

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

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Date: 8/7/2014

Subject: General Subject Tutoring Survey, 2013-14

A survey of the General Subject Tutoring Center was conducted at the end of the summer and winter quarters of 2013-14. Students who received tutoring at the General Subject Tutoring Center were given the opportunity to participate in the survey. This resulted in 44 valid respondents.

The subjects covered in the General Subject Tutoring Subject Center include:

Accounting
Economics
Foreign Language
History
Political Science
Psychology
Other

Important Highlights Include:

- 66% of respondents stated they used Drop-In (Walk-in) to get immediate tutoring assistance, 63% of respondents used the Weekly Individual Tutoring Center, 20% used Group Tutoring, 10% used the In-Class Tutoring (TA), and 2% used Other tutoring services.
- 68% of respondents received tutoring in Accounting, 17% in Economics, 12% in Psychology, 10% in Foreign Language, 2% in Political Science, and 17% in other subjects.
- 93% of respondents stated they will receive a grade of C or better after using the General Subject Tutoring Center. When the same students were asked what grade they would receive without having used the General Subject Tutoring Center, only 73% said they would pass with a C or better.
- 91% of respondents 'Strongly Agree' and 21% 'Agree' that the staff was friendly and helpful and that they would recommend using the General Subject Tutoring Center.
- 89% of respondents 'Strongly Agree' and 21% 'Agree' that the tutor was willing to listen to their questions and concerns and that the tutor was patient.
- 88% of the students 'Strongly Agree' and 36% 'Agree' that the tutor knew and understood the subject matter.
- 86% of the respondents 'Strongly Agree' or "Agree' that the tutor clearly explained the policies and procedures for using the services in the center and that the tutor explained the material and concepts clearly.

General Subject Tutoring Center Survey

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
General Subject Tutoring ATC 305	1.00	34	87.18	
Writing Reading Center ATC 309	2.00	12	30.77	
Skills Center ATC 302	3.00	2	5.13	
Listening Speaking Center ATC 304	4.00	1	2.56	
Math Science Resource Center S 43	5.00	7	17.95	
Math Performance Success S 43	6.00	7	17.95	
Total Valid		39	100.00	
Missing		5		
Total		44		

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
Accounting	1.00	28	68.29	
Economics	2.00	7	17.07	
Foreign Language	3.00	4	9.76	
History	4.00	0	0.00	
Political Science	5.00	1	2.44	
Psychology	6.00	5	12.20	
Other	7.00	7	17.07	
Total Valid		41	100.00	
Missing		3		
Total		44		

General Subject Tutoring Center Survey

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

Mean: -

Response	Value	Frequency	Valid Percent	Graph
Weekly Individual	1.00	26	63.41	
Drop-In Walk-In	2.00	27	65.85	
Group Tutoring	3.00	8	19.51	
In-class tutoring TA	4.00	4	9.76	
Other	5.00	1	2.44	
Total Valid		41	100.00	
Missing		3		
Total		44		

4. The staff was friendly and helpful.

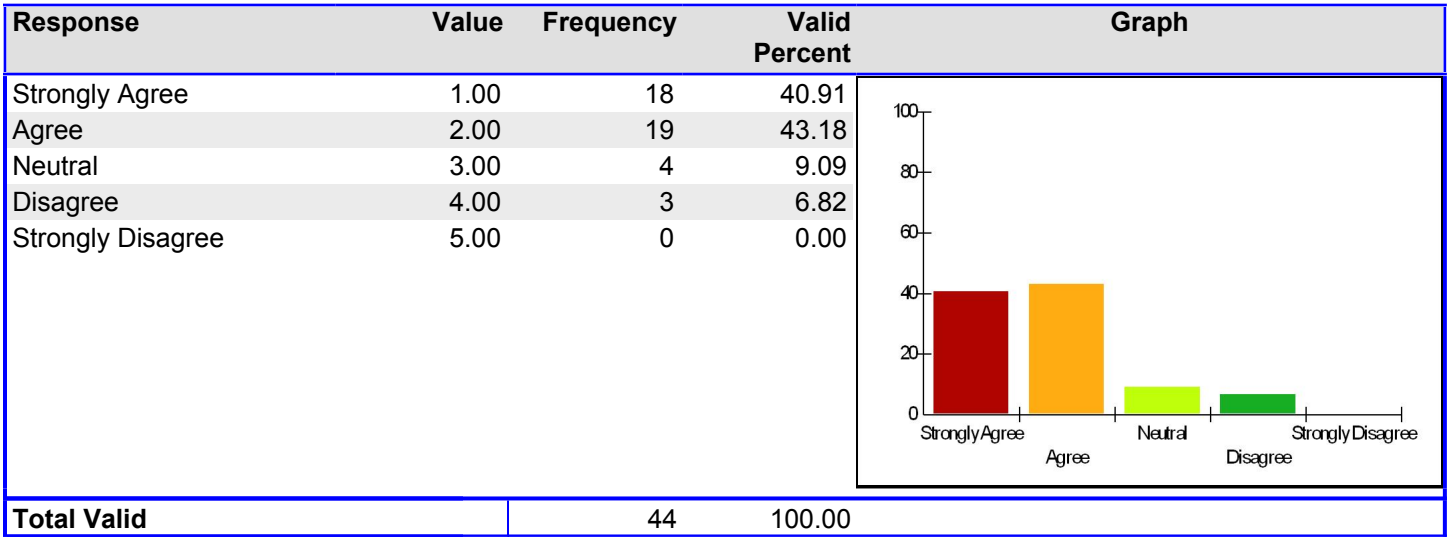
Mean: 1.57

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	25	56.82	
Agree	2.00	15	34.09	
Neutral	3.00	2	4.55	
Disagree	4.00	2	4.55	
Strongly Disagree	5.00	0	0.00	
Total Valid		44	100.00	

General Subject Tutoring Center Survey

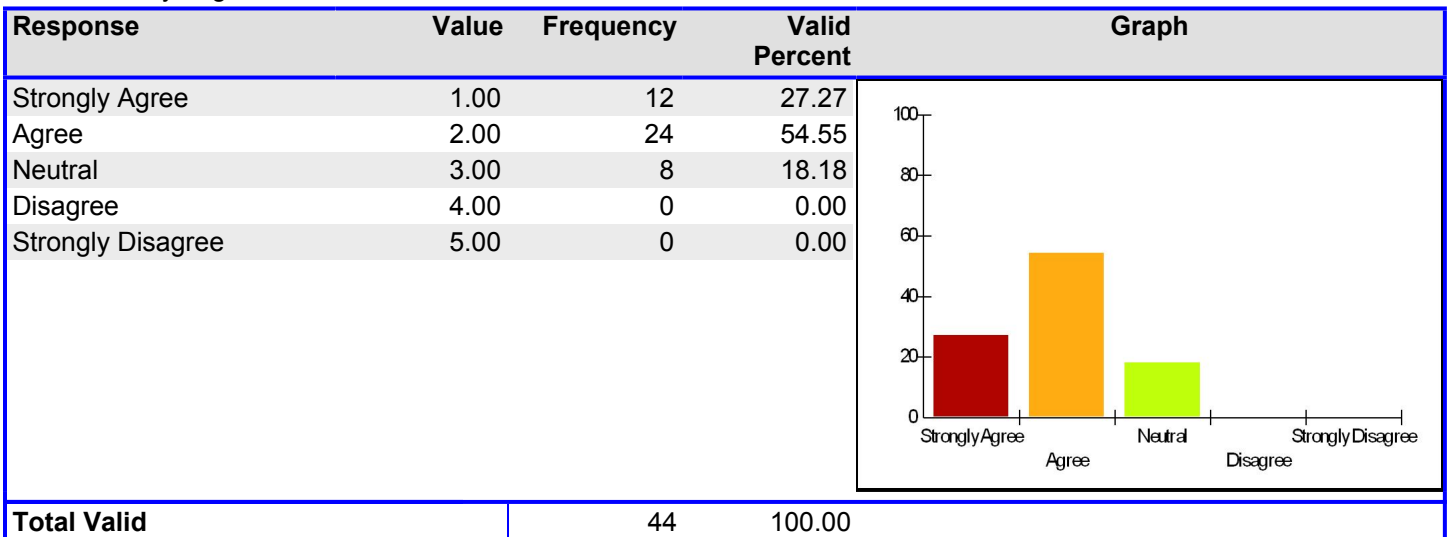
5. The staff took the time to answer my questions and explain how tutoring works.

Mean: 1.82



6. It was easy to get a tutor.

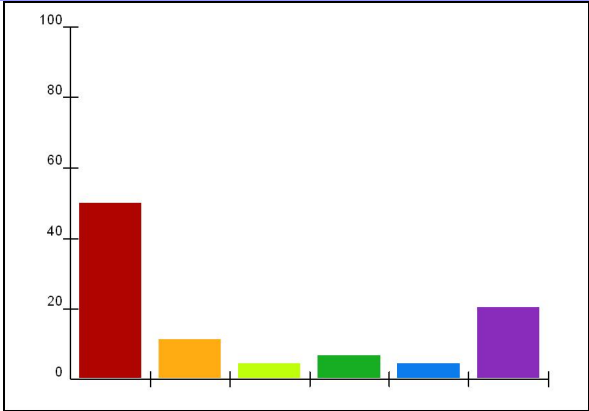
Mean: 1.91



General Subject Tutoring Center Survey

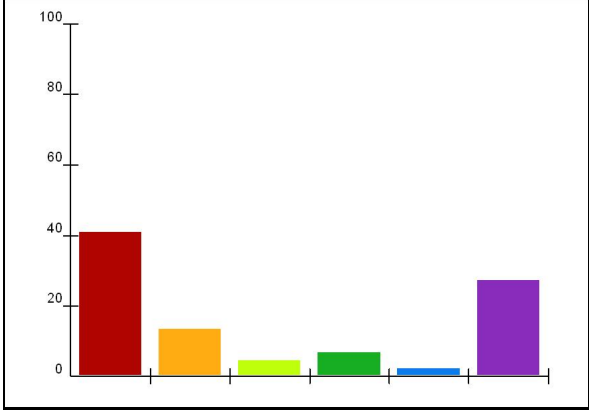
7. For the weekly individual tutoring, the tutor was on time for the session(s).

Mean: 2.65

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	22	51.16	
Agree	2.00	5	11.63	
Neutral	3.00	2	4.65	
Disagree	4.00	3	6.98	
Strongly Disagree	5.00	2	4.65	
No Opinion/Not Applicable	6.00	9	20.93	
Total Valid		43	100.00	
Missing		1		
Total		44		

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

Mean: 2.98

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	18	42.86	
Agree	2.00	6	14.29	
Neutral	3.00	2	4.76	
Disagree	4.00	3	7.14	
Strongly Disagree	5.00	1	2.38	
No Opinion/Not Applicable	6.00	12	28.57	
Total Valid		42	100.00	
Missing		2		
Total		44		

General Subject Tutoring Center Survey

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

Mean: 1.74

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	19	44.19	
Agree	2.00	18	41.86	
Neutral	3.00	4	9.30	
Disagree	4.00	2	4.65	
Strongly Disagree	5.00	0	0.00	
Total Valid		43	100.00	
Missing		1		
Total		44		

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

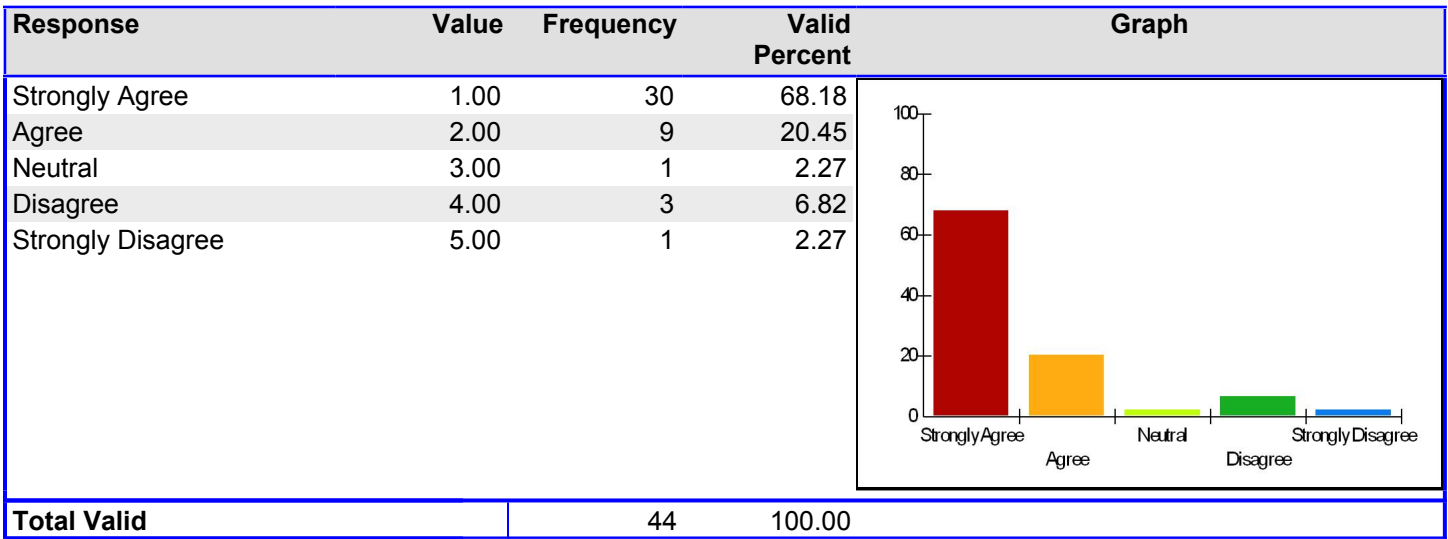
Mean: 1.50

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	29	65.91	
Agree	2.00	10	22.73	
Neutral	3.00	3	6.82	
Disagree	4.00	2	4.55	
Strongly Disagree	5.00	0	0.00	
Total Valid		44	100.00	

General Subject Tutoring Center Survey

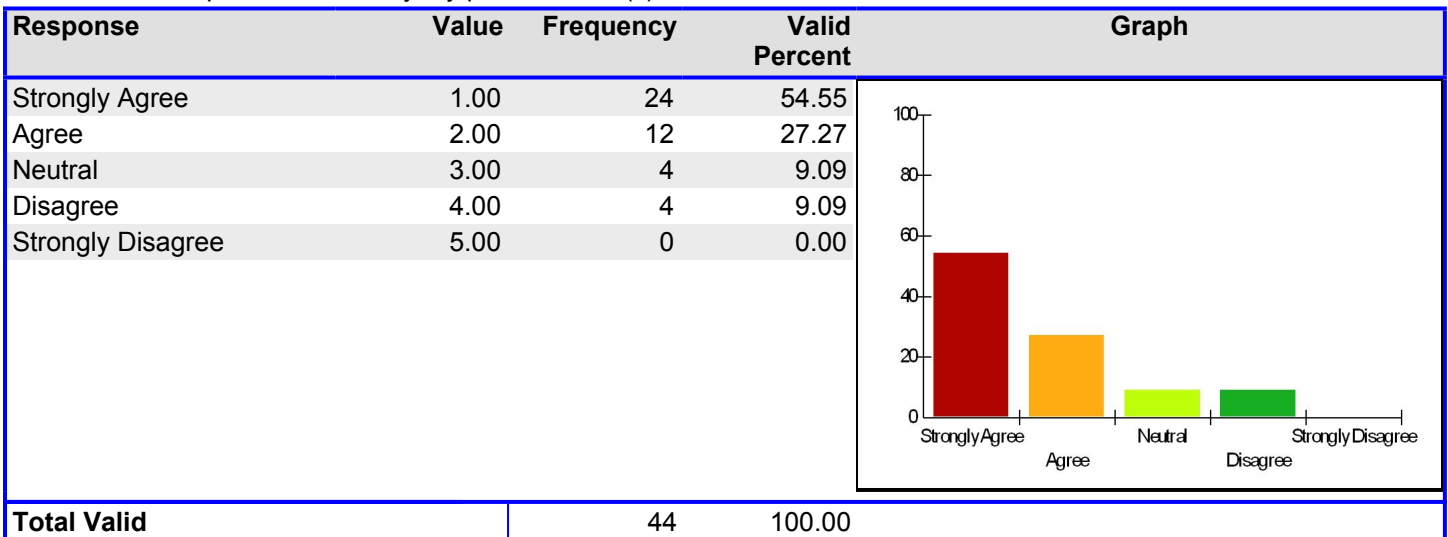
11. The tutor was patient.

Mean: 1.55



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

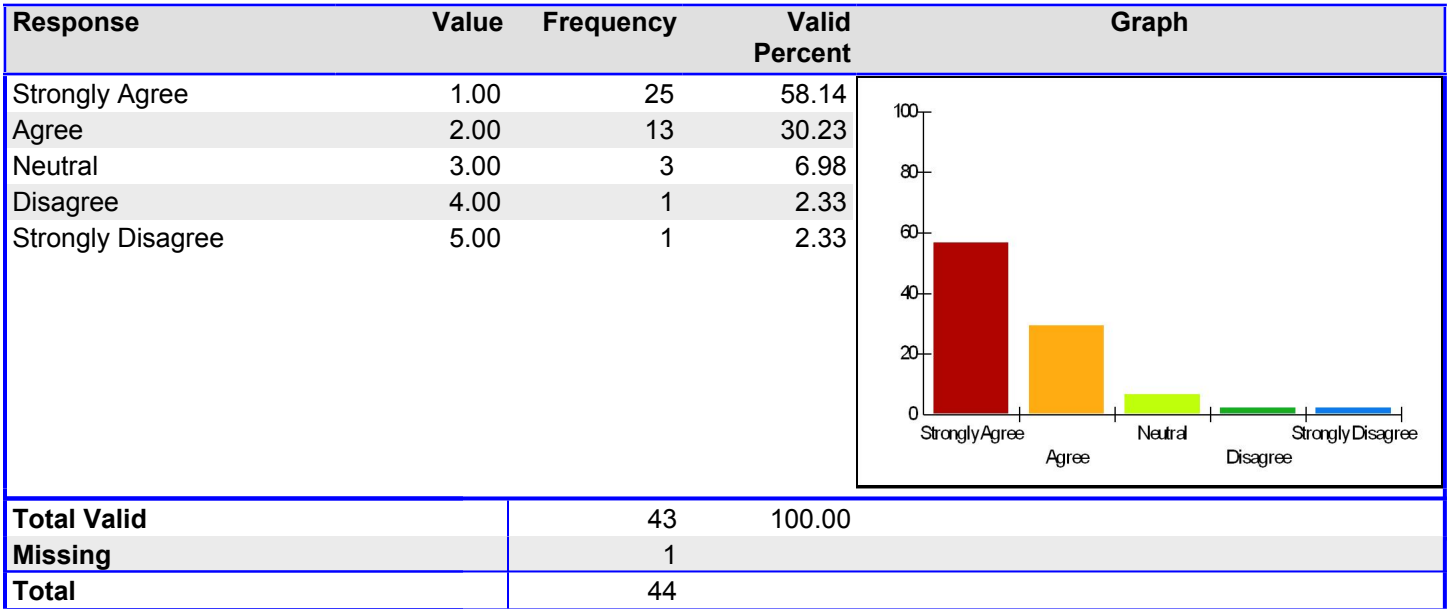
Mean: 1.73



General Subject Tutoring Center Survey

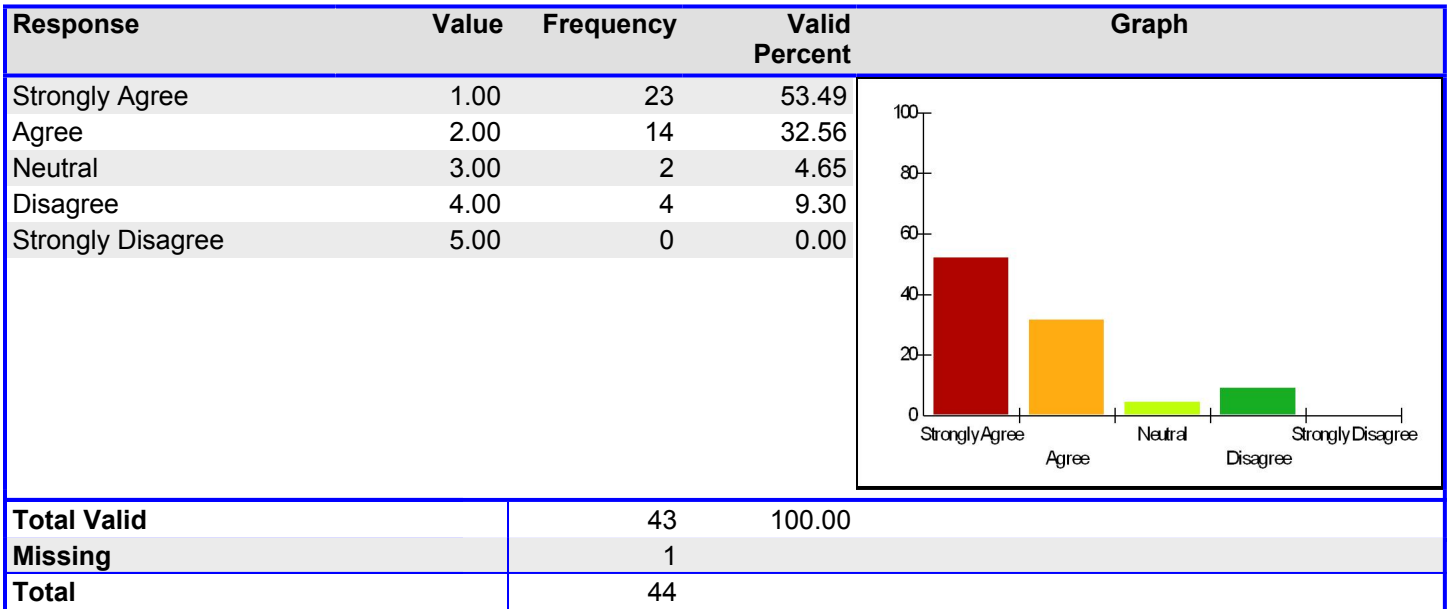
13. The tutor knew and understood the subject matter.

Mean: 1.60



14. The tutor explained the material and concepts clearly.

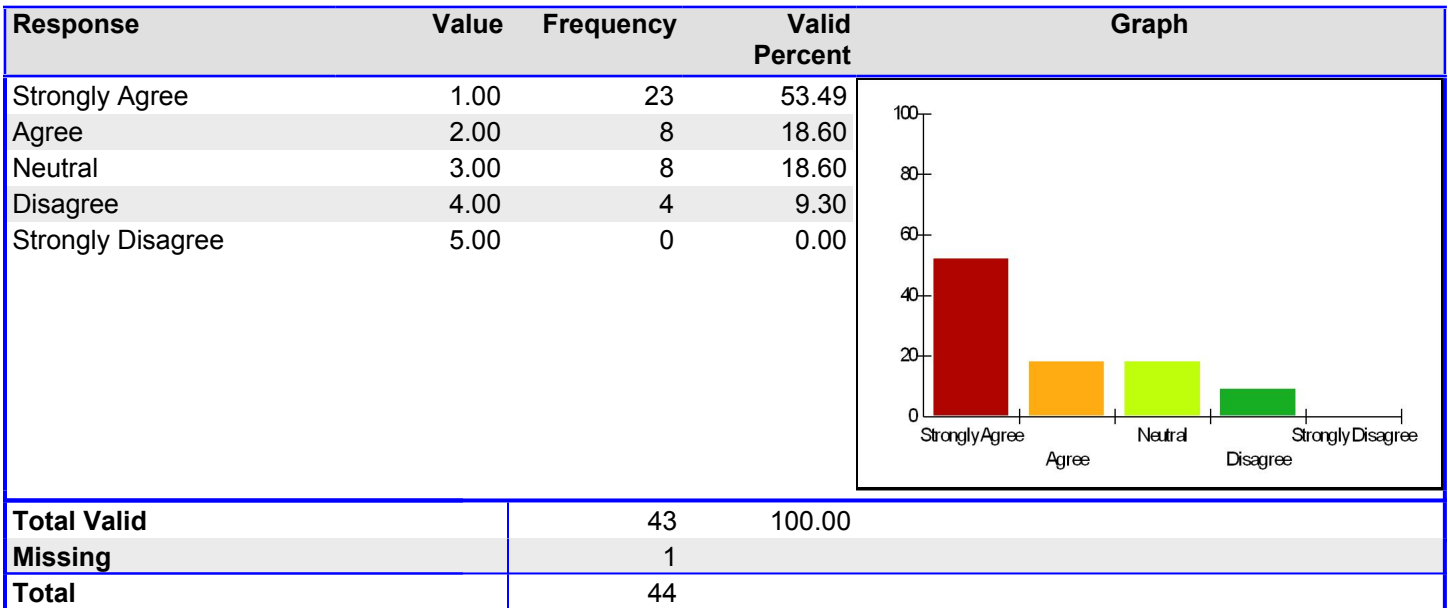
Mean: 1.70



General Subject Tutoring Center Survey

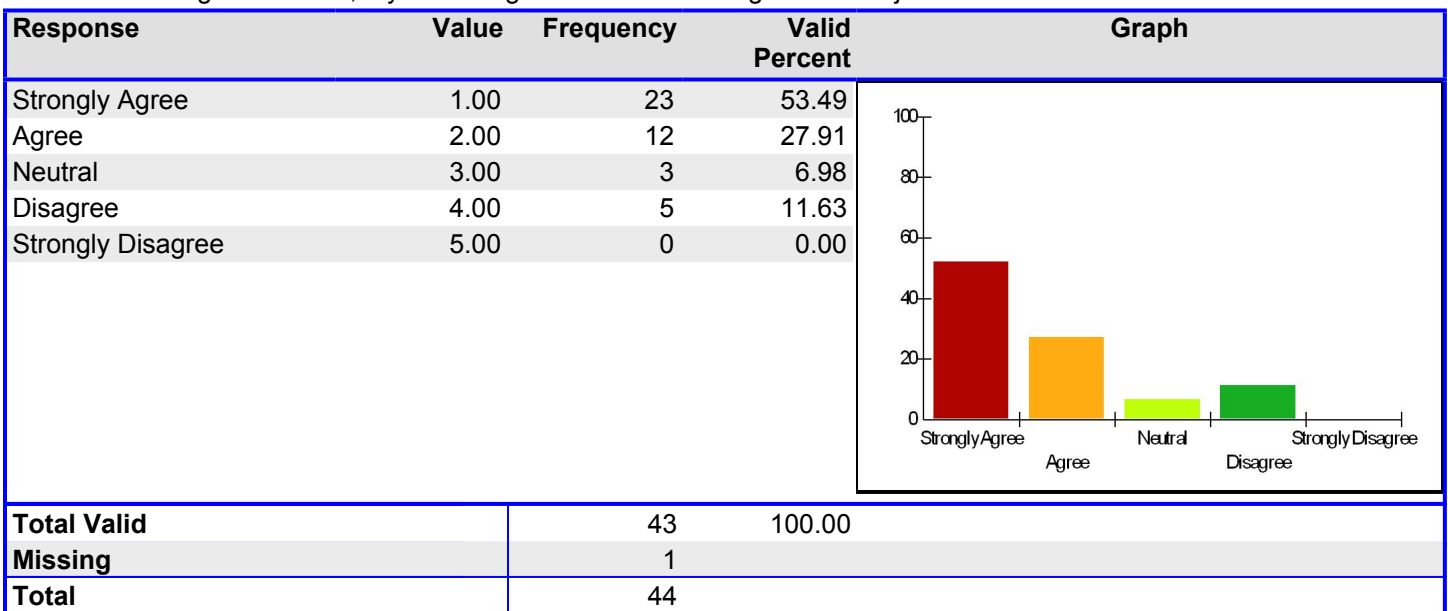
15. My tutor helped me develop more effective study strategies.

Mean: 1.84



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

Mean: 1.77



General Subject Tutoring Center Survey

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

Mean: 1.86

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	17	38.64	
Agree	2.00	19	43.18	
Neutral	3.00	5	11.36	
Disagree	4.00	3	6.82	
Strongly Disagree	5.00	0	0.00	
Total Valid		44	100.00	

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

Mean: 1.84

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	19	44.19	
Agree	2.00	15	34.88	
Neutral	3.00	6	13.95	
Disagree	4.00	3	6.98	
Strongly Disagree	5.00	0	0.00	
Total Valid		43	100.00	
Missing		1		
Total		44		

General Subject Tutoring Center Survey

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

Mean: 2.91

Response	Value	Frequency	Valid Percent	Graph
A	1.00	5	11.36	
B	2.00	13	29.55	
C	3.00	14	31.82	
D	4.00	9	20.45	
F	5.00	1	2.27	
Pass	6.00	1	2.27	
No Pass	7.00	0	0.00	
Dropped/Withdrew	8.00	1	2.27	
Total Valid		44	100.00	

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

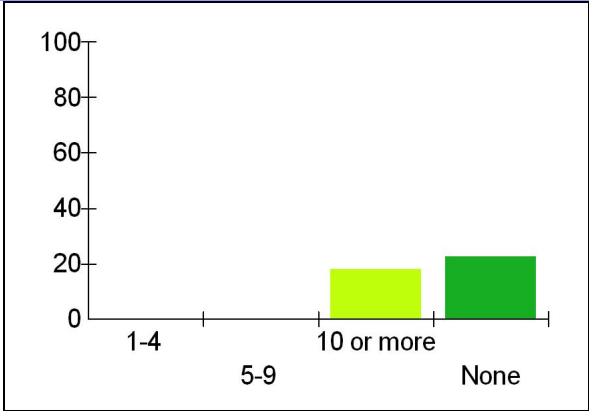
Mean: 1.93

Response	Value	Frequency	Valid Percent	Graph
A	1.00	22	50.00	
B	2.00	12	27.27	
C	3.00	7	15.91	
D	4.00	0	0.00	
F	5.00	1	2.27	
Pass	6.00	1	2.27	
No Pass	7.00	1	2.27	
Dropped/Withdrew	8.00	0	0.00	
Total Valid		44	100.00	

General Subject Tutoring Center Survey

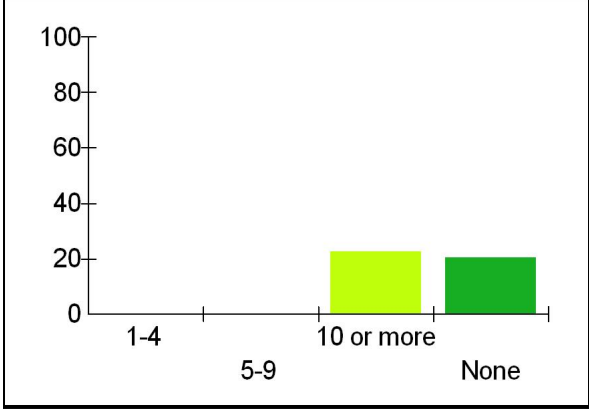
21. Weekly Individual Tutoring

Mean: 3.56

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	 <p>The bar chart displays the percentage distribution for the '10 or more' and 'None' categories. The y-axis represents percentage from 0 to 100. The '10 or more' category has a value of 44.44% (represented by a light green bar), and the 'None' category has a value of 55.56% (represented by a dark green bar). The categories '1-4' and '5-9' have 0% and are not visible on the chart.</p>
5-9	2.00	0	0.00	
10 or more	3.00	8	44.44	
None	4.00	10	55.56	
Total Valid		18	100.00	
Missing		26		
Total		44		

22. Drop-In Tutoring

Mean: 3.47

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	 <p>The bar chart displays the percentage distribution for the '10 or more' and 'None' categories. The y-axis represents percentage from 0 to 100. The '10 or more' category has a value of 52.63% (represented by a light green bar), and the 'None' category has a value of 47.37% (represented by a dark green bar). The categories '1-4' and '5-9' have 0% and are not visible on the chart.</p>
5-9	2.00	0	0.00	
10 or more	3.00	10	52.63	
None	4.00	9	47.37	
Total Valid		19	100.00	
Missing		25		
Total		44		

General Subject Tutoring Center Survey

23. Group Tutoring

Mean: 3.88

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	
5-9	2.00	0	0.00	
10 or more	3.00	4	11.76	
None	4.00	30	88.24	
Total Valid		34	100.00	
Missing		10		
Total		44		

24. Workshops

Mean: 3.92

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	
5-9	2.00	0	0.00	
10 or more	3.00	2	8.33	
None	4.00	22	91.67	
Total Valid		24	100.00	
Missing		20		
Total		44		

General Subject Tutoring Center Survey

25. Computer Use

Mean: 3.70

Response	Value	Frequency	Valid Percent	Graph
1-4	1.00	0	0.00	
5-9	2.00	0	0.00	
10 or more	3.00	7	30.43	
None	4.00	16	69.57	
Total Valid		23	100.00	
Missing		21		
Total		44		

26. I would recommend using the General Subject Tutoring Center (ATC 305).

Mean: 1.37

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	33	76.74	
Agree	2.00	6	13.95	
Neutral	3.00	2	4.65	
Disagree	4.00	2	4.65	
Strongly Disagree	5.00	0	0.00	
Total Valid		43	100.00	
Missing		1		
Total		44		



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