

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: 05/03/2013

Subject: Writing and Reading Center Survey, Winter 2013

A survey of the Writing and Reading Center was conducted at the end of the Winter quarter in 2013. All students who received tutoring services were provided the opportunity to take the survey; this resulted in 93 valid respondents.

Important Highlights Include:

- 94% of respondents “Agree” or “Strongly Agree” that the tutor was patient.
- 93% of respondents “Agree” or “Strongly Agree” that they would recommend using the Writing and Reading Center (ATC 309).
- 92% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns.
- 90% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful.
- 87% of respondents “Agree” or “Strongly Agree” that the staff took the time to answer their questions and explain how tutoring works.
- 83% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 79% 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.
- 76% of respondents “Agree” or “Strongly Agree” that it was easy to get a tutor.
- 72% of respondents reported they used Drop-In Tutoring (Walk-In), 24% used Weekly Individual Tutoring, 2% used Group Tutoring, and 2% used other tutoring services.
- 55% of respondents stated they had used the Writing and Reading Center (Library 107), 20% had used the General Subject Tutoring (Library 107), 13% had used the Listening and Speaking Center (L 47), 10% had used Math and Science Resource Center (S 43), and 2% had used the Skills Center (Library 107A).
- 22% of respondents reported they had requested help for EWRT 1A, EWRT 1B, EWRT 1C or EWRT 1C courses, 21% had requested help for EWRT 200 or READ 200 courses, 15% had requested help for EWRT 211 or READ 211 courses, and 8% had requested help for LART 200 or LART 211 courses. Also, 33% selected “Other.”

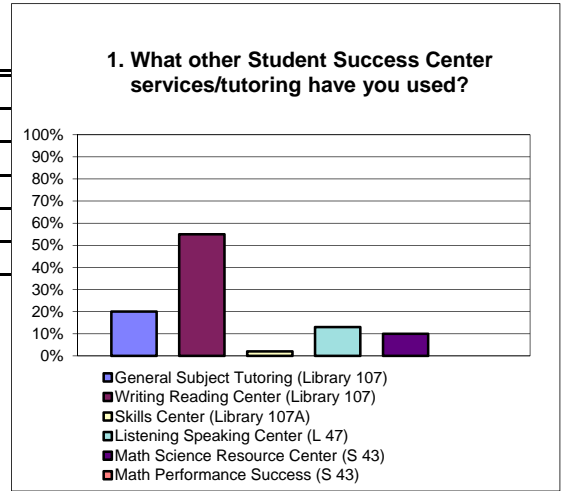
- 17% of respondents stated they had requested help for 261, 262, or 263 courses, 16% had requested help for ESL 272 or 273 courses, 11% had requested help for ESL 200, 234 or 244 courses, 8% had requested help for ESL 251, 252, or 253 courses, and 4% had requested help for ESL 5. Also, 44% selected “Other.”

DA Writing and Reading Center Survey Result, Winter 2013

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

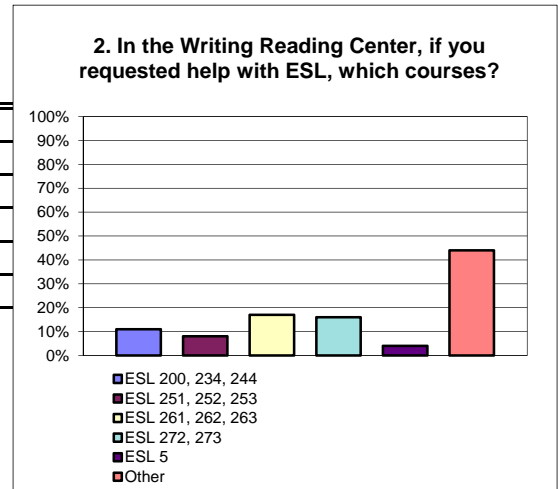
Response	N	%
General Subject Tutoring (Library 107)	19	20%
Writing Reading Center (Library 107)	51	55%
Skills Center (Library 107A)	2	2%
Listening Speaking Center (L 47)	12	13%
Math Science Resource Center (S 43)	9	10%
Math Performance Success (S 43)	0	0%
Total	93	100%

* The answers were distributed across groups.



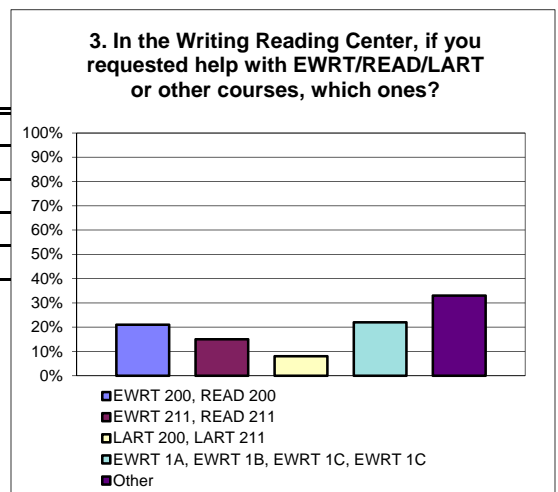
2. In the Writing Reading Center, if you requested help with ESL, which courses?

Response	N	%
ESL 200, 234, 244	8	11%
ESL 251, 252, 253	6	8%
ESL 261, 262, 263	13	17%
ESL 272, 273	12	16%
ESL 5	3	4%
Other	33	44%
Total	75	100%



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	15	21%
EWRT 211, READ 211	11	15%
LART 200, LART 211	6	8%
EWRT 1A, EWRT 1B, EWRT 1C, EWRT 1C	16	22%
Other	24	33%
Total	72	100%



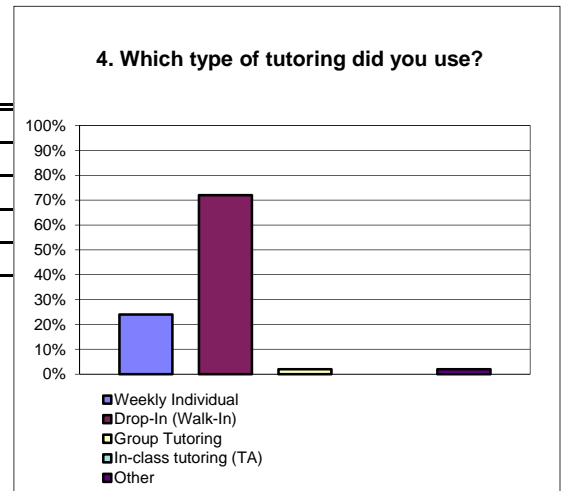
DA Writing and Reading Center Survey Result, Winter 2013

* 4. Which type of tutoring did you use?

Check all that apply.

Response	N	%
Weekly Individual	22	24%
Drop-In (Walk-In)	67	72%
Group Tutoring	2	2%
In-class tutoring (TA)	0	0%
Other	2	2%
Total	93	100%

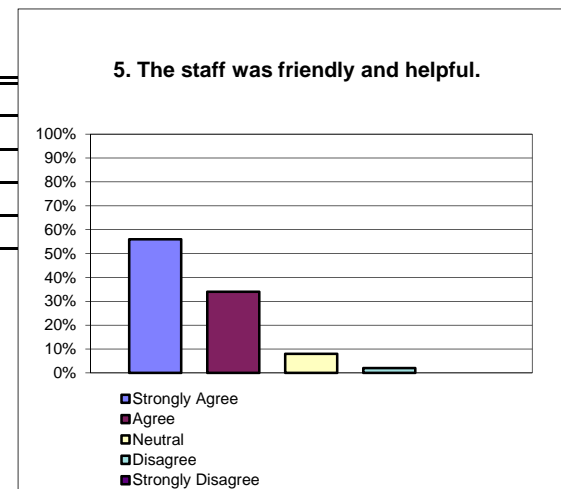
* The answers were distributed across groups.



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

5. The staff was friendly and helpful.

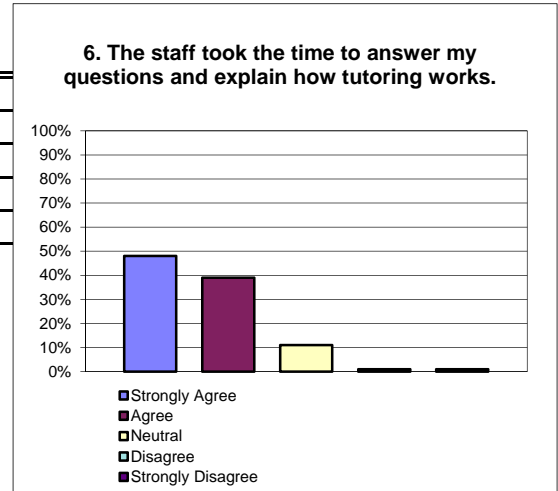
Response	N	%
Strongly Agree	52	56%
Agree	32	34%
Neutral	7	8%
Disagree	2	2%
Strongly Disagree	0	0%
Total	93	100%



DA Writing and Reading Center Survey Result, Winter 2013

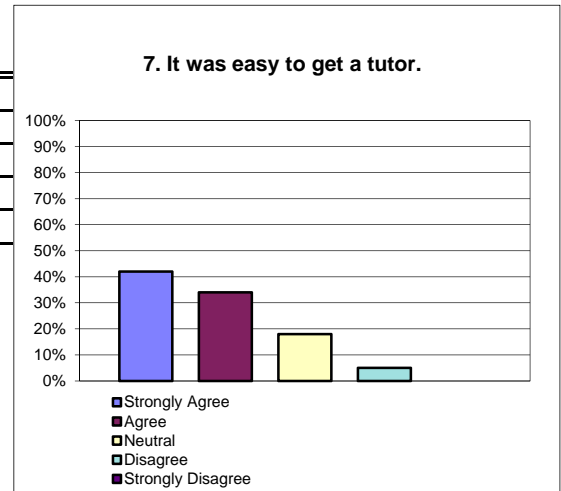
6. The staff took the time to answer my questions and explain how tutoring works.

Response	N	%
Strongly Agree	45	48%
Agree	36	39%
Neutral	10	11%
Disagree	1	1%
Strongly Disagree	1	1%
Total	93	100%



7. It was easy to get a tutor.

Response	N	%
Strongly Agree	39	42%
Agree	32	34%
Neutral	17	18%
Disagree	5	5%
Strongly Disagree	0	0%
Total	93	100%

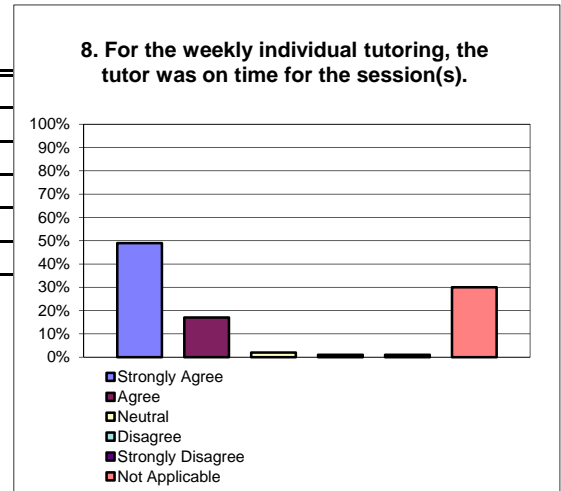


DA Writing and Reading Center Survey Result, Winter 2013

Tutor and Tutoring Sessions:

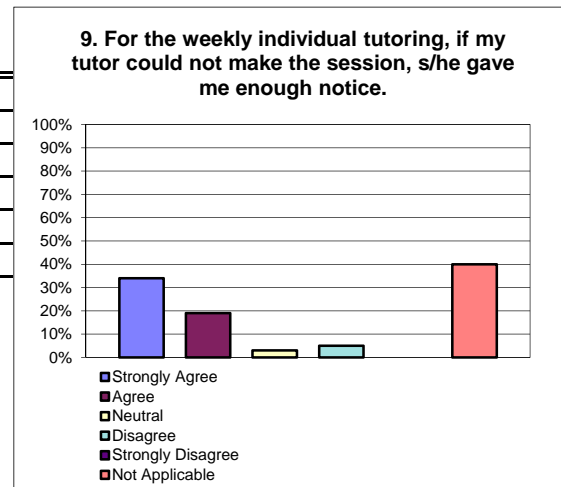
8. For the weekly individual tutoring, the tutor was on time for the session(s).

Response	N	%
Strongly Agree	43	49%
Agree	15	17%
Neutral	2	2%
Disagree	1	1%
Strongly Disagree	1	1%
Not Applicable	26	30%
Total	88	100%



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

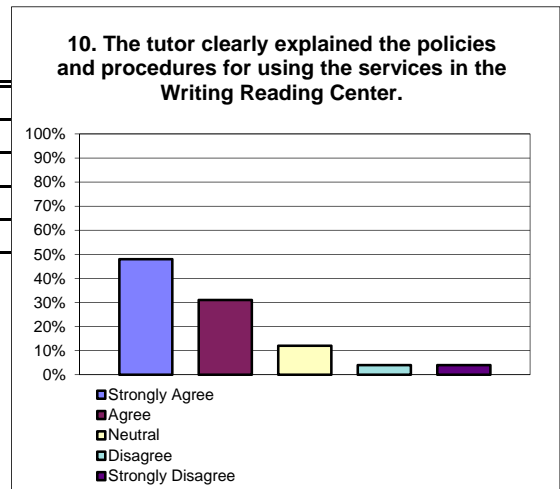
Response	N	%
Strongly Agree	29	34%
Agree	16	19%
Neutral	3	3%
Disagree	4	5%
Strongly Disagree	0	0%
Not Applicable	34	40%
Total	86	100%



DA Writing and Reading Center Survey Result, Winter 2013

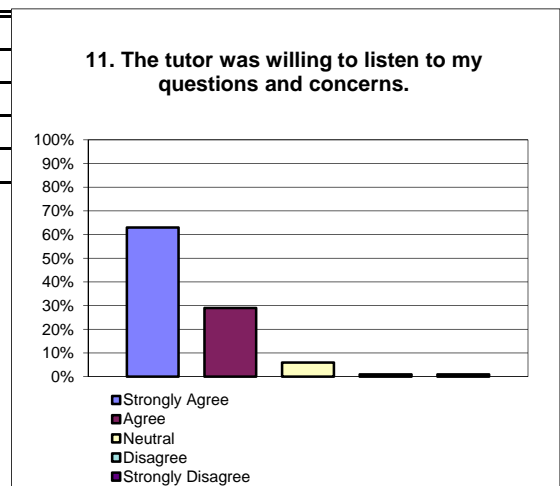
10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center.

Response	N	%
Strongly Agree	43	48%
Agree	28	31%
Neutral	11	12%
Disagree	4	4%
Strongly Disagree	4	4%
Total	90	100%



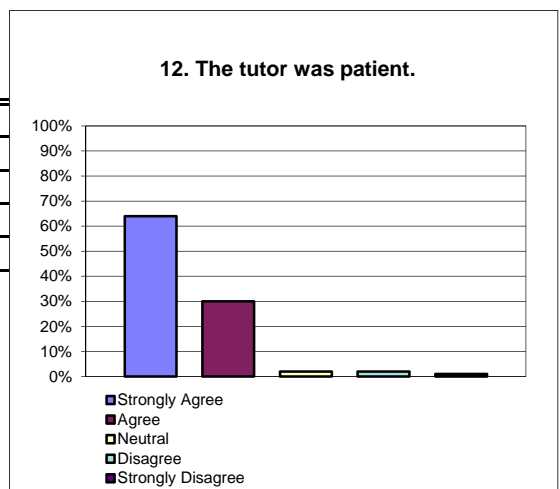
11. The tutor was willing to listen to my questions and concerns.

Response	N	%
Strongly Agree	56	63%
Agree	26	29%
Neutral	5	6%
Disagree	1	1%
Strongly Disagree	1	1%
Total	89	100%



12. The tutor was patient.

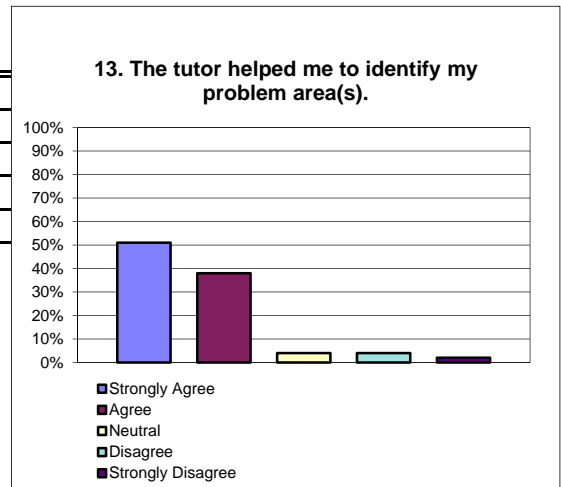
Response	N	%
Strongly Agree	57	64%
Agree	27	30%
Neutral	2	2%
Disagree	2	2%
Strongly Disagree	1	1%
Total	89	100%



DA Writing and Reading Center Survey Result, Winter 2013

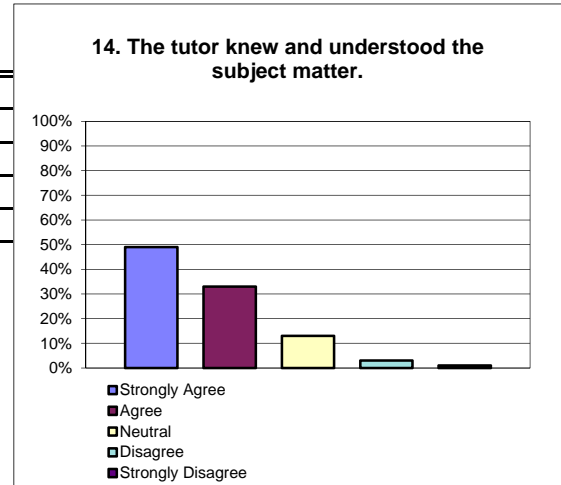
13. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	45	51%
Agree	34	38%
Neutral	4	4%
Disagree	4	4%
Strongly Disagree	2	2%
Total	89	100%



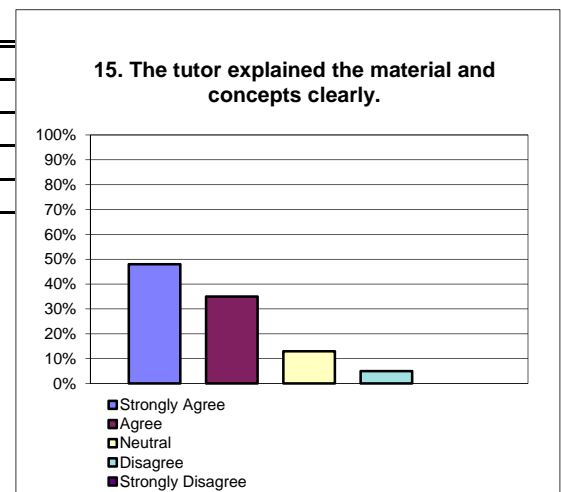
14. The tutor knew and understood the subject matter.

Response	N	%
Strongly Agree	44	49%
Agree	29	33%
Neutral	12	13%
Disagree	3	3%
Strongly Disagree	1	1%
Total	89	100%



15. The tutor explained the material and concepts clearly.

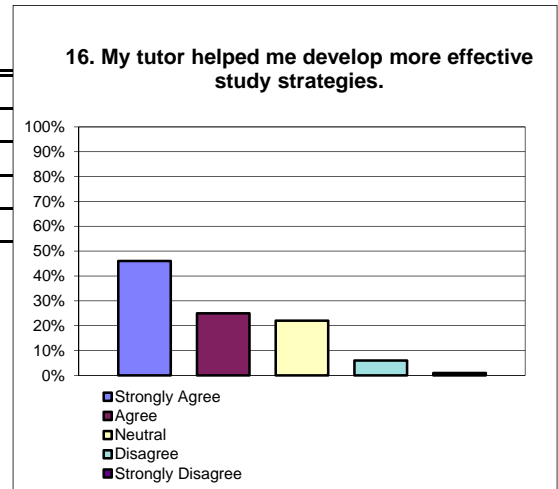
Response	N	%
Strongly Agree	41	48%
Agree	30	35%
Neutral	11	13%
Disagree	4	5%
Strongly Disagree	0	0%
Total	86	100%



DA Writing and Reading Center Survey Result, Winter 2013

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

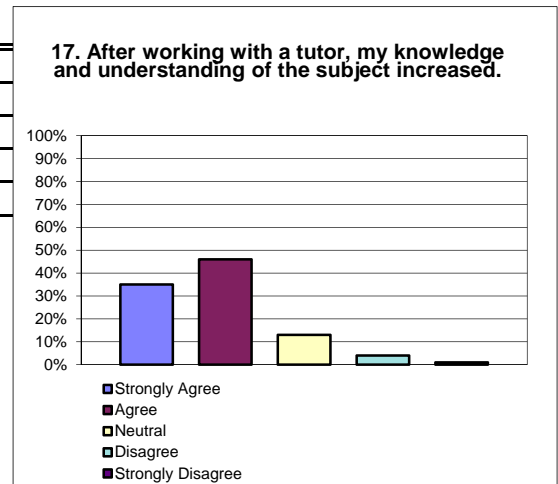
Response	N	%
Strongly Agree	41	46%
Agree	22	25%
Neutral	20	22%
Disagree	5	6%
Strongly Disagree	1	1%
Total	89	100%



Student Outcomes:

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

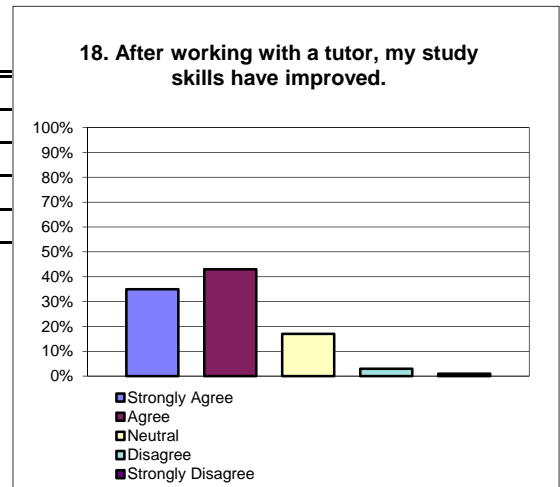
Response	N	%
Strongly Agree	32	35%
Agree	42	46%
Neutral	12	13%
Disagree	4	4%
Strongly Disagree	1	1%
Total	91	100%



DA Writing and Reading Center Survey Result, Winter 2013

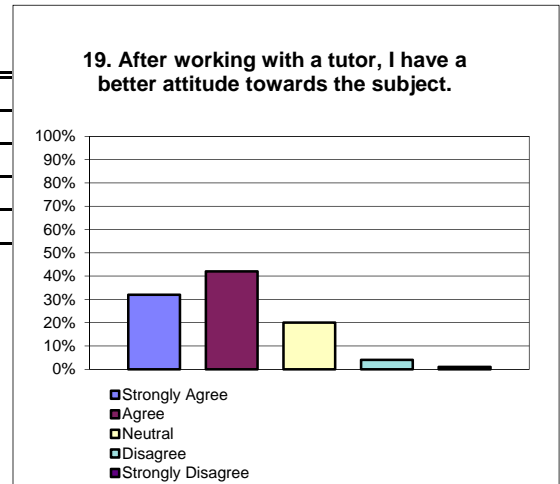
18. After working with a tutor, my study skills have improved.

Response	N	%
Strongly Agree	32	35%
Agree	40	43%
Neutral	16	17%
Disagree	3	3%
Strongly Disagree	1	1%
Total	92	100%



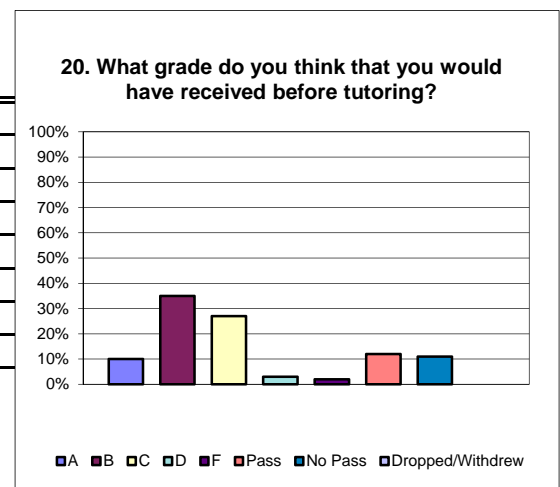
19. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	29	32%
Agree	38	42%
Neutral	18	20%
Disagree	4	4%
Strongly Disagree	1	1%
Total	90	100%



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

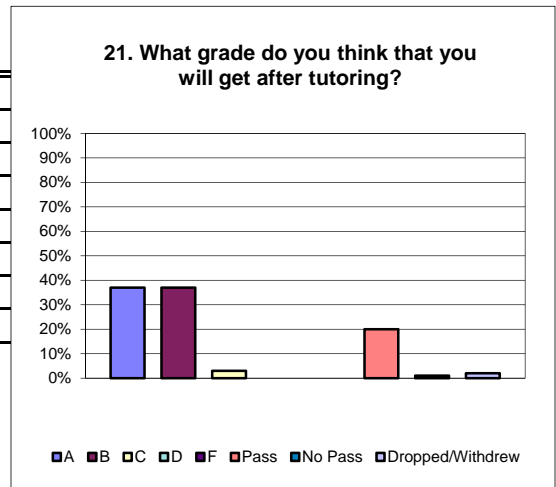
Response	N	%
A	9	10%
B	32	35%
C	25	27%
D	3	3%
F	2	2%
Pass	11	12%
No Pass	10	11%
Dropped/Withdrew	0	0%
Total	92	100%



DA Writing and Reading Center Survey Result, Winter 2013

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

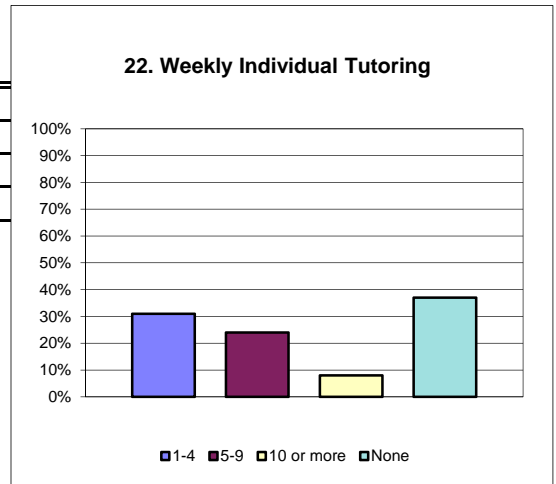
Response	N	%
A	34	37%
B	34	37%
C	3	3%
D	0	0%
F	0	0%
Pass	19	20%
No Pass	1	1%
Dropped/Withdrew	2	2%
Total	93	100%



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

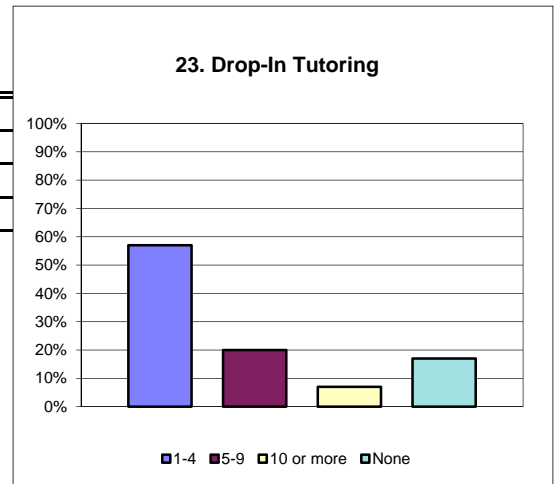
22. Weekly Individual Tutoring

Response	N	%
1-4	28	31%
5-9	22	24%
10 or more	7	8%
None	33	37%
Total	90	100%



23. Drop-In Tutoring

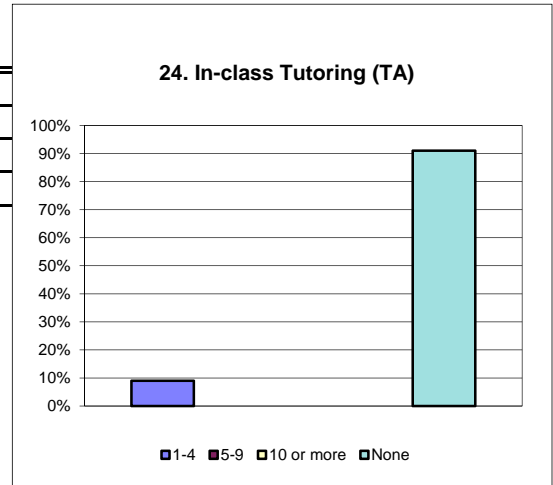
Response	N	%
1-4	52	57%
5-9	18	20%
10 or more	6	7%
None	16	17%
Total	92	100%



DA Writing and Reading Center Survey Result, Winter 2013

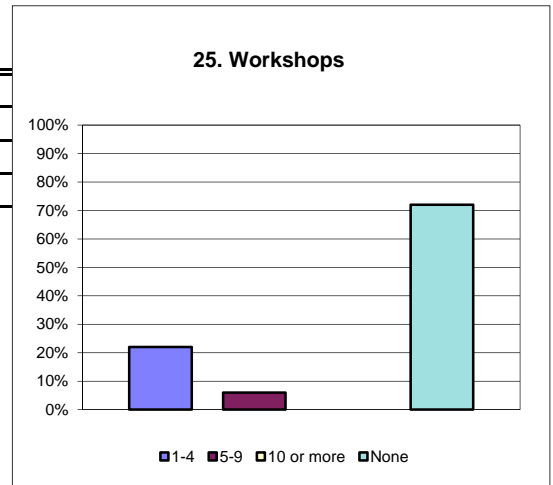
24. In-class Tutoring (TA)

Response	N	%
1-4	8	9%
5-9	0	0%
10 or more	0	0%
None	78	91%
Total	86	100%



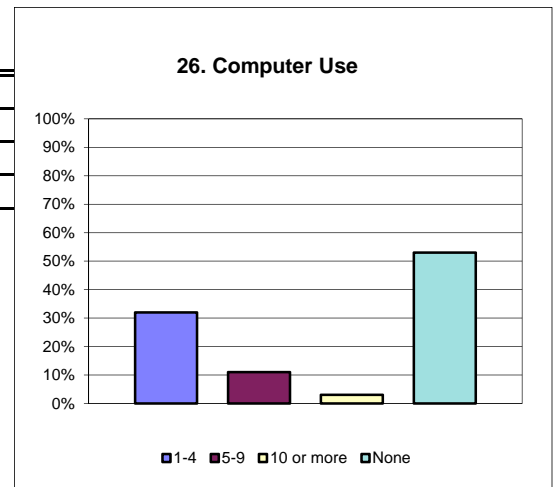
25. Workshops

Response	N	%
1-4	20	22%
5-9	5	6%
10 or more	0	0%
None	64	72%
Total	89	100%



26. Computer Use

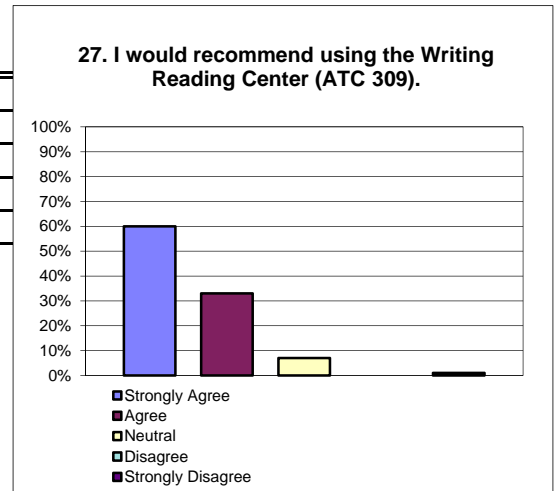
Response	N	%
1-4	28	32%
5-9	10	11%
10 or more	3	3%
None	46	53%
Total	87	100%



DA Writing and Reading Center Survey Result, Winter 2013

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

Response	N	%
Strongly Agree	53	60%
Agree	29	33%
Neutral	6	7%
Disagree	0	0%
Strongly Disagree	1	1%
Total	89	100%



DA Writing and Reading Center Survey Result, Winter 2013

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

Comments Written by Students

Writing and reading

Help with essays & improve my strategies towards thesis statements

It enhance my writing skills and analytical thinking

When she explained what I was doing wrong in my essay nicely and how I can avoid those mistakes again.

He explained everything more clearly.

checking fro grammar

peer reviewing

Being availabe always

Improving my writing skill

My tutor helps me to how to write and how to develop my ideas so I can become a good writer

Weekly individual tutoring

gain more ideas to write paper and improve my grammar skill

The helpful part was proof reading my essay for grammar.

Editing paper. Sharing English skills and strategies with each other.

all the staff and tutors were helpful that helped me

It was the attention from the guy in the reception place, he helped with some questions that i had about the WRC.

The teachings of the sentence structure.

The individual knowledge and the comfort to know that I had a qualified Tutor.

Was having my tutor go over my revised essay with me to fix the mistakes I've made and helping me plan ahead for rough drafts for final draft essays

tutor helped me check my grammar.

the assistance of the tutor, Nhu was the most helpful part.

Grammar corrections

Check grammar and sentence construction.

the patience of the tutor, thier willingness to listen to my challenges with the subject I am studying, the encouragement provided.

She taught me some study skills and how to understand the article use gramma, they are the most helpful.

Weekly tutoring

Practical use of French.

I was glad to be able to have an individual tutor and he discussed my paper with me with his perspective and gave me very good suggestions

Correcting grammar errors

Proof reading.

editing essays

That I was able to see my tutor every week at the same time, and I did not have to wait for someone to help me.

academic vocabulary

she read my paper

How to write a better essay.

It help me to improve

sometimes is good sometimes isnot good

Weekly Individual Tutor

The tutors and the computers/printer.

Help me improve my learning and understanding skill.

The tutor explains the questions well.

the weekly tutuoring and drop in tutoring

Everything [=

Having a weekly individual tutoring session because it helped me to stay on top of my work and work hard on essays.

On writing essays

DA Writing and Reading Center Survey Result, Winter 2013

Initially , I was hesitating to attend the tutoring because I was not sure whether it would help or not,but it proved to be very fruitful.

My tutors were really nice and friendly that I felt free to ask anything I did not understand.

writing essay

many tutors available most of the time

Neat facilities

DA Writing and Reading Center Survey Result, Winter 2013

29. How can we improve our services?

Comments Written by Students

More tutors. And that speak a little more clear. Thank you

By giving people advice about what's the benefit about having a tutor. When is club day you guys should be giving up flyers for people that would like to have a tutor because sometimes they don't know about those programs that you guys offer.

More people

It's already good

I think your services need more tutor because one of my friends has to wait for 30 minutes when she drops in
It would be helpful if I could chose a tutor.

update and share some great and interest journal to students, can broad their mind to writing paper.

You guys can improve the services by getting more tutors in to help students.

Add more practical activities.

longer hours and more appts with individual tutors

I think the services are good enough.

More room in the tutorial area.

Longer open hours and more time to spend with tutor regard subject matter.

Nothing. Keep doing what you're doing.

it needs more tutor to let students easily get a tutor.

Find more tutors as competent as Nhu.

Get more tutors in the center, shorten the waiting time.

Strategic way of doing tutoring. Perhaps a list of studying techniques could be provided to tutors to give to students, especially for tutoring a foreign language.

Provide more good tutors

I worked with one drop-in tutor one time and she was not very helpful in terms of giving me her viewpoint of my essay about the topic. she only could fix several grammar errors

have more tutor

develop more series workshop

Waiting time, not knowing when the tutor will walk in.

I think tutors in WRC and ESL teachers have to communicate because the classes and tutoring are not connected.

Maybe have a couple more tutors in the mornings because sometimes it would be over crowded and the wait took a long time.

more tutors

It will be more effective if there would be option of biweekly tutoring also.

it would nice if you guys cab replace the chair, it is very uncomfortable.

DA Writing and Reading Center Survey Result, Winter 2013

30. Any other comments or concerns?

Comments Written by Students

I really like Harold (?) being my writing tutor. He is very patient and always points out my mistakes quickly. However, there is a tutor who doesn't really take much time looking at my paper and doesn't want to check my grammatical errors. Although I checked my grammar before coming, I think since we don't always find our own mistakes easily, we need someone to help us out!

De anza college has great tutors :)

Some tutors don't know well the subject.

It was extremely helpful. Please keep it up

Weekly tutor service is very useful. I have a difficult time and stressful when I study ESL263 because I don't know how to write a paragraph correctly, I have a lot of mistakes in my writing. Since my tutor helps me, my writing is improving. I appreciate Weekly tutor service a lot, and I will apply to this service next quarter and until I pass English 1B.

really thanks for my tutor.

I really like coming in to the Writing/Reading Center. Their helpful, kind and respectful.

power outlets for laptops in the middle table so we don't have wires on the floor

No, everybody was very kind and wanted to help. Thank you very much.

Nhu is versatile, well-educated, patient, and polite. She is a first-class tutor for French 5, and I would like to continue working with her for French 6 next term.

If students need more tutoring in a subject that they be allowed to get more assistance. Some subjects are harder than others and need multiple times per week to actually get on track with the work load.

I'd like have two times individual tutoring per week since WRC only give us one time individual tutoring per week.

have more tutor for different subjects

Hannah is a lot of help, and she is super friendly. I would highly recommend Hannah

I come to drop in writing for 1 times and don't want to come back. I have prepared what questions I need to ask but she seems to be unwilling to help. After 10' I just want to leave. Some tutors are really good but some of them do not know how to behave with others.

I was very disappointed after hearing about the help people receive at the library tutor. Having been placed someone who only completed EWRI1A as a tutor who described herself that she got in the first try to EWRI1A and not knowing what and how to help other people to identify the problems of an essay, what are your standards in picking tutors? She proved to not correct any grammar mistakes or provide any help at all. Just felt like I wasted time and made a huge mistake in asking for a tutor who didn't really care.

Jacob was very helpful and I enjoyed working with him.

My tutor was awesome she was helping me in all regards. Due to certain family reasons I had to drop the class but yes whenever next I want to take class I want to be with her if she is there.

we need a person who born in u s a tutor in

Your service is great

It was a good experience having tutoring in your centre.

I love this program.

the macs computer have very slow internet on it. using cord instead of wifi might make it faster.

I've never seen this kind of tutor(Audrey) before. She is so nice and helpful. She tried to listen and catch what I wanted to say. I do not know how WRC hire tutors, but tutor in this quarter was perfect!!! Thank you :D

very good tutor! very nice



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

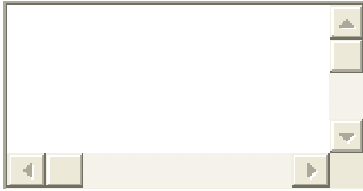
- 1-4
- 5-9
- 10 or more
- None

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

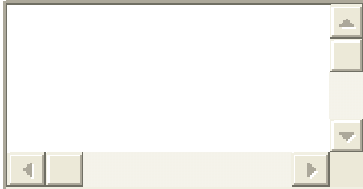
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

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

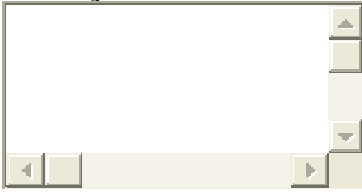
29. What was the most helpful part of the services you received at the Tutorial Center?



30. How can we improve our services?



31. Any other comments or concerns?



Submit