

Student Support Services Student Survey Results Summary Conducted April 2015

100 Total Responses

Grade Level

Freshman 16
Sophomore 28
Junior 26
Senior 22
Graduating 8

SSS Contacts

0 0
1-5 32
6-10 36
11-15 15
16-20 6
More than 20 11

Ethnicity

Asian 0
Black/African American 3
Caucasian 76
Hawaiian/Pacific Islander 0
Hispanic/Latino 16
Native American/Alaskan 2
More than One Race 3

Years Participated

Less Than 1 Year 30
Two Years 30
Three Years 23
Four or More Years 17

Gender

Female 58
Male 42

SSS Overall Satisfaction

Very Satisfied		Satisfied		Not Satisfied		Dissatisfied		Responses
84	86%	13	13%	0	0%	1	1%	98

Resources Used Outside of SSS

	Yes		No		Responses
Financial Aid Office	72	72%	28	28%	100
Major/University Advising	68	68%	32	32%	100
Writing Center	41	41%	59	59%	100
Career Services	26	26%	74	74%	100
Disability Resource Center	31	31%	69	69%	100
Access Center	13	13%	87	87%	100
Academic Resource Center	18	18%	82	82%	100
Counseling Center	19	19%	81	81%	100

SSS Program Components

	Very Helpful		Helpful		Not Helpful		Not Used		Responses
Academic Advising	65	71.43%	23	25.27%	3	3.30%	6	6%	97
Early Registration	94	98.95%	1	1.05%	0	0.00%	2	2%	97
Personal Support	58	69.05%	26	30.95%	0	0.00%	12	13%	96
Writing Tutor	28	62.22%	17	37.78%	0	0.00%	50	53%	95
Math Lab	26	49.06%	25	47.17%	2	3.77%	42	44%	95
Psy 1730/Study Skills	35	63.64%	19	34.55%	1	1.82%	40	42%	95
Psy 1750/Reading Skills	16	61.54%	7	26.92%	3	11.54%	68	72%	94
Math 0995	16	69.57%	5	21.74%	2	8.70%	70	75%	93
Math 1050	25	73.53%	6	17.65%	3	8.82%	59	63%	93
Stats 1045	16	76.19%	4	19.05%	1	4.76%	70	77%	91
Financial Assistance	68	91.89%	4	5.41%	2	2.70%	21	22%	95
Newsletter	33	38.82%	47	55.29%	5	5.88%	10	11%	95
Emails	49	54.44%	39	43.33%	2	2.22%	5	5%	95
Supplies	56	77.78%	16	22.22%	0	0.00%	22	23%	94
Luncheons/Office Activities	28	41.79%	36	53.73%	3	4.48%	27	29%	94
Money Worth Workshop	21	50.00%	19	45.24%	2	4.76%	51	55%	93
Mastering Math Workshop	22	48.89%	21	46.67%	2	4.44%	48	52%	93
Finance Fundamentals Workshop	22	51.16%	19	44.19%	2	4.65%	50	54%	93
Perparing for Finals Workshop	26	65.00%	12	30.00%	2	5.00%	53	57%	93
Other	15	65.22%	7	30.43%	1	4.35%	44	66%	67

SSS Office/Staff Statements

	Strongly Agree		Agree		Disagree		Strongly Disagree		Responses
Friendly Place	79	83%	15	16%	1	1%	0	0.00%	95
Good Resource	82	86%	13	14%	0	0%	0	0.00%	95
Concerned About Success	80	85%	13	14%	1	1%	0	0.00%	94
I Would Recommend	88	93%	7	7%	0	0%	0	0.00%	95
Helped Me Stay Enrolled	74	78%	18	19%	3	3%	0	0.00%	95

Spring 2015 Survey - SSS Experience Comments

Very kind and helpful staff. / They give great encouragement

I would not have made it through math if it weren't for this program! Thanks to all who made my education successful!

I love being a part of this program. During my freshmen year I felt like there wasn't anyone really cheering me on or motivating me to keep going. I was used to having my educators and school staff support me and help me in all they could and in college, most of them just kind of don't... but the staff and educators at SSS do and I have greatly benefited from it. Just walking into the office, people know your name, and they want to know what you are doing. It makes college a little brighter!

SSS has helped me feel like I can attend school and complete my degree.

I love Student Support Services :D Thanks!

I have enjoyed being in SSS. Their math classes has made me get to where I am today

My experience with student support services has been excellent.

I was Impressed with they knew my name when they saw me outside the office. I came into the office panicking once after a failed exam. The counselor was very calming and helped me understand my choices and fix my attitude. The Strategic academic success class has been EXTREMELY helpful. I'm very glad I decided to take it.

The SSS staff are amazing to work with. They are very genuine and always willing to help.

I have been very pleased with my time spent in SSS. The staff is always willing to help where they can and go out of their way to help you succeed.

I have really enjoyed being with SSS. It would be nice to have summer classes. I love the teachers and early registration. The workshops that I've attended have been really helpful too.

Helpful and friendly staff. I am glad I have the chance to register early and get advised on what will keep me on track.

I love TRiO! I've been involved with TRiO for almost ten years. Without its programs like Upward Bound and SSS, I would not be graduating college.

The people are very nice

It's been awesome and I have been motivated to keep working hard.

Support is almost everything when facing challenges in college. It is nice knowing that I also have this program and staff, holding my back when I start to lean.

great place to get support but sometimes I wish they had a couple more classes they offer in the SSS program.

I've really liked having access to early registration as well as the lower level math classes

I really like all the staff members there, they treat me as an individual, I am not just another student. Carol is very up front with me and that is how I believe it should be. If I don't show up for a while, she lets me know that I need to step it up. Elizabeth is so easy going, she is very pleasant to talk to, she will go out of her way to help you. I have not had much dealings with Anthony, but the little interaction has been fantastic. I am taking at least 2 semesters of math him, I was told he "is the man" for math. Anthony is very friendly and when he is dealing with you, it seems that you have his full undivided attention. / Thanks to all of you.

The staff are so helpful and friendly. I have even gone in without an appointment and they can usually find a way to squeeze me in even if it is for a few minutes. I love that there are supplies available for students of SSS, especially scantrons on test days. I love that they have a separate writing and math tutor available for only SSS students right there in the office because most of us seem to be nontraditional/working students and having those resources readily available helps save the precious little time we have to get our school work in. /

SSS has been very beneficial to me this year. It has help me to succeed academically over the last year. It has helped to "level out the academic playing field." so that I can be just as successful as other USU students. Thank you

I absolutely love how helpful Carol has been. IT is a pleasure to talk to her when I get the chance. Wendy's class was, and continues to be helpful. Anthony is a sweetheart who is always so willing to help. I am very grateful that SSS is available to me and it's super helpful as a returning student.

SSS has helped me finished school. My only regret is not using the services more.

Being involved in SSS has been great. I've enjoyed the classes, luncheons, and workshops that I've been able to attend. The staff is friendly. The early registration has been a lifesaver for getting me into classes to make my college experience run smoother. I like feeling like I'm part of a program that wants me to succeed. I'm grateful for the scantrons and other supplies. Overall it has made a huge difference in my continuing success at USU. Without it I may have given up and dropped out by now.

It has been very great and all the people and students enrolled in the program are great too! I look forward to still being apart of the SSS program.

I have been honored to be a part of SSS. I'm grateful for the assistance and support that the administration gives to their students.

It has been a great experience. Everyone in the office is extremely helpful.

The staff knows me by name and is always glad when I come in.

It's been really good. I am lucky to have learned about SSS and to have qualified to be in the program. I consider SSS to be the ace up my sleeve. It's the advantage that I have over all the rest of the students on campus. I really feel that way about this program.

It is and enriching experience.

My experience with SSS has been nothing less than stellar.

Get different workshops

I would have not made it through my math class without this program last year. Early registration is an amazing help as well. Thank you for all you do.

All of the professors within SSS have been very helpful and understanding while I have attended their classes. I especially love Carol, the advisor, because I know that she is interested in the progress I am making and willing to do whatever it takes to get me to graduation. She is very involved and anxious to know of my progress and how well I am doing, and there to help if I need anything. Everyone at SSS is very friendly and helpful.

AMAZING THANK YOU

I have been very happy with the help I receive from SSS

Love to know that there is help out there. That someone is routing for me and there to help when I need. Really appreciate the help in passing my math placement exam. Was extremely beneficial to my progress. Thank you!!

It has been a great experience.

I have had a really good experience with SSS. People are always willing to help me, no matter what I'm doing. I have really good relationships with most of the SSS staff. It is a safe place that I always feel I can go.

Anthony is a wonderful addition to the math program. He makes math/stats not only understandable but relevant, interesting, and even fun.

I have recommended SSS to several people. I think this program offers the right help that students need in college. I'm very satisfied with the help I have received from Carol and the other members of the SSS program.

I have never struggled academically and when I came to USU I was beyond their teaching level. They do have better advisers than the departments but I still expect better than what SSS offers. I was not told that the grant they offered was SEOG. I have always received that without their help. I didn't know I was not getting additional money until everyone else got theirs and I didn't.

The staff is always very friendly and connecting with other students with similar circumstances helps me keep on track and proactive with my studies.

SSS has been an invaluable resource to me, as a student. I am especially glad Anthonie is a math instructor this year. He has been so helpful and I enjoy his teaching style. I also appreciate the friendliness of everyone in SSS and feel like I can go to them for questions. If they can't help me with what I need, they always know where I can go to get taken care of. Thank you, Student Support Services!

I will be graduating next fall. I have really enjoyed my time here at USU, and SSS has had a big role in that. I am thankful for all of you that have been involved in one way or another.

Thank you for all that you do for the students. I appreciate the help and services you provide for us.

I love how small it is and I feel like I am heard and everyone is so helpful

SSS has been very helpful. I'm glad I found out about it. Early registration has been the best part for me. I also appreciate all of the other services offered.

Without early registration, I would not have been able to get into the classes I needed and I would have had to be here for at least one, maybe two extra semesters. The study skills class was the single most helpful class I have taken at USU. These two things have ensured my success here. The staff are very friendly and helpful and always remember me and what's going on in my life outside of school.

Everyone has been helpful, courteous, and willing to help with anything that they could. I have recommended several people come talk to SSS.

Everyone was more than willing to help me with anything. The workshops were very helpful. I learned of a bit of resources that were open for me to use that I didn't know about before.

I was recommended to apply by a friend that had once been part of SSS. He told me I would love it and he was 100% correct!

I really appreciate the help I receive from SSS.

I've loved it! I love my ability to just walk in and feel like I belong. I love that there are people with answers to my questions and the ability to help me even just by saying hello.

Very helpful. Always care about your problems. Great resource. Welcoming and inviting when I walk in. Thanks for all you guys do.

I feel like I'm loved by all those who help me. They tell me what I need to know and I appraise it.

Thanks for keeping me going!

I love coming in and being able to discuss any academic issues I have. The students I have class with are also very helpful in class.

Thanks for your help!

Very helpful they care about the students they are helping and it is very useful.

Very helpful. Always answers questions.

This place is legit. I would be insane without SSS. They are a huge help and I am very lucky to be a part of SSS.

I don't have many friends up here at USU and it has been nice knowing a place I can go to if I need someone to talk with.

Very helpful with essays and major papers and projects. Early registration is a huge help.

I love SSS! They are the best and have helped me so much.

Everyone has been super nice. I've met a lot of new people through SSS. I've made a lot of friends. Being though SSS has helped steer me better towards what I need to do to get good grades and be better in school. Thank you so much!

Amazing!! You guys are so helpful, especially when I have questions!

I have found it very helpful and recommended my little brother.

I haven't been in the program very long, but so far all of the resources and classes I've taken with SSS have been a tremendous help!

I really like it. It is very helpful to me if I didn't have it I would be lost when it comes to registration.

As I mentioned on the first page, I really benefitted from the early registration feature.

The times I've used it, it has really been helpful for me.

Spring 2015 Survey - Selected Other/Very Helpful - Comments

The advising, workshops, and supplies have all been great resources while attending USU.

The math tutoring lab has been the best tool student support services has given me. Also early registration helps me have a schedule that doesn't conflict with my work.

The fact that I can just drop by at anytime and be helped really helped me. Not having to set up an appointment gave me more freedom to go when I got the chance to.

I find that I can come into the office and usually find someone to speak to concerning whatever I need help/direction with at the time. I have enjoyed the extra workshops and luncheons that SSS offers and found them useful and well organized. The instructors and staff all know my name and that alone makes me feel like I'm not just another person in the crowd.

I found the access to the writing/math tutors to be very helpful. I am glad there is always someone there willing to help out and make a difference in each students lives.

Early registration is super, it releases me from a lot of stress. Math tutoring has been wonderful because I am a slow learner. The English tutor lab excellent, English is not my second language so I need help all the time.

The helpfulness and support I received from SSS is amazing, and I wouldn't be where I am now without it.

Scantrons, having someone to talk to aka carol, and just having the support I do

It has been very helpful to have a place where I can do homework and feel safe. I also love that I can get supplies whenever I need them. I also like that everyone knows my name. That makes me feel more comfortable and feel like I am really cared about by the SSS staff.

The small math classes were very helpful for learning math. It helped me take control of my anxiety with math. The college reading skills were fantastic. I now spend less time studying because I have a strategy to stay focused and engaged.

The overall helpfulness of all the employees and their kindness as well as their understanding and support.

Study skills class and early registration were most helpful. Financial aid was also very helpful.

Personal counseling.

Dennis helping me find private Stat 2000 tutor but couldn't find one.

Spring 2015 Survey - Selected Other/Helpful - Comments

Tuition Reimbursement, math and writing tutors, socials, support from great staff

I loved how accessible staff is. It's so much easier to get in contact with SSS staff than other departments at the university, which makes it very helpful.

I like how Carol is like an additional advisor to help pick out classes.

The writing tutor has been especially helpful

Continued support and friendship

I enjoy going to a place where everyone knows my name and they are willing to take the time to listen to me when I feel like I need advice, when I need an answer or when I just need a sanity check. I really like the environment when I go to SSS. It's warm and welcoming. Everyone greets you by name and they genuinely seem glad to see you.

Spring 2015 Survey - Selected Other/Not Helpful - Comments

I don't need the math and psychology classes

Spring 2015 Survey - Less Than 5 Contacts

Busy preparing for graduation

Not needed

Because my work schedule and classes conflict with the time student support services hours.

I haven't had any issues that I needed help with from the staff.

really busy schedule and also not taking any of the classes that they offer at the moment.

I have felt like I haven't needed any advising and that's all I really come in for. None of my classes require any scantrons.

Being lazy, I guess. I have lots of reason why, but I don't like excuses.

I am really busy. I stop by when I can, but am usually in a hurry to get to my next class or to work.

This has been a busy semester

I have been extremely busy with all of my classes. I try to make it in as often as possible between both my jobs and classes as much as I can. I do appreciate all that you do and the resources that the student support center provides.

I have been to all the workshops multiple times and there is nothing new

Class and work schedule have not allowed me to attend common hour workshops and socials

I dropped my fall classes.

Very busy with upper level classes.

I usually go in only if I need help with classes, or to hand in assignments.

I've been taking mostly online classes, so it is hard for me to go up when they are there because I work during the day.

I have had at least five contacts maybe more this year.

Just too busy with work and school to come more than that. Plus, since I'm a non-traditional student who's almost finished, many of the workshops (such as family finance, test prep, etc.) don't really pertain to me at this stage of my life.

I have been busy with school and work. I have only stopped in to get scantrons, and to talk to Carol a couple times.

I'm at work during hours of operation and don't have a long enough lunch

My generals are done and I didn't need their help as much.

I have 16 credits and have been very busy. I have taken all the classes that I am offered through SSS.

I'm probably 5-7 times. I just drop in, workshops have been before classes.

I work too much.

Didn't have a lot I need help with this last semester

I had classes during the times of the workshops and luncheons.

My courses are online this semester.

I thought I was kicked out so I stopped coming.