

Student Survey–Academic Support Services

Last Modified: 05/23/2014

1. The recent BraveWiFi upgrade improved wireless access.

#	Answer		Response	%
1	Strongly Disagree		22	8%
2	Disagree		29	11%
3	Neither Agree nor Disagree		104	39%
4	Agree		79	30%
5	Strongly Agree		31	12%
	Total		265	100%

2. BraveWiFi is meeting my needs for wireless service.

#	Answer		Response	%
1	Strongly Disagree		13	5%
2	Disagree		25	9%
3	Neither Agree nor Disagree		73	28%
4	Agree		110	42%
5	Strongly Agree		43	16%
	Total		264	100%

3. Bravemail is meeting my University email needs.

#	Answer		Response	%
1	Strongly Disagree		7	3%
2	Disagree		16	6%
3	Neither Agree nor Disagree		31	12%
4	Agree		137	51%
5	Strongly Agree		78	29%
	Total		269	100%

4. I do not need a University email account and would prefer using my personal email account.

Text Response

Strongly agree

Disagree

I use my school email for school

I am okay with the University account, because it keeps me informed with my Professors/Teachers.

True

No.

I would prefer to keep it the way it is. I actually like my University email account, and it comes in handy with me taking online classes.

Strongly Agree

Yes. I have my BraveMail account forwarded to my personal email account.

no

disagree

No - I need a University email account.

There has been too many issues w/the new services...I have it at home but I do use this one ella.kern@gmail.com

Actually I use both accounts (University and personal).

I use my bravemail account strictly for school purposes.

I would prefer to use my personal email rather than to sign onto Bravemail. It would be more convenient and I'd be able to check it more often with less "headache".

I like having my University email account. This account lets me deal directly with school issues and keeps school business separate from my personal email.

Strongly agree

False

I don't need a University email account. Half of the time, I can't even get into my email so it is becoming useless.

Still having some problems with BB

It would be nice to be able to use my own personal email account. That way, I wouldn't have another email account to keep up with. But, thanks to the "Forward Email" option, I am able to receive my emails to my personal email account.

I prefer to utilize both to accomplish academic work.

No, I prefer to use Bravemail for school.

Would prefer Gmail

I NEED my university email.

No I would use the University account for all my things dealing with school.

Yes

Yes I prefer my own email but both are fine.

yess i would. I check it way more often. Plus, I can see it on my phone when an email has come through.

I disagree, I firmly depend upon my University Bravemail account. I find it to be most valuable.

DWL*

Doesn't matter.

I do prefer my personal account but it I've had no problems with the university account.

I would rather have my email account for school as I do now.




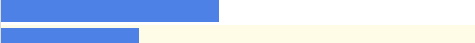
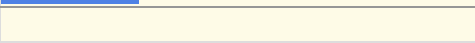
I feel that it is easier for faculty and staff to contact students through our school emails. While I do use personal emails, I can organize school information and task in my Bravemail. BraveWifi has not change since it has been updated, connectivity is the same along with speed.

I use both my university and personal email addresses for school related tasks.

I forward my university email address to Hotmail.

my university email address does not work and therefore is of no use

5. Blackboard assists in my learning.

#	Answer		Response	%
1	Strongly Disagree		14	5%
2	Disagree		10	4%
3	Neither Agree nor Disagree		44	16%
4	Agree		123	46%
5	Strongly Agree		78	29%
	Total		269	100%

6. If Blackboard is not assisting in your learning, what other course management system do you suggest as an alternative?

Text Response

None

I have no idea what other course management system to recommend but blackboard is too confusing and has too many ways to submit one assignment and you are never sure if you are properly doing it.

blackboard is fine

I like to navigate through Blackboard.

No sure of an alternative, however, my preference is traditional face-to-face learning. I gain more knowledge from the professor and my colleagues in a classroom setting.

Blackboard has had far too many issues this semester and has had a negative impact on many assignment submissions

Moodle at Sandhills was very easy to use

Moodle

N/A

Blackboard is great but all professors should be trained to use it appropriately. Many still are uncomfortable communicating via blackboard and often send assignments via bravemail.

maybe if teachers actually knew how to use the site it would help.

N/A

Handing out physical copies of what is needed so the teacher has to actually tell their students that they have an assignment. Many classes just post info to blackboard without telling students before hand then when they get to class they have missed an assignment or something vital for that class.

In my opinion, Blackboard itself does not assist in my actual learning, but it is where I can find my syllabus, assignments, and grades (if the professor chooses to do so). I don't know that any course management system will actually help students learn (except things like mastering chemistry or mymathlab) but it can help in organization and keeping up with details of the course.

I transferred from a community college that used Moodle so it's just taking me time to adjust to using Blackboard.

my teachers don't use it

Blackboard is great when it is working. However, it seems to be on a weekly basis that I have to contact someone regarding a strange error message or other problems with uploading issues, or overdue dates that are not overdue.

I don't like having work online

Something that doesn't crash as often.

Always crashes. Fix that.

maybe teachers could use edmodo. It seems a lot simpler to use than Blackboard

An app available on cell phones that can give you quick reminders and notifications of announcements by professors. UNCP is not available on the Bb app with the app store on the iPhone; I have tried already.

Still having problems with BBB

Blackboard is a good system, I just wish all professors used and updated it.

I attended UNCP for my undergraduate and now have returned for my graduate degree. I have never had the problems that continue to occur with blackboard. The constant crashing of the website, material being unloaded after a teacher loads it. It is a hassle.

Blackboard is very helpful, but not all instructors use Blackboard. This makes it very difficult to maintain communication with instructors and especially classmates. It is nice to have all your courses listed and all the classmates email addresses in one place, but only if all instructors use it.

well I think blackboard is a great management system, but professors do not use it correctly or even at all at times. due to so many professors not properly taking advantage of the blackboard system the right way it is a turn off to students

N/A

In person communication.

n/a

No suggestions...I am taking three online classes now, so I think Blackboard is fine.

There were many issues with accessing and using Blackboard this semester, which complicated assignment submission.

Moodle

7. I am able to reach a Help Desk staff member when I need assistance.

#	Answer	Response	%
1	Strongly Disagree	6	2%
2	Disagree	17	7%
3	Neither Agree nor Disagree	107	44%
4	Agree	86	35%
5	Strongly Agree	28	11%
	Total	244	100%

8. The Help Desk staff is responsive to my requests for assistance.

#	Answer	Response	%
1	Strongly Disagree	4	2%
2	Disagree	17	7%
3	Neither Agree nor Disagree	112	46%
4	Agree	79	32%
5	Strongly Agree	33	13%
	Total	245	100%

9. The Help Desk staff is able to resolve my technology issues in a reasonable amount of time.

#	Answer	Response	%
1	Strongly Disagree	2	1%
2	Disagree	16	7%
3	Neither Agree nor Disagree	120	49%
4	Agree	75	31%
5	Strongly Agree	31	13%
	Total	244	100%

10. The Help Desk staff is courteous and professional.

#	Answer	Response	%
1	Strongly Disagree	3	1%
2	Disagree	8	3%
3	Neither Agree nor Disagree	109	45%
4	Agree	84	35%
5	Strongly Agree	37	15%
	Total	241	100%

11. Would you be willing to pay for printing using your BravesCard, if paper and toner were provided?

#	Answer	Response	%
1	Yes	67	28%
2	No	173	73%

12. What is the maximum price you would be willing to pay per page for black and white printing?

Text Response

.10

idk

\$0.05

.10

\$0.10

10 cents per copy

\$.30

12 cent

.05

\$0.15

5 cent

8 cents

.02 per page

2 cents per page

\$0.75

0

.10

.10

\$0.10

.10

.1

\$.10

NA

25 cents

10 cent per page

\$.20 per page

\$0.10

\$0.01

0.05 a copy and 0.10 a copy for color

.05

5 cent per page

?

.10

.10

10 cent

10

.10

15 cents

.10

5 cents

3 cent per page

\$0.10

75 cents to a dollar.

\$0.10

.05 per page

.15

\$0.06

.25

.15

10 cents per page

13. What is the maximum price you would be willing to pay per page for color printing?

Text Response

.15

idk

\$0.15

.25

\$0.25

50 cents per copy

\$.50

20 cent

.07

\$0.30

10 cent

10 cents

.07 per page

5 cents per page

\$0.95

0

.50

.15

\$0.25

.10

.20

\$0.20

NA

50 cents

25 cent per page

\$.50 per page

\$0.20

\$0.05

0.15

.10

10 cent per page

?

.25

.25

20 cent

tewnty cent a page

.25

25 cents

.10

10 cents

5 cent per page

\$0.15

85 cents to a dollar and ten cents.

\$0.25

.08 per page

.25

\$0.10

.50

.25

25 cents per page

14. What University process or service would you like to have made available online?

Text Response

Where you can talk to someone one like through a chat that is instant instead of email.

applying for scholarships

idk

paying for items online.

Unsure.

More graduate programs should be online.

None

NA

I feel very classes need to be face to face not on-line for max. learning, In fact studies have proven that learning on-line is not as effective or beneficial to the student . I realize it is cost effective to to the school as a business and many prof.s' say they prefer the ease of it... We pay to learn, ask questions in class and get responses so we further our work at home. With on line classes you may or may not get a response on a timely basis to do your work before the due date. Anyway, I do not feel on line classes should be the majority of classes offered at UNCP , distant or on campus. The students are entitled to face to face classes.

everything

Online Counselors for complete online students.

The ability to pay for bills trough the Bursars office online.

N/A

Request a transcript

Everything

I would like to be informed of the activities that go on at UNCP for the students. I am a fully online student, and I don't find out about the activities until after that have occurred.

Poster making

statistics programs like microcase or spss with access to data files

The ability for distance learners to take more classes online. Some programs are offered at UNC-P that are not offered locally, but then not all the classes are offered online. Driving over an hour each way to take classes takes its toll on the student mentally and financially. One such issue is P.E. Students should not have to drive all that way to take a P.E. class when there are classes online.

How about transferring funds onto our brave card via online.

Tutoring

N/A

Online tutoring services for Distant Ed Students that may have difficulty with transportation. Now not to say that the process does not have to be thoroughly thought out and tested, but I think it is feasible. Just like some of the DL classes are held via computer, why not tutoring services?

registering for second 8 week classes mid semester

Disclosure of all classes available to goarmyed. Since the recent change in Tuition Assistance soldiers are having a hard time completing their Course Planners because of missing class data.

classes not schedule at thesame time and same day so we can get more of our curriculum classes done first instead of electives.

NA

Declaring a major/minor

N/A

None

Checking the amount of bonus bucks and brave dollars

n/a

don't knnow

Online jobs for students

Maybe webcam use to be able to see classmates and professor face-to-face if needed or desired

?

n/a

Better financial aid services, like more customer services on everything because there times where we are placed on hold on the phone for a period time and there is bad services from workers,

n/a

The number of meals left on our brave card and the amount of money left our brave card.

earth science and Microsoft word should be available for student to download free and keep I don't know.

N/a

Tutoring

N/a

Communicating with professors through webcam.

More professors should have exams on BB so that we do not have to drive 2 hours for a 20-30 minute exam or final.

N/a

N/A

Meal plan updates, add/drop, and course withdrawals

bookstore

Nothing

another on campus eating place like Chick-fila or Wendy's.

Plagiarism checker

All

I 'm not sure.

N/A

N/A

none at this time

na

more resources

15. What technology support or training, that is not currently being offered, do you think is needed on campus?

Text Response

I think they need an apple support and then a support for windows.

there should be someone in the Do It desk that can fix personal computers because the majority of people on this campus have their own computers and some people live to far away or can not travel to have computer problem fixed.

Unsure.

None

NA

N/A

N/A

I can't think of nothing at this time.

The ability for tech support to work on computers that weren't purchased from the bookstore.

Could you teach the teachers how to use the internet? Please! Or Word, or Powerpoint. If I have to explain to another teacher what a pop up is I think I'm going to die.

n/a

N/A

Scientific applications in excel. Such as graphing line regressions, useful understanding amenable to experimental analysis.

N/A

n/a I'm a distance student

NA

N/A

None

Smart board help

Not sure at this moment

Ipad training and app training

na

Tech support when our own personal laptop has problems. I tried to get help on a tech issue with my personal Macbook and the HelpDesk did nothing to assist.

n/a

n/a

Allowing people with a major concerning technology to have a place where they can work hands on.

I don't know.

none

None

Classes in person on how to use Blackboard and basic Microsoft program without it being part of the university course and free of charge.

N/A

N/A

Nothing

how to find what you need on the school site

I believe in strong safety and security, so I would say safety cameras. Security comes most effectively to those who are properly trained in camera monitoring, and proper identification techniques. DWL*

fax machine available to students

Professors need tech training

N/A

A place for students to go to learn about Excel. The program is widely used in the Sciences and students readily have trouble with it.

none at this time

na

16. Please use the space below to make any comments to expand or explain any of your responses to the survey questions.

Text Response

Every experience I have with the DoIT staff is a positive one. Cindy, Liz, Pam and all the bravetechs are supergreat!!!!

Online classes are not an effective way of learning in my opinion.

The new wifi sucks. Its always cutting off. Or has a really connection. im already over my data limit because this wifi won't stay connected. I thought the term upgrade is supposed to be better but in reality this new wifi is a downgrade

I have been to DO IT twice, both times with problems with getting signed on using the computer labs on campus. It takes forever in every location I go to except 1. I have asked for help and just get told it is the way the system works. Being able to use the computer labs on this campus would be helpful in all locations but if it can not be fixed where it does not take 15 to 30 minutes to get access, it is not worth it. I will bring and use my personal computer.

I am strictly an online student and I live approximately 4 hours from campus. I don't utilize any of these services the survey is inquiring about.

I could not respond to some of these questions because they were not relevant to me as an off-campus, online-only student (i.e. WiFi, on campus printing, etc.).

The wifi often doesn't work.

I am not an on-campus student, so on campus services are wasted on me. I am a distance education student. However, the last 2 classes I need have been made into hybrid classes, so now I pay on-campus tuition for them and live more than 100 miles away so I don't use any on campus services. I drive 4 hours for each of 8 3-hour classes (for each class) after working all day and don't have time to stay and use anything there.

I've been to the Help Desk once my freshman year because I didn't know how to log into the internet and was met with rudely and told to figure out my problems with my computer by myself.

I have been on campus with my laptop and was unable to use Brave Wifi Service. It appeared and showed a connection. However, it was not ever connected to receive service.

DOIT takes forever to get back to responding or processing the work orders that our offices place. Anytime we ask for something its at least a week and a half if not longer sometimes to get back with us.

The survey questions are ok.

online student only

None

n/a

I don't know if this falls under the category of this survey, but it would be wonderful if more social work classes were offered online. Being a single mother and not being able to take classes online has made my graduation process longer. Only social work elective classes are offered online. I agree that it is convenient that there are always two sections available so that individuals who work can take classes at night, but what about students whose schedule does not fit into the morning class or night classes and online classes would be more convenient?.

none

I am an off-campus student. I have 2 printers at home.

I believe that we pay for the use of the printers in our student fees yet the one printer available to us in HCSI either has an inoperable printer, no toner, or a class in the computer lab. We often have to walk to Sampson and hope there is no class meeting and that that lab is unlocked. This is after dark 50% of the time.

N/A

n/a

N/A

The issue with us students having to put money on our cards to make copies in the library is a little too much. Some of the machines to actually put money on your card is either broken down or shut down. Then I believe you have to go to the brave card center to put money on your card. Say you need something copied at 10pm or 8am and the card center is closed (have no money

on your card) what do you do then? I feel like we should be able to pay in cash and get a librarian to put in a code or something to access the copy portion on a printer!

I really have not had too many issues dealing with Blackboard or anything else.

17. Collection of library books that can be checked out

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	4	2%
3	Neither Good nor Bad	66	29%
4	Good	100	44%
5	Very Good	55	24%
	Total	226	100%

18. Reference books

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	2	1%
3	Neither Good nor Bad	72	32%
4	Good	94	42%
5	Very Good	53	24%
	Total	222	100%

19. Materials for recreational reading (periodical, bestsellers novels)

#	Answer	Response	%
1	Very Bad	3	1%
2	Bad	7	3%
3	Neither Good nor Bad	80	36%
4	Good	85	38%
5	Very Good	49	22%
	Total	224	100%

20. Electronic resources (databases for research)

#	Answer	Response	%
1	Very Bad	3	1%
2	Bad	6	3%
3	Neither Good nor Bad	56	25%
4	Good	89	39%
5	Very Good	73	32%
	Total	227	100%

21. Periodicals for research

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	5	2%
3	Neither Good nor Bad	72	32%
4	Good	92	41%
5	Very Good	52	23%
	Total	222	100%

22. Non-print media (videos, CDs, DVDs, etc.)

#	Answer	Response	%
1	Very Bad	3	1%
2	Bad	6	3%
3	Neither Good nor Bad	67	30%
4	Good	96	44%
5	Very Good	48	22%
	Total	220	100%

23. Library equipment (copiers, microfilm readers/printers, multimedia workstations)

#	Answer	Response	%
1	Very Bad	2	1%
2	Bad	6	3%
3	Neither Good nor Bad	80	37%
4	Good	87	40%
5	Very Good	43	20%
	Total	218	100%

24. Library computing equipment (reference computers, laptops)

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	6	3%
3	Neither Good nor Bad	79	36%
4	Good	88	40%
5	Very Good	45	21%
	Total	219	100%

25. Overall adequacy of library resources

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	5	2%
3	Neither Good nor Bad	52	23%
4	Good	113	50%
5	Very Good	56	25%
	Total	227	100%

26. Adequacy of hours (Mon-Thurs:7:30am-midnight, Fri: 7:30am-11pm, Sat: 9am-11pm, Sun: 2pm-midnight)

#	Answer	Response	%
1	Very Bad	3	1%
2	Bad	10	5%
3	Neither Good nor Bad	35	16%
4	Good	94	43%
5	Very Good	78	35%
	Total	220	100%

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

#	Answer	Response	%
1	Very Bad	2	1%
2	Bad	7	3%
3	Neither Good nor Bad	66	30%
4	Good	80	37%
5	Very Good	64	29%
	Total	219	100%

28. Help with research and reference questions

#	Answer	Response	%
1	Very Bad	2	1%
2	Bad	4	2%
3	Neither Good nor Bad	55	25%
4	Good	86	39%
5	Very Good	73	33%
	Total	220	100%

29. Handling of reserve materials

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	4	2%
3	Neither Good nor Bad	85	40%
4	Good	73	34%
5	Very Good	52	24%
	Total	215	100%

30. Usefulness and convenience of online library catalog (BraveCat)

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	8	4%
3	Neither Good nor Bad	59	27%
4	Good	84	39%
5	Very Good	63	29%
	Total	215	100%

31. Checkout and overdue policies

#	Answer	Response	%
1	Very Bad	3	1%
2	Bad	5	2%
3	Neither Good nor Bad	71	33%
4	Good	87	41%
5	Very Good	48	22%
	Total	214	100%

32. Help with checkouts and explanation of overdue fees

#	Answer	Response	%
1	Very Bad	3	1%
2	Bad	4	2%
3	Neither Good nor Bad	79	37%
4	Good	81	38%
5	Very Good	47	22%
	Total	214	100%

33. Interlibrary loan

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	3	1%
3	Neither Good nor Bad	115	54%
4	Good	60	28%
5	Very Good	35	16%
	Total	214	100%

34. Help locating periodicals

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	4	2%
3	Neither Good nor Bad	78	37%
4	Good	82	39%
5	Very Good	45	21%
	Total	210	100%

35. Overall quality of library services

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	3	1%
3	Neither Good nor Bad	43	20%
4	Good	107	49%
5	Very Good	64	29%
	Total	218	100%

36. Atmosphere for reading and studying

#	Answer	Response	%
1	Very Bad	1	0%
2	Bad	12	6%
3	Neither Good nor Bad	43	20%
4	Good	96	44%
5	Very Good	66	30%
	Total	218	100%

37. Atmosphere for reading and studying Comfort and amount of tables, seating, and study rooms

#	Answer	Response	%
1	Very Bad	6	3%
2	Bad	15	7%
3	Neither Good nor Bad	52	24%
4	Good	88	40%
5	Very Good	58	26%
	Total	219	100%

38. Library facilities as a whole

#	Answer	Response	%
1	Very Bad	3	1%
2	Bad	1	0%
3	Neither Good nor Bad	46	21%
4	Good	100	46%
5	Very Good	66	31%
	Total	216	100%

39. Please provide additional comments

Text Response

Needs to be more study rooms and also there needs to be someone one who monitors them to make sure there is always more then one person in each room rather then just one person in an 8 person room.

The library staff is so helpful and courteous! I think they do an amazing job!

The lights in library is so soft then after a while my eyes got sore

I would like to see more rooms be available for studying. Some more comfy furniture would also help! The white boards in the study rooms are very helpful! I enjoy using the study rooms. It helps me have a quiet place to focus. Thank you!

Each time I try to use the online Library I have issues. It is not user friendly. As a result, I never use the library.

Keep up the good work!

that online library was easier to use

I am an online student. Like most surveys that come out, this one is not appicable to me.

Librarians are very helpful

It would be wonderful if there was more study rooms. It would also be great if there was a selection of Christian Romance novels.

I am strictly an online student and I live approximately 4 hours from campus. I don't utilize any of these services the survey is inquiring about.

I have never had to use the school library yet, so I don't know how to answer these questions.

I have not yet made use of the library, and so I cannot offer an opinion of library services.

I love the library. I go there most of the week to study in a study room with my friends. It is a good environment.

In my experience it would help out if the library hours was extended past midnight

Library should open earlier on Sundays. I am a graduate student that goes to school at night and having to wait til 2pm for the library to open is not convenient.

I have never been in the library on campus, so I can not rate their services. I do not have a bravescard.

There is not a lot of of recreational reading besides manga or comics. When you reserve something they don't actually grab it for you so a student can grab things between classes quickly, which is a very big inconvenience.

N/A

obviously adding more study rooms is not possible but if it could be that would be a huge improvement

I haven't used any of the library resources.

Never been to the library

I am a graduate student and do not use the onsite library.

no comment I'm a distance student

People are too loud in the study rooms and listening/talking loudly. It's not enforced-the volume and signs of courtesy

There could be more study room available.

Need more open study rooms

Need to have better handling when helping to reserve study rooms. (says that a room isn't available when a student has already seen that certain rooms are vacant.)

I really never know where to go to study. The main area with the tables always have students talking ... I would like to see larger table areas throughout the library.

In my time at UNCP I struggled with needing to study or work on a paper on my own. I liked the the ability to go in a small room and shut the door. My struggle, many times, came from the requirement of having 3 students to use a room. I was not as comfortable using the cubicles.

There was too much noise in the library to spend much time in a cubicle that was not enclosed.

Although I know this will hopefully come in the future, the library needs more study rooms.

There aren't enough rooms for people to do group projects or study with friends where they can talk quietly. I've had to sit on the floor away from people when I'm trying to study with a group and there are no study rooms left. Also, the library needs to extend it's hours. Honestly it's be great if the library was open 24 hours a week at least a couple times a week or so, but it really

needs to be later than 11 or 12pm. We're college students, we have really late nights studying and getting assignments done. The library needs to be open for students that are up that late studying, because there are a lot of us that get off work and stuff at 10pm or whenever and still have school work to do.

n/a

I am very grateful for the reference librarians. They are very helpful when collecting research for academic writings. Thank you so much for hiring these individuals. They have made a world of difference to the learning process. They don't hesitate to help and they don't make you feel like you are incompetent.

none

Students should have the ability to reserve study rooms

There needs to be study rooms where just one person can go by theirself for it to be quiet and be able to close the door.

Its hard to reserve a room for a pair of students working on a project together because the minimum is three. So, then we can't work at the library with books nearby and be able to discuss our work at the same time.

N/A

I am a distant education student, whose never visited the library on campus. I have, however, attempted to use the online research methods at the library and my experience wasn't one of much success. The online capacity for the use of the library is not really user friendly, redirecting students continuously as the search progresses and an extensive understanding of the search criteria and website lay out is required. I didn't benefit much on my research when attempting to use the Mary Livermore Library services online.

Study rooms are very warm

More hours of operation on Sundays

n/a

For recreational movies, such as new dvd releases, have more than one copy of a normal dvd versus the multiple copies of blu-ray discs. Not everyone has a blu-ray player.

Great facility with exceptional staff

When the student volumes are low there is adequate space for students. However the way the entrance of the library is structured, noise and acoustics travel throughout the rest of the library making it harder to study in a quiet environment. This along with noise by other students and community members drives students into the study rooms which are always full and hard to get into.

I'm Distant learning student and doesn't utilized the library services

I have only used online services for the library.

40. Have you ever had a referral through the HAWK Alert Program?

#	Answer		Response	%
1	Yes		32	14%
2	No		191	86%
	Total		223	100%

41. The phone call you received from the HAWK Alert team member regarding the referral was very helpful.

#	Answer	Response	%
1	Strongly Disagree	1	3%
2	Disagree	1	3%
3	Neither Agree nor Disagree	10	30%
4	Agree	10	30%
5	Strongly Agree	11	33%
	Total	33	100%

42. The email you received from the HAWK Alert team regarding the referral was very helpful.

#	Answer	Response	%
1	Strongly Disagree	1	3%
2	Disagree	1	3%
3	Neither Agree nor Disagree	9	27%
4	Agree	12	36%
5	Strongly Agree	10	30%
	Total	33	100%

43. Any additional communication from the HAWK Alert team regarding the referral was very helpful.

#	Answer	Response	%
1	Strongly Disagree	1	3%
2	Disagree	1	3%
3	Neither Agree nor Disagree	9	27%
4	Agree	10	30%
5	Strongly Agree	12	36%
	Total	33	100%

44. The programs or services recommended by the HAWK Alert team were effective.

#	Answer	Response	%
1	Strongly Disagree	0	0%
2	Disagree	0	0%
3	Neither Agree nor Disagree	13	39%
4	Agree	8	24%
5	Strongly Agree	12	36%
	Total	33	100%

45. Have you ever been enrolled in a class that has been designated as Supplemental Instruction (SI) aided?

#	Answer		Response	%
1	Yes		123	56%
2	No		98	44%
	Total		221	100%

46. When registering for classes, I often register for classes based on the class being identified as an SI aided class.

#	Answer		Response	%
1	Strongly Disagree		10	8%
2	Disagree		24	19%
3	Neither Agree nor Disagree		42	34%
4	Agree		30	24%
5	Strongly Agree		18	15%
	Total		124	100%

47. SI was promoted and publicized in and out of the classroom very effectively.

#	Answer		Response	%
1	Strongly Disagree		0	0%
2	Disagree		10	8%
3	Neither Agree nor Disagree		21	17%
4	Agree		61	50%
5	Strongly Agree		31	25%
	Total		123	100%

48. Did any of your instructor(s) recommend that you attend one or more SI sessions?

#	Answer		Response	%
1	Yes		85	69%
2	No		39	31%
	Total		124	100%

49. The SI sessions sponsored by the CAE were effective in regards to improvement with my understanding of the material.

#	Answer	Response	%
1	Strongly Disagree	2	2%
2	Disagree	2	2%
3	Neither Agree nor Disagree	37	30%
4	Agree	49	40%
5	Strongly Agree	33	27%
	Total	123	100%

50. Have you ever been referred to the ARM Program by a UNCP faculty or staff member?

#	Answer	Response	%
1	Yes	14	6%
2	No	208	94%
	Total	222	100%

51. CAE staff members made numerous attempts to contact me regarding the ARM Program.

#	Answer	Response	%
1	Strongly Disagree	0	0%
2	Disagree	1	7%
3	Neither Agree nor Disagree	2	14%
4	Agree	7	50%
5	Strongly Agree	4	29%
	Total	14	100%

52. The ARM Program has been very beneficial in my success at UNCP.

#	Answer	Response	%
1	Strongly Disagree	0	0%
2	Disagree	0	0%
3	Neither Agree nor Disagree	2	14%
4	Agree	6	43%
5	Strongly Agree	6	43%
	Total	14	100%

53. Are you aware that you can self-select into the ARM Program?

#	Answer	Response	%
1	Yes	32	15%
2	No	183	85%
	Total	215	100%

54. As a UNCP student, have you ever been placed on probation, suspended, or readmitted?

#	Answer	Response	%
1	Yes	28	13%
2	No	193	87%
	Total	221	100%

55. Have you ever attended a tutoring session sponsored by the CAE?

#	Answer	Response	%
1	Yes	56	25%
2	No	164	75%
	Total	220	100%

56. The tutoring session sponsored by the CAE was promoted and publicized in and out of the classroom effectively.

#	Answer	Response	%
1	Strongly Disagree	0	0%
2	Disagree	6	11%
3	Neither Agree nor Disagree	5	9%
4	Agree	25	45%
5	Strongly Agree	19	35%
	Total	55	100%

57. Did any of your instructors recommend that you seek tutoring?

#	Answer	Response	%
1	Yes	52	24%
2	No	167	76%
	Total	219	100%

58. The tutoring sessions sponsored by the CAE were effective in regards to improvement with my understanding of the material.

#	Answer	Response	%
1	Strongly Disagree	1	2%
2	Disagree	1	2%
3	Neither Agree nor Disagree	22	42%
4	Agree	17	33%
5	Strongly Agree	11	21%
	Total	52	100%

59. The tutors utilized by CAE were knowledgeable in their course material.

#	Answer	Response	%
1	Strongly Disagree	1	2%
2	Disagree	1	2%
3	Neither Agree nor Disagree	19	37%
4	Agree	22	42%
5	Strongly Agree	9	17%
	Total	52	100%

60. Have you ever utilized the Resource Learning Lab (RLL) in the CAE?

#	Answer	Response	%
1	Yes	16	7%
2	No	202	93%
	Total	218	100%

61. The RLL located in the CAE was promoted and publicized effectively.

#	Answer	Response	%
1	Strongly Disagree	2	13%
2	Disagree	0	0%
3	Neither Agree nor Disagree	5	31%
4	Agree	6	38%
5	Strongly Agree	3	19%
	Total	16	100%

62. Did any of your instructors recommend that you utilize the RLL located in the CAE?

#	Answer	Response	%
1	Yes	9	4%
2	No	208	96%
	Total	217	100%

63. The RLL was effective in assisting you in meeting your objective.

#	Answer	Response	%
1	Strongly Disagree	0	0%
2	Disagree	0	0%
3	Neither Agree nor Disagree	4	44%
4	Agree	3	33%
5	Strongly Agree	2	22%
	Total	9	100%

64. The software utilized in the RLL located in the CAE was user-friendly.

#	Answer	Response	%
1	Strongly Disagree	0	0%
2	Disagree	0	0%
3	Neither Agree nor Disagree	3	33%
4	Agree	3	33%
5	Strongly Agree	3	33%
	Total	9	100%

65. What is your classification?

#	Answer	Response	%
1	Freshman	22	10%
2	Sophomore	31	14%
3	Junior	50	23%
4	Senior	75	34%
5	Graduate Student	33	15%
6	Other (specify)	10	5%
	Total	221	100%

Other (specify)

licensure only RALC

AIG Add on

Lateral Entry

Enrichment

Graduate student and I am also an alumni

licensure

Certifying for AIG

2nd bachelors degree

66. Are you a ...

#	Answer	Response	%
1	Residential Student	57	26%
2	Commuter Student	110	50%
3	Distance Education Student	51	23%
	Total	218	100%