

**LABS & LEARNING CENTERS STUDENT SATISFACTION SURVEY  
SPRING 2009  
QUANTITATIVE DATA**

**ISC**

*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=58 respondents)

	<b>Count</b>	<b>Percent</b>
Excellent	25	43.1%
Very Good	16	27.6%
Good	13	22.4%
Fair	2	3.4%
Poor	2	3.4%

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

(n=58 respondents)

	<b>Count</b>	<b>Percent</b>
Yes	53	91.4%
No	5	8.6%

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

(n=58 respondents)

	<b>Count</b>	<b>Percent</b>
Yes	56	96.6%
No	2	3.4%

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

(n=56 respondents)

	<b>Count</b>	<b>Percent</b>
Yes	49	87.5%
No	7	12.5%

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

(n=60 respondents)

	Count	Percent
Always	15	25.0%
Most of the time	28	46.7%
Sometimes	12	20.0%
Rarely	3	5.0%
Never	2	3.3%

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

(n=52 respondents)

	Count	Percent
Always	20	38.5%
Most of the time	19	36.5%
Sometimes	9	17.3%
Rarely	3	5.8%
Never	1	1.9%
*Does not apply	9	14.8%

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

**Question #8: “If applicable, were individual meetings with faculty helpful?”**

(n=35 respondents)

	Count	Percent
Very helpful	28	80.0%
Somewhat helpful	7	20.0%
Not helpful	0	0%
*I did not have individual meetings	25	41.7%

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

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

(n=51 respondents)

	Count	Percent
Always	31	60.8%
Most of the time	14	27.5%
Sometimes	5	9.8%
Rarely	0	0%
Never	1	2.0%
*Does not apply	11	17.7%

\*Note: Percentages reported above exclude students who responded “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=56 respondents)

	<b>Count</b>	<b>Percent</b>
Always	28	50.0%
Most of the time	24	42.9%
Sometimes	3	5.4%
Rarely	1	1.8%
Never	0	0%
*Does not apply	6	9.7%

\*Note: Percentages reported above exclude students who responded “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=53 respondents)

	<b>Count</b>	<b>Percent</b>
Very helpful	36	67.9%
Somewhat helpful	15	28.3%
Not helpful	2	3.8%
*I am not enrolled in a course linked to this lab	7	11.7%

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

**QUESTION #12: “Based on your overall experience in the ISC 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= 30)	76.7%	23.3%
Express ideas and provide supporting evidence effectively orally (n=30)	73.3%	26.7%
Comprehend, interpret, and analyze information I read (n=38)	86.8%	13.2%
Comprehend, interpret, and analyze information I hear (n=38)	76.3%	23.7%
Communicate effectively in a group or team situation (n=37)	78.4%	21.6%
Comprehend, interpret, and analyze numerical and or quantitative calculations (n=29)	72.4%	27.6%
Interpret graphical representations of quantitative information (e.g. graphs) (n=32)	81.3%	18.8%
Effectively identify, develop, and evaluate arguments (n=32)	81.3%	18.8%
Effectively assess the legitimacy or adequacy of different types of information (n=33)	78.8%	21.2%
Work effectively with others of diverse backgrounds (n=35)	77.1%	22.9%
Identify ethical issues and evaluate their consequences (n=30)	66.7%	33.3%
Acknowledge the value of diverse opinions and perspectives (n=36)	77.8%	22.2%