

# Business Computer Lab User Survey

## Summary Data

Conducted Spring 2016 (n = 76)



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

	Count	Pct
Excellent	48	63.2
Very Good	15	19.7
Good	11	14.5
Fair	2	2.6
Poor	0	0.0
Number of Students	76	

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

	Count	Pct
Yes	71	94.7
No	4	5.3
Number of Students	75	

### 3. Were the procedures for using the Center clear and easy to follow?

	Count	Pct
Yes	72	97.3
No	2	2.7
Number of Students	74	

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

	Count	Pct
Yes	70	94.6
No	4	5.4
Number of Students	74	

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

	Count	Pct
Always	39	52.0
Most of the time	27	36.0
Sometimes	9	12.0
Rarely	0	0.0
Never	0	0.0
Number of Students	75	

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

	Count	Pct
Always	47	67.1
Most of the time	20	28.6
Sometimes	2	2.9
Rarely	1	1.4
Never	0	0.0
Number of Students	70	
Does not apply	5	

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

	Count	Pct
Very helpful	35	76.1
Somewhat helpful	11	23.9
Not helpful	0	0.0
Number of Students	46	
I did not have individual meetings	28	

**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	43	68.3
Most of the time	17	27.0
Sometimes	2	3.2
Rarely	1	1.6
Never	0	0.0
Number of Students	63	
Does not apply	12	

**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	52	72.2
Most of the time	18	25.0
Sometimes	2	2.8
Rarely	0	0.0
Never	0	0.0
Number of Students	72	
Does not apply	2	

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

	Count	Pct
Very helpful	54	78.3
Somewhat helpful	14	20.3
Not helpful	1	1.4
Number of Students	69	
I am not enrolled in a course linked to this Center	5	

**11. Based on your overall experience in the Business Computer 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 evidence effectively in writing	59.6% (31)	34.6% (18)	3.8% (2)	1.9% (1)	52	23
b. Express ideas and provide supporting evidence effectively orally	59.6% (31)	36.5% (19)	0% (0)	3.8% (2)	52	23
c. Comprehend, interpret, and analyze information I read	64.1% (41)	31.3% (20)	3.1% (2)	1.6% (1)	64	11
d. Comprehend, interpret, and analyze information I hear	57.6% (34)	35.6% (21)	5.1% (3)	1.7% (1)	59	15
e. Communicate effectively in a group or team situation	62.7% (32)	35.3% (18)	0% (0)	2% (1)	51	23
f. Comprehend, interpret, and analyze numerical and/or quantitative calculations	63.3% (38)	33.3% (20)	1.7% (1)	1.7% (1)	60	14
g. Interpret graphical representations of quantitative information (e.g. graphs, tables, or charts containing data)	61.3% (38)	32.3% (20)	4.8% (3)	1.6% (1)	62	13
h. Effectively identify, develop, and evaluate arguments	61.8% (34)	30.9% (17)	5.5% (3)	1.8% (1)	55	19

<i>I can...</i>	<b>Major Progress</b>	<b>Moderate Progress</b>	<b>Minor Progress</b>	<b>No Progress</b>	<b># of Students</b>	<b>Does not apply</b>
i. Effectively assess the legitimacy or adequacy of different types of information	61% (36)	32.2% (19)	5.1% (3)	1.7% (1)	59	15
j. Work effectively with others of diverse backgrounds	56.4% (31)	36.4% (20)	5.5% (3)	1.8% (1)	55	18
k. Identify ethical issues and evaluate their consequences	56.4% (31)	38.2% (21)	3.6% (2)	1.8% (1)	55	20
l. Acknowledge the value of diverse opinions and perspectives	56.6% (30)	34% (18)	7.5% (4)	1.9% (1)	53	20

Note: Counts are listed in (parentheses).