

A Year in the Life: Student Use of Academic Support Across Multiple Departments

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Who started this?

THE FAMILY CIRCUS



How can we deliver our services more effectively?



Methodology

The Question

How do students use our services?

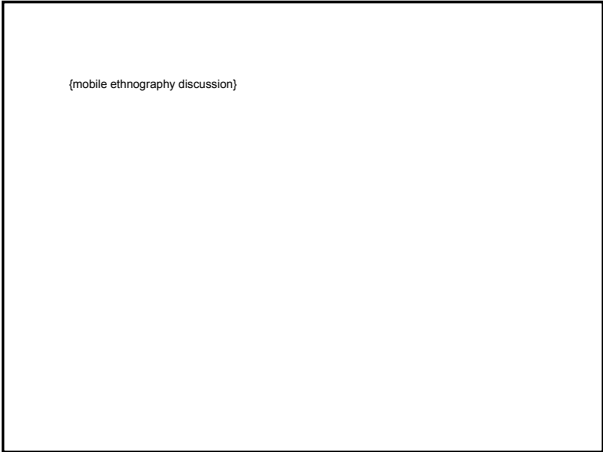
Our Participants

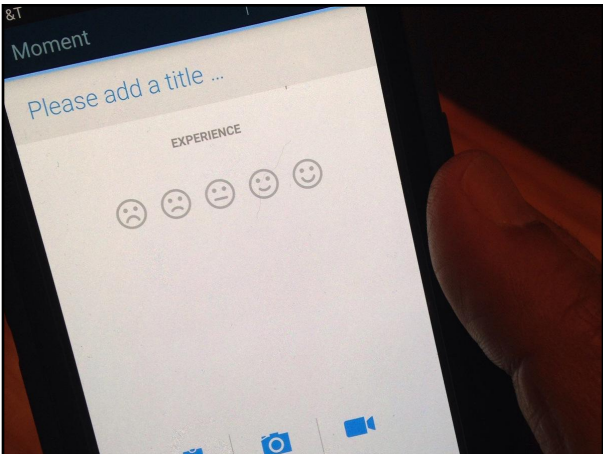


Credit: http://www.reed.edu/reed_magazine/sallyportal/posts/2016/reed-welcomes-class-of-2020.html









What did we hear? And...the future.

What did we hear?

Accessed moodle to look at Spanish syllabus online

+1

Printed in library

-1

Reserves came in clutch

+2

J stor is life

+2

Can't watch a movie from moodle on a library computer

-2

Meeting with David Gruber at the DoJo

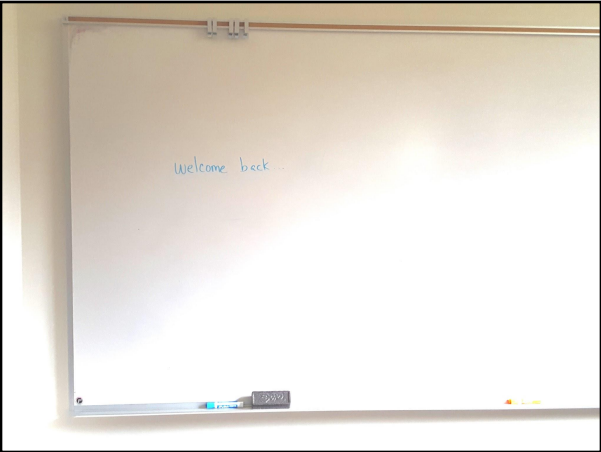
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Our Expectations



Our Reality





Thank you
