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

From: Mallory Newell, De Anza Research
Tony Te, Research Assistant

Date: 8/7/2014

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

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).

Math, Science, and Technology Resources Center Survey

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

Response	Value	Frequency	Valid Percent	Graph
Writing Reading Center ATC-309	1.00	44	33.85	
General Subject Tutoring ATC-305	2.00	17	13.08	
Skills Center ATC-302	3.00	7	5.38	
Listening Speaking Center ATC-304	4.00	12	9.23	
None	5.00	75	57.69	
Total Valid		130	100.00	
Missing		14		
Total		144		

2. Which type of tutoring did you use in the MSTRC? Check all that apply.   Mean: -

Response	Value	Frequency	Valid Percent	Graph
Weekly Individual	1.00	27	20.30	
Drop-In Walk-In	2.00	112	84.21	
Group Tutoring	3.00	26	19.55	
In-Class TA	4.00	5	3.76	
MPS Drop-In	5.00	20	15.04	
Total Valid		133	100.00	
Missing		11		
Total		144		

3. In what subjects did you request help? Check all that apply.   Mean: -

Response	Value	Frequency	Valid Percent	Graph
Math	1.00	106	80.92	
Physics	2.00	19	14.50	
Chemistry	3.00	25	19.08	
Biology	4.00	8	6.11	
Other	5.00	17	12.98	

Total Valid		131	100.00	
Missing		13		
Total		144		

4. Which math course(s) did you request help with? Check all that apply.   Mean: -

Response	Value	Frequency	Valid Percent	Graph
210 212 114	1.00	41	31.06	
10 11 12	2.00	33	25.00	
Precalculus Calculus or above	3.00	47	35.61	
Other	4.00	6	4.55	
No Math Course or Not Applicable	5.00	23	17.42	

Total Valid		132	100.00	
Missing		12		
Total		144		

5. In the MSTRC, the staff was friendly and helpful.   Mean: 2.06

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	52	36.11	
Agree	2.00	54	37.50	
Neutral	3.00	22	15.28	
Disagree	4.00	10	6.94	
Strongly Disagree	5.00	6	4.17	
Total Valid		144	100.00	

6. The staff took the time to answer my questions and explain how tutoring works.   Mean: 2.12

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	47	32.87	
Agree	2.00	53	37.06	
Neutral	3.00	27	18.88	
Disagree	4.00	11	7.69	
Strongly Disagree	5.00	5	3.50	
Total Valid		143	100.00	
Missing		1		
Total		144		

7. It was easy to get a tutor.   Mean: 2.67

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	25	17.36	
Agree	2.00	41	28.47	
Neutral	3.00	45	31.25	
Disagree	4.00	23	15.97	
Strongly Disagree	5.00	10	6.94	
Total Valid		**144**	**100.00**	
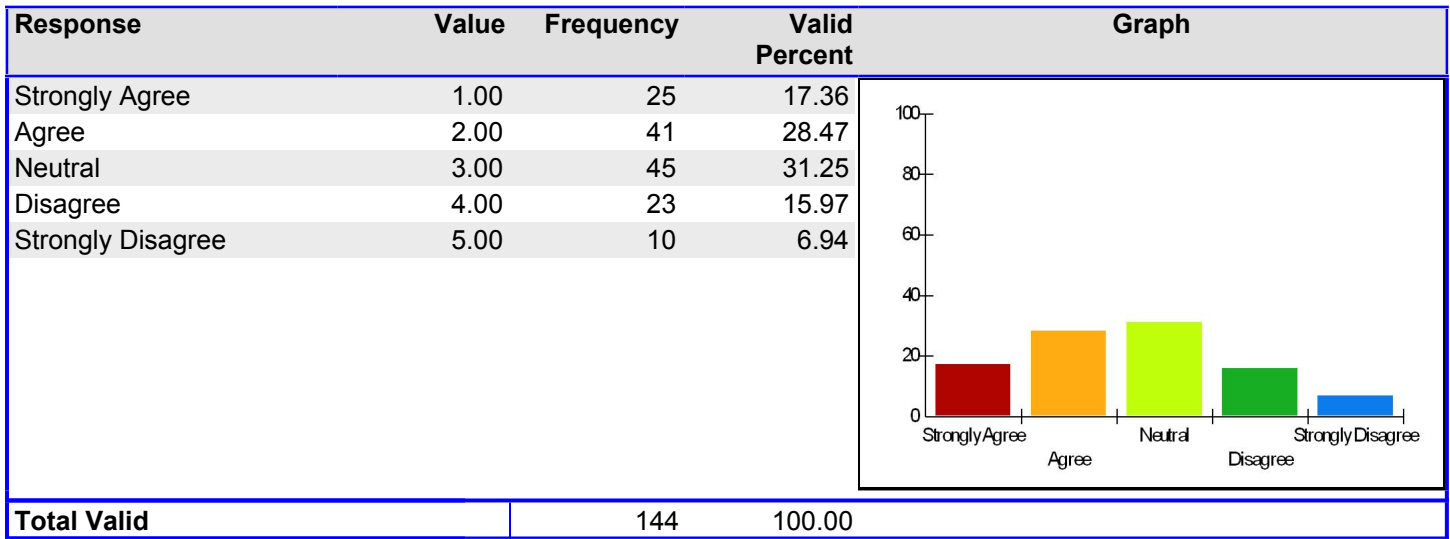
8. For the weekly individual tutoring, the tutor was on time for the session(s).   Mean: 4.16
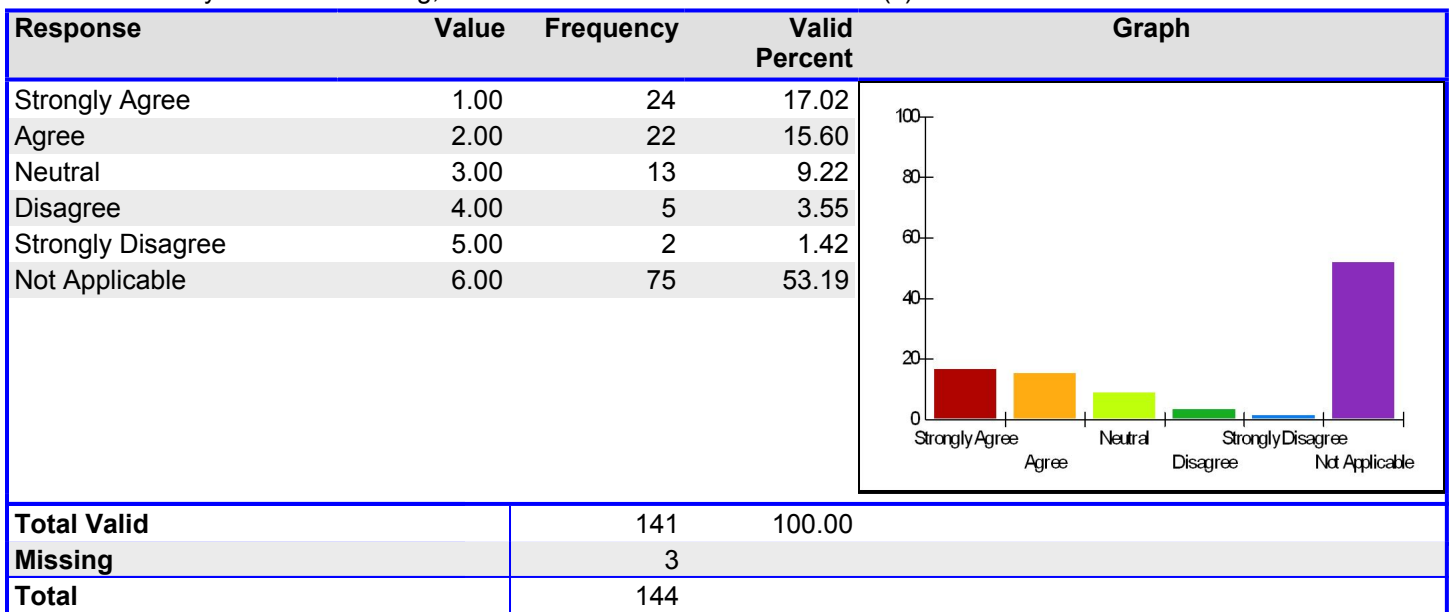
Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	24	17.02	
Agree	2.00	22	15.60	
Neutral	3.00	13	9.22	
Disagree	4.00	5	3.55	
Strongly Disagree	5.00	2	1.42	
Not Applicable	6.00	75	53.19	
Total Valid		**141**	**100.00**	
Missing		**3**		
Total		**144**		

9. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.   Mean: 4.67

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	12	8.51	
Agree	2.00	21	14.89	
Neutral	3.00	9	6.38	
Disagree	4.00	5	3.55	
Strongly Disagree	5.00	6	4.26	
Not Applicable	6.00	88	62.41	

Total Valid		141	100.00	
Missing		3		
Total		144		

10. The tutor clearly explained the policies and procedures for using the MSTRC services.   Mean: 2.70

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	27	19.15	
Agree	2.00	42	29.79	
Neutral	3.00	33	23.40	
Disagree	4.00	25	17.73	
Strongly Disagree	5.00	14	9.93	

Total Valid		141	100.00	
Missing		3		
Total		144		

11. The tutor was willing to listen to my questions and concerns.   Mean: 1.95

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	50	35.71	
Agree	2.00	62	44.29	
Neutral	3.00	17	12.14	
Disagree	4.00	7	5.00	
Strongly Disagree	5.00	4	2.86	
Total Valid		140	100.00	
Missing		4		
Total		144		

12. The tutor was patient.   Mean: 2.01

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	52	36.88	
Agree	2.00	54	38.30	
Neutral	3.00	23	16.31	
Disagree	4.00	6	4.26	
Strongly Disagree	5.00	6	4.26	
Total Valid		141	100.00	
Missing		3		
Total		144		

13. The tutor helped me to identify my problem area(s).   Mean: 2.30

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	41	29.29	
Agree	2.00	44	31.43	
Neutral	3.00	34	24.29	
Disagree	4.00	14	10.00	
Strongly Disagree	5.00	7	5.00	
Total Valid		140	100.00	
Missing		4		
Total		144		

14. The tutor knew and understood the subject matter.   Mean: 2.09

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	47	33.33	
Agree	2.00	58	41.13	
Neutral	3.00	18	12.77	
Disagree	4.00	12	8.51	
Strongly Disagree	5.00	6	4.26	
Total Valid		141	100.00	
Missing		3		
Total		144		

15. The tutor explained the material and concepts clearly.   Mean: 2.16

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	37	26.43	
Agree	2.00	65	46.43	
Neutral	3.00	22	15.71	
Disagree	4.00	10	7.14	
Strongly Disagree	5.00	6	4.29	
Total Valid		140	100.00	
Missing		4		
Total		144		
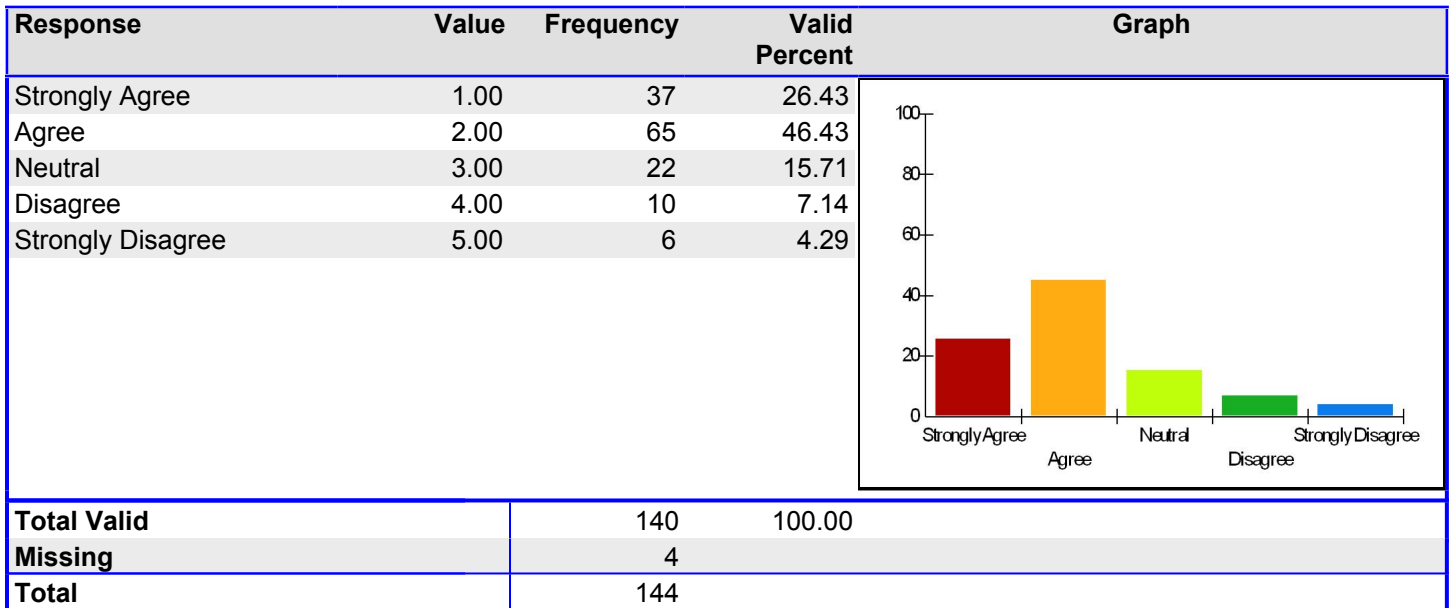
16. My tutor helped me develop more effective study strategies.   Mean: 2.63
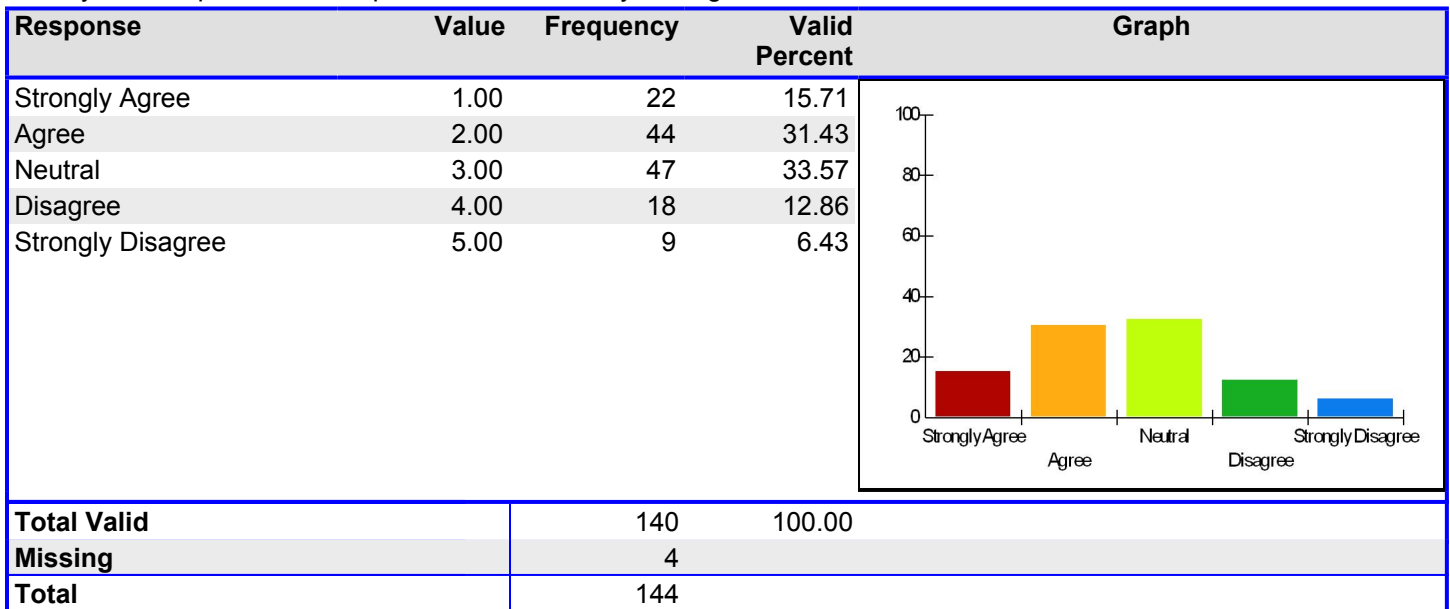
Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	22	15.71	
Agree	2.00	44	31.43	
Neutral	3.00	47	33.57	
Disagree	4.00	18	12.86	
Strongly Disagree	5.00	9	6.43	
Total Valid		140	100.00	
Missing		4		
Total		144		

17. After working with a tutor, my knowledge and understanding of the subject increased. Mean: 2.11
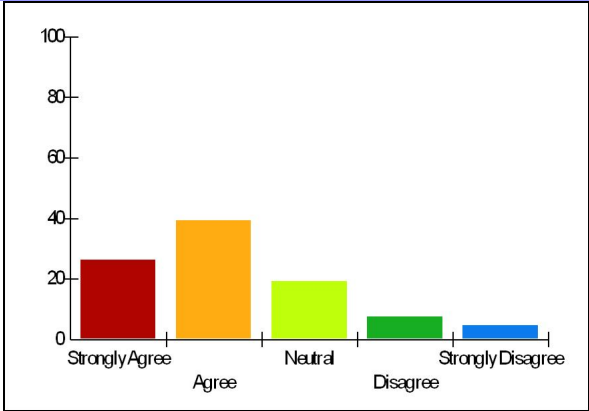
Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	40	28.37	
Agree	2.00	64	45.39	
Neutral	3.00	23	16.31	
Disagree	4.00	9	6.38	
Strongly Disagree	5.00	5	3.55	

Total Valid		141	100.00
Missing		3	
Total		144	
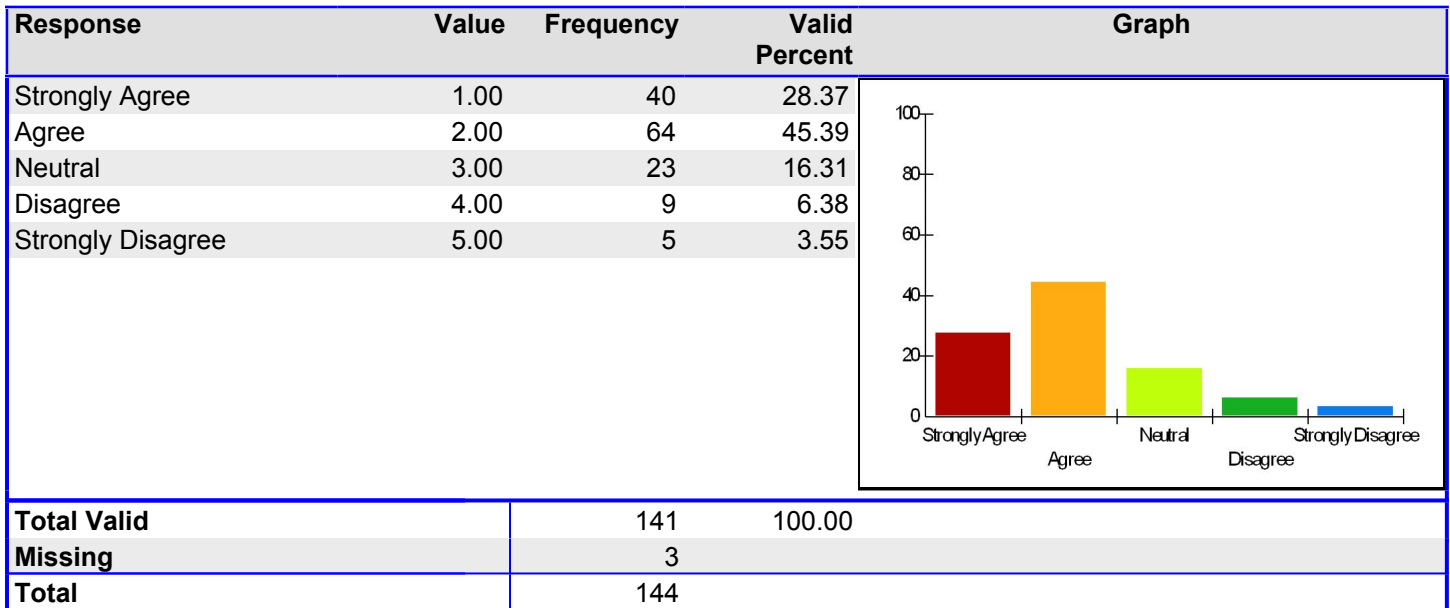
18. After working with a tutor, my study skills have improved. Mean: 2.42
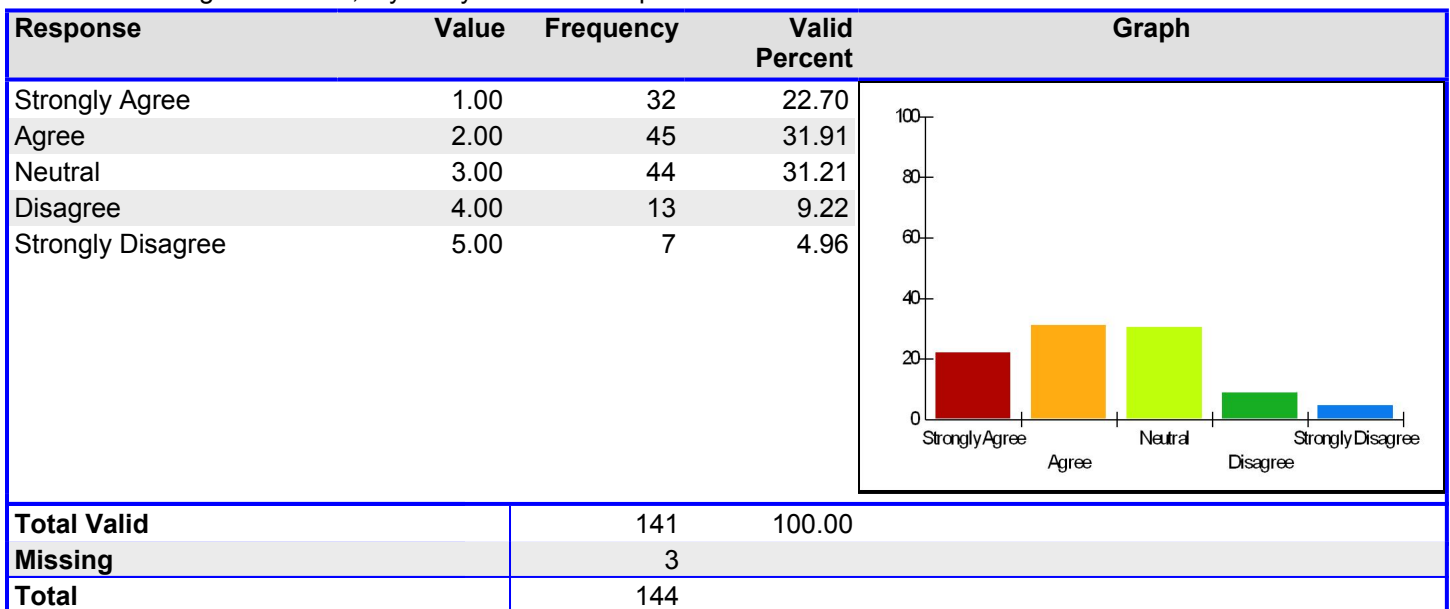
Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	32	22.70	
Agree	2.00	45	31.91	
Neutral	3.00	44	31.21	
Disagree	4.00	13	9.22	
Strongly Disagree	5.00	7	4.96	

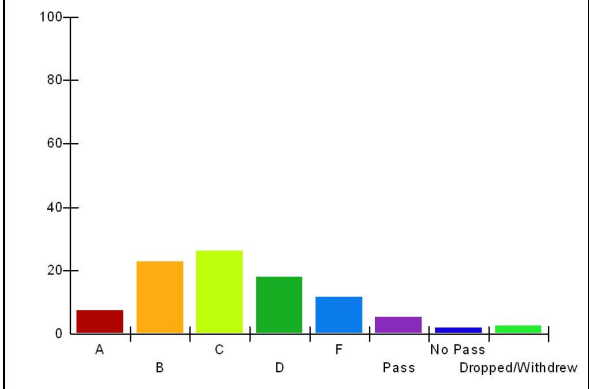| Total Valid		141	100.00
Missing		3	
Total		144	

19. After working with a tutor, I have a better attitude towards the subject.   Mean: 2.23

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	38	26.95	
Agree	2.00	57	40.43	
Neutral	3.00	28	19.86	
Disagree	4.00	11	7.80	
Strongly Disagree	5.00	7	4.96	

Total Valid		141	100.00	
Missing		3		
Total		144		

20. What grade do you think that you would have received before tutoring?   Mean: 3.44

Response	Value	Frequency	Valid Percent	Graph
A	1.00	11	7.86	
B	2.00	33	23.57	
C	3.00	38	27.14	
D	4.00	26	18.57	
F	5.00	17	12.14	
Pass	6.00	8	5.71	
No Pass	7.00	3	2.14	
Dropped/Withdrew	8.00	4	2.86	

Total Valid		140	100.00	
Missing		4		
Total		144		

21. What grade do you think that you will get after tutoring?   Mean: 2.29

Response	Value	Frequency	Valid Percent	Graph
A	1.00	44	31.43	
B	2.00	59	42.14	
C	3.00	18	12.86	
D	4.00	4	2.86	
F	5.00	6	4.29	
Pass	6.00	6	4.29	
No Pass	7.00	1	0.71	
Dropped/Withdrew	8.00	2	1.43	

Total Valid		140	100.00	
Missing		4		
Total		144		

22. Weekly Individual Tutoring   Mean: 1.61

Response	Value	Frequency	Valid Percent	Graph
None	1.00	89	64.03	
1-4	2.00	23	16.55	
5-9	3.00	19	13.67	
10 or more	4.00	8	5.76	

Total Valid		139	100.00	
Missing		5		
Total		144		

23. Drop-In Tutoring
Mean: 2.50

Response	Value	Frequency	Valid Percent	Graph
None	1.00	11	7.69	
1-4	2.00	76	53.15	
5-9	3.00	29	20.28	
10 or more	4.00	27	18.88	

Total Valid		143	100.00
Missing		1	
Total		144	

24. Group Tutoring
Mean: 1.53

Response	Value	Frequency	Valid Percent	Graph
None	1.00	89	64.03	
1-4	2.00	33	23.74	
5-9	3.00	11	7.91	
10 or more	4.00	6	4.32	

Total Valid		139	100.00
Missing		5	
Total		144	

25. MPS Drop-In Tutoring   Mean: 1.55

Response	Value	Frequency	Valid Percent	Graph
None	1.00	90	64.75	
1-4	2.00	31	22.30	
5-9	3.00	9	6.47	
10 or more	4.00	9	6.47	
Total Valid		139	100.00	
Missing		5		
Total		144		

26. Computer/Open Lab Use   Mean: 1.62

Response	Value	Frequency	Valid Percent	Graph
None	1.00	82	57.34	
1-4	2.00	43	30.07	
5-9	3.00	9	6.29	
10 or more	4.00	9	6.29	
Total Valid		143	100.00	
Missing		1		
Total		144		

27. I would recommend using the MSTRC to other students.   Mean: 1.80

Response	Value	Frequency	Valid Percent	Graph
Strongly Agree	1.00	71	50.00	
Agree	2.00	41	28.87	
Neutral	3.00	20	14.08	
Disagree	4.00	7	4.93	
Strongly Disagree	5.00	3	2.11	

Total Valid		142	100.00
Missing		2	
Total		144	

Student Success Center
Math, Science, and Technology Resources Center Survey

Thank you for taking the time to provide us important feedback on your satisfaction with the services you received at the MSTRC.

Your information will help us best meet your educational needs.

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1. What other Student Success Center services/tutoring have you used?
Check all that apply.
- ☐ Writing Reading Center (Library 107)
- ☐ General Subject Tutoring (Library 107)
- ☐ Skills Center (Library 107A)
- ☐ Listening Speaking Center (L47)
- ☐ None

2. Which type of tutoring did you use in the MSTRC?
Check all that apply.
- ☐ Weekly Individual
- ☐ Drop-In (Walk-In)
- ☐ Group Tutoring
- ☐ In-Class (TA)
- ☐ MPS Drop-In

3. In what subjects did you request help?
Check all that apply.
- ☐ Math
- ☐ Physics
- ☐ Chemistry
- ☐ Biology
- ☐ Other

4. Which math course(s) did you request help with?
Check all that apply.
- ☐ 210, 212, 114
- ☐ 10, 11, 12
- ☐ Precalculus, Calculus, or above
- ☐ Other
- ☐ No Math Course (or Not Applicable)

For questions 5-19, please choose from the following answers:
Strongly Agree, Agree, Disagree, Strongly Disagree.

5. In the MSTRC, the staff was friendly and helpful.
- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

6. The staff took the time to answer my questions and explain how tutoring works.
- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

7. It was easy to get a tutor.
- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

Tutor and Tutoring Sessions:

8. For the weekly individual tutoring, the tutor was on time for the session(s).
- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree
- ○ Not Applicable

9. 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
- ○ Not Applicable

10. The tutor clearly explained the policies and procedures for using the MSTRC services.
- ○ Strongly Agree
- ○ Agree

○ Neutral
○ Disagree
○ Strongly Disagree

11. The tutor was willing to listen to my questions and concerns.
   ○ Strongly Agree
   ○ Agree
   ○ Neutral
   ○ Disagree
   ○ Strongly Disagree

12. The tutor was patient.
   ○ Strongly Agree
   ○ Agree
   ○ Neutral
   ○ Disagree
   ○ Strongly Disagree

13. The tutor helped me to identify my problem area(s).
   ○ Strongly Agree
   ○ Agree
   ○ Neutral
   ○ Disagree
   ○ Strongly Disagree

14. The tutor knew and understood the subject matter.
   ○ Strongly Agree
   ○ Agree
   ○ Neutral
   ○ Disagree
   ○ Strongly Disagree

15. The tutor explained the material and concepts clearly.
   ○ Strongly Agree
   ○ Agree
   ○ Neutral
   ○ Disagree
   ○ Strongly Disagree

16. My tutor helped me develop more effective study strategies.
   ○ Strongly Agree
   ○ Agree
   ○ Neutral
   ○ Disagree
   ○ Strongly Disagree

Student Outcomes:

17. After working with a tutor, my knowledge and understanding of
the subject increased.
   ○ Strongly Agree

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

18. After working with a tutor, my study skills have improved.
- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

19. After working with a tutor, I have a better attitude towards the subject.
- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

20. What grade do you think that you would have received before tutoring?
- ○ A
- ○ B
- ○ C
- ○ D
- ○ F
- ○ Pass
- ○ No Pass
- ○ Dropped/Withdrew

21. What grade do you think that 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?

22. Weekly Individual Tutoring
- ○ None
- ○ 1-4
- ○ 5-9

○ 10 or more

23. Drop-In Tutoring
○ None
○ 1-4
○ 5-9
○ 10 or more

24. Group Tutoring
○ None
○ 1-4
○ 5-9
○ 10 or more

25. MPS Drop-In Tutoring
○ None
○ 1-4
○ 5-9
○ 10 or more

26. Computer/Open Lab Use
○ None
○ 1-4
○ 5-9
○ 10 or more

27. I would recommend using the MSTRC to other students.
○ Strongly Agree
○ Agree
○ Neutral
○ Disagree
○ Strongly Disagree

28. Name(s) of your tutor(s).

29. What was the most helpful part of the services you received
at the MSTRC?

30. How can we improve our services?

31. Any other comments or concerns?

Submit