

Math Resource Center User Survey

Summary Data

Conducted Spring 2014 & Fall 2014 (n = 242)



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

	Count	Pct
Excellent	89	36.9
Very Good	80	33.2
Good	45	18.7
Fair	17	7.1
Poor	10	4.1
Number of Students	241	

2. Overall, was the MRC staff helpful?

	Count	Pct
Yes	216	91.1
No	21	8.9
Number of Students	237	

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

	Count	Pct
Yes	233	97.1
No	7	2.9
Number of Students	240	

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

	Count	Pct
Yes	215	89.6
No	25	10.4
Number of Students	240	

5. Was the MRC available when you needed it?

	Count	Pct
Always	129	53.5
Most of the time	82	34.0
Sometimes	22	9.1
Rarely	7	2.9
Never	1	0.4
Number of Students	241	

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

	Count	Pct
Always	94	39.8
Most of the time	91	38.6
Sometimes	38	16.1
Rarely	8	3.4
Never	5	2.1
Number of Students	236	
Does not apply	5	

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	99	52.1
Most of the time	64	33.7
Sometimes	20	10.5
Rarely	4	2.1
Never	3	1.6
Number of Students	190	
Does not apply	49	

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	114	56.7
Most of the time	53	26.4
Sometimes	26	12.9
Rarely	7	3.5
Never	1	0.5
Number of Students	201	
Does not apply	37	

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	5.4% (13)	94.6% (229)	242
b. MATH 802 Preparation for Algebra	7% (17)	93% (225)	242
c. MATH 110 Elementary Algebra	4.5% (11)	95.5% (231)	242
d. MATH 111 Elementary Algebra Part 1	4.1% (10)	95.9% (232)	242
e. MATH 112 Elementary Algebra Part 2	5.4% (13)	94.6% (229)	242
f. MATH 115 Geometry	4.5% (11)	95.5% (231)	242
g. MATH 120 Intermediate Algebra	7.4% (18)	92.6% (224)	242
h. MATH 122 Intermediate Algebra Part 1	4.5% (11)	95.5% (231)	242
i. MATH 123 Intermediate Algebra Part 2	7% (17)	93% (225)	242
j. MATH 125 Introduction to Finite Mathematics	6.6% (16)	93.4% (226)	242
k. MATH 130 Trigonometry	6.2% (15)	93.8% (227)	242
l. MATH 145 Liberal Arts Mathematics	5% (12)	95% (230)	242
m. MATH 200 Introductory Statistics	4.1% (10)	95.9% (232)	242
n. MATH 222 Precalculus	4.5% (11)	95.5% (231)	242
o. MATH 241 Applied Calculus I	6.2% (15)	93.8% (227)	242
p. MATH 251 Calculus and Analytic Geometry I	4.5% (11)	95.5% (231)	242
q. MATH 252 Calculus and Analytic Geometry II	9.1% (22)	90.9% (220)	242
r. MATH 253 Calculus and Analytic Geometry III	6.2% (15)	93.8% (227)	242
s. MATH 268 Discrete Mathematics	5.8% (14)	94.2% (228)	242
t. MATH 270 Linear Algebra	3.3% (8)	96.7% (234)	242
u. MATH 275 Ordinary Differential Equations	2.9% (7)	97.1% (235)	242
v. MATH 850 Mathematics Supplement 1	4.5% (11)	95.5% (231)	242
w. Other	4.5% (11)	95.5% (231)	242

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% (103)	57.4% (139)	242
b. A place to meet with a study group	32.6% (79)	67.4% (163)	242
c. A place to work on homework with assistance available	49.6% (120)	50.4% (122)	242
d. Computer based homework or tutorials or mathematics programs (e.g. Fathom, Geometer's Sketch Pad, GeoGebra)	39.7% (96)	60.3% (146)	242
e. Other	43% (104)	57% (138)	242
f. Tutorial assistance provided by Math Faculty	35.1% (85)	64.9% (157)	242

I have used...	Yes	No	Total
g. Tutorial assistance provided by Student Tutors/ SI Leaders	28.9% (70)	71.1% (172)	242

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.	42.1% (88)	48.3% (101)	9.6% (20)	209	22
b. Self-Assess your math skills i.e. identify your strengths and weaknesses or identify the skills on which you need more work.	40.9% (85)	49.5% (103)	9.6% (20)	208	23
c. Demonstrate mastery of the specific skills for which you requested assistance.	40.1% (79)	47.2% (93)	12.7% (25)	197	34
d. Understand verbal problems (word problems).	37.5% (75)	48.5% (97)	14% (28)	200	30
e. Understand problems written symbolically (algebraic or mathematical symbols).	42.1% (85)	48% (97)	9.9% (20)	202	28
f. Understand numerical presentation of problems	41.4% (82)	48.5% (96)	10.1% (20)	198	33
g. Understand graphical presentation of problems	40.6% (82)	49.5% (100)	9.9% (20)	202	29
h. Switch between or understand relationship between two or more presentations of the same problem (i.e. Verbal, symbolic, numerical, or graphical).	35.9% (69)	51% (98)	13% (25)	192	38
i. Clearly communicate your solutions in writing. (i.e. show work in a manner acceptable to your instructors)	45.8% (92)	41.8% (84)	12.4% (25)	201	27
j. Use calculators or software effectively and appropriately.	46.4% (84)	38.7% (70)	14.9% (27)	181	44

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	31.8% (77)	68.2% (165)	242
b. Workshops/or online tutorials on mathematics study strategies	25.2% (61)	74.8% (181)	242
c. Workshops/or online tutorials on how to use WebAccess	19% (46)	81% (196)	242
d. Workshops/or online tutorials on how to use Excel for math assignments	27.3% (66)	72.7% (176)	242
e. Other	16.5% (40)	83.5% (202)	242

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	22	12.6
Extended hours in the evening on Tuesday	17	9.8
Extended hours in the evening on Wednesday	15	8.6
Extended hours in the evening on Thursday	19	10.9
Extended hours on Friday afternoon	101	58.0
Number of Students	174	