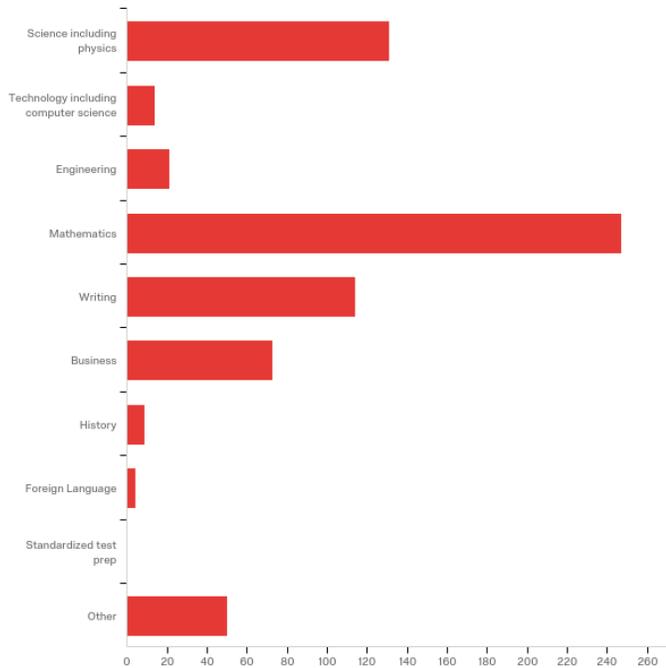


SLAC Lab Surveys - Fall 2018

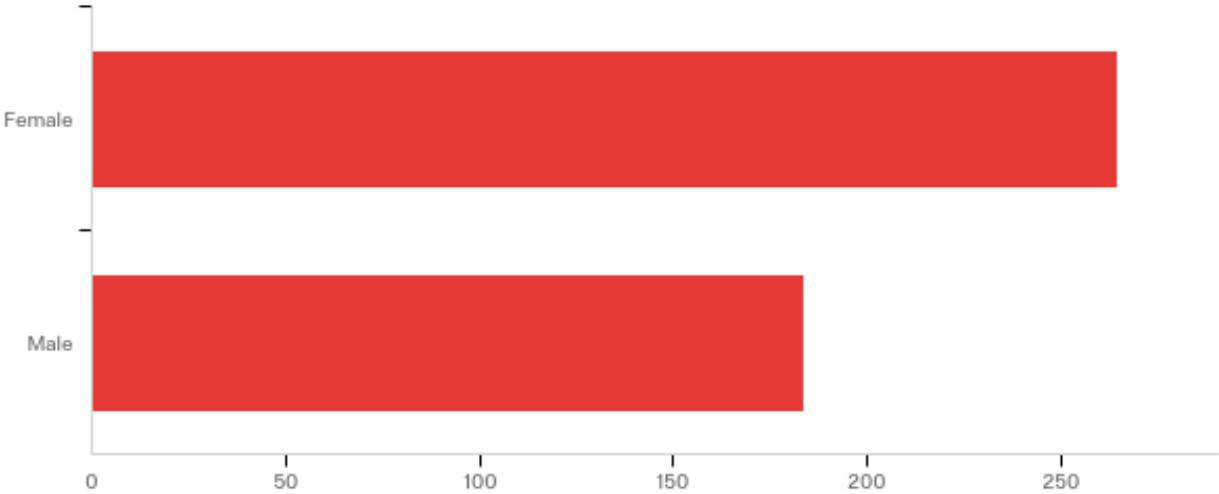
November 21st 2018,

Q1 - I came to SLAC today because I need academic assistance in the following:



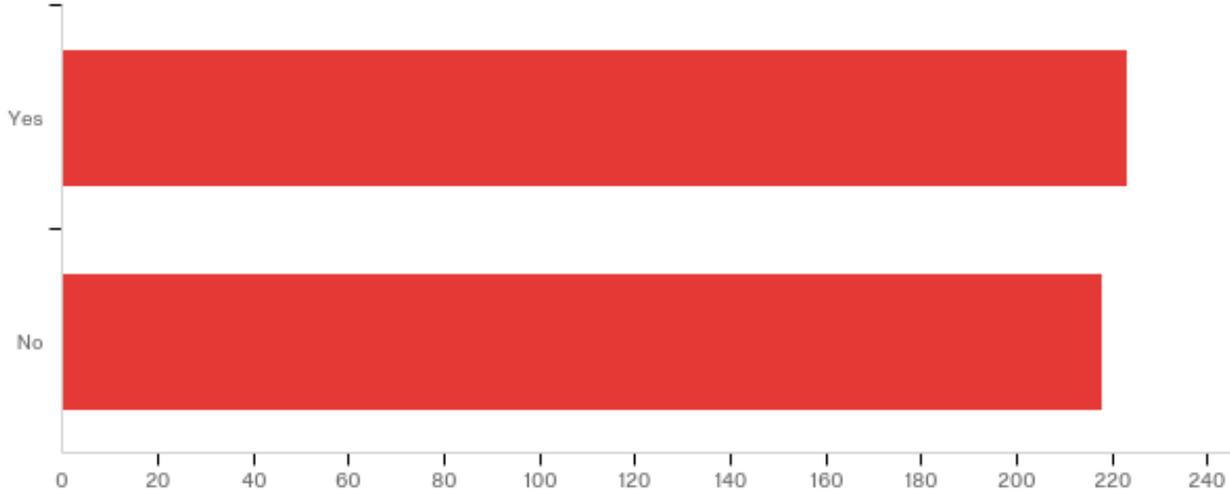
#	Answer	%	Count
1	Science including physics	19.76%	131
2	Technology including computer science	2.11%	14
3	Engineering	3.17%	21
4	Mathematics	37.25%	247
5	Writing	17.19%	114
6	Business	11.01%	73
7	History	1.36%	9
8	Foreign Language	0.60%	4
9	Standardized test prep	0.00%	0
10	Other	7.54%	50
	Total	100%	663

Q2#1 - What are your demographics? - Gender



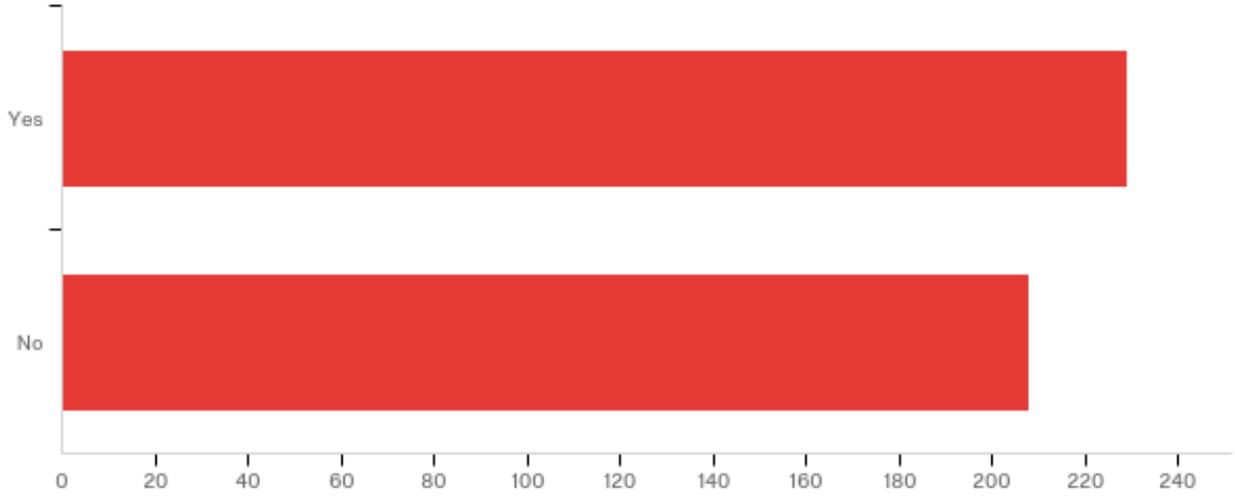
#	Answer	%	Count
1	Female	59.02%	265
2	Male	40.98%	184
	Total	100%	449

Q2#2 - What are your demographics? - Hispanic, Latina/o, Mexican American, Central American, Puerto Rican, Cuban American, Spaniard



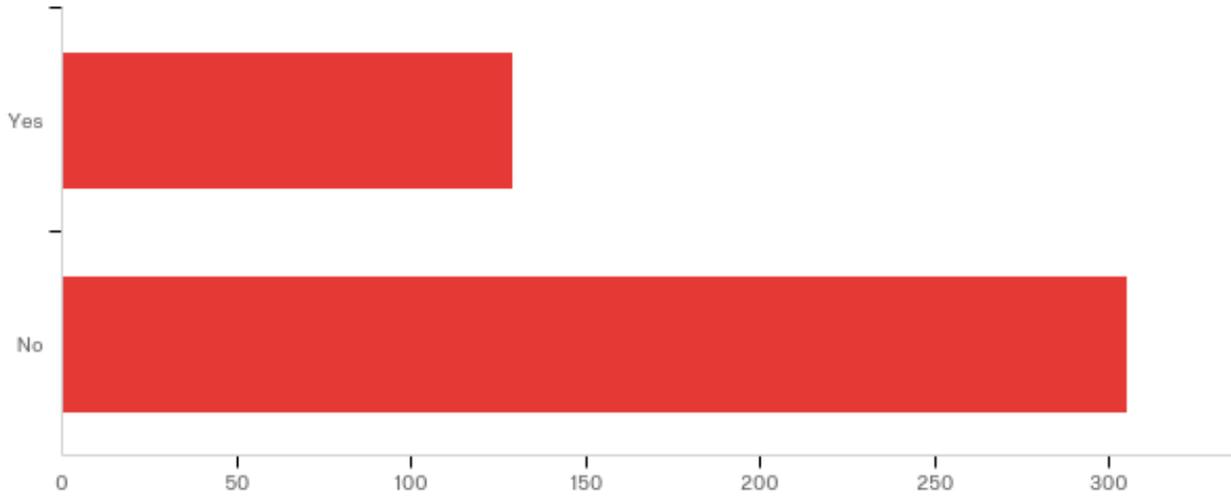
#	Answer	%	Count
1	Yes	50.57%	223
2	No	49.43%	218
	Total	100%	441

**Q2#3 - What are your demographics? - Are you eligible/receiving any of the following:
Pell Grant/SEOG/Workstudy or Perkins loans?**



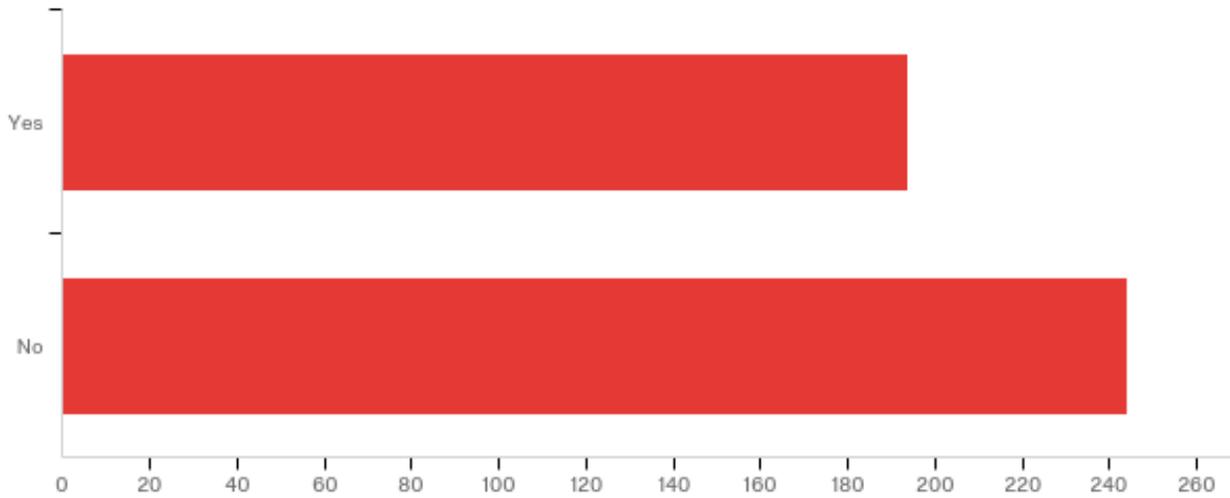
#	Answer	%	Count
1	Yes	52.40%	229
2	No	47.60%	208
	Total	100%	437

Q2#4 - What are your demographics? - Transfer Student



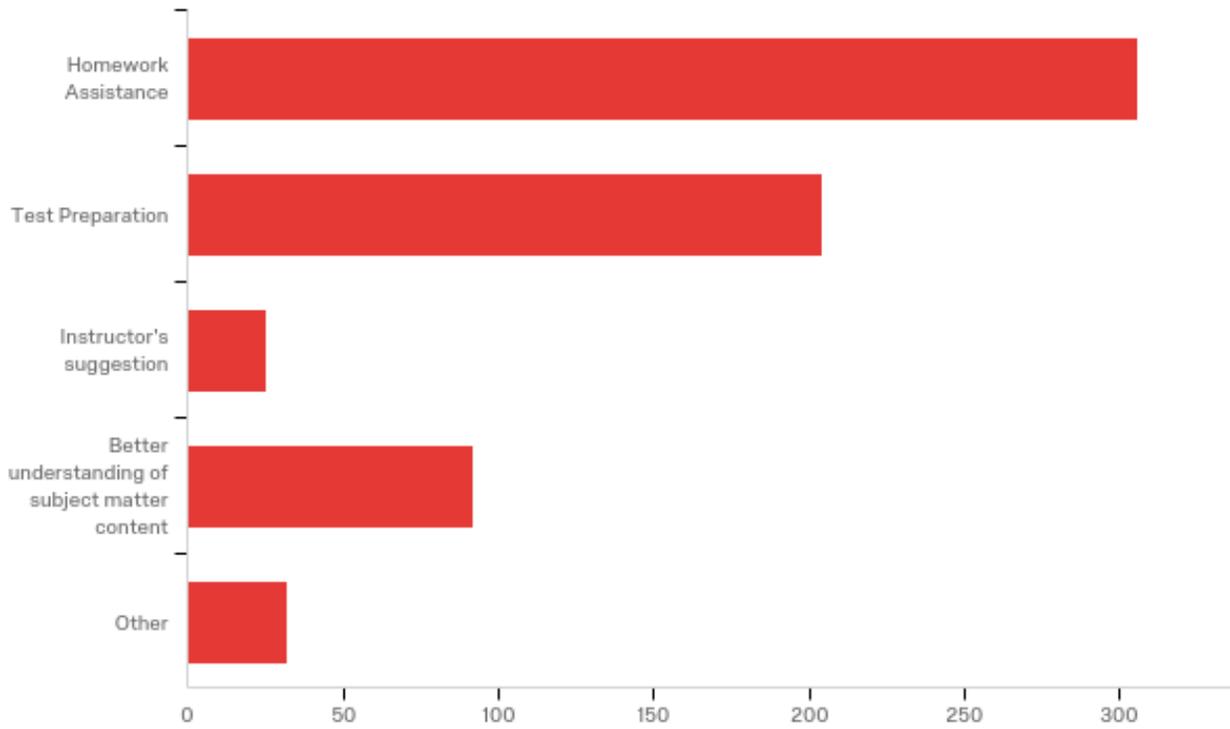
#	Answer	%	Count
1	Yes	29.72%	129
2	No	70.28%	305
	Total	100%	434

Q2#5 - What are your demographics? - First Generation Student (first generation refers to those students whose parents (biological, adoptive, step parents have not completed a bachelor's degree).



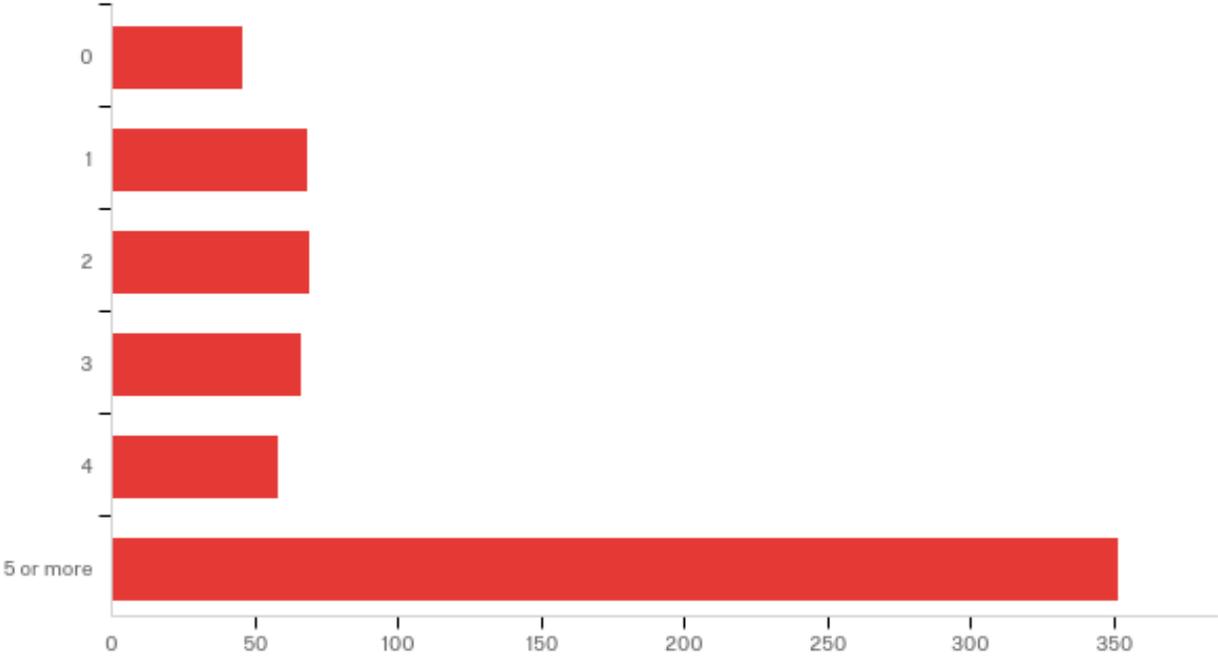
#	Answer	%	Count
1	Yes	44.29%	194
2	No	55.71%	244
	Total	100%	438

Q3 - What is the main reason for coming to SLAC:



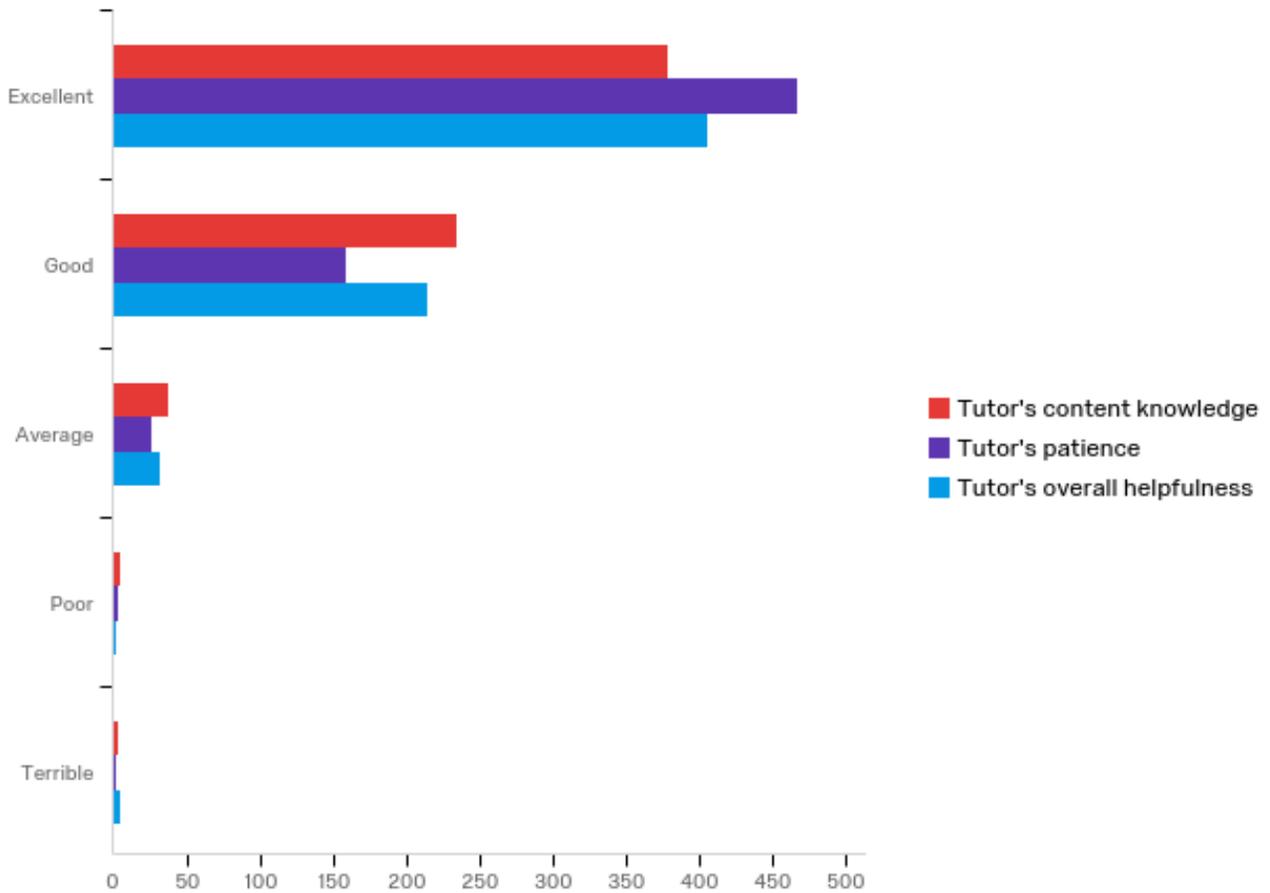
#	Answer	%	Count
1	Homework Assistance	46.43%	306
2	Test Preparation	30.96%	204
3	Instructor's suggestion	3.79%	25
4	Better understanding of subject matter content	13.96%	92
5	Other	4.86%	32
	Total	100%	659

Q4 - How many times have you been tutored in SLAC? How many times have you come to tutoring?



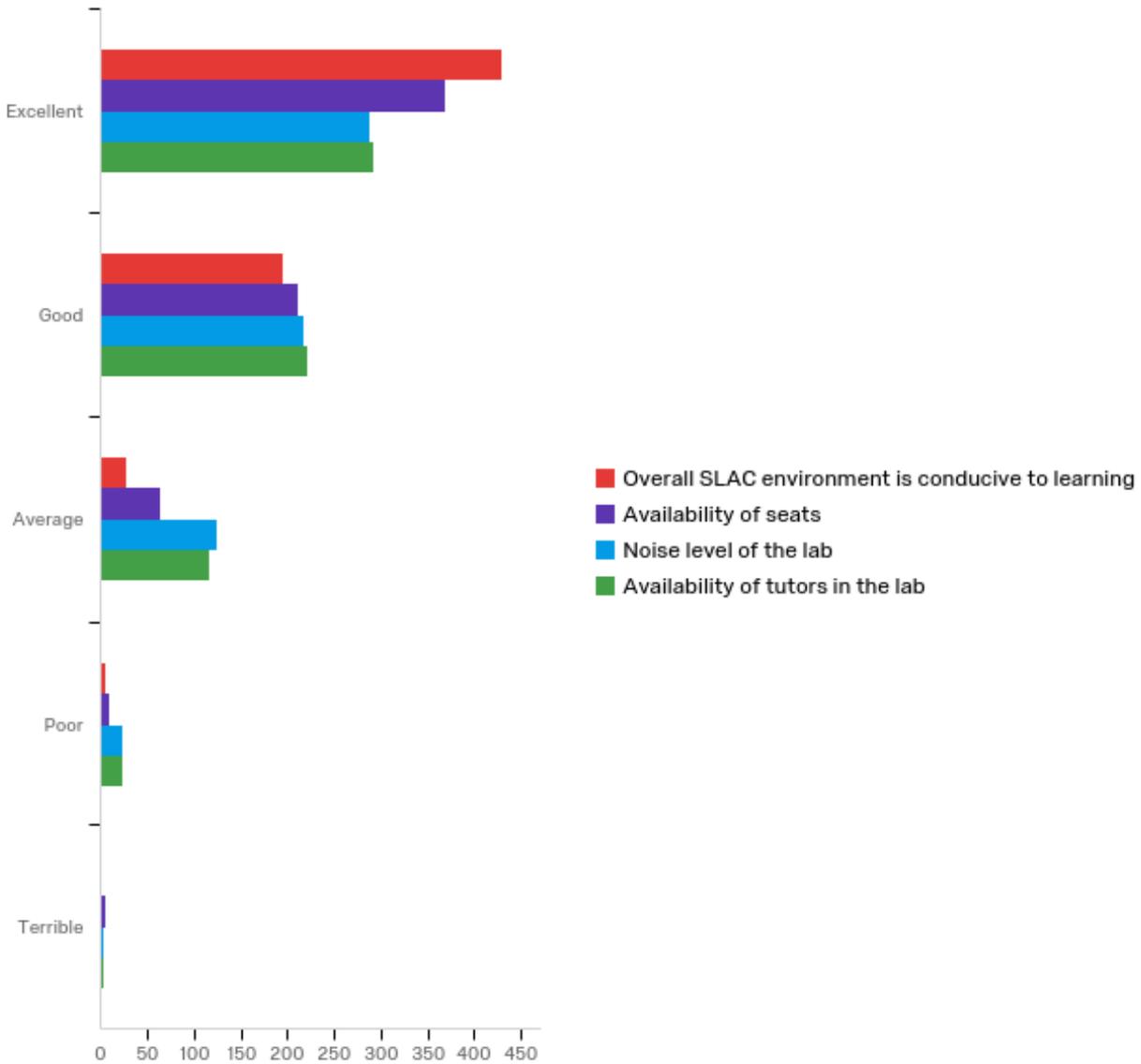
#	Answer	%	Count
1	0	6.98%	46
2	1	10.32%	68
3	2	10.47%	69
4	3	10.02%	66
5	4	8.80%	58
6	5 or more	53.41%	352
	Total	100%	659

Q5 - The following questions assess your overall experience with your tutor(s).



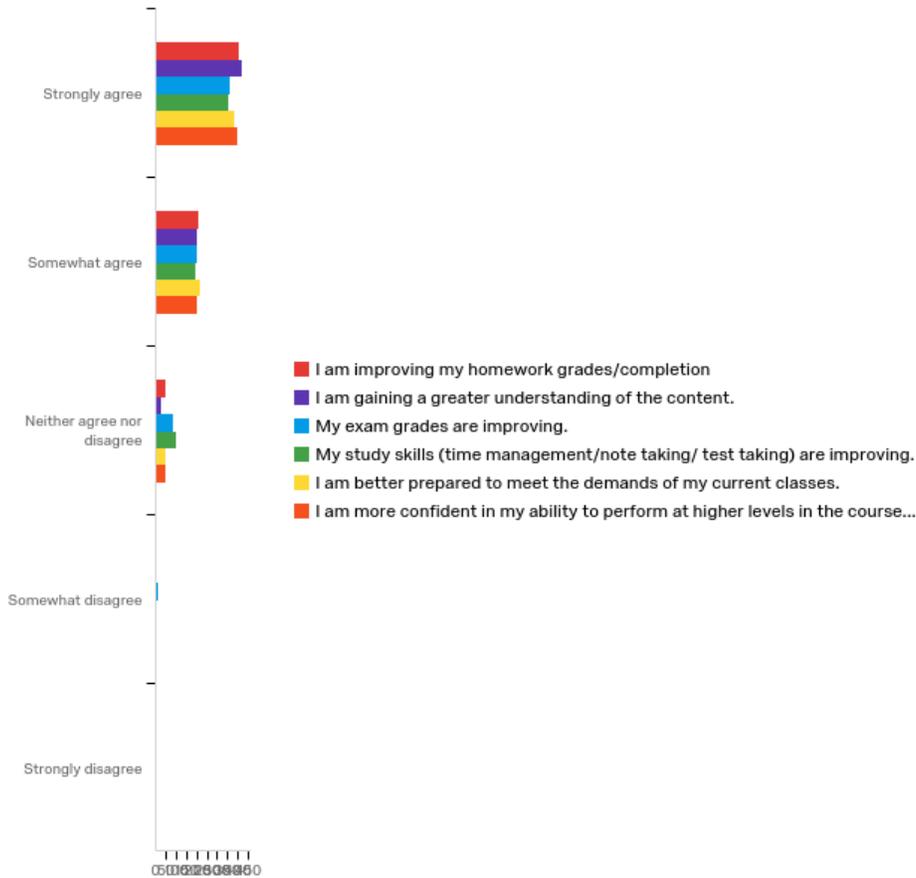
#	Question	Excellent		Good		Average		Poor		Terrible		Total
3	Tutor's content knowledge	57.36%	378	35.66%	235	5.77%	38	0.76%	5	0.46%	3	659
5	Tutor's patience	70.86%	467	24.13%	159	4.10%	27	0.61%	4	0.30%	2	659
6	Tutor's overall helpfulness	61.61%	406	32.47%	214	4.86%	32	0.30%	2	0.76%	5	659

Q7 - Please rate the following aspects of your overall experience in the SLAC lab.



#	Question	Excellent		Good		Average		Poor		Terrible		Total
1	Overall SLAC environment is conducive to learning	65.10%	429	29.74%	196	4.25%	28	0.76%	5	0.15%	1	659
4	Availability of seats	55.99%	369	32.17%	212	9.71%	64	1.37%	9	0.76%	5	659
5	Noise level of the lab	43.85%	289	32.93%	217	18.97%	125	3.64%	24	0.61%	4	659
3	Availability of tutors in the lab	44.46%	293	33.69%	222	17.60%	116	3.64%	24	0.61%	4	659

Q9 - As a result of my visit(s) to SLAC:



#	Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total					
1	I am improving my homework grades/completion	61.61%	406	31.26%	206	6.68%	44	0.15%	1	0.30%	2	659
2	I am gaining a greater understanding of the content.	64.19%	423	30.20%	199	4.40%	29	0.91%	6	0.30%	2	659
3	My exam grades are improving.	55.39%	365	30.35%	200	12.29%	81	1.52%	10	0.46%	3	659
5	My study skills (time management/note taking/ test taking) are improving.	53.72%	354	29.89%	197	15.02%	99	1.06%	7	0.30%	2	659
6	I am better prepared to meet the demands of my current classes.	58.42%	385	33.23%	219	7.59%	50	0.30%	2	0.46%	3	659
7	I am more confident in my ability to perform at higher levels in the course.	60.24%	397	30.96%	204	6.98%	46	1.06%	7	0.76%	5	659

Lab Survey Week Report
Qualitative Data Summary
Fall 2018

December 12th, 2018

The purpose of this section is to highlight the written feedback received from the students that participated in the lab survey week. In total, 1,037 qualitative responses were collected from 659 participants that completed the survey. The summary is organized into the three open-ended questions that were included in the survey (Questions 6, 8 & 10).

Response to question 6 (465 total responses): Please elaborate on any aspects of your tutor(s)?

1. Total written responses that were positive in nature: 427
2. Total written responses that were negative in nature: 38
3. Total written responses that were neither negative or positive in nature: ---
4. Some students commented on the tutor(s) positive attitude: 62
 - The Tutors are always warm and welcoming. In my experience they have been patient and willing to help me improve my understanding and develop my ability to apply the fundamentals into my course work. In several instances there has been one tutor responsible for four or more students. Each time this happened I was assured that I would be helped soon, and I have yet to be disappointed. The writing tutors are kind and polite even when over worked.
 - They always do as much as they can
 - They're quick, friendly, and make the content easy to digest. They have great tools like their mini whiteboards, graph paper that they'll work out problems and give to you
5. Many students complemented the tutor (s) as good: 41 or great: 99 or awesome: 21
 - There good and make everything easier
 - Great tutors with very knowledgeable information.
 - They are always so kind and awesome
6. Some students commented on the tutor(s) strength of content knowledge: 89
 - Even the most difficult question is able to be answered at the SLAC lab!
 - My tutor was very knowledgeable and explained things in a way I was able to understand
 - Great at explaining a subject in many different ways
7. Many students commented on how helpful the tutor(s) was: 127
 - Very kind people. Always patient and willing to help
 - They are familiar with the variety of resources Texas state has to offer and appropriately suggests helpful tools that are made available through the University
 - They share their different study techniques that they used while taking the course which is very helpful
 - Tutors are very helpful and patient. Will go to lengths to help students
8. A few students commented on the need to have more tutor(s): 18
 - Need more tutors in STEM fields
 - Chem tutors are amazing! Wish we had more chem tutors.
 - Good but scarce
9. A few students commented on the tutor(s) lack of content knowledge: 19
 - Sometimes the tutors might not know what to do
 - I had a tutor one time who really didn't explain my problem well enough for me to understand her, so I had to get help from someone else.
 - Some tutors would have to ask their coworkers multiple times but that it to be expected in chemistry
10. Some students commented on how patient the tutor(s) was: 36
 - Tutors are patient and extremely proficient at explaining solutions.

- Tutors are very helpful and patient. Will go to lengths to help students
- My tutor is willing to work patiently on several problems with me

Response to question 8 (477 responses): Please elaborate on any aspects of your overall SLAC experience?

1. Total written responses that were positive in nature: 375
2. Total written responses that were negative in nature: 88
3. Total written responses that were neither negative or positive in nature: 14
4. A few students commented on the atmosphere in the lab: 16
 - Everyone is extremely friendly and energetic
 - Great because people are so nice here and overall help really well
 - Nice place
5. Many students categorized the lab as good: 130 or great: 76 or awesome: 40
 - Always a good place to buckle down and get to business
 - SLAC is great!!!!
 - It is awesome! I love coming here for help
6. Many students commented on the helpfulness of the lab: 79
 - SLAC helped me improve my algebra grade a lot. I went from a 51 to an 83. So thankful
 - It was a good experience overall. Everyone here was nice and helpful.
 - It's been great. I always enjoy coming to slac, it's a free resource but it's also important so I try to take advantage of it to help me learn my courses better. And it is helpful.
7. Some students commented on the need to have more tutor(s): 49
 - Many times, there is a lack of staff to help the amount of students
 - It's been great so far. Only wish there was a bit more tutors. Other than that it's been great!
 - There it to little toturs for the amount of students
8. Some students commented on the need to have more space: 28
 - More seats would be good since there is times where all the seats can be taken up.
 - Sometimes it can get overcrowded I'm SLAC but that is understandable.
 - It's pretty full and cramped this place really needs expansion or it's own building with more capacity/tutors
9. Some students commented on the content knowledge of the lab tutor(s): 25
 - A lot of tutors who have a wide knowledge of things
 - I get a better understanding of math. The tutors explain the material in a way that I can actually understand.
 - I have been coming here to get help for my works and SLAC have helped me a lot to raise my grades and general knowledge. I would like to thank to all the tutors specially to writing tutors.
10. A few students commented on the noise level of the lab: 19
 - I know it's difficult to keep the tutoring section quiet at all times, but honestly, it's only when other students start making conversation or bring friends in that aren't working on anything is when it can get a little louder than usual. But it's no bother, a little noise actually makes me work better. Just no kids.
 - It does get a little noisy, but that's expected of a study area where tutors are actively engaging with students. It's not super distracting anyways.
 - Why is the lab open during construction at this location? Can't learn with banging.

Response to question 10 (95 total responses): If you'd like to provide any additional information regarding your experience at SLAC please do so below?

1. Total written responses that were positive in nature: 80
2. Total written responses that were negative in nature: 6
3. Total written responses that were neither negative or positive in nature: 9

4. A few students commented on the tutor(s) positive attitude: 6
 - All of the tutors are very kind and helpful when I ask questions. If the person does not know how to complete a problem, there is almost always someone else who can help!
 - The writing team was really nice and the LAs were friendly.
 - Very patient even after I asked dumb questions. Sure, no questions are dumb but after I said it out loud, it was an actual dumb question.
5. Many students complemented the tutor (s) as good: 24 or great: 17 or awesome: 7
 - I had never gone to SLAC before, but I will be coming back because I got a good impression on how effective it is.
 - It was a very good experience.
 - SLAC is great!
6. A few students commented on the tutor(s) strength of content knowledge: 6
 - (named science tutor) is the best at o chem tutoring.
 - I'd have a D instead of an A without the SLAC.
 - I get a better understanding of course material.
7. Some students commented on how helpful the tutor(s) was: 27
 - I love coming to tutoring here. My tutors have helped me so much and I feel like they have become my friends at the same time!!
 - SLAC helps cultivate study groups as well as good studying habits in a collaborative learning environment, it definitely has helped me better understand content material in traditionally challenging classes.
 - I would be nothing without SLAC!
 - I'd be a goner without this place.
8. A few students commented on the need to have more tutor(s): 3
 - I wish they were SLAC tutors for economics. When I visited, I noticed that the tutors don't know much about economics when I really needed help on a problem. In the future, please look for economics tutors.
 - Due to the fact that there is only one tutor available for my subject, I have resorted to using the resources the tutors at SLAC use to tackle problems they are inexperienced in.
 - It's good just sometimes I have to wait.
9. A few students requested extending the open hours, snacks, or coffee: 7
 - Can y'all Provide coffee for students?
 - Snacks!!! Please!!!
 - SLAC is usually closed a lot of the time I need it (not open consistently enough).