Learning Support Services.

Tutoring, Skills Labs, and Computer Labs. Table Two shows four items, of which the first three relate to learning support services, including one item on tutoring, another on skills labs, and a third on computer labs. These services at Indian Valley, Kentfield, and online include:
- Tutoring and Learning Center
- Math Lab
- English Skills Lab
- ESL Lab
- Writing Center
- Online Writing Center
- CIS/BOS Lab

Number	Item	COM	National Use	COM	National Satisfaction	COM	National Importance
1.	Tutoring (13.d highest two categories)	33 | 30	47 | 45	73 | 75
2.	Skills Lab (13.e highest two categories)	44 | 43	55 | 54	72 | 78
3.	Computer Lab (13.h highest two categories)	53 | 63	62 | 73	77 | 85
4.	Tutored other students (4.h highest three categories)	32 | 28	X	X
*For each item: Rounded to nearest percent.				

Table 2. CCSSE 2014: Learning Support Services

Students rated these services in terms of how frequently their use them, how satisfied they are with the services, and how important these services are to their academic success.

Tutoring. <mark>On average, COM students report using the College's tutoring services at a slightly higher rate than the national average – 33% vs. 30.</mark> This is good news, since nationwide studies have shown that community college students benefit from this kind of support in a number of important ways. Another positive finding: <mark>COM students are more satisfied with the quality of the tutoring they receive than students in the national cohort -- 47% vs. 45.</mark> This speaks to the quality of our instructors, Instructional Specialists, and tutors in these learning support services at both campuses and online. Students at COM place slightly less importance on tutoring than students in the national cohort – 73% vs. 75.

Skill Labs. A welcomed finding in Item Two: COM students report using skill labs, such as the English Skills Lab, or, in some ways, the Math Lab, which is both a place for tutoring and self-paced learning, is slightly higher than the national average. Similarly heartening, students at COM report slightly higher satisfaction with skill labs than students nationwide – 55% vs. 54%. Students at COM place less importance on skill labs than students in the national cohort: 72% vs. 78%.

Computer Labs. Item Three offers perhaps the most dramatic findings. <mark>On average, COM students of computer labs is significantly lower than the national average, as is their level of satisfaction with these labs.</mark> They also don't place as much importance on these labs compared to students in the national cohort. These findings pre-date the opening of the Academic Center, which added more computer labs at Kentfield, and expanded access to computers in the Library, including the small but well-equipped Multimedia Lab, which opened in Spring, 2016. Students' attitudes regarding computer labs also contributed to the College's decision to place a bond measure on the June, 2016 ballot in order to build a new Learning Resource Center with vastly expanded space for computer labs.

<mark>Finally, it is heartwarming to learn that, on average, COM students report tutoring or teaching others at higher rates than students at other colleges.</mark> Tutoring at COM, in terms of number of students participating and student satisfaction with quality, is an important learning support service and of benefit not only to the tutees, but also to the tutors.