

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

Math 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=231 respondents)

	Count	Percent
Excellent	56	24.2%
Very Good	81	35.1%
Good	68	29.4%
Fair	14	6.1%
Poor	12	5.2%

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

(n=232 respondents)

	Count	Percent
Yes	216	93.1%
No	16	6.9%

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

(n=231 respondents)

	Count	Percent
Yes	221	95.7%
No	10	4.3%

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

(n=232 respondents)

	Count	Percent
Yes	213	91.8%
No	19	8.2%

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

(n=229 respondents)

	Count	Percent
Always	133	57.3%
Most of the time	68	29.3%
Sometimes	21	9.1%
Rarely	7	3.0%
Never	3	1.3%

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

(n=216 respondents)

	Count	Percent
Always	82	37.3%
Most of the time	83	37.7%
Sometimes	39	17.7%
Rarely	12	5.5%
Never	4	1.8%
*Does not apply	9	3.9%

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

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

(n=108 respondents)

	Count	Percent
Very helpful	60	55.6%
Somewhat helpful	43	39.8%
Not helpful	5	4.6%
*I did not have individual meetings	125	53.6%

*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=152 respondents)

	Count	Percent
Always	89	58.6%
Most of the time	42	27.6%
Sometimes	16	10.5%
Rarely	4	2.6%
Never	1	0.7%
*Does not apply	80	34.5%

*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=173 respondents)

	Count	Percent
Always	111	64.2%
Most of the time	49	28.3%
Sometimes	8	4.6%
Rarely	4	2.3%
Never	1	0.6%
*Does not apply	62	26.4%

*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=231 respondents)

	Count	Percent
Very helpful	116	50.2%
Somewhat helpful	97	42.0%
Not helpful	18	7.8%
*I am not enrolled in a course linked to this lab	2	0.9%

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

QUESTION #12: “Based on your overall experience in the Math 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= 110)	69.1%	30.9%
Express ideas and provide supporting evidence effectively orally (n=111)	67.6%	32.4%
Comprehend, interpret, and analyze information I read (n=156)	73.1%	26.9%
Comprehend, interpret, and analyze information I hear (n=146)	69.2%	30.8%
Communicate effectively in a group or team situation (n=139)	66.2%	33.8%
Comprehend, interpret, and analyze numerical and or quantitative calculations (n=193)	72.5%	27.5%
Interpret graphical representations of quantitative information (e.g. graphs) (n=185)	69.2%	30.8%
Effectively identify, develop, and evaluate arguments (n=133)	66.2%	33.8%
Effectively assess the legitimacy or adequacy of different types of information (n=146)	61.6%	38.4%
Work effectively with others of diverse backgrounds (n=140)	70.7%	29.3%
Identify ethical issues and evaluate their consequences (n=108)	70.4%	29.6%
Acknowledge the value of diverse opinions and perspectives (n=125)	69.6%	30.4%