

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: Student Success Center, MSTRC Survey Results, Spring 2011

A survey of MSTRC 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 225 valid respondents.

Important Highlights Include:

- 89% of respondents “Agree” or “Strongly Agree” that they would recommend using the MSTRC to other students.
- 87% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful.
- 87% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns.
- 85% of respondents “Agree” or “Strongly Agree” that the tutor was patient.
- 80% of respondents “Agree” or “Strongly Agree” that the staff took the time to answer their questions and explain how tutoring works.
- 76% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 64% of respondents stated they had requested help for Math, 9% had requested help for Chemistry, 13% had requested help for Physics, 8% had requested help for Biology, and 7% had requested help for other subjects not listed.
- 57% of respondents “Agree” or “Strongly Agree” that the tutor clearly explained the policies and procedures for using the MSTRC services.
- 54% of respondents reported they used Drop-In (Walk-In) tutoring, 17% used Weekly Individual tutoring, 17% used Group Tutoring, 9% used MPS Drop-In tutoring, and 3% used In-Class Tutoring (TA).
- 53% of respondents “Agree” or “Strongly Agree” that it was easy to get a tutor.

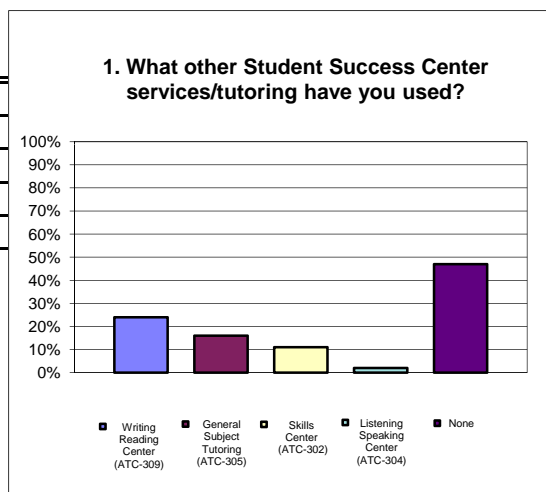
- 47% of respondents stated they had not used any other Student Success Center services or tutoring, 24% had used the Writing and Reading Center (ATC-309), 16% had used the General Subject Tutoring Center (ATC-305), 11% had used the Skills Center (ATC-302), and 2% had used the Listening and Speaking Center (ATC-304).
- 31% of respondents reported they had requested help for Pre-calculus, Calculus, 31% had requested help for MATH 10, 11, or 12 courses, 24% had requested help for MATH 210, 212, and 114 courses, or above Calculus courses, , and 14% selected other or No Math Course (or Not Applicable).

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

Response	N	%
Writing Reading Center (ATC-309)	60	24%
General Subject Tutoring (ATC-305)	40	16%
Skills Center (ATC-302)	29	11%
Listening Speaking Center (ATC-304)	4	2%
None	120	47%
Total	253	100%

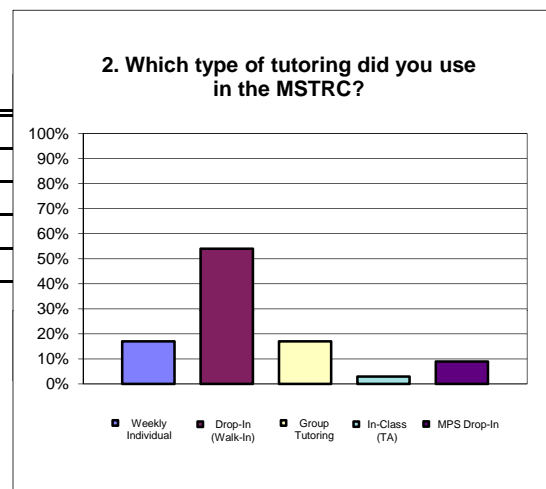
* The answers were distributed across groups.



*** 2. Which type of tutoring did you use in the MSTRC?** Check all that apply.

Response	N	%
Weekly Individual	55	17%
Drop-In (Walk-In)	177	54%
Group Tutoring	54	17%
In-Class (TA)	11	3%
MPS Drop-In	30	9%
Total	327	100%

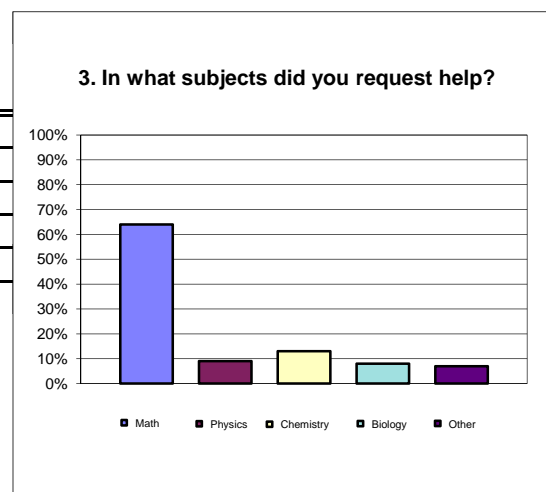
* The answers were distributed across groups.



*** 3. In what subjects did you request help?** Check all that apply.

Response	N	%
Math	195	64%
Physics	26	9%
Chemistry	40	13%
Biology	23	8%
Other	21	7%
Total	305	100%

* The answers were distributed across groups.



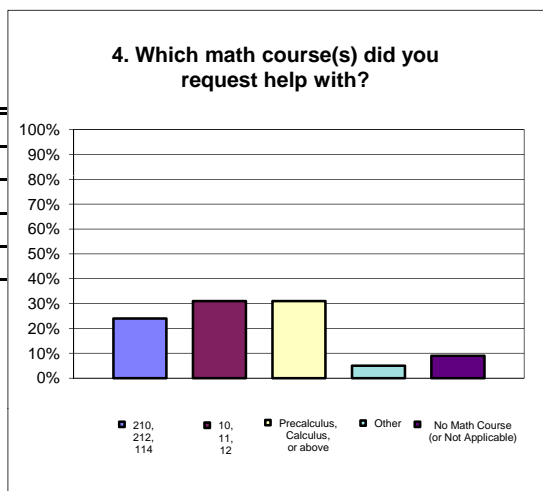
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* 4. Which math course(s) did you request help with?

Check all that apply.

Response	N	%
210, 212, 114	60	24%
10, 11, 12	77	31%
Precalculus, Calculus, or above	77	31%
Other	12	5%
No Math Course (or Not Applicable)	23	9%
Total	249	100%

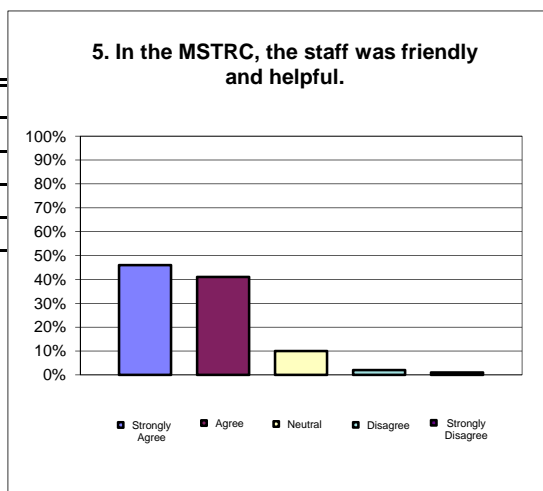
* The answers were distributed across groups.



For questions 5-19, please choose from the following answers:
Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.

5. In the MSTRC, the staff was friendly and helpful.

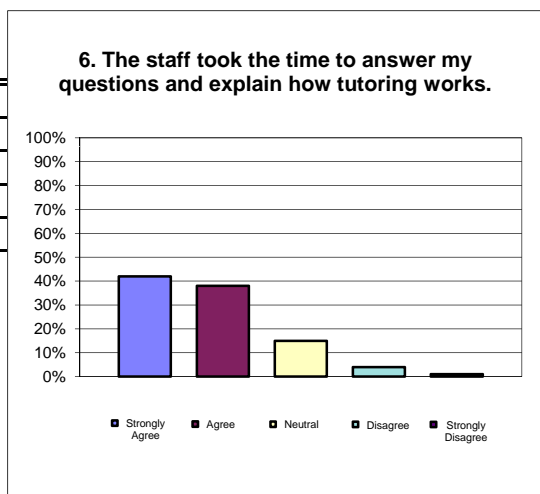
Response	N	%
Strongly Agree	103	46%
Agree	92	41%
Neutral	23	10%
Disagree	5	2%
Strongly Disagree	2	1%
Total	225	100%



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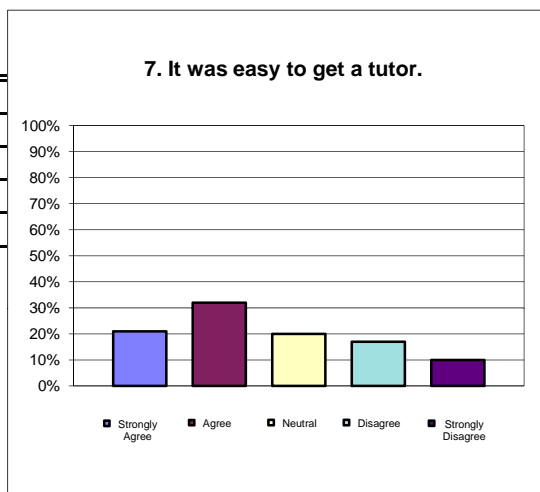
6. The staff took the time to answer my questions and explain how tutoring works.

Response	N	%
Strongly Agree	93	42%
Agree	83	38%
Neutral	33	15%
Disagree	9	4%
Strongly Disagree	3	1%
Total	221	100%



7. It was easy to get a tutor.

Response	N	%
Strongly Agree	46	21%
Agree	70	32%
Neutral	44	20%
Disagree	37	17%
Strongly Disagree	23	10%
Total	220	100%

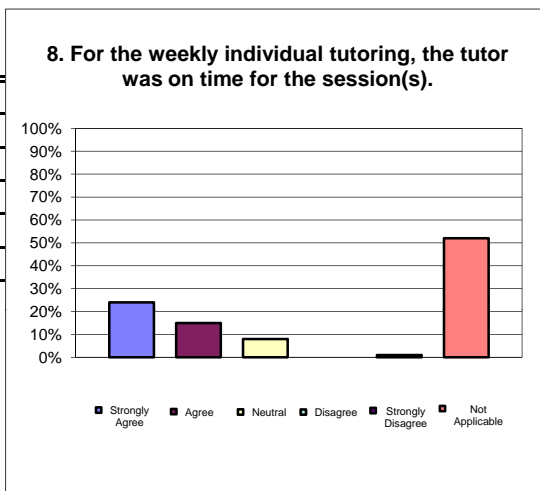


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Tutor and Tutoring Sessions:

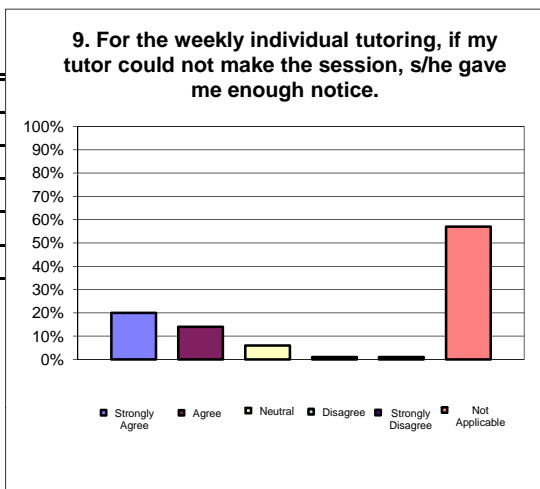
8. For the weekly individual tutoring, the tutor was on time for the session(s).

Response	N	%
Strongly Agree	52	24%
Agree	33	15%
Neutral	17	8%
Disagree	1	0%
Strongly Disagree	2	1%
Not Applicable	115	52%
Total	220	100%



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

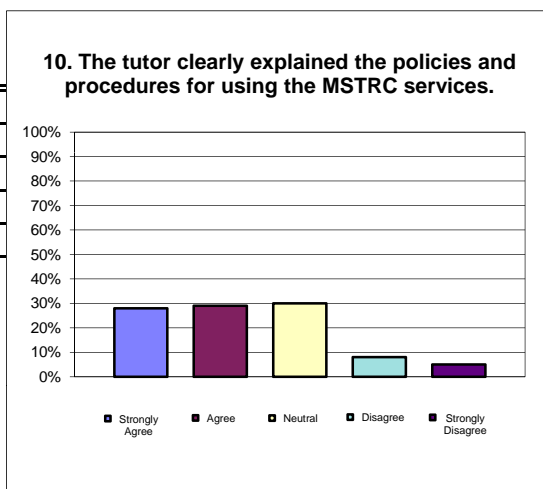
Response	N	%
Strongly Agree	44	20%
Agree	30	14%
Neutral	13	6%
Disagree	3	1%
Strongly Disagree	3	1%
Not Applicable	124	57%
Total	217	100%



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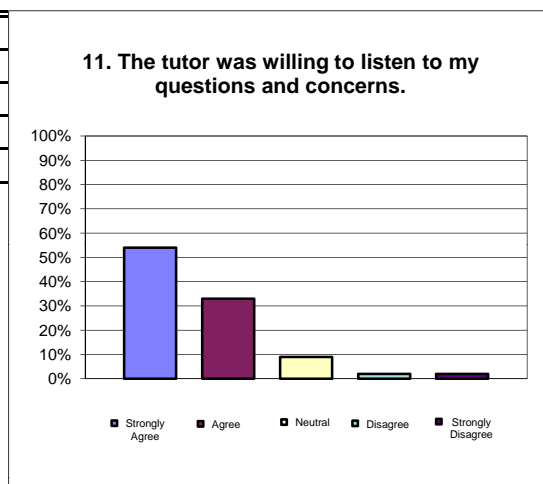
10. The tutor clearly explained the policies and procedures for using the MSTRC services.

Response	N	%
Strongly Agree	60	28%
Agree	64	29%
Neutral	65	30%
Disagree	18	8%
Strongly Disagree	11	5%
Total	218	100%



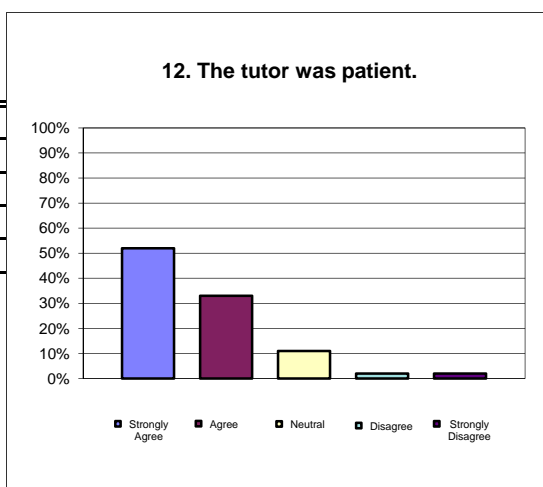
11. The tutor was willing to listen to my questions and concerns.

Response	N	%
Strongly Agree	118	54%
Agree	72	33%
Neutral	19	9%
Disagree	5	2%
Strongly Disagree	4	2%
Total	218	100%



12. The tutor was patient.

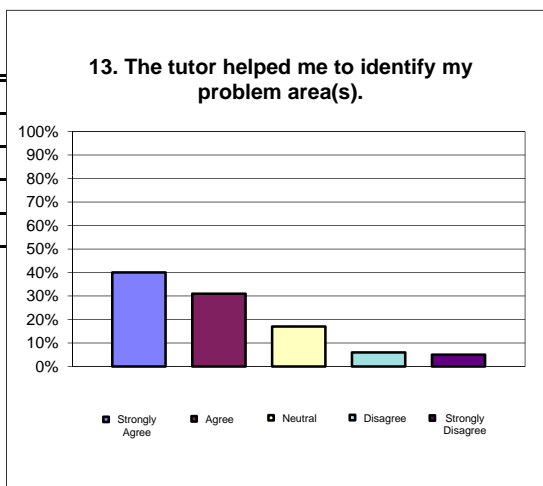
Response	N	%
Strongly Agree	114	52%
Agree	73	33%
Neutral	23	11%
Disagree	4	2%
Strongly Disagree	5	2%
Total	219	100%



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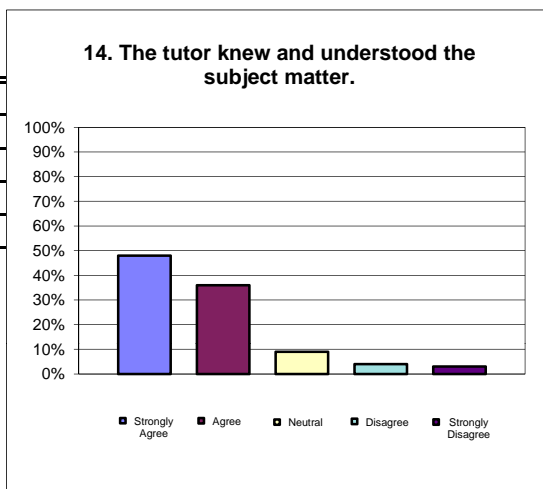
13. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	88	40%
Agree	68	31%
Neutral	38	17%
Disagree	14	6%
Strongly Disagree	10	5%
Total	218	100%



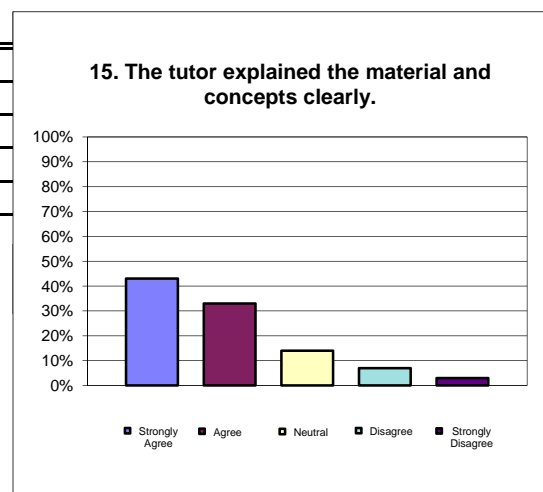
14. The tutor knew and understood the subject matter.

Response	N	%
Strongly Agree	104	48%
Agree	78	36%
Neutral	20	9%
Disagree	8	4%
Strongly Disagree	7	3%
Total	217	100%



15. The tutor explained the material and concepts clearly.

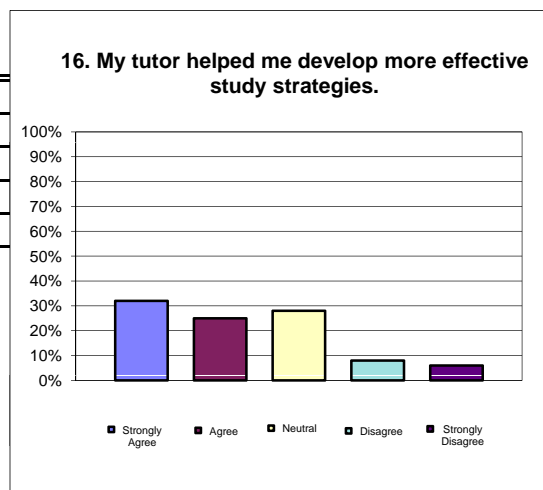
Response	N	%
Strongly Agree	94	43%
Agree	73	33%
Neutral	30	14%
Disagree	15	7%
Strongly Disagree	7	3%
Total	219	100%



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

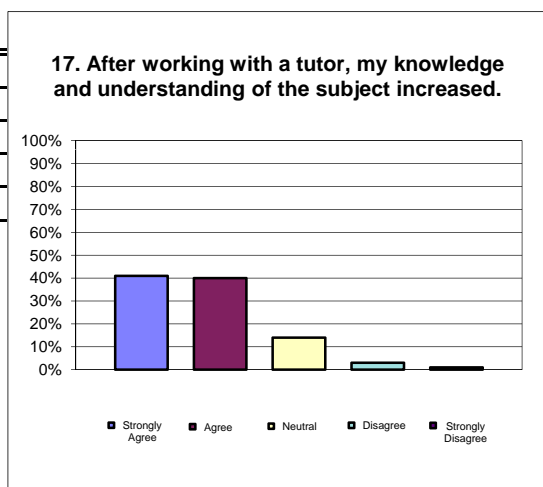
Response	N	%
Strongly Agree	70	32%
Agree	55	25%
Neutral	61	28%
Disagree	18	8%
Strongly Disagree	12	6%
Total	216	100%



Student Outcomes:

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

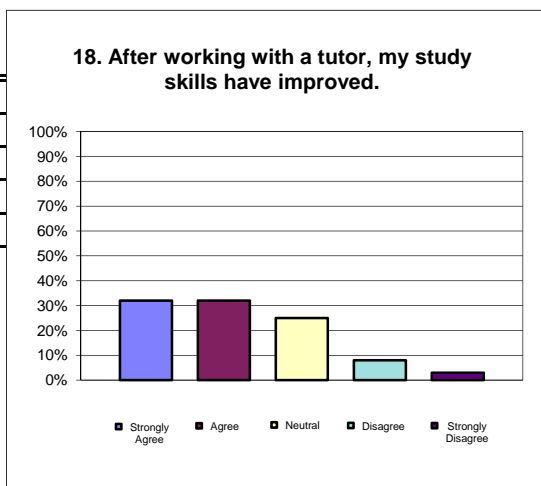
Response	N	%
Strongly Agree	91	41%
Agree	90	40%
Neutral	32	14%
Disagree	7	3%
Strongly Disagree	3	1%
Total	223	100%



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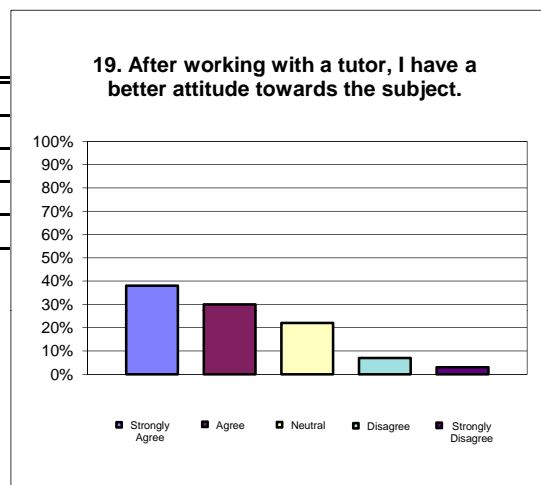
18. After working with a tutor, my study skills have improved.

Response	N	%
Strongly Agree	70	32%
Agree	70	32%
Neutral	55	25%
Disagree	18	8%
Strongly Disagree	6	3%
Total	219	100%



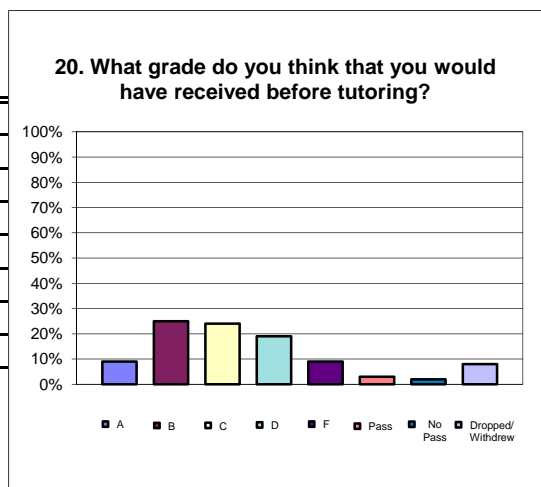
19. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	83	38%
Agree	67	30%
Neutral	49	22%
Disagree	15	7%
Strongly Disagree	7	3%
Total	221	100%



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

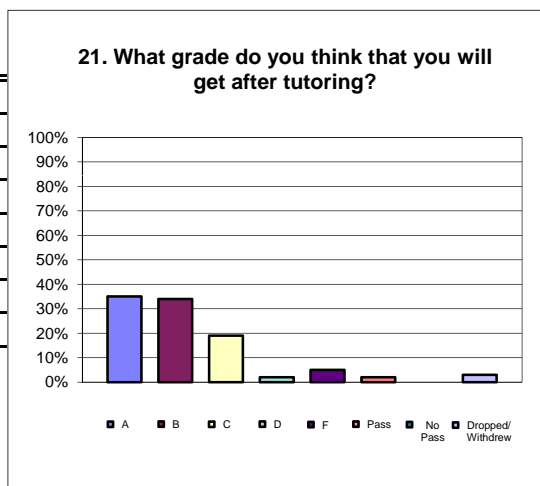
Response	N	%
A	20	9%
B	55	25%
C	53	24%
D	42	19%
F	20	9%
Pass	6	3%
No Pass	4	2%
Dropped/Withdrew	18	8%
Total	218	100%



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

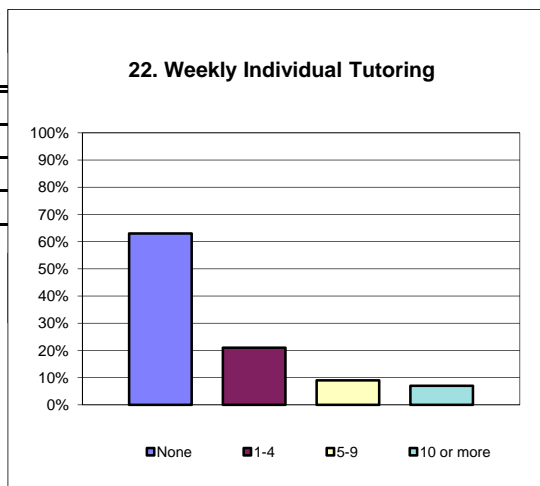
Response	N	%
A	74	35%
B	72	34%
C	41	19%
D	5	2%
F	10	5%
Pass	5	2%
No Pass	1	0%
Dropped/Withdrew	6	3%
Total	214	100%



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

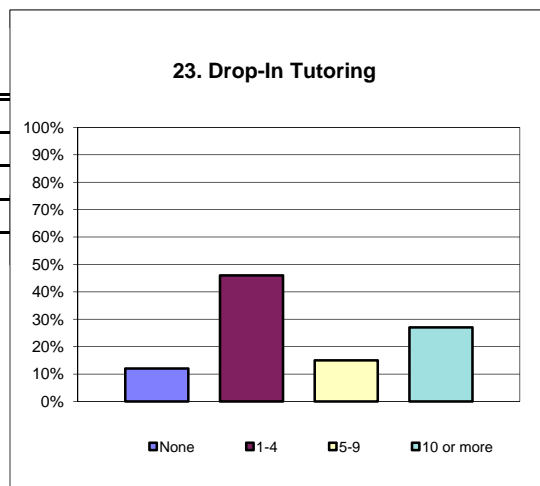
22. Weekly Individual Tutoring

Response	N	%
None	113	63%
1-4	38	21%
5-9	16	9%
10 or more	13	7%
Total	180	100%



23. Drop-In Tutoring

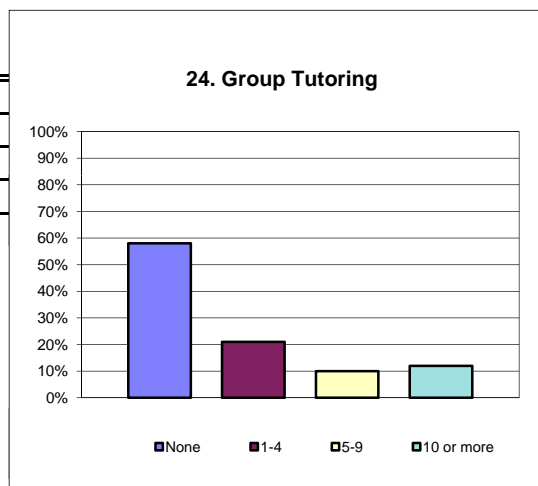
Response	N	%
None	26	12%
1-4	97	46%
5-9	32	15%
10 or more	56	27%
Total	211	100%



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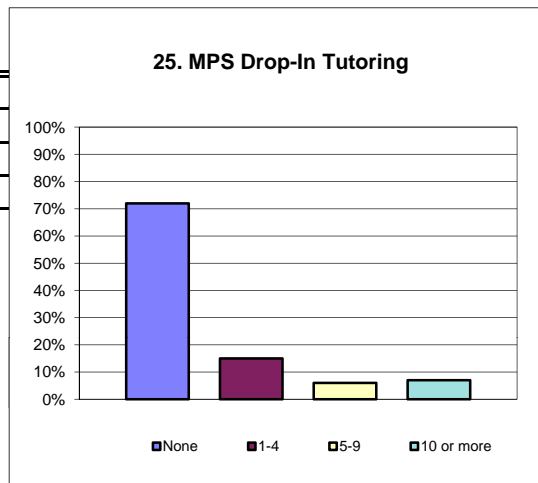
24. Group Tutoring

Response	N	%
None	98	58%
1-4	35	21%
5-9	17	10%
10 or more	20	12%
Total	170	100%



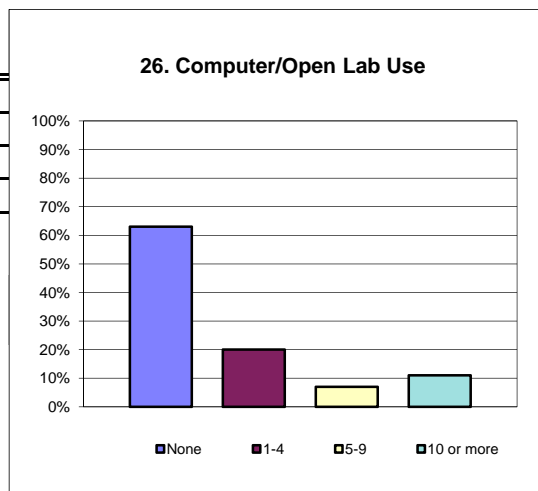
25. MPS Drop-In Tutoring

Response	N	%
None	118	72%
1-4	24	15%
5-9	10	6%
10 or more	12	7%
Total	164	100%



26. Computer/Open Lab Use

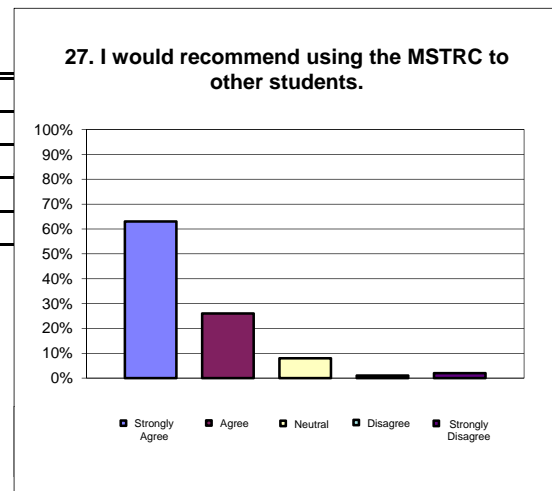
Response	N	%
None	104	63%
1-4	33	20%
5-9	11	7%
10 or more	18	11%
Total	166	100%



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27. I would recommend using the MSTRC to other students.

Response	N	%
Strongly Agree	141	63%
Agree	59	26%
Neutral	17	8%
Disagree	2	1%
Strongly Disagree	4	2%
Total	223	100%



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

Comments Written by Students

A good tutor-she was my lab ta for math 114 and the only tutor i would ever go to because she was the only person in the tutoring center that knew what they were doing.
A nice place to study
Assistance and explaining with examples
Besides the tutor's help, having access to other material besides my text, and the hour flexibility.
Bill had programs for calculator The older woman on desk duty mainly explained many concepts in detail Math 11.
Calculus Tutoring
Don't know the name of the unhelpful tutor but Mark helped me once with chem and was fantastic. need more like him.
Drop in
Drop in tutoring
Drop in tutoring
Drop in tutoring
Drop in tutoring
Drop in tutoring
Drop in tutoring
Drop in tutoring
Drop in tutoring and Group tutoring.
Drop in tutoring for Math 2A and Engr 37
Drop-in tutoring is most helpful.
Encouragement and help learning concepts and solving problems.
Everyone was there to learn and willing to help.
Everything
Everytime I asked a question I got an answer.
Experienced people
Explaining complicated concepts in a simpler way.
General hw and subject understanding help
Getting a problem done with a tutor helping out.
Getting help quickly and explaining clearly
Having a place to go
Having knowledgeable tutors who could answer my questions on the spot. I like that they would go look something up if they weren't sure of the answer, too. I also appreciate the Math 10 chapter notes on the MPS room wall. It made a difficult subject more approachable and easier to comprehend.
Having patient and friendly tutors to help when available.
He has great patience.
Help me out to solve the problem
Help on problems and other work
Help with homework and groupwork.
Help with how to come up with ways I can relate the subjects to things I already know about.
Helping me understand math
I was able to understand certain concepts of Math 11 that I didnt previously understand.
I was very disappointed none knew how to tutor mo geraghty's STAT class
In math
Increased knowledge of the subject
Individual tutor
Individual tutor

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I've only used the walk-in tutoring.
Junior cause he is the only one who knows what he is talking about without him, I would be in trouble.
Junior is amazing! When I go to the mps tutoring room and he is there to help i uderstand everything really well after he explains. His the best and most helpfull person in MSTRC.
Junior was most patient and helpful when I did ask for help.
Junior's extensive knowledge of Math and helping me out with such patience.
Junior's MPS tutoring
Knowing irinas schedule
Knowing that I wasn't alone if I came across a problem I didn't understand.
Listen to my needs in the subject.
Math
Math services
Math tutoring
Math tutoring
MPS Exam review
Mps study rooms
Mps tutoring and individual tutoring
Mr. Graves help was very much appreciated
Nice and got point across
Nothing really. I studied on my own in the end. Tutors didn't really help me.
One of the tutors helped me step by step over & over to understand & It was nice!
One on one
One on one tutoring
Open support
Paras made chemistry a whole lot more enjoyable and less painful experience :)
Patience and working out problems w students
Practicing examples
Problem solving
Seeing the terms before my teacher showed me.
She is patient
Simple process to get help
Some select few of the staff
Staplers.
That I had a tutor that was great at tutoring. They new the information and explained it in a way that was clear and easy to understand. She also made sure you understood what you were doing.
That there was a place for your questions to get answered.
The bouncing of ideas off a group of students was a useful study method
The comprehensive reviews before any given test were certainly the most helpful. My test score jumped from 60% and 70% to 100%.
The drop in made it very accessible and convenient. the variety of of different subject covered makes it a one stop convenient with open computer usage
The most helpful part of my tutoring this quarter was the review of my work assignments and lab work.
The students helped me more
The tutoring of course (in Math 10)
The tutoring was great, very helpful and they made it interesting.
The tutoring was most helpful. I could ask multiple tutors the same questions and they would show me many different ways of doing the same problem. It was great help.
The tutors being able to help you
The tutors explained the material well which helped me to understand what certain problems were asking of me.
The tutors knew the subject material and were patient with our questions and also knew how to respond and teach the material well.

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The tutors...they are great!
The weekly group tutoring sessions.
There was one person who helped the math 46 class
They actually try to help you understand how to get the answer they don't just show you how to get the answers.
They assisted me on problems that I was confused and stuck on.
They were willing to take the time and effort to help me better understand the material. One girl in particular was very kind, helpful, knowledgeable, skilled and very caring!
Things were shown to be step by step.
Tutoring from CJ
Tutoring.
Tutors
Understanding
Understanding of basic concepts
Understanding theorems
Very detailed
Was able to plug my laptop in, so as not to run down the battery.
Ways to study for tests. different ways to solve problems
We knew lots of exercises.
When they didn't have a tutor for Chem they tried to find me one and gave me the hrs of when tutors were available.
Y-intercepts

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29. How can we improve our services?

Comments Written by Students

(a) Stay open until 10 pm or 11 pm. (b) For the course titled, "Collaborative Statistics", it would be nice if the teacher and the tutor would actually collaborate. It would set a good example. (c) Get rid of the lazy people behind the desk, who don't do anything. With the money they're paid, you could compensate the tutors better and thus increase their quality. The people behind the desk have some serious problems with assholism.

A better system for knowing which tutor is available and maybe a list so people who need help don't get skipped because the tutor forgot or someone else approached them for help. Sometimes it's hard to tell if people are tutors or if they are just hanging out talking to friends.

A handout of terms for study.

A lot more Finite (Math 11) tutors needed. I took Math 10 and Math 11 this quarter and there was an abundance of Math 10 tutors but very few Math 11 tutors. I didn't receive as much help as I would have liked.

A printer

Additional tutors for high level courses such as Math 2A and Engr 37.

Because I worked more efficiently in a more quieter environment, drop-in was only effective in the late evening from 6-7pm, by that time the tutors are ready to go home and you really have to get their attention to get help. I flagged down tran and she seemed a little irritated to help me at and walked a way to talk to another student when I was trying to ask her for assistance. I had class from 4-6:00pm so I came in at 6:15 and no one asked me for help until 6:40pm, 20min before closing.

Better ventilated rooms

Bigger area, hard to find seating.

Bigger place! is always crowded and a little chatty.

By being more helpful to students and be patient with them. When I need help with another problem the tutor interrupt me and tells me they have to leave. I understand that their shift is over but at least find me another tutor instead of walk away. This shows me that they don't care about the students.

By obtaining funding for tutors with knowledge of Math 11. I was told there were no specific Math 11 tutors.

Additionally, some tutors tend to focus on tutoring pretty girls instead of the general public. A lot of times there is a lot of chit chatting and its virtually impossible to get their attention. They have helped me quite a bit, however it was difficult to get their help. At times I would sit there waiting for long periods of time in order to get help. While some other girls were helped right away and they took their time going over entire sections as opposed to one problem. It wasn't a very good feeling specially since I have such limited time to be there.

Certain Calculus tutors were not able to identify certain sections in the Calculus Textbook because they took

Cleanliness of the rooms and computers > Rather than open tables, assign rooms for students to work in. The noise is sometimes intense. > More tutors trained in MPS/Mo Geraghty's practices. unfortunately, my personal tutor was not. >More tutors who know how to used the math tools such as MegaStat >Posting and training the students in working with tutors...what are the rules of engagement? Proper etiquette? Taking turns with tutors to work problems. Some students have dominated while others go without. >The dire need for fresh whiteboard pens (they are always running out) > Later hours >Planned, multiple, regularly-scheduled exam prep sessions so they can be scheduled ahead with both students and tutors.

Continue providing services

Continue to provide available tutors at all times.

Don't only hire tutors who know the subject. Hire tutors who care just a bit about whether their tutee is understanding the material, that entails hiring tutors who work efficiently because the tutors who just show up to the session but aren't interested in whether the student is grasping concepts are a waste of time for students looking for help.

Ensure that tutee's get enough time with tutors and there be enough tutors to help everyone

Get a couple more tutors during busy hours, then there will be enough

Get better tutors

Get more help..make it easier to find help for students

Get more tutors

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Get more tutors for higher level maths
Get tutors who know how to teach
Get tutors who know the subject and interested in tutoring.
Get tutors who know what they are doing and individual tutors that show up
Give individual and group for upper classes
Have more staff available
Have more tutors
Have more tutors at each table
Have more tutors for the students
Have more tutors please.
Have more tutors so that students don't have to wait long time.
Have more tutors that understand the subject more
Have more tutors, and ones that are familiar with the subjects they attempt to help at. get students that don't discriminate and only help certain race groups.
HAVE MORE TUTORS.
Have tutors who are eager to help everyone, even if they are not their friend. the guy i had wouldn't get out of his chair to help me and would only help me briefly.
Hire less Asians that don't care about helping the students and spend their time talking with each other.
I am satisfied
I believe that training more people for Math 10 would help. When I tried working with tutors who were not English speakers, I found that it was a bit more difficult for them to understand what written word problems were asking for. this made it hard for them to explain it to me so that I could understand.
I think it's great already.
I would suggest more available tutors for the times when there are many students that drop in for tutoring. The time it takes for a tutor per student can be a very long time. I found it difficult to find a Math 10 tutor, but luckily, my professor was willing to be available at the MSTRC every MW before class.
I would suggest opening up more space during final weeks, the room there is very limited at times. And would like to see more tutors make a stronger effort to make thier presence known to the people who need help.
Idenifiable tutors
If possible to have more tutors available. I would have to wait an hour for help, and I ended up getting help from a
If there's anyway to empower the tutor of group study sessions to expel a disruptive student from the study session, that would be fantastic. I had a fellow student not only interrupt the tutor to complain (for 30 minutes) about how "unfair" the grading is in our class, but also had the nerve to badger people into signing a petition to attempt to get the professor to curve the class. Because we spent so much of the tutoring time discussing grading policies, I did much worse on the exam than I normally would, than if I were to receive some form of tutoring. It was a waste of mine, and everyone else's (including the tutor's) time.
Improve by having more staff like Thanh. It did take a week to get a tutor. It was a shorter time then what the center said when I walked in but a week is a long time when you REALLY need help.
It would help if you have more than one tutor for any particular math subject or at least new tutors who are capable at most of them so they can support any others who are overloaded with students.
It's good
Keep tutors
Less socializing
Longer hours for the MPS room tutors. Sometimes people can't get into the tutor center until after 4pm or later.
Lower the noise, but not so quiet that you hear crickets.
Make a tutor sign up sheet similar to how foothill does their tutoring Psme center
Make less noisy
Make sure the tutors actually know the subject. i saw two different tutors other than helen (when she was busy) and they barely knew the subject any better than i did. and no offense, but they need to know how to speak english. most of them did, but it was extremely difficult to understand them making the process futile.
Make sure tutors understand the teachers strategies of explaining statistics

DA Student Success Center, MSTRC Survey Result, Spring 2011

Maybe a little bit more tutors that will help more students be successful, but other than that the services are good.
Maybe if it was a bit more personal. but i understand there isn't the largest budget of accounting students in the world.
More available tutors for drop in
More available tutors, especially in the mornings.
More computers
More MPS classes!!
More space, more tutors
More tables.
More time slots or visits for weekly individual tutoring.
More tutor
More tutors
More tutors
MORE TUTORS
More tutors
More tutors
More tutors
More tutors and having a tutoring group for any student.
More tutors in Math 10
More tutors need to wear nametags and make it known that they are tutors; maybe go around and ask people if they need help, because it was really hard to tell who was a tutor.
More tutors needed
More tutors needed
More tutors sometimes tutors were unavailable
More tutors, maybe a tutor at each table.
More tutors, sometimes all tutors are busy
More tutors.
More tutors. 3 out of 5 times dropping in would not get any assistance.
More tutors?
Need more mps tutors
Need more tutor
Need more tutors for Math 10 drop-in
Needs more tutors for math 10 please! there are only about 3 people there to help at least 15!
Noise level
Not sure.
One hour was usually not enough time to go over assignments and hw.
Open the week of school.
Please make more tutors available for Math 10 as is it a difficult subject.
Please put tutor who had already taken the class before.
Provide more tutors so less waiting is needed, especially math.
Recently i've been going to the center mainly to do my homework, and in case i have a question im already at the tutorial center. the center is also close to where my class is. what can be improved is the noise. no this isn't a library, but a lot of students are way too loud. many times i can hear them talking about non-school related subjects. it's annoying and distracting. even if a student and a tutor are talking they should try not to talk too loud. they are sitting right next to each other. the few times i was at the center people are laughing and are very unaware of their surroundings.
Some tutors are not that knowledgable about the subject matter.
Sometimes at a drop-in; tutors were unidentified. need tutors with name tags and what course they can tutor. alot of times people were just there doing homework and were unlikely to tell you who the tutor were for the course.
Sometimes it can get very crowded and there aren't seats.
Stay open

DA Student Success Center, MSTRC Survey Result, Spring 2011

Terminate tutors who aren't competent in subject matter.

The noise could be less.

The tutoring center definitely needs more tutors.

There is alot of noise when it is packed that it was hard to hear at times.

Tutors need better training. They know the Math buy they don't dont know how to teach it.

We had one individual who was in a wheelchair and the room that we were assigned to at first (the one closest to the couch and laptop area) for the group tutoring was not as easy for him to get into the room as the other room that we moved to afterwards. Also, it would be great if there was a system in place were the tutors could text or e-mail the tutorial center, and have the tutorial center e-mail or text the tutorees about if a tutor will be late or not coming that session. To add, it would be great if then the tutors could send out this notice at least 30-60 minutes before the session. I know the one time my tutor could not make it to our individual tutoring session, I was given a notice only three minutes before the session. The tutoring session is the first thing of that day for me and I don't have class until two hours later. It would have been nice to have received this notice beforehand so I didn't come to school early and could have either slept more or simply stayed at home where it is more comfortable for me to study rather than the library.

Weekly hw workshops for math 10, 11

You are doing a great job.

you could possibly bring back the individual tutoring.

You could put open computers in the MPS tutoring room. I used the tutoring center to work on homework which needed to be submitted online, and many times used the computers in the front room. Sometimes I had to ask a tutor in the MPS room for help when there weren't any available tutors in the front room. The tutor had to leave the other MPS students to answer my question and I felt bad.

DA Student Success Center, MSTRC Survey Result, Spring 2011

30. Any other comments or concerns?

Comments Written by Students

Buddy is the best tutor in the math tutoring center. I felt that he explained the problem, without giving me the answer, but guided me through the process of finding the answer.

Buddy is the only tutor i've gotten help from because he knows how to explain and he's very patient. the other tutors don't seem to know the material well. it would also help if the tutors taught similarly to the professors.

Clarify a head of time which days tutoring will not be possible.

Extremely helpful!!! thanks!!!

From desk stuff needs better training too. There is potential but there is no organization.

Great that this is free to all students

Group tutoring helped me a lot, which was scheduled the day before all my quizzes and tests. Tao did an excellent job of explaining everything. He prepared study sheets and worksheets for us to use during and after the tutoring session. He was even early for all the group tutoring meetings :) I have never had a better tutor for group/individual/scheduled tutoring. The MPS and drop-in tutors were very helpful as well. Junior created easy to understand notes about each chapter and posted them on the wall, which really helped my friend and I on a few quizzes. There were times I needed to submit my homework online, just as the tutoring center was closing. Junior and Sam never hesitated to help me finish even though there were chairs to push in, lights to turn off, and computers to shut down. Jade was also a very good tutor, she tutored for our class, and made me excited about math!

I did not pass math 11 2x's because I had trouble remembering formulas used for each problem therefore I will not be able to pursue a business BS degree. This was not the fault of tutors but the class content was just too much for me.

I loved the mps program that I even want to be apart of it.

I really appreciate the help I received from the tutors in the tutorial center and I hope the center services continue forever! :) I hope my survey responses do not sound harsh. I really appreciate the help from my tutors immensely!

I really wish I had given the tutoring center a chance before I did, because I think I would have seen a more drastic improvement in my comprehension of math related subjects.

I suggest tutors must remind students to sign out, as some of them only sign in.

I think overall my experience was great. I am thankful that I was assigned a great tutor. That is what makes the program.

I think the tutor center was very helpful to me when I was taking Math 10. When I was taking chemistry it was more difficult to find a tutor.

I used the MSTRC as a place to study my math home work and get help on any problems I didn't understand. I have used the center for the past two years and it is not helpful for me. Everytime I have used the center, student tutors are always standing around talking to each other which is very distracting for me when I am trying to do home work. When I had questions I would look around for some one to help but I did not know some of the people around me were tutors because they looked like students just hanging out together. I have not had great experiences in the tutor center and most of the time avoid using it because I can not concentrate in there. When I have been helped a lot of times the tutors only confuse me on problems I ask for help on and they have shown me the wrong solution multiple times. I hope there will be changes made for the next year as I will need help because I will be retaking math. I could not even find some one in charge of the center when I wanted to complain about this problem. Thank you

I'm grateful for the MPS program.

It seems that in week 5 or 6, the tutoring in the MPS rooms changed. A lot of front desk duty took precedence. Junior's time was taken up by administrative duties. Since there are only two tutors who understand Mo's methodologies, this was a very costly shift in priorities. This all speaks to the need for more tutors who know how to tutor "Mo's way" >Green practices: Students need to be trained to log off the computers they use rather than just getting up and walking away. The US uses more power with our systems than any other country. Computers that are always on is a costly and energy-wasting practice. The lab needs to have green practices in place and teach the students about these practices. It should save the lab money too.

DA Student Success Center, MSTRC Survey Result, Spring 2011

It seems that tutors were there to get their financial aid not work for it!

Keep irina untill I transfer

keep up a great job

Keep up the good work

Longer sessions and online web assign assistance

Many times it is difficult to get help because of the lack of tutors. More students need help than can be helped.

More often than not, many students are just waiting for long periods of time to get help.

Maybe having more interaction with the students, like doing a problem all together, may help the students that are scared to ask questions.

More drop in tutors.

More Math 11 tutors for future Finite students please.

MORE TUTORS

Noise level

Only one tutor understood how to use "Megastat excel" for statistics Geraghty's class.

Sign in line was so long once I just turned around and left. (need more computers)

Sometimes need to wait for too long; more tutor in busy hour.

Svetlana was great and helped me out a lot. There was one tutor in particular that was a pain to work with everytime. I forget his name, but I believe he was Vietnamese and was sort of tan. He was very condescending, would never explain anything, and would get frustrated when I wasn't able to follow him rushing through a problem. He was always a pain in the ass to deal with and I just ended up waiting an extra 20 minutes to work with Svetlana so I wouldn't have to deal with him. Thank God for Svetlana!!

Talk to the tutors about great service to others. It will have students be comfortable and go often.

Thank you

Thank you for surveying me. Back in the 90's, I got three associate degrees from De Anza and Foothill, without the benefit of the tutorial center. It's nice that you have it as a place where we students can get some help when we need it. The "overhead" personnel who are "working" there, though, are really too much. Total lames, and categorically unnecessary.

Thank you very much for helping me.

Thank you!!!

THANK YOU!!!!!! Madhu was exceptionally helpful!. Don't loose her!!

Thankful for the tutors that do want to help & know their math!

Thanks for the time.

The center can be very loud.

The center is too loud.

The individual tutors need to be screened to meet the required studets needs.In other words needs to know the material the teacher is providing.

The last time i used the MSTRC was also for individual tutoring in Spring 2010 and the center seems a bit louder than then. The overall volume in the center is just really loud someone should monitor it since there are students who go there to study by themselves.

The lovely young lady who is always there around 3:00-5:30, is a tutor for Math 210, 212, and triginometry. She is by far the best tutor I have ever encountered she is among the elite best when it comes to helping others. One more thing, I would like to see the tutors show a little more patience to the students during final weeks.

The number of tutors to the number of students wanting help at the Math 10:stats class seemed low, when i would want help for stats id end up sitting there for 30 minutes with no help. and then leave.

The staff is very helpful and friendly. This is the best usage of the school budget. Great job on putting in the time and effort to help students succeed.

DA Student Success Center, MSTRC Survey Result, Spring 2011

There are some really awesome tutors, Bill for example, he added a software onto my calculator and explained the entire procedure with me. He helped me from the beginning to end and made sure I understood the concept. There is no way I would have passed my test without his assistance and he is the best. Unfortunately I am unable to come in for tutoring during the times he is in the tutoring center. I just want to say that he made my entire tutoring experience an amazing one. Aside from the other issues with the tutors. I just want to reiterate that most of the time I did get some help from the other tutors, just not enough to fully grasp concepts and it didn't feel fair when I sat there with other fellow students and me being older sitting with guys did not get the same level of tutoring young girls received. I think something should change a bit.

There are tutors who are discriminatory towards students who are not of their own ethnicity (Asian).

This is my second class with MPS and I am very satisfied with it. I have already recommended it to as many people as I can. I plan to stick with it in the future so to the whole staff, thank you.

Tutors are knowledgeable, just not enough of them.

We need better math teachers that can take the time to explain the subject in a way students understand.

When the tutors don't know what they are doing and tell you something wrong, it is really confusing especially when you are already having a hard time.

Wish more individual tutoring.

Working with an individual tutor gave me clarity on the material and the added confidence I needed in a subject I find very intimidating. Aleksandra was both knowledgeable and patient making me look forward to your weekly sessions. This was the first time I have used the Individual Tutoring and really feel it made all the differences in the world. I can't speak for the rest of the tutors but I'm personally grateful to Aleksandra for her understanding, caring attitude and professional demeanor. I would strongly recommend Aleksandra to anyone who is looking for a helpful and well-presented tutor. Thanks Aleksandra.

Your tutors are fantastic. I'm grateful to them for helping me.



De Anza College Student Success Center Math, Science, and Technology Resources Center Survey

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

Your information will help us best meet your educational needs.

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

Check all that apply.

- ☐ Writing Reading Center (ATC-309)
- ☐ General Subject Tutoring (ATC-305)
- ☐ Skills Center (ATC-302)
- ☐ Listening Speaking Center (ATC-304)
- ☐ None

2. Which type of tutoring did you use in the MSTRC?

Check all that apply.

- ☐ Weekly Individual
- ☐ Drop-In (Walk-In)
- ☐ Group Tutoring
- ☐ In-Class (TA)
- ☐ MPS Drop-In

3. In what subjects did you request help?

Check all that apply.

- ☐ Math
- ☐ Physics
- ☐ Chemistry
- ☐ Biology
- ☐ Other

4. Which math course(s) did you request help with?

Check all that apply.

- ☐ 210, 212, 114
- ☐ 10, 11, 12
- ☐ Precalculus, Calculus, or above
- ☐ Other
- ☐ No Math Course (or Not Applicable)

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

Strongly Agree, Agree, Disagree, Strongly Disagree.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5. In the MSTRC, the staff was friendly and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The staff took the time to answer my questions and explain how tutoring works.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. It was easy to get a tutor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tutor and Tutoring Sessions:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
8. For the weekly individual tutoring, the tutor was on time for the session(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The tutor clearly explained the policies and procedures for using the MSTRC services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. The tutor was willing to listen to my questions and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12. The tutor was patient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13. The tutor helped me to identify my problem area(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

14. The tutor knew and understood the subject matter.

☐ ☐ ☐ ☐ ☐

15. The tutor explained the material and concepts clearly.

☐ ☐ ☐ ☐ ☐

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

☐ ☐ ☐ ☐ ☐

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.

☐ ☐ ☐ ☐ ☐

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

☐ ☐ ☐ ☐ ☐

A B C D F Pass No Pass Dropped/Withdrew

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

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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?

None 1-4 5-9 10 or more

22. Weekly Individual Tutoring

☐ ☐ ☐ ☐

23. Drop-In Tutoring

☐ ☐ ☐ ☐

24. Group Tutoring

☐ ☐ ☐ ☐

25. MPS Drop-In Tutoring

☐ ☐ ☐ ☐

26. Computer/Open Lab Use

☐ ☐ ☐ ☐

27. I would recommend using the MSTRC to other students.

☐

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 MSTRC?

30. How can we improve our services?

31. Any other comments or concerns?

Submit