

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

Multimedia 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=66 respondents)

	Count	Percent
Excellent	29	43.9%
Very Good	29	43.9%
Good	5	7.6%
Fair	3	4.5%
Poor	0	0%

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

(n=65 respondents)

	Count	Percent
Yes	62	95.4%
No	3	4.6%

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

(n=65 respondents)

	Count	Percent
Yes	63	96.9%
No	2	3.1%

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

(n=67 respondents)

	Count	Percent
Yes	63	94.0%
No	4	6.0%

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

(n=67 respondents)

	Count	Percent
Always	29	43.3%
Most of the time	33	49.3%
Sometimes	5	7.5%
Rarely	0	0%
Never	0	0%

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

(n=61 respondents)

	Count	Percent
Always	31	50.8%
Most of the time	22	36.1%
Sometimes	7	11.5%
Rarely	1	1.6%
Never	0	0%
*Does not apply	5	7.6%

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

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

(n=37 respondents)

	Count	Percent
Very helpful	32	86.5%
Somewhat helpful	5	13.5%
Not helpful	0	0%
*I did not have individual meetings	29	43.9%

*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=53 respondents)

	Count	Percent
Always	33	62.3%
Most of the time	18	34.0%
Sometimes	2	3.8%
Rarely	0	0%
Never	0	0%
*Does not apply	13	19.7%

*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=65 respondents)

	Count	Percent
Always	36	55.4%
Most of the time	26	40.0%
Sometimes	3	4.6%
Rarely	0	0%
Never	0	0%
*Does not apply	2	3.0%

*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=58 respondents)

	Count	Percent
Very helpful	50	86.2%
Somewhat helpful	8	13.8%
Not helpful	0	0%
*I am not enrolled in a course linked to this lab	5	7.9%

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

QUESTION #12: “Based on your overall experience in the Multimedia 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= 23)	91.3%	8.7%
Express ideas and provide supporting evidence effectively orally (n=23)	87.0%	13.0%
Comprehend, interpret, and analyze information I read (n=43)	90.7%	9.3%
Comprehend, interpret, and analyze information I hear (n=40)	90.0%	10.0%
Communicate effectively in a group or team situation (n=28)	82.1%	17.9%
Comprehend, interpret, and analyze numerical and or quantitative calculations (n=20)	75.0%	25.0%
Interpret graphical representations of quantitative information (e.g. graphs) (n=25)	88.0%	12.0%
Effectively identify, develop, and evaluate arguments (n=22)	86.4%	13.6%
Effectively assess the legitimacy or adequacy of different types of information (n=33)	87.9%	12.1%
Work effectively with others of diverse backgrounds (n=32)	87.5%	12.5%
Identify ethical issues and evaluate their consequences (n=22)	81.8%	18.2%
Acknowledge the value of diverse opinions and perspectives (n=30)	86.7%	13.3%