors
Flexible hours of instruction

The Learning skills program helps me in learning mathematics.

The quick response to my needs as far as GED.
2. The kindness of most of the staff.
3. When I need help the staff goes far and beyond to help me.

In learning skills have help me learned how to identify the main idea, improve my writing, and to narrow.

I like about learning skills is reading and the class of vocabulary because everything is interesting the teachers are friendly with us and also helped us to learning right.

Help me to read, how to study better and the tutors and the instructors

The 3 thing about learning skills program have most helped me is: The instructor, lab and people work in lab

Learning English
it is very good
Not sure cause I haven't taken any yet at the OSS office

1. Evening / weekend classes availability
2. The tips/suggestions/life examples of amazing tutors/teachers/instructors
3. Availability and inexpensiveness of materials

all
nothing.

LISTENING CENTER
READING CENTER
MANIPULATIVE BASIC COMPUTER

1. always ask questions. 2. no question is a stupid question. 3. sit where you can hear and see what you are working on.

flexible
at your pace
you work at your pace

One on one instruction.
Knowledgeable instructors.
Plenty of time.

Grammar, reading, vocabulary

how to write better and read better and stills are growing

1. No Comment

The Smart Pen, Tutors, Reading & Writing for the Goal.

The tutors
quite classroom to study
helpful staff

Note taking, being less anxious when about to take a quiz/test, learn new things.

The option of going at my own pace.

the teachers
the practice
the hands on learning

the program itself, not sure, I usually take my time to study at home and I get to take my time with it. When I am ready, I go testing. I will say though, that I will enjoy doing this at home on my own because I don't feel pressured because I have anxiety and it works best for me this way

No response

1. Learning skills helped me with math step by step
2. The tutors are patient and kind
3. I did not feel pressured as I do in regular math classes books comp willing

148 Nothing the classroom was over crowded and teach hardly had time for anyone

149 Did not participate

150 Schedule, i had to finish the chapters in a certain period of time.

151 more independent time, individulized help, informed teachers

152 Tutors are available and have been extremely helpful in my success. I feel educational plans are helpful.

153 Algebra

154 My hard work. Instructors knowlege wich is in high level. Responsibility

155 Developing vocabulary skills

156 1. stuff always is ready for helping 2. everyone can training any time 3. time for being examines is convivient

157 Teachers are well prepared. Equipment in good condition. Tutors are available in almost every class

158 Everything is good

159 1. The tutors were rude 2 the tutors were not helpful in any way 3 I dropped out of the program due to lack of help. The women were just plain rude the guys would not help unless you were a cute girl

160 Attention by part of the personal Studying material available Good books with interesting programs

161 Only Math Department help me a lot. Tutoring in the Math Department is very good and helpful. I passed placement test Math 115 effectively. Thank you. Instructors very organized and knowledgeable. They created nice atmosphere in order to repeat the math quickly.

162 -tutoring -hours of operation -open saturdays

163 The learning skills team, although grossly under-staffed and ill-equipped with the necessary tools and materials, go over and above the call of duty to provide their students with as much assistance and encouragement as possible.

164 Self study Working at my own pace Testing when ready

165 That LACC is a waste of time & money.

166 When I was in the learning skills program everything that I learned was because I taught myself. No one helped me. And the people that checked my work were usually busy.

167 1. Text books available 2. Counseling 3. Tutoring

168 It has not help me

169 the instructor is always there to answer any concerns you might have

170 learn clear, practice exactly, learn more out side

171 Well, I hadn’t been to school in a very long time. The LSC, helped me to prepare for the classes in which I am currently taken. Thanks to the LSC, I now have a 3.66 (GPA).

172 Three things I found that helped me a lot very the tutors provided at the learning skills the second thing was the schedule of the learning skills schedule and lastly I would to stay the computers provided to work on the distinct assignments

173 It taught me different methods of studying, retaining information, and scheduling time accordingly.

174 None, I worked on my own and completed the assignments

175 Have purchased the book and go into the learning Skills Center when I can. Staff have been helpful one is better my reading, second is make more write and, three is better my spelling.
1) Knowledge of instructor
2) Quality of reference text
3) Challenge of weekly lessons

1. Helping me in my classes.
2. Very nice people
3. Breaks things down to understand it more better

The book, the test and the tutors

I only got help one time out of the several times I went in there.

Teachers
Books
Students
nothing
Supportive, friendly, knowledgable.

NA

Have more knowledge on the topic. Pay attention to detail. The basic steps on topic.

I don't know if the class actually helped me learn anything specific. however, I do believe it did help refine my workflow to allow me to improve various skills needed to adequately pass my classes.

overcoming math anxiety courses

No response

Tutoring
Books if available

Anything

materials are easy to understand

knowledge of staff

ease of hours

I didn't learn anything, the way the instructor taught the class was different than what was instructed by the one tutor they had.

Nothing

The student workers tutors, the accessibility of the instructors and the patience that the instructors have with me during learning barriers

well organized

atmosphere

staff

The most important was I can explain something by my self with correct words and framers. I was so happy that I had chance to learn

How to research on answers and events, for class, society.

I have been helped with Math by my tutor(s)

I finally understand the area of my learning disability

It's availability. The people involved weather attending staff, tutors, or counselors. Clean quiet facility.

Reading writing typing

To understand, to solve any problem

Knowledge of basic english. Spelling Writing

Not applicable

MOST IMPORTANT IS THE INSTRUCTOR S AND TUTORS PATIENTS TO SIT WITH YOU AND HELP YOU UNDERSTAND.. WHICH TO ME IS AWSOME.. BECAUSE OF THIS PROGRAM I,M NOW AT MATH 105 AND ENGLISH 20 WHEN I CAME TO LACC I WAS AT A 3RD GRADE LEVEL... SO YES THE PROGRAM WORKS.. I BEEN OUT OF SCHOOL SENCE 1989 LONG TIME...

Center helped me overcome math scare

The leaning skills are very helpful to my education, for example study skills classes has reinforce my study habit at school. Another example is tutoring help in the lab it help with my on going assignments. The leaning skills center is playing a key role bye, understanding my leaning disabilities and bye enhancing it with leaning skills equipment audio books and other helpful devices that relate to my disabilities.
- Interactive learning helps.
teachers, tutors and the work

OSS:
Tutors
counseling
people can help me or if they can not, they know who to send me to.
The tutoring services helped me a lot with my classes also the classes offered together with patience and support of all personnel from learning skills.

Personal attention, the skill of Mr. Vangor, the skills of the tutors understand reading, math, English

I was never able to meet with a counselor to get help. I paid the class, paid for the books. Never saw the counselor, she was never there. Awful experience!

Extra test time and a distraction free testing zone, tutoring
First is the systematic way of teaching each course. Second is the simplicity of the instructions. Finally, the materials/supplements that may be accessed by students, although it is difficult to, but nonetheless available.
coursework, reading, teachers that care.

My time was too short
Summarizes
Practice makes perfect
This is my first time taking a learning skill class and so far is going okay!

Nothing
Educational Plan!
Nothing
other students
tutors

the math program was helpful
Question 4. What 3 things about the Learning Skills program have most slowed down or inhibited your learning? Please type in your responses in the box below.

<table>
<thead>
<tr>
<th>Response Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The learning skill program help me but kind slowed me in my read and my speaking in English and my writing. I can't name 3 things, but I can clearly say one important thing that slows down and hinders my study - lack of time. I must work and learn! I have to pay my bills and food. It is very difficult to study and work!</td>
</tr>
<tr>
<td>2. Not much help from tutors. Lack of counseling.</td>
</tr>
<tr>
<td>3. Unorganized program.</td>
</tr>
<tr>
<td>4. The time. Waiting list and the schedule has to be more flexible. The learning skill have make feel better on my problems in English. The one is help me better in my reading, second one is better my writing on the last one is better my speak of English.</td>
</tr>
<tr>
<td>5. Few tutors.</td>
</tr>
<tr>
<td>7. 3. limited time</td>
</tr>
<tr>
<td>8. huge learning, dont understand, bad attitude.</td>
</tr>
<tr>
<td>9. i don't face to any problem</td>
</tr>
<tr>
<td>10. My hours during the week</td>
</tr>
<tr>
<td>11. none</td>
</tr>
<tr>
<td>12. None.</td>
</tr>
<tr>
<td>13. I love to go to City College to learn more English.</td>
</tr>
<tr>
<td>14. nothing</td>
</tr>
<tr>
<td>the book over all were not helpful. Other books or from different company's help understand the concepts better.</td>
</tr>
<tr>
<td>15. Nothing</td>
</tr>
<tr>
<td>16. All is good</td>
</tr>
<tr>
<td>17. N/a</td>
</tr>
<tr>
<td>18. Not thing</td>
</tr>
<tr>
<td>19. None</td>
</tr>
<tr>
<td>20. n/a</td>
</tr>
<tr>
<td>21. As of right now none.</td>
</tr>
<tr>
<td>22. waiting time</td>
</tr>
<tr>
<td>books are not always easy to find</td>
</tr>
<tr>
<td>23. sometimes crowded area</td>
</tr>
<tr>
<td>24. practice and time</td>
</tr>
<tr>
<td>25. Nothing</td>
</tr>
<tr>
<td>26. I have no idea.</td>
</tr>
<tr>
<td>There are only two things about the Learning Skills program that has slowed me down in learning are the access to the material and the form of the material. To further explain, computers would be a better form and easier access than the books for me. First, I was reluctant to join Learning Skills because its like Special Education in High School. Being a Full time Honor Student, I felt bad until I found other Honor students in Learning Skills algebra classes.</td>
</tr>
<tr>
<td>27. Math, Studying, and Test</td>
</tr>
<tr>
<td>28. The writing.</td>
</tr>
<tr>
<td>29. I can't say at this time</td>
</tr>
<tr>
<td>30. None.</td>
</tr>
</tbody>
</table>
It's difficult to answer writing reading environment peers material Nothing Nothing Reading writing hearing n/a Nothing Not clear on what the learning skills are Not long enough, need more tutors, memory age time I like all Too long waiting. Too many students. Very small room. Grammar connection, my algebra And my speech. Nothing some counselor not accessible, One of the things that helped me was to being able to speak and make my explanations clearly to my tutee so that way they can understand better. Not enough staff time, availability, nothing getting tutors I can't think of anything which the learning skills program would of slowed me down in my learning. N/a none English Nothing I have trouble fitting learning skills into my schedule and when I do go, it's always full. Not enough tutors, incompetent helpers Nothing slowed me down Math tutoring, not adequate. A lot of the questions I asked him to help me solve, he could not help me. No comment Unorganized The people who work in the learning skills, need to stop talking on the phone or interact on the computers for their personal life and put more attention to students. No I don't no The instructors are great but they speak loud Too many people walk in and out of the room, between other instructors and new students. 3 things about the learning skills program have most slowed down are: spelling, counseling talk and teacher nothing to help students My vocabulary my writing reading Unknown at this time. . Going super fast The lack of respect from the students who did not want to learn. . Print out papers
On-line videos sound quality was spotty at times.
1. not enough available tutors
   1. The hours were not very malleable. It was not very accessible on Fridays or weekends.
   2. It was very out of the way and hard to remember to even go there.
3. On occasion it would be entirely closed or hard to take tests.

Very good
1. Books
2. Schedule Time
3. Tests

I don't understand the question
Hard to find helper. Long time to wait to start your course.

The whole process of enrolling into a class was confusing and hectic. I would not take a class there again based solely on that experience.

Nothing

N/A

only break time 1-00 pm until 2-00 pm

None

need to general courses more tutors.
testing, only being able to study at the Learning Skills program, ending up with more credits than I intended to take. (I meant to sign up for one credit at a time, they decided I needed 5 math credits in the beginning of the semester)

It encouraged me to study more.

Need help, and tell me what I have to do next, to better my learning skills.

Staff organization could be better.

N/A

confusion
careless
don't have enough tutor
Fallow tha instructions
I WAS NOT INHIBITED AT THE LEARNING SKILLS PROGRAM
nothing

None.

Not applicable
Nothing.
IN/A
not applicable
thers not anuff computers/not anuff saets
None
Noting.
lack of time
a)none
c) i don't know
d)everything is fine

1 to look and study my math book to learn and understand what to do and how to do the work

problem

hhmmm.... nothing really?
I don't use math on daily basic, so hard for me to remember what I study.

1. need a more organize the program
2. need more tightness

3. nees a more passion to teach the student

None

I never play a piano before I came to college.

I have no experience on reading music.

I have back problems and I can not lean on the piano.

I dont think anything about the learning skills that have slowed my learning down.

I'm happy with the Learning Skills program.
nothing
Nothing
my folder was lost so i cant write down my scores

I finished a reading unit and now its been said theres no record of me doing so

no problems

I'm not sure what you are talking about, because I'm moving fast forward.

Their is nothing to say.

I don't have nathing.

There is no problems I see

I don't have any things make me slow down of my program or inhibited my learning

no problems

no problem

Not cause I haven't taken any yet at the OSS office

1. Open classroom (therefore, exposed to surrounding noise, other classes instructors, etc.

2. Uneveled prior knowledge/experience of fellow classmates

3. I would have loved to have more classes! So interesting and greatly taught, thanks!

all

Everything

MATH FOLLOW STEPS

ORIENTATION ABOUT SPECIFIC SUBJECTS

ACCESIBLE MATERIAL TO AVAILABLE TO USE AT STUDENT HOME.

1. im not doing group studys. 2.im not in school at the moment. 3. the vrap program for veterans

stopped.

testing

Too much loud chatting.

Closing at 1pm

Sometimes not enough tutors available.

None

reading, concentrating, asking things

1. The programs such as Dragon are outdated and really couldn't help me much.

2. The instructors were not knowledgeable regarding the new programs, so I discontinued the

program.

None.

N/A

Nothing slowed my learning

waiting for a instructor to check your work

Having to go kind of slows me down because it is a long commute for me and a lot of money since I

can't really afford it. What I do understand is great but when I don't I stay behind and get scared that

I won't pass the class

Nothing

Nothing, we need Learning Skills to help us bee successful in regulare classes especially math

misunderstanding

lack of employee friendlieness, knowledge of department, and complete non-interest in helping out

students.

Did not participate

1. quality of the staff.

2. open schedule flexibility.

nothing really

That I am a full time employee and a single parent. Affordable daycare is not always accessible for

me.

Not pretaining to the class i'm already in.

Nothing

no idea

N/A

Schedules are not that flexible.

We have to buy expensive tools.
More classrooms needed.
159 All of my answers above
 probable when labs or classroom are crowded
 other would be the air conditioner
160 You need to widen the hours of work opening Friday
 I can not say something good about English Department of the Learning Skills-just wasting my time
 despite my efforts. I had to go to Evans Community School in order to learn and repeat grammar. I
 noticed a big mess in the English Department and lack of wishes help to students.
 - many students for 1 tutor
 - not enough tutors on peak hours
162 I was in need of rudimentary instruction in algebra. I believe that this would entail a class designed
 to take students through the basic processes in an instructional classroom setting.
 Non Native speaking tutor had misunderstanding of word problems in Mathematics
 Unfriendliness and slowness of those at the cataloging site
164 No indication of personal interest in my success from those at the cataloging site
165 The staff were less educated & knowledgeable than myself.
166 The lack of desks and old fashioned computers
167 N/A
168 It not help me
169 none
170 not yet, team group,
  I can only speak for myself. The LS program supplied me with the necessary skills to go further with
  my educational goal. Which is to be a Drug/Alcohol counselor.
  One of the things I could say inhibited or actually slowed me down where the tiny problems the
  program used for gave us second thing was the fact I felt the time we had to work in class was too
  little for the many students we have and lastly sometimes students werent as involved with the
  learning but on other things which was disrupted
172 There isn't a lot of tutors available, building is crowded and there are no restrooms in the building.
173 You had to actually go to the learning skill it would be easier if there's was online access.
174 My schedule doesn't work well with theirs. It was difficult to find the first time I looked and there is
  some difficulty in understand exactly how to go about entering into a course there, until you've had
  the orientation.
175 the one is kind of slowed me down is kind to remember the study that you learn in class, the second
  is problem to write willy an try to don't have mistakes and the three is inhibited to learn good in the
  learning skill program and try to learn good.
  1) Lab tutor was a bit surly
  2) My home computer was too old to work well (Windows XP)
  3) Lessons took big blocks of time.
177 instructor was difficult to reach, not enough and well equipped staff
178 N/A
179 NA
180 it isn't a quite place to study
  1. The staff in Pi/Computer Lab was very unhelpful and had an attitude if you asked them for some
     assistance.
  2. The computers didn't work the majority of the time.
  3. It was overcrowded or a long wait for computers.
  4. They are geared for very slow learners, I have a learning disability, but it's too slow in OSS for my
     needs they act as if you're in 3rd grade.
181 Time management
182 everything
183 Lack of staff, learning skills available open hours, long lines.
184 ... NA
185 None.
186 Forcing me to visit a instructor or tutor for class when the skills instructor/tutor is not completely
187 aware of the class' specific standards required by the professor. That was quite counter productive,
professor needs to thoroughly communicate with the skills department if they require the skills class to be taken.

the rude attitude of some head skills instructors is not welcoming at all. totalitarian attitude of explaining rules rather than a sincere explanation to inform the students. gives a negative feeling to not want to ever ask for help.

In regards to the previous statement, it seems there is a lack of compassion by some staff. I understand the stress and frustration, but some conversations i've heard with some students could have been handled better. But this will always be a problem and it's not just in this specific department.

The meeting room can be chaotic, making appointments is difficult. and the 3pm close time is a little early

The way some of the Instructors chat away with other employees and forget about the student making line.

Talking to other co workers was the worse! Could never seem to finish any assignments due to their lack of professionalism. Organization is an ability that should be enforced as well.

The initial intake process

Since budget cuts, less open hours

No statistics tutor. Waste of money

Access to information

The hours of operations are not long enough, the center is closed on Fridays. Sorry I have only 2 inhibiting factors.

paperwork

computers

timing

Need more time to learn

When you remember to remember there is no inhibited on learning.

The possibility that it might not be available in the future. Changes in staff or personnel. Having to share with other needy students.

The most have to be typing

Nothing

WELL NOTHING AT MY END.. WASTE OF MONEY!

That a good question the math lab the tutor is not sensitive enough and concern about me getting the math skills that en order to pass the classes . For-example if am English speaking and shes"not its hard, for me to comprehend what she trying to tutor me in ,my subject area for example.If am in a math lab I would like to feel i have some time too adjust to leaning the subject not feel am being rush out are put off.The math lab is often very nosy and i feel that its not concern with helping me. The schedule is not adequate.

If someone has attended orientation sessions, he/she should not have to attend it anymore; unless two or more years have elapsed.

The test should change evry two years.

Not having enough funding.

There is nothing that slowed or inhibited my learning in the learning skills.

Nothing.

getting more attentions with teachers and tutor

Lack of communication, I made time to be there. Cancel work, class and many other things. They couldn't meet with me once?

The noise level, the make shift building allows all noise to travel. The students that facilitate the department are not professional and do not respect the noise level limits.

The availability of people to talk to or have my work checked in order for me to advance in the course. Another is the test room. It is too crowded. Some taff were also quite negligent that it took
quite a while before I get my test results.
students talking over the teachers, students disrupting classes, and not getting my textbooks when
the class starts or before.
There was no one on one. No one to check on your progress.
The text book
Lack of guidance in nursing skills lab
Not enough tutors
Small class room
A lot of students
Nothing
Knowledge of the counselor!
Nothing
having to learn on my own
hours, unreliable hours uncertain accessibility
**Question 5. Do you have any other comments or suggestions to help improve the Learning Skills program?**

<table>
<thead>
<tr>
<th>Number</th>
<th>Response Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>no comments. I want sincerely to thank all the teachers and instructors from the Office &quot;The Learning Skills&quot;! Thank you them for their polite attention to students! I am a serious student, want to know English very well. During all my winter semester, I felt a tremendous help from teachers!</td>
</tr>
<tr>
<td>2</td>
<td>Thank you very much!</td>
</tr>
<tr>
<td>3</td>
<td>yes, tutors has to be one to one, they should go step by step with us because they are thinking we know already for something we didn't know.</td>
</tr>
<tr>
<td>4</td>
<td>They</td>
</tr>
<tr>
<td>5</td>
<td>No comment or suggestions. Learning skill center should be open 9:00am to 6:00pm and Monday through Friday that would be good for us have job.</td>
</tr>
<tr>
<td>6</td>
<td>no</td>
</tr>
<tr>
<td>7</td>
<td>All is well. Very grateful. Thank you.</td>
</tr>
<tr>
<td>8</td>
<td>Great for students</td>
</tr>
<tr>
<td>9</td>
<td>Thank you for you all your support.</td>
</tr>
<tr>
<td>10</td>
<td>Thanks to learning skills workers they are very kind workers</td>
</tr>
<tr>
<td>11</td>
<td>All is good</td>
</tr>
<tr>
<td>12</td>
<td>N/a</td>
</tr>
<tr>
<td>13</td>
<td>No</td>
</tr>
<tr>
<td>14</td>
<td>Evaluate the student according with their English levels</td>
</tr>
<tr>
<td>15</td>
<td>n/a</td>
</tr>
<tr>
<td>16</td>
<td>No every thing is perfect. More Hours would be better. Don't close down the Learning Skills Center on Armenian Holidays.</td>
</tr>
<tr>
<td>17</td>
<td>The people that works on learning skills center are kind of slow and rude.</td>
</tr>
<tr>
<td>18</td>
<td>No.</td>
</tr>
<tr>
<td>19</td>
<td>No, I don't.</td>
</tr>
<tr>
<td>20</td>
<td>No</td>
</tr>
<tr>
<td>21</td>
<td>knowledgeable tutor</td>
</tr>
<tr>
<td>22</td>
<td>No comments</td>
</tr>
<tr>
<td>23</td>
<td>Overall the program gives students a foundation and direction. I would recommend it.</td>
</tr>
<tr>
<td>24</td>
<td>No</td>
</tr>
<tr>
<td>25</td>
<td>More 1 on 1 and interaction</td>
</tr>
<tr>
<td>26</td>
<td>I don't have</td>
</tr>
<tr>
<td>27</td>
<td>not</td>
</tr>
<tr>
<td>28</td>
<td>Not this time</td>
</tr>
<tr>
<td>29</td>
<td>No</td>
</tr>
<tr>
<td>30</td>
<td>More consuler, open fridays, more helper at afternoon.</td>
</tr>
<tr>
<td>31</td>
<td>More hours</td>
</tr>
<tr>
<td>32</td>
<td>none</td>
</tr>
<tr>
<td>33</td>
<td>love the staff and they are very friendly.</td>
</tr>
<tr>
<td>34</td>
<td>No</td>
</tr>
<tr>
<td>35</td>
<td>They see to have it all together.</td>
</tr>
<tr>
<td>36</td>
<td>I have trouble fitting learning skills into my schedule and when I do go, it's always full.</td>
</tr>
</tbody>
</table>
- Update facility, functioning computers, more student tutors
- Join forces with Pi Shi
- Give it a new name

Nono

Thank you for your help!

Should be focused on students need rather than showing counselor and tutor's business
To have more people that speak English and not Armenians.
Learning Skills program in my opinion help all the students to reach and have good education and have AA degree.

No

The front door of the class room should be closed so students can concentrate. And the instructors should tell everyone to keep their volume low. It should be library quiet.

I have comments to help improve the learning skills program: have the rereading again to help students can hear his or her sound, and they can change the tongue.

No

More work and qualified teachers

No comments

No

No

We need the student's book for tutorial classes.

No other than it is a great program

Reduce wait times to start the course.

I don't

No

when planning the work for any of the education programs, remember that it is only a 1 credit class. In one of the classes I was doing the work of a 3-4 credit class for just the one credit. I have no problem doing work, but it has to be proportional to the reward.

Yes need better test that we are learning about. The book or workbook is difference then the test they give us.

No

the instructor should be more helpful with the student. Sometimes students don't understand what they have to study about. The instructor and the stuffs make students confuse.

Be more specific

APPLY MORE STAFF AND CURRICULUM TO LEARNING SKILLS SO THE STUDENTS CAN ACHIEVE MORE!

none

You should extend the opening hours.

I think Learning Skills should open longer hour. For example, it may be open until at 10 pm.

I think everyone is very respectful and friendly in staff.

Keep the program with the same high standards. Great job!

no thanks.

just need more space and tools

Noting.

everything is satisfactory

I strongly believe that it should be more advertised through campus especially for those who didn't do good at the assessment test or regular math students who are having trouble with math fundamentals and if staff didn't close doors during break will be great and better.

none

not really. Everything is as good as it comes.

class is peaceful, and I enjoy the class.

All instructors are excellent. The whole staff is working hard and they need more tutors and instructors. The Learning Skills program need a photocopier and more office supply.

Not really, everything looks fine to me.

I believe that the program gives good knowledge.

access to computers

More tutors
Not at this point. Everything is wonderful.

I would like this program to be open every semester.

I would like to help improve the learning skills program to be open every day.

The Learning Skills Department should operate every semester for the students.

This instructor she was prefect she knew how to teach than every baddy is happy with her.

I would like this program to be open every semester.

I would like to help improve the learning skills program to be open every day.

Not sure cause I haven't taken any yet at the OSS office

1. Please let students have access to on-line materials/instructors, or other classes, when unable to attend one session.
2. Having classes at discounted price, on "offer", or maybe with a punch card-system (buy 10 classes, get one of same price range free)
3. Implement more evening/weekend classes (for working people)

I believe the class could be bigger, had a problem with getting seats and have more tables that are not connected to chairs. being im a big guy.

No.

No

no

The programs need to be updated and the instructors need to learn the programs so as to assist the students who require help.

During the summer time, Air Conditioning.

More toturs

I like the learning skill program it is a very good program and it helps you a lot

Maybe online tutoring but I know that is too much to ask for

No

Please do not get rid of the Learning Skills program. Many of us who are returning to school for the first time in many years benefit from Learning Skills. We are able to reintroduce ourselves to Math and English before we jump into regular classes. The tutoring is amazing and without it many of us would not succeed in regular classes.

Did not participate

if this program is just for the people who has learning problem, you must identify specifically.

i felt some of the staffs are not really suit to be as a tutor.

no

If there were a classroom for children after school, I would spend more time in a study lab. The children may also get work done, if tutors were available to them.

No

It was great semester. I learned with pleasure.

More working hours and add Friday as a working day.

No

Get people that care about your success and help not be rude and not wanting to help

Al I want to say is " Tanks learning skills"

I recommend to close the English Department of the Learning Skills program because instructors are extremely lazy and you can not improve that.

have students in same group for same topic.

ex. for math 125, 115 ect.

it saves time because tutors are asked the same exact question 4 times and by being in group it can allow students to ask more question.

- example in peak hour I can only be helped with 2 questions in 1hr

The accommodations for physically disabled and/or handicapped students need serious improvement; e.g., there needs to be handicap parking provided on the north end of the campus; automatic doors need to be installed in the Life Sciences bldg. I'm sure there are more; however, these are those with which I am personally aware.

I think the workers at the desk should be trained in customer service and people skills as their
unprofessionalism and rudeness was a problem not only for me but for other students as well.

I think the LS program does function in a rather smooth capacity. I haven't been to see Ms. Allen this semester due to my heavy class schedule. I think it's time to paid her a visit.

I need a statistics tutor at the time. There wasn't one available. Was told at the beginning of the semester there would always be one available. Staff is rude and provide no help at all. The Armenian staff help in no way whatsoever, I only had to take one class there to meet full time status and it was the worst experience ever.

Staff is rude and provide no help at all. The Armenian staff help in no way whatsoever, I only had to take one class there to meet full time status and it was the worst experience ever. Attain better staff as far as courtesy and knowledge. The knowledge level of the staff was as low as the student taking a class there for the subjects provided.

I have accessed the Learning Skills Center (LSC) for the past 3 years. I have very greatful to have access to center. The tutors and instructors have been instrumental for my learning process. In fact, received tutoring for the LSC in the following courses: English 28, 101 & 103, Physics 11, Math 112. As a result of the tutoring, I received an 'A' grade in the previously mentioned courses.

Currently, I am utilizing the LSC to study for my TEAS exam for nursing. I LOVE THIS DEPARTMENT! It has helped me succeed as a college student. The department should develop an outreach program, because not many students are aware of the LSC and the many courses that they offer.
153 No
YES MORE NEW MATERIALS, SOME OF THE STUFF YOU GOT THERE IS NEED OF REPLACING.. AND CONTINUE.. DOES LACC UNDERSTAND THAT SOME OF THESE PEOPLE REALLY HAVE LOST THERE HOPE IN THERE SELFS, THRU THIS CURUTED WORLD.. SO WHEN THEY ARE THERE.. THEY FEEL WOW, IM IN COLLEGE.. AND THAT IS MOTIVATION... I KEEP IT REAL...

154 Nothing

155 Yes Get better math tutor who understand English and patient in tutoring math skills. allow more space for tutoring math and extra time for student to adjust.

156 You should create a special category of classes for advanced students.

157 Need to be quicker for students to study
When someone is on the clock, let them be there for you(students). Not there to do their own homework.

158 Everything is wonderful I just wish they were open more days in the the afternoon too!

159 Communicate with people, if you say that you are going to be there. Be there! Don't waste people's time and money. I will not take any of these classes anymore, horrible experience! Its not worth it!!!

160 The math department wrote down the wrong grade when I took the class in fall 2011. I passed the class yet they gave me a NOT PASSED. I came back many times to have this corrected and talked to different people, even to the person who actually typed in my grade on the system. It has been about 3 years and my transcript still shows NOT PASSED.

161 Yes i do.i think if the teachers could weed out the people who are their to learn and the people who are their just to waste time that would be great.

162 More available staff to teach us skills

163 No

164 Keep Up The Good Work!

165 No

166 needed more hours