

THINK TANK Satisfaction Survey

Satisfaction Survey Results - Fall 2009

Last Administered: Fall 2009

Target Population: All UA students who accessed THINK TANK services.

The survey was delivered via email to approximately 3000 students via Student Voice, a third party survey management system.

Findings

Out of the approximately 3000 students who used the THINK TANK services in the fall 2009, a total of 235 (7%) respondents completed the survey. Of those who responded, more than 90 percent of them were users of either the Math and Science drop-in tutoring or the Writing Center. Other THINK TANK centers represented in the survey include, weekly course reviews (9%), tier 1 drop-in (5%), fee-based services (5%), SI (3%), second language drop-in (3%), and peer mentoring (2%).

Of the those who used the Math and Science drop-in tutoring, 72 percent were either very satisfied or moderately satisfied with the services. Many of the students reported that THINK TANK services were a critical part in their successful semester. Although the vast majority of feedback was positive there is still room for improvement. Some students suggested that "wait time" was too long when they attempted to access drop-in tutoring, one student reported that although he had enjoyed working with his tutor, he would like more courses supported with drop-in tutoring. He wrote,

I only know of one tutor for Math 115B. I feel that he is outstanding, but I would like to have had more variety in terms of tutor selection, and also I would have liked to have had more than just 1 time slot once or twice a week to be able to attend. I might suggest setting something up with the business school where cohort students can help mentor those trying to pass their 115 requirements for Eller.

Of the 30 percent who used the Writing Center, more than half scheduled one or more one-on-one appointments with a writing tutor, while the other 45 percent of the students used drop-in services. Overall, 90 percent of the students who accessed the writing center were very satisfied or moderately satisfied. Respondents gave honest feedback in hopes that their insight would lead to enhanced services and greater quality for the future. One student indirectly suggested that increased hours would improve her satisfaction,

I was unable to make an appointment until 1:00 which could sometimes be frustrating. Besides that the tutors made sure they knew what I wanted to focus on, and made that their objective to correct. They always asked if I understood and made the corrections very clear to me. If they didn't know an answer they looked it up which was very helpful.

Think Tank 2

Description:

Date Created: 12/7/2009 6:02:56 PM

Date Range: 12/15/2009 12:00:00 AM - 3/30/2010 11:59:00 PM

Total Respondents: 235

Q1. Please indicate which Think Tank services you used last semester (Fall 2009): (Check all that apply)

Count	Respondent %	Response %		
150	63.83%	51.19%		Math and Science Drop In
11	4.68%	3.75%		Tier 1 Drop In
7	2.98%	2.39%		Foreign Language Drop in
72	30.64%	24.57%		The Writing Center
8	3.40%	2.73%		Supplemental Instruction
20	8.51%	6.83%		Weekly Course Review
5	2.13%	1.71%		Peer Mentoring
11	4.68%	3.75%		Fee-based services
9	3.83%	3.07%		None of the above
235 Respondents				
293 Responses				

Q2. Which course(s) did you receive Math and Science tutoring?

Count	Percent	
100	100.00%	
100 Respondents		

Q3. How satisfied are you with the following? - Math and Science tutoring overall

Count	Percent		
45	31.25%		Very satisfied
59	40.97%		Moderately satisfied
29	20.14%		Moderately dissatisfied
11	7.64%		Very dissatisfied
144 Respondents			


Q4. How satisfied are you with the following? - The Math and Science tutors

Count	Percent		
55	38.19%		Very satisfied
55	38.19%		Moderately satisfied
23	15.97%		Moderately dissatisfied
11	7.64%		Very dissatisfied
144 Respondents			


Q5. How satisfied are you with the following? - The times offered for Math and Science tutoring

Count	Percent		
53	36.81%		Very satisfied
60	41.67%		Moderately satisfied
20	13.89%		Moderately dissatisfied
11	7.64%		Very dissatisfied
144 Respondents			

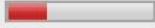

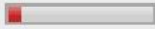
Q6. Please share comments and/or suggestions about Math and Science tutoring:

Count	Percent	
83	100.00%	
83	Respondents	




Q7. Which course(s) did you receive Tier 1 tutoring for?

Count	Percent	
7	100.00%	
7	Respondents	


Q8. How satisfied are you with the following? - Tier 1 tutoring overall

Count	Percent		
3	27.27%		Very satisfied
5	45.45%		Moderately satisfied
2	18.18%		Moderately dissatisfied
1	9.09%		Very dissatisfied
11	Respondents		

Q9. How satisfied are you with the following? - The Tier 1 tutors

Count	Percent		
2	18.18%		Very satisfied
6	54.55%		Moderately satisfied
2	18.18%		Moderately dissatisfied
1	9.09%		Very dissatisfied
11	Respondents		

Q10. How satisfied are you with the following? - The times offered for Tier1 tutoring

Count	Percent		
6	54.55%		Very satisfied
4	36.36%		Moderately satisfied
0	0.00%		Moderately dissatisfied
1	9.09%		Very dissatisfied
11	Respondents		

Q11. Please share comments and/or suggestions about Tier 1 tutoring:

Count	Percent	
4	100.00%	
4	Respondents	

Q12. Which course(s) did you receive Spanish tutoring for?

Count	Percent	
3	100.00%	
3	Respondents	

Q13. How satisfied are you with the following? - Spanish tutoring overall

Count	Percent		
2	28.57%		Very satisfied
2	28.57%		Moderately satisfied
2	28.57%		Moderately dissatisfied
1	14.29%		Very dissatisfied
7	Respondents		

Q14. How satisfied are you with the following? - The Spanish tutors

Count	Percent		
2	28.57%		Very satisfied
3	42.86%		Moderately satisfied
2	28.57%		Moderately dissatisfied
0	0.00%		Very dissatisfied
7	Respondents		

Q15. How satisfied are you with the following? - The times offered for Spanish tutoring

Count	Percent		
3	42.86%		Very satisfied
3	42.86%		Moderately satisfied
0	0.00%		Moderately dissatisfied
1	14.29%		Very dissatisfied
7	Respondents		

Q16. Please share comments and/or suggestions about Spanish tutoring:

Count	Percent		
0	0.00%		
0	Respondents		

Q17. Did you make one or more appointments, or did you drop in to the Writing Center?

Count	Percent		
38	55.88%		Appointment
30	44.12%		Drop-in
68	Respondents		

Q18. Which course(s) did you receive Writing Center help in?

Count	Percent		
64	100.00%		
64	Respondents		

Q19. How satisfied are you with the following? - Writing Center overall

Count	Percent		
42	61.76%		Very satisfied
20	29.41%		Moderately satisfied
6	8.82%		Moderately dissatisfied
0	0.00%		Very dissatisfied
68	Respondents		

Q20. How satisfied are you with the following? - The Writing Center tutors

Count	Percent		
40	58.82%		Very satisfied
19	27.94%		Moderately satisfied
7	10.29%		Moderately dissatisfied
2	2.94%		Very dissatisfied
68	Respondents		

Q21. How satisfied are you with the following? - The times offered in the Writing Center

Count	Percent		
34	50.00%		Very satisfied
26	38.24%		Moderately satisfied
8	11.76%		Moderately dissatisfied
0	0.00%		Very dissatisfied
68	Respondents		

Q22. Please share comments and/or suggestions about the Writing Center:

Count	Percent		
34	100.00%		
34	Respondents		

Q23. Which Weekly Course Review(s) did you attend?

Count	Percent		
13	100.00%		
13	Respondents		

Q24. How satisfied are you with the following? - Weekly Course Reviews overall

Count	Percent		
9	45.00%		Very satisfied
8	40.00%		Moderately satisfied
2	10.00%		Moderately dissatisfied
1	5.00%		Very dissatisfied
20	Respondents		

Q25. How satisfied are you with the following? - The Weekly Course Review leaders

Count	Percent		
13	65.00%		Very satisfied
6	30.00%		Moderately satisfied
0	0.00%		Moderately dissatisfied
1	5.00%		Very dissatisfied
20	Respondents		



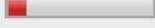
Q26. How satisfied are you with the following? - The times offered for Weekly Course Reviews

Count	Percent		
12	60.00%		Very satisfied
5	25.00%		Moderately satisfied
2	10.00%		Moderately dissatisfied
1	5.00%		Very dissatisfied
20	Respondents		

Q27. Please share comments and/or suggestions about Weekly Course Reviews:

Count	Percent	
4	100.00%	
4	Respondents	

Q28. What course(s) did you receive supplemental instruction for? (Check all that apply)

Count	Percent		
3	37.50%		TRAD 104 Eroticism and Love
4	50.00%		INDV 103 Economic Perspective
1	12.50%		INDV 101 Language
8	Respondents		


Q29. How many Supplemental Instruction sessions did you attend?

Count	Percent		
3	37.50%		1 - 3 sessions
2	25.00%		4 - 6 sessions
3	37.50%		7 or more sessions
8	Respondents		

Q30. How satisfied are you with the following? - Supplemental Instruction sessions overall

Count	Percent		
6	75.00%		Very satisfied
2	25.00%		Moderately satisfied
0	0.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
8	Respondents		

Q31. How satisfied are you with the following? - The Supplemental Instruction session leaders

Count	Percent		
5	62.50%		Very satisfied
2	25.00%		Moderately satisfied
1	12.50%		Moderately dissatisfied
0	0.00%		Very dissatisfied
8	Respondents		

Q32. How satisfied are you with the following? - The times offered for Supplemental Instruction sessions

Count	Percent		
7	87.50%		Very satisfied
1	12.50%		Moderately satisfied
0	0.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
8 Respondents			

Q33. How satisfied are you with the following? - The locations offered for Supplemental Instruction sessions

Count	Percent		
5	62.50%		Very satisfied
3	37.50%		Moderately satisfied
0	0.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
8 Respondents			

Q34. Please share comments and/or suggestions about Supplemental Instruction sessions:

Count	Percent		
3	100.00%		
3 Respondents			

Q35. How many peer mentor sessions did you attend?

Count	Percent		
3	75.00%		1 - 3 sessions
1	25.00%		4 - 6 sessions
0	0.00%		7 or more sessions
4 Respondents			

Q36. How satisfied are you with the following? - Peer mentor sessions overall

Count	Percent		
3	75.00%		Very satisfied
0	0.00%		Moderately satisfied
0	0.00%		Moderately dissatisfied
1	25.00%		Very dissatisfied
4 Respondents			

Q37. How satisfied are you with the following? - The peer mentor staff

Count	Percent		
3	75.00%		Very satisfied
0	0.00%		Moderately satisfied
1	25.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
4 Respondents			

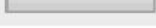
Q38. How satisfied are you with the following? - The times offered for peer mentors

Count	Percent		
3	75.00%		Very satisfied
1	25.00%		Moderately satisfied
0	0.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
4	Respondents		

Q39. Please share comments and/or suggestions about peer mentor sessions:

Count	Percent		
2	100.00%		
2	Respondents		

Q40. Which fee-based Think Tank service(s) did you use last semester (Fall 2009)? (Check all that apply)

Count	Percent		
6	60.00%		One on One Tutoring
4	40.00%		Exam Prep Session
0	0.00%		Learning Specialist
0	0.00%		Academic Specialist
10	Respondents		

Q41. How satisfied are you with the following? - Fee-based services overall

Count	Percent		
4	40.00%		Very satisfied
4	40.00%		Moderately satisfied
2	20.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
10	Respondents		

Q42. How satisfied are you with the following? - The fee-based staff


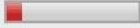

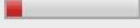
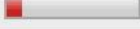
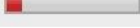
Count	Percent		
4	40.00%		Very satisfied
4	40.00%		Moderately satisfied
1	10.00%		Moderately dissatisfied
1	10.00%		Very dissatisfied
10	Respondents		



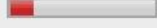
Q43. How satisfied are you with the following? - The times offered for fee-based services

Count	Percent		
4	40.00%		Very satisfied
5	50.00%		Moderately satisfied
1	10.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
10	Respondents		

Q44. Please share comments and/or suggestions about fee-based services:

Count	Percent		

5	100.00%	
Count	Percent	
1	20.00%	 I feel as if the drop in tutoring was much more productive in the math department.
1	20.00%	 I really enjoyed the personal tutor I had as well as the method of teaching that person had, yet the times of availability were too strict and I wasn't able to get enough tutoring.
1	20.00%	 Make sure your tutors can tutor. For sure they're not all bad, one guy was fantastic, but one can ruin it all.
1	20.00%	 One on one was wonderful and helped a lot with the questions that I had!
1	20.00%	 Relatively confusing review that was too rushed and not really focused on explanations.
5 Respondents		

Q45. Do you plan on using Think Tank tutoring services this semester (Spring 2010)?			
Count	Percent		
118	52.91%		Yes
69	30.94%		Not sure
36	16.14%		No
223 Respondents			