

## Student Satisfaction Surveys – 2011 Fall Schedule

<u>Department</u>	<u>Pick up Surveys from Kyla</u>	<u>Start Date</u>	<u>End Date</u>	<u>Drop off Surveys</u>
DSP&S	Wed, 9/28	Mon, 10/3	Fri, 10/7	Mon, 10/10
Student Activities	Wed, 9/28	Mon, 10/3	Fri, 10/7	Mon, 10/10
Health Services	Thu, 10/6	Mon, 10/10	Fri, 10/14	Mon, 10/17
Assessment	Thu, 10/13	Mon, 10/17	Fri, 10/21	Mon, 10/24
Tutorial Services	Thu, 10/13	Mon, 10/17	Fri, 10/21	Mon, 10/24
EOP&S	Thu, 10/20	Mon, 10/24	Fri, 10/28	Mon, 10/31
Residence Hall	Thu, 10/20	Mon, 10/24	Fri, 10/28	Mon, 10/31
Counseling	Thu, 10/27	Mon, 10/31	Fri, 11/4	Mon, 11/7
Admissions & Records	Thu, 11/3	Mon, 11/7	Fri, 11/11	Mon, 11/14
Financial Aid	Thu, 11/10	Mon, 11/14	Fri, 11/18	Mon, 11/21
CalWORKs	Thu, 11/17	Mon, 11/28	Fri, 12/2	Mon, 12/5
SSS & Title V	Thu, 11/17	Mon, 11/28	Fri, 12/2	Mon, 12/5

# Satisfaction Survey Results

## Reedley College Tutorial Center

### Spring 2010 through Spring 2011

#### Summary

Satisfaction surveys conducted during the three semester period beginning Spring 2010 and concluding Spring 2011 shows a high degree of satisfaction with the service of the tutorial center.

#### Details

The majority of those students responding to the survey had visited the center to receive tutoring and had visited five or more times. Virtually all took the majority of their classes at Reedley.

The six statements that they were asked to assess were:

1. Front counter Tutorial Center personnel were courteous and helpful.
2. Front counter Tutorial Center personnel clearly communicated the information I needed.
3. My tutor was helpful during my visit.
4. I plan to return to the Tutorial Center if I need services in the future.
5. I would refer other students to the Tutorial Center.
6. I believe the Tutorial Center is helpful to my success as a student.

There was a consistent pattern of agreement with these statements by those surveyed, and tending more towards strong agreement. We would interpret this as showing a high degree of satisfaction with the service and those providing the service.

Many took the opportunity to offer written comments. A summary follows.

1. The most common written comment was an expression of satisfaction with or appreciation for the service.
2. The most common recommendation was that there should be more computers available for student use in the center. We currently have six computers available for student use. We have requested a seventh from computer services. The principal reason we have computers is for use by tutors and tutees during tutoring sessions. We believe that seven for that purpose is sufficient at present. Periodically, we have to displace students working independently on one of the computers so that tutoring students can have access.
3. Many asked for the opportunity to meet with their tutor more than the one or two times that they were allowed. Two hours are permitted per class. Clearly some students could use more time, but budget constraints compel us to impose a limit. Accommodations are made on a case-by-case basis.
4. Several felt that the center was crowded at times—more space should be available. Peak hours will often see all tables fully occupied. This is a manageable problem.

5. Several asked that the center be open later hours. This is desirable, but is also an effect of budget constraints. Students who are only available during the evenings are accommodated on an individual basis.
6. A few suggested that the center acquire specific writing resources, biology models, or class textbooks. We welcome suggestions from students on materials or equipment that would be useful in tutoring. Several acquisitions in recent years were the result of tutor or student recommendation. The suggestion that we purchase class textbooks is undoubtedly a reflection of what seems to be a growing number of students who do not purchase their own texts.
7. A few SARP students felt they were not treated fairly or respectfully. SARP students who are fulfilling study hall requirements by attendance at the tutorial center are expected to spend their time studying. There is often resentment when they are admonished for not doing so.

#### **Proposed actions**

The acquisition of a seventh computer will be a priority. The technology director will be reminded of our desire to have an additional computer installed. The coaches will be brought into a discussion about how they might influence their students to use their tutorial center time more productively.

attachments

kz

5/3/2011

# Student Services

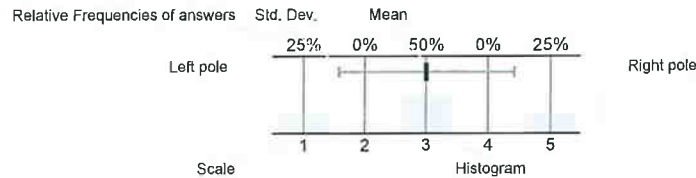
Tutorial PLO SP11 (TC\_PLO\_SP11)  
No. of responses = 106



## Survey Results

**Legend**

Question text



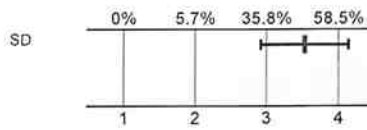
n=Amount  
av.=Mean  
dev.=Std. Dev.  
ab.=Abstention

1. The Reedley College Tutorial Center is committed to understanding and improving student services. You can help by completing this survey about learning outcomes as a consequence of your tutoring. The survey is anonymous. If there is anything unclear about what is being asked, please consult with one of the center staff. Thank you for your participation.

- SA - Strongly Agree
- A - Agree
- D - Disagree
- SD - Strongly Disagree

Question ID	Question Text	SD	1	2	3	4	SA	n	av.	dev.
1.1)	Understanding of the class content	0%	1.9%	25.7%	72.4%			105	3.7	0.5
1.2)	Review and study methods	0%	3.8%	29.2%	67%			106	3.63	0.56
1.3)	Lecture note-taking skills	0%	6.7%	40%	53.3%			105	3.47	0.62
1.4)	Test-preparation skills	0%	3.8%	31.1%	65.1%			106	3.61	0.56
1.5)	Test-taking strategies	0.9%	4.7%	35.8%	58.5%			106	3.52	0.64
1.6)	Textbook reading skills	0%	6.6%	37.7%	55.7%			106	3.49	0.62
1.7)	Time-management skills	0%	5.7%	33%	61.3%			106	3.56	0.6

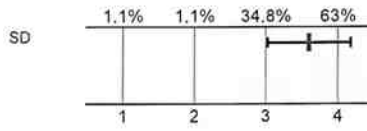
1.8) Memorization techniques



SA

n=106  
av.=3.53  
dev.=0.6

1.9) My grade in the class improved.

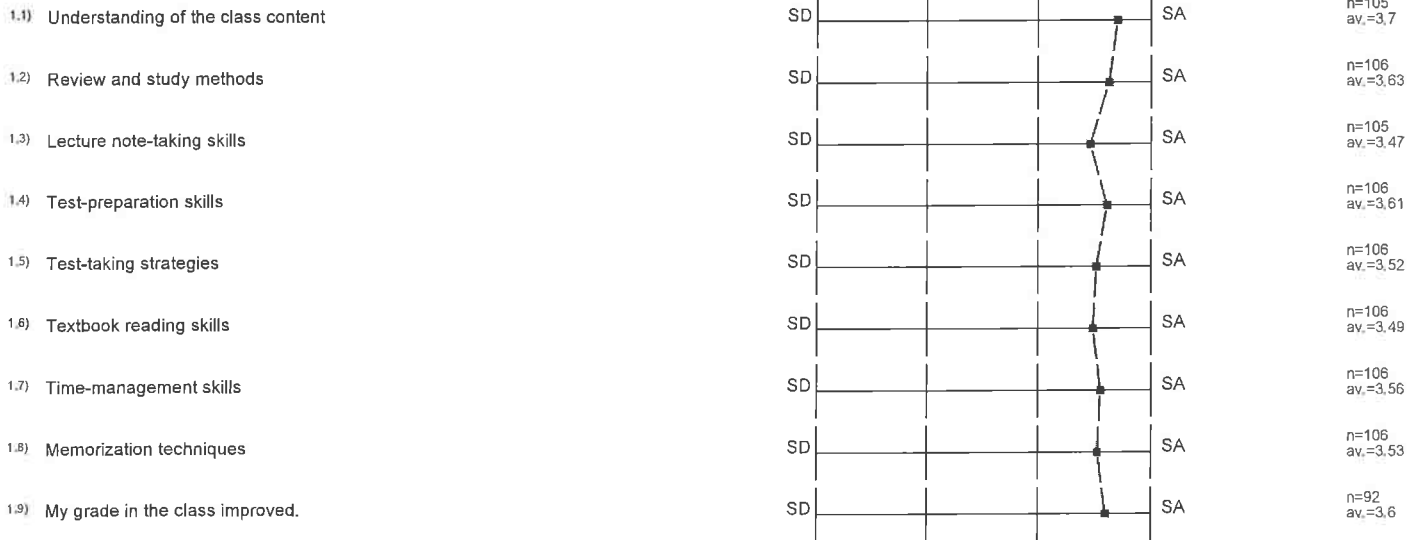


SA

n=92  
av.=3.6  
dev.=0.58

# Profile

Subunit: Student Services  
 Name of the instructor: Student Services  
 Name of the course: Tutorial PLO SP11  
 (Name of the survey)



# Student Services

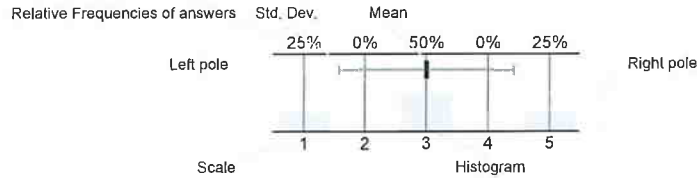
Satisfaction Survey (TCFA10) (TCFA10)  
No. of responses = 186



## Survey Results

**Legend**

Question text



n=Amount  
av.=Mean  
dev.=Std. Dev.  
ab.=Abstention

### 1. Demographics

1.1) Which campus have you taken or do you plan to take most of your classes? (pick one)

Clovis	<input type="checkbox"/>	0%	n=156
Madera	<input type="checkbox"/>	0%	
Oakhurst	<input type="checkbox"/>	0%	
Reedley	<input checked="" type="checkbox"/>	99.4%	
Willow	<input type="checkbox"/>	0.6%	

1.2) How many times have you visited the Tutorial Center? (pick one)

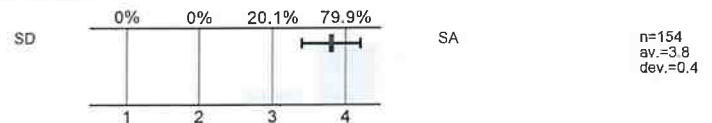
1-2 visits this semester	<input type="checkbox"/>	6.6%	n=151
3-4 visits this semester	<input type="checkbox"/>	2.6%	
5 or more times this semester	<input checked="" type="checkbox"/>	90.7%	

1.3) The reason(s) for my visit today was/were:

Sign up for tutoring	<input type="checkbox"/>	2.2%	n=186
Meet with a tutor	<input checked="" type="checkbox"/>	48.4%	
Work on my homework for SARP study hall	<input type="checkbox"/>	12.4%	
Be interviewed for tutoring job	<input type="checkbox"/>	3.8%	
Other	<input type="checkbox"/>	16.7%	

### 2. For the following statements, please rate your level of satisfaction using the following scale: SA-Strongly Agree A-Agree D-Disagree SD-Strongly Disagree

2.1) Front counter Tutorial Center personnel were courteous and helpful.



2.2) Front counter Tutorial Center personnel clearly communicated the information I needed.	SD	0%	0%	24.1%	75.9%	SA	n=145 av.=3.76 dev.=0.43
		1	2	3	4		
2.3) My tutor was helpful during my visit today.	SD	0%	0%	15.7%	84.3%	SA	n=140 av.=3.84 dev.=0.37
		1	2	3	4		
2.4) I plan to return to the Tutorial Center if I need services in the future.	SD	0%	0%	13.4%	86.6%	SA	n=142 av.=3.87 dev.=0.34
		1	2	3	4		
2.5) I would refer other students to the Tutorial Center.	SD	0%	0.7%	16.1%	83.2%	SA	n=143 av.=3.83 dev.=0.4
		1	2	3	4		
2.6) I believe the Tutorial Center is helpful to my success as a student.	SD	0%	0%	16.1%	83.9%	SA	n=149 av.=3.84 dev.=0.37
		1	2	3	4		



# Profile

Subunit: Student Services  
 Name of the instructor: Student Services  
 Name of the course: Satisfaction Survey (TCFA10)  
 (Name of the survey)

2.1) Front counter Tutorial Center personnel were courteous and helpful.	SD				SA	n=154 av.=3.8
2.2) Front counter Tutorial Center personnel clearly communicated the information I needed.	SD				SA	n=145 av.=3.76
2.3) My tutor was helpful during my visit today.	SD				SA	n=140 av.=3.84
2.4) I plan to return to the Tutorial Center if I need services in the future.	SD				SA	n=142 av.=3.87
2.5) I would refer other students to the Tutorial Center.	SD				SA	n=143 av.=3.83
2.6) I believe the Tutorial Center is helpful to my success as a student.	SD				SA	n=149 av.=3.84

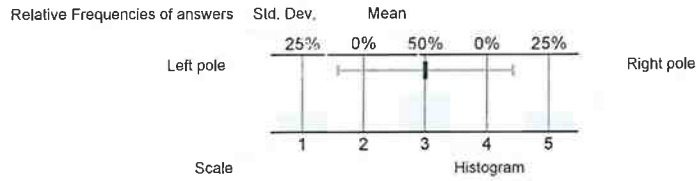
# Student Services

Tutorial Center Student Satisfaction Survey (2010SP TC)  
No. of responses = 188

## Survey Results

**Legend**

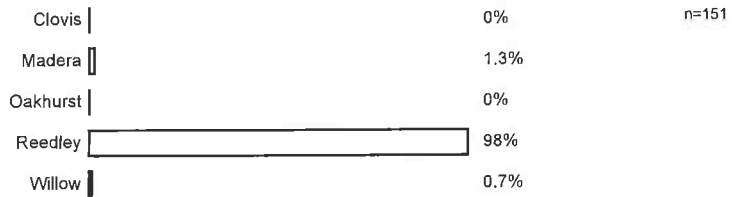
Question text



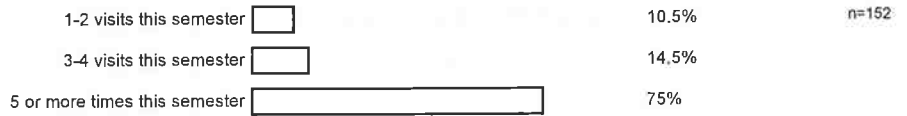
n=Amount  
av.=Mean  
dev.=Std. Dev.  
ab.=Abstention

### 1. Demographics

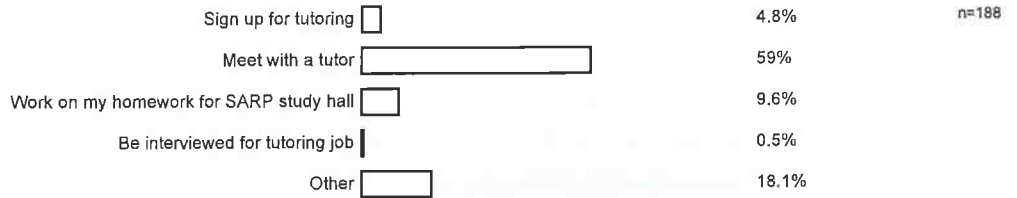
1.1) Which campus have you taken or do you plan to take most of your classes? (pick one)



1.2) How many times have you visited the Tutorial Center? (pick one)

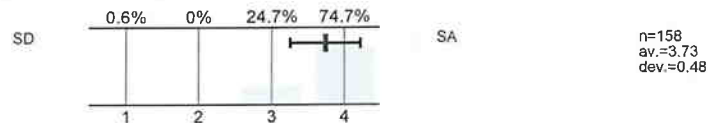


1.3) The reason(s) for my visit today was/were:



### 2. For the following statements, please rate your level of satisfaction using the following scale: SA-Strongly Agree A-Agree D-Disagree SD-Strongly Disagree

2.1) Front counter Tutorial Center personnel were courteous and helpful.



2.2) Front counter Tutorial Center personnel clearly communicated the information I needed.	SD		SA	n=151 av.=3.7 dev.=0.5
2.3) My tutor was helpful during my visit today.	SD		SA	n=150 av.=3.75 dev.=0.5
2.4) I plan to return to the Tutorial Center if I need services in the future.	SD		SA	n=143 av.=3.8 dev.=0.42
2.5) I would refer other students to the Tutorial Center.	SD		SA	n=143 av.=3.78 dev.=0.52
2.6) I believe the Tutorial Center is helpful to my success as a student.	SD		SA	n=138 av.=3.76 dev.=0.51

# Profile

Subunit: Student Services  
Name of the instructor: Student Services  
Name of the course: Tutorial Center Student Satisfaction Survey  
(Name of the survey)

2.1) Front counter Tutorial Center personnel were courteous and helpful.	SD					SA	n=158 av.=3,73
2.2) Front counter Tutorial Center personnel clearly communicated the information I needed.	SD					SA	n=151 av.=3,7
2.3) My tutor was helpful during my visit today.	SD					SA	n=150 av.=3,75
2.4) I plan to return to the Tutorial Center if I need services in the future.	SD					SA	n=143 av.=3,8
2.5) I would refer other students to the Tutorial Center.	SD					SA	n=143 av.=3,78
2.6) I believe the Tutorial Center is helpful to my success as a student.	SD					SA	n=138 av.=3,76