

Reading & ESL Center User Survey

Summary Data

Conducted June 2012 (n = 433)



1. Overall, how would you rate the quality of the Center's services you received?

	Count	Pct
Excellent	221	51.0
Very Good	161	37.2
Good	49	11.3
Fair	2	0.5
Poor	0	0.0
Number of Students	433	

2. Overall, were the Center's staff helpful?

	Count	Pct
Yes	429	99.3
No	3	0.7
Number of Students	432	

3. Did you understand how to do your Center work?

	Count	Pct
Yes	419	98.4
No	7	1.6
Number of Students	426	

4. Did you understand what Center's activities were expected of you?

	Count	Pct
Yes	415	96.3
No	16	3.7
Number of Students	431	

5. Was the Center available when you needed it?

	Count	Pct
Always	202	47.0
Most of the time	174	40.5
Sometimes	44	10.2
Rarely	10	2.3
Never	0	0.0
Number of Students	430	

6. Were you able to get help when you needed it in this Center?

	Count	Pct
Always	262	61.2
Most of the time	131	30.6
Sometimes	27	6.3
Rarely	7	1.6
Never	1	0.2
Number of Students	428	

7. If applicable, were individual meetings with instructors helpful?

	Count	Pct
Very helpful	285	74.0
Somewhat helpful	94	24.4
Not helpful	6	1.6
Number of Students	385	
I did not have individual meetings	42	

8. Were the learning resources (e.g., workbooks, course materials) you needed to complete your Center's activities or classroom assignments readily available?

	Count	Pct
Always	280	66.0
Most of the time	117	27.6
Sometimes	25	5.9
Rarely	2	0.5
Never	0	0.0
Number of Students	424	
Does not apply	4	

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

	Count	Pct
Always	276	65.1
Most of the time	127	30.0
Sometimes	17	4.0
Rarely	2	0.5
Never	0	0.0
Number of Students	424	
Does not apply	4	

10. How much did your work in the Center help you with your classroom course(s) (For example, you use the Math Resource Center and are also enrolled in a Math course.)

	Count	Pct
Very helpful	259	64.6
Somewhat helpful	134	33.4
Not helpful	8	2.0
Number of Students	401	
Does not apply	25	

11. Based on your overall experience in the Reading & ESL Center this semester, please indicate the extent to which you have made gains or progress in the following learning objectives identified below:

<i>I can...</i>	Major Progress	Moderate Progress	Minor Progress	No Progress	# of Students	Does not apply
a. Express ideas and provide supporting evidence effectively in writing	28.5% (61)	58.9% (126)	10.7% (23)	1.9% (4)	214	175
b. Express ideas and provide supporting evidence effectively orally	28.3% (89)	58.3% (183)	12.4% (39)	1.0% (3)	314	83
c. Comprehend, interpret, and analyze information I read	52.6% (150)	39.3% (112)	7.4% (21)	0.7% (2)	285	114
d. Comprehend, interpret, and analyze information I hear	37.5% (132)	48.6% (171)	11.4% (40)	2.6% (9)	352	46
e. Communicate effectively in a group or team situation	30.1% (86)	45.8% (131)	21.0% (60)	3.1% (9)	286	102
f. Comprehend, interpret, and analyze numerical and/or quantitative calculations	30.5% (32)	47.6% (50)	18.1% (19)	3.8% (4)	105	272
g. Interpret graphical representations of quantitative information (e.g. graphs, tables, or charts containing data)	26.6% (33)	51.6% (64)	16.1% (20)	5.6% (7)	124	256
h. Effectively identify, develop, and evaluate arguments	27.8% (66)	50.6% (120)	16.9% (40)	4.6% (11)	237	157

<i>I can...</i>	Major Progress	Moderate Progress	Minor Progress	No Progress	# of Students	Does not apply
i. Effectively assess the legitimacy or adequacy of different types of information	31.2% (73)	49.6% (116)	16.7% (39)	2.6% (6)	234	149
j. Work effectively with others of diverse backgrounds	35.6% (99)	42.4% (118)	17.6% (49)	4.3% (12)	278	102
k. Identify ethical issues and evaluate their consequences	32.5% (74)	47.4% (108)	18.0% (41)	2.2% (5)	228	152
l. Acknowledge the value of diverse opinions and perspectives	36.1% (108)	46.5% (139)	15.1% (45)	2.3% (7)	299	84

Note: Counts are listed in (parentheses).