

Survey on Learning Services

Description: MARRISA, This is my first request so I will need your help. One part of the survey is to confirm/refute the results of 'focus' groups held on campus about multiculturalism. These are the first 6 questions and they are currently phrased the way they were used in the groups. I could use your help in converting these into appropriate survey questions and forms that will get at the same information. Questions 7 through 10 just need refinement.

Date Created: 1/30/2009 11:36:43 AM

Date Range: 2/10/2009 12:00:00 AM - 2/28/2009 11:59:00 PM

Total Respondents: 785

Q1. Which of the following learning services have you ever used? (Check all that apply)				
Count	Respondent %	Response %		
231	29.43%	10.47%		Advising Resource Center
289	36.82%	13.09%		Career Services
10	1.27%	0.45%		CATS (Commitment to Athletes Total Success)
28	3.57%	1.27%		Cultural Center Academic Support Programs
182	23.18%	8.25%		MASTR (Math and Science Tutoring Resources)
187	23.82%	8.47%		Math department tutoring
31	3.95%	1.40%		SALT (Strategic Alternative Learning Techniques)
33	4.20%	1.50%		Success Classes
32	4.08%	1.45%		Success Workshops
41	5.22%	1.86%		New Start Summer Program
60	7.64%	2.72%		Testing Center
21	2.68%	0.95%		TRIO Student Support Services
24	3.06%	1.09%		Tutor in Residence Program
161	20.51%	7.29%		University Learning Center
604	76.94%	27.37%		University Library
134	17.07%	6.07%		Writing Center
68	8.66%	3.08%		Other (please specify)
1	0.13%	0.05%		I do not know the name of the service I used.
70	8.92%	3.17%		None of the above
785	Respondents			
2207	Responses			

Q2. Where was the service you used located?		
Count	Percent	
1	100.00%	
1	Respondents	

Q3. Please provide the following information about the service you used:				
Count	Respondent %	Response %		
1	100.00%	50.00%		Type of service received:
1	100.00%	50.00%		Person who helped:
1	Respondents			
2	Responses			

Q4. When did you use the {REFANSWER} service? (Check all that apply)				
Count	Respondent %	Response %		
1190	170.49%	25.86%		1st semester freshman year
1121	160.60%	24.36%		2nd semester freshman year
1088	155.87%	23.64%		Sophomore year
725	103.87%	15.75%		Junior year
401	57.45%	8.71%		Senior year
77	11.03%	1.67%		Other
698	Respondents			
4602	Responses			

Q5. How did you find out about {REFANSWER}? (Check all that apply)				
Count	Respondent %	Response %		
888	127.22%	27.12%		Friend
773	110.74%	23.61%		UA websites
223	31.95%	6.81%		Brochures
146	20.92%	4.46%		Wildcat (student newspaper)
393	56.30%	12.00%		Flyers/advertisements in classrooms, hallways or residence halls
284	40.69%	8.67%		Invited by a program through e-mail or paper mail
567	81.23%	17.32%		Other (please specify)
698	Respondents			
3274	Responses			

Q6. What types of services would you like the university to offer to assist in your learning?		
Count	Percent	
452	100.00%	
452	Respondents	

Q7. How would you like to receive these services? (Check all that apply)				
Count	Respondent %	Response %		
378	56.50%	23.58%		Person to person in a centralized location
39	5.83%	2.43%		Person to person at my home (residence hall)
74	11.06%	4.62%		Podcasting
284	42.45%	17.72%		Online
98	14.65%	6.11%		Workshops taught by peers
209	31.24%	13.04%		Workshops taught by professional advisors
275	41.11%	17.16%		Workshops taught by experts in my major
182	27.20%	11.35%		Group sessions with my peers and a professional facilitator
64	9.57%	3.99%		Other (please specify)
669	Respondents			
1603	Responses			

Q8. What experiences or events were most helpful for you making a connection to and feeling comfortable with UA as a freshman? (Check all that apply)

Count	Respondent %	Response %		
37	5.53%	2.88%		Attending New Start
293	43.80%	22.84%		Attending New Student Orientation
328	49.03%	25.57%		Moving into a Residence Hall
201	30.04%	15.67%		Joining ZonaZoo
226	33.78%	17.61%		Joining a club or organization (which ones?)
42	6.28%	3.27%		Attending Freshman Convocation
15	2.24%	1.17%		Bear Down Camp
141	21.08%	10.99%		Other (please specify)
669	Respondents			
1283	Responses			

Q9. Which of the following on-campus services have you used? (Check all that apply)

Count	Respondent %	Response %		
15	2.29%	2.02%		Native American student affairs
17	2.60%	2.29%		African American student affairs
33	5.05%	4.45%		Chicano/Hispano student affairs
25	3.82%	3.37%		Asian Pacific American student affairs
11	1.68%	1.48%		MERITS
15	2.29%	2.02%		TRIO
31	4.74%	4.18%		New Start
15	2.29%	2.02%		LGBTQ
14	2.14%	1.89%		Social Justice Center
41	6.27%	5.53%		Women's Resource Center
525	80.28%	70.75%		None of the above
654	Respondents			
742	Responses			

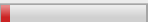

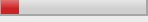

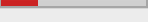
Q10. Are your needs for diversity, multiculturalism, and social justice being met on campus?

Count	Percent		
534	81.65%		Yes (how?)
120	18.35%		No (what do you suggest?)
654	Respondents		

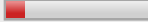
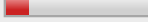
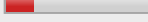
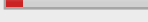

Q11. Do you currently interact on a regular basis with a staff person who represents your ethnic, sexual or gender identity?

Count	Percent		
392	59.94%		Yes
262	40.06%		No
654	Respondents		

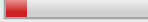
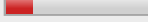
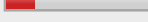
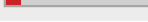
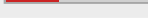
Q12. How important is this person's ethnic, sexual or gender identity to your interactions?

Count	Percent		
38	5.81%		Very important
44	6.73%		Moderately important
81	12.39%		Slightly important
325	49.69%		Not at all important
166	25.38%		Not applicable
654	Respondents		

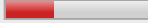
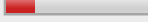
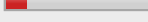
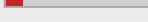
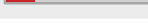
Q13. What impact has using {REFANSWER} had on each of the following? - Success in taking tests

Count	Respondent %	Response %		
28	21.88%	12.96%		Extreme impact
34	26.56%	15.74%		High impact
42	32.81%	19.44%		Moderate impact
25	19.53%	11.57%		Slight impact
87	67.97%	40.28%		No impact
128	Respondents			
216	Responses			

Q14. What impact has using {REFANSWER} had on each of the following? - Improved grades

Count	Respondent %	Response %		
31	24.22%	14.35%		Extreme impact
40	31.25%	18.52%		High impact
44	34.38%	20.37%		Moderate impact
22	17.19%	10.19%		Slight impact
79	61.72%	36.57%		No impact
128	Respondents			
216	Responses			

Q15. What impact has using {REFANSWER} had on each of the following? - Ability to make friends

Count	Respondent %	Response %		
72	56.25%	33.33%		Extreme impact
44	34.38%	20.37%		High impact
32	25.00%	14.81%		Moderate impact
25	19.53%	11.57%		Slight impact
43	33.59%	19.91%		No impact
128	Respondents			
216	Responses			

Q16. What impact has using {REFANSWER} had on each of the following? - Positive interactions with faculty or staff

Count	Respondent %	Response %		
81	63.28%	37.50%		Extreme impact
51	39.84%	23.61%		High impact
33	25.78%	15.28%		Moderate impact
13	10.16%	6.02%		Slight impact
38	29.69%	17.59%		No impact
128	Respondents			
216	Responses			

Q17. What impact has using {REFANSWER} had on each of the following? - Positive interactions with peers from other ethnic, sexual or gender identities

Count	Respondent %	Response %		
79	61.72%	36.57%		Extreme impact
46	35.94%	21.30%		High impact
37	28.91%	17.13%		Moderate impact
16	12.50%	7.41%		Slight impact
38	29.69%	17.59%		No impact
128	Respondents			
216	Responses			

Q18. What impact has using {REFANSWER} had on each of the following? - Positive interactions with peers from your own ethnic, sexual or gender identity

Count	Respondent %	Response %		
85	66.41%	39.35%		Extreme impact
49	38.28%	22.69%		High impact
29	22.66%	13.43%		Moderate impact
15	11.72%	6.94%		Slight impact
38	29.69%	17.59%		No impact
128	Respondents			
216	Responses			

Q19. What impact has using {REFANSWER} had on each of the following? - Your decision to stay at UA

Count	Respondent %	Response %		
73	57.03%	33.80%		Extreme impact
28	21.88%	12.96%		High impact
27	21.09%	12.50%		Moderate impact
13	10.16%	6.02%		Slight impact
75	58.59%	34.72%		No impact
128	Respondents			
216	Responses			

Q20. What services or factors helped you be academically successful as a freshman?

Count	Percent	
394	100.00%	
394	Respondents	

Q21. The university is considering offering additional individualized learning support services. What would you be willing to pay for each of the following offerings? - An Academic Coach is a professional staff member who provides content specific assistance (in Writing, Math, Tier 1, etc.) by appointment in one hour blocks.

Count	Percent		
361	57.03%		\$0
237	37.44%		Up to \$30 per hour/course
25	3.95%		Up to \$50 per hour/course
10	1.58%		More than \$50
633	Respondents		


Q22. The university is considering offering additional individualized learning support services. What would you be willing to pay for each of the following offerings? - A Tutor is a trained undergraduate student that provides content specific assistance (in Writing, Math, Tier 1, etc.) by appointment in one hour blocks.

Count	Percent		
424	66.98%		\$0
193	30.49%		Up to \$30 per hour/course
9	1.42%		Up to \$50 per hour/course
7	1.11%		More than \$50
633	Respondents		




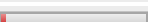
Q23. The university is considering offering additional individualized learning support services. What would you be willing to pay for each of the following offerings? - A Learning Specialist is a professional staff person that provides individualized educational planning assistance (organization, time management, learning strategies, etc) by appointment in one hour blocks.

Count	Percent		
431	68.09%		\$0
166	26.22%		Up to \$30 per hour/course
23	3.63%		Up to \$50 per hour/course
13	2.05%		More than \$50
633	Respondents		

Q24. The university is considering offering additional individualized learning support services. What would you be willing to pay for each of the following offerings? - Exam review or preparation is provided by trained graduate assistants or professional staff prior to exams. Sessions are a minimum of 1 hour.

Count	Percent		
320	50.55%		\$0
267	42.18%		Up to \$30 per hour/course
27	4.27%		Up to \$50 per hour/course
19	3.00%		More than \$50
633	Respondents		

Q25. The university is considering offering additional individualized learning support services. What would you be willing to pay for each of the following offerings? - Course lecture notes for purchase would allow you to receive notes after each class session for the entire semester.

Count	Percent		
345	54.50%		\$0
226	35.70%		Up to \$30 per hour/course
41	6.48%		Up to \$50 per hour/course
21	3.32%		More than \$50
633	Respondents		

Q26. Would you use drop-in tutoring offered person to person in a central location?

Count	Percent		
450	71.09%		Yes
183	28.91%		No
633	Respondents		

Q27. How often do you think you would use this service?

Count	Percent		
317	71.08%		Once a week
107	23.99%		Up to 3 times a week
19	4.26%		Up to 5 times a week
3	0.67%		More than 5 times a week
446	Respondents		

Q28. What hours of operation for a drop-in center would be best for you?

Count	Percent		
113	25.34%		8 a.m. to 5 p.m.
138	30.94%		1 p.m. to 9 p.m.
93	20.85%		3 p.m. to 9 p.m.
102	22.87%		5 p.m. to 11 p.m.
446	Respondents		

Q29. Please indicate your academic year:

Count	Percent		
77	12.26%		Freshman
135	21.50%		Sophomore
195	31.05%		Junior
215	34.24%		Senior
6	0.96%		Other
628	Respondents		