

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

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**Subject:** Student Success Center, MSTRC Survey Results, 2013-14

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A survey of MSTRC was conducted at the end of the fall and winter quarters of 2013-14. Students who received tutoring at the MSTRC were given the opportunity to participate in the survey. This resulted in 144 valid respondents.

Important Highlights Include:

- 34% of respondents stated they had used the Writing and Reading Center (ATC-309), 13% had used the General Subject Tutoring Center (ATC-305), 9% had used the Listening Speaking Center (ATC-304), 5% had used the Skills Center (ATC-302), and 58% had not used any other Student Success Center services or tutoring.
- 84% of respondents reported they used Drop-In (Walk-In) tutoring, 20% used Weekly or Group tutoring, 15% used MPS Drop-In tutoring, 15% used MPS Drop-In tutoring, and 4% used In-Class Tutoring (TA).
- 81% of respondents stated they had requested help for Math, 19% had requested help for Chemistry, 15% had requested help for Physics, 6% had requested help for Biology, and 13% had requested help for other subjects not listed.
- 36% of respondents reported they had requested help for Precalculus or above, 31% had requested help for Math 210, 22, and 114 courses, 25% had requested help for Math 10, 11, or 12 courses, 17% had selected No Math Course or Not Available, and 5% had selected Other.
- 80% of respondents "Agree" or "Strongly Agree" that the tutor was willing to listen to their questions and concerns.
- 79% of respondents "Agree" or "Strongly Agree" that they would recommend using the MSTRC to other students.
- 75% of respondents "Agree" or "Strongly Agree" that the tutor was patient.
- 74% of respondents "Agree" or "Strongly Agree" that the MSTRC staff was friendly and helpful, that the tutor knew and understood the subject matter, and that after working with a tutor, their knowledge and understandings of the subject increased.

- 73% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 70% of respondents “Agree” or “Strongly Agree” that the staff took the time to answer their questions and explain how tutoring works.
- 67% of respondents “Agree” or “Strongly Agree” that after working with a tutor, they have a better attitude towards the subject.
- 61% of respondents “Agree” or “Strongly Agree” that the tutor helped them to identify their problem area(s).