

Learning Center Student Responses (Fall 2013)

Student Responses When Asked If They Had Comments about the Learning Center: Fall 2013

Comments	Positive	Negative
Learning Center environment (noisy, good place to study, etc)	28	10 Several responses cites LC too crowded or too noisy (later: we designated quiet study room)
Wait times, availability of help	2 Comments that wait times had improved	167
Quality of assistance – staff, instructors	39	7 Several responses cited difficulty understanding ESL student workers
Usefulness of materials/DLAs, handouts, computer programs, workshops	88	6 Several responses said DLAs too easy
Non-specific comments, general overview about LC assistance (everything good, confusing place, etc)	130	5 Sign-in process – cumbersome LC confusing the first time
Value of experience, impact on learning, grades, etc.	6	1
Other	Liked using technology in DLA	Computers slow/didn't work: 4 Want more workshops: 4 Students helped out of order: 2 Prefer tutoring by appointment rather than walk-in - 1

Learning Center Suggestions (Fall 2013)

Suggestions from students for the Learning Center

- Provide an instructor to teach the class with other students
- I suggest more tutors in this lab – **Hired 2 new tutors mid-fall semester**
- Have more people - **Hired 2 new tutors mid-fall semester**
- More instructor or tutor to make it faster- **Hired 2 new tutors mid-fall semester**
- Would be better if there were more instructors. The wait can be long and students have classes to attend. - **Hired 2 new tutors mid-fall semester**
- Someone should try to walk around to see if students need help.- **Staff will do this**
- I hope I could get the paper to do at home. If I need some help, I come back here to correct. – **LC activities may not be done at home; they are not homework**
- I want to suggest more additional tutors. - **Hired 2 new tutors mid-fall semester**
- They need to have more Spanish teachers. – **Budget did not allow for more Spanish instructors**
- Making appointments for help with essays – **Instituted in Spring 2014**
- It will save a lot of the receptionist's work by letting students check in and by themselves, punching their ID number in the computer – **Check in system complex**
- Spanish Puntos: Put visuals; I think that the DLA should be a bit longer and to also have a few more tips to help completing it; - **DLA authors receive student feedback about DLAs**
- Spanish: Maybe some computer help.
- Spanish: Going online and getting more help like on Connect; Matching or easy visual aids.
- Spanish: Have more tutors **Budget did not allow for more Spanish instructors**
- Spanish: They should allow others to check us out because we have a set work and school schedule that might not fit the hours that Spanish professors are in - **Only foreign language instructors have the skills to review a foreign language DLA**
- Spanish: The directions for Spanish 102 DLAs should also be translated into English. **DLA authors receive student feedback about DLAs**
- CMST and EMLS: Maybe we need an instructor who always presents for help us anything. Everytime we need to help, can we ask the teacher to explain it what I don't know? Is it okay? Thanks for agree us. **Instructors and staff are always available to help**
- CMST: I want to know how long time I studied this class when I hold my ID to sign in (Learning Center should make Math Center) I hope. Thanks. **Time spent in the LC is not as important as lessons completed**
- CMST: Especially, I need your help until I know how to work with computer in my future. **Instructors and staff are always available to help**
- EMLS: I need to help with the difficult homework.
- I suggest that the Learning Center should be open on Saturdays too at least 6 hours.
- Reading Townsend Press: to provide more instructor to help student on their DLAs and own things.
- Could you please guide the students which way or DLAs papers they are going to do? It's very complicate to find the right DLA. **Staff will help students**
- Better method for improving RFA meeting process than having to wait for it after DLA completion.

Learning Center Comments: Positive (Fall 2013)

Positive Comments about the Learning Center (as written by students)

- Workshop and DLA are helpful
- I found the instructors advice very helpful and their comment really motivated me to keep working hard to achieve my goals
- The worksheets were helpful and made me understand the work better
- This workshop is great because it will give us the opportunity to reassure what we had already learn, and the fact that we have tutors make our understanding much more easear. Thank you.
- This is a great place to get work done.
- Perfect
- Re the unidentified DLA: Everything was clear and understandable. Also helpful.
- Everything was great. Keep up the good work.
- I have no idea about on the DLA, but I think DLA very good for us review all of class on last semester.
- I think everything is good.
- The Learning Center is very helpful for whom that is really need it. The tutors and instructors are doing great jobs.
- It is very good.
- Helps out a lot and the tutors are great.
- I think this is a great environment for people who have to work on DLAs, etc.
- Workshop feedback: I didn't know how to organize my stuff in class. This workshop is very helpful for me. Thank you very much Mrs. Mowrer Melanie for helping me all work today.

I didn't know how to organized my work. Now I have all the tools. Thanks for provide us everything to be successful in college.

- It was great ☺
- There is always people tried your best on helping others. Thanks.
- Thank you this was helpful
- Very useful and helpful. Thank you.
- Everyone was very helpful.
- The DLAs are very easy to understand and very clear to read.
- Great learning tool for difficulties in writing and reading in Spanish
- It's good. Enjoyed meeting with instructor and learning more about the subject of the DLA. Fun working with Mr. Brandon.
- The way the learning center goes its better and improved than last year.
- It's a good learning tool to re-enforce what you learned during class
- I hope when this semester is over, the workshop will help me improve my writing skills.
- Everything was great.

- At first I was confuse about what I had to do but one of the students help me out. I like how is quiet.
- Helpful place.
- I think it is awesome. A place where I can drop by whenever to get help is a good place to me!
- It was great.
- I enjoyed being in the Learning Center. I was able to concentrate.
- No questions. Everythings good.
- The staff was very helpful and friendly. Enjoyed my time spent at this center. Thank you!!!
- I like that the instructor came to check my work and ask if I had any questions.
- They're doing a good job.
- Everyone is helpful.
- Its perfect the way it is.
- Yes, it is going to help me in the future, life, because it's going to improve miy reading level and I will recognize advance vocabulary words
- Everyone is so nice. They treated me very good. Definiety coming back soon.
- The Learning Center is a nice place to be is very quiet and I can concentrate on my assignments.
- This DLA help my memory better.
- Great environment to work in. Very helpful instructors.
- Very helpful
- It's great
- The wait is excessive at times. But I understand why. Other than that, I like it.
- Learn Center helped me know how to do everything.
- Really helpful workshop.
- Awesome place. Will come back ASAP.
- Maybe the helpers can walk around asking for assistants.
- Very helpful as it is.
- It provides some clarification about the work provided the tutors are very helpful and provide support.
- DLAs are very helpful to improve knowledge.
- I think it is good.
- It nice here good place to get work done.
- It was all good no bad comments
- Everything and everyone was very helpful
- Great service

Spanish

- I learned something new today ☺
- I have really enjoyed doing this first DLA. It helped clear any misconceptions I may have had on definite and indefinite articles used in Spanish

- I really liked the way how they make it more easy for me to understand. Nothing really needs to change
- I think the DLA helped me a lot and it was pretty straight forward.
- The DLA was outstanding and I didn't have any problems with it. Therefore, this workshop is very helpful.
- Other than having to return when a Spanish instructor is here, which is understandable, the Learning Center is fine.
- Coming in and doing DLAs are very helpful and does help out on your subject
- Everything went well, all directions were clear and friendly staff was great
- I am sure the Learning Center will help succeed in my Spanish 101 class this semester and that I will be here more often in the future.
- Helpful in practicing definite and indefinite articles
- My first time – very helpful staff
- The DLA workshop is great, because we can have further help from the teachers from our class
- Everything is fine.
- They are very helpful and the professors are very approachable.
- I thought the DLA was very helpful for Spanish speakers and I learned how to conjugate verbs correctly.
- The lady in the front desk was very nice and helpful.
- I think the material is fine and doesn't really need change.
- The instructions are clear and understanding.
- Overall, the workshops are very helpful
- I like the quietness
- Spanish: The DLA was really helpful.
- Everything was helpful and I don't think the DLA needs additional changes.
- Everything is good overall.
- None. Great service
- **CMST:** You have some software helpful for my learning, but I spent a lot of time for waiting the instructor.
- I think it is better.
- I like to do this DLA workshop.
- **EMLS:** Everything is good. I don't have suggestions now.
- The DLA is very helpful to me, and I think I will spent more time at DLA Learning Center.
- Use of technology helpful in learning concepts and reviewing.
- I confusing in how the computer is on but the girl in the center help me. Thank you.
- I was very helpful to me now I can practice more grammar to improve my English level.
- **Reading Townsend Press:** There are very helpful.
- I think it's very helpful and prepares me for my test in class.
- It helps me build my vocabulary.

- I wouldn't change anything about it. Great way to study for upcoming test/quizzes and it makes it fun.
- I'm learning more with this way.
- It is a really good program. It helped you understand and review before taking a quiz and it helped you see what you are doing wrong. I think this DLA helps you have a better understanding of the fragments and to be able to catch them in order to write an "A" paper.
- Everything is great. Overall very helpful!
- It's a good tool to assist me.
- They are all very helpful.
- DLA was a great help. Great way to refresh my memory.
- All is great and helpful to us, the students.
- I enjoy coming. It's quiet and we can concentrate.
- I really enjoy doing my work here very quiet and concentrating.
- It was really helpful it made me understand better and prepare me for my test.
- Great Learning Experience!
- I like this idea and I need lots of help.

English

- It's great. I love coming here. Everyone is very helpful
- It's helpful, just hard to fit into schedule
- I did not have many questions. But a few that I did were explained to me clearly.
- Nothing. This is a great experience.
- Everything was good. The instructors really helped me and just made things simple.
- Overall it was helpful and I learned a lot by coming to this workshop
- This is a really good program and it help me to do better and practice for my quizzes
- None. You guy did a good job explaining to him.
- I learned new stuff today, that will help me in my essays.
- Everything was lectured great!
- Good job!
- I have no suggestions. I really enjoy the atmosphere.
- They were very helpful
- **Everything is great. I like coming to the learning center to do my DLAs. It's very helpful and has great instructors.**
- Thanks for the help! It was helpful.
- It gives you more time to think and practice more on what we....
- Really good worksheets they are pretty helpful
- It helps me a lot in my grammar and it expands my vocabulary
- No comments. Everything is very helpful.
- Everything in the Learning Center works perfectly.
- Everything was great.

- Great. Thanks for the help
- I love coming to the Learning Center to get extra help.
- Thank you for making up these DLAs, they are very helpful
- It was helpful and I learned how to use a prepositional phrase
- I have no suggestions. I believe it's a great learning environment.
- Is a good method
- I think it was all good
- The learning center has been useful for me at least.
- I liked it because is a peaceful and quiet environment
- I like learning center.
- It was great and fast.
- It was very helpful.
- Good job
- I had great help. Thank you!
- "The new number system is very helpful. Everything is well organized and no time is wasted looking for a student.
- Good work
- It is all good.
- Everything is good.
- Keep doing a great job.
- Very helpful
- The Center looks very organized.
- Very helpful.
- Helps you understand a concept better for any class, but I don't like that you have to wait a lot for an instructor.
- Everything was OK
- As of now, everything is great. Thank you.
- I learned a lot about how to be a better writer
- Everything is actually working very well. Could use more tutors.
- It's helpful, people are nice and very helpful with assignments
- It was very helpful in the way that new ideas are presented on how to write essays or paragraphs
- Everything is running smoothly
- This DLA actually helped me.
- DLA, workshops and Learning Center as a first experience was a great experience because it was informative and friendly
- Good one-on-one with administrator
- Great environment to work in. Very helpful instructors
- It was great help.
- I like how I can concentrate with no distractions.

- Everyone was very nice.
- It is my first time here and so far everything looks just fine. Doesn't seem there is nothing wrong with the Center.
- I think it was really helpful!
- Looking forward to the help offered for students at the Center. Thank you.
- Very organized and helpful. Easy to navigate (*don't know whether comment applies to Learning Center or DLA*)
- I liked the fact that it was quiet it felt as if I was in the library.
- It's a great learning tool to help enrich your English skills.
- It is very quiet and I am able to concentrate. I loved it. I think I will come for future assignment help.
- I think DLA is very helpful for me to write better.
- I like how it is quiet and easy to concentrate.
- I am very pleased with the DLA center. Very spacious. Work is informative and easy to understand.
- They are all very helpful
- I don't have no suggestions since it was really helpful.
- It was quiet and a very good working environment.
- I enjoyed being in the Learning Center. I was able to concentrate.
- For now the DLAs are pretty helpful.
- The examples and notes in the front of the activity help a lot.
- The examples are very helpful. I recommend not having the answer key readily available as it may allow room for lack of effort.
- Very friendly staff. Thank you.
- This DLA was on point and very helpful to me.
- It was great.
- It was good practice.
- Everything was well established.
- Thank you Learning Center for all your help.
- Overall great program.
- The Center was a very positive environment
- **Everyone should leave happy, because the DLA center is really helpful.**
- Thanks you for the recommendations and expanding on annotating so I may use it correctly in the future.
- I like the DLA assignments. They are short and informative.
- I think this DLA was very helpful.
- I thought it was helpful.
- I think this program is so helpful for all the students. I like how we learn about different subjects and gain extra credit for a class.

- This DLA worked out well. I understood the assignments pretty well. I wouldn't change anything.
- It was a lot of waiting however at the end the professor was great.
- Everything seemed perfectly fine for me.
- Will likely take again to improve retention.
- I am very contented with the strategy used in this DLA.
- This DLA helped me review my grammar. It helped me on subject verb agreements.
- Very good.
- Everything seemed perfectly fine for me.
- **The DLAs are really helpful, I understand more and I know that it will make me a better writer.**
- Professor Madison was a great help!
- It was helpful, and nice and hopeful tutor. Madison was nice and helpful! Woo hoo!
- Very helpful.
- Helps. Very explanatory. Thank you for the service.
- **I like how it is on the internet and how we get to discuss what we did.**
- All my questions were answered.
- I enjoyed the games and instructional videos.
- Coming to the Learning Center and working on the DLAs has really helped me prepare for assignment given to me in my English class.
- I think the Learning Center is a helpful resource for students that needs help for their english class.
- Very helpful and great instructors especially M. Madison!
- This DLA was helpful for finding articles and books in the Nealley Library.
- It is really helpful for upcoming essays or research essays. It helps a lot.
- Everything was great.
- It was all good.
- I like the Learning Center.
- The people are great at helping.
- Was great. Got a lot of help. She really knows how to teach what I didn't understand.
- Environment was perfect to help my focus on my activity. Thank you.
- It was a long DLA but still it was a good one I learned a lot.
- Very helpful information given.
- I appreciate the help.
- Awesome help!
- Everything was fine.
- Very helpful and useful. Very professional.

Reading

- Good place to study.
- Every helpful.

- The learning center is very well to come because you get help.
- I like Learning Center because this DLA is very helpful us.
- Need more helpers but other then that it's great! ☺
- I personally think the DLA is helpful according to my first experience.
- I found the material very helpful.
- The Learning Center is a great place to go to when people need to study.
- Everything was good.
- This is very helpful.
- I think it's great when we need help they help us. ☺
- Everything is great.
- Everything was fantabulously perfect.
- Everything was good.
- Helping me learning vocabulary, writing and pronunciation.
- Perfect way for me to study vocabulary.
- This Learning Center is very helpful for me to improve my English. I find out every word's meaning easier.
- They have really nice people.
- It is a good place to come and study and get your work done and not have so many distractions.
- Followed up on my grade. Help me see where I am and what I need to do
- It was a great place to do work
- I actually like the activity
- It very comfortable to do work.
- My first time at the learning Center was was great. Thank you everyone!
- It is a very helpful center to visit since the first time I visit it.
- Everything is fine
- Great review
- It's great ☺
- DLA is the best that supports my class.
- Very good assignment place.
- Very useful assignment – thanks
- Quiet and helpful
- Just to have the opportunity to use the program in the computer and be available to do our DLA assignments are great!! ☺
- I'm happy with your help.
- I am so happier you have one more teacher to help and this time was time waiting much shorter. Thank you for help.
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Learning Center Comments: Negative (Fall 2013)

Negative Comments and Suggestions about the Learning Center (as written by the students)

- It was overcrowded; very distracting; need more room
- I waited two freaking hours for one to see me! Ridiculous.
- Could have been more helpful and clear
- It takes a long time when instructor sign in the paper.
- Get more instructors to review students' work. Inform students to stop talking. People around can't concentrate.
- We come here for study; my suggestion is the DLA don't need to wait for tutor sign, because have to spend a lot of time for waiting, also students must go to class!
- More people that could help us and that could speak English.
- Having a link with all needed to navigate the internet
- If possible more tutors
- Learning Center is disorganized. Took very long time to get DLA paper. Name was skipped by instructors. Not looking forward to coming again.
- Quicker service perhaps.
- Provide more helpers to help students.
- I would like people around me to be more quiet, it is a bit loud in here also. I would like the Learning Center to open earlier than 10:30 am maybe an hour earlier. More help when requesting assistance, or perhaps eliminate this process completely. Not enough help.
- To have more instructor so we don't have to wait to much.
- Have more staff ready to help.
- Took longer then expected to get assisted. Only one person helping out students. Need hire staff!!
- Staff's attitude needs improvement
Workshops on how to integrate different sources into a research paper.

CMST: Waiting a long time to get professor signed it's a challenging with me.

- At the afternoon is long time for waiting the instructor
- We need more instructors.
- I have waited for more hours to took the professor signed.
- I must wait for a long time to get the meeting with the instructor. Yesterday, because of my schedule, I could not wait for the instructor.
- I think the Learning Center needs more instructors because the time I have come to do my DLA, I saw a few instructors.
- I do not like DLA because the teacher do not able to help.
- EMLS: I waited 2 weeks for instructor to sign DLA.
- I think we need to cancel this program to make easier program. Because you said before having tutor. But not now.

- Reading Townsend Press: computer are slow.
- We need more teachers, tethers, it is long witing list. Computers are slow. But I cant just comping.
- Open more hours and more instructors. Thank you ☺
- Have more hours

Spanish:

- I would like see more prompts to read ad answering questions on prompts to check our understanding.
- Have tutors for all subjects always available during room hours ☺
- Everything is good, just we have to have more tutors
- Spanish: There needs to be more tutors available and on time!
- Spanish: There should be more information about formal and informal commands.
- Spanish: More tutoring hours

EMLS

- It would be great if here have more professor to talk with.
- They should add more workshops. It's helpful to understand the material a bit more.
- I think DLA center need more instructors fro grade to help students
- More tutors.
- Need more Instructor when the line is too crowded.
- More hours on Fridays.
- More clear directions, needs to be updated.
- There should be more intructors signing the DLAs
- I need more instructor to help student because I every time I come I always wait more than hours.
- Have enough teachers to help the students.
- Please we need more Tutor to help to look our DLA assignment.
- Need more workshop helping
- The line is too long
- I think the Learning Center should open every day from 8 am to 8 pm. We need some more tutors to stay in the workshops to help other students. We don't want to wait long time.
- It takes long to be able to talk with an instructor.
- We need more helpers.
- I don't want to wait a long time in the DLA Lab
- I think DLA's are great tools to practice the grammar, the only thing that I don't like is that it takes a lot of time to get the instructors signature.
- The lack if instructors to correct the DLA's are extremely necessary. They should know where my numbers or ss's are because it makes us waste time. I feel irritated to come back when people working here don't know about their chores here.

- We need some helpers for students.
- I think it is more convenient for some students to come in on the weekends. Therefore this lab had better be open on the weekends.
- How to answer was confuse.
- More tutors.
- I just didn't like that there is not enough instructors.
- We have to wait long time.
- How come learning center does not have workshop for grammar
- The students would benefit more if the Learning Center was kept open longer hrs. We lose a lot of time and we no longer return to the center!!
- Learning center should have more helper to help students

English

- More available teachers
- Have more teachers help students
- Have like a book or worksheets that help us understand what are they asking to do if we haven't covered the subject
- Make sure that everyone signed in is actually in the room.
- I think that there should be more helpers helping.
- More staff/tutors so a student can ask more questions
- Have professors be able to sign 6:00-7:00 pm
- Ask if student's first time, and explain how the DLA work and what students need to do. If possible have more available staff.
- There should be more advisor to check the work because it takes too long
- I think if the Learning Center had sticks to stand up at each desk/table students could get more questions answered. It takes too long to get a DLA signed off. Been waiting for 40 minutes.
- It's best to do it with a class to have hands on experience.
- The wait for a tutor is too long. It should be more organized like the math center where the tables are labeled for a certain class or certain DLA assignment
- Have instructors here all the time because sometimes students have studying, homework to do
- I waited too long. They also lost my paper, so I had to start over.
- There should be more organization when filing the packets because one of the instructors lost one of my packets
- If the room is less noise, it will be better for students who are distracted easily – (*Note: problem addressed: designated one room quiet study room*)
- Try to keep list in order
- The wait is really long.
- Hire more tutors! Takes too long to help students
- Just need more teachers so students don't need to be waiting so long
- New (based on other responses, student probably meant "knew") information

- Ways to help in the future is have more tutors to help students and not have them wait too long
- Understaffed. I could barely understand the check-in person's broken English.
- It would be helpful to have more hours available where someone can sign off on the DLAs.
Thank you.
- Just let students be aware when tutors are available.
- More tutors
- I think the learning center was helpful but there should always be an instructor.
- You take too long to check.
- Not sure whether following comments relate to DLA or the LC: It direction where hard to follow not clear enough for someone who is new.
- I hate how you have to wait for an instructor to come in until 11:30 knowing people have a busy schedule also class and cant wait that long.
- The waiting process for someone to check my work. I sign up 20-30 minutes before I finished and I still wait an hour more after I complete the assignment.
- Need more people to check work. I spend twice amount of time waiting for work to be revised.
- More people to help around
- I guess there should be more helping hands around the place
- More staff/instructors for questions and help
- Pay more attention to the RFA list.
- Need more instructors to help students
- Don't be closed from 2:30 to 4:30, it is kind of inconvenient
- It had a long wait
- The DLAs should be a little more challenging
- The only suggestion I have is if it is possible to have more teachers and tutors to help.
- When I try to use the computers on the lab 2 of them didn't turn in and one of the others didn't have headphones, so I had to walk around to find one to complete one of the videos on my assignment.
- The DLA was a little too easy and it should at least be a little more difficult
- I would like the learning center to be open earlier. Also have more instructors available or eliminate the process of having an instructor to sign our work.
- I think you need more instructors sometimes it takes a long time to see a teacher.
- More instructors available for students to get help.
- More instructors available.
- I think you guys should have more tutors and staff on hand. Also have your information online.
- Have more tutors helping out students.
- Have a couple more tutors to check the DLAs.
- Please recruit more tutors.
- Not enough staff to help out with DLA assignment.
- More instructors to help out students.
- Takes to long to check in when is full.

- When the Learning Center is full it take longer to check in. And you just need one more instructor when it is full of students.
- I think more tutors should be available.
- More instructors to accommodate all the student's needs.
- The wait to get a hold of an instructors seems too long.
- I believe there should be more instructors helping out but other than that everything is good.
- They need to try and get at least a tutor to help out with every different topic. This way people don't have to wait for such a long time.
- Need more teachers; the waiting time is too long.
- Have more tutors helping out.
- More tutors so waiting time can be less.
- The writing center needs more tutors.
- The wait time for a follow up is too long.
- To assist people as fast as possible or make them sit down instead of having them wait standing.
- In Learning Center the assist did not know exactly what assignment I needed for my class. She gave one but she told me, "I do not sure if this is the assignment that you need but you can do."
- I think the DLA was very helpful. I was able to concentrate and get this passage done quickly.
- Sometimes the wait for check-up is long.
- Please have faster check ups.
- There is many students and not enough tables to work at. Also, long line for the tutor at times.
- The DLA signature took too long. Too many students not enough tutors.
- Please provide paper for writing long answers when packets instructions claim paper will be provided. Not nearly enough personnel to meet student need, average wait for review with instructor seems to be nearly an hour.
- More tutors available.
- I believe if there are tutors here they should let the students know, this way we can ask more questions and get help.
- I think it would be a good idea if there was more multiply choice questions in the packets. Also, maybe correct answers on a separate page to see why our answers were correct or incorrect.
- The wait is too long, The Learning Center should be more organized.
- Have friendly staff on Friday mornings. Have instructors at all times.
- Make the process of getting signed off go faster. I have been waiting for 45 mins and I'm still 6 people from being called. The Learning Center was not even that crowded.
- Need more people to help students. They are students waiting for one hour and no help.
- Wish to have more people to help out in the Center.
- Faster service. Other than that, it is good.
- Waiting time for a tutor/instructor is too long.
- The workshop at the library was more informational.
- Have better games online at the library website.

- Please reorganize the tutoring system. It is wasting time of too many students. The quality of going to the Learning Center is getting really bad. Just my opinion.
- Need more staff
- I have been waiting for 1.5 hrs and here are 13 students in here.
- I have a hard time understanding people that offer help.
- I usually come here to ask about my essay. It takes 5-10 min. But sometimes I could not ask a short questions. Because of there are a few teacher cho can help me. Last time I waited more than 2 hours and I couldn't meet the teacher. So I wish I do not want to wait more than 2 hours again.
- Have more volunteers because it gets really crowded and tutors/instructors are always or most of the time busy.
- It takes way too long to get your work reviewed. It takes more time to wait on an instructor than it does doing the actual work.
- Need more tutors (staff members)
- I hope Learning Center has more tutors and instructors so that students always get help when necessary.
- The computer kept stopping.
- The hour in DLA isn't flexible. Always short in instructors and students have to come back and forth so many times to complete the assignment.
- Please have a helper around in the area.
- Please have more instructors available for the follow up
- Should have more assistance to help out the student.
- Have several professors to help students one on one rather than just one professor. Have classes teaching certain parts of English. For example: how to become a stronger writer, sentence structure, thesis statements, etc.
- I think we should have more tutors, and have it open more hours.
- Provide more tutors because they are always busy! Be more organized because sometimes they can't find your DLA papers!
- Should have one-on-one appointment with the tutors instead of 1st come 1sst serve like this. In case students need more help and more time of the tutor with them without having the feeling that everyone else is waiting for you and wasting other student time.
- Please hire more tutors. Two or three tutors is not enough for all the students who need help for English at SAC.
- Have more people checking and helping out. Not that many helpers.
- Horrible wait time.
- Have access to more tutors at a time.
- It will be nice to reinforce a quiet environment. It seems that some students come to socialize instead of studying.
- Need to be more organize and have more stuff *(not sure whether comment was about Learning Center or DLA)*

Reading

- Have more instructors.
- More tutors for check the work we do, because the schedule for tutors is too reduced.
- I hope there is more helping assistant for student.
- In my opinion, I wish this is just an optional class, because I have other classes to take.
- We need more staff who can help us.
- We ask more instructors and more helping us. We have to wait to long to check our assignment.
- Let us know to stay quiet.
- You should have more instructors because the line to see them is to long.
- I came to DLA in the morning. I have to wait the instructor to correct my assignment about 15 minutes. I hope that I don't have to wait for a long time.
- Be organized with instructors.
- I would suggest for you to have more tutors helping students.
- I was a bit confused on what to do since it was my first time.
- I hope ther are more available people to check out DLA work.
- We wait too long for the follow-up for DLAs. It would be nice to wait less time.
- To provide more instructors.
- I have time limited to make appointment with an instructor or tutor at Learning Center. Can we get a feedback DLA at the class. We can review it at home.
- More tutors to get students out of here quick and fast.
- It would help if there were more than one instructor.
- It would be helpful if there were more than one instructor signing the assignments
- More staff in charge and more teachers with students.
- We have to wait for long time help to check DLA
- The students need more time to study at Learning Center, that is the time open more early
- It was too slow.
- Make more room
- More space and people to help out!
- Try to have a more organized method of signing in/out students...?(please)
- Have more instructors for better one on one learning. It lessens the waiting period and it allows better understanding and we do not have to wait so long!!
- NEED MORE INSTRUCTOR TO HELP STUDENTS.
- Please hire more helpers!
- Sign in system needs help other schools have a self scanner
- Need more helpers! Been waiting for an hour now!
- Need more helper!!!!
- I need some people help in the DLA because I don't have time for waiting check.
- The information is so helpful, but there should be more tutors checking our work. Sometimes, it takes 2 hours for someone to check my work.

- **I felt as if I was alone on this DLA. No instructor asked if I needed help. It's nice to know that they are here for us.**
- Should be minimize the wait-time of the students while they are waiting for the instructors.
- There need to be more teachers available to help the students
- Mentor checking DLA takes awhile.
- Waiting for instructor to sign off a DLA is unbearable.