

2023-2024 Tutoring Center POS Survey Results

The Crafton Hills College Tutoring Center routinely conducts point-of-service surveys throughout the academic year to capture valuable student feedback. The survey questions explored topics such as navigating the center's services, feeling supported, increased confidence as an independent learner, and memorable tutor or experience. For the 2023-2024 academic year, a total of 118 valid responses were received. It's important to highlight that the survey is voluntary, both in terms of participation and responses to individual questions.

I know how to navigate the Tutoring Center's services.	#	%
Yes	95	97.9
No	2	2.1
Total	97	100.0

Please specify what Tutoring Center service(s) you find challenging?
N/A

The Tutoring Center feels like a supportive environment.	#	%
Yes	95	99.0
No	1	1.0
Total	96	100.0

Please specify why the Tutoring Center does not feel like a supportive environment?
N/A

After tutoring, I feel more confident as an independent learner.	#	%
Yes	94	95.9
No	3	3.1
Total	97	100.0

Please specify why you don't feel more confident after tutoring?
Because I never feel confident learning independently

Highlighted below are positive insights along with suggestions for improvements.

Positive Insights:

- Accessible and reliable tutoring services are highly appreciated by students for ongoing academic support.
- Effective communication and personalized support from tutors contribute significantly to a positive tutoring experience.
- Many students directly attribute their academic success to the assistance received from tutors.
- Students express widespread gratitude towards tutors and the tutoring center for their assistance. Many students attribute their academic success directly to the assistance received from tutors.
- The welcoming atmosphere of the tutoring center fosters a supportive environment for students.

Suggestions for Improvements:

- If not already in place, consider implementing methods to acknowledge outstanding tutors.

Did you have a specific tutor or experience that made a lasting impression on you?
Again [Name] helped me understand difficult topics in calculus today that was very helpful
[Name] was a very nice and helpful tutor
[Name] was very helpful and knowledgeable as an essay tutor!
All of the STEM tutors have helped me in one way or another.
All the tutors are helpful!
All tutors were professional and respectful, my tutor [Name] was very helpful in assisting me with questions I had and also had great advice on classwork.
[Name] and [Name] support through chemistry.
[Name] goes out of his way to help make chemistry understandable.
[Name] has been a tremendous help. I'm really thankful for his incredible support.
[Name] is the best tutor! He explains things in a simple way, and always helps us to better understand the material. Love him!
[Name] was a tutor who helped me in pass my second and third exam in chemistry and made the whole experience very enjoyable
[Name]!!! he is the best :D
[Name] was very kind and relatable, made me feel like I wasn't alone and that I was supported when I was struggling. It made me feel confident in my abilities to write well :)
[Name] is so selfless and smart!
[Name] helped me a lot 👍
[Name] was the best tutor I've ever had , he explains concepts super well
[Name]helped me understand c++ more easily.
[Name]!!! very knowledgeable & helpful
[Name]is a good tutor
[Name]is the best
[Name], he was very helpful and patient
[Name] has been very helpful and supportive when helping me with concepts I was struggling with
[Name] rocked he was my Si leader for discreet structures at crafton and was really good

[name] is the person who usually helped out the most and plus she remembers my name but she's been super helpful and helped me out with a lot of stressful essays so she deserves recognition
[Name], [Name], and [Name] have been great tutors!
[Name] helped me today he's amazing!
[Name] is the best he explains things to me in the best way so I can understand
Everyone is great, very willing to help and they don't make me feel dumb when I have a hard time understanding my work, I could have not survive the first two week of my class without the tutoring center. Thank you for having these resources available for those of us that need it. Special Thanks to [Name] they are truly amazing.
Every time I go to tutoring a get my questions answered thank you
[Name] is a really great tutor
[Name] and [name] has helped me tremendously during the semester, for all and any questions I had. I felt comfortable, not embarrassed to ask any questions I had, if my answer was wrong they would correct me with very helpful information. No judgement!
[Name] is an excellent tutor that makes learning a breeze!
[Name] she helped me today she's awesome
[Name] was great with helping me revise my essay!
I had trouble with preparing for my calculus final. I came here and a very nice dude helped me study for it multiple times in the weeks leading up to the exam. I ended up getting an A and passing my class. Now whenever I have a break between my classes I come to the tutoring center to get some homework done. Everyone there is really nice.
I think that [Name] always does a really good job at explaining chemistry and helping me through the class :)
I want to recognize [name], at the tutoring center. She has taught me how to write an essay and all the intricacies of it. She went above and beyond, and she made and printed out resources for me (like General Essay Formats). She's had a lot of patience with me, despite my disabilities. I think she deserves a raise.
[name] made a great impression. They helped me with my chemistry and [name] greeted me excitedly at the door. Definitely coming back!
[Names] these tutors deserve a little honorable mention.
[name] has been extremely helpful in my child development class. She takes the time to thoroughly answer my questions. Her test prep has been very helpful as well as it has helped me tremendously with our tests! She is willing to work with our schedules as well which I am very grateful for!
My [name] is a great tutor because he has organized notes that he finds fast and gives effective instruction upon Trigonometry. [Name] is also a great tutor because he teaches at a fast rate and makes me feel like an independent thinker. Together, these two have helped me progressively become better at trigonometry
My computer science SI sessions, and math tutoring
My experience was that I don't have to sit there and waste tons of time trying to figure out how to solve questions on my own. I'm also motivated to get my assignments done. And even when I'm done I still get to hangout.
My tutor is [Name] i have learned alot from her and has made my writing such better when shes tutoring me.
[name] is an awesome tutor! She is always so bright and cheerful and makes me feel so comfortable. I will definitely recommend her to anyone that needs help on their paper.
[name] are awesome
[name] makes a fantastic tutor.
[name] was an amazing tutor, his smiling brightened my day, and his tutoring was very helpful to me.
Specifically [name] has made a lasting impression on me because he is able to help students understand material and teach concept.
[name] tutor help me out so much I wanna thank her I forgot her name she works Tuesday

The tutor [Name] is always enthusiastic to help me, always ask me questions to make sure I am following and understanding the material. He does a fantastic job as a tutor, if I didn't have his help idk if I be passing my organic chemistry class.
The tutor I was with was very friendly and helpful. I really enjoyed my experience with her!
There amazing they can help us improve our grades and study
Tutoring with [name] really helped me out for chemistry.
Without this department, I would not have passed my English class.
Yes [name] are W tutors fr give these dudes a raise fr quit playing with the kid
Yes, [Name] has helped me and got me to understand hard subjects in calculus very helpful
Yes, [Name] was an amazing tutor and was really patient with me while working together.
Yes, working with [Name] has been a huge part of my success in math! She makes complex things easy to understand. That is a rare skill. She is no doubt the best tutor I've ever had. I schedule an appointment with her every week, and I will continue to do so throughout my whole duration at crafton.
Yes! [Name] is very sweet
Yes. [name] is a real helpful and patient person. She has assisted me in many assignments over this semester and always with a smile.