We appreciate your honest feedback about the academic support provided to your students by the learning labs here at SCC. It will help us provide better services to SCC students in the future. Note: You do not need to write your name on this form.

Please list the classes for which you have referred students to tutoring or for which you know that your students are receiving tutoring through the (Name of academic support service, center, or tutoring lab here).

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<th>Course</th>
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A. Items related to the value of the service in supporting learning:
If you have referred students to the ________, or know that your students are receiving tutoring from the ________, please respond to the following items.

1. To the best of your ability to judge, is the tutoring or other help that your students are receiving in the lab making a difference in their class work in the following ways:
   - Not at all
   - Some help
   - Major difference

   a. Understanding of course concepts
   b. Getting homework done correctly
   c. Success on exams
   d. The student’s overall grade in the class

2. Is the work of the academic support service helping students with the following skills: (individual SLOs or other skills would be specified by the academic support service conducting the survey).

   - Not at all
   - Some help
   - Major difference

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<thead>
<tr>
<th>SLO 1</th>
<th>Not at all</th>
<th>Some help</th>
<th>Major difference</th>
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<tbody>
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<td>SLO 2</td>
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<td>SLO 3</td>
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<td>SLO 4</td>
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B. Items related to the user satisfaction with the academic support service:
If you have interacted with the staff (including tutors) of the lab/center, please respond to the following items.

1. Do you agree or disagree with the following?
   - Strongly Disagree
   - Somewhat Disagree
   - Somewhat Agree
   - Strongly Agree
   - N/A

   a. The tutoring facility hours are convenient for my students.
   b. I feel the tutoring facility is a safe, comfortable place
   c. The staff are friendly and helpful.
   d. My students can get tutoring for the subjects they need.
   e. The materials/resources available are useful.

2. What is your overall satisfaction with the lab?
   - Very Dissatisfied
   - Somewhat Dissatisfied
   - Somewhat Satisfied
   - Very Satisfied
   - N/A