CTDLC eTutoring Program:
Student Evaluation of Services, Fall 06

This eTutoring Survey was posted on the eTutoring Platform from 11/15/06-12/09/06. Once in eTutoring, when a student logged off, the survey would come up on the page with a request for the student to respond. The survey would continue to come up each time the student logged off of his or her account until the student responded. Seventy four students from twenty one institutions responded to this survey. (this is a very small return rate, you might note how many users we have and divide 74 by that to calculate the return. We may want to consider only doing this once a year.)

1. How did you hear about the eTutoring program?
   - Faculty - 59.5%
   - Campus Website - 24.3%
   - Student - 6.8%
   - Email - 2.7%
   - Other: 6.8%
     - counselor
     - campus tutor
     - School newspaper
     - School Flyer- 2

2. I use eTutoring for assistance with courses taken (Check one):
   - Online - 28.4%
   - On Campus - 48.6%
   - Online and On Campus - 23.0%

3. Receiving the tutoring program registration information and instructions was (Check One):
   Very Easy- 1, Easy- 2, Difficult- 3, Very difficult- 4, Not Applicable- 0
   
   Mean Response: 1.46
4. The registration process was (Check One):

   Very Easy- 1, Easy- 2, Difficult- 3, Very difficult- 4, Not Applicable- 0

   Mean Response: 1.45

5. Using the eTutor website was (Check One):

   Very Easy- 1, Easy- 2, Difficult- 3, Very difficult- 4, Not Applicable- 0

   Mean Response: 1.38

6. I contacted eTutors in the following subject areas (Note: Several students selected more than one subject):

   Writing 74.30%
   Math/Calculus 25.70%
   Biology 8.10%
   Research 8.10%
   Anatomy and Phys. 6.70%
   Respiratory 4.50%
   Statistics 4.50%
   Accounting 2.70%
   Radiologic Tech 1.40%

7. If available, I would use eTutoring for the following subject(s) (It might make sense to put this in an order of how many selected this rather than alphabetical or put a number in parenthesis to indicate that)

   Business
   Communication
   Computer Subjects
   Criminal justice
   Dental hygiene
   Early childhood education
   Economics
   Ethics
   Everything
   Geography
   History
   Human Services
   Languages
   Nursing
   Nutrition
   Physics
   Psychology
   Psychology
   Psychology 319
   Public speaking
   Sociology
8. The eTutors responded within 24-48 hrs of my inquiry.

   Yes  90.5%
   No   9.5%

   If No, approximately how long did you have to wait?
   In what subject area?

   One student noted “A few days” and the subject was Writing. No other specific responses were provided.

9. As a result of receiving the writing eTutors’ responses, the final draft(s) of my essay(s) was (Check one):

   Greatly improved- 1, Improved- 2, Not Improved- 3, Not Applicable- 0

   Mean Response: 1.44

10. The writing eTutors’ assistance helped me improve my writing skills:

    Strongly Agree- 1, Agree- 2, Disagree- 3, Strongly Disagree- 4, Not Applicable- 0

    Mean Response: 1.49

11. The eTutors’ assistance in Math/Calculus/Statistics was:

    Very Helpful = 1, Helpful = 2, Not Helpful= 3, Not Applicable = 0

    Mean Response: 1.55

12. The eTutors’ assistance in Accounting was:

    Very Helpful = 1, Helpful = 2, Not Helpful= 3, Not Applicable = 0

    Mean Response: 1.67

13. The eTutors’ assistance in Chemistry/A&P/Biology was:

    Very Helpful = 1, Helpful = 2, Not Helpful= 3, Not Applicable = 0

    Mean Response: 1.43
14. The eTutors' assistance in Respiratory Care was:
   Very Helpful = 1, Helpful = 2, Not Helpful = 3, Not Applicable = 0
   Mean Response: 1.71

15. The eTutors' assistance in Radiologic Technology was:
   Very Helpful = 1, Helpful = 2, Not Helpful = 3, Not Applicable = 0
   Mean Response: 1.40

16. The eTutors' assistance in Research Methods and Information Literacy was:
   Very Helpful = 1, Helpful = 2, Not Helpful = 3, Not Applicable = 0
   Mean Response: 1.47

17. Were live sessions available when you needed them?  Yes 74.3%
    No  25.7%
    If you answered no, what subject(s) and what time(s) would you like to see live eTutoring sessions available?
    Accounting between 10 am and 4 pm
    Anatomy in the evenings
    Math 12-1 pm or 2-3pm
    Math should be 24 h
18. What suggestions do you have for improving the online tutoring program?

Satisfied with No Suggestions
- Perfect the way it is!
- I don’t think there could be any improvement. The tutoring program is great.
- None, the respondents were to the point and made suggestions for improvement and good points of the writing, I was happy.
- It is good
- None at this time because it’s very good.
- It really helpful. Because most of the time not everyone has the time to to go the tutor at the school, so the online eTutoring program is very helpful.
- I think is pretty good as it is
- None, great program
- None it was a pleasure having your service to help me with my papers! It greatly improved my grades.
- Nope, great job.

Suggestions for eTutors
- Tutors are uncertain of their answers
- Some of the tutors were very helpful in giving feedback for my essay assignments, but others didn’t give much advice at all.
- Having been out of school for a long time, this is a useful tool, however I have seen and been the recipient of responses from the tutors that are on the condescending side. Try to put yourself in the position of the student receiving the information back. Is what you answered helpful? Are you showing people what they did wrong in a nice way and helping them by showing the correct way?

Suggestions for the Program

Provide Faster Turn around time
- The only suggestion I have would be shortening the time of the response for the writing lab to lets say a 12-36 hour period, particularly during the busy times of the year when you have to wait about 48 hours for a response
- Maybe to short the waiting time from 48 hours to just 24 during mid term and final papers.
- Its good but they should get back by 24 hrs
- Trying to get the information back with in the next day. Also notifying that person if you have not received their assignment
- Quicker response
- Realizing that it is the end of the semester and many people use eTutoring, there should be more tutors available so we can get our papers back quicker waiting two days is difficult for a response. A lot of work can be done in two days.
- Faster turn around
- Try to respond faster

Provide more Subjects, more eTutors
- Have more subjects offered
- More tutors available for each subject to be able to get help for longer without being timed.
- I would like to see more Writing subjects and more night time live eTutoring sessions available.
- More subjects should be available like physics and economics.
- More available tutors
Suggestions for the Platform
- Make the font bigger
- Have posts because sometimes others have similar questions and others can find those answers if tutors are not online at a certain time.
- I think it works very well as it is except that I couldn't load files using Safari.

Miscellaneous
- ETutoring could send emails to registered users to remind them when tutors will be available for online chats.
- CTDLC Testing
- Enable students to make an appointment to have a live conversation in the writing lab on a paper that has previously been reviewed.
- Direct messaging to the writing tutor should be available after submission of a paper for clarification and questions. I don't like having to submit a 2nd draft just to post comments that may or may not be read by the same eTutor.
- Sometimes to avoid discrimination, grading criteria should be same for all classes, and tutor should help student to give them idea about grade. what grade they can get with submitted writing

19. We would appreciate any general comments about your experience using the eTutoring Program.

Comments Noting a Positive Experience
- I find it very interesting and helpful.
- I think it is awesome!
- I think this service is most helpful and I am grateful that we are able to submit our papers. thank you
- I find the eTutoring service to be very helpful. I got almost immediate feedback and comments were always clear and very helpful. I believed this assistance helped me to get better grades for my essays.
- I am so glad that there is such a thing that helps people who need it. I found eTutoring very helpful, and will definitely be coming back soon!! Thanks for all your hard work!! I really appreciate it!
- I had a lot of success with the eTutoring program. The only time I had any problem was when two different people read one essay and had very different opinions.
- It is fairly easy to use, and the convenience of it is great.
- I really appreciate eTutoring. I use eTutoring mainly for the writing lab and I have found it really useful since writing is not one of my strengths. Thank you!!
- very helpful
- I have been using the eTutoring program for three years now and it has been wonderful. I have gotten A's in all of my final papers. Since I work fulltime, mother of 3 and attend school full time coming to the campus to sit with a tutor was impossible. Thank you for all your hard work and help. :-) 
- Thanks it works great
- I am happy this service exists because I don't have much time to visit the writing center on campus. The eTutoring tutors are very nice, especially Nancy. I might have over look one piece of information, but I have not found a way to submit Algebra questions to eTutoring. Since allot of the math problems are graphical, what would be the best way to submit those?
- It was helpful
- This is really very good Program. This helps me a lot, When we don't have anybody to proofread for us. this is the best way to get our writing proof read and suggestions to improve it
• This program has helped me a lot and in the future I am going to say that it will even help me more. Thank you for whoever created this site.
• With your site I have received A to B on all my essay papers and with your welcoming staff I never feel dumb when sending in my papers.
• This is the first time I used eTutoring online, it is helpful and convenience for me. Speed and technology represent well in eTutoring program. Thank you for my teacher who show me this website and all online tutors.
• The respondents were to the point and made suggestions for improvement and pointed out good points of the writing, I was happy.
• If it wasn't for eTutoring I would of dropped out of college. I appreciate their help and would like to thank every body. thank you
• Very easy to use, computer friendly.
• I like it.
• My experiences were very good and I have told other students to who were having trouble writing their papers to use the service.
• I have very good experience with e-tutoring center, it was very useful
• I am glad that my instructor taught us about eTutoring it has helped my in writing a number of ways. Thanks.
• The help is very much appreciated. Using eTutoring made me think of using a different approach to my writing. They are very suggestive.
• The e-tutors respond within 2 days, which allows me to finish may assignment on time.
• It is a great service that I will continue to use as long as it is available to me. It has really helped to improve my writing skills! Thanks!
• I've always had good experiences using eTutor
• thank you for being here for me!
• I feel that eTutoring was EXTREMELY helpful. I'm glad it was available to me...Thank you very much to all of the tutors who helped me through this semester.
• I had no idea it would be so easy to use, much less that it was even available to me.
• Always excellent help
• E-tutoring is a valuable resource that is not nearly used to its ability.
• Everyone that helped me was wonderful and I really appreciate having a program like this available to me.
• Fast, easy to follow instructions. Would not hesitate to use again.
• Wonderful experience, can't stress enough how helpful this program is. My writing skills have improved with each assignment (and so have my grades!). Thanks
• A special thanks to all those who have assisted me in my writing submissions because with your assistance my ability and confidence to write an academic paper has greatly improved.
• Great resource, especially for adult students with little college-level writing experience
• great
• I like the online tutoring. I think it makes it easier than doing it in person, because people like me often feel embarrassed at how stupid they are in some subjects. I will probably use this if still available when I have to take my math class over because I am SO stupid in that subject......it's an impossible task for me. I'd drive the tutors to exhaustion at my stupidity. This way they don't "know" who I am.
• E-Tutoring is an excellent resource. It can be very helpful if you can't make it to a tutor at your college. It's also less time consuming.
• I found it to be interesting and will try it when a tutor is available in my subject. I think is a good idea.
• This tutoring program is very helpful
• The first time I sent a paper in I never received an e-mail telling me it was ready. I did however the second and third time. So you might have already corrected this problem. I have gotten a lot of great suggestion. After using this website I got an A and A- on both my papers. Thank you!!
• Great job, my tutor was knowledgeable and got back to me extremely quickly, which was very helpful!
- It was very helpful, a bit short. It helped me understand a lot though.

Not Entirely Satisfied
- In the papers I have submitted so far my most recent I found to be the least helpful. The rest of the papers I submitted answered my questions and actually showed me what I needed to do.
- Negative experience twice
- The tutor that I had did not have any knowledge of my particular problem.
- I would just ask to be able to hear back faster like a day, not a few days later. Our Professor does not give us much time and we have to submit our papers at least two times and make changes.