

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: 08/27/2013

Subject: General Subject Tutoring Center Survey, Spring 2013

A survey of General Subject Tutoring Center was conducted at the end of the Spring quarter in 2013. Students who received tutoring at the General Subject Tutoring Center were given the opportunity to participate in the survey. This resulted in 20 valid respondents.

Important Highlights Include:

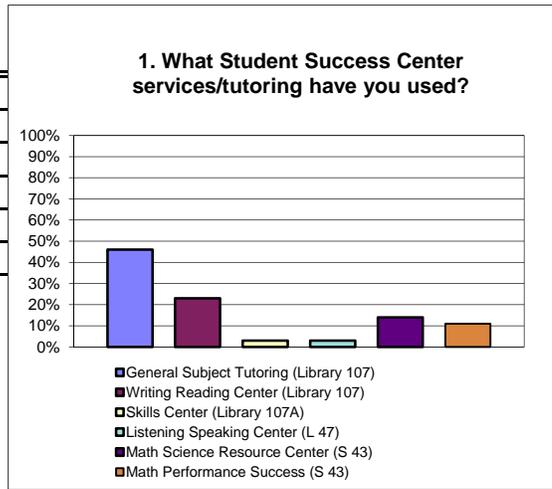
- 100% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns; and the tutor was patient; the staff took the time to answer their questions and explain how tutoring works; the staff was friendly and helpful; the tutor clearly explained the policies and procedures for using the services in the center; and they would recommend using the General Subject Tutoring Center (Library 107).
- 95% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 80% of respondents “Agree” or “Strongly Agree” that it was easy to get a tutor.
- 52% of respondents stated they had requested help for Accounting, 14% had requested help for Economics, 14% had requested help for Foreign Language, and 3% had requested help for Political Science. Also, 17% of respondents selected “Other.”
- 47% of respondents reported that they used Drop-In (Walk-In) tutoring, 38% used Weekly Individual tutoring, 9% used In-class tutoring (TA), and 6% used Group Tutoring.
- 46% of respondents stated they had used General Subject Tutoring (Library 107), 23% had used Writing Reading Center (Library 107), 14% had used Math Science Resource Center (S 43), 11% had used Math Performance Success (S 43), 3% had used Skills Center (Library 107A), and 3% had used Listening Speaking Center (L 47).

DA General Subject Tutoring Center Survey, Spring 2013

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

Response	N	%
General Subject Tutoring (Library 107)	16	46%
Writing Reading Center (Library 107)	8	23%
Skills Center (Library 107A)	1	3%
Listening Speaking Center (L 47)	1	3%
Math Science Resource Center (S 43)	5	14%
Math Performance Success (S 43)	4	11%
Total	35	100%

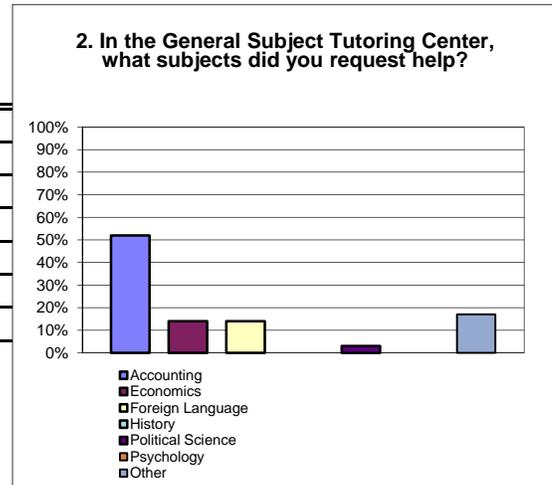
* The answers were distributed across groups.



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

Response	N	%
Accounting	15	52%
Economics	4	14%
Foreign Language	4	14%
History	0	0%
Political Science	1	3%
Psychology	0	0%
Other	5	17%
Total	29	100%

* The answers were distributed across groups.

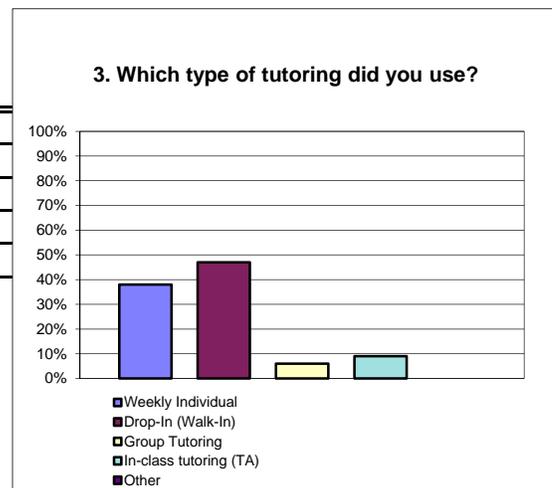


*** 3. Which type of tutoring did you use?**

Check all that apply.

Response	N	%
Weekly Individual	12	38%
Drop-In (Walk-In)	15	47%
Group Tutoring	2	6%
In-class tutoring (TA)	3	9%
Other	0	0%
Total	32	100%

* The answers were distributed across groups.

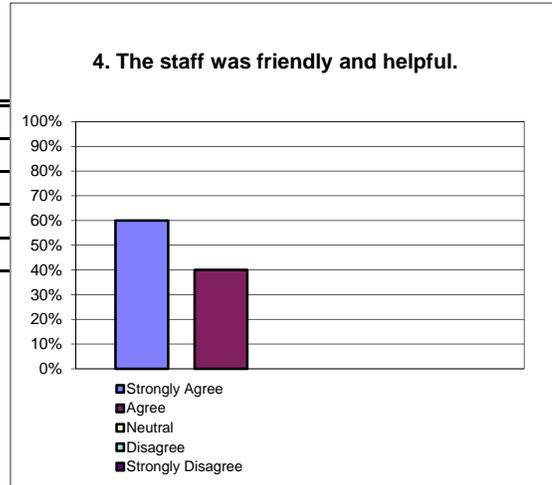


DA General Subject Tutoring Center Survey, Spring 2013

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

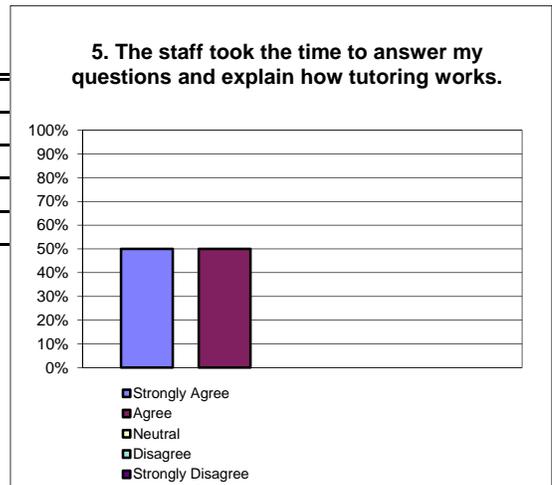
4. The staff was friendly and helpful.

Response	N	%
Strongly Agree	12	60%
Agree	8	40%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



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

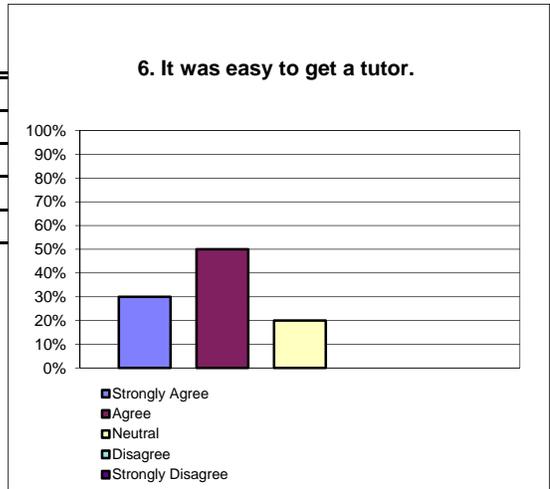
Response	N	%
Strongly Agree	10	50%
Agree	10	50%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



DA General Subject Tutoring Center Survey, Spring 2013

6. It was easy to get a tutor.

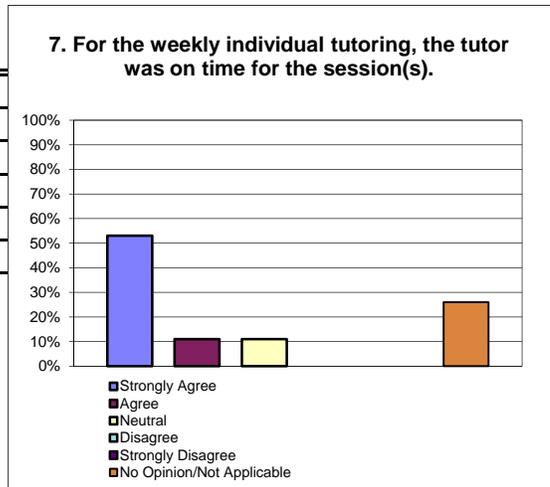
Response	N	%
Strongly Agree	6	30%
Agree	10	50%
Neutral	4	20%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



Tutor and Tutoring Sessions:

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

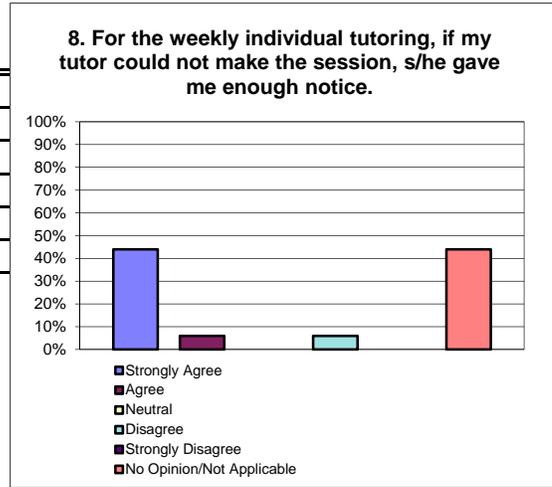
Response	N	%
Strongly Agree	10	53%
Agree	2	11%
Neutral	2	11%
Disagree	0	0%
Strongly Disagree	0	0%
No Opinion/Not Applicable	5	26%
Total	19	100%



DA General Subject Tutoring Center Survey, Spring 2013

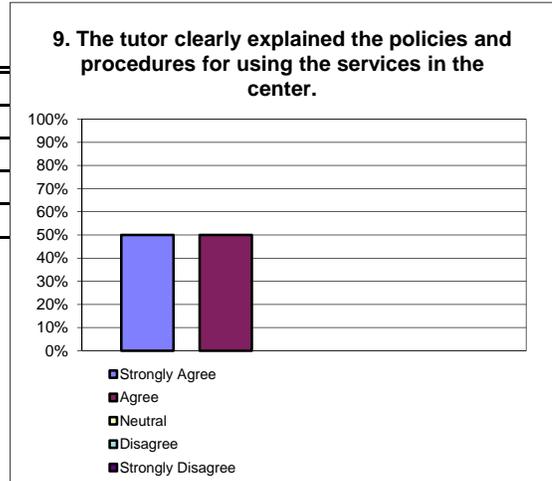
8. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.

Response	N	%
Strongly Agree	8	44%
Agree	1	6%
Neutral	0	0%
Disagree	1	6%
Strongly Disagree	0	0%
No Opinion/Not Applicable	8	44%
Total	18	100%



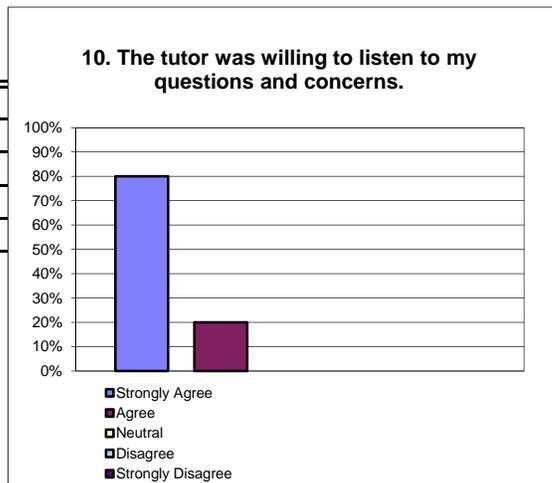
9. The tutor clearly explained the policies and procedures for using the services in the center.

Response	N	%
Strongly Agree	10	50%
Agree	10	50%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



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

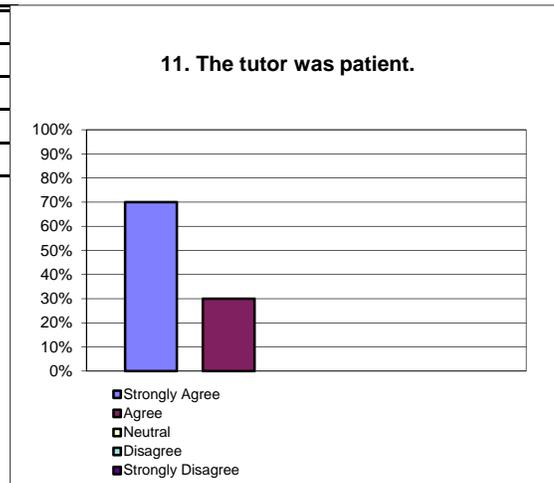
Response	N	%
Strongly Agree	16	80%
Agree	4	20%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



DA General Subject Tutoring Center Survey, Spring 2013

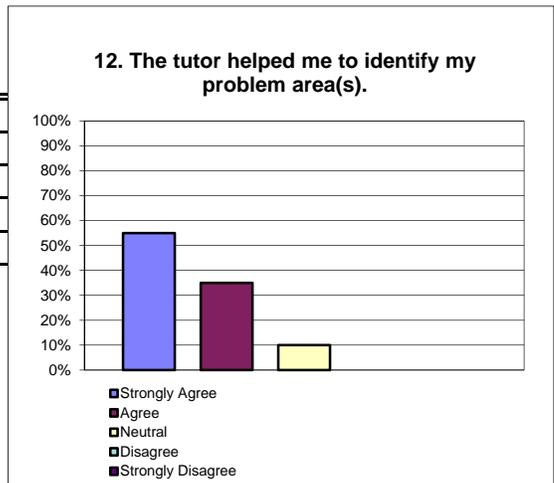
11. The tutor was patient.

Response	N	%
Strongly Agree	14	70%
Agree	6	30%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



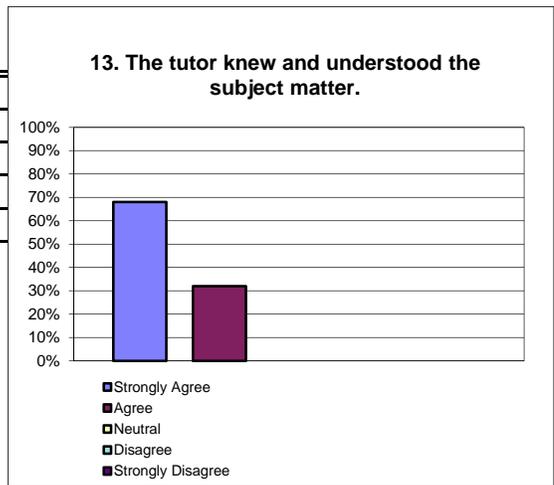
12. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	11	55%
Agree	7	35%
Neutral	2	10%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



13. The tutor knew and understood the subject matter.

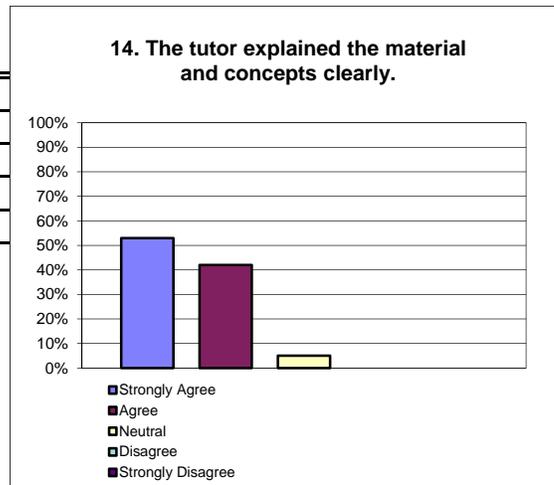
Response	N	%
Strongly Agree	13	68%
Agree	6	32%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	19	100%



DA General Subject Tutoring Center Survey, Spring 2013

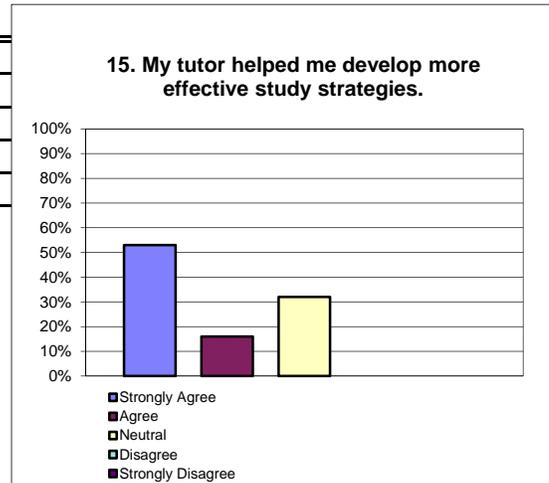
14. The tutor explained the material and concepts clearly.

Response	N	%
Strongly Agree	10	53%
Agree	8	42%
Neutral	1	5%
Disagree	0	0%
Strongly Disagree	0	0%
Total	19	100%



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

Response	N	%
Strongly Agree	10	53%
Agree	3	16%
Neutral	6	32%
Disagree	0	0%
Strongly Disagree	0	0%
Total	19	100%

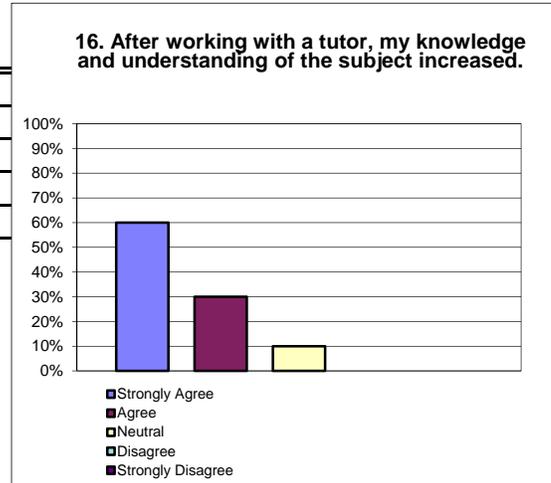


DA General Subject Tutoring Center Survey, Spring 2013

Student Outcomes:

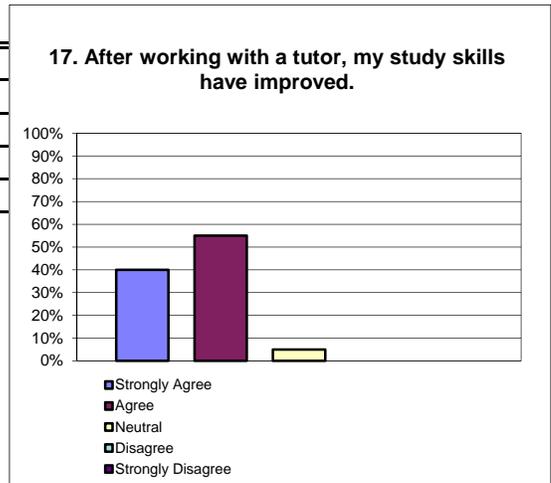
16. After working with a tutor, my knowledge and understanding of the subject increased.

Response	N	%
Strongly Agree	12	60%
Agree	6	30%
Neutral	2	10%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



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

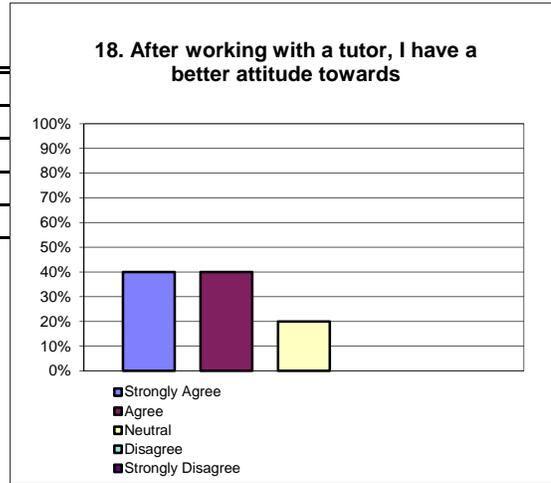
Response	N	%
Strongly Agree	8	40%
Agree	11	55%
Neutral	1	5%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



DA General Subject Tutoring Center Survey, Spring 2013

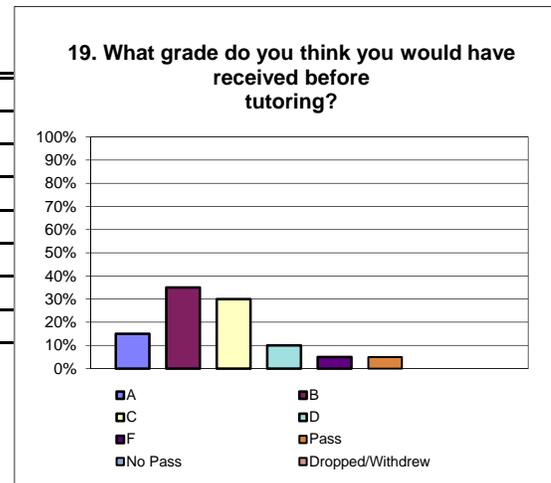
18. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	8	40%
Agree	8	40%
Neutral	4	20%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



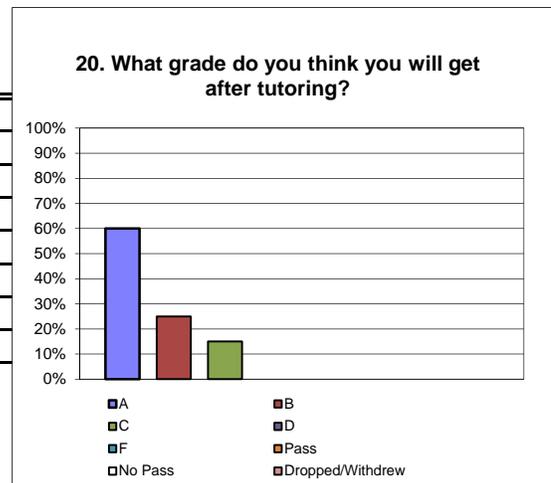
19. What grade do you think you would have received before tutoring?

Response	N	%
A	3	15%
B	7	35%
C	6	30%
D	2	10%
F	1	5%
Pass	1	5%
No Pass	0	0%
Dropped/Withdrew	0	0%
Total	20	100%



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

Response	N	%
A	12	60%
B	5	25%
C	3	15%
D	0	0%
F	0	0%
Pass	0	0%
No Pass	0	0%
Dropped/Withdrew	0	0%
Total	20	100%

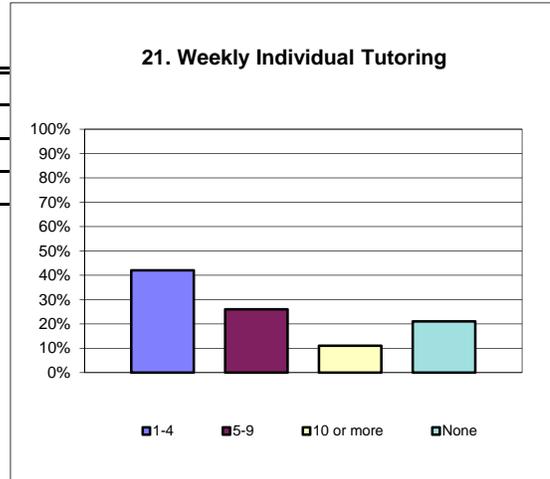


DA General Subject Tutoring Center Survey, Spring 2013

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

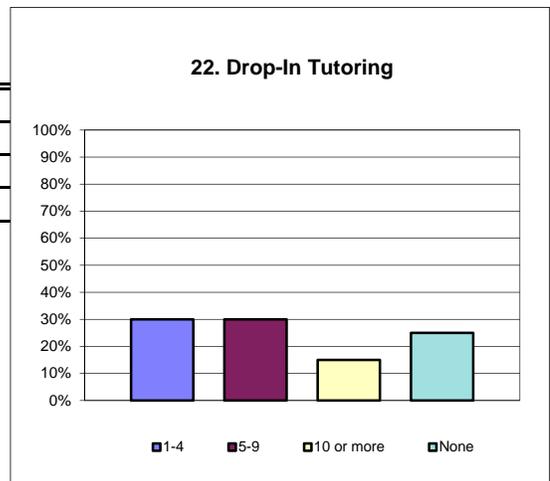
21. Weekly Individual Tutoring

Response	N	%
1-4	8	42%
5-9	5	26%
10 or more	2	11%
None	4	21%
Total	19	100%



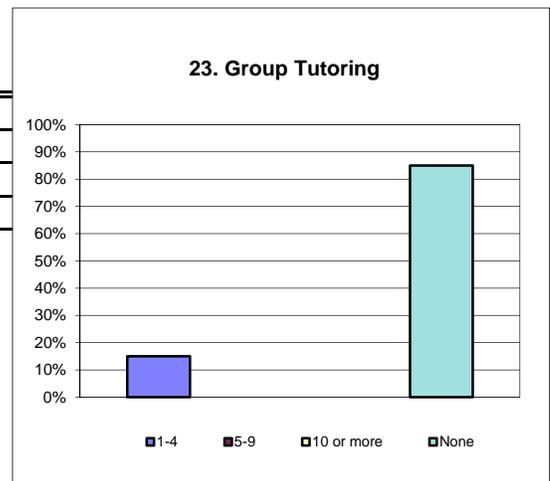
22. Drop-In Tutoring

Response	N	%
1-4	6	30%
5-9	6	30%
10 or more	3	15%
None	5	25%
Total	20	100%



23. Group Tutoring

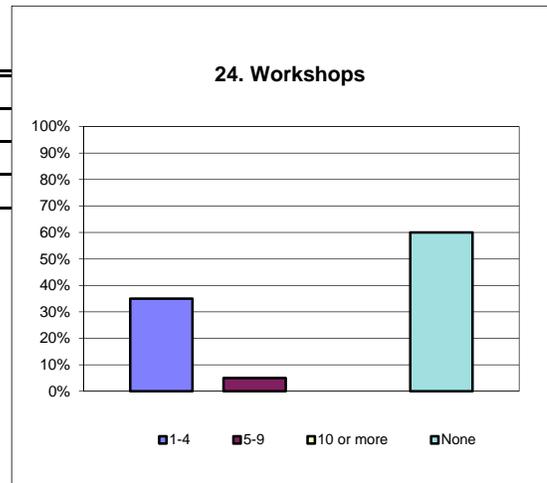
Response	N	%
1-4	3	15%
5-9	0	0%
10 or more	0	0%
None	17	85%
Total	20	100%



DA General Subject Tutoring Center Survey, Spring 2013

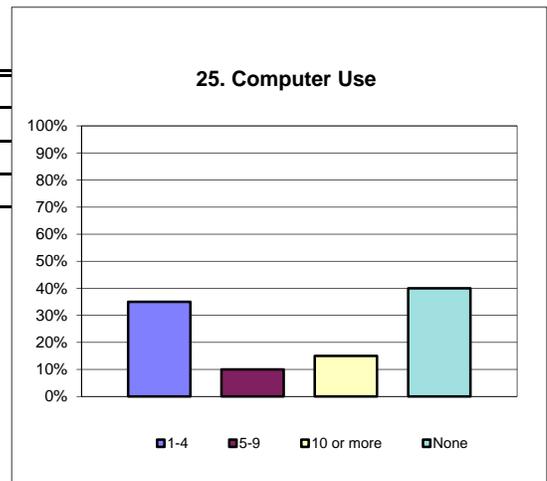
24. Workshops

Response	N	%
1-4	7	35%
5-9	1	5%
10 or more	0	0%
None	12	60%
Total	20	100%



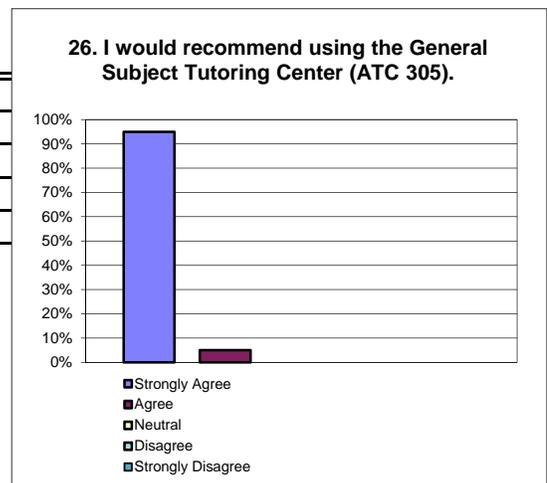
25. Computer Use

Response	N	%
1-4	7	35%
5-9	2	10%
10 or more	3	15%
None	8	40%
Total	20	100%



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

Response	N	%
Strongly Agree	19	95%
Agree	1	5%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	20	100%



DA General Subject Tutoring Center Survey, Spring 2013

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

Comments Written by Students

Above all, all I can say is the tutoring.

From my tutor Elaine, she is awesome. She did everything to help me. I never got a tutor than understand me so much and help me all the way ...I will never pass my class without her help. Again thanks for hire Elaine. Thanks u

Having a tutor work with me and worked out to see where I messed up.

He helped me understand why I was having trouble and gave me solutions to overcome them.

Help with mathematics!

His willingness to tolerate my lack of understanding for the subject. He was great. I just never understood cost accounting. Not a reflection on him.

Homework help

Its great that there is help for subjects students struggles on.

Jaimee is always available and so helpful. She is prepared and always ready to help with whatever I need. She is also a very nice person! :)

Printing after going a tutor session

They work at least.

Tutors explain problems carefully

Tutors really took their time to explain the subject/problem to you. They made you think and work for your answer so that you understand it. If for some reason you did not understand then they will break it down and explain it to you in the best possible way they can. over all i have been very satisfied with their help.

Workshop

29. How can we improve our services?

Comments Written by Students

Getting more computer or do something with computers during rush hour

Have more tutors

Have some of the Asain tutors be more attentive to their tutee. I think they socialize a lot with each other and they are noisy. It is hard to concentrate - in the Accounting area.

I just picked all for "strongly Agree." Because I didn't read them, and i mostly use ur help for my essays. I want to say that your center needs to train your tutors more. I mean they are smart, intelligent people. But there is one issue about the..... I always use the service for my grammar only, and they (3 tutors) told me that my grammar is fine. I really believe what they say too. In fact, I got a B because on my essay because of the grammar issue (Ewrt1a. IS THIS BECAUSE YOU DO NOT DO THE PROOFREAD FOR ME? If yes, please do put a big sign in front of the center saying that we don't do grammar!!! It's stupid to hear people say my grammar is fine!

I think their should be a weekly group tutoring session. The tutor can go over the chapter the students learned for the week as a refresher.

I think they are really good.

If you could get like a couple more Kens and maybe five Yukis, you'd be in impeccable shape. But since that's impossible, keep up the good work.

Just keep it up.

More hour for weekly tutoring

More review workshops for math 12 tailored to each instructor. The ones for accounting were very helpful!

Open early, close late

Please have more workshop

DA General Subject Tutoring Center Survey, Spring 2013

30. Any other comments or concerns?

Comments Written by Students

Also, I think you have to tell some of the tutors to have hygiene. I could hardly breathe with one that has really a bad breath. He is nice and helpful, but working closely with someone at all times, I believe hygiene is important.

Give some funds for flexible printing services

Good Work! I wish you a wonderful summer! Thank you!

I want to make sure that my answers have zero reflection on ken. He was a fantastic tutor. I just don't get al
I was told I couldn't use tutoring because I was taking adjunct. If I knew earlier I would have dropped by more often.
I only knew I could drop in only yesterday.

More qualified tutors please . They are more helpful than my instructor in some way

Thank you, the tutoring is a great help.

That is all I say, by the way watch some of your tutors that are very lazy and always chat to their friends. It's annoying to hear, and we pay money for guys to work to9o!

Yes, I like the idea that if the tutor does not know the answer he will ask another tutor and not change the subject or give me half an answer.



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