

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

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

Date: 4/26/2011

Subject: Writing and Reading Center Survey, Winter 2011

A survey of the Writing and Reading Center was conducted at the end of the winter quarter in 2011. All students who received tutoring services were provided the opportunity to take the survey; this resulted in 120 valid respondents.

Important Highlights Include:

- 63% of respondents stated they had used the General Subject Tutoring Center (ATC 305), 14% had used the Listening and Speaking Center (ATC 304), 8% had used Math and Science Resource Center (S 43), 7% had used the Writing and Reading Center (ATC 309), 6% had used the Skills Center (ATC 302), and 2% had used the Math Performance Success tutoring (S 43).
- 21% of respondents stated they had requested help for ESL 251, 252, or 253 courses, 10% had requested help for ESL 261, 262, or 263 courses, 8% had requested help for ESL 272 or 273 courses, 7% had requested help for ESL 200, 234 or 244 courses, 7% had requested help for ESL 5, and 47% had requested help for their other courses not listed
- 39% of respondents reported they had requested help for EWRT 1A, EWRT 1B, EWRT 1C or EWRT 1C courses, 18% had requested help for EWRT 211 or READ 211 courses, 7% had requested help for EWRT 200 or READ 200 courses, 4% had requested help for LART 200 or LART 211 courses, and 32% had requested help for their other courses not listed.
- 62% of respondents reported they used Drop-In Tutoring (Walk-In), 29% used Weekly Individual Tutoring, 5% used Group Tutoring, 3% used In-Class Tutoring (TA), and 1% used other tutoring services.
- 93% of respondents “Agree” or “Strongly Agree” that the staff was friendly and helpful.
- 36% of respondents “Agree” or “Strongly Agree” that the staff took the time to answer their questions and explain how tutoring works.
- 77% of respondents “Agree” or “Strongly Agree” that it was easy to get a tutor.

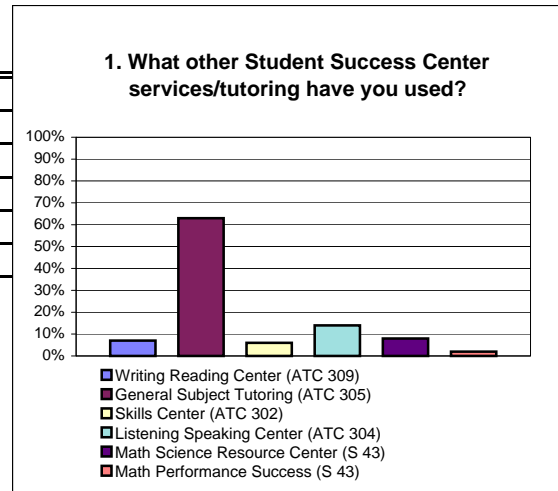
- 81% of respondents “Agree” or “Strongly Agree” that the tutor clearly explained the policies and procedures for using the services in the Writing and Reading Center.
- 93% of respondents “Agree” or “Strongly Agree” that the tutor was willing to listen to their questions and concerns.
- 92% of respondents “Agree” or “Strongly Agree” that the tutor was patient.
- 85% of respondents “Agree” or “Strongly Agree” that the tutor explained the material and concepts clearly.
- 96% of respondents “Agree” or “Strongly Agree” that they would recommend using the Writing and Reading Center (ATC 309).

DA Writing and Reading Center Survey Result, Winter 2011

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

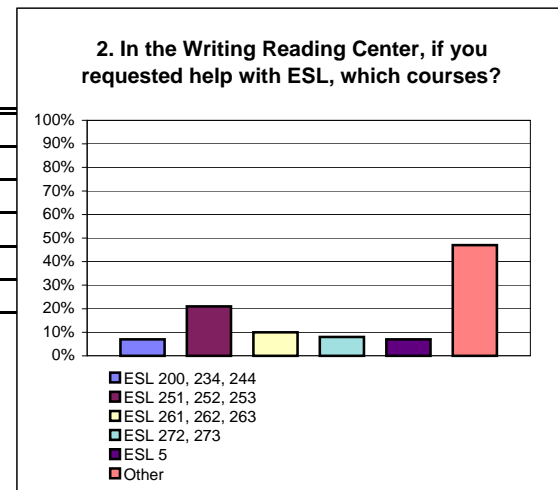
Response	N	%
Writing Reading Center (ATC 309)	13	7%
General Subject Tutoring (ATC 305)	113	63%
Skills Center (ATC 302)	11	6%
Listening Speaking Center (ATC 304)	26	14%
Math Science Resource Center (S 43)	14	8%
Math Performance Success (S 43)	4	2%
Total	181	100%

* The answers were distributed across groups.



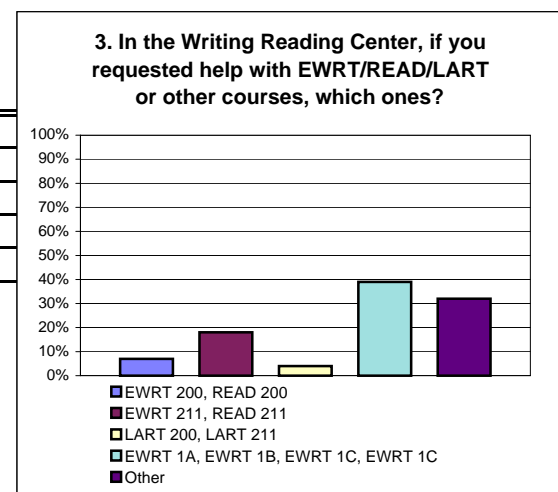
2. In the Writing Reading Center, if you requested help with ESL, which courses?

Response	N	%
ESL 200, 234, 244	7	7%
ESL 251, 252, 253	22	21%
ESL 261, 262, 263	11	10%
ESL 272, 273	8	8%
ESL 5	7	7%
Other	49	47%
Total	104	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	7	7%
EWRT 211, READ 211	18	18%
LART 200, LART 211	4	4%
EWRT 1A, EWRT 1B, EWRT 1C, EWRT 1C	38	39%
Other	31	32%
Total	98	100%



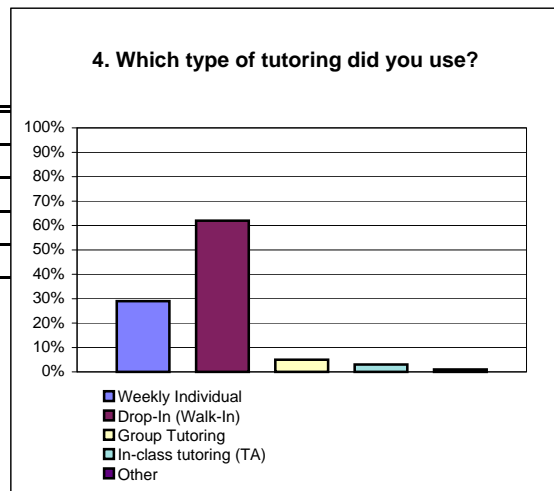
DA Writing and Reading Center Survey Result, Winter 2011

* 4. Which type of tutoring did you use?

Check all that apply.

Response	N	%
Weekly Individual	42	29%
Drop-In (Walk-In)	90	62%
Group Tutoring	8	5%
In-class tutoring (TA)	4	3%
Other	2	1%
Total	146	100%

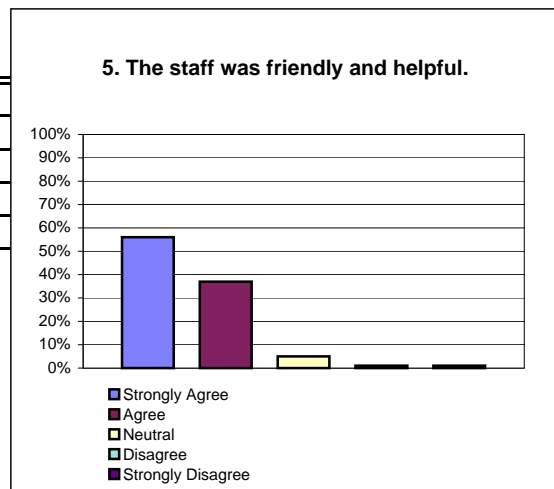
* The answers were distributed across groups.



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

5. The staff was friendly and helpful.

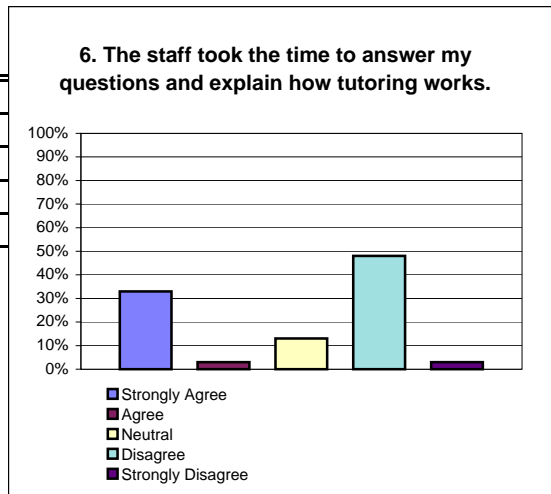
Response	N	%
Strongly Agree	67	56%
Agree	45	37%
Neutral	6	5%
Disagree	1	1%
Strongly Disagree	1	1%
Total	120	100%



DA Writing and Reading Center Survey Result, Winter 2011

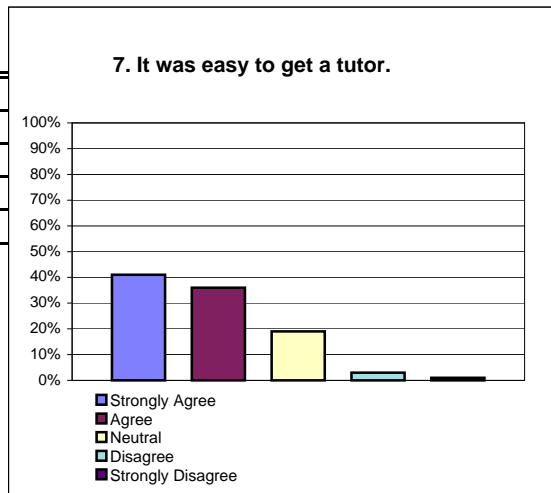
6. The staff took the time to answer my questions and explain how tutoring works.

Response	N	%
Strongly Agree	39	33%
Agree	4	3%
Neutral	15	13%
Disagree	57	48%
Strongly Disagree	3	3%
Total	118	100%



7. It was easy to get a tutor.

Response	N	%
Strongly Agree	48	41%
Agree	43	36%
Neutral	23	19%
Disagree	3	3%
Strongly Disagree	1	1%
Total	118	100%

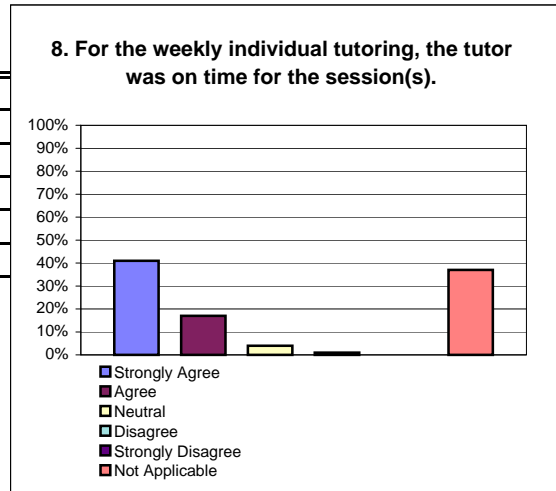


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Tutor and Tutoring Sessions:

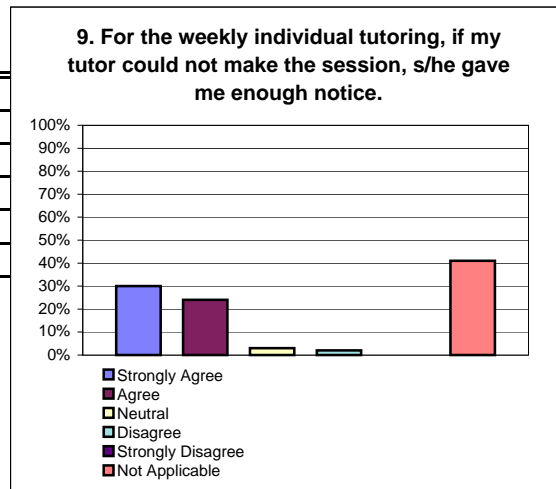
8. For the weekly individual tutoring, the tutor was on time for the session(s).

Response	N	%
Strongly Agree	46	41%
Agree	19	17%
Neutral	5	4%
Disagree	1	1%
Strongly Disagree	0	0%
Not Applicable	42	37%
Total	113	100%



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

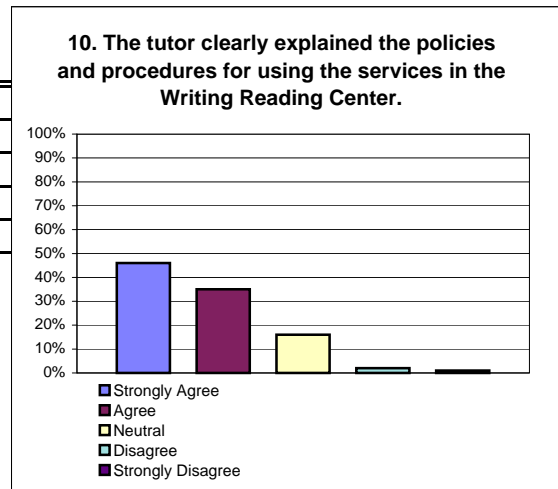
Response	N	%
Strongly Agree	34	30%
Agree	27	24%
Neutral	3	3%
Disagree	2	2%
Strongly Disagree	0	0%
Not Applicable	46	41%
Total	112	100%



DA Writing and Reading Center Survey Result, Winter 2011

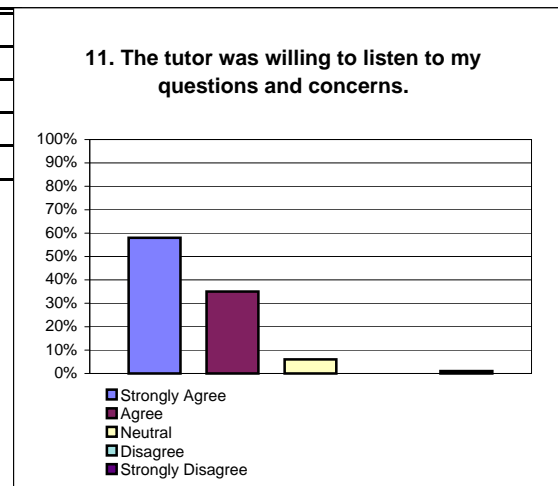
10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center.

Response	N	%
Strongly Agree	53	46%
Agree	40	35%
Neutral	19	16%
Disagree	2	2%
Strongly Disagree	1	1%
Total	115	100%



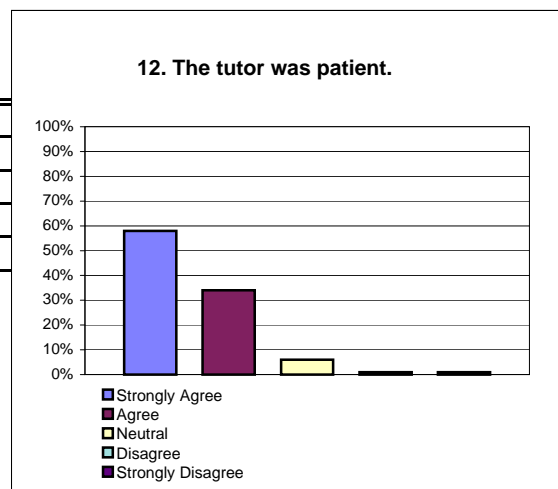
11. The tutor was willing to listen to my questions and concerns.

Response	N	%
Strongly Agree	69	58%
Agree	42	35%
Neutral	7	6%
Disagree	0	0%
Strongly Disagree	1	1%
Total	119	100%



12. The tutor was patient.

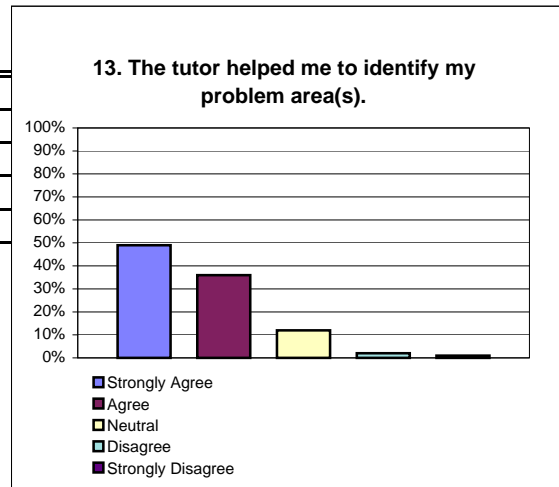
Response	N	%
Strongly Agree	69	58%
Agree	41	34%
Neutral	7	6%
Disagree	1	1%
Strongly Disagree	1	1%
Total	119	100%



DA Writing and Reading Center Survey Result, Winter 2011

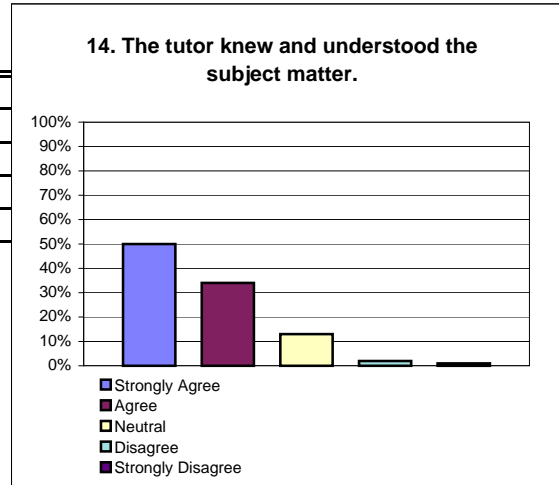
13. The tutor helped me to identify my problem area(s).

Response	N	%
Strongly Agree	58	49%
Agree	43	36%
Neutral	15	12%
Disagree	2	2%
Strongly Disagree	1	1%
Total	119	100%



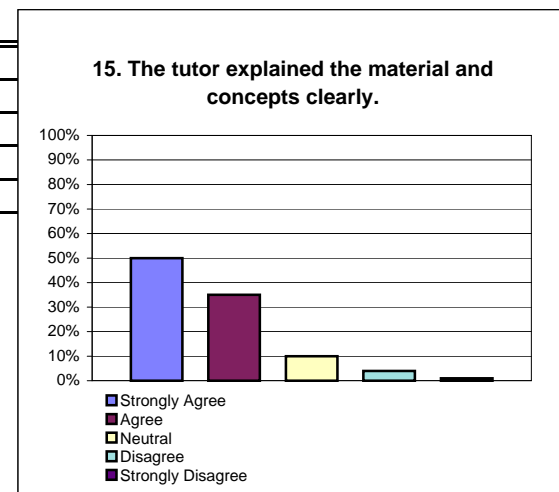
14. The tutor knew and understood the subject matter.

Response	N	%
Strongly Agree	60	50%
Agree	41	34%
Neutral	15	13%
Disagree	2	2%
Strongly Disagree	1	1%
Total	119	100%



15. The tutor explained the material and concepts clearly.

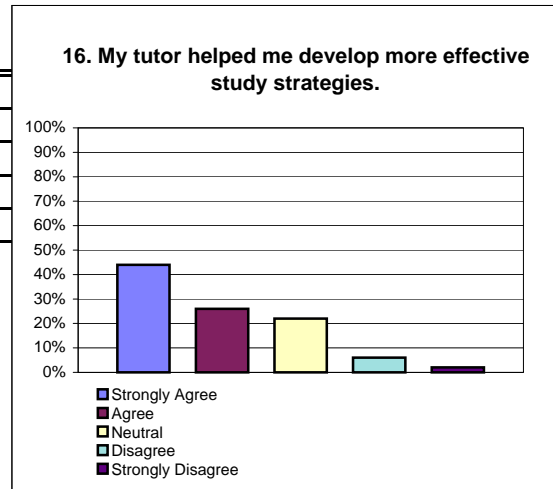
Response	N	%
Strongly Agree	60	50%
Agree	41	35%
Neutral	12	10%
Disagree	5	4%
Strongly Disagree	1	1%
Total	119	100%



DA Writing and Reading Center Survey Result, Winter 2011

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

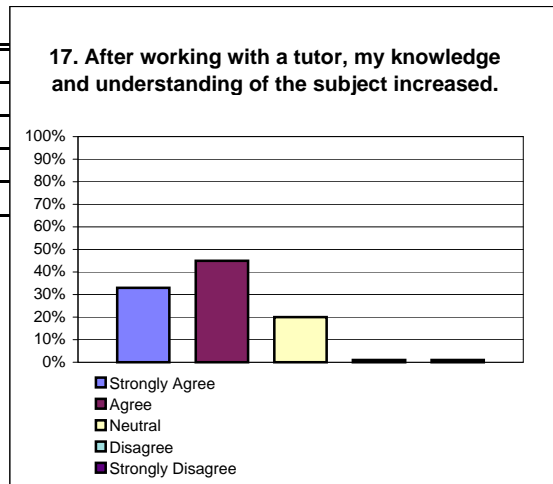
Response	N	%
Strongly Agree	52	44%
Agree	31	26%
Neutral	26	22%
Disagree	7	6%
Strongly Disagree	2	2%
Total	118	100%



Student Outcomes:

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

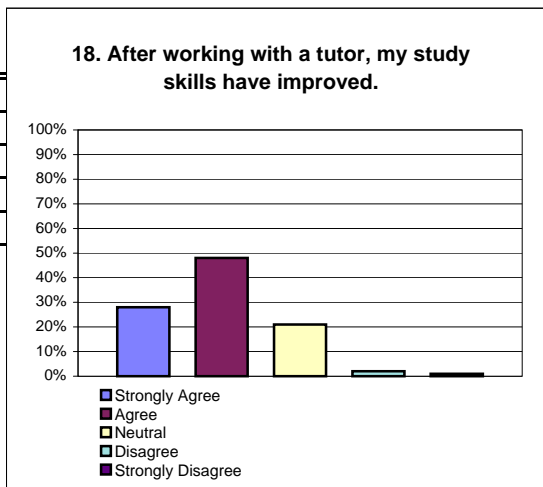
Response	N	%
Strongly Agree	39	33%
Agree	53	45%
Neutral	23	20%
Disagree	1	1%
Strongly Disagree	1	1%
Total	117	100%



DA Writing and Reading Center Survey Result, Winter 2011

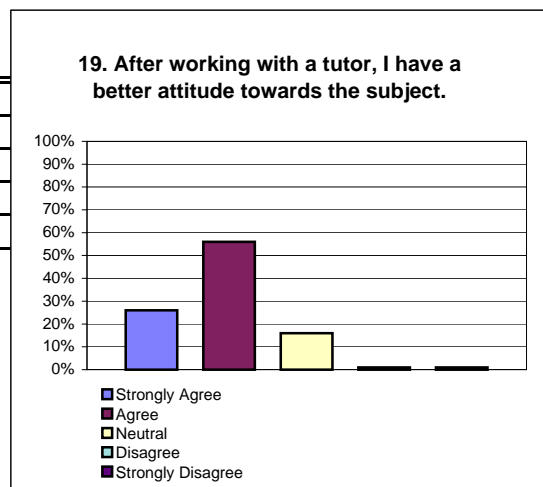
18. After working with a tutor, my study skills have improved.

Response	N	%
Strongly Agree	33	28%
Agree	57	48%
Neutral	25	21%
Disagree	2	2%
Strongly Disagree	1	1%
Total	118	100%



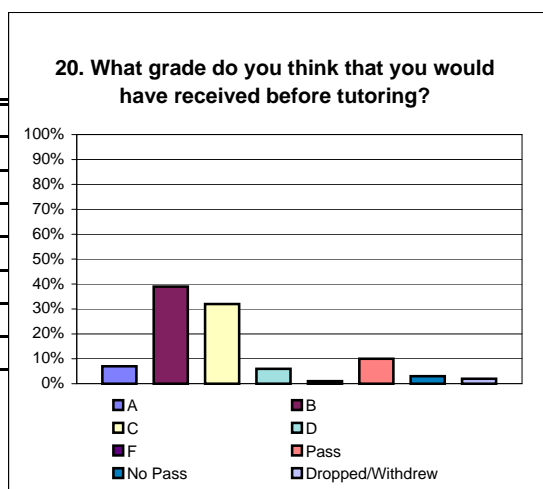
19. After working with a tutor, I have a better attitude towards the subject.

Response	N	%
Strongly Agree	30	26%
Agree	65	56%
Neutral	18	16%
Disagree	1	1%
Strongly Disagree	1	1%
Total	115	100%



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

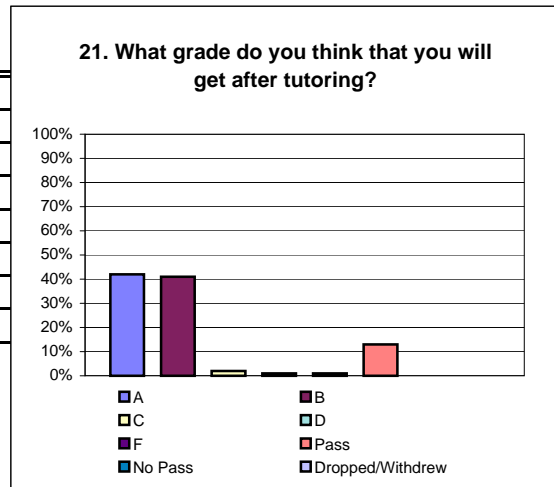
Response	N	%
A	8	7%
B	46	39%
C	37	32%
D	7	6%
F	1	1%
Pass	12	10%
No Pass	4	3%
Dropped/Withdrew	2	2%
Total	117	100%



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

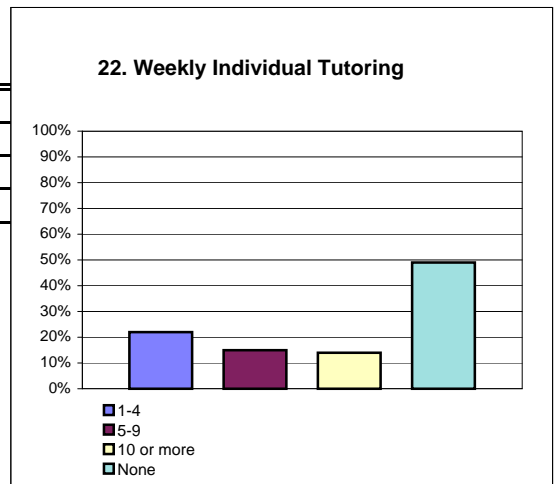
Response	N	%
A	49	42%
B	48	41%
C	3	2%
D	1	1%
F	1	1%
Pass	15	13%
No Pass	0	0%
Dropped/Withdrew	0	0%
Total	117	100%



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

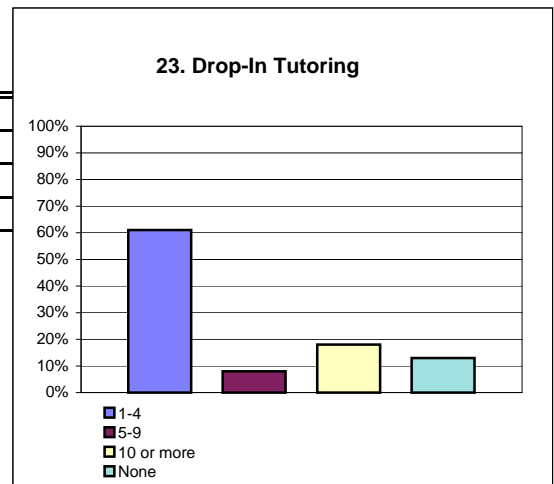
22. Weekly Individual Tutoring

Response	N	%
1-4	23	22%
5-9	16	15%
10 or more	14	14%
None	50	49%
Total	103	100%



23. Drop-In Tutoring

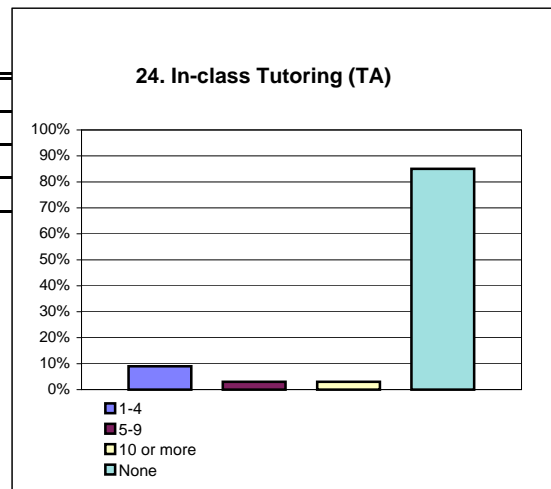
Response	N	%
1-4	64	61%
5-9	8	8%
10 or more	19	18%
None	14	13%
Total	105	100%



DA Writing and Reading Center Survey Result, Winter 2011

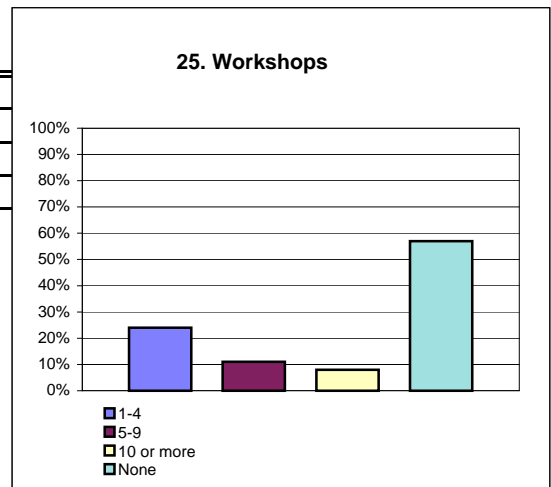
24. In-class Tutoring (TA)

Response	N	%
1-4	7	9%
5-9	2	3%
10 or more	2	3%
None	66	85%
Total	77	100%



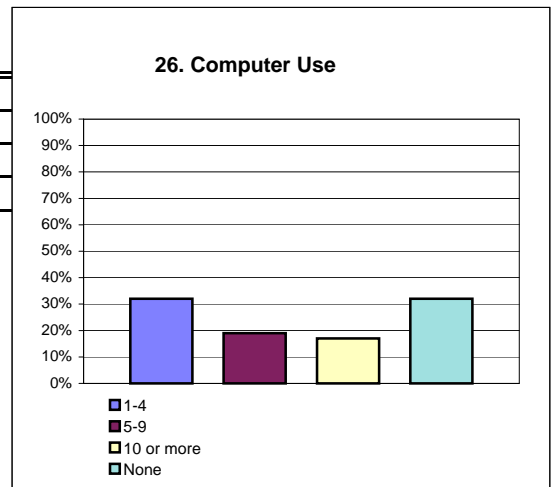
25. Workshops

Response	N	%
1-4	20	24%
5-9	9	11%
10 or more	7	8%
None	47	57%
Total	83	100%



26. Computer Use

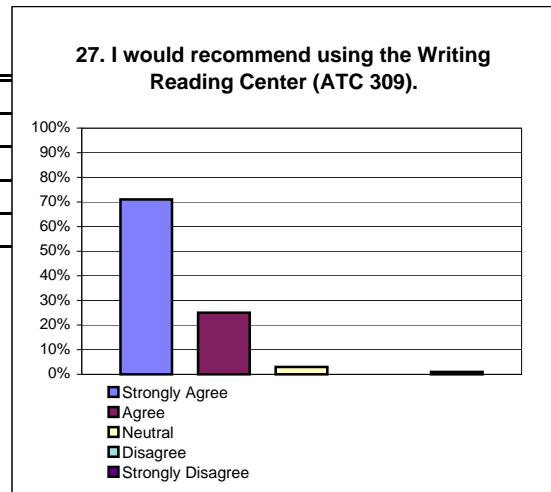
Response	N	%
1-4	27	32%
5-9	16	19%
10 or more	15	17%
None	27	32%
Total	85	100%



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

Response	N	%
Strongly Agree	84	71%
Agree	29	25%
Neutral	4	3%
Disagree	0	0%
Strongly Disagree	1	1%
Total	118	100%



DA Writing and Reading Center Survey Result, Winter 2011

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

Comments Written by Students

Better paper
Check the grammar and understanding my articles
Cohesive writing
Computer Use and Tutor for EWRT
Correct my grammar
Correct my mistake
Correcting grammer
Correction on my writing
Drop-in tutoring(math) weekly tutoring (english)
Editing revising n organization brain storming
Give me a lot of advice and suggestion
Gramma, speaking, pronunciation
Grammar
Grammar
Grammar
Grammar
Grammar
Grammar
Grammar check and speaking skills
Grammar re-construction and context fluency
Grammar Tutoring, as well as organizational advice.
Having a good Tutors.
He helped me learn more about the steps.How to write an essay!
He teached me a lot about how to write an essay. That's really helpful.
Homework
I received the service about writing asignment. My tutor corrected my grammatical errors and some sentences'structure.It was very useful for me.
I think is the math
Improve essays
Lots of time I check my assignments
Math and Writing Center
My questions got answered fast and effectively!
Print which doesn't require a DASB card. when you forget your student card and need to turn in your papers today, ATC 309 the only place you can go.
Prompt service.
Reading I will be inprove my English.
She explains the mistakes in my paper clearly.
She helped me to prepare answers for my oral examination.
She is really good, she tries so hard to make me understand, but for the last few weeks before the final, she couldn't really meet me and I didn't want to study with another tutor who has no idea about my problems. I jut wish she could meet me every week.
Sitting with my tutor and going through my essays and listening to the feedback he gave me.
The advice she gave me to expand the conclusion
The fact you can drop in for tutoring!
The help I got with my sujet matter.
The patience of the tutors, their knowledge base.
The tutor explained grammar with contrasting examples.

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The tutor majored in the subject
They correct my grammar mistakes a lot.
Topic sentence
Tutor Ben taught me to read out loud when I go through the essay
Tutor clarifies all my mistakes: the grammar, how to make the sentence more convincing,...
Tutor, workshop
Tutoring
Tutors are helpful with grammar, explanation
Tutors help me to point out areas I still need to work on.
Understanding the topic more and answering all my questions
Weekly individual tutoring
Weekly tutoring help with assignments.
When I did not understand why I got something wrong, the tutors were able to explain it.
WRC is really helpful for me, because I'm a ESL student. My tutor help me in grammar and slang and other things. Because it's a personal service, every week when we meet, I can ask her the questions I have for the past whole week. If there's no my tutor,
Writing
Writing
Writing
Writing
Writing
Writing
Writing
Writing and friendship
Writing skills
Writing strategies and tutorial.
Writing strategy, grammer correction.
Writing thesis

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29. How can we improve our services?

Comments Written by Students

A little more tutors

A lot of people need to use computers, but sometimes there are simply not enough of them. I would come and work on my computer if I had a Wi-Fi access to allow other people to use WRC services. So, wireless connection

Be more friendly and positive

Clearly point out the weak points of our writings and inform us how to improve it

Experienced teachers like Judi are very helpful not only in correcting grammatical mistakes but also in other areas such as connecting the ideas, changing subordinates and so on

For drop-in tutoring, you need more tutor.

Getting more tutors

Give more handouts.

Have a room with bigger space. The room is sometimes overcrowded.

Have more tutors, it is not enough for us, sometimes, we must to wait long time.

How more workers/ less waiting time

I hope I don't need to wait that long next time.

I know how to do my harder homework.

I know tutors dos not get pay, and because of that hard to find a tutor, so that maybe you could offer the tutoring with a 0,5 unit, and pay the tutors.

I think every student need more time for tutoring.

I think everything is great.

I think everything is pretty good.

I think some tutors are very good and some tutor are not good you must pay attention to choose tutors

I think sometimes I need to wait too long for the drop-in tutor.

I thinks this services is good

Improve grammar problem

It's challenge to work with ESL students. Thus, if the tutor has difficulty in term of understand tutee's writing, it's better to refer to the right individual, rather than saying "not familiar with the topics"

It's the best

Keep it up

Keep the center open late

Labs are not helpful...

Maybe communication between the tutor and the subject instructor would be helpful.

Maybe have more SKILLS classes.

Maybe let more students know your services.

More ideas

More tables, more chairs. don't see any useful of big table in ATC 309.one table will only be occupied by 2 people no matter how big it is.

Need more staffs

Need more tutors

Reduce time to wait for a long for drop in

Some people need read loud

Some tutor knows grammar, but sometimes they do not know the grammar. Sometimes they could not explain my homework clearly. Some people did very well.

Sometimes students need to wait for a long time to have a tutor.

The checking in and out process on the computer multiple times is pretty annoying.

The wait at the WRC is not long, however, the math center need more tutors.

The wireless connection would be really helpful. Some students come to use a computer, but there are not enough comuters foe everybody. To allow more people to use desktop computers I could use my laptop, but without wi-fi I can not connect to online dict

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There should be two meetings in a week for weekly individual tutoring.

Tutor should help other actively.

You are doing an amazing job! Thank you for your hard work in the midst of the budget cuts.

You guys are doing fine.

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30. Any other comments or concerns?

Comments Written by Students

Good job. I hope u guys can keep the service on.

I just want to take the time to thank Renato for his patients, and the time he took with us. He put an effort to guide us in writing for lart 200.

I love WRC.

I notice some tutors at the math center takes a long time to answer one question. The answer needs to be more precise so the student understands.

I only get 3.5/5 for 1 CNN story after I'm using service.

I really like it

I really like writing and reading center, listening and speaking center. They help me improve my English skills.

Keep it up

I think we need more computers

I understand the policy of 30 min per tutor. However, when I bring in a two-three pages of paper, one tutor finishes in 15 min, while another will spend 30 min just for the first page. As we sometimes only have 1 to 2 days between draft to submit.

I wonder why not many people are trying to get this service. Maybe WRC and departments could discuss what kind of tutoring would be most effective to what kind of students...and this service should be recommended individually to certain students who woul

It's good, not bad.

Loved going and will be there spring too!!

Maybe you could find a way to finding more tutors that waiting time wold drop for the drop-in tutoring.

Overall it was helpful

Please continue the services for ESL 273 also

Really helpful program

She is really good, she tries so hard to make me understand, but for the last few weeks before the final, she couldn't really meet me and I didn't want to study with another tutor who has no idea about my problems. I jut wish she could meet me every week.

Some tutors are not professional to tutor EWRT 1 A or B students, because after reviewing the paper couple of times in WRC, the teacher is marking my paper with the same grammar issues I was talking about with a tutor.

This is frustrating.

Some tutors are not trained to provide tutoring services for EWRT 1A, B, or C classes. Sometimes I worked with a tutor whose knowledge of the grammar was less than my own, and I am a former ESL student.It would be really helpfullif if tutors who could not

Thank you for providing tutoring service

Thank you for your help

Thank you for your help!!

Thank you very much !!

They are very kind, but they need to have more knowledge for students.

This service is great. Thank you

Tutor should suggest more the way to improve writing instead correcting the grammar error only

You guys did a good job!



De Anza College 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.

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

14. The tutor knew and understood the subject matter.

15. The tutor explained the material and concepts clearly.

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

Student Outcomes:

Strongly Agree Agree Neutral Disagree Strongly Disagree

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

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

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

A B C D F Pass No Pass Dropped/Withdrew

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

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

Wrapping Up--you are almost done!

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

1-4 5-9 10 or more None

22. Weekly Individual Tutoring

23. Drop-In Tutoring

24. In-class Tutoring (TA)

25. Workshops

26. Computer Use

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