

## De Anza College Office of Institutional Research and Planning

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

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

**Date:** 01/04/2013

**Subject:** Writing and Reading Center Survey, Fall 2012

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A survey of the Writing and Reading Center was conducted at the end of the Fall quarter in 2012. All students who received tutoring services were provided the opportunity to take the survey; this resulted in 157 valid respondents.

### Important Highlights Include:

- 93% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful.
- 89% of respondents “Agree” or “Strongly Agree” that they would recommend using the Writing and Reading Center (ATC 309).
- 87% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns.
- 86% of respondents “Agree” or “Strongly Agree” that the tutor was patient.
- 84% 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 tutor explained the material and concepts clearly.
- 69% of respondents reported they used Drop-In Tutoring (Walk-In), 24% used Weekly Individual Tutoring, 5% used Group Tutoring, 1% used In-Class Tutoring (TA), and 1% used other tutoring services.
- 67% of respondents “Agree” or “Strongly Agree” that it was easy to get a tutor.
- 65% of respondents “Agree” or “Strongly Agree” that the tutor clearly explained the policies and procedures for using the services in the Writing and Reading Center.
- 57% of respondents stated they had used the General Subject Tutoring (Library 107), 11% had used the Listening and Speaking Center (L 47), 11% had used the Writing and Reading Center (Library 107), 11% had used Math and Science Resource Center (S 43), 7% had used the Skills Center (Library 107A), and 4% had used the Math Performance Success tutoring (S 43).

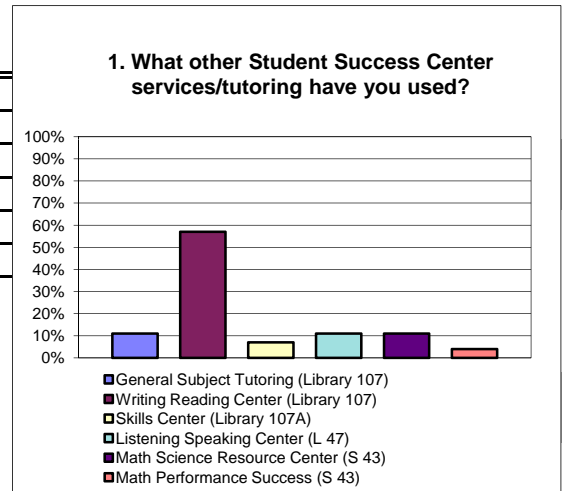
- 24% of respondents reported they had requested help for EWRT 1A, EWRT 1B, EWRT 1C or EWRT 1C courses, 17% had requested help for EWRT 200 or READ 200 courses, 17% had requested help for EWRT 211 or READ 211 courses, and 9% had requested help for LART 200 or LART 211 courses. Also, 33% selected “Other.”
- 17% of respondents stated they had requested help for 261, 262, or 263 courses, 9% had requested help for ESL 272 or 273 courses, 6% had requested help for ESL 5, 5% had requested help for ESL 251, 252, or 253 courses, and 4% had requested help for ESL 200, 234 or 244 courses. Also, 60% selected “Other.”

# DA Writing and Reading Center Survey Result, Fall 2012

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

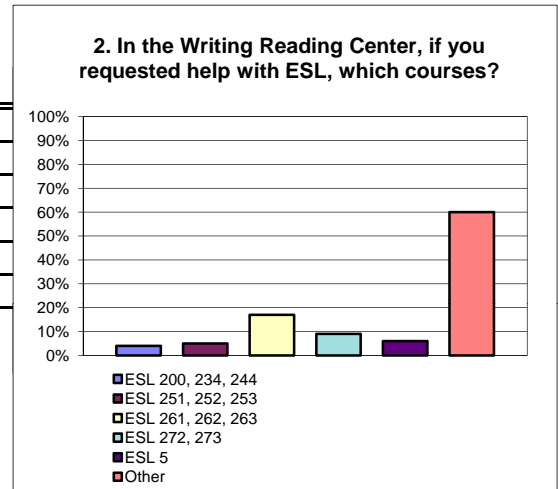
Response	N	%
General Subject Tutoring (Library 107)	26	11%
Writing Reading Center (Library 107)	139	57%
Skills Center (Library 107A)	17	7%
Listening Speaking Center (L 47)	26	11%
Math Science Resource Center (S 43)	26	11%
Math Performance Success (S 43)	11	4%
<b>Total</b>	<b>245</b>	<b>100%</b>

\* The answers were distributed across groups.



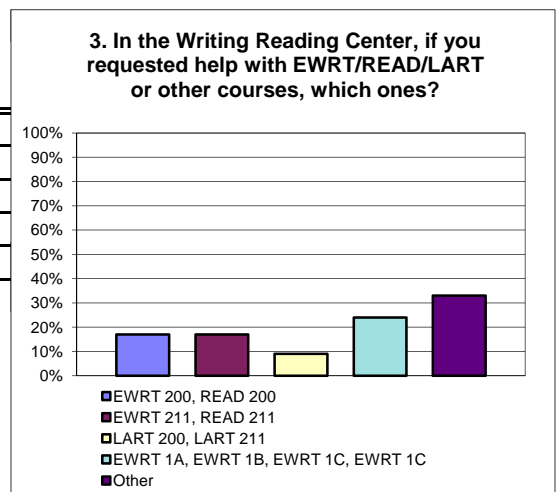
2. In the Writing Reading Center, if you requested help with ESL, which courses?

Response	N	%
ESL 200, 234, 244	5	4%
ESL 251, 252, 253	6	5%
ESL 261, 262, 263	22	17%
ESL 272, 273	11	9%
ESL 5	7	6%
Other	75	60%
<b>Total</b>	<b>126</b>	<b>100%</b>



3. In the Writing Reading Center, if you requested help with EWRT/READ/LART or other courses, which ones?

Response	N	%
EWRT 200, READ 200	22	17%
EWRT 211, READ 211	21	17%
LART 200, LART 211	11	9%
EWRT 1A, EWRT 1B, EWRT 1C, EWRT 1C	31	24%
Other	42	33%
<b>Total</b>	<b>127</b>	<b>100%</b>



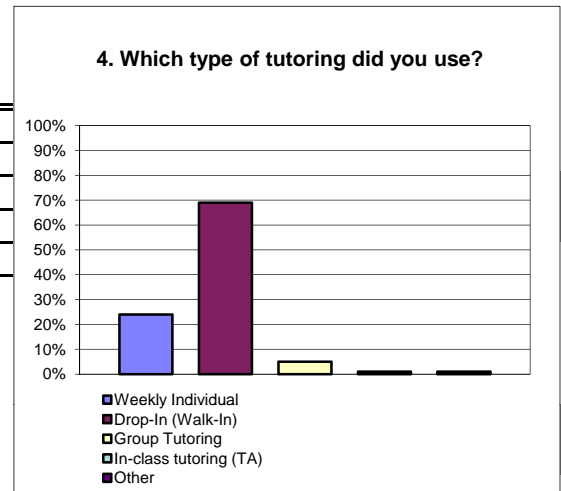
## DA Writing and Reading Center Survey Result, Fall 2012

### \* 4. Which type of tutoring did you use?

Check all that apply.

Response	N	%
Weekly Individual	47	24%
Drop-In (Walk-In)	132	69%
Group Tutoring	10	5%
In-class tutoring (TA)	1	1%
Other	2	1%
<b>Total</b>	<b>192</b>	<b>100%</b>

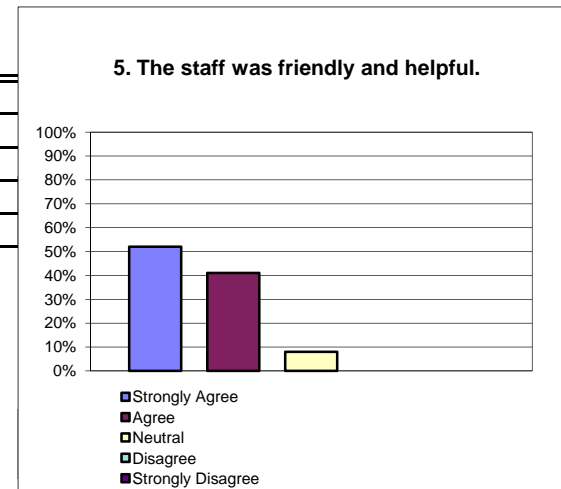
\* The answers were distributed across groups.



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

### 5. The staff was friendly and helpful.

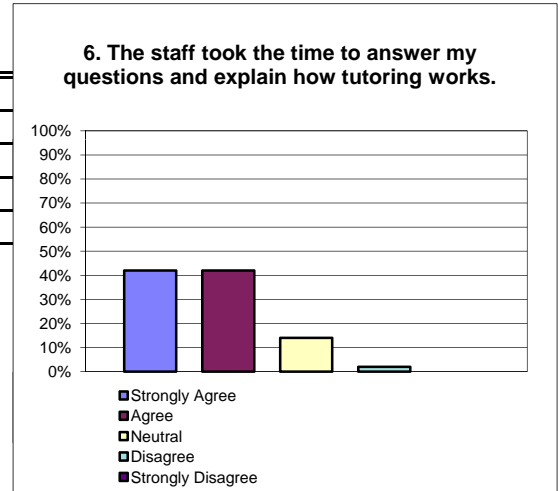
Response	N	%
Strongly Agree	80	52%
Agree	63	41%
Neutral	12	8%
Disagree	0	0%
Strongly Disagree	0	0%
<b>Total</b>	<b>155</b>	<b>100%</b>



## DA Writing and Reading Center Survey Result, Fall 2012

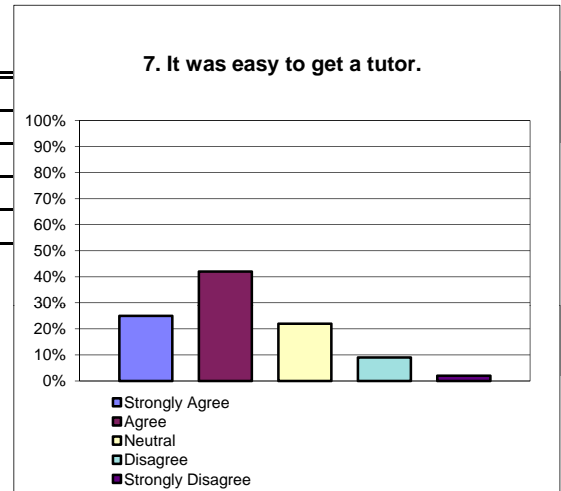
### 6. The staff took the time to answer my questions and explain how tutoring works.

Response	N	%
Strongly Agree	65	42%
Agree	65	42%
Neutral	21	14%
Disagree	3	2%
Strongly Disagree	0	0%
<b>Total</b>	<b>154</b>	<b>100%</b>



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

Response	N	%
Strongly Agree	39	25%
Agree	66	42%
Neutral	35	22%
Disagree	14	9%
Strongly Disagree	3	2%
<b>Total</b>	<b>157</b>	<b>100%</b>

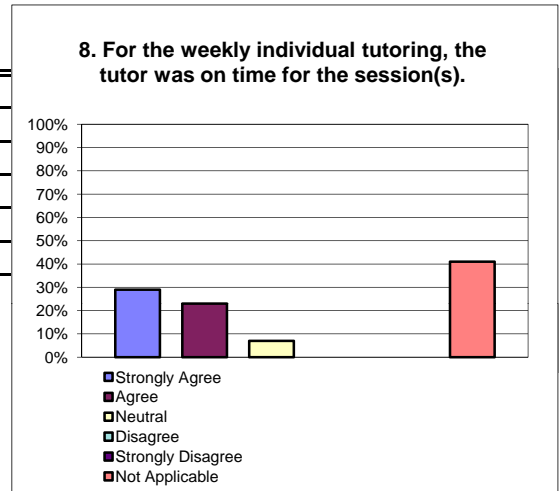


# DA Writing and Reading Center Survey Result, Fall 2012

## Tutor and Tutoring Sessions:

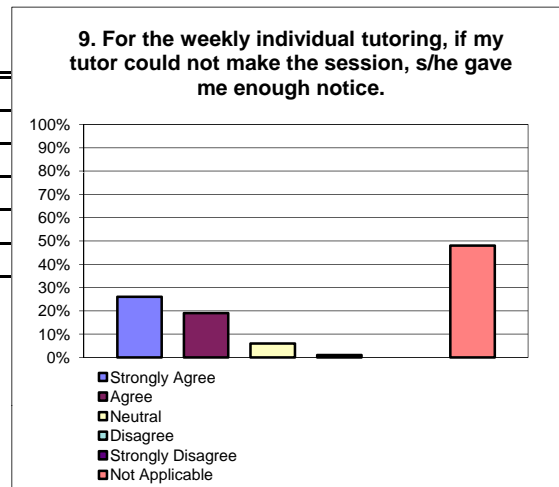
**8. For the weekly individual tutoring, the tutor was on time for the session(s).**

Response	N	%
Strongly Agree	40	29%
Agree	32	23%
Neutral	10	7%
Disagree	0	0%
Strongly Disagree	0	0%
Not Applicable	56	41%
<b>Total</b>	<b>138</b>	<b>100%</b>



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

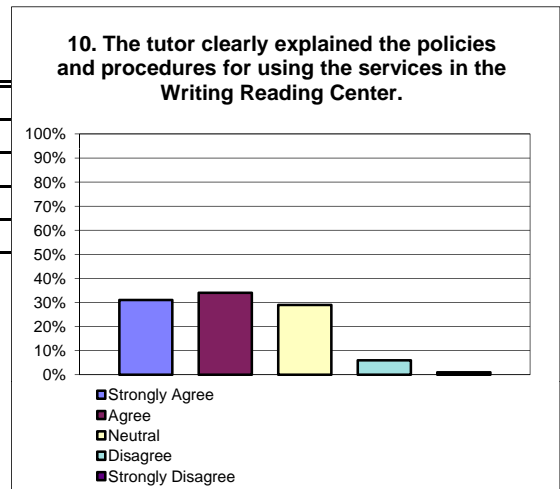
Response	N	%
Strongly Agree	36	26%
Agree	26	19%
Neutral	8	6%
Disagree	1	1%
Strongly Disagree	0	0%
Not Applicable	65	48%
<b>Total</b>	<b>136</b>	<b>100%</b>



## DA Writing and Reading Center Survey Result, Fall 2012

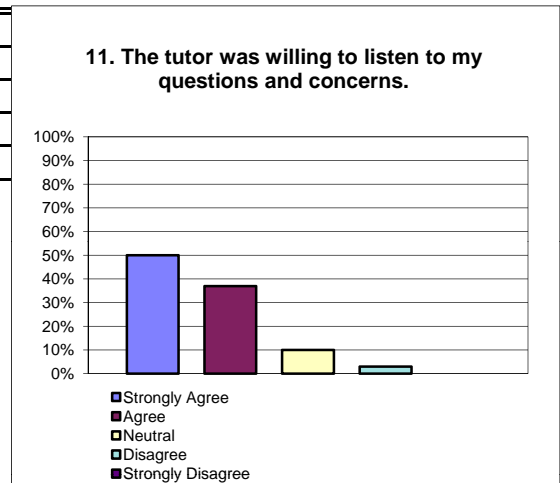
**10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center.**

Response	N	%
Strongly Agree	45	31%
Agree	48	34%
Neutral	41	29%
Disagree	8	6%
Strongly Disagree	1	1%
<b>Total</b>	<b>143</b>	<b>100%</b>



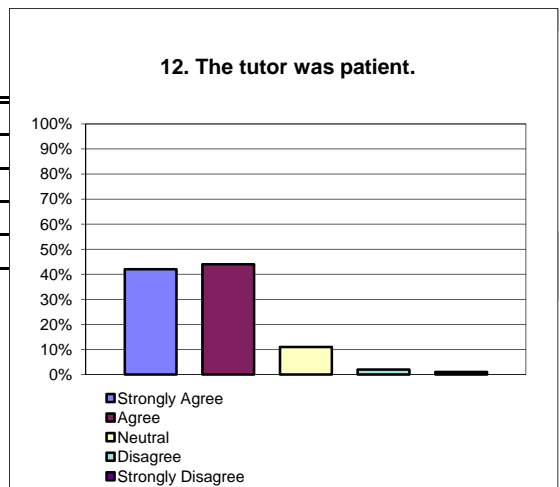
**11. The tutor was willing to listen to my questions and concerns.**

Response	N	%
Strongly Agree	74	50%
Agree	55	37%
Neutral	14	10%
Disagree	4	3%
Strongly Disagree	0	0%
<b>Total</b>	<b>147</b>	<b>100%</b>



**12. The tutor was patient.**

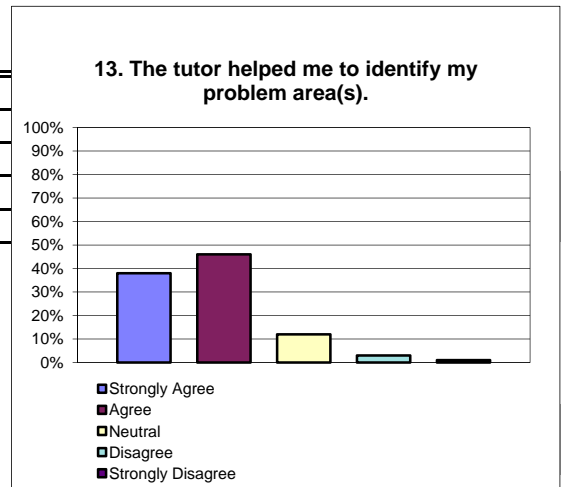
Response	N	%
Strongly Agree	62	42%
Agree	64	44%
Neutral	16	11%
Disagree	3	2%
Strongly Disagree	1	1%
<b>Total</b>	<b>146</b>	<b>100%</b>



## DA Writing and Reading Center Survey Result, Fall 2012

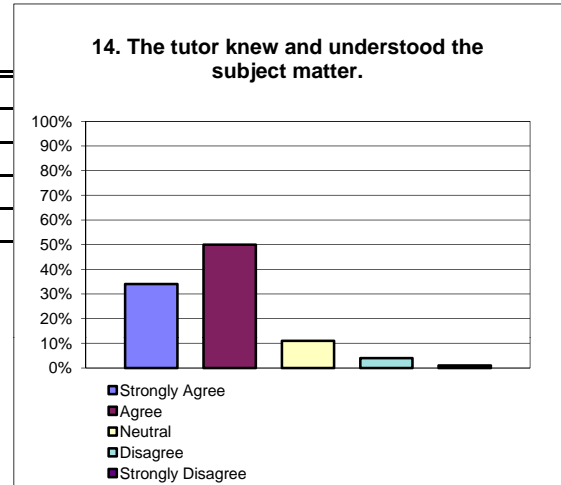
### 13. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	55	38%
Agree	67	46%
Neutral	18	12%
Disagree	4	3%
Strongly Disagree	1	1%
<b>Total</b>	<b>145</b>	<b>100%</b>



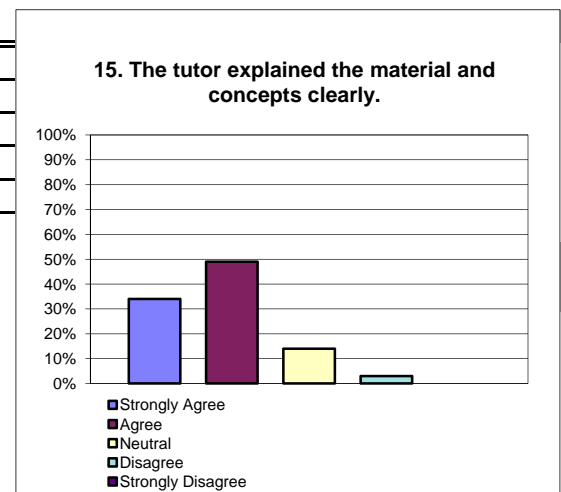
### 14. The tutor knew and understood the subject matter.

Response	N	%
Strongly Agree	49	34%
Agree	73	50%
Neutral	16	11%
Disagree	6	4%
Strongly Disagree	1	1%
<b>Total</b>	<b>145</b>	<b>100%</b>



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

Response	N	%
Strongly Agree	50	34%
Agree	71	49%
Neutral	21	14%
Disagree	4	3%
Strongly Disagree	0	0%
<b>Total</b>	<b>146</b>	<b>100%</b>

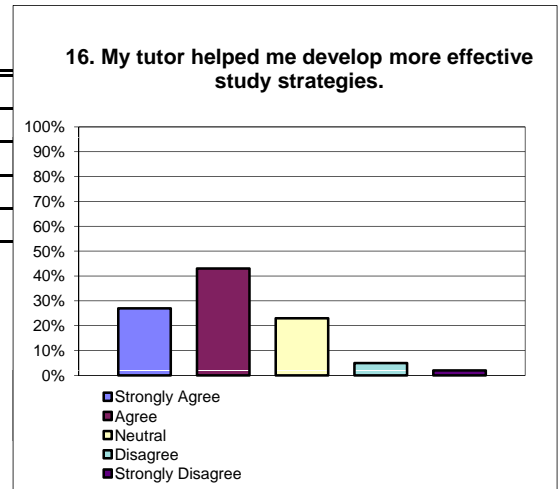




## DA Writing and Reading Center Survey Result, Fall 2012

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

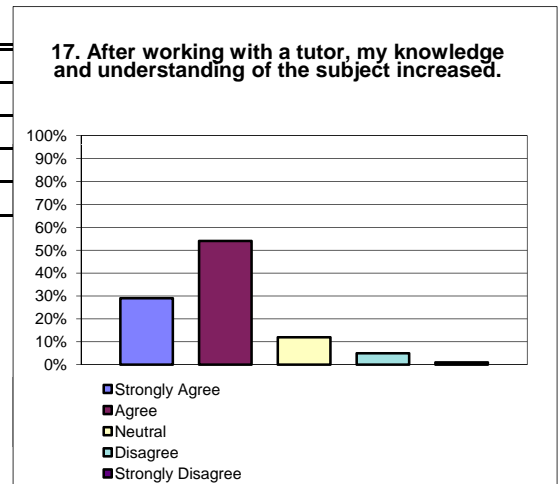
Response	N	%
Strongly Agree	39	27%
Agree	63	43%
Neutral	33	23%
Disagree	7	5%
Strongly Disagree	3	2%
<b>Total</b>	<b>145</b>	<b>100%</b>



### Student Outcomes:

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

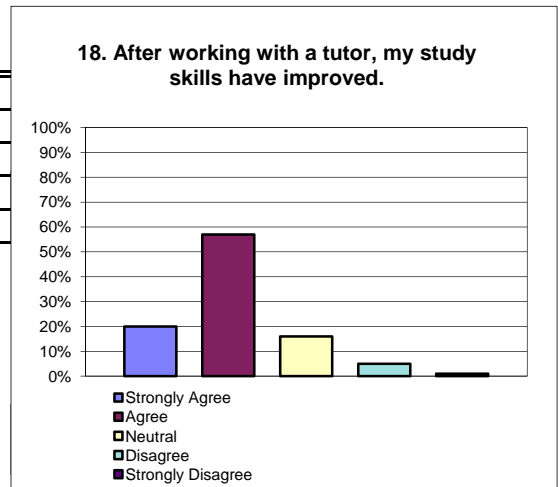
Response	N	%
Strongly Agree	43	29%
Agree	80	54%
Neutral	18	12%
Disagree	7	5%
Strongly Disagree	1	1%
<b>Total</b>	<b>149</b>	<b>100%</b>



# DA Writing and Reading Center Survey Result, Fall 2012

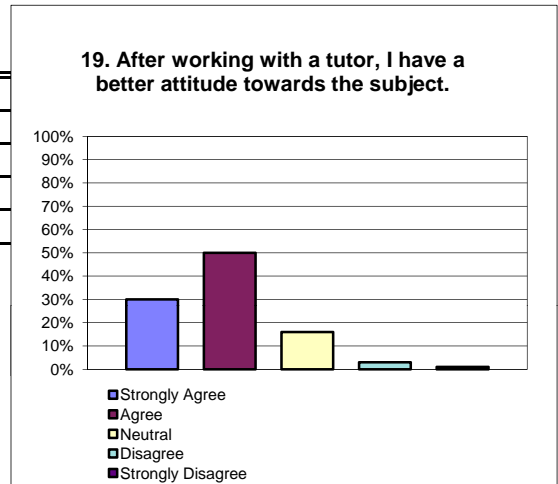
## 18. After working with a tutor, my study skills have improved.

Response	N	%
Strongly Agree	31	20%
Agree	86	57%
Neutral	25	16%
Disagree	8	5%
Strongly Disagree	2	1%
<b>Total</b>	<b>152</b>	<b>100%</b>



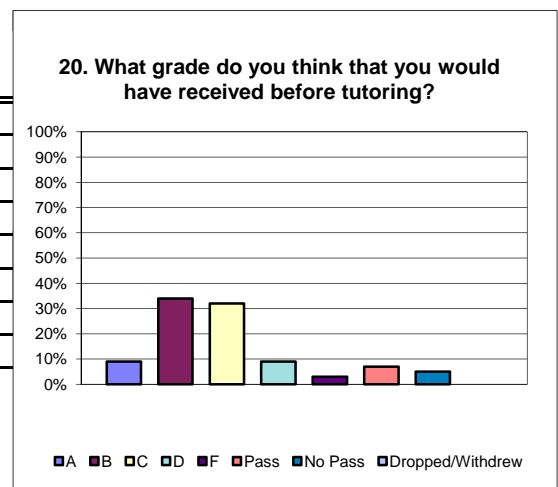
## 19. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	45	30%
Agree	75	50%
Neutral	24	16%
Disagree	5	3%
Strongly Disagree	2	1%
<b>Total</b>	<b>151</b>	<b>100%</b>



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

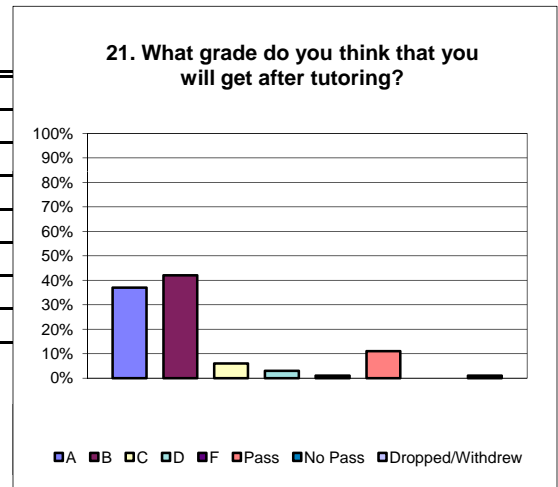
Response	N	%
A	14	9%
B	51	34%
C	49	32%
D	14	9%
F	5	3%
Pass	10	7%
No Pass	8	5%
Dropped/Withdrew	0	0%
<b>Total</b>	<b>151</b>	<b>100%</b>



# DA Writing and Reading Center Survey Result, Fall 2012

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

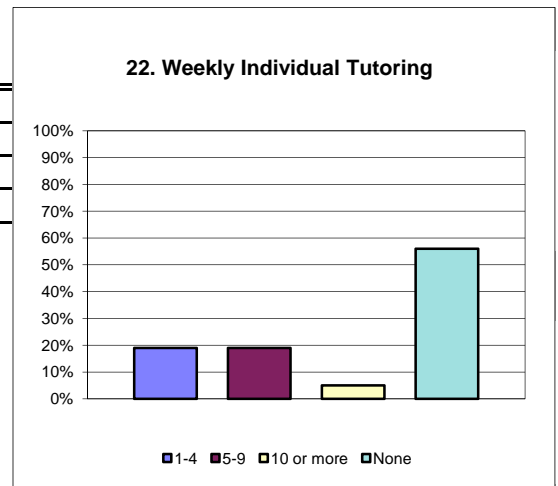
Response	N	%
A	56	37%
B	64	42%
C	9	6%
D	4	3%
F	1	1%
Pass	17	11%
No Pass	0	0%
Dropped/Withdrew	1	1%
<b>Total</b>	<b>152</b>	<b>100%</b>



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

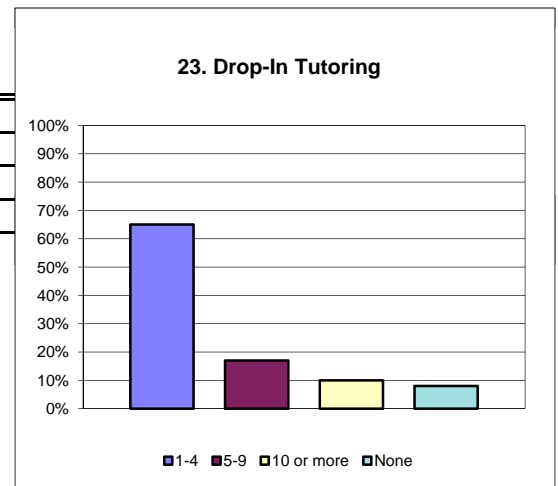
## 22. Weekly Individual Tutoring

Response	N	%
1-4	30	19%
5-9	29	19%
10 or more	8	5%
None	87	56%
<b>Total</b>	<b>154</b>	<b>100%</b>



## 23. Drop-In Tutoring

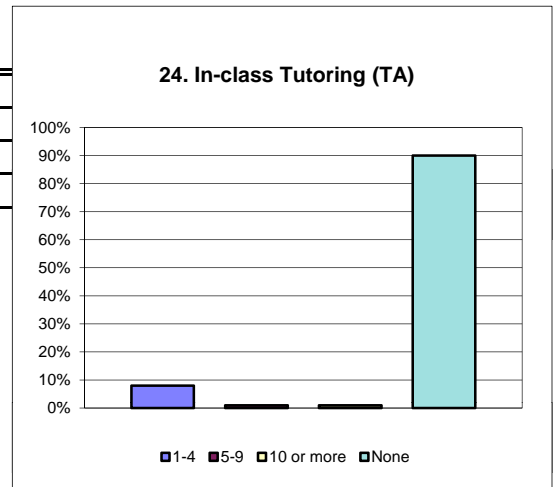
Response	N	%
1-4	100	65%
5-9	26	17%
10 or more	15	10%
None	12	8%
<b>Total</b>	<b>153</b>	<b>100%</b>



# DA Writing and Reading Center Survey Result, Fall 2012

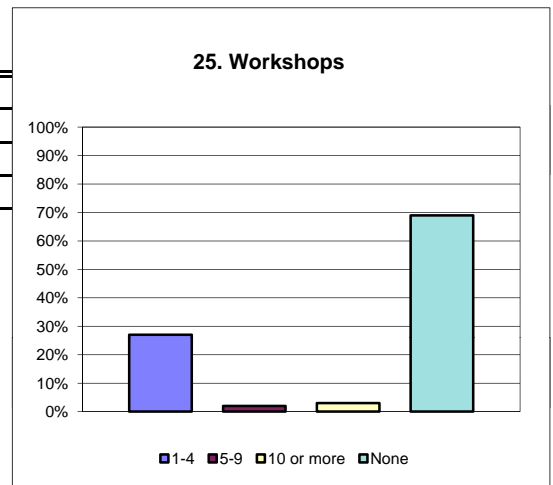
## 24. In-class Tutoring (TA)

Response	N	%
1-4	11	8%
5-9	2	1%
10 or more	2	1%
None	130	90%
<b>Total</b>	<b>145</b>	<b>100%</b>



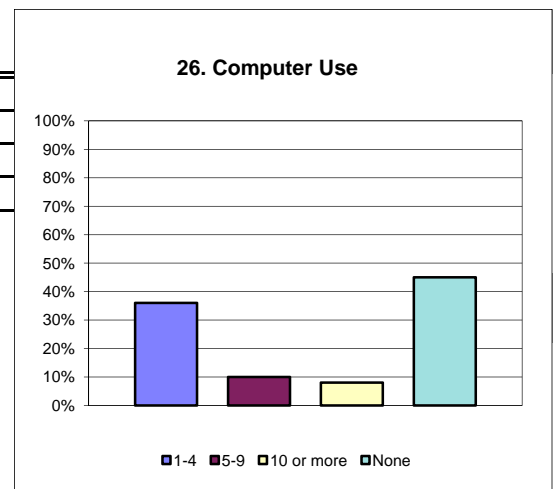
## 25. Workshops

Response	N	%
1-4	39	27%
5-9	3	2%
10 or more	4	3%
None	101	69%
<b>Total</b>	<b>147</b>	<b>100%</b>



## 26. Computer Use

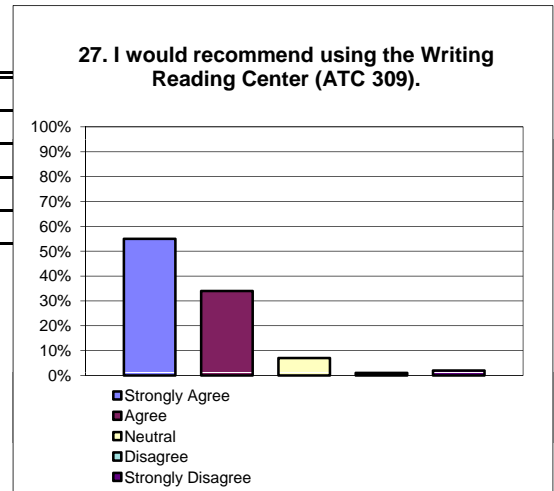
Response	N	%
1-4	54	36%
5-9	15	10%
10 or more	12	8%
None	67	45%
<b>Total</b>	<b>148</b>	<b>100%</b>



## DA Writing and Reading Center Survey Result, Fall 2012

### 27. I would recommend using the Writing Reading Center (ATC 309).

Response	N	%
Strongly Agree	85	55%
Agree	53	34%
Neutral	11	7%
Disagree	2	1%
Strongly Disagree	3	2%
<b>Total</b>	<b>154</b>	<b>100%</b>



## DA Writing and Reading Center Survey Result, Fall 2012

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

#### Comments Written by Students

Check grammar errors and make our sentences meaningful.

Check the mechanical errors

Clarification.

clear explanation, help me a lot with my essay

Correct grammar

Errors with punctuation.

essay correction

Frankly, I love my tutors because they're nice and helpful.

Harold was helpful. I really enjoyed working with him than anybody else

Having experienced writers .

He listen my problem and try to explain it

Help me to improve my reading.

Helpful tutors, computers available, variety of tutors.

how to avoid some grammar mistakes in my writing and how to develop or organize my essay.

I appreciate the help of all the tutors who helped me with my essays since they were helpful. The tutor who I received tutoring the most was Michelle. Not only is she very knowledgeable but she would explain to me what I could do to make my paper better and she explained to me rules in writing. In addition, Michelle was very patient with me and encouraged me to continue writing narrative stories.

i can practice my english speaking

I got a lot of help from her on my writing assignment and I am improving my writing and prepare to use the method that she taught me.

I got to use the computer lab and printer. Individual tutoring was really helpful.

I had many problems with English expressions. I think I got better in that part.

I received critique and ideas to improve my paper.

I requested a tutor more than midway through the quarter; in spite of this, I was able to get connected with Kevin Santos. I really appreciate the flexibility and effort made by the staff in helping me out with this.

Identified my weakness in writing

improve my writing skill

In my body paragraphs

Irina gives very thorough explanations on Trig concepts. I feel that I not only learned how to do the equations, but also acquire good habits.

It helped me improve my writing skills, reduce grammar mistakes.

My drop-in tutor gave me some material that help me understand the subject.

My individual tutor was always on time. She has a great ability in expalining my questions.

Not all the tutors are good but some of them are really knowledgeable and able to help better than other.

Nothing. I only go there because it is required by my teacher. Some tutors don't really give me advice on my essays.

one-on-one feedback, grammer reminders, thesis evolving concepts vs. standard 5-paragraph essays.

reminding ,proofreading

she helped alot for my bio 11 class.

She helped me to find out my weakness part in writing

Some grammar points

Some ideas were given to me for my paper.

Summary

The ease of being able to get a tutor and if you have the right one being able to get help.

The feedback they gave me and how to fix it.

The French tutor quickly found missing accents on accented-letters.

The helpful and friendly staff

## DA Writing and Reading Center Survey Result, Fall 2012

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The most helpful experience I had was during my first tutoring session. I was writing an essay for EWrt1A and I had way too many ideas, which made getting them down on paper a really big challenge. The tutor I had helped me create an outline.

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The most helpful part I received was to get writing skill.

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The most helpful part of the services I received at the Tutorial Center was getting me to understand what I read in the children story and making an outline for my presentation.

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the tutor and I were able to work out a time convenient for both of us.

---

The tutor was extremely patient and understand when it came to my studying.

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The tutors are patient and good to work with.they are humerous and fill up the room with a warm vibe.

---

The weekly tutoring. She helps a lot with my writing.

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The workshop

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There were many tutors available who helped me with my math homework. They explained the material thoroughly.

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They helped me to correct my essay.

---

to correct my mistakes in my presentation.

---

useful and provided constructive criticism

---

Very helpful with peer reading and helped structure essays.

---

vocabulary

---

Were willing to proofread and revise my work

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workshops

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writing skill

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Writing tutor

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# DA Writing and Reading Center Survey Result, Fall 2012

## 29. How can we improve our services?

### Comments Written by Students

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Add more tutor who have good English skills.

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Better internet connection, on some computers the internet didnt work.

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bigger place.

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By having more tutors so we won't have to wait much

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by individual tutoring service

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Could De Anza offering short 1 to 2-hour workshops on-campus on MLA format, creating a thesis, grammer

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Drop in tutor always need to wait a long time

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Get english tutors who can actually speak English and can atleast spell

---

Getting more tutors so the wait is not too long.

---

have more tutors

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have tutors that can help you and not just sit and wait for us to know the answer if we can't. they are there to help us on the work.

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Hire more people like Sandy

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Hiring more tutors is what one must do to improve the service. I remember once when I had been waiting a tutor for my english for 1 hour. And then I walked out. I know that it costs more to hire more but there's not enough tutor. Because when students wait too long, they start lose their patience. And they won't come back again.

---

I hope if I bring an essay to tutoring center and want somebody to correct all grammar mistakes for me, do not tell me we don't have time to do that, because that's a lot. Also, i hope somebody can have a clear mind about how to write the essay, and what I can write if I think I can write nothing about it.

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I know there are budget cuts, but it would be more beneficial to have longer hours and more tutors available. There were quite a few times where it took 20 minutes or more just to get help on one problem.

---

I think it would help if there was someone there to supervise the tutoring sessions so that they could make sure the tutors are helping each student the correct way.

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I think some of the tutors I've had need to work on there people skills. I believe one of the Acct 1B I have don't have any people skills and really doesn't understand why students come to him for tutoring.

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I think you need more tutors but I also understand you have limited budget.

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I would like to know more about weekly tutoring.

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it will better if you guys can open on friday all day

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It would be better if we can have more 30 mins each time.

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just keep going for students

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make it 45 minutes a time for drop in. Get more staffs.

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Maybe bringing in some experts on English Literature classes.

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More tutor please

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More tutors during rush hour.

---

Nothing at all everything is fine

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Nothing comes to mind at this time. I received great services!

---

Nothing special. I was satisfied enough.

---

Open at noon

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Out of the four tutors, two were really good in the area I needed help with, while the other two were okay.

---

shortlist all the useless tutors.

---

some of the tutors may be de anza students and they do not know how to correct grammar problems

---

sometimes computer was too slow

---

The application form and bold underlining immediately below each entry, which obscures lower-case letters of one's e-mail address. I waited two months to see a tutor because a clerk misread my e-mail address 1afeq1@gmail.com. The letter "q/Q" was read as "g/G".

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The writing center can improve by having staff walk around to ensure the tutors are not being rude to the students they are helping. The reason for this is because I was assisted by Ren and she was very critical of my writing and rude. I was offended by the remarks Ren made on my paper and I made sure I was never assisted by her again. The night she assisted me there was no staff to listen in on her rude remarks and perhaps this motivated her behavior.

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time, there is not enough time per each tutor

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## DA Writing and Reading Center Survey Result, Fall 2012

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Tutors should be helpful for EWRT 1B.

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use more educated tutor

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workshop should be increased in the next quarter.

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WRC need more Tutors for walk-in students waiting for the Tutors. Especially, when they have classes and want assistance and many students are waiting on the list there are times not many Tutors.

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You can improve your services by having a few more tutors because I waited for some time to get a tutor to help me.

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## DA Writing and Reading Center Survey Result, Fall 2012

### 30. Any other comments or concerns?

#### Comments Written by Students

As I mentioned in the improvements ensuring the tutors are more people friendly and make it welcoming, not look down upon you. I can say Yuki for Acct 1B is an awesome tutor, she was really patient and helped me understand the areas I needed help on. My Acct 1B Professor actually recommended to go to her if I needed to get tutoring. have isra for tutor again.

I love the tutor centre! Thanks for you guys who still allocate budget to the tutor centre.

I want to get tutoring service more than one hour a week

keep up the good work!!

Kevin Santos is a real asset to the Writing REading Center. He is patient, kind, knowledgeable, and able to impart that knowledge very well.

More tutors please because sometimes I had to wait for an hour :

offering more time would be better

Over all, I like this center the best because I actually feel I learn something from it.

Sandy is awesome

Some students talk loudly. So silence must be respected.

Some times the tutor is good and i think the essay is good after revising, but the teacher doesn't give high grade because of bias. Therefore, i can not tell what i gonna get after seeing the tutor. Also, I gave lots of neutral because there are one or two are really bad, but others are good.

Thank you Michelle, Victoria and Harold for doing an amazing job at tutoring students in English!

Thank you very much. It gave me encourage.

The first tutor I had was great, the second just referred me to a website and didn't help me at all.

the last two essay i made my tutor did not read the book so my explanation did not help her help me at all.....she was answering me in vague wayssometimes and she did not explain to me what i needed to hear or do.....

The tutoring center is a very valuable resource. Thank you for that.

The tutors did a wonderful job explained the materials and concepts from the reading to me.

The volunteer staff member, a woman attending SJSU and majoring in communication, was extremely helpful and facilitated my getting connected to a tutor.

Tutorial center for writing is not enough for all studensts, so need more Tutors for this part.

Yes. I would like to say that one tutor kick me before the time the WRC opens, but that tutor didn't kick another student that got there almost as the same time as me. I felt discriminated because I am Latino, and the other student was Asian.



## Writing and Reading 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 Writing Reading Center, if you requested help with ESL, which courses?

- ESL 200, 234, 244
- ESL 251, 252, 253
- ESL 261, 262, 263
- ESL 272, 273
- ESL 5
- Other

3. In the Writing Reading Center, if you requested help with EWRT/READ/LART or other courses, which ones?

- EWRT 200, READ 200
- EWRT 211, READ 211
- LART 200, LART 211
- EWRT 1A, EWRT 1B, EWRT 1C, EWRT 1C
- Other

4. 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 5-19, please choose from the following answers:  
Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.

5. 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
- No Opinion/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
- No Opinion/Not Applicable

10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center.

- 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 you would have received before tutoring?

- A
- B
- C
- D
- F
- Pass
- No Pass
- Dropped/Withdrew

21. 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?

22. Weekly Individual Tutoring

- 1-4
- 5-9
- 10 or more
- None

23. Drop-In Tutoring

- 1-4
- 5-9
- 10 or more
- None

24. In-class Tutoring (TA)

- 1-4
- 5-9
- 10 or more
- None



25. Workshops

- 1-4
- 5-9
- 10 or more
- None

26. Computer Use

- 1-4
- 5-9
- 10 or more
- None

27. I would recommend using the Writing Reading Center (ATC 309).

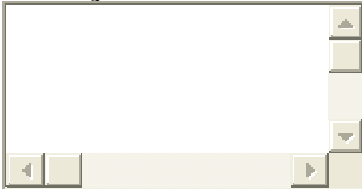
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

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

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

30. How can we improve our services?

31. Any other comments or concerns?



Submit