<table>
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<th>AUO</th>
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<td>LLC Student Satisfaction: The LLC will enhance student satisfaction with the materials offered in students' target language by at least 80%.</td>
<td>The survey will show an overall satisfaction rate of 80% with the materials available in the LLC. Open-ended question comments will be tallied along with satisfaction rates by the LLC staff by the end of Spring semester.</td>
<td><strong>Spring 2013:</strong> Student satisfaction with materials increased for most languages this year: ESL, German and Arabic had 100% satisfaction; Spanish 97%; Chinese 96%; French 95%; Sign Language and Italian 92%; and AMLA 88%. <strong>Spring 2012:</strong> 97% of participants were satisfied or very satisfied with the LLC and with the service.</td>
<td>Criterion Met. However, results forced us to improve older language collections and upgrade software.</td>
</tr>
</tbody>
</table>

Satisfaction with materials:
- AMLA—100%
- Arabic—67%
- Chinese—78%
- ESL—100%
- French—90%
- German—75%
- Italian—54%
- Japanese—90%
- Sign Language—50%
- Spanish—92%

**Spring 2011:** 96% overall satisfaction rate with the LLC

Satisfaction with materials:
- AMLA—80%
- Arabic—50%
- Chinese—71%
- ESL—100%
- French—96%
- German—66%
- Italian—100%
- Japanese—94%
- Sign Language—no respondents
- Spanish—74%