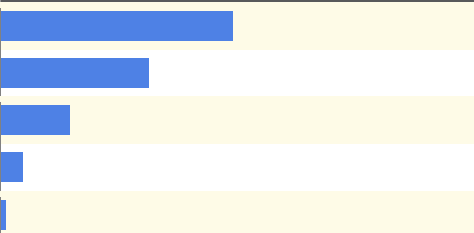


Assessment Day Tutoring Survey Results – 2012

Likert Scale Items have a scale ranging from 1 = Excellent to 5 = Unsatisfactory. Therefore, lower means are more positive than higher means.

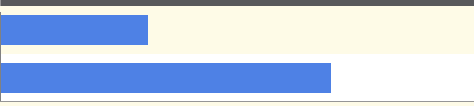
Last Modified: 03/07/2012

1. Grade Point Average

#	Answer		Response	%
1	4.00 – 3.50		140	49%
2	3.49 – 3.00		89	31%
3	2.99 – 2.50		42	15%
4	2.49 – 2.00		13	5%
5	Below 2.00		3	1%
	Total		287	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	1.78
Variance	0.86
Standard Deviation	0.93
Total Responses	287

2. Have you utilized Tutoring Services at Marshall University?

#	Answer		Response	%
1	Yes		89	31%
2	No		199	69%
	Total		288	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.69
Variance	0.21
Standard Deviation	0.46
Total Responses	288

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.	26	48	5	6	1	86	1.93
2	I felt more prepared for my class after my meeting(s) with a tutor.	35	35	10	5	1	86	1.86
3	I plan to use Tutoring Services again.	27	25	20	9	3	84	2.24
4	My tutor communicated clearly and effectively.	31	38	11	4	2	86	1.93
5	My tutor was knowledgeable and helpful.	33	39	9	4	1	86	1.85
6	The tutoring staff was friendly and approachable.	35	37	12	0	2	86	1.80
7	Tutoring Services are offered at convenient days and times.	23	39	17	6	1	86	2.10
8	Tutoring Services are well advertised on campus.	17	25	15	24	4	85	2.68
9	Tutoring facilities are adequate	18	42	19	5	1	85	2.16

	(location, space, etc.)							
10	Tutors are available for the courses I need.	24	39	17	3	3	86	2.09
11	Tutors are available during convenient hours.	21	40	17	5	1	84	2.11
12	I would recommend tutoring to friends who need help.	39	29	11	2	2	83	1.78

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.	Tutoring Services are well advertised on campus.	Tutoring facilities are adequate (location, space, etc.)	Tutors are available for the courses I need.	Tutors are available during convenient hours.	I would recommend tutoring to friends who need help.
Min Value	1	1	1	1	1	1	1	1	1	1	1	1
Max Value	5	5	5	5	5	5	5	5	5	5	5	5
Mean	1.93	1.86	2.24	1.93	1.85	1.80	2.10	2.68	2.16	2.09	2.11	1.78
Variance	0.75	0.85	1.27	0.89	0.77	0.73	0.85	1.48	0.76	0.93	0.80	0.88
Standard Deviation	0.86	0.92	1.13	0.94	0.87	0.85	0.92	1.22	0.87	0.97	0.89	0.94
Total Responses	86	86	84	86	86	86	86	85	85	86	84	83

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

#	Answer	Response	%
1	I needed help with a specific problem	52	61%
2	I did not understand the course material	50	59%
3	I could not understand the instructor	18	21%
4	I have test anxiety	24	28%
5	I needed study pointers	15	18%
6	I was failing the class	7	8%
7	I needed test-taking help	14	16%
8	I dislike the instructor's teaching style	14	16%
9	I needed note-taking help	4	5%
10	Other	2	2%

Other

ADD, other processing speed issues

Just wanted to do well before there were problems

Statistic	Value
Min Value	1
Max Value	10
Total Responses	85

5. How can Tutoring Services better serve you?

Text Response

Several respondents felt that the services were good the way they are.

Having better advertising, more courses available for tutoring, and open longer hours, especially early morning and evening – several respondents said this.

Please provide more tutors for higher level health and science courses.

The tutors need to know the material thoroughly.

Have more tutors available in a variety of subjects. Have regular evening hours.

Have more upper level tutors

Need more tutors in Modern Languages

More space for tutor/tutee partners would make concentration easier.

Give maps of the tutoring centers, rather than just saying what location they are at

The tutoring center could use some updates.

I requested tutoring assistance for my essays and the help that I have received has been wonderful so much help! I could not have gotten through my classes without it.

Statistic	Value
Total Responses	32

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.	108	69	4	6	5	192	1.60
2	I have considered using Tutoring Services.	33	73	36	33	14	189	2.59
3	I plan to use Tutoring Services in the future.	18	41	65	36	25	185	3.05
4	Tutoring Services are well-advertised on campus.	25	60	41	43	19	188	2.85
5	I have never needed to use Tutoring Services.	47	60	34	38	12	191	2.52
6	I would use Tutoring Services if it was more convenient.	22	53	60	31	6	172	2.69
7	I receive tutoring assistance from my instructor(s).	12	68	37	43	12	172	2.85
8	Using a	7	24	27	71	61	190	3.82

	tutor has a negative image, makes me appear "dumb."							
9	I thought I would be okay without extra help.	30	92	34	15	6	177	2.29
10	The subject(s) I needed weren't offered.	12	21	55	34	10	132	3.07

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 okay without extra help.	The subject(s) I needed weren't offered.
Min Value	1	1	1	1	1	1	1	1	1	1
Max Value	5	5	5	5	5	5	5	5	5	5
Mean	1.60	2.59	3.05	2.85	2.52	2.69	2.85	3.82	2.29	3.07
Variance	0.79	1.39	1.35	1.47	1.52	1.05	1.19	1.27	0.92	1.09
Standard Deviation	0.89	1.18	1.16	1.21	1.23	1.02	1.09	1.13	0.96	1.04
Total Responses	192	189	185	188	191	172	172	190	177	132

7. Current Classification

#	Answer	Response	%
1	Graduate	54	19%
2	Senior	70	24%
3	Junior	53	18%
4	Sophomore	55	19%
5	Freshman	55	19%
	Total	287	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	2.95
Variance	1.96
Standard Deviation	1.40
Total Responses	287

8. College (check all that apply)

#	Answer	Response	%
1	CITE	15	5%
2	COE	34	12%
3	COFA	12	4%
4	COHP	54	19%
5	COLA	51	18%
6	COS	45	16%
7	COB	35	12%
8	SOJMC	20	7%
9	RBA Program	6	2%
10	SOM	5	2%
11	UC	1	0%
12	Honors	12	4%
13	Graduate College	35	12%

Statistic	Value
Min Value	1
Max Value	13
Total Responses	286

9. Current Major

#	Answer	Response	%
1	Accounting	11	4%
2	Economics - BBA	1	0%
3	Economics - BA	1	0%
4	International Business	2	1%
5	Finance	7	2%
6	Management	4	1%
7	Marketing	5	2%
8	Management Information Systems	2	1%
9	MBA	2	1%
10	Health Care Administration	8	3%
11	Human Resource Management	2	1%
12	Nurse Anesthesia	0	0%
13	Business Undecided	0	0%
14	Early Childhood Education	2	1%
15	Elementary Education	9	3%
16	Pre-Elementary Education	5	2%
17	Secondary Education	12	4%
18	Pre-Secondary Education	2	1%
19	Family and Consumer Science	0	0%
20	Hospitality Management	0	0%
21	Education Undecided	0	0%
22	Special Education	6	2%
23	Literacy Education	1	0%
24	Educational Leadership	2	1%
25	Counseling	3	1%
26	EdD Program	3	1%
27	EdS Program	1	0%

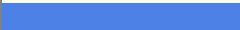



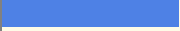
28	EdS in School Psychology		0	0%
29	MAT Program		1	0%
30	RBA program		2	1%
31	Bachelor of Applied Science Program		0	0%
32	Music		6	2%
33	Theatre		4	1%
34	Art		3	1%
35	Pre-Music		0	0%
36	Undecided Fine Arts		2	1%
37	Athletic Training		8	3%
38	Exercise Science		2	1%
39	Sports Administration		0	0%
40	Physical Education		1	0%
41	Nursing - ASN		1	0%
42	Nursing - BSN		15	5%
43	Nursing - MSN		1	0%
44	Communication Disorders		9	3%
45	Pre-Communication Disorders		6	2%
46	Dietetics		1	0%
47	Pre-Dietetics		3	1%
48	Pre-Clinical Laboratory Science		0	0%
49	Medical Laboratory Technology - Associate's Program		0	0%
50	Medical Technology - Bachelor's Program		0	0%
51	Cytotechnology		0	0%
52	Social Work		2	1%
53	Medical Imaging		1	0%
54	Respiratory Care		1	0%
55	Pre-Health Professions		8	3%
56	Advertising		2	1%
57	Broadcast Journalism		4	1%

58	Print Journalism		1	0%
59	Public Relations		6	2%
60	Radio/TV Production		4	1%
61	Sports Journalism		0	0%
62	Online Journalism		1	0%
63	Journalism Undecided		2	1%
64	Anthropology		0	0%
65	Communication Studies		2	1%
66	Criminal Justice		13	5%
67	English		6	2%
68	Geography		1	0%
69	History		7	2%
70	Humanities		2	1%
71	International Affairs		2	1%
72	Japanese		2	1%
73	French		2	1%
74	Spanish		2	1%
75	German		0	0%
76	Latin		0	0%
77	Political Science		7	2%
78	Psychology		16	6%
79	Sociology		1	0%
80	Undecided - Liberal Arts		0	0%
81	Biology		12	4%
82	Microbiology		3	1%
83	Biomedical Sciences		6	2%
84	Cellular/Molecular Biology		2	1%
85	Ecology/Evolutionary Biology		0	0%
86	Chemistry		7	2%
87	Chemistry - ACS		0	0%
88	Forensic Chemistry		1	0%
89	Biochemistry		2	1%
90	Environmental Science		1	0%
91	Geology		0	0%

92	Integrated Science and Technology		2	1%
93	Computer and Integrated Science and Technology		4	1%
94	Mathematics		1	0%
95	Applied Mathematics		2	1%
96	Natural Resources Recreation Management		0	0%
97	Physics		3	1%
98	Physical and Applied Science		1	0%
99	Pre-Science		3	1%
100	Science Undecided		1	0%
101	Computer Science		2	1%
102	Engineering		7	2%
103	Safety Technology		3	1%
104	Technology Management		1	0%
105	Information Systems		0	0%
106	Pre-Engineering		0	0%
107	Pre-Computer Science		0	0%
108	Technology/Engineering Undecided		0	0%
109	Public Health		1	0%
110	Forensic Science		5	2%
111	Medical School		3	1%
112	Other		10	3%

Statistic	Value
Min Value	1
Max Value	112
Total Responses	288

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

#	Answer		Response	%
1	Tutoring Center, Laidley Hall		31	50%
2	Tutoring in Residence Halls		5	8%
3	HELP		3	5%
4	Buck Harless Student Athlete program		7	11%
5	Dept/Other		23	37%

Dept/Other
Science – several responses
Math – several responses
CHEMISTRY – several responses
Biology
online

Statistic	Value
Min Value	1
Max Value	5
Total Responses	62

11. Please provide any other comments here.

Text Response

I really have enjoyed my experience with tutoring services. But my tutor was only available at very limited times which was somewhat inconvenient.

Keep up the good work!

THANK YOU!

It was very helpful and they were very nice!

There have been times when a tutor was not available.

I felt very accomplished once I got the help I needed from tutoring services

I have only utilized the Tutoring Center one time in undergrad but it was a great experience!

I have requested a tutor, but still have not received one.

It would be great if tutors can be found within the lecturing building. e.g. chemistry tutors' desk in college of science.

Tutoring should be more important to students and the university.

Statistic	Value
Total Responses	13

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

Text Response

Numerous courses were listed. This information, in unedited form, was shared with the Tutoring Center staff.

Statistic	Value
Total Responses	50

13. Please provide any other comments here.

Text Response

All comments were shared with the staff of the Tutoring Center.

Statistic	Value
Total Responses	19