

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

**From:** Mallory Newell, De Anza Research  
Hector Ramirez, Student Assistant

**Date:** 4/26/2011

**Subject:** General Subject Tutoring Survey, Winter 2011

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A survey of the General Subject Tutoring Center was conducted at the end of the winter quarter in 2011. Students who received tutoring at the General Subject Tutoring Center were given the opportunity to participate in the survey. This resulted in 14 valid respondents.

The subjects covered in the General Subject Tutoring Subject Center include:

Accounting  
Economics  
Foreign Language  
History  
Political Science  
Psychology  
Other

Important Highlights Include:

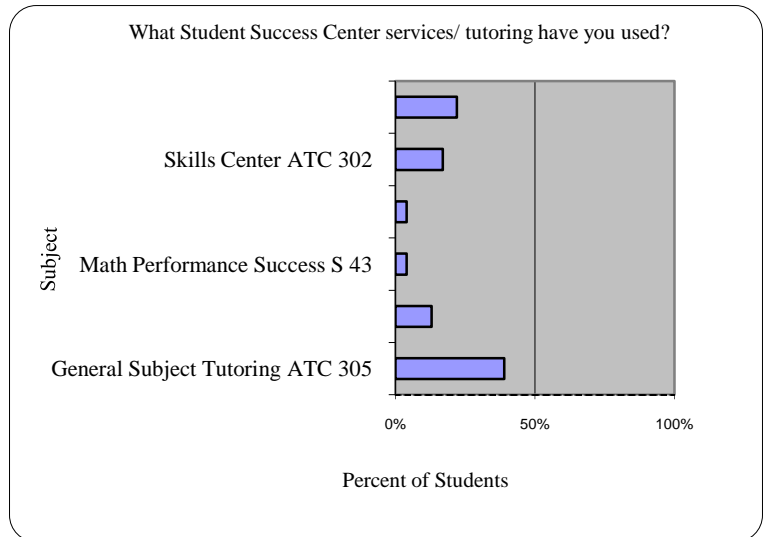
- 53% of respondents used the Weekly Individual Tutoring Center, 24% of respondents stated they used Drop-In (Walk-in) to get immediate tutoring assistance, 18% used Group Tutoring, and 6% used the In-Class Tutoring (TA).
- 79% of the respondents 'Strongly Agree' and 21% 'Agree' that the staff in General Subject Tutoring Center were friendly and helpful.
- 79% of respondents 'Acknowledged Strongly' and 21% 'Agree' that the tutor was willing to listen to any questions or concerns while.
- 64% of the students 'Strongly Agree' and 36% 'Agree' that their tutor was able to understand the subject matter in which they were receiving tutoring.
- 85% of respondents stated they will receive a grade of C or better after using the General Subject Tutoring Center. When the same students were asked what grade they would receive without having used the General Subject Tutoring Center 56% said they would pass with a C or better.

- 86% of the respondents 'Strongly Agree' or "Agree' that their attitude towards the subject is better because of the tutoring they received at the General Subject Tutoring Center, and 14% were 'Neutral'.
- 22% of respondents received tutoring in Accounting, 17% in Economics or Other, and 11% in Foreign Language, History, Political Science or Psychology.

## De Anza General Subject Tutoring Center Survey

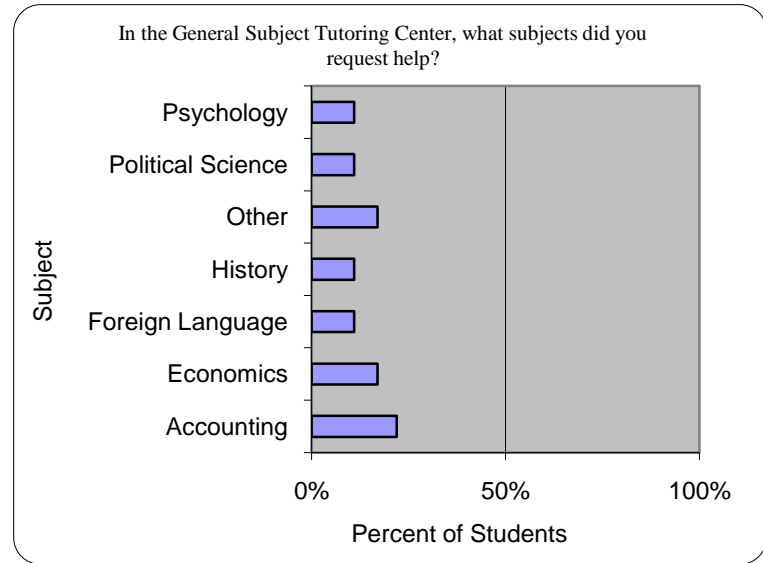
1. What Student Success Center services/tutoring have you used?

	N	%
General Subject Tutoring ATC 305	9	39%
Listening Speaking Center ATC 304	3	13%
Math Performance Success S 43	1	4%
Math Science Resource Center S 43	1	4%
Skills Center ATC 302	4	17%
Writing Reading Center ATC 309	5	22%
<b>Total</b>	<b>23</b>	<b>100%</b>



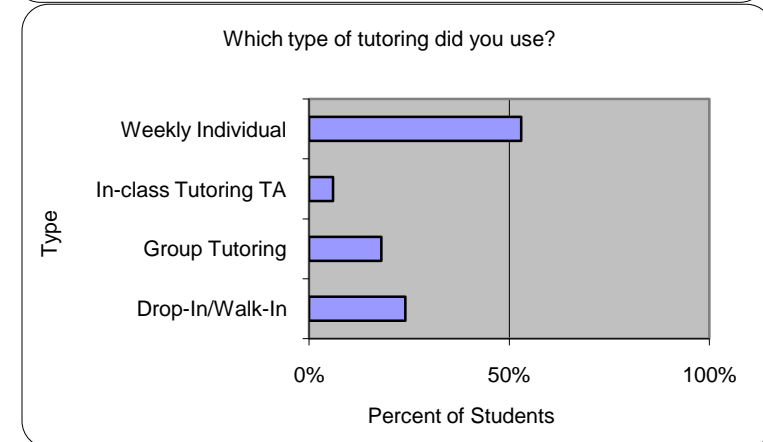
2. In the General Subject Tutoring Center, what subjects did you request help?

	N	%
Accounting	4	22%
Economics	3	17%
Foreign Language	2	11%
History	2	11%
Other	3	17%
Political Science	2	11%
Psychology	2	11%
<b>Total</b>	<b>18</b>	<b>100%</b>



3. Which type of tutoring did you use?

	N	%
Drop-In/Walk-In	4	24%
Group Tutoring	3	18%
In-class Tutoring TA	1	6%
Weekly Individual	9	53%
<b>Total</b>	<b>17</b>	<b>100%</b>



De Anza General Subject Tutoring Center Survey

For questions 4-13, please choose from t: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree

	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total Students	
	N	%	N	%	N	%	N	%	N	%	N	%
4. The staff was friendly and helpful.	11	79%	3	21%	0	0%	0	0%	0	0%	14	100%
5. The staff took the time to answer my questions and explain how tutoring works.	7	50%	7	50%	0	0%	0	0%	0	0%	14	100%
6. It was easy to get a tutor.	8	57%	4	29%	2	14%	0	0%	0	0%	14	100%
7. For the weekly individual tutoring, the tutor was on time for the session(s).	9	64%	3	21%	0	0%	0	0%	0	0%	14	100%
8. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.	5	36%	2	14%	1	7%	0	0%	0	0%	14	100%
9. The tutor clearly explained the policies and procedures for using the services in the center.	7	50%	6	43%	0	0%	1	7%	0	0%	14	100%
10. The tutor was willing to listen to my questions and concerns.	10	79%	3	21%	1	7%	0	0%	0	0%	14	100%
11. The tutor was patient.	9	64%	5	36%	0	0%	0	0%	0	0%	14	100%
12. The tutor helped me to identify my problem area(s).	9	64%	5	36%	0	0%	0	0%	0	0%	14	100%
13. The tutor knew and understood the subject matter.	9	64%	5	36%	0	0%	0	0%	0	0%	14	100%

De Anza General Subject Tutoring Center Survey

For questions 15-18, please choose from t: Strongly Agree, Agree, Neutral,

15. My tutor helped me develop more effective study strategies.	6	43%	5	36%	3	21%	0	0%	0	0%	14	100%
16. After working with a tutor, my knowledge and understanding of the subject increased.	8	57%	5	36%	1	7%	0	0%	0	0%	14	100%
17. After working with a tutor, my study skills have improved.	6	43%	6	43%	2	14%	0	0%	0	0%	14	100%
18. After working with a tutor, I have a better attitude towards the subject.	6	43%	6	43%	2	14%	0	0%	0	0%	14	100%

For Questions 19- 20 please choose from A, B, C, D, F, Dropped/Withdrew or Pass.

	A		B		C		D		F		Dropped/ Withdrew		Pass		Total Students	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
19. What grade do you think you would have received before tutoring?	2	14%	3	21%	3	21%	3	21%	1	7%	1	7%	1	7%	14	100%
20. What grade do you think you will get after tutoring?	8	57%	2	14%	2	14%	0	0%	0	0%	1	7%	1	7%	14	100%

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

	1-4		5-9		10 or		None					
	N	%	N	%	N	%	N	%	N	%	N	%
21. Weekly Individual Tutoring	6	43%	3	21%	2	14%	1	7%	2	14%	14	100%
22. Drop-In Tutoring	4	29%	0	0%	1	7%	4	29%	5	36%	14	100%
23. Group Tutoring	2	14%	3	21%	0	0%	5	36%	4	29%	14	100%
24. Workshops	1	7%	0	0%	3	21%	5	36%	5	36%	14	100%
25. Computer Use	0	0%	0	0%	4	29%	5	36%	5	36%	14	100%

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

tutor

The review of course material.

The help from tutor individually

Tutoring and helping

The individual interaction which resulted in better understanding of the material

having the right (knowledgeable!)tutor assigned early in the quarter, was able to gain a good foundation of the mater

Writing

how to use P.I.E stragegy before writing an essay.

**29. How can we improve our services?**

more time

seeking more tutors

Nothing, you guys are doing a great job

have no suggestions

no thoughts

a little

have a place labeled for resources we can use such as dictionaries and hill handbook.

**30. Any other comments or concerns?**

no

Keep up the good work!

thank you for the support, it made a difference in my success in the subject matter

excellent department, supportive, caring & encouraging. Thanks.

no

no.tutors should get more time with students. 30 mins is not enough or so in my situation.

i think this programs are very helpful to students that have problems with subjects such as math and English

# **De Anza General Subject Tutoring 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.

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

Check all that apply.

- General Subject Tutoring (ATC 305)
- Writing Reading Center (ATC 309)
- Skills Center (ATC 302)
- Listening Speaking Center (ATC 304)
- Math Science Resource Center (S 43)
- Math Performance Success (S 43)

## **2. In the General Subject Tutoring Center, what subjects did you request help?** Check all that apply.

- Accounting
- Economics
- Foreign Language
- History
- Political Science
- Psychology
- Other

## **3. 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 4-18, please choose from the following answers:  
Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.

Strongly   Agree   Neutral   Disagree   Strongly

	Agree				Disagree
<b>4. The staff was friendly and helpful.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5. The staff took the time to answer my questions and explain how tutoring works.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>6. It was easy to get a tutor.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Tutor and Tutoring Sessions:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion/Not Applicable
<b>7. For the weekly individual tutoring, the tutor was on time for the session(s).</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>8. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
<b>9. The tutor clearly explained the policies and procedures for using the services in the center.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>10. The tutor was willing to listen to my questions and concerns.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>11. The tutor was patient.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>12. The tutor helped me to identify my problem area(s).</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>13. The tutor knew and understood the subject matter.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>14. The tutor explained the material and concepts clearly.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>15. My tutor helped me develop more effective study strategies.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Student Outcomes:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<b>16. After working with a tutor, my knowledge and understanding of the subject increased.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>17. After working with a tutor, my study skills have improved.</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>18. After working with a tutor, I have a better attitude towards the subject.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	A	B	C	D	F	Pass	No Pass	Dropped/Withdrew
<b>19. What grade do you think you would have received before tutoring?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>20. What grade do you think you will get after tutoring?</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

**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?

	1-4	5-9	10 or more	None
<b>21. Weekly Individual Tutoring</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>22. Drop-In Tutoring</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>23. Group Tutoring</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>24. Workshops</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>25. Computer Use</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>26. I would recommend using the General Subject Tutoring Center (ATC 305).</b>	<input type="radio"/> Strongly Agree <input type="radio"/> Agree <input type="radio"/> Neutral			

- Disagree
- Strongly Disagree

**27. Name(s) of your tutor(s).**

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

**29. How can we improve our services?**

**30. Any other comments or concerns?**