

**LABS & LEARNING CENTERS STUDENT SATISFACTION SURVEY
SPRING 2009
QUANTITATIVE DATA**

Speech Lab

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=141 respondents)

	Count	Percent
Excellent	86	61.0%
Very Good	46	32.6%
Good	6	4.3%
Fair	3	2.1%
Poor	0	0%

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

(n=140 respondents)

	Count	Percent
Yes	139	99.3%
No	1	0.7%

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

(n=141 respondents)

	Count	Percent
Yes	135	95.7%
No	6	4.3%

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

(n=141 respondents)

	Count	Percent
Yes	137	97.2%
No	4	2.8%

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

(n=141 respondents)

	Count	Percent
Always	75	53.2%
Most of the time	54	38.3%
Sometimes	9	6.4%
Rarely	3	2.1%
Never	0	0%

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

(n=140 respondents)

	Count	Percent
Always	106	75.7%
Most of the time	31	22.1%
Sometimes	2	1.4%
Rarely	1	0.7%
Never	0	0%
*Does not apply	1	0.7%

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

Question #8: “If applicable, were individual meetings with faculty helpful?”

(n=57 respondents)

	Count	Percent
Very helpful	48	84.2%
Somewhat helpful	9	15.8%
Not helpful	0	0%
*I did not have individual meetings	84	59.6%

*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=115 respondents)

	Count	Percent
Always	88	76.5%
Most of the time	23	20.0%
Sometimes	4	3.5%
Rarely	0	0%
Never	0	0%
*Does not apply	26	18.4%

*Note: Percentages reported above exclude students who responded “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=140 respondents)

	Count	Percent
Always	101	72.1%
Most of the time	34	24.3%
Sometimes	5	3.6%
Rarely	0	0%
Never	0	0%
*Does not apply	1	0.7%

*Note: Percentages reported above exclude students who responded “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=137 respondents)

	Count	Percent
Very helpful	92	67.2%
Somewhat helpful	41	29.9%
Not helpful	4	2.9%
*I am not enrolled in a course linked to this lab	3	2.1%

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

QUESTION #12: “Based on your overall experience in the Speech Lab 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= 105)	85.7%	14.3%
Express ideas and provide supporting evidence effectively orally (n=130)	89.2%	10.8%
Comprehend, interpret, and analyze information I read (n=99)	86.9%	13.1%
Comprehend, interpret, and analyze information I hear (n=120)	86.7%	13.3%
Communicate effectively in a group or team situation (n=120)	83.3%	16.7%
Comprehend, interpret, and analyze numerical and or quantitative calculations (n=64)	71.9%	28.1%
Interpret graphical representations of quantitative information (e.g. graphs) (n=62)	71.0%	29.0%
Effectively identify, develop, and evaluate arguments (n=113)	84.1%	15.9%
Effectively assess the legitimacy or adequacy of different types of information (n=108)	76.9%	23.1%
Work effectively with others of diverse backgrounds (n=105)	81.9%	18.1%
Identify ethical issues and evaluate their consequences (n=92)	81.5%	18.5%
Acknowledge the value of diverse opinions and perspectives (n=106)	85.8%	14.2%