

Employee and Student Survey Response Ratings						
Service Area	Question #	Question/Statement	Respondent Type	Mean	n	% of Overall Respondents
Writing Center	1	Tutors in the LRC Writing Center promote understanding of what is taught by instructors in the classroom.	ADJ	82.5	4	36.4%
			INST	88.2	11	47.8%
			STAFF	93.6	7	11.5%
			Student	88.8	29	12.9%
	2	Tutors in the LRC Writing Center contact instructors as needed. <i>I knew about Writing Center tutoring services and utilized those services.*</i>	ADJ	77.0	4	36.4%
			INST	88.1	11	47.8%
			STAFF	89.3	6	9.8%
			Student	88.2	30	13.4%
	3	The feedback I received from Writing Center tutors was appropriate and sufficient. <i>The feedback I received from Writing Center tutors helped me.*</i>	ADJ	87.8	4	36.4%
			INST	84.4	11	47.8%
			STAFF	87.8	5	8.2%
			Student	86.5	30	13.4%
	4	Writing Center tutors exhibit professionalism. <i>Writing Center tutors treated me in a courteous, professional manner.*</i>	ADJ	94.3	4	36.4%
			INST	88.7	11	47.8%
			STAFF	84.4	7	11.5%
			Student	88.8	30	13.4%
	5	Writing Center tutors exhibit knowledge and skill in the subject areas in which they tutor. <i>Writing Center tutors seemed knowledgeable and skilled.*</i>	ADJ	97.5	4	36.4%
			INST	88.1	11	47.8%
			STAFF	83.6	7	11.5%
			Student	88.0	31	13.8%

*Student survey question