Success Center Exit Survey
Fall 2012
Number of Responses = 1048

Overall indicators

2. Your Experience in the Success Center
   - 5 4 3 2 1 +
   av.=4.55
dev.=0.7

3. Your Interactions with Our Staff
   - 5 4 3 2 1 +
   av.=4.58
dev.=0.7

Survey Results

1. Specifics of Your Visit Today

1.1) What day of the week is it?

<table>
<thead>
<tr>
<th>Day</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>304</td>
</tr>
<tr>
<td>Tuesday</td>
<td>250</td>
</tr>
<tr>
<td>Wednesday</td>
<td>183</td>
</tr>
<tr>
<td>Thursday</td>
<td>269</td>
</tr>
<tr>
<td>Friday</td>
<td>34</td>
</tr>
</tbody>
</table>

1.2) What time did you arrive in the Center?

<table>
<thead>
<tr>
<th>Time</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 am -11 pm</td>
<td>562</td>
</tr>
<tr>
<td>12 pm - 2 pm</td>
<td>248</td>
</tr>
<tr>
<td>3 pm - 7 pm</td>
<td>221</td>
</tr>
</tbody>
</table>

1.3) Which Center did you visit today?

<table>
<thead>
<tr>
<th>Center</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language Success Center (Upstairs)</td>
<td>497</td>
</tr>
<tr>
<td>Math Success Center (Downstairs)</td>
<td>529</td>
</tr>
</tbody>
</table>

1.4) What is your reason for visiting the Success Center today? (Select all that apply)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class requirement</td>
<td>438</td>
</tr>
<tr>
<td>Coach or counselor referral</td>
<td>78</td>
</tr>
<tr>
<td>Other</td>
<td>89</td>
</tr>
<tr>
<td>Extra credit for class</td>
<td>57</td>
</tr>
<tr>
<td>Attended on my own</td>
<td>437</td>
</tr>
<tr>
<td>Instructor referral</td>
<td>38</td>
</tr>
<tr>
<td>Attended with a friend</td>
<td>88</td>
</tr>
</tbody>
</table>
1.5) Are you a STEM (Science, Technology, Engineering, Math) Major?

- Yes: 232 (n=1033)
- No: 801

1.6) What is your Age Group?

- 19 or less: 476 (n=1041)
- 20-24: 359
- 25-29: 93
- 30-34: 31
- 35-39: 36
- 40-49: 32
- 50 or more: 14

1.7) Gender

- Male: 429 (n=1031)
- Female: 602

1.8) Race/Ethnicity

- Asian: 112 (n=1048)
- Pacific Islander: 19
- Black: 108
- White: 88
- American Indian: 15
- Hispanic: 743

2. Your Experience in the Success Center

2.1) It was easy to locate the Center.

- Strongly Agree: 798 (n=1034)
- Strongly Disagree: 14

2.2) It was easy to check in to the Center.

- Strongly Agree: 798
- Strongly Disagree: 14

2.3) The work I did in the Center was helpful academically.

- Strongly Agree: 661
- Strongly Disagree: 16

2.4) I enjoyed being in the Center.

- Strongly Agree: 661
- Strongly Disagree: 16
2.5) I would recommend the Center to my friends.

2.6) I am satisfied with my overall experience in the Center.

3. Your Interactions with Our Staff

3.1) I received a friendly greeting when I checked in to the Center.

3.2) I was treated professionally by the faculty/staff in the Center.

3.3) The faculty/staff who helped me were knowledgeable.

3.4) I felt comfortable asking for help in the Center.
Profile

2. Your Experience in the Success Center

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2.2) It was easy to check in to the Center.

2.3) The work I did in the Center was helpful academically.

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