



SALT Satisfaction Survey

Satisfaction Survey Results - Spring 2008

Last Administered: Spring 2008

Target Population: All Currently Enrolled SALT Students.

The survey was delivered to over 500 students via email using SurveyTrac, an integrated third party survey management system. Typically the services of the Strategic Learning Specialists staff and tutoring are the highest rated aspects of the program.

Findings

Most comments made about their Strategic Learning Specialists focused on how wonderful and useful a Strategic Learning Specialist was to learning academic strategies and shows a good understanding of the students' learning challenges. About 94% of students were at least "satisfied" with their Strategic Learning Specialist.

The respondents are most satisfied that they were able to receive a tutor for each class in which they needed tutoring. At the same time, about a quarter of the respondents felt that tutor problems were not resolved in a timely manner. About 71% of students were at least "satisfied" with their tutoring experience at the SALT Center.

Overall comments reported in the tool include testimonials such as, "SALT has helped me so much! I would not be gradating if it were not for this program." And "[I'm]Very pleased with all the SALT services. If it weren't for SALT, I would not be making close to the grades I make now. Thank you."