

Business Computer Center User Survey

Summary Data

Conducted Spring 2014 & Fall 2014 (n = 153)



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

	Count	Pct
Excellent	97	63.4
Very Good	33	21.6
Good	18	11.8
Fair	5	3.3
Poor	0	0.0
Number of Students	153	

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

	Count	Pct
Yes	147	97.4
No	4	2.6
Number of Students	151	

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

	Count	Pct
Yes	143	96.6
No	5	3.4
Number of Students	148	

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

	Count	Pct
Yes	142	96.6
No	5	3.4
Number of Students	147	

5. Was the Center available when you needed it?

	Count	Pct
Always	84	55.3
Most of the time	58	38.2
Sometimes	9	5.9
Rarely	1	0.7
Never	0	0.0
Number of Students	152	

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

	Count	Pct
Always	100	70.4
Most of the time	34	23.9
Sometimes	8	5.6
Rarely	0	0.0
Never	0	0.0
Number of Students	142	
Does not apply	8	

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

	Count	Pct
Very helpful	77	81.9
Somewhat helpful	17	18.1
Not helpful	0	0.0
Number of Students	94	
I did not have individual meetings	56	

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	88	72.1
Most of the time	28	23.0
Sometimes	5	4.1
Rarely	1	0.8
Never	0	0.0
Number of Students	122	
Does not apply	25	

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	113	77.9
Most of the time	32	22.1
Sometimes	0	0.0
Rarely	0	0.0
Never	0	0.0
Number of Students	145	
Does not apply	6	

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	119	82.6
Somewhat helpful	22	15.3
Not helpful	3	2.1
Number of Students	144	
I am not enrolled in a course linked to this Center	6	

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	61.3% (57)	30.1% (28)	5.4% (5)	3.2% (3)	93	53
b. Express ideas and provide supporting evidence effectively orally	60.9% (56)	26.1% (24)	9.8% (9)	3.3% (3)	92	56
c. Comprehend, interpret, and analyze information I read	67.6% (73)	25% (27)	7.4% (8)	0% (0)	108	38
d. Comprehend, interpret, and analyze information I hear	66.3% (69)	26% (27)	7.7% (8)	0% (0)	104	43
e. Communicate effectively in a group or team situation	62.8% (59)	25.5% (24)	9.6% (9)	2.1% (2)	94	50
f. Comprehend, interpret, and analyze numerical and/or quantitative calculations	58.3% (63)	32.4% (35)	7.4% (8)	1.9% (2)	108	36
g. Interpret graphical representations of quantitative information (e.g. graphs, tables, or charts containing data)	68.2% (75)	21.8% (24)	7.3% (8)	2.7% (3)	110	36
h. Effectively identify, develop, and evaluate arguments	60% (57)	29.5% (28)	7.4% (7)	3.2% (3)	95	50

<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	60.6% (66)	27.5% (30)	11% (12)	0.9% (1)	109	36
j. Work effectively with others of diverse backgrounds	61.2% (60)	26.5% (26)	11.2% (11)	1% (1)	98	46
k. Identify ethical issues and evaluate their consequences	64.1% (59)	23.9% (22)	8.7% (8)	3.3% (3)	92	50
l. Acknowledge the value of diverse opinions and perspectives	66.7% (66)	22.2% (22)	8.1% (8)	3% (3)	99	44

Note: Counts are listed in (parentheses).