Queens College Tutoring Center Survey Spring 2018

1. How did you hear about the Tutoring Center? Instructor another student class visit website other (please specify) ____________________________________

2. For which courses(s) did you seek assistance? ____________________________________

3. Approximately how many times did you come for tutoring this semester? ________

4. When did you start receiving tutoring? 1st or 2nd week 3rd or 4th week midterm or after

5. Did you ever have to wait to see a tutor? Yes No

   If so, how long? ______________________

6. Did you ever want tutoring in a course for which no tutoring was offered? Yes No

   If so, which course(s)? ______________________________________________________

Please circle the appropriate number to answer.                               Strongly Disagree Strongly Agree

8. The tutor helped you understand the material. 1 2 3 4 5

9. Using the tutoring services helped you improve your grades. 1 2 3 4 5

10. The tutor made suggestions about study strategies for your course (exam prep, taking notes, understanding the textbook, etc.) 1 2 3 4 5

11. The tutor was knowledgeable. 1 2 3 4 5

12. The tutor expressed himself or herself clearly. 1 2 3 4 5

13. The tutor was interested in helping you. 1 2 3 4 5

14. There were enough tutoring hours. 1 2 3 4 5

15. Tutors were available at convenient times. 1 2 3 4 5

16. Overall, how satisfied were you with the tutoring you received? Not Satisfied Very satisfied

    1 2 3 4 5

17. What suggestions or comments do you have about how we could improve tutoring services?

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