

Learning Center User Survey

Summary Data

Conducted June 2013 (n = 172)



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

	Count	Pct
Excellent	84	48.8
Very Good	56	32.6
Good	22	12.8
Fair	7	4.1
Poor	3	1.7
Number of Students	172	

2. Overall, were The Center staff helpful?

	Count	Pct
Yes	157	92.9
No	12	7.1
Number of Students	169	

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

	Count	Pct
Yes	165	97.6
No	4	2.4
Number of Students	169	

4. Was the Center available when you needed it?

	Count	Pct
Always	97	57.1
Most of the time	57	33.5
Sometimes	14	8.2
Rarely	2	1.2
Number of Students	170	

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

	Count	Pct
Always	93	58.9
Most of the time	40	25.3
Sometimes	20	12.7
Rarely	1	0.6
Never	4	2.5
Number of Students	158	
Does not apply	13	

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

	Count	Pct
Always	63	53.8
Most of the time	34	29.1
Sometimes	15	12.8
Rarely	1	0.9
Never	4	3.4
Number of Students	117	
Does not apply	54	

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

	Count	Pct
Always	101	65.6
Most of the time	36	23.4
Sometimes	15	9.7
Rarely	1	0.6
Never	1	0.6
Number of Students	154	
Does not apply	16	

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

	Count	Pct
Always	107	71.3
Most of the time	35	23.3
Sometimes	6	4.0
Rarely	1	0.7
Never	1	0.7
Number of Students	150	
Does not apply	16	

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

	Count	Pct
A great deal	73	50.7
Somewhat	55	38.2
Very little	11	7.6
None	5	3.5
Number of Students	144	
Does not apply - the services I used are unrelated to my grades	24	

10. How often did you visit the Center?

	Count	Pct
Once	7	4.2
2 - 3 times	32	19.0
4 - 5 times	24	14.3
6 - 10 times	27	16.1
More than 10 times	78	46.4
Number of Students	168	

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

	Very Familiar	Somewhat Familiar	Not-at-all Familiar	# of Students
a. Computer Software (CIS, DGME, Asst. Technology)	37.1% (59)	24.5% (39)	38.4% (61)	159
b. Connect: Resource Across the Curriculum	22.3% (35)	20.4% (32)	57.3% (90)	157
c. Counseling/Degree Works	28.0% (44)	26.1% (41)	45.9% (72)	157
d. Financial Aid	27.2% (43)	26.6% (42)	46.2% (73)	158
e. Group Study Rooms	50.9% (81)	28.3% (45)	20.8% (33)	159
f. Printing	62.3% (101)	24.7% (40)	13.0% (21)	162
g. Recording Booths (Communication Studies Center)	40.3% (64)	15.1% (24)	44.7% (71)	159
h. Test Proctoring	20.1% (32)	19.5% (31)	60.4% (96)	159
i. Textbook Reserve	27.0% (43)	23.3% (37)	49.7% (79)	159
j. Tutoring	36.9% (58)	26.8% (42)	36.3% (57)	157
k. Workshops	22.8% (36)	27.2% (43)	50.0% (79)	158

Note: Counts are listed in (parentheses).

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

	Frequently	Occasionally	Rarely	Never	# of Students
a. Computer Software (CIS, DGME, Asst. Technology)	22.1% (34)	17.5% (27)	11.7% (18)	48.7% (75)	154
b. Connect: Resource Across the Curriculum	8.4% (13)	7.7% (12)	12.3% (19)	71.6% (111)	155
c. Counseling/Degree Works	11.0% (17)	12.3% (19)	13.5% (21)	63.2% (98)	155
d. Financial Aid	14.7% (23)	13.5% (21)	9.6% (15)	62.2% (97)	156
e. Group Study Rooms	24.5% (38)	21.3% (33)	13.5% (21)	40.6% (63)	155
f. Printing	36.3% (58)	23.1% (37)	21.9% (35)	18.8% (30)	160
g. Recording Booths (Communication Studies Center)	13.5% (21)	16.0% (25)	17.3% (27)	53.2% (83)	156
h. Test Proctoring	5.8% (9)	10.3% (16)	9.6% (15)	74.4% (116)	156
i. Textbook Reserve	6.4% (10)	12.2% (19)	10.9% (17)	70.5% (110)	156
j. Tutoring	11.5% (18)	13.5% (21)	14.7% (23)	60.3% (94)	156
k. Workshops	7.1% (11)	10.3% (16)	13.5% (21)	69.0% (107)	155

Note: Counts are listed in (parentheses).

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

	Very satisfied	Somewhat satisfied	Not at all satisfied	# of Students	Did not use
a. Computer Software (CIS, DGME, Asst. Technology)	68.1% (49)	27.8% (20)	4.2% (3)	72	78
b. Connect: Resource Across the Curriculum	51.4% (18)	37.1% (13)	11.4% (4)	35	113
c. Counseling/Degree Works	60.9% (28)	32.6% (15)	6.5% (3)	46	101
d. Financial Aid	74.5% (41)	14.5% (8)	10.9% (6)	55	93
e. Group Study Rooms	73.5% (61)	22.9% (19)	3.6% (3)	83	66
f. Printing	54.8% (69)	34.1% (43)	11.1% (14)	126	27
g. Recording Booths (Communication Studies Center)	75.0% (48)	25.0% (16)	0% (0)	64	83
h. Test Proctoring	62.9% (22)	31.4% (11)	5.7% (2)	35	112
i. Textbook Reserve	54.8% (23)	33.3% (14)	11.9% (5)	42	105
j. Tutoring	69.6% (39)	25.0% (14)	5.4% (3)	56	93
k. Workshops	65.9% (27)	24.4% (10)	9.8% (4)	41	105

Note: Counts are listed in (parentheses).