

Accounting Skills Center User Survey

Summary Data

Conducted Spring 2014 & Fall 2014 (n = 21)



1. Overall, how would you rate the quality of the Center's services you received?

	Count	Pct
Excellent	6	28.6
Very Good	8	38.1
Good	7	33.3
Fair	0	0.0
Poor	0	0.0
Number of Students	21	

2. Overall, were the Center's staff helpful?

	Count	Pct
Yes	19	90.5
No	2	9.5
Number of Students	21	

3. Were the procedures for using the Center clear and easy to follow?

	Count	Pct
Yes	19	90.5
No	2	9.5
Number of Students	21	

4. Did you understand what Center's activities were expected of you?

	Count	Pct
Yes	17	89.5
No	2	10.5
Number of Students	19	

5. Was the Center available when you needed it?

	Count	Pct
Always	4	20.0
Most of the time	11	55.0
Sometimes	4	20.0
Rarely	0	0.0
Never	1	5.0
Number of Students	20	

6. Were you able to get help when you needed it in this Center?

	Count	Pct
Always	6	33.3
Most of the time	7	38.9
Sometimes	4	22.2
Rarely	0	0.0
Never	1	5.6
Number of Students	18	
Does not apply	3	

7. If applicable, were individual meetings with the faculty helpful?

	Count	Pct
Very helpful	8	66.7
Somewhat helpful	4	33.3
Not helpful	0	0.0
Number of Students	12	
I did not have individual meetings	8	

8. Were the learning resources (e.g., workbooks, course materials) you needed to complete your Center's activities or classroom assignments readily available?

	Count	Pct
Always	7	43.8
Most of the time	7	43.8
Sometimes	1	6.3
Rarely	0	0.0
Never	1	6.3
Number of Students	16	
Does not apply	5	

9. Was the equipment (e.g. computers, software, microscopes, etc.) you needed to complete your Center's activities and/or classroom assignments readily available and working properly?

	Count	Pct
Always	13	68.4
Most of the time	2	10.5
Sometimes	4	21.1
Rarely	0	0.0
Never	0	0.0
Number of Students	19	
Does not apply	2	

10. To what extent did your work in this Center help your academic performance in courses linked to the Center or supported by the Center? (For example, you use the Math Resource Center and are also enrolled in a Math course.)

	Count	Pct
Very helpful	10	55.6
Somewhat helpful	6	33.3
Not helpful	2	11.1
Number of Students	18	
I am not enrolled in a course linked to this Center	3	

11. Based on your overall experience in the Accounting Skills Center this semester, please indicate the extent to which you have made gains or progress in the following learning objectives identified below:

<i>I can...</i>	Major Progress	Moderate Progress	Minor Progress	No Progress	# of Students	Does not apply
a. Express ideas and provide supporting evidence effectively in writing	36.4% (4)	45.5% (5)	9.1% (1)	9.1% (1)	11	8
b. Express ideas and provide supporting evidence effectively orally	25.0% (3)	50.0% (6)	16.7% (2)	8.3% (1)	12	8
c. Comprehend, interpret, and analyze information I read	38.5% (5)	30.8% (4)	30.8% (4)	0% (0)	13	7
d. Comprehend, interpret, and analyze information I hear	30.8% (4)	30.8% (4)	30.8% (4)	7.7% (1)	13	6
e. Communicate effectively in a group or team situation	35.7% (5)	42.9% (6)	14.3% (2)	7.1% (1)	14	6
f. Comprehend, interpret, and analyze numerical and/or quantitative calculations	46.7% (7)	33.3% (5)	13.3% (2)	6.7% (1)	15	5
g. Interpret graphical representations of quantitative information (e.g. graphs, tables, or charts containing data)	38.5% (5)	30.8% (4)	23.1% (3)	7.7% (1)	13	7
h. Effectively identify, develop, and evaluate arguments	46.2% (6)	30.8% (4)	7.7% (1)	15.4% (2)	13	7
i. Effectively assess the legitimacy or adequacy of different types of information	46.2% (6)	30.8% (4)	15.4% (2)	7.7% (1)	13	7
j. Work effectively with others of diverse backgrounds	58.3% (7)	16.7% (2)	16.7% (2)	8.3% (1)	12	8
k. Identify ethical issues and evaluate their consequences	38.5% (5)	38.5% (5)	7.7% (1)	15.4% (2)	13	7
l. Acknowledge the value of diverse opinions and perspectives	46.2% (6)	30.8% (4)	15.4% (2)	7.7% (1)	13	7

Note: Counts are listed in (parentheses).

16. If the Accounting Skills Center was open in the afternoon and there was a scheduled brief recap on a particular topic of the week, for example, bond valuation, would this be helpful?

	Count	Pct
Yes	10	52.6
No	5	26.3
Not sure	4	21.1
Number of Students	19	

17. If the Accounting Skills Center was open in the afternoon, would your class and work schedule allow you to attend?

	Count	Pct
Yes	6	35.3
Sometimes	5	29.4
No	6	35.3
Number of Students	17	

18. Would you like the Accounting Skills Center to be open during evening hours?

	Count	Pct
Yes	12	70.6
No	3	17.6
Not sure	2	11.8
Number of Students	17	

19. Would you like the Accounting Skills Center to be open all day as opposed to the current hours from 9-1 pm?

	Count	Pct
Yes	11	61.1
No	3	16.7
Not sure	4	22.2
Number of Students	18	

20. What is the purpose in going to the Accounting Skills Center? (Check all that apply)

I use it to...	Yes	No	Total
a. Study	42.9% (9)	57.1% (12)	21
b. Collaborate with other Students	33.3% (7)	66.7% (14)	21
c. Do homework	52.4% (11)	47.6% (10)	21
d. Use computer	57.1% (12)	42.9% (9)	21
e. Get help from tutor	52.4% (11)	47.6% (10)	21

Note: Counts are listed in (parentheses).

21. Would you like the Accounting Skills Center to be staffed with Full-Time faculty as opposed to student aides?

	Count	Pct
Yes	11	61.1
No	7	38.9
Number of Students	18	

22. Would you go to the Accounting Skills Center if it was part of your grade?

	Count	Pct
Yes	13	76.5
No	4	23.5
Number of Students	17	

24. On average, how much time do you spend in the Accounting Skills Center each week?

	Count	Pct
More than 1 hour	5	26.3
1 hour	2	10.5
30 minutes	2	10.5
15 minutes	2	10.5
I don't use the Accounting Lab	8	42.1
Number of Students	19	