

February 5, 2009

TO: Andrew LaManque, De Anza Research

FROM: Sharon Su, Student Assistant

SUBJECT: Tutoring Survey

This survey was conducted in the 2<sup>nd</sup> week of November through December 2008. This survey was sent out via e-mail to 1,140 students, 640 from Math 212 and 500 from Math 114.

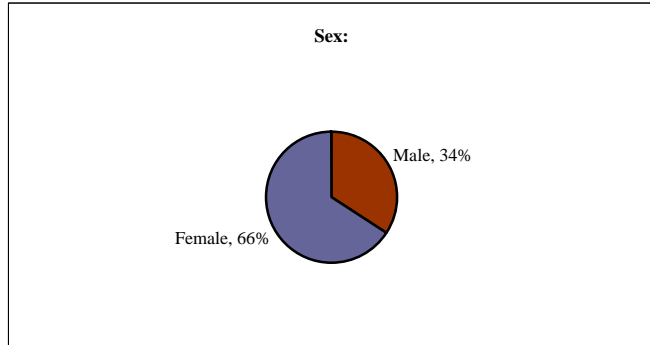
For 41 students who responded to this survey:

- 34% (14 out of 41) were male; 66% (27 out of 41) were female.
- 63% (25 out of 41) of them ranged between 18 and 24 in their age.
- 42% (17 out of 41) were Asian/South-Asian/Asian-Pacific Islander (API).
- 51% (21 out of 41) did not use any free tutoring services at De Anza College.
- 63% (26 out of 41) chose “Yes” for the question: “Did you, or would you go get free tutoring at the tutorial center as a result of hearing about it from your professor?”
- 42% (17 out of 41) responded “Try to work on it on my own” to the question: “What do you do when you struggle with an assignment?”
- The top three reasons that make it hard for them to go to tutoring were no time, having issues with tutors and others reasons.

1. Please indicate the following information about yourself:

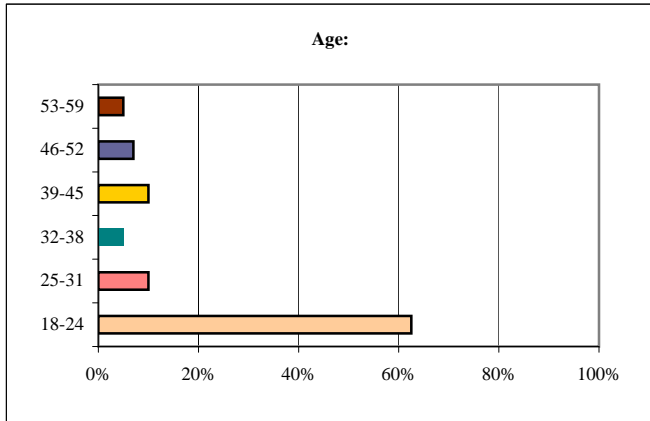
Sex:

Responses	N	%
Male	14	34%
Female	27	66%
Total	41	100%



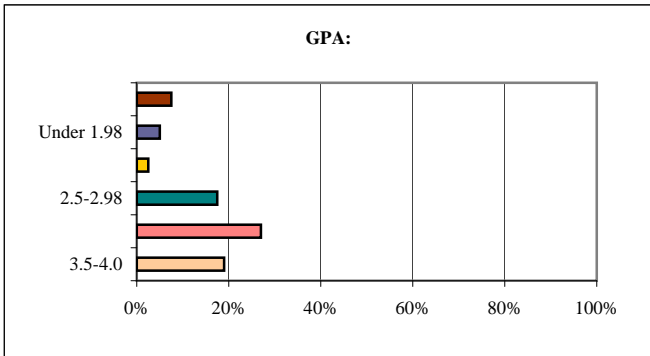
Age:

Responses	N	%
18-24	25	63%
25-31	4	10%
32-38	2	5%
39-45	4	10%
46-52	3	7%
53-59	2	5%
Total	40	100%
Total Missing	1	



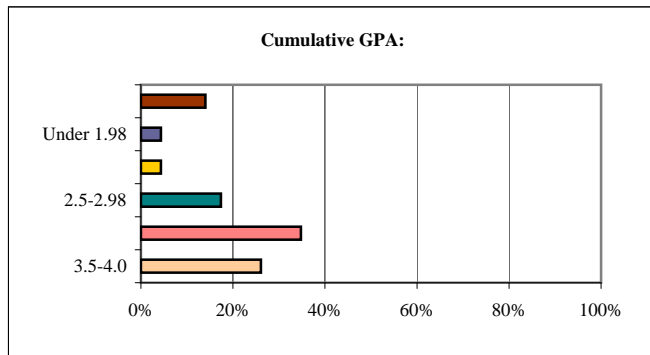
GPA:

Responses	N	%
3.5-4.0	8	19%
2.99-3.49	11	27%
2.5-2.98	7	18%
1.99-2.49	1	3%
Under 1.98	2	5%
Others 3	3	8%
Total	40	100%
Total Missing	1	



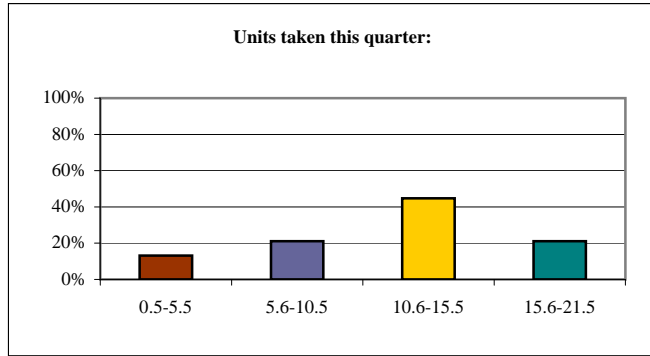
Cumulative GPA:

Responses	N	%
3.5-4.0	6	26%
2.99-3.49	8	35%
2.5-2.98	4	17%
1.99-2.49	1	4%
Under 1.98	1	4%
Others 3	3	14%
Total	23	100%
Total Missing	18	



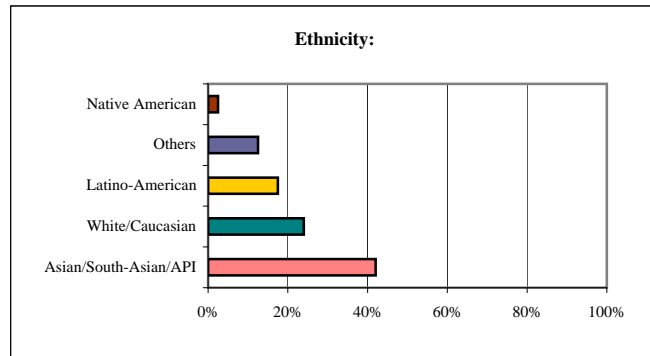
Units taken this quarter:

Responses	N	%
0.5-5.5	5	13%
5.6-10.5	8	21%
10.6-15.5	17	45%
15.6-21.5	8	21%
Total	38	100%
Total Missing	3	



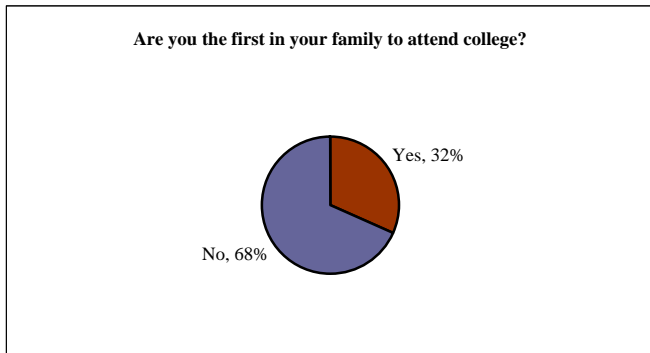
Ethnicity:

Responses	N	%
Asian/South-Asian/API	17	42%
White/Caucasian	10	24%
Latino-American	7	18%
Others	5	13%
Native American	1	3%
Total	40	100%
Total Missing	1	



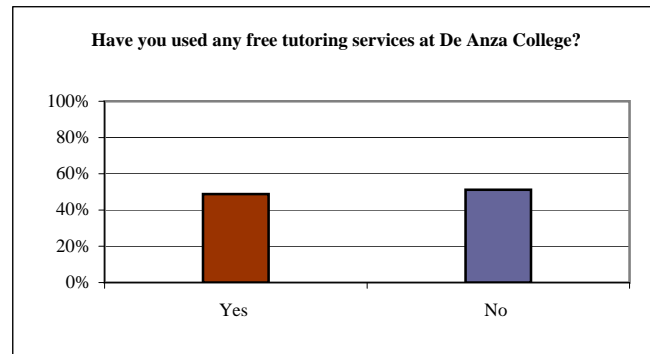
2. Are you the first in your family to attend college?

Responses	N	%
Yes	13	32%
No	28	68%
Total	41	100%



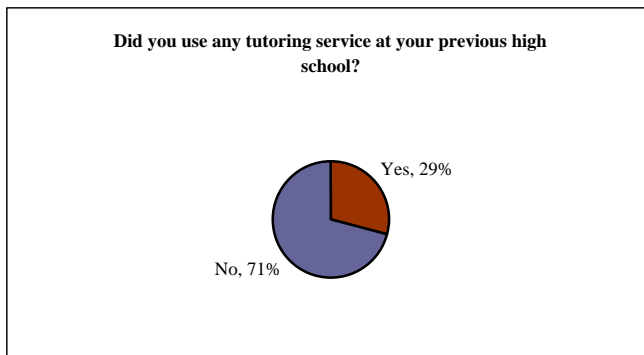
3. Have you used any free tutoring services at De Anza College?

Responses	N	%
Yes	20	49%
No	21	51%
Total	41	100%



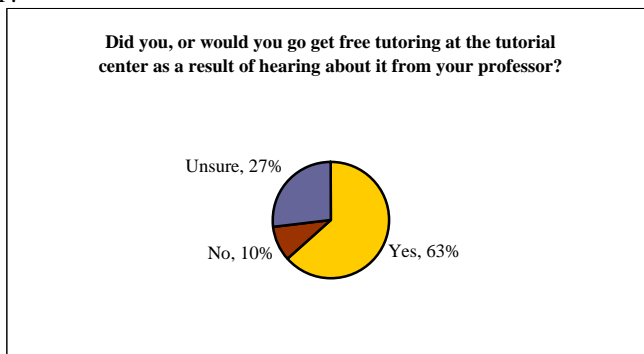
4. Did you use any tutoring service at your previous high school?

Responses	N	%
Yes	12	29%
No	29	71%
Total	41	100%



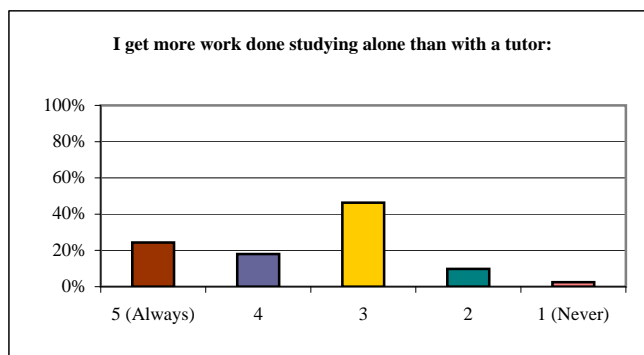
5. Did you, or would you go get free tutoring at the tutorial center as a result of hearing about it from your professor?

Responses	N	%
Yes	26	63%
No	4	10%
Unsure	11	27%
Total	41	100%



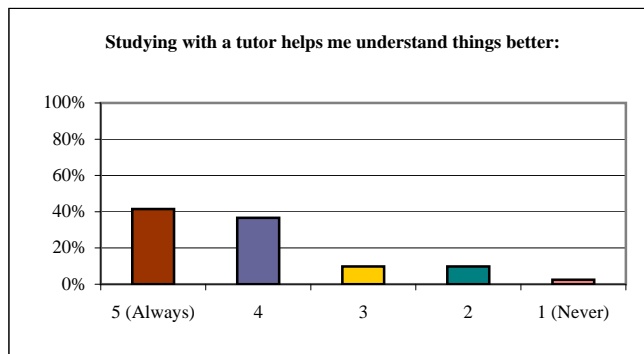
6a. I get more work done studying alone than with a tutor:

Responses	N	%
5 (Always)	10	24%
4	7	18%
3	19	46%
2	4	10%
1 (Never)	1	2%
Total	41	100%



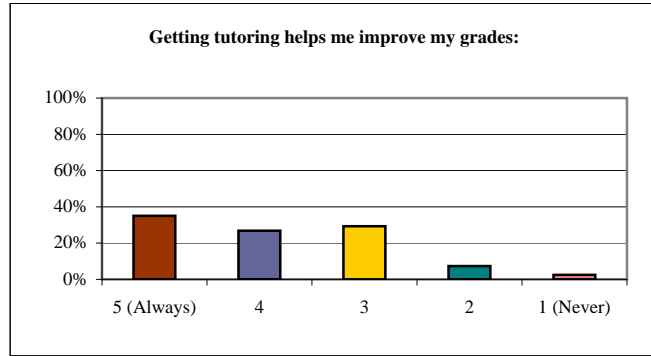
6b. Studying with a tutor helps me understand things better:

Responses	N	%
5 (Always)	17	41%
4	15	37%
3	4	10%
2	4	10%
1 (Never)	1	2%
Total	41	100%



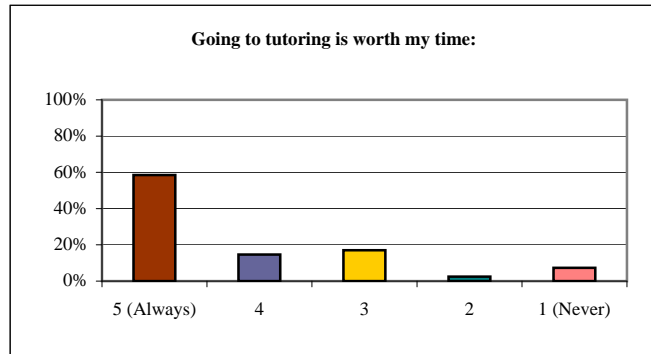
6c. Getting tutoring helps me improve my grades:

Responses	N	%
5 (Always)	14	35%
4	11	27%
3	12	29%
2	3	7%
1 (Never)	1	2%
Total	41	100%



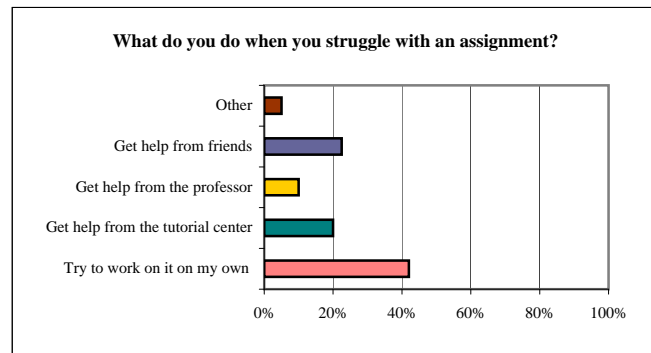
6d. Going to tutoring is worth my time:

Responses	N	%
5 (Always)	24	59%
4	6	15%
3	7	17%
2	1	2%
1 (Never)	3	7%
Total	41	100%



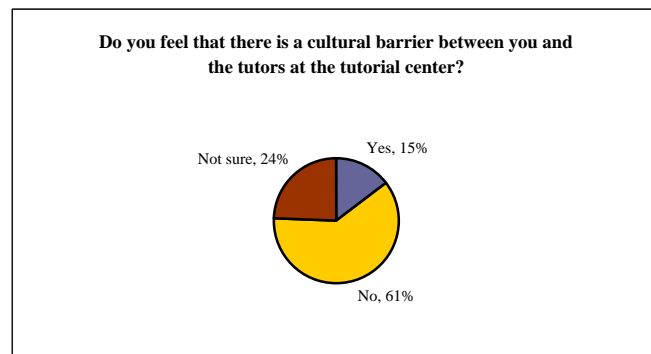
7. What do you do when you struggle with an assignment?

Responses	N	%
Try to work on it on my own	17	42%
Get help from the tutorial center	8	20%
Get help from the professor	4	10%
Get help from friends	9	23%
Other	2	5%
Total	40	100%
Total Missing	1	



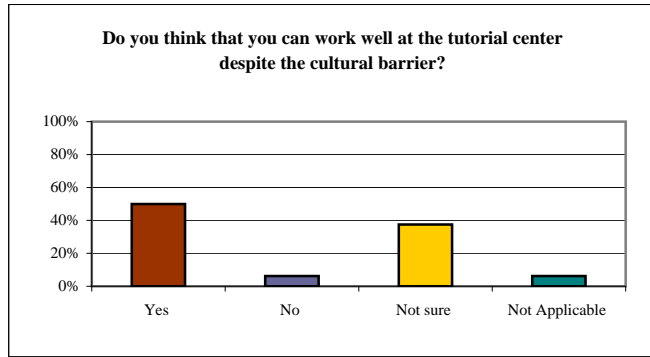
8. Do you feel that there is a cultural barrier between you and the tutors at the tutorial center?

Responses	N	%
Yes	6	15%
No	25	61%
Not sure	10	24%
Total	41	100%



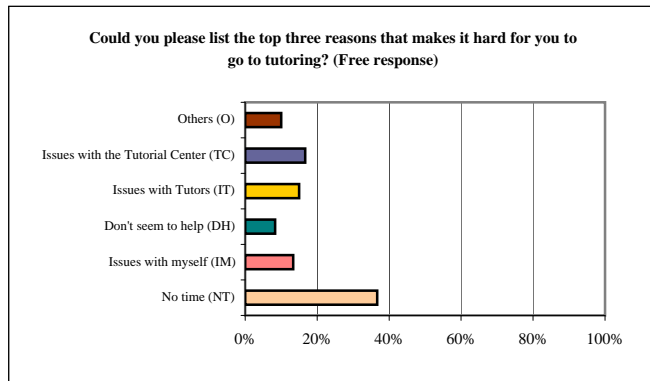
9. Do you think that you can work well at the tutorial center despite the cultural barrier?

Responses	N	%
Yes	8	50%
No	1	6%
Not sure	6	38%
Not Applicable	1	6%
Total	16	100%



10. Could you please list the top three reasons that makes it hard for you to go to tutoring? (Free response)

Responses	N	%
No time (NT)	22	37%
Issues with myself (IM)	8	13%
Don't seem to help (DH)	5	8%
Issues with Tutors (IT)	9	15%
Issues with the Tutorial Center (TC)	10	17%
Others (O)	6	10%
Total	60	100%



\*Free responses for #10:

I work full time and can go there only in the evenings after 6 p.m. the tutorial center hours is not enough and not worth my travelling that far to go to the tutorial center for 30 mins one day a week. Keeping it open till 7 p.m. on Tuesdays and Thursdays does not help. Suggest that you keep tutorial center open till 7:30 p.m. or 8 p.m. instead of 7 p.m. and all 4 days of the week. If tutorial center help can be available on Saturdays mornings or evenings that would be great too for those of who work 5 days work. Thanks (NT, IM, TC)

Tutoring one on one makes me nervous I can't concentrate well Tutoring seems to be a bit bored (IM)  
none (O)

i work full time and long days. It's very hard to get to the ctr before closing. (NT, TC)

Too busy, Lazy, and Not motivated to go (NT, IM)

My job, family, too much time spent doing homework. (NT, O, IM)

Never had or felt the need at the moment. (DH)

School Work girlfriend (NT, O)

I work and go to school, hard to find time. I have a person in a class ahead of me so that makes it easy to find someone to help. I think that you need to learn the same way the tutor learns or it's difficult to understand their method. (NT, IT)

The timeing, I don't mind having someone helping me but sometimes people do have an attitude about helping you, and I like to struggle on my own it makes me feel that I did a great job and I reward myself for doing that. I know that going to the tutorial center helps a litte, but sometimes I like to do it myself. It does not mean that I will not go but it depends on what it is. (NT, IM)

For one I do not know where it is located. Sometimes it is hard to understand someone who has a really deep accent and it becomes frustrating. Other times it is because of my schedule. (TC, IT, NT)

SCHEDULING CONFLICT (NT)

I do attend and I am very happy with who I have. My only thing (nothing to do with the center) I work full time. So I have adjust my work schedule which is not always easy. But I am making it work.THANK YOU (NT)  
time, tutors never seem to help, and its never set in stone (NT, DH, TC)

no time,never thought of it,and think i do better by myself, if i have questions i will ask friends of mine. (NT, O, DH)

don't have time. sometimes it doesn't help. tutor is impatient. (NT, DH, IT)

Don't have time. I don't know where to go. BUT I REALLLYYY NEED A TUTOR FOR MATH. (NT, TC)

none. The tutor center plays a very important role in my academic success. I go every day that I am on campus to get help. (O)

not really open myself, kinda stuck up, and lazy to do something with people! (IM, IT)

Times Being able to choose a tutor would be nice (NT, IT)

1. time schedule 2. homework 3. work/ job (NT, IM)

1. Tutors with great command of the subjects are not always at the center, because they are students and have classes to attend, and 2. It would be great if center posted by subject and tutor's name some kind of a schedule this will help gauge my own schedule to fit the tutor's availability. In response to Q3, this quarter is my first time using DeAnza tutoring center. (IT)

time management interest atmosphere (NT, IM, TC)

Schedule Conflict. However, I found it very hard this quarter to get help in my Math 114 / Algebra 3 class.

I attended drop in tutoring 7 times, and only got help the first time I went early in the morning. The other six times I went in the afternoon, and the tutors usually would tell me they had to leave. And when I would call, the center, they would not schedule me for 1 on 1 appointments, so I stopped going. (NT, IT, TC)

I went their once, the services was good but I no need it because I have the help at home. I heard from some friends who used the services that the tutorial did help some of them. (DH)

Dance practice -in between classes -going home alone late at night the fact that my classes ends late. (NT)

Sometimes I can't understand what my tutor is saying due to heavy accent -Sometimes its too noisy in the tutorial center so I can't do my work -Tutors have different availability than me (IT, TC)

1) Class Schedule 2) Lack of free time 3) Other (NT, O)

Lack of politeness Cultural differences lack of tutors for algebra (IT, TC)

no time. no time. no time. (NT)

changing rooms to meet due to hours of operation. Although, I understand most of my assignments it helps with my confidence with the class. I am very happy with being able to access someone and not feel stupid or too old. (TC)

I work full time, so sometimes I cannot make it. But other than that the tutoring center is great! (NT, O)





## De Anza College Tutoring Survey

This survey will be used for research purposes only.  
All responses will remain confidential and any data that is reported will be at the aggregate level.

Thank you for your participating.  
De Anza College Research

### 1. Please indicate the following information about yourself:

#### Sex:

- Male
- Female
- Other

#### Age:

GPA:

Cumulative GPA:

Units taken this  
quarter:

#### Ethnicity:

- Latino-American
- African-American
- Asian/South-Asian/API
- Native American

White / Caucasian

Others

**2. Are you the first in your family to attend college?**

Yes    No

**3. Have you used any free tutoring services at De Anza College?**

Yes    No

**4. Did you use any tutoring service at your previous high school?**

Yes    No

**5. Did you, or would you go get free tutoring at the tutorial center as a result of hearing about it from your professor?**

Yes

No

Unsure

**6. On a scale from 1 to 5, "1" being "Never" and "5" being "Always", please choose the closest response for the following statements:**

1    2    3    4    5

**I get more work done studying alone than with a tutor:**

**Studying with a tutor helps me understand things better:**

**Getting tutoring helps me improve my grades:**

**Going to tutoring is worth my time:**

**7. What do you do when you struggle with an assignment?**

I would try to work on it on my own

I would get help from the tutorial center

I would get help from friends

I would get help from the professor

Other

**8. Do you feel that there is a cultural barrier between you and the tutors at the tutorial center?**

Yes

No

Not Sure

**9. Do you think that you can work well at the tutorial center despite the cultural barrier?**

Yes

No

Not Sure

Not Applicable

**10. Could you please list the top three reasons that makes it hard for you to go to tutoring?**



Dear Andrew,

We are conducting a short survey (10 questions) about tutoring at De Anza College and invite you to take part in this important research to learn about students' usage of the free tutorial services at De Anza College.

The information will help the college decide how to better deliver tutorial services. Please answer all questions to the best of your ability, and thank you very much for your participation.

The survey can be completed at:

[www.research.fhda.edu/cgi-bin/rws3.pl?FORM=tutoring](http://www.research.fhda.edu/cgi-bin/rws3.pl?FORM=tutoring)

If you have any questions about the survey, please contact Dang Le at: [dang.le.875@google.com](mailto:dang.le.875@google.com). Again, thank you for your help.

Sincerely,

Investigating Team:

Sarah Kim

Allen Kim

Victor Hong

Dang Le

P.S.

This survey is being coordinated by the De Anza College Office of Institutional Research. The students listed above have developed the survey and will analyze the aggregate results as part of a class assignment. No identifying information (such as email address, etc) is being released to students. For additional information contact: Andrew LaManque, Ph.D. at [lamanqueandrew@fhda.edu](mailto:lamanqueandrew@fhda.edu).