

# Learning Center User Survey

## Summary Data

Conducted Spring 2014 & Fall 2014 (n = 382)



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

	Count	Pct
Excellent	234	61.3
Very Good	93	24.3
Good	43	11.3
Fair	9	2.4
Poor	3	0.8
Number of Students	382	

**2. Overall, were The Center staff helpful?**

	Count	Pct
Yes	363	96.5
No	13	3.5
Number of Students	376	

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

	Count	Pct
Yes	357	94.9
No	19	5.1
Number of Students	376	

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

	Count	Pct
Always	255	68.0
Most of the time	101	26.9
Sometimes	13	3.5
Rarely	6	1.6
Number of Students	375	

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

	Count	Pct
Always	221	65.2
Most of the time	89	26.3
Sometimes	20	5.9
Rarely	8	2.4
Never	1	0.3
Number of Students	339	
Does not apply	40	

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

	Count	Pct
Always	183	63.5
Most of the time	72	25.0
Sometimes	27	9.4
Rarely	5	1.7
Never	1	0.3
Number of Students	288	
Does not apply	89	

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

	Count	Pct
Always	239	68.5
Most of the time	88	25.2
Sometimes	18	5.2
Rarely	4	1.1
Never	0	0.0
Number of Students	349	
Does not apply	23	

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

	Count	Pct
Always	245	69.0
Most of the time	93	26.2
Sometimes	15	4.2
Rarely	1	0.3
Never	1	0.3
Number of Students	355	
Does not apply	20	

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

	Count	Pct
A great deal	167	48.0
Somewhat	149	42.8
Very little	19	5.5
None	13	3.7
Number of Students	348	
Does not apply--the services I used are unrelated to my grades	27	

**10. How often did you visit the Center?**

	Count	Pct
Once	17	4.5
2 - 3 times	83	22.0
4 - 5 times	69	18.3
6 - 10 times	50	13.2
More than 10 times	159	42.1
Number of Students	378	

**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)	44.9% (162)	25.2% (91)	29.9% (108)	361
b. Connect: Resource Across the Curriculum	20% (71)	27.3% (97)	52.7% (187)	355
c. Counseling/Degree Works	32% (115)	32.6% (117)	35.4% (127)	359
d. Financial Aid	30.4% (111)	26.3% (96)	43.3% (158)	365
e. Group Study Rooms	58.1% (209)	22.2% (80)	19.7% (71)	360
f. Printing	66.3% (242)	20.8% (76)	12.9% (47)	365
g. Recording Booths (Communication Studies Center)	39% (138)	19.8% (70)	41.2% (146)	354
h. Test Proctoring	24.6% (88)	25.2% (90)	50.1% (179)	357
i. Textbook Reserve	29.7% (107)	27.5% (99)	42.8% (154)	360
j. Tutoring	37.7% (138)	31.1% (114)	31.1% (114)	366
k. Workshops	24.1% (87)	29.1% (105)	46.8% (169)	361

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)	32.5% (114)	15.7% (55)	8.8% (31)	43% (151)	351
b. Connect: Resource Across the Curriculum	11.5% (41)	10.4% (37)	11% (39)	67% (238)	355
c. Counseling/Degree Works	16.1% (57)	14.7% (52)	16.1% (57)	53% (187)	353
d. Financial Aid	15.4% (55)	14.2% (51)	11.5% (41)	58.9% (211)	358
e. Group Study Rooms	28.5% (101)	22.8% (81)	16.1% (57)	32.7% (116)	355
f. Printing	42.5% (151)	20% (71)	13.2% (47)	24.2% (86)	355
g. Recording Booths (Communication Studies Center)	17.7% (62)	12.9% (45)	10.9% (38)	58.6% (205)	350
h. Test Proctoring	9.2% (32)	11.7% (41)	11.2% (39)	67.9% (237)	349
i. Textbook Reserve	13.8% (49)	11.8% (42)	13.2% (47)	61.1% (217)	355
j. Tutoring	14.8% (53)	17% (61)	14.2% (51)	53.9% (193)	358
k. Workshops	9.7% (34)	11.4% (40)	14.8% (52)	64.1% (225)	351

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)	68.8% (141)	25.9% (53)	5.4% (11)	205	146
b. Connect: Resource Across the Curriculum	58.6% (68)	34.5% (40)	6.9% (8)	116	235
c. Counseling/Degree Works	63.5% (99)	34% (53)	2.6% (4)	156	193
d. Financial Aid	68.2% (107)	25.5% (40)	6.4% (10)	157	196
e. Group Study Rooms	70.3% (166)	25.8% (61)	3.8% (9)	236	117
f. Printing	69.7% (184)	26.1% (69)	4.2% (11)	264	82
g. Recording Booths (Communication Studies Center)	71.3% (107)	25.3% (38)	3.3% (5)	150	197
h. Test Proctoring	60.5% (75)	33.1% (41)	6.5% (8)	124	225
i. Textbook Reserve	59.7% (83)	33.1% (46)	7.2% (10)	139	211
j. Tutoring	68% (119)	26.3% (46)	5.7% (10)	175	180
k. Workshops	64.9% (85)	29.8% (39)	5.3% (7)	131	220

Note: Counts are listed in (parentheses).