

To: Diana Alves De Lima, Co-Coordinator, Student Success Center

From: Mallory Newell, De Anza Research
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Date: 8/7/2014

Subject: Writing and Reading Center Survey, 2013-14

A survey of the Writing and Reading Center was conducted at the end of the summer and winter quarters of 2013-2014. All students who received tutoring services were provided the opportunity to take the survey; this resulted in 344 valid respondents.

Important Highlights Include:

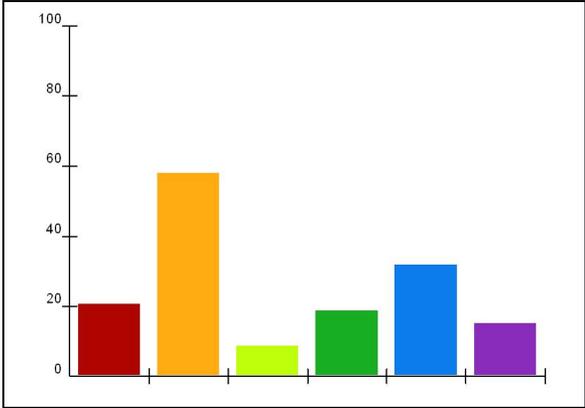
- 61% of respondents stated they had used the Writing Reading Center (ATC 309), 33% had used the Math Science Resource Center (S 43), 22% had used General Subject Tutoring (ATC 305), 20% had used the Listening Speaking Center (ATC 304), 16% had used Math Performance Success (S 43), and 9% had used the Skills Center (ATC 302) (9%).
- 17% of respondents stated they had requested help for ESL 261, 262, or 263 courses, 12% had requested help for ESL 251, 252, or 253 courses, 8% had requested help for ESL 272 or 273 courses, 6% had requested help for ESL 200, 234 or 244 courses, 3% had requested help for ESL 5, and 55% had requested help for their other courses not listed.
- 24% of respondents reported they had requested help for EWRT 1A, EWRT 1B, EWRT 1C or EWRT 1D courses, 19% had requested help for EWRT 211 or READ 211 courses, 7% had requested help for EWRT 200 or READ 200 courses, 5% had requested help for LART 200 or LART 211 courses, and 44% had requested help for their other courses not listed.
- 80% of respondents reported they used Drop-In Tutoring (Walk-In) Tutoring, 39% used Weekly Individual Tutoring, 14% used Group Tutoring, 4% used In-Class Tutoring (TA), and 3% used other tutoring services.
- 90% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns.
- 88% of respondents “Agree” or “Strongly Agree” that the tutor was patient.
- 86% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful, that the staff took the time to answer their questions and explain how tutoring works, and that the tutor knew and understood the subject matter.
- 83% of respondents “Agree” or “Strongly Agree” that after working with a tutor, their knowledge and understanding of the subject increased and that they would recommend using the Writing Reading Center (ATC 309).

- 82% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 80% of respondents “Agree” or “Strongly Agree” that the tutor helped them to identify their problem area(s).
- 76% of respondents “Agree” or “Strongly Agree” that after working with a tutor, their study skills have improved.
- 75% of respondents “Agree” or “Strongly Agree” that after working with a tutor, they have a better attitude towards the subject.

Writing and Reading Center Survey

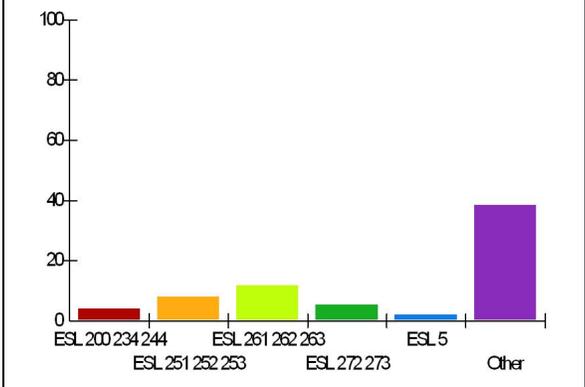
1. What Student Success Center services/tutoring have you used? Check all that apply.

Mean: -

Response	Value	Frequency	Valid Percent	Graph
General Subject Tutoring ATC 305	1.00	71	21.52	
Writing Reading Center ATC 309	2.00	200	60.61	
Skills Center ATC 302	3.00	30	9.09	
Listening Speaking Center ATC 304	4.00	65	19.70	
Math Science Resource Center S 43	5.00	110	33.33	
Math Performance Success S 43	6.00	52	15.76	
Total Valid		330	100.00	
Missing		14		
Total		344		

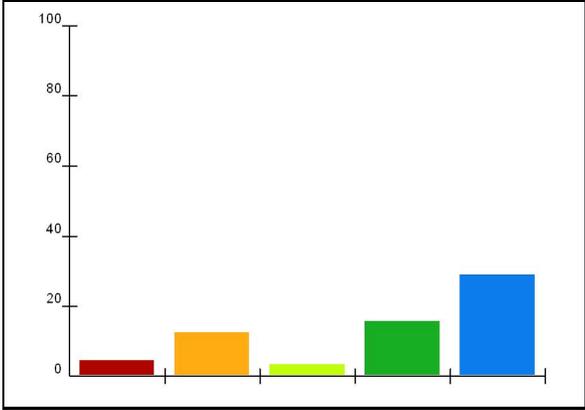
2. In the Writing Reading Center, if you requested help with ESL, which courses?

Mean: 4.55

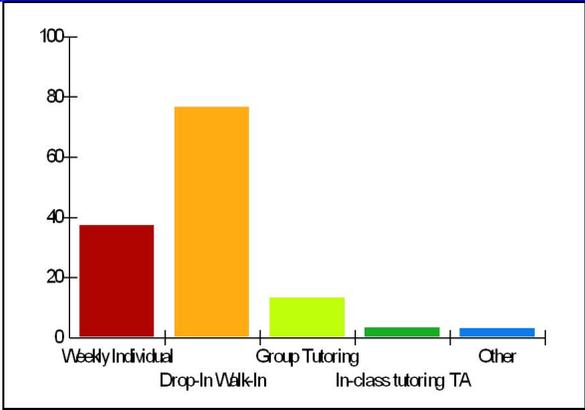
Response	Value	Frequency	Valid Percent	Graph
ESL 200 234 244	1.00	14	5.79	
ESL 251 252 253	2.00	28	11.57	
ESL 261 262 263	3.00	41	16.94	
ESL 272 273	4.00	19	7.85	
ESL 5	5.00	7	2.89	
Other	6.00	133	54.96	
Total Valid		242	100.00	
Missing		102		
Total		344		

Writing and Reading Center Survey

3. In the Writing Reading Center, if you requested help with EWRT/READ/LART or other courses, which ones? Mean: 3.80

Response	Value	Frequency	Valid Percent	Graph
EWRT 200 READ 200	1.00	16	7.11	
EWRT 211 READ 211	2.00	43	19.11	
LART 200 LART 211	3.00	12	5.33	
EWRT 1A EWRT 1B EWRT 1C EWRT 1C	4.00	54	24.00	
Other	5.00	100	44.44	
Total Valid		225	100.00	
Missing		119		
Total		344		

4. Which type of tutoring did you use? Check all that apply. Mean: -

Response	Value	Frequency	Valid Percent	Graph
Weekly Individual	1.00	129	39.33	
Drop-In Walk-In	2.00	264	80.49	
Group Tutoring	3.00	46	14.02	
In-class tutoring TA	4.00	12	3.66	
Other	5.00	11	3.35	
Total Valid		328	100.00	
Missing		16		
Total		344		

Writing and Reading Center Survey

5. The staff was friendly and helpful.

Mean: 1.66

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	173	50.88	
Agree	2.00	121	35.59	
Neutral	3.00	36	10.59	
Disagree	4.00	7	2.06	
Strongly Disagree	5.00	3	0.88	
Total Valid		340	100.00	
Missing		4		
Total		344		

6. The staff took the time to answer my questions and explain how tutoring works.

Mean: 1.71

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	160	47.06	
Agree	2.00	133	39.12	
Neutral	3.00	35	10.29	
Disagree	4.00	9	2.65	
Strongly Disagree	5.00	3	0.88	
Total Valid		340	100.00	
Missing		4		
Total		344		

Writing and Reading Center Survey

7. It was easy to get a tutor.

Mean: 2.00

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	130	38.92	
Agree	2.00	116	34.73	
Neutral	3.00	53	15.87	
Disagree	4.00	28	8.38	
Strongly Disagree	5.00	7	2.10	
Total Valid		334	100.00	
Missing		10		
Total		344		

8. For the weekly individual tutoring, the tutor was on time for the session(s).

Mean: 2.97

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	133	41.96	
Agree	2.00	51	16.09	
Neutral	3.00	29	9.15	
Disagree	4.00	2	0.63	
Strongly Disagree	5.00	1	0.32	
No Opinion/Not Applicable	6.00	101	31.86	
Total Valid		317	100.00	
Missing		27		
Total		344		

Writing and Reading Center Survey

9. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice. Mean: 3.42

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	104	32.91	
Agree	2.00	59	18.67	
Neutral	3.00	15	4.75	
Disagree	4.00	6	1.90	
Strongly Disagree	5.00	3	0.95	
No Opinion/Not Applicable	6.00	129	40.82	
Total Valid		316	100.00	
Missing		28		
Total		344		

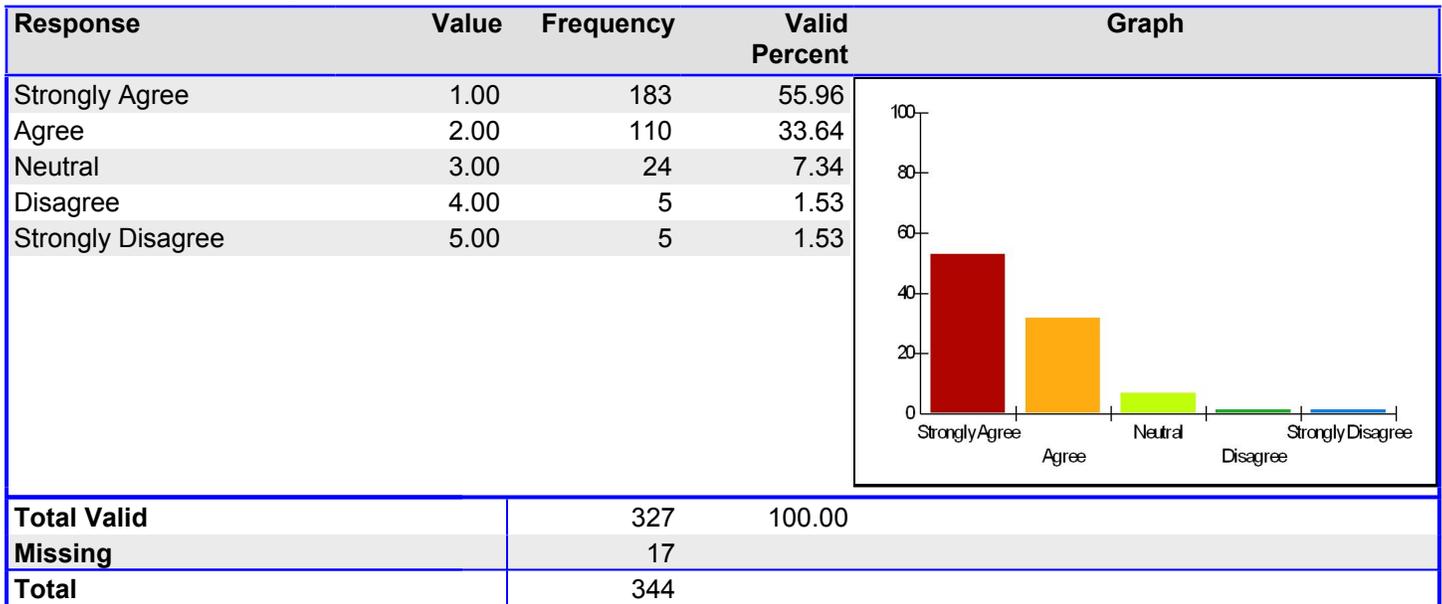
10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center. Mean: 1.96

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	136	42.77	
Agree	2.00	91	28.62	
Neutral	3.00	70	22.01	
Disagree	4.00	11	3.46	
Strongly Disagree	5.00	10	3.14	
Total Valid		318	100.00	
Missing		26		
Total		344		

Writing and Reading Center Survey

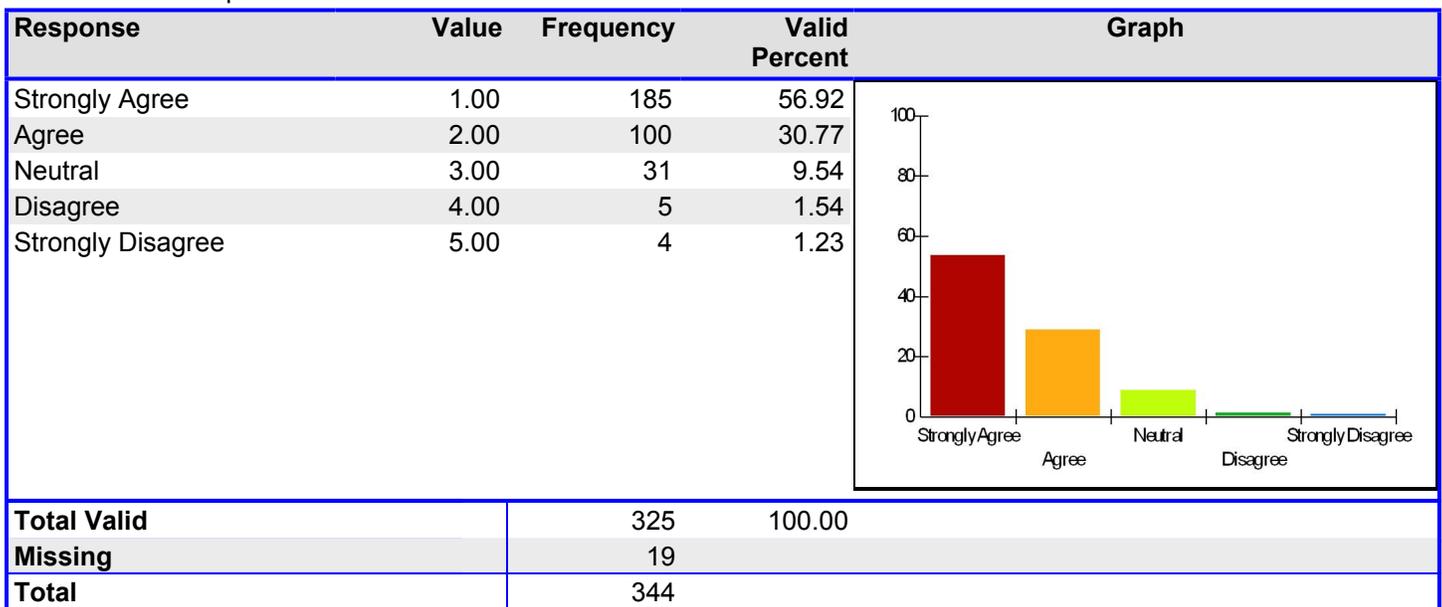
11. The tutor was willing to listen to my questions and concerns.

Mean: 1.59



12. The tutor was patient.

Mean: 1.59



Writing and Reading Center Survey

13. The tutor helped me to identify my problem area(s).

Mean: 1.82

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	146	45.34	
Agree	2.00	109	33.85	
Neutral	3.00	50	15.53	
Disagree	4.00	12	3.73	
Strongly Disagree	5.00	5	1.55	
Total Valid		322	100.00	
Missing		22		
Total		344		

14. The tutor knew and understood the subject matter.

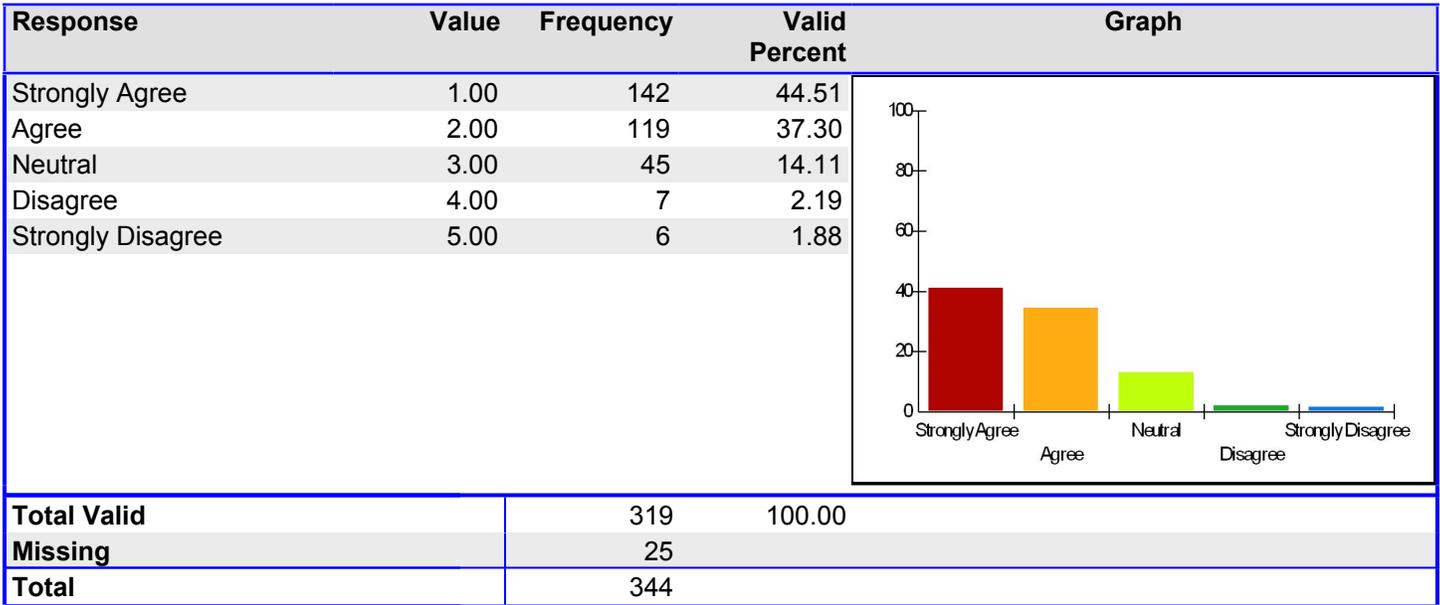
Mean: 1.73

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	148	46.11	
Agree	2.00	128	39.88	
Neutral	3.00	33	10.28	
Disagree	4.00	8	2.49	
Strongly Disagree	5.00	4	1.25	
Total Valid		321	100.00	
Missing		23		
Total		344		

Writing and Reading Center Survey

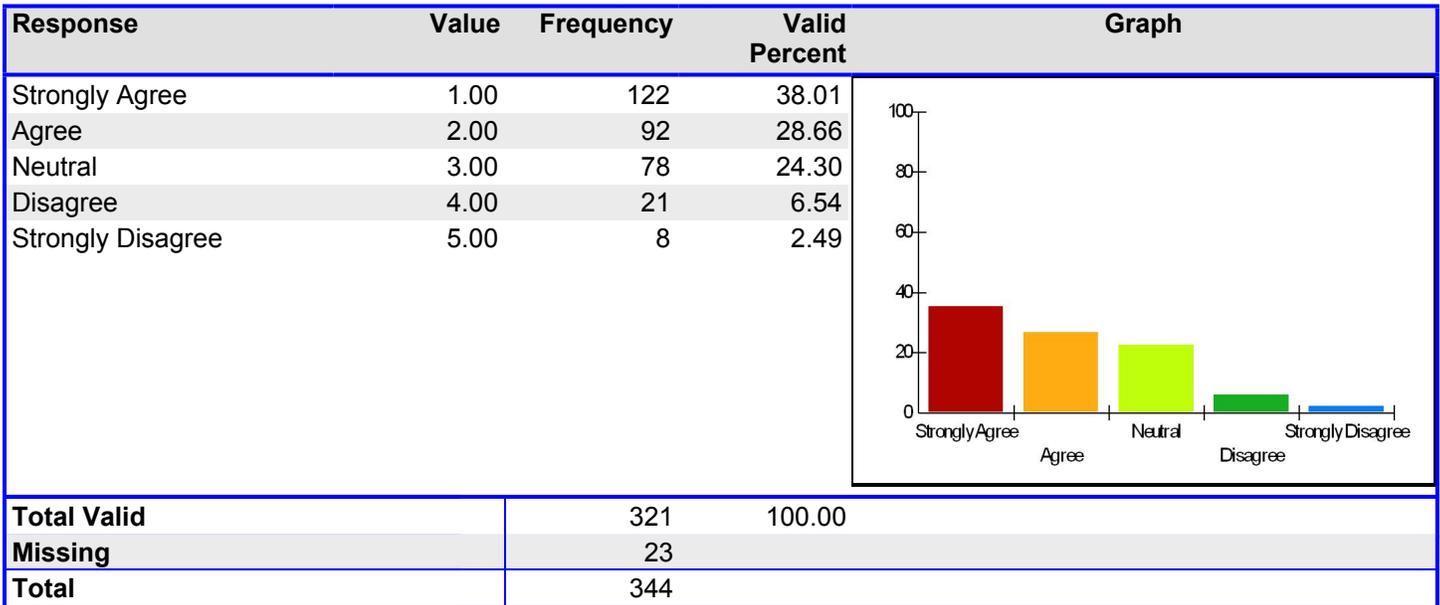
15. The tutor explained the material and concepts clearly.

Mean: 1.80



16. My tutor helped me develop more effective study strategies.

Mean: 2.07



Writing and Reading Center Survey

17. After working with a tutor, my knowledge and understanding of the subject increased.

Mean: 1.85

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	133	40.06	
Agree	2.00	142	42.77	
Neutral	3.00	36	10.84	
Disagree	4.00	15	4.52	
Strongly Disagree	5.00	6	1.81	
Total Valid		332	100.00	
Missing		12		
Total		344		

18. After working with a tutor, my study skills have improved.

Mean: 1.98

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	113	34.04	
Agree	2.00	140	42.17	
Neutral	3.00	59	17.77	
Disagree	4.00	13	3.92	
Strongly Disagree	5.00	7	2.11	
Total Valid		332	100.00	
Missing		12		
Total		344		

Writing and Reading Center Survey

19. After working with a tutor, I have a better attitude towards the subject.

Mean: 1.97

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	115	34.74	
Agree	2.00	134	40.48	
Neutral	3.00	66	19.94	
Disagree	4.00	9	2.72	
Strongly Disagree	5.00	7	2.11	
Total Valid		331	100.00	
Missing		13		
Total		344		

20. What grade do you think you would have received before tutoring?

Mean: 3.26

Response	Value	Frequency	Valid Percent	Graph
A	1.00	41	12.42	
B	2.00	87	26.36	
C	3.00	101	30.61	
D	4.00	35	10.61	
F	5.00	13	3.94	
Pass	6.00	27	8.18	
No Pass	7.00	16	4.85	
Dropped/Withdrew	8.00	10	3.03	
Total Valid		330	100.00	
Missing		14		
Total		344		

Writing and Reading Center Survey

21. What grade do you think you will get after tutoring?

Mean: 2.29

Response	Value	Frequency	Valid Percent	Graph
A	1.00	130	39.16	
B	2.00	114	34.34	
C	3.00	45	13.55	
D	4.00	0	0.00	
F	5.00	1	0.30	
Pass	6.00	36	10.84	
No Pass	7.00	1	0.30	
Dropped/Withdrew	8.00	5	1.51	
Total Valid		332	100.00	
Missing		12		
Total		344		

22. Weekly Individual Tutoring

Mean: 3.86

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	
5-9	2.00	0	0.00	
10 or more	3.00	24	14.12	
None	4.00	146	85.88	
Total Valid		170	100.00	
Missing		174		
Total		344		

Writing and Reading Center Survey

23. Drop-In Tutoring

Mean: 3.48

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	
5-9	2.00	0	0.00	
10 or more	3.00	42	52.50	
None	4.00	38	47.50	
Total Valid		80	100.00	
Missing		264		
Total		344		

24. In-class Tutoring (TA)

Mean: 3.96

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	
5-9	2.00	0	0.00	
10 or more	3.00	12	4.40	
None	4.00	261	95.60	
Total Valid		273	100.00	
Missing		71		
Total		344		

Writing and Reading Center Survey

25. Workshops

Mean: 3.92

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	
5-9	2.00	0	0.00	
10 or more	3.00	20	8.44	
None	4.00	217	91.56	
Total Valid		237	100.00	
Missing		107		
Total		344		

26. Computer Use

Mean: 3.76

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	
5-9	2.00	0	0.00	
10 or more	3.00	44	23.53	
None	4.00	143	76.47	
Total Valid		187	100.00	
Missing		157		
Total		344		

Writing and Reading Center Survey

27. I would recommend using the Writing Reading Center (ATC 309).

Mean: 1.65

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	183	57.19	
Agree	2.00	81	25.31	
Neutral	3.00	46	14.38	
Disagree	4.00	6	1.88	
Strongly Disagree	5.00	4	1.25	
Total Valid		320	100.00	
Missing		24		
Total		344		



Writing and Reading Center Survey

Thank you for taking the time to provide us important feedback on your satisfaction with the services you received at the Student Success Center.

Your information will help us best meet your educational needs.

1. What Student Success Center services/tutoring have you used?

Check all that apply.

- General Subject Tutoring (Library 107)
- Writing Reading Center (Library 107)
- Skills Center (Library 107A)
- Listening Speaking Center (L47)
- Math Science Resource Center (S 43)
- Math Performance Success (S 43)

2. In the Writing Reading Center, if you requested help with ESL, which courses?

- ESL 200, 234, 244
- ESL 251, 252, 253
- ESL 261, 262, 263
- ESL 272, 273
- ESL 5
- Other

3. In the Writing Reading Center, if you requested help with EWRT/READ/LART or other courses, which ones?

- EWRT 200, READ 200
- EWRT 211, READ 211
- LART 200, LART 211
- EWRT 1A, EWRT 1B, EWRT 1C, EWRT 1C
- Other

4. Which type of tutoring did you use? Check all that apply.

- Weekly Individual
- Drop-In (Walk-In)
- Group Tutoring
- In-class tutoring (TA)
- Other

For questions 5-19, please choose from the following answers:

Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.

5. The staff was friendly and helpful.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

6. The staff took the time to answer my questions and explain how tutoring works.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

7. It was easy to get a tutor.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Tutor and Tutoring Sessions:

8. For the weekly individual tutoring, the tutor was on time for the session(s).

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Opinion/Not Applicable

9. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Opinion/Not Applicable

10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

11. The tutor was willing to listen to my questions and concerns.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

12. The tutor was patient.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

13. The tutor helped me to identify my problem area(s).

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

14. The tutor knew and understood the subject matter.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

15. The tutor explained the material and concepts clearly.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

16. My tutor helped me develop more effective study strategies.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Student Outcomes:

17. After working with a tutor, my knowledge and understanding of the subject increased.

- Strongly Agree
- Agree
- Neutral
- Disagree

Strongly Disagree

18. After working with a tutor, my study skills have improved.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

19. After working with a tutor, I have a better attitude towards the subject.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

20. What grade do you think you would have received before tutoring?

- A
- B
- C
- D
- F
- Pass
- No Pass
- Dropped/Withdrew

21. What grade do you think you will get after tutoring?

- A
- B
- C
- D
- F
- Pass
- No Pass
- Dropped/Withdrew

Wrapping Up--you are almost done!

Approximately how many times did you meet with a tutor or staff during the quarter for the following services?

22. Weekly Individual Tutoring

- 1-4
- 5-9
- 10 or more
- None

23. Drop-In Tutoring

- 1-4
- 5-9
- 10 or more
- None

24. In-class Tutoring (TA)

- 1-4
- 5-9
- 10 or more
- None

25. Workshops

- 1-4
- 5-9
- 10 or more
- None

26. Computer Use

- 1-4
- 5-9
- 10 or more
- None

27. I would recommend using the Writing Reading Center (ATC 309).

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

28. Name(s) of your tutor(s).

29. What was the most helpful part of the services you received at the Tutorial Center?

30. How can we improve our services?

31. Any other comments or concerns?

Submit