

Writing & English 800 Center User Survey

Summary Data

Conducted June 2012 (n = 233)



1. Was the Center open during the hours when you needed it?

	Count	Pct
Always	154	67.8
Most of the time	54	23.8
Sometimes	11	4.8
Rarely	5	2.2
Never	3	1.3
Number of Students	227	

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

	Count	Pct
Excellent	120	53.1
Very Good	71	31.4
Good	22	9.7
Fair	9	4.0
Poor	4	1.8
Number of Students	226	

3. Did you understand the procedures for using the Center? Were they clear and easy to follow?

	Count	Pct
Yes	217	95.6
No	10	4.4
Number of Students	227	

4. Were the Instructional Aides and student assistants in the Center helpful?

	Count	Pct
Very helpful	182	80.9
Somewhat helpful	41	18.2
Not helpful	2	0.9
Number of Students	225	

5. Were the Center faculty helpful during one-on-one tutoring (essay conferences)?

	Count	Pct
Very helpful	142	72.8
Somewhat helpful	49	25.1
Not helpful	4	2.1
Number of Students	195	
I did not have one-on-one conferences	20	

6. When meeting with instructors in the Center, which of the following areas did you focus on? (Check all that apply)

I focused on...	Yes	No	Total
a. Understanding writing assignments	33.5% (78)	66.5% (155)	233
b. Thesis organization	30.9% (72)	69.1% (161)	233
c. Essay organization	28.3% (66)	71.7% (167)	233
d. Using quotations	30.9% (72)	69.1% (161)	233
e. Sentence fluency and coherence	33.5% (78)	66.5% (155)	233
f. Planning and outlining	32.2% (75)	67.8% (158)	233
g. Developing essays	32.2% (75)	67.8% (158)	233
h. Summarizing and paraphrasing readings	41.6% (97)	58.4% (136)	233
i. Topic sentence and paragraph focus	39.1% (91)	60.9% (142)	233
j. Grammar and proofreading	32.6% (76)	67.4% (157)	233
k. Other	30.9% (72)	69.1% (161)	233

Note: Counts are listed in (parentheses).

7. Did you use computers in the Quiet Room, Writing Center, or English 800 Center to do your coursework?

	Count	Pct
Yes	157	72.0
Sometimes	33	15.1
No	28	12.8
Number of Students	218	

8. Was the equipment (e.g., computers, printers, software) you needed readily available and working properly?

	Count	Pct
Always	156	76.5
Most of the time	44	21.6
Sometimes	3	1.5
Rarely	1	0.5
Never	0	0.0
Number of Students	204	
Does not apply	15	

9. Has the work that you have done in this Center helped in your writing?

	Count	Pct
Very helpful	108	50.7
Somewhat helpful	99	46.5
Not helpful	6	2.8
Number of Students	213	

11. If you have completed tutorials in the Center, did these tutorials help your writing?

	Count	Pct
Very helpful	54	45.4
Somewhat helpful	60	50.4
Not helpful	5	4.2
Number of Students	119	
I did NOT complete tutorials	67	