



The Science, Technology, Engineering, and Mathematics (STEM) Center at Crafton Hills College (CHC) administered a satisfaction assessment to collect information from students they serve. The satisfaction assessment was administered in paper and electronically to respondents by the STEM Center. This report illustrates results from the Fall 2019 satisfaction surveys. The number of responses offered ranged from 51 to 78 depending on the question.

1. Please rate how well you agree to each statement below, as it pertains to the skills you have learned from working with a tutor:

	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
I am more likely to attempt difficult material more than once when working independently	13	25.5	23	45.1	9	17.6	3	5.9	3	5.9	51
I have learned new strategies that I can apply independently when working at home	32	41.0	37	47.4	4	5.1	3	3.8	2	2.6	78
I recognized the importance of understanding key concepts and fundamentals	46	59.0	29	37.2	0	0.0	1	1.3	2	2.6	78
I am more confident in my learning and knowledge of a subject in which I received tutoring	39	50.6	33	42.9	1	1.3	1	1.3	3	3.9	77
I ask more questions in class	18	23.4	31	40.3	19	24.7	5	6.5	4	5.2	77
I am better able to identify my strengths and weakness in different	33	42.3	41	52.6	0	0.0	1	1.3	3	3.8	78

2. How familiar are you with the services provided in the STEM Center?

	Very Familiar		Familiar		Somewhat Familiar		Not Familiar		Did not know it was a service		Total
	#	%	#	%	#	%	#	%	#	%	
STEM specific counseling	19	25.0	15	19.7	16	21.1	17	22.4	9	11.8	76
STEM internships	12	15.6	7	9.1	17	22.1	22	28.6	19	24.7	77
STEM tutoring	62	81.6	11	14.5	1	1.3	1	1.3	1	1.3	76
STEM TREK Program	21	27.6	6	7.9	12	15.8	26	34.2	11	14.5	76
STEM scholarships	9	11.8	14	18.4	11	14.5	26	34.2	16	21.1	76
STEM field trips	14	18.4	9	11.8	11	14.5	21	27.6	21	27.6	76
Study space	52	67.5	15	19.5	3	3.9	3	3.9	4	5.2	77

3. How important are the services provided by the STEM Center in helping you achieve your academic goals and preparedness?

	Very Important		Important		Somewhat Important		Not Important		Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
STEM specific counseling	29	38.7	17	22.7	11	14.7	9	12.0	9	12.0	75
STEM internships	19	25.3	11	14.7	18	24.0	12	16.0	15	20.0	75
STEM tutoring	56	75.7	13	17.6	2	2.7	1	1.4	2	2.7	74
STEM TREK Program	20	26.7	13	17.3	12	16.0	12	16.0	18	24.0	75
STEM scholarships	27	36.5	17	23.0	9	12.2	8	10.8	13	17.6	74
STEM field tips	13	17.3	12	16.0	19	25.3	15	20.0	16	21.3	75
Study space	55	72.4	14	18.4	1	1.3	1	1.3	5	6.6	76

4. How satisfied are you with the services provided by the STEM Center?

	Very Satisfied		Satisfied		Somewhat Satisfied		Needs Improvement		Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
STEM specific counseling	26	36.1	12	16.7	5	6.9	4	5.6	25	34.7	72
STEM internships	12	16.4	10	13.7	8	11.0	2	2.7	41	56.2	73
STEM tutoring	52	69.3	12	16.0	4	5.3	1	1.3	6	8.0	75
STEM TREK Program	19	26.4	5	6.9	7	9.7	2	2.8	39	54.2	72
STEM scholarships	12	16.9	7	9.9	10	14.1	4	5.6	38	53.5	71
STEM field trips	12	17.1	7	10.0	8	11.4	3	4.3	40	57.1	70
Study space	53	71.6	10	13.5	2	2.7	0	0.0	9	12.2	74

5. Please share any additional comments you may have about what works in the STEM Center or what needs improvement.

The word cloud presented below includes open-ended responses on additional comments respondents provided regarding what works in the STEM Center or what needs improvement. The size of the words presented below represents the frequency in which the words were provided by respondents such that, a larger word size denotes a higher frequency.



The table presented below includes all open-ended responses provided by respondents regarding additional comments on what works in the STEM Center or what needs improvement.

Please share any additional comments you may have about what works in the STEM Center or what needs improvement (n=39)
4pm is when the stem center closes, would like for it to close at lease 5 - 6pm
A microwave and printer for student use would be nice, so that we don't have to go down to the Crafton Center.
Additional tutors during the day. I liked the study groups and hoping to see them occur a lot more next sem. for chem 102.
Better ventilation in the study rooms would be nice
Bring microwave and printer option please.
Can we please have a microwave and printing for Stem track members!?
Could use more tutors because sometimes I couldn't get help
Didn't really know much about the different programs the Stem center provided until I took this survey. Would love to learn more about them.
Everything is well organized and very helpful.
Get more Dry erase markers.
Get more tutors
Great Job!
Happy to learn of more applications I can personally use.
I could not pass chemistry without tutoring
I did not know about the STEM center until this semester; this is my 3rd year here.
I just come here to study, but there are a lot of [unintelligible/benefits] here.
I Love the STEM Center
I love the stem center. Everyone is kind and helpful.
I think everything is good, maybe just have the tutors be more active and making sure everyone is being helped.
I think they need more advertising and out reach but it's a great way to learn absolutely love this place, helps tremendously with social groups and grades.
I would love for the study space big room door to be closed when studying with my group.
I would not be doing as well as I am now without the very like-minded people at the STEM Center. The workshops are extremely helpful and explain things way better than any professor can.
I would probably be failing Chem if it weren't for the tutors and I would also be struggling in Eng 102. The Stem center has helped me succeed. The workshops are also really helpful.
I'm so thankful for all the help and support I have received so far as a college student here at crafton. It is truly because of the tutors and assistants that I have a high grade in my class. I would be extremely sad and dissappointed at Crafton administration for removing one the best programs that help your students succeed and continue to provide the great reputation Crafton has developed.
Keep on trucking!
More food, tutors asking if you need help
[name] and the tutors have been fantastic and without them, especially [name] expertise, I would have likely dropped my chemistry class. She set up the workshops to be absolutely point on the skills needed for class.
Please have a microwave and a printer available for students.
Sometimes it's frustrating when tutors aren't focused and you wait around a long time for help. I also very much appreciate everyone in STEM center because they have helped me a lot
Stem Center is great. All tutors are kind and always want to help and make sure you learn.
Teach tutors to properly instruct/teach rather than solve for themselves. They do a fair job but not great.

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The spread of information needs to be improved. If you are a STEM major it would be helpful to get information on the program and specific canceling sooner.
The STEM center will benefit more if there were more tutors available all day, which it seem like there is but if the STEM center was open later, it would benefit students who have afternoon/late night classes.
This place is a great place to learn & study, I like that many of the tutors have taken the subject here so they understand our professors way of teaching as well.
Tutors and study space has helped me achieve understanding and skills in my science courses. The window for stem scholarships was very short and required two teachers to sign off on the scholarship. More time for the teachers signatures would help the odds of gaining benefits for the stem students through the scholarships.
We have had a great experience here at the Stem Center and it's a great study place.
Would be nice to have a microwave in here and also a printer for students to use
Would you share more about STEM TREK program.
Your feedback is very important to us and will help guide the direction of the STEM Center in the future. Please share any additional comments you may have about what works in the STEM Center or what needs improvement.