

## 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:** 01/09/2013

**Subject:** Student Success Center, MSTRC Survey Results, Fall 2012

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A survey of MSTRC was conducted at the end of the Fall quarter in 2012. Students who received tutoring at the MSTRC were given the opportunity to participate in the survey. This resulted in 145 valid respondents.

Important Highlights Include:

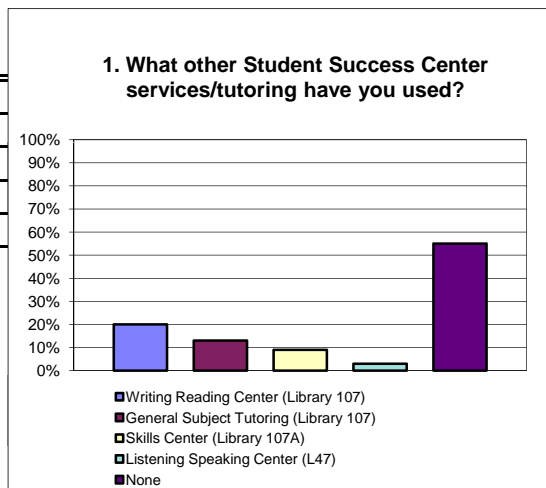
- 91% of respondents “Agree” or “Strongly Agree” that the tutor was patient.
- 90% of respondents “Agree” or “Strongly Agree” that they would recommend using the MSTRC to other students; and the tutor was willing to listen to their questions and concerns.
- 83% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful; and the tutor explained the material and concepts clearly.
- 77% of respondents “Agree” or “Strongly Agree” that the staff took the time to answer their questions and explain how tutoring works.
- 70% of respondents stated they had requested help for Math, 11% had requested help for Chemistry, 7% had requested help for Physics, 7% had requested help for Biology, and 5% had requested help for other subjects not listed.
- 55% of respondents “Agree” or “Strongly Agree” that the tutor clearly explained the policies and procedures for using the MSTRC services.
- 55% of respondents stated they had not used any other Student Success Center services or tutoring, 20% had used the Writing Reading Center (Library 107), 13% had used the General Subject Tutoring (Library 107), 9% had used the Skills Center (Library 107A), and 3% had used the Listening Speaking Center (L47).
- 54% of respondents reported they used Drop-In (Walk-In) tutoring, 19% used Weekly Individual tutoring, 15% used Group Tutoring, 6% used MPS Drop-In tutoring, and 6% used In-Class Tutoring (TA).
- 46% of respondents “Agree” or “Strongly Agree” that it was easy to get a tutor.
- 34% of respondents reported they had requested help for Pre-calculus, Calculus or above, 31% had requested help for MATH 210, 212, and 114 courses, 27% had requested help for MATH 10, 11, or 12 courses, and 8% selected Other or No Math Course (or Not Applicable).

# DA Student Success Center, MSTRC Survey Result, Fall 2012

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

Response	N	%
Writing Reading Center (Library 107)	32	20%
General Subject Tutoring (Library 107)	21	13%
Skills Center (Library 107A)	14	9%
Listening Speaking Center (L47)	5	3%
None	87	55%
<b>Total</b>	<b>159</b>	<b>100%</b>

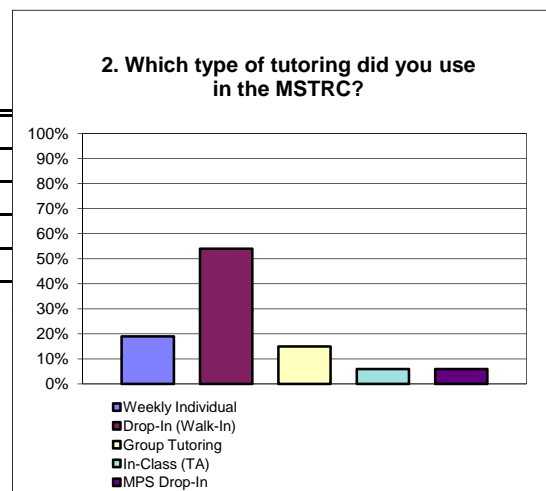
\* The answers were distributed across groups.



**\* 2. Which type of tutoring did you use in the MSTRC?** Check all that apply.

Response	N	%
Weekly Individual	42	19%
Drop-In (Walk-In)	123	54%
Group Tutoring	35	15%
In-Class (TA)	13	6%
MPS Drop-In	14	6%
<b>Total</b>	<b>227</b>	<b>100%</b>

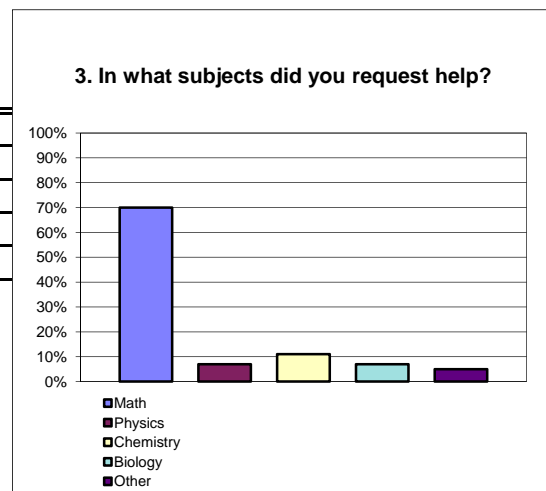
\* The answers were distributed across groups.



**\* 3. In what subjects did you request help?** Check all that apply.

Response	N	%
Math	131	70%
Physics	13	7%
Chemistry	20	11%
Biology	13	7%
Other	10	5%
<b>Total</b>	<b>187</b>	<b>100%</b>

\* The answers were distributed across groups.



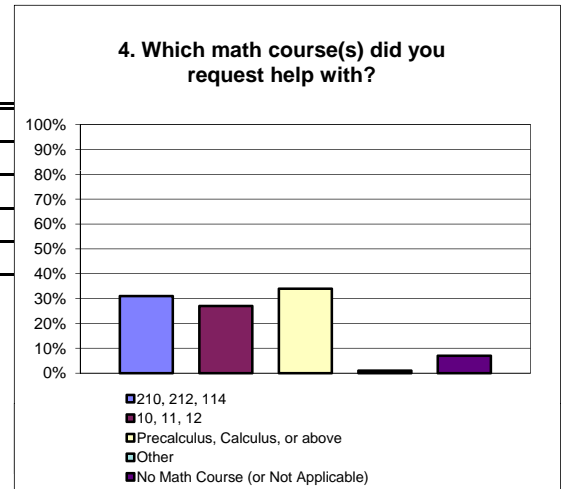
# DA Student Success Center, MSTRC Survey Result, Fall 2012

**\* 4. Which math course(s) did you request help with?**

Check all that apply.

Response	N	%
210, 212, 114	48	31%
10, 11, 12	42	27%
Precalculus, Calculus, or above	52	34%
Other	1	1%
No Math Course (or Not Applicable)	11	7%
<b>Total</b>	<b>154</b>	<b>100%</b>

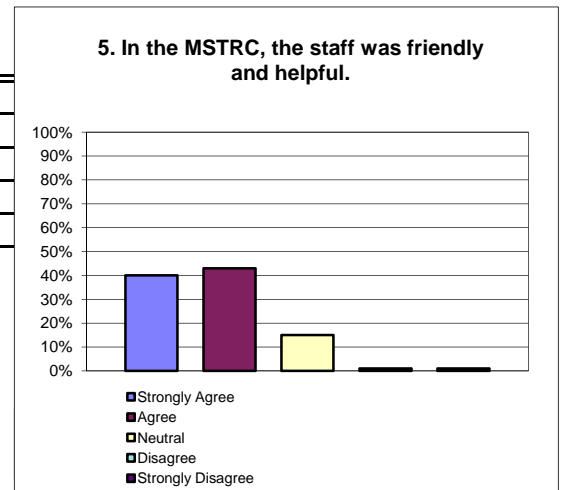
\* The answers were distributed across groups.



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

**5. In the MSTRC, the staff was friendly and helpful.**

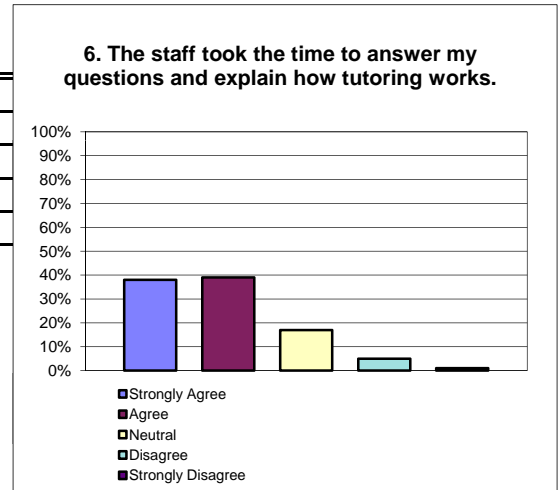
Response	N	%
Strongly Agree	57	40%
Agree	62	43%
Neutral	21	15%
Disagree	2	1%
Strongly Disagree	1	1%
<b>Total</b>	<b>143</b>	<b>100%</b>



# DA Student Success Center, MSTRC Survey Result, Fall 2012

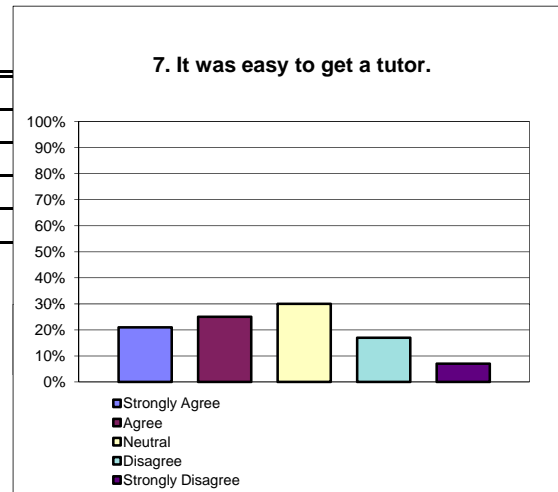
## 6. The staff took the time to answer my questions and explain how tutoring works.

Response	N	%
Strongly Agree	55	38%
Agree	57	39%
Neutral	24	17%
Disagree	7	5%
Strongly Disagree	2	1%
<b>Total</b>	<b>145</b>	<b>100%</b>



## 7. It was easy to get a tutor.

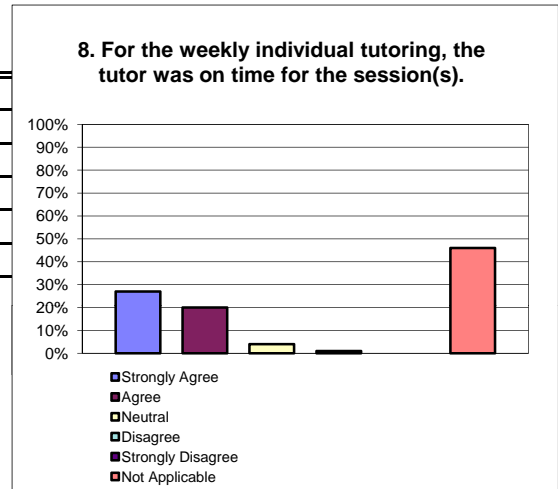
Response	N	%
Strongly Agree	31	21%
Agree	36	25%
Neutral	44	30%
Disagree	24	17%
Strongly Disagree	10	7%
<b>Total</b>	<b>145</b>	<b>100%</b>



**Tutor and Tutoring Sessions:**

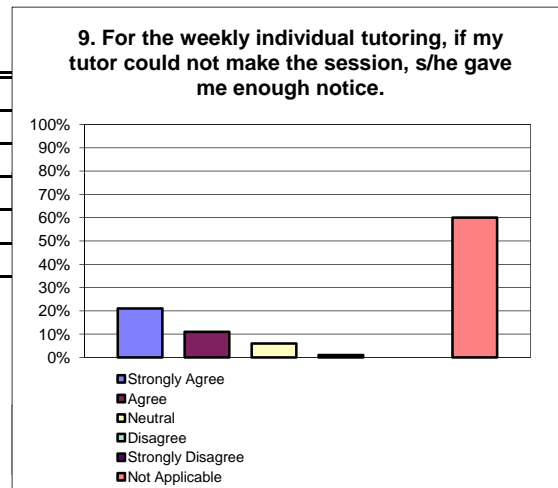
**8. For the weekly individual tutoring, the tutor was on time for the session(s).**

Response	N	%
Strongly Agree	39	27%
Agree	29	20%
Neutral	6	4%
Disagree	2	1%
Strongly Disagree	0	0%
Not Applicable	66	46%
<b>Total</b>	<b>142</b>	<b>100%</b>



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

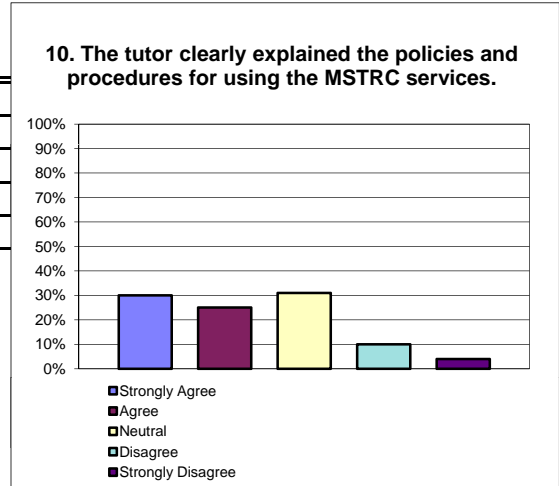
Response	N	%
Strongly Agree	30	21%
Agree	16	11%
Neutral	8	6%
Disagree	2	1%
Strongly Disagree	0	0%
Not Applicable	84	60%
<b>Total</b>	<b>140</b>	<b>100%</b>



# DA Student Success Center, MSTRC Survey Result, Fall 2012

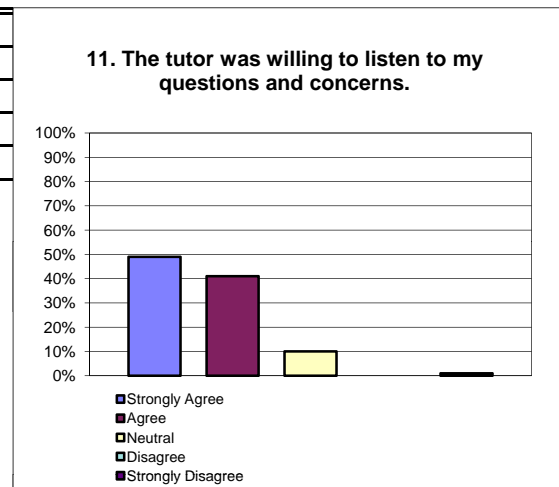
## 10. The tutor clearly explained the policies and procedures for using the MSTRC services.

Response	N	%
Strongly Agree	43	30%
Agree	35	25%
Neutral	44	31%
Disagree	14	10%
Strongly Disagree	5	4%
<b>Total</b>	<b>141</b>	<b>100%</b>



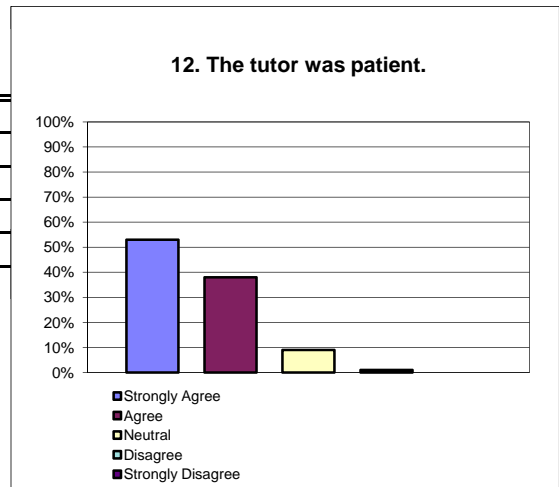
## 11. The tutor was willing to listen to my questions and concerns.

Response	N	%
Strongly Agree	69	49%
Agree	58	41%
Neutral	14	10%
Disagree	0	0%
Strongly Disagree	1	1%
<b>Total</b>	<b>142</b>	<b>100%</b>



## 12. The tutor was patient.

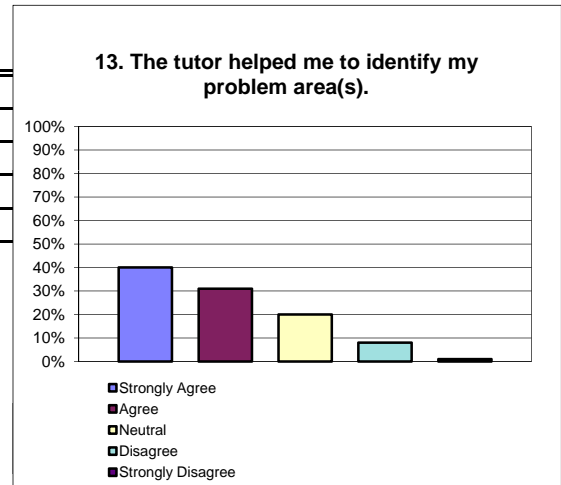
Response	N	%
Strongly Agree	74	53%
Agree	53	38%
Neutral	12	9%
Disagree	1	1%
Strongly Disagree	0	0%
<b>Total</b>	<b>140</b>	<b>100%</b>



# DA Student Success Center, MSTRC Survey Result, Fall 2012

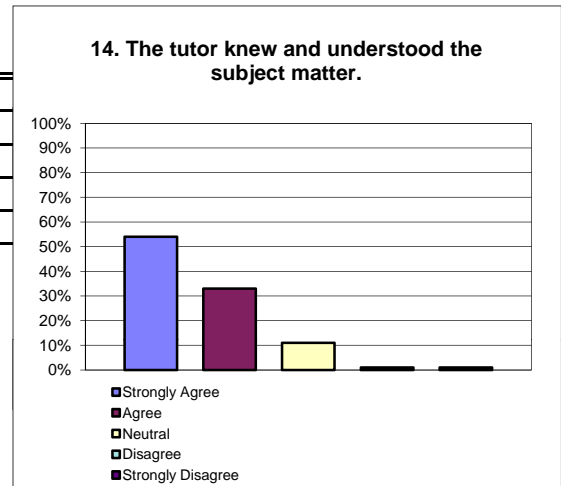
## 13. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	56	40%
Agree	44	31%
Neutral	28	20%
Disagree	11	8%
Strongly Disagree	2	1%
<b>Total</b>	<b>141</b>	<b>100%</b>



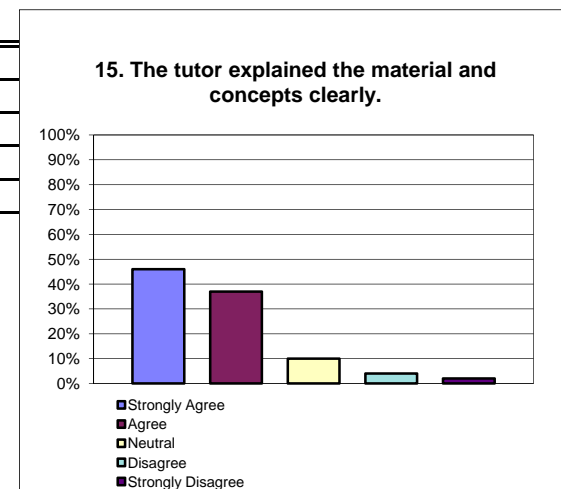
## 14. The tutor knew and understood the subject matter.

Response	N	%
Strongly Agree	76	54%
Agree	46	33%
Neutral	16	11%
Disagree	1	1%
Strongly Disagree	2	1%
<b>Total</b>	<b>141</b>	<b>100%</b>



## 15. The tutor explained the material and concepts clearly.

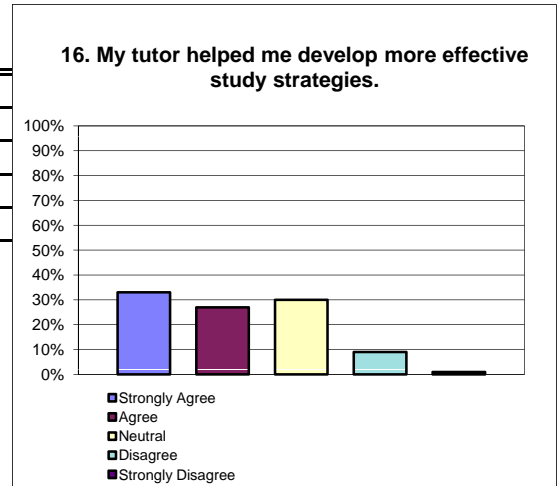
Response	N	%
Strongly Agree	66	46%
Agree	53	37%
Neutral	14	10%
Disagree	6	4%
Strongly Disagree	3	2%
<b>Total</b>	<b>142</b>	<b>100%</b>



# DA Student Success Center, MSTRC Survey Result, Fall 2012

## 16. My tutor helped me develop more effective study strategies.

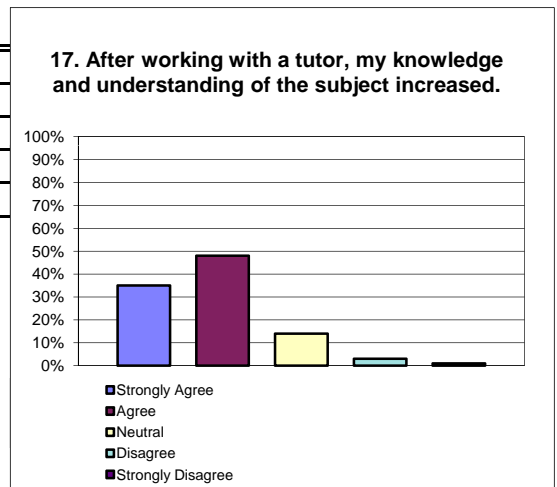
Response	N	%
Strongly Agree	46	33%
Agree	38	27%
Neutral	42	30%
Disagree	12	9%
Strongly Disagree	2	1%
<b>Total</b>	<b>140</b>	<b>100%</b>



## Student Outcomes:

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

Response	N	%
Strongly Agree	50	35%
Agree	69	48%
Neutral	20	14%
Disagree	4	3%
Strongly Disagree	1	1%
<b>Total</b>	<b>144</b>	<b>100%</b>

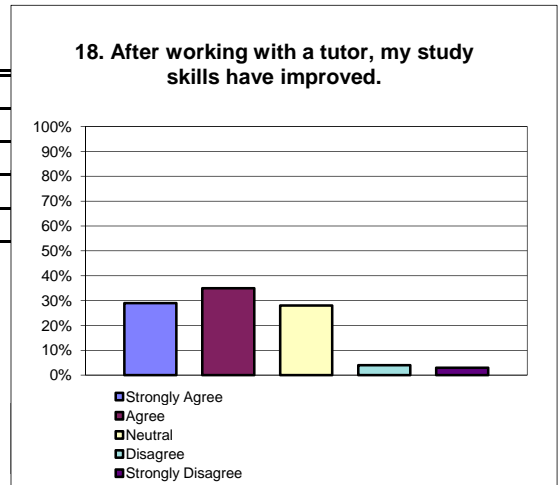




# DA Student Success Center, MSTRC Survey Result, Fall 2012

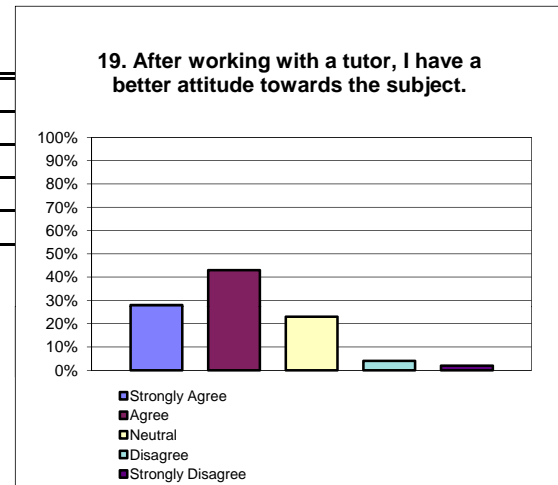
## 18. After working with a tutor, my study skills have improved.

Response	N	%
Strongly Agree	42	29%
Agree	51	35%
Neutral	41	28%
Disagree	6	4%
Strongly Disagree	5	3%
<b>Total</b>	<b>145</b>	<b>100%</b>



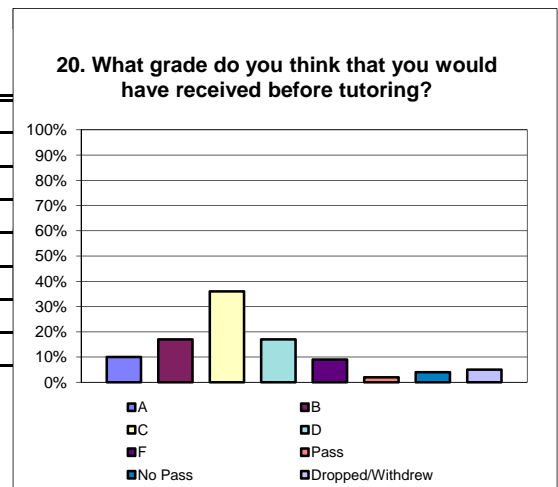
## 19. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	41	28%
Agree	62	43%
Neutral	33	23%
Disagree	6	4%
Strongly Disagree	3	2%
<b>Total</b>	<b>145</b>	<b>100%</b>



## 20. What grade do you think that you would have received before tutoring?

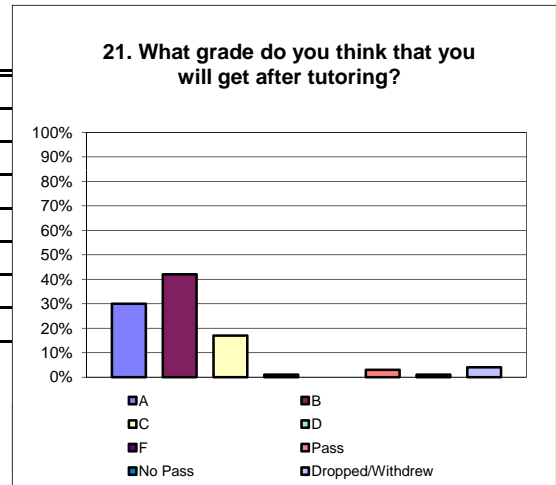
Response	N	%
A	15	10%
B	25	17%
C	52	36%
D	24	17%
F	13	9%
Pass	3	2%
No Pass	6	4%
Dropped/Withdrew	7	5%
<b>Total</b>	<b>145</b>	<b>100%</b>



# DA Student Success Center, MSTRC Survey Result, Fall 2012

## 21. What grade do you think that you will get after tutoring?

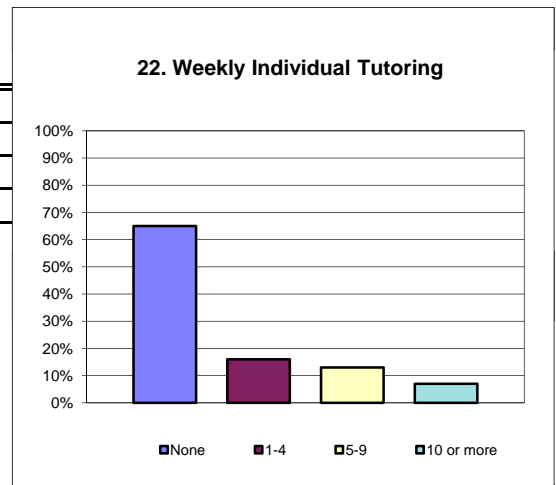
Response	N	%
A	44	30%
B	61	42%
C	25	17%
D	2	1%
F	0	0%
Pass	5	3%
No Pass	2	1%
Dropped/Withdrew	6	4%
<b>Total</b>	<b>145</b>	<b>100%</b>



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

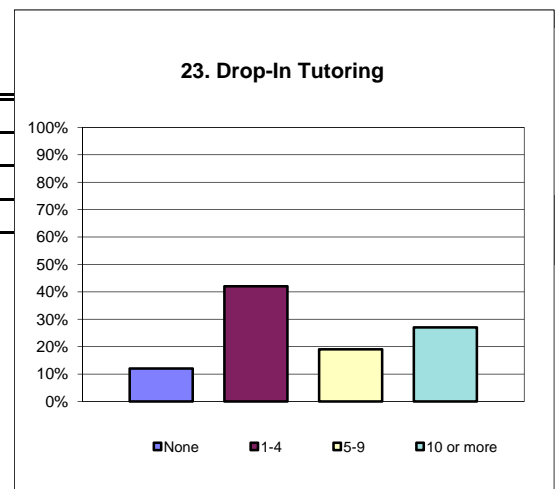
## 22. Weekly Individual Tutoring

Response	N	%
None	93	65%
1-4	23	16%
5-9	18	13%
10 or more	10	7%
<b>Total</b>	<b>144</b>	<b>100%</b>



## 23. Drop-In Tutoring

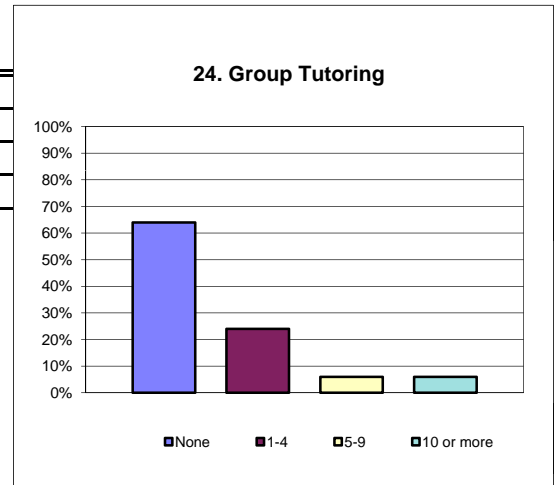
Response	N	%
None	18	12%
1-4	61	42%
5-9	27	19%
10 or more	39	27%
<b>Total</b>	<b>145</b>	<b>100%</b>



# DA Student Success Center, MSTRC Survey Result, Fall 2012

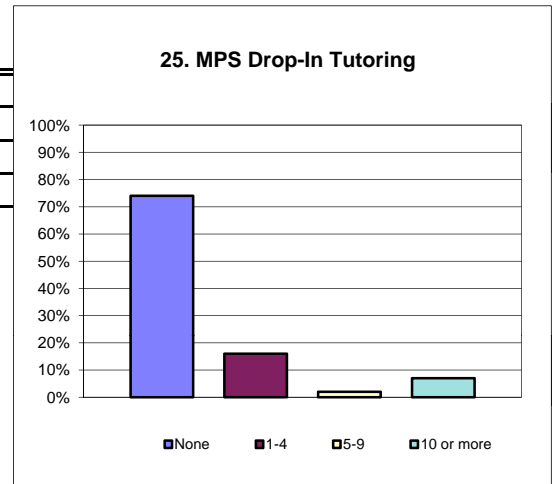
## 24. Group Tutoring

Response	N	%
None	90	64%
1-4	33	24%
5-9	9	6%
10 or more	8	6%
<b>Total</b>	<b>140</b>	<b>100%</b>



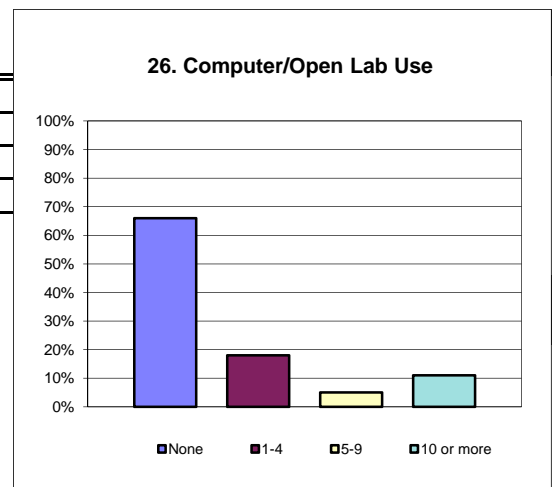
## 25. MPS Drop-In Tutoring

Response	N	%
None	105	74%
1-4	23	16%
5-9	3	2%
10 or more	10	7%
<b>Total</b>	<b>141</b>	<b>100%</b>



## 26. Computer/Open Lab Use

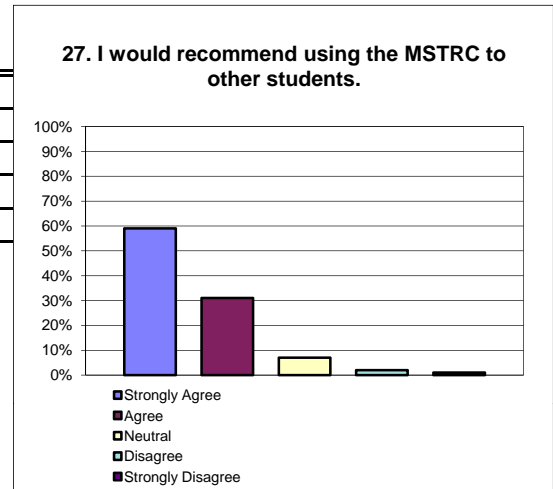
Response	N	%
None	95	66%
1-4	26	18%
5-9	7	5%
10 or more	16	11%
<b>Total</b>	<b>144</b>	<b>100%</b>



# DA Student Success Center, MSTRC Survey Result, Fall 2012

## 27. I would recommend using the MSTRC to other students.

Response	N	%
Strongly Agree	85	59%
Agree	45	31%
Neutral	10	7%
Disagree	3	2%
Strongly Disagree	2	1%
<b>Total</b>	<b>145</b>	<b>100%</b>



## DA Student Success Center, MSTRC Survey Result, Fall 2012

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

#### Comments Written by Students

Answered my questions

Clarifying the questions

Computer Lab, Tutors

Drop in tutoring!

Encouragement and great enthusiasm which is contagious for math

Everything was great experience.

FREE WEEKLY TUTORING

For calculus only two old man with experience and know to solve most hard questions. David and samuie. they

Getting on-one-one help sometimes, having tutors strong in the subject matter, and especially having tutors that could answer my questoion

Group Tutoring

Having an individual tutor made it really helpful in receiving additional help and clarification on subjects learned in

Having the procedures of specific math equations explained in a patient and slow manner.

Having tutors available.

Help with homework

Help with math problems.

How to use Newton's Laws

I only went in for Calculus tutoring, and not only was the tutor helpful, but the students around me helped me out as well. Great environment.

I wouldn't have passed without them

Individual Tutoring

Individual attention and 1/1, availability of the lab.

Individual tutoring weekly with my tutor. Having the opportunity to work one on one with a tutor made a big difference in my ability to succeed in math.

Is available when I needed it and I learned about how I can help get help this semester.

It was very easy to get a tutor right away.

Loc could help with all physics and chemistry problems

Making things clear and improving my skills.

Mathanatial Concepts

My individual tutor really helped me with grasping different problems and learning the equations

My tutor Marvin was awesome. He is knowledgable, patient, and passionate. Such a big help!

My tutor was very helpful and explained the concepts I didn't previously understand.

My understanding of math 10 greatly improved,also homework help was greatly appreciated!!!!!!

Personal tutoring

She used examples to make the problems easier to understand and instead of memorizing I learned how to do it

Simple explanations of concepts of statistics, doing example problems

Some tricks for calcs, but barely.

That my math teather was there

That the tutor actually understood the subject.

That they knew exactly what they were doing and they helped me in a way that I can understand.

The MPS tutoring was the most helpful.

The environment created specifically for studying in which help was openly and constantly available.

The environment was the most helpful part, I don't like the library since I can't talk with others to collaborate.

The intellectual environment.

The knowledge level of my tutor was the most helpful.

The most helpful part is having the services available. A place to where you can sit with other students and get help on problems you may be having.

The most helpful part was computer access.

The tutor.

## DA Student Success Center, MSTRC Survey Result, Fall 2012

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The tutors themselves. Having some other than the professor there to explain things, sometimes in different ways so that the concepts can be absorbed.

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The weekly individual tutoring really helped.

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They are very helpful with everything! They made all of the materials clearer for me and they also made me feel

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Tutor was always there so I could go to the group tutoring sessions if I needed extra help on the section covered

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Very friendly and helpful tutors!!!! :

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Very helpful

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Web assign

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Weekly-Individual Tutoring with Stanley.

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When I ask question about the problems that I can not solve, then tutor knew the material and explained very well.

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Writing tutoring

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it is available everyday or whenever i need

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one on one help

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patient tutors, learning how to use the ti-84 calculator

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some tutors Do know the subject matter, some who dont still look for someone else's opinion how ever when they

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dont know the answer it takes to much time for them to try to find out the answer. they should always be ready for

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students are able to check out textbooks and solutions manual

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the tutor and the amount of space they have.

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to be honest, I got most of my tutoring from EDC.

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tutors that were available to answer my questions and who were knowledgeable of the subject matter that were

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able to explain themselves clearly so that i could learn from my mistakes

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## DA Student Success Center, MSTRC Survey Result, Fall 2012

### 29. How can we improve our services?

#### Comments Written by Students

Add more seats

Consider letting us eat while studying?

Did not really like that I had to wait until 9am for the 210 tutor?

Employ more tutors like Martin, he is very good.

Get actual tutors that really know what they are doing without looking at the answer first. Some tutors have this attitude of being more superior than you, just because they took all calc series.

Get more tutors who understand every problem not just a few.

Get some more people and get people who actually know what they are doing. Going there was no help at all I spent 45 minutes waiting until I finally left.

Group sessions for math 11 and 12

Have more tutors available at the tutorial center

Have some staff speak slower, more clearly, and avoid skipping crucial steps of problems

Have tutoring for Math 1B, 1C

Have tutors be more prepared to answer all questions.

Have tutors the first week of school because students have quizzes the first week.

Hire more tutors.

I wish the tutoring center was larger. There does not seem to be enough room, tables, etc. to accommodate all of the people who come there for services.

I would appreciate it if the tutors would wear their name tags because it was hard to know who was a tutor in the beginning of the Quarter.

I would like to have at least two days a week tutoring session.

Identify tutors with a uniform or something so that students know who are the tutors. Also hire more tutors because it gets crowded and it's hard to find any available.

If possible keep the center open as long as the library stays open

Increase space of MPS

It would be better if there were more tutors at the MSTRC center on a regular basis. Sometimes there weren't any tutors at the table and we all had to wait for one to show up.

It would help to have more tutors for drop-in tutoring. Also, individual tutoring should be more frequent. I would rather have tutoring 2 days a week for an hour and a half to two hours rather than just 1 day for one hour.

Just keep it up

Larger Room more space

Let us know the schedule of tutors/week on the website. Then I can plan to visit tutor who I can understand highly.

Longer time at night! Since I have work, wish I could go there and stay longer and get more help that I need.

Make individual tutoring available for classes like Chem 1A. It is often very difficult to find a chemistry tutor during drop in tutoring.

More friendly staff and tutors.

More knowledgeable old tutor, to be honest, I met 3 student tutors, they could be able to help with my homework questions.

More textbooks! Especially Physics

More tutors because it's so crowded all the time.

More tutors like Tom and Mahdis

More tutors would be very helpful.

Need more tutors for the 114 table

Offer more tutors. Not enough for amount of students.

Opening more hours for tutorial.

Organize the program please.

Perhaps offer visual aids regarding the academic material/concepts like flow charts, checklists, etc. for students to use?

Please hire more tutors, it is hard to have individual help in there, and possibly try to add another location for tutoring because it can get crowded and noisy in there

Provide more math tutors. Sometimes it gets very full and there isn't enough help.

## DA Student Success Center, MSTRC Survey Result, Fall 2012

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Quieter areas, not so caotic and more time with the one-on-one instead of groups.

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Sometimes it would get very crowded in the Algebra table Math 210, 212, 114 and students often overflowed to the Math 11 table. Maybe a 2nd table for the Algebra students would be great. Also, I overheard some students complain about there not being a Math 11 tutor as accessable as the Algebra tutors evenings. I was a frequent drop-in for Algebra, but I am taking Math 11 next quarter and I absolutely plan to use the MSTRC, and it would be a dissapointment if a Math 11 tutor was not available in the afternoons and/or evenings for help.

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Table and private tutors need to make sure they know the material. I have gotten multiple equations wrong due to the tutor showing an incorrect way of solving the problem. Also the people at the help desk in the center need to stop watching movies and chit chatting with people they know. I was made to feel like I was rudely interrupting. I had stood there for 10 mins listening about how there weekend was when I had a question about getting a group tutor.

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There is no way that I can think of.

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at times i would end up waiting up to 30 minutes to get one question answered. if possible have more tutors available so the wait time wont be so long

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get tutors who know the subject!! Or interested in math and take the time to figure it out. Also several tutors were busy studying and doing homework! I wish someone paid me to study and do my homework!

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have more than one drop in tutor for math and physics because it's hard to get the attention of one tutor

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have more tutor on the subject.

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have tutors that know math

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keep on doing what you're doing. Perhaps inform people about the private rooms bordering the main room, I would have liked to use them but never did since I didn't know how they work

---

more hours per session

---

more individual time

---

more knowledgable tutors

---

more tutors at the drop-in tutoring. I also notice that , many tutors at the same time at MPS room would rather talk with friends than concentrate on student's homework.

---

more tutors for drop ins

---

more tutors the last 2 weeks of finals!!! much needed!!

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more tutors, more seats, friendlier desk staff

---

please ask tutors to pay attention to everyone instead of only one person

---

we need more Science tutors

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## DA Student Success Center, MSTRC Survey Result, Fall 2012

### 30. Any other comments or concerns?

#### Comments Written by Students

Great job! Keep up the good work!

I greatly appreciate having the tutoring center, it is an extremely valuable resource to me with regards to learning.

I greatly appreciate the tutor center, and I hope it stays around for a very long time seeing as how helpful they are.

I just think that MSTRC is a life saver for me. Because I don't know what I will do without the helpful people at MSTRC. Kudos to every single one of your entire staff. May I take the moment to wish you all a happy holidays!!

I love the tutorial center. It is an awesome place to get homework done with classmates. I think the center has done a great job with their students who want to get tutored and helped with whatever subject is needed.

I really want to thank Yasaman, she was very patient and helped me understand my math even when I had trouble with it. Great Tutor!

It wasn't the easiest to get a tutor.

Its just to loud in MPS and a one-on-one tutor served me better and I got that at EDC.

Keep up the great job and thank you so much to those that helped me. :-

Martin and the other guy that is there with him on T-TH are great tutors and helped out a lot. My only drawback is that there are too many students usually in the center for help with Math 10 or 11 for them to help everyone effectively.

My individual tutor did not recognize how to do the math in America. he was from another country where they did the math completely different and therefore he was unable to help me with my questions. he would have to ask another Tutor to help with an individual question and then we have to find another Tutor to help me with the next question. that was not helpful And I literally feel like we made no progress because from tutoring session to tutoring session I felt like I was teaching him how to do the math before he could help me figure out where went wrong. We would only go over my my test scores which he even had trouble helping me figure out where i went wrong in the problem. drop In tutors however were very helpful.

Thank you! This really helps!!!

Thanks for everything!

Thanks for making it an option to get good help.

The male tutors don't seem to have the time to fully answer your question if you are a male as well. Numerous times I have seen a guy ask a tutor a question to be told a quick answer to the problem. The guy said he didn't understand how he got that answer and the tutor said that its simple and he doesn't have the time to go over it. The tutor then preceded to sit with a female student and explain the same type of problem for over 1/2 hour, while the rest of us waited. when he was done he said sorry thats all the time I have today another tutor will be here shortly.

This is an excellent program that increases the success, and I assume, the graduation rate of students.

This is the worse tutor i even had. during the hardest topic i was struggling, he couldnt come. Not happy at all. Also, everytime i asked a question, he had to see the solution manual to see how it was solved then he would explain w.e the solution manual said.

This program is so useful. If someone is struggling, it is a lifeline to being able to pass a class.

Very polite

Why tutoring center uses math tutors for administrative work instead of tutoring?????!!!

Yes, Math 210 tutor is not available until 9:00am and the tutoring center opens at 8:30am. Only request would be to have someone there at 8:30am. That's it. Thanks again for everything and to all those that helped me. Happy Holidays!

should have stayed open the later the last friday of finals. most important time because of the weekend.

some tutor outwork others

the only problem that i has was it was hard to tell who was a tutor and who wasn't. Only some of them wore a name tag and maybe some more tutors in Calculus II would be nice.

there is to much noise at the MPS room, some people including tutors use that time talk about weekend activities, or personal conversations that have nothing to do with math. That did desconcentrates me when I am trying to do my homework.

when I went in the tutoring center it was hard to understand what the tutor was explaining



## 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

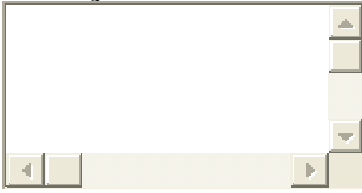
28. Name(s) of your tutor(s).

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