

Business Computer Center User Survey

Summary Data

Conducted June 2012 (n = 23)



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

	Count	Pct
Excellent	11	47.8
Very Good	7	30.4
Good	0	0.0
Fair	5	21.7
Poor	0	0.0
Number of Students	23	

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

	Count	Pct
Yes	20	87.0
No	3	13.0
Number of Students	6	

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

	Count	Pct
Yes	23	100
No	0	0.0
Number of Students	23	

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

	Count	Pct
Yes	18	78.3
No	5	21.7
Number of Students	23	

5. Was the Center available when you needed it?

	Count	Pct
Always	6	26.1
Most of the time	9	39.1
Sometimes	8	34.8
Rarely	0	0.0
Never	0	0.0
Number of Students	23	

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

	Count	Pct
Always	14	63.6
Most of the time	3	13.6
Sometimes	3	13.6
Rarely	2	9.1
Never	0	0.0
Number of Students	22	
Does not apply	1	

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

	Count	Pct
Very helpful	8	61.5
Somewhat helpful	3	23.1
Not helpful	2	15.4
Number of Students	13	
I did not have individual meetings	10	

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	9	50.0
Most of the time	5	27.8
Sometimes	2	11.1
Rarely	2	11.1
Never	0	0.0
Number of Students	18	
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	18	78.3
Most of the time	3	13.0
Sometimes	1	4.3
Rarely	1	4.3
Never	0	0.0
Number of Students	23	

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	17	77.3
Somewhat helpful	4	18.2
Not helpful	1	4.5
Number of Students	22	
Does not apply	1	

11. Based on your overall experience in the Business Computer 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	22.2% (2)	66.7% (6)	11.1% (1)	0.0% (0)	9	14
b. Express ideas and provide supporting evidence effectively orally	20.0% (2)	60.0% (6)	10.0% (1)	10.0% (1)	10	13
c. Comprehend, interpret, and analyze information I read	36.4% (4)	36.4% (4)	27.3% (3)	0.0% (0)	11	11
d. Comprehend, interpret, and analyze information I hear	30.0% (3)	40.0% (4)	20.0% (2)	10.0% (1)	10	13
e. Communicate effectively in a group or team situation	22.2% (2)	55.6% (5)	11.1% (1)	11.1% (1)	9	13
f. Comprehend, interpret, and analyze numerical and/or quantitative calculations	9.1% (1)	72.7% (8)	18.2% (2)	0.0% (0)	11	12
g. Interpret graphical representations of quantitative information (e.g. graphs, tables, or charts containing data)	25.0% (3)	58.3% (7)	8.3% (1)	8.3% (1)	12	10
h. Effectively identify, develop, and evaluate arguments	22.2% (2)	44.4% (4)	22.2% (2)	11.1% (1)	9	14

<i>I can...</i>	Major Progress	Moderate Progress	Minor Progress	No Progress	# of Students	Does not apply
i. Effectively assess the legitimacy or adequacy of different types of information	33.3% (3)	44.4% (4)	11.1% (1)	11.1% (1)	9	12
j. Work effectively with others of diverse backgrounds	30.0% (3)	30.0% (3)	20.0% (2)	20.0% (2)	10	11
k. Identify ethical issues and evaluate their consequences	14.3% (1)	42.9% (3)	28.6% (2)	14.3% (1)	7	13
l. Acknowledge the value of diverse opinions and perspectives	33.3% (3)	33.3% (3)	11.1% (1)	22.2% (2)	9	12

Note: Counts are listed in (parentheses).