Fall 2012
Student Learning Outcomes
In-House Success Center Survey
Yvette Juarez #
Number of Responses = 83

Overall indicators

1. Your thoughts about the atmosphere and communications in your Area/Dept.

Survey Results

1. Your thoughts about the atmosphere and communications in your Area/Dept.

1.1) I am well informed about changes/developments in my area.

1.2) I have a good understanding of how my area is performing.

1.3) I am given enough recognition for work that is well done.

1.4) Staffing levels are adequate to provide quality services.

1.5) Quality is a top priority in the Division.

1.6) I believe there is a spirit of cooperation within my area.

1.7) We are treated fairly regardless of race, gender, age, sexual orientation, etc.
1.8) I like the people I work with.

1.9) Changes that may impact me are communicated to me early.

1.10) The people I work with exercise professionalism.

1.11) I understand the objectives/program of work for my area.

1.12) I have confidence in the leadership of my area.

1.13) I feel that the leadership cares about the people who work in my Dept/Center.

1.14) Planning for goals and objectives is sufficient.

1.15) Follow-through on goals and objectives is sufficient.

1.16) I trust the leadership to be forthcoming with information I need.

1.17) The leadership is open to input from people who work in my Dept/Area.

2. Your role in the Dept/Center
2.1) I like the work I do.

2.2) I am given enough authority to make the decisions I need to make.

2.3) Deadlines are realistic.

2.4) I feel I am valued

2.5) I feel part of a team working toward a shared goal.

2.6) My job makes good use of my skills and abilities.

2.7) I have enough work to stay busy for my entire shift.

2.8) I have a clear understanding of my job.

2.9) I understand the connection between my role and student success.

3. Your thoughts on the work environment...

3.1) My physical working conditions are good.
3.2) My general work area is adequately lighted.

3.3) My general work area is adequately heated/cooled.

3.4) My general work area is adequately cleaned.

3.5) There is adequate noise control to allow me to focus on my work.

3.6) I feel physically safe in my work environment.

3.7) Computers in my Department/Center are reliable.

3.8) I have enough resources to get my work done.

4. Other issues

4.1) I am provided with enough training to be successful.

4.2) I am provided with enough information, equipment and resources to succeed.

4.3) I enjoy my work.
4.4) I think my area is headed in the right direction.

4.5) I would recommend working in this Division to a colleague.

4.6) I would recommend the services in my area to a friend or relative.

4.7) In which dept/center do you mostly work? (You may check more than one if necessary)

- CTX
- Success Center
- Media Services
- Institutional Effectiveness Office
- Student Success Office

4.8) Which one best describes your position?

- Faculty
- Hourly
- Classified Staff
- Tutor
- Other
Profile

Subunit: Success Center
Name of the Instructor: Yvette Juarez
Name of the Course: In-House Success Center Survey

Values used in the profile line: Mean

1. Your thoughts about the atmosphere and communications in your Area/ Dept.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
<th>n</th>
<th>Mean</th>
<th>Median</th>
<th>Dev.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 I am well informed about changes/developments in my area.</td>
<td></td>
<td></td>
<td>82</td>
<td>4.27</td>
<td>5.00</td>
<td>1.58</td>
</tr>
<tr>
<td>1.2 I have a good understanding of how my area is performing.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>82</td>
<td>4.62</td>
<td>5.00</td>
<td>1.61</td>
</tr>
<tr>
<td>1.3 I am given enough recognition for work that is well done.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>80</td>
<td>4.38</td>
<td>5.00</td>
<td>1.66</td>
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<td>1.4 Staffing levels are adequate to provide quality services.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>82</td>
<td>4.32</td>
<td>4.00</td>
<td>1.57</td>
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<tr>
<td>1.5 Quality is a top priority in the Division.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>83</td>
<td>4.81</td>
<td>6.00</td>
<td>1.71</td>
</tr>
<tr>
<td>1.6 I believe there is a spirit of cooperation within my area.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>83</td>
<td>4.86</td>
<td>6.00</td>
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<tr>
<td>1.7 We are treated fairly regardless of race, gender, age, sexual orientation, etc.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>82</td>
<td>4.98</td>
<td>6.00</td>
<td>1.85</td>
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<td>1.8 I like the people I work with.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>83</td>
<td>5.08</td>
<td>6.00</td>
<td>1.46</td>
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<td>1.9 Changes that may impact me are communicated to me early.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>81</td>
<td>4.48</td>
<td>5.00</td>
<td>1.45</td>
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<td>1.10 The people I work with exercise professionalism.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>83</td>
<td>4.78</td>
<td>5.00</td>
<td>1.54</td>
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<tr>
<td>1.11 I understand the objectives/program of work for my area.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>82</td>
<td>5.05</td>
<td>6.00</td>
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<td>1.12 I have confidence in the leadership of my area.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>82</td>
<td>4.87</td>
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<td>1.13 I feel that the leadership cares about the people who work in my Dept/Center.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>81</td>
<td>4.75</td>
<td>6.00</td>
<td>1.72</td>
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<td>1.14 Planning for goals and objectives is sufficient.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>80</td>
<td>4.96</td>
<td>6.00</td>
<td>1.50</td>
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<td>1.15 Follow-through on goals and objectives is sufficient.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>78</td>
<td>4.77</td>
<td>5.00</td>
<td>1.59</td>
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<td>1.16 I trust the leadership to be forthcoming with information I need.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>83</td>
<td>4.66</td>
<td>5.00</td>
<td>1.66</td>
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<tr>
<td>1.17 The leadership is open to input from people who work in my Dept/Area.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>79</td>
<td>4.84</td>
<td>6.00</td>
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2. Your role in the Dept/Center

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
<th>n</th>
<th>Mean</th>
<th>Median</th>
<th>Dev.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 I like the work I do.</td>
<td></td>
<td></td>
<td>83</td>
<td>5.18</td>
<td>6.00</td>
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<tr>
<td>2.2 I am given enough authority to make the decisions I need to make.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>82</td>
<td>4.88</td>
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<tr>
<td>2.3 Deadlines are realistic.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>79</td>
<td>5.10</td>
<td>6.00</td>
<td>1.55</td>
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</table>
2.4) I feel I am valued

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
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n=82  av.=4.78  md=6.00  dev.=1.66

2.5) I feel part of a team working toward a shared goal.

<table>
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<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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n=83  av.=4.95  md=6.00  dev.=1.62

2.6) My job makes good use of my skills and abilities.

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<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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n=83  av.=4.96  md=6.00  dev.=1.75

2.7) I have enough work to stay busy for my entire shift.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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n=83  av.=5.07  md=6.00  dev.=1.67

2.8) I have a clear understanding of my job.

<table>
<thead>
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<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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n=83  av.=5.22  md=6.00  dev.=1.52

2.9) I understand the connection between my role and student success.

<table>
<thead>
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<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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n=83  av.=5.29  md=6.00  dev.=1.57

3. Your thoughts on the work environment...

3.1) My physical working conditions are good.

<table>
<thead>
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<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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n=82  av.=4.94  md=6.00  dev.=1.66

3.2) My general work area is adequately lighted.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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n=83  av.=5.14  md=6.00  dev.=1.69

3.3) My general work area is adequately heated/cooled.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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</thead>
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n=83  av.=4.83  md=6.00  dev.=1.78

3.4) My general work area is adequately cleaned.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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n=83  av.=4.88  md=6.00  dev.=1.74

3.5) There is adequate noise control to allow me to focus on my work.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
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</table>

n=83  av.=5.01  md=6.00  dev.=1.62

3.6) I feel physically safe in my work environment.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

n=83  av.=5.17  md=6.00  dev.=1.62

3.7) Computers in my Department/Center are reliable.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

n=79  av.=4.68  md=6.00  dev.=1.66

3.8) I have enough resources to get my work done.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
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n=82  av.=4.99  md=6.00  dev.=1.58

4. Other issues

4.1) I am provided with enough training to be successful.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

n=83  av.=4.86  md=6.00  dev.=1.66

4.2) I am provided with enough information, equipment and resources to succeed.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

n=83  av.=5.00  md=6.00  dev.=1.64

4.3) I enjoy my work.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

n=83  av.=5.19  md=6.00  dev.=1.64

4.4) I think my area is headed in the right direction.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
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n=83  av.=5.16  md=6.00  dev.=1.60

4.5) I would recommend working in this Division to a colleague.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

n=83  av.=5.06  md=6.00  dev.=1.71

4.6) I would recommend the services in my area to a friend or relative.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

n=83  av.=5.33  md=6.00  dev.=1.55
1. Your thoughts about the atmosphere and communications in your Area/Dept.

Do you have any comments related to the atmosphere & communications?

- Communication between Math and Language success center should stay within their department (floor).
- Communications can be a little better upstairs, but I understand sometimes it can be a little difficult with new changes.
- Everything smooth this Fall 2012 Semester
- I always feel that the atmosphere is pleasant.
- I believe there should be more communication in all areas that will affect the Success Center. It seems there is still some lack of communication among areas/people that affect or can affect the center.
- I believe there is better communication from our leadership and I also feel that our leadership is a better advocate/voice for this division than there has been over the past years.
- I do not like how you make us work under coordinators. They are not fair people. They don't work with us and they think we are under them. You make changes for us and don't let us know why you are doing so.
- I feel that there are sometimes breakdowns in communication through email. I am not always told about changes.
- I have always felt the atmosphere in my area is overall very positive. We have made many improvements as a Success Center and considering that we are only a year old, I think we have a lot to be proud of. There are a few lingering staff members who maintain a negative attitude and resistance toward the changes but I think overall the staff is very positive, encouraging and believes in what we are doing.

Our hourly staff is top notch and they are willing to do whatever it takes to get things done.

The leadership in our Division/Departments has set the bar high and not only do they strive to be that themselves, they do what they can to ensure that we are hitting the mark individually. This makes me feel that my work is valuable and that I am making a difference. I appreciate the Coordinators. They work very hard and offer a perspective and expertise that this area was lacking.

Communication is always something that we can improve on, but I believe that if you attend the scheduled meetings and read emails thoroughly before deleting them, you have more than enough information to feel in the loop.

- I think emails would be nice before changes come into play.
- I think the Success Center is an extremely helpful resource for students. Everyone who I work with is very professional and interested in student progress. The workshops are clearly displayed and students seem to be benefitting from the DLA's. Great work!
- It would be helpful to know exactly who "the leadership" refers to in this section.
- Many working in the Center have loud conversations, which is a poor message to send our students.
- Over time, we tend to stumble towards the right direction.
- Overall communication is fantastic let's us know what needs to get done and I feel part of a team not just a tutor we are all here to help each other and make it a positive experience for the students. However, there are a couple of faculty that don't see to understand we are a team.
- Overall communication is fantastic; however, there are a couple of people who don't seem to understand we are a team. They are still operating in an old way of thinking.
- Overall the work environment is friendly and welcoming.
- The only problem that I would like to mention is the lack of information and confusion on logging students in at the Success Center desks. At the beginning of the fall semester we had a reference sheet, but it was outdated and the information was incorrect. If desk staff attempted to ask the supervisors/floor hosts, different answers would be given based on who was asked. We did not receive an accurate, up-to-date student log-in reference guide until the fourth week, which is frustrating since the Success Center wishes to put such a heavy emphasis on accuracy and making sure students are logged in to the correct categories, etc.
- The student success center has the best communications they can have. Sometimes things get lost in the communication but if you ask or they usually guide you in the right path. It seems that things change from semester to semester but like anything we handle it. DLA's were a big confusion upstairs but we managed to get a handle on it.
- The student success center has the worst communications. Managers do not give clear directions on how the work should be done. When you finish the work for her, she said, "It is wrong and want you to redo them." They do not understand the works they give us are
time consuming especially when we only work limited hours per day. will tell you that she will change your schedule if it doesn't fit your timing, but instead she cut your hours...that is bad management.

- The writing center is a safe haven for many students trying to find a way to write better. I find that the broken printer on the top floor of the Success Center does not promote the environment needed for students to work until the job is complete and effective. However, the communication between tutors, instructors, and directors has been top-notch. I feel the Success Center has welcomed me with warm wishes and has given me a sense of openness in regards to communication.

- There is a lack of communication in the Division/Department. It seems that the communication and decision making is limited to only a small selective group.

- We really need to help each other out at times I feel that if I do something to help the staff at the front desk I get looked upon that this is not my job I'm strictly a tutor. Yet downstairs I have seen the tutor's help the front staff log in student's and it seems fine. Just want to make we are all on the same page and I'm not stepping on someone's toes.

- We really need to hire more staff to work the front desk/in the success center. We got rid of too many people, and most the time we are really understaffed. This makes it more difficult to help students more efficiently.

- nothing

- what ever
It seems to me that the Success Center is an ideal place for students to socialize. Some students pretend to do their work, but in reality their are not. Most students come just to fulfill the hours required in their particular classes. Most of the time they use it as recreational rather than academic.

I usually call their attention and remind to do their work and tone down the noise level.
2. Your role in the Dept/Center

2.10) Do you have any comments related to your role?

- Are the tutors who completed the first set of tutor training certification ever going be awarded that certificate?

- Being a tutor fulfills my need to contribute back to the students after I have been a student for such a long time. I feel as if my role greatly influences how students perceive tutors to be supportive and encouraging rather than invasive and pedantic. The Success Center really knows how important tutors are in a college setting and I enjoy being a part of it.

- Ci-tracker needs to be reliable. Times when it goes down becomes a problem especially when lab hours are at stake.

- I can tell the students are impressed with the quality of the exchanges I have with them regarding their work.

- I enjoy my work probably more than I ever have in the past. I feel challenged and I appreciate the opportunities to work on projects that not only utilize my strengths but stretch my comfort zones and ultimately make me a better employee.

  The times that I have wanted to be on a specific task or project, leadership has been open to my requests. And when I feel that my workload is too high, I feel heard and leadership has been responsive to that as well.

- I love being a tutor. I enjoy helping students and seeing them understand the writing process.

- I love my role and the things that I'm doing to make the Success Center a better place for students and for my staff.

- I love my role and the things that I'm doing to make the Success Center a better place for students.

- I love the work I do for the Success Center.

- I love the work I do for the Success Center.

- I'm not always sure how to help students in other disciplines than my own or what I am expected to do.

- Work is great when I am busy, but when it's not, I am not 100% sure what to do in the mean time.

- Workshops are ineffective since one or two students attend. Since there is no mandatory attendance policy, my precious time is wasted!

  2.1 "I like the work I do." I really do, however, when I am just seated and nothing to do, I feel bored!

- good

- no
3. Your thoughts on the work environment...

Do you have any comments related to your work environment?

- At the center, the only printer connected to the computers at the faculty and tutors' area has never been fixed.
- I appreciate the work has been done to clean and organize the Success Center. has done an amazing job in getting things done and she deserves to be recognized for that.
- I enjoy my work environment and the people I work with.
- I haven't been given a Cerritos email address or access to the computers.
- I understand that there are plans to renovate the Success Center in the near future, so I do not want to harp on the condition of the center for too long. I do receive, from students, many issues or complaints about the computers in the Writing Center. Sometimes the computer would act up and delete the student's work or the computer will just freeze up and crash. Nonetheless, these technological issues should be fixed when the budget for the renovation is approved and what not. I do feel, however, that the tutors should have a more prominent space with the Success Center. Although, I cannot speak for the Math Center, I can say that the tutor desk for the Writing Center is often confused with the student work area. Some student believe we are not tutors, but students who are working and therefore uses our designated space for their studies.

- In terms of resources, it would be helpful to have an updated library with handbooks, etc, that we could refer to and use to model use of resources to students.
- It is still too cold upstairs!
- It's interesting to see the way the MSC changes from semester to semester I see moving tables and trying to make it a better place and more comfortable for tutors as well as student's to study. I like the staff helping us to erase names from the board and making it a better functioning place to work in.

- Just for the staff to make sure they clean after themselves before they leave it makes it hard for the am shift to clean after you... Downstairs MSC seems to have it done right

Language success center supplies such as pencils, and pens were extinct.

- New updated computers are needed.

- Oftentimes I will come to work and the desks will be extremely messy and unkempt, due to the negligence of the previous shift's staff or due to student vandalism. This puts a lot of pressure onto the next shift's staff because they not only have to clean up after the previous staff members but they also have to deal with the wave of students who are coming in to log in and need staff attention. I also feel we need to be more organized and have access to more simple resources, like pens and tape. When the staff runs out of these basic supplies, it may be a week or longer before we receive more. Finally in terms of organization, I feel that there needs to be a person or persons assigned to keeping materials organized or at least an assignment of places to keep materials. We have access to desks and cabinets, yet it seems as though the important forms and fliers we have are just put anywhere, thereby getting lost and not available when we need them. I think more organization would help us a lot. Things would have a specific place to go and the staff would know that if they needed a certain handout or form, they would be able to go there directly and know it would be there.

- The Success Center seems much cleaner this semester. It is very nice to work in.

- The entire division faculty having access to only one printer sometimes creates waiting. The rooms and lab in the Success Center are usually excessively cold.

- The light over the computers in southwest corner has to be "activated" periodically by walking down the corridor, which is a hassle and nuisance.

- The numbering of the tables is often confusing when tables are moved out of order. I feel like there must be a better system than table numbering. Also, relying on students write their correct table number has been an issue, not a big one, but still an issue.

- The student-use printer in the Language Success Center is often out-of-order.

- There is a typo on 3.5, pls correct. Instructors should have a secured place to put their personal belongings while working with the students. Most of the questions in this survey are directed to students.

- Upstairs can use some office supplies like pens, white board markers, staples, and tape.

- We need to be informed on how to deal with computer malfunctions.

- Yes did a wonderful job in getting everything organized and finding secret rooms that we didn't know we had.

- more pens
4. Other issues

49) What are the 2-3 most prominent things you enjoy about your work?

- Working with professional and hardworking individuals who establish and maintain good working relationships with students.

- I love working with the students
  - I enjoy the camaraderie of the other tutors,
  - I like everyone

- I love working with the ESL students
  - I enjoy the camaraderie of the other tutors
  - I like conversing with the faculty

1) I enjoy creating fliers or working with the supervisors in creating new policies/information for the students,
2) I enjoy working with the students and having the satisfaction of helping them succeed, and
3) I enjoy working with the colleagues that do their job well and relying on them as they rely on me in order to make the Success Center a better place for the students and for the college as a whole.

1) I like that we are focused on student success. 2) I like that we seem to be at the center of the college's dialogue. 3) I like the people that I work with. 4) I like the students that come here.

1. Clean, well-lighted atmosphere.
2. Great tech. equipment in Workshop area.
3. I enjoy the interaction with other faculty members and tutors.

1. Collective atmosphere - all working together toward a common goal
2. The students are learning and showing improvement
3. 

1. Choose to be happy at work
2. Take Responsibility for knowing What is happening at work
3. Enjoy meeting new people and help them to improve

1. Conversations about how to make the MSC a better place to work in and study I like that ask's questions and takes my feedback about things makes me feel important like I count and I'm valued by her as a staff member.
2. Friendly and positive environment
3. Supportive Leadership

1. Friendly and positive environment
2. Supportive Leadership
3. I like the forms creates to make it easier to understand the desk thank you

1. I am able to help students with true needs and desire to improve their basic skills.
2. Friendly and inductive learning environment.

1. On-going projects
2. Friendly and positive environment
3. Supportive Leadership

1. One on one interactions with faculty and staff

1. The scope and quality of the work we do with students is what I enjoy the most. I don't think there is anything on campus like the Success Center and I am excited for the future of my work place.
2. I enjoy my co-workers. They are hard working, positive to be around and always willing to go the extra mile. There are a few exceptions to this, but overall, I am happy.
3. They are passionate and jump in the trenches to get work done. I don't think we could do what we do, without them doing what they do.

1. Working directly with students.
2. Collaborating with a highly motivated team of colleagues.
3. Through my participation in the Success Center, I believe I am becoming a better teacher.

1. Working one-on-one with students
2. The collaborative/community environment of faculty/tutors/staff/students.

Helping Students, Working with Computers, Interacting with Students.
Helping Students, helping Faculty.

Helping others and working with my co-workers.

Helping students. Interaction and learning new techniques form colleagues. Seeing students thrilled with all the new materials and help available.

I enjoy greeting people with a smile and hope to make them feel comfortable so they want to visit our center often.

I enjoy helping people in general with the variety of questions that may be asked.

I enjoy helping students find a way to harness the power of their own creativity and ideas when they write.

I am in the company of great staff and co-workers who encourage and help each other when need be. Having an organized and succinct system in which students learn more from the activities they do is a major moral boost for both the student and the tutor.

I enjoy interaction with the students and fostering an interactive learning environment with my colleagues and tutors.

I enjoy my job and I enjoy the people I work with. It is a good place to work.

I enjoy the people I work with and the students I interact with.

I enjoy the staff and our lovely parties.

I enjoy the student interaction and giving the workshops.

I enjoy working in the LSC because I feel like I can make a difference in the students lives and I see how the resources are helping them.

I enjoy working one-on-one with students, and I enjoy creating and giving workshops. These workshops also assist me in my classroom teaching.

I enjoy working with a variety of students and communicating with my fellow tutors.

I like the people I work with.

I like the fact that the work we are doing is reaching students and making a difference on campus.

I like working with students that bring in papers that focus on literature. I enjoy helping them in their analysis and critical thinking skills. I also like working with ESL students that mainly speak Spanish because I am bilingual.

I love helping students find their voice, and showing them that there is more to writing than just academic writing alone.

I love that all my colleagues and administrators have the same goal as I do: student success. I love that my colleagues and administrators are willing to share or point me in the right direction whenever I need assistance. I love that I am given opportunities to become a better teacher or to teach in different capacities.

I love the workload

I love the staff

I love they are very helpful and even when they are stressed out they manage to help and give a hand.

I love working with the students.

I personally believe that working with a free environment can improve the quality of my teaching skills. Also, there are many great math instructors and helpful staffs who are working at the front-desk in Math lab. It makes my life a lot easier.

I teach people to improve my skills as a teacher and be able to listen for their needs

Interaction with students, the people I work with and the flexible work schedule.

Learning environment, Flexibility for work hours, and management.

Love being busy and working with my co-worker.

Meeting with lots of new students
Getting a chance to know different culture of people/

My coworkers is the top of my list that I enjoy about my job.

The second would be some of the students that comes. Especially high school students who attend Cerritos College part-time.

Teaching per se.

The calm environment.

The new people I get to encounter everyday.

The classroom experience and involvement with students.
Continuing to learn and develop tools for improving learning.
The environment I work at is very friendly. Another thing that I enjoy about work is the staff.

The people I work with are very nice and I feel comfortable around them. The work is not too stressful and it puts me in a good mood.

The people I work with...
The students...
The positivity of the vision of supporting all students to succeed (whatever success means to the student)

The staff.

The staff’s camaraderie, willingness for change, and a genuine interest in student success.

The students who come in regularly, the people I work with, and the job that I do.

Variety of my work
My role in student success
That my skills are recognized and utilized

We offer great services that help thousands in the long run not to mention I have the best coworkers. I enjoy everything the ASC does and offers, great tools for success.

When I work with students and clarify concepts they do not understand.
I enjoy giving workshops, but when there are no attendees that is really a waste of time! 4.3 "I enjoy my work."
I enjoy working if there's enough work to do. Being idle is not part of my vocabulary. I really feel bored and helpless when there is nothing to do.

When it comes to working in the Success Center, I love to be able to interact with the students. I love helping students with any questions or problems they might have.

Working with a variety of students
Expanding role of the Success Center in student success

Working with a wide variety of students exposes me to more teaching methods, texts and prompts. It has also helped to understand what is essential in clear and effective writing and what makes other's not. Allowed me to gain valuable work experience.

Working with students one on one and meeting/exchanging ideas with other faculty.

Working with students until their problems/struggles are resolved.

Working with technology and getting staff to use tech.

Working with the workshops
Helping people
Working with coworkers

students and colleagues
What are 2-3 highest priority improvements we need to make in your area?

- Success Center should stay open until 8:00 PM or 9:00 PM to accommodate working students. Also, the Success Center should have longer hours during the Summer for all scheduled sessions to provide support for students.

- Fix the printer in the Language Success Center
  I honestly cannot think of anything else that will not be taken care of when our area is remodeled.

1) Fix the air conditioning!  
2) Monthly meetings!  
3) Answer Key's to DLA's

- Get DSPS to come and train the tutors
- Fix the air conditioning!  
- Monthly meetings!

- Staff training and motivation- many of the staff members do not take their jobs as seriously as they should and as a result the Center and the coworkers of such staff suffer. I feel that if there was more of an outline as to what specifically the staff members need to do to maintain the Success Center, perhaps this would help. Although we have a booklet on what each staff member's job is by category, many staff members do not really take this seriously and the majority of work is left to those that care about doing quality work. This is unacceptable since it creates a sense of resentment as well as "burns out" the staff who at one point cared about doing a good job.

1) The supervisors need to be more involved and available to the staff. The desk staff rely heavily on the supervisors when something goes wrong at the desk if something unexpected happens, and in general just to make sure that they are doing something correctly. When the supervisors do not know the answers to questions and especially if the supervisors claim that they will get back to the desk staff about these matters, this should be taken seriously. If no answer is given even after 24 hours, this not only puts unnecessary stress on the desk staff but also ensures that the staff cannot do their jobs correctly and accurately.

2) Elimination of useless staff politics- multiple staff members have been chastised several times because they did not go to the "correct" person when something went wrong or when there was a problem that needed to be handled immediately due to the fact that the person who they were supposed to consult first was unavailable. We understand that certain people are assigned to look after certain areas, but when the desk staff needs help immediately and supervisors/staff are consistently unavailable or gone when things go wrong, it is unfair to ask desk staff to continually consult people that do not make themselves available. When an emergency or critical moment happens, the desk staff should not have to take several minutes to "find" the person they are supposed to consult, give up looking for that person, THEN call someone they know is reliable and will help them immediately. The hierarchy of authority should be less rigid, at least at this level. If the desk staff or floor hosts need help from a supervisor, we should not have to worry about whom we ask first, we should be able to go to anyone at any moment if there is a crisis or if we have a question about policy or doing our job. It is getting to the point now where we are afraid to ask questions for fear of making certain supervisors upset for not consulting them, even if that supervisor is busy or unavailable.

1. As stated above, I really enjoy the interaction with other faculty and tutors; however, I feel we should be instructed to keep the noise level down just as we expect our students to do so.  
2. One staff member makes me feel uncomfortable, as he often seems condescending and rude.
3. Keep the tables organized by number; I can never seem to find certain tables as I would expect Table 6 to be near Table 5; instead, I find it near Table 18. It's embarrassing to have to search for Table numbers while students are waiting to be served ASAP. Also, we need to come up with a better way to display table numbers as they are often obstructed by student books and papers.

1. If a class will be coming in for a particular DLA as an assignment it would be nice to have a count at least a few days ahead of how many students to expect, so we can have a plentiful amount of that DLA printed.

2. Would be nice to have more than 1 copy of the most popular solutions manual that we check out to students.

1. Improvement to the layout of the tutor/instructor area in the Language Success Center. The u-shape arrangement of desk encourages sitting.

1. Institutionalize ifalcon/BSI
2. Permanent staffing with sufficient funds/budget available
3. Bigger office and work spaces

1. Need to have NEW computers
2. More support staff

1. Rules on each table clearing stating guidelines for what to have done before calling a tutor (question ready, make an attempt at the problem, have some kind of work to show, etc.).

2. System (numbered tables or something) to find the next student*, without having to shout names several times, which is disruptive and inefficient.
3. Answer keys for DLAs

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4. Reorganize the computers/tables in the Math Success Center, more ordered, less just thrown together. (*Would enable any system made to be more easily implemented, as well as less complicated)

- 1. The amount of funding given to this department needs to increase. For the amount of students we service, the staffing is not adequate. Our services are increasing but the full-time staff remains the same. In terms of tutoring, we need more people and we need them to be from the appropriate areas. In the Language Arts Success Center for example, we need more English instructors than other instructors.
- 2. We need to consistently re-evaluate our space and the services we offer. We need to make sure that we are maximizing our usage and that everything that happens in the Success Center falls within the mission of the Center. I think there are things we do because it's always been done, but we need to evaluate if there is a better way and strategize how to get the changes implemented.
- 3. We need more communication with the Divisions/Areas/Programs that utilize the Success Center. Thee needs to be a clear picture of what we do and who is responsible for what. The Success Center has to be manageable and with so many players, it is getting increasingly difficult.

- 1. We NEED NEW computers and headsets so students can work without interruptions.
- 2. We NEED workers who truly understand the uniqueness of our language laboratory program through out the entire day. For instance, if a student have a question how to use x or y program, and new employees are clueless. So far two employees are fully trained: Ali, and Anna Fisher.

- 1. We need to develop effective tools to measure the effectiveness of the work we are doing.
- Communication (2 Counts)
- Communication between leadership and staff regarding any upcoming changes.
  Safety
  How do we help students with disabilities?
- Communication throughout the department so that we are all aware of each others duties.
- Communication, allowing for more experienced staff to self manage their work area and be involved in decision making. Also, training of new hires should be complete prior to coming in to work.
- Continue to push completion of success center remodel
  Team building
- English tutors are needed and office supplies. PENCILS AND PENS
- Environment, Equipment.
- Equipment & personnel
- For the most part the ASC runs smoothly however I do believe the staff should be able to exceed in every aspect of the center. We should all be trained in every area.
- Front desk staffs give wrong information to students a lot of time.
- I am a teacher and I just got the report for my students' hours. The report is very disorganized. It would be better to list all of a student's hours, DLA's and workshops under each student's name, and it should be cumulative throughout the semester.
  Also, I don't think that the LSC should be so strict about students coming late to the workshops. Sometimes students come on time, but they have to wait in line to log in and then they are told that they can't attend the workshop because they're a few minutes late. I think there should be a little more grace in that area.
  Lastly, some of the DLA's have activities that accompany them, but the activities are not always attached and it's hard to find them. Maybe there should be something written on the cover page to indicate an attachment so that the workers at the front desk will know to give it to the student along with the DLA.
- I believe that we need more training with students with disabilities because many times we are not equipped with the right communication and teaching skills. Also, I think it is very important for the Writing Center to have a working printer. Students complain about this many times.
- I feel there must be a better way for students to sign up for help. Also, it may be useful to have some sort of intake sheet when a student requests help from the Success Center.
- I hope every tutor can be a bit active. They should focus on their tasks instead spending their time to chat with their friends or front-desk staffs. Noise level is also a great concern for me, and I feel like the working space at the math lab is too small (since we have too many tables.)
- I think people looking at their facebook pages (and similar sites) during their shift is pretty unprofessional.
- I think some of the staff need to re-prioritize their positions, because some feel like they are superior to others. And we are all a TEAM. I also think that we should stick to one system, because changing things every week is confusing for the staff as well as the students.
In the Math Success Center, I think we need to have only one entrance where students can walk in and out. Most students either forget to sign in or out. In the Language Arts Success Center, I think we need to have someone in the Language Lab at all times to be able to help students. Most of the time students have questions regarding what to do in the Language Lab.

Let professors understand that we are all aiming to help students succeed and should not be humiliated or scolded whenever they feel they have a problem with us.

More Communication about changes, and More open communications with the I.T. Department about computer problems.

More and better classrooms

More staff and an ability to have a division of labor.

More staff for the work that needs to be done and also a better planning for the work that needs to be done.

More/better laptops to bring to classrooms that are not smart-rooms. I would like to see the schedule of workshops posted easily for students to see outside the center.

None

On Fridays I feel like we are understaffed and it is an inconvenience that the tutors hours had to be cut.

Organization of the increasing number of DLAs...by this I mean in the Center. Some method to make it easier for whoever is at the materials checkout to quickly find the correct DLA.

Please make sure they we have the right technology to accommodate the students, especially a printer in the Writing Center. Make the tutors area a little more prominent so students are able to see that tutors are available if they need any help from them.

Some tutors give completely false information to students. (A title must be a complete sentence. "You must do rewrites until you get your composition 'right' the way I think it should be", even if it means 5 rewrites, based on different tutors' advice.) When students cannot get any classes or they arrive after the semester has started, we need a way for them to work in the Success Center, so they are not wasting a semester and so they do not go to another college.

Sometimes the computer equipment in the workshop room isn't fully functioning. We have had problems with sound and with updates on the computer. Sometimes faculty send students to the Success Center for proofreading. It would be helpful to better communicate to the campus what the Success Center can and cannot do for students. The Success Center is not an alternative grading center. Faculty still need to do their own grading.

The Success Center Workshop computer should be elevated or a remote provided for Power point presentations. It seems to me that the computer is on the wrong side of the screen for right handed people.

The faculty need the ability to print/copy up in the Success Center; this presents problems sometimes, especially on days we do workshops.

The office arrangement.

There's no safe place to put our purses while we are working at the Center.

Need a printer connected to the computers at the faculty or tutors' area.

Things are great the way they are.

Update desktops with the most used programs, maintain program computer updates.

We need more math tutors as students are waiting half an hour to meet with the tutors.

We need to entice more students to use the Success Center. We should invite instructors to take their classes attend the workshops which will benefit their students. 4.1 "I am provided with enough training to be successful." This is a very vague statement... enough training on what aren't?

Does the Success Center offer exemplary training to faculty members and tutors? You should have three surveys, one for the Faculty, one for the Tutor and one for the Student. There are questions on the survey that are irrelevant to instructors, tutors and students. No one should be allowed to use their phones while at work.

We need to have a little more organization in general.

We need to hire more staff, and we need to be trained how to use the resource checkout & language lab. I feel like I am useless when it comes to both those things.

communication re. avail. services to our students physical space
- I don't see an area that needs improving.
- I don't see anything that needs improving. Great job.