

## **Academic Skills Center**

**Student Survey**  
**Spring 2002, Spring 2003**

Friendliness of Academic Skills Staff						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	17	7.2%	4	2.2%	13	5.1%
Fair	8	3.4%	8	4.3%	0	-0.9%
Average	35	14.9%	36	19.5%	-1	-4.6%
Good	78	33.2%	69	37.3%	9	-4.1%
Excellent	97	41.3%	68	36.8%	29	4.5%
<b>Total</b>	<b>235</b>	<b>100.0%</b>	<b>185</b>	<b>100.0%</b>	<b>50</b>	<b>0.0%</b>
Never Used	157	34.4%	137	38.0%	20	-3.6%
Missing	65	14.2%	39	10.8%	26	3.4%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Friendliness of Academic Skills Staff					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>175</b>	<b>74.5%</b>	<b>137</b>	<b>74.1%</b>	<b>38</b>	<b>0.4%</b>

Knowledge of Academic Skills Staff						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	15	6.4%	3	1.6%	12	4.8%
Fair	8	3.4%	1	0.5%	7	2.9%
Average	36	15.5%	41	22.3%	-5	-6.8%
Good	78	33.5%	77	41.8%	1	-8.4%
Excellent	96	41.2%	62	33.7%	34	7.5%
<b>Total</b>	<b>233</b>	<b>100.0%</b>	<b>184</b>	<b>100.0%</b>	<b>49</b>	<b>0.0%</b>
Never Used	158	34.6%	135	37.4%	23	-2.8%
Missing	66	14.4%	42	11.6%	24	2.8%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Knowledge of Academic Skills Staff					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>174</b>	<b>74.7%</b>	<b>139</b>	<b>75.5%</b>	<b>35</b>	<b>-0.9%</b>

Convenience of Hours Open						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	19	8.0%	1	0.6%	18	7.4%
Fair	7	2.9%	5	2.8%	2	0.2%
Average	35	14.7%	46	25.6%	-11	-10.8%
Good	88	37.0%	64	35.6%	24	1.4%
Excellent	89	37.4%	64	35.6%	25	1.8%
<b>Total</b>	<b>238</b>	<b>100.0%</b>	<b>180</b>	<b>100.0%</b>	<b>58</b>	<b>0.0%</b>
Never Used	155	33.9%	138	38.2%	17	-4.3%
Missing	64	14.0%	43	11.9%	21	2.1%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Convenience of Hours Open					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>177</b>	<b>74.4%</b>	<b>128</b>	<b>71.1%</b>	<b>49</b>	<b>3.3%</b>

**Student Survey  
Spring 2002, Spring 2003**

Easy to Understand Materials						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	18	7.7%	1	0.6%	17	7.1%
Fair	7	3.0%	5	2.8%	2	0.2%
Average	38	16.2%	44	24.6%	-6	-8.3%
Good	90	38.5%	74	41.3%	16	-2.9%
Excellent	81	34.6%	55	30.7%	26	3.9%
<b>Total</b>	<b>234</b>	<b>100.0%</b>	<b>179</b>	<b>100.0%</b>	<b>55</b>	<b>0.0%</b>
Never Used	159	34.8%	139	38.5%	20	-3.7%
Missing	64	14.0%	43	11.9%	21	2.1%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Easy to Understand Materials					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>171</b>	<b>73.1%</b>	<b>129</b>	<b>72.1%</b>	<b>42</b>	<b>1.0%</b>

Availability of Information Before Enrolling						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	18	7.9%	3	1.7%	15	6.2%
Fair	11	4.8%	8	4.5%	3	0.3%
Average	36	15.8%	48	27.3%	-12	-11.5%
Good	86	37.7%	67	38.1%	19	-0.3%
Excellent	77	33.8%	50	28.4%	27	5.4%
<b>Total</b>	<b>228</b>	<b>100.0%</b>	<b>176</b>	<b>100.0%</b>	<b>52</b>	<b>0.0%</b>
Never Used	163	35.7%	143	39.6%	20	-3.9%
Missing	66	14.4%	42	11.6%	24	2.8%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Availability of Information Before Enrolling					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>163</b>	<b>71.5%</b>	<b>117</b>	<b>66.5%</b>	<b>46</b>	<b>5.0%</b>

Availability of Tutoring						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	17	8.5%	6	4.4%	11	4.1%
Fair	10	5.0%	2	1.5%	8	3.5%
Average	38	19.1%	29	21.5%	9	-2.4%
Good	63	31.7%	54	40.0%	9	-8.3%
Excellent	71	35.7%	44	32.6%	27	3.1%
<b>Total</b>	<b>199</b>	<b>100.0%</b>	<b>135</b>	<b>100.0%</b>	<b>64</b>	<b>0.0%</b>
Never Used	194	42.5%	182	50.4%	12	-8.0%
Missing	64	14.0%	44	12.2%	20	1.8%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Availability of Tutoring					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>134</b>	<b>67.3%</b>	<b>98</b>	<b>72.6%</b>	<b>36</b>	<b>-5.3%</b>

**Student Survey**  
**Spring 2002, Spring 2003**

Quality of Tutoring						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	16	9.4%	6	4.4%	10	4.9%
Fair	10	5.8%	2	1.5%	8	4.4%
Average	31	18.1%	29	21.5%	2	-3.4%
Good	55	32.2%	54	40.0%	1	-7.8%
Excellent	59	34.5%	44	32.6%	15	1.9%
<b>Total</b>	<b>171</b>	<b>100.0%</b>	<b>135</b>	<b>100.0%</b>	<b>36</b>	<b>0.0%</b>
Never Used	220	48.1%	182	50.4%	38	-2.3%
Missing	66	14.4%	44	12.2%	22	2.3%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Quality of Tutoring					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>114</b>	<b>66.7%</b>	<b>98</b>	<b>72.6%</b>	<b>16</b>	<b>-5.9%</b>