

De Anza College Office of Institutional Research and Planning

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

From: Mallory Newell, De Anza Research

Nergal Issaie, Student Assistant

Date: 05/03/2013

Subject: General Subject Tutoring Center Survey, Winter 2013

A survey of General Subject Tutoring Center was conducted at the end of the Winter 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 23 valid respondents.

Important Highlights Include:

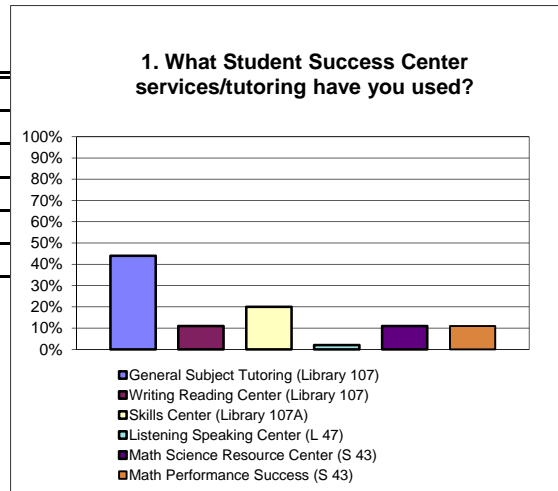
- 91% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns; and the tutor was patient; and they would recommend using the General Subject Tutoring Center (Library 107).
- 87% of respondents “Agree” or “Strongly Agree” that the staff took the time to answer their questions and explain how tutoring works.
- 83% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful; and it was easy to get a tutor.
- 82% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 69% of respondents “Agree” or “Strongly Agree” that the tutor clearly explained the policies and procedures for using the services in the center.
- 52% of respondents stated they had requested help for Accounting, 24% had requested help for Economics, 8% had requested help for Foreign Language, and 4% had requested help for Psychology. Also, 12% of respondents selected “Other.”
- 45% of respondents reported that they used Drop-In (Walk-In) tutoring, 32% used Weekly Individual tutoring, 18% used Group Tutoring, and 5% used In-class tutoring (TA).
- 44% of respondents stated they had used the General Subject Tutoring (Library 107), 20% had used the Skills Center (Library 107A), 11% had used each Writing Reading Center (Library 107), Math Science Resource Center (S 43), and Math Performance Success (S 43), and 2% had used the Listening Speaking Center (L 47).

DA General Subject Tutoring Center Survey, Winter 2013

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

Response	N	%
General Subject Tutoring (Library 107)	20	44%
Writing Reading Center (Library 107)	5	11%
Skills Center (Library 107A)	9	20%
Listening Speaking Center (L 47)	1	2%
Math Science Resource Center (S 43)	5	11%
Math Performance Success (S 43)	5	11%
Total	45	100%

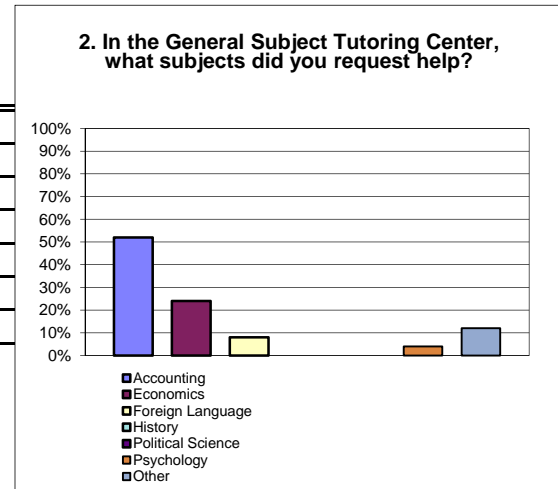
* The answers were distributed across groups.



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

Response	N	%
Accounting	13	52%
Economics	6	24%
Foreign Language	2	8%
History	0	0%
Political Science	0	0%
Psychology	1	4%
Other	3	12%
Total	25	100%

* The answers were distributed across groups.

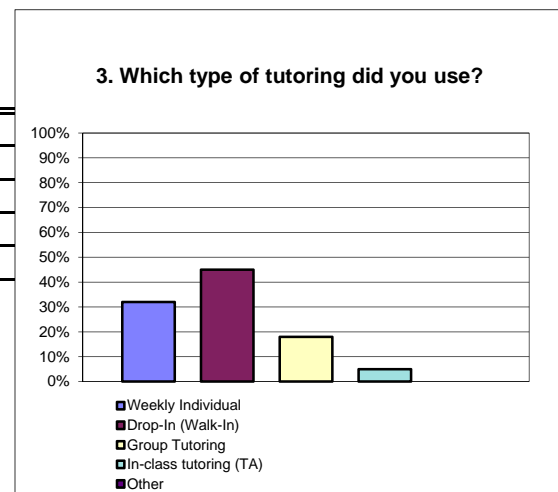


*** 3. Which type of tutoring did you use?**

Check all that apply.

Response	N	%
Weekly Individual	12	32%
Drop-In (Walk-In)	17	45%
Group Tutoring	7	18%
In-class tutoring (TA)	2	5%
Other	0	0%
Total	38	100%

* The answers were distributed across groups.

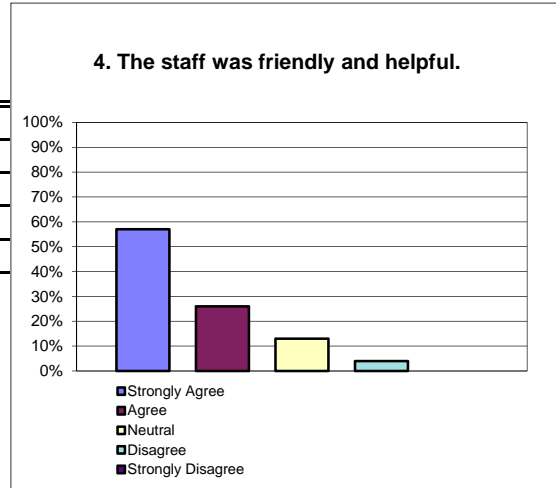


DA General Subject Tutoring Center Survey, Winter 2013

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

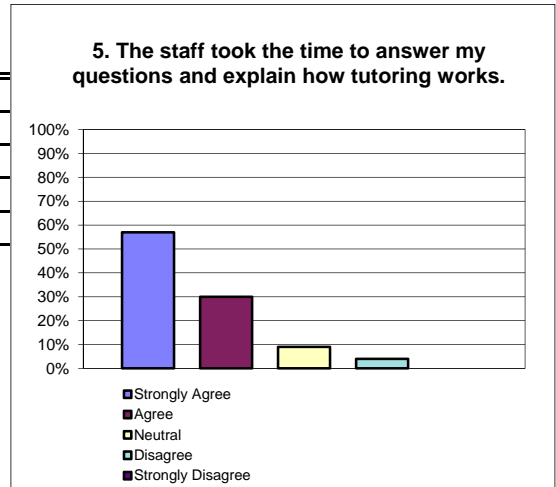
4. The staff was friendly and helpful.

Response	N	%
Strongly Agree	13	57%
Agree	6	26%
Neutral	3	13%
Disagree	1	4%
Strongly Disagree	0	0%
Total	23	100%



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

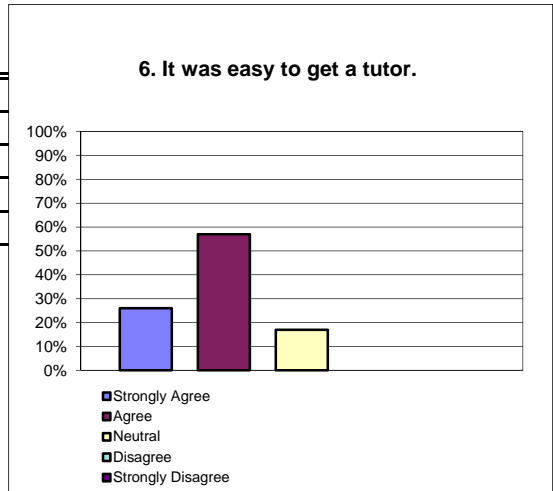
Response	N	%
Strongly Agree	13	57%
Agree	7	30%
Neutral	2	9%
Disagree	1	4%
Strongly Disagree	0	0%
Total	23	100%



DA General Subject Tutoring Center Survey, Winter 2013

6. It was easy to get a tutor.

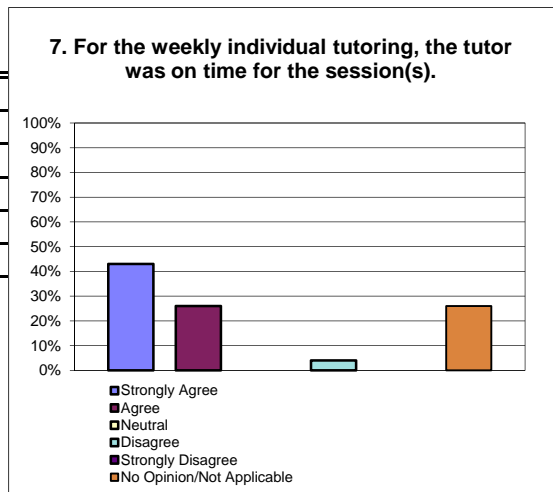
Response	N	%
Strongly Agree	6	26%
Agree	13	57%
Neutral	4	17%
Disagree	0	0%
Strongly Disagree	0	0%
Total	23	100%



Tutor and Tutoring Sessions:

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

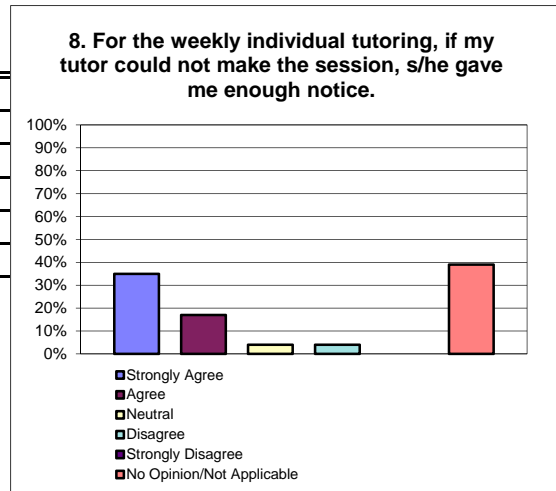
Response	N	%
Strongly Agree	10	43%
Agree	6	26%
Neutral	0	0%
Disagree	1	4%
Strongly Disagree	0	0%
No Opinion/Not Applicable	6	26%
Total	23	100%



DA General Subject Tutoring Center Survey, Winter 2013

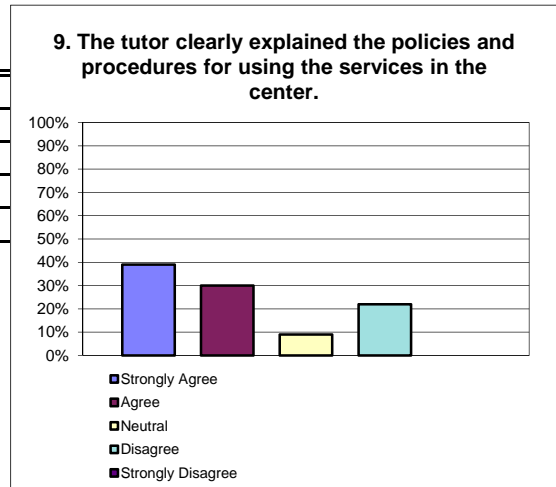
8. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.

Response	N	%
Strongly Agree	8	35%
Agree	4	17%
Neutral	1	4%
Disagree	1	4%
Strongly Disagree	0	0%
No Opinion/Not Applicable	9	39%
Total	23	100%



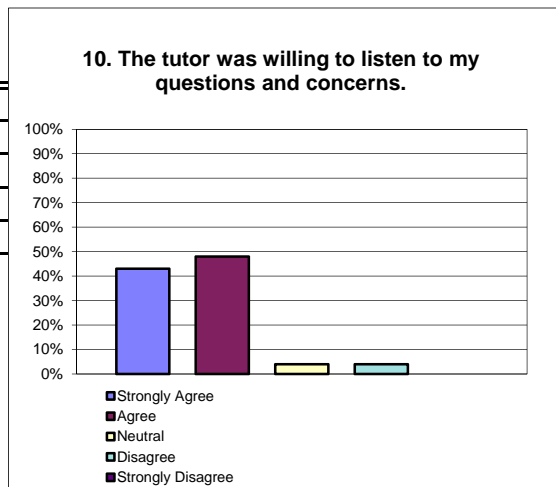
9. The tutor clearly explained the policies and procedures for using the services in the center.

Response	N	%
Strongly Agree	9	39%
Agree	7	30%
Neutral	2	9%
Disagree	5	22%
Strongly Disagree	0	0%
Total	23	100%



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

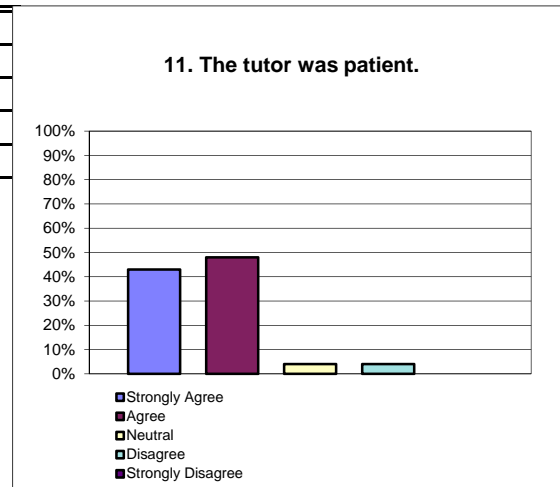
Response	N	%
Strongly Agree	10	43%
Agree	11	48%
Neutral	1	4%
Disagree	1	4%
Strongly Disagree	0	0%
Total	23	100%



DA General Subject Tutoring Center Survey, Winter 2013

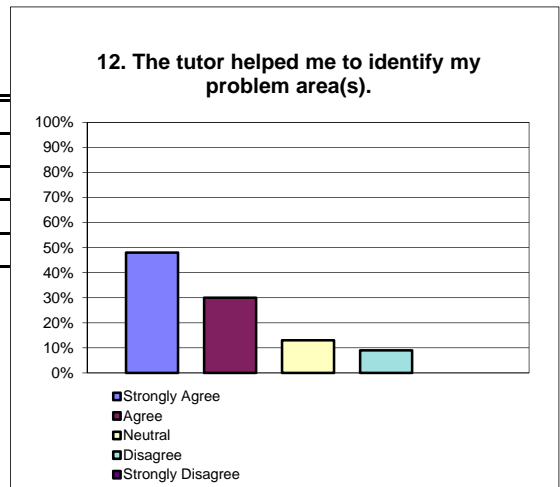
11. The tutor was patient.

Response	N	%
Strongly Agree	10	43%
Agree	11	48%
Neutral	1	4%
Disagree	1	4%
Strongly Disagree	0	0%
Total	23	100%



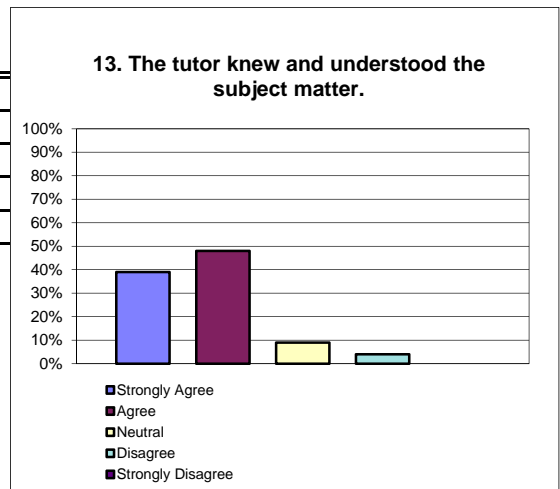
12. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	11	48%
Agree	7	30%
Neutral	3	13%
Disagree	2	9%
Strongly Disagree	0	0%
Total	23	100%



13. The tutor knew and understood the subject matter.

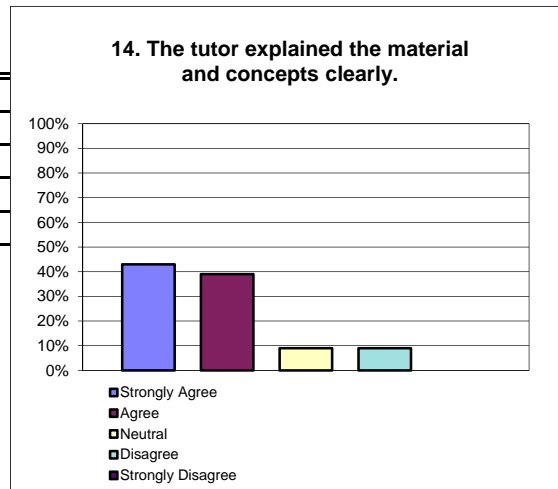
Response	N	%
Strongly Agree	9	39%
Agree	11	48%
Neutral	2	9%
Disagree	1	4%
Strongly Disagree	0	0%
Total	23	100%



DA General Subject Tutoring Center Survey, Winter 2013

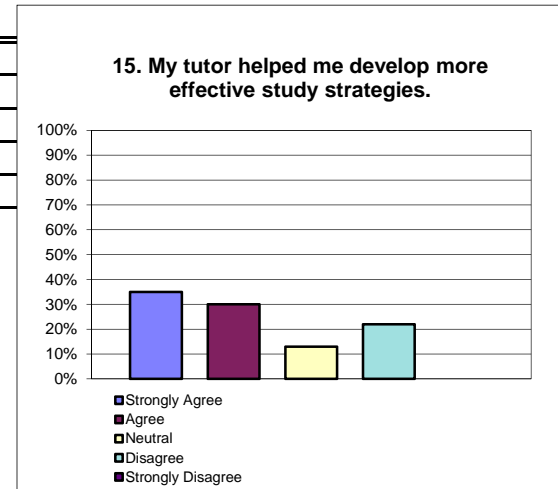
14. The tutor explained the material and concepts clearly.

Response	N	%
Strongly Agree	10	43%
Agree	9	39%
Neutral	2	9%
Disagree	2	9%
Strongly Disagree	0	0%
Total	23	100%



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

Response	N	%
Strongly Agree	8	35%
Agree	7	30%
Neutral	3	13%
Disagree	5	22%
Strongly Disagree	0	0%
Total	23	100%

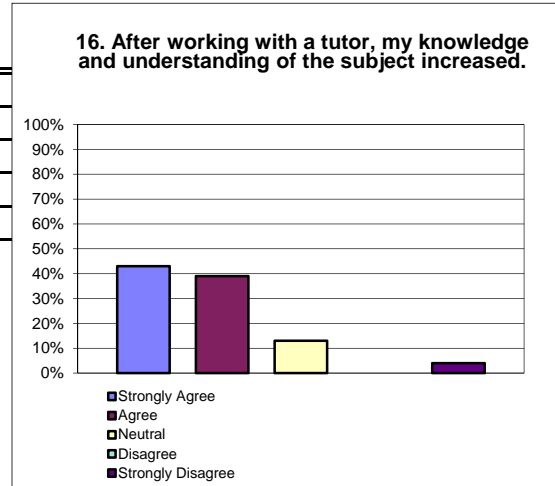


DA General Subject Tutoring Center Survey, Winter 2013

Student Outcomes:

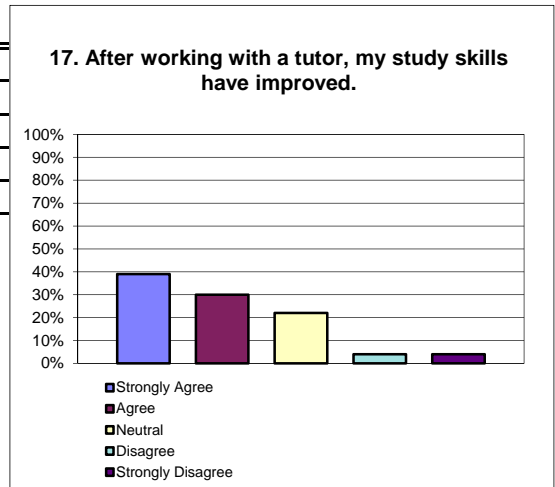
16. After working with a tutor, my knowledge and understanding of the subject increased.

Response	N	%
Strongly Agree	10	43%
Agree	9	39%
Neutral	3	13%
Disagree	0	0%
Strongly Disagree	1	4%
Total	23	100%



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

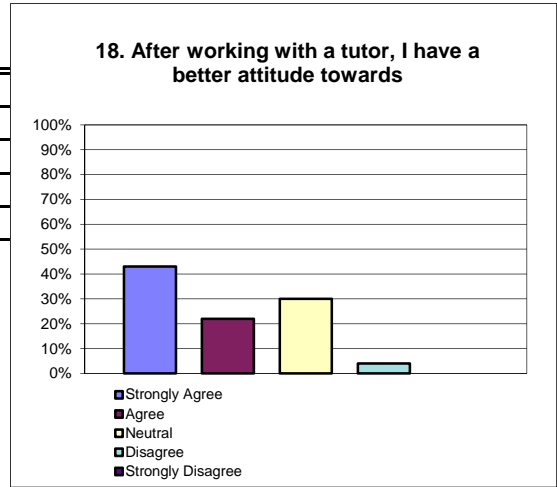
Response	N	%
Strongly Agree	9	39%
Agree	7	30%
Neutral	5	22%
Disagree	1	4%
Strongly Disagree	1	4%
Total	23	100%



DA General Subject Tutoring Center Survey, Winter 2013

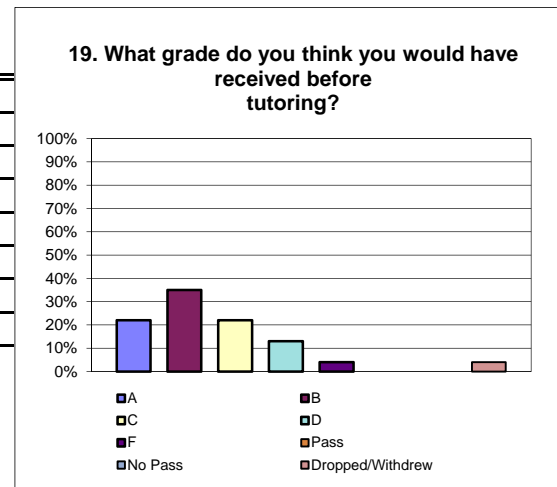
18. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	10	43%
Agree	5	22%
Neutral	7	30%
Disagree	1	4%
Strongly Disagree	0	0%
Total	23	100%



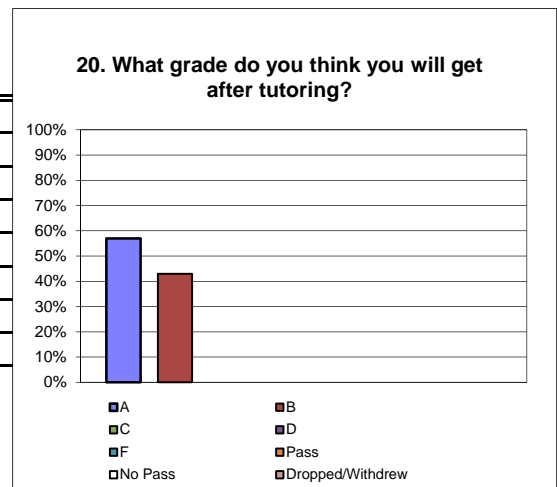
19. What grade do you think you would have received before tutoring?

Response	N	%
A	5	22%
B	8	35%
C	5	22%
D	3	13%
F	1	4%
Pass	0	0%
No Pass	0	0%
Dropped/Withdrew	1	4%
Total	23	100%



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

Response	N	%
A	13	57%
B	10	43%
C	0	0%
D	0	0%
F	0	0%
Pass	0	0%
No Pass	0	0%
Dropped/Withdrew	0	0%
Total	23	100%

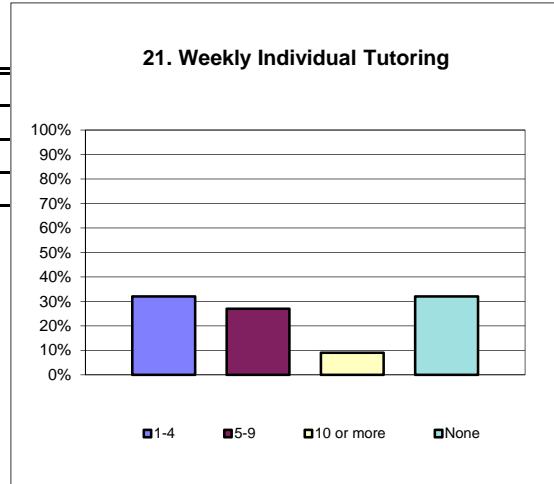


DA General Subject Tutoring Center Survey, Winter 2013

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

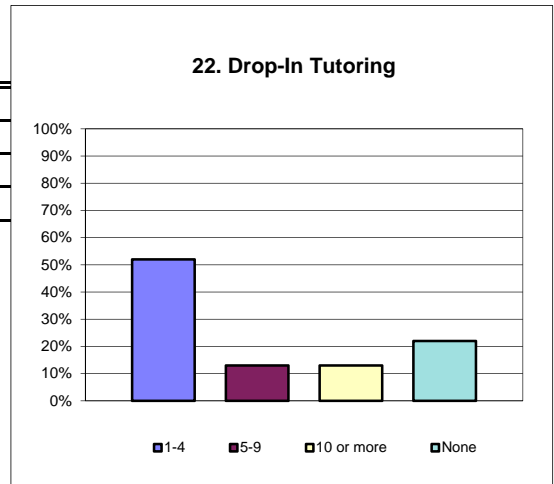
21. Weekly Individual Tutoring

Response	N	%
1-4	7	32%
5-9	6	27%
10 or more	2	9%
None	7	32%
Total	22	100%



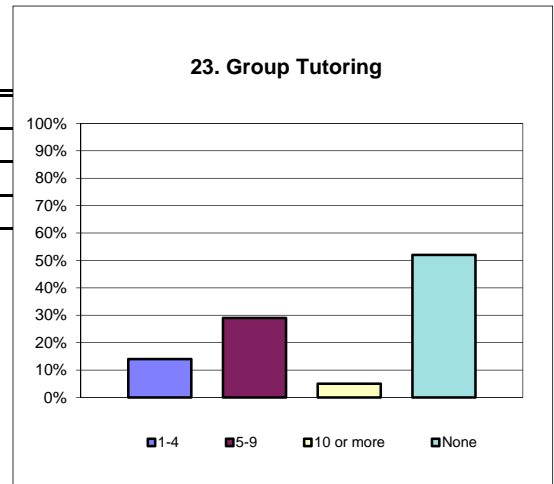
22. Drop-In Tutoring

Response	N	%
1-4	12	52%
5-9	3	13%
10 or more	3	13%
None	5	22%
Total	23	100%



23. Group Tutoring

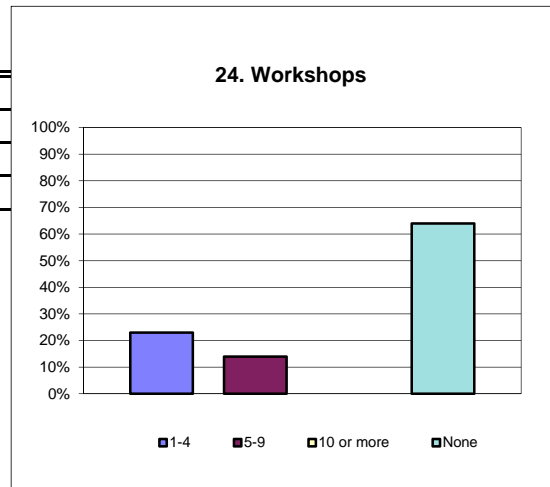
Response	N	%
1-4	3	14%
5-9	6	29%
10 or more	1	5%
None	11	52%
Total	21	100%



DA General Subject Tutoring Center Survey, Winter 2013

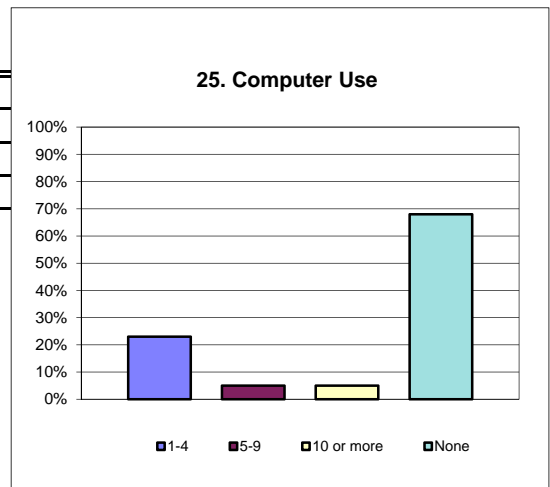
24. Workshops

Response	N	%
1-4	5	23%
5-9	3	14%
10 or more	0	0%
None	14	64%
Total	22	100%



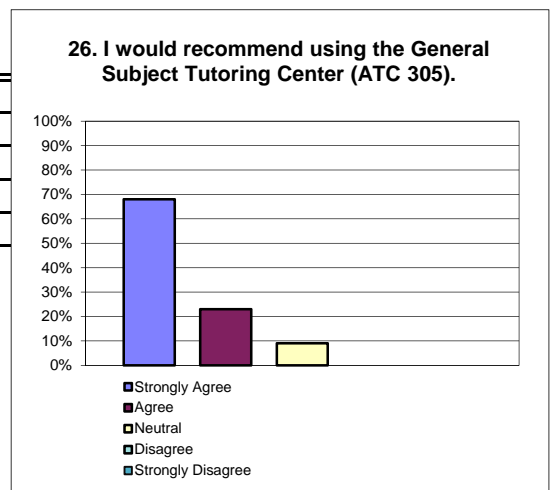
25. Computer Use

Response	N	%
1-4	5	23%
5-9	1	5%
10 or more	1	5%
None	15	68%
Total	22	100%



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

Response	N	%
Strongly Agree	15	68%
Agree	5	23%
Neutral	2	9%
Disagree	0	0%
Strongly Disagree	0	0%
Total	22	100%



DA General Subject Tutoring Center Survey, Winter 2013

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

Comments Written by Students

The tutor cleared any confusion that i had.

Economics and preparation on my exam

It has the computer system and references books

the one on one attention from all the tutors

Yuki was the best tutor!!

Experience in learning and asking, its better to know what your behind in by initiating questions.

Being able to talk to the person in charge of study skills about questions about labs etc.

The tutor for French 5

Practice

The information on the subjects I study.

Getting my questions answered.

The tutors are friendly, and walk you step by step through the problems needed to be understood.

Group Tutoring

The availability of the services.

Convenient and useful format

drop in

If I needed any help whatsoever with accounting, the tutors were always there to help me better understand the concepts of the material.

Being able to ask questions about concepts I did not understand and have someone dedicated to me. I feel I learn better on a one-on-one basis.

The tutors explained things that i don't understand

the most helpful part of service that I have received was quick answer to my doubts

Explain my confusion.

29. How can we improve our services?

Comments Written by Students

More math tutors please!

I don't go there so I cannot give any advice, but I would recommend you to update the browser system

more hours and if possible multiple sessions per week if needed

Its doing great not much should be improved, but you do have a limited range of finite math and business calculus oriented tutors. Its understandable since the demand for statistics is high. Other than that your services are great.

More computers for online access to online homework

Everything is great!

Have more accounting computers available.

Reevaluate some of your tutors because they don't seem to know their material very well. Make sure the weekly tutors commit to one time and one time only without changing the time almost every week.

More meeting times for class specific general subject tutoring

More computers!!!!!!

DA General Subject Tutoring Center Survey, Winter 2013

There should be more tutors for drop-in tutoring. I went in to get help before my midterm because there were some concepts I still didn't understand and I ended up waiting over an hour just to get a tutor to tell me that the student sitting next to me could help. He wasn't a tutor. In fact, he was waiting for help too. They seemed very rushed and I was not tutored, so it can't even be called drop-in tutoring. If you guys have this service, you should have tutors dedicated to drop-ins and others dedicated to weekly sessions.

More subject that has tutoring

get more tutors because we are many students and not many tutors

30. Any other comments or concerns?

Comments Written by Students

Nope, other than that keep up the good work!

more computers available for accounting now that cengage is assigned for on campus homework

Nope thanks for helping me survive class.

You have provided amazing services in a timely and professional manner!

More computers!!!!!!

Thank you for this service! It made me relieve my stress and fright of accounting. My tutor eased the difficulty and made me see the brighter side of accounting. Seeing how calm and cool she was about it, and so knowledgeable, made me gather up the courage to not drop the class and study harder. I don't think I would have passed the class if it wasn't for the weekly sessions.

Thank you for supporting students, that way students will be able to accomplish our goals



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