

SLAC Lab Survey Results—Spring 2017  
April 2<sup>nd</sup> – 7<sup>th</sup>

Question 1—I came to SLAC today because I need academic assistance in:	Total Frequency	Total Percentage
a. Mathematics	214	37.41
b. Business	104	18.18
c. Science	148	25.87
d. Writing	87	15.21
e. Statistics	19	3.32
<b>Total</b>	<b>572</b>	<b>100</b>

Question 5—My tutor was helpful:	Total Frequency	Total Percent
a. Strongly agree	401	68.55
b. Agree	157	26.84
c. Disagree	17	2.91
d. Strongly disagree	10	1.71
<b>Total</b>	<b>585</b>	<b>100</b>

Question 2—I came to SLAC today because I need academic assistance in:	Total Frequency	Total Percentage
a. History	53	20.00
b. Foreign Language	34	12.83
c. Standardized Test Prep	52	19.62
d. Other*	126	47.55
<b>Total</b>	<b>265</b>	<b>100</b>

Question 6—If you answered disagree or strongly disagree to question #5 please tell us why:	Total Frequency	Total Percent
a. Tutor's lack of appropriate interpersonal skills	34	33.66
b. Tutor's lack of content knowledge	32	31.68
c. Tutor's lack of patience	6	5.94
d. The tutor I needed was not available or was not working at the time I was in SLAC	11	10.89
e. Other*	18	17.82
<b>Total</b>	<b>101</b>	<b>100</b>

Question 3—My reason for coming to SLAC:	Total Frequency	Total Percent
a. Homework assistance	324	55.57
b. Test preparation	146	25.04
c. Instructor's suggestion	36	6.17
d. Better understanding	54	9.26
e. Other*	23	3.95
<b>Total</b>	<b>583</b>	<b>100</b>

Question 7—The experience I had in the SLAC lab was:	Total Frequency	Total Percent
a. Excellent	359	61.68
b. Good	182	31.27
c. Fair	36	6.19
d. Poor	5	0.86
<b>Total</b>	<b>582</b>	<b>100</b>

Question 4—Since the beginning of the semester, approximately how many times have you used the SLAC lab?	Total Frequency	Total Percent
a. 1 <sup>st</sup> visit	117	19.86
b. 2-4	174	29.54
c. 5-7	78	13.24
d. More than 7	220	37.35
<b>Total</b>	<b>589</b>	<b>100</b>

Question 8—If you answered fair or poor to #7, please tell us why:	Total Frequency	Total Percent
a. SLAC's environment is not conducive to my learning	36	31.58
b. Not enough tutors were available in the lab	48	42.11
c. The lab was too noisy/crowded	4	3.51
d. SLAC's seating arrangement is not ideal	2	1.75
e. Other*	24	21.05
<b>Total</b>	<b>114</b>	<b>100</b>

Question 9— I am performing better on my homework, paper(s), and/or exam(s) as a result of using the SLAC lab:	Total Frequency	Total Percent
a. Strongly agree	303	54.40
b. Agree	226	40.57
c. Disagree	24	4.31
d. Strongly Disagree	4	0.72
<b>Total</b>	<b>557</b>	<b>100</b>

Question 10—If you answered disagree or strongly disagree on #9, please tell us why:	Total Frequency	Total Percent
a. My study habits	45	48.39
b. I have not visited SLAC enough times to affect my performance	23	24.73
c. My SLAC visits have not been helpful	6	6.45
d. I was not academically prepared for the class	3	3.23
e. Other*	16	17.20
<b>Total</b>	<b>93</b>	<b>100</b>

- ❖ The most visits to the SLAC lab were for assistance in mathematics—37.41%
- ❖ The #1 reason for students coming to the SLAC lab was for homework assistance—55.57%
- ❖ 37.35% of those surveyed have visited SLAC more than 7 times this semester
- ❖ 95.93% of the students indicated that they “agreed” or “strongly agreed” that their tutor was helpful
- ❖ 92.95% of the students said that the experience in the SLAC lab was either “excellent” or “good”
- ❖ 42.11% of those surveyed that indicated the overall experience in the SLAC lab was fair or poor said it was due to a lack of tutors in the lab
- ❖ 94.97% of the students indicated that they “agreed” or “strongly agreed” that they were performing better on homework, papers, or exams as a result of SLAC