Collin Educational Support/Programs
Student Survey: Fall 2014
Collin College

SERVICE/PROGRAM: MATH LAB

Table 1. Awareness and Use of Service/Program

	N	% *
Aware of of Math lab	501	55.9%
Used Math lab	270	30.1%

** Percentage out of total respondents (N= 896).*

Table 2. Please use a five-point scale to tell us about your experience with the Service/Program.

Variable		Response on 5-point scale					No Response	Total	Mean response on 5-point scale*	Std. Deviation
		1	2	3	4	5				
The hours the service/program is available are convenient.	N	4	7	16	49	182	12	270	4.54	.851
(1= Very inconvenient, 5= Very convenient)	%	1.5%	2.6%	5.9%	18.1%	67.4%	4.4%	100%		
The service was provided in a timely manner.	N	7	5	20	50	180	8	270	4.49	.917
(1= Strongly disagree, 5 = Strongly agree)	%	2.6%	1.9%	7.4%	18.5%	66.7%	3.0%	100%		
The staff was courteous.	N	4	6	21	35	194	10	270	4.57	.856
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	2.2%	7.8%	13.0%	71.9%	3.7%	100%		
The staff was knowledgeable.	N	4	6	23	32	194	11	270	4.57	.866
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	2.2%	8.5%	11.9%	71.9%	4.1%	100%		
Overall satisfaction with the services/programs.	N	8	5	22	60	168	7	270	4.43	.946
(1= Very unsatisfied, 5 = Very satisfied)	%	3.0%	1.9%	8.1%	22.2%	62.2%	2.6%	100%		

*The means are calculated by excluding the "No response" category.

Table 3. If you were "Unsatisfied/Very unsatisfied," please specify the reason(s).

Open-ended comments	N
No response	873
Far too many students per instructor ratio.	1
I get a lot of work done in the math lab. Plus the people that are there to help you are great!	1
I have used them only one time. I prefer a tutor or my math professor.	1
I love the Math Lab. However, it's not open on Sundays anymore. I work during the week.	1
ignored	1
It was kind of a hit-and-miss regarding if there was somebody with enough knowledge who could actually help me with statistics. Central Park campus tutors were phenomenal, Preston Ridge tutors... not so much. Frustrating at times.	1
Need later hours for those of us that work, the Saturday hours should be the same at each location to avoid the overflow of students at the Spring Creek location. There are not enough tutors there on Saturdays. Too busy.	1
Not enough staff, become more frustrated when I go there, Hand raised for long periods of time unattended. Stopped going there for help after the my third time. Not a fan of the math lab.	1
Not helpful at all	1
One tutor made it a nightmare for me and then another Tutor just turned things around. This lady needs to be recommended highly. [Name]. I have been thinking of sending a recommendation to the Dean of students about her. She is knowledgeable and knows how to explain in the most understandable manner. Does not relent even when one seem too dull to learn	1
Seemed busy, not a lot of help	1
Some of the tutors are rude, they expect me to know certain math concepts and are rude if I don't. That's the whole reason why I'm there, for help!	1
Sometimes there's too many students, and not enough tutors.	1
Teachers offer great help	1
The people helping speak way to loudly and the noise level makes it difficult to concentrate in that room. Also, some tutors speak only with heavy accents which makes it difficult for some students to understand them. To compensate, they just speak louder almost to the point of yelling.	1
The staff there didn't even help me when I raised my hand. One of them saw me raise it but didn't care to come by.	1
The teachers / tutors that are available at the Preston Ridge campus are all amazing and I really appreciate the time and effort they provide. However, it would be very nice if there was a Physics/Chem/Science tutor available in the math lab like the Spring Creek campus.	1
They didn't know how to help me with my astronomy homework. Also, one of the teachers was sleeping when I walked in, have a picture to prove it. Worse staff ever! I would rather join a study group then go back! He needs to be fired!	1
Too loud and confusing at times!	1
Tutoring for free...what a great deal!	1
Very convenient. Visually see when things are due.	1
Who's working this lab?	1
You don't have enough professors to help in certain areas of math	1
Total	896

Table 4. Why you did not use the following service(s)/program(s)?

Open-ended comments	N
No response	737
Am using	1
Completed algebra	1
Didn't know at the time I could have used them	1
Didn't know where it was located when I needed it, don't need it now	1
Didn't really think about using it.	1
Don't know if there are any requirements, will someone be in the lab to answer questions?	1
Don't know where it is	1
Failed online algebra course	1
Good at math.	1
Had not had opportunity	1
Hard to access my hours vs theirs	1
Hasn't fit into my schedule yet	1
Haven't got a chance	1
Haven't gone	1
I do use this (sorry)	1
I go to the Rockwall campus too far	1
I have a decent grasp of my math classes	1
I have no time within their hours	1
I have yet to find the time to use the service/program	1
I haven't had the chance to.	1
I may use it.	1
I plan to use this resource soon.	1
I will be using one tomorrow.	1
I will use it soon	1
I'm shy	1
Intimidating	1
Intimidating. (I can't understand a lot of the tutors accents)	1
Just didn't	1
My teachers were great	1
Never got around to it.	1
No reason at this time	1
Not available when I'm not working	1
Not enough time	2
Not interested	1
Not needed.	82
Not sure what it's for.	1
Online course	1
Prefer to use my computer at home.	1
Probably should have and may still	1
Tend to ask the teacher and that helps	1
Time	1
Times available were not helpful	1
Too crowded	1

Table 4. Why you did not use the following service(s)/program(s)?

Open-ended comments	N
Too noisy	1
Used the online math lab	1
Wasn't taking math classes.	31
Will start to use this as I take math	1
Total	896

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SERVICE/PROGRAM: WRITING CENTER

Table 1. Awareness and use of Service/Program

	N	% *
Aware of Writing Center	601	67.1%
Used Writing Center	287	32.0%

** Percentage out of total respondents (N= 896).*

Table 2. Please use a five-point scale to tell us about your experience with the Service/Program.

		Response on 5-point scale								
Variable		1	2	3	4	5	No response	Total	Mean response on 5-point scale*	Std. Deviation
The hours the service/program is available are convenient.	N	3	10	25	44	191	14	287		
(1= Very inconvenient, 5= Very convenient)	%	1.0%	3.5%	8.7%	15.3%	66.6%	4.9%	100%	4.50	0.888
The service was provided in a timely manner.	N	5	9	23	40	188	22	287		
(1= Strongly disagree, 5 = Strongly agree)	%	1.7%	3.1%	8.0%	13.9%	65.5%	7.7%	100%	4.50	0.926
The staff was courteous.	N	2	3	11	41	209	21	287		
(1= Strongly disagree, 5 = Strongly agree)	%	0.7%	1.0%	3.8%	14.3%	72.8%	7.3%	100%	4.70	0.673
The staff was knowledgeable.	N	2	1	15	37	214	18	287		
(1= Strongly disagree, 5 = Strongly agree)	%	0.7%	0.3%	5.2%	12.9%	74.6%	6.3%	100%	4.71	0.656
Overall satisfaction with the services/programs.	N	4	6	20	52	199	6	287		
(Very unsatisfied, 5 = Very satisfied)	%	1.4%	2.1%	7.0%	18.1%	69.3%	2.1%	100%	4.55	0.831

*The means are calculated by excluding the "No response" category.

Table 3. If you were "Unsatisfied/Very unsatisfied," please specify the reason(s).

Open-ended comments	N
No response	880
30 minutes was not sufficient for the help I needed	1
Excellent service	1
Half the time I used the writing center I did not even know why I went because I came out with no new path for my paper except what I could have corrected on the computer like grammar and spellings. There is not much help.	1
Helpful and friendly!!	1
I had to go for Lab. I will go more. They helped me shaped my writing. Open on Saturdays!	1
I loved going to the writing center. For someone who struggles with writing, I found the staff to be so helpful and kind in looking over my paper and making corrections and suggestions for me. It's definitely something I plan to utilize frequently.	1
Somewhat helpful	1
Thank you for this service, I have used the writing center a lot and they have taught me a lot!	1
The hours are limited for people that work regular hours Monday Friday 8-6	1
The tutors are not as professional in writing as I had hoped. I have used their service and they could definitely improve.	1
There are employees that are outstanding and then there are a few who don't have it together and are not professional	1
They are not available to night time students	1
They are so arrogant and their method of dealing with reviews/comments is very inconvenient.	1
They had no idea of how to guide me in the IEEE format of writing.	1
Very helpful	1
When I did go there, she was rude and told me that everything about my paper was wrong and did not explain to me why or who it was wrong.	1
Total	896

Table 4. Why you did not use the following service(s)/program(s)?

Open-ended comments	N
No Response	681
Actually, I have used the writing center	1
All appointment slots I want are taken weeks in advance. And by the time I get a slot my paper is past due.	1
Being an online student - I'm never (rarely) at the campus to use this service	1
Can't get on their appointment schedule at any time that I need them	1
Classes taken so far are math related, not writing classes	1
Didn't attend English courses	1
Didn't need it. When I did, I didn't have time to go	1
Didn't really think about using it.	1
Didn't use much	1
Don't know the process	1
Don't know where they're located & I don't feel like using them	1
Done all my writing for classes at home	1
Felt uncomfortable with the idea of having someone scrutinize my papers in front of me	1
Hasn't fit into my schedule yet	1
Have not had to.	1
Have not needed help on papers	1
Have not written a paper at this location	1
Haven't got a chance	1
Haven't written any papers	1
Hours of availability do not work with my schedule.	1
I am an excellent writer	1
I am good at writing papers.	1
I am not in a class where I would need to use the writing center	1
I am planning to use in future	1
I choose not to	1
I do need to work on my writing, however my classes that I am currently taking does not require me to write many papers, I know that's an excuse but being a Non-traditional student and working full-time does not allow room for many other activities	1
I don't like the atmosphere	1
I go to the Rockwall campus too far	1
I have attended	1
I have no idea where this is at or what the hours are.	1
I have no time within their hours.	1
I have not found a time that is convenient for me yet.	1
I haven't been able to go	1
I haven't completed a composition class.	1
I haven't had the chance to go.	4
I haven't had the time to and I don't know where they are located.	1
I need to go, but just haven't.	1
I plan on visiting later in the semester	1
I used it few times.	1
I used the Writing Center because I was forced to as a part of an assignment prior to the time frame I was asked to complete this survey for. I found their "insights" pedantic and unhelpful.	1

Table 4. Why you did not use the following service(s)/program(s)?

Open-ended comments	N
I will be in the next two weeks.	1
I will be there within this week or other.	1
I will be using it soon, but usually just don't need help with essays. Good service to have!	1
I will be using this service when I take ENGL Comp II.	1
I will soon	1
I'm shy	1
I've never felt the need to go there. I prefer my professor's feedback more.	1
It's English and Reading... In all seriousness, it's great that you have this, but it just doesn't appeal to me.	1
May use this semester	1
My writing skills are satisfactory and am not in need of assistance	1
No English class	1
No idea where it is at or how to approach the center. No clear instruction other than just walk in.	1
No major papers	1
No need. No writing classes taken.	1
Not enough time.	11
Not enrolled in a class where I write papers	1
Not needed.	125
Not sure where those are either	1
Not taking English	1
Not taking English classes	1
Online	1
Online course	1
Only taking math classes.	1
Plan to use in the future	1
Schedule	1
Taken English 1301	1
The hours don't fit in with my work schedule.	1
The reputation of the writing centers has been questionable, and I haven't had a need for it yet.	1
Their appointments are always full	1
Time	1
Too lazy	1
Too noisy	1
Used a lot for previous classes. Thank You writing center! it saved me	1
Used once but after didn't need.	1
Usually speak to English professor	1
Will be soon	1
Will be using soon	1
Will use next semester	1
Total	896