Math Resource Center User Survey
Summary Data
Conducted Spring 2015 & Fall 2015 (n = 298)

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

	Count	Pct
Excellent	107	36.0
Very Good	102	34.3
Good	54	18.2
Fair	22	7.4
Poor	12	4.0
Number of Students	297	

2. Overall, was the MRC staff helpful?

	Count	Pct
Yes	268	91.5
No	25	8.5
Number of Students	293	

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

	Count	Pct
Yes	288	97.3
No	8	2.7
Number of Students	296	

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

	Count	Pct
Yes	266	89.9
No	30	10.1
Number of Students	296	

5.   Was the MRC available when you needed it?

	Count	Pct
Always	156	52.5
Most of the time	106	35.7
Sometimes	26	8.8
Rarely	7	2.4
Never	2	0.7
Number of Students	297	

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

	Count	Pct
Always	119	41.3
Most of the time	107	37.2
Sometimes	46	16.0
Rarely	11	3.8
Never	5	1.7
Number of Students	288	
Does not apply	9	

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	127	52.9
Most of the time	78	32.5
Sometimes	27	11.3
Rarely	5	2.1
Never	3	1.3
Number of Students	240	
Does not apply	54	

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	136	54.4
Most of the time	69	27.6
Sometimes	35	14.0
Rarely	8	3.2
Never	2	0.8
Number of Students	250	
Does not apply	41	

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	5.7% (17)	94.3% (281)	298
b.	MATH 802 Preparation for Algebra	5.7% (17)	94.3% (281)	298
c.	MATH 110 Elementary Algebra	8.1% (24)	91.9% (274)	298
d.	MATH 111 Elementary Algebra Part 1	6.7% (20)	93.3% (278)	298
e.	MATH 112 Elementary Algebra Part 2	5% (15)	95% (283)	298
f.	MATH 115 Geometry	8.1% (24)	91.9% (274)	298
g.	MATH 120 Intermediate Algebra	3% (9)	97% (289)	298
h.	MATH 122 Intermediate Algebra Part 1	5% (15)	95% (283)	298
i.	MATH 123 Intermediate Algebra Part 2	7.4% (22)	92.6% (276)	298
j.	MATH 125 Introduction to Finite Mathematics	5% (15)	95% (283)	298
k.	MATH 130 Trigonometry	4.7% (14)	95.3% (284)	298
l.	MATH 145 Liberal Arts Mathematics	7% (21)	93% (277)	298
m.	MATH 200 Introductory Statistics	4% (12)	96% (286)	298
n.	MATH 222 Precalculus	4% (12)	96% (286)	298
o.	MATH 241 Applied Calculus I	8.1% (24)	91.9% (274)	298
p.	MATH 251 Calculus and Analytic Geometry I	3.7% (11)	96.3% (287)	298
q.	MATH 252 Calculus and Analytic Geometry II	5.4% (16)	94.6% (282)	298
r.	MATH 253 Calculus and Analytic Geometry III	3.7% (11)	96.3% (287)	298
s.	MATH 268 Discrete Mathematics	5.4% (16)	94.6% (282)	298
t.	MATH 270 Linear Algebra	6.4% (19)	93.6% (279)	298
u.	MATH 275 Ordinary Differential Equations	4% (12)	96% (286)	298
v.	MATH 850 Mathematics Supplement 1	4% (12)	96% (286)	298
w.	Other	5.7% (17)	94.3% (281)	298

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	44.3% (132)	55.7% (166)	298
b.	A place to meet with a study group	37.2% (111)	62.8% (187)	298
c.	A place to work on homework with assistance available	47% (140)	53% (158)	298
d.	Computer based homework or tutorials or mathematics programs (e.g. Fathom, Geometer's Sketch Pad, GeoGebra)	36.9% (110)	63.1% (188)	298
e.	Other	35.2% (105)	64.8% (193)	298
f.	Tutorial assistance provided by Math Faculty	38.9% (116)	61.1% (182)	298

I have used…	Yes	No	Total
g. Tutorial assistance provided by Student Tutors/ SI Leaders	31.5% (94)	68.5% (204)	298

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:

Ability to…	Major Progress	Moderate Progress	No Progress	# of Students	Does not apply
a. Succeed in your current math course.	41.9% (108)	48.4% (125)	9.7% (25)	258	24
b. Self-Assess your math skills i.e. identify your strengths and weaknesses or identify the skills on which your need more work.	40.5% (104)	48.6% (125)	10.9% (28)	257	24
c. Demonstrate mastery of the specific skills for which you requested assistance.	40.7% (99)	46.5% (113)	12.8% (31)	243	38
d. Understand verbal problems (word problems).	35.8% (88)	50.8% (125)	13.4% (33)	246	34
e. Understand problems written symbolically (algebraic or mathematical symbols).	42% (105)	46.8% (117)	11.2% (28)	250	30
f. Understand numerical presentation of problems	41% (100)	48.4% (118)	10.7% (26)	244	37
g. Understand graphical presentation of problems	40.3% (100)	48% (119)	11.7% (29)	248	32
h. Switch between or understand relationship between two or more presentations of the same problem (i.e. Verbal, symbolic, numerical, or graphical).	36.1% (86)	49.6% (118)	14.3% (34)	238	41
i. Clearly communicate your solutions in writing. (i.e. show work in a manned acceptable to your instructors)	45.7% (112)	41.2% (101)	13.1% (32)	245	32
j. Use calculators or software effectively and appropriately.	45.8% (103)	38.7% (87)	15.6% (35)	225	50

Note: Counts are listed in (parentheses).

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

I want…	Yes	No	Total
a. Workshops/or online tutorials on use of a graphing calculator	27.5% (82)	72.5% (216)	298
b. Workshops/or online tutorials on mathematics study strategies	25.5% (76)	74.5% (222)	298
c. Workshops/or online tutorials on how to use WebAccess	19.8% (59)	80.2% (239)	298
d. Workshops/or online tutorials on how to use Excel for math assignments	25.5% (76)	74.5% (222)	298
e. Other	21.8% (65)	78.2% (233)	298

Note: Counts are listed in (parentheses).

15. If the MRC were able to extend its hours, which times would be most convenient for you? (Check ALL that apply)

	Count	Pct
Extended hours in the evening on Monday	185	76.8%
Extended hours in the evening on Tuesday	19	7.9%
Extended hours in the evening on Wednesday	10	4.1%
Extended hours in the evening on Thursday	11	4.6%
Extended hours on Friday afternoon	16	6.6%
Number of Students	241	