

To: Diana Alves De Lima and Melissa Aguilar, Co-Coordiators, Student Success Center

From: Mallory Newell, De Anza Research
Nergal Issaie, Student Assistant

Date: 10/17/2011

Subject: General Subject Tutoring Center Survey, Spring 2011

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

Important Highlights Include:

- 100% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns.
- 100% of respondents “Agree” or “Strongly Agree” that the tutor was patient.
- 100% of respondents “Agree” or “Strongly Agree” that the tutor clearly explained the policies and procedures for using the services in the center.
- 93% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 85% of respondents “Agree” or “Strongly Agree” that they would recommend using the General Subject Tutoring Center (ATC 305).
- 85% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful.
- 79% of respondents “Agree” or “Strongly Agree” that it was easy to get a tutor.
- 78% of respondents “Agree” or “Strongly Agree” that the staff took the time to answer their questions and explain how tutoring works.
- 43% of respondents stated they had requested help for Accounting, 7% had requested help for Foreign Language, and 7% had requested help for Psychology. Also, 43% of respondents selected “other.”
- 42% of respondents stated they had used the General Subject Tutoring (ATC 305), 21% had used the Writing Reading Center (ATC 309), 16% had used the Listening Speaking Center (ATC 304), 11% had used the Skills Center (ATC 302), 5% had used the Math Science Resource Center (S 43), and 5% had used the Math Performance Success (S 43).

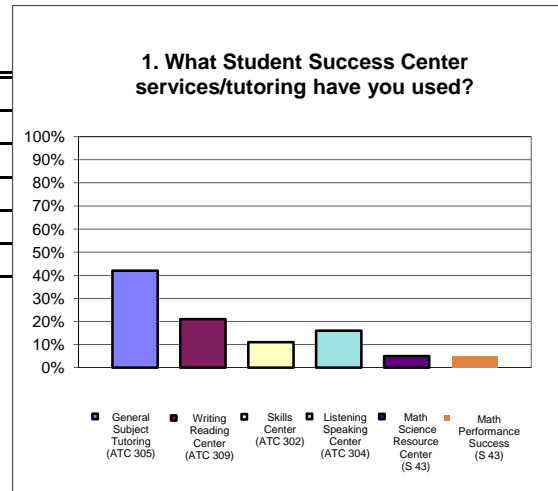
- 33% of respondents reported they used Drop-In (Walk-In) tutoring, 28% used Weekly Individual tutoring, 22% used Group Tutoring, and 11% used In-Class Tutoring (TA). Also, 6% of respondents selected “other.”

DA General Subject Tutoring Center Survey, Spring 2011

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

Response	N	%
General Subject Tutoring (ATC 305)	8	42%
Writing Reading Center (ATC 309)	4	21%
Skills Center (ATC 302)	2	11%
Listening Speaking Center (ATC 304)	3	16%
Math Science Resource Center (S 43)	1	5%
Math Performance Success (S 43)	1	5%
Total	19	100%

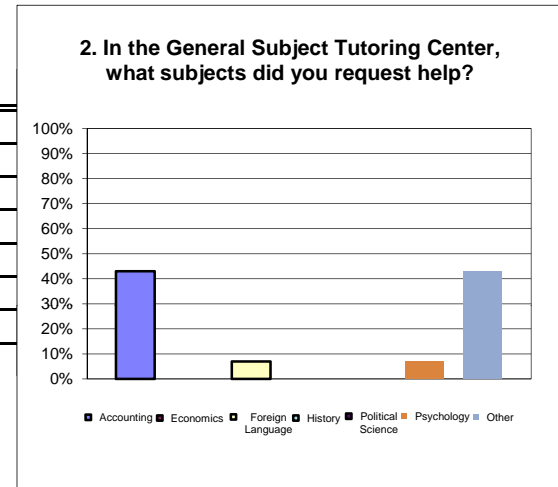
* The answers were distributed across groups.



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

Response	N	%
Accounting	6	43%
Economics	0	0%
Foreign Language	1	7%
History	0	0%
Political Science	0	0%
Psychology	1	7%
Other	6	43%
Total	14	100%

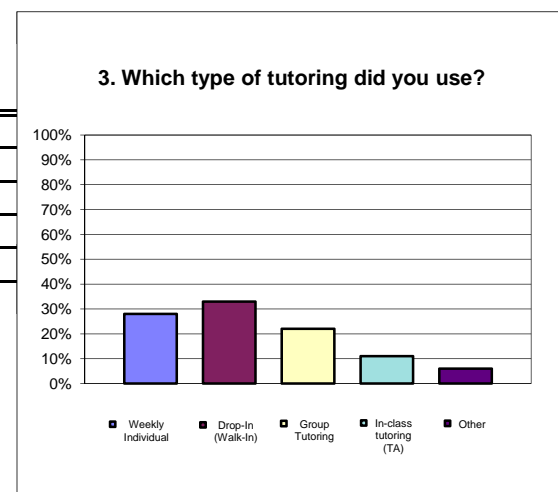
* The answers were distributed across groups.



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

Response	N	%
Weekly Individual	5	28%
Drop-In (Walk-In)	6	33%
Group Tutoring	4	22%
In-class tutoring (TA)	2	11%
Other	1	6%
Total	18	100%

* The answers were distributed across groups.

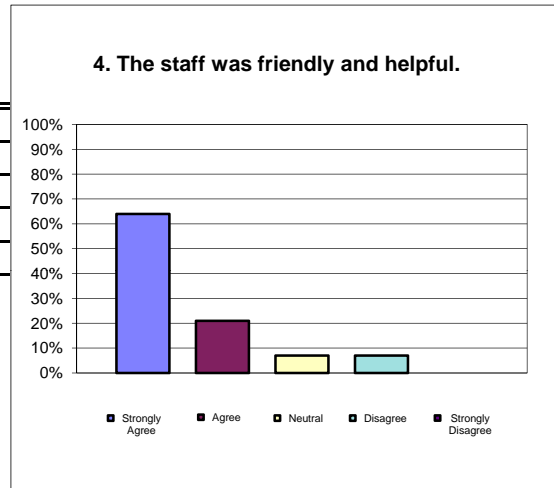


DA General Subject Tutoring Center Survey, Spring 2011

For questions 4-18, please choose from the following answers:
Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.

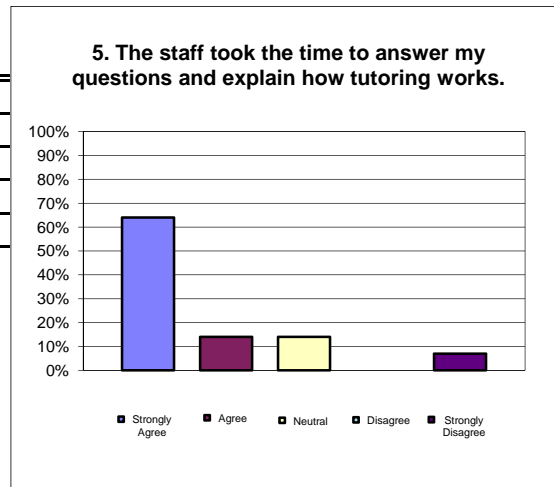
4. The staff was friendly and helpful.

Response	N	%
Strongly Agree	9	64%
Agree	3	21%
Neutral	1	7%
Disagree	1	7%
Strongly Disagree	0	0%
Total	14	100%



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

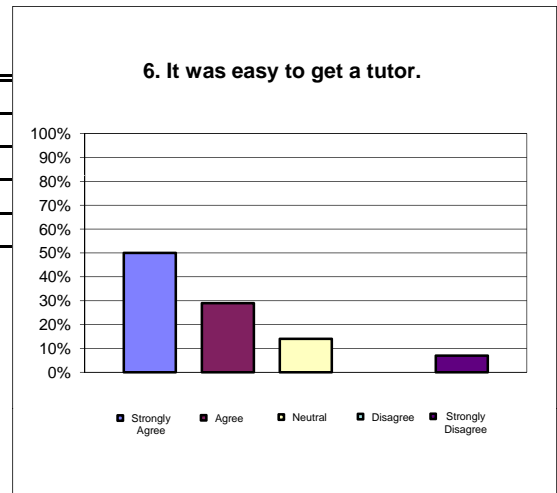
Response	N	%
Strongly Agree	9	64%
Agree	2	14%
Neutral	2	14%
Disagree	0	0%
Strongly Disagree	1	7%
Total	14	100%



DA General Subject Tutoring Center Survey, Spring 2011

6. It was easy to get a tutor.

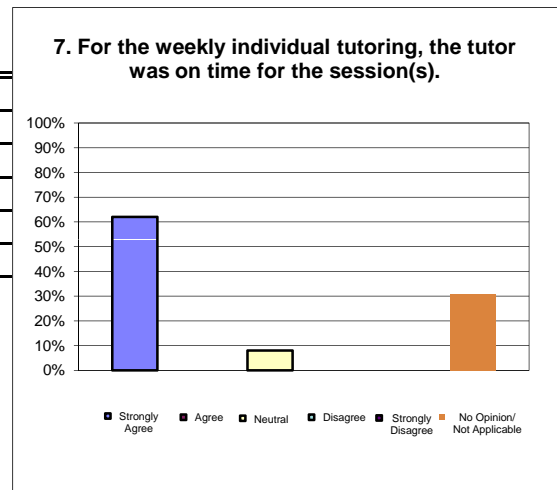
Response	N	%
Strongly Agree	7	50%
Agree	4	29%
Neutral	2	14%
Disagree	0	0%
Strongly Disagree	1	7%
Total	14	100%



Tutor and Tutoring Sessions:

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

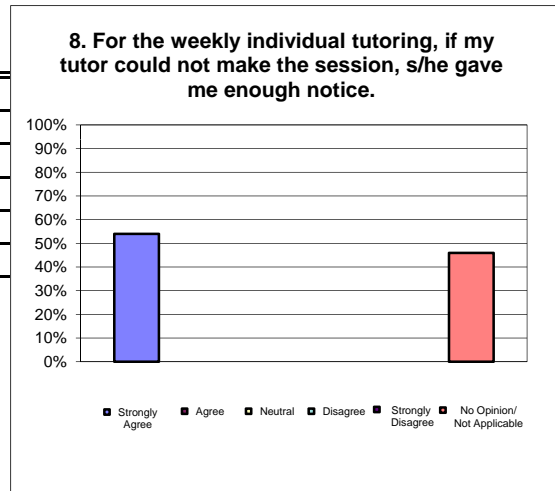
Response	N	%
Strongly Agree	8	62%
Agree	0	0%
Neutral	1	8%
Disagree	0	0%
Strongly Disagree	0	0%
No Opinion/Not Applicable	4	31%
Total	13	100%



DA General Subject Tutoring Center Survey, Spring 2011

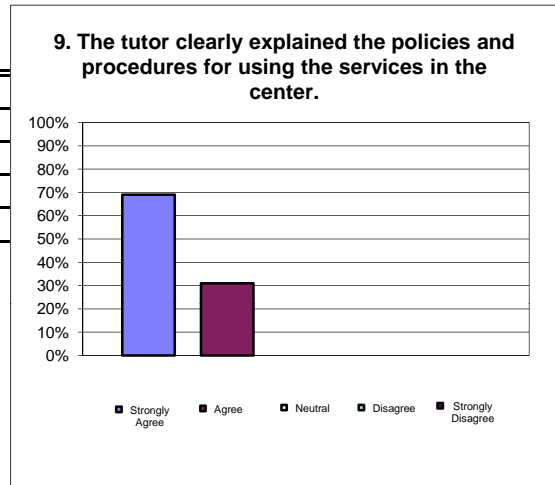
8. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.

Response	N	%
Strongly Agree	7	54%
Agree	0	0%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
No Opinion/Not Applicable	6	46%
Total	13	100%



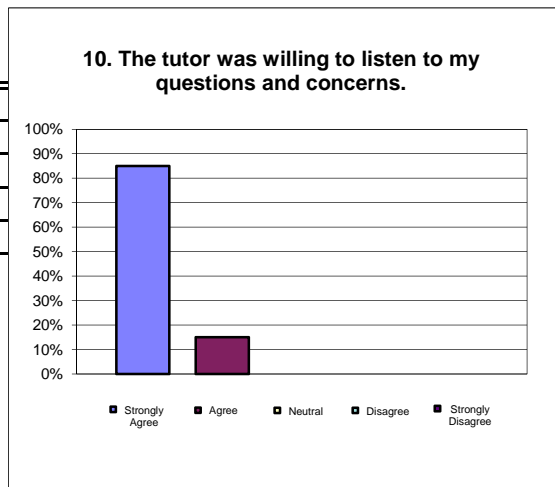
9. The tutor clearly explained the policies and procedures for using the services in the center.

Response	N	%
Strongly Agree	9	69%
Agree	4	31%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	13	100%



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

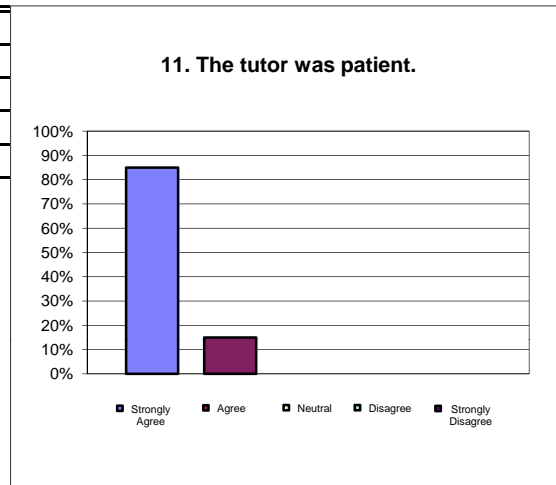
Response	N	%
Strongly Agree	11	85%
Agree	2	15%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	13	100%



DA General Subject Tutoring Center Survey, Spring 2011

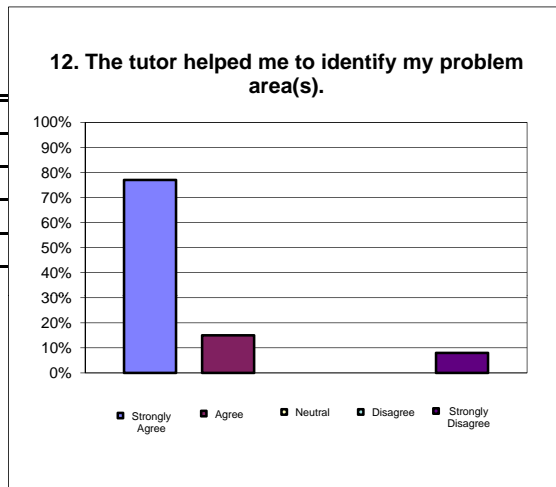
11. The tutor was patient.

Response	N	%
Strongly Agree	11	85%
Agree	2	15%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	13	100%



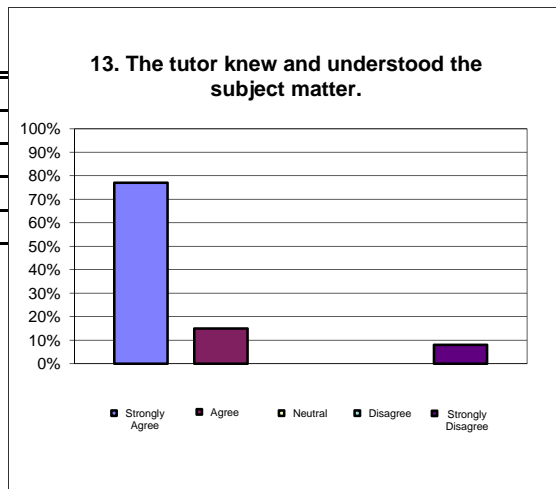
12. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	10	77%
Agree	2	15%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	1	8%
Total	13	100%



13. The tutor knew and understood the subject matter.

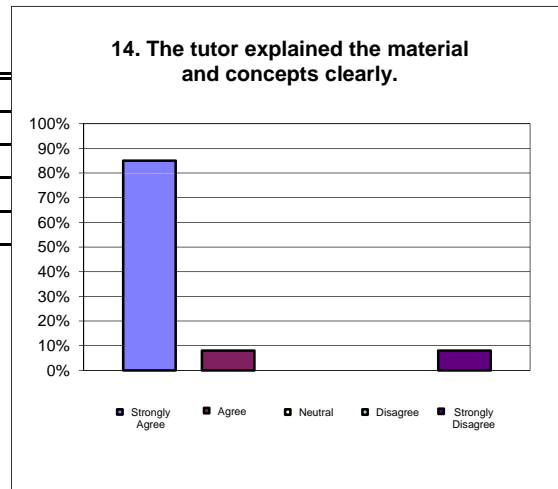
Response	N	%
Strongly Agree	10	77%
Agree	2	15%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	1	8%
Total	13	100%



DA General Subject Tutoring Center Survey, Spring 2011

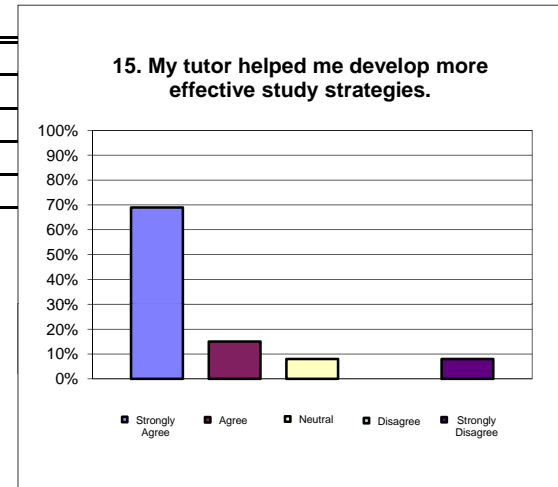
14. The tutor explained the material and concepts clearly.

Response	N	%
Strongly Agree	11	85%
Agree	1	8%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	1	8%
Total	13	100%



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

Response	N	%
Strongly Agree	9	69%
Agree	2	15%
Neutral	1	8%
Disagree	0	0%
Strongly Disagree	1	8%
Total	13	100%

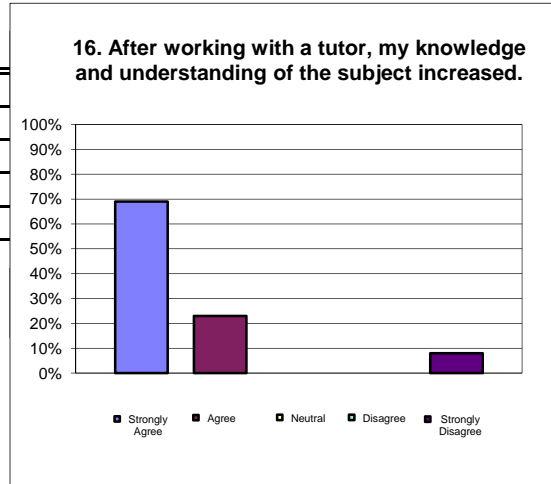


DA General Subject Tutoring Center Survey, Spring 2011

Student Outcomes:

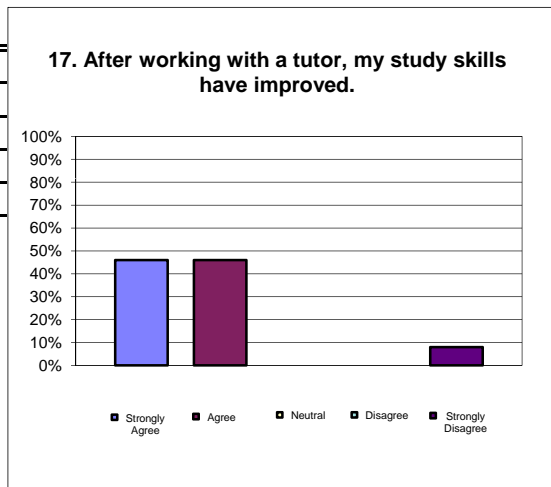
16. After working with a tutor, my knowledge and understanding of the subject increased.

Response	N	%
Strongly Agree	9	69%
Agree	3	23%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	1	8%
Total	13	100%



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

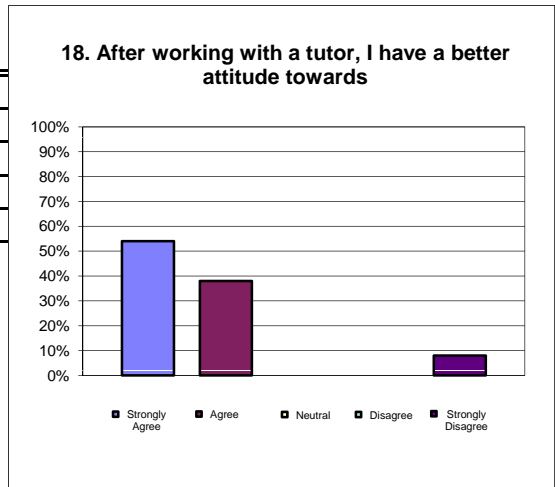
Response	N	%
Strongly Agree	6	46%
Agree	6	46%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	1	8%
Total	13	100%



DA General Subject Tutoring Center Survey, Spring 2011

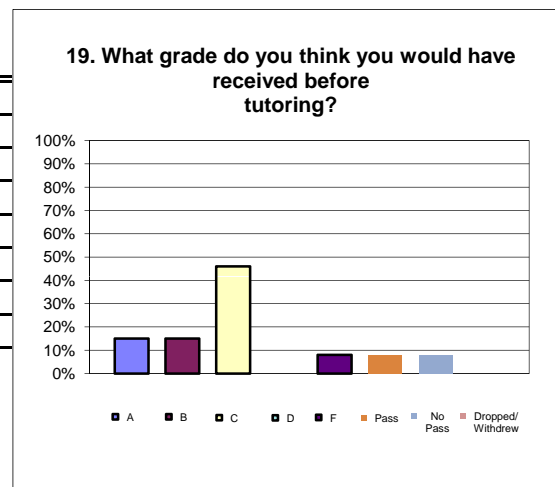
18. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	7	54%
Agree	5	38%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	1	8%
Total	13	100%



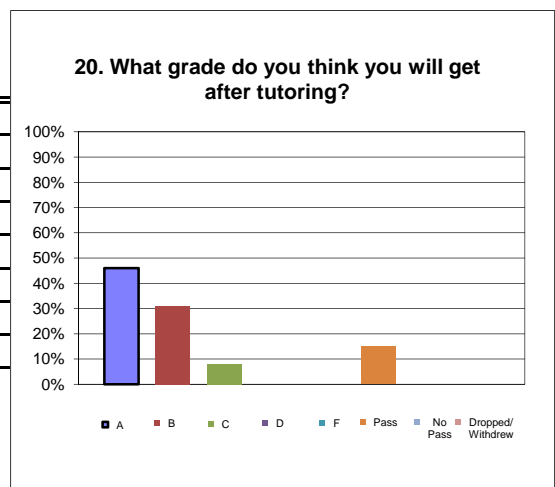
19. What grade do you think you would have received before tutoring?

Response	N	%
A	2	15%
B	2	15%
C	6	46%
D	0	0%
F	1	8%
Pass	1	8%
No Pass	1	8%
Dropped/Withdrew	0	0%
Total	13	100%



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

Response	N	%
A	6	46%
B	4	31%
C	1	8%
D	0	0%
F	0	0%
Pass	2	15%
No Pass	0	0%
Dropped/Withdrew	0	0%
Total	13	100%

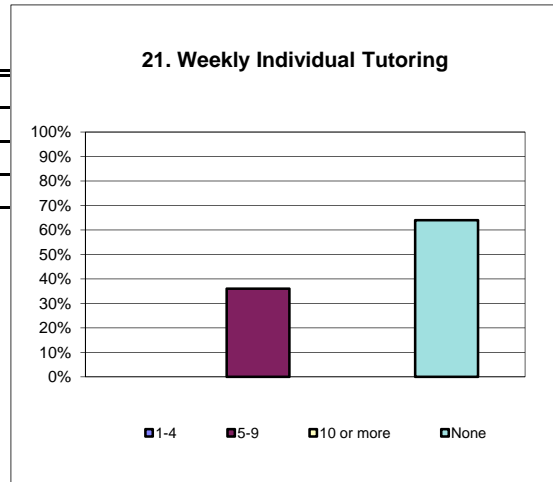


DA General Subject Tutoring Center Survey, Spring 2011

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

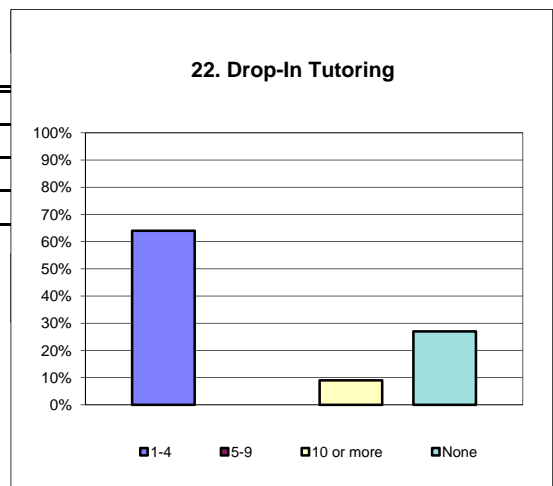
21. Weekly Individual Tutoring

Response	N	%
1-4	0	0%
5-9	5	36%
10 or more	0	0%
None	9	64%
Total	14	5%



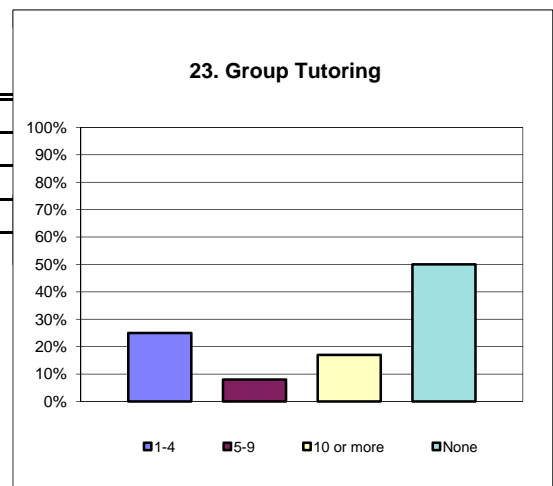
22. Drop-In Tutoring

Response	N	%
1-4	7	64%
5-9	0	0%
10 or more	1	9%
None	3	27%
Total	11	100%



23. Group Tutoring

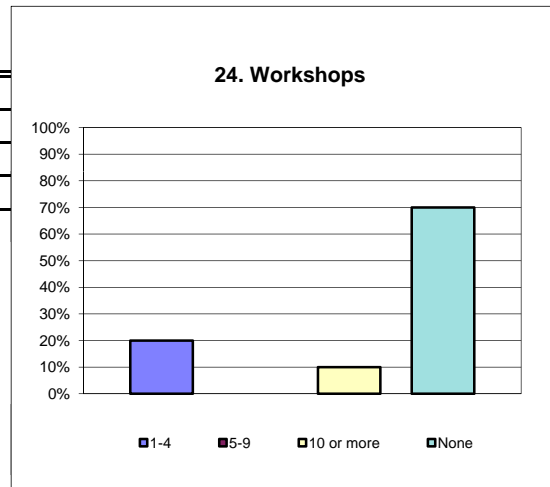
Response	N	%
1-4	3	25%
5-9	1	8%
10 or more	2	17%
None	6	50%
Total	12	100%



DA General Subject Tutoring Center Survey, Spring 2011

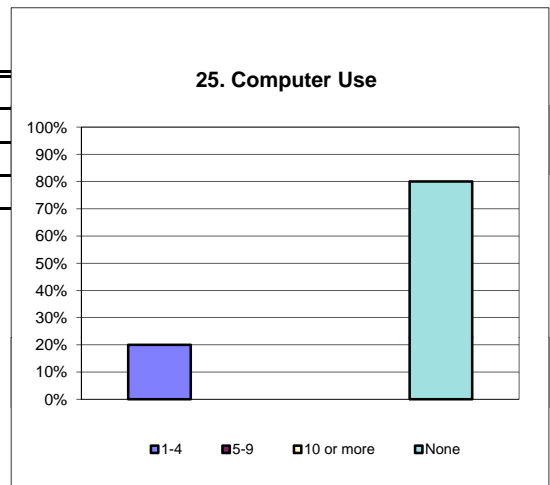
24. Workshops

Response	N	%
1-4	2	20%
5-9	0	0%
10 or more	1	10%
None	7	70%
Total	10	100%



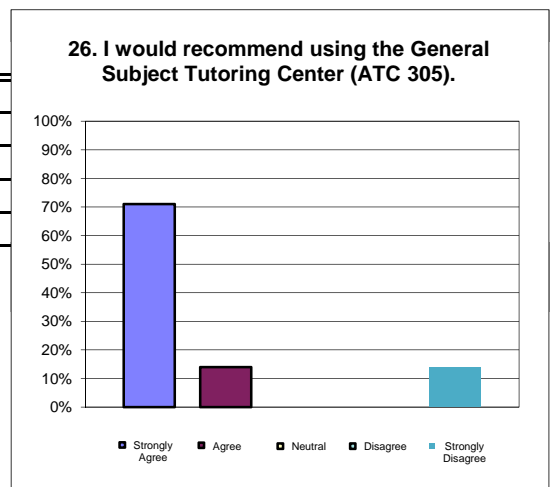
25. Computer Use

Response	N	%
1-4	2	20%
5-9	0	0%
10 or more	0	0%
None	8	80%
Total	10	100%



26. I would recommend using the General Subject Tutoring Center (ATC 305).

Response	N	%
Strongly Agree	10	71%
Agree	2	14%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	2	14%
Total	14	100%



DA General Subject Tutoring Center Survey, Spring 2011

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

Comments Written by Students

German

Group tutoring helped by letting me see view points of others

Having knowledgeable tutors that could explain complex steps in a simplified manner.

Just getting help with accounting without feeling rushed.

Personal tutor

Review before the exams was very helpful.

Timely response

Writing skill

29. How can we improve our services?

Comments Written by Students

Adding more time

Getting Wi-fi connection.

I heard that all of the current German tutors are leaving the USA so we need replacements.

I went there to check grammars on my paper. I don't remember the tutors name but she was an old lady. She corrected my paper and I asked her several times if she's sure that there is no grammar error on my paper. She said she was positive. Then I turned in my paper and my instructor told me there are lots of grammar errors on my paper. One example is "teacher's aids" it is supposed to be aides, not aids. I don't understand why you have a tutor who doesn't even know basic spelling such as aides. After this experience, I decided not to use service at the tutorial center.

Just keep it up

More drop in tutors

Please provide us more tutors and especially tutoring time.

30. Any other comments or concerns?

Comments Written by Students

Excellent resources, and staff. Tutors make it possible for students like me to succeed THANK YOU!

If the staffs are more friendly and more willing that would be so much better

More sitting space needed!



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.

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	Agree	Neutral	Disagree	Strongly Disagree
4. The staff was friendly and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The staff took the time to answer my questions and explain how tutoring works.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. It was easy to get a tutor.	<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
7. For the weekly individual tutoring, the tutor was on time for the session(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.	<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
9. The tutor clearly explained the policies and procedures for using the services in the center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The tutor was willing to listen to my questions and concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. The tutor was patient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The tutor helped me to identify my problem area(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The tutor knew and understood the subject matter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The tutor explained the material and concepts clearly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. My tutor helped me develop more effective study strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Student Outcomes:

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

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

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
21. Weekly Individual Tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Drop-In Tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Group Tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Computer Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. I would recommend using the General Subject Tutoring Center (ATC 305).

- ☐ Strongly Agree
- ☐ Agree
- ☐ 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?

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29. How can we improve our services?

A rectangular text input field with a thin black border. To the right of the field is a vertical toolbar containing three small, light-yellow buttons with black icons: a triangle pointing up, a square, and a triangle pointing down.

30. Any other comments or concerns?

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Submit