

# 2011 Tutoring Center Assessment Day Survey Results

Last Modified: 04/18/2011

## 1. Grade Point Average

#	Answer	Response	%
1	4.00 – 3.50	137	51%
2	3.49 – 3.00	88	33%
3	2.99 – 2.50	28	10%
4	2.49 – 2.00	14	5%
5	Below 2.00	3	1%
	Total	270	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	1.73
Variance	0.85
Standard Deviation	0.92
Total Responses	270

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

#	Answer	Response	%
1	Yes	110	40%
2	No	162	60%
	Total	272	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.60
Variance	0.24
Standard Deviation	0.49
Total Responses	272

**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	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Responses	Mean
1	I accomplished my goals in using Tutoring Services.	33	50	11	11	2	107	2.06
2	I felt more prepared for my class after my meeting(s) with a tutor.	32	55	7	11	2	107	2.03
3	I plan to use Tutoring Services again.	35	39	12	9	4	99	2.07
4	My tutor communicated clearly and effectively.	35	51	11	5	5	107	2.01
5	My tutor was knowledgeable and helpful.	39	51	9	3	5	107	1.92
6	The tutoring staff was friendly and approachable.	39	53	9	4	1	106	1.82
7	Tutoring Services are offered at convenient days and times.	43	47	13	4	0	107	1.79
8	Tutoring Services are well advertised on campus.	30	33	13	28	3	107	2.45
9	Tutoring facilities are adequate (location, space, etc.)	34	48	13	8	2	105	2.01
10	Tutors are available for the courses I need.	34	48	16	7	1	106	1.99
11	Tutors are available during convenient hours.	33	54	13	4	1	105	1.91
12	I would recommend tutoring to friends who need help.	51	40	11	1	3	106	1.73

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	5	5	5	5	5	5	4
Mean	2.06	2.03	2.07	2.01	1.92	1.82	1.79
Variance	1.00	0.95	1.21	1.05	0.98	0.66	0.64
Standard Deviation	1.00	0.98	1.10	1.02	0.99	0.81	0.80
Total Responses	107	107	99	107	107	106	107

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

#	Answer	Response	%
1	I needed help with a specific problem	72	67%
2	I did not understand the course material	68	64%
3	I could not understand the instructor	27	25%
4	I have test anxiety	21	20%
5	I needed study pointers	21	20%
6	I was failing the class	15	14%
7	I needed test-taking help	15	14%
8	I dislike the instructor's teaching style	23	21%
9	I needed note-taking help	3	3%
10	Other	7	7%

Other
Writing a paper
Learning Disabilities (several responses)
had to so I can pass
to go over test taken in the past
The instructor was not helpful.

Statistic	Value
Min Value	1
Max Value	10
Total Responses	107

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

Text Response
Below is a summary of student comments. Some were made more than once.
Tutors must thoroughly know their subjects.
Tutors must be able to communicate effectively.
Inform students in advance if tutors will be absent for appointments.
More resources, such as computers, are needed in the math tutoring lab.
Expand tutoring to other campus locations.
Several responses indicated specific subjects in which students wanted more tutoring options.
Establish an accountability system for tutors.
Offer later tutoring hours.
I am very happy with Marshall's tutoring services (several responses).
Increase the number of tutors and the hours of operation for the Tutoring Center.
Have tutors dedicated to each major.
Include training in "customer" relations for tutors.
Make tutoring areas less distracting.
Add information about tutoring to course syllabi.

Statistic	Value
Total Responses	37

**6. 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.	79	62	6	5	0	152	1.59
2	I have considered using Tutoring Services.	29	68	17	27	11	152	2.49
3	I plan to use Tutoring Services in the future.	22	28	42	37	19	148	3.02
4	Tutoring Services are well-advertised on campus.	19	50	34	36	12	151	2.81
5	I have never needed to use Tutoring Services.	36	45	27	37	6	151	2.55
6	I would use Tutoring Services if it was more convenient.	13	50	49	22	9	143	2.75
7	I receive tutoring assistance from my instructor(s).	11	46	30	45	11	143	2.99
8	Using a tutor has a negative image, makes me appear "dumb."	5	18	17	65	44	149	3.84
9	I thought I would be okay without extra help.	23	78	26	11	1	139	2.20
10	The subject(s) I needed weren't offered.	12	19	31	35	8	105	3.08

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	4	5	5	5	5	5	5	5	5
Mean	1.59	2.49	3.02	2.81	2.55	2.75	2.99	3.84	2.20
Variance	0.52	1.43	1.56	1.37	1.46	1.06	1.26	1.18	0.70
Standard Deviation	0.72	1.20	1.25	1.17	1.21	1.03	1.12	1.08	0.84
Total Responses	152	152	148	151	151	143	143	149	139

## 7. Current Classification

#	Answer	Response	%
1	Graduate	49	18%
2	Senior	86	32%
3	Junior	49	18%
4	Sophomore	44	16%
5	Freshman	42	16%
	Total	270	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	2.79
Variance	1.79
Standard Deviation	1.34
Total Responses	270

## 8. College (check all that apply)

#	Answer	Response	%
1	CITE	5	2%
2	COEHS	32	12%
3	COFA	13	5%
4	COHP	49	18%
5	COLA	51	19%
6	COS	52	19%
7	LCOB	33	12%
8	SOJMC	10	4%
9	RBA Program	4	1%
10	SOM	0	0%
11	UC	1	0%
12	Honors	6	2%
13	Graduate College	32	12%

Statistic	Value
Min Value	1
Max Value	13
Total Responses	269

## 9. Current Major

### Text Response

A variety of majors were listed.

Statistic	Value
Total Responses	258



**10. Please check all applicable tutoring services you have used at Marshall University.**

#	Answer	Response	%
1	Tutoring Center, Laidley Hall	65	68%
2	Tutoring in Residence Halls	3	3%
3	HELP	4	4%
4	Buck Harless Student Athlete program	0	0%
5	Dept/Other	24	25%
	Total	96	100%

Dept/Other
Math tutoring, Smith (numerous responses)
Writing Center (numerous responses)
Science (several responses)
Science Building
Chemistry

Statistic	Value
Min Value	1
Max Value	5
Mean	2.11
Variance	2.99
Standard Deviation	1.73
Total Responses	96

## 11. Please provide any other comments here.

### Text Response

Many of these responses were similar to those listed for question # 5. A summary is below:

Tutors must be able to communicate effectively.

I have told other students about the tutoring center. They were unaware of the service. I am glad you are doing more advertising on campus.

I am glad that we have tutoring services and I think they really help a lot of the students.

The tutoring center is a great place - glad it's there!

Walk-in service is great.

All the staff I have interacted with at the tutoring center has been excellent! Everyone is helpful, friendly and knowledgeable.

My only experience is with Math Department in Smith Hall. Almost all of the tutors stop what they are doing if they are working on homework or something personal to help you out.

I really liked my tutor; she had great examples and provided helpful tips.

I think that tutoring services could be better advertised around campus.

Specific majors need their own tutors.

I often recommend for new students to use the tutoring center.

Statistic	Value
Total Responses	16

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

### Text Response

Numerous subjects were listed – all unedited information was provided to the Tutoring Center personnel

Statistic	Value
Total Responses	51

### 13. Please provide any other comments here.

#### Text Response

Beta Alpha Psi offered tutoring in lower level accounting and finance classes and I was a tutor for a few semesters. Upper level tutoring would be nice, but that material is so difficult that even the professors get tripped up sometimes so I can see why it's not available.

Tutoring services are advertised well in the freshman dorms especially. I'd like to have more information about the Writing Center circulate through campus.

I have no idea which courses are available.

The Tutoring Center should be better advertised.

You shouldn't have to pay for a tutoring lab unless you need the tutoring.

Statistic	Value
Total Responses	12