

LABS & LEARNING CENTERS STUDENT SATISFACTION SURVEY
SPRING 2009
Quantitative Data
Writing Center

Note: The number of responses for each survey item varies. Students were provided with the option to complete only those survey items in which they had sufficient experience to comment. Narrative comments to open-ended questions are provided in a separate document.

QUESTION # 2: "Overall, how would you rate the quality of the lab services you received?"

(n=350 respondents)

	Count	Percent
Excellent	99	28.3%
Very Good	168	48.0%
Good	59	16.9%
Fair	21	6.0%
Poor	3	0.9

QUESTION # 3: "Overall, was the lab staff helpful?"

(n=349 respondents)

	Count	Percent
Yes	337	96.6%
No	12	3.4%

QUESTION # 4: "Were the procedures for using the lab clear and easy to follow?"

n=348

	Count	Percent
Yes	322	92.5%
No	26	7.5%

QUESTION # 5: "Did you understand what lab activities were expected of you?"

(n=342 respondents)

	Count	Percent
Yes	308	90.1%
No	34	9.9%

QUESTION # 6: “Was the lab available when you needed it?”

(n=348 respondents)

	Count	Percent
Always	96	27.6%
Most of the time	127	36.5%
Sometimes	100	28.7%
Rarely	23	6.6%
Never	2	0.6%

QUESTION # 7: “Were you able to get help when you needed it in this lab?”

(n=347 respondents)

	Count	Percent
Always	120	35.4%
Most of the time	150	44.2%
Sometimes	54	15.9%
Rarely	13	3.8%
Never	2	0.6%
Does not apply	8	2.3%

QUESTION # 8: “Were individual meetings with faculty helpful?”

(n=303 respondents)

	Count	Percent
Very helpful	201	66.3%
Somewhat helpful	95	31.4%
Not helpful	7	2.3%
* I did not have individual meetings	35	10.4%

*Note: Percentages reported above exclude students who did not have individual meetings

QUESTION NUMBER 9: “Were the learning resources (e.g., workbooks, course materials) you needed to complete your lab activities or classroom assignments readily available? “

(n=274 respondents)

	Count	Percent
Always	141	51.5%
Most of the time	91	33.2%
Sometimes	39	14.2%
Rarely	2	0.7%
Never	1	0.4%
*Does not apply	65	19.2%

*Note: Percentages reported above exclude students who indicated “Does not apply”

QUESTION # 10: “Was the equipment (e.g., computers, software, microscopes, etc.) you needed to complete your lab activities and/or classroom assignments readily available and working properly?”

(n=313 respondents)

	Count	Percent
Always	196	62.6%
Most of the time	92	29.4%
Sometimes	21	6.7%
Rarely	3	1.0%
Never	1	0.3%
*Does not apply	31	9.0%

*Note: Percentages reported above exclude students who indicated “Does not apply”

QUESTION # 11: “To what extent did your work in this lab help your academic performance in courses linked to the lab or supported by this lab? (For example, you use the Math Resource Center and are also enrolled in a Math course.)”

(n=329 respondents)

	Count	Percent
Very helpful	170	51.7%
Somewhat helpful	148	45.0%
Not helpful	11	3.3%
* I am not enrolled in a course linked to this lab	10	3.0%

* Note: Percentages reported above exclude students who are not enrolled in a linked course

QUESTION # 12: “Based on your overall experience in the Writing Center this semester, please indicate the extent to which you have made gains or progress in the following learning objectives identified below:”

I can...

	Major/Moderate Progress	Minor/No Progress
Express ideas and provide supporting evidence effectively in writing (n= 319)	87.8%	12.2%
Express ideas and provide supporting evidence effectively orally (n=266)	75.9%	24.1%
Comprehend, interpret, and analyze information I read (n=302)	82.1%	17.9%
Comprehend, interpret, and analyze information I hear (n=275)	81.1%	18.9%
Communicate effectively in a group or team situation (n=253)	75.1%	24.9%
Comprehend, interpret, and analyze numerical and or quantitative calculations (n=206)	68.4%	31.6%
Interpret graphical representations of quantitative information (e.g. graphs) (n=212)	72.2%	27.8%
Effectively identify, develop, and evaluate arguments (n=280)	77.9%	22.1%
Effectively assess the legitimacy or adequacy of different types of information (n=270)	75.6%	24.4%
Work effectively with others of diverse backgrounds (n=233)	78.1%	21.9%
Identify ethical issues and evaluate their consequences (n=237)	76.8%	23.2%
Acknowledge the value of diverse opinions and perspectives (n=253)	79.4%	20.6%

*Note: Responses exclude students who indicated “Does not apply”

QUESTION # 16: “How helpful is one-on-one tutoring (essay conferences) for you?”

(n=313 respondents)

	Count	Percent
Very helpful	218	69.6%
Helpful	83	26.5%
Not helpful	12	3.8%
*I did not have one-on-one tutoring	30	8.8%

*Note: Percentages reported above exclude students who did not have one-on-one tutoring

QUESTION # 17: “How helpful has completing tutorials been for you?”

(n=286 respondents)

	Count	Percent
Very helpful	107	37.4%
Helpful	143	50.0%
Not helpful	36	12.6%
*I did not have one-on-one tutoring	22	7.1%

*Note: Percentages reported above exclude students who did not have one-on-one tutoring