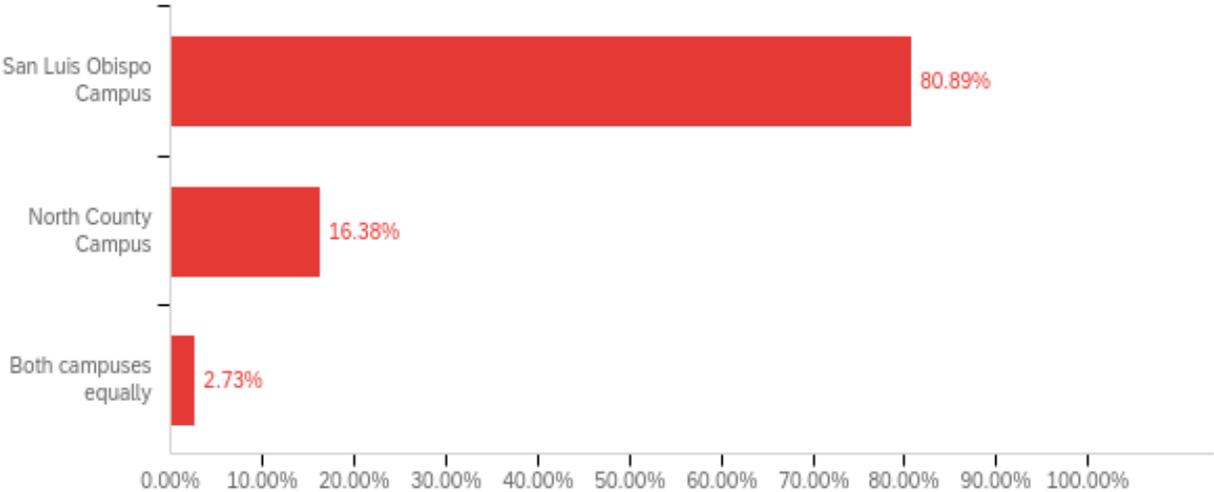


# Student Success Center Survey Results Fall 2019

Student Success Center Survey

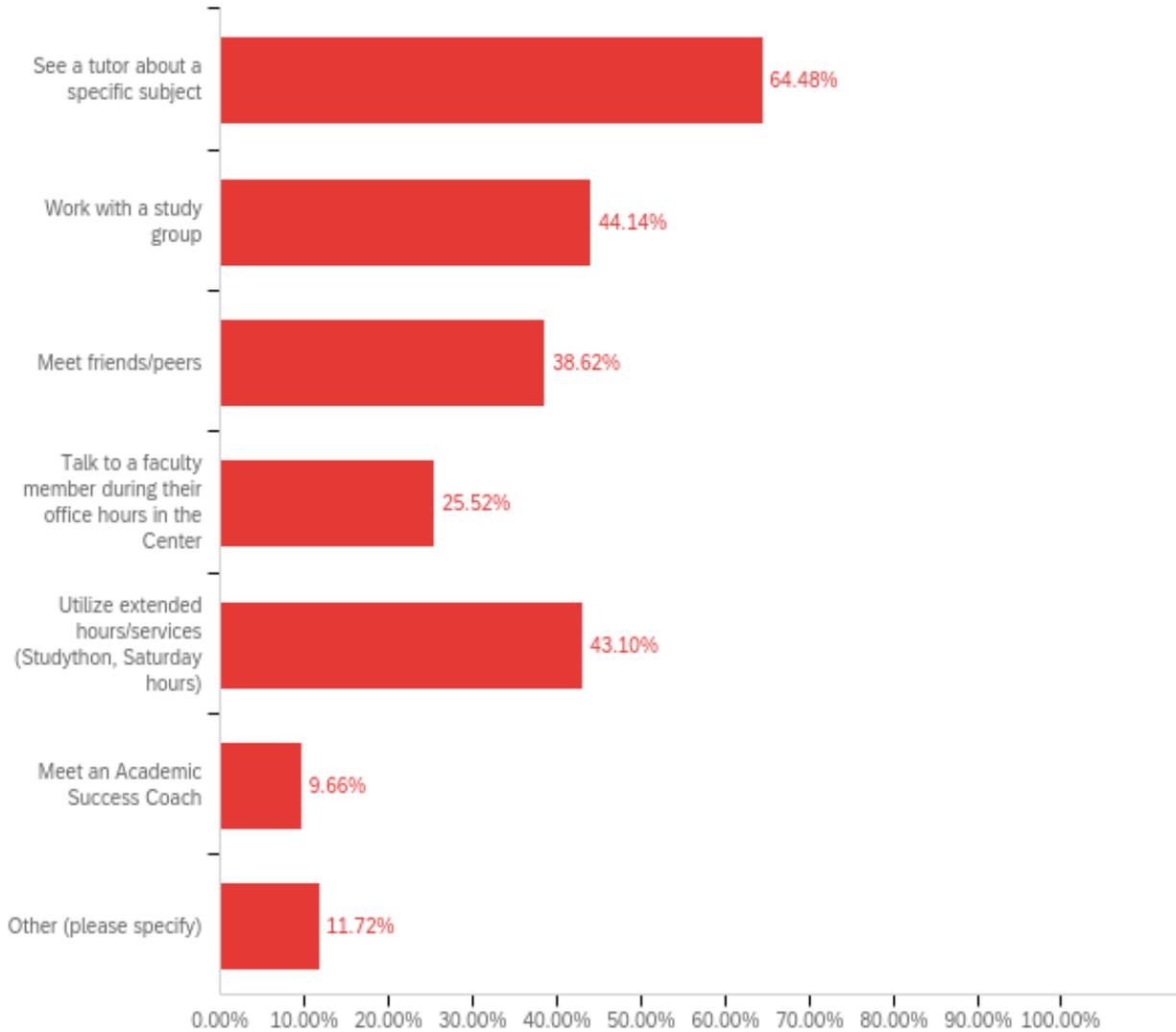
March 2nd 2020, 8:43 am MST

## Q1. Which Student Success Center do you most often attend?



#	Answer	%	Count
1	San Luis Obispo Campus	80.89%	237
2	North County Campus	16.38%	48
3	Both campuses equally	2.73%	8
	Total	100%	293

**Q2. What activities do you come to the Student Success Center for? Mark all that Apply:**



#	Answer	%	Count
1	See a tutor about a specific subject	27.18%	187
2	Work with a study group	18.60%	128
3	Meet friends/peers	16.28%	112
4	Talk to a faculty member during their office hours in the Center	10.76%	74
5	Utilize extended hours/services (Studython, Saturday hours)	18.17%	125
6	Meet an Academic Success Coach	4.07%	28
7	Other (please specify)	4.94%	34
	Total	100%	688

**Other (please specify):**

I don't take classes on campus, on line only

Study hall hours for sports

The student pantry

a focused place to work

place to study

study alone

math

quiet place to work

computers in tehcenter have the software needed for the class I am taking: quikbooks and excel

Tutor

Just a place to study

Study with friends

All of the above

It's a nice place to go and do my home work, free from distractions

To print for free

Academic Advising

Break time during class

Free snacks and tea

Go to DSPS office

I don't really go to the student success center.

Stats lab

Professor Ruppert held a final exam lecture for his classes! Best teacher ever!

Printing

A professor holds classes there during review days

Work on projects in a great environment

I go to math lab to get my homework done and have problems explained to me if I don't understand.

english lab

DSPS

Coffee

---

Use of DSPS services

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read, research

---

just to do homework on my own

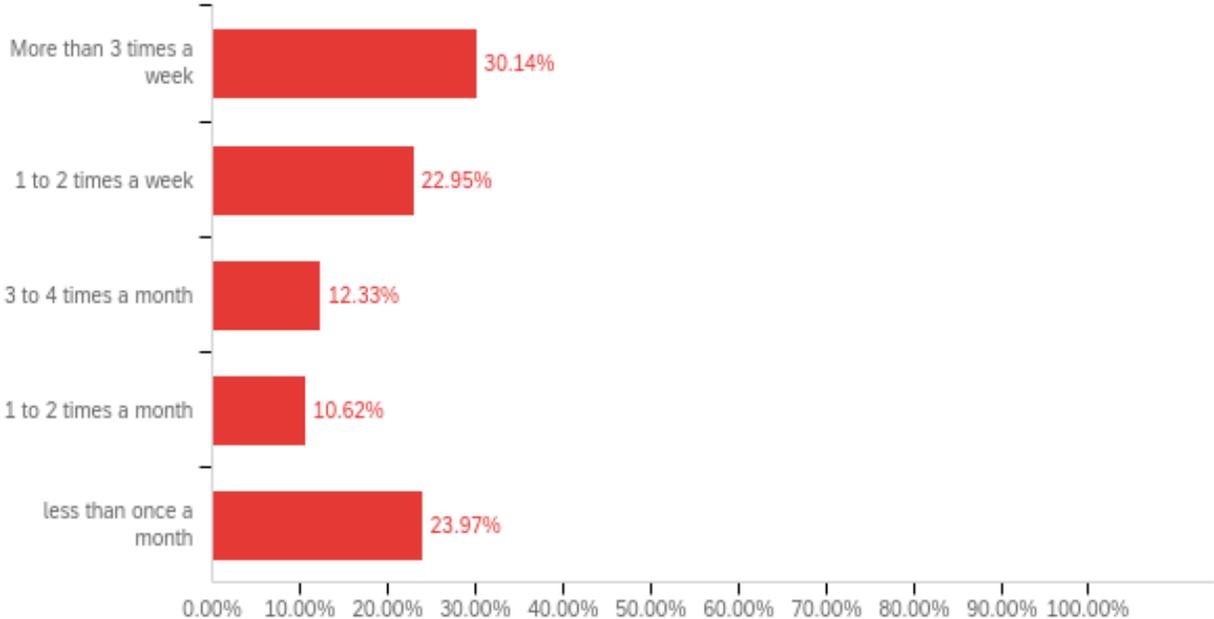
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Coffee

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Study, printing

**Q3. This semester, about how often have you used the Student Success Center for tutoring?**



#	Answer	%	Count
1	More than 3 times a week	30.14%	88
2	1 to 2 times a week	22.95%	67
3	3 to 4 times a month	12.33%	36
4	1 to 2 times a month	10.62%	31
5	less than once a month	23.97%	70
	Total	100%	292

**Q4. Which course or courses did you come for tutoring in this semester?**

Course Name	Course Name	Course Name	Course Name
Math 127			
English 201B			
Intro to statistics			
bio 201a	math 283		
Chemistry			
Chem 210			
Statistics			
Chem201A			
Art 200	English 201A		
chemistry			
chem 210			
math 283			
math 255			
math 128			
math 247	engl 201a		
math 265b			
math 230			
math 265B			
math 242			
chem 201a			
chem 127			
chem 127			
math 127	engl 201a		
EMS 201			
cis 217			
enlgish 201a	speech		
physics	math	chem	

bio			
calc 201b	Chem 201B		
phys 208a	math 283		
math 265B	phys 208A	Drama 240	
calculus II	Engineering		
English 201A	Stats 247		
Math			
Atch 105	Atch 158	Atch 125	
Chemistry	Calculus		
Math 265B	Chem 212A		
Stats 247			
chem			
enr 217	enr 226	enr 252A	
phil 206			
hist 207B	trig	materials engr	
calc 2	phys 208A		
math 265a			
calc1			
calc1			
chem 210			
engl 201c			
stats			
cis 241			
circuit analysis			
Applied Algebra			
Math 247 Statistics			
pre calc			
math 265A	econ 208B		
phys 208A	math 283		
math 265A			

stats	econ201b		
Acct 201A	Econ 201A	Pols 202	
math 265A	Chem 201A		
math 128			
math 265	Physics		
Quikbooks			
math 128			
math 127			
math 127			
MATH127			
PHYS 208B	MATH 283	ENGR 250	MUS 237
Statistics			
CHEM 210FL	COMM 201	HEED 203	
math 232			
Intro to Stats			
Stats			
ENGLISH 201A	Intro to stats		
English 201A			
Accounting			
ENGL 201A	Dra 200	MATH230	ANTH201
Intro to statistics			
Math			
201A			
English 201C	Business 218		
Math	Chemistry	English	
Math 247 Intro to Stats			
All			
Math 287	Static 246	Physics 208B	
Chem212A	Math287	Eng201C	
Bio 205			

Math 242			
Chem 201A	Math 242		
Math 287			
Math 247	Chem 210 FI		
Chem 201A			
ATHL 229			
Chemistry			
English	Math		
Math for the Humanities	Art Appreciation		
HIST 207B	MATH 230	COMM 215	
Math 247	English 201C		
Bio 201a			
Math 247			
Phys 208A	Math 283		
English 180	Sociology 201A	HEED 202	HEED 203
PSYCH 201	ENGL 201C	HDHS 212	COMMS 210
Intro stats			
Bus 218	Bus 245		
201A English			
MATH 220	ENGL 201A	PSYC 201	
Engligh 201A	Microeconomics		
Math 247	Math 147S		
Physics 208A	Materials Engineering		
Math 242			
Math 247			
Phys 208A			
Physiology			
Math 247			
math 291	chem		
Business Calculus			

English 201A	Math 247	Comm 210
Math127		
History 207A		
Math 242		
Chem 210	Math 242	
Math 128		
Psychology 201	Math 007	
Applied Befinning and Intermediate Alegbra attitude		
Math 220		
Chem 212A	Math 265B	
CHEM		
English 201B		
Math 243		
History 201A		
Calculus 1		
Calculus II	Physics 208A	ENGR 226
Math 247	Econ 201A	
Math 255		
Peds110		
Math232	Bus218	
Math 247	Psych 201	
English 201A		
Chem 201b	Engl 201A	
Math 007		
Math 283	Business Comms	
Math		
I did not come for tutoring		
Poli sci	Poli sci	Oceanography
Calculus 1	Physics 205a	
Calculus 1		

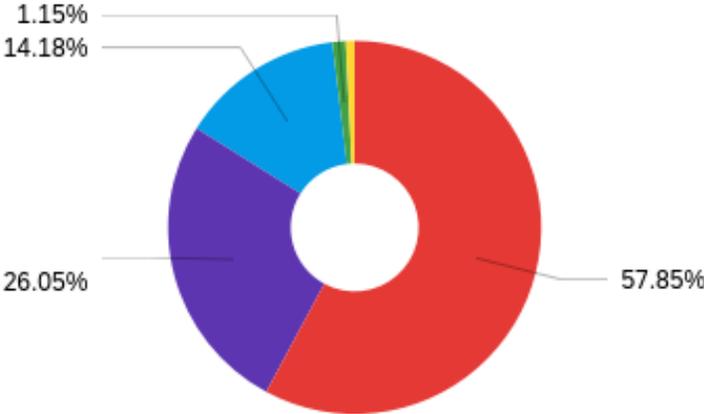
Math 230			
Intro to Stats			
Biology 211			
Math 128	Engl 201A		
Math 242	Trigonometry		
Sociology	TEAS prep		
CHEM 201A			
Math 255			
Chem 210			
Multicultural psych	Intro comp		
Math 247			
Precalc			
Psychology			
English201A			
HIST 207A	HEED 203	COMM 230	
Physiology			
Statistics			
Eng. 201C			
Sociology 201			
Phys 208 A	Calc III		
English 201a	Intro to Stats		
Math 123			
intro to stats	english 201A		
CHEM 210FL			
CIS 231	CHEM 210		
Mathematics	Physics	Science	
M-265	Physics 205 A		
MATH 283	MATH 287		
Math 247			
Cis	Calculus		

Archaeology			
Math 220	Art 200	ECE 201	
Physics 208B	Chemistry 201A	Math 283	
Calculus 2	Physics 208a		
BIO 201A			
MATH 247	SPAN 201		
Precalculus 242			
Math 255	Math 232	Econ	
Physics 208A	Calculus 3		
Math 245	Acct 201A		
PreCalc			
Math			
Physics	Calculus 2		
Physics 208A	Calculus 2		
Math 123	English 201A		
ENG201A			
Statistics			
ENGL 201A			
Calc 2	English 201A		
English 201b			
Math 155 business pre calculus			
Chem 201A			
Bio 206			
hist 203a			
Chem 210FL			
Microbiology			
Engl 201C	Hist 203A		
NONE	POO POO PEE PEE	PACO CHILD	ig: @caleb_shick
Chem	Physiology		
Math 232			

Math 230			
chem201b	math265A		
Math 265A			
Stats			
Statistics	History207a	QB accounting	Macroeconomics
Math 127			
English	Physiology		
Bio 204	Bio 206		
Chem212A	Math 287	Phys208A	
Math			
Stats			

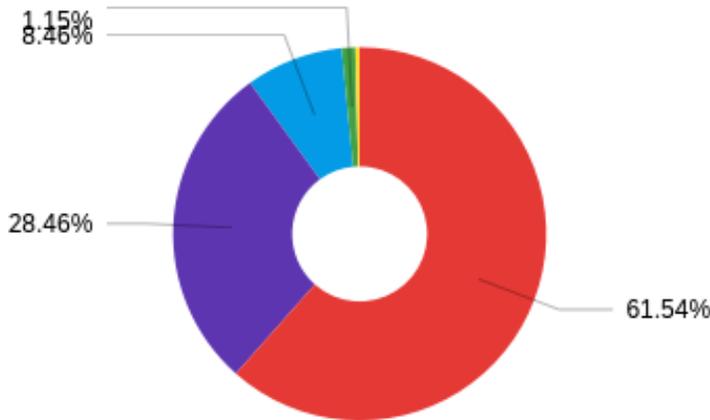
**Q5. My time in the Student Success Center has helped me to feel:**

More Directed as a student



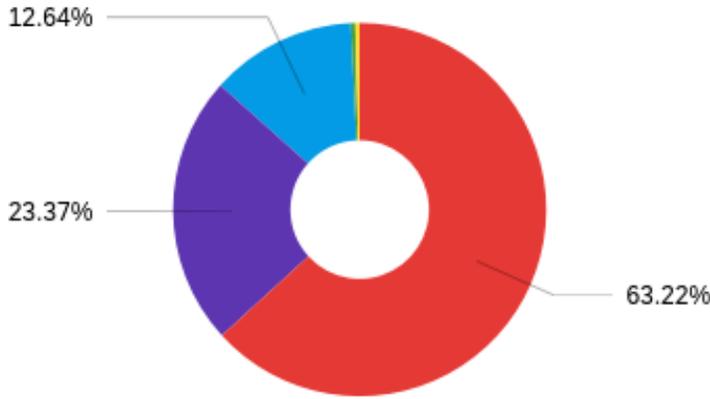
- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

More Focused in my studies



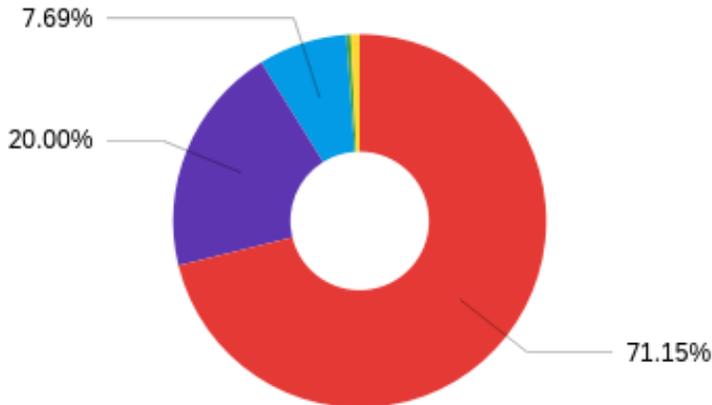
- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Valued as a student

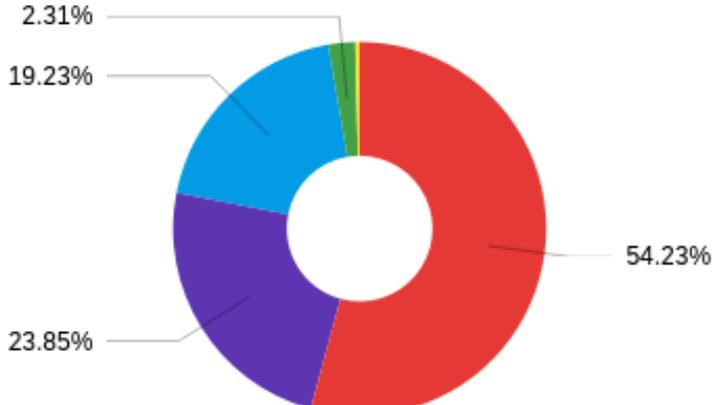


- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

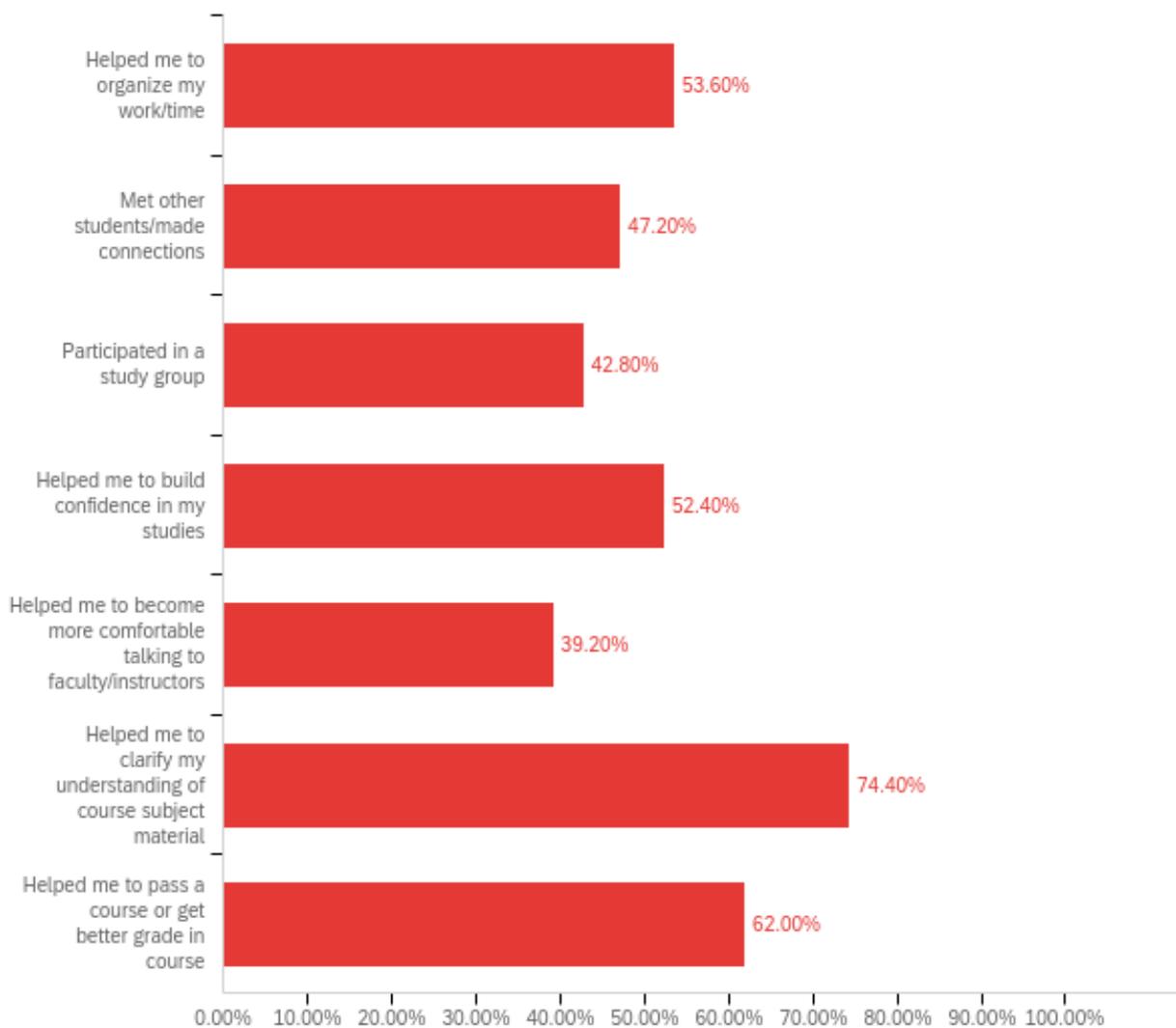
More Engaged in college



More Connected to other students and/or campus community

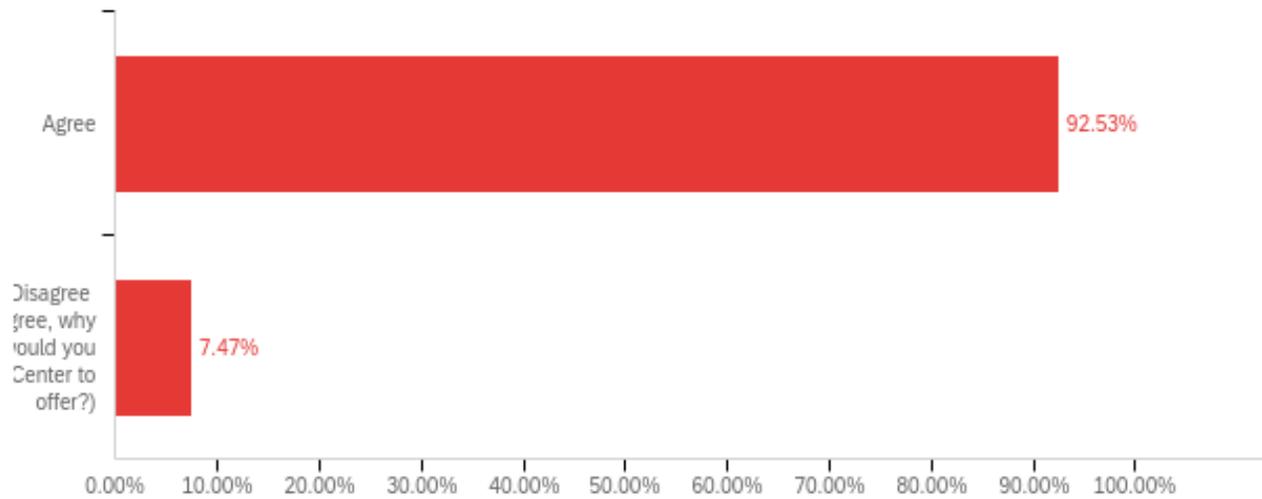


**Q6. How has the Student Success Center improved your student success? Mark all that Apply:**



#	Answer	%	Count
1	Helped me to organize my work/time	14.42%	134
2	Met other students/made connections	12.70%	118
3	Participated in a study group	11.52%	107
4	Helped me to build confidence in my studies	14.10%	131
5	Helped me to become more comfortable talking to faculty/instructors	10.55%	98
6	Helped me to clarify my understanding of course subject material	20.02%	186
7	Helped me to pass a course or get better grade in course	16.68%	155
	Total	100%	929

**Q7. Tutoring for the subject I most needed help in this semester was offered by the Tutoring Center.**



#	Answer	%	Count
1	Agree	92.53%	223
2	Disagree (If Disagree, why subject would you want the Center to offer?)	7.47%	18
	Total	100%	241

**Disagree: Text**

I was too confused too use the center a lot

CIS 241

would like circuits specificaly (enr 217)

Not many people know math 287

Math for the Humanities

ASL 201

Psychology

Economics micro

MicroEconomics

I never went for tutoring maybe next semester

trig

I agree but there were often times when there wasn't a tutor in the writing center

---

My main purpose is not tutoring. It's just a good work space

---

I only disagree because the stats lab to me doesn't feel welcoming such as the other ones so I don't find myself going there as much due to that yet I really need help

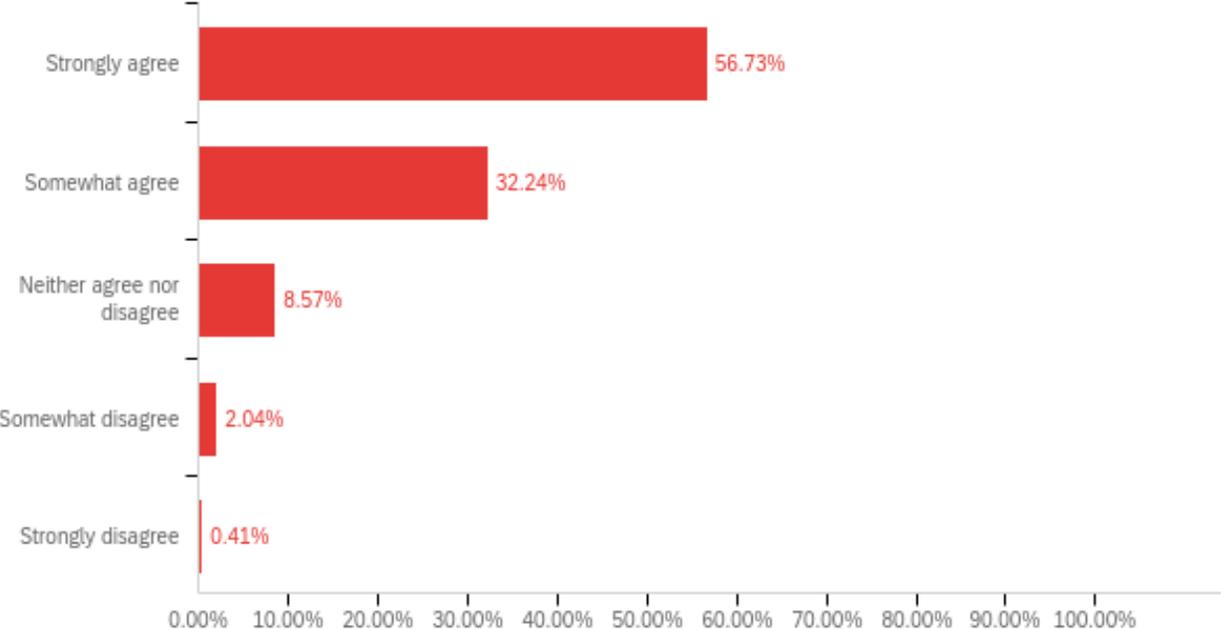
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more engineering tutors

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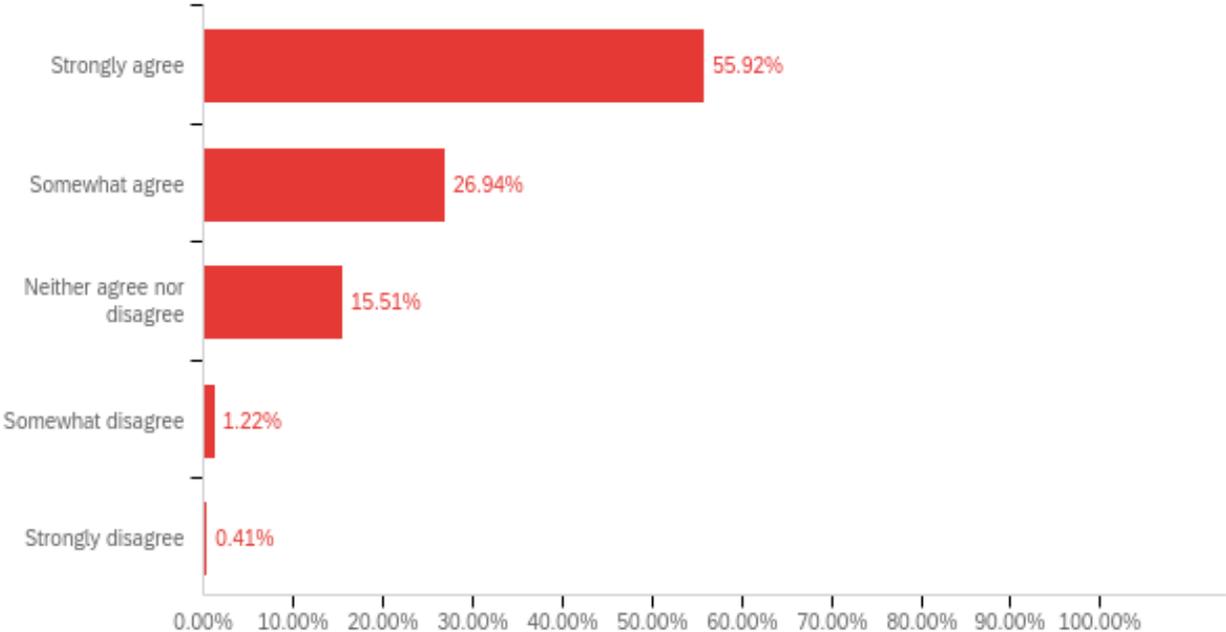
Microbiology

**Q8. When I finish a tutoring session, I feel like I understand the subject material better than I did before the tutoring session.**



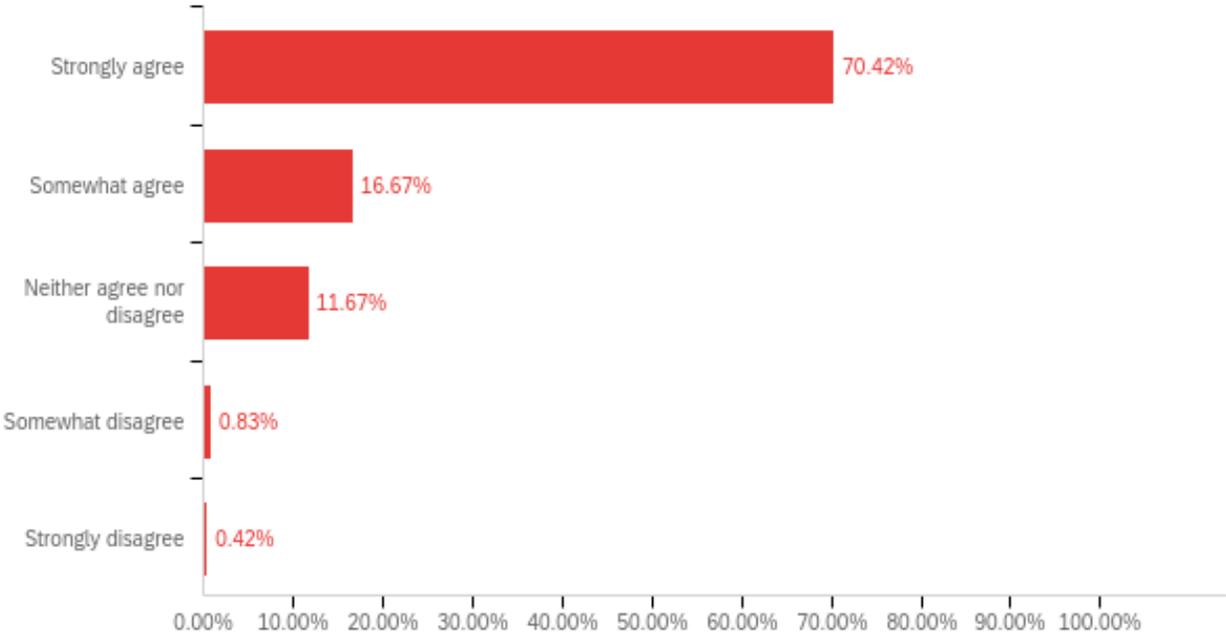
#	Answer	%	Count
1	Strongly agree	56.73%	139
2	Somewhat agree	32.24%	79
3	Neither agree nor disagree	8.57%	21
4	Somewhat disagree	2.04%	5
5	Strongly disagree	0.41%	1
	Total	100%	245

**Q9. Attending tutoring sessions this semester helped improve my course grade(s) in the subject(s) I got tutoring in.**



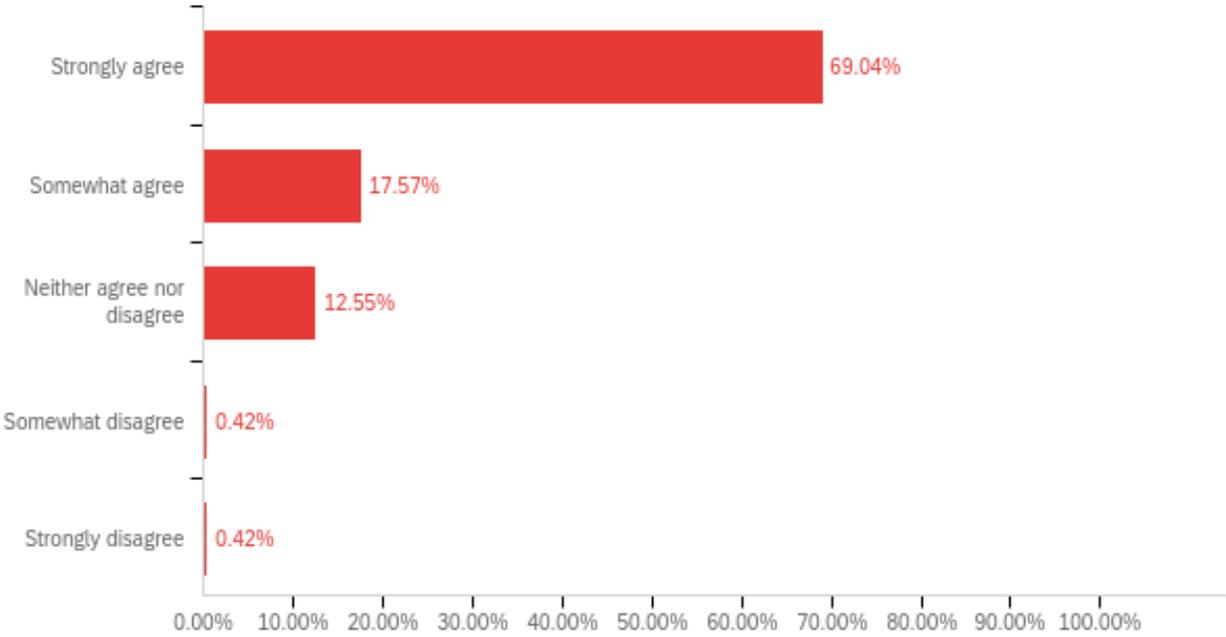
#	Answer	%	Count
5	Strongly disagree	0.41%	1
1	Strongly agree	55.92%	137
4	Somewhat disagree	1.22%	3
2	Somewhat agree	26.94%	66
3	Neither agree nor disagree	15.51%	38
	Total	100%	245

**Q10. My tutor(s) was/were knowledgeable of the subject material.**



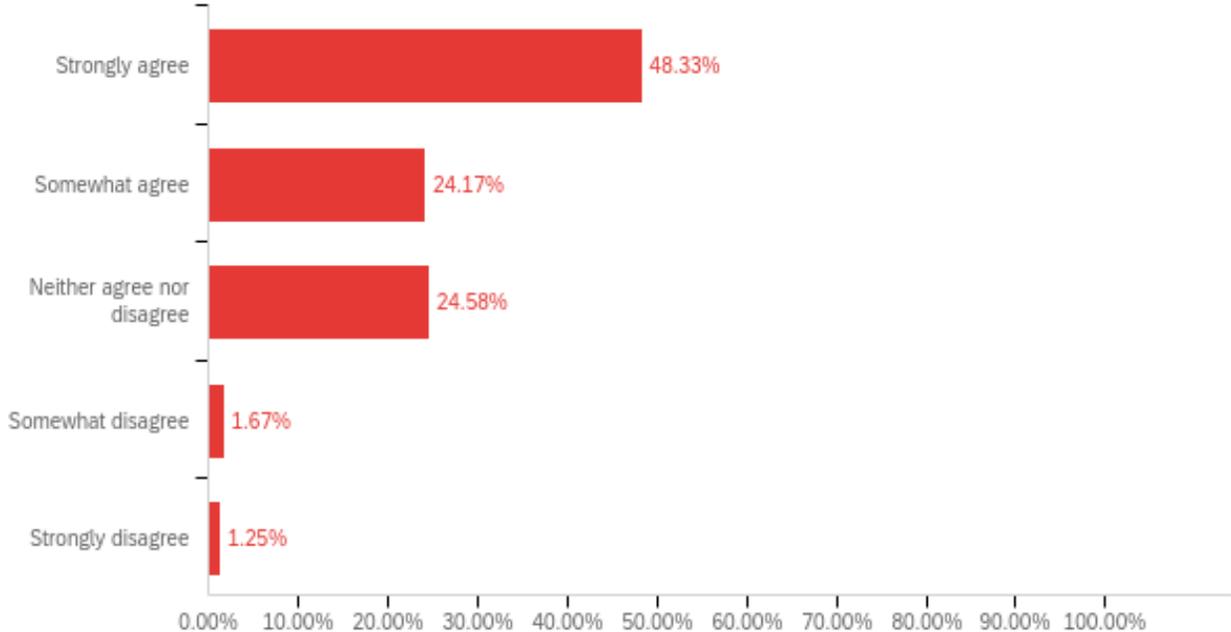
#	Answer	%	Count
1	Strongly agree	70.42%	169
2	Somewhat agree	16.67%	40
3	Neither agree nor disagree	11.67%	28
4	Somewhat disagree	0.83%	2
5	Strongly disagree	0.42%	1
	Total	100%	240

**Q11. My tutor(s) improved my overall understanding of the subject material.**



#	Answer	%	Count
1	Strongly agree	69.04%	165
2	Somewhat agree	17.57%	42
3	Neither agree nor disagree	12.55%	30
4	Somewhat disagree	0.42%	1
5	Strongly disagree	0.42%	1
	Total	100%	239

**Q12. My tutor(s) helped me with improving my study skills (e.g. test taking, time management, study habits).**



#	Answer	%	Count
1	Strongly agree	48.33%	116
2	Somewhat agree	24.17%	58
3	Neither agree nor disagree	24.58%	59
4	Somewhat disagree	1.67%	4
5	Strongly disagree	1.25%	3
	Total	100%	240

**Q13. What has been the most valuable experience you had in the Student Success Center this semester?**

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My most valuable experience in the Student Success Center was group work and group studying I did in there with classmates.

---

I appreciate the diversity of the tutors, their range of differences in knowledge and how they tutor differently or provide different tricks to complete a problem or remember formulas, etc.

---

Being helped to better my essays in multiple ways, such as spelling, grammar, organizing paragraphs, etc.

---

Studying with peers

---

Lots of great help to help me get a decent grade in my math course!

---

N/A

---

Developing relationships with other students taking or haven taken chemistry, which has helped me in completing homework or getting missed notes and forming study groups

---

learning the fundamentals of calc 3

---

getting help with test, homework, having someone explain things so I have have a better understanding of it.

---

the most valuable experience has been feeling connect and on track with the help of a tutor

---

studython

---

most tutors in the student success center have a genuine desire to assist students. they are patient and understanding. I appreciated the experience of being assisted by them and found value in their willingness

---

understanding difficult problems

---

better organizing by course material

---

all the availability of professors even if it was not the class was other professors were eager to assist in my learning

---

long periods of tutoring meals

---

tutoring food

---

I need a place to study on campus with extended hours

---

It helped me to become more confident in asking for help

---

It gave me a place to study for hours

---

finding people knowledgeable about math subjects

---

getting better grades

---

I value the tutors that are available. there is always at least one for any given subject

---

meeting new people who I became close friends with

---

math lab

---

learning calc and physics lessons I was no sufficient in

Meeting other students studying the same subject matter who also have questions and realizing I was not alone and help in present on campus.

one on one help

Na

tutoring

drop in for tutoring

dsps

studython

the student success center/ math lab has really helped me manage my time with homework and make connections with people in my class

just being able to complete the math lag anytime and get help

having tutors that are always available

the tutors

getting help with paper

able to talk about math with people instead of studying alone

area to spend my time between classes. Easy and convenient to attend and conducive to studying, whiteboards are super useful and best way to workout most problems

The most valuable experience in the SSC was getting clarification on how to utilize my text book to accommodate the instructors teaching methods.

most valuable experience being not knowing what I am doing and being able to raise my hand and have someone kindly and patiently explain and help me

ive become a better student and have increase productivity as well as decreased procrastination

improving my efficiency and collaborating with other students

to understand the course material in a more efficient and with a better understanding

meeting and correcting with my classmates

learning new study habits and getting better grades

learning better skills

Access to quikbooks software on the computers in this room enable me to complete assignments for the class

receiving help and receiving great grades

The patience from the tutors was really helpful. I wasn't rushed to learn

confidence gained by help of tutor monna

working with tutors

What has been valuable to me in the Success Center are the tutors' knowledge of the subject, their patiences in explaining the math problem more than one time and listening about my math concerns.

Meeting the faculty, meeting other students

Spending time working with my instructor in Chemistry one-on-one. It was extremely helpful in gaining a better understanding of the material and it was reassuring to know that he was there, reliably, if I didn't quite get it in class. I never felt like I was lost in doing homework or unable to complete an assignment because I had him to go to 3 times a week.

I know that the tutors are available, knowledgeable, and free, but I have never set foot in the center. I work 72 hours a week and take all my classes online.

math lab

the life coaches, especially janet who helped me out with my major

spending time with friends

When a tutor helped me understand a reading I was having trouble understanding for my english class.

Deeper understanding

Working with my group and having the aid of the tutor available in order to finish the assignment before it's due

Seeing the college community come together to help one another.

Learning more about chemistry and getting help with the assignments I needed it in.

I haven't been into the Student Success Center this semester, but in previous semesters I found it very valuable to have an embedded tutor in my classroom.

having a silent place to study away from home

Being diligent every week and going to office hours that my teacher held at the student center

The tutors in the stats lab are really helpful and all understand the material so well. I feel like I get the information a lot better after they explain it to me. They are always so calm, patient, and so nice!

I learned to prioritize my time when it came to doing homework efficiently

Studying.

Utilizing the study rooms.

Taking full advantage of the extra help provided for each and every course within the campus.

Fall 2018

Seth and Fred are awwwwwesome!

I had a special academic counselor they really help me with my personal stuff that I was struggling with at the DSPS office

This has been my first math class since 2008. I don't think I would have made it through without the Stats lab! I really hated the book, and the tutors were essential in helping to clear up my understanding.

Alex (physics tutor) has been extremely helpful and instrumental to my semester. He exhibits a friendly attitude and has understanding of the material at hand. He shows interest in the students and seems to genuinely care about their success.

The tutor Terry, who left around October, was the best tutor I've ever had.

Everything

Being able to have an amazing tutor and study group.

Using the extended hours on Saturdays to study more

Just going to a place that was available for school work. That I didn't need to be quiet but I still had to focus on work.

Getting helped on homework or subject I didn't understand from lectures

Building friendships with study groups

The Saturdays they stayed open Would like more weekend hours or days

It helps me have a nice quiet area to go and study and just relax and feel more comfortable learning my material.

There is no way I would have had the knowledge or resources or confidence on my own to complete the course I took without the tutors

The math lab

Getting tutoring help in English for my essay papers.

The helpful tutors and staff helped me to improve my grade in the difficult subject of Calculus. Without the center and their tutors I probably would not be successful in this course so far.

N/A

Help from the tutors

Learning.

The most valuable experience has been time. Studythons and Saturdays are the best

Helping me understand the subjects material better and feel connected with the school as a student. I also like the food and snacks they offered

Martha being knowledgeable.

I came to writing center the week before finals and received a lot of help, especially from Matt who was extremely patient, knowledgeable, and helpful. I came multiple times during the extended studython hours which I thought was super helpful and I appreciate a lot because I'm not always able to come get help during the normal hours.

When I got a tutor as good at explaining math as they are doing math alone I learned more in a few mins than I have elsewhere. Very encouraging!

The support of the people who work there and having a place to get free help, which is crazy private tutoring is so expensive. The SSC is such a gift.

The tutors are PATIENT. They reassure you to believe in yourself and not quit. They actually are willing to help you work through your studying. When they come to tutor that is what they do. Their time is spent either one on one or helping in groups.

Studying with friends

Learning different techniques to solve the same problem

Doing Homework

Tutoring assistances

Talking to Robert about chemistry.

Understanding the subject.

Dr. Novitsky holds his office hours in the Student Success Center. It makes him very reachable. The stress of meeting with professors (one on one) in their offices can sometimes intimidate me to where I just won't go to office hours at all. So seeing him in the Student Success Center helped exponentially!

None

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I got an A on a test because of my tutor.

---

Being in a space where I'm surrounded by people studying keeps me excited to learn. Being around people in general is much better than studying at home.

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Extra hours since my schedule is all over the place.

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I became more confident importing and exporting files in Lightroom.

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Studython

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Getting feedback on papers.

---

Meeting tutors I am comfortable with that can help me understanding math, I typically don't "speak math" but some of these tutors were able to really slow math down in a way I can understand.

---

Getting through Calculus one, and getting the help to do the homework, the professor's lectures don't cover many of the ideas needed, and the tutors help to make the homework and lecture blend and answer the unknowns as to how we approach some problems that professors don't cover how to perform necessary work.

---

getting help

---

A tutor named Liam gave me helpful suggestions on the archaeology paper I was working on (which hasn't been graded yet).

---

Having the solid space, and available time to work on major projects

---

Alex helped immensely with my physics coursework this semester as well as last semester. When feeling overwhelmed and overworked, Alex helped placed the concepts and courses into perspective.

---

I would say that my most valuable experience in the Student Success Center was actually last semester, studying with Alex, my physics tutor. He was unbelievably competent, approachable, and effective in his role as my tutor. I recommended him to everyone in my class. He was essential to my grade in that class.

---

Free tutoring with math, having someone to explain the stuff I didn't understand

---

They were great thank you

---

Working with other peers in the student success center has helped me make study partners!

---

I was able to complete all my math homework even if I didn't understand something. They helped me understand.

---

Tutoring

---

Meeting my teacher in his office hours here and having a place to study and meet other classmates outside of class.

---

The Math lab has helped me immensely. I am getting an A in math because of the tutors here. Without this math lab I would not have passed my algebra class.

---

Working with Liam in the Writing center

---

I'm not sure that this is the absolutely most valuable experience, but I pushed myself, and went to the writing center for the first time. The girl at the desk in the front of the downstairs success center was super helpful and friendly. I recognized her from the math lab upstairs which I have used very regularly when enrolled in math classes.

---

I visited the writing center a total of three times the first two were a bit vague. However, the third time I went was a lot more eye opening.

---

Making a break through each time I go and getting the answers I need to understand .

---

Unity

Being able to understand chemistry in college

---

Help and kindness from staff

---

Study groups and working with other students

---

The tutors, especially Nabil helped me improve my grade substantially. I thought I might have to drop the course until I found out about the student success center and gave it a try. Everyone has been really helpful and understanding and I'm glad we have such an excellent resource on campus and available to all at no cost.

---

Helped me stay ahead of my math homework.

---

just being able to do my homework and if i need help i can ask anyone it was probably have those people there in case you can do something on your own your not stuck at a wall

---

Scoring high on my term paper with the help of Alyse.(sorry if its misspelled)

---

Getting to meet with tutors who can help me on problems i need help with

---

Help with hw

---

I met Robert

## Q14. Are there any improvements or suggestions you have for the Student Success Center?

I know it would be difficult but if the Student Success Center could coordinate with professors and supply tutors with cheat sheets on their teaching style methods and or material it would help tutors tremendously and save tutors and students time.

Yes, don't have tutors that have been so long away from the subject that they are tutoring in that they need as much help as the student seeking the tutoring. They also need to understand that we are all under time constraints.

Everything is good already, but maybe add more tutors in the morning.

More help for nursing students

No

N/A

get a tutor for public speaking! And have coffee available more often and after 3pm

free coffee

no, every tutor is amazing. I have yet to have a bad experience

There aren't any improvements I can think of

nope

none

at this time I do not have any suggested improvements

na

nope. Amazing

I know its a problem not possible due to staffing but a small or big area that would be open 24 hours to study would be great

Include more food for study sessions/quarterly "studython" events I LOVED IT I think this will bring students closer as a community

none

more whiteboards for the math lab physica/bio/engr all other study sections

no

more training for tutors

The physics lab is significantly understaffed compared to the math lab. I have gone on multiple occasions and there were no physics tutors there. The ones in the math lab cannot always help,

None.

More tables and whiteboards and a lounge/ discussion area

Na

more olanxs

n/a all good here

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tutoring for accounting is a need

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no, I think it is really well done and very helpful

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Just in educating more tutors to understand statistics without the use of technology. (my instructor is old school did everything by hand)

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n/a

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it would be helpful to have longer hours for tutors. It would be nice to have tutors on the weekends as well

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some tutors need refresher courses in some subjects/ physics needs to be in the math lab or adjacent

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offer more business classes for tutoring

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If possible to be open later

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more group studying

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more student involvement

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Nothing--everyone was really helpful!

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no

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stay open on weekends

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Success Center could possibly have a one to one math tutoring session with tutor and student if the student really needs.

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No

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I would like to see them bring back the History and Social Sciences tutors. Even when I am not taking those courses it would be useful in writing papers and speeches for other classes that someone with that knowledge base be available for questions. History especially plays a part in almost all of the other subjects.

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more couches

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I love the staff. They are all really friendly. I guess more couches.

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more wheel chairs

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no

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Improvement of writing

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No

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Not that I can think of.

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More chemistry tutors then just Robert.

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More embedded tutors for classes.

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Headphone jacks on the computers would be great, a lot of students like listening to white noise

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Someone to remind students that this isn't social time, this is study time. Some students were very distracting because they were loud and obnoxious.

There should be a couple more writing lab tutors because I've gone in there for help a couple times, and there's around 1 or few tutors sometimes. They are super helpful when there are tutors but I don't see too many in there at least when I've gone in.

Offer snacks :)

Yes please let Maddie at the front desk know that she is distracting when she comes into the Physics center and talks all day with Alex very loudly. Many girls come into the physics center and talk to Alex and distract the whole room with their problems.

I would recommend that we have at least more tutors this time around.

Needed Econ tutoring...

No I just have to apply it for next semester

A box of earplugs for when it gets noisy. Sometimes focusing is a challenge, and it can get a bit loud.

It seems there may be a fair amount of student staff that "float" about socializing loudly. The staff seem to exhibit a relaxed attitude towards such socializing, which can affect the study environment.

Get better tutors, more student/peer interaction

None

No

NA

There were a couple of times when I would go into the student center 2 hours before the supposed closing time, and there wouldn't be any tutors in there for the following hours. Which makes it difficult with schedules, it would be really helpful for those who would like to utilize those last two hours! Also, it would be nice for tutors to maybe welcome students or address with a name tag or something because the tutors I know have their own work, but working constantly with their head down made it hard to figure out... just some suggestion! Thank you for your time and effort for us students!

none at the moment

More tutors for chemistry

No

More tutors! Pay them all the dollars!

no

Have healthy snack and drinks available for longer time periods.

Study Thon should be extended on Saturday during finals week to 10pm to allow students like me, who have jobs and families, more time to come study after work. Late hours are necessary for a student such as myself.

The front desk employees are often loud and disruptive

Great department

No.

keep up the awesome work

It will be nice if we can get some paper copy and print at SLO campus

More stats tutors.

No I think everything is being run amazing. I really appreciate the help that's available to students, and providing us with snacks and meals really shows that you all care about our success which feels really nice. I wish more people were utilizing these resources because I think a lot of students can benefit as much as I am.

\*need something like a "Take a number" system so help isn't taken out of turn from you by the most aggressive students. They don't care if you've been in line for 30 mins. They just want help NOW. \*Maybe suggest groups of students no longer working on homework who've moved on to eating and talking and socializing continue in the library collaboration area or somewhere else so its quiet enough to think in the student success center.

not Really

Pair with professors and offer quizzes before tests or exams that students can voluntarily take before exams to see what they are lacking to better prep and study for the actual in class exam. (Maybe professors will give out extra credit) the quizzes can be taken inside the math tutoring labs.

Nope

Give these people a raise they work hard and I'm glad to have them as a resource

Open Later

Keep the noise level down.

It's extremely loud and used as a hang out...which is a major deterrent for those of us who cannot focus when it is loud. I made it a point to go to Dr. Novitsky's office hours in the Student Success Center, but that's the only studying I could do in there. Once he would leave, I would go study in the library.

Staff Lack of professionalism, lot of grab ass by staff at front desk. Yes we should have fun at collage, but if your On the clock your On my tax dollar, they could try to be A little more courteous, and polite. Not just sucking up coffee and acting like childish. Professionalism Ps tell Liaman to speak softer.

Free food so I don't have to leave campus and disrupt my studies.

It would be nice if some of the tutors were trained better. Some of them don't know how to teach very well and often don't know the way to solve a problem, it ends up wasting studying time in the long run, so I'm very careful who I ask help from.

Nope

Extended hours for ESL.

More hours for studython

I think that it might be helpful for tutors to have a little background knowledge in dealing with DSPS students.

One of your workers is always very friendly, however, she is SO loud and distracting.

Better Friday lab hours and advertising tutors I could also pay to help me out at home.

Keep up the good work while improving from the tutors and students as you go through the growing pains of each semester, Don't believe that all semesters are cookie cutter models, and tutors have to evolve with the environment and students.

no there vary helpful

Not that I know of

None

I think that the student assisting the checking in/out could be a little better at greeting students and explaining where they should go. I don't have any social anxiety, and still felt a little nervous and unsure of where to go or how to meet with a tutor when I first walked into the Student Success Center. If the student worker greeted students walking into the center with a big smile, and asked how they were doing and how they could get them

connected with the tutors, I think that would be helpful for students with mild apprehension about approaching strangers and asking for help.

Tutor's with more knowledge and also more willing to approach the student rather than the other way around.

They were great thank you

Possibly more organized tutoring in the physics center. Having Tutors preparing themselves on what the students are being lectured on to ensure max time efficiency! (Tutors take a long time)

None

More Tutoring hours

More hours

more snacks and coffee to fuel students who are studying hard and have a low budget/ don't pack themselves food.

Nope! It is just right!!

More interaction tutor to student, I provided writing work and I asked for help in improving areas in my essay, but they basically heard my questions gave me my work by and said ok now do it. Leaving me in square one, I was not guided in the right direction. Meaning if I take my work and ask for help in figuring out how to properly format my essay don't give it back to me and expect me to figure it out on my own. Direct me on how to start, for example: paragraph one needs to be indented, never end a body paragraph with a quote, never leave an orphaned sentence etc.

Yeah I'm not sure of his name but the tutor with gray hair semi older gentlemen. Please just let him know that making comments about lack of skill in my subject that I'm getting help in is not encouraging I'm obviously there for help not to be discouraged and put off and that is exactly what he did.

More coffee oatmeal

A water bottle refill station would be great so students don't have to walk all the way to the cafeteria to refill their reusable water bottles.

Have better control over the disruption from students not studying in the center

Needed some to be more visual and our there,. Alot of services I did not know about. Need more flyers promotion etc

The microbiology tutor was never available.

Some of the tutors had a hard time helping me at times and sometimes they seemed uninterested in helping out, but most of them were great.

Sometimes there are not enough tutors.

its doing pretty well so far im sure there is something but nothing at this time

the whole I-can't-help-you-solve-the-problem-but-let-me-show-you-an-example thing. I know how to do the problem but I don't know how to solve that problem. It's frustrating and doesn't help me at all.

More coffee

No

none

I think the stats lab needs a lot of attentions. There is a women in there named Alysha, she was absolutely horrible. She was mean and kept leaving when I and other students needed her the most. She would always avoid the questions I had and this happened on multiple occasions. I did not feel helped at all. I was then suggested to go upstairs and get help in the math lab which was so much better.



## Q15. Is there anything else you want to share about your experience in the Student Success Center?

I realize after my time at being in the student Success Center that the tutors really make the Student Success Center great. I definitely encourage training tutor to be the best they can be and as a result I believe students will strongly believe that they are improving significantly due to the help they receive.

Nope, I love the Math Lab.

No

N/A

Than god for the tutoring center and bless the faculty who stay to help their students. It's super helpful to be able to work one on one with your professor and knowledgeable tutor.

no :)

I love it here. Everyone is nice and friendly

no thank you :)

I really appreciate all the help the tutors have provided

people are very interactive and collaborative. It needs to have more space

thank you for all that you provide

no

I like that there are computer and hook ups to charge devices that you use for studying

I enjoy the fact that we receive food. Sometimes I don't have enough time to cook at home and it causes wasted time to drive back and forth. I love all the tutors in the math lab

I am very thankful that it is here. I would not have gotten as far as i have without help. The staff is amazing and provides a stress free space. I feel supported and heard.

perhaps update the schedule for tutors available ours. Some tutors availability doesn't show up on the screen when walking in next to the sign in computers

I love studython

na

I provides a good place for me to sit down and get work done.

Good environment

The Student Success Center is a great place to get a better grade in a particular subject area from his or her teacher.

great environment

Na

why didn't I come sooner?!

thanks

not at this time

I would recommend this to everyone at Cuesta!

great study atmosphere, helpful and friendly staff

The tutors are great and they helped as best they could considering.

most of the tutors are very friendly

its great having a place to come where people are eager to help and give advice

the student success center here at cuesta college is the best success center that I have ever utilized

nope. thanks

tutors are great!

Tutors Brian?Bryan and Zoe were really helpful

Very friendly staff and eager to help students. Excellent overall

maybe more hours open would be beneficial

When I am not at school, I am at work and can't make it to the math lab, Keeping the center open on weekends would help me immensely.

One day I just said that "I just do not understand this concept, could you please explain it again, maybe the first time I could just listen and then the second time I will take notes?" and they were more than happy to do this for me.

THANK YOU!!! I couldn't have passed Chemistry 210FL without the Tutoring Center! Between my instructor and other teachers in the subject being available, the extremely knowledgeable tutors and the connections I made with other classmates which lead to an outside study group that met most of the semester, I was given all the tools I needed to finish the semester with an A (!! ) on the final and a solid B in the class! And I was terrified of this class when I started. THANK YOU FOR BEING HERE SSC!!!

Thank you for making this available for those who need it.

nope

I have met so many new friends through the center and my study skills are definitely improved

no

Visit more often

dsps is the biggest part of the reason I go they are very helpful and inclusive

Keep up the great work!

Chemistry seemed to fill up the fastest, it would be nice if there were extra seats to pull over or another desk.

Joey is the best tutor you guys have.

I believe that this has been the best tutor experience I've ever had.

I like the people who work there. It's my college "safe place"

Not really no

Brea was an amazing tutor! Offered so much knowledge and study tips while also being so fun to hang out with! She helped our study group immensely!

NA

Elise is great and all the tutors great staff !!

They're the best

It has helped me more in the past but still is a continuous help with current classes.

More physics tutors!

No

No.

thanks for the free snacks!!!!

No

Nope

\*Too few math tutors. Many days I experienced a 45 min wait time between questions. \*Too much loud talking. I came in for a quiet study environment where I could get questions answered if I got stuck on a problem. Sometimes the tutor area is more like a cafeteria! \*Overall, very grateful for the help and encouragement from the tutors!! Glad theres a place like this! Very welcoming and helpful!

The SSC is the one thing that has made me feel involved and engaged in school. You guys are doing something right.

I truly would not have passed any of my math classes to graduate without the help of ALL the math tutors. I appreciate the flexible hours because most of work right after class. I also am very grateful for the tutors being so calm and always having high positive energy. I spend a lot of time in the math lab because I need it but I will say the more time spent the better my math skills have gotten over this past year. I am truly thankful to them all.

It's very much appreciated



No

Love the professionalism and knowledge of the tutors!

Thank you for all you do!

What a rip I was charged for accessing the center the English labs tutors weak. Not all courses offered tutors. Improve your center's personal.

I appreciate the SSC.

My grade went from an F to an A in precalc once I started using the math lab. I would not have been able to succeed if it wasn't for the amazing tutors. Surprisingly the math lab has become a social hub and I've made heaps of friends that I see outside of school now. I was also introduced to grants and clubs I would not have sought out on my own.

I'll be back again tomorrow

Alise has done a great job creating a friendly inviting environment.

no

I have grown very fond of almost everyone in the lab, they are like family now! Love, love love them!

Has made college and learning the material the key to my success here at Cuesta. Gave me confidence to understand the material and complete the required learning that the professors are looking for. I firmly believe without the tutor centers, your college success rate would be lower than half of the passing students now. Some professor are better at time management and lecture material to do the required work, but many are lacking in organization and clear material from their comfort in the tenure program with not being monitored by the division chairs that should evaluate the professor student success rates to see if they are a good professor!

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just thank you

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No

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In general, I think that the organization could be arranged more effectively. It's not super clear that it's a "drop in" tutoring center and that there's one or two tables per subject and the tutors walk around and touch base with everyone. Like I mentioned before, I was a little unsure of how things were supposed to work when I was first going into the Student Success Center.

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They were great thank you

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I got a B in stats because of people helping me in the math lab. I probably wouldn't have gotten that grade on my own

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No it's great though

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Of the three community college I've been to, no other community college had a resource like the student success center which greatly helped me as a student in my classes, meet other classmates, and succeed within my classes.

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The math lab tutors at Cuesta College are amazing! Never take them away! They have been they key to my success in math.

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The math lab is fabulous, and I have recieved a lot of help, and made friends there too. I have become friends with many of the tutors there.

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Otherwise, the more you go to the writing help by the third time I saw I didn't really need to go to do things almost on my own.

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Overall easy and nice experience

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Nope

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Really nice place people are great I wish I qualified for more services thanks

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I have really appreciated the tutors in the math lab.

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The tutors for the stats lab are passive aggressive towards the students that need help.

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no