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Email- You will receive a copy of this.	norma.gonzalez@imperial.edu
Academic Year	19-20
Department/ Program Name	Learning Services
Enter the SAO number	SAO #1
Enter the SAO description here.	Students will utilize the services provided by the R/W Lab

Assessment Tool

For the Spring 2019 a survey was used

Criteria for Assessment

1. Have at least 75% of the students who come with classes complete the survey.
2. 75% satisfaction rate with the services offered.

Assessment Results

See attachment below

Closing the Loop.

The use of computers helps students build their writing skills, also having the instructor in the lab gives them immediate help to clarify any questions.

However, the R/W Lab was remodeled and has not been completed.

The issues we are encounter are:

The round tables we currently/temporary have don't give enough room for students to work.

Laptops loose connectivity with the Wi-Fi very easily, students are having trouble with printing, not finding the printer, paper cut doesn't open, etc

The functionality of the R/W Lab will need to be reassess once the full project is completed.

Additional Supporting Data

[Reading-Writing Lab Survey Fall 2018 Summary 2018-12-11.pdf](#)
[Writing Lab Survey-Open-ended responses 2018-12-11.pdf](#)