

# Communication Studies Center User Survey

## Summary Data

Conducted June 2013 (n = 11)



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

	Count	Pct
Excellent	4	36.4
Very Good	5	45.5
Good	1	9.1
Fair	1	9.1
Poor	0	0.0
Number of Students	11	

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

	Count	Pct
Yes	10	90.9
No	1	9.1
Number of Students	11	

### 3. Was the Center available when you needed it?

	Count	Pct
Always	6	54.5
Most of the time	5	45.5
Sometimes	0	0.0
Rarely	0	0.0
Never	0	0.0
Number of Students	11	

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

	Count	Pct
Always	7	63.6
Most of the time	4	36.4
Sometimes	0	0.0
Rarely	0	0.0
Never	0	0.0
Number of Students	11	
Does not apply	0	

**5. Were the learning resources (e.g., recorded classroom speeches, rehearsal speeches, modules) you needed to complete your Center's activities or classroom assignments readily available?**

	Count	Pct
Always	5	45.5
Most of the time	6	54.5
Sometimes	0	0.0
Rarely	0	0.0
Never	0	0.0
Number of Students	11	
Does not apply	0	

**6. Was the equipment (e.g. Macs, videotaping booths, etc.) you needed to complete your Center's activities and/or classroom assignments readily available and working properly?**

	Count	Pct
Always	9	81.8
Most of the time	2	18.2
Sometimes	0	0.0
Rarely	0	0.0
Never	0	0.0
Number of Students	11	
Does not apply	0	

**7. How much did your work in the Center help you with your classroom course(s)? (For example, you use the Math Resource Center and are also enrolled in a Math course.)**

	Count	Pct
Very helpful	7	63.6
Somewhat helpful	4	36.4
Not helpful	0	0.0
Number of Students	11	

**8. Based on your overall experience in the Communication Studies 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	25.0% (1)	50.0% (2)	0% (0)	25.0% (1)	4	6
b. Express ideas and provide supporting evidence effectively orally	28.6% (2)	57.1% (4)	0% (0)	14.3% (1)	7	3
c. Comprehend, interpret, and analyze information I read	0% (0)	60.0% (3)	0% (0)	40.0% (2)	5	5
d. Comprehend, interpret, and analyze information I hear	14.3% (1)	42.9% (3)	14.3% (1)	28.6% (2)	7	3
e. Communicate effectively in a group or team situation	28.6% (2)	28.6% (2)	28.6% (2)	14.3% (1)	7	3

<i>I can...</i>	<b>Major Progress</b>	<b>Moderate Progress</b>	<b>Minor Progress</b>	<b>No Progress</b>	<b># of Students</b>	<b>Does not apply</b>
f. Comprehend, interpret, and analyze numerical and/or quantitative calculations	0% (0)	100% (2)	0% (0)	0% (0)	2	8
g. Interpret graphical representations of quantitative information (e.g. graphs, tables, or charts containing data)	0% (0)	100% (1)	0% (0)	0% (0)	1	9
h. Effectively identify, develop, and evaluate arguments	0% (0)	40.0% (2)	40.0% (2)	20.0% (1)	5	5
i. Effectively assess the legitimacy or adequacy of different types of information	0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	4	6
j. Work effectively with others of diverse backgrounds	25.0% (1)	25.0% (1)	25.0% (1)	25.0% (1)	4	6
k. Identify ethical issues and evaluate their consequences	50.0% (1)	50.0% (1)	0% (0)	0% (0)	2	8
l. Acknowledge the value of diverse opinions and perspectives	66.7% (2)	33.3% (1)	0% (0)	0% (0)	3	7

Note: Counts are listed in (parentheses).