



## Tutoring Survey Results

### Assessment Day 2024

**Q1 - Which tutoring services have you utilized as a student at Marshall University? Please check all that apply.**

#	Answer	%	Count
1	Knack College Tutoring	21.50%	23
2	Math Tutoring Lab	9.35%	10
3	Writing Center	31.78%	34
4	TutorWV.com	1.87%	2
5	College of Education and Professional Development Praxis Tutoring	1.87%	2
6	Presentation Center	9.35%	10
7	Buck Harless Student Athlete Program	4.67%	5
8	H.E.L.P	4.67%	5
9	Other Academic Department on Campus-Please specify	14.95%	16
	Total	100%	107

Q1\_9\_TEXT - Other Academic Department on Campus-Please specify

Other Academic Department on Campus-Please specify - Text

SI

Chemistry Department organic chemistry tutoring

SBUS tutor

Accounting

Chemistry

Office of Career Education

Science department

Research Librarian

Marshall Tutoring before Knack took it over

Chemistry Dept Tutors

I haven't used any tutoring services.

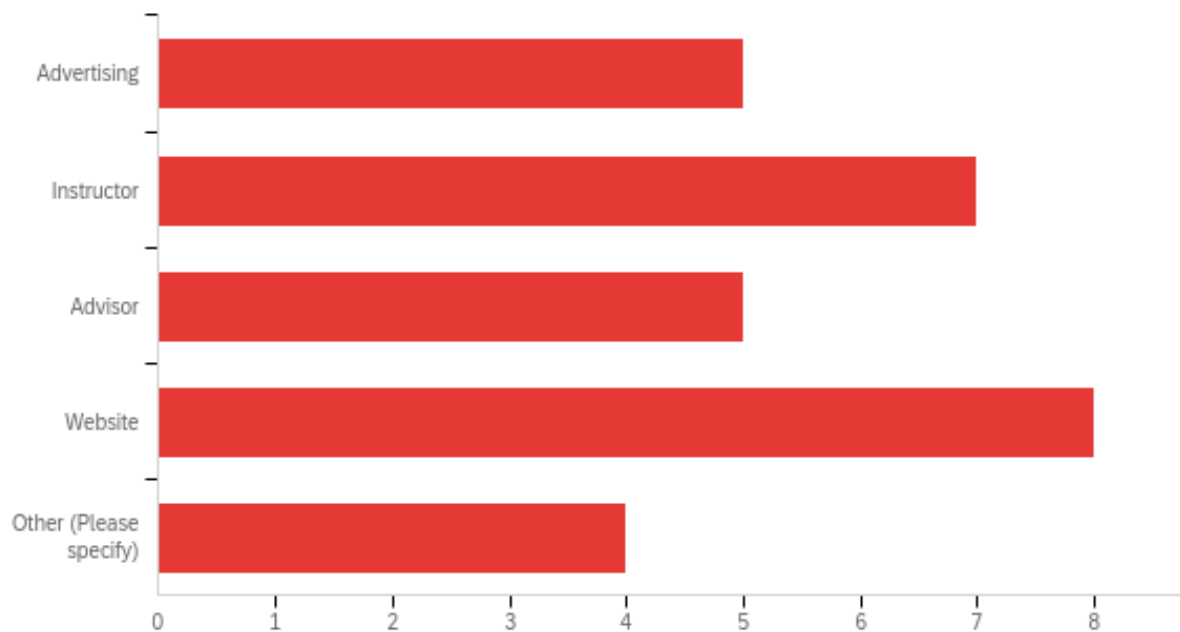
Chemistry

The only thing I could find to help me was my FAM.

None, besides friends that I know that have taken the course as guidance

Physics tutoring

**Q2 - How did you learn about Knack College Tutoring for Marshall University students?  
Please check all that apply.**



#	Answer	%	Count
1	Advertising	17.24%	5
2	Instructor	24.14%	7
3	Advisor	17.24%	5
4	Website	27.59%	8
5	Other (Please specify)	13.79%	4
	Total	100%	29

### Q2\_5\_TEXT - Other (Please specify)

Other (Please specify) - Text

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I was emailed by an employee at Marshall to request my services for tutoring.

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school email

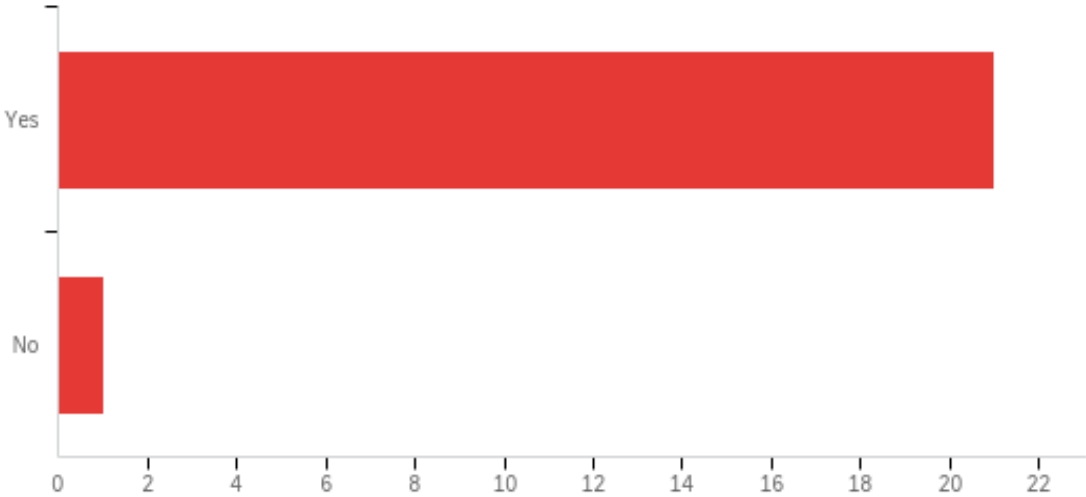
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Friend who teaches in anther field

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Classmates

**Q3 - Did you find it easy to create an account with Knack?**

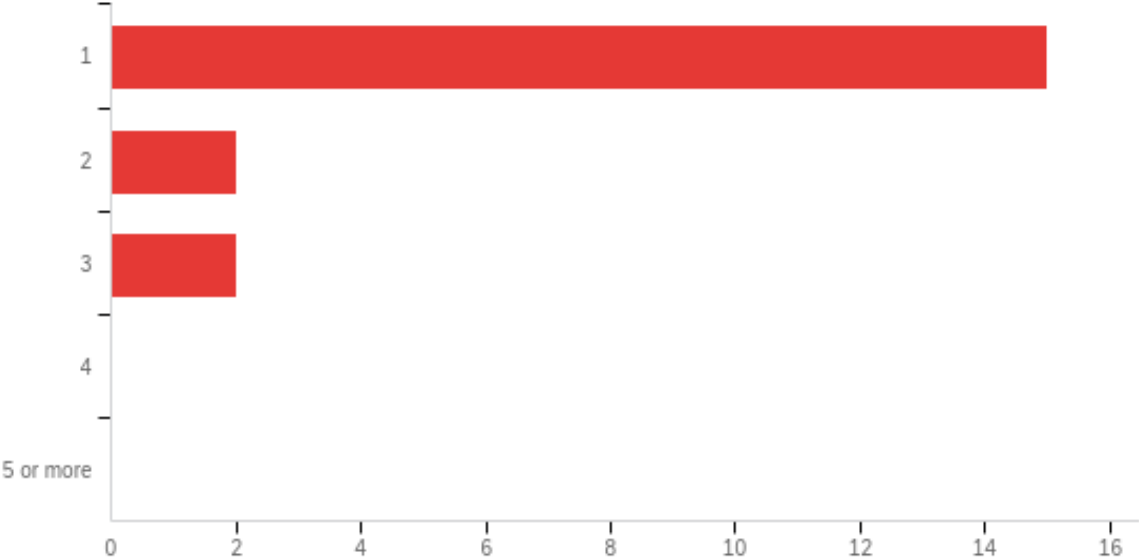


#	Answer	%	Count
1	Yes	95.45%	21
2	No	4.55%	1
	Total	100%	22

**Q4 - If no, what problems did you have?**

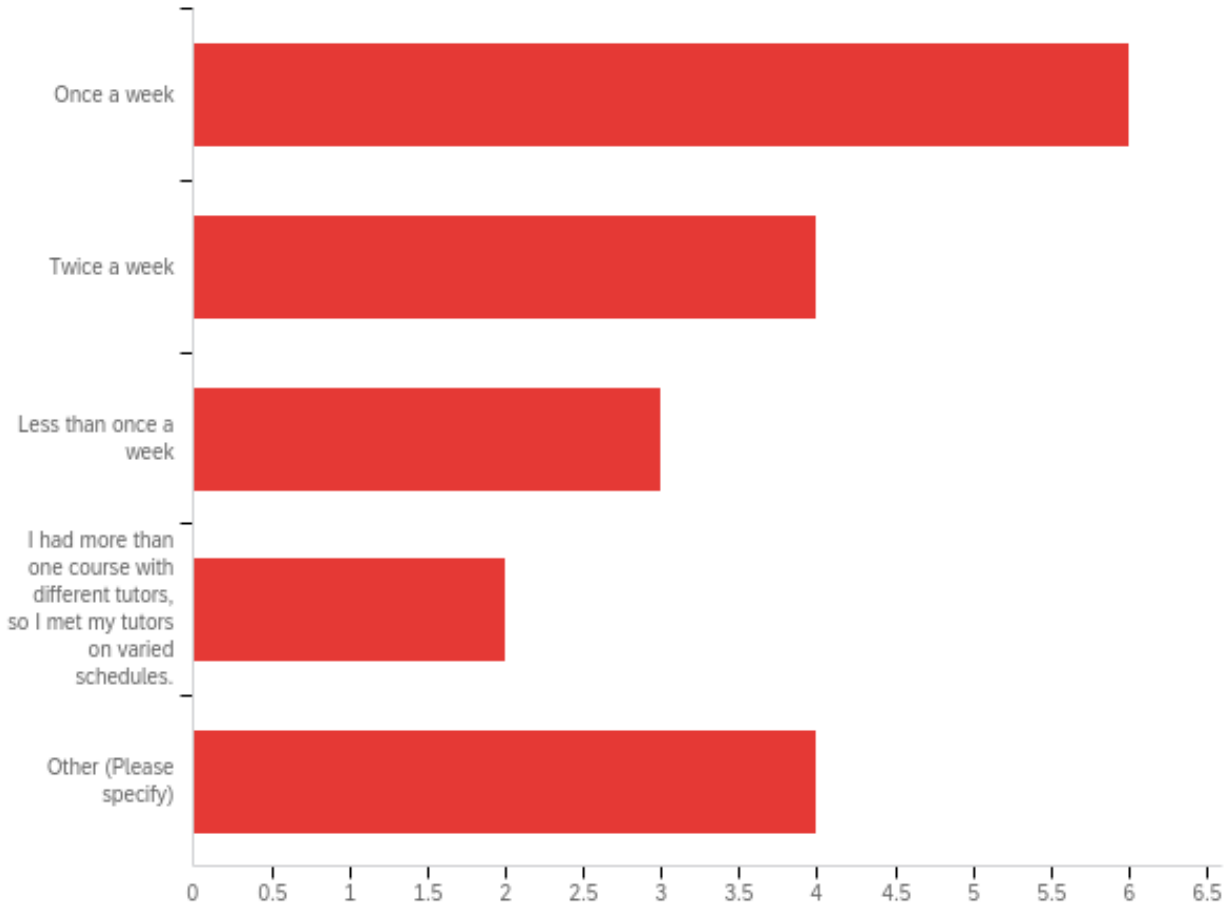
There were no responses to this item.

**Q5 - For how many courses did you seek peer tutoring from your fellow Marshall students?**



#	Answer	%	Count
1	1	78.95%	15
2	2	10.53%	2
3	3	10.53%	2
4	4	0.00%	0
5	5 or more	0.00%	0
	Total	100%	19

## Q6 - How often did you meet with your tutor?



#	Answer	%	Count
1	Once a week	31.58%	6
2	Twice a week	21.05%	4
3	Less than once a week	15.79%	3
4	I had more than one course with different tutors, so I met my tutors on varied schedules.	10.53%	2
5	Other (Please specify)	21.05%	4
	Total	100%	19

Q6\_5\_TEXT - Other (Please specify)

Other (Please specify) - Text

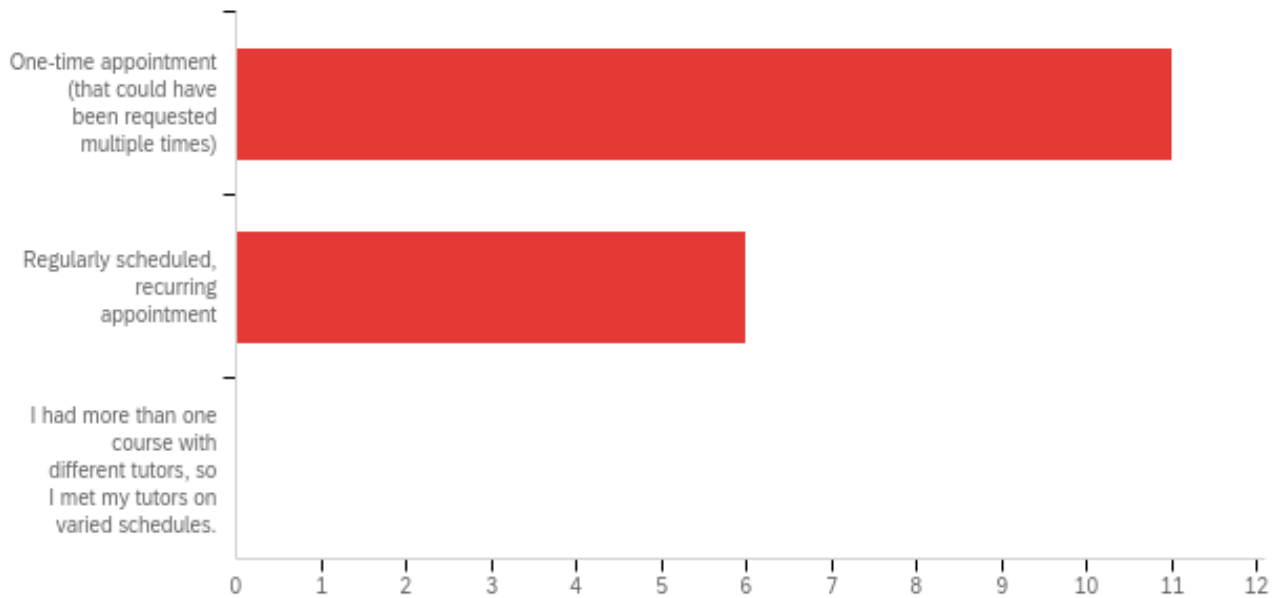
Only one meeting

None because no one every responded

I was actually a tutor not seeking help

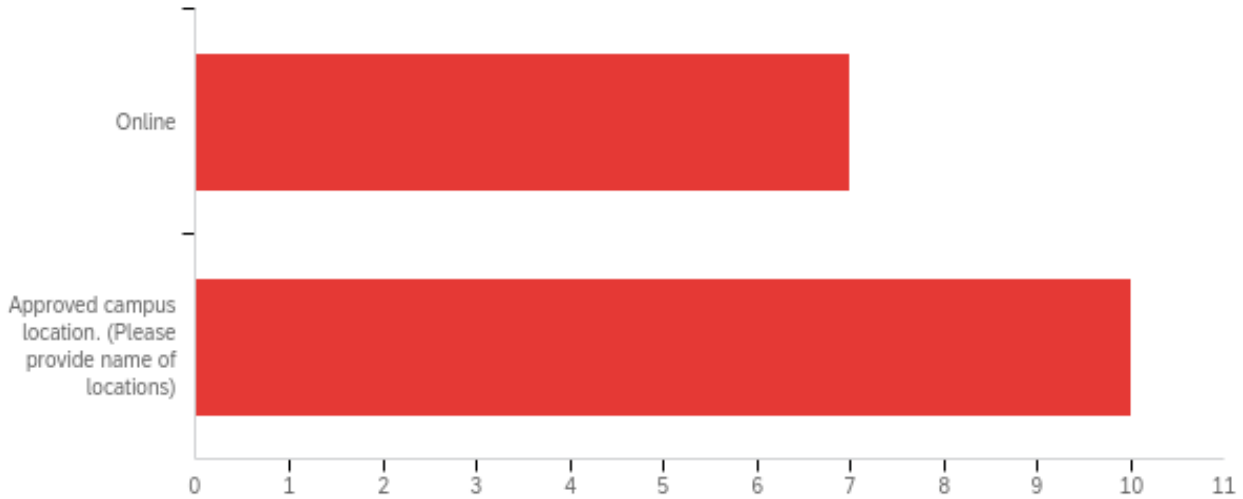
Never. The request timed out without a tutor being found.

### Q7 - Did you have a one-time appointment or a regularly scheduled, recurring appointment?



#	Answer	%	Count
1	One-time appointment (that could have been requested multiple times)	64.71%	11
2	Regularly scheduled, recurring appointment	35.29%	6
3	I had more than one course with different tutors, so I met my tutors on varied schedules.	0.00%	0
	Total	100%	17

**Q8 - Did you meet your tutor online or at approved campus locations?**



#	Answer	%	Count
1	Online	41.18%	7
2	Approved campus location. (Please provide name of locations)	58.82%	10
	Total	100%	17

**Q8\_2\_TEXT - Approved campus location. (Please provide name of locations)**

Approved campus location. (Please provide name of locations) - Text

library

Drinko

library

Memorial student center

Drinko

Drinko Library

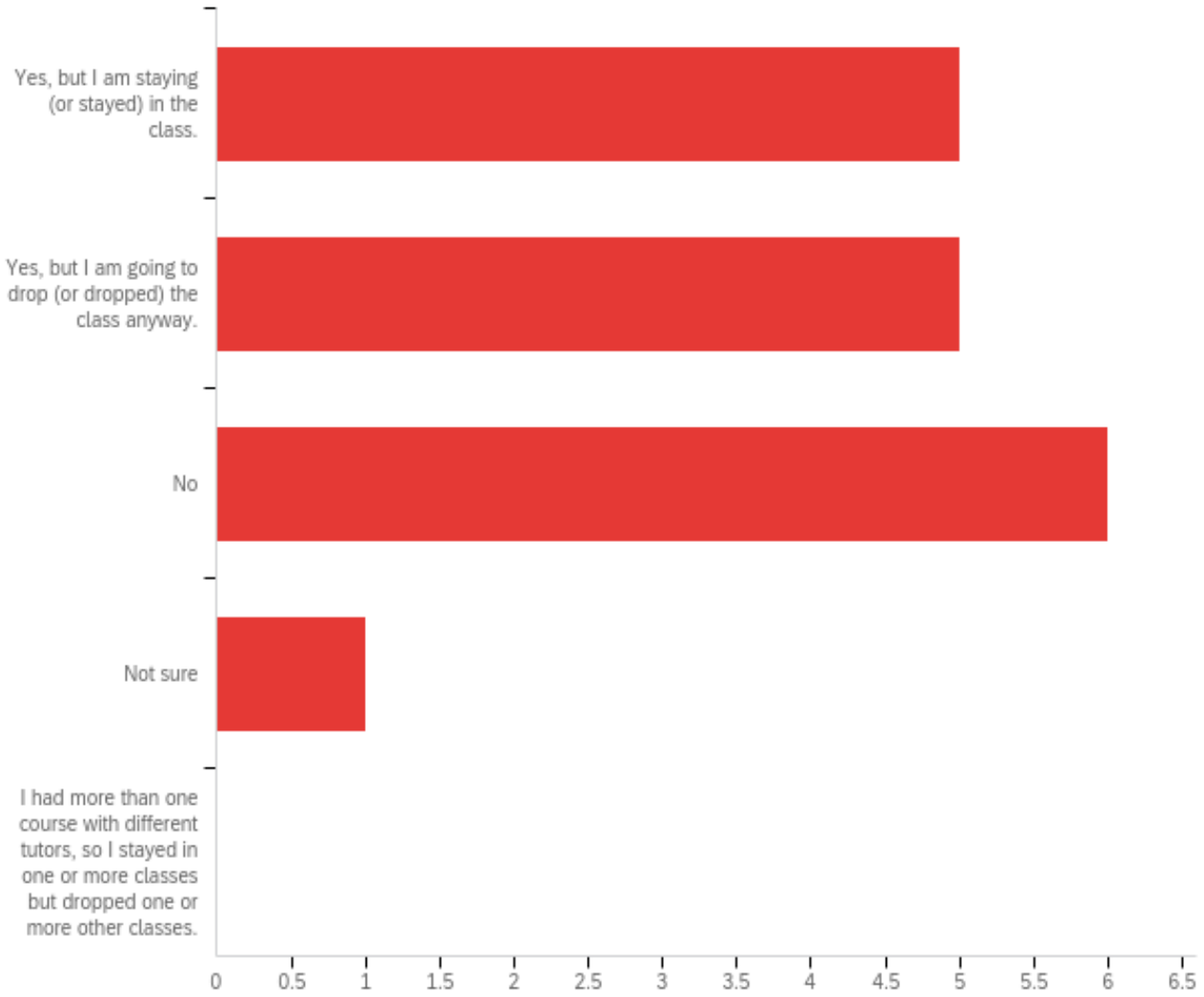
Library



**Q9 - Please rate each of the items below**

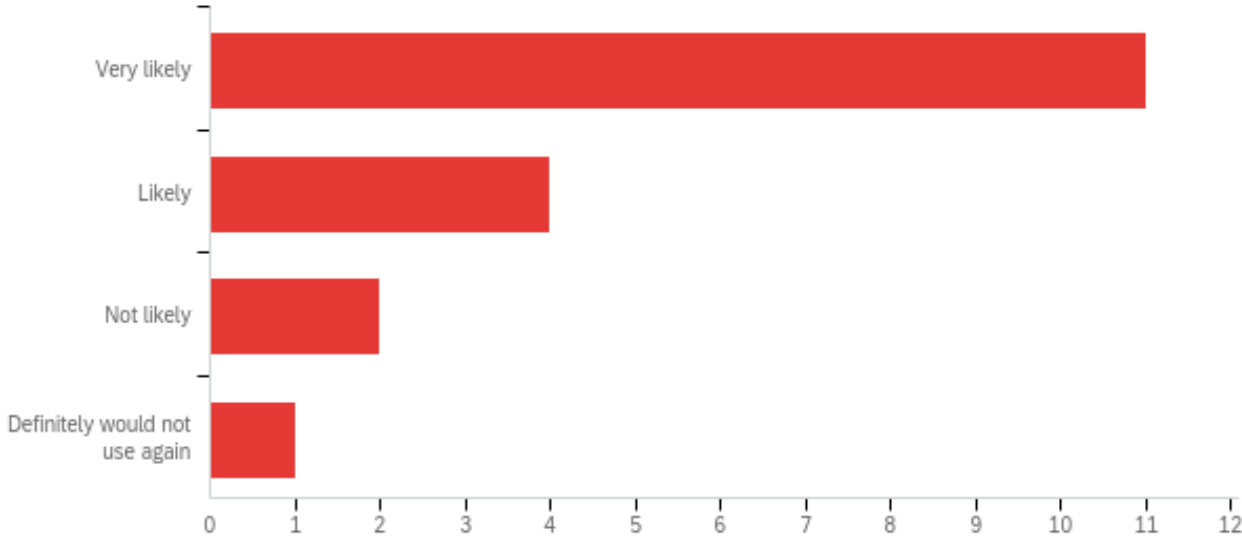
#	Question	Poor		Fair		Good		Excellent		Total
1	Helpfulness of your tutor	5.88%	1	5.88%	1	29.41%	5	58.82%	10	17
2	Content knowledge of your tutor	6.25%	1	12.50%	2	25.00%	4	56.25%	9	16
3	Ability to answer all your questions	5.88%	1	5.88%	1	23.53%	4	64.71%	11	17
4	Patience with you and your learning style	5.88%	1	0.00%	0	29.41%	5	64.71%	11	17
5	Convenience of appointment time	11.11%	2	5.56%	1	22.22%	4	61.11%	11	18

**Q10 - Would you have considered dropping the course without the aid of a tutor?**



#	Answer	%	Count
1	Yes, but I am staying (or stayed) in the class.	29.41%	5
2	Yes, but I am going to drop (or dropped) the class anyway.	29.41%	5
3	No	35.29%	6
4	Not sure	5.88%	1
5	I had more than one course with different tutors, so I stayed in one or more classes but dropped one or more other classes.	0.00%	0
	Total	100%	17

**Q11 - How likely are you to use Knack Tutoring again?**



#	Answer	%	Count
1	Very likely	61.11%	11
2	Likely	22.22%	4
3	Not likely	11.11%	2
4	Definitely would not use again	5.56%	1
	Total	100%	18

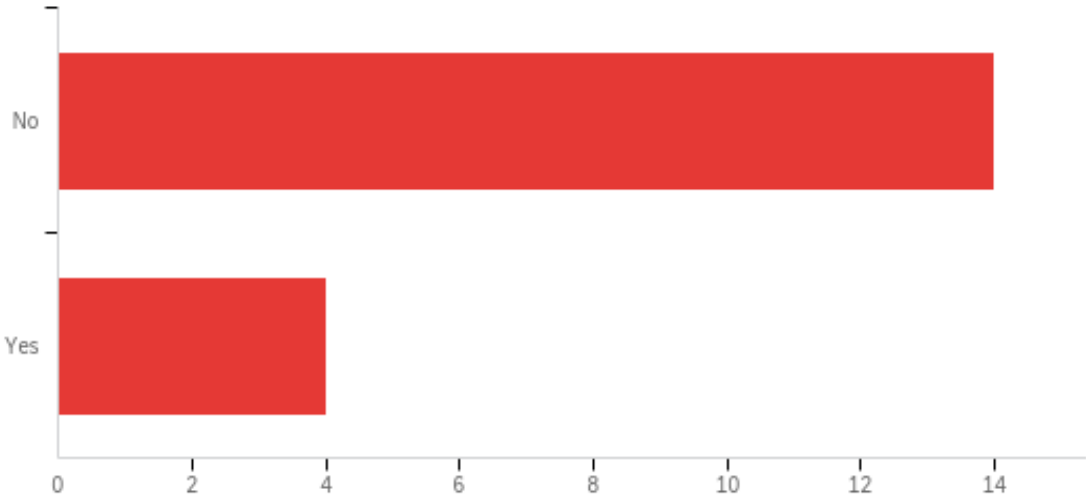
**Q12 - What was your tutor's name?**

These responses were shared with the Tutoring Office.

**Q13 - Please provide any additional comments here.**

Comments were shared with the Tutoring Office.

**Q14 - Did you use the on-demand professional tutors through Knack?**



#	Answer	%	Count
1	No	77.78%	14
2	Yes	22.22%	4
	Total	100%	18

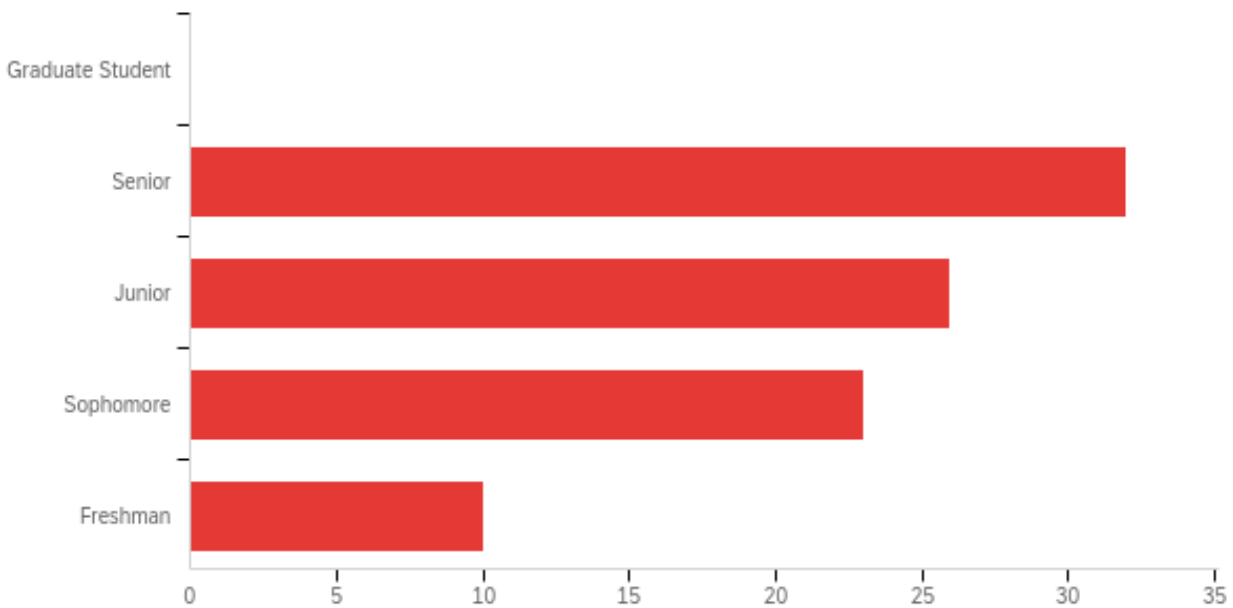
**Q15 - If you answered "yes" to the previous question, please describe your experience.**

This item had no responses.

**Q16 - Please share recommendations for better promotion of tutoring through Knack?**

Recommendations were shared with the Tutoring Office.

**Q17 - What is your current classification?**



#	Answer	%	Count
1	Graduate Student	0.00%	0
2	Senior	35.16%	32
3	Junior	28.57%	26
4	Sophomore	25.27%	23
5	Freshman	10.99%	10
	Total	100%	91