



College of San Mateo Student Survey

Learning Center

The quality of CSM's Learning Support Centers' services is important and we need your help. Please provide information about your experience using the services and support provided in the Learning Center (LC). All survey responses are strictly confidential and the Learning Center staff will only see a summary of responses without information identifying you. Your feedback is anonymous so please be candid and frank when providing this information.

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

- Excellent
- Very Good
- Good
- Fair
- Poor

2. Overall, were Learning Center staff helpful?

- Yes
- No

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

- Yes
- No

4. Was the Learning Center available when you needed it?

- Always
- Most of the time
- Sometimes
- Rarely
- Never

5. Were you able to get help when you needed it in the Learning Center?

- Always
- Most of the time
- Sometimes
- Rarely
- Never
- Does not apply

6. Were the learning resources (e.g., workbooks, course materials) you needed to complete your classroom assignments readily available?

- Always
- Most of the time
- Sometimes
- Rarely
- Never
- Does not apply

7. Was the equipment (e.g., computers, software, microscopes, etc.) you needed to complete your classroom assignments readily available?

- Always
- Most of the time
- Sometimes
- Rarely

- Rarely
- Never
- Does not apply

8. Was the equipment (e.g., computers, software, microscopes, etc.) you needed to complete your classroom assignments working properly?

- Always
- Most of the time
- Sometimes
- Rarely
- Never
- Does not apply

9. How much did your academic performance this semester improve as a result of using the Learning Center?

- A great deal
- Somewhat
- Very little
- None
- Does not apply--the services I used are unrelated to my grades

10. How often did you visit the Learning Center?

- Once
- 2 - 3 times
- 4 - 5 times
- 6 - 10 times
- More than 10 times

11. Please indicate how familiar you are with the following Learning Center services?

	Very Familiar	Somewhat Familiar	Not-at-all Familiar
Tutoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connect: Resource Across the Curriculum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/Degree Works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Textbook Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test Proctoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group Study Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Software (CIS,DGME,Asst. Technology)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recording Booths (Communication Studies Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Please indicate how often you used the following services this semester at the Learning Center?

	Frequently	Occasionally	Rarely	Never
Tutoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connect: Resource Across the Curriculum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/Degree Works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Textbook Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test Proctoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group Study Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Software (CIS,DGME,Asst. Technology)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recording Booths (Communication Studies Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Please indicate your level of satisfaction with the Learning Center services you used?

	Very satisfied	Somewhat satisfied	Not at all satisfied	Did not use
Tutoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connect: Resource Across the Curriculum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/Degree Works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Textbook Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test Proctoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group Study Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Software (CIS,DGME,Asst. Technology)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recording Booths (Communication Studies Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Which activities or services in the Learning Center do you wish we could provide? (Please explain)

15. Please feel free to provide additional comments or suggestions about your learning experiences in the Center?

Thank you for your participation in our survey!

Submit