The

I Get By With a Little Help from the ARC

Survey

December, 2011

Dear Student,

Please take a few minutes to complete the questions below that ask you about your reasons for coming to the ARC, who helped you, and how you felt when you left the ARC.

Please DO NOT PUT YOUR NAME ON THIS SURVEY. Responses are confidential and will not be available to anyone except those involved in the data collection of this survey.

Your completion of this survey will be extremely helpful in our attempt to determine the strengths and weaknesses of the services students receive from the ARC as well as communicate to us if your academic needs are being met.

Our appreciation,
The ARC AQIP Committee (Kay Kolb, Jill Hebert, Rick Silvey, Paul Dean, Nancy King)

Please circle the number that best indicates your agreement with the statement.

1=strongly disagree 2=disagree 3=agree 4=strongly agree

1. When I go to the ARC for help, I receive it……..	1	2	3	4
2. The person who helps me is well qualified……..	1	2	3	4
3. I never feel rushed out the door when I come for help……..	1	2	3	4
4. Sometimes the wait for help is so long I have to leave before I get help…….	1	2	3	4
5. When I have had to wait it is usually less than 15 minutes before someone can help me…….	1	2	3	4
6. I usually get help without an appointment……..	1	2	3	4
7. I prefer to make an appointment to get help…….	1	2	3	4
8. I prefer to get help on a walk-in basis that fits my schedule…….	1	2	3	4
9. The ARC has enough staff to meet the needs of students….	1	2	3	4
10. I am treated with respect when I go to the ARC……	1	2	3	4
11. I seek help from the ARC because I am on academic probation……	1	2	3	4
12. I seek help from the ARC due to a learning disability……	1	2	3	4
13. I go to the ARC to not for help but to use the computers, to use the printers, or to study……..	1	2	3	4

Please complete this sentence:

I go to the ARC to get help with (list all subjects or reasons):

I am a: ***(please mark what best describes you)***

Male_____ Female_____
Freshman___ Sophomore___ Junior___ Senior_____ Graduate student____
Resident_____ Commuter_____
Member of a sports team at USM? YES_____ NO_____
Scholarship recipient?YES_____ NO_____

PLEASE PUT YOUR COMPLETED SURVEY IN THE BOX LABELED "I GET BY…" AND HELP YOURSELF TO A LOLLIPOP.

THANK YOU VERY MUCH FOR YOUR INPUT!!!!!!

Academic Resource Center Survey
"I Get By With a Little Help From the ARC"
Data collected December, 2011

Table 1: Summary of Demographic Data

Demographic	n	%
SEX		
Male	51	54
Female	43	46
TOTAL	94	100
YEAR IN SCHOOL		
Freshman	21	22
Sophomore	10	11
Junior	34	36
Senior	26	28
Graduate	3	4
TOTAL	94	101*
RESIDENCE		
Residential	31	37
Commuter	52	63
TOTAL	83	100
ATHLETE		
Yes	66	72
No	26	28
TOTAL	92	100
SCHOLARSHIP		
Yes	86	91
No	8	9
TOTAL	94	100

*Difference from 100% due to rounding

Table 2: Summary of Descriptive Data for 12 Items

Item	n	M	SD	1	2	3	4
1.I receive help…….	93	3.55	.62	n=2	n=0	n=36	n=55
2.Person is qualified……..	94	3.50	.65	n=2	n-2	n=37	n=53
3.Never feel rushed……..	94	3.54	.77	n=5	n=1	n=26	n=62
4.Wait too long, must go.	94	1.90	1.04	n=42	n=32	n=7	n=13
5.Wait less than 15 min…	93	3.05	.93	n=8	n=13	n=38	n=34
6.Help without app……	94	3.33	.74	n=2	n=9	n=39	n=44
7.Prefer an appt……..	92	2.60	1.01	n=14	n=30	n=27	n=21
8.Prefer walk-in……..	94	3.33	.83	n=4	n=10	n=31	n=49
9.ARC has enough staff..	94	3.10	.96	n=9	n=12	n=34	n=39
10.Treated w/ respect…	94	3.59	.65	n=1	n=5	n=26	n=62
11.Only go because on probation…….	95	1.58	1.00	n=65	n=15	n=5	n=10
12.Only go to hang out, not for help…….	95	1.88	1.05	n=44	n=32	n=5	n=14

4-point Likert scale: 1=strongly disagree, 2=disagree, 3=agree, 4=strongly agree

Sentence completion: "I go to the ARC to get help with…."

Responses:

*EN310
* to use computers
*math
*homework
*chemistry
*comp
*ask question