
Section 9

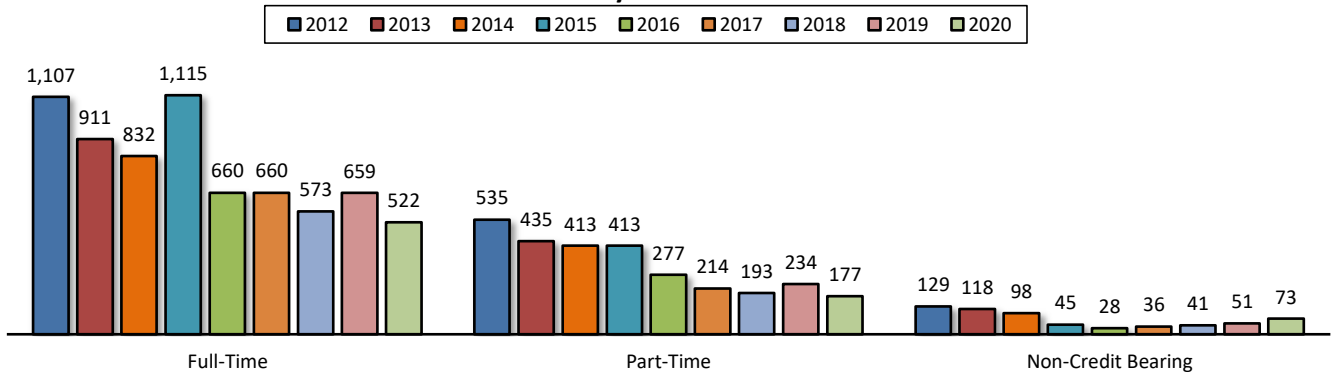
The Learning Center

9.1 Fall Learning Center Visitor Characteristics

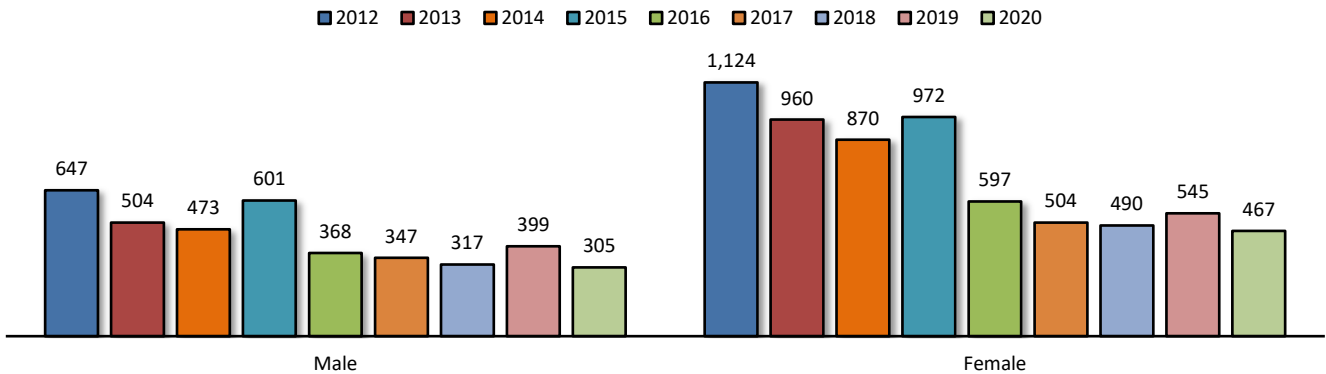
	2012	2013	2014	2015	2016	2017	2018	2019	2020	% Change	
										2012-2020	2019-2020
Full-Time Total	1,107	911	832	1,115	660	601	573	659	522	-52.8%	-20.8%
Male	421	355	332	447	263	251	250	307	220	-47.7%	-28.3%
Female	686	556	500	668	397	350	323	352	302	-56.0%	-14.2%
Part-Time Total	535	435	413	413	277	214	193	234	177	-66.9%	-24.4%
Male	179	109	115	133	94	80	51	69	54	-69.8%	-21.7%
Female	356	326	298	280	183	134	142	165	123	-65.4%	-25.5%
Non-Credit Bearing Total*	129	118	98	45	28	36	41	51	73	-43.4%	43.1%
Male	47	40	26	21	11	16	16	23	31	-34.0%	34.8%
Female	82	78	72	24	17	20	25	28	42	-48.8%	50.0%
Total Visitors	1,771	1,464	1,343	1,573	965	851	807	944	772	-56.4%	-18.2%
Total Male	647	504	473	601	368	347	317	399	305	-52.9%	-23.6%
Total Female	1,124	960	870	972	597	504	490	545	467	-58.5%	-14.3%

*Students are not enrolled in any credit bearing courses.

Visitors by Enrollment Status



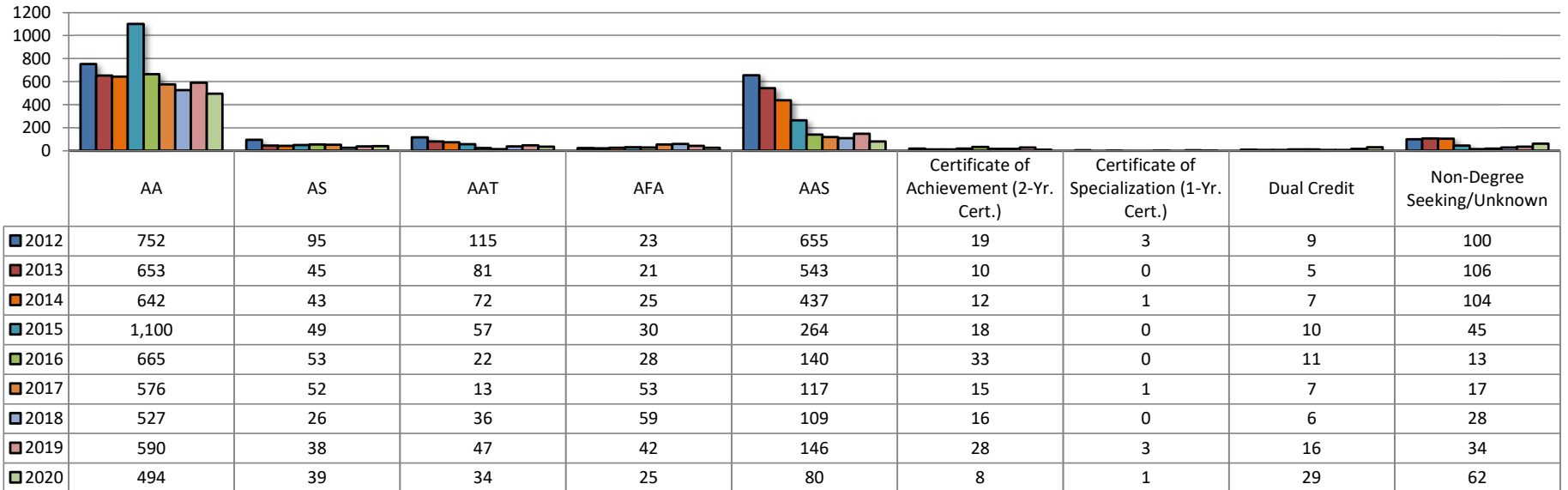
Visitors by Gender



9.2 Fall Learning Center Visitor Degree Type

	2012	2013	2014	2015	2016	2017	2018	2019	2020	% Change	
										2012-2020	2019-2020
AA	752	653	642	1,100	665	576	527	590	494	-34.3%	-16.3%
AS	95	45	43	49	53	52	26	38	39	-58.9%	2.6%
AAT	115	81	72	57	22	13	36	47	34	-70.4%	-27.7%
AFA	23	21	25	30	28	53	59	42	25	na	-40.5%
AAS	655	543	437	264	140	117	109	146	80	-87.8%	-45.2%
Certificate of Achievement (2-Yr. Cert.)	19	10	12	18	33	15	16	28	8	-57.9%	-71.4%
Certificate of Specialization (1-Yr. Cert.)	3	0	1	0	0	1	0	3	1	-66.7%	-66.7%
Dual Credit	9	5	7	10	11	7	6	16	29	222.2%	81.3%
Non-Degree Seeking/Unknown	100	106	104	45	13	17	28	34	62	-38.0%	82.4%
Total	1,771	1,464	1,343	1,573	965	851	807	944	772	-56.4%	-18.2%

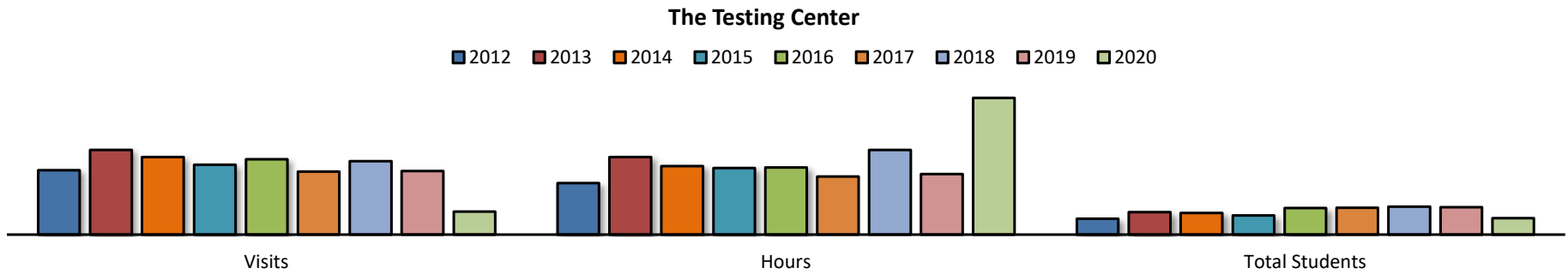
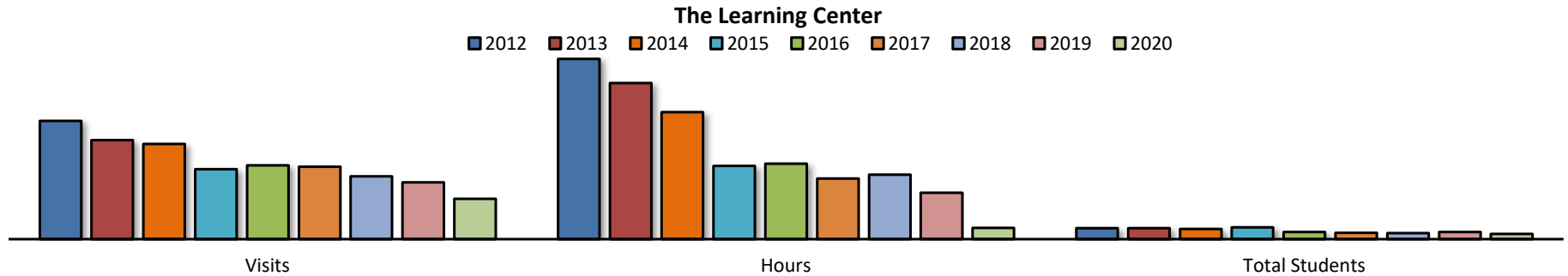
Visitors by Degree Type



9.3 Fall Usage by Service Area

	2012	2013	2014	2015	2016	2017	2018	2019	2020	% Change	
										2012-2020	2019-2020
The Learning Center											
Visits	15,993	13,404	12,870	9,452	9,963	9,782	8,501	7,686	5,458	-65.9%	-29.0%
Hours	24,391	21,109	17,183	9,886	10,210	8,205	8,724	6,254	1,501	-93.8%	-76.0%
Total Students	1,464	1,464	1,343	1,573	965	853	807	945	708	-51.6%	-25.1%
The Testing Center											
Visits	3,045	4,001	3,673	3,309	3,568	2,977	3,468	3,009	1,082	-64.5%	-64.0%
Hours	2,441	3,671	3,241	3,152	3,181	2,746	4,006	2,859	6,464	164.8%	126.1%
Total Students	749	1,064	1,029	910	1,254	1,275	1,319	1,299	773	3.2%	-40.5%
Total Unduplicated Headcount*	1771	2023	1880	2125	1734	1681	1642	1725	1239	-30.0%	-28.2%

*Unduplicated students using any of the above areas/services



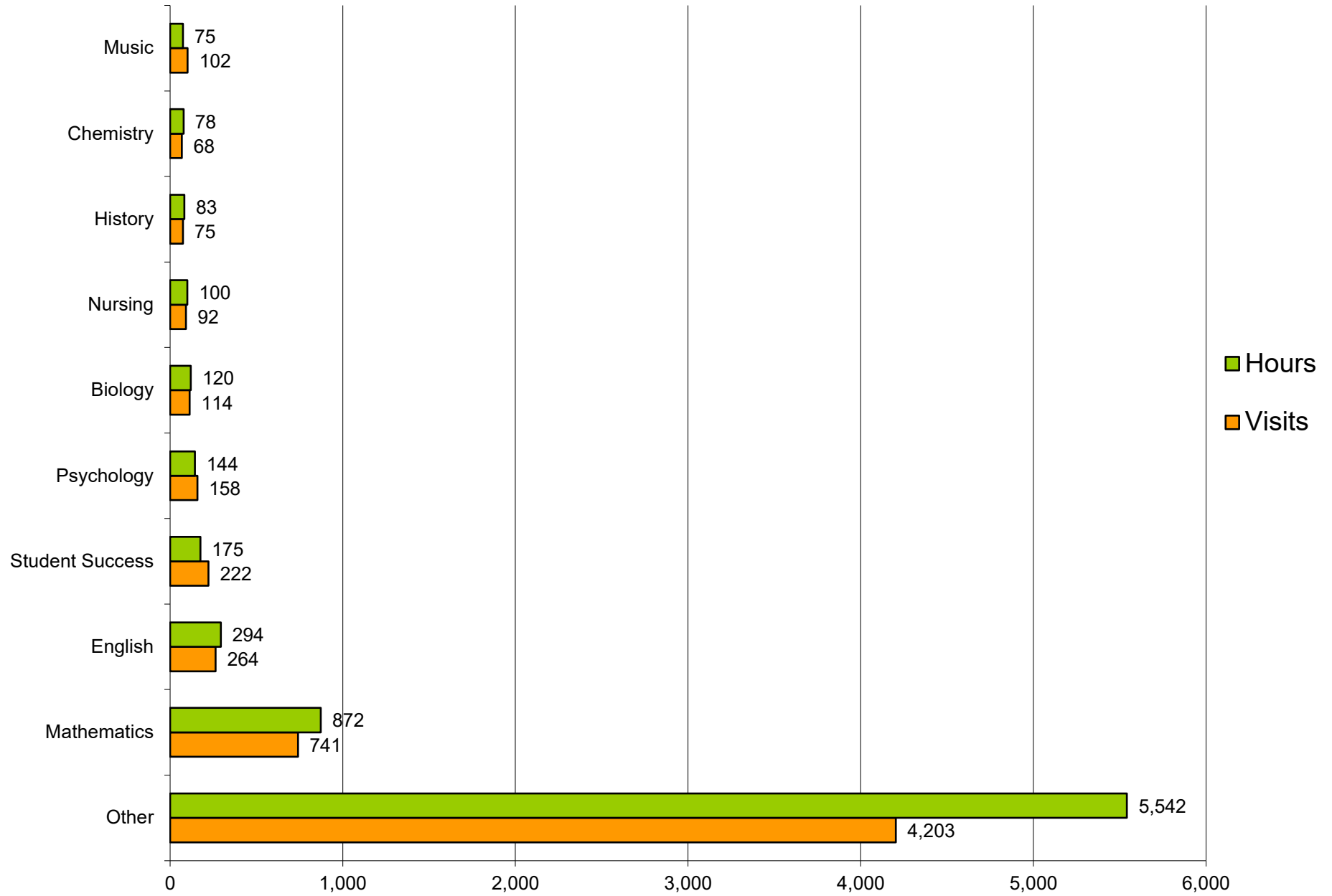
9.4 Fall 2020 Learning Center Service Usage by Subject Area

Course Description	The Learning Center			Testing Center		
	Hours	Visits	Avg Time Spent	Hours	Visits	Avg Time Spent
ACC Accounting	17.26	6	2.88	2.99	4	0.75
AGR Agriculture	1.58	2	0.79	0.00	0	0.00
ART Art	30.82	45	0.68	2.22	3	0.74
BIO Biology	95.62	86	1.11	24.64	28	0.88
BUS Business	9.05	7	1.29	3.44	6	0.57
CHM Chemistry	78.44	68	1.15	0.00	0	0.00
CIS Computer Info Systems	1.02	2	0.51	32.00	32	1.00
CIV Civilization	1.91	3	0.64	0.00	0	0.00
COL Student Success	175.42	222	0.79	0.00	0	0.00
COM Communications	21.50	26	0.83	40.51	40	1.01
CRJ Criminal Justice	1.42	2	0.71	0.00	0	0.00
ECO Economics	12.53	7	1.79	0.00	0	0.00
EDU Education	2.60	5	0.52	0.00	0	0.00
EGR Engineering	33.15	26	1.28	0.00	0	0.00
EMS Emergency Medical Services	13.55	10	1.35	8.48	12	0.71
ENG English	277.90	248	1.12	15.83	16	0.99
EVR Environmental Science	4.91	3	1.64	0.00	0	0.00
GEO Geology	12.87	9	1.43	0.00	0	0.00
GRY Geography	0.00	0	0.00	0.92	3	0.00
HIM Health Information Management	0.00	0	0.00	9.83	10	0.98
HSC Health Science	6.24	10	0.62	0.00	0	0.00
HST History	53.19	43	1.24	29.56	32	0.92
IET Industrial Engineering Tech	1.18	1	1.18	0.00	0	0.00
MCM Mass Media Communications	1.08	2	0.54	3.37	2	1.69
MTH Mathematics	706.22	597	1.18	166.24	144	1.15
MUS Music	72.05	99	0.73	2.72	3	0.91
NUR Nursing	69.19	63	1.10	31.15	29	1.07
OT(1) Other	4,552.84	3,669	1.24	989.19	534	1.85
PED Physical Education	8.46	11	0.77	0.00	0	0.00
PHL Philosophy	12.06	12	1.00	21.99	30	0.73
PHY Physics	43.88	38	1.15	0.00	0	0.00
PSC Political Science	17.21	13	1.32	27.09	29	0.93
PSY Psychology	76.11	71	1.07	67.71	87	0.87
REL Religion	6.55	6	1.09	9.57	16	0.60
SOC Sociology	43.12	43	1.00	10.46	20	0.52
SPN Spanish	2.89	2	1.45	1.17	2	0.59
THE Theater	0.02	1	0.02	0.00	0	0.00
Total	6,463.84	5,458	1.18	1,501.08	1,082	19.46

Source: TutorTrac

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

9.5 Top Subject Areas Students Received Assistance in Fall 2020 (Based on Total Hours & Total Visits)



9.6 Fall 2020 Students and Visits by Reason

	Students	Visits	Hours	Percent of Total Visits
Learning Center Visits				
Alternative format visit	1	3	2.1	0.1%
Class Attendance	16	30	28.4	0.5%
Classroom Presentation	198	242	219.2	4.4%
College Success Coaching	6	6	11.5	0.1%
Computer Use	330	1,145	1339.9	21.0%
Facilitated Study Group	35	47	56.5	0.9%
HESI Prep	2	2	1.8	0.0%
Math Chat	3	3	2.0	0.1%
Online Tutoring	195	518	416.7	9.5%
Other	110	185	209.8	3.4%
Pre ACC Prep-Math	3	4	3.2	0.1%
Pre ACC Prep-Writing	1	1	2.0	0.0%
Retake ACC Prep-Math	4	4	2.6	0.1%
Retake ACC Prep-Reading	1	1	0.3	0.0%
Retake ACC Prep-Writing	3	4	2.1	0.1%
Study	311	2,748	3593.9	50.3%
Tutoring	156	466	534.6	8.5%
Walk-in Workshop	2	2	6.3	0.0%
Writing Chat	4	4	1.1	10.0%
Unknown	43	49	36.4	0.9%
Total:		5464	6470.2	

9.6 Fall 2020 Students and Visits by Reason

	Students	Visits	Hours	Percent of Total Visits
Testing Center Visits				
CLEP	2	2	1.8	0.2%
Final	20	27	26.0	2.5%
HESI/A2	58	63	186.9	5.8%
HiSET	76	177	304.9	16.4%
Midterm	1	1	0.0	0.1%
Mobility	5	5	11.4	0.5%
MOGEA	28	30	69.5	2.8%
Pearson Vue	111	125	254.4	11.6%
Placement Test	71	74	98.7	6.8%
Placement Test-Paid	6	6	6.9	0.6%
Placement Test-Retake	21	22	21.3	2.0%
Proctored Test	6	11	13.4	1.0%
Scantron	6	6	10.4	0.6%
Test	342	533	495.6	49.3%
Total:		1,082	1501.1	

Source: TutorTrac

9.7 Fall 2020 Usage by Day and Time

Learning Center

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Logins	Total Hours
7:00AM - 7:59AM	39	81	41	50	16	0	227	265.23
8:00AM - 8:59AM	139	132	97	109	24	0	501	648.75
9:00AM - 9:59AM	133	238	170	198	44	0	783	1153.61
10:00AM - 10:59AM	262	239	219	227	58	0	1005	1193.22
11:00AM - 11:59AM	114	140	166	114	68	0	602	752.36
12:00PM - 12:59PM	145	233	203	224	72	0	877	983.88
1:00PM - 1:59PM	123	148	129	140	13	0	553	591.45
2:00PM - 2:59PM	70	48	102	75	0	0	295	307.71
3:00PM - 3:59PM	53	67	77	45	1	0	243	248.23
4:00PM - 4:59PM	59	32	48	25	2	0	166	147.72
5:00PM - 5:59PM	19	39	25	49	2	0	134	131.32
6:00PM - 7:00PM	13	18	8	30	3	0	72	41.43
Total Logins:	1169	1415	1285	1286	303	0	5458	
Total Hours:	1217.22	1594.29	1687.53	1611.1	354.77	0		6464.91
Total Unique Students:	350	361	402	351	145			

Testing Center

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Logins	Total Hours
7:00AM - 7:59AM	9	24	25	15	28	6	107	204.52
8:00AM - 8:59AM	34	15	25	16	31	5	126	179.48
9:00AM - 9:59AM	33	8	13	4	41	0	99	170.67
10:00AM - 10:59AM	52	36	34	37	41	4	204	280.68
11:00AM - 11:59AM	25	28	22	31	20	3	129	156.28
12:00PM - 12:59PM	33	23	35	21	4	0	116	200.15
1:00PM - 1:59PM	30	25	33	28	0	0	116	135.24
2:00PM - 2:59PM	10	16	20	12	0	0	58	64.15
3:00PM - 3:59PM	9	11	12	6	0	0	38	39.11
4:00PM - 4:59PM	16	16	15	10	0	0	57	45.67
5:00PM - 5:59PM	7	6	5	11	0	0	29	22.67
6:00PM - 7:00PM	1	2	0	0	0	0	3	2.14
Total Logins:	259	210	239	191	165	18	1082	
Total Hours:	352.02	257.31	398.71	218.28	243.74	30.7		1500.76
Total Unique Students:	212	174	204	161	144	18		