

# Reading & ESL Center User Survey

## Summary Data

Conducted Spring 2015 & Fall 2015 (n = 293)



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

	Count	Pct
Excellent	154	53.3
Very Good	89	30.8
Good	42	14.5
Fair	4	1.4
Poor	0	0.0
Number of Students	289	

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

	Count	Pct
Yes	278	97.2
No	8	2.8
Number of Students	286	

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

	Count	Pct
Yes	280	97.9
No	6	2.1
Number of Students	286	

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

	Count	Pct
Yes	278	96.2
No	11	3.8
Number of Students	289	

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

	Count	Pct
Always	142	49.0
Most of the time	120	41.4
Sometimes	25	8.6
Rarely	3	1.0
Never	0	0.0
Number of Students	290	

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

	Count	Pct
Always	200	69.7
Most of the time	63	22.0
Sometimes	18	6.3
Rarely	6	2.1
Never	0	0.0
Number of Students	287	
Does not apply	1	

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

	Count	Pct
Very helpful	211	77.3
Somewhat helpful	55	20.1
Not helpful	7	2.6
Number of Students	273	
I did not have individual meetings	17	

**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	191	67.0
Most of the time	80	28.1
Sometimes	11	3.9
Rarely	3	1.1
Never	0	0.0
Number of Students	285	
Does not apply	1	

**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	219	76.3
Most of the time	55	19.2
Sometimes	13	4.5
Rarely	0	0.0
Never	0	0.0
Number of Students	287	
Does not apply	1	

**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	179	63.5
Somewhat helpful	98	34.8
Not helpful	5	1.8
Number of Students	282	
I am not enrolled in a course linked to this Center	3	

**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	42% (79)	44.7% (84)	10.1% (19)	3.2% (6)	188	88
b. Express ideas and provide supporting information effectively while speaking	41.4% (99)	43.9% (105)	10.9% (26)	3.8% (9)	239	39
c. Understand, interpret, and analyze information you read	47.9% (102)	41.3% (88)	8% (17)	2.8% (6)	213	60
d. Understand, interpret, and analyze information you hear	45% (107)	43.3% (103)	9.2% (22)	2.5% (6)	238	35
e. Communicate effectively in a group or team situation	44.8% (91)	39.4% (80)	12.8% (26)	3% (6)	203	67
f. Understand, interpret, and analyze numerical and or quantitative calculations	43.7% (62)	40.1% (57)	13.4% (19)	2.8% (4)	142	130
g. Interpret graphs, tables, or charts	43.3% (58)	35.8% (48)	15.7% (21)	5.2% (7)	134	136
h. Effectively identify, develop, and evaluate arguments	44.4% (83)	40.1% (75)	11.8% (22)	3.7% (7)	187	81
i. Tell if different types of information are reasonable and sufficient	45.7% (86)	39.9% (75)	11.7% (22)	2.7% (5)	188	81
j. Work effectively with others of different backgrounds	46.7% (86)	37.5% (69)	10.3% (19)	5.4% (10)	184	85
k. Identify ethical issues and evaluate their consequences	48.5% (81)	34.1% (57)	12% (20)	5.4% (9)	167	99
l. Recognize the value of different opinions and perspectives	45.3% (91)	38.8% (78)	10.9% (22)	5% (10)	201	65

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?**

	<b>Count</b>	<b>Pct</b>
Yes	164	57.1
No	123	42.9
Number of Students	287	

**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?**

	<b>Count</b>	<b>Pct</b>
Yes	156	54.9
No	128	45.1
Number of Students	284	

# Reading & ESL Center User Survey

## Summary Data

Conducted Spring 2016 (n = 38)



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

	Count	Pct
Excellent	27	73.0
Very Good	7	18.9
Good	3	8.1
Fair	0	0.0
Poor	0	0.0
Number of Students	37	

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

	Count	Pct
Yes	38	100.0
No	0	0.0
Number of Students	38	

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

	Count	Pct
Yes	38	100.0
No	0	0.0
Number of Students	38	

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

	Count	Pct
Yes	38	100.0
No	0	0.0
Number of Students	38	

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

	Count	Pct
Always	23	60.5
Most of the time	14	36.8
Sometimes	1	2.6
Rarely	0	0.0
Never	0	0.0
Number of Students	38	

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

	Count	Pct
Always	32	84.2
Most of the time	6	15.8
Sometimes	0	0.0
Rarely	0	0.0
Never	0	0.0
Number of Students	38	
Does not apply	0	

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

	Count	Pct
Very helpful	32	94.1
Somewhat helpful	2	5.9
Not helpful	0	0.0
Number of Students	34	
I did not have individual meetings	4	

**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	30	81.1
Most of the time	7	18.9
Sometimes	0	0.0
Rarely	0	0.0
Never	0	0.0
Number of Students	37	
Does not apply	0	

**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	32	84.2
Most of the time	5	13.2
Sometimes	1	2.6
Rarely	0	0.0
Never	0	0.0
Number of Students	38	
Does not apply	0	

**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	30	78.9
Somewhat helpful	7	18.4
Not helpful	1	2.6
Number of Students	38	
I am not enrolled in a course linked to this Center	0	

**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	53.8% (14)	34.6% (9)	11.5% (3)	0% (0)	26	7
b. Express ideas and provide supporting information effectively while speaking	62.1% (18)	31% (9)	6.9% (2)	0% (0)	29	4
c. Understand, interpret, and analyze information you read	73.3% (22)	16.7% (5)	10% (3)	0% (0)	30	2
d. Understand, interpret, and analyze information you hear	71.9% (23)	21.9% (7)	6.3% (2)	0% (0)	32	2
e. Communicate effectively in a group or team situation	70% (21)	20% (6)	10% (3)	0% (0)	30	3
f. Understand, interpret, and analyze numerical and or quantitative calculations	68.4% (13)	26.3% (5)	5.3% (1)	0% (0)	19	13
g. Interpret graphs, tables, or charts	64.7% (11)	11.8% (2)	17.6% (3)	5.9% (1)	17	14
h. Effectively identify, develop, and evaluate arguments	65% (13)	30% (6)	5% (1)	0% (0)	20	10
i. Tell if different types of information are reasonable and sufficient	70.8% (17)	25% (6)	4.2% (1)	0% (0)	24	9
j. Work effectively with others of different backgrounds	62.5% (15)	20.8% (5)	16.7% (4)	0% (0)	24	7
k. Identify ethical issues and evaluate their consequences	69.6% (16)	13% (3)	17.4% (4)	0% (0)	23	9
l. Recognize the value of different opinions and perspectives	79.2% (19)	16.7% (4)	4.2% (1)	0% (0)	24	8

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?**

	<b>Count</b>	<b>Pct</b>
Yes	20	55.6
No	16	44.4
Number of Students	36	

**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?**

	<b>Count</b>	<b>Pct</b>
Yes	19	52.8
No	17	47.2
Number of Students	36	