

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

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

Date: 8/7/2014

Subject: Writing and Reading Center Survey, 2013-14

A survey of the Writing and Reading Center was conducted at the end of the summer and winter quarters of 2013-2014. All students who received tutoring services were provided the opportunity to take the survey; this resulted in 344 valid respondents.

Important Highlights Include:

- 61% of respondents stated they had used the Writing Reading Center (ATC 309), 33% had used the Math Science Resource Center (S 43), 22% had used General Subject Tutoring (ATC 305), 20% had used the Listening Speaking Center (ATC 304), 16% had used Math Performance Success (S 43), and 9% had used the Skills Center (ATC 302) (9%).
- 17% of respondents stated they had requested help for ESL 261, 262, or 263 courses, 12% had requested help for ESL 251, 252, or 253 courses, 8% had requested help for ESL 272 or 273 courses, 6% had requested help for ESL 200, 234 or 244 courses, 3% had requested help for ESL 5, and 55% had requested help for their other courses not listed.
- 24% of respondents reported they had requested help for EWRT 1A, EWRT 1B, EWRT 1C or EWRT 1D courses, 19% had requested help for EWRT 211 or READ 211 courses, 7% had requested help for EWRT 200 or READ 200 courses, 5% had requested help for LART 200 or LART 211 courses, and 44% had requested help for their other courses not listed.
- 80% of respondents reported they used Drop-In Tutoring (Walk-In) Tutoring, 39% used Weekly Individual Tutoring, 14% used Group Tutoring, 4% used In-Class Tutoring (TA), and 3% used other tutoring services.
- 90% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns.
- 88% of respondents “Agree” or “Strongly Agree” that the tutor was patient.
- 86% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful, that the staff took the time to answer their questions and explain how tutoring works, and that the tutor knew and understood the subject matter.
- 83% of respondents “Agree” or “Strongly Agree” that after working with a tutor, their knowledge and understanding of the subject increased and that they would recommend using the Writing Reading Center (ATC 309).

- 82% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 80% of respondents “Agree” or “Strongly Agree” that the tutor helped them to identify their problem area(s).
- 76% of respondents “Agree” or “Strongly Agree” that after working with a tutor, their study skills have improved.
- 75% of respondents “Agree” or “Strongly Agree” that after working with a tutor, they have a better attitude towards the subject.