

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

From: Mallory Newell, De Anza Research
Nergal Issaie, Student Assistant

Date: 4/26/2011

Subject: Student Success Center, MSTRC Survey Results, Winter 2011

A survey of MSTRC was conducted at the end of the winter quarter in 2011. Students who received tutoring at the MSTRC were given the opportunity to participate in the survey. This resulted in 124 valid respondents.

Important Highlights Include:

- 21% of respondents stated they had used the Writing and Reading Center (ATC-309), 15% had used the General Subject Tutoring Center (ATC-305), 10% had used the Skills Center (ATC-302), 6% had used the Listening and Speaking Center (ATC-304), and 48% had not used any other Student Success Center services or tutoring.
- 55% of respondents reported they used Drop-In (Walk-In) tutoring, 19% used Weekly or Individual tutoring, 15% used Group Tutoring, 8% used MPS Drop-In tutoring, and 3% used In-Class Tutoring (TA).
- 71% of respondents stated they had requested help for Math, 10% had requested help for Physics, 9% had requested help for Chemistry, 5% had requested help for Biology, and 5% had requested help for other subjects not listed.
- 34% of respondents reported they had requested help for MATH 210, 212, and 114 courses, 29% had requested help for Pre-calculus, Calculus, or above Calculus courses, 26% had requested help for MATH 10, 11, or 12 courses, and 11% selected other or No Math Course (or Not Applicable).
- 85% of respondents "Agree" or "Strongly Agree" that the staff was friendly and helpful.
- 75% of respondents "Agree" or "Strongly Agree" that the staff took the time to answer their questions and explain how tutoring works.
- 51% of respondents "Agree" or "Strongly Agree" that it was easy to get a tutor.
- 56% of respondents "Agree" or "Strongly Agree" that the tutor clearly explained the policies and procedures for using the MSTRC services.
- 89% of respondents "Agree" or "Strongly Agree" that the tutor was willing to listen to their questions and concerns.
- 87% of respondents "Agree" or "Strongly Agree" that the tutor was patient.

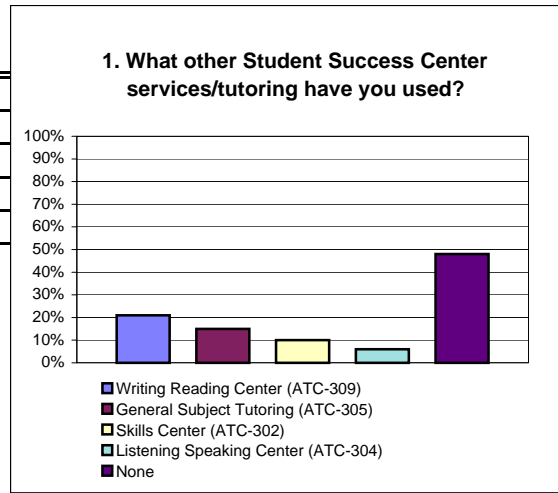
- 77% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 89% of respondents “Agree” or “Strongly Agree” that they would recommend using the MSTRC to other students.

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

Response	N	%
Writing Reading Center (ATC-309)	30	21%
General Subject Tutoring (ATC-305)	22	15%
Skills Center (ATC-302)	14	10%
Listening Speaking Center (ATC-304)	9	6%
None	69	48%
Total	144	100%

* The answers were distributed across groups.

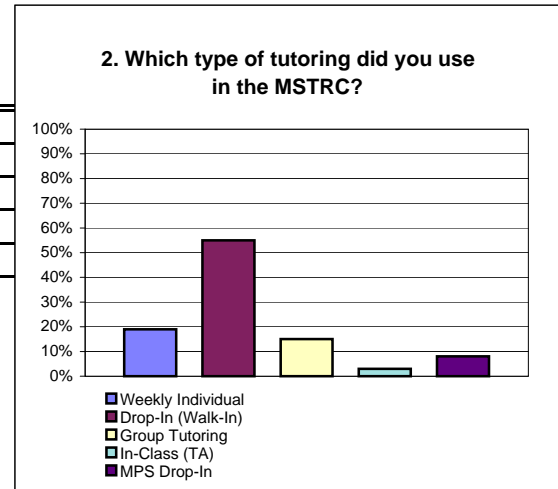


*** 2. Which type of tutoring did you use in the MSTRC?**

Check all that apply.

Response	N	%
Weekly Individual	34	19%
Drop-In (Walk-In)	97	55%
Group Tutoring	26	15%
In-Class (TA)	5	3%
MPS Drop-In	14	8%
Total	176	100%

* The answers were distributed across groups.

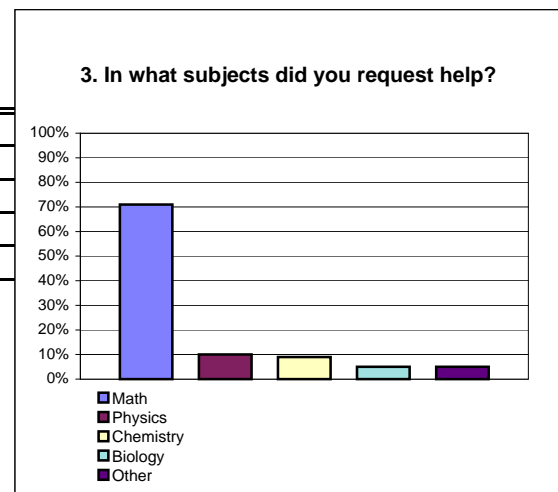


*** 3. In what subjects did you request help?**

Check all that apply.

Response	N	%
Math	110	71%
Physics	16	10%
Chemistry	13	9%
Biology	8	5%
Other	8	5%
Total	155	100%

* The answers were distributed across groups.



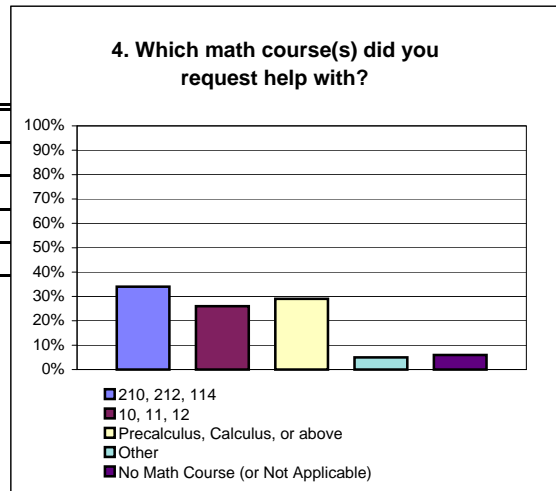
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*** 4. Which math course(s) did you request help with?**

Check all that apply.

Response	N	%
210, 212, 114	46	34%
10, 11, 12	36	26%
Precalculus, Calculus, or above	39	29%
Other	7	5%
No Math Course (or Not Applicable)	8	6%
Total	136	100%

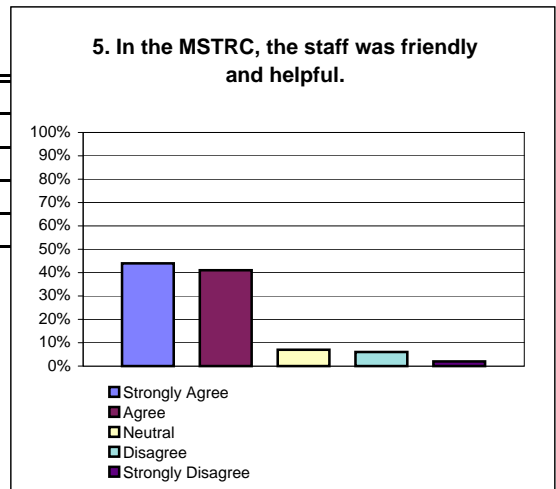
* The answers were distributed across groups.



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.

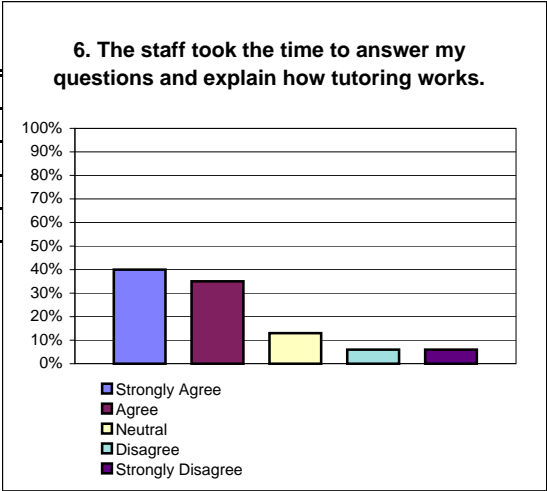
Response	N	%
Strongly Agree	55	44%
Agree	51	41%
Neutral	9	7%
Disagree	7	6%
Strongly Disagree	2	2%
Total	124	100%



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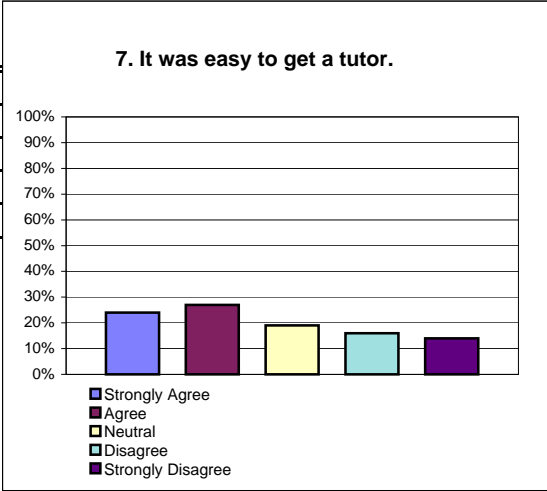
6. The staff took the time to answer my questions and explain how tutoring works.

Response	N	%
Strongly Agree	50	40%
Agree	43	35%
Neutral	16	13%
Disagree	7	6%
Strongly Disagree	7	6%
Total	123	100%



7. It was easy to get a tutor.

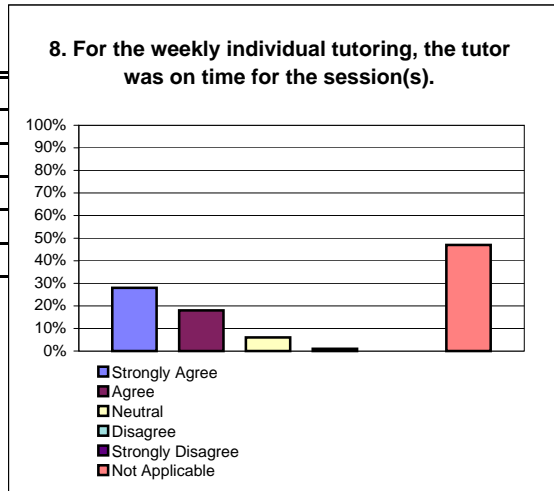
Response	N	%
Strongly Agree	30	24%
Agree	33	27%
Neutral	23	19%
Disagree	20	16%
Strongly Disagree	17	14%
Total	123	100%



Tutor and Tutoring Sessions:

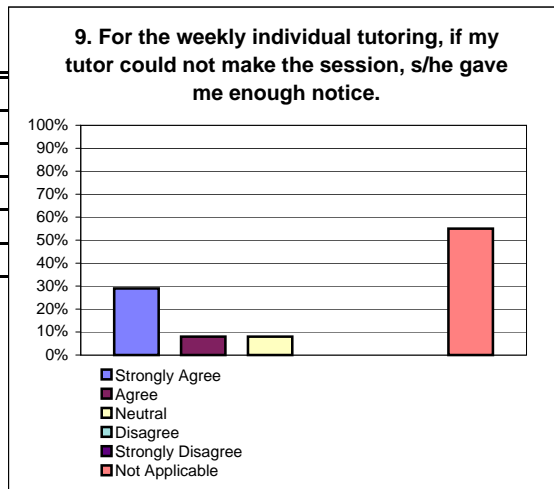
8. For the weekly individual tutoring, the tutor was on time for the session(s).

Response	N	%
Strongly Agree	33	28%
Agree	21	18%
Neutral	7	6%
Disagree	1	1%
Strongly Disagree	0	0%
Not Applicable	55	47%
Total	117	100%



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

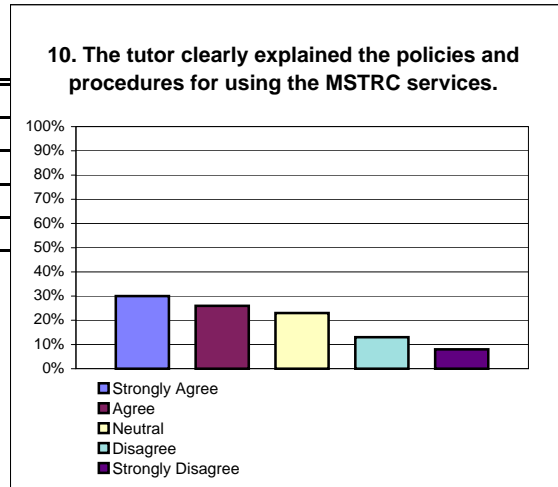
Response	N	%
Strongly Agree	34	29%
Agree	9	8%
Neutral	9	8%
Disagree	0	0%
Strongly Disagree	0	0%
Not Applicable	64	55%
Total	116	100%



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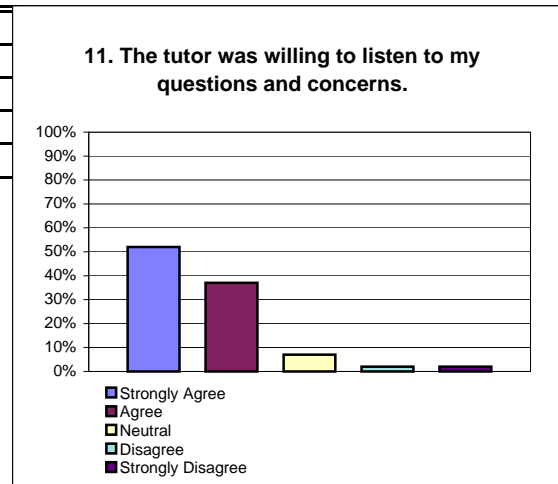
10. The tutor clearly explained the policies and procedures for using the MSTRC services.

Response	N	%
Strongly Agree	37	30%
Agree	32	26%
Neutral	28	23%
Disagree	16	13%
Strongly Disagree	9	8%
Total	122	100%



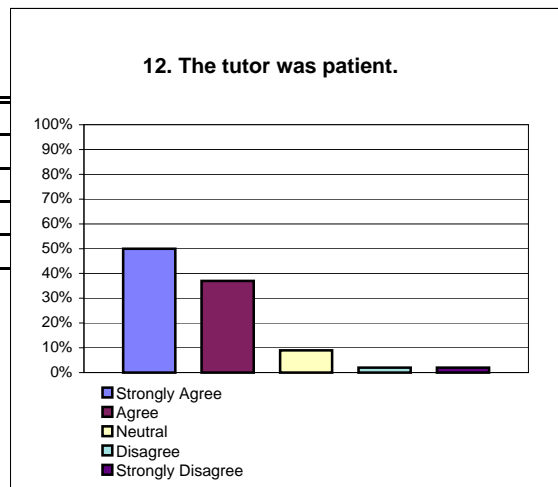
11. The tutor was willing to listen to my questions and concerns.

Response	N	%
Strongly Agree	64	52%
Agree	45	37%
Neutral	9	7%
Disagree	2	2%
Strongly Disagree	3	2%
Total	123	100%



12. The tutor was patient.

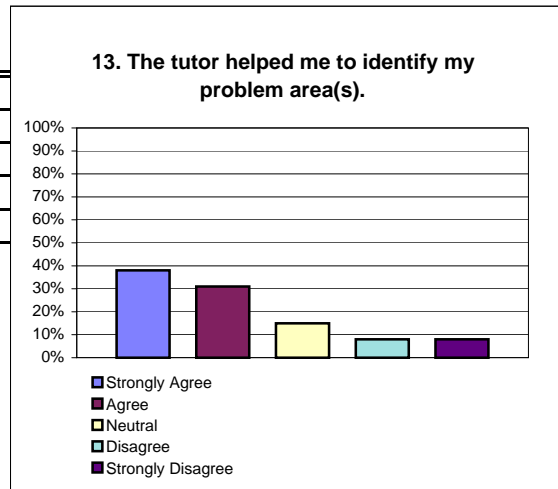
Response	N	%
Strongly Agree	61	50%
Agree	45	37%
Neutral	11	9%
Disagree	2	2%
Strongly Disagree	3	2%
Total	122	100%



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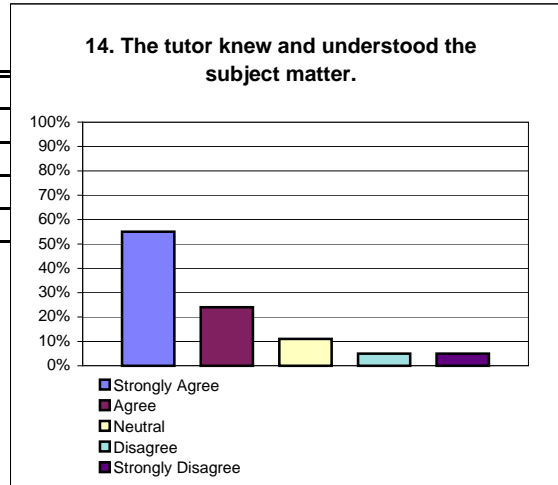
13. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	46	38%
Agree	38	31%
Neutral	18	15%
Disagree	10	8%
Strongly Disagree	9	8%
Total	121	100%



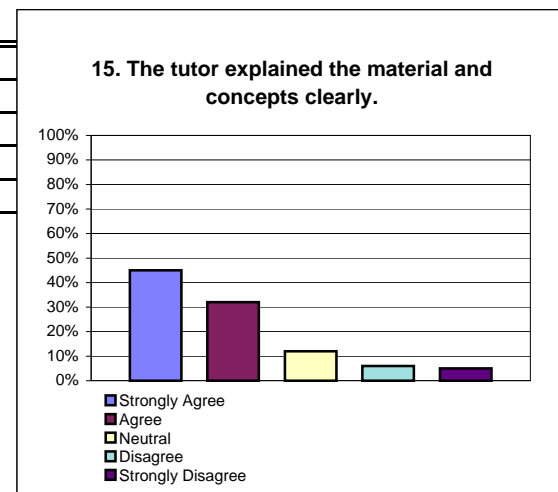
14. The tutor knew and understood the subject matter.

Response	N	%
Strongly Agree	67	55%
Agree	29	24%
Neutral	13	11%
Disagree	6	5%
Strongly Disagree	6	5%
Total	121	100%



15. The tutor explained the material and concepts clearly.

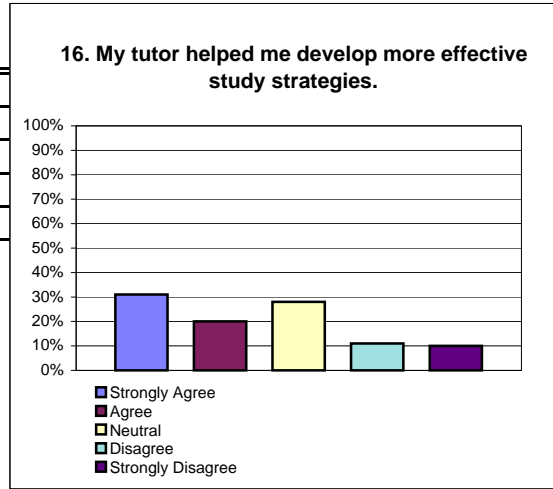
Response	N	%
Strongly Agree	55	45%
Agree	39	32%
Neutral	14	12%
Disagree	7	6%
Strongly Disagree	6	5%
Total	121	100%



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

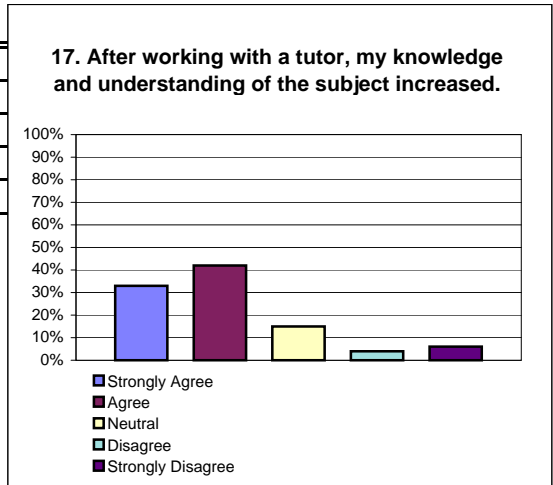
Response	N	%
Strongly Agree	36	31%
Agree	23	20%
Neutral	33	28%
Disagree	13	11%
Strongly Disagree	12	10%
Total	117	100%



Student Outcomes:

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

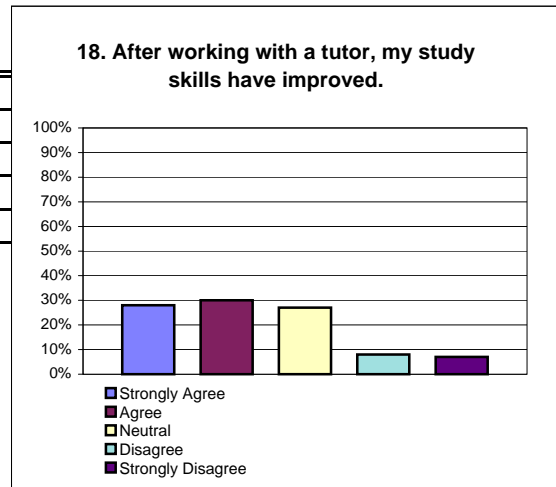
Response	N	%
Strongly Agree	40	33%
Agree	52	42%
Neutral	19	15%
Disagree	5	4%
Strongly Disagree	7	6%
Total	123	100%



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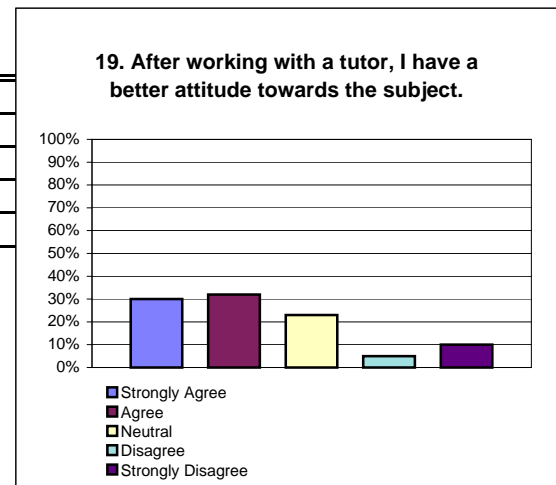
18. After working with a tutor, my study skills have improved.

Response	N	%
Strongly Agree	34	28%
Agree	37	30%
Neutral	33	27%
Disagree	10	8%
Strongly Disagree	8	7%
Total	122	100%



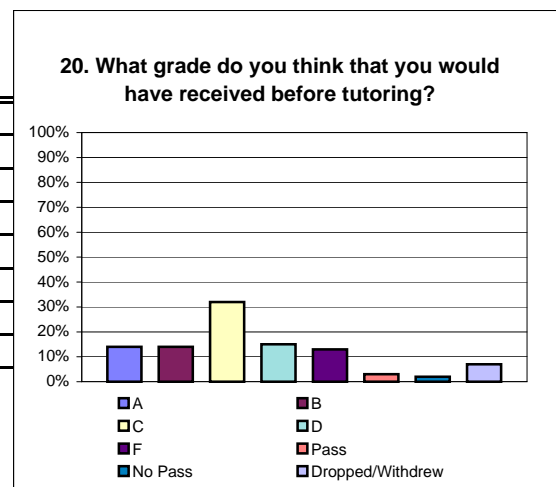
19. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	36	30%
Agree	38	32%
Neutral	28	23%
Disagree	6	5%
Strongly Disagree	12	10%
Total	120	100%



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

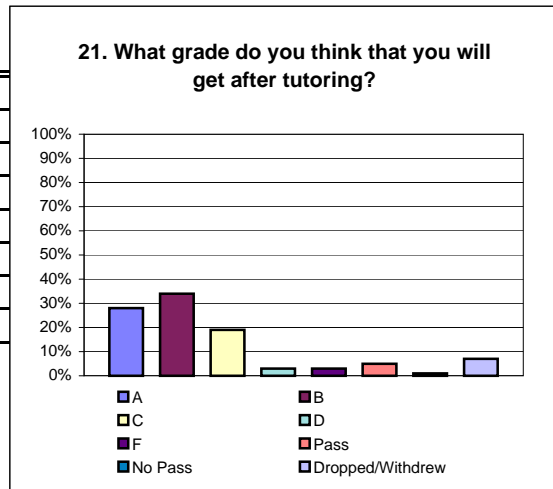
Response	N	%
A	17	14%
B	17	14%
C	39	32%
D	18	15%
F	16	13%
Pass	4	3%
No Pass	3	2%
Dropped/Withdrew	9	7%
Total	123	100%



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

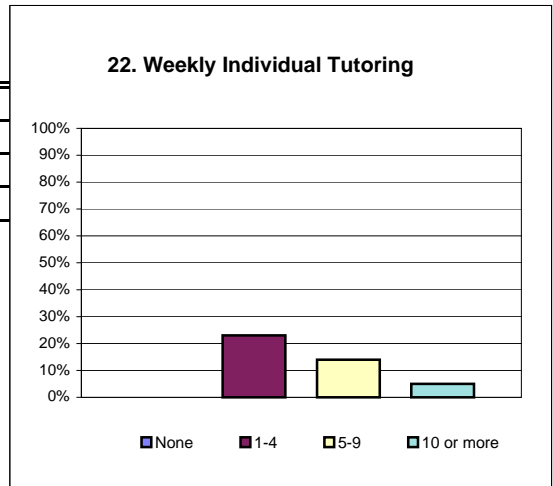
Response	N	%
A	34	28%
B	41	34%
C	23	19%
D	3	3%
F	4	3%
Pass	6	5%
No Pass	1	1%
Dropped/Withdrew	8	7%
Total	120	100%



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

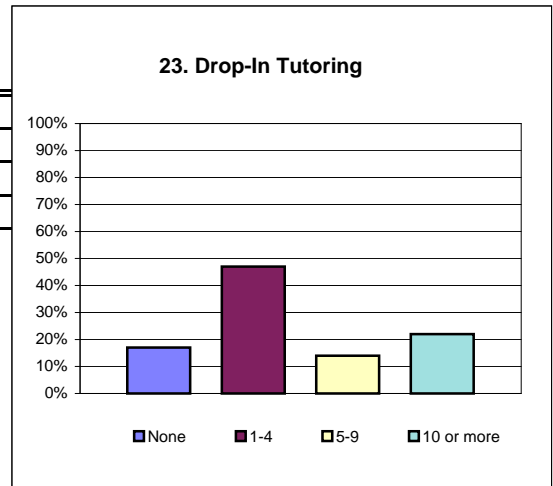
22. Weekly Individual Tutoring

Response	N	%
None	62	
1-4	24	23%
5-9	15	14%
10 or more	5	5%
Total	106	100%



23. Drop-In Tutoring

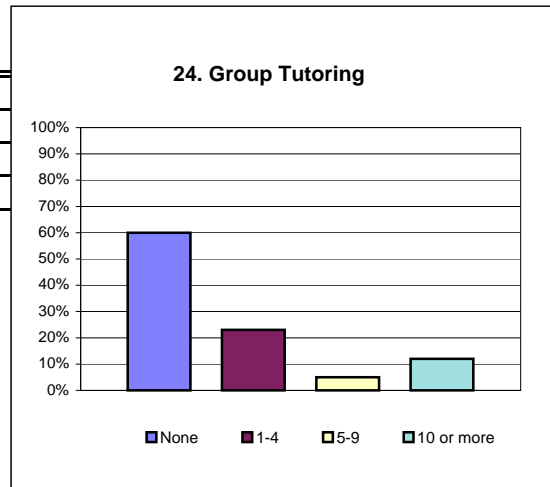
Response	N	%
None	19	17%
1-4	54	47%
5-9	16	14%
10 or more	25	22%
Total	114	100%



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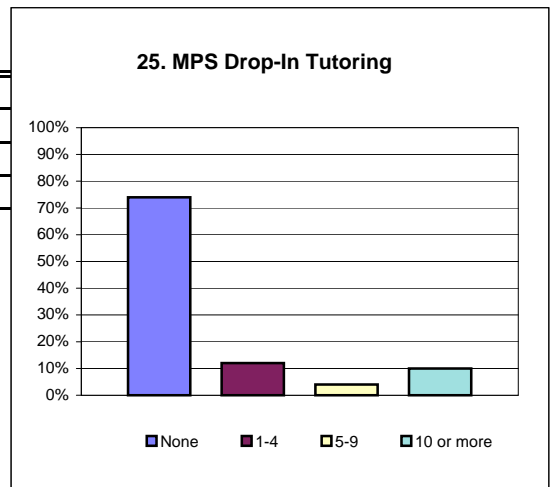
24. Group Tutoring

Response	N	%
None	61	60%
1-4	23	23%
5-9	5	5%
10 or more	12	12%
Total	101	100%



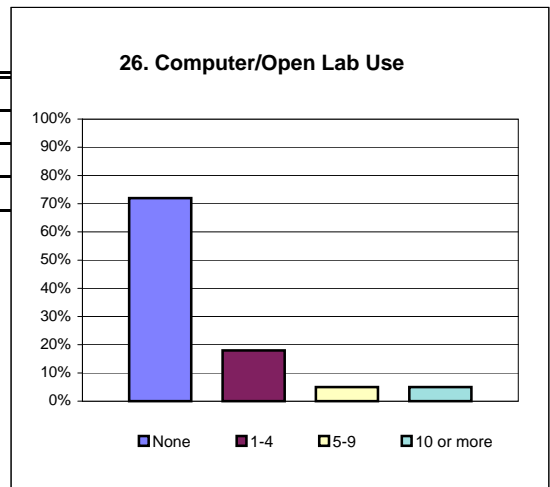
25. MPS Drop-In Tutoring

Response	N	%
None	70	74%
1-4	11	12%
5-9	4	4%
10 or more	10	10%
Total	95	100%



26. Computer/Open Lab Use

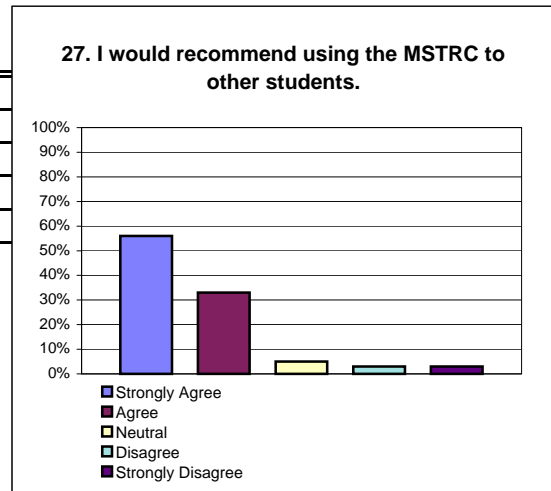
Response	N	%
None	69	72%
1-4	17	18%
5-9	5	5%
10 or more	5	5%
Total	96	100%



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

Response	N	%
Strongly Agree	68	56%
Agree	39	33%
Neutral	6	5%
Disagree	4	3%
Strongly Disagree	3	3%
Total	120	100%



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

Comments Written by Students

A better appreciation of math and physics
After attending weekly group study sessions, i learned out of book information that helped me solve in class problems.
All of the services.
All of the them.
All the help and patience I got.
Alarifying the subject materials
Cleared up my confusion on most part of the subject, but not all because they didn't know what my teacher wanted to see in the problem.
Drop in
Good group tutoring
Great Availability
Great environment and tutor
Group and drop-in tutoring
H.W questions
Having a great tutor!
Having an individual tutor
Having drop in tutoring available to fit my schedule
Help with problems I was stuck on.
Help with understanding most of the material.
Homework help
How to solve problems,understanding topics
I can understand the contents better in the book
I can use MSTRC computers to do my homework.
I havent had a chance to fully use all the services so I don't know yet.
I think the most helpful for me this last quarter was drop in tutoring.
Individual attention from the drop-in tutor since i never was contacted when i requested a weekly tutor..twice.
Individual help
Individual tutoring but I didn't get that this quarter an my old tutor (Jade) said she would tutor me but our hours didn't coordinate.
Just simply having the support.
Knowing how to make math problems easier
Leaving the center knowing that I have a clearer idea on the concepts I was understanding.
Math 14 excellent tutoring team.
Math tutor
Math10
More ways of approaching a problem
My tutor was able to find an approach and concepts to help me better understand the material I had difficulties with. If was unable to understand something he found a way to explain it.
One tutor was able to help me identify and help me overcome some fundamental issues with my approach to mathematics, rather than simply helping me solve my homework problem.
Someone always available
Step of solving a problem
The drop-in MPS tutoring was outstanding. Junior is by far the best tutor I have had the privilege of working with.
The goup tutoring fo rmy math class was helpful. it prepared me for tests and finals.
The homework assistance, and clarification of missed questions on tests and quizzes.

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The individual tutoring was good i got plenty done and understood the problem better but drop in tutoring out of all the times i went i only got help like 3 to 4 time.I went more then 10 time to the center it seemed like there wasn't anyone there to help.

The most helpful service was drop-in tutoring with Helen. Helen is helpful patient, kind, understanding, and positive. She helped me to understand many different aspects of math that I was struggling with.

The most helpful was to have someone to help me about 3 times.

The MPS program was awesome, and made me love math, so much help and attention!

THE PATIENCE AND THE ABILITY TO COMMUNICATE CLEARLY.

The tutor is very knowledgeable in the subject matter

The tutors and the computers

They can explain briefly

They understood the material well and could explain it. If they did not understand, they would try and find a solution to present to you.

Tutor one on one. And a few of the tutors and my teacher.

Tutoring

Tutoring in biology

Tutors showed me how to solve tough homework problems.

Understanding oxidation and reduction methods

Very good tutor

Weekly individual tutoring

When I needed a book it was always giving to me.

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29. How can we improve our services?

Comments Written by Students

-
-
- Area very cramped, need larger area.
-
- Being able to sign up in the center.
-
- Bigger place!
-
- Bigger Room
-
- By allowing a more diverse population of tutors.
-
- Center should be open for some more time
-
- Connect more with teachers. It seems as though teachers send students to the tutoring center without really knowing anything about it. It'd be great if tutors and teachers worked together more.
-
- Contact people who request weekly tutors. I applied twice and never got a response or a tutor for that matter..i had to depend solely on the drop-in tutor Paris (who was great, thank goodness!)
-
- Excellent services don't see any reason to improve other than the white board pens seems to run out of ink very often.
-
- Expanding numbers of tutors available for different subjects
-
- Fix the printers! better computers
-
- For the drop in tutoring I almost could never find a tutor to help me with Chemistry. One girl even freaked out when I asked her for help saying she was not working and had homework to do which I understand that she was off work however she could have han
-
- Get more tutors that can help in calculus chemistry and physics
-
- Get people who have english as a first language, who don't just sit and talk to their friends when they should be helping people.
-
- Get some more smart math tutor
-
- Have a more orderly way of allocating the drop-in tutor's time because there are always going to be more students than that tutor has time for (drop-in). Usually it's the most agressive student that get's the tutor's attention.
-
- Have more available tutor's that know's all the math professors and how they teach.
-
- Have more available tutors! There aren't enough, OR have them only help with 1 or 2 problems, then move on to someone else-so they can get around the whole table or group. Then everyone can get at least some questions answered, instead of waiting 30 minut
-
- Have more classes require going to the MSTRC. If I had known about it sooner this year I would have gone, but I was unaware of its existance. I think if more classes required at least a one hour attenance to the MSTRC, more students would actually pass th
-
- Have more people help out in the table for the drop in it seemed there was never any people or enough.
-
- Have more textbooks available in the center
-
- Have more tutors & seats available during peak hours.
-
- Have more tutors circulating to find people to help/responding to raised hands
-
- Have more tutors or increase availability of tutors
-
- Have more tutors!
-
- Have separate table for chem and Physic (long table please)
-
- Have the tutors teach you one way and be taught the same way that the teacher is teaching it.
-
- Have tutors available for Math 46!
-
- Having more tutors on duty would help out alot since some days i had long waits between questions and help.
-
- Hire more people like Samuel and Svetlana.
-
- Hire more tutors
-
- I have not been very successful with my individual tutors. Perhaps a mandatory training before these students get paid should be put in place.
-
- I hope there are more tutors here. Sometimes it is very difficult to get a tutor to help because there are many students are waiting for help.
-

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I strongly recommend that should be a list for people to be called. Specially for drop in. I haven't seen anything that works better and more fairly than individual help, with limited time per student each time. When the only available tutors sit on a tab

I think you all are really great; the only improvement might be to make sure the tutors that get assigned to help a person with a specific class, like stats, really understand it Plus there was a bit of a language barrier between us. All in all though,

INCREASE THE TUTOR TO STUDENT RATIO.

Keep doing what your doing

Longer hours of individual tutoring

Maybe more tutors for drop in tutoring because when i wa there i waited a whole hour until i was helped.

Maybe put a bathroom in the building?

More good tutors

More tutor variation

More tutors and more tutors that are patient.

More tutors available for Math 212 and 114

More tutors needed

More tutors, and English speaking tutors, are needed.

Not let the tutor ask me for my number if he's going to try to go on a date with me, not let the tutor talk about private things in the tutor center, and next time find me a tutor from the begining, because I applied for one, I got one, all of the sudden

Offer more tutors

Offer more tutors who are familiar with the Enablemath program.

One probably can't change much, but...have tutors who really care about helping students learn. when a student walks in and look s around for help, most tutors do not ask if the student needs help. instead, they are doing their own hw or are talking with

Probably, but I'm not sure how.

Provide more tutor

Provide more tutors for drop-in session

Rooms are too cramped up.

Some tutors are weak in helping students, they need to improve their maths skills. Some tutors are great.

Sometimes the answers the tutor gave are incorrect. That happened more than twice for me this quarter so may be if the tutor is not sure about the answer he/she can say so rather than saying something that is incorrect.

Sometimes there are not enough tutors.

The hours were cut this quarter for the MPS program, and that had a dramatic impact on my capabilities. I definitely think the hours need to be increased.

The tutors that were available did not know math 11. I found it very difficult to get help when they were unfamiliar with the course.

Try to find more tutors for Math 11.

Tutors on the phone in the mps room you have to ask for help. If I have to interrupt a tutor reading a book for help them the priorities are wrong.

Tutors should be able to clearly explain concepts and teach the student how problem should be solved rather than show how the problem is solved.

Weekend/ later hours

Weekly tutoring is fine the way it is. Drop in could use a few more tutors. They seem to pay too much attention to a single student.

You guys were already doing a great job.

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30. Any other comments or concerns?

Comments Written by Students

A receptionist would also help, I only found someone on the central desk 1 out of the 4 times. Honestly? You should see how Diablo Valley College Math Lab works (East Bay). It may be one of the only things I miss from that school. Thanks for the opportunity.

Alice Lee is a great tutor!

Can I sign up again because I have statistics next quarter.

Can you offer snacks?

Everything else is great, but good is it when students in need of individual attention have to wait in line at drop-in tables.

Except for this quarter (problem mentioned earlier), I was helped before a lot so everything was good.

Free to use pencil

I had a great experience this quarter at the Anza, excellent team of people. I am thinking on signing for Math 10 the support and team help at the MSTRC make me feel confident.

I had difficulty in the tutoring center all quarter. Each time I went in on a drop in basis, I could not find anyone to help me. There were many students and only 1-2 tutors available for everyone. One student would monopolize all the time. There were

I liked my tutor but unfortunately she was not able to help me with the stats concepts and problems, plus she didn't know how to use the graphing calculator and that was an integral part of the class.

If I attend De Anza again, I plan on utilizing this resource.

If my instructor had been more interested in the retention of her students, I feel that I could have passed the class with the assistance of the tutor lab.

It is really helpful in this center.

Keep up the great work!

Let us use the copy machine or print machine if it's related to anything math, physics, science work.

My professor made arrangements to have a tutor available specifically for my class, which gave me a structured time to use the service and be guaranteed to have someone there. I don't think I would have used the tutoring center otherwise.

My tutor was sweet, young, bubbly, and happy to talk about unrelated issues all through our hour. I found it hard to stay focused on math without getting sucked into chatting. Also she no-call no-showed as well as canceling our tutoring sections anytime h

Need more tutors

Not all math tutors know how to solve all the queries

Not enough tutors

One tutor was not helpful but I do not remember his name. Khoa was very nice and helped me everytime after that my bad tutor experience

Put an exit in the back of the building

Snacks and drinks allowed

Some tutors are not helping students; they just stand there

Take the weekly help by a tutor and request at the start of the quarter don't wait for a few weeks. Then all the good ones will be taken and will be hard to find a time to meet.

Thank you

Thank you for being amazing and providing such a useful resource for students. (: it really means a lot.

The center is a very valuable tool for students like myself who need the extra help and insight in difficult courses material. Faraz is an exceptionally gifted tutor. Appreciated all his professional help.

The MPS program helped me to maintain an A average this entire quarter, but the hours being cut will no doubt pose a serious risk for me in the near future. I was fortunate enough to be able to utilize the drop-in MPS tutoring in the mornings, but that

The tutor center was really helpful, and i'm hoping to get help from this center again next quarter.

There are not many tutor at lunch time for physic and chem this quarter

DA Student Success Center, MSTRC Survey Result, Winter 2011

There needs to be more tutors that know how to do Chemistry for drop in tutoring

There was only one or two people that could help Math 46 students and I was upset about that. I really needed help in this class but didn't get it. Luckily, this instructor does not just grade off exams. Otherwise, I would of failed!

Tutoring was great! but if you are going to study by yourself is too loud!

Tutors need to foster discussion, analysis, and self discovery. some tutors tell you at point blank how to do a problem.



De Anza College 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.

1. What other Student Success Center services/tutoring have you used?

Check all that apply.

- Writing Reading Center (ATC-309)
- General Subject Tutoring (ATC-305)
- Skills Center (ATC-302)
- Listening Speaking Center (ATC-304)
- 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

14. The tutor knew and understood the subject matter.

15. The tutor explained the material and concepts clearly.

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

Student Outcomes:

Strongly Agree Agree Neutral Disagree Strongly Disagree

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

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

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

A B C D F Pass No Pass Dropped/Withdrew

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

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

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?

None 1-4 5-9 10 or more

22. Weekly Individual Tutoring

23. Drop-In Tutoring

24. Group Tutoring

25. MPS Drop-In Tutoring

26. Computer/Open Lab Use

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