

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: 08/27/2013

Subject: Writing and Reading Center Survey, Spring 2013

A survey of the Writing and Reading Center was conducted at the end of the Spring quarter in 2013. All students who received tutoring services were provided the opportunity to take the survey; this resulted in 254 valid respondents.

Important Highlights Include:

- 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.
- 87% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful.
- 86% 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.
- 77% of respondents “Agree” or “Strongly Agree” that they would recommend using the Writing and Reading Center (ATC 309).
- 73% 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, and it was easy to get a tutor.
- 54% of respondents reported they used Drop-In Tutoring (Walk-In), 30% used Weekly Individual Tutoring, 11% used Group Tutoring, 3% used In-class tutoring (TA), and 3% used other tutoring services.
- 32% of respondents stated they had used Writing and Reading Center (Library 107), 24% had used Math and Science Resource Center (S 43), 14% had used General Subject Tutoring (Library 107), 13% had used Listening and Speaking Center (L 47), 11% had used Math Performance Success (S 43), and 6% had used Skills Center (Library 107A).

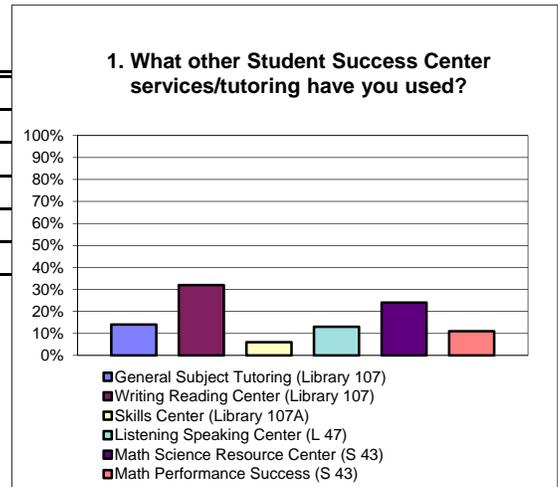
- 23% of respondents reported they had requested help for EWRT 1A, EWRT 1B, EWRT 1C or EWRT 1C courses, 13% had requested help for EWRT 211 or READ 211 courses, 6% had requested help for EWRT 200 or READ 200 courses, and 4% had requested help for LART 200 or LART 211 courses. Also, 54% selected “Other.”
- 18% of respondents stated they had requested help for 261, 262, or 263 courses, 13% had requested help for ESL 251, 252, or 253 courses, 5% had requested help for ESL 272 or 273 courses, 5% had requested help for ESL 200, 234 or 244 courses, and 3% had requested help for ESL 5. Also, 55% selected “Other.”

DA Writing and Reading Center Survey Result, Spring 2013

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

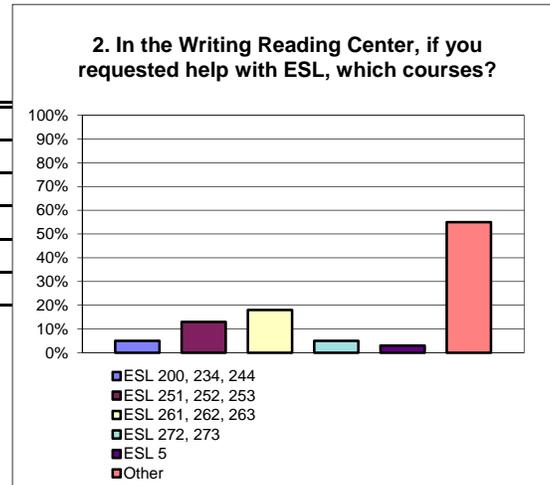
Response	N	%
General Subject Tutoring (Library 107)	57	14%
Writing Reading Center (Library 107)	130	32%
Skills Center (Library 107A)	26	6%
Listening Speaking Center (L 47)	54	13%
Math Science Resource Center (S 43)	98	24%
Math Performance Success (S 43)	46	11%
Total	411	100%

* The answers were distributed across groups.



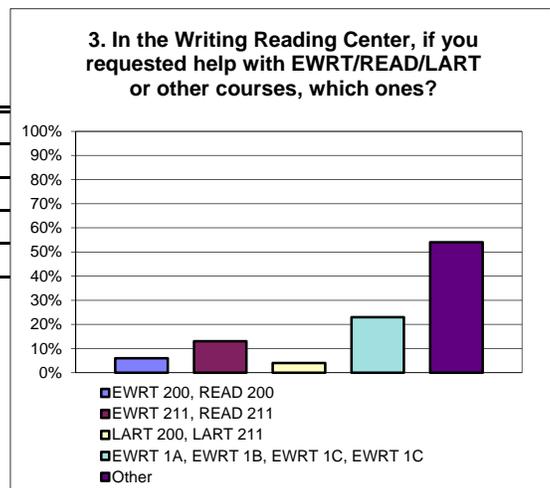
2. In the Writing Reading Center, if you requested help with ESL, which courses?

Response	N	%
ESL 200, 234, 244	9	5%
ESL 251, 252, 253	22	13%
ESL 261, 262, 263	32	18%
ESL 272, 273	9	5%
ESL 5	6	3%
Other	96	55%
Total	174	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	10	6%
EWRT 211, READ 211	20	13%
LART 200, LART 211	6	4%
EWRT 1A, EWRT 1B, EWRT 1C, EWRT 1C	35	23%
Other	83	54%
Total	154	100%



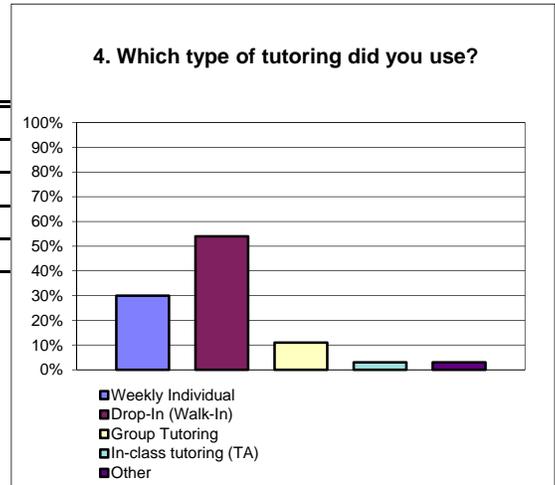
DA Writing and Reading Center Survey Result, Spring 2013

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

Check all that apply.

Response	N	%
Weekly Individual	105	30%
Drop-In (Walk-In)	191	54%
Group Tutoring	39	11%
In-class tutoring (TA)	10	3%
Other	9	3%
Total	354	100%

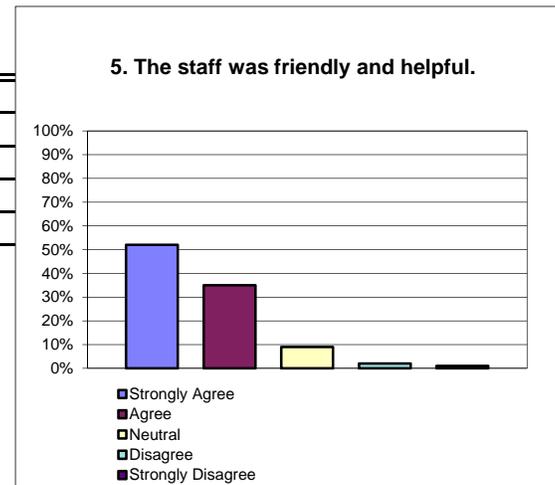
* The answers were distributed across groups.



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

5. The staff was friendly and helpful.

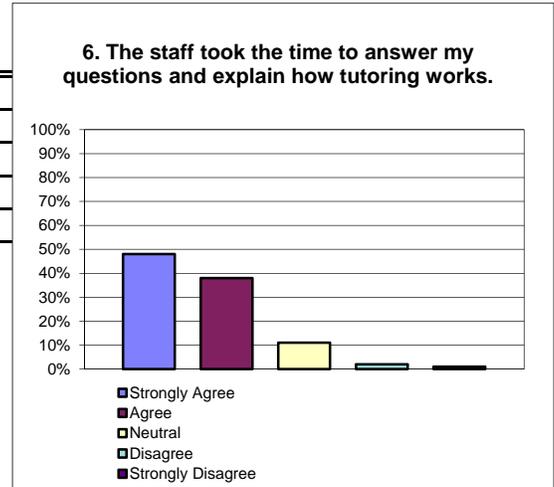
Response	N	%
Strongly Agree	133	52%
Agree	89	35%
Neutral	24	9%
Disagree	5	2%
Strongly Disagree	3	1%
Total	254	100%



DA Writing and Reading Center Survey Result, Spring 2013

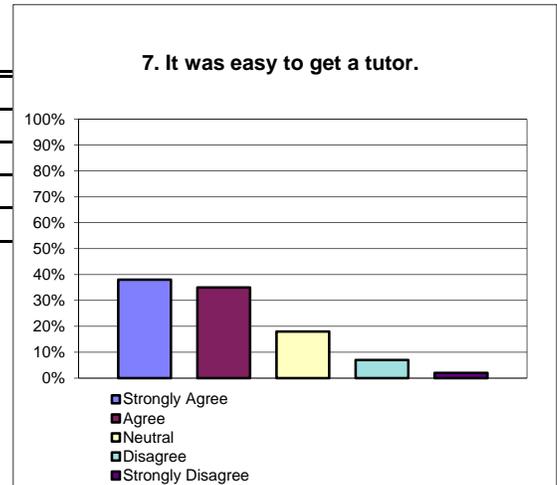
6. The staff took the time to answer my questions and explain how tutoring works.

Response	N	%
Strongly Agree	122	48%
Agree	96	38%
Neutral	28	11%
Disagree	5	2%
Strongly Disagree	3	1%
Total	254	100%



7. It was easy to get a tutor.

Response	N	%
Strongly Agree	94	38%
Agree	87	35%
Neutral	44	18%
Disagree	18	7%
Strongly Disagree	6	2%
Total	249	100%

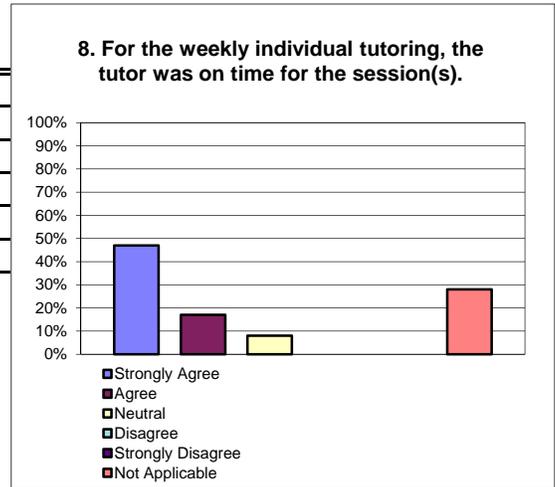


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Tutor and Tutoring Sessions:

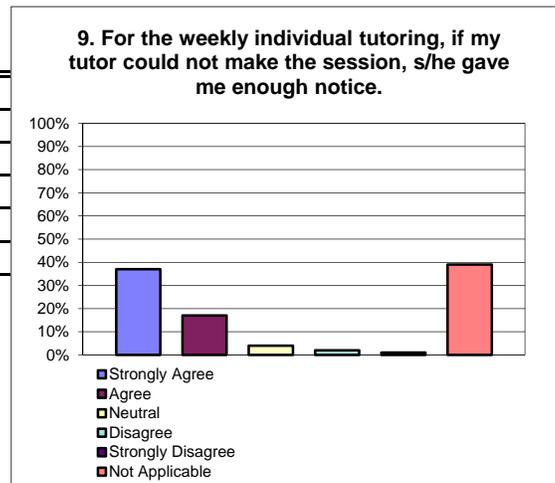
8. For the weekly individual tutoring, the tutor was on time for the session(s).

Response	N	%
Strongly Agree	110	47%
Agree	39	17%
Neutral	18	8%
Disagree	1	0%
Strongly Disagree	0	0%
Not Applicable	66	28%
Total	234	100%



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

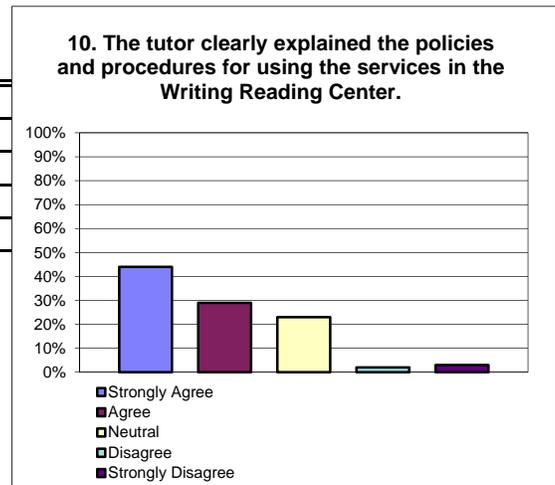
Response	N	%
Strongly Agree	87	37%
Agree	40	17%
Neutral	10	4%
Disagree	4	2%
Strongly Disagree	2	1%
Not Applicable	90	39%
Total	233	100%



DA Writing and Reading Center Survey Result, Spring 2013

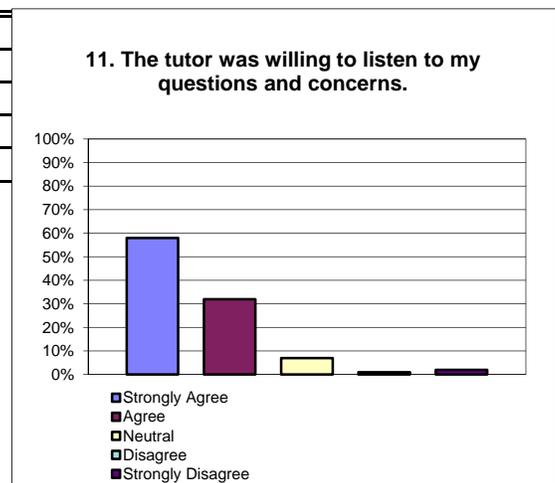
10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center.

Response	N	%
Strongly Agree	103	44%
Agree	67	29%
Neutral	53	23%
Disagree	4	2%
Strongly Disagree	7	3%
Total	234	100%



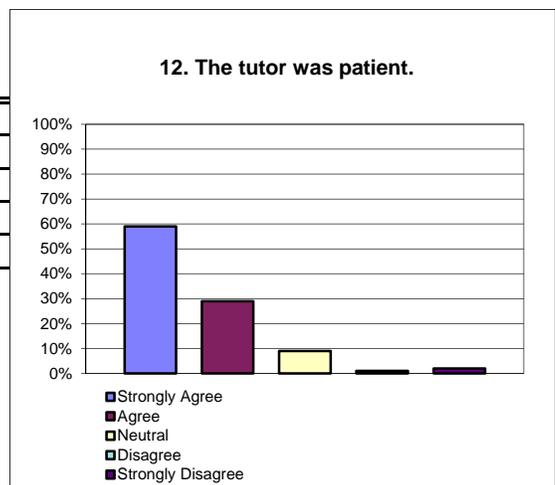
11. The tutor was willing to listen to my questions and concerns.

Response	N	%
Strongly Agree	141	58%
Agree	78	32%
Neutral	17	7%
Disagree	2	1%
Strongly Disagree	5	2%
Total	243	100%



12. The tutor was patient.

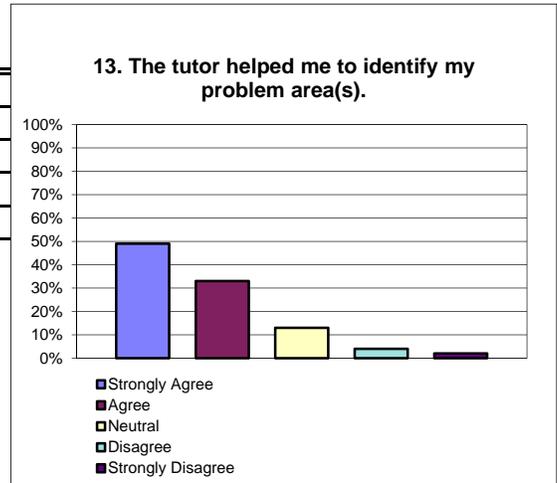
Response	N	%
Strongly Agree	143	59%
Agree	71	29%
Neutral	21	9%
Disagree	2	1%
Strongly Disagree	4	2%
Total	241	100%



DA Writing and Reading Center Survey Result, Spring 2013

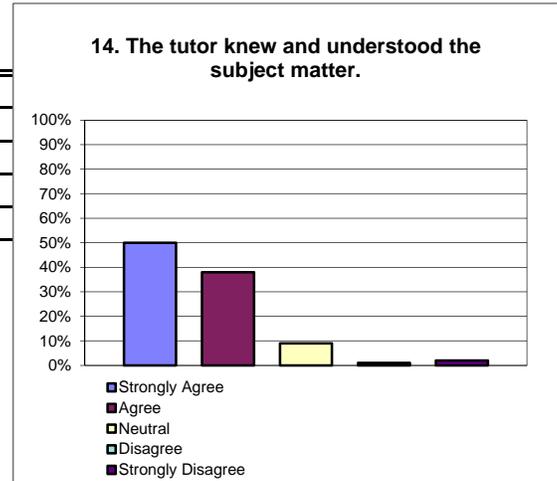
13. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	116	49%
Agree	78	33%
Neutral	31	13%
Disagree	9	4%
Strongly Disagree	5	2%
Total	239	100%



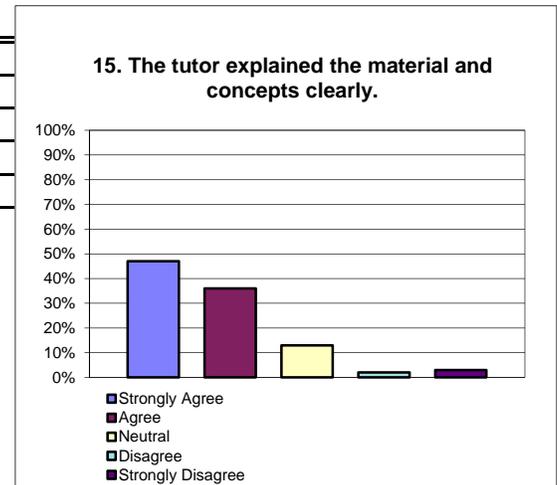
14. The tutor knew and understood the subject matter.

Response	N	%
Strongly Agree	119	50%
Agree	89	38%
Neutral	22	9%
Disagree	3	1%
Strongly Disagree	4	2%
Total	237	100%



15. The tutor explained the material and concepts clearly.

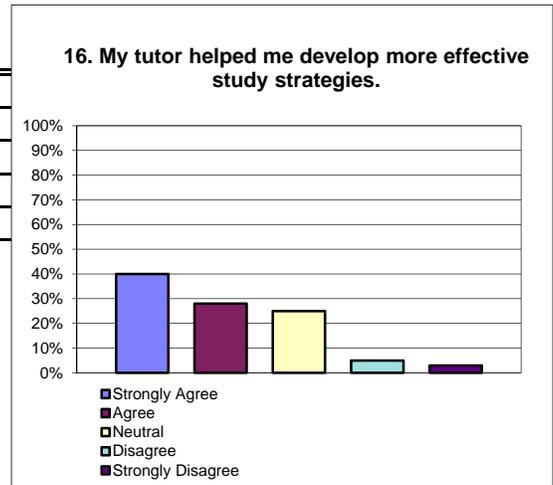
Response	N	%
Strongly Agree	111	47%
Agree	86	36%
Neutral	30	13%
Disagree	4	2%
Strongly Disagree	6	3%
Total	237	100%



DA Writing and Reading Center Survey Result, Spring 2013

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

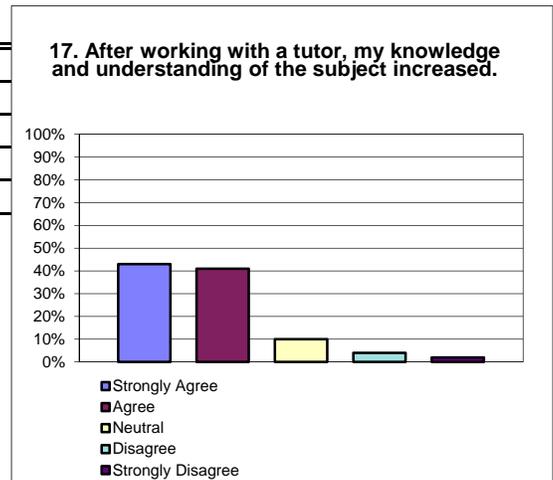
Response	N	%
Strongly Agree	95	40%
Agree	66	28%
Neutral	59	25%
Disagree	12	5%
Strongly Disagree	7	3%
Total	239	100%



Student Outcomes:

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

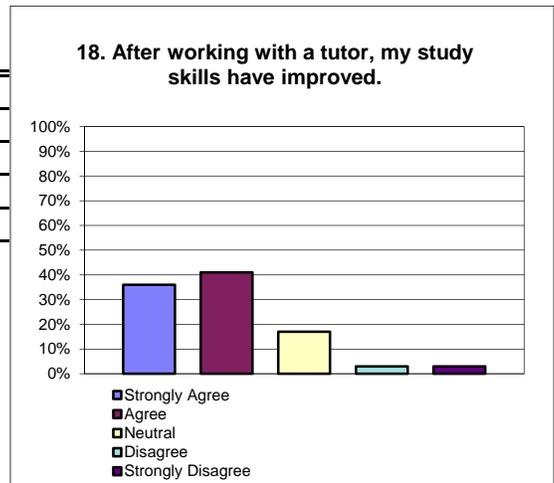
Response	N	%
Strongly Agree	105	43%
Agree	101	41%
Neutral	24	10%
Disagree	10	4%
Strongly Disagree	6	2%
Total	246	100%



DA Writing and Reading Center Survey Result, Spring 2013

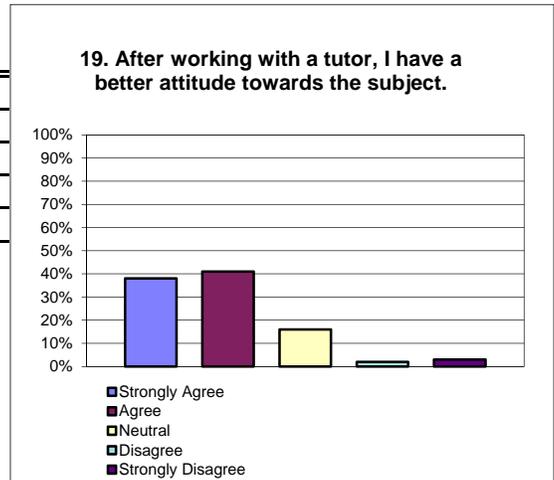
18. After working with a tutor, my study skills have improved.

Response	N	%
Strongly Agree	89	36%
Agree	102	41%
Neutral	41	17%
Disagree	8	3%
Strongly Disagree	7	3%
Total	247	100%



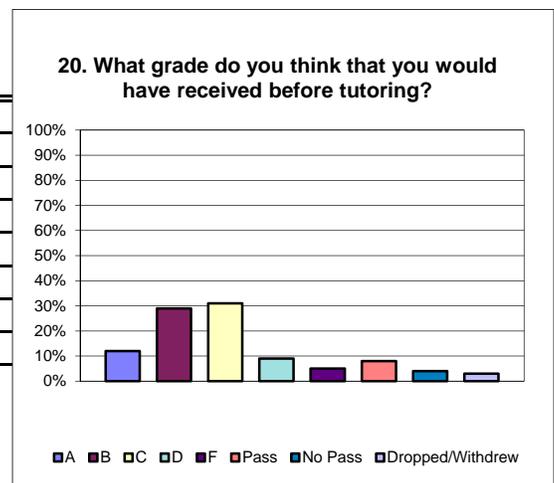
19. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	93	38%
Agree	100	41%
Neutral	40	16%
Disagree	5	2%
Strongly Disagree	7	3%
Total	245	100%



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

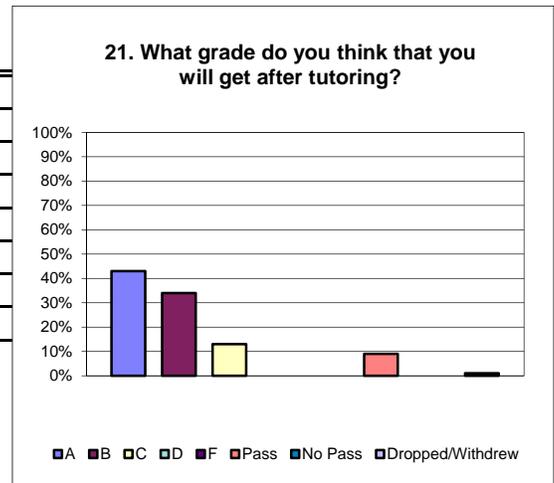
Response	N	%
A	29	12%
B	71	29%
C	75	31%
D	22	9%
F	11	5%
Pass	19	8%
No Pass	10	4%
Dropped/Withdrew	7	3%
Total	244	100%



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

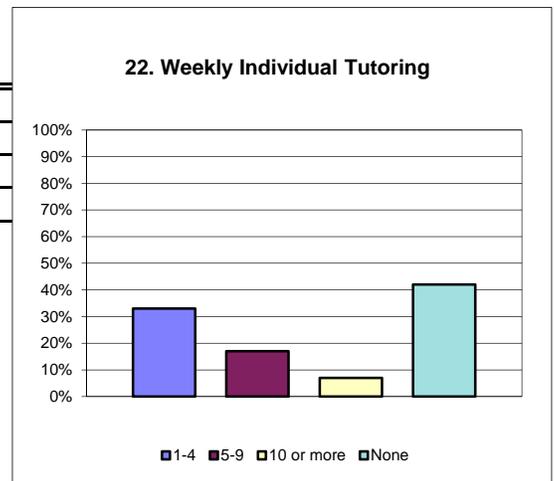
Response	N	%
A	105	43%
B	84	34%
C	31	13%
D	0	0%
F	1	0%
Pass	22	9%
No Pass	1	0%
Dropped/Withdrew	3	1%
Total	247	100%



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

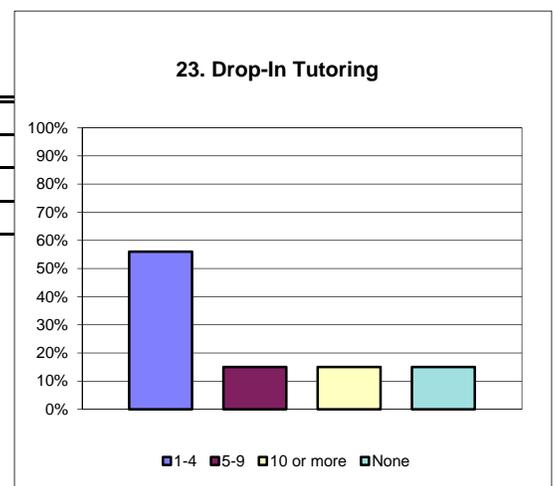
22. Weekly Individual Tutoring

Response	N	%
1-4	81	33%
5-9	41	17%
10 or more	18	7%
None	103	42%
Total	243	100%



23. Drop-In Tutoring

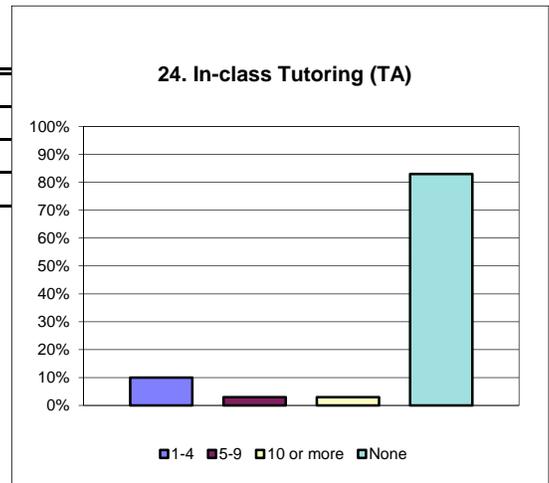
Response	N	%
1-4	135	56%
5-9	35	15%
10 or more	35	15%
None	36	15%
Total	241	100%



DA Writing and Reading Center Survey Result, Spring 2013

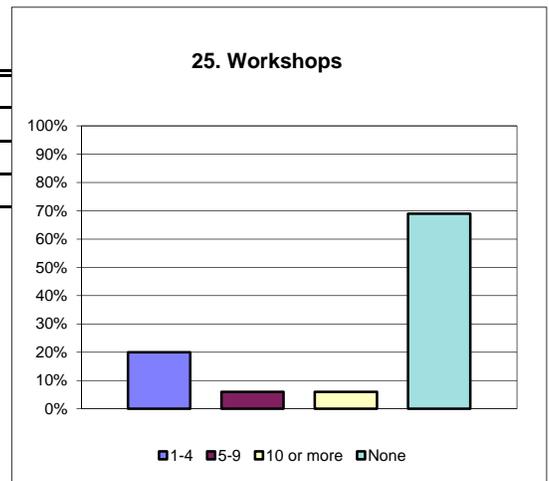
24. In-class Tutoring (TA)

Response	N	%
1-4	23	10%
5-9	8	3%
10 or more	7	3%
None	191	83%
Total	229	100%



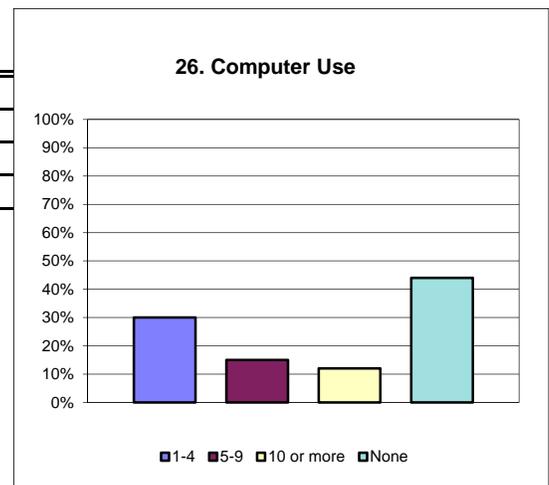
25. Workshops

Response	N	%
1-4	46	20%
5-9	13	6%
10 or more	14	6%
None	162	69%
Total	235	100%



26. Computer Use

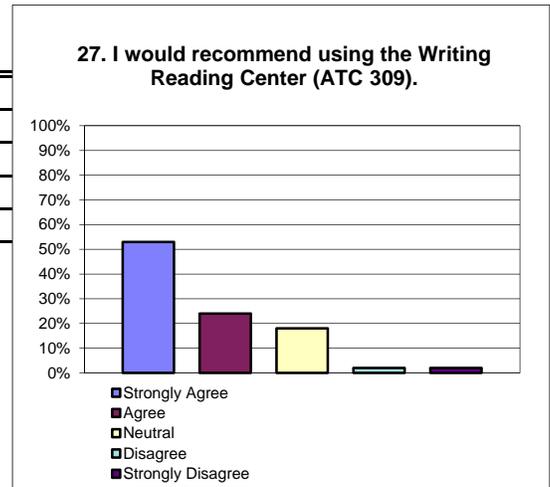
Response	N	%
1-4	71	30%
5-9	35	15%
10 or more	29	12%
None	105	44%
Total	240	100%



DA Writing and Reading Center Survey Result, Spring 2013

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

Response	N	%
Strongly Agree	125	53%
Agree	57	24%
Neutral	43	18%
Disagree	5	2%
Strongly Disagree	4	2%
Total	234	100%



DA Writing and Reading Center Survey Result, Spring 2013

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

Comments Written by Students

A place to focus on my subject. Dividing the tables by subject is excellent, because the people around you are learning the same thing.

A smile and friendly easily going manner things were explained.

Above all, all I can say is the tutoring.

Adjunct Skills / Math Center

All the smart helpful people

Asking other students

Assignment

Clarification

Computer access and immediate access to in-class tutors/ mentors.

Computer lab, indevidul practice for speech

Computer use when I don't have the chance to complete my homework at home. Very helpful!

Correcting my grammar mistakes

Drafting essays and editing

Drop in tutoring

Drop-in tutor

Everything

Explain problem to me

Explaining the strategy how to approach writing

Finally getting helped on a problem, after waiting for 30 minutes.

Finishing my hw before I get home

Fixing fragments

Flexibility

Getting answers to difficult questions

Getting help on how to improve my essays.

Gamma

Grammar

Group Tutoring

Having a place to ask questions

Having workshops helped me so much

Help in Japanese.

Helped with review of chapters

How to improve my writing assignments.

I befriended my tutor which made learning much more engaging.

I feel comfortable when I ask a question . Tutors are very friendly

I had great help in proof reading only.

I have learnt a lot if skill to improve my written.

I really liked the fact that we had computers to work with as I needed to access mymathlab.com for my homework.

I really liked that my tutors were patient and helped me find ways to better understand the material.

Improve writing skill

Individual tutor

Individual tutoring

It was convenient times,and the tutor was very patient.

Kind-patient and skillful

Knowledge

Laura is a fluent ASL signer, with a phenomenal memory for specific signs and strategies for memorizing them. I don't think I could have got through the quarter without her assistance.

Laura was able to book us a quiet room for our ASL Groupwork, and individual practice, this was extremely

Learning about Political Science and Statistics. I do not think I would have done very well in either of these two subjects had it not been for tutoring.

DA Writing and Reading Center Survey Result, Spring 2013

Lucas and Avi have helped me many times, they are good tutors.

Math tutoring center the individual tutoring

Mathmatics in Algebra.

Most of the tutors are very friendly and patient.

My individual sessions with Xia. He's awesome.

My tutor help me a lot editing.my assignments and teaching me how to fix them. She also gave me handouts that explained what she was helping on.

My tutor helped to understand and answer difficult questions in my online statistics homework.

My tutor helps me analyze, and explain points.

My tutor was very nice and helpful. She made me understand math in a way that I actually enjoyed it. I gained a much better understanding of the subject and she answered all of my questions in an encouraging way.

My writing skills.

Note taking workshop and ASL tutoring

Patiente of my tutor and getting help in lots of areas

Pheobe is great, she was patient with my math issues and always gave clear and easy steps to solve problems.

Proof checking my work Helping me structure my essays

Proof reading my essays.

Right before class.9

Specialized help for what I needed.

Specific tutors by the names of Martin and Derek who were ALWAYS very helpful and explained things

The convenience of drop-in

The help provided by the tutors!

The lady at the front desk who actually helped me with my problems instead of the tutor assigned to my table.

The most helpful part of the service is improving my writing assignment skills.

The one on one time and the patients with me because sometime the material was overwehlming

The patient and kindness from the tutors who were really interested in helping.

The tuoring was a wonderful experience for me. It happened many times for me that I could not understand a math topic in the class but in tutoring session I leant it. I really appreciate what you guys are doing there. From the time of my primary school, my math was bad and I never could ever believe that I could handle math problem efficiently. But with the help of you guys, I did it. Now I can be more confident for my academical future. thanks thanks thanks

The tutor showed me how to self edit and what to look for in a essay.

The tutor was very friendly and informative.

The weekly tutorial,, and drop in those did help me with my classes

There help to solve problems and give guidance to solve similar issues

They were all very patient, and helped me answer my questions.

They were really patient and clear

They were sort of rude sometimes and there were never enough people

They were specialized in the field of my subjects

They would point out the problems I had with the essay.

Tutor explained material well and took extra time to clarify anything I did not understand. Tutor helped me to use strategies when solving problems.

Tutoring

Tutoring in ASL on fingerspelling

Understanding how to approach the homework in a more easier way. Getting some preparation for exams.

Understanding the Essay writing

Weekly Individual Tutoring

Weekly individual tutoring. My instructor would recommend a tutor. If I had trouble, I visited him in office.

Wren was funny and kind.

Writing

Writing skill

Writing skills.

all of it.

attention toward my problem

DA Writing and Reading Center Survey Result, Spring 2013

communication was good
confidence
don't know
fix my grammar.
going over the material
grammar
grammar in writing
help with understanding HW and also a different perspective at looking into some problems
hw questions and computers
identifying my grammar mistake.
improving my writing skill
it is useful to have a weekly tutor
make me confident give me some useful advice
math 10 all of it
on essays
patient
quietness
read a lot write better
solve my problems
speaking and writing
structures and organization
the computer
the coordinator of tutorial center actually cares about student and tries to help student as much as possible.
the helpful nature of staff
the individual group tutoring has been great.
tutoring, flexibility, patience
understanding the subject
weekly tutoring
writing tutor
writing and grammar. She also has suggested many useful methods of English learning for me.

DA Writing and Reading Center Survey Result, Spring 2013

29. How can we improve our services?

Comments Written by Students

A little bit longer for the workshops maybe? And little more time to know the schedule of the workshops.

Be open more.

Better markers

Better tutors

By offering more tutors

Can't think right now :)

Drop in tutor can help a lot if I have trouble passing the class.

Everything is good!

Get really good tutors. Particularly ones that know what they're doing.

Get tutors faster. The one that was there last quarter decided to leave, and it took awhile to find a new one.

Give clear and detailed instruction to tutor about the first meeting and have tutors to contact instructor so that they could help students to understand the essay topic and requirements.

Great job you guys doing good keep it up!!!

Have more space for Math 210, 212 and 114 as well as more tutors for these subjects.

Have more tutors.

Have the instructor recommend a tutor.

Have tutors on Thursday and Friday of finals week

Hire More helpful tutors .

Hire more tutors because often times, especially in S43 for math tutoring, there are not enough tutors available to help all the students there.

Hire people who can speak English clear, it is really hard for me to understand strong accents.

I can't think of anything.

I cant believe last quaterd i said they should change the Computer in the survey and they did it. which i was really impressed with, they actually listens to students. Just keep up with the good work the same approach towards students.

I feel its awesome

I heard that students who are enrolled for Ewrt2 can only have drop in tutoring. It seems to me that advance writing classes takes more time to go over the paper. I think that only 30 minute is too short for one session. I think there are many common difficulties among ESL student, maybe you could arrange some workshop on English learning methods or something like that?

I think, you can improve the services by adding other rooms for the tutorial center.

I was satisfied with the services.

I would really like Tutors to also be available on Fridays.

Identifying staff, maybe with badges or something

Increase more tutors and adjust the schedule for Drop-In tutoring

Increase the number of drop in tutors.

Increasing number tutors

Instead of one drop in tutor have two, since the student's time is limited due to work, or free time in between classes. Sometimes had to wait half an hour to be able to get help from the drop in tutor.

It is okay. You don't need to improve it.

It was very good but you need more space for student. The room was noisy.

It would help to make tutees find more effective study skills.

It's good enough for me. It's perfect.

Just give limit appointment for students who needs help because sometimes were to much students without tutoring that make spends to much time and waiting for tutoring moreover, make tutoring tired and they can't give the best qualification for teaching students.

Just keep it up!! you are very helpful for the students thank you

Just keep-up.

Keep doing what your doing

Keep the Sign tutor, very helpful.

Let them tell people to quiet down who are telling jokes.

DA Writing and Reading Center Survey Result, Spring 2013

Look for more advices and be positive.
Make 1 extra tutor available during busier hours. There was sometimes about a 10 min wait
Make the room more personal coz sometimes there is loudly.
More Group Tutoring
More questions about what you liked in the tutorial room
More tutoring classes
More tutors
More tutors at the drop in tables
More tutors for Chem
My friends told me they didn't have good experiences with weekly tutors. Maybe you could improve that part.
Need more tutors
Now is good enough
Perfect.
Some time in evening will be better
Staff more tutors for drop in.
Sufficient staffing of tutors- long wait times
The MPS room was always super loud. Please make all studing centers/tutoring quieter. I have ADD and having a tutor is useless if other people are talking loudly, especially when the are talking about none acedemic subjects.
The outlets are all fuctional in S43. Staff was aware of this, but no one cared to do something about it...
The people at the information desk are not very helpful. There is one lady there that has a very condescending attitude. For something as simple as tutoring information, I think that the staff at the desk should be friendly and informative, and answer questions without a poor attitude. Also, sometimes there aren't any tutors when I come in for drop in tutoring, or some of the tutors are not doing their work or hard to identify. It would be helpful if the tutors extended help to individuals instead of waiting to be asked for help. If possible, I think there should be more tutors available for drop in tutoring.
The services are good enough to me. Thanks!
The staff, in charge of scheduling appointments, appeared at times rude and bothered. Tutoring does require communication. I am polite and expect the same of others.
The students who man the front desk do not always seem very happy about their jobs. They don't seem very knowledgeable about specific tutors names, or who works as a tutor in what subject, Maybe a book with pictures of the tutors and their names would help.
The tutors and front desk staff were much more interested in talking amongst themselves then helping ppl that needed it.
There NEEDS to be more tutors, it takes like 1/2 an hr just to ask someone a question.... "ain't nobody got time for that!"
There are one or two drop in tutors that are completely condescending and attempt to rush through the questions with the students without emphasizing the importance of the tutee developing a clear understanding of the material. There were also a couple of tutors that would sit and do homework and completely ignore when students that would raise their hands for questions. They would allow the other tutor that was working to help out the students rather than get up and help them. Asking help from these tutors proved quite frustrating. But that was about half of them that I'm certain can be easily identified, while most of the other tutors were very helpful and did make a difference in helping tutees such as myself better understand the material. Maybe do some sort of training with the tutors teaching them how to interact with and help students without coming off as condescending. Regarding the tutors that don't acknowledge the tutees and just do homework or talk with other tutors, make it a rule that the tutors are required to move around and help the students and can't be distracted when students need help.
They should learn more about how to help a student effectively.
Tutor need to be patient while giving help.
Tutor's need to be able to give more personalized attention
You can incorporate cultural sensitivity training into your tutor training. I have heard many people including tutors use hateful/bigoted/culturally-insensitive language in the center. Exact phrases i've heard in the tutorial center includes "that's retarded" "i'm retarded" "faggot" "he's a fag". You can improve your services by making sure tutors know the implications of this culturally insensitive language - if tutors know the social ramifications of using such language they will hopefully stop using it and encourage others not to use this offensive language.

DA Writing and Reading Center Survey Result, Spring 2013

You must help with every things not jest till the student do it by your self and learn or till student to google the world. If its like that so why we have to come here

You should supervise some tutor while they are working with the student, and the supervision should be surprise without previous notice. I wish the tutors really know what our teacher asks for the writing assignments, because even with their help, my teacher made a lot of correction for my finals draw.

Your services are good.

by hiring more tutors.

continue providing them with knowledgable staff

everything is good in that department

get better tutors, post instructions.

get more people who actually care and want to help

get more tutors

get more tutors for the drop in students

have more tutors

having more tutors available

i think your survice are good .

keep the good quality tutor, and replace the one with no enough skills or not helpful.

kick people out who are socializing in the library.

longer one on one sessions for individual and group tutoring because the hour goes by way too fast.

longer tutoring times.

more one one one time for individuals

more tutors and tables that are always filled including math114

more tutors.

take more initiatve on walk ins'. As soon as we sit down some would should ask what we need help on

DA Writing and Reading Center Survey Result, Spring 2013

30. Any other comments or concerns?

Comments Written by Students

thank you, that's it.

Can you have reading workshops, which help us improve comprehension skills?

Get more ventalation.

Good thing instructors get tutors to help students pass their classes.

Great Help to me thank you!

Great quarter and thank you guys!

Great tutor, keep her! She will be a great help to other ASL students.

Have someone supervise the tutors so they actually help ppl during drop in tutoring. Also get nee help desk staff

Hire on more tutors. And keep Pheobe.

I NEVER HAD A "TUTOR" WE USED A DIFFERENT SERVICE PROVIDED BY THE CENTER!!!!!!

I appreciate having the tutoring center. It has really helped me to pass English class.

I congratulate all the tutors for their patience and their skills.

I don't know how to comment about my tutor. I told her my weakness is Grammar in writing, but she ignored it, and always focused on the structure which I've been good at. I should have got more, but didn't.

I f possible, I know that some students would appreciate it if the tutoring center was open a little bit longer, maybe an hour or so.

I like Elaine who is a nice and patient girl!

I like this program and my tutor is so knowledgeable. She is also nice and teaches patiently. Thank for providing this program.

I really appreciate the tutoring services at De Anza. They are helpful and I think that whatever can be done to improve the services should be done because they provide an invaluable resource for the success of students at De Anza.

I really thanks my individual tutor. She spent a lot of time to help me. But drop in tutor, I usually had to wait for over 30 mins and they were always busy. They didn't concentrate my questions and I felt they wanted to finish quick.

I really wish I could get more hours a week to get help from my tutor, since I only get one hour a week.

I want to thank everyone for helping me!

I was impressed and appreciative. Thank you so much for the help, I was overwhelmed, have more confidence

I was very impressed with the skill center. They were very helpful and courtesous

I wish the mps room was larger.

I would like to have my tutoring class in a large room in the center.

I'm studying SIGN-3 so the questions above aren't totally relevant.

I'm thankful for all toturing section who had helped me with my stuff

It gets waaaaayyy too loud in there for people trying to study and learn. I understand its an environment where people need to discuss the material but there were people just hanging out in there that were making an insane amount of noise and were not having discussions related to the subject matter they were in there for. Please try to enforce a "too loud" policy.

It is hard to tutor to understand some of the essay topic.

It was impossible to schedule a time for a study group with other students in one of the rooms. I was told "I have to send an email. This is nerv-wrecking. You'll have to figure something else out. I cannot deal with this right now."

It's good. However,some of my classmates do not know about it.

Just want to thank all my tutors. Vicky, Yuki, Mike, Viet, Britney and finally the coordinator of library tutorial center.

Keep it up! Thanks!

Matthew knows the information but needs to be more confident whilst instructing.

More speaking would be helping me more

My instructor recommended a tutor and that was helpful.

My tutor Vincent was yawning, or he was not paying attention to me. Plus, the weekly tutoring was for 30 mins instead of 1 hr because we didn't work as a student and tutor, that's why I decided to drop my weekly tutoring

Sharon is such a great tutor.Very patient and helpful! Thanks to her help I am passing! Hire more tutors kike her!

Thank You

Thank you ! To River, Tom, the italian guy, and the Econ tutors

DA Writing and Reading Center Survey Result, Spring 2013

Thank you all of the staff for your help!

Thank you for providing a tutoring center.

Thanks for all hard working stuffs. We are so luck to have your supports :)

Thanks for the great services! They're very valuable to students who struggle with course content

Thanks for the help! All I can ask for is students with better communication skills, and air conditioner!

The Math and Science Center is an excellant place for taking notes and reading. Although I sign in as a tutee, I almost never use the tutors available. I enjoy the scientific atmosphere.

The math114 table were always filled and busy.

The student tutors are not very good. Quality has dropped off.

The tutoring center becomes extremely packed so it takes a while to be able to have a tutor answer a question, which is understandable, but again I think you should take a look at what I wrote under the "improve our services" question as a way to have more tutee helped and really benefit not only the students in their education, but the overall services as well.

There are some days that I choose not to go to the tutoring center because I want to avoid off-topic conversations and the chance of hearing a homophobic slur. It's hard to learn and stay focused in an environment when you hear people use hateful language that attacks who you are.

When I come to Totee center I need some one to show me and write my problems. Not always till me the policy I can't help u with this and that. It should be more relax and help more and more so we can know our problems. I stopped going there after I see the Toter liking at the time to end the 30m. Also when I aske them they say oh I can't help because of our policy. What a bad policy. Please improve the writing center. Thanks

When I was participating in the weekly individual tutoring for EWRT 1A, I was required to finish writing my essays in order to get help. I think this policy was a hindrance for me because I could not get the help that I wanted from my tutor. My problem with writing was not because I could not finish writing my essays but because I had difficulties "starting" my essays. I would spend hours upon hours, starting my essay alone and eventually found it pointless for me to go to the Writing/Reading Center because I did not need much help with grammar.

Yes maybe more time with a toture would be better

Yes, When I first came, I was directed to the wrong sign in computer, which resulted in my tutor not receiving credit for all her help. The student staff didn't seem to care very much about this, but the permanent staff were able to fix the issue. Also, I see food, and people goofing off on the shared computer networks. I am a part time student, and I work full time. I find it disheartening to find a lack of computers when I see people using Facebook and playing games when its busy. OK maybe if its slow in there, but especially close to exams and midterms, there is NO excuse for it, and it should be better monitored.

You guys are the best

Your service is vital to our campus. Thank you for all the hard work. I would like to have more reading comprehension and grammar seminars offered.

more computers in both the math and library tutor centers

need to be open the first week of class because by the second week i was falling way behind and missed the due date of the first assignment

sometimes there are few tutors and many students waiting. This kind shouldn't happen again and o upset

thank you for being there to help me

you guys were very helpful. please create a web page or Facebook page where all the tutors and staff can help the students this action can strengthen the bonds of the De Anza community and can help students to expand their knowledge.

you should try to organize meeting with tutees: in front of the center or in a canteen - that students may meet and talk, share experience, recomende class or books.



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