

# Communication Studies Center User Survey

## Summary Data

Conducted Spring 2014 & Fall 2014 (n = 15)



### 1. Overall, how integral was the Communication Center to your success in communication class?

	Count	Pct
Necessary	11	78.6
Somewhat necessary	2	14.3
Unnecessary	1	7.1
Number of Students	14	

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

	Count	Pct
Always	8	53.3
Most of the time	6	40.0
Sometimes	1	6.7
Number of Students	15	

### 3. Were learning resources (e.g., recorded classroom speeches, rehearsal speeches, modules) for assignments readily available?

	Count	Pct
Always	6	42.9
Most of the time	6	42.9
Sometimes	1	7.1
Rarely	1	7.1
Never	0	0.0
Number of Students	14	
My instructor does not work at the Center	1	

### 4. Was equipment (e.g., Macs, videotaping booths, etc.) readily available, with no more than a 10-15 minute wait?

	Count	Pct
Always	9	64.3
Most of the time	5	35.7
Sometimes	0	0.0
Rarely	0	0.0
Never	0	0.0
Number of Students	14	
My instructor does not work at the Center	1	

**5. How much did recording and viewing your rehearsal speeches help you improve your communication?**

	Count	Pct
Very helpful	12	92.3
Somewhat helpful	1	7.7
Not helpful	0	0.0
Number of Students	13	
My instructor did not use rehearsal recordings	2	

**6. How much did viewing your classroom speeches help you improve your communication?**

	Count	Pct
Very helpful	12	100.0
Somewhat helpful	0	0.0
Not helpful	0	0.0
Number of Students	12	
My teacher did not use in-class speech recordings	2	

**7. Based on your experience in the Communication Studies Resource Center this semester, please indicate the extent to which you have improved in the following:**

<i>I can...</i>	Major Progress	Moderate Progress	Minor Progress	No Progress	# of Students	Does not apply
a. express ideas and support them when I speak	64.3% (9)	28.6% (4)	7.1% (1)	0% (0)	14	1
b. adapt my speaking to be truthful while respecting others	69.2% (9)	30.8% (4)	0% (0)	0% (0)	13	2
c. comprehend, interpret, and analyze ideas I hear	61.5% (8)	38.5% (5)	0% (0)	0% (0)	13	2
d. listen to ideas and feelings of other(s)—the whole person—even if I disagree with him or her	69.2% (9)	30.8% (4)	0% (0)	0% (0)	13	2
e. communicate effectively in a group or team situation	78.6% (11)	21.4% (3)	0% (0)	0% (0)	14	1
f. work effectively with others of diverse backgrounds	64.3% (9)	28.6% (4)	0% (0)	7.1% (1)	14	1
g. acknowledge the value of diverse opinions and perspectives	71.4% (10)	7.1% (1)	14.3% (2)	7.1% (1)	14	1
h. use communication principles to make reasoned decisions	78.6% (11)	21.4% (3)	0% (0)	0% (0)	14	1

Note: Counts are listed in (parentheses).

**College of San Mateo Student Survey  
Communication Studies Resource Center  
Spring 2014 & Fall 2014  
NARRATIVE**

**8. Which activities or services in this Center helped you? (Please explain)**

- All of them.
- Allowed me a space to focus and study for communications.
- NONE
- None!
- Recording and watching video in the center was the best thing going for what I was doing in class.
- Recording rooms
- Recording Studios, watching myself after speeches and prepared for speeches by recording
- Videotaping my performance before I present in front of class.
- Viewing the classroom speeches and rehearsal speeches
- We never used the communication center

**9. Which activities or services in this Center do you wish we could provide? (Please explain)**

- A tutor
- College of San Mateo does a great job with all aspects of communication. One addition that would help is live meetings or skyping teacher when you can't make it to class. I've been down grade for this reason. I am a part of a startup that requires my attention more than school and it is hard to balance out the two. I have to select carefully what days I miss.
- I think they should automatically tell you how many hours you have in the lab instead of having to go to your teacher and asking her for your hours. The math center tells you your hours when you sign out of the lab. Why can't the COM lab do that?
- I wish all professors were available for appointments.
- NONE
- None!
- Open hours during the weekends.
- The center had what I needed at this time.
- We never used the communication center

**10. Please provide any additional comments or suggestions about your learning experiences in this Center. Thank you for your insights.**

- Everything is great!
- Let water be allowed at tables

- My experience was amazing. I did not finish my class this semester due to health issues. However, I hope to retake the class in the fall and get to utilize everything to the fullest of my abilities.
- Online class where you can lay in the comfort of your own home, while listening to teachers lecture. People can ""work from home"" on their computer, why not allow kids to be taught from home as well.
- Overall, everything and everyone are great! Thank you! Keep up the good work!
- Thanks for everything!
- That one lady who yells at everyone to put their drinks away is super unhelpful. She's not nice. There's a way to ask someone to put their drink away. She tells us to be quiet when she's the only one who's yelling. Every time an athlete walks in, she flirts with them loudly and it's annoying. She's not helpful either when answering questions about technology.
- The staff in the center was great, for the help they gave me.