

Reading & ESL Center User Survey

Summary Data

Conducted 2017-18 (n = 120)



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

	Count	Pct
Excellent	84	70.0
Very Good	27	22.5
Good	9	7.5
Fair	0	0.0
Poor	0	0.0
Number of Students	120	100.0

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

	Count	Pct
Yes	119	100.0
No	0	0.0
Number of Students	119	100.0

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

	Count	Pct
Yes	116	99.1
No	1	0.9
Number of Students	117	100.0

4. Did you understand what Reading & ESL Center's activities you should do?

	Count	Pct
Yes	117	98.3
No	2	1.7
Number of Students	119	100.0

5. Was the Reading & ESL Center available when you needed it?

	Count	Pct
Always	79	65.8
Most of the time	37	30.8
Sometimes	4	3.3
Rarely	0	0.0
Never	0	0.0
Number of Students	120	100.0

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

	Count	Pct
Always	93	77.5
Most of the time	23	19.2
Sometimes	4	3.3
Rarely	0	0.0
Never	0	0.0
Number of Students	120	100.0

7. If applicable, did the individual meetings with instructors help you understand your lab work?

	Count	Pct
Very helpful	103	88.8
Somewhat helpful	13	11.2
Not helpful	0	0.0
Number of Students	116	100.0
I did not have individual meetings	3	

8. Were the learning resources (e.g., workbooks, course materials) you needed to complete your Reading & ESL Center's activities and course assignments available when you needed them?

	Count	Pct
Always	95	80.5
Most of the time	20	16.9
Sometimes	2	1.7
Rarely	1	0.8
Never	0	0.0
Number of Students	118	100.0
Does not apply	1	

9. Was the equipment (e.g. computers, software, microscopes, etc.) you needed to complete your Reading & ESL Center's activities and/or course assignments available when you needed it and working properly?

	Count	Pct
Always	94	79.0
Most of the time	24	20.2
Sometimes	1	0.8
Rarely	0	0.0
Never	0	0.0
Number of Students	119	100.0

10. How much did your work in the Reading & ESL Center help you with skills taught in your classroom course(s)?

	Count	Pct
Very helpful	89	74.8
Somewhat helpful	30	25.2
Not helpful	0	0.0
Number of Students	119	100.0

11. How much has the Reading & ESL Center helped you to:

<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	40.0% (48)	27.5% (33)	5.0% (6)	0.0% (0)	87	30
b. Express ideas and provide supporting information effectively while speaking	51.7% (62)	35.8% (43)	5.0% (6)	0.0% (0)	111	6
c. Understand, interpret, and analyze information you read	53.5% (64)	19.2% (23)	5.8% (7)	1.7% (2)	96	20
d. Understand, interpret, and analyze information you hear	55.8% (67)	28.3% (34)	6.7% (8)	0.0% (0)	109	7
e. Communicate effectively in a group or team situation	43.3% (52)	30.8% (37)	11.7% (14)	0.8% (1)	104	11
f. Understand, interpret, and analyze numerical and or quantitative calculations	36.7% (44)	19.2% (23)	8.3% (10)	2.5% (3)	80	35
g. Interpret graphs, tables, or charts	39.2% (47)	15.8% (19)	8.3% (10)	3.3% (4)	80	33
h. Effectively identify, develop, and evaluate arguments	41.7% (50)	25.8% (31)	10.8% (13)	4.2% (5)	99	14
i. Tell if different types of information are reasonable and sufficient	43.3% (52)	29.2% (35)	4.2% (5)	2.5% (3)	95	16
j. Work effectively with others of different backgrounds	50.8% (61)	27.5% (33)	6.7% (8)	0.0% (0)	102	14
k. Identify ethical issues and evaluate their consequences	38.3% (46)	27.5% (33)	9.2% (11)	0.8% (1)	91	24
l. Recognize the value of different opinions and perspectives	48.3% (58)	25.0% (30)	8.3% (10)	0.8% (1)	99	15

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	64	53.3
No	56	46.7
Number of Students	120	100.0

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	59	49.6
No	60	50.4
Number of Students	119	100.0