

# Reading & ESL Center User Survey

## Summary Data

Conducted June 2013 (n = 258)



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

	Count	Pct
Excellent	120	46.5
Very Good	88	34.1
Good	46	17.8
Fair	4	1.6
Poor	0	0.0
Number of Students	258	

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

	Count	Pct
Yes	250	98.0
No	5	2.0
Number of Students	255	

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

	Count	Pct
Yes	254	98.8
No	3	1.2
Number of Students	257	

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

	Count	Pct
Yes	248	96.5
No	9	3.5
Number of Students	257	

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

	Count	Pct
Always	127	49.2
Most of the time	93	36.0
Sometimes	31	12.0
Rarely	4	1.6
Never	3	1.2
Number of Students	258	

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

	Count	Pct
Always	155	61.5
Most of the time	76	30.2
Sometimes	15	6.0
Rarely	4	1.6
Never	2	0.8
Number of Students	252	
Does not apply	6	

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

	Count	Pct
Very helpful	173	74.2
Somewhat helpful	57	24.5
Not helpful	3	1.3
Number of Students	233	
I did not have individual meetings	23	

**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	179	70.2
Most of the time	58	22.7
Sometimes	16	6.3
Rarely	2	0.8
Never	0	0.0
Number of Students	255	
Does not apply	3	

**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	177	69.1
Most of the time	66	25.8
Sometimes	12	4.7
Rarely	1	0.4
Never	0	0.0
Number of Students	256	
Does not apply	2	

**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	137	53.9
Somewhat helpful	115	45.3
Not helpful	2	0.8
Number of Students	254	
I am not enrolled in a course linked to this Center	4	

**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	36.3% (49)	46.7% (63)	13.3% (18)	3.7% (5)	135	120
b. Express ideas and provide supporting evidence effectively orally	35.5% (71)	45.0% (90)	17.0% (34)	2.5% (5)	200	55
c. Comprehend, interpret, and analyze information I read	35.8% (63)	50.6% (89)	12.5% (22)	1.1% (2)	176	81
d. Comprehend, interpret, and analyze information I hear	44.8% (86)	40.1% (77)	14.6% (28)	0.5% (1)	192	62
e. Communicate effectively in a group or team situation	32.1% (54)	38.1% (64)	25.0% (42)	4.8% (8)	168	87
f. Comprehend, interpret, and analyze numerical and/or quantitative calculations	28.3% (17)	51.7% (31)	16.7% (10)	3.3% (2)	60	197
g. Interpret graphical representations of quantitative information (e.g. graphs, tables, or charts containing data)	34.5% (29)	42.9% (36)	16.7% (14)	6.0% (5)	84	172
h. Effectively identify, develop, and evaluate arguments	28.7% (33)	46.1% (53)	19.1% (22)	6.1% (7)	115	140

<i>I can...</i>	<b>Major Progress</b>	<b>Moderate Progress</b>	<b>Minor Progress</b>	<b>No Progress</b>	<b># of Students</b>	<b>Does not apply</b>
i. Effectively assess the legitimacy or adequacy of different types of information	39.7% (58)	44.5% (65)	12.3% (18)	3.4% (5)	146	103
j. Work effectively with others of diverse backgrounds	31.0% (45)	37.9% (55)	25.5% (37)	5.5% (8)	145	108
k. Identify ethical issues and evaluate their consequences	30.2% (42)	51.1% (71)	16.5% (23)	2.2% (3)	139	113
l. Acknowledge the value of diverse opinions and perspectives	37.2% (64)	45.3% (78)	16.3% (28)	1.2% (2)	172	81

Note: Counts are listed in (parentheses).