

Executive Summary-Success Center Survey (2008-2009)

Surveys were distributed during the months of November and December of 2008 and February of 2009. Two-hundred and twenty one students were surveyed which represents just over five percent of the student population at Shawnee State. Surveys were distributed to individual classes and were also available in the Student Success Center. While this is not a stratified random sample, classes were selected in hopes of approaching a somewhat representative sample of student opinion. It should be noted the survey has been conducted regularly in the past years. Also, some tabulations do not equal one-hundred percent due to rounding. Some results were tabulated by hand which makes them subject to human error.

What do the tabulations tell us? First a large majority of students reported using the Student Success Center (85%). Results also indicated that a majority of students had used the facilities on four occasions or more. When compared to previous years, the survey indicates that a greater percentage of students are using the Student Success Center with greater frequency. A vast majority of the respondents indicated the labs were meeting their needs. Most students utilize the Student Success Center between the hours of 10:00 a.m. and 4:00 p.m.

Freshmen were the primary respondents (63%) followed by sophomores (18%), seniors(12%), and juniors(6%). Commuter students represented the largest group of respondents(71%). Twenty-nine percent of the respondents were housing students. Housing students may actually be somewhat over-represented as a proportion of the student population.

Success Center Survey Results, November-February, 2008-2009 (N=221)

1. During the most recent term of enrollment, did you utilize the Success Center or any of its services?
 - a. yes(85%) b. no(15%)

2. If you did, which services did you use?
 - a. computer lab(35%)
 - b. tutoring(6%)
 - c. degree audit(18%)
 - d. advising(19%)
 - e. disability services(1%)
 - f. testing rooms(6%)
 - g. classes(7%)
 - h. other(7%)

3. On average, how many times during the semester do you use the Success Center or its services?
 - a. 1-3(40%)
 - b. 4-7(26%)
 - c. more than 7(34%)

4. If you utilized the computer labs, did they meet your needs?
 - a. yes(77%) b. no(9%) c. no basis for rating(15%)

5. When are you most likely to use the Success Center?
 - a. before 10:00 a.m.(11%)
 - b. 10:00 a.m.-4:00 p.m.(56%)
 - c. after 4:00 p.m.(23%)
 - d. after 10:00 p.m.(11%)

6. Were SSC staff courteous and helpful?
 - a. yes(78%) b. no(0%) c. somewhat(12%) d. no basis for rating(10%)

7. What is your current class rank
 - a. senior(12%) b. junior(6%) c. sophomore(18%) d. freshman(63%)

8. Do you reside in university housing?
 - a. yes(29%) b. no(71%)