Learning Center User Survey
Summary Data
Conducted Spring 2015 & Fall 2015 (n = 210)

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

	Count	Pct
Excellent	89	43.2
Very Good	68	33.0
Good	40	19.4
Fair	6	2.9
Poor	3	1.5
Number of Students	206	

2. Overall, were The Center staff helpful?

	Count	Pct
Yes	194	94.2
No	12	5.8
Number of Students	206	

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

	Count	Pct
Yes	189	92.2
No	16	7.8
Number of Students	205	

4. Was the Center available when you needed it?

	Count	Pct
Always	111	54.1
Most of the time	72	35.1
Sometimes	18	8.8
Rarely	2	1.0
Never	2	1.0
Number of Students	205	

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

	Count	Pct
Always	104	57.1
Most of the time	49	26.9
Sometimes	18	9.9
Rarely	7	3.8
Never	4	2.2
Number of Students	182	
Does not apply	24	

6. Were the learning resources (e.g., workbooks, course materials) you needed to complete your classroom assignments readily available?

	Count	Pct
Always	78	48.8
Most of the time	52	32.5
Sometimes	23	14.4
Rarely	5	3.1
Never	2	1.3
Number of Students	160	
Does not apply	47	

7. Was the equipment (e.g., computers, software, microscopes, etc.) you needed to complete your classroom assignments readily available?

	Count	Pct
Always	117	60.9
Most of the time	53	27.6
Sometimes	14	7.3
Rarely	8	4.2
Never	0	0.0
Number of Students	192	
Does not apply	14	

8. Was the equipment (e.g., computers, software, microscopes, etc.) you needed to complete your classroom assignments working properly?

	Count	Pct
Always	117	60.9
Most of the time	59	30.7
Sometimes	8	4.2
Rarely	7	3.6
Never	1	0.5
Number of Students	192	
Does not apply	14	

9. How much did your academic performance this semester improve as a result of using the Center?

	Count	Pct
A great deal	83	45.4
Somewhat	78	42.6
Very little	14	7.7
None	8	4.4
Number of Students	183	
Does not apply--the services I used are unrelated to my grades	22	

10. How often did you visit the Center?

	Count	Pct
Once	12	5.9
2 - 3 times	47	22.9
4 - 5 times	43	21.0
6 - 10 times	33	16.1
More than 10 times	70	34.1
Number of Students	205	

11. Please indicate how familiar you are with the following Learning Center services

		Very Familiar	Somewhat Familiar	Not-at-all Familiar	# of Students
a.	Computer Software (CIS, DGME, Asst. Technology)	36.3% (73)	28.9% (58)	34.8% (70)	201
b.	Connect: Resource Across the Curriculum	15.2% (30)	32.8% (65)	52% (103)	198
c.	Counseling/Degree Works	35.4% (70)	35.9% (71)	28.8% (57)	198
d.	Financial Aid	28% (56)	27.5% (55)	44.5% (89)	200
e.	Group Study Rooms	38.5% (77)	40% (80)	21.5% (43)	200
f.	Printing	49% (97)	29.3% (58)	21.7% (43)	198
g.	Recording Booths (Communication Studies Center)	33.8% (68)	23.4% (47)	42.8% (86)	201
h.	Test Proctoring	21.2% (42)	24.2% (48)	54.5% (108)	198
i.	Textbook Reserve	24.2% (48)	29.8% (59)	46% (91)	198
j.	Tutoring	36% (72)	34% (68)	30% (60)	200
k.	Workshops	21.6% (43)	34.2% (68)	44.2% (88)	199

Note: Counts are listed in (parentheses).

12. Please indicate how often you used the following services this semester at the Center

		Frequently	Occasionally	Rarely	Never	# of Students
a.	Computer Software (CIS,DGME,Asst. Technology)	23.7% (47)	22.7% (45)	14.6% (29)	38.9% (77)	198
b.	Connect: Resource Across the Curriculum	7.7% (15)	16.8% (33)	18.4% (36)	57.1% (112)	196
c.	Counseling/Degree Works	17.9% (35)	22.1% (43)	21% (41)	39% (76)	195
d.	Financial Aid	11.9% (23)	17% (33)	16.5% (32)	54.6% (106)	194
e.	Group Study Rooms	20.4% (40)	19.4% (38)	18.9% (37)	41.3% (81)	196
f.	Printing	29.4% (57)	25.8% (50)	16.5% (32)	28.4% (55)	194
g.	Recording Booths (Communication Studies Center)	12.3% (24)	22.6% (44)	14.4% (28)	50.8% (99)	195
h.	Test Proctoring	7.3% (14)	12% (23)	15.2% (29)	65.4% (125)	191
i.	Textbook Reserve	9.2% (18)	15.9% (31)	14.4% (28)	60.5% (118)	195
j.	Tutoring	15.2% (30)	22.3% (44)	15.7% (31)	46.7% (92)	197
k.	Workshops	9.6% (19)	17.3% (34)	18.3% (36)	54.8% (108)	197

Note: Counts are listed in (parentheses).

13. Please indicate your level of satisfaction with the Center services you used

		Very satisfied	Somewhat satisfied	Not at all satisfied	# of Students	Did not use
a.	Computer Software (CIS,DGME,Asst. Technology)	56.9% (66)	34.5% (40)	8.6% (10)	116	81
b.	Connect: Resource Across the Curriculum	48% (36)	44% (33)	8% (6)	75	118
c.	Counseling/Degree Works	55.6% (60)	36.1% (39)	8.3% (9)	108	85
d.	Financial Aid	63% (58)	29.3% (27)	7.6% (7)	92	103
e.	Group Study Rooms	61% (72)	29.7% (35)	9.3% (11)	118	77
f.	Printing	61.4% (86)	29.3% (41)	9.3% (13)	140	53
g.	Recording Booths (Communication Studies Center)	63% (63)	31% (31)	6% (6)	100	96
h.	Test Proctoring	52.1% (37)	35.2% (25)	12.7% (9)	71	123
i.	Textbook Reserve	54.4% (43)	35.4% (28)	10.1% (8)	79	116
j.	Tutoring	55.8% (63)	36.3% (41)	8% (9)	113	84
k.	Workshops	51.7% (45)	42.5% (37)	5.7% (5)	87	108

Note: Counts are listed in (parentheses).