

# Math Resource Center User Survey

## Summary Data

Conducted June 2012 (n = 344)



### 1. Overall, how would you rate the quality of the MRC services you received?

	Count	Pct
Excellent	152	44.3
Very Good	117	34.1
Good	53	15.5
Fair	18	5.2
Poor	3	0.9
Number of Students	343	

### 2. Overall, was the MRC staff helpful?

	Count	Pct
Yes	327	95.9
No	14	4.1
Number of Students	341	

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

	Count	Pct
Yes	335	98.5
No	5	1.5
Number of Students	340	

### 4. Did you understand what MRC activities were expected of you?

	Count	Pct
Yes	313	92.1
No	27	7.9
Number of Students	340	

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

	Count	Pct
Always	195	57.5
Most of the time	111	32.7
Sometimes	27	8.0
Rarely	5	1.5
Never	1	0.3
Number of Students	339	

**6. Were you able to get help when you needed it in the MRC?**

	Count	Pct
Always	147	45.2
Most of the time	135	41.5
Sometimes	33	10.2
Rarely	8	2.5
Never	2	0.6
Number of Students	325	
Does not apply	14	

**7. Were the learning resources (e.g., workbooks, course materials) you needed to complete your MRC activities or classroom assignments readily available?**

	Count	Pct
Always	176	63.5
Most of the time	77	27.8
Sometimes	21	7.6
Rarely	2	0.7
Never	1	0.4
Number of Students	277	
Does not apply	63	

**8. Was the equipment (e.g. computers, software, microscopes, etc.) you needed to complete your MRC activities and/or classroom assignments readily available and working properly?**

	Count	Pct
Always	192	69.6
Most of the time	62	22.5
Sometimes	20	7.2
Rarely	0	0.0
Never	2	0.7
Number of Students	276	
Does not apply	62	

**9. This semester I am enrolled in the following CSM MATH courses. (Choose all that apply)**

I'm enrolled in...	Yes	No	Total
a. MATH 811 Arithmetic	5.5% (19)	94.5% (325)	344
b. MATH 802 Preparation for Algebra	3.8% (13)	96.2% (331)	344
c. MATH 110 Elementary Algebra	5.8% (20)	94.2% (324)	344
d. MATH 111 Elementary Algebra Part 1	6.7% (23)	93.3% (321)	344
e. MATH 112 Elementary Algebra Part 2	7.6% (26)	92.4% (318)	344
f. MATH 115 Geometry	4.9% (17)	95.1% (327)	344
g. MATH 120 Intermediate Algebra	6.1% (21)	93.9% (323)	344
h. MATH 122 Intermediate Algebra Part 1	4.4% (15)	95.6% (329)	344
i. MATH 123 Intermediate Algebra Part 2	4.9% (17)	95.1% (327)	344
j. MATH 125 Introduction to Finite Mathematics	5.5% (19)	94.5% (325)	344
k. MATH 130 Trigonometry	2.0% (7)	98.0% (337)	344
l. MATH 145 Liberal Arts Mathematics	5.2% (18)	94.8% (326)	344
m. MATH 200 Introductory Statistics	4.7% (16)	95.3% (328)	344
n. MATH 222 Precalculus	3.8% (13)	96.2% (331)	344
o. MATH 241 Applied Calculus I	4.9% (17)	95.1% (327)	344
p. MATH 251 Calculus and Analytic Geometry I	4.7% (16)	95.3% (328)	344
q. MATH 252 Calculus and Analytic Geometry II	5.5% (19)	94.5% (325)	344
r. MATH 253 Calculus and Analytic Geometry III	2.9% (10)	97.1% (334)	344
s. MATH 268 Discrete Mathematics	4.1% (14)	95.9% (330)	344
t. MATH 270 Linear Algebra	6.4% (22)	93.6% (322)	344
u. MATH 275 Ordinary Differential Equations	3.2% (11)	96.8% (333)	344
v. MATH 850 Mathematics Supplement 1	1.7% (6)	98.3% (338)	344
w. Other	2.9% (10)	97.1% (334)	344

Note: Counts are listed in (parentheses).

**11. Which of the following MRC resources have you used this semester? (Check all that apply)**

I have used...	Yes	No	Total
a. A place to complete TBA (HBA) Assignments	43.6% (150)	56.4% (194)	344
b. A place to meet with a study group	33.1% (114)	66.9% (230)	344
c. A place to work on homework with assistance available	51.2% (176)	48.8% (168)	344
d. Computer based homework or tutorials or mathematics programs (e.g. Fathom, Geometer's Sketch Pad, GeoGebra)	33.7% (116)	66.3% (228)	344
e. Other	38.7% (133)	61.3% (211)	344
f. Tutorial assistance provided by Math Faculty	38.1% (131)	61.9% (213)	344

<b>I have used...</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
g. Tutorial assistance provided by Student Tutors/ SI Leaders	27.0% (93)	73.0% (251)	344

Note: Counts are listed in (parentheses).

**12. Based on your overall experience at the CSM Math Resource Center this semester, please indicate the extent to which you have made gains or progress in the following learning objectives identified below:**

<b>I can...</b>	<b>Major Progress</b>	<b>Moderate Progress</b>	<b>No Progress</b>	<b># of Students</b>	<b>Does not apply</b>
a. Succeed in your current math course.	44.5% (134)	51.2% (154)	4.3% (13)	301	23
b. Self-Assess your math skills i.e. identify your strengths and weaknesses or identify the skills on which you need more work.	41.6% (117)	53.4% (150)	5.0% (14)	281	41
c. Demonstrate mastery of the specific skills for which you requested assistance.	37.8% (105)	57.6% (160)	4.7% (13)	278	45
d. Understand verbal problems (word problems).	33.6% (88)	55.3% (145)	11.1% (29)	262	61
e. Understand problems written symbolically (algebraic or mathematical symbols).	42.4% (114)	52.4% (141)	5.2% (14)	269	55
f. Understand numerical presentation of problems	41.7% (110)	53.0% (140)	5.3% (14)	264	59
g. Understand graphical presentation of problems	39.5% (102)	54.7% (141)	5.8% (15)	258	64
h. Switch between or understand relationship between two or more presentations of the same problem (i.e. Verbal, symbolic, numerical, or graphical).	36.4% (92)	58.5% (148)	5.1% (13)	253	68
i. Clearly communicate your solutions in writing. (i.e. show work in a manner acceptable to your instructors)	43.9% (115)	49.2% (129)	6.9% (18)	262	62
j. Use calculators or software effectively and appropriately.	46.3% (112)	45.5% (110)	8.3% (20)	242	78

Note: Counts are listed in (parentheses).

**14. Which activities or services in the MRC do you wish we could provide? (Check all that apply)**

<b>I want...</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
a. Workshops/or online tutorials on use of a graphing calculator	24.1% (83)	75.9% (261)	344
b. Workshops/or online tutorials on mathematics study strategies	27.6% (95)	72.4% (249)	344
c. Workshops/or online tutorials on how to use WebAccess	22.7% (78)	77.3% (266)	344
d. Workshops/or online tutorials on how to use Excel for math assignments	23.0% (79)	77.0% (265)	344
e. Other	16.3% (56)	83.7% (288)	344

Note: Counts are listed in (parentheses).

**15. If the MRC were able to extend its hours, which time would be most convenient for you?**

	<b>Count</b>	<b>Pct</b>
Weekday evenings until 9pm	192	62.5%
Saturdays 1pm - 2pm	115	37.5%
Number of Students	307	