

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: Writing and Reading Center Survey, Spring 2011

A survey of the Writing and Reading Center was conducted at the end of the Spring quarter in 2011. All students who received tutoring services were provided the opportunity to take the survey; this resulted in 44 valid respondents.

Important Highlights Include:

- 96% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns.
- 95% of respondents “Agree” or “Strongly Agree” that the tutor was patient.
- 93% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 93% of respondents “Agree” or “Strongly Agree” that they would recommend using the Writing and Reading Center (ATC 309).
- 91% of respondents “Agree” or “Strongly Agree” that the tutor clearly explained the policies and procedures for using the services in the Writing and Reading Center.
- 90% of respondents “Agree” or “Strongly Agree” that the staff took the time to answer their questions and explain how tutoring works.
- 89% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful.
- 77% of respondents “Agree” or “Strongly Agree” that it was easy to get a tutor.
- 65% of respondents stated they had used the General Subject Tutoring Center (ATC 305), 17% had used the Listening and Speaking Center (ATC 304), 6% had used the Writing and Reading Center (ATC 309), 6% had used the Skills Center (ATC 302), 5% had used Math and Science Resource Center (S 43), and 2% had used the Math Performance Success tutoring (S 43).

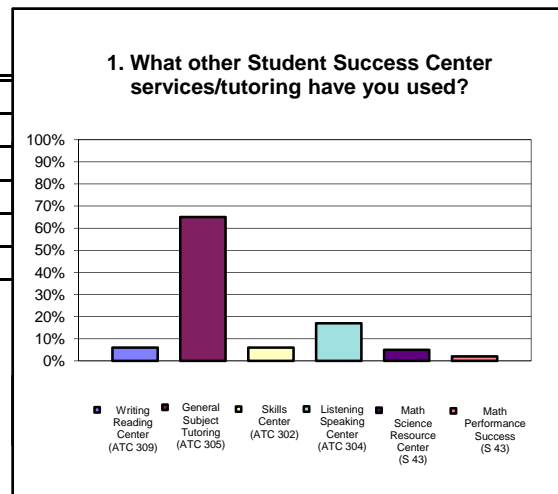
- 61% of respondents reported they used Drop-In Tutoring (Walk-In), 32% used Weekly Individual Tutoring, 4% used Group Tutoring, 2% used In-Class Tutoring (TA), and 2% used other tutoring services.
- 46% of respondents stated they had requested help for their other courses not listed, 27% had requested help for ESL 261, 262, or 263 courses, 14% had requested help for ESL 272 or 273 courses, 8% had requested help for ESL 251, 252, or 253 courses, 3% had requested help for ESL 200, 234 or 244 courses, and 3% had requested help for ESL 5.
- 42% of respondents reported they had requested help for their other courses not listed, 42% had requested help for EWRT 1A, EWRT 1B, EWRT 1C or EWRT 1C courses, 13% had requested help for EWRT 211 or READ 211 courses, and 3% had requested help for EWRT 200 or READ 200 courses. There was no response for LART 200 or LART 211 courses.

DA Writing and Reading Center Survey Result, Spring 2011

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

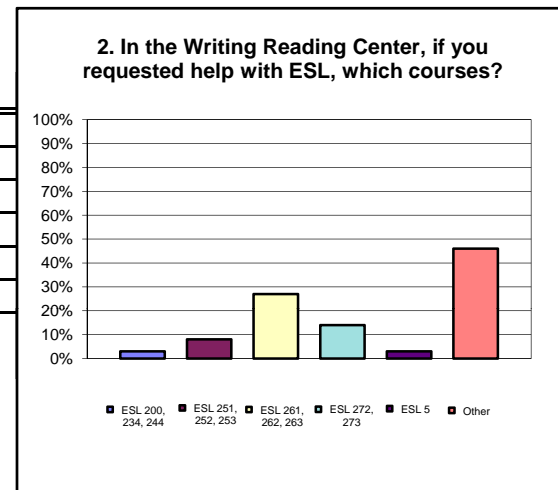
Response	N	%
Writing Reading Center (ATC 309)	4	6%
General Subject Tutoring (ATC 305)	42	65%
Skills Center (ATC 302)	4	6%
Listening Speaking Center (ATC 304)	11	17%
Math Science Resource Center (S 43)	3	5%
Math Performance Success (S 43)	1	2%
Total	65	100%

* The answers were distributed across groups.



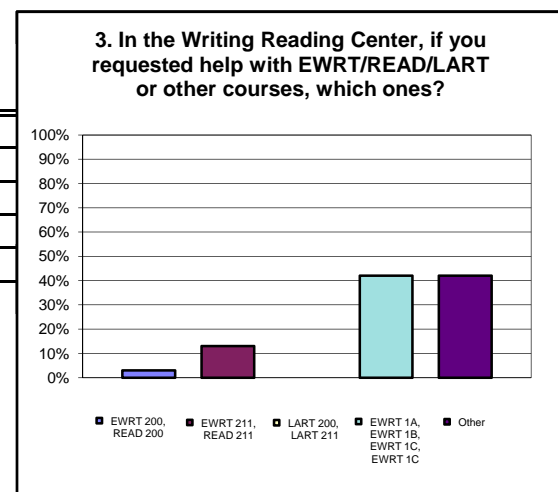
2. In the Writing Reading Center, if you requested help with ESL, which courses?

Response	N	%
ESL 200, 234, 244	1	3%
ESL 251, 252, 253	3	8%
ESL 261, 262, 263	10	27%
ESL 272, 273	5	14%
ESL 5	1	3%
Other	17	46%
Total	37	100%



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

Response	N	%
EWRT 200, READ 200	1	3%
EWRT 211, READ 211	4	13%
LART 200, LART 211	0	0%
EWRT 1A, EWRT 1B, EWRT 1C, EWRT 1C	13	42%
Other	13	42%
Total	31	100%



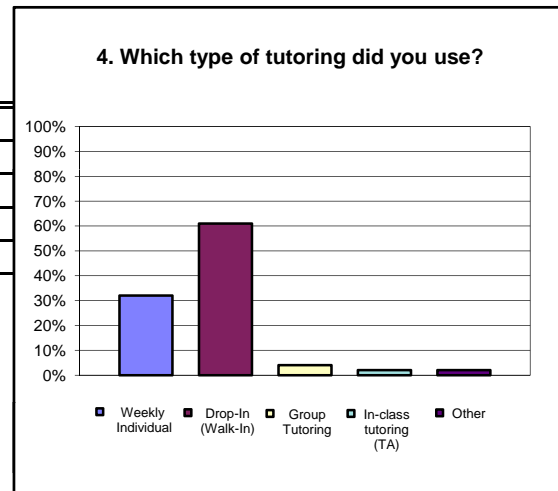
DA Writing and Reading Center Survey Result, Spring 2011

* 4. Which type of tutoring did you use?

Check all that apply.

Response	N	%
Weekly Individual	18	32%
Drop-In (Walk-In)	34	61%
Group Tutoring	2	4%
In-class tutoring (TA)	1	2%
Other	1	2%
Total	56	100%

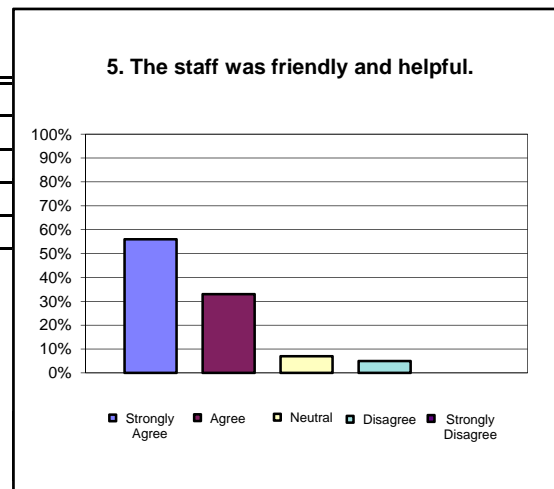
* The answers were distributed across groups.



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

5. The staff was friendly and helpful.

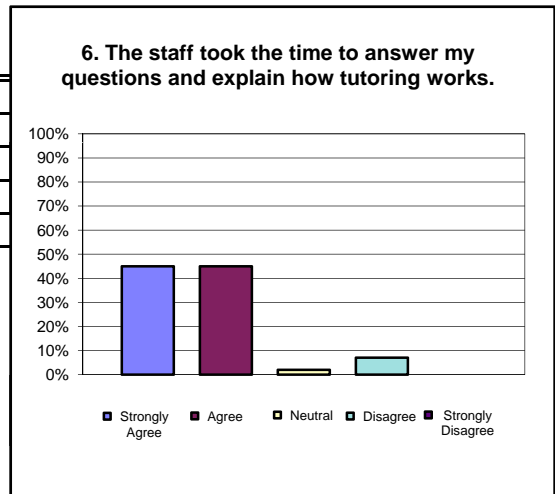
Response	N	%
Strongly Agree	24	56%
Agree	14	33%
Neutral	3	7%
Disagree	2	5%
Strongly Disagree	0	0%
Total	43	100%



DA Writing and Reading Center Survey Result, Spring 2011

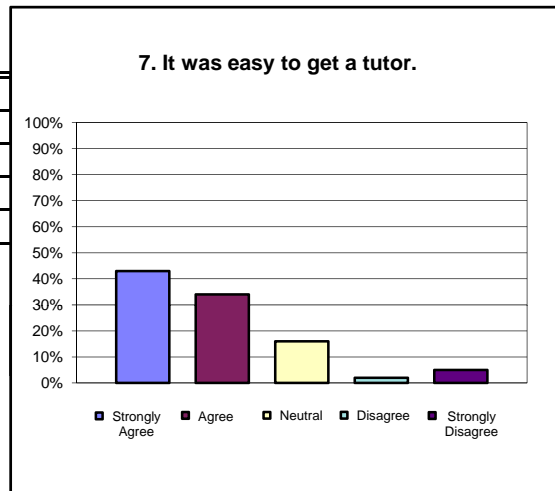
6. The staff took the time to answer my questions and explain how tutoring works.

Response	N	%
Strongly Agree	20	45%
Agree	20	45%
Neutral	1	2%
Disagree	3	7%
Strongly Disagree	0	0%
Total	44	100%



7. It was easy to get a tutor.

Response	N	%
Strongly Agree	19	43%
Agree	15	34%
Neutral	7	16%
Disagree	1	2%
Strongly Disagree	2	5%
Total	44	100%



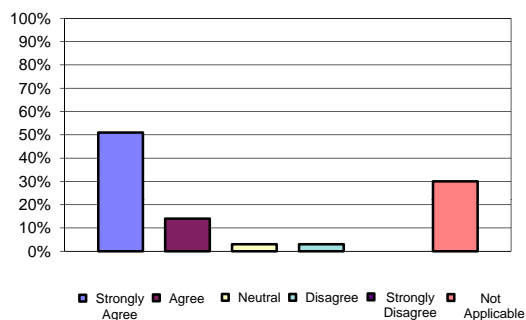
DA Writing and Reading Center Survey Result, Spring 2011

Tutor and Tutoring Sessions:

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

Response	N	%
Strongly Agree	19	51%
Agree	5	14%
Neutral	1	3%
Disagree	1	3%
Strongly Disagree	0	0%
Not Applicable	11	30%
Total	37	100%

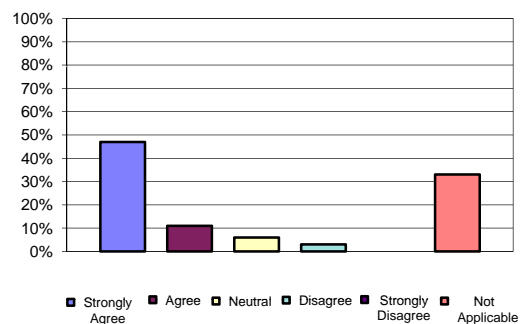
8. For the weekly individual tutoring, the tutor was on time for the session(s).



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

Response	N	%
Strongly Agree	17	47%
Agree	4	11%
Neutral	2	6%
Disagree	1	3%
Strongly Disagree	0	0%
Not Applicable	12	33%
Total	36	100%

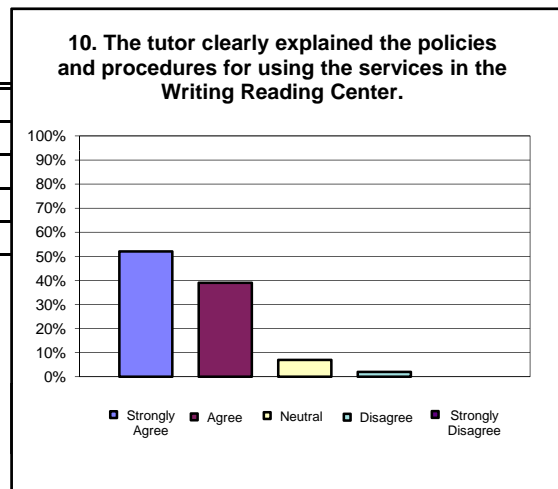
9. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.



DA Writing and Reading Center Survey Result, Spring 2011

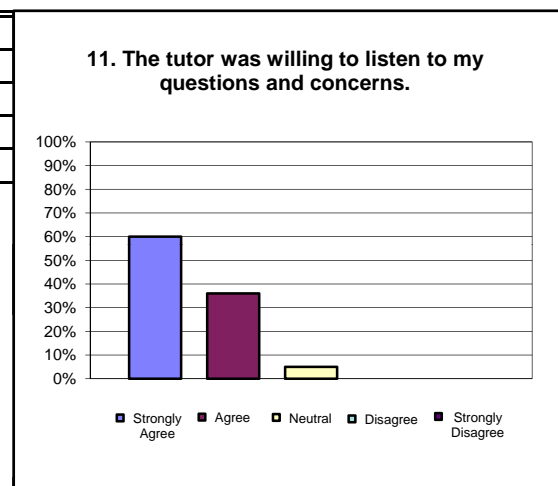
10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center.

Response	N	%
Strongly Agree	23	52%
Agree	17	39%
Neutral	3	7%
Disagree	1	2%
Strongly Disagree	0	0%
Total	44	100%



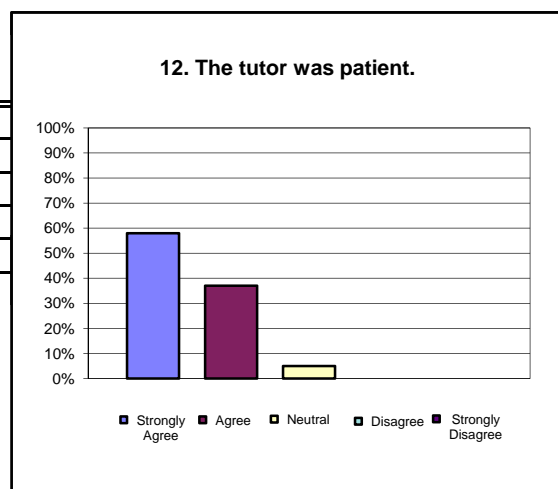
11. The tutor was willing to listen to my questions and concerns.

Response	N	%
Strongly Agree	25	60%
Agree	15	36%
Neutral	2	5%
Disagree	0	0%
Strongly Disagree	0	0%
Total	42	100%



12. The tutor was patient.

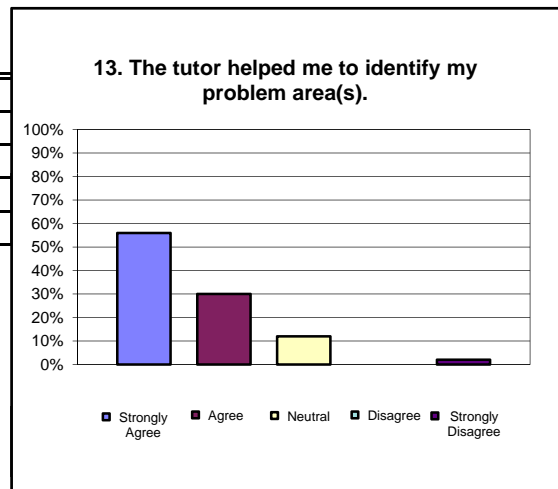
Response	N	%
Strongly Agree	25	58%
Agree	16	37%
Neutral	2	5%
Disagree	0	0%
Strongly Disagree	0	0%
Total	43	100%



DA Writing and Reading Center Survey Result, Spring 2011

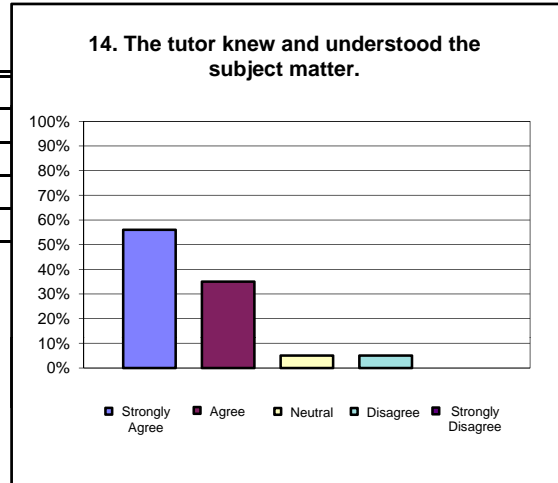
13. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	24	56%
Agree	13	30%
Neutral	5	12%
Disagree	0	0%
Strongly Disagree	1	2%
Total	43	100%



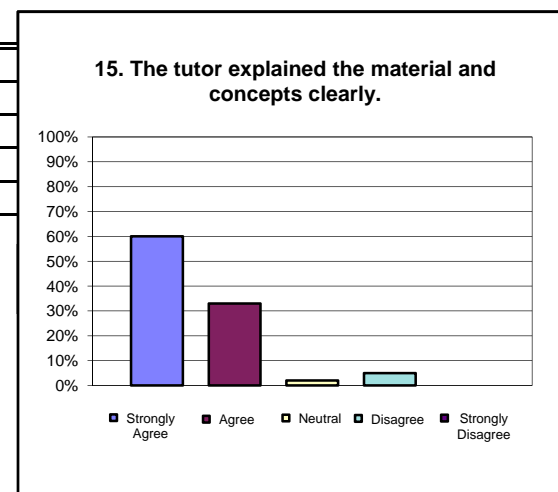
14. The tutor knew and understood the subject matter.

Response	N	%
Strongly Agree	24	56%
Agree	15	35%
Neutral	2	5%
Disagree	2	5%
Strongly Disagree	0	0%
Total	43	100%



15. The tutor explained the material and concepts clearly.

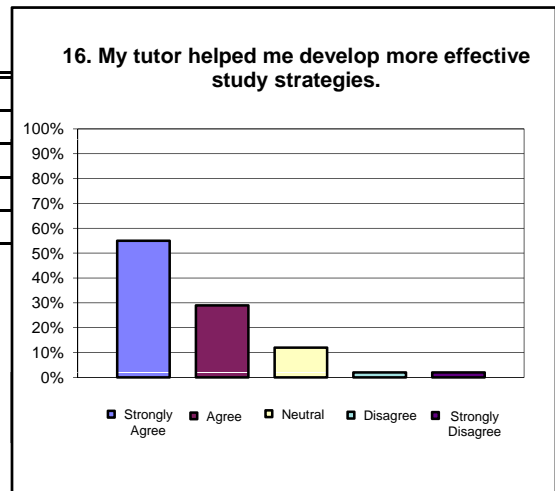
Response	N	%
Strongly Agree	25	60%
Agree	14	33%
Neutral	1	2%
Disagree	2	5%
Strongly Disagree	0	0%
Total	42	100%



DA Writing and Reading Center Survey Result, Spring 2011

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

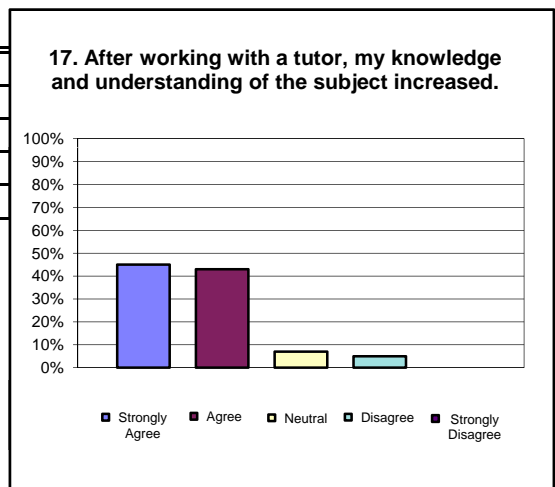
Response	N	%
Strongly Agree	23	55%
Agree	12	29%
Neutral	5	12%
Disagree	1	2%
Strongly Disagree	1	2%
Total	42	100%



Student Outcomes:

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

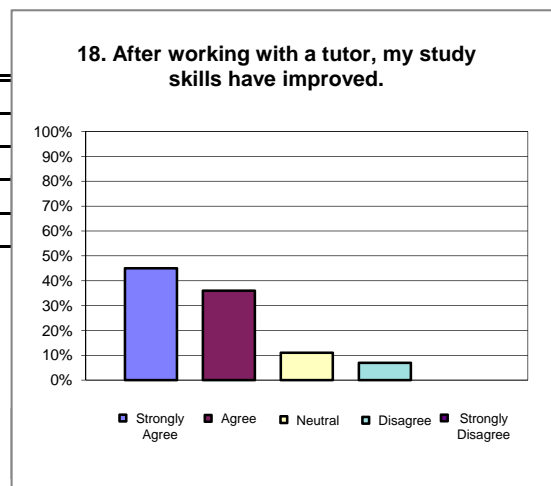
Response	N	%
Strongly Agree	20	45%
Agree	19	43%
Neutral	3	7%
Disagree	2	5%
Strongly Disagree	0	0%
Total	44	100%



DA Writing and Reading Center Survey Result, Spring 2011

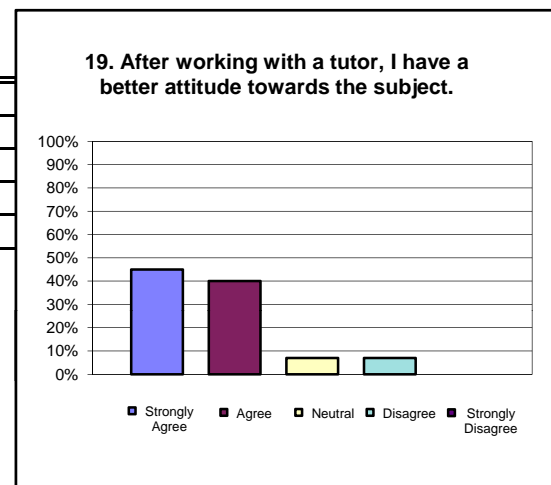
18. After working with a tutor, my study skills have improved.

Response	N	%
Strongly Agree	20	45%
Agree	16	36%
Neutral	5	11%
Disagree	3	7%
Strongly Disagree	0	0%
Total	44	100%



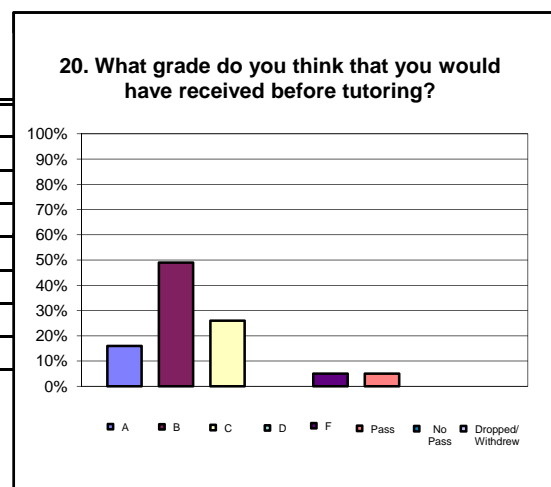
19. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	19	45%
Agree	17	40%
Neutral	3	7%
Disagree	3	7%
Strongly Disagree	0	0%
Total	42	100%



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

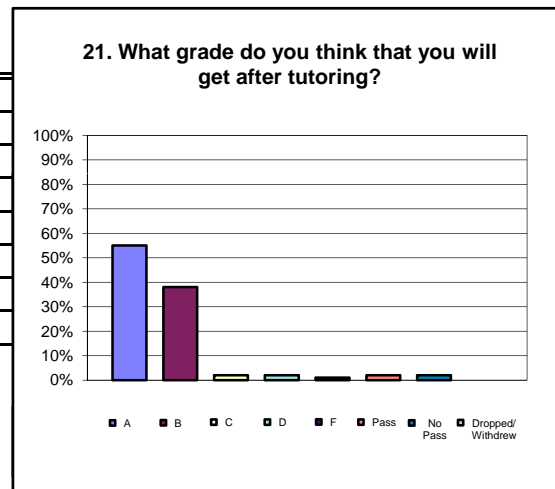
Response	N	%
A	7	16%
B	21	49%
C	11	26%
D	0	0%
F	2	5%
Pass	2	5%
No Pass	0	0%
Dropped/Withdrew	0	0%
Total	43	100%



DA Writing and Reading Center Survey Result, Spring 2011

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

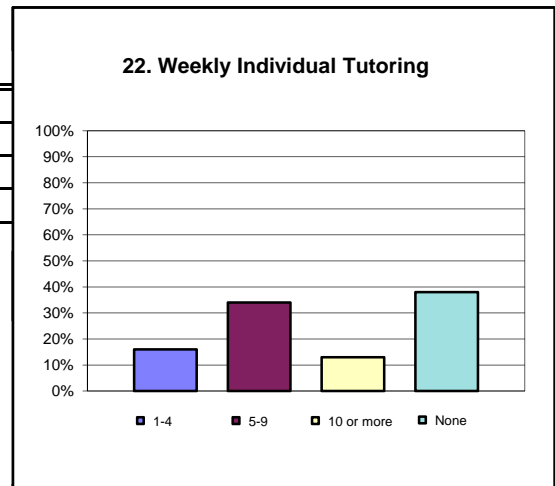
Response	N	%
A	23	55%
B	16	38%
C	0	2%
D	1	2%
F	0	1%
Pass	1	2%
No Pass	1	2%
Dropped/Withdrew	0	0%
Total	42	100%



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

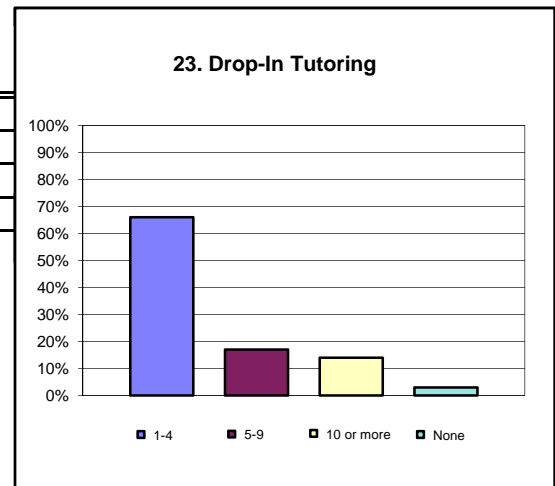
22. Weekly Individual Tutoring

Response	N	%
1-4	5	16%
5-9	11	34%
10 or more	4	13%
None	12	38%
Total	32	100%



23. Drop-In Tutoring

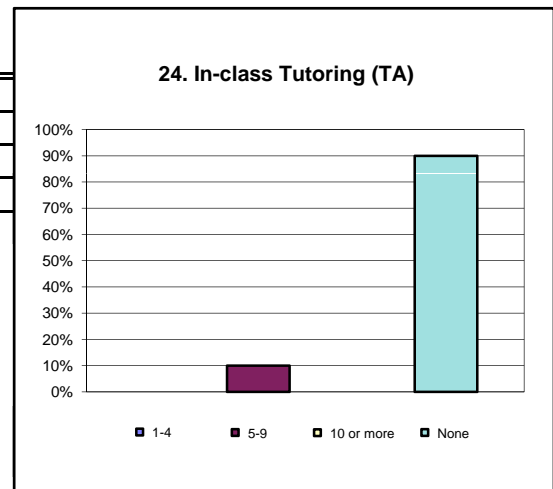
Response	N	%
1-4	23	66%
5-9	6	17%
10 or more	5	14%
None	1	3%
Total	35	100%



DA Writing and Reading Center Survey Result, Spring 2011

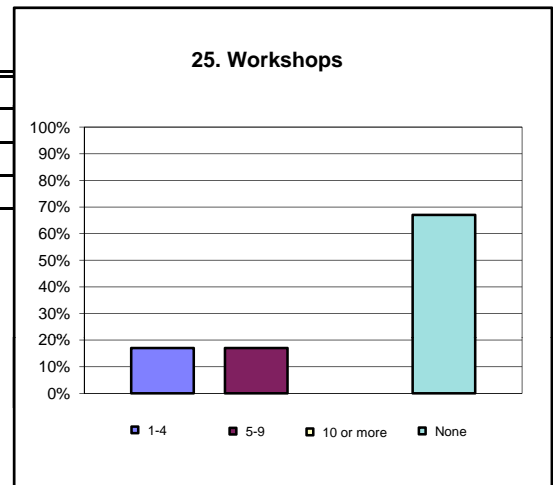
24. In-class Tutoring (TA)

Response	N	%
1-4	0	0%
5-9	2	10%
10 or more	0	0%
None	18	90%
Total	20	100%



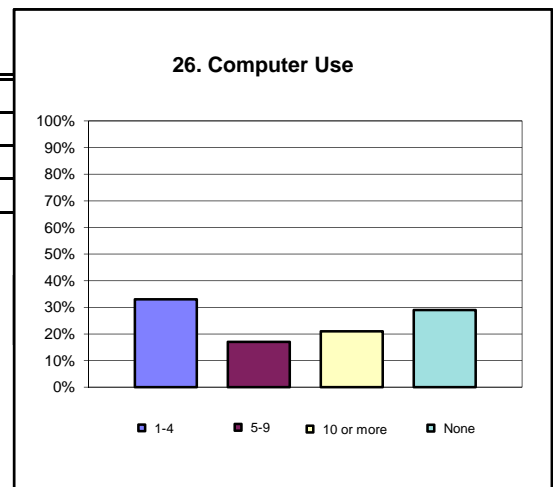
25. Workshops

Response	N	%
1-4	4	17%
5-9	4	17%
10 or more	0	0%
None	16	67%
Total	24	100%



26. Computer Use

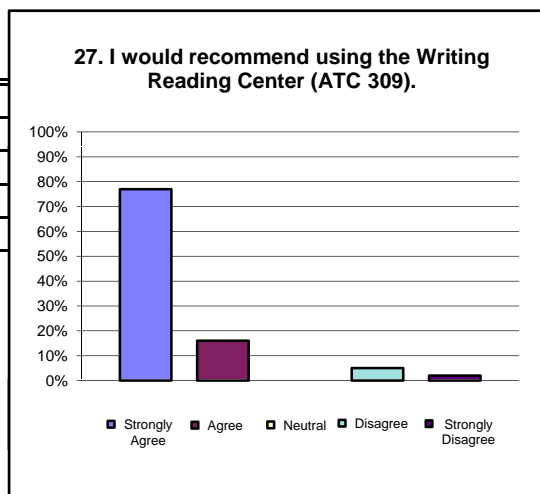
Response	N	%
1-4	8	33%
5-9	4	17%
10 or more	5	21%
None	7	29%
Total	24	100%



DA Writing and Reading Center Survey Result, Spring 2011

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

Response	N	%
Strongly Agree	33	77%
Agree	7	16%
Neutral	0	0%
Disagree	2	5%
Strongly Disagree	1	2%
Total	43	100%



DA Writing and Reading Center Survey Result, Spring 2011

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

Comments Written by Students

Correcting grammatical error and learn several essay rules like quotation
Correcting my sentences and suggesting for writing summaries.
Drop-in tutoring is a lottery. Some tutors are well prepared and willing to help. Others passively listen to you, and a couple of times I walked out the tutoring center with no improving or change to my paper. It was really frustrating and a waste of time.
Drop-in tutoring with Michelle. She helped me a lot!
Evaluation of writing skills including grammatical error corrections with explanations for their use/not use in writing.
Explanation
Find you miskate by reading your paper loud.
Grammar
Grammar
Grammar and sentence structure
Grammar Checking
I got several bad experiences. Nothing was helpful. They were absolutely not willing to help.
I need more a hour a day.
I understand what I have learned in my class.
Making the material understandable by taking his time to explain concepts throughly.
Proofreading
Reading and writing skills
The fact that I found a valid tutor. Jason is a very good English instructor, serious and knowledgeable.
Timely response
Understanding what was ask for in the essay
Writing
Writing and grammar
Writing, Workshop.

DA Writing and Reading Center Survey Result, Spring 2011

29. How can we improve our services?

Comments Written by Students

Choosing better weekly individual tutors.

Don't just help esl student, pay more attention on EWRT students.

For drop-in tutoring, I think that students should be required to fill a tutor's evaluation form after each session. I think students' feedback is very important as, as I experienced myself, some tutors are not good.

Get more tutors.

Hire friendlier stuff that's not concentrated in using the computer at all times!

Hire more tutor

I think that tutoring center's users should be asked to grade the tutor after their sessions. In this way the tutoring center's manager would get an idea of which tutors are not able to do this job.

I think your services are good now.

More tutors

Need more tutores.

Please continue to offer services.

Public announcement to the entire school and reminded everyone that services like this are available.

Set more computers and updates the software

Since I been there for three times this quarter which was my first experience, I found out that the time for drop-in is limited to thirty minutes. I believe that this is not enough for five-paragraph essays. If there be a way to increase it will give opportunity to students finish their essay with specific individual rather than two different persons with different ideas.

Take more time for students.

Tutor proofread in similar pace. Some tutors proofread one page in 5 min, which provided with minimum feedback, while others proofread one paragraph for 30 min, which make it difficult to complete the task when a student only has two days to revise a 2-3 pages paper.

You are very good.

30. Any other comments or concerns?

Comments Written by Students

I praise De Anza for doing what it does to help its student in this hard times.

I think it is better to allow to drink and eat some snack in the room.

I would like to take a moment and appreciate the time, effort, and knowledge that ATC 309 staff are providing for De Anza's students. Thank you all

My tutor is very great. I like her, and I hope she could become my tutor in the next quarter.

Please provide us more tutoring time and more tutors.

Thanks

When the tutor is not familiar with a writing, she or he should refer the student to another tutor, rather than spent a minimal time with the student, who did not receive any feedback and lost his/her spot for another tutor.



De Anza College Writing and Reading Center Survey

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

Your information will help us best meet your educational needs.

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

Check all that apply.

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

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

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

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

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

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

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

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5. The staff was friendly and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. 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"/>
7. 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
8. 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"/>
9. 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"/>
10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11. 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"/>	
12. The tutor was patient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
13. 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"/>	

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.

☐ ☐ ☐ ☐ ☐

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

A B C D F Pass No Pass Dropped/Withdrew

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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

22. Weekly Individual Tutoring

☐ ☐ ☐ ☐

23. Drop-In Tutoring

☐ ☐ ☐ ☐

24. In-class Tutoring (TA)

☐ ☐ ☐ ☐

25. Workshops

☐ ☐ ☐ ☐

26. Computer Use

☐ ☐ ☐ ☐

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

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

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

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

30. How can we improve our services?

31. Any other comments or concerns?

Submit