






2014 Assessment Day Tutoring Survey Report





For the Likert Scale Question, Higher Means are More Positive than Lower Means

Last Modified: 04/24/2014












1. Current Classification

#	Answer		Response	%
1	Graduate		50	19%
2	Senior		92	35%
3	Junior		47	18%
4	Sophomore		39	15%
5	Freshman		38	14%
	Total		266	100%

2. Grade Point Average

#	Answer		Response	%
1	4.00 – 3.50		125	47%
2	3.49 – 3.00		80	30%
3	2.99 – 2.50		39	15%
4	2.49 – 2.00		19	7%
5	Below 2.00		2	1%
	Total		265	100%

3. College (check all that apply)

#	Answer		Response	%
1	CITE		10	4%
2	COE		29	11%
3	CAM		27	10%
4	COHP		29	11%
5	COLA		52	20%
6	COS		40	15%
7	COB		40	15%
9	RBA Program		5	2%
10	SOM		1	0%
11	UC		4	2%
12	Honors		6	2%
13	Graduate College		33	13%

4. Current Major

#	Answer	Response	%
1	Accounting	10	4%
2	Economics - BBA	2	1%
3	Economics - BA	1	0%
4	International Business	0	0%
5	Finance	3	1%
6	Management	16	6%
7	Marketing	9	3%
8	Management Information Systems	5	2%
9	MBA	4	2%
10	Health Care Administration	2	1%
11	Human Resource Management	2	1%
12	Nurse Anesthesia	0	0%
13	Business Undecided	0	0%
14	Early Childhood Education	3	1%
15	Elementary Education	11	4%
16	Pre-Elementary Education	1	0%
17	Secondary Education	13	5%
18	Pre-Secondary Education	1	0%
19	Family and Consumer Science	0	0%
20	Hospitality Management	0	0%
21	Education Undecided	0	0%
22	Special Education	5	2%
23	Literacy Education	1	0%
24	Educational Leadership	1	0%
25	Counseling	3	1%
26	EdD Program	2	1%
27	EdS Program	1	0%
28	EdS in School Psychology	1	0%
29	MAT Program	2	1%
30	RBA program	2	1%
31	Bachelor of Applied Science Program	0	0%
32	Music	3	1%
33	Theatre	8	3%
34	Art	6	2%
35	Pre-Music	0	0%
36	Undecided Fine Arts	0	0%
37	Athletic Training	2	1%
38	Exercise Science	3	1%
39	Sports Administration	1	0%

40	Physical Education	4	2%
41	Nursing - ASN	0	0%
42	Nursing - BSN	7	3%
43	Nursing - MSN	2	1%
44	Communication Disorders	3	1%
45	Pre-Communication Disorders	2	1%
46	Dietetics	1	0%
47	Pre-Dietetics	0	0%
48	Pre-Clinical Laboratory Science	0	0%
49	Medical Laboratory Technology - Associate's Program	0	0%
50	Medical Technology - Bachelor's Program	1	0%
51	Cytotechnology	1	0%
52	Social Work	0	0%
53	Medical Imaging	2	1%
54	Respiratory Care	0	0%
55	Pre-Health Professions	5	2%
56	Advertising	3	1%
57	Broadcast Journalism	2	1%
58	Print Journalism	0	0%
59	Public Relations	6	2%
60	Radio/TV Production	0	0%
61	Sports Journalism	1	0%
62	Online Journalism	0	0%
63	Journalism Undecided	0	0%
64	Anthropology	3	1%
65	Communication Studies	2	1%
66	Criminal Justice	8	3%
67	English	6	2%
68	Geography	0	0%
69	History	11	4%
70	Humanities	2	1%
71	International Affairs	3	1%
72	Japanese	2	1%
73	French	1	0%
74	Spanish	6	2%
75	German	0	0%
76	Latin	0	0%
77	Political Science	2	1%
78	Psychology	26	10%
79	Sociology	1	0%
80	Undecided - Liberal Arts	2	1%
81	Biology	13	5%
82	Microbiology	1	0%
83	Biomedical Sciences	3	1%
84	Cellular/Molecular	0	0%

	Biology			
85	Ecology/Evolutionary Biology		0	0%
86	Chemistry		3	1%
87	Chemistry - ACS		1	0%
88	Forensic Chemistry		3	1%
89	Biochemistry		1	0%
90	Environmental Science		1	0%
91	Geology		0	0%
92	Integrated Science and Technology		4	2%
93	Computer and Integrated Science and Technology		0	0%
94	Mathematics		0	0%
95	Applied Mathematics		0	0%
96	Natural Resources Recreation Management		2	1%
97	Physics		1	0%
98	Physical and Applied Science		0	0%
99	Pre-Science		2	1%
100	Science Undecided		0	0%
101	Computer Science		1	0%
102	Engineering		3	1%
103	Safety Technology		3	1%
104	Technology Management		2	1%
105	Information Systems		1	0%
106	Pre-Engineering		0	0%
107	Pre-Computer Science		0	0%
108	Technology/Engineering Undecided		0	0%
109	Public Health		2	1%
110	Forensic Science		1	0%
111	Medical School		0	0%
112	Other		19	7%

Other
Pre-Medicine
MBA
Post bac
Digital Forensics and Information Assurance
Creative Writing
PsyD – 2 responses
Public Administration
Religious studies
Leadership Studies
Digital Forensics
Chemistry: Pre-Pharmacy
Biotechnology
undecided
School Counseling
Energy management
RBA
Classics

5. Have you utilized Tutoring Services at Marshall University?

#	Answer	Response	%
1	Yes	83	31%
2	No	183	69%
	Total	266	100%

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

#	Answer	Response	%
1	Tutoring Center, Laidley Hall	54	83%
2	Tutoring in Residence Halls	2	3%
3	HELP	4	6%
4	Buck Harless Student Athlete program	1	2%
5	Dept/Other	10	15%

Dept/Other

Mathematics – 7 responses – Tutoring Services offered by the Mathematics Department

Chemistry

Writing Center

7. 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	Total Responses	Mean
1	I accomplished my goals in using Tutoring Services.	24	35	7	10	4	80	3.81
2	I felt more prepared for my class after my meeting(s) with a tutor.	27	32	8	10	4	81	3.84
3	I plan to use Tutoring Services again.	23	31	13	6	4	77	3.82
4	My tutor communicated clearly and effectively.	29	31	13	6	2	81	3.98
5	My tutor was knowledgeable and helpful.	32	32	13	2	2	81	4.11
6	The tutoring staff was friendly and approachable.	30	40	9	1	1	81	4.20
7	Tutoring Services are offered at convenient days and times.	29	35	6	6	4	80	3.99
8	Tutoring Services are well advertised on campus.	23	29	13	11	4	80	3.70
9	Tutoring facilities are adequate (location, space, etc.)	19	49	6	3	3	80	3.98
10	Tutors are available for the courses I need.	23	32	13	5	5	78	3.81
11	Tutors are	25	34	12	6	3	80	3.90

	available during convenient hours.							
12	I would recommend tutoring to friends who need help.	39	25	9	4	3	80	4.16

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

#	Answer	Response	%
1	I needed help with a specific problem	54	68%
2	I did not understand the course material	57	71%
3	I could not understand the instructor	20	25%
4	I have test anxiety	21	26%
5	I needed study pointers	22	28%
6	I was failing the class	11	14%
7	I needed test-taking help	12	15%
8	I dislike the instructor's teaching style	21	26%
9	I needed note-taking help	4	5%
10	Other	2	3%

Other

Disability

I needed them through participation in the HELP Program

9. How can Tutoring Services better serve you?

Text Response

All student suggestions were shared with the Director of University College, who oversees the University's Tutoring Services.

Statistic	Value
Total Responses	30

10. Please provide any other comments here.

Text Response

All comments were shared with the Director of University College, who oversees the University's Tutoring Services.

Statistic	Value
Total Responses	9

11. 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	Total Responses	Mean
1	I was aware that Tutoring Services are available to all students.	87	67	10	9	3	176	4.28
2	I have considered using Tutoring Services.	40	51	30	28	18	167	3.40
3	I plan to use Tutoring Services in the future.	26	24	46	39	27	162	2.90
4	Tutoring Services are well-advertised on campus.	28	56	43	38	6	171	3.36
5	I have never needed to use Tutoring Services.	55	49	35	27	6	172	3.70
6	I would use Tutoring Services if it was more convenient.	12	39	51	37	10	149	3.04
7	I receive tutoring assistance from my instructor(s).	17	46	34	41	13	151	3.09
8	Using a tutor has a negative image, makes me appear "dumb."	8	18	30	58	46	160	2.28
9	I thought I	30	79	24	11	3	147	3.83

	would be okay without extra help.							
10	The subject(s) I needed weren't offered.	18	18	40	27	11	114	3.04

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

Text Response

This information was shared with the Director of University College, who oversees the University's Tutoring Services.

Statistic	Value
Total Responses	39

13. Please provide any other comments here.

Text Response

All comments were shared with the Director of University College, who oversees the University's Tutoring Services.

Statistic	Value
Total Responses	17