

# Foreign Language Center User Survey

## Summary Data

Conducted Spring 2014 & Fall 2014 (n = 15)



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

	Count	Pct
Excellent	5	35.7
Very Good	4	28.6
Good	0	0.0
Fair	1	7.1
Poor	4	28.6
Number of Students	14	

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

	Count	Pct
Yes	11	73.3
No	4	26.7
Number of Students	15	

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

	Count	Pct
Yes	9	60.0
No	6	40.0
Number of Students	15	

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

	Count	Pct
Yes	10	66.7
No	5	33.3
Number of Students	15	

**5. Was the Center available when you needed it?**

	Count	Pct
Always	3	20.0
Most of the time	8	53.3
Sometimes	0	0.0
Rarely	0	0.0
Never	4	26.7
Number of Students	15	

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

	Count	Pct
Always	4	33.3
Most of the time	4	33.3
Sometimes	1	8.3
Rarely	0	0.0
Never	3	25.0
Number of Students	12	
Does not apply	2	

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

	Count	Pct
Very helpful	3	50.0
Somewhat helpful	3	50.0
Not helpful	0	0.0
Number of Students	6	
I did not have individual meetings	8	

**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	5	45.5
Most of the time	2	18.2
Sometimes	2	18.2
Rarely	0	0.0
Never	2	18.2
Number of Students	11	
Does not apply	3	

**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	8	61.5
Most of the time	2	15.4
Sometimes	0	0.0
Rarely	0	0.0
Never	3	23.1
Number of Students	13	
Does not apply	2	

**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	6	46.2
Somewhat helpful	2	15.4
Not helpful	5	38.5
Number of Students	13	
I am not enrolled in a course linked to this Center	1	

**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	28.6% (4)	21.4% (3)	21.4% (3)	28.6% (4)	14	0
b. Express ideas and provide supporting evidence effectively orally	23.1% (3)	38.5% (5)	7.7% (1)	30.8% (4)	13	1
c. Comprehend, interpret, and analyze information I read	35.7% (5)	21.4% (3)	14.3% (2)	28.6% (4)	14	0
d. Comprehend, interpret, and analyze information I hear	21.4% (3)	35.7% (5)	14.3% (2)	28.6% (4)	14	0
e. Communicate effectively in a group or team situation	25% (3)	33.3% (4)	0% (0)	41.7% (5)	12	1
f. Comprehend, interpret, and analyze numerical and/or quantitative calculations	20% (2)	30% (3)	0% (0)	50% (5)	10	4
g. Interpret graphical representations of quantitative information (e.g. graphs, tables, or charts containing data)	30% (3)	30% (3)	0% (0)	40% (4)	10	4
h. Effectively identify, develop, and evaluate arguments	33.3% (4)	33.3% (4)	0% (0)	33.3% (4)	12	2

<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>
i. Effectively assess the legitimacy or adequacy of different types of information	33.3% (4)	25% (3)	8.3% (1)	33.3% (4)	12	2
j. Work effectively with others of diverse backgrounds	33.3% (4)	16.7% (2)	8.3% (1)	41.7% (5)	12	2
k. Identify ethical issues and evaluate their consequences	30% (3)	20% (2)	10% (1)	40% (4)	10	4
l. Acknowledge the value of diverse opinions and perspectives	45.5% (5)	9.1% (1)	9.1% (1)	36.4% (4)	11	3

Note: Counts are listed in (parentheses).