

Johnson College

Assessment Day 2020 - Resource Center

1 - I use the Resource Center:

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Daily	(1)	23	27.38%		2.27
Weekly	(2)	41	48.81%		
Monthly	(3)	4	4.76%		
Once a semester	(4)	6	7.14%		
I've never used the Resource Center	(5)	10	11.90%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
84/413 (20.34%)	2.27	1.27			

2 - I use the Resource Center during the following times: (select all that apply)

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Morning	(1)	42	58.33%		
Afternoon	(2)	61	84.72%		
Evening	(3)	15	20.83%		
				0 25 50 75 100	
Response Rate	72/413 (17.43%)				

3 - When in the Resource Center, I prefer to do my homework and/or research projects on a

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Portable Laptop	(1)	18	24.66%		1.99
Desktop Computer	(2)	38	52.05%		
No preference	(3)	17	23.29%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
73/413 (17.68%)	1.99	0.70			

4 - The Resource Center has the necessary resources for completing required assignments.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	5	6.94%		3.28
Disagree	(2)	2	2.78%		
Agree	(3)	33	45.83%		
Strongly Agree	(4)	32	44.44%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
72/413 (17.43%)	3.28	0.83			

5 - The Resource Center materials (computers, books on reserve, and study spaces) are available when I need them.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	5	6.94%		3.18
Disagree	(2)	6	8.33%		
Agree	(3)	32	44.44%		
Strongly Agree	(4)	29	40.28%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
72/413 (17.43%)	3.18	0.86			

- Did not have a humanities book
- There's always at least 2 computers broken.
- Although I can never find a stapler.
- The resource center is always full of people laughing and being loud. It is never quite and there use to be tables in the back that you could at least get away from all the annoying people but they took the tables away now to. There is NO WHERE in this school to actually study and it's very frustrating.
- At point when I need to get in (usually in time of great news, of course) all computers usually are taken or they don't work.
- Only some of the computers worked. Other computers were reserved for staff only which was unfair to the students who needed them and were not able to use it.

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6 - The Resource Center is readily accessible during and beyond classroom hours.

Response Option		Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree		(1)	3	4.17%		3.31
Disagree		(2)	1	1.39%		
Agree		(3)	39	54.17%		
Strongly Agree		(4)	29	40.28%		
					0255075100	Question
Response Rate	Mean	STD				
72/413 (17.43%)	3.31	0.70				
• Other than weekends.						

7 - I feel confident in my ability to use the academic databases (LIRN) for research.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	7	9.86%		3.04
Disagree	(2)	4	5.63%		
Agree	(3)	39	54.93%		
Strongly Agree	(4)	21	29.58%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
71/413 (17.19%)	3.04	0.87			

8 - The Resource Center has adequate space for group/individual study & research needs.

Response Option		Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree		(1)	5	6.94%		3.08
Disagree		(2)	9	12.50%		
Agree		(3)	33	45.83%		
Strongly Agree		(4)	25	34.72%		
					0255075100	Question
Response Rate		Mean	STD			
72/413 (17.43%)		3.08	0.87			
<ul style="list-style-type: none">• Should be more like a library. Every time I try to concentrate there's too much noise students, resource center advisor, and instructors are very very LOUD !• Most often students need computers to print things, I commonly see people just sitting at computers with friends and taking up desktops that work while not actually using them, I think this should be monitored more closely in hopes that students can get more use out of the computers.• There's no room to do anything in there unless you want to sit on the floor in the back• There is space for this but unfortunately it seemed to be more of a hangout area with loud conversations which made it difficult to study or to tutor.						

9 - I have used Tutoring services.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Yes	(1)	27	32.14%		1.68
No	(2)	57	67.86%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
84/413 (20.34%)	1.68	0.47			

10 - Tutoring is available when I need it.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	2	7.41%		3.26
Disagree	(2)	1	3.70%		
Agree	(3)	12	44.44%		
Strongly Agree	(4)	12	44.44%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
27/413 (6.54%)	3.26	0.86			

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11 - The tutors are knowledgeable in their specialty area.

Response Option		Weight	Frequency	Percent	Percent Responses		Means				
Strongly Disagree		(1)	1	3.70%			3.33				
Disagree		(2)	1	3.70%							
Agree		(3)	13	48.15%							
Strongly Agree		(4)	12	44.44%							
					0	25	50	75	100	Question	
Response Rate		Mean	STD								
27/413 (6.54%)		3.33	0.73								
• My tutor was a great tutor very knowledgeable and was always in contact											

12 - My grade improved as a result of the help I received from my tutor.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	1	3.85%		3.27
Disagree	(2)	2	7.69%		
Agree	(3)	12	46.15%		
Strongly Agree	(4)	11	42.31%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
26/413 (6.3%)	3.27	0.78			

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13 - Is there anything you would like to see added or changed about the Resource Center?

Response Rate 46/413 (11.14%)

- Nothing
- Being a little more quiet, I don't use it because it is loud in there and very hard to do school work in there
- More space
- no
- More computers or more study areas.
- Nothing
- None
- nothing needs to be added.
- Make sure all the books are there and have one of each class
- No.
- No
- No
- No
- PEACE & QUIET
- We are a growing facility, perhaps it is time to add more computers.
- More quiet areas with minimal to no talking aloud. It was always so damn noisy
- Water cooler
- I would like to actually study in the resource center and I would like it to go back to a library and not a free for all
- N/a
- N/A
- Gaming section
- No
- No changes.
- No
- Fixing the computers with login issues, making the color printer available to ALL computers (already programmed in).
- More Computers
- N/A
- No
- I wish it were more like a library, where a quiet atmosphere was a rule for those studying
- n/a
- Just maybe more seats for when it's full of people
- More office equipment paper clips staplers and such
- More (working) computers available. Maybe don't have classes in there, and take away from those that need to get work done for classes on computers.
- It should be a quieter area for students to use for work and studying. Instead this seemed to be a hangout for not only students but staff who would have loud conversations and made it hard to concentrate.
- nothing
- Someone there all the time to help
- Weekends would be useful to me personally.
- no
- nope
- It's a nice quiet place to relax or do some homework
- Nothing needs changing.
- I feel the resource center is great the way it is. Ms. Hassenbein is very helpful, there is adequate space for group study and group work and easy and convenient access to information.
- Can't answer. This is my first semester and I was only on campus for a short time before the pandemic.
- The resource center is confused about its identity. It can not decide if it wants to be a computer lab, a library, or a conference center. It needs to have three distinct and isolated areas to avoid distractions caused by group discussions.
- nope
- Personally I prefer to study alone, and the quiet study area is not always available. More separated study areas would be nice

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14 - I find the eCampus bookstore easy to use for ordering my textbooks.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	3	3.57%		3.23
Disagree	(2)	2	2.38%		
Agree	(3)	38	45.24%		
Strongly Agree	(4)	23	27.38%		
I haven't used the eCampus bookstore	(0)	18	21.43%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
84/413 (20.34%)	3.23	0.72			

15 - I am satisfied with the service provided by the eCampus bookstore.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	4	4.76%		3.18
Disagree	(2)	4	4.76%		
Agree	(3)	36	42.86%		
Strongly Agree	(4)	24	28.57%		
I haven't used the eCampus bookstore	(0)	16	19.05%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
84/413 (20.34%)	3.18	0.79			

16 - If you have had any problems with eCampus, please explain.

Response Rate	25/413 (6.05%)
<ul style="list-style-type: none"> • No • too expensive • I have no problems with using eCampus but I haven't used it in the slightest. • Some of the prices are higher than amazon for the samebook • No. • I felt that I paid way too much for my books. • Instructors choosing books that are available at bookstore • No problems with eCampus, my problem is every semester I order books "required" for my course, and never open them. It's a huge waste of money for people who don't have it to spend. • Easier to order off Amazon, way cheaper • N/a • Never had a problem • None • N/A • no issues at all • N/A • n/a • None • I'm a spring start. There are 2 books in particular that will basically cover all the courses for my major. However, those books are assigned in the fall when most students start. The eCampus bookstore has a system set up where the books for the course are listed with the bookstore, and you need to search for them based on your major. My major didn't have any books listed with it for the spring because it's assumed that all students got their books the previous semester. Since you can only search by the course title, these books were basically "locked out" to me. I had to go through Amazon to get my books. This was a problem for 2 reasons: First, my funding comes from the state, and they really don't like to have to approve outside expenses... It's assumed that all charges will go through the school. And i will be reimbursed for these books, but it is a pain to go through all that just to get money that shouldn't have had to be laid out. The second problem is that i know have to deal with the problems of an outside vendor. When i first received my textbook, it was the wrong book. That's okay, stuff happens. I returned it, and the replacement came damaged. At that point i was a few weeks into the semester and i was still dealing with just trying to get my books. Things worked out in the end, and my instructor was very understanding about the whole issue, but it was just another thing that can easily be avoided by allowing students to search for all books associated with the major, and not just what's "allowed" to be looked up. • my physics teacher almost didn't let us use our ebook until we complained. • none • no • There was a textbook I had order through eCampus that was at first out of stock and then almost halfway through the semester eCampus wasn't getting anymore of those books in. • N/A • nope • The E book store sucks I had better service ordering my books from amazon 	

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