

Detailed Item Analysis Report

Student Success Center

5/10/2016

Experience Evaluation

Spring 2016

Which Center?

Mean: 1.00

Response	Value	Frequency	Percent	Graph
SLO	1.00	109	100.00	<p>A bar chart with a vertical axis from 0 to 100 in increments of 20. The horizontal axis has three categories: SLO, PASO, and Both. The bar for SLO reaches the 100 mark. The bars for PASO and Both are at the 0 mark.</p>
PASO	2.00	0	0.00	
Both	3.00	0	0.00	
Total Valid		109	100.00	
Total		109	100.00	

Which Service?

Mean: 1.33

Response	Value	Frequency	Percent	Graph
Tutoring	1.00	60	55.05	<p>A bar chart with a vertical axis from 0 to 100 in increments of 20. The horizontal axis has four categories: Tutoring, Study Area, Writing Center, and College Success Lab. The bar for Tutoring reaches approximately 55. The bars for Study Area, Writing Center, and College Success Lab are very short, each reaching approximately 3.67.</p>
Study Area	2.00	4	3.67	
Writing Center	3.00	4	3.67	
College Success Lab	4.00	4	3.67	
Total Valid		72	66.06	
No Response		25	22.94	
Invalid Response		12	11.01	
Total		109	100.00	

"No Response" = Blank

"Invalid Response" = mult choices picked

1. The Center is well-organized and easy to navigate

Mean: 4.63

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	68	62.39	
Agree	4.00	22	20.18	
Somewhat Agree	3.00	3	2.75	
Disagree	2.00	1	0.92	
Strongly Disagree	1.00	1	0.92	
Total Valid		95	87.16	
No Response		14	12.84	
Total		109	100.00	

2. It was easy for me to locate the information/person/service I needed

Mean: 4.68

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	73	66.97	
Agree	4.00	18	16.51	
Somewhat Agree	3.00	3	2.75	
Disagree	2.00	1	0.92	
Strongly Disagree	1.00	1	0.92	
Total Valid		96	88.07	
No Response		13	11.93	
Total		109	100.00	

3. The staff I interacted with were friendly and helpful

Mean: 4.68

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	73	66.97	
Agree	4.00	14	12.84	
Somewhat Agree	3.00	6	5.50	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		94	86.24	
No Response		15	13.76	
Total		109	100.00	

4. The layout encourages me to use the Center's Services

Mean: 4.57

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	67	61.47	
Agree	4.00	21	19.27	
Somewhat Agree	3.00	6	5.50	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	2	1.83	
Total Valid		96	88.07	
No Response		13	11.93	
Total		109	100.00	

5. The Center's hours are convenient for me

Mean: 4.60

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	67	61.47	
Agree	4.00	19	17.43	
Somewhat Agree	3.00	6	5.50	
Disagree	2.00	1	0.92	
Strongly Disagree	1.00	1	0.92	
Total Valid		94	86.24	
No Response		15	13.76	
Total		109	100.00	

6. The Center's environment is welcoming (clean and friendly)

Mean: 4.65

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	72	66.06	
Agree	4.00	13	11.93	
Somewhat Agree	3.00	5	4.59	
Disagree	2.00	2	1.83	
Strongly Disagree	1.00	1	0.92	
Total Valid		93	85.32	
No Response		14	12.84	
Multiple Responses		2	1.83	
Total		109	100.00	

7. The resources I needed were available and easy to access

Mean: 4.59

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	71	65.14	
Agree	4.00	17	15.60	
Somewhat Agree	3.00	6	5.50	
Disagree	2.00	1	0.92	
Strongly Disagree	1.00	2	1.83	
Total Valid		97	88.99	
No Response		12	11.01	
Total		109	100.00	

8. The technology available was adequate/suitable for my needs

Mean: 4.63

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	68	62.39	
Agree	4.00	20	18.35	
Somewhat Agree	3.00	4	3.67	
Disagree	2.00	1	0.92	
Strongly Disagree	1.00	1	0.92	
Total Valid		94	86.24	
No Response		14	12.84	
Multiple Responses		1	0.92	
Total		109	100.00	

I was able to get the help I needed

Mean: 4.55

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	65	59.63	
Agree	4.00	23	21.10	
Somewhat Agree	3.00	3	2.75	
Disagree	2.00	2	1.83	
Strongly Disagree	1.00	2	1.83	
Total Valid		95	87.16	
No Response		13	11.93	
Multiple Responses		1	0.92	
Total		109	100.00	

If I had to wait to be helped, the wait time was reasonable

Mean: 4.55

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	64	58.72	
Agree	4.00	23	21.10	
Somewhat Agree	3.00	6	5.50	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	2	1.83	
Total Valid		95	87.16	
No Response		14	12.84	
Total		109	100.00	

11. It was easy for me to locate/connect with my tutor

Mean: 4.46

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	65	59.63	
Agree	4.00	21	19.27	
Somewhat Agree	3.00	5	4.59	
Disagree	2.00	3	2.75	
Strongly Disagree	1.00	3	2.75	
Total Valid		97	88.99	
No Response		12	11.01	
Total		109	100.00	

12. The Center's noise level is appropriate for a tutoring center

Mean: 4.19

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	50	45.87	
Agree	4.00	24	22.02	
Somewhat Agree	3.00	12	11.01	
Disagree	2.00	4	3.67	
Strongly Disagree	1.00	4	3.67	
Total Valid		94	86.24	
No Response		13	11.93	
Multiple Responses		2	1.83	
Total		109	100.00	

Tutoring Type (check all that apply):

Mean: 1.07

Response	Value	Frequency	Percent	Graph
Drop-in	1.00	84	77.06	
Scheduled	2.00	4	3.67	
Online	3.00	1	0.92	
Total Valid		89	81.65	
No Response		17	15.60	
Invalid Response		3	2.75	
Total		109	100.00	

The tutor was approachable, courteous, and willing to help

Mean: 4.90

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	92	84.40	
Agree	4.00	6	5.50	
Somewhat Agree	3.00	0	0.00	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	

2. The tutor was patient and understanding

Mean: 4.88

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	91	83.49	
Agree	4.00	6	5.50	
Somewhat Agree	3.00	1	0.92	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	

3. The tutor used a positive approach, while being encouraging and supportive

Mean: 4.86

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	89	81.65	
Agree	4.00	8	7.34	
Somewhat Agree	3.00	1	0.92	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	

4. The tutor listened to me and addressed my concerns/questions

Mean: 4.86

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	89	81.65	
Agree	4.00	8	7.34	
Somewhat Agree	3.00	1	0.92	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	

5. The tutor knows and understands the subject matter of my courses

Mean: 4.86

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	89	81.65	
Agree	4.00	8	7.34	
Somewhat Agree	3.00	1	0.92	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	

6. The tutor helped me understand the course material

Mean: 4.78

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	84	77.06	
Agree	4.00	10	9.17	
Somewhat Agree	3.00	4	3.67	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	

7. The tutor explained ideas and concepts clearly

Mean: 4.78

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	81	74.31	
Agree	4.00	16	14.68	
Somewhat Agree	3.00	1	0.92	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	

8. The tutor used an alternative explanation if needed

Mean: 4.77

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	82	75.23	
Agree	4.00	13	11.93	
Somewhat Agree	3.00	3	2.75	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	

The tutor provided me with the learning tools, techniques, academic skills, and/or support needed for me to succeed academically

Mean: 4.71

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	79	72.48	
Agree	4.00	13	11.93	
Somewhat Agree	3.00	6	5.50	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	

My time with the tutor increased my confidence in succeeding academically

Mean: 4.79

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	84	77.06	
Agree	4.00	11	10.09	
Somewhat Agree	3.00	3	2.75	
Disagree	2.00	0	0.00	
Strongly Disagree	1.00	1	0.92	
Total Valid		99	90.83	
No Response		10	9.17	
Total		109	100.00	