

LABS & LEARNING CENTERS STUDENT SATISFACTION SURVEY
SPRING 2009
QUANTITATIVE DATA
Assistive Technology Center

Note: The number of responses for each survey item varies. Students were provided with the option to complete only those survey items in which they had sufficient experience to comment. Narrative comments to open-ended questions are provided in a separate document.

QUESTION # 2: "Overall, how would you rate the quality of the lab services you received?"

(n=39 respondents)

	Count	Percent
Excellent	29	74.4%
Very Good	10	25.6%
Good	0	0%
Fair	0	0.0%
Poor	0	0.0%

QUESTION # 3: "Overall, was the lab staff helpful?"

(n=39 respondents)

	Count	Percent
Yes	38	97.4%
No	1	2.6%

QUESTION # 4: "Were the procedures for using the lab clear and easy to follow?"

(n=38 respondents)

	Count	Percent
Yes	37	97.4%
No	1	2.6%

QUESTION # 5: "Did you understand what lab activities were expected of you?"

(n=38 respondents)

	Count	Percent
Yes	35	92.1%
No	3	7.9%

QUESTION # 6: “Was the lab available when you needed it?”

(n=38 respondents)

	Count	Percent
Always	27	71.1%
Most of the time	11	28.9%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%

QUESTION # 7: “Were you able to get help when you needed it in this lab?”

(n=38 respondents)

	Count	Percent
Always	29	76.30%
Most of the time	8	21.1%
Sometimes	1	2.6%
Rarely	0	0.0%
Never	0	0.0%
Does not apply	1	2.6%

QUESTION # 8: “Were individual meetings with faculty helpful?”

(n=33 respondents)

	Count	Percent
Very helpful	31	93.9%
Somewhat helpful	2	6.1%
Not helpful	0	0.0%
*I did not have individual meetings	4	10.8%

*Note: Percentages reported above exclude students who did not have individual meetings

QUESTION # 9: “Were the learning resources (e.g., workbooks, course materials) you needed to complete your lab activities or classroom assignments readily available? “

(n=34 respondents)

	Count	Percent
Always	27	79.4%
Most of the time	6	17.6%
Sometimes	1	2.9%
Rarely	0	0.0%
Never	0	0.0%
*Does not apply	4	10.5%

*Note: Percentages reported above exclude students who indicated “Does not apply”

QUESTION # 10: “Was the equipment (e.g., computers, software, microscopes, etc.) you needed to complete your lab activities and/or classroom assignments readily available and working properly?”

(n=39 respondents)

	Count	Percent
Always	31	79.5%
Most of the time	7	17.9%
Sometimes	1	2.6%
Rarely	0	0.0%
Never	0	0.0%
*Does not apply	0	0.0%

*Note: Percentages reported above exclude students who indicated “Does not apply”

QUESTION # 11: “To what extent did your work in this lab help your academic performance in courses linked to the lab or supported by this lab? (For example, you use the Math Resource Center and are also enrolled in a Math course.)”

(n=32 respondents)

	Count	Percent
Very helpful	26	81.3%
Somewhat helpful	6	18.8%
Not helpful	0	0.0%
* I am not enrolled in a course linked to this lab	6	15.8%

* Note: Percentages reported above exclude students who are not enrolled in a linked course

QUESTION # 12: “Based on your overall experience in the Assistive Technology Center this semester, please indicate the extent to which you have made gains or progress in the following learning objectives identified below:”

I can...

	Major/Moderate Progress	Minor/No Progress
Express ideas and provide supporting evidence effectively in writing (n= 21)	85.7%	14.3%
Express ideas and provide supporting evidence effectively orally (n=17)	76.5%	23.5%
Comprehend, interpret, and analyze information I read (n=27)	85.2%	14.8%
Comprehend, interpret, and analyze information I hear (n=30)	86.7%	13.3%
Communicate effectively in a group or team situation (n=14)	78.6%	21.4%
Comprehend, interpret, and analyze numerical and or quantitative calculations (n=10)	50.0%	50.0%
Interpret graphical representations of quantitative information (e.g. graphs) (n=11)	63.6%	36.4%
Effectively identify, develop, and evaluate arguments (n=8)	75.0%	25.0%
Effectively assess the legitimacy or adequacy of different types of information (n=14)	85.7%	14.3%
Work effectively with others of diverse backgrounds (n=9)	88.9%	11.1%
Identify ethical issues and evaluate their consequences (n=8)	62.5%	37.5%
Acknowledge the value of diverse opinions and perspectives (n=12)	66.7%	33.3%

*Note: Responses exclude students who indicated “Does not apply”

QUESTION # 16: “If you use Assistive Technology to read your course materials, please respond to the following:”

	Strongly Disagree/Disagree	Agree/Strongly Agree
I believe that listening to my textbooks/books/ Internet being read aloud helps me focus on what I am reading. (n= 31)	12.9%	87.1%
I believe that listening to my textbooks/books/ Internet being read aloud helps me focus on what I am reading. (n= 31)	16.1%	83.9%
I feel comfortable using Assistive Technology to read the electronic versions of my textbooks/books. (n= 31)	22.6%	77.4%
Having access to Assistive Technology at home has helped me to read and understand my reading assignments for my classes and/or whatever I am reading. (n=26)	19.2%	80.8%
I received the electronic version of my textbook in a timely manner (i.e., within 2 weeks of my request). (n=25)	12.0%	88.0%
The process for requesting the electronic version(s) of my textbook(s) was clear and easy to follow. (n=27)	14.8%	85.2%