Sacramento City College
Academic Support Service / Tutoring Effectiveness
Student Survey

We appreciate your honest feedback about your tutoring experience here at SCC. It will help us provide better services to SCC students in the future. Note: You do not need to write your name or student ID number on this form.

Please list the classes for which you receive tutoring through (Name of academic support service, center, or tutoring lab here).

<table>
<thead>
<tr>
<th>Course</th>
<th>Grade</th>
<th>Course</th>
</tr>
</thead>
<tbody>
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</tr>
</tbody>
</table>

Items related to the value of the service in supporting learning:

1. Do you agree or disagree with the following?  Strongly Disagree Somewhat Disagree Somewhat Agree Strongly Agree N/A
   a. The tutor/instructor taught me how to solve problems for myself. □ □ □ □ □
   b. The tutor/instructor encouraged me to actively participate in the session. □ □ □ □ □
   c. The tutor/instructor helped me feel more confident in my class work □ □ □ □ □

2. Is the tutoring or other help you are receiving making a difference in the following ways?  No help Some help Major difference
   a. You understanding of course concepts □ □ □
   b. Getting your homework done □ □ □
   c. Your success on exams □ □ □
   d. Your overall grade in the class □ □ □
   e. Your interest in the course content □ □ □
   f. Your ability to study on your own □ □ □
   g. The likelihood you will stay in the class (not drop) □ □ □
   h. The likelihood that you will stay in school □ □ □

3. How much is your work in the ______ helping you with the following skills?  Not at all Some help Major difference
   a. Student learning outcome or skill 1 □ □ □
   b. Student learning outcome or skill 2 □ □ □
   c. Student learning outcome or skill 3 □ □ □
   d. Student learning outcome or skill 4 □ □ □

4. When you come to the _____________ what are the main areas in which you need help? (check all that apply)  (individual SLOs or other skills would be specified by the academic support service conducting the survey).
   Area 1 □  Area 4 □  Area 7 □
   Area 2 □  Area 5 □  Area 8 □
   Area 3 □  Area 6 □  Area 9 □

Narrative questions:

5. What did you learn in your work in the most recent tutoring session? Please be specific.
6. Based on what you learned in your tutoring sessions, what (if anything) will you do differently in your class work?
7. Did your work in the ______ help you become a better student? If so, what things helped you the most?
8. Has what you learned in the ______ help you develop skills that are useful in other classes besides the one you in which you were being tutored?
B. Items related to the user satisfaction with the academic support service:

1. How well did the tutor/instructor demonstrate the following?  
<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
<th>N/A</th>
</tr>
</thead>
</table>
   a. Knowledge of the subject matter
   b. Ability to explain concepts clearly
   c. Level of interest and enthusiasm
   d. Punctuality and dependability
   e. Patience and respect for the student
   f. Ability to share helpful study techniques

2. Do you agree or disagree with the following?  
<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Somewhat Disagree</th>
<th>Somewhat Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
</tr>
</thead>
</table>
   a. The tutoring facility hours are convenient for me.
   b. I feel the facility is a safe, comfortable place.
   c. The staff are friendly and helpful.
   d. I am able to get tutoring for the subject I need.
   e. The materials available are useful.

3. Overall, how would you rate your experience?  
<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
<th>N/A</th>
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</table>

Narrative questions:

4. What could be done to improve the services provided by the ____________?
5. What are the strengths of the services provided by the ____________?
6. Would you recommend that other students come to the ________ for tutoring? Why or why not?