

# Communication Studies Center User Survey

## Conducted Spring 2021 (n = 125)



### 1. Overall, how integral was the Communication Center to your success in communication class??

	Count	Pct
Necessary	46	36.8
Somewhat necessary	45	36.0
Unnecessary	34	27.2
Number of Students	125	100.0

### 2. Was the Center available when you needed it?

	Count	Pct
Always	57	46.3
Most of the time	32	26.0
Sometimes	20	16.3
Rarely	8	6.5
Never	6	4.9
Number of Students	123	100.0

### 3. How much did recording and viewing your rehearsal speeches help you improve your communication?

	Count	Pct
Very helpful	40	40.0
Somewhat helpful	53	53.0
Not helpful	7	7.0
Number of Students	100	100.0
My instructor did not use rehearsal recording	25	

### 4. Were the center instructors helpful during one-on-one tutoring?

	Count	Pct
Always	59	48.4
Most of the time	25	20.5
Sometimes	24	19.7
Rarely	6	4.9
Never	8	6.6
Number of Students	122	100.0

**5. Based on your experience in the Communication Studies Resource Center this semester, please indicate the extent to which you have improved in the following:**

I can...	N	Major Progress	Moderate Progress	Minor Progress	No Progress	N/A or Missing
a. express ideas and support them when I speak	115	39.1% (45)	45.2% (52)	11.3% (13)	4.3% (5)	10
b. adapt my speaking to be truthful while respecting others	114	43.9% (50)	40.4% (46)	11.4% (13)	4.4% (5)	11
c. comprehend, interpret, and analyze ideas I hear	112	43.8% (49)	43.8% (49)	9.8% (11)	2.7% (3)	13
d. listen to ideas and feelings of other(s)—the whole person—even if I disagree with him or her	117	52.1% (61)	34.2% (40)	8.5% (10)	5.1% (6)	8
e. communicate effectively in a group or team situation	116	47.4% (55)	31.9% (37)	12.9% (15)	7.8% (9)	9
f. work effectively with others of diverse backgrounds	111	56.8% (63)	27.9% (31)	9.9% (11)	5.4% (6)	14
g. acknowledge the value of diverse opinions and perspectives	116	55.2% (64)	28.4% (33)	11.2% (13)	5.2% (6)	9
h. use communication principles to make reasoned decisions	115	51.3% (59)	34.8% (40)	9.6% (11)	4.3% (5)	10

Note: Counts are listed in (parentheses).

**6. Which activities or services in this Center helped you? (Please explain)**

- 1 Activities that helped me in the Center was getting practice on my speech and hearing feedback. It was also helpful to see how long my speech was and what I needed to add or delete from my speech.
- 2 Being able to record in the comm. lab helped a lot in order to help me with performing my speeches in the future.
- 3 Being able to record my speeches to help me go over and practice everything. Also getting help on my essays and speeches so my grade improves.
- 4 Class was remote so we did not use the learning center
- 5 Com Lab modules and quizzes helped test my knowledge on the types of speeches and what was included in each of them.
- 6 Communications 130 class
- 7 Evaluation of speeches
- 8 for the research part of assignments with access to the library
- 9 Getting time with professors to help me during online classes.
- 10 Going through speech's
- 11 Group communication is very helpful.
- 12 group work and opening up to my classmates
- 13 have better posture
- 14 Helped me in communication class to finish the assignment needed to do.
- 15 Helped me obtain the ability to write a good speech.

- 16 Helped me with understanding what I don't understand.
- 17 Helped with speeches and essays
- 18 I did not reach out to the services, but professor [name redacted] did a great job at helping when I was stuck.
- 19 I did not use the Communication Center over this semester.
- 20 I did not use this service.
- 21 I didn't access the center because my class was completely online and COVID.
- 22 I didn't need the help of the center.
- 23 I didn't use any services in this Center
- 24 I didn't use the center this semester.
- 25 I didn't use this services.
- 26 I found video lectures very helpful because they helped me better understand the material we were taught.
- 27 I honestly only used it before corona started. But I recorded myself for my homework most of the time.
- 28 I learned how to better organize my speeches and how to present them in the orderly fashion.
- 29 I needed help communicating effectively in a groups setting and the services at the center really helped.
- 30 I never used the center
- 31 I really enjoyed learning about communications overall and how prevalent it is in our everyday life.
- 32 I think having that Professor ready to help you with whatever is very useful. Instant help is a huge advantage in getting work done.
- 33 I think recording myself was the best way I could have practiced because I do a lot of things I didn't realize I do, this helped me steady not only my body but my voice as well
- 34 I think that the speech prep time was very helpful so that I could better refine my ideas.
- 35 I think the one-on-one tutoring was very helpful because the community center created a safe space to be able to get help.
- 36 In fact, this kind of verbal communication environment is a great help in itself. During a pandemic, it would be helpful if you could communicate verbally with more people.
- 37 In my COMM 130 class, the lab modules really helped me analyze myself as a person and how I communicate. I was able to implement strategies in my own skill set and furthermore learn new ones in my effort to understand others. The many lessons I learned allowed me to improve my communication and discover my strengths and weaknesses that pertain to it.
- 38 It helped me in my public speaking and argument strength.
- 39 It helped me to record and practice my speeches and improved my performance overall.
- 40 Just working with my peers outside of class has helped me.
- 41 meeting with professors for feedback
- 42 Meeting with the professors
- 43 Modules leading to the final one
- 44 my speaking assignments
- 45 None, I didn't really use the center that much

- 46 none. my class was completely online and I do not know what this center is about.
- 47 Nothing since the class was remote
- 48 Overall, just being available was useful to me and very important.
- 49 Peer Evaluation
- 50 Personally, this center didn't help me a lot during this semester.
- 51 Practice in the speech. \*break\*
- 52 Practice recording
- 53 recording and feedback
- 54 recording and rehearsing my speech helped me identify my weaknesses and work on them.
- 55 Recording video of yourself
- 56 Reflection discussions with feedback
- 57 Since it's pandemic, instead of having our assignments through speech, essays were done. This helped me a lot in verbalizing my thoughts without being nervous. I like the topics because it's a real life experience. And thought me things that I have never known especially how to react positively in a given situations.
- 58 some activities that helped me were going the assignments because it helped me express what i was feel about something that was deep with me
- 59 Speaking and giving speeches.
- 60 Speech practice, recording ourselves
- 61 The ability to meet one-on-one with a communication professor.
- 62 The activities in this center that helped me are communication and help from teachers and being able to record in the comm lab.
- 63 The center helped me with practice for my speeches and essays
- 64 The IPC role model activities and the identity essay helped me express myself and acknowledge the truth of myself.
- 65 The labs that required group work were extremely helpful!
- 66 The modules used to express our comprehension and understanding of effective communication methods.
- 67 the modules we completed
- 68 the outline practice
- 69 The reading activities helped me to improve my skills
- 70 the video recording because it helped me ""warm up""
- 71 There was a lot of help in the center. There was activities where I would have to practice and record my self and by the teacher being there I would feel a lot better since they would give me feedback right away. I would practice my speech with them and would tell me what I can improve on.
- 72 they helped me with my speech outlines
- 73 This center helped me by explaining the work.
- 74 To be completely honest I didn't use it
- 75 to express myself better
- 76 Using TED talks and other resources to learn from examples.
- 77 Video recording services, 1on1 services

- 78 Video recording speeches helped me so much because I would have a lot of errors in my speech that each turn I would improve.
- 79 Watching myself present, helps me see my mistakes
- 80 Watching myself speak
- 81 Without the physical aspect of being in school I do not know how to answer this question.
- 82 Working together with my groups.

**7. Which activities or services in this Center do you wish we could provide? (Please explain)**

- 1 A search bar
- 2 As far as the activities and services go, they are fine the way they are. The professors are helpful and seek to bring success in a student.
- 3 classes in person so we can rehearse with people
- 4 Correction for citations
- 5 did not use it, so I do not know what to ask for
- 6 everything i needed was done . thank you (:
- 7 Everything is good and useful for me in the center.
- 8 Everything offered at the Center was helpful and provided everything I needed.
- 9 Everything was pretty nice. They would help me with anything I would ask for. There isn't anything I would want you to add just reach out to students
- 10 getting feedback from more than one instructor.
- 11 Group facilitation so we accumulate com hours
- 12 help on how to be able to speak out in front of a lot of people without stuttering and without struggling.
- 13 Help with picking topics
- 14 Helping revise the outline of the speech
- 15 How to outline the speech to the likings of the rubric.
- 16 I am not sure
- 17 I am satisfied with the current services.
- 18 I cannot think of any.
- 19 I did not use the Communication Center over this semester.
- 20 I don't know
- 21 I don't think anything needs to be improved
- 22 I think everything is good.
- 23 I think everything was great nothing need to change
- 24 i think that everything is fine.
- 25 I think the only thing that could improve would be more flexible times throughout the week.
- 26 I think the services offered are enough already
- 27 I think they were all geeat
- 28 I think what there is now is ok, If there is not already maybe a text number for students?

- 29 I wish I could've been provided another text perhaps rather than one, but the one had a lot of information.
- 30 I wish professors were more available to contact their student and give out a little more detailed advise
- 31 I wish that they would provide more tutoring and specific help for certain projects.
- 32 I wish the Center made ""office hours"" or times where you could receive more help more accessible, as it is now, you have to look through links and find and schedule appointments, which extents most kids aren't going to go to, whereas if they were on our canvas home page or somewhere like it, and the times are drop in hours it would make getting help a lot easier, while I do understand that limits the ability to work one on one with someone, however, It seems like it would be more effective to get more kids who need it, help.
- 33 i wish the center would find a way to give an alert when there a assignment due or is coming up
- 34 I wish the Center would have more later hours for the zoom call because I work until 1 pm. Also I would want to do more organize activities to help build a strong outline.
- 35 I wish the office hours could be more flexible because some of us have class right after, so sometimes it's somewhat difficult if we want to talk to Professor who teaches my class.
- 36 I wish the professors will give feedbacks on each assignments done.
- 37 I wished that there would be one on one physical tutoring and support, but of course due to Covid academics was very challenging and very hard to learn.
- 38 I would want this center to provide more helpful tutors.
- 39 idk,its good tbh.
- 40 I'm not sure, I don't remember using the center.
- 41 Maybe send more reminders that it is available
- 42 More opinions on my speech
- 43 More videos of professors explaining the assignments and content.
- 44 Most would agree that face to face contact is always easier when it comes to getting help, but with COVID it is understandable that we work at a distance. So I do wish they provided physical assistance in the near future.
- 45 Everything is sufficient enough for me.
- 46 Everything is good.
- 47 none all good
- 48 None that come to mind. I think the activities and services provided are very helpful and including.
- 49 None, I thought the already provided activities and services very helpful.
- 50 none, the lab has everything needed!
- 51 Not much, everyone I have spoken to was very helpful.
- 52 Nothing since the class was remote
- 53 Nothing that I know of
- 54 Nothing, all good nothing more to add.
- 55 nothing, everything is fine
- 56 Nothing, it's great so far
- 57 Online-n/a

- 58 Personal clases. \*break\* More office hours.
- 59 Probably an area where we can rehearse with a proctor
- 60 Recordings
- 61 So far everything is great. I can easily access everything and be able to get help when i need it.
- 62 This may be like a writing center activity, and I hope this center can help write speeches.
- 63 A search bar

**8. Please provide any additional comments or suggestions about your learning experiences in this Center.  
Thank you for your insights.**

- 1 Again, I wish my professor gave out faster advice and better explanations of the assignments.
- 2 All good thank you
- 3 Good experience. Very accommodating and helpful to any questions.
- 4 great resource for people who need help
- 5 I am very happy that we can have one-on-one and group meetings with communication professors.
- 6 I don't suggest anything else for this center.
- 7 i feel like there should be able to alert students that you have a assignment like send the student an email or something like that.
- 8 I like learning in this center.
- 9 I loved it, it was very helpful for my success in class!
- 10 I really appreciate the service provided by the resource center.
- 11 I really enjoyed this class, even though it was completely online- the professor [name redacted] did an excellent job with this course!
- 12 I was not aware there was a communication studies resource center. I don't believe it was needed for my course.
- 13 I wish there were more opportunities to practice speech delivery that didn't impact my grade so much, the way things are structured now, the classes seem like they are more about maintaining my grade than learning the principles of public speaking.
- 14 i would say this center was a big help because i did not have confidence at first now i am somewhat have confidence
- 15 I'm not sure how this is different while we deal with a pandemic and distance learning. I don't have anything to compare with.
- 16 It helped me to make it possible to add more to my ideas and explain correctly.
- 17 It made more more confident as a speaker in a communications class.
- 18 It was very helpful
- 19 Its a good service.
- 20 My experience with the center was amazing. English is not my first language and it has always being a really hard time for me to speak in front of people because I would get really nervous with everyone but since I started going to the center I have gotten better with my words which I'm happy about because I can see that I'm improving my self when it comes to real life activities for example going to an interview or teacher something to anyone or presenting to a class or a job.

- 21 Overall, I have a positive experience with the learning center. I appreciate the efforts that all professors have put in.
- 22 So far so good.
- 23 Thank you
- 24 Thank you for everything
- 25 Thank you so much for helping out!
- 26 Thank you!!
- 27 The online classes are well-planned out and organized. I enjoyed my learning in this class.
- 28 the proffesor needs to have more communication with students
- 29 They are very helpful
- 30 This course did not require the use of this center.
- 31 This learning is not only about grades, but guidelines to be a successful communicator at home, work, school and everyday relationships to other people.
- 32 Uploading pre-recorded videos could possibly help students if they are stuck or need an example of something.
- 33 Will be great to take this class in person , I feel will be helpfull to develop in a better way our public speaking skills.