

Math Resource Center User Survey

Summary Data

Conducted June 2013 (n = 331)



1. Overall, how would you rate the quality of the MRC services you received?

	Count	Pct
Excellent	123	37.6
Very Good	119	36.4
Good	65	19.9
Fair	16	4.9
Poor	4	1.2
Number of Students	327	

2. Overall, was the MRC staff helpful?

	Count	Pct
Yes	313	95.7
No	14	4.3
Number of Students	327	

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

	Count	Pct
Yes	319	97.6
No	8	2.4
Number of Students	327	

4. Did you understand what MRC activities were expected of you?

	Count	Pct
Yes	302	93.2
No	22	6.8
Number of Students	324	

5. Was the MRC available when you needed it?

	Count	Pct
Always	186	56.9
Most of the time	108	33.0
Sometimes	24	7.3
Rarely	6	1.8
Never	3	0.9
Number of Students	327	

6. Were you able to get help when you needed it in the MRC?

	Count	Pct
Always	141	44.5
Most of the time	122	38.5
Sometimes	44	13.9
Rarely	6	1.9
Never	4	1.3
Number of Students	317	
Does not apply	9	

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

	Count	Pct
Always	187	68.8
Most of the time	60	22.1
Sometimes	21	7.7
Rarely	3	1.1
Never	1	0.4
Number of Students	272	
Does not apply	55	

8. Was the equipment (e.g. computers, software, microscopes, etc.) you needed to complete your MRC activities and/or classroom assignments readily available and working properly?

	Count	Pct
Always	164	61.9
Most of the time	76	28.7
Sometimes	20	7.5
Rarely	4	1.5
Never	1	0.4
Number of Students	265	
Does not apply	61	

9. This semester I am enrolled in the following CSM MATH courses. (Choose all that apply)

I'm enrolled in...	Yes	No	Total
a. MATH 811 Arithmetic	2.7% (9)	97.3% (322)	331
b. MATH 802 Preparation for Algebra	3.6% (12)	96.4% (319)	331
c. MATH 110 Elementary Algebra	5.7% (19)	94.3% (312)	331
d. MATH 111 Elementary Algebra Part 1	5.4% (18)	94.6% (313)	331
e. MATH 112 Elementary Algebra Part 2	7.3% (24)	92.7% (307)	331
f. MATH 115 Geometry	5.7% (19)	94.3% (312)	331
g. MATH 120 Intermediate Algebra	4.8% (16)	95.2% (315)	331
h. MATH 122 Intermediate Algebra Part 1	4.2% (14)	95.8% (317)	331
i. MATH 123 Intermediate Algebra Part 2	4.5% (15)	95.5% (316)	331
j. MATH 125 Introduction to Finite Mathematics	4.2% (14)	95.8% (317)	331
k. MATH 130 Trigonometry	2.7% (9)	97.3% (322)	331
l. MATH 145 Liberal Arts Mathematics	5.1% (17)	94.9% (314)	331
m. MATH 200 Introductory Statistics	3.3% (11)	96.7% (320)	331
n. MATH 222 Precalculus	5.1% (17)	94.9% (314)	331
o. MATH 241 Applied Calculus I	3.9% (13)	96.1% (318)	331
p. MATH 251 Calculus and Analytic Geometry I	2.7% (9)	97.3% (322)	331
q. MATH 252 Calculus and Analytic Geometry II	6.6% (22)	93.4% (309)	331
r. MATH 253 Calculus and Analytic Geometry III	3.9% (13)	96.1% (318)	331
s. MATH 268 Discrete Mathematics	5.7% (19)	94.3% (312)	331
t. MATH 270 Linear Algebra	4.8% (16)	95.2% (315)	331
u. MATH 275 Ordinary Differential Equations	3.6% (12)	96.4% (319)	331
v. MATH 850 Mathematics Supplement 1	6.3% (21)	93.7% (310)	331
w. Other	2.4% (8)	97.6% (323)	331

Note: Counts are listed in (parentheses).

11. Which of the following MRC resources have you used this semester? (Check all that apply)

I have used...	Yes	No	Total
a. A place to complete TBA (HBA) Assignments	42.6% (141)	57.4% (190)	331
b. A place to meet with a study group	38.7% (128)	61.3% (203)	331
c. A place to work on homework with assistance available	45.3% (150)	54.7% (181)	331
d. Computer based homework or tutorials or mathematics programs (e.g. Fathom, Geometer's Sketch Pad, GeoGebra)	31.7% (105)	68.3% (226)	331
e. Other	35.3% (117)	64.7% (214)	331
f. Tutorial assistance provided by Math Faculty	38.4% (127)	61.6% (204)	331

I have used...	Yes	No	Total
g. Tutorial assistance provided by Student Tutors/ SI Leaders	26.6% (88)	73.4% (243)	331

Note: Counts are listed in (parentheses).

12. Based on your overall experience at the CSM Math Resource Center this semester, please indicate the extent to which you have made gains or progress in the following learning objectives identified below:

Ability to...	Major Progress	Moderate Progress	No Progress	# of Students	Does not apply
a. Succeed in your current math course.	43.5% (130)	46.8% (140)	9.7% (29)	299	16
b. Self-Assess your math skills i.e. identify your strengths and weaknesses or identify the skills on which you need more work.	41.7% (120)	47.6% (137)	10.8% (31)	288	20
c. Demonstrate mastery of the specific skills for which you requested assistance.	39.2% (109)	47.8% (133)	12.9% (36)	278	31
d. Understand verbal problems (word problems).	35.9% (97)	47.4% (128)	16.7% (45)	270	38
e. Understand problems written symbolically (algebraic or mathematical symbols).	41.6% (114)	47.1% (129)	11.3% (31)	274	34
f. Understand numerical presentation of problems	42.9% (117)	45.8% (125)	11.4% (31)	273	31
g. Understand graphical presentation of problems	40.5% (107)	46.2% (122)	13.3% (35)	264	40
h. Switch between or understand relationship between two or more presentations of the same problem (i.e. Verbal, symbolic, numerical, or graphical).	40.9% (106)	44% (114)	15.1% (39)	259	47
i. Clearly communicate your solutions in writing. (i.e. show work in a manner acceptable to your instructors)	41.4% (110)	46.6% (124)	12.0% (32)	266	39
j. Use calculators or software effectively and appropriately.	44.1% (108)	40.8% (100)	15.1% (37)	245	60

Note: Counts are listed in (parentheses).

14. Which activities or services in the MRC do you wish we could provide? (Check all that apply)

I want...	Yes	No	Total
a. Workshops/or online tutorials on use of a graphing calculator	24.2% (80)	75.8% (251)	331
b. Workshops/or online tutorials on mathematics study strategies	27.2% (90)	72.8% (241)	331
c. Workshops/or online tutorials on how to use WebAccess	19.9% (66)	80.1% (265)	331
d. Workshops/or online tutorials on how to use Excel for math assignments	28.4% (94)	71.6% (237)	331
e. Other	20.5% (68)	79.5% (263)	331

Note: Counts are listed in (parentheses).

**15. If the MRC were able to extend its hours, which times would be most convenient for you?
(Check ALL that apply)**

	Count	Pct
Extended hours in the evening on Monday	33	13.3
Extended hours in the evening on Tuesday	25	10.1
Extended hours in the evening on Wednesday	26	10.5
Extended hours in the evening on Thursday	19	7.7
Extended hours on Friday afternoon	145	58.5
Number of Students	248	