

Reading & ESL Center User Survey

Summary Data

Conducted Spring 2014 & Fall 2014 (n = 404)



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

	Count	Pct
Excellent	192	47.8
Very Good	153	38.1
Good	49	12.2
Fair	6	1.5
Poor	2	0.5
Number of Students	402	

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

	Count	Pct
Yes	386	96.5
No	14	3.5
Number of Students	400	

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

	Count	Pct
Yes	385	97.5
No	10	2.5
Number of Students	395	

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

	Count	Pct
Yes	379	96.4
No	14	3.6
Number of Students	393	

5. Was the Center available when you needed it?

	Count	Pct
Always	205	51.4
Most of the time	158	39.6
Sometimes	27	6.8
Rarely	4	1.0
Never	5	1.3
Number of Students	399	

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

	Count	Pct
Always	259	65.6
Most of the time	108	27.3
Sometimes	25	6.3
Rarely	3	0.8
Never	0	0.0
Number of Students	395	
Does not apply	6	

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

	Count	Pct
Very helpful	277	75.1
Somewhat helpful	86	23.3
Not helpful	6	1.6
Number of Students	369	
I did not have individual meetings	29	

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	281	72.8
Most of the time	85	22.0
Sometimes	18	4.7
Rarely	1	0.3
Never	1	0.3
Number of Students	386	
Does not apply	12	

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	290	73.0
Most of the time	90	22.7
Sometimes	16	4.0
Rarely	1	0.3
Never	0	0.0
Number of Students	397	
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	246	62.4
Somewhat helpful	137	34.8
Not helpful	11	2.8
Number of Students	394	
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 information effectively in writing	43.3% (138)	41.7% (133)	11.6% (37)	3.4% (11)	319	78
b. Express ideas and provide supporting information effectively while speaking	43.8% (153)	41.8% (146)	10.9% (38)	3.4% (12)	349	44
c. Understand, interpret, and analyze information you read	55.9% (199)	34.3% (122)	8.7% (31)	1.1% (4)	356	34
d. Understand, interpret, and analyze information you hear	50.4% (184)	38.1% (139)	9.6% (35)	1.9% (7)	365	26
e. Communicate effectively in a group or team situation	46% (159)	36.1% (125)	15% (52)	2.9% (10)	346	45
f. Understand, interpret, and analyze numerical and or quantitative calculations	43.5% (100)	37.4% (86)	12.6% (29)	6.5% (15)	230	156
g. Interpret graphs, tables, or charts	45.8% (110)	30.4% (73)	15% (36)	8.8% (21)	240	149
h. Effectively identify, develop, and evaluate arguments	40.3% (131)	41.5% (135)	13.5% (44)	4.6% (15)	325	63
i. Tell if different types of information are reasonable and sufficient	42.7% (146)	41.2% (141)	13.5% (46)	2.6% (9)	342	47
j. Work effectively with others of different backgrounds	45.1% (158)	39.4% (138)	10.9% (38)	4.6% (16)	350	41
k. Identify ethical issues and evaluate their consequences	43.8% (144)	36.2% (119)	16.4% (54)	3.6% (12)	329	63
l. Recognize the value of different opinions and perspectives	48% (172)	37.7% (135)	11.2% (40)	3.1% (11)	358	31

Note: Counts are listed in (parentheses).

12. If the Center opened earlier on weekdays between 8:00 a.m. - 9:30 a.m., would you come during that time?

	Count	Pct
Yes	255	63.1
No	149	36.9
Number of Students	404	

13. If the Center stayed open later on Monday and Wednesday nights from 6:30 p.m. - 8:00 p.m., would you come during that time?

	Count	Pct
Yes	211	52.4
No	192	47.6
Number of Students	403	