

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?

	Count	Pct
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?

	Count	Pct
Yes	156	54.9
No	128	45.1
Number of Students	284	