

# 2010 Tutoring Assessment Day Survey Results

Last Modified: 04/15/2010

## 1. Grade Point Average

#	Answer	Response	%
1	4.00 – 3.50	364	47%
2	3.49 – 3.00	280	36%
3	2.99 – 2.50	103	13%
4	2.49 – 2.00	26	3%
5	Below 2.00	9	1%
	Total	782	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	1.77
Variance	0.78
Standard Deviation	0.88
Total Responses	782

## 2. Have you utilized Tutoring Services at Marshall University?

#	Answer	Response	%
1	Yes	223	28%
2	No	565	72%
	Total	788	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.72
Variance	0.20
Standard Deviation	0.45
Total Responses	788

**3. Please indicate your level of agreement to each of the statements below. A space for comments will be available at the end of this survey.**

#	Question	Yes	No	Responses	Mean
1	I accomplished my goals in using Tutoring Services.	160	50	210	1.24
2	I felt more prepared for my class after my meeting(s) with a tutor.	177	34	211	1.16
3	I plan to use Tutoring Services again.	146	63	209	1.30
4	My tutor communicated clearly and effectively.	175	34	209	1.16
5	My tutor was knowledgeable and helpful.	187	23	210	1.11
6	The tutoring staff was friendly and approachable.	183	24	207	1.12
7	Tutoring Services are offered at convenient days and times.	182	26	208	1.13
8	Tutoring Services are well advertised on campus.	114	93	207	1.45
9	Tutoring facilities are adequate (location, space, etc.)	166	42	208	1.20
10	Tutors are available for the courses I need.	169	40	209	1.19
11	Tutors are available during convenient hours.	170	38	208	1.18
12	I would recommend tutoring to friends who need help.	191	19	210	1.09

Statistic	I accomplished my goals in using Tutoring Services.	I felt more prepared for my class after my meeting(s) with a tutor.	I plan to use Tutoring Services again.	My tutor communicated clearly and effectively.	My tutor was knowledgeable and helpful.	The tutoring staff was friendly and approachable.	Tutoring Services are offered at convenient days and times.
Min Value	1	1	1	1	1	1	1
Max Value	2	2	2	2	2	2	2
Mean	1.24	1.16	1.30	1.16	1.11	1.12	1.13
Variance	0.18	0.14	0.21	0.14	0.10	0.10	0.11
Standard Deviation	0.43	0.37	0.46	0.37	0.31	0.32	0.33
Total Responses	210	211	209	209	210	207	208

#### 4. I sought tutoring assistance because (check all that apply):

#	Answer	Response	%
1	I needed help with a specific problem	139	67%
2	I did not understand the course material	133	64%
3	I could not understand the instructor	64	31%
4	I have test anxiety	50	24%
5	I needed study pointers	36	17%
6	I was failing the class	36	17%
7	I needed test-taking help	26	13%
8	I dislike the instructor's teaching style	45	22%
9	I needed note-taking help	8	4%
10	Other	9	4%

Other
I'm in the help program
it was a course requirement
Extra credit
I needed German and Chemistry help
My class was required to go to tutoring.
English is my second
Learning Disabled in Math
I was having trouble understanding the instructors teaching style
I was required as a student athlete to have them.

Statistic	Value
Min Value	1
Max Value	10
Total Responses	208

## 5. How can Tutoring Services better serve you?

Text Response
General Summary is below:
Wonderful Service. I'm very satisfied.
More and a greater variety of hours.
Quiet Environment
Be sure tutors will be working the hours they are supposed to be working.
More than one tutor per subject.
Have more tutors for higher level classes
Have online help.
Tutors should know how professors are teaching the material.
Hire more science tutors
Course materials need to be available to tutors.
Advertise the Tutoring Center
Help form study groups.

More rooms for tutors.

i would LOVE to see some upper science (organic chemistry, in particular) tutors!

Have tutors available in the evenings.

More up to date computers.

Math Department needs a larger area to work in.

Statistic	Value
Total Responses	53

## 6. Please verify once again that you have used tutoring services. I have used tutoring services.

#	Answer	Response	%
1	Yes	207	99%
2	No	3	1%
	Total	210	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.01
Variance	0.01
Standard Deviation	0.12
Total Responses	210

**7. Please indicate your level of agreement with each of the statements below. A space for comments will be available at the end of this survey. If you feel a statement is not applicable to you, please leave it blank.**

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Responses	Mean
1	I was aware that Tutoring Services are available to all students.	272	210	27	36	5	550	1.71
2	I have considered using Tutoring Services.	81	201	98	110	43	533	2.69
3	I plan to use Tutoring Services in the future.	45	81	196	127	69	518	3.18
4	Tutoring Services are well-advertised on campus.	56	140	146	163	37	542	2.97
5	I have never needed to use Tutoring Services.	114	189	113	94	23	533	2.48
6	I would use Tutoring Services if it was more convenient.	41	137	204	102	19	503	2.84
7	I receive tutoring assistance from my instructor(s).	34	144	131	153	39	501	3.04
8	Using a tutor has a negative image, makes me appear "dumb."	18	65	87	202	153	525	3.78
9	I thought I would be okay without extra help.	61	243	134	34	15	487	2.38
10	The subject(s) I needed weren't offered.	34	69	165	99	24	391	3.03

Statistic	I was aware that Tutoring Services are available to all students.	I have considered using Tutoring Services.	I plan to use Tutoring Services in the future.	Tutoring Services are well-advertised on campus.	I have never needed to use Tutoring Services.	I would use Tutoring Services if it was more convenient.	I receive tutoring assistance from my instructor(s).	Using a tutor has a negative image, makes me appear "dumb."	I thought I would be ok without extra help
Min Value	1	1	1	1	1	1	1	1	1
Max Value	5	5	5	5	5	5	5	5	5
Mean	1.71	2.69	3.18	2.97	2.48	2.84	3.04	3.78	2.38
Variance	0.81	1.42	1.25	1.25	1.29	0.93	1.18	1.21	0.81
Standard Deviation	0.90	1.19	1.12	1.12	1.14	0.96	1.08	1.10	0.90
Total Responses	550	533	518	542	533	503	501	525	487

## 8. Please list subjects/courses for which you would like to have tutoring available.

### Text Response

A number of specific suggestions were made and the Tutoring Center carefully evaluated all of these responses. General themes are outlined below:

- Accounting, including higher level courses
- Algebra
- Analytical Chemistry
- Anthropology
- Anatomy and Physiology
- Art history
- Astronomy (Honors seminar??)
- Biology
- C++ Programming!
- Calculus
- Chemistry
- Classics
- Communications
- COMMUNICATION DISORDERS CLASSES
- Computer Programming
- criminal justice

Dietetics programs  
Early childhood Assessment  
economics  
Education courses  
English, besides the writing center.  
ESS 501 Graduate Ethics of Sport  
Finance  
Fine Arts courses such as Music classes  
For the Praxis series of test in which education majors must take.  
Foreign Languages.  
Geography  
History  
Human Resource Management  
Human Anatomy and Chemistry  
Human Geography  
Hydrology, Igneous Petrology  
Writing and Research Skills  
I feel that every course should have tutoring. If it is offered by Marshall, there should be a tutor for it.  
Integrated Sciences  
JMC, including higher level  
Latin  
Leadership Studies  
Leadership Studies, writing a paper for a refereed journal  
Limnology, Biostatistics in the evening  
Linguistics, Modern languages, Literature  
Math  
Med school Physiology, Neuroanatomy, Biostatistics  
Meteorology / Geography/GIS  
microbiology  
Music Courses  
Nursing  
Organic Chemistry  
philosophy  
physics  
physiology  
PLS classes  
Political Science Upper Level Courses  
Principles of Microeconomics  
PSYCHOLOGY  
science, writing intensive  
sociology  
Statistics



Statistic	Value
Total Responses	271

## 9. Please provide any other comments here:

### Text Response

There were many more complimentary comments about tutors than there were negative ones. More specific comments and trends are summarized below.

Have tutoring available in the Freshman dorms

Better communication about tutoring services was suggested

Have tutoring available at the Library or Student Center

Better advertising for tutors

Off-campus tutoring sites, such as MOVC

Great advertising!

Terms of use need to be clarified - Is it free or is there a charge for services?

Impressed with the Tutoring Website

One student was appreciate of the services offered at the Writing Center

Statistic	Value
Total Responses	94

## 10. Gender

Value	Total
F	561
M	228

## 11. Race

Value	Total
White	691
Hispanic	13
Asian/Pacific Islander	24
African American	24
American Indian/Alaskan Native	3
International Student	2
[No Value]	32

## 13. Class

Value	Total
SR	291
GR	159
JR	120
SO	118
FR	101

## 14. College

Value	Total
ED	94
GR	159
LA	105
SC	135
JM	36
BU	76
HP	107
FA	21
TE	25
BR	17
UC	14