Fall 2023 Tutoring Student Satisfaction Survey Report
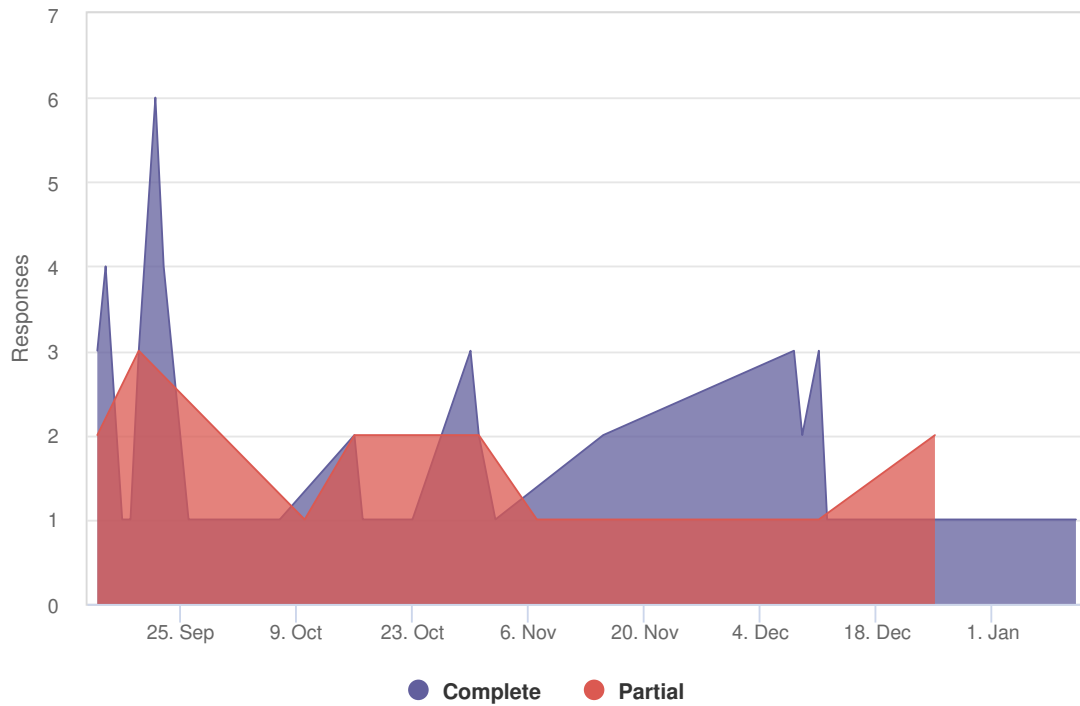
Timeline

Response Counts

Completion Rate: **74.6%**
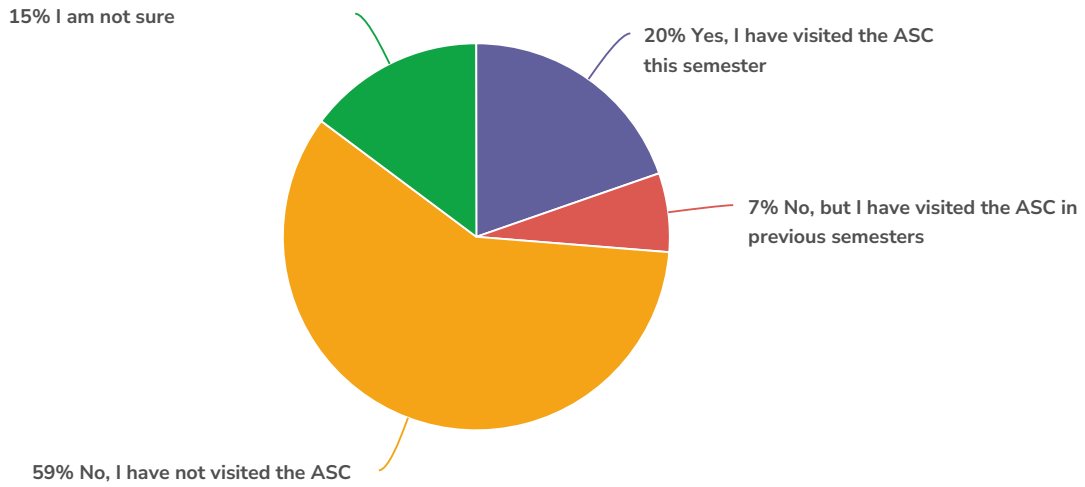
Complete   53

Partial   18

Totals: 71

1. Have you visited and/or utilized services and equipment at the Academic Success Center (ASC) at Miramar College this semester (Fall 2023)?

15% I am not sure

20% Yes, I have visited the ASC this semester

7% No, but I have visited the ASC in previous semesters

59% No, I have not visited the ASC

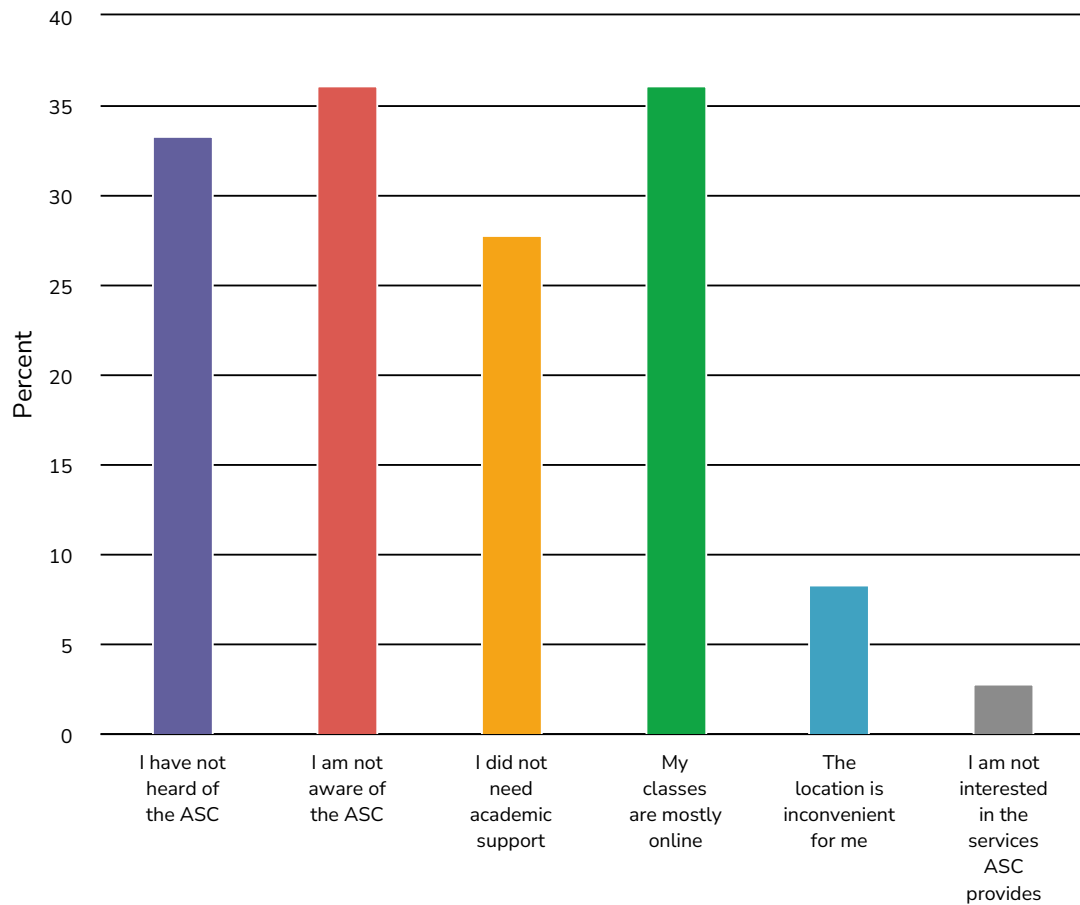| Value	Percent	Responses
Yes, I have visited the ASC this semester	19.7%	12
No, but I have visited the ASC in previous semesters	6.6%	4
No, I have not visited the ASC	59.0%	36
I am not sure	14.8%	9

Totals: 61

2. Where have you accessed tutoring and/or learning resources (such as anatomy models and study rooms)? (Check all that apply)
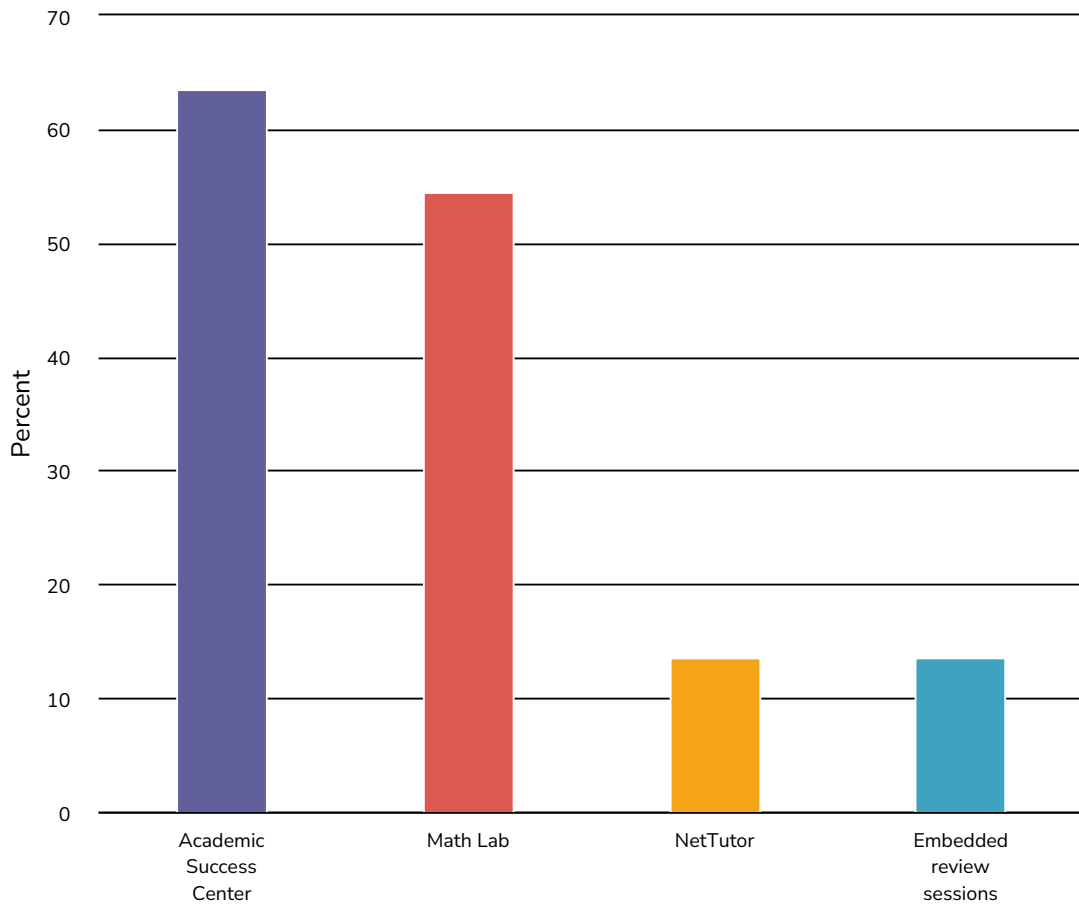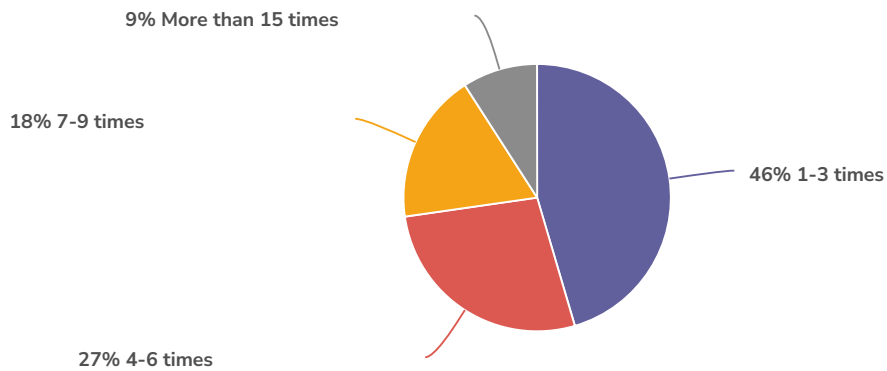

Value	Percent	Responses
Academic Success Center	63.6%	14
Math Lab	54.5%	12
NetTutor	13.6%	3
STAR-CA	0.0%	0
Embedded review sessions	13.6%	3

3. What are the main reasons you have not visited the ASC? (Select all that apply)

Value	Percent	Responses
I have not heard of the ASC	33.3%	12
I am not aware of the ASC	36.1%	13
I did not need academic support	27.8%	10
My classes are mostly online	36.1%	13
The location is inconvenient for me	8.3%	3
I am not interested in the services ASC provides	2.8%	1

4. Approximately how many times did you come to the Academic Success Center in the Fall 2023 semester?

9% More than 15 times

18% 7-9 times

46% 1-3 times

27% 4-6 times

Value	Percent	Responses
1-3 times	45.5%	5
4-6 times	27.3%	3
7-9 times	18.2%	2
10-12 times	0.0%	0
13-15 times	0.0%	0
More than 15 times	9.1%	1

Totals: 11

5. Please rate the following statements to the best of your ability for tutoring services and the use of learning materials at the ASC

|	Not at all	A little bit	Moderately	A lot	Significantly
The Academic Success Center has increased my understanding of the course content Count	0	0	0	1	8
The Academic Success Center has contributed to my confidence as a learner Count	0	1	1	0	9
The Academic Success Center has provided me with a supportive learning environment Count	1	0	0	1	8

6. Please indicate the level of satisfaction with the Academic Success Center's operations, physical layout, and amenities.

27% Neutral

55% Very Satisfied
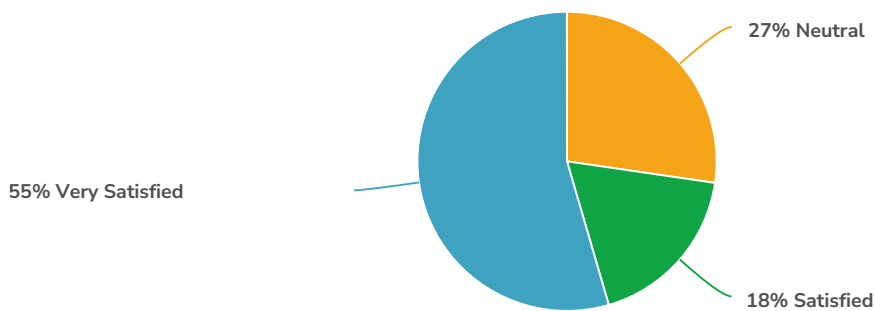
18% Satisfied

Value	Percent	Responses
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Neutral	27.3%	3
Satisfied	18.2%	2
Very Satisfied	54.5%	6

Totals: 11

7. What is your overall satisfaction of the academic support services at the Academic Success Center?

27% Neutral

64% Very Satisfied
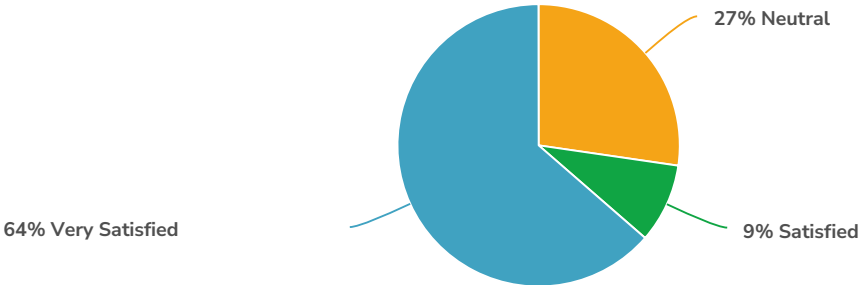
9% Satisfied

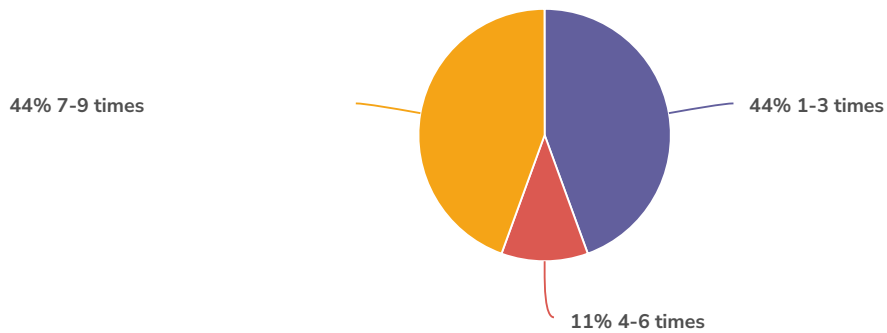| Value	Percent	Responses
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Neutral	27.3%	3
Satisfied	9.1%	1
Very Satisfied	63.6%	7

Totals: 11

8. How can the Academic Success Center improve its services?

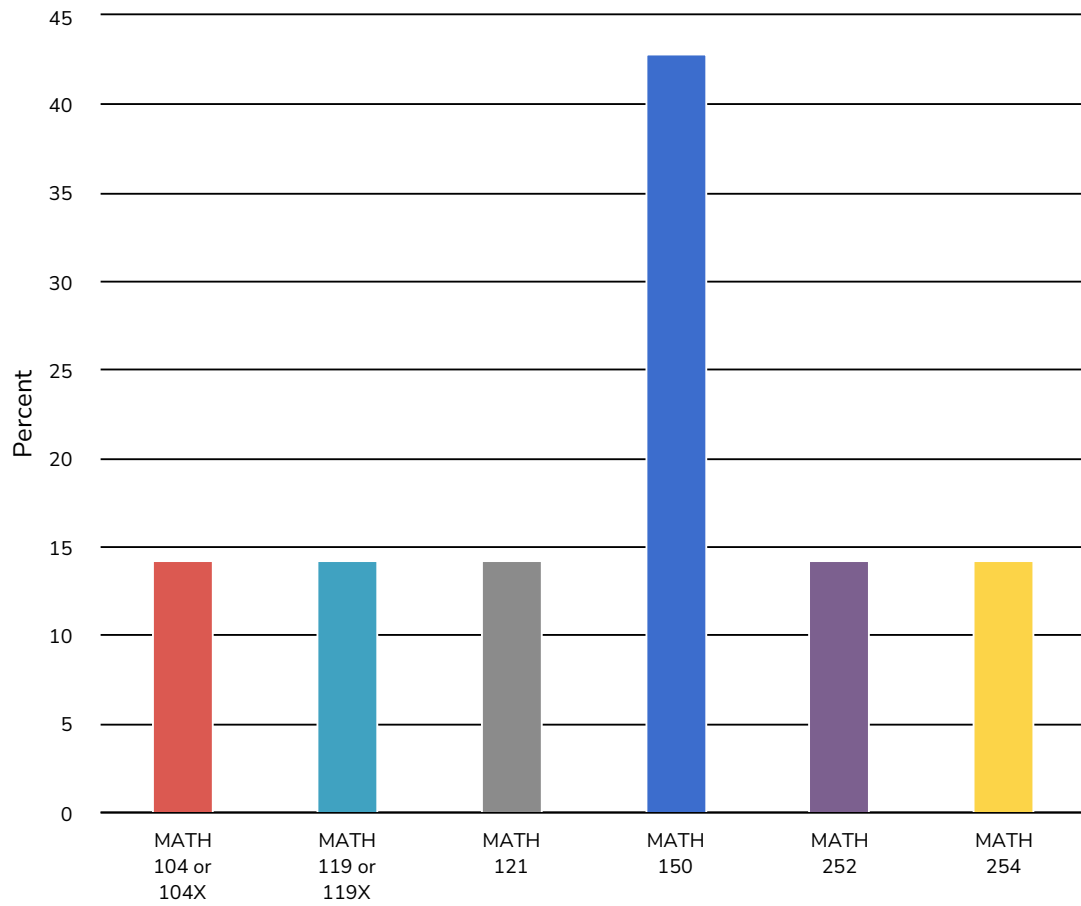| ResponseID	Response
45	More accounting tutors. Being open later.
47	Excellent helpers, thank you all.
50	By making me get the help that I need for my CBTE classes.
58	Last two times I came staff was talking in the back, everyone is studying dude
64	I'm not sure what this place is. Is it the library? I go to the library sometimes and I go to tutoring for EMT in the Fire/Emt building
68	More tutors available
74	Everybody is very helpful.

9. Approximately how many times did you come to the Math Lab in the semester?

44% 7-9 times

44% 1-3 times

11% 4-6 times

Value	Percent	Responses
1-3 times	44.4%	4
4-6 times	11.1%	1
7-9 times	44.4%	4
10-12 times	0.0%	0
13-15 times	0.0%	0
More than 15 times	0.0%	0

Totals: 9

10. Which math class did you primarily seek help in?

Value	Percent	Responses
MATH 96	0.0%	0
MATH 104 or 104X	14.3%	1
MATH 106 or 106X	0.0%	0
MATH 118	0.0%	0
MATH 119 or 119X	14.3%	1
MATH 121	14.3%	1
MATH 122	0.0%	0
MATH 141	0.0%	0
MATH 150	42.9%	3
MATH 151	0.0%	0
MATH 245	0.0%	0
MATH 252	14.3%	1
MATH 254	14.3%	1
MATH 255	0.0%	0

11. Please rate the following statements to the best of your ability for tutoring services at the Math Lab

|	Not at all	A little bit	Moderately	A lot	Significantly
Tutoring at the Math Lab increased my understanding of the course content Count	0	3	1	1	4
Tutoring at the Math Lab contributed to my confidence as a learner Count	0	2	1	2	2
The Math Lab has provided me with a supportive learning environment Count	0	0	1	2	5

12. Please indicate the level of satisfaction with the Math Lab's operations, physical layout, and amenities.

33% Very Satisfied

33% Neutral
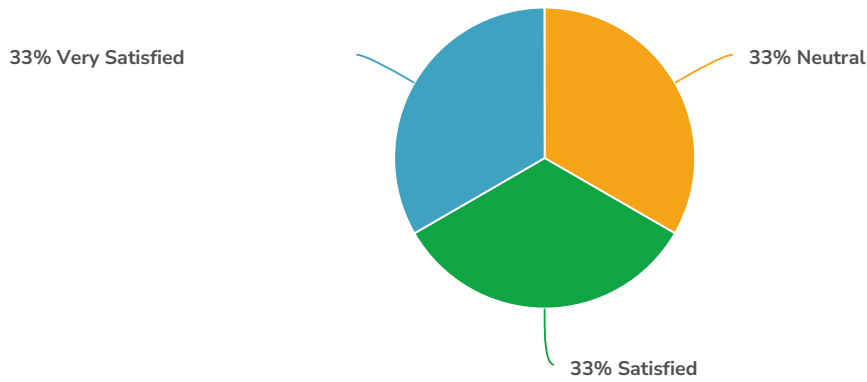
33% Satisfied

Value	Percent	Responses
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Neutral	33.3%	3
Satisfied	33.3%	3
Very Satisfied	33.3%	3

Totals: 9

13. What is your overall satisfaction of the tutoring at the Math Lab?

50% Very Satisfied

38% Neutral
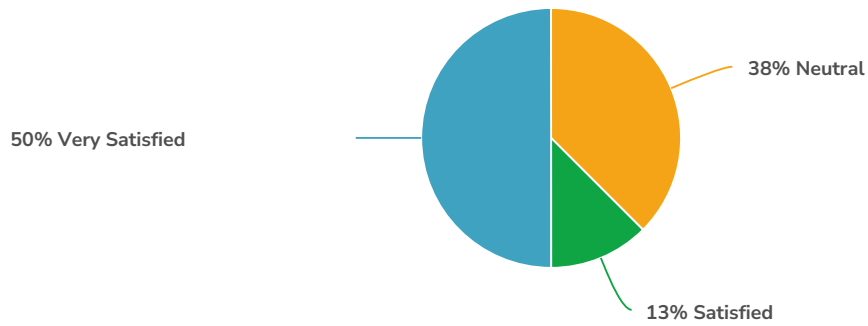
13% Satisfied

Value	Percent	Responses
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Neutral	37.5%	3
Satisfied	12.5%	1
Very Satisfied	50.0%	4

Totals: 8

14. How can the Math Lab improve its services?
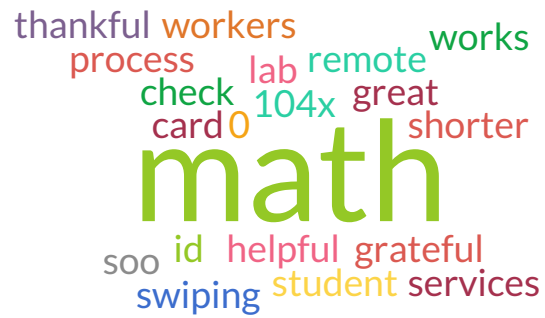
ResponseID	Response
19	Make the check in/out process shorter. Like swiping student ID card
35	have more remote services for 104 and 104X
47	I am soo grateful and thankful to all the math lab workers.
68	Math works great
74	That was very helpful
77	N/A

15. Approximately how many times did you access NetTutor in the semester?
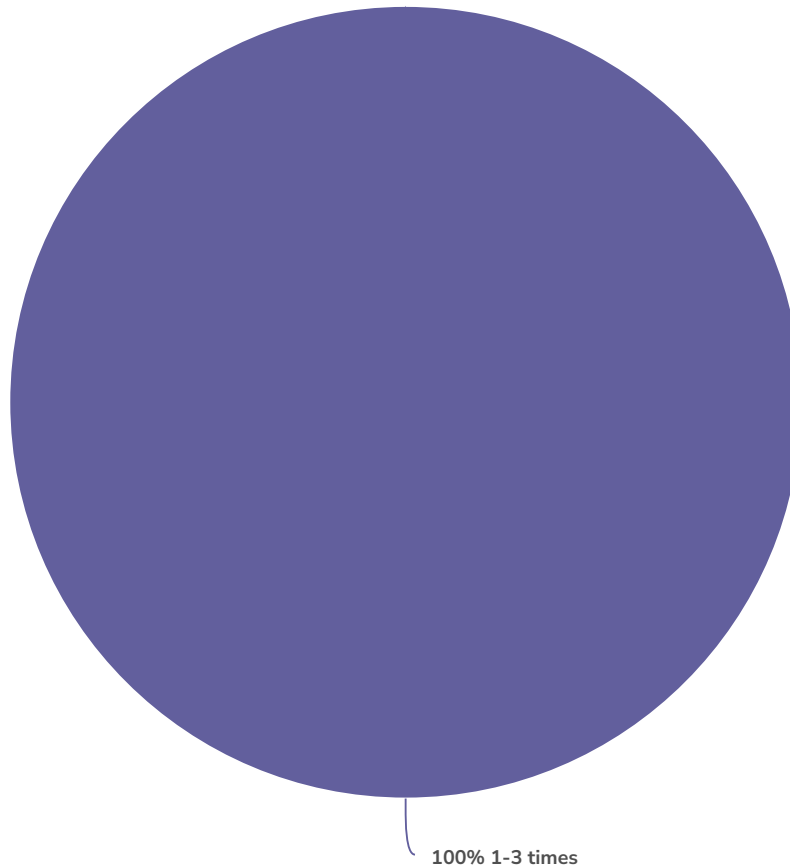
100% 1-3 times

Value	Percent	Responses
1-3 times	100.0%	3
4-6 times	0.0%	0
7-9 times	0.0%	0
10-12 times	0.0%	0
13-15 times	0.0%	0
More than 15 times	0.0%	0

Totals: 3

16. Which service did you use the most in NetTutor?
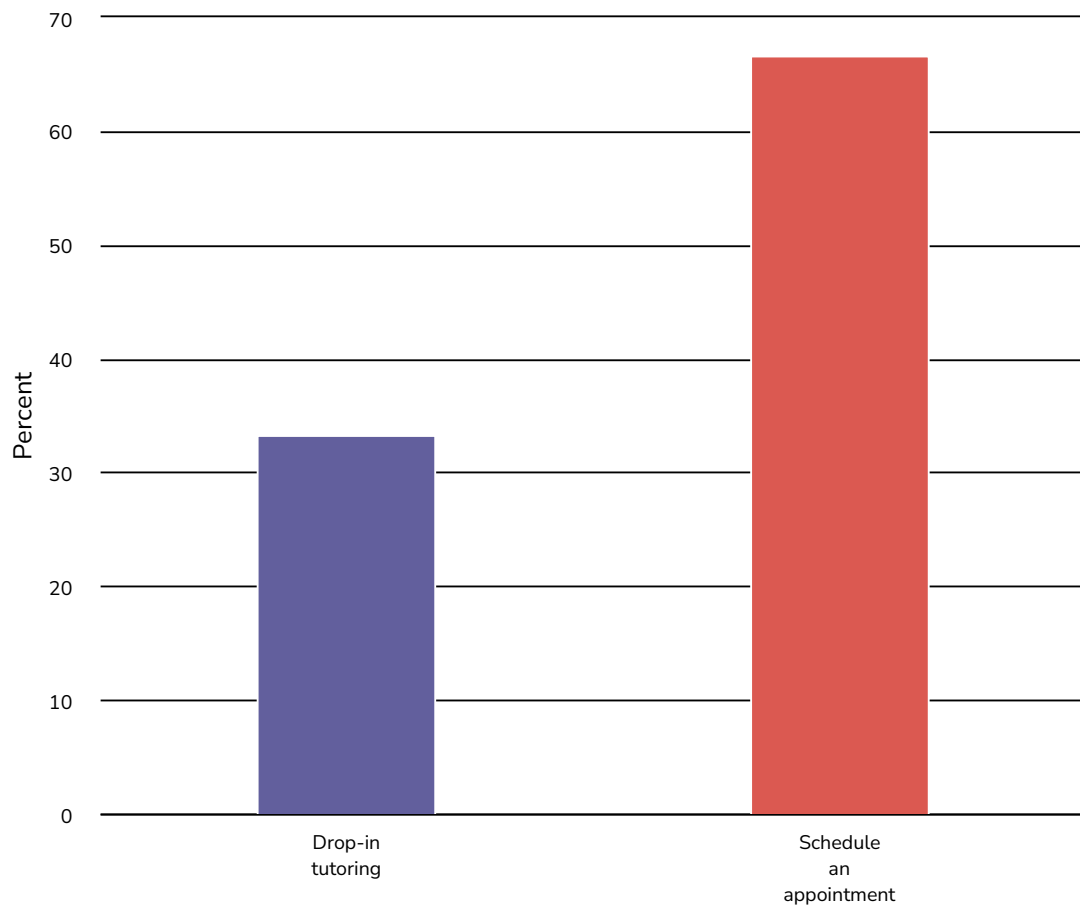
Value	Percent	Responses
Drop-in tutoring	33.3%	1
Schedule an appointment	66.7%	2
Drop off a paper	0.0%	0
Drop off a question	0.0%	0

17. Please rate the following statements to the best of your ability for tutoring services at NetTutor

|	Not at all	A little bit	Moderately	A lot	Significantly
NetTutor has increased my understanding of the course content Count	0	0	1	0	2
NetTutor has contributed to my confidence as a learner Count	0	0	1	0	2
NetTutor has provided me with a supportive learning environment Count	0	0	0	1	2

18. Please indicate the level of satisfaction with the layout and ease of access of the NetTutor's Web site and academic support services.

33% Very much satisfied

67% A little satisfied
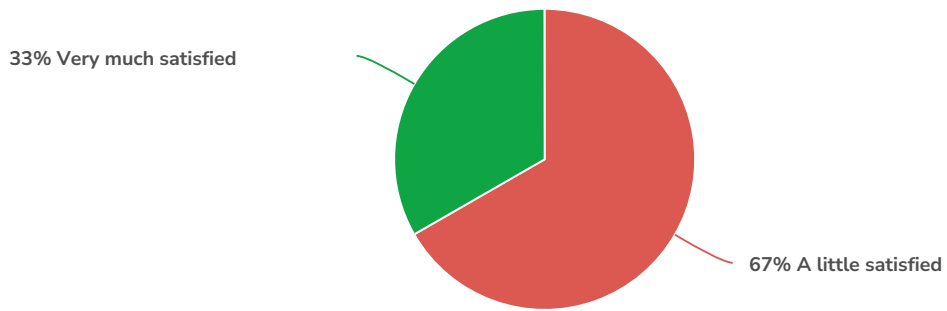
Value	Percent	Responses
Not at all satisfied	0.0%	0
A little satisfied	66.7%	2
Much satisfied	0.0%	0
Very much satisfied	33.3%	1

Totals: 3

19. What is your overall satisfaction of the tutoring on NetTutor?

33% Very much satisfied
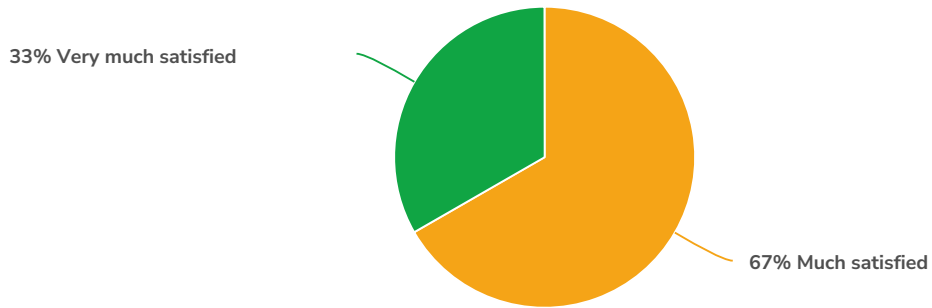
67% Much satisfied

Value	Percent	Responses
Not at all satisfied	0.0%	0
A little satisfied	0.0%	0
Much satisfied	66.7%	2
Very much satisfied	33.3%	1

Totals: 3

20. Approximately how many times did you access STAR-CA in the semester?

No data to display

21. Please rate the following statements to the best of your ability for tutoring services at STAR-CA

|	Not at all	A little bit	Moderately	A lot	Significantly
STAR-CA has increased my understanding of the course content Count	0	0	0	0	0
STAR-CA has contributed to my confidence as a learner Count	0	0	0	0	0
STAR-CA has provided me with a supportive learning environment Count	0	0	0	0	0

22. Please indicate the level of satisfaction with the layout and ease of access of the STAR-CA's Web site and academic support services.

No data to display

23. What is your overall satisfaction of the tutoring on STAR-CA?

No data to display

24. Approximately how many times did you attend an embedded review session in the semester?

50% 4-6 times   50% 1-3 times
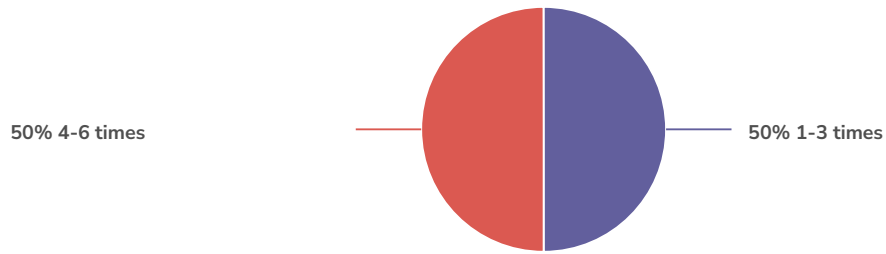
Value	Percent	Responses
1-3 times	50.0%	1
4-6 times	50.0%	1
7-9 times	0.0%	0
10-12 times	0.0%	0
13-15 times	0.0%	0
More than 15 times	0.0%	0

Totals: 2

25. Please rate the following items to the best of your ability for Embedded Review Sessions

	Not at all	A little bit	Moderately	A lot	Significantly
Embedded Review Sessions has increased my understanding of the course content Count	0	0	0	1	0
Embedded Review Sessions has contributed to my confidence as a learner Count	0	0	0	1	0
My Embedded Review Tutor has provided a supportive learning environment Count	0	0	0	1	0

26. How satisfied were you with the embedded review sessions' scheduled times?
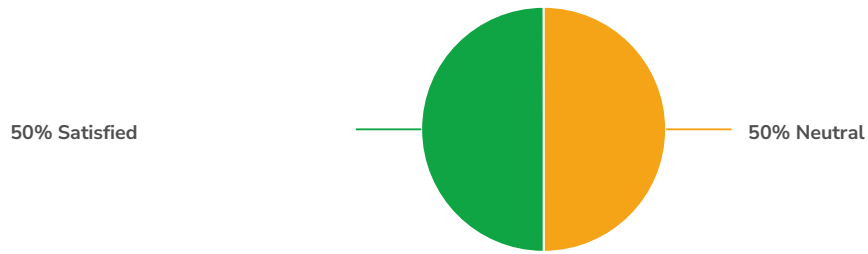
50% Satisfied   50% Neutral

Value	Percent	Responses
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Neutral	50.0%	1
Satisfied	50.0%	1
Very Satisfied	0.0%	0

Totals: 2
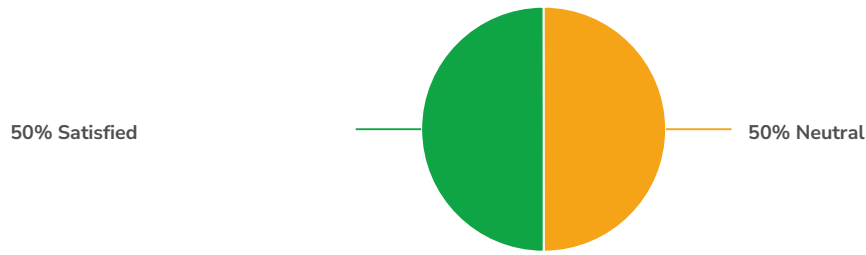
27. Please indicate the level of satisfaction with the embedded review session's location and amenities.
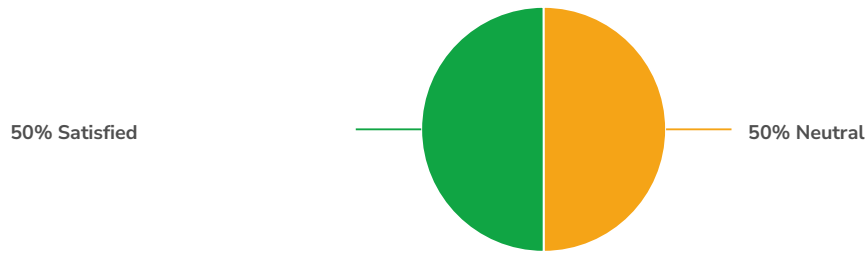
50% Satisfied   50% Neutral

Value	Percent	Responses
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Neutral	50.0%	1
Satisfied	50.0%	1
Very Satisfied	0.0%	0

Totals: 2

28. What is your overall satisfaction of the embedded review sessions?

50% Satisfied

50% Neutral

Value	Percent	Responses
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Neutral	50.0%	1
Satisfied	50.0%	1
Very Satisfied	0.0%	0

Totals: 2

29. How can the embedded review sessions be improved?

videos
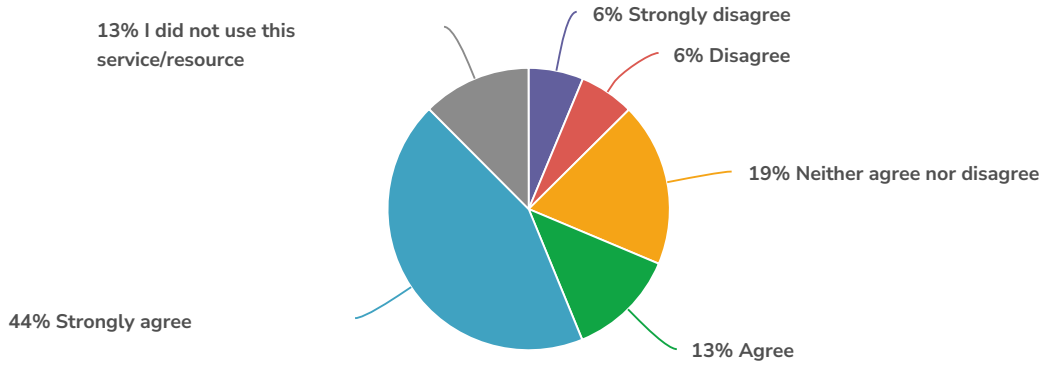embedded mistake
review
sessions

ResponseID	Response
57	Videos of the sessions for later review.
64	I think I made a mistake with embedded review sessions. I don't think I used/took any.

30. Please rate your level of agreement with the statements regarding Miramar College Academic Success Center service(s). If you did not use the service, select "I did not use this service/resource."

	Strongly disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree	I did not use this service/resource
The location of the ASC is easy to find on campus Count	1	3	4	3	2	3
I find it easy to get an appointment with a tutor at ASC Count	1	0	3	1	3	8
Tutoring at the ASC helped me improve my overall scores and/or course grade Count	1	0	2	2	4	7
The tutors were knowledgeable about the topic I needed help with Count	1	0	2	1	4	8
The quality of tutoring at the ASC met my needs Count	1	0	2	1	4	8
The ASC was available at times that I needed Count	2	1	2	2	4	5

|	Strongly disagree	Disagree	Neither Agree/Disagree	Agree	Strongly Agree	I did not use this service/resource
The ASC employees were attentive to my needs Count	1	1	2	2	6	4
I feel comfortable returning to the ASC for additional services if I need them Count	0	0	2	3	6	4
I would recommend the ASC to other students Count	1	0	2	2	5	5

31. Overall, I am satisfied with the service I received at the ASC.

13% I did not use this service/resource

6% Strongly disagree

6% Disagree

19% Neither agree nor disagree

44% Strongly agree

13% Agree

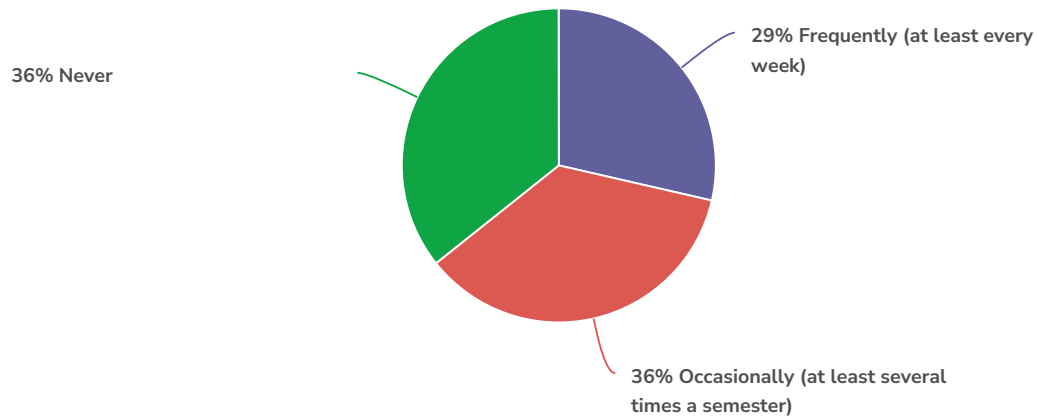| Value	Percent	Responses
Strongly disagree	6.3%	1
Disagree	6.3%	1
Neither agree nor disagree	18.8%	3
Agree	12.5%	2
Strongly agree	43.8%	7
I did not use this service/resource	12.5%	2

Totals: 16

32. What type of assistance did you receive this semester in the ASC (check all that apply)
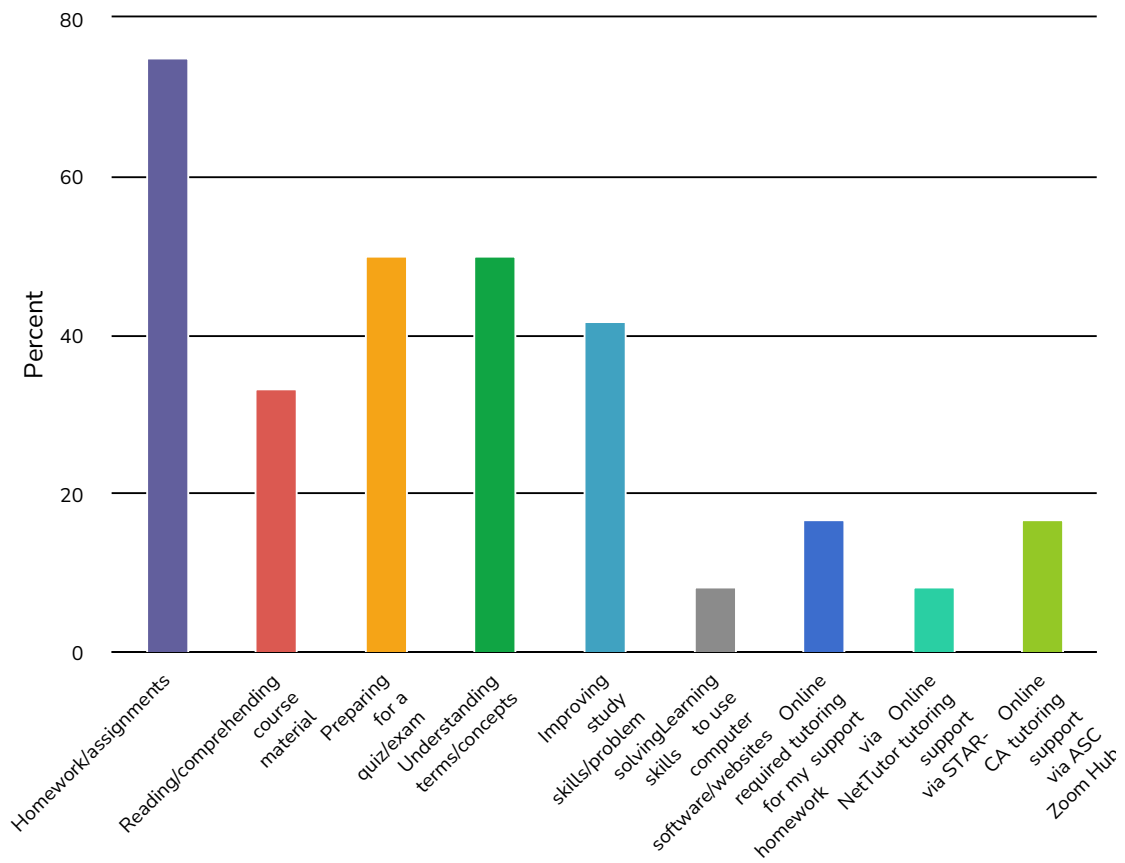
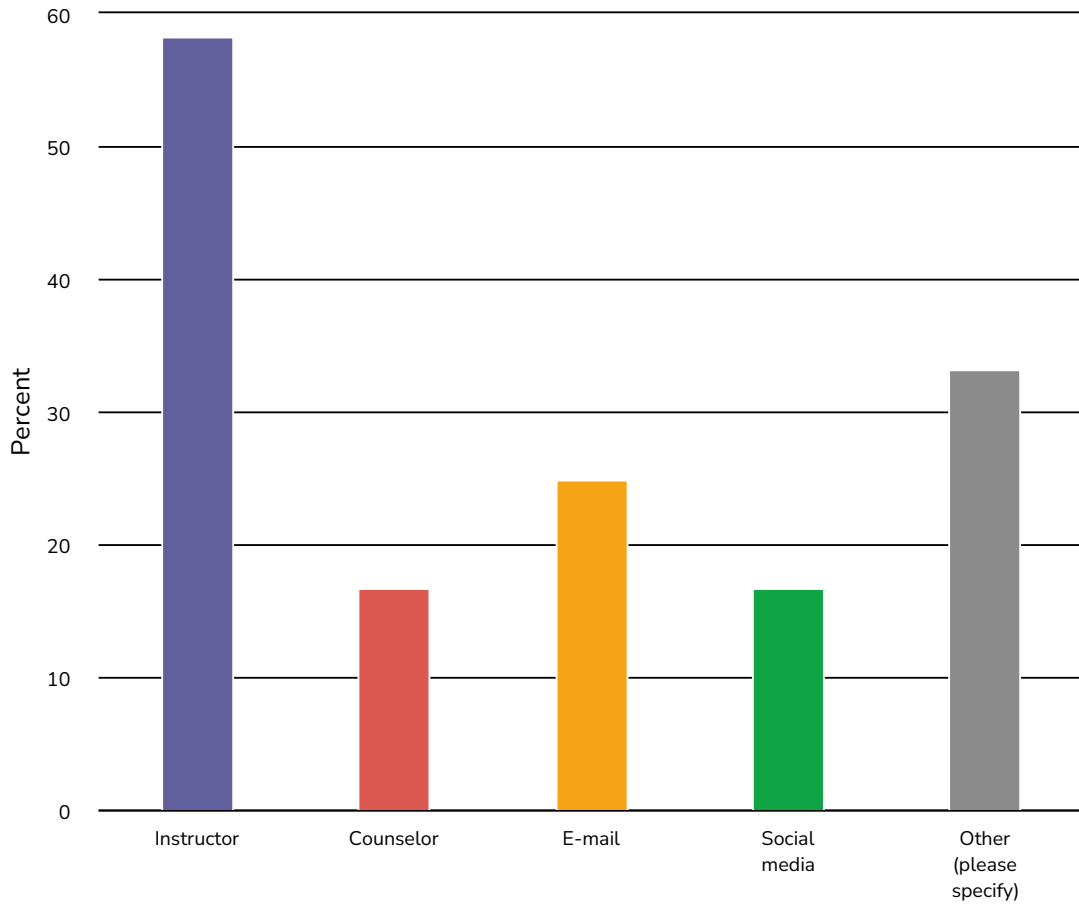| Value	Percent	Responses
Homework/assignments	75.0%	9
Reading/comprehending course material	33.3%	4
Preparing for a quiz/exam	50.0%	6
Understanding terms/concepts	50.0%	6
Improving study skills/problem solving skills	41.7%	5
Learning to use computer software/websites required for my homework	8.3%	1
Using learning resources such as anatomy models and biology textbooks	0.0%	0
Review sessions with an embedded tutor	0.0%	0
Online tutoring support via NetTutor	16.7%	2
Online tutoring support via STAR-CA	8.3%	1
Online tutoring support via ASC Zoom Hub	16.7%	2

33. How often did you use the ASC during the past semester?

36% Never

29% Frequently (at least every week)

36% Occasionally (at least several times a semester)

Value	Percent	Responses
Frequently (at least every week)	28.6%	4
Occasionally (at least several times a semester)	35.7%	5
Rarely (one or two times a semester)	0.0%	0
Never	35.7%	5

Totals: 14

34. How did you learn about the ASC?

Value	Percent	Responses
Instructor	58.3%	7
Counselor	16.7%	2
E-mail	25.0%	3
Social media	16.7%	2
Advertisement	0.0%	0
Other (please specify)	33.3%	4

Other (please specify)	Count
My basketball coaches	1
Never heard of it	1
math lab	1
never used it	1
Totals	4

35. Please rate how satisfied or dissatisfied you are with the following aspects of Miramar College Academic Success Center. If you did not use the service, select "I did not use this service/resource."

|	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	I did not use this service/resource
Public Computers Count	0	0	3	0	2	7
Copiers Count	0	0	2	1	1	8
Printers Count	0	0	2	1	1	8
ASC Website Count	0	0	2	1	3	6
ASC Study Rooms Count	1	0	2	1	4	4
Internet Access Count	0	0	2	1	5	3
Free Wi-Fi Count	0	0	2	2	5	2
Adaptive Equipment for Special Needs (Disability Support Programs and Services/DSPS) Count	0	0	1	2	2	6

36. Overall, I am satisfied with the resources available at the ASC.

15% I did not use this service/resource

8% Strongly disagree

23% Neither agree nor disagree

31% Strongly agree
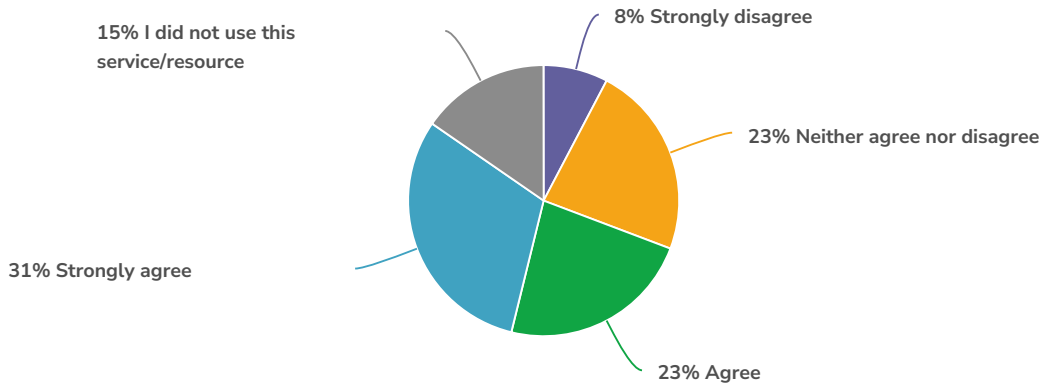
23% Agree

Value	Percent	Responses
Strongly disagree	7.7%	1
Disagree	0.0%	0
Neither agree nor disagree	23.1%	3
Agree	23.1%	3
Strongly agree	30.8%	4
I did not use this service/resource	15.4%	2

Totals: 13

37. What did you like best about the service you received in our office?
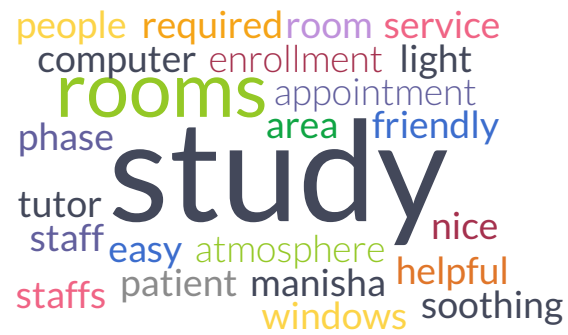
ResponseID	Response
25	I have not used this service
43	Got the required help during the enrollment phase
45	Friendly staff. Study rooms.
47	the low light windows in the computer area in the back was soothing atmosphere.
50	Nothing
68	The study rooms
74	People there are very helpful
78	The appointment is easy, and study room is available. The tutor Manisha a is very nice and patient. The staffs here are very nice too.

38. What suggestions would you make to improve the quality of our services?

studying mesa minute easier clock time takes checking id rush good bigger open pls class check computers college student space service typos

ResponseID	Response
25	I have not used this service
43	Everything is good till now.
45	Bigger space
47	open later for studying in the back where all the computers are pls.
50	Nothing
68	None
74	None
78	The clock in and clock out takes time, even if it is only one minute. Especially when you are rush to the class and cause typos while checking in/out. Mesa college is using a student ID No. to check in and check out. It makes us much easier.