

De Anza College Office of Institutional Research and Planning

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

From: Mallory Newell, De Anza Research

Nergal Issaie, Student Assistant

Date: 1/10/2013

Subject: General Subject Tutoring Center Survey, Fall 2012

A survey of General Subject Tutoring Center was conducted at the end of the Fall quarter in 2012. Students who received tutoring at the General Subject Tutoring Center were given the opportunity to participate in the survey. This resulted in 37 valid respondents.

Important Highlights Include:

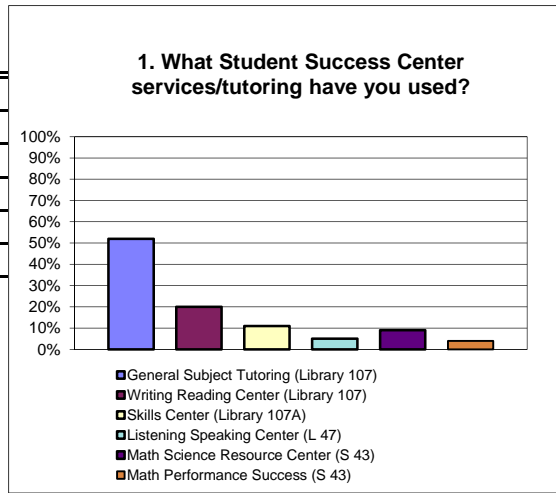
- 97% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns; and the tutor was patient.
- 89% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful; and the staff took the time to answer their questions and explain how tutoring works.
- 86% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly; and they would recommend using the General Subject Tutoring Center (Library 107).
- 77% of respondents “Agree” or “Strongly Agree” that the tutor clearly explained the policies and procedures for using the services in the center.
- 73% of respondents “Agree” or “Strongly Agree” that it was easy to get a tutor.
- 52% of respondents stated they had used the General Subject Tutoring (Library 107), 20% had used the Writing Reading Center (Library 107), 11% had used the Skills Center (Library 107A), 9% had used the Math Science Resource Center (S 43), 5% had used the Listening Speaking Center (L 47), and 4% had used the Math Performance Success (S 43).
- 48% of respondents reported that they used Weekly Individual tutoring, 39% used Drop-In (Walk-In) tutoring, 9% used Group Tutoring, and 2% used In-class tutoring (TA). Also, 2% of respondents selected “other.”
- 27% of respondents stated they had requested help for Accounting, 27% had requested help for Foreign Language, 16% had requested help for Economics, and 3% had requested help for Psychology. Also, 27% of respondents selected “other.”

DA General Subject Tutoring Center Survey, Fall 2012

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

Response	N	%
General Subject Tutoring (Library 107)	29	52%
Writing Reading Center (Library 107)	11	20%
Skills Center (Library 107A)	6	11%
Listening Speaking Center (L 47)	3	5%
Math Science Resource Center (S 43)	5	9%
Math Performance Success (S 43)	2	4%
Total	56	100%

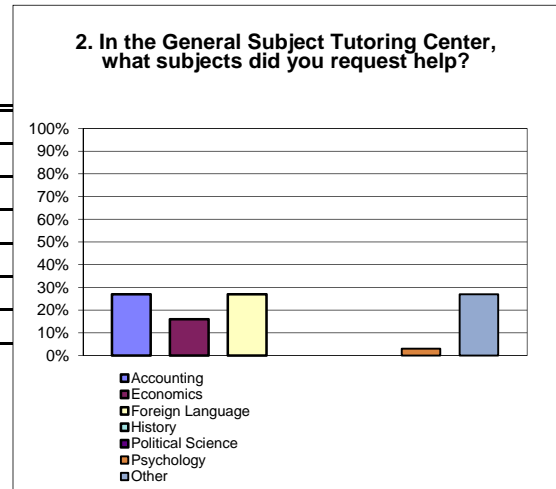
* The answers were distributed across groups.



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

Response	N	%
Accounting	10	27%
Economics	6	16%
Foreign Language	10	27%
History	0	0%
Political Science	0	0%
Psychology	1	3%
Other	10	27%
Total	37	100%

* The answers were distributed across groups.

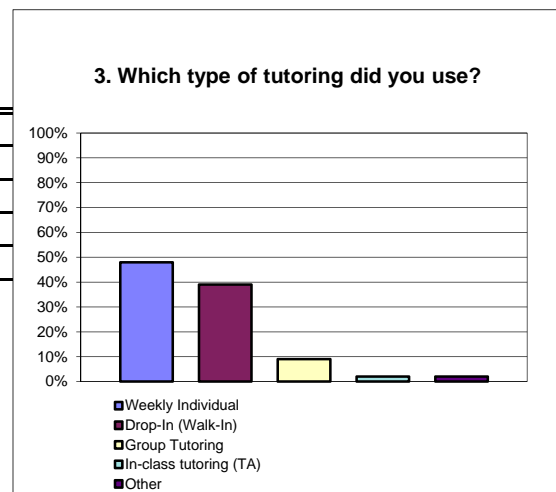


*** 3. Which type of tutoring did you use?**

Check all that apply.

Response	N	%
Weekly Individual	22	48%
Drop-In (Walk-In)	18	39%
Group Tutoring	4	9%
In-class tutoring (TA)	1	2%
Other	1	2%
Total	46	100%

* The answers were distributed across groups.

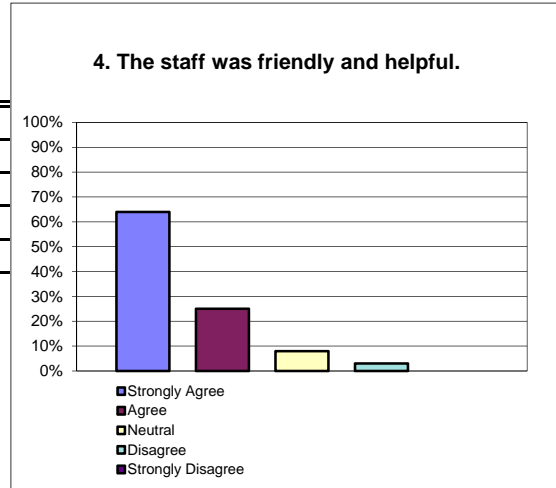


DA General Subject Tutoring Center Survey, Fall 2012

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

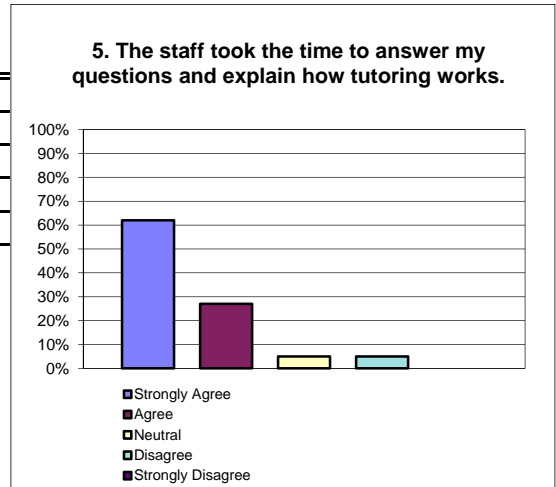
4. The staff was friendly and helpful.

Response	N	%
Strongly Agree	23	64%
Agree	9	25%
Neutral	3	8%
Disagree	1	3%
Strongly Disagree	0	0%
Total	36	100%



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

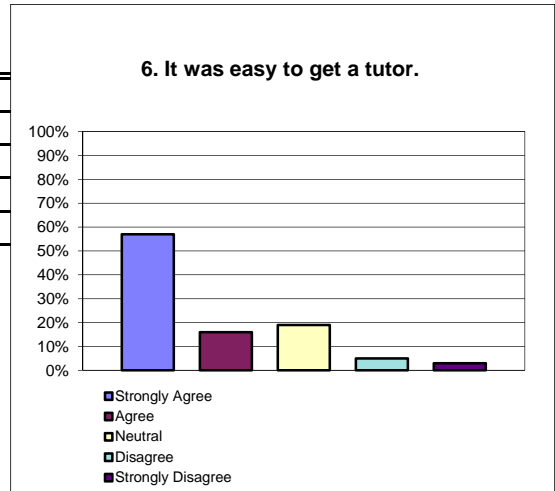
Response	N	%
Strongly Agree	23	62%
Agree	10	27%
Neutral	2	5%
Disagree	2	5%
Strongly Disagree	0	0%
Total	37	100%



DA General Subject Tutoring Center Survey, Fall 2012

6. It was easy to get a tutor.

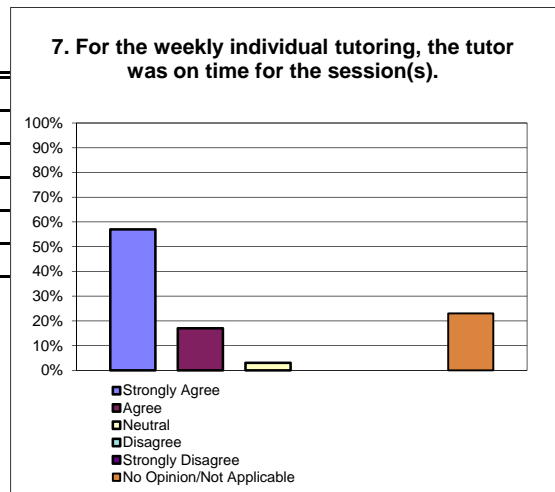
Response	N	%
Strongly Agree	21	57%
Agree	6	16%
Neutral	7	19%
Disagree	2	5%
Strongly Disagree	1	3%
Total	37	100%



Tutor and Tutoring Sessions:

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

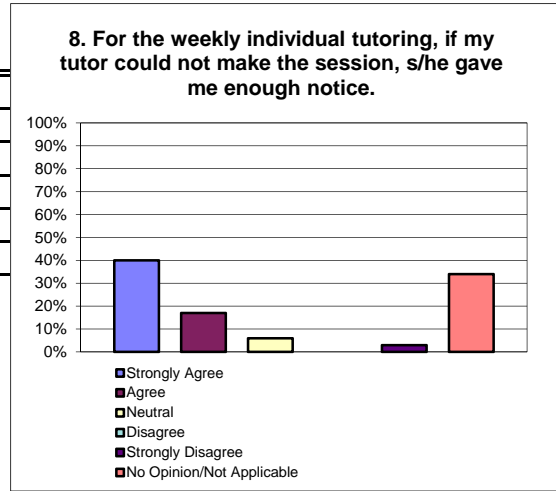
Response	N	%
Strongly Agree	20	57%
Agree	6	17%
Neutral	1	3%
Disagree	0	0%
Strongly Disagree	0	0%
No Opinion/Not Applicable	8	23%
Total	35	100%



DA General Subject Tutoring Center Survey, Fall 2012

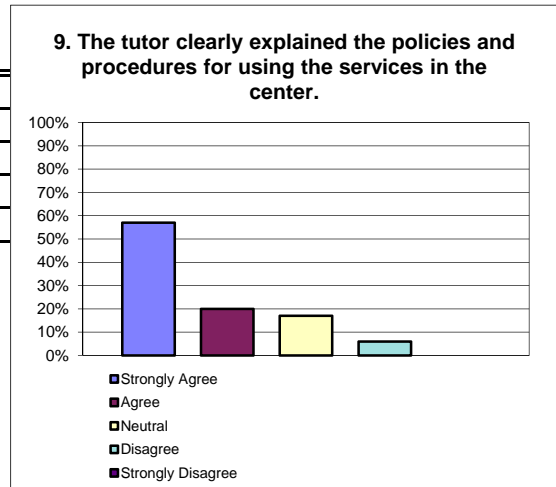
8. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.

Response	N	%
Strongly Agree	14	40%
Agree	6	17%
Neutral	2	6%
Disagree	0	0%
Strongly Disagree	1	3%
No Opinion/Not Applicable	12	34%
Total	35	100%



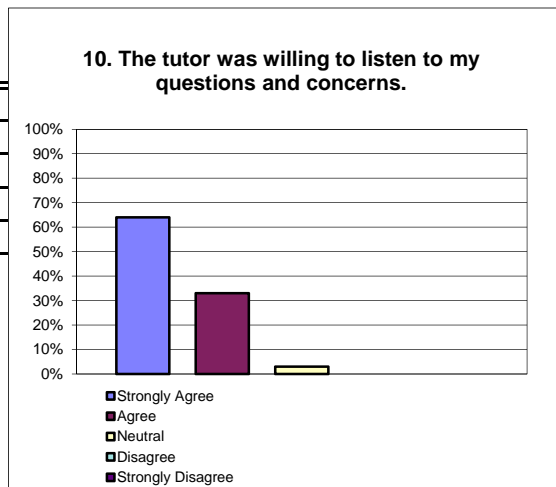
9. The tutor clearly explained the policies and procedures for using the services in the center.

Response	N	%
Strongly Agree	20	57%
Agree	7	20%
Neutral	6	17%
Disagree	2	6%
Strongly Disagree	0	0%
Total	35	100%



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

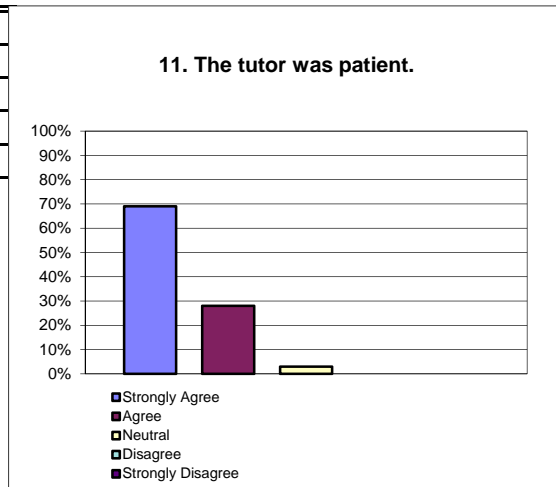
Response	N	%
Strongly Agree	23	64%
Agree	12	33%
Neutral	1	3%
Disagree	0	0%
Strongly Disagree	0	0%
Total	36	100%



DA General Subject Tutoring Center Survey, Fall 2012

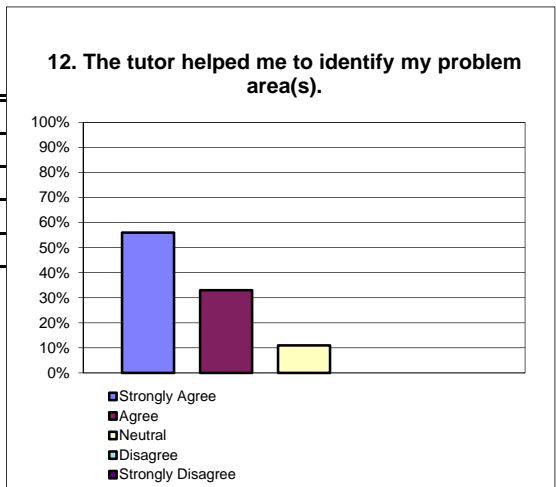
11. The tutor was patient.

Response	N	%
Strongly Agree	25	69%
Agree	10	28%
Neutral	1	3%
Disagree	0	0%
Strongly Disagree	0	0%
Total	36	100%



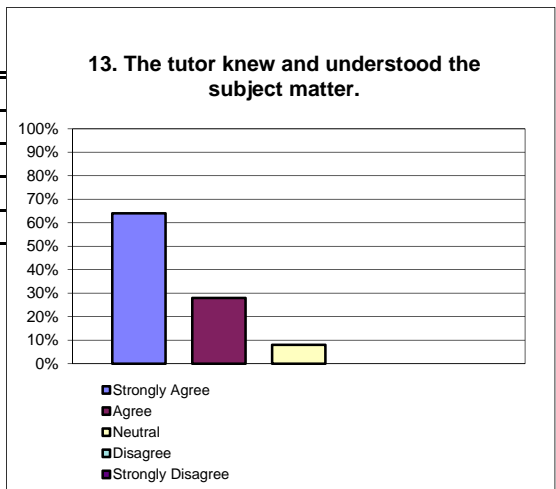
12. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	20	56%
Agree	12	33%
Neutral	4	11%
Disagree	0	0%
Strongly Disagree	0	0%
Total	36	100%



13. The tutor knew and understood the subject matter.

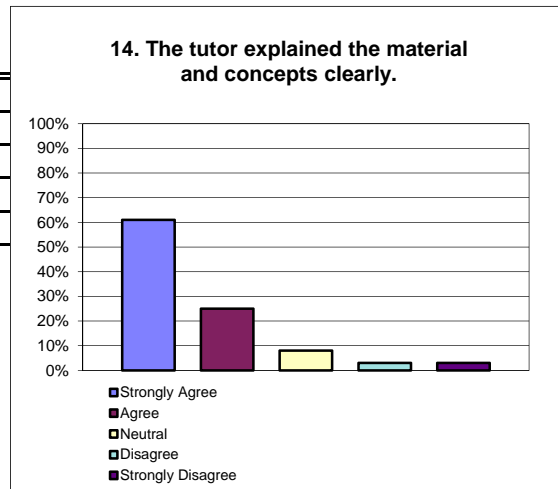
Response	N	%
Strongly Agree	23	64%
Agree	10	28%
Neutral	3	8%
Disagree	0	0%
Strongly Disagree	0	0%
Total	36	100%



DA General Subject Tutoring Center Survey, Fall 2012

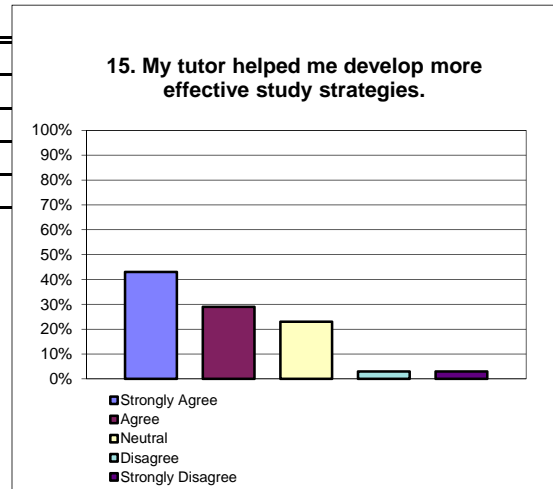
14. The tutor explained the material and concepts clearly.

Response	N	%
Strongly Agree	22	61%
Agree	9	25%
Neutral	3	8%
Disagree	1	3%
Strongly Disagree	1	3%
Total	36	100%



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

Response	N	%
Strongly Agree	15	43%
Agree	10	29%
Neutral	8	23%
Disagree	1	3%
Strongly Disagree	1	3%
Total	35	100%

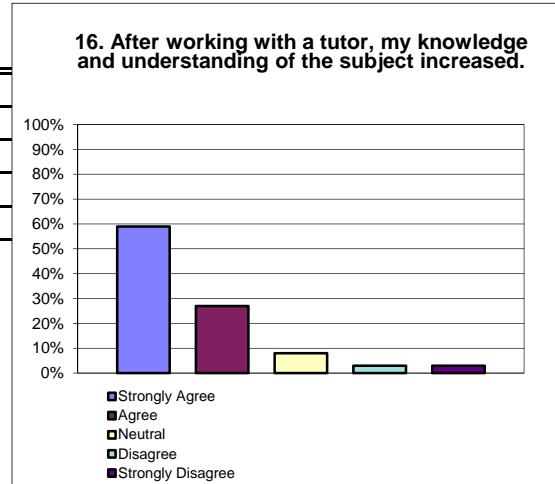


DA General Subject Tutoring Center Survey, Fall 2012

Student Outcomes:

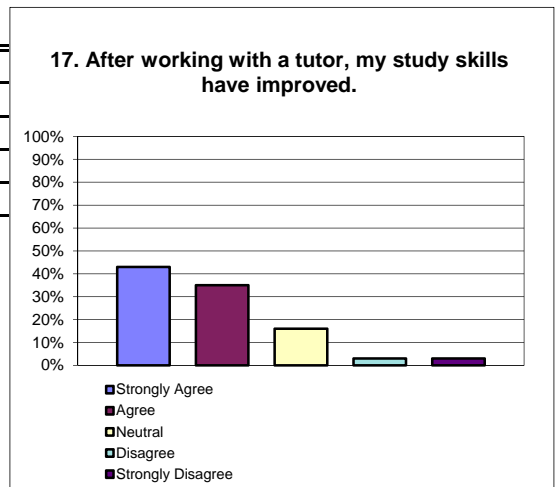
16. After working with a tutor, my knowledge and understanding of the subject increased.

Response	N	%
Strongly Agree	22	59%
Agree	10	27%
Neutral	3	8%
Disagree	1	3%
Strongly Disagree	1	3%
Total	37	100%



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

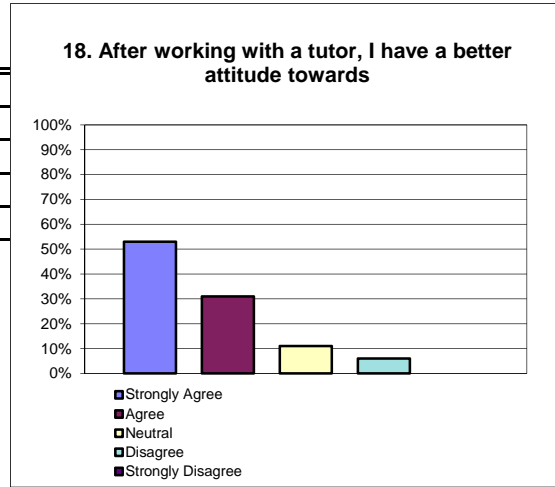
Response	N	%
Strongly Agree	16	43%
Agree	13	35%
Neutral	6	16%
Disagree	1	3%
Strongly Disagree	1	3%
Total	37	100%



DA General Subject Tutoring Center Survey, Fall 2012

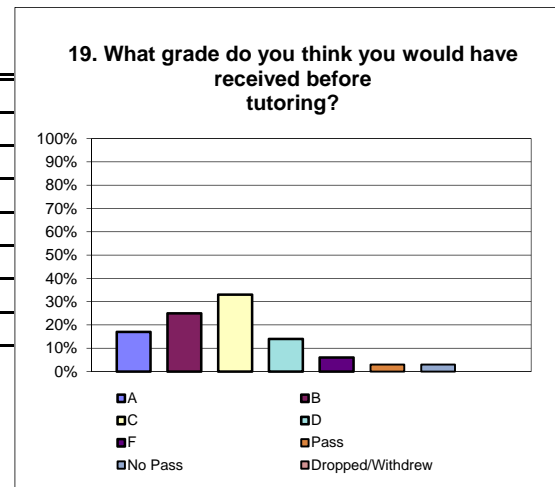
18. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	19	53%
Agree	11	31%
Neutral	4	11%
Disagree	2	6%
Strongly Disagree	0	0%
Total	36	100%



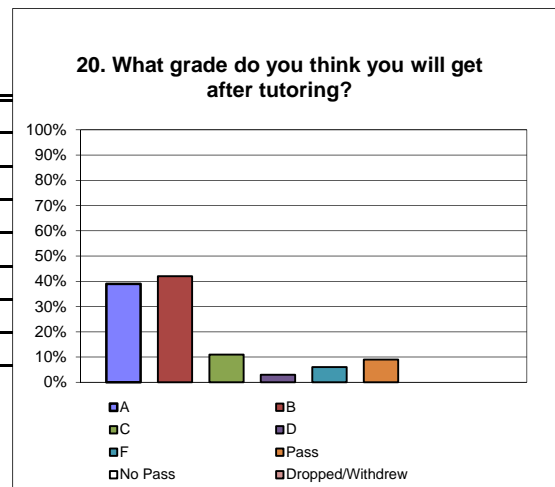
19. What grade do you think you would have received before tutoring?

Response	N	%
A	6	17%
B	9	25%
C	12	33%
D	5	14%
F	2	6%
Pass	1	3%
No Pass	1	3%
Dropped/Withdrew	0	0%
Total	36	100%



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

Response	N	%
A	14	39%
B	15	42%
C	4	11%
D	1	3%
F	2	6%
Pass	2	9%
No Pass	0	0%
Dropped/Withdrew	0	0%
Total	36	100%

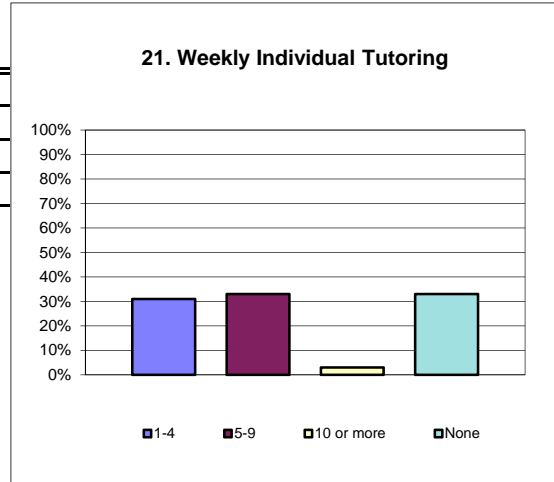


DA General Subject Tutoring Center Survey, Fall 2012

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

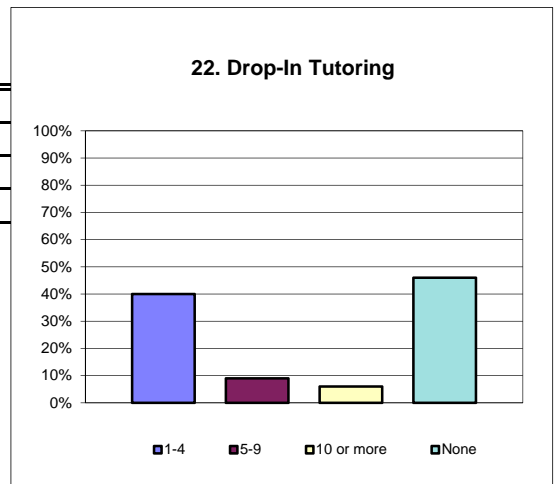
21. Weekly Individual Tutoring

Response	N	%
1-4	11	31%
5-9	12	33%
10 or more	1	3%
None	12	33%
Total	36	100%



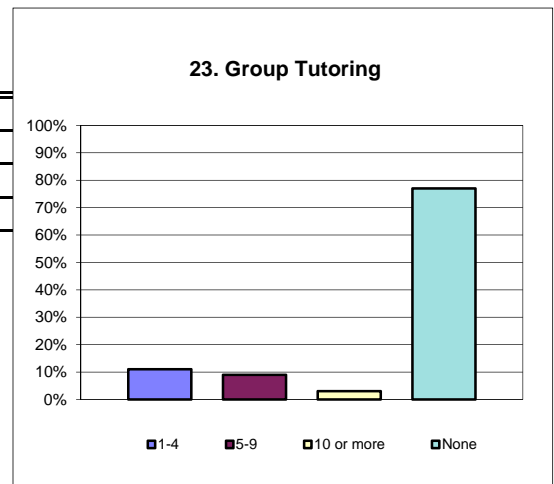
22. Drop-In Tutoring

Response	N	%
1-4	14	40%
5-9	3	9%
10 or more	2	6%
None	16	46%
Total	35	100%



23. Group Tutoring

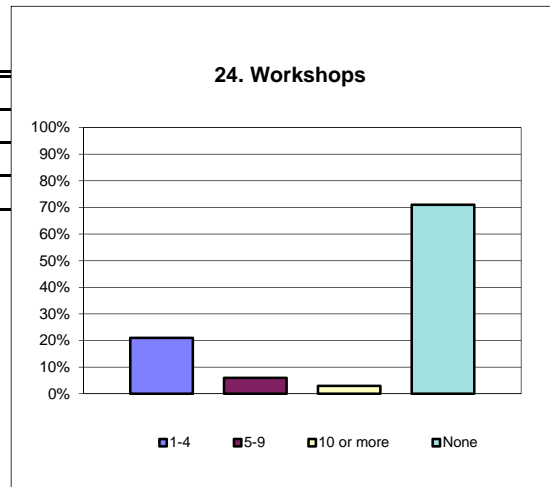
Response	N	%
1-4	4	11%
5-9	3	9%
10 or more	1	3%
None	27	77%
Total	35	100%



DA General Subject Tutoring Center Survey, Fall 2012

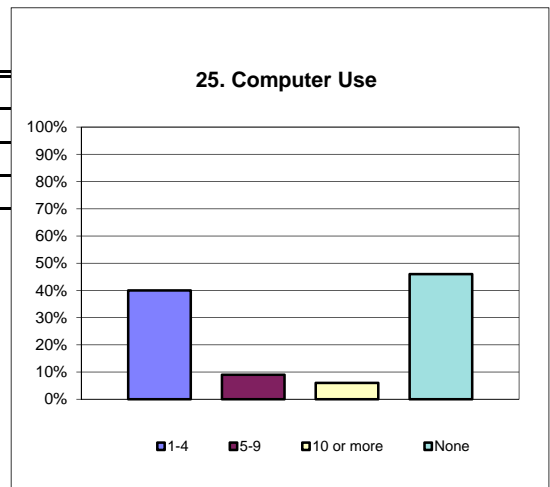
24. Workshops

Response	N	%
1-4	7	21%
5-9	2	6%
10 or more	1	3%
None	24	71%
Total	34	100%



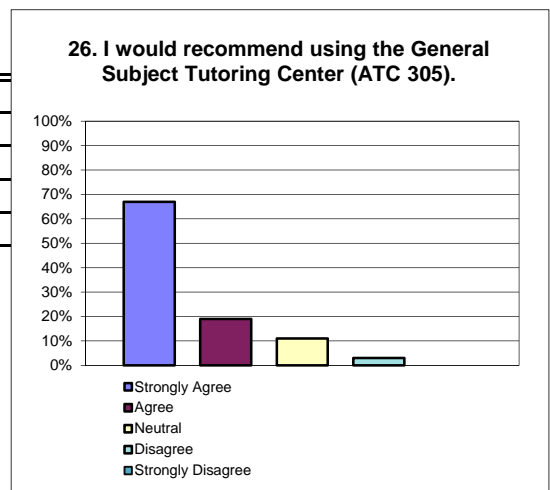
25. Computer Use

Response	N	%
1-4	14	40%
5-9	3	9%
10 or more	2	6%
None	16	46%
Total	35	100%



26. I would recommend using the General Subject Tutoring Center (Library 107).

Response	N	%
Strongly Agree	24	67%
Agree	7	19%
Neutral	4	11%
Disagree	1	3%
Strongly Disagree	0	0%
Total	36	100%



DA General Subject Tutoring Center Survey, Fall 2012

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

Comments Written by Students

Being able to go ask all of my questions without, and repeat certain explanations until I was able to understand it.
better explanation of subject material than I understood in class

Check the essay make sense.

Friendliness

Having the tutor help me with revising errors in my essay.
helped me understand accounting
helping to teach the subject in simpler and visual terms

His explanation on the problem and try to have me understand accounting in a simpler way.

How its free and I got a tutor with a few days!

I got great work done with my tutor. And I really had study a lot from them.

Math and science center for math 212

On my Summary.

Solving my homework problems.
the location.

The most helpful part was the fact that I can talk to someone using the language I am learning versus having no one to talk to.

The tutor

the tutor & book we used in class.

The whiteboard

They provide/offer weekly individual tutoring.

Working on problem areas. Getting advice on areas that were not adequately covered in class.

writing tutoring service

Writing.

29. How can we improve our services?

Comments Written by Students

By individual tutoring service

by making the option of weekly individual tutoring more clear, still don't know how to set up those appointments or who to talk to.

Encourage the tutors to speak with good volume and clarity.

handicap door switch.

Have more individual tutors.

Have the people explain things or have signs to tell you what to do.

longer hours on wed and thurs

More space, it was cramped the time I was using the center. That was around 4 in the afternoon.

Provide tutors faster / earlier in the quarter

DA General Subject Tutoring Center Survey, Fall 2012

30. Any other comments or concerns?

Comments Written by Students

helpful staff

Ken was very knowledgeable and always willing to help find an answer if he did not immediately have one. He was also very supportive outside of our scheduled time together. Concepts in accounting are difficult to explain no matter what language is spoken. Ken did a great job, and I enjoyed time spent with him.

more computers...

My tutor was no longer available after meeting 3 times. I had no other option but go to my professor for tutoring.

None really, great service, great people. Thank you for all you've done this quarter!

other than being still unfamiliar with some of the services, the service I did receive was very helpful.

Thank you

this is my second time using your services it has really helped both times I'm glad we can submit our request form in the center it was easier.



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 (Library 107)
- Writing Reading Center (Library 107)
- Skills Center (Library 107A)
- Listening Speaking Center (L47)
- 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.

4. The staff was friendly and helpful.

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

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

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

6. It was easy to get a tutor.

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

Tutor and Tutoring Sessions:

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

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Opinion/Not Applicable

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

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Opinion/Not Applicable

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

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

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

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

11. The tutor was patient.

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

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

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

13. The tutor knew and understood the subject matter.

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

14. The tutor explained the material and concepts clearly.

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

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

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

Student Outcomes:

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

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

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

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

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

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

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

- A
- B
- C
- D
- F
- Pass
- No Pass
- Dropped/Withdrew

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

- A
- B
- C
- D
- F
- Pass
- No Pass
- Dropped/Withdrew

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?

21. Weekly Individual Tutoring

- 1-4
- 5-9
- 10 or more
- None

22. Drop-In Tutoring

- 1-4
- 5-9
- 10 or more
- None

23. Group Tutoring

- 1-4
- 5-9
- 10 or more
- None

24. Workshops

- 1-4
- 5-9
- 10 or more
- None

25. Computer Use

- 1-4
- 5-9
- 10 or more
- None

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?

29. How can we improve our services?

30. Any other comments or concerns?

Submit