

LABS & LEARNING CENTERS STUDENT SATISFACTION SURVEY
SPRING 2009
QUANTITATIVE DATA
Reading Center

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=137 respondents)

	Count	Percent
Excellent	65	47.4%
Very Good	39	28.5%
Good	29	21.2%
Fair	4	2.9%
Poor	0	0%

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

(n=137 respondents)

	Count	Percent
Yes	135	98.5%
No	2	1.5%

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

(n=134 respondents)

	Count	Percent
Yes	127	94.8%
No	7	5.2%

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

(n=136 respondents)

	Count	Percent
Yes	130	95.6%
No	6	4.4%

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

(n=137 respondents)

	Count	Percent
Always	76	55.5%
Most of the time	44	32.1%
Sometimes	16	11.7%
Rarely	1	0.7%
Never	0	0.0%

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

(n=135 respondents)

	Count	Percent
Always	79	58.2%
Most of the time	40	29.6%
Sometimes	14	10.4%
Rarely	2	1.5%
Never	0	0.0%
Does not apply	0	0.0%

QUESTION # 8: “Were individual meetings with faculty helpful?”

(n=109 respondents)

	Count	Percent
Very helpful	80	73.4%
Somewhat helpful	26	23.9%
Not helpful	3	2.8%
*I did not have individual meetings	24	18.0%

*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=132 respondents)

	Count	Percent
Always	98	74.2%
Most of the time	26	19.7%
Sometimes	8	6.1%
Rarely	0	0.0%
Never	0	0.0%
*Does not apply	3	2.2%

*Note: Percentages reported above exclude students who indicated “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=134 respondents)

	Count	Percent
Always	80	59.7%
Most of the time	41	30.6%
Sometimes	11	8.2%
Rarely	1	0.7%
Never	1	0.7%
*Does not apply	1	0.7%

* Note: Percentages reported above exclude students who indicated “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=126 respondents)

	Count	Percent
Very helpful	77	61.1%
Somewhat helpful	44	34.9%
Not helpful	5	4.0%
* I am not enrolled in a course linked to this lab	7	5.3%

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

QUESTION # 12: “Based on your overall experience in the Reading Center 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= 107)	86.9%	13.1%
Express ideas and provide supporting evidence effectively orally (n=110)	82.7%	17.3%
Comprehend, interpret, and analyze information I read (n=129)	88.4%	11.6%
Comprehend, interpret, and analyze information I hear (n=117)	85.5%	14.5%
Communicate effectively in a group or team situation (n=109)	79.8%	20.2%
Comprehend, interpret, and analyze numerical and or quantitative calculations (n=63)	74.6%	25.4%
Interpret graphical representations of quantitative information (e.g. graphs) (n=62)	72.6%	27.4%
Effectively identify, develop, and evaluate arguments (n=85)	77.6%	22.4%
Effectively assess the legitimacy or adequacy of different types of information (n=94)	74.5%	25.5%
Work effectively with others of diverse backgrounds (n=102)	81.4%	18.6%
Identify ethical issues and evaluate their consequences (n=101)	75.2%	24.8%
Acknowledge the value of diverse opinions and perspectives (n=107)	81.3%	18.7%

*Note: Responses exclude students who indicated “Does not apply”