



In Spring 2019, the Science, Technology, Engineering, and Mathematics (STEM) Center at Crafton Hills College (CHC) administered a satisfaction assessment instrument to collect information from students they serve. The satisfaction assessment instrument was administered in paper to respondents by the STEM Center. This report illustrates results from the Spring 2019 satisfaction surveys. The number of responses offered ranges from 48 to 57 depending on the questions.

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

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable	Total
I am more likely to attempt difficult material more than once when working independently	42.1%	45.6%	7.0%	3.5%	1.8%	57
I have learned new strategies that I can apply independently when working at home	56.1%	38.6%	1.8%	0.0%	3.5%	57
I recognized the importance of understanding key concepts and fundamentals	70.2%	28.1%	0.0%	0.0%	1.8%	57
I am more confident in my learning and knowledge of a subject in which I received tutoring	76.8%	19.6%	1.8%	0.0%	1.8%	56
I ask more questions in class	33.3%	38.6%	19.3%	1.8%	7.0%	57
I am better able to identify my strengths and weakness in different	52.7%	41.8%	1.8%	0.0%	3.6%	55

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

<b>Statement</b>	<b>Very Familiar</b>	<b>Familiar</b>	<b>Somewhat Familiar</b>	<b>Not Familiar</b>	<b>Did not know it was a service</b>	<b>Total</b>
STEM specific counseling	24.6%	40.4%	8.8%	12.3%	14.0%	57
STEM internships	12.3%	14.0%	21.1%	28.1%	24.6%	57
STEM tutoring	68.4%	19.3%	5.3%	1.8%	5.3%	57
STEM TREK Program	21.1%	12.3%	14.0%	31.6%	21.1%	57
STEM scholarships	12.5%	19.6%	17.9%	33.9%	16.1%	56
STEM field trips	14.0%	14.0%	22.8%	33.3%	15.8%	57
Study space	61.4%	19.3%	10.5%	0.0%	8.8%	57

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

<b>Statement</b>	<b>Very Important</b>	<b>Important</b>	<b>Somewhat Important</b>	<b>Not Important</b>	<b>Not Applicable</b>	<b>Total</b>
STEM specific counseling	45.3%	22.6%	5.7%	3.8%	22.6%	53
STEM internships	28.3%	18.9%	13.2%	13.2%	26.4%	53
STEM tutoring	86.8%	11.3%	1.9%	0.0%	0.0%	53
STEM TREK Program	30.2%	20.8%	7.5%	7.5%	34.0%	53
STEM scholarships	47.2%	20.8%	9.4%	3.8%	18.9%	53
STEM field tips	28.3%	17.0%	22.6%	5.7%	26.4%	53
Study space	81.1%	7.5%	5.7%	0.0%	5.7%	53

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

Statement	Very Important	Important	Somewhat Important	Not Important	Not Applicable	Total
STEM specific counseling	54.9%	13.7%	0.0%	2.0%	29.4%	51
STEM internships	26.5%	14.3%	6.1%	4.1%	49.0%	49
STEM tutoring	88.5%	11.5%	0.0%	0.0%	0.0%	52
STEM TREK Program	31.3%	14.6%	2.1%	2.1%	50.0%	48
STEM scholarships	36.0%	14.0%	4.0%	4.0%	42.0%	50
STEM field trips	28.6%	12.2%	4.1%	2.0%	53.1%	49
Study space	80.8%	5.8%	1.9%	0.0%	11.5%	52



(Table continued)

I enjoyed using the STEM Center for both semesters that it was available to me.
I felt that having the ability to ask questions about issues I was having while doing homework allowed me to better succeed - very happy with my experience.
I love everyone's determination in helping students understand and succeed in the different math and science subjects. I truly wish I knew about the STEM Center way before my last semester so I would suggest to have it more obvious and stand out to new students
I LOVE that we have food from the STEM Center during finals, it is making a big difference in my ability to concentrate on my studying. I am so grateful to [name] in the STEM Center for all their help!
I love the STEM center, but I often end up with class during the hours of operation.
I only came here for tutoring in statistics. [name] is an amazing tutor. I would like to say that I have noticed people being helped and attended to in other STEM related fields. I think this center could use another stat tutor on [name]'s day off.
I think keeping the STEM open until after 5 PM would help the individuals who maybe can't make it to tutoring at an earlier time due to work etc. [name] and [name] are the best.
If students had an option to print here in the STEM center, that would make it more popular. Also, if they had a schedule up for specific tutors at specific times, that could help at the beginning of the semester.
It was cool.
No comment!
Open longer hours especially during finals. A microwave(unless we have one I don't know about) so we can heat up lunch and keep working/studying.
Please keep this program. It has helped tremendously in preparing me to transfer. I couldn't have done it without their help.
STEM center is awesome!! Tutors are very helpful, study space is awesome. Just need a printer for students
The STEM Center gives me a place to study with easy access to tutors. [name] helped me so much this semester!!
The STEM center has become a better learning environment for me
The STEM center has been invaluable. I would not have the level of knowledge and competency without the help I received for my stat class without the STEM center.
The STEM Center is the best place to go to when needing help. Everyone is so friendly in here and so helpful!
The tutors here are amazing and all of the staff have been very helpful and provide so much for students
This place rocks, I wouldn't be the successful driven student that I am without such crucial support like this. Everything is awesome when you're part of a team.
When I applied for scholarships, no STEM scholarships were presented for me on the Crafton website.

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