
Section 9

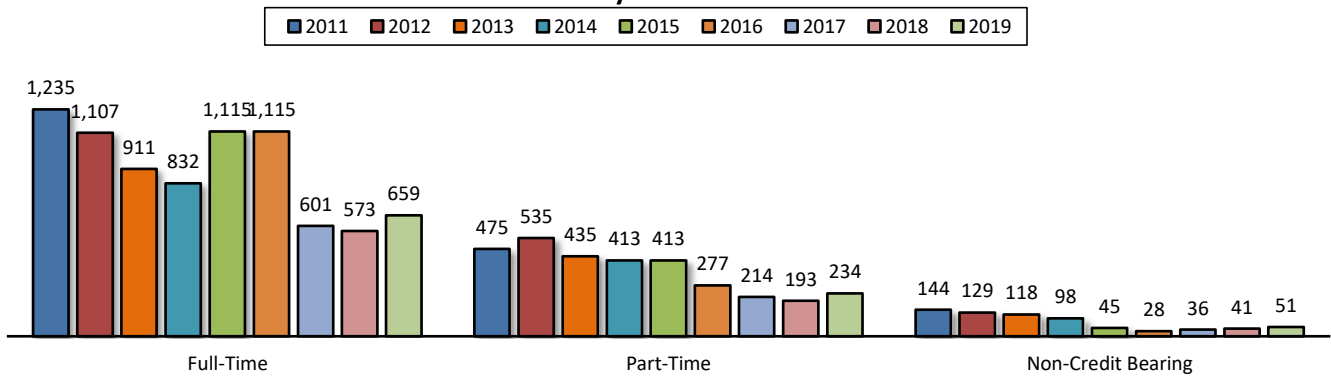
The Learning Center

9.1 Fall Learning Center Visitor Characteristics

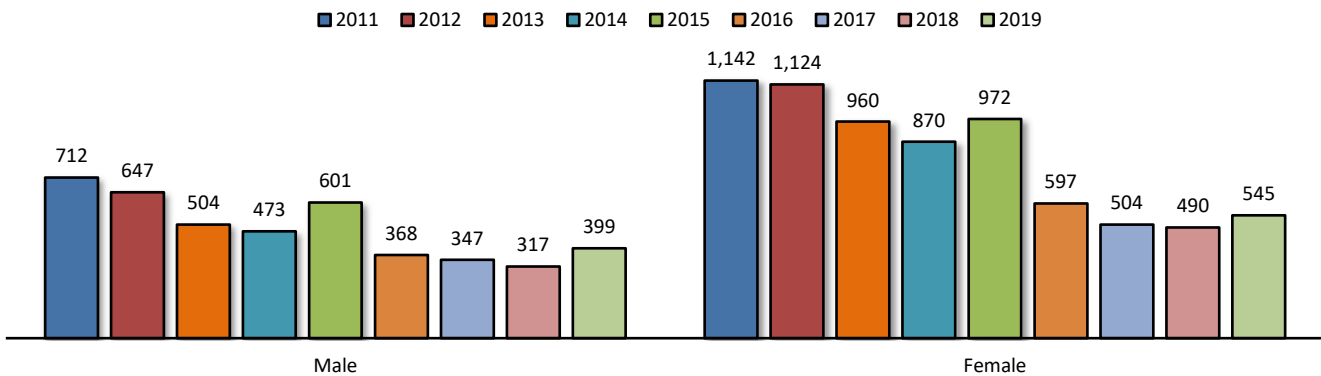
	2011	2012	2013	2014	2015	2016	2017	2018	2019	% Change	
										2010-2019	2018-2019
Full-Time Total	1,235	1,107	911	832	1,115	660	601	573	659	-46.6%	15.0%
Male	507	421	355	332	447	263	251	250	307	-39.4%	22.8%
Female	728	686	556	500	668	397	350	323	352	-51.6%	9.0%
Part-Time Total	475	535	435	413	413	277	214	193	234	-50.7%	21.2%
Male	145	179	109	115	133	94	80	51	69	-52.4%	35.3%
Female	330	356	326	298	280	183	134	142	165	-50.0%	16.2%
Non-Credit Bearing Total*	144	129	118	98	45	28	36	41	51	-64.6%	24.4%
Male	60	47	40	26	21	11	16	16	23	-61.7%	43.8%
Female	84	82	78	72	24	17	20	25	28	-66.7%	12.0%
Total Visitors	1,854	1,771	1,464	1,343	1,573	965	851	807	944	-49.1%	17.0%
Total Male	712	647	504	473	601	368	347	317	399	-44.0%	25.9%
Total Female	1,142	1,124	960	870	972	597	504	490	545	-52.3%	11.2%

*Students are not enrolled in any credit bearing courses.

Visitors by Enrollment Status



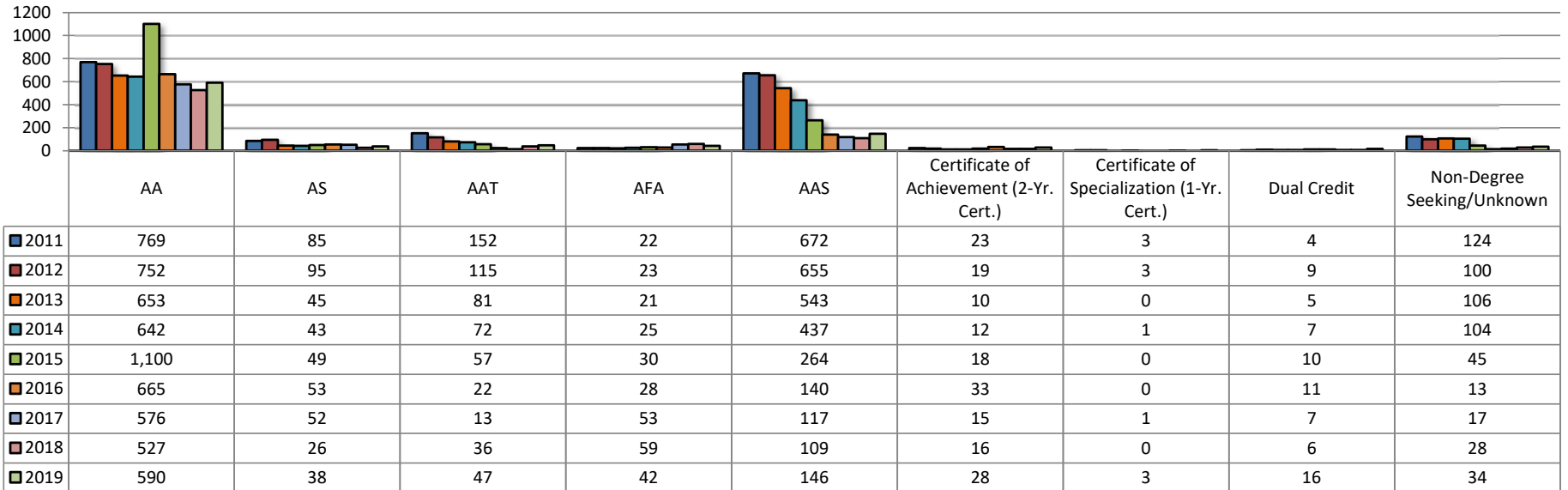
Visitors by Gender



9.2 Fall Learning Center Visitor Degree Type

	2011	2012	2013	2014	2015	2016	2017	2018	2019	% Change	
										2010-2019	2018-2019
AA	769	752	653	642	1,100	665	576	527	590	-23.3%	12.0%
AS	85	95	45	43	49	53	52	26	38	-55.3%	46.2%
AAT	152	115	81	72	57	22	13	36	47	-69.1%	30.6%
AFA	22	23	21	25	30	28	53	59	42	na	-28.8%
AAS	672	655	543	437	264	140	117	109	146	-78.3%	33.9%
Certificate of Achievement (2-Yr. Cert.)	23	19	10	12	18	33	15	16	28	21.7%	75.0%
Certificate of Specialization (1-Yr. Cert.)	3	3	0	1	0	0	1	0	3	0.0%	#DIV/0!
Dual Credit	4	9	5	7	10	11	7	6	16	300.0%	166.7%
Non-Degree Seeking/Unknown	124	100	106	104	45	13	17	28	34	-72.6%	21.4%
Total	1,854	1,771	1,464	1,343	1,573	965	851	807	944	-49.1%	17.0%

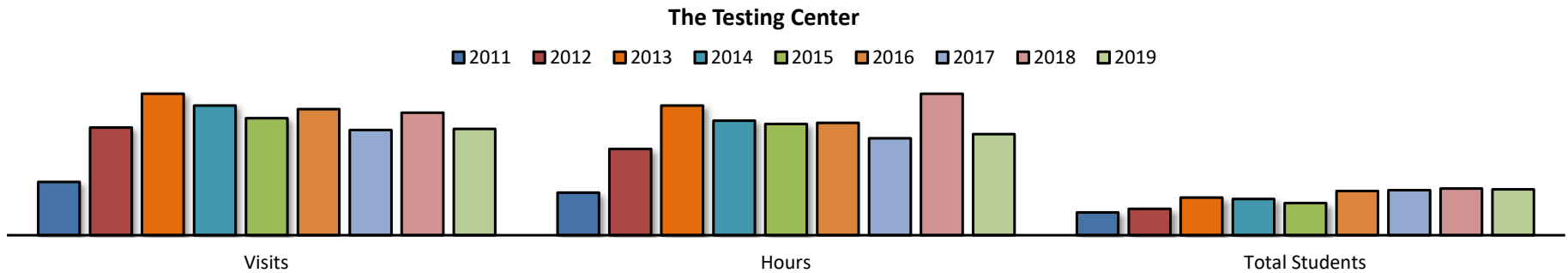
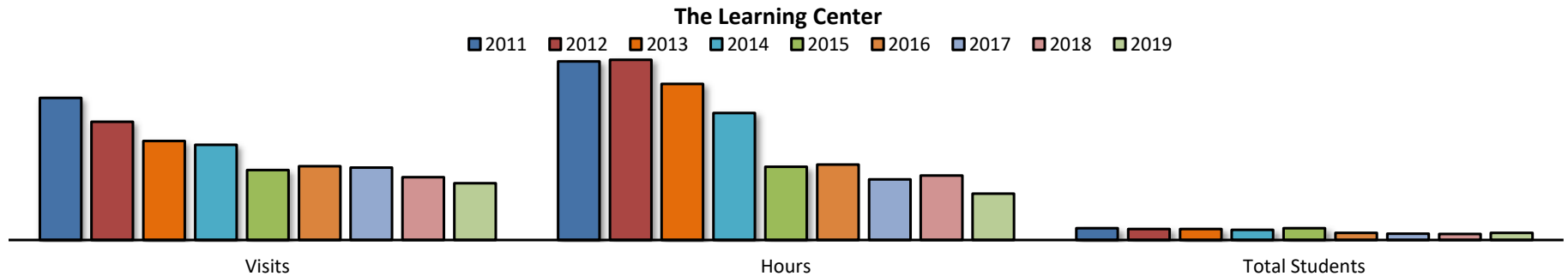
Visitors by Degree Type



9.3 Fall Usage by Service Area

	2011	2012	2013	2014	2015	2016	2017	2018	2019	% Change	
										2010-2019	2018-2019
The Learning Center											
Visits	19,233	15,993	13,404	12,870	9,452	9,963	9,782	8,501	7,686	-60.0%	-9.6%
Hours	24,146	24,391	21,109	17,183	9,886	10,210	8,205	8,724	6,254	-74.1%	-28.3%
Total Students	1,600	1,464	1,464	1,343	1,573	965	853	807	945	-40.9%	17.1%
The Testing Center											
Visits	1,511	3,045	4,001	3,673	3,309	3,568	2,977	3,468	3,009	99.1%	-13.2%
Hours	1,203	2,441	3,671	3,241	3,152	3,181	2,746	4,006	2,859	137.7%	-28.6%
Total Students	649	749	1,064	1,029	910	1,254	1,275	1,319	1,299	100.2%	-1.5%
Total Unduplicated Headcount*	1854	1771	2023	1880	2125	1734	1681	1642	1725	-7.0%	5.1%

*Unduplicated students using any of the above areas/services



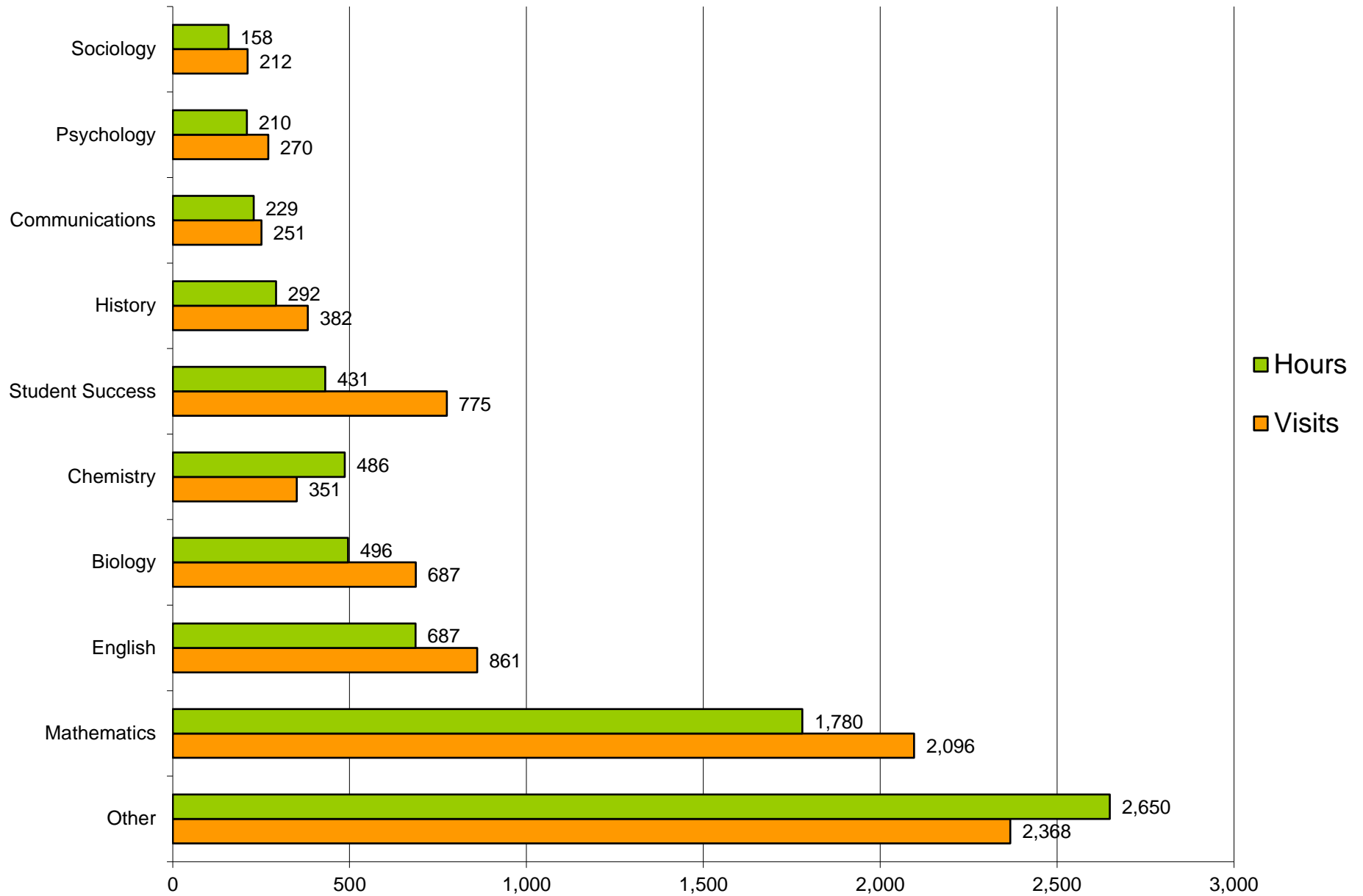
9.4 Fall 2019 Learning Center Service Usage by Subject Area

Course Description	The Learning Center			Testing Center		
	Hours	Visits	Avg Time Spent	Hours	Visits	Avg Time Spent
ACC Accounting	18.89	31	0.61	58.28	78	0.75
AGR Agriculture	19.23	22	0.87	23.28	18	1.29
ANT Anthropology	0.00	0	0.00	0.00	0	0.00
ART Art	35.18	101	0.35	37.34	43	0.87
BIO Biology	369.57	465	0.79	126.23	222	0.57
BUS Business	43.47	67	0.65	26.06	36	0.72
CHM Chemistry	452.37	331	1.37	34.06	20	1.70
CIS Computer Info Systems	31.31	36	0.87	70.97	73	0.97
COL Student Success	430.72	774	0.56	0.57	1	0.57
COM Communications	163.68	199	0.82	65.39	52	1.26
CUL Culinary	0.00	0	0.00	0.00	0	0.00
ECO Economics	11.43	17	0.67	19.93	24	0.83
EDU Education	18.52	35	0.53	2.50	7	0.36
EGR Engineering	32.55	31	1.05	7.84	8	0.98
EMS Emergency Medical Services	12.99	16	0.81	20.24	31	0.65
ENG English	603.74	797	0.76	82.80	64	1.29
EVR Environmental Science	27.29	27	1.01	28.96	52	0.56
GEO Geology	9.29	12	0.77	31.72	72	0.44
HIM Health Information Mgt.	9.64	11	0.88	65.37	70	0.93
HSC Health Science	68.19	64	1.07	52.54	62	0.85
HST History	231.63	298	0.78	60.35	84	0.72
HVC HVAC	0.44	2	0.22	5.09	7	0.73
IET Industrial Engineering Tech	0.00	0	0.00	2.81	2	0.00
MTH Mathematics	1,329.57	1,651	0.81	450.40	445	1.01
MUS Music	112.00	135	0.85	28.51	36	0.69
NUR Nursing	105.82	112	0.94	15.99	10	1.60
OT(1) Other	1,488.13	1,675	0.89	1,161.44	693	1.68
PED Physical Education	98.51	95	1.04	17.51	64	0.27
PHL Philosophy	22.87	42	0.54	64.17	137	0.47
PHY Physics	17.69	34	0.52	27.35	28	0.98
PSC Political Science	22.87	36	0.64	45.20	50	0.90
PSY Psychology	100.99	118	0.86	108.98	152	0.72
REL Religion	8.46	7	1.21	12.68	32	0.40
SOC Sociology	88.76	100	0.89	68.87	112	0.61
SPN Spanish	11.34	10	1.13	34.68	42	0.83
Total	5,997.14	7,351	25.76	2,858.11	2,827	27.20

Source: TutorTrac

⁽¹⁾ Students using Learning Center Services for a non-course specific reason.

9.5 Top Subject Areas Students Received Assistance in Fall 2019 (Based on Total Hours & Total Visits)



9.6 Fall 2019 Students and Visits by Reason

	Students	Visits	Hours	Percent of Total Visits
Learning Center Visits				
Accuplacer Prep-Writing	1	1	0.6	0.0%
Classroom Presentation	602	1339	902.5	16.9%
College Success Coaching	5	5	2.1	0.1%
Computer Use	240	1,129	954.1	14.2%
Equipment check out/in	8	12	19.0	0.2%
Facilitated Study Group	63	134	143.7	1.7%
HESI Prep	5	20	20.0	0.3%
Online Tutoring	91	172	116.4	2.2%
Other	241	1,662	1809.9	20.9%
Pre ACC Prep-Math	7	9	10.1	0.1%
Pre ACC Prep-Writing	8	8	11.1	0.1%
Retake ACC Prep-Math	2	2	2.0	0.0%
Retake ACC Prep-Reading	3	3	2.1	0.0%
Retake ACC Prep-Writing	1	1	1.0	0.0%
Study	165	2,021	2329.3	25.4%
Tutoring	294	1,365	1328.9	17.2%
Walk-in Workshop	41	62	77.1	0.8%
Total:		7944	7729.3	

9.6 Fall 2019 Students and Visits by Reason

	Students	Visits	Hours	Percent of Total Visits
Testing Center Visits				
CLEP	3	3	4.0	0.1%
EPA 608	7	12	13.6	0.4%
Final	359	444	414.9	14.8%
HESI/A2	57	71	214.2	2.4%
HiSET	116	254	489.4	8.4%
Midterm	80	85	68.9	2.8%
Mobility	1	1	1.5	0.0%
MOGEA	31	34	66.4	1.1%
Pearson Vue	137	174	335.3	5.8%
Placement Test	62	70	98.5	2.3%
Placement Test-Paid	7	7	5.7	0.2%
Placement Test-Retake	16	24	19.8	0.8%
Proctored Test	19	45	54.0	1.5%
Scantron	7	7	17.1	0.2%
Test	797	1,778	1688.0	59.1%
Total:		3,009	3491.3	

Source: TutorTrac

9.7 Fall 2019 Usage by Day and Time

Learning Center

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Logins
7:00AM - 7:59AM	53	58	44	36	7	0	198
8:00AM - 8:59AM	226	197	171	171	26	0	791
9:00AM - 9:59AM	387	269	336	259	54	0	1305
10:00AM - 10:59AM	314	315	242	254	63	0	1188
11:00AM - 11:59AM	388	220	311	242	40	0	1201
12:00PM - 12:59PM	302	352	314	243	21	0	1232
1:00PM - 1:59PM	141	215	139	160	12	0	667
2:00PM - 2:59PM	129	102	117	102	2	0	452
3:00PM - 3:59PM	114	70	119	98	0	0	401
4:00PM - 4:59PM	36	35	32	21	0	0	124
5:00PM - 5:59PM	18	26	18	21	0	0	83
6:00PM - 7:00PM	22	24	22	16	0	0	84
Total Logins:	2130	1883	1865	1623	225	0	7726
Total Hours:	2094.9	1861.85	1785.7	1555.87	226.51	0	

Testing Center

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Logins
7:00AM - 7:59AM	28	20	14	26	30	0	118
8:00AM - 8:59AM	59	38	31	37	63	30	258
9:00AM - 9:59AM	55	45	57	55	85	15	312
10:00AM - 10:59AM	93	81	89	82	64	7	416
11:00AM - 11:59AM	98	89	71	91	53	7	409
12:00PM - 12:59PM	88	73	51	72	56	0	340
1:00PM - 1:59PM	68	74	45	62	16	0	265
2:00PM - 2:59PM	60	64	46	42	11	0	223
3:00PM - 3:59PM	57	50	46	52	1	0	206
4:00PM - 4:59PM	70	63	66	55	0	0	254
5:00PM - 5:59PM	48	41	27	42	0	0	158
6:00PM - 7:00PM	13	20	7	8	0	0	48
Total Logins:	737	658	550	624	379	59	3007
Total Hours:	873.56	739.06	615.66	749.94	428.06	97.07	

Source: TutorTrac