

De Anza College Office of Institutional Research and Planning

To: Melissa Aguilar, Student Success Center

From: Ola Sabawi

Date: 10/21/2019

Subject: Writing Reading Center Survey – Spring 2019

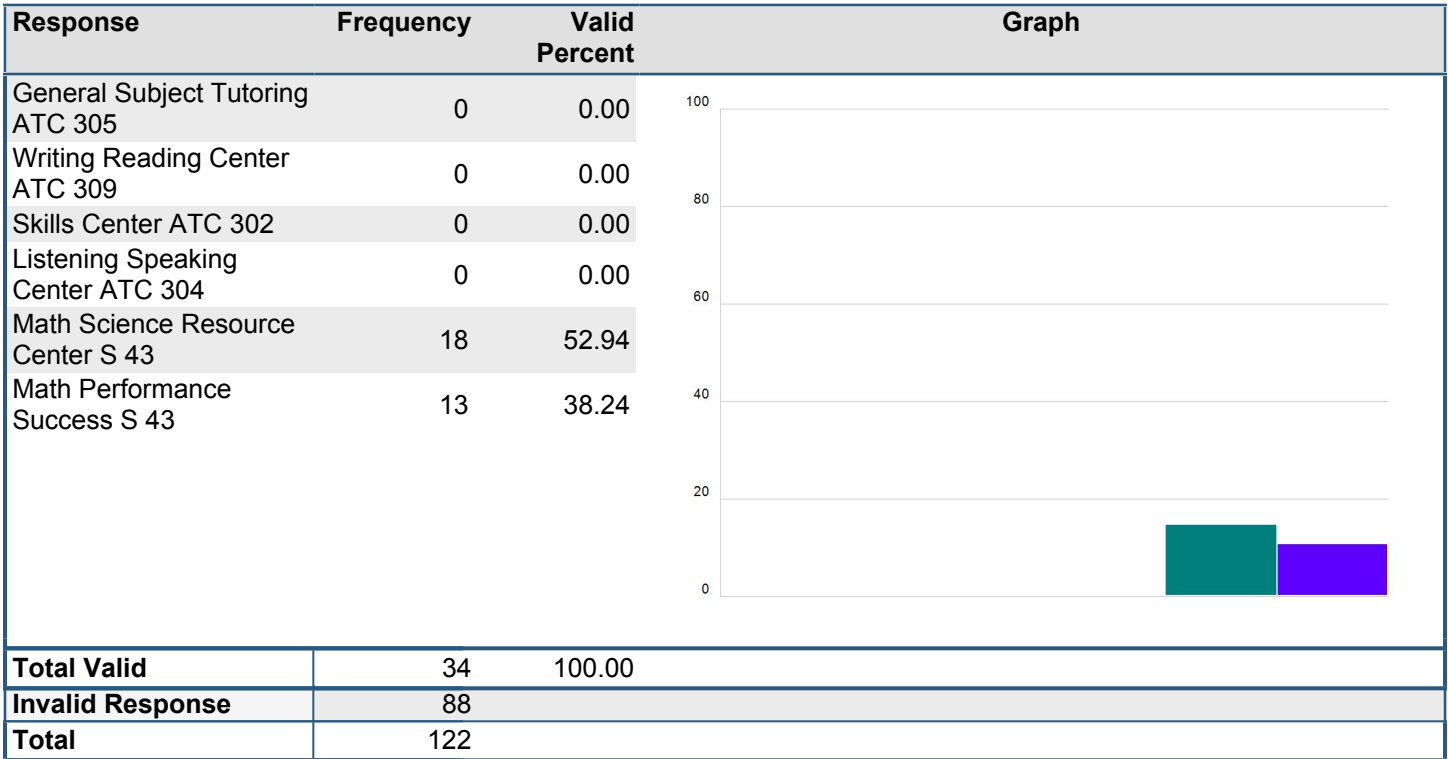
The PRCA Post survey was administered at the end of the course in Spring 2019. This resulted in 84 valid responses.

Important highlights include:

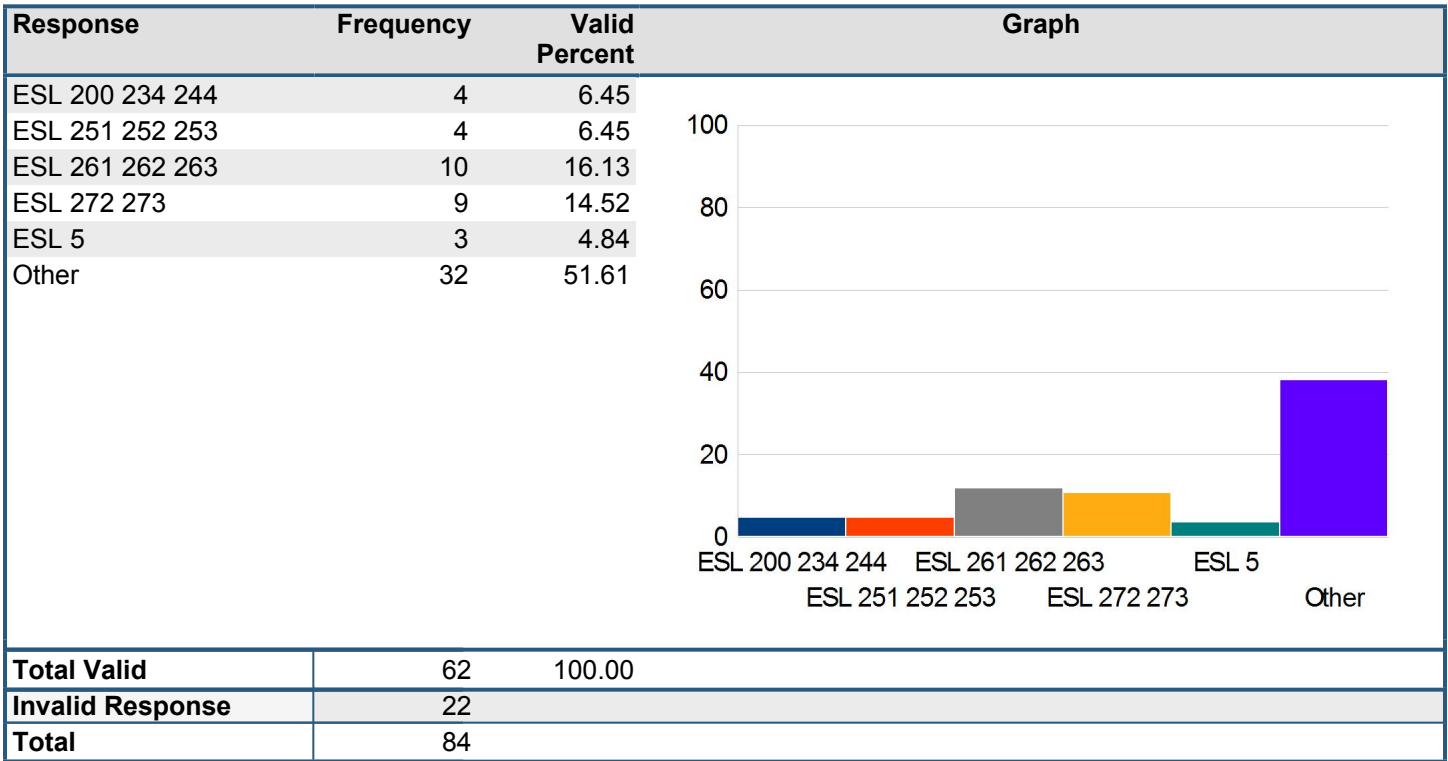
- 79% (64) of respondents used drop-in/walk-in tutoring. (Question 4)
- 52% (41) strongly agree that the staff was friendly and helpful (Question 5), and 55% (44) strongly agree that the staff took the time to answer their questions and explain how tutoring works. (Question 6)
- 80% (67) of respondents agree or strongly agree that the tutor was willing to listen to their questions and concerns. (Question 11)
- 74% (62) of respondents agree or strongly agree that the tutor knew and understood the subject matter. (Question 14)
- 40% (31) of respondents strongly agree that their study skills have improved and they have a better attitude towards the subject after working with a tutor. (Question 18 and 19)
- 82% (58) of respondents did not have In-class Tutoring (TA). (Question 24)
- 59% (45) of respondents strongly agree that they would recommend using the Writing Reading Center (ATC 309) (Question 27)

Spring 2019 Writing and Reading Center Survey

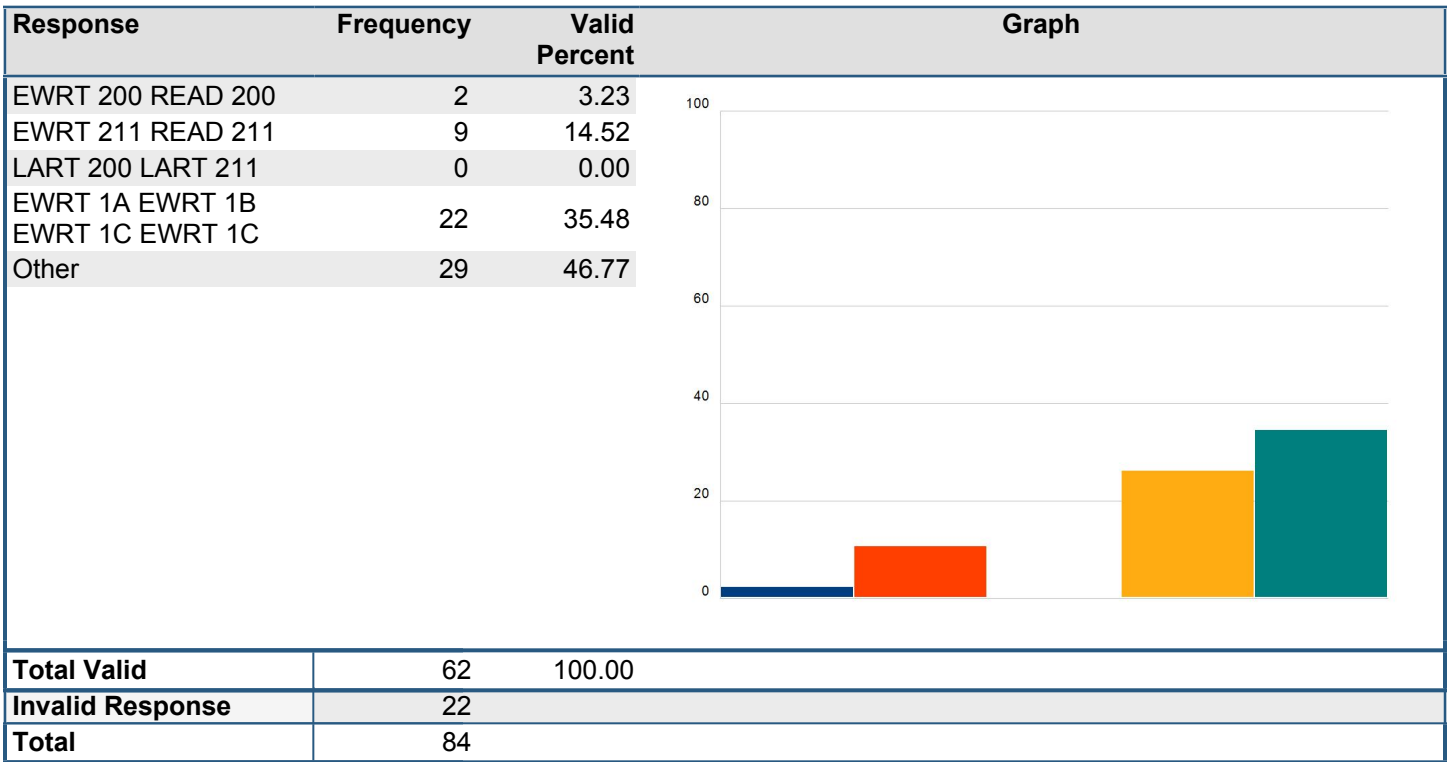
1. What Student Success Center services/tutoring have you used? Check all that apply.



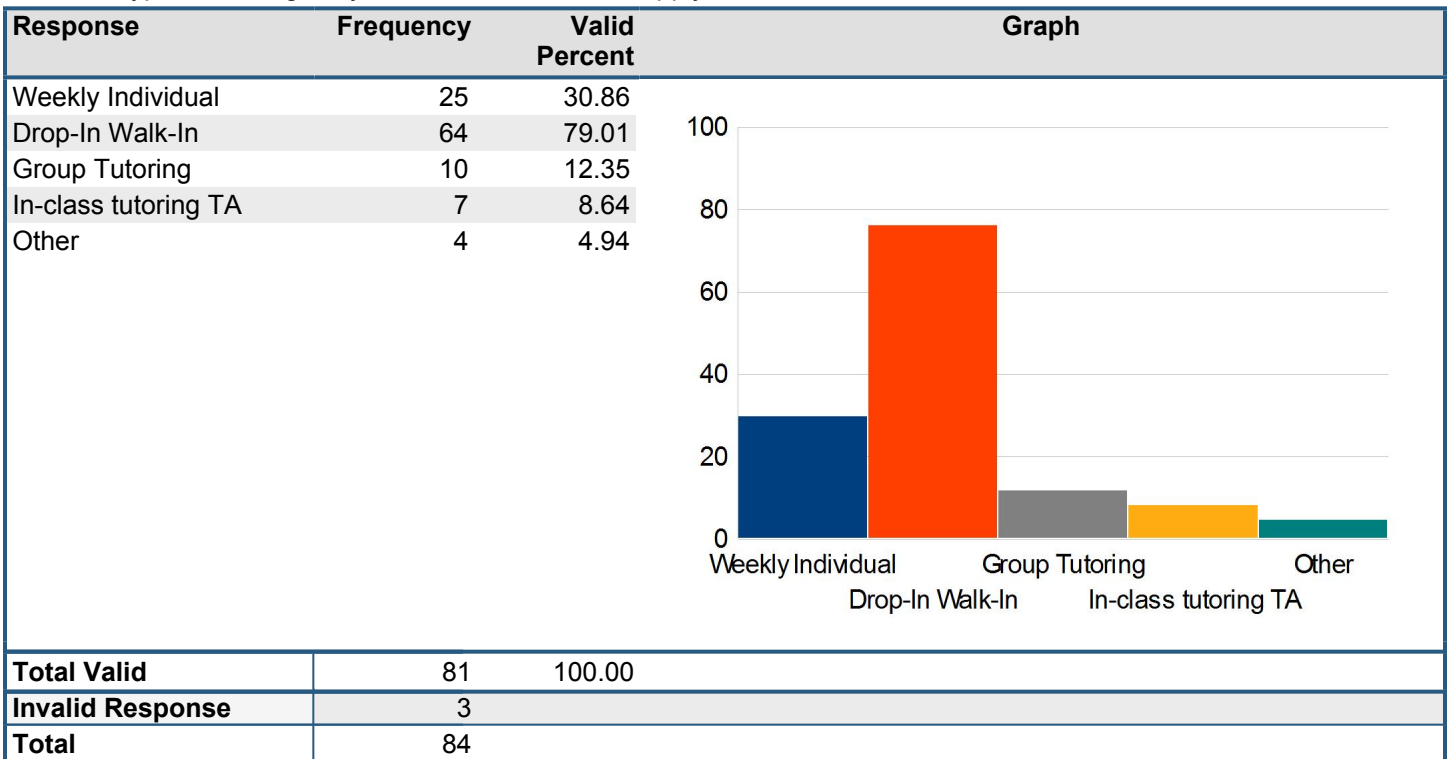
2. In the Writing Reading Center, if you requested help with ESL, which courses?



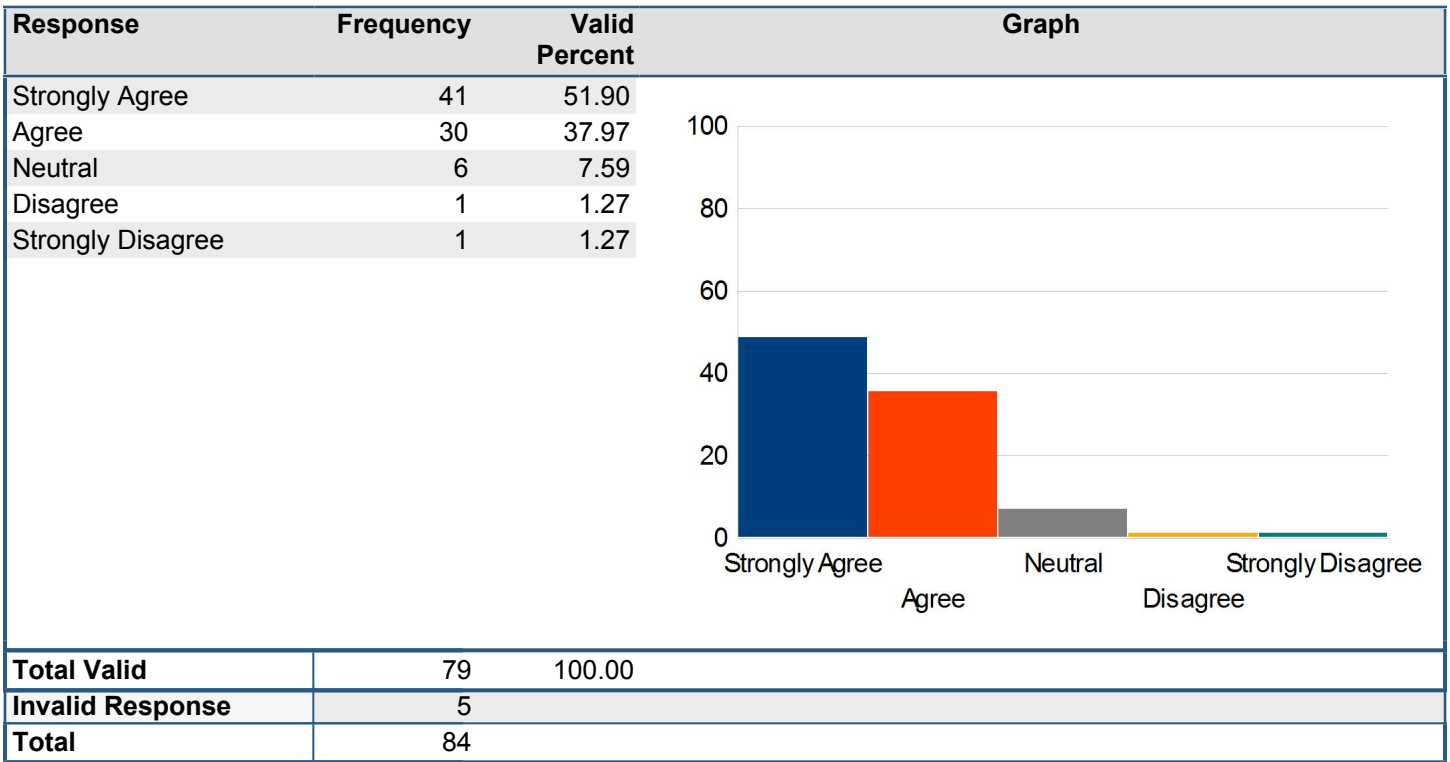
3. In the Writing Reading Center, if you requested help with EWRT/READ/LART or other courses, which ones?



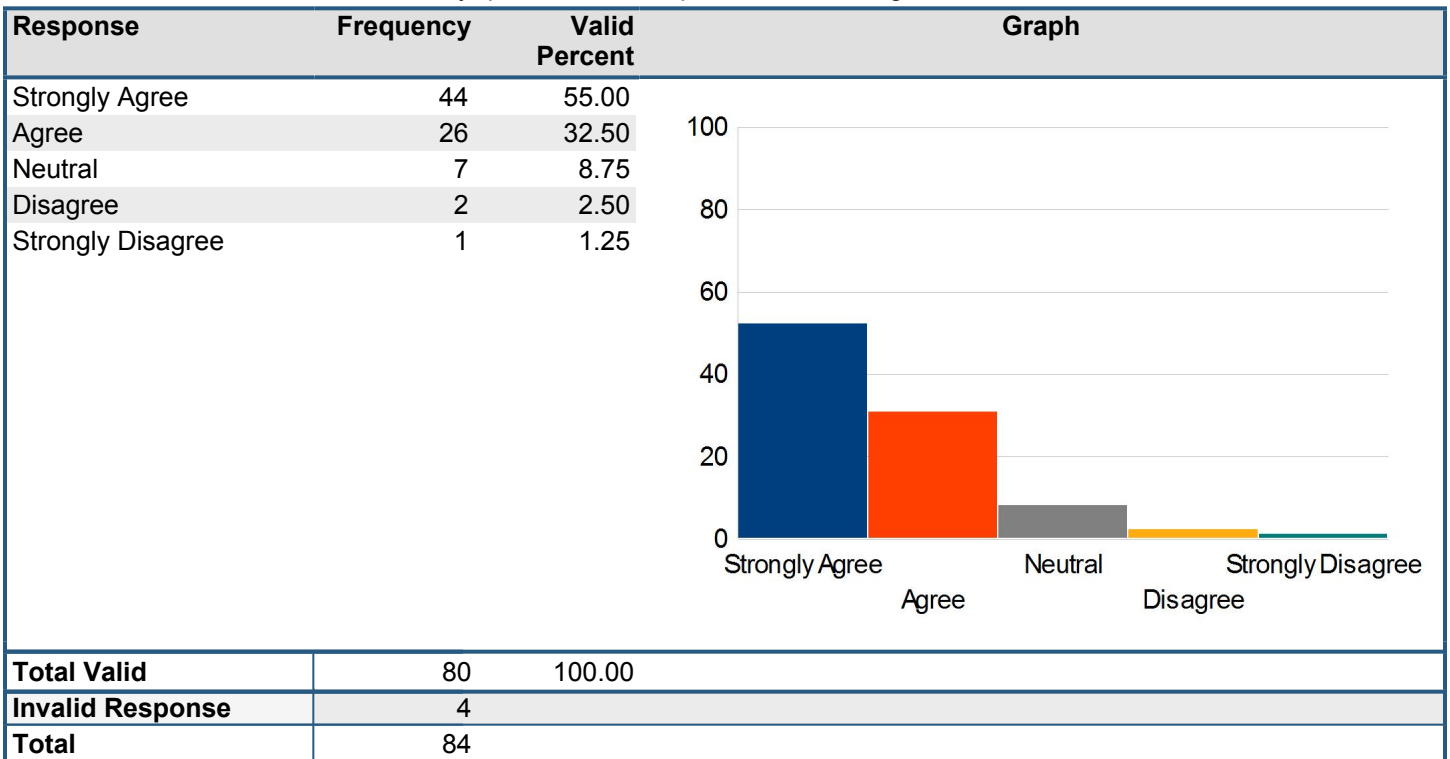
4. Which type of tutoring did you use? Check all that apply.



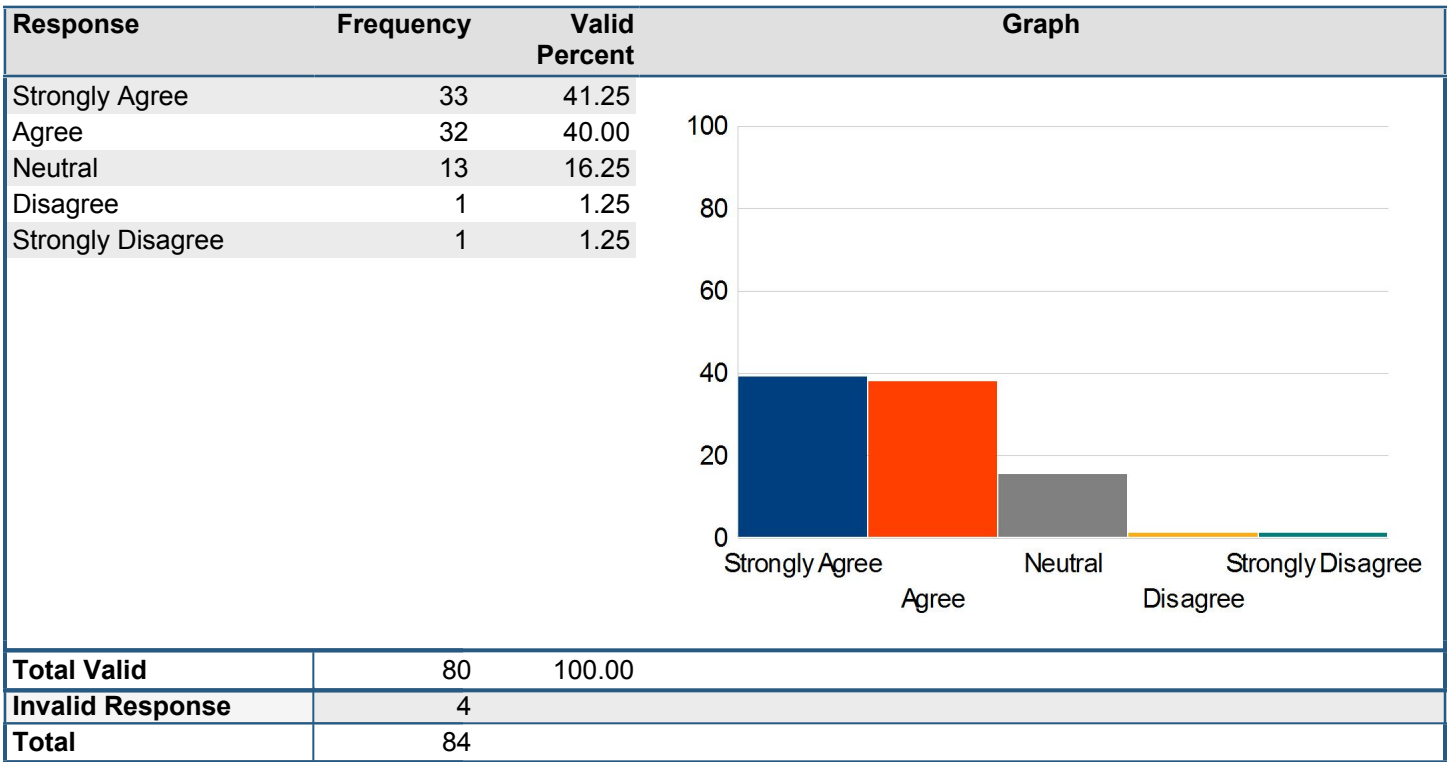
5. The staff was friendly and helpful.



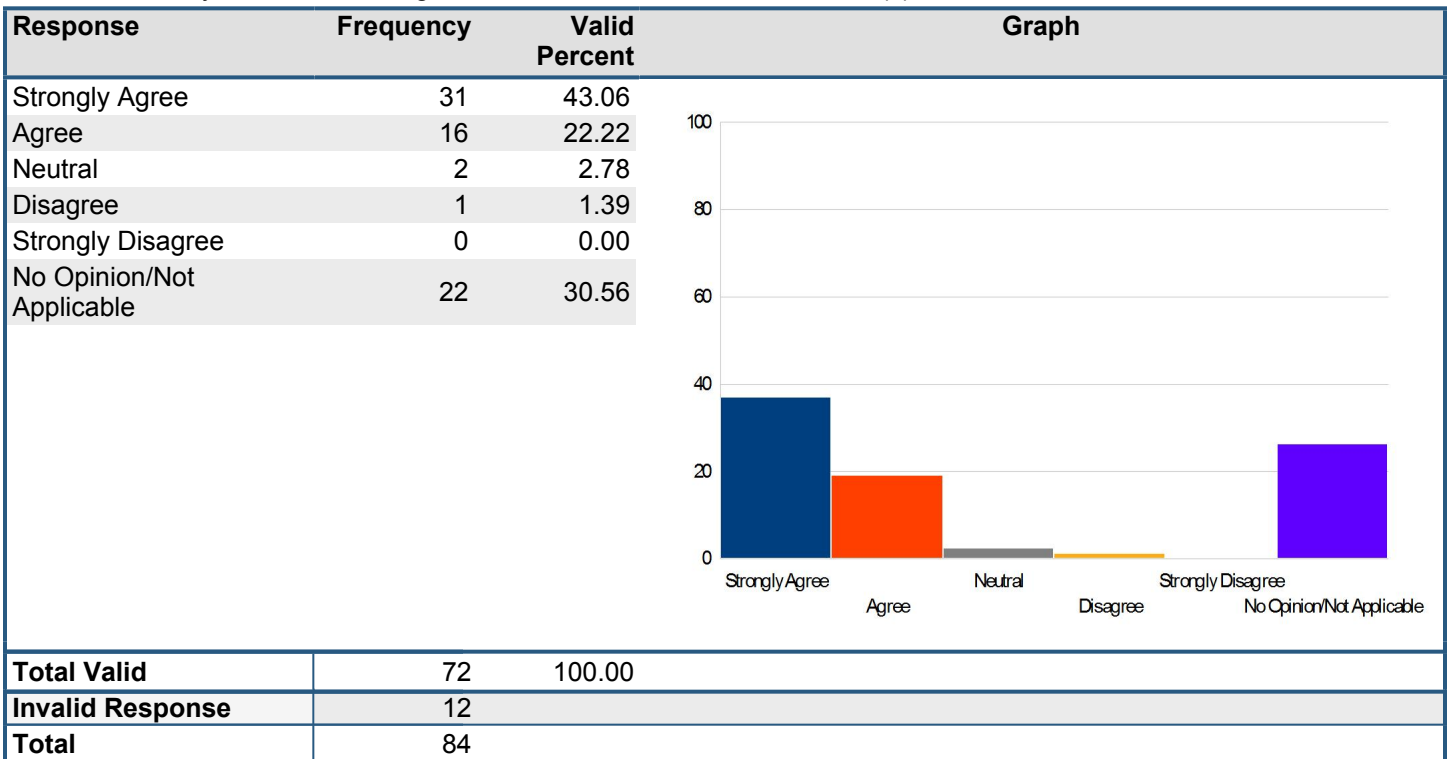
6. The staff took the time to answer my questions and explain how tutoring works.



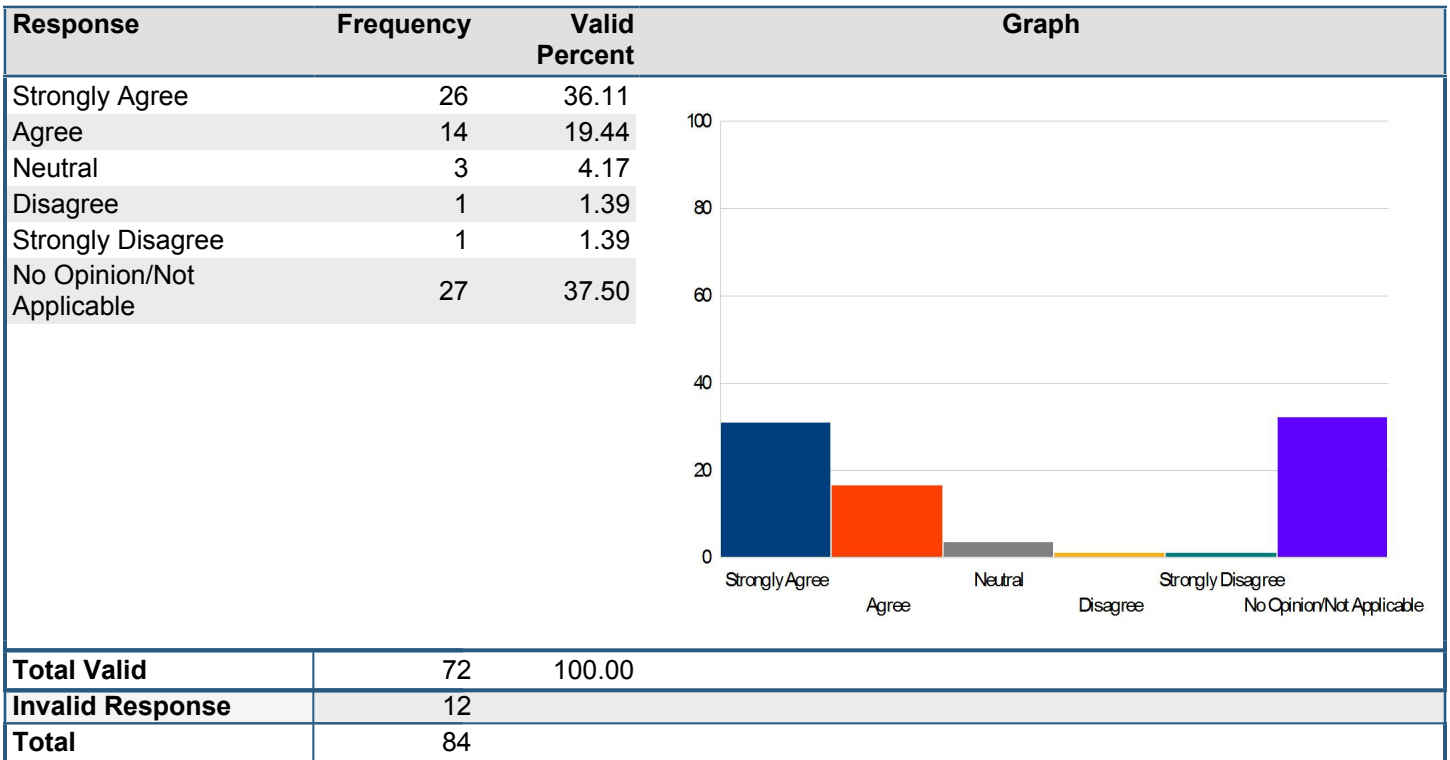
7. It was easy to get a tutor.



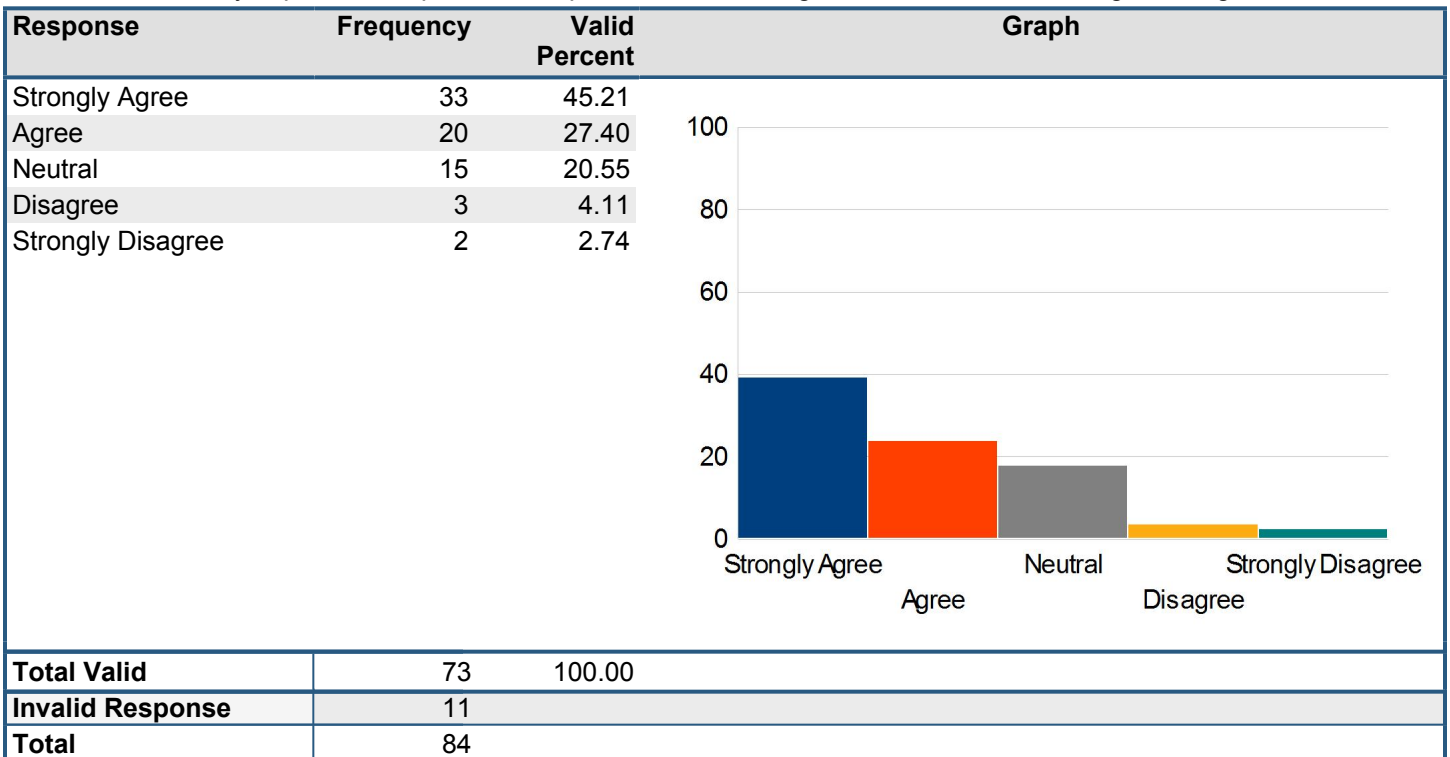
8. For the weekly individual tutoring, the tutor was on time for the session(s).



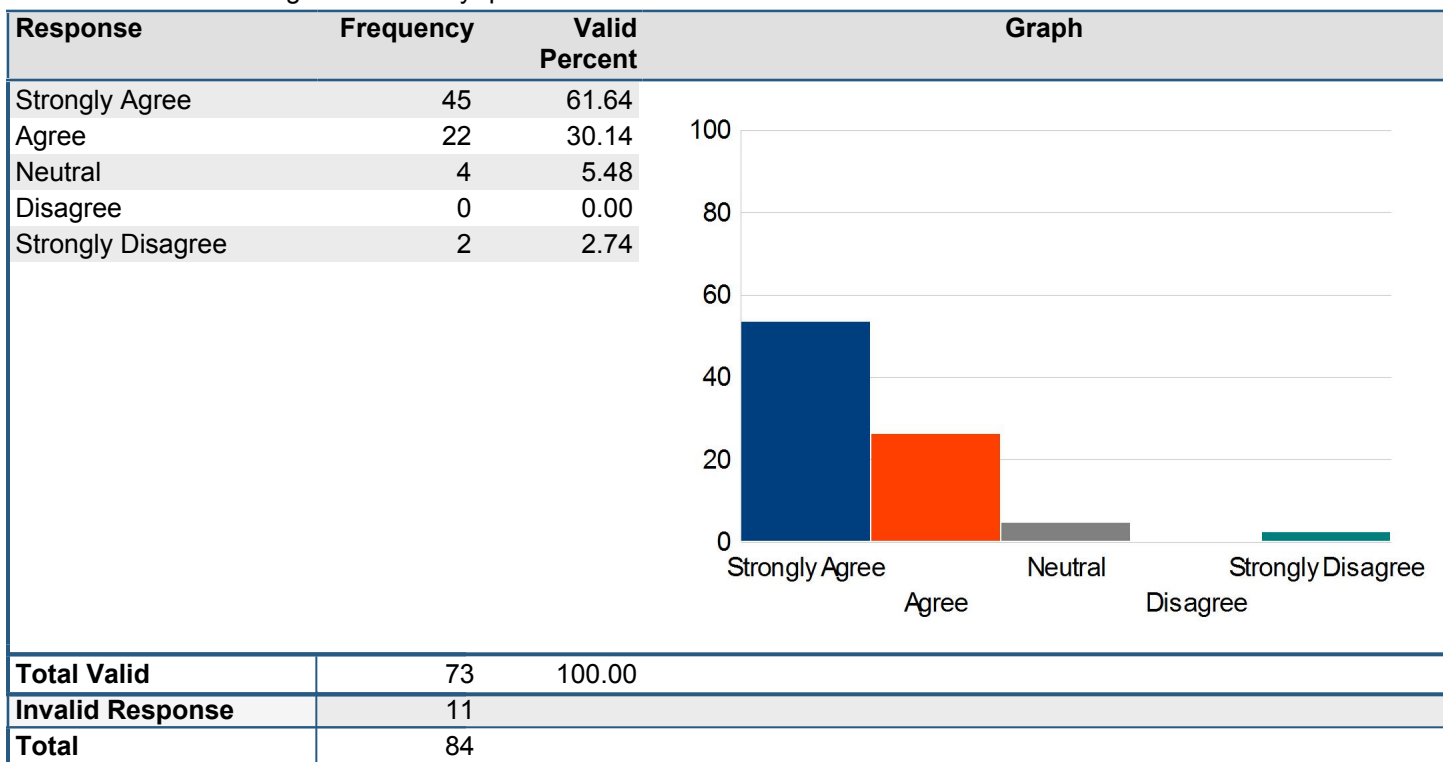
9. For the weekly individual tutoring, if my tutor could not make the session, s/he gave me enough notice.



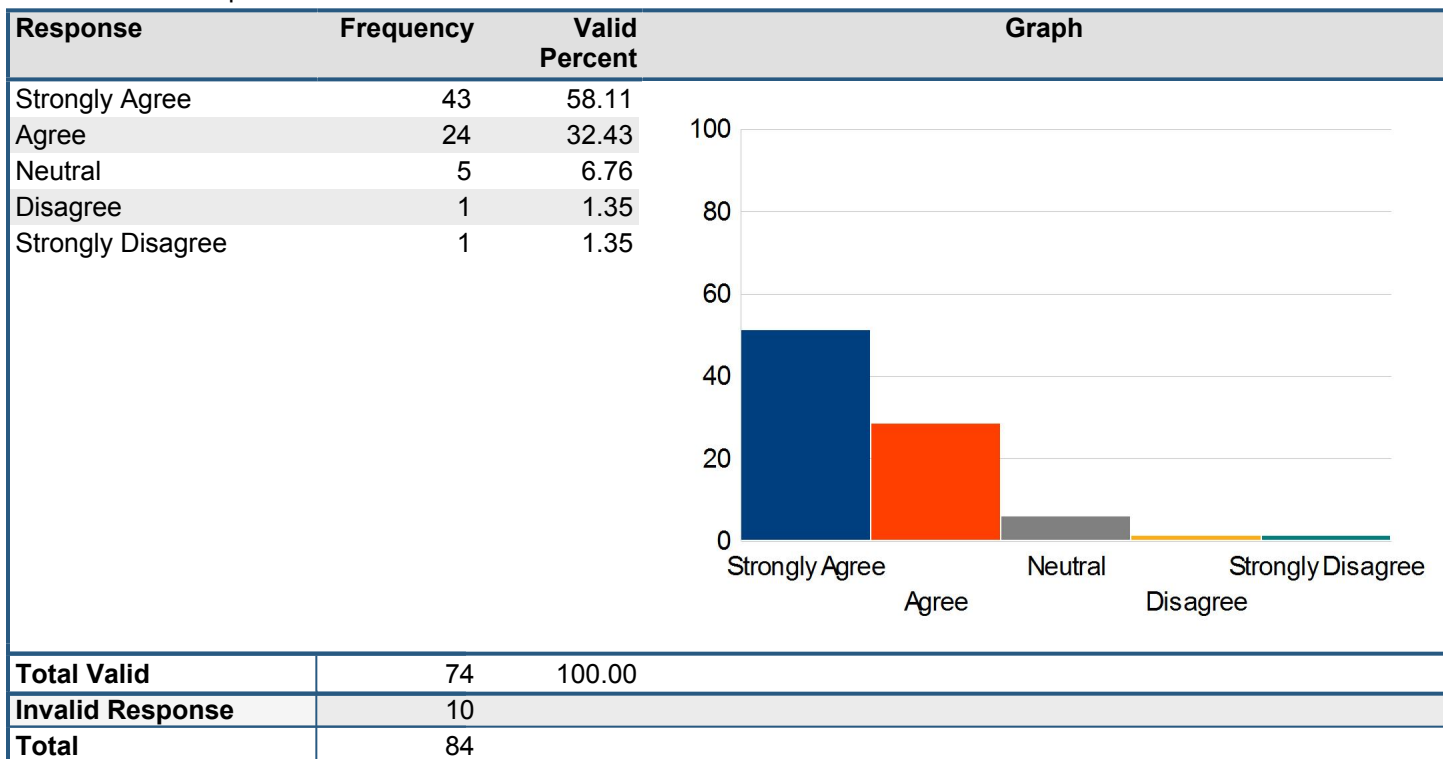
10. The tutor clearly explained the policies and procedures for using the services in the Writing Reading Center.



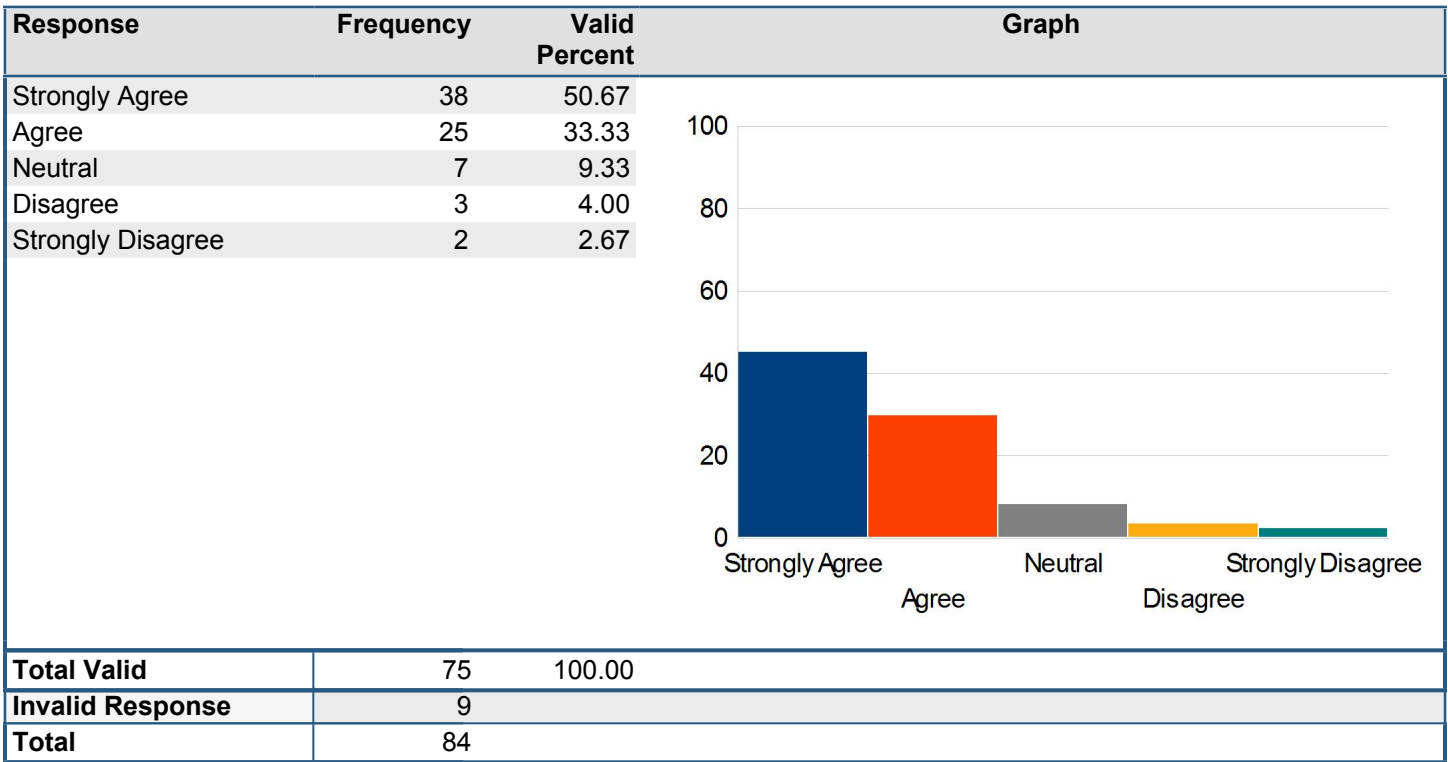
11. The tutor was willing to listen to my questions and concerns.



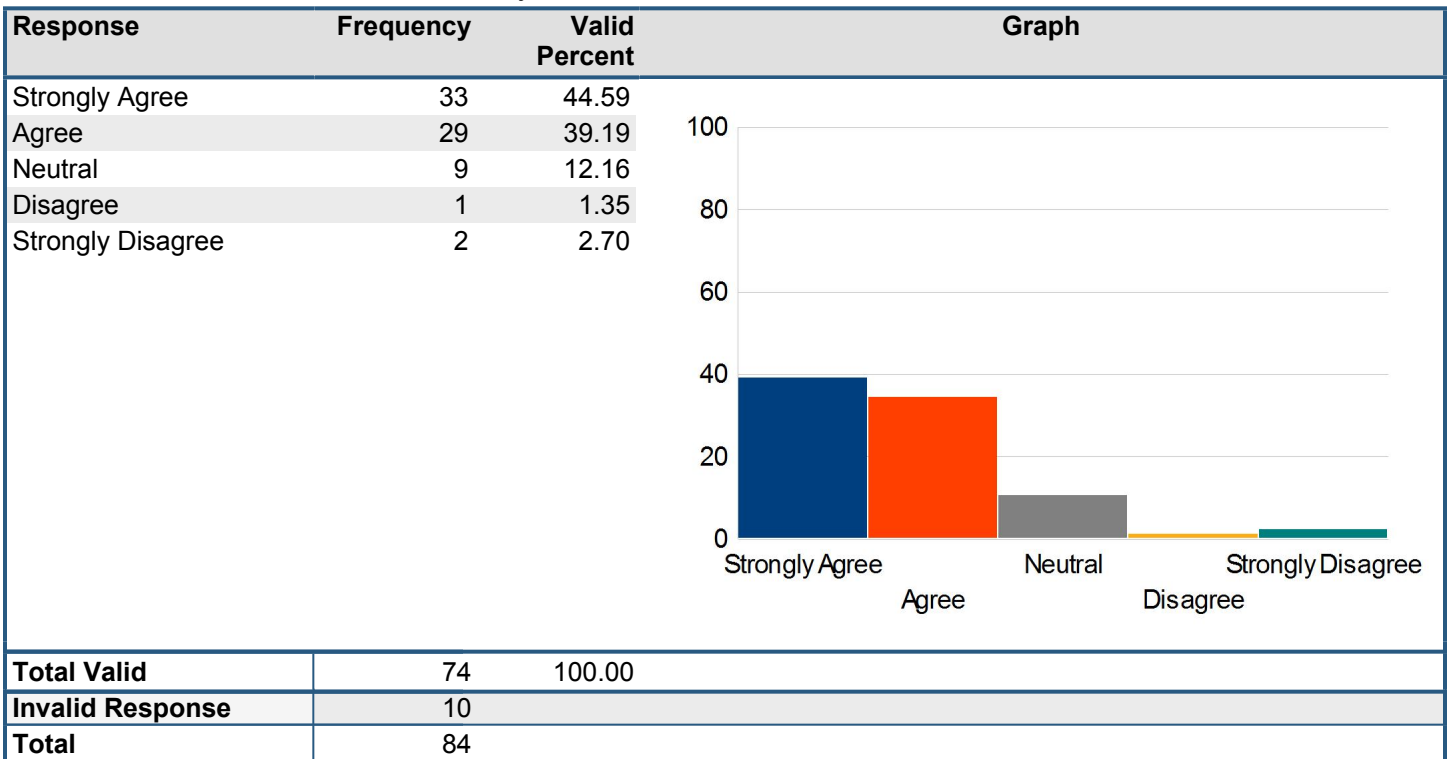
12. The tutor was patient.



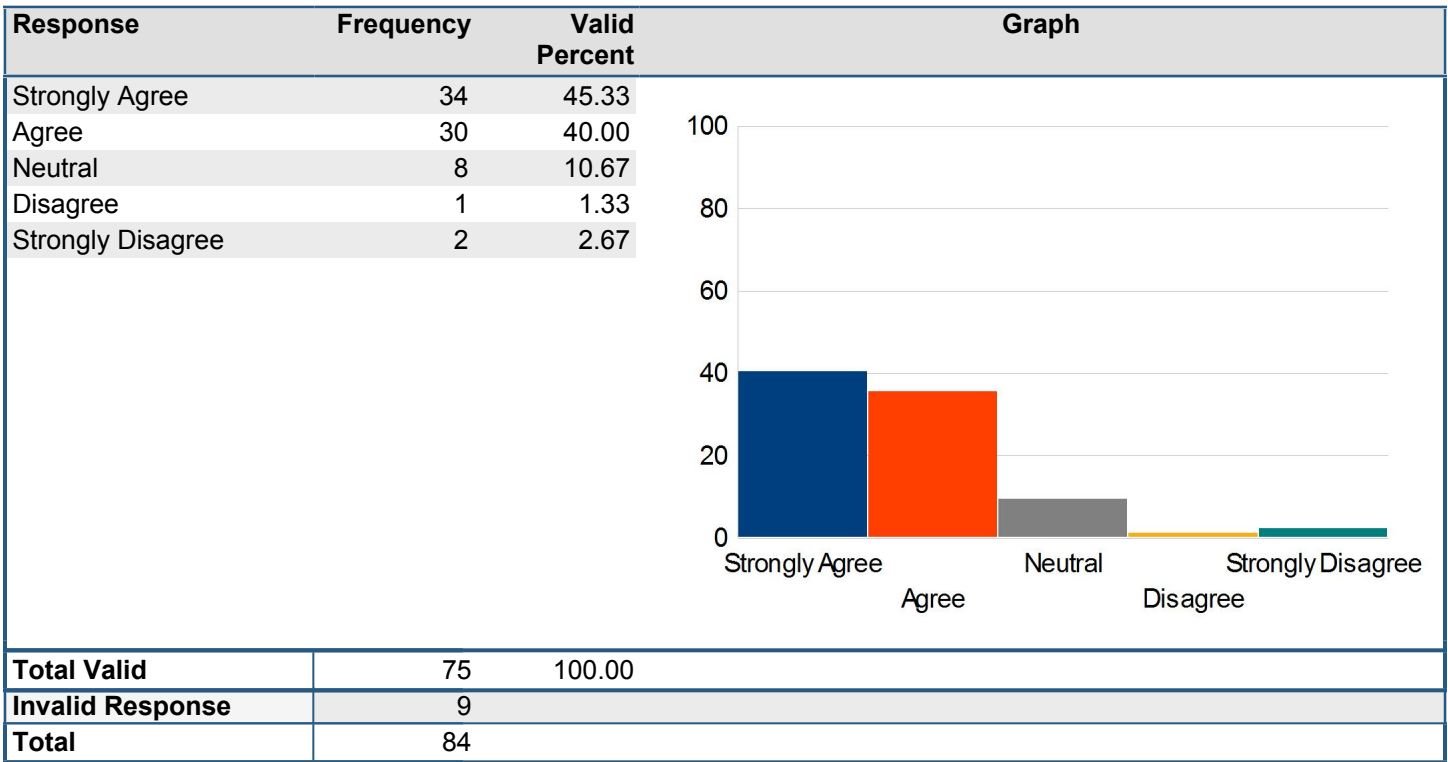
13. The tutor helped me to identify my problem area(s).



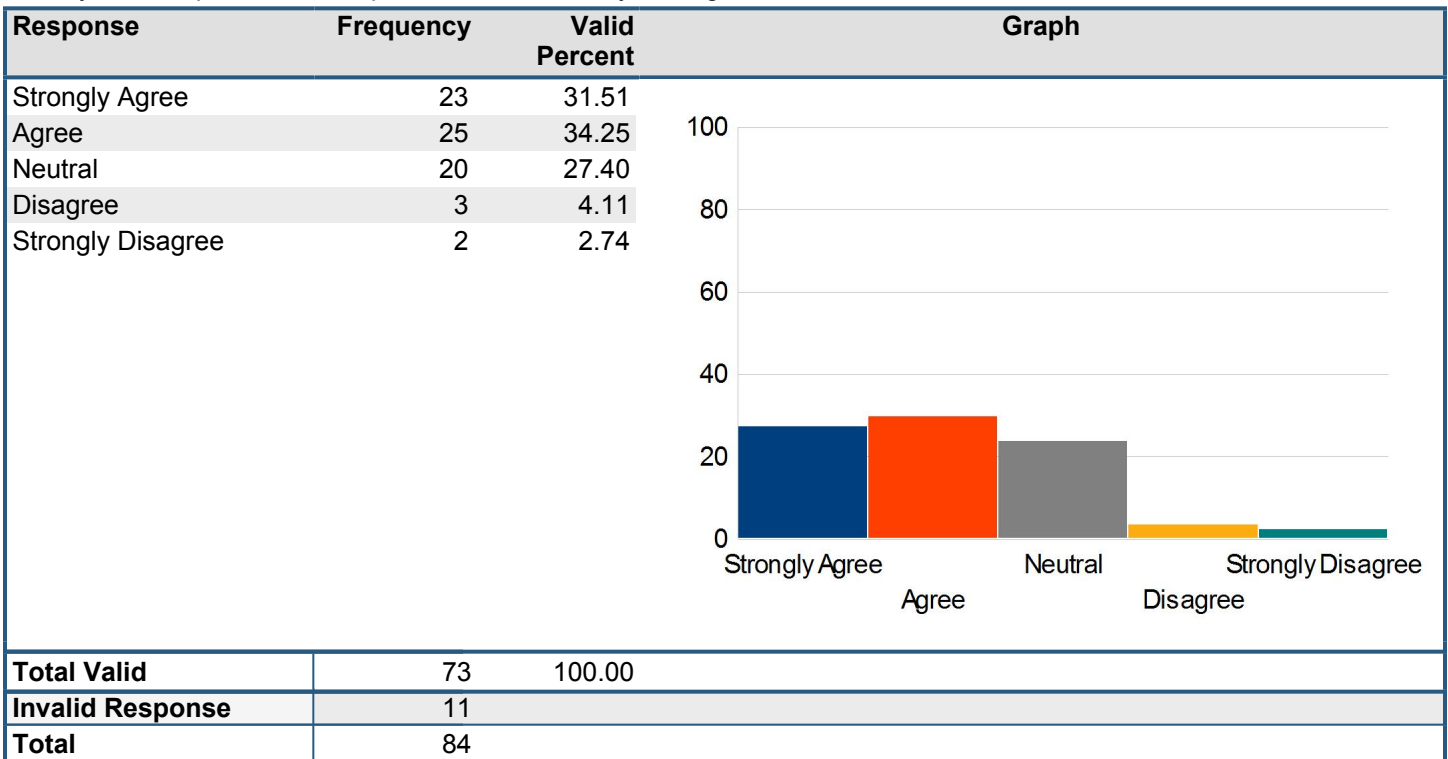
14. The tutor knew and understood the subject matter.



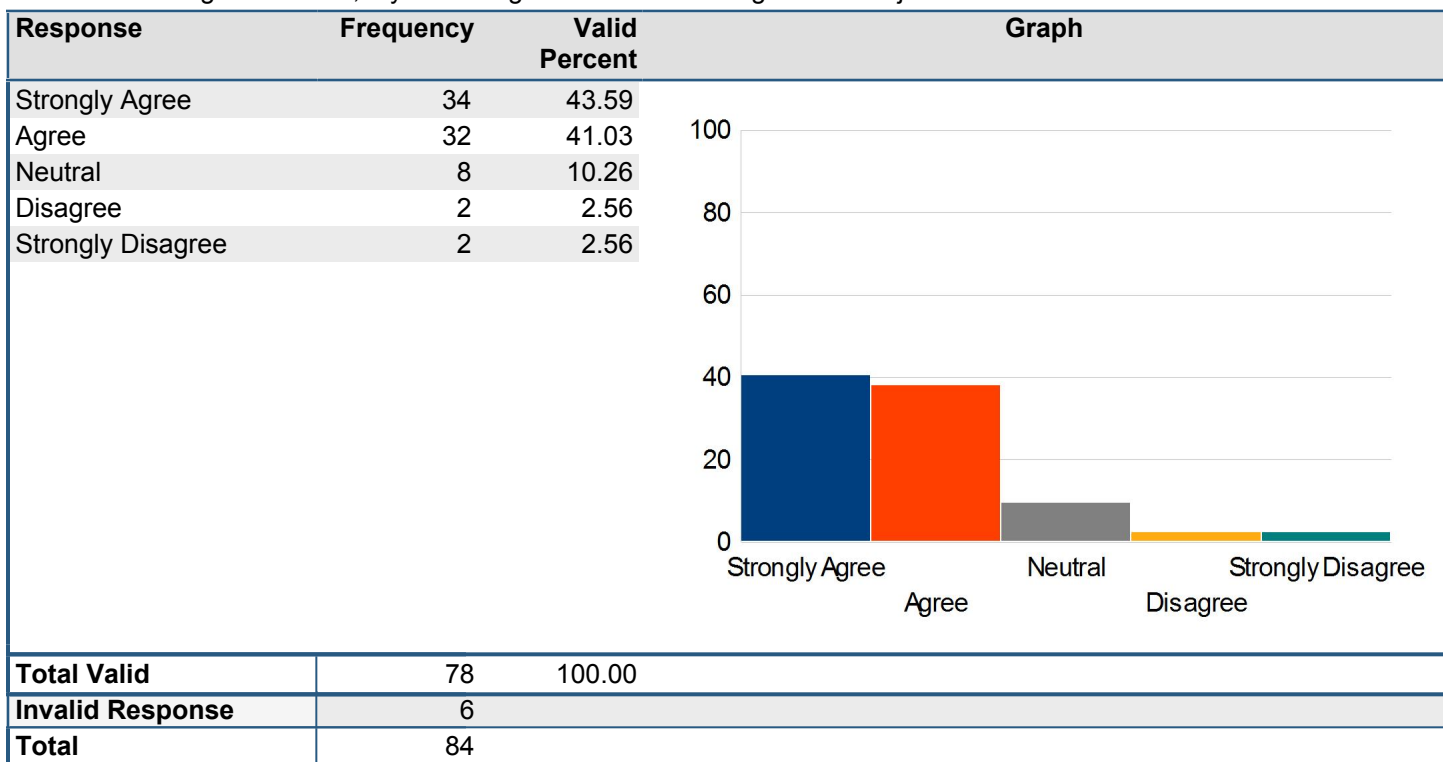
15. The tutor explained the material and concepts clearly.



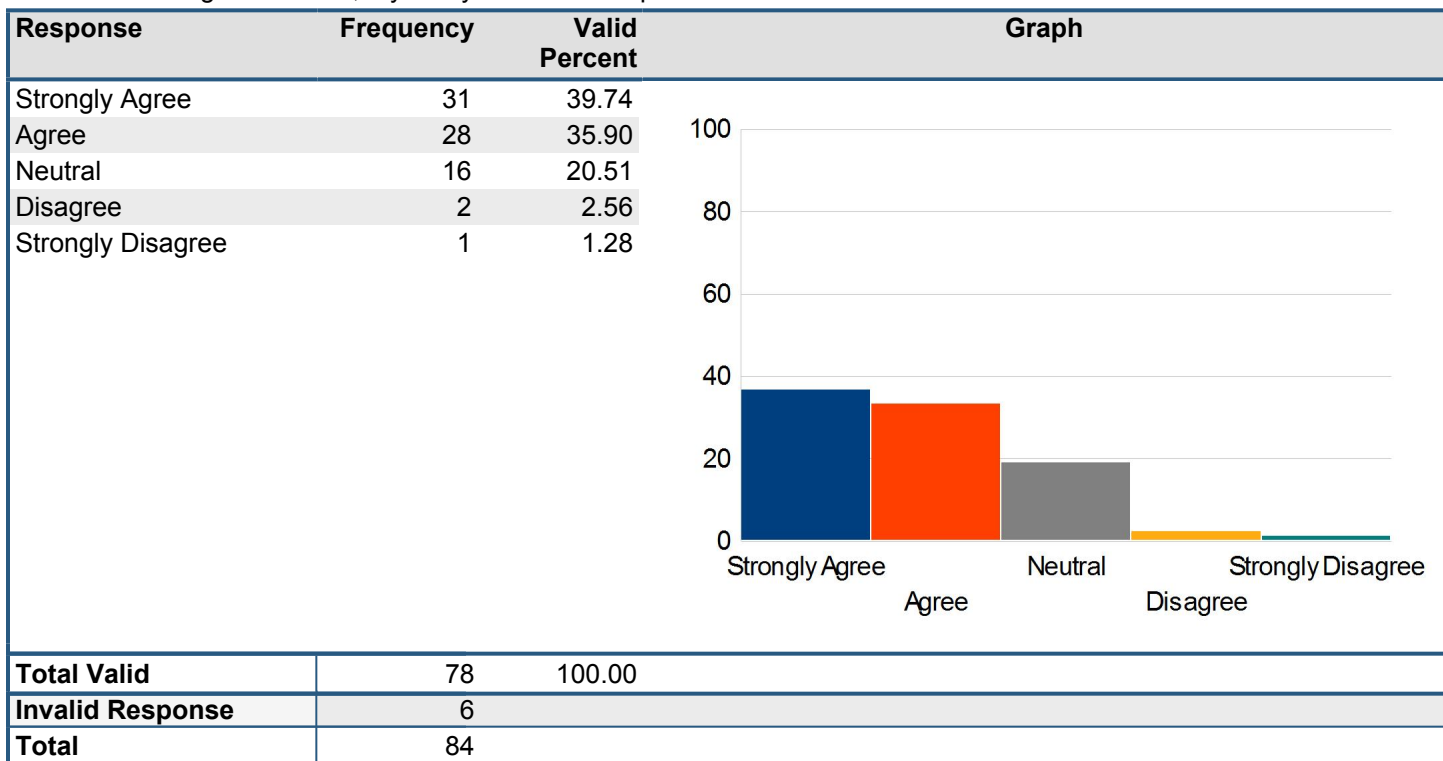
16. My tutor helped me develop more effective study strategies.



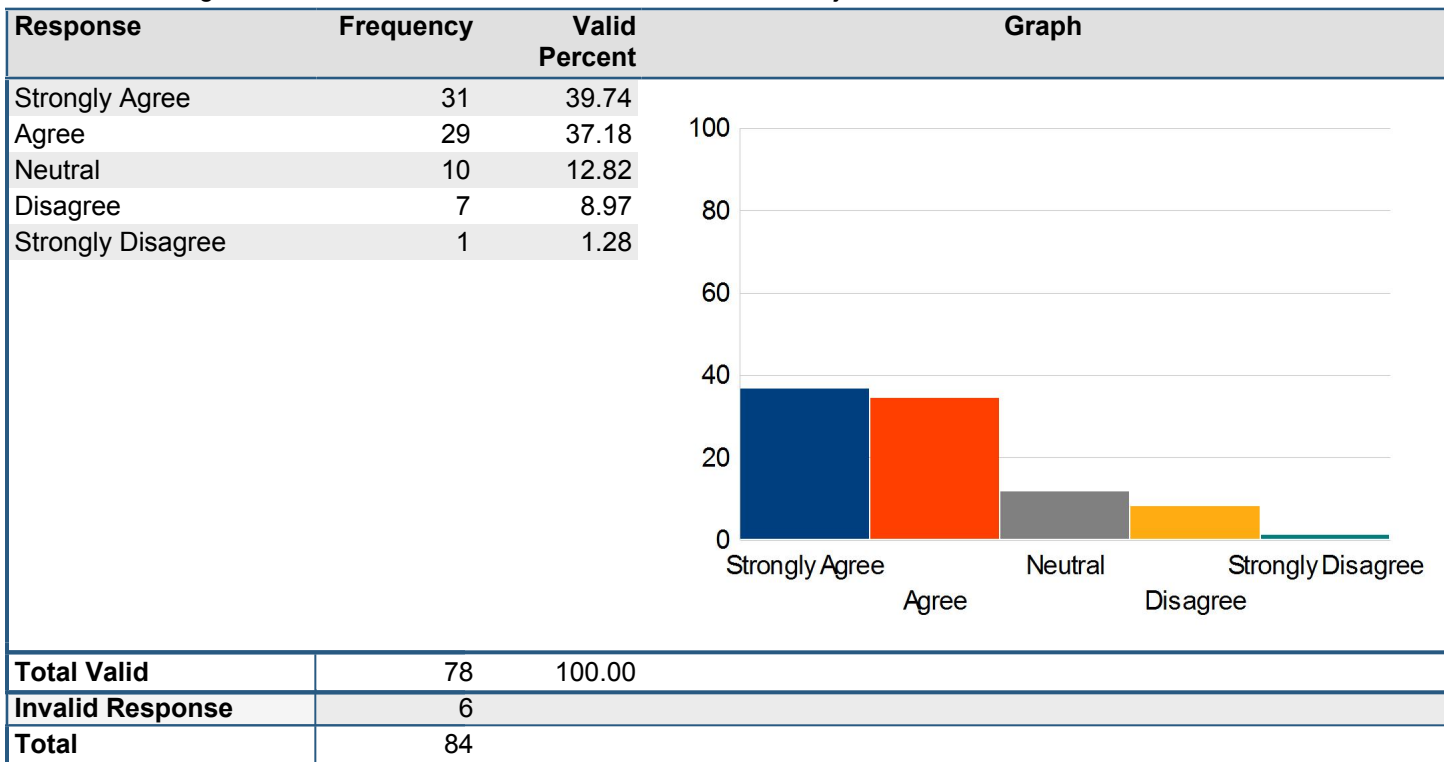
17. After working with a tutor, my knowledge and understanding of the subject increased.



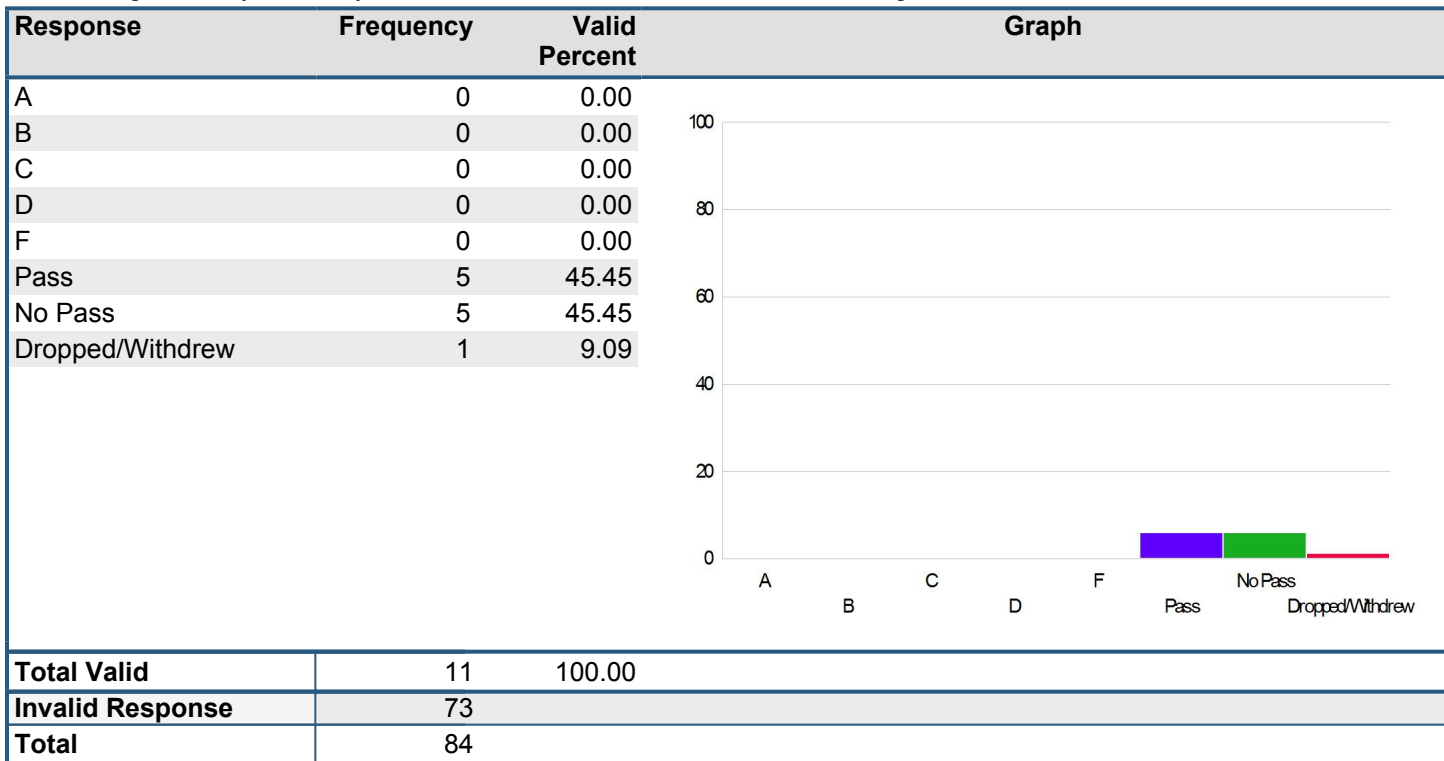
18. After working with a tutor, my study skills have improved.



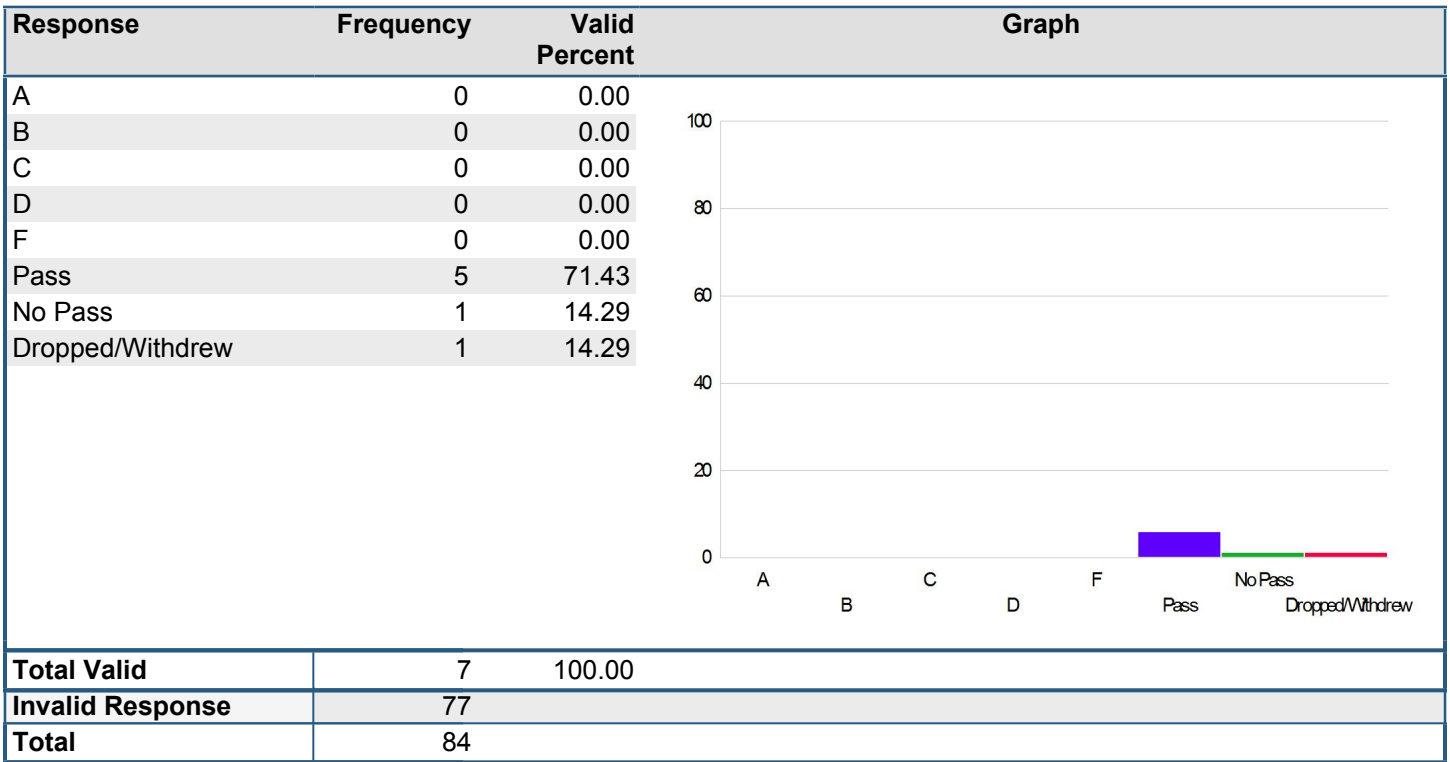
19. After working with a tutor, I have a better attitude towards the subject.



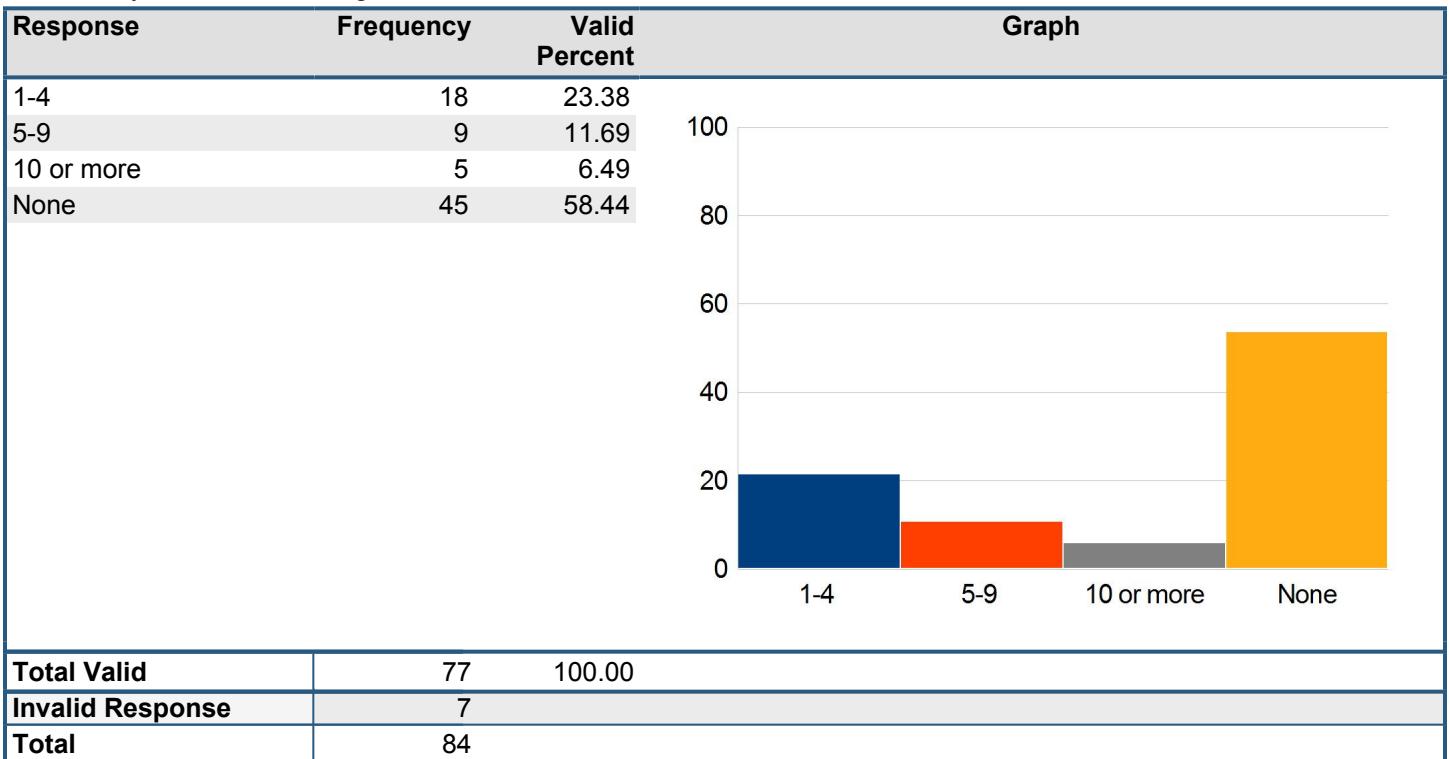
20. What grade do you think you would have received before tutoring?



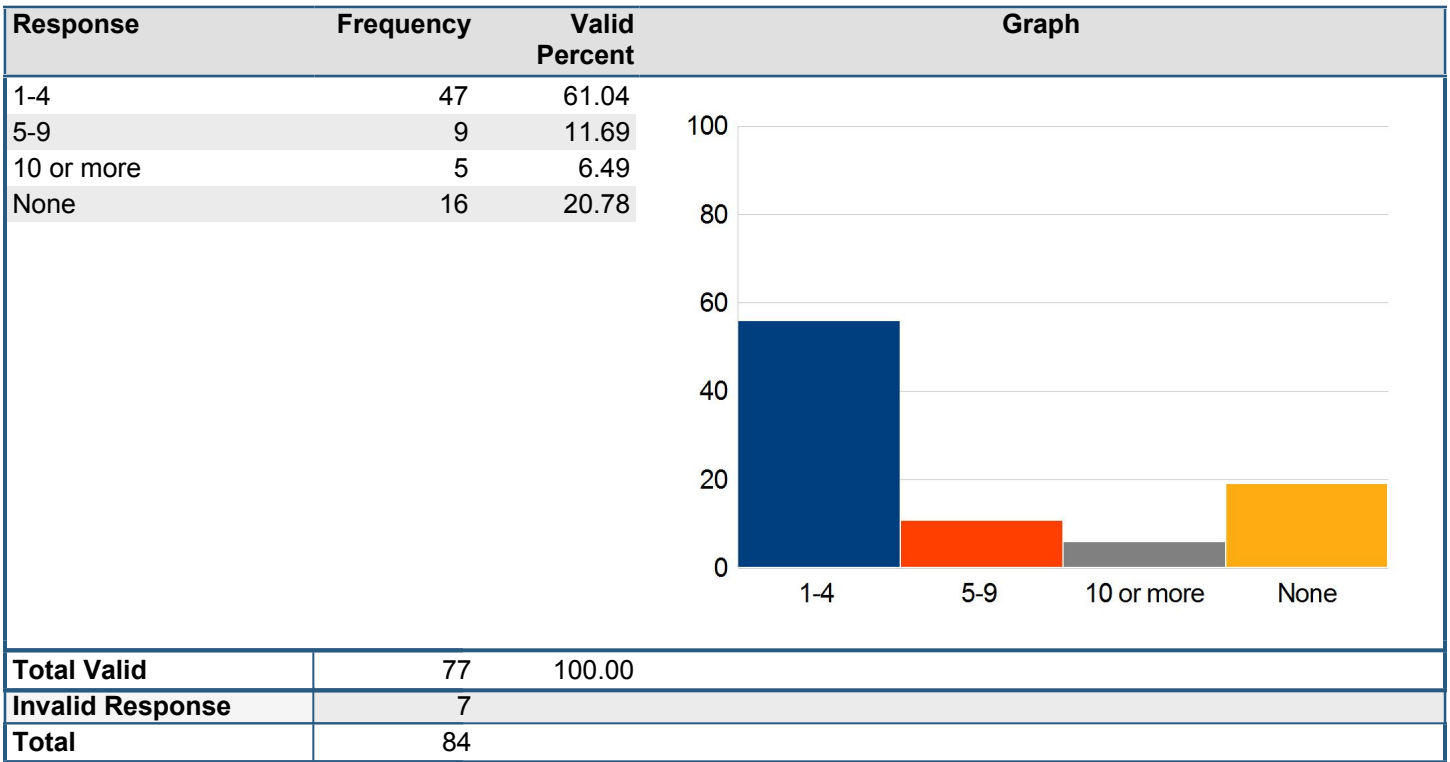
21. What grade do you think you will get after tutoring?



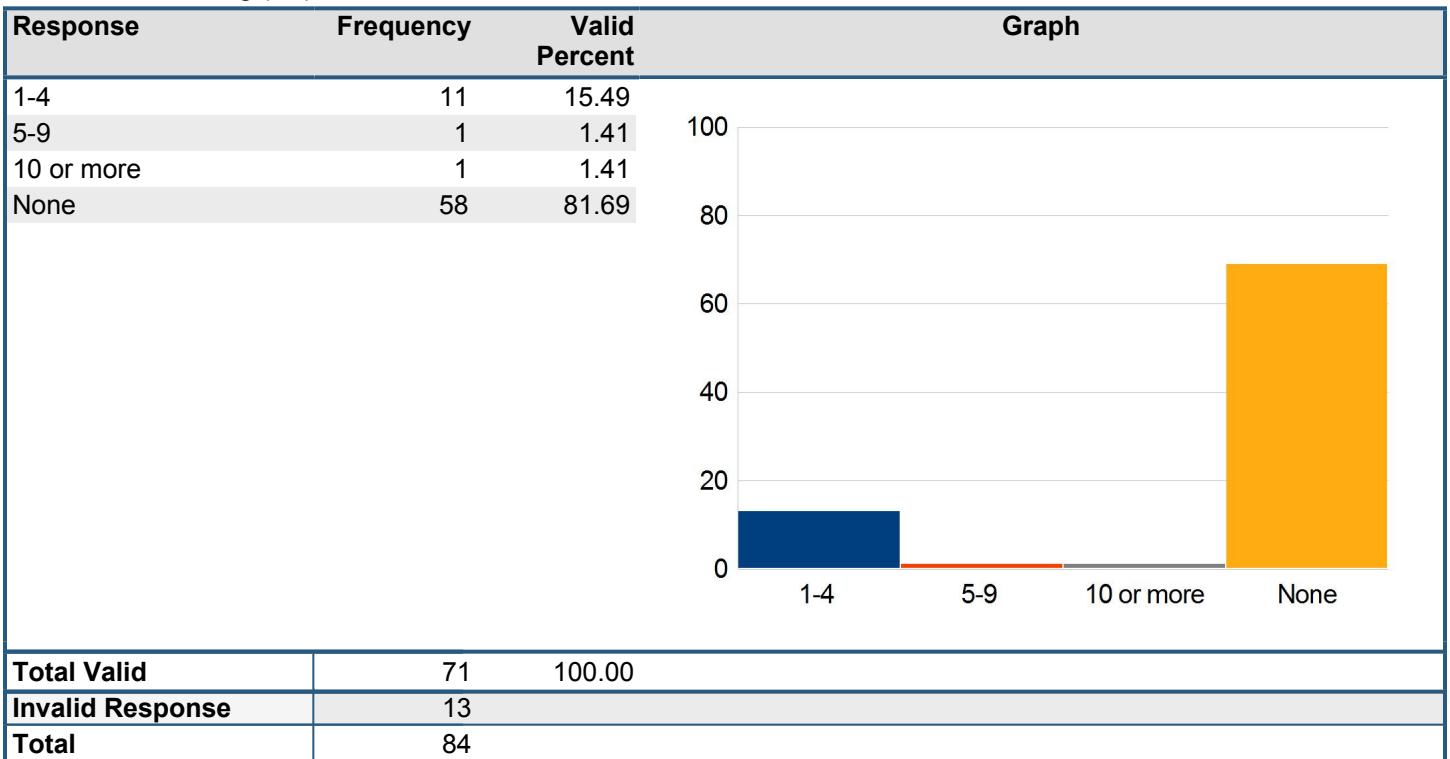
22. Weekly Individual Tutoring



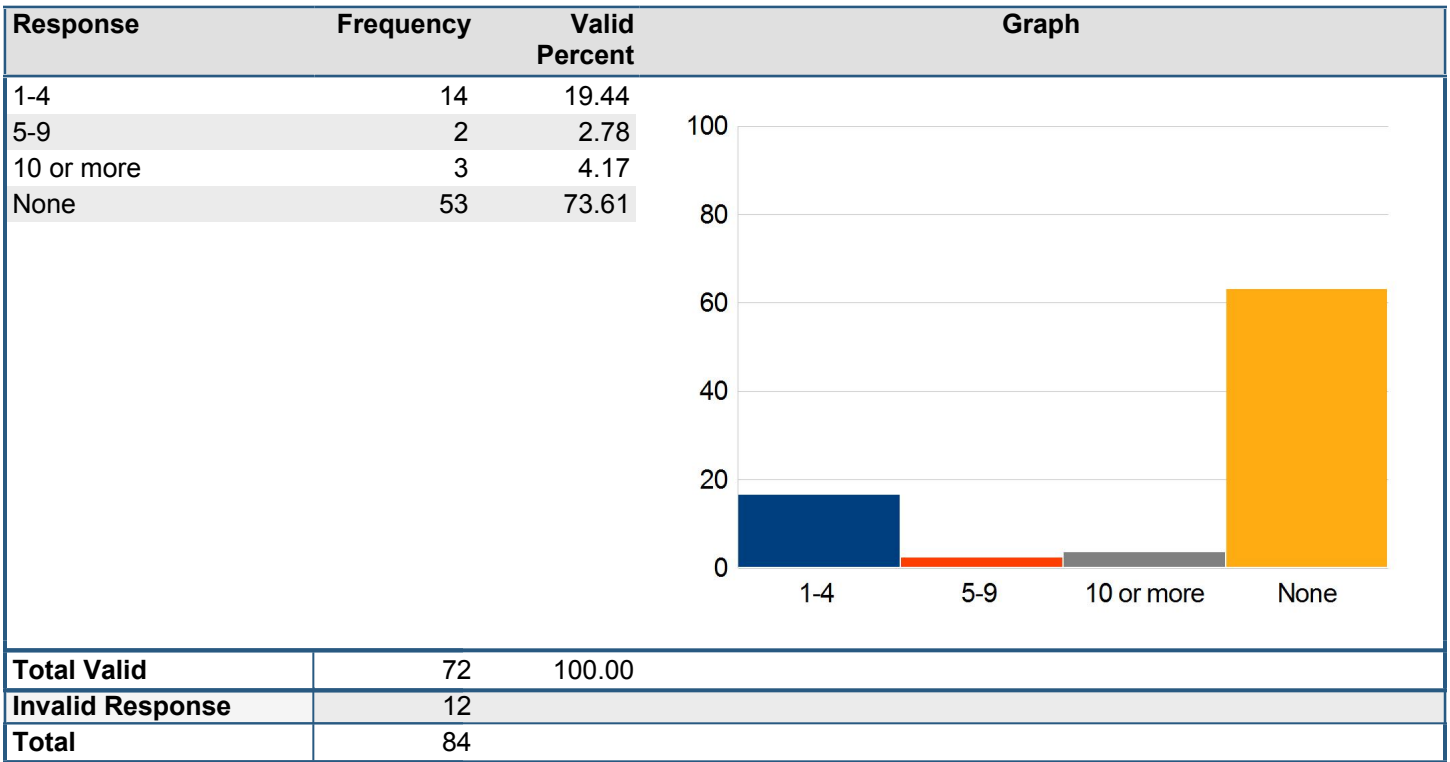
23. Drop-In Tutoring



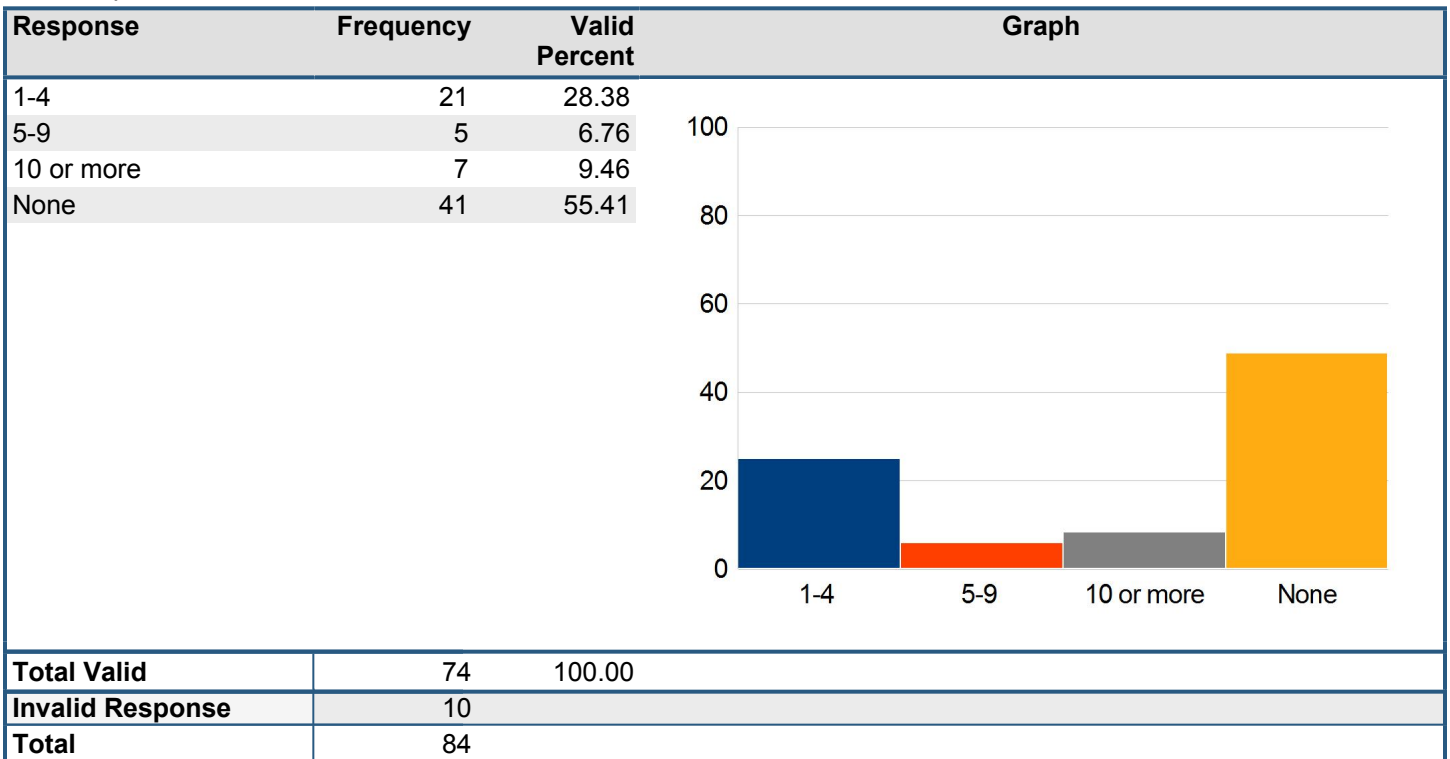
24. In-class Tutoring (TA)



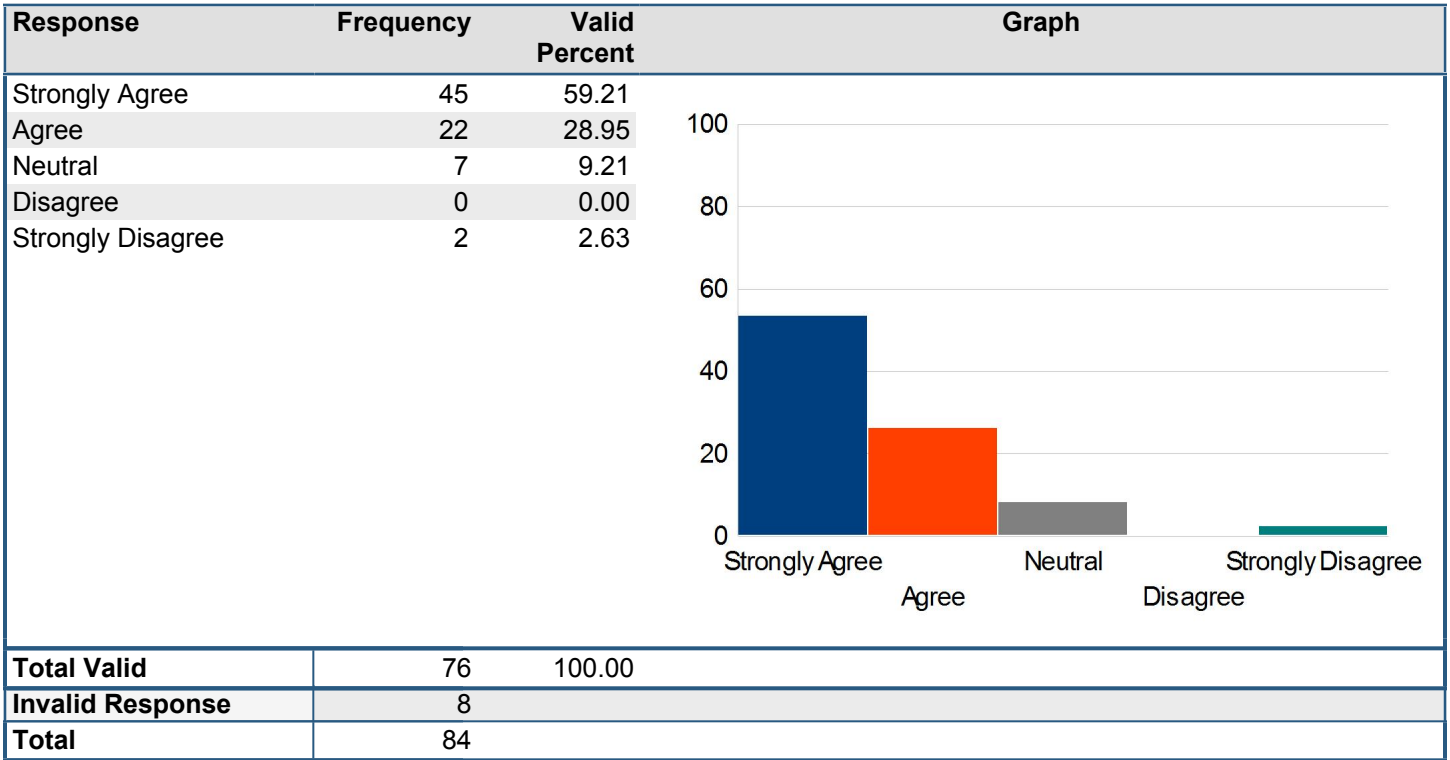
25. Workshops



26. Computer Use



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



Response Report by Respondent

Question	Response
30. How can we improve our services?	I would improve the friendliness of the staff, making sure it's an open and inviting environment. I felt a like a burden when visiting my tutor and counselor. The tutor didn't really want to help..
31. Any other comments or concerns?	for an example I had an essay outline I wanted to compose and the tutor just looked at me didn't give any feedback or input.

Question	Response
29. What was the most helpful part of the services you received at the Tutorial writing Center?	
30. How can we improve our services?	I don't have any idea.
31. Any other comments or concerns?	I don't have any idea.

Question	Response
28. Name(s) of your tutor(s).	Hilary
29. What was the most helpful part of the services you received at the Tutorial Center?	He was very nice and helpful
30. How can we improve our services?	It's already really good!

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	They are so nice and they are very helpful.
30. How can we improve our services?	I think is everything is good.

Question	Response
28. Name(s) of your tutor(s).	Daniel
29. What was the most helpful part of the services you received at the Tutorial Center?	helping me to understand the accounting concept
30. How can we improve our services?	None.
31. Any other comments or concerns?	none

Question	Response
31. Any other comments or concerns?	I have not yet utilized the tutoring program.

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	Directly find the problem in my articles and explain the mistakes carefully
30. How can we improve our services?	Opening some workshop to improve writing skills or create a group to remember vocabularies every day, tutors can check it at the second day.
31. Any other comments or concerns?	Maybe you can make a reading corner in order to improve the reading skills by face to face. Everyone can read one book together to help ESL students read English book.

Question	Response
28. Name(s) of your tutor(s).	Kelly and Emma

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	A second set of eyes for my paper.

Question	Response
28. Name(s) of your tutor(s).	Lily
29. What was the most helpful part of the services you received at the Tutorial Center?	Check grammar problems in writing.
30. How can we improve our services?	May improve the quality of weekly tutors.
31. Any other comments or concerns?	I appreciate the professional Victoria who provides the WRC services for students.

Question	Response
28. Name(s) of your tutor(s).	Dante, or the girl who worked acct1b wkshop june 21 (:
29. What was the most helpful part of the services you received at the Tutorial Center?	So friendly

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	I never went I'm not sure how I got this email

Question	Response
28. Name(s) of your tutor(s).	Don't know
29. What was the most helpful part of the services you received at the Tutorial Center?	Went over problems.
30. How can we improve our services?	Have different levels of tutoring based on proficiency in subject.
31. Any other comments or concerns?	No

Question	Response
28. Name(s) of your tutor(s).	Emma, Vicky
29. What was the most helpful part of the services you received at the Tutorial Center?	1:1 individual help
30. How can we improve our services?	Extending the time to at least 2 hours. I hour time slot is too limited.
31. Any other comments or concerns?	No

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	Check my essays. Correct my grammar. I get A in EWRT1 and EWRT2. I very appreciate the help from good tutors.

Question	Response
30. How can we improve our services?	There are some good tutors who are really helpful, but there are a few bad tutors who give wrong advice about grammar and always being late for weekly individual sessions. Can we add rating system? So we can give some feedback about bad tutors. I know tutors are free, but our time is not. In my experience, 70% chance I will get the help I needed, but 30% of the time I will meet a bad tutor and waste my time. Can we pay the tutor we like? I am willing to pay for \$30--50/hour for good tutors. Sometimes I am running out of time for free tutoring, but I willing to pay to continue study with them.

Question	Response
28. Name(s) of your tutor(s).	Victoria
29. What was the most helpful part of the services you received at the Tutorial Center?	Helped me organized my thoughts
30. How can we improve our services?	More tutoring services after work hours like 5:30-9:30pm or even weekends
31. Any other comments or concerns?	I will De anza provides more tutoring services after work hours I would attend more. I started a M-F job 8:30-5:30PM so I was not able to go this quarter :-(

Question	Response
28. Name(s) of your tutor(s).	Angel Troung

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	With my vocabulary

Question	Response
28. Name(s) of your tutor(s).	Sophia Mong

Question	Response
28. Name(s) of your tutor(s).	Olivia
29. What was the most helpful part of the services you received at the Tutorial Center?	Improve my presentations
30. How can we improve our services?	Tutors know more about the grammar
31. Any other comments or concerns?	Thank you for the convenience

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	When I had questions for accounting and math they would help me answer the question and even tell me where I went wrong trying to solve a problem.
30. How can we improve our services?	Hire one or two more tutors and add math 11 it was so hard getting help in that section.

Question	Response
30. How can we improve our services?	Stop time every tuttee so strictly at the writing center please! Because the tutor keeps looking at the clock and answer so vaguely to my questions. Though I have 30 mins but the tutor keeps looking at the time and rush through everything. I think I ended up using 20 mins because I don't want to ask any more questions with that attitude. The tutor is nice, but I just think the time doesn't work.

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	They are really helpful when I did mistakes.
30. How can we improve our services?	I think it's everything is okay.

Question	Response
28. Name(s) of your tutor(s).	Yun Chien Lin
29. What was the most helpful part of the services you received at the Tutorial Center?	Revising my writing
30. How can we improve our services?	30 minutes for one section is a little short.
31. Any other comments or concerns?	No

Question	Response
28. Name(s) of your tutor(s).	Nguyen Do
29. What was the most helpful part of the services you received at the Tutorial Center?	Nguyen was on time, very prepared, didn't rush through the material, and answered everyone's questions succinctly.
30. How can we improve our services?	I was satisfied with the group tutoring session as is.
31. Any other comments or concerns?	I didn't find the skills labs very useful personally. They were just extra work when all I wanted is to join the subject tutoring session.

Question	Response
28. Name(s) of your tutor(s).	The guy with crocs and the woman with red hair
29. What was the most helpful part of the services you received at the Tutorial Center?	Insight on my essays
30. How can we improve our services?	it's excellent
31. Any other comments or concerns?	n/a

Question	Response
28. Name(s) of your tutor(s).	Vee
29. What was the most helpful part of the services you received at the Tutorial Center?	I did the MPS at S43
30. How can we improve our services?	More food
31. Any other comments or concerns?	N/A

Question	Response
31. Any other comments or concerns?	It's weirded that some tutors can help me a lot with my essays, while some of them not. Perhaps the ones who help me a lot have taken the same instructors with me. Unfortunately, I can tell Sometimes after the discussion with my tutor, I walk out with no clues of how to improve my essay.

Question	Response
28. Name(s) of your tutor(s).	Yasman

Question	Response
28. Name(s) of your tutor(s).	NA

Question	Response
28. Name(s) of your tutor(s).	Victoria

Question	Response
28. Name(s) of your tutor(s).	London
29. What was the most helpful part of the services you received at the Tutorial Center?	Drop-In tutoring
30. How can we improve our services?	Native English speaker tutors are most helpful for ESL students, it would be more helpful if you could hire more native English speaker tutors.
31. Any other comments or concerns?	Thanks!

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	There was drop-in tutoring.
30. How can we improve our services?	There should be tutoring for all subjects. I wanted a biology tutor, but there weren't any available.

Question	Response
28. Name(s) of your tutor(s).	Valerie

Question	Response
28. Name(s) of your tutor(s).	DSS Tutors and MPS Tutors
29. What was the most helpful part of the services you received at the Tutorial Center?	One on one tutoring with my tutors
30. How can we improve our services?	Have a larger room with more tutors for the MPS program

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

Question	Response
28. Name(s) of your tutor(s).	Abriham
29. What was the most helpful part of the services you received at the Tutorial Center?	I learned how to make an Essay

Question	Response
28. Name(s) of your tutor(s).	Yumi Kim
29. What was the most helpful part of the services you received at the Tutorial Center?	The help I got working out my ideas by just having a conversation about my writing assignment's themes.
30. How can we improve our services?	I couldn't say.
31. Any other comments or concerns?	None

Question	Response
28. Name(s) of your tutor(s).	can't remember

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	Grammar, and sometimes it won't work.
30. How can we improve our services?	Maybe pick up someone idea clearly.
31. Any other comments or concerns?	I'd like to use smart thinking. It is more clear than tutors.

Question	Response
28. Name(s) of your tutor(s).	Julie Chen
29. What was the most helpful part of the services you received at the Tutorial Center?	She's patient, organized and knowledgeable
30. How can we improve our services?	I'd love if the tutor understands my writing and correct me according to what I want to say rather than get away from my idea.
31. Any other comments or concerns?	Thank you very for the tutoring service and many thanks to Julie for guiding me in writing

Question	Response
28. Name(s) of your tutor(s).	N/A

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	Help with explaining what I didn't understand in my homework and getting clarification on things I wasn't really sure about.
30. How can we improve our services?	The wait time was very long.

Question	Response
28. Name(s) of your tutor(s).	Mariano
29. What was the most helpful part of the services you received at the Tutorial Center?	He was always understanding and would help me to the best of his ability.
30. How can we improve our services?	I truly believe your services are excellent, just keep doing what you doing because it is a really great tutoring session everyone was so friendly and committed to each and every student.
31. Any other comments or concerns?	Great job

Question	Response
28. Name(s) of your tutor(s).	Becca, Wesley, Sophia.
29. What was the most helpful part of the services you received at the Tutorial Center?	Reviewing
30. How can we improve our services?	Some of your tutors, especially the new ones are very uptight; it seems like pulling teeth to get some answer out. Becca has been the best tutor I met this Spring.
31. Any other comments or concerns?	Thank you for your service. Have a wonderful Summer break.

Question	Response
29. What was the most helpful part of the services you received at the Tutorial Center?	Online grading, the advice are detailed.
30. How can we improve our services?	I hope there can be more choices about an essay editing. Now we can only choose two from the options.

Question	Response
31. Any other comments or concerns?	I have not used tutoring services, just the computer lab in my EWRT class.

Question	Response
28. Name(s) of your tutor(s).	Suhana
29. What was the most helpful part of the services you received at the Tutorial Words problem, grammar Center?	

Question	Response
28. Name(s) of your tutor(s).	yeh