# Mathematics Lab Effectiveness Survey

1. How is the location of the Math Lab?
   - 38% (15) Excellent
   - 28% (11) Very Good
   - 26% (10) Good
   - 8% (3) Average
   - ___ Poor
   - ___ Ineffective

2. How is the learning environment in the Math Lab?
   - 23% (9) Very Professional
   - 44% (17) Professional
   - 28% (11) Average
   - 3% (1) Unprofessional
   - ___ Very Unprofessional

3. Are the hours of operation of the Math Lab convenient?
   - 51% (20) Very Convenient
   - 38% (15) Convenient
   - 5% (2) Average
   - 3% (1) Inconvenient
   - 3% (1) Very Inconvenient

4. What is the response time of the tutors in asking you if you need assistance when you enter the Math Lab?
   - 49% (19) 0 - 5 minutes
   - 31% (12) 5 - 10 minutes
   - 3% (1) 10 - 15 minutes
   - 3% (1) 15+ minutes
   - 10% (4) I have to get a tutor's attention

5. How effective are the tutors in assisting you with CourseCompass/MyMathLab?
   - 41% (16) Very Effective
   - 36% (14) Effective
   - 10% (4) Average
   - 5% (2) Ineffective
   - ___ Very Ineffective

6. What was the tutor's knowledge level of the mathematics content?
   - 33% (13) Excellent
   - 49% (19) Very Good
   - 13% (5) Good
   - ___ Average
   - ___ Poor
   - ___ Ineffective

7. Were the tutors pleasurable?
   - 38% (15) Very Pleasurable
   - 38% (15) Pleasurable
   - 15% (6) Average
   - ___ Not Pleasurable
   - 3% (1) Mean

8. Were the tutors professional?
   - 31% (12) Very Professional
   - 49% (19) Professional
   - 15% (6) Average
   - ___ Unprofessional
   - ___ Very Unprofessional

9. How much has your performance in your mathematics class improved since you began visiting the Math Lab?
   - 28% (11) A lot
   - 56% (22) A little
   - 8% (3) No improvement
   - ___ Performance Decreased

10. How many hours, per week, do you visit the Math Lab?
    - 28% (11) 0 - 2 hours per week
    - 26% (10) 2 - 4 hours per week
    - 36% (14) 4 - 6 hours per week
    - 13% (5) 6+ hours per week

11. How was your overall service at the Math Lab?
    - 38% (15) Excellent
    - 31% (12) Very Good
    - 26% (10) Good
    - 3% (1) Average
    - 3% (1) Poor
    - ___ Ineffective

Please provide additional comments to improve the services of the Math Lab:
Analysis of Mathematics Lab Evaluation/Surveys

1. Rate the effectiveness of the center in providing a place to be tutored.

   Excellent: 46%  Strong: 40%  Fair: 14%  Poor: 0%  Terrible: 0%

2. Rate the learning atmosphere in the center.

   Excellent: 52%  Strong: 34%  Fair: 12%  Poor: 2%  Terrible: 0%

3. Rate the hours of operation in respect to your study schedule.

   Excellent: 54%  Strong: 30%  Fair: 14%  Poor: 2%  Terrible: 0%

4. Rate the effectiveness of your tutors in helping you better understand the material.

   Excellent: 52%  Strong: 22%  Fair: 22%  Poor: 4%  Terrible: 0%

5. Rate the computer services provided in relation to your class(es).

   Excellent: 64%  Strong: 26%  Fair: 10%  Poor: 0%  Terrible: 0%

6. Rate the knowledge of your tutors in relation to being able to explain the material.

   Excellent: 56%  Strong: 28%  Fair: 14%  Poor: 2%  Terrible: 0%

7. Rate the overall service of the center.

   Excellent: 60%  Strong: 24%  Fair: 16%  Poor: 0%  Terrible: 0%

8. Have you seen any improvement with your math coursework since visiting the lab?

   Positive: 80%  Negative: 6%  Neutral: 4%  No Response: 10%

9. Rate the attitude of the tutors in the Math Lab.

   Positive: 80%  Negative: 8%  Neutral: 0%  No Response: 12%
Good Morning, Dean Henderson.

A general description of the Math Lab is below:

The Department of Mathematics operates a Mathematics Laboratory located in Jackson Davis, rooms 105 and 106. The hours are

- Mondays – Fridays: 8:00am – 9:00pm
- Saturdays: 11:00am – 2:00pm

during the fall and spring semesters and

- Mondays – Thursdays: 9:00am – 3:00pm
- Fridays: 9:00am – 1:00pm

during the summer terms.

Tutoring is available for all Florida A&M University students registered in MAC 1105 College Algebra, MAC 1114 Algebraic and Trigonometric Functions, MAC 1147 Pre-Calculus, MAC 2311 Calculus I, MAC 2233 Business Calculus, MAC 2312 Calculus II, MAC 3313 Calculus III, MGF 1106 Liberal Arts Mathematics I, MGF 1107 Liberal Arts Mathematics II, MAD 2120 Finite Mathematics, and STA 2023 Statistics. The Lab also offers tutoring in MAP 2302 Differential Equations, MAD 3401 Numerical Analysis, MAP 3305 Engineering Mathematics I for mathematics, engineering, CIS, and sciences majors.

Currently, we determine the adequacy of the Math Lab through verbal comments, both complaints and praises. A Math Lab Effectiveness Survey also provides information on the performance of the Math Lab. That document is attached to this email.

Unfortunately, due to the large number of students that the Math Lab services (over 5000 during the fall and spring semesters), we are unable to track students performance in their math classes.

If you need any more information, then please do not hesitate to contact me.

Sincerely,
Sonya

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