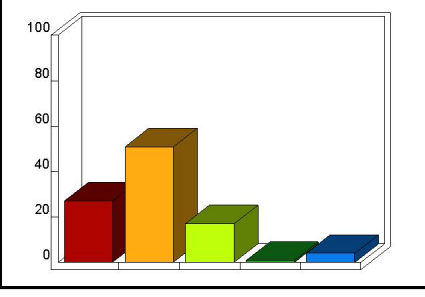


# Academic Support Services 3-14-2011

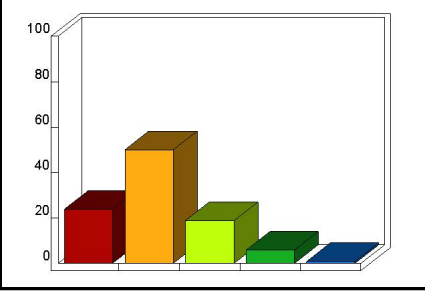
1. Availability of computing resources in classrooms

Mean: 2.04

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Cum. Val. Percent	Graph
Excellent	1.00	27	27.00	27.00	27.00	27.00	
Good	2.00	51	51.00	78.00	51.00	78.00	
Fair	3.00	17	17.00	95.00	17.00	95.00	
Poor	4.00	1	1.00	96.00	1.00	96.00	
Dont Know or Dont Use	5.00	4	4.00	100.00	4.00	100.00	
<b>Total Valid</b>		100	100.00			100.00	

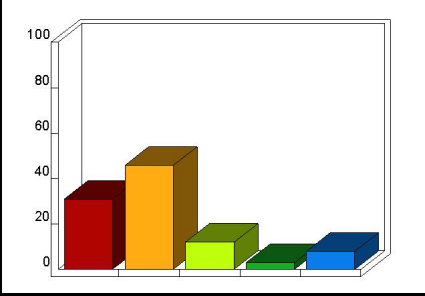
2. Adequacy of assistance received through Dolt Help Desk

Mean: 2.10

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Cum. Val. Percent	Graph
Excellent	1.00	24	24.00	24.00	24.00	24.00	
Good	2.00	50	50.00	74.00	50.00	74.00	
Fair	3.00	19	19.00	93.00	19.00	93.00	
Poor	4.00	6	6.00	99.00	6.00	99.00	
Dont Know or Dont Use	5.00	1	1.00	100.00	1.00	100.00	
<b>Total Valid</b>		100	100.00			100.00	

3. Adequacy of Dolt Help Desk hours      Walk-up, Email & Phone Service (DF Lowery 110):  
 Monday-Friday 8 am - 5 pm      Email & Phone Service Only:      Sunday 3 pm - midnight      Monday -  
 Thursday 5 pm - midnight      Friday 5 pm - 10:30 pm ft:Text|-1|PageFooter:OnFormat

Mean: 2.11

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Cum. Val. Percent	Graph
Excellent	1.00	31	31.00	31.00	31.00	31.00	
Good	2.00	46	46.00	77.00	46.00	77.00	
Fair	3.00	12	12.00	89.00	12.00	89.00	
Poor	4.00	3	3.00	92.00	3.00	92.00	
Dont Know or Dont Use	5.00	8	8.00	100.00	8.00	100.00	
<b>Total Valid</b>		100	100.00			100.00	

4. Adequacy of Blackboard Services

Mean: 2.66

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Valid Cum. Val. Percent	Graph
Excellent	1.00	14	14.00	14.00	14.14	14.14	
Good	2.00	39	39.00	53.00	39.39	53.54	
Fair	3.00	24	24.00	77.00	24.24	77.78	
Poor	4.00	11	11.00	88.00	11.11	88.89	
Dont Know or Dont Use	5.00	11	11.00	99.00	11.11	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

5. Adequacy of BraveWeb Services

Mean: 2.24

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Valid Cum. Val. Percent	Graph
Excellent	1.00	18	18.00	18.00	18.00	18.00	
Good	2.00	57	57.00	75.00	57.00	75.00	
Fair	3.00	15	15.00	90.00	15.00	90.00	
Poor	4.00	3	3.00	93.00	3.00	93.00	
Dont Know or Dont Use	5.00	7	7.00	100.00	7.00	100.00	
<b>Total Valid</b>		100	100.00		100.00		

6. Adequacy of Wireless Services in academic buildings

Mean: 2.47

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Valid Cum. Val. Percent	Graph
Excellent	1.00	26	26.00	26.00	26.00	26.00	
Good	2.00	43	43.00	69.00	43.00	69.00	
Fair	3.00	10	10.00	79.00	10.00	79.00	
Poor	4.00	0	0.00	79.00	0.00	79.00	
Dont Know or Dont Use	5.00	21	21.00	100.00	21.00	100.00	
<b>Total Valid</b>		100	100.00		100.00		

7. Do you know that students can request assistance with using software at the Library Computer Lab? Mean: 0.55

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Yes	1.00	55	55.00	55.00	55.00	55.00	
No	0.00	45	45.00	100.00	45.00	100.00	
<b>Total Valid</b>		100	100.00		100.00		

8. Do you know that software workshops for students are offered by the Library Computer Lab staff? Mean: 0.54

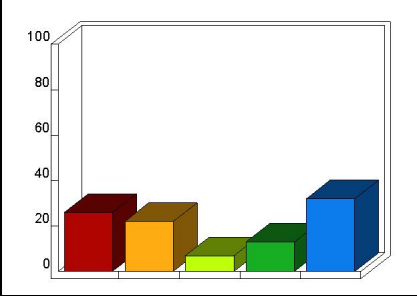
Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Yes	1.00	54	54.00	54.00	54.00	54.00	
No	0.00	46	46.00	100.00	46.00	100.00	
<b>Total Valid</b>		100	100.00		100.00		

9. Do you feel informed about technology availability at UNCP? Mean: 0.74

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Yes	1.00	73	73.00	73.00	73.74	73.74	
No	0.00	26	26.00	99.00	26.26	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

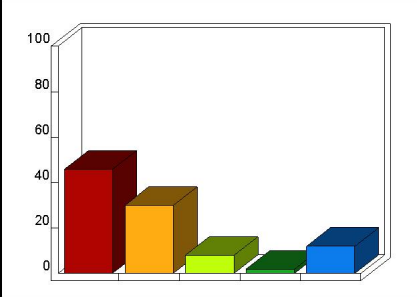
1. The University Writing Center is effective in assisting student writers.

Mean: 3.03

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Valid Cum. Val. Percent	Graph
Agree	1.00	26	26.00	26.00	26.00	26.00	
Somewhat Agree	2.00	22	22.00	48.00	22.00	48.00	
Somewhat Disagree	3.00	7	7.00	55.00	7.00	55.00	
Disagree	4.00	13	13.00	68.00	13.00	68.00	
Dont know	5.00	32	32.00	100.00	32.00	100.00	
<b>Total Valid</b>		100	100.00			100.00	

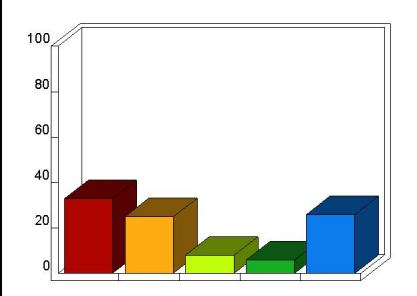
2. Information about the University Writing Center's services is accessible.

Mean: 2.02

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Valid Cum. Val. Percent	Graph
Agree	1.00	46	46.00	46.00	46.94	46.94	
Somewhat Agree	2.00	30	30.00	76.00	30.61	77.55	
Somewhat Disagree	3.00	8	8.00	84.00	8.16	85.71	
Disagree	4.00	2	2.00	86.00	2.04	87.76	
Dont know	5.00	12	12.00	98.00	12.24	100.00	
<b>Total Valid</b>		98	98.00			100.00	
<b>Missing</b>		2	2.00				
<b>Total</b>		100	100.00				

3. The University Writing Center's location is convenient.

Mean: 2.66

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Valid Cum. Val. Percent	Graph
Agree	1.00	33	33.00	33.00	33.67	33.67	
Somewhat Agree	2.00	25	25.00	58.00	25.51	59.18	
Somewhat Disagree	3.00	8	8.00	66.00	8.16	67.35	
Disagree	4.00	6	6.00	72.00	6.12	73.47	
Dont know	5.00	26	26.00	98.00	26.53	100.00	
<b>Total Valid</b>		98	98.00			100.00	
<b>Missing</b>		2	2.00				
<b>Total</b>		100	100.00				

4. University Writing Center tutors are professional.

Mean: 3.63

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Agree	1.00	15	15.00	15.00	15.79	15.79	
Somewhat Agree	2.00	18	18.00	33.00	18.95	34.74	
Somewhat Disagree	3.00	4	4.00	37.00	4.21	38.95	
Disagree	4.00	8	8.00	45.00	8.42	47.37	
Dont know	5.00	50	50.00	95.00	52.63	100.00	
<b>Total Valid</b>		95	95.00		100.00		
<b>Missing</b>		5	5.00				
<b>Total</b>		100	100.00				

5. University Writing Center tutors are competent and well trained.

Mean: 3.47

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Agree	1.00	17	17.00	17.00	17.17	17.17	
Somewhat Agree	2.00	20	20.00	37.00	20.20	37.37	
Somewhat Disagree	3.00	6	6.00	43.00	6.06	43.43	
Disagree	4.00	11	11.00	54.00	11.11	54.55	
Dont know	5.00	45	45.00	99.00	45.45	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

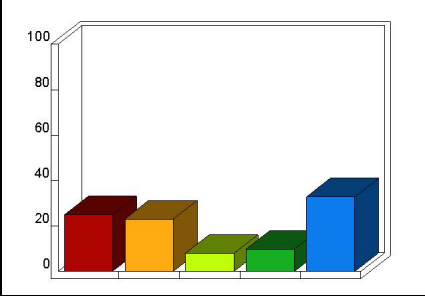
6. The University Writing Center is responsive to faculty needs.

Mean: 3.09

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Agree	1.00	30	30.00	30.00	30.30	30.30	
Somewhat Agree	2.00	17	17.00	47.00	17.17	47.47	
Somewhat Disagree	3.00	4	4.00	51.00	4.04	51.52	
Disagree	4.00	10	10.00	61.00	10.10	61.62	
Dont know	5.00	38	38.00	99.00	38.38	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

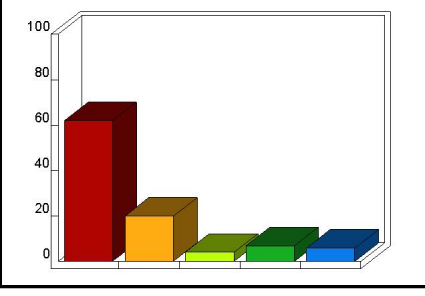
7. The University Writing Center contributes to UNCP students' writing success.

Mean: 3.03

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Agree	1.00	25	25.00	25.00	25.25	25.25	
Somewhat Agree	2.00	23	23.00	48.00	23.23	48.48	
Somewhat Disagree	3.00	8	8.00	56.00	8.08	56.57	
Disagree	4.00	10	10.00	66.00	10.10	66.67	
Dont know	5.00	33	33.00	99.00	33.33	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

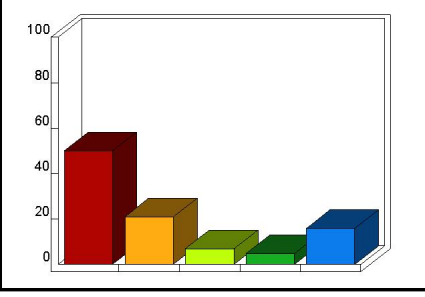
1. I feel comfortable contacting Disability Support Services with questions/concerns.

Mean: 1.74

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Agree	1.00	62	62.00	62.00	62.63	62.63	
Somewhat Agree	2.00	20	20.00	82.00	20.20	82.83	
Somewhat Disagree	3.00	4	4.00	86.00	4.04	86.87	
Disagree	4.00	7	7.00	93.00	7.07	93.94	
Dont know	5.00	6	6.00	99.00	6.06	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

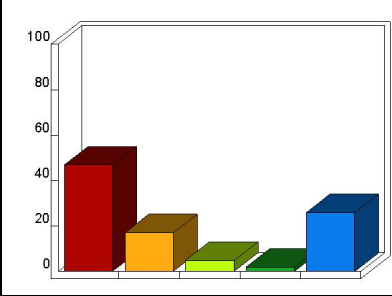
2. Disability Support Services makes reasonable efforts to coordinate services.

Mean: 2.15

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Agree	1.00	50	50.00	50.00	50.51	50.51	
Somewhat Agree	2.00	21	21.00	71.00	21.21	71.72	
Somewhat Disagree	3.00	7	7.00	78.00	7.07	78.79	
Disagree	4.00	5	5.00	83.00	5.05	83.84	
Dont know	5.00	16	16.00	99.00	16.16	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

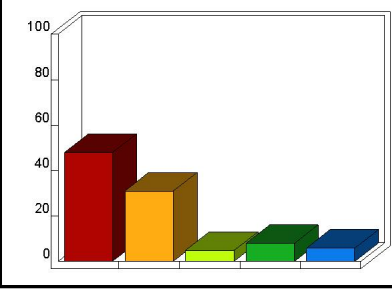
3. Disability Support Services personnel are responsive to providing accommodations I cannot.

Mean: 2.41

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Cum. Val. Percent	Graph
Agree	1.00	47	47.00	47.00	48.45	48.45	
Somewhat Agree	2.00	17	17.00	64.00	17.53	65.98	
Somewhat Disagree	3.00	5	5.00	69.00	5.15	71.13	
Disagree	4.00	2	2.00	71.00	2.06	73.20	
Dont know	5.00	26	26.00	97.00	26.80	100.00	
<b>Total Valid</b>		97	97.00			100.00	
<b>Missing</b>		3	3.00				
<b>Total</b>		100	100.00				

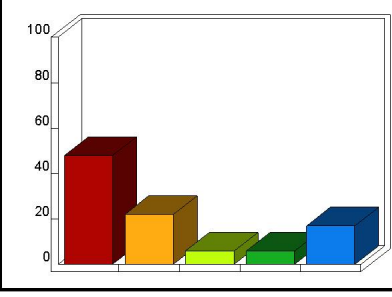
4. Disability accommodation requirements are made clear to me.

Mean: 1.91

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Cum. Val. Percent	Graph
Agree	1.00	48	48.00	48.00	48.98	48.98	
Somewhat Agree	2.00	31	31.00	79.00	31.63	80.61	
Somewhat Disagree	3.00	5	5.00	84.00	5.10	85.71	
Disagree	4.00	8	8.00	92.00	8.16	93.88	
Dont know	5.00	6	6.00	98.00	6.12	100.00	
<b>Total Valid</b>		98	98.00			100.00	
<b>Missing</b>		2	2.00				
<b>Total</b>		100	100.00				

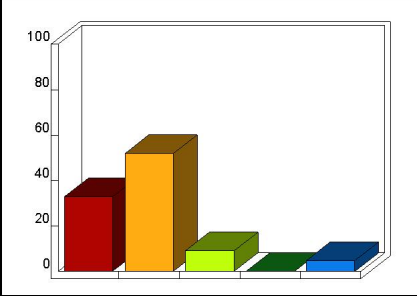
5. Overall, I find a welcoming climate in Disability Support Services.

Mean: 2.21

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Cum. Val. Percent	Graph
Agree	1.00	48	48.00	48.00	48.48	48.48	
Somewhat Agree	2.00	22	22.00	70.00	22.22	70.71	
Somewhat Disagree	3.00	6	6.00	76.00	6.06	76.77	
Disagree	4.00	6	6.00	82.00	6.06	82.83	
Dont know	5.00	17	17.00	99.00	17.17	100.00	
<b>Total Valid</b>		99	99.00			100.00	
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

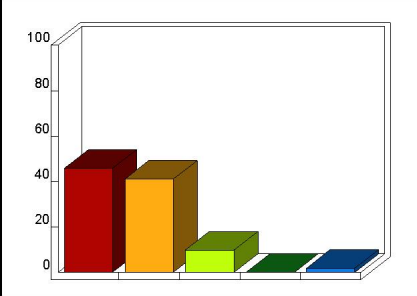
1. Collection of print/media materials (books, CDs, DVDs, print serials)

Mean: 1.91

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Excellent	1.00	33	33.00	33.00	33.33	33.33	
Good	2.00	52	52.00	85.00	52.53	85.86	
Fair	3.00	9	9.00	94.00	9.09	94.95	
Poor	4.00	0	0.00	94.00	0.00	94.95	
Dont Know or Dont Use	5.00	5	5.00	99.00	5.05	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

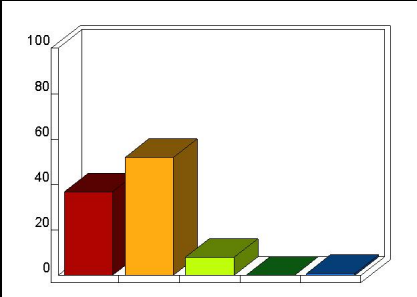
2. Collection of electronic resources (e-books, journals, databases)

Mean: 1.70

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Excellent	1.00	46	46.00	46.00	46.46	46.46	
Good	2.00	41	41.00	87.00	41.41	87.88	
Fair	3.00	10	10.00	97.00	10.10	97.98	
Poor	4.00	0	0.00	97.00	0.00	97.98	
Dont Know or Dont Use	5.00	2	2.00	99.00	2.02	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

3. Overall adequacy of library resources

Mean: 1.73

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Excellent	1.00	37	37.00	37.00	37.76	37.76	
Good	2.00	52	52.00	89.00	53.06	90.82	
Fair	3.00	8	8.00	97.00	8.16	98.98	
Poor	4.00	0	0.00	97.00	0.00	98.98	
Dont Know or Dont Use	5.00	1	1.00	98.00	1.02	100.00	
<b>Total Valid</b>		98	98.00		100.00		
<b>Missing</b>		2	2.00				
<b>Total</b>		100	100.00				

4. Instruction provided in library classes about how to use library resources

Mean: 2.28

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Valid Cum. Val. Percent	Graph
Excellent	1.00	43	43.00	43.00	43.00	43.00	
Good	2.00	29	29.00	72.00	29.00	72.00	
Fair	3.00	5	5.00	77.00	5.00	77.00	
Poor	4.00	3	3.00	80.00	3.00	80.00	
Dont Know or Dont Use	5.00	20	20.00	100.00	20.00	100.00	
<b>Total Valid</b>		100	100.00			100.00	

5. Help with research and reference questions

Mean: 1.87

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Valid Cum. Val. Percent	Graph
Excellent	1.00	54	54.00	54.00	54.00	54.00	
Good	2.00	32	32.00	86.00	32.00	86.00	
Fair	3.00	0	0.00	86.00	0.00	86.00	
Poor	4.00	1	1.00	87.00	1.00	87.00	
Dont Know or Dont Use	5.00	13	13.00	100.00	13.00	100.00	
<b>Total Valid</b>		100	100.00			100.00	

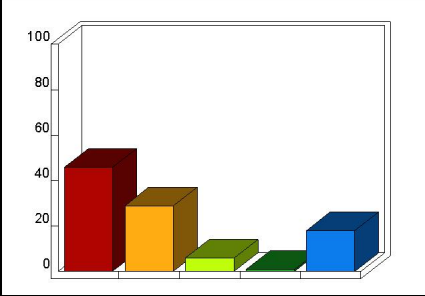
6. Handling of reserve materials

Mean: 2.51

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Valid Cum. Val. Percent	Graph
Excellent	1.00	42	42.00	42.00	42.00	42.00	
Good	2.00	21	21.00	63.00	21.00	63.00	
Fair	3.00	9	9.00	72.00	9.00	72.00	
Poor	4.00	0	0.00	72.00	0.00	72.00	
Dont Know or Dont Use	5.00	28	28.00	100.00	28.00	100.00	
<b>Total Valid</b>		100	100.00			100.00	

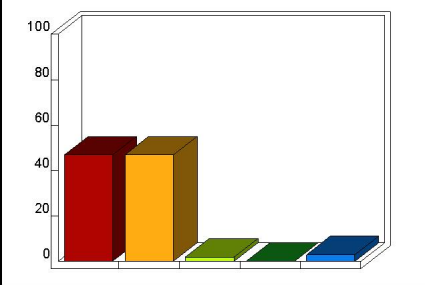
7. Interlibrary loan

Mean: 2.16

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Val. Percent	Graph
Excellent	1.00	46	46.00	46.00	46.00	46.00	
Good	2.00	29	29.00	75.00	29.00	75.00	
Fair	3.00	6	6.00	81.00	6.00	81.00	
Poor	4.00	1	1.00	82.00	1.00	82.00	
Dont Know or Dont Use	5.00	18	18.00	100.00	18.00	100.00	
<b>Total Valid</b>		100	100.00		100.00		

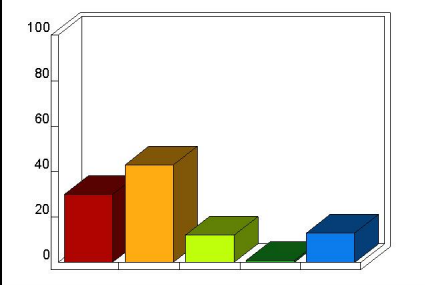
Overall quality of library services

Mean: 1.64

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Val. Percent	Graph
Excellent	1.00	47	47.00	47.00	47.47	47.47	
Good	2.00	47	47.00	94.00	47.47	94.95	
Fair	3.00	2	2.00	96.00	2.02	96.97	
Poor	4.00	0	0.00	96.00	0.00	96.97	
Dont Know or Dont Use	5.00	3	3.00	99.00	3.03	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

8. Atmosphere for reading and studying

Mean: 2.23

Response	Value	Freq.	Percent	Cum. Percent	Valid Percent	Val. Percent	Graph
Excellent	1.00	30	30.00	30.00	30.30	30.30	
Good	2.00	43	43.00	73.00	43.43	73.74	
Fair	3.00	12	12.00	85.00	12.12	85.86	
Poor	4.00	1	1.00	86.00	1.01	86.87	
Dont Know or Dont Use	5.00	13	13.00	99.00	13.13	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				

Library facilities as a whole

Mean: 1.85

Response	Value	Freq.	Percent	Cum. Percent	Valid Cum. Percent	Val. Percent	Graph
Excellent	1.00	30	30.00	30.00	30.30	30.30	
Good	2.00	58	58.00	88.00	58.59	88.89	
Fair	3.00	9	9.00	97.00	9.09	97.98	
Poor	4.00	0	0.00	97.00	0.00	97.98	
Dont Know or Dont Use	5.00	2	2.00	99.00	2.02	100.00	
<b>Total Valid</b>		99	99.00		100.00		
<b>Missing</b>		1	1.00				
<b>Total</b>		100	100.00				