

# Math Resource Center User Survey

## Summary Data

Conducted 2017-18 (n = 131)



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

	Count	Pct
Excellent	57	44.2
Very Good	41	31.8
Good	22	17.1
Fair	5	3.9
Poor	4	3.1
Number of Students	129	100.0

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

	Count	Pct
Yes	120	93.0
No	9	7.0
Number of Students	129	100.0

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

	Count	Pct
Yes	116	89.2
No	14	10.8
Number of Students	130	100.0

### 4. Was the MRC available when you needed it?

	Count	Pct
Excellent	76	58.5
Very Good	37	28.5
Good	10	7.7
Fair	4	3.1
Poor	3	2.3
Number of Students	130	100.0

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

	Count	Pct
Always	60	48.0
Most of the time	39	31.2
Sometimes	22	17.6
Rarely	2	1.6
Never	2	1.6
Number of Students	125	100.0

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

	Count	Pct
Always	74	68.5
Most of the time	26	24.1
Sometimes	3	2.8
Rarely	3	2.8
Never	2	1.9
Number of Students	108	100.0
Does not apply	22	

**7. 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	90	79.6
Most of the time	17	15.0
Sometimes	1	0.9
Rarely	2	1.8
Never	3	2.7
Number of Students	113	100.0
Does not apply	16	

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

I'm enrolled in...	Yes	Total
a. MATH 811 Arithmetic	3.8% (5)	131
b. MATH 802 Preparation for Algebra	7.6% (10)	131
c. MATH 110 Elementary Algebra	2.3% (3)	131
d. MATH 111 Elementary Algebra Part 1	6.9% (9)	131
e. MATH 112 Elementary Algebra Part 2	6.9% (9)	131
f. MATH 115 Geometry	8.4% (11)	131
g. MATH 120 Intermediate Algebra	3.8% (5)	131
h. MATH 122 Intermediate Algebra Part 1	8.4% (11)	131
i. MATH 123 Intermediate Algebra Part 2	3.8% (5)	131
j. MATH 125 Introduction to Finite Mathematics	6.9% (9)	131
k. MATH 130 Trigonometry	6.9% (9)	131
l. MATH 145 Liberal Arts Mathematics	5.3% (7)	131
m. MATH 200 Introductory Statistics	3.1% (4)	131
n. MATH 222 Precalculus	2.3% (3)	131
o. MATH 241 Applied Calculus I	3.1% (4)	131
p. MATH 251 Calculus and Analytic Geometry I	3.8% (5)	131
q. MATH 252 Calculus and Analytic Geometry II	5.3% (7)	131
r. MATH 253 Calculus and Analytic Geometry III	3.8% (5)	131
s. MATH 268 Discrete Mathematics	3.1% (4)	131
t. MATH 270 Linear Algebra	1.5% (2)	131
u. MATH 275 Ordinary Differential Equations	6.1% (8)	131
v. MATH 850 Mathematics Supplement 1	3.1% (4)	131
w. Other	3.1% (4)	131

Note: Counts are listed in (parentheses).

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

I have used...	Yes	Total
a. A place to complete TBA (HBA) Assignments	19.5% (24)	123
b. A place to meet with a study group	38.2% (47)	123
c. A place to work on homework with assistance available	76.4% (94)	123
d. Computer based homework or tutorials or mathematics programs (e.g. Fathom, Geometer's Sketch Pad, GeoGebra)	33.9% (21)	123
e. Other	41.9% (26)	123
f. Tutorial assistance provided by Math Faculty	45.5% (56)	123

I have used...	Yes	Total
g. Tutorial assistance provided by Student Tutors/ SI Leaders	54.5% (67)	123

Note: Counts are listed in (parentheses).

**11. 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.	46.0% (52)	47.8% (54)	6.2% (7)	113	6
b. Self-Assess your math skills i.e. identify your strengths and weaknesses or identify the skills on which you need more work.	46.8% (52)	43.2% (48)	9.9% (11)	111	7
c. Demonstrate mastery of the specific skills for which you requested assistance.	40.0% (44)	50.0% (55)	10.0% (11)	110	8
d. Understand verbal problems (word problems).	38.5% (40)	46.2% (48)	15.4% (16)	104	13
e. Understand problems written symbolically (algebraic or mathematical symbols).	49.0% (50)	43.1% (44)	7.8% (8)	102	15
f. Understand numerical presentation of problems.	46.0% (46)	48.0% (48)	6.0% (6)	100	16
g. Understand graphical representation of problems.	40.4% (40)	47.5% (47)	12.1% (12)	99	15
h. Switch between or understand relationship between two or more presentations of the same problem (i.e. Verbal, symbolic, numerical, or graphical).	40.8% (40)	46.9% (46)	12.2% (12)	98	20
i. Clearly communicate your solutions in writing. (i.e. show work in a manner acceptable to your instructors)	45.0% (45)	45.0% (45)	10.0% (10)	100	16
j. Use calculators or software effectively and appropriately.	50.5% (50)	37.4% (37)	12.1% (12)	99	17

Note: Counts are listed in (parentheses).

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

I want...	Yes	Total
a. Workshops/or online tutorials on use of a graphing calculator	32.1% (42)	131
b. Workshops/or online tutorials on mathematics study strategies	30.5% (40)	131
c. Workshops/or online tutorials on how to use WebAccess	28.2% (37)	131
d. Workshops/or online tutorials on how to use Excel for math assignments	20.0% (38)	131
e. Other	20.6% (27)	131

Note: Counts are listed in (parentheses).

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

	<b>Count</b>	<b>Pct</b>
Extended hours in the evening on Monday	60	45.8
Extended hours in the evening on Tuesday	58	44.3
Extended hours in the evening on Wednesday	58	44.3
Extended hours in the evening on Thursday	60	45.8
Extended hours on Friday afternoon	53	40.5
Number of Students	131	