

Foreign Language Center User Survey

Summary Data

Conducted June 2012 (n = 10)



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

	Count	Pct
Excellent	5	35.7
Very Good	5	35.7
Good	2	14.3
Fair	1	7.1
Poor	1	7.1
Number of Students	14	

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

	Count	Pct
Yes	11	84.6
No	2	15.4
Number of Students	13	

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

	Count	Pct
Yes	13	92.9
No	1	7.1
Number of Students	14	

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

	Count	Pct
Yes	12	85.7
No	2	14.3
Number of Students	14	

5. Was the Center available when you needed it?

	Count	Pct
Always	9	64.3
Most of the time	4	28.6
Sometimes	0	0.0
Rarely	0	0.0
Never	1	7.1
Number of Students	14	

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

	Count	Pct
Always	7	50.0
Most of the time	4	28.6
Sometimes	0	0.0
Rarely	0	0.0
Never	3	21.4
Number of Students	14	

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

	Count	Pct
Very helpful	7	100
Somewhat helpful	0	0.0
Not helpful	0	0.0
Number of Students	7	
I did not have individual meetings	7	

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	4	44.4
Most of the time	4	44.4
Sometimes	0	0.0
Rarely	0	0.0
Never	1	11.1
Number of Students	9	
Does not apply	5	

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	7	50.0
Most of the time	6	42.9
Sometimes	1	7.1
Rarely	0	0.0
Never	0	0.0
Number of Students	14	

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	7	58.3
Somewhat helpful	3	25.0
Not helpful	2	16.7
Number of Students	12	
Does not apply	0	

11. Based on your overall experience in the Foreign Language 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	33.3% (4)	33.3% (4)	16.7 % (2)	16.7 (2)	12	1
b. Express ideas and provide supporting evidence effectively orally	33.3% (4)	41.7% (5)	8.3% (1)	16.7% (2)	12	1
c. Comprehend, interpret, and analyze information I read	41.7% (5)	33.3% (4)	16.7% (2)	8.3% (1)	12	1
d. Comprehend, interpret, and analyze information I hear	33.3% (4)	33.3% (4)	25.0% (3)	8.3% (1)	12	1
e. Communicate effectively in a group or team situation	30.0% (3)	30.0% (3)	20.0% (2)	20.0% (2)	10	3
f. Comprehend, interpret, and analyze numerical and/or quantitative calculations	22.2% (2)	33.3% (3)	33.3% (3)	11.1% (1)	9	4
g. Interpret graphical representations of quantitative information (e.g. graphs, tables, or charts containing data)	25.0% (2)	37.5% (3)	12.5% (1)	25.0% (2)	8	5
h. Effectively identify, develop, and evaluate arguments	37.5% (3)	12.5% (1)	25.0% (2)	25.0% (2)	8	5

<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	18.2% (2)	36.4% (4)	36.4% (4)	9.1% (1)	11	2
j. Work effectively with others of diverse backgrounds	40.0% (4)	20.0% (2)	20.0% (2)	20.0% (2)	10	2
k. Identify ethical issues and evaluate their consequences	10.0% (1)	40.0% (4)	30.0% (3)	20.0% (2)	10	2
l. Acknowledge the value of diverse opinions and perspectives	40.0% (4)	20.0% (2)	20.0% (2)	20.0% (2)	10	2

Note: Counts are listed in (parentheses).