FOOTHILL COLLEGE
Institutional Research and Planning

DATE: April 25, 2017

TO: Katie Ha, Teaching and Learning Center

FROM: Joanne Du, Research Assistant

RE: Teaching and Learning Center (TLC) Use Survey Results, Winter 2017

Overview

Students who accessed the Teaching and Learning Center (TLC) in Fall 2016 and Winter 2017 were surveyed at the end of the Winter 2017 quarter to determine their satisfaction with the services currently being offered. Survey administration occurred over one week, between March 23 to March 30, 2017, and yielded a 10% response rate (180 students responding out of a total of 1,790).

Highlights

- Respondents stated that their primary reason(s) for not using the Teaching and Learning Center (TLC) more often were because they had trouble scheduling individual tutoring appointments (13%), the TLC hours are inconvenient (12%), and Other (24%). Note that the majority of the "Other" responses were due to not needing it this quarter, studying elsewhere, and disliking the environment at the TLC.
- Of the 5 students who responded that the TLC was not open when needed, 44% wished the TLC were open after 4PM on Fridays, while another 44% wished the TLC was open before 8AM (22%) and after 7PM (22%) on Monday-Thursdays.
- A little less than half (48%) of the respondents utilized individual tutoring at the TLC, another 47% reported using the study rooms (27%) and printing services (20%). A much smaller group of students indicated they attended the group workshops (5%).
- The majority of students who participated in individual tutoring reported dropping into the TLC (81%) rather than making an appointment (19%). For those who experienced difficulty with the online appointment system, most had trouble with finding available dates (29%), not having enough appointment dates available (29%) and not being able to get the tutor they want (29%).
- The majority of students (12) who participated in the group workshops indicated that they were offered at times convenient to their schedule (75%). Of the 4 students who indicated group workshop day and times to be inconvenient, they responded to most likely attending a group workshop on weekday afternoons/nights (PM): Mondays, Wednesdays, and Fridays (57%) and Tuesdays & Thursdays (29%).
- Other workshops titles students would like offered include resume writing and speech (including pronunciation and accent reduction).

- The majority of respondents do not think the TLC needs more study space (study rooms, tables, chairs, etc.) (66%).
- Almost all the respondents can print in other locations outside of the TLC (97%).
- When asked what they would change about the TLC to make it more useful, many responses included more outlets (near the back, center, and tutoring tables) and longer time with tutors.

Methodology

Remark survey software was used to develop and administer the use survey, which occurred between Thursday March 23, 2017 - Thursday March 30, 2017. Students who accessed the TLC in the Fall 2016 and Winter 2017 quarter were identified through SARS.

A small error in the survey occurred where an extra 36 students were asked questions about their experiences with TLC group workshops, although these students did not checkmark having utilized this service. In order to represent the data clearly, these 36 student responses were removed from the group workshop question tables, leaving only the responses of those who have actually utilized the TLC group workshops.

Source

FHDA IR&P, Remark Survey software [TLCUseSurvey2017.rmk]

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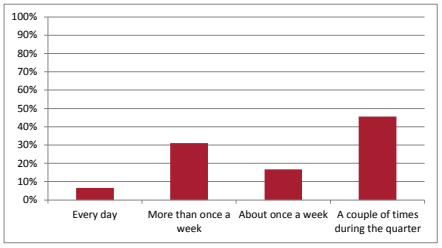
Teaching and Learning Center Use Survey

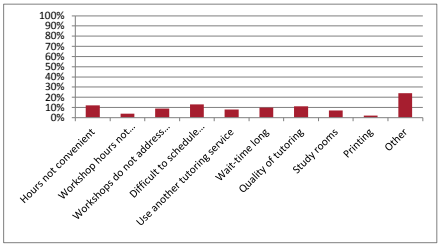
1. How often do you use the Teaching and Learning Center?

Response	N	%
Every day	12	7%
More than once a week	56	31%
About once a week	30	17%
A couple of times during the quarter	82	46%
Total	180	100%



1a. Indicate the top three reasons you do not use the Teaching and Learning Center (TLC) and its resources more often.

Response	N	%
Hours are not convenient given my schedule	20	12%
Workshops are not offered at a convenient time	7	4%
Workshop topics do not address my needs	15	9%
Can be difficult to schedule an individual tutoring appointment	21	13%
I use another tutoring service	13	8%
Wait-time for tutoring is too long	16	10%
Quality of tutoring could be better	17	11%
Study rooms	11	7%
Printing	3	2%
Other	38	24%
Total	161	100%

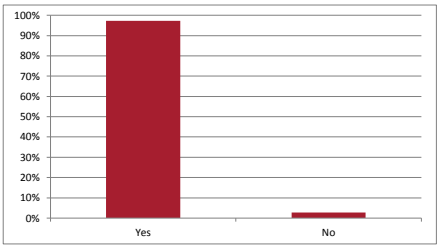


Note: 19 people did not respond

Other responses:
"Doesn't provide the subject that I need help for this quarter."
"I don't always need tutoring services."
"Didn't need it as much this quarter."
"My professor wasn't there."
"I only come to let the tutors look over my essay. Otherwise, I go to the stem center for stem tutoring."
"Because of my personal schedule."
"It's not a quiet place to study."
"I need to come in more often!"
"Not needed."
"The TLC is great! I personally don't have a huge need for the tutoring but when I do I come!"
"I like to study alone most of the time."
"I have a hard time asking for help."
"I don't have english class this quarter."
"I don't need it more often."
"I just do not need it as much as before. And also, I had a bad experience once with someone this quarter."
"I don't have time to."
"Since I study at the library."
"I am an engineer major and most of the time I do not need the resources."
"I take a lot of Physical Science and Math courses."
"Working with a tutor for only 30 mins it's not enough time. Need to hire more teachers. I find it ridiculous that for me to have a tutor work for more then a hour I have to have a disability."
"I don't like the tables and environment. It's too open and it's always so hot in there. I prefer to study in dark corners facing the wall (I know that sounds depressing but it helps me concentrate)."

2. Generally speaking, is the Teaching and Learning Center open when you need it?

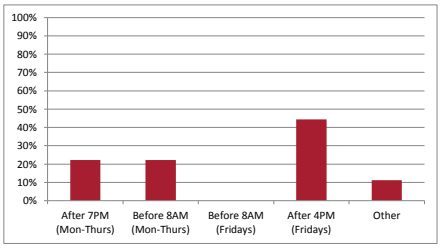
Response	N	%
Yes	175	97%
No	5	3%
Total	180	100%



2a. What times would you like to see the Teaching and Learning Center open? (Check all that apply)

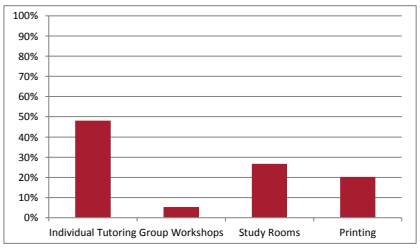
Response	N	%
After 7PM (Mon-Thurs)	2	22%
Before 8AM (Mon-Thurs)	2	22%
Before 8AM (Fridays)	0	0%
After 4PM (Fridays)	4	44%
Other	1	11%
Total	9	100%

Other responses:
"Saturday and Sunday."



3. Please let us know which services you've used at the Teaching and Learning Center (Check all that apply)

Response	N	%
Individual Tutoring	148	48%
Group Workshops	16	5%
Study Rooms	82	27%
Printing	62	20%
Total	308	100%



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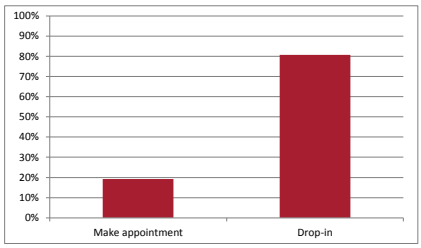
Teaching and Learning Center Use Survey

3.1a. Do you usually make an appointment or drop-in for individual tutoring?

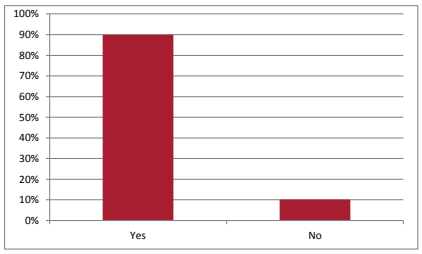
Response	N	%
Make appointment	28	19%
Drop-in	118	81%
Total	146	100%

Note: Two people did not respond



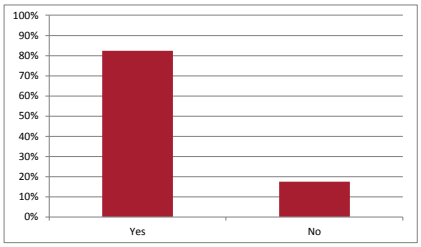
3.1b. Do you think that time spent in individual tutoring increased the likelihood that you will receive a higher grade/a grade you want?

Response	N	%
Yes	133	90%
No	15	10%
Total	148	100%



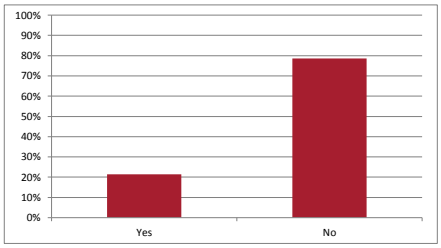
3.1c. Do you think that time spent in individual tutoring has helped improve your understanding of concepts in your class?

Response	N	%
Yes	122	82%
No	26	18%
Total	148	100%



3.1d. Did you find it difficult to navigate the appointment system?

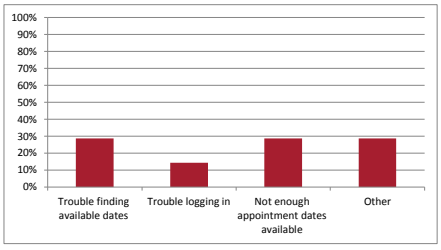
Response	N	%
Yes	6	21%
No	22	79%
Total	28	100%



3.1e. Please indicate the reason(s) for the difficulty you experienced. (Check all that apply)

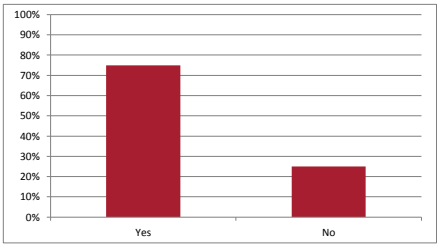
Response	N	%
Trouble finding available dates	2	29%
Trouble logging in	1	14%
Not enough appointment dates available	2	29%
Other	2	29%
Total	7	100%

Other responses:
"Was not able to make any appointments online."
"Popular tutors reservations are full. I'd like to every tutors to be equal good quality of teaching."



3.2a. Are the workshops offered at times convenient to your schedule?

Response	N	%
Yes	12	75%
No	4	25%
Total	16	100%



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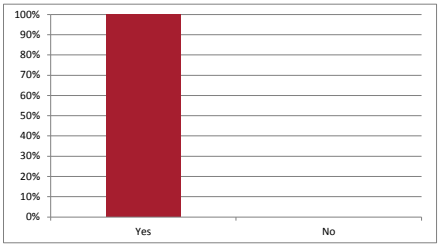
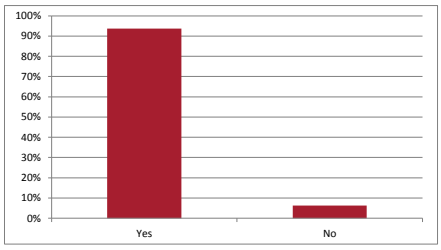
3.2b. Do you think that time spent in the group workshops increased the likelihood that you will receive a higher grade/a grade you want?

Response	N	%
Yes	16	100%
No	0	0%
Total	16	100%



3.2c. Do you think that time spent in the group workshopshas helped improve your understanding of concepts in your class?

Response	N	%
Yes	15	94%
No	1	6%
Total	16	100%

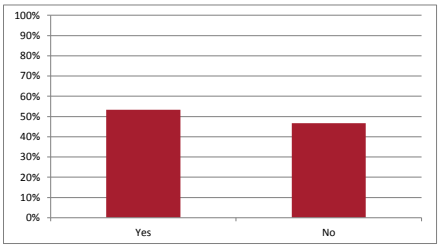


3.2d. The TLC offers workshops on Reading, Writing, Conversations, Study Skills, Scholarship and Transfer Application Essays. Are there any workshops you wish we offered?

Response	N	%
Yes	8	53%
No	7	47%
Total	15	100%

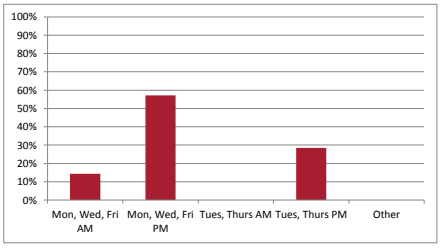
Note: One person did not respond

Other workshops wished to be offered:
"Maybe offer more subjects?"
"Resume writing."
"Practice speech."
"Pronunciation."
"RT Workshops, Child Development Seminars."
"All of them."
"Accent reduction."



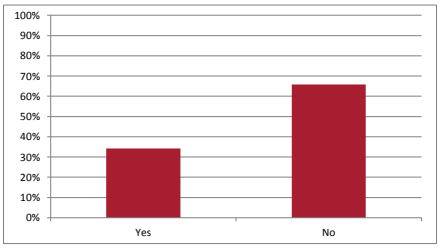
3.2e. Please select which day and time you would be most likely to attend a TLC group workshop. (Check all that apply)

Response	N	%
Mon. Wed. Fri AM	1	14%
Mon. Wed. Fri PM	4	57%
Tues. Thurs AM	0	0%
Tues. Thurs PM	2	29%
Other	0	0%
Total	7	100%



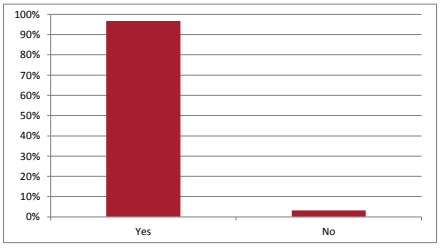
3.3a. Do you feel that the TLC needs more study space (study rooms, tables, chairs, etc.)?

Response	N	%
Yes	28	34%
No	54	66%
Total	82	100%



3.4a. Other than the TLC, are there places where you can print?

Response	N	%
Yes	60	97%
No	2	3%
Total	62	100%



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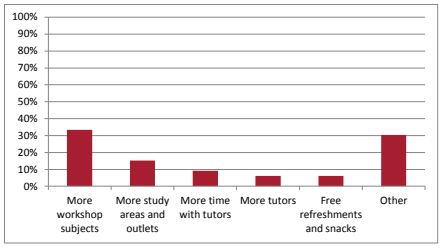
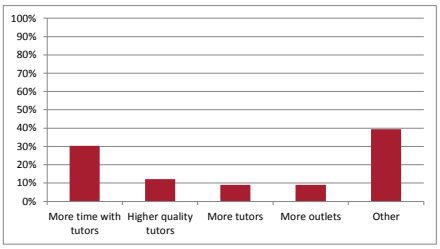
4. Are there any additional services that you wish the Teaching and Learning Center offered?



"More tables with charging cords."
"More tutors."
"More subjects."
"More extended hour."
"Can help student to clear the points in their essay briefly ."
"$2 printing grant like STEM offers."
"ACT/SAT tutoring."
"Resume writing workshops."
"Maybe the chance to teach others what one has learnt in class."
"One-hour appointments."
"Grammar review study."
"More outlets and food!"
"More quiet spaces or areas."
"Mentoring, Mutual Interest Groups."
"Please make online appointment possible. And provide online teaching service as well."
"More available one on one tutors."
"Free refreshment."
"Maybe somewhere we can submit essays for feedback without having to come in."
"Individual cubicles for tutors."
"Conversation groups."
"The previous TLC had snacks for the tutors and tutees -- it would be nice to have those at the new one as well."
"ESL group workshops."
"Pronunciation and reading class."
"More time by each session."
"In the Stem Center they have double sided help sheets for certain math and science topics (like trigonometry or algebra). If you guys could have a wall of grammar, bibliography, and general help sheets that would be cool."
"More variety in subjects other than essay revision."
"Conversation lesson."
"Communication Practice."
"Printing."
"Additional rooms for group study."
"Creative writing and accent reduction workshops."
"I wish the center can open on Saturday just like the STEM center."
"The reason why I hate going to the TLC is each tutor says something different then what your professor is asking for or not understanding what the professor wants. I would have each tutor communicate with the professor or assign certain tutor to a teacher depending on the subject. Making it a better experience for us the student to learn and understand."

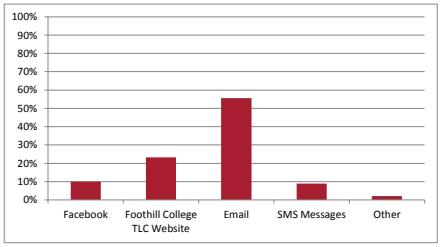
5. Are there any changes you would make to the Teaching and Learning Center that would make it more useful to you?



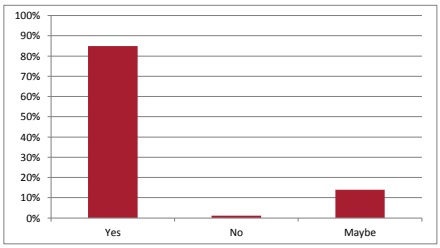
"Less wait time."
"Outlets for chrging laptops near the tables in the back of TLC."
"Longer time with a tutor."
"30 minutes for each tutor route."
"Extand the time of each tutoring time if needed."
"More tutors."
"Have chargers next to tutor tables."
"Some tutors just do not really care."
"Hire responsible tutors."
"Turn down the heater."
"Restroom."
"More time in group study."
"Less bright bright lighting? maybe some prettier things to look at?"
"Please set the timer when to start session. I don't know how long I can spend the tutor's time."
"More Econ and accounting tutors."
"Information about tutors."
"Longer sessions because sometimes I need more help."
"More computers and Biology Lab materials."
"Add some workshops afternoon."
"ESL teachers."
"Tutor time can be change to 20min and 40min."
"More conversation group."
"I'd like to extend the time.(20minutes are short) Increase the popular tutors schedules and cut unpopular tutors schedules."
"Longer time would help."
"Being able to provide notes or examples to help us with our issue would be great. The reason why is sometimes the information provide is a lot to process or remember so having notes or examples or feed back would be great."
"If the English Tutor could be separated into different groups (by their strength) that will be helpful when we need specific help. For example, tutors for grammar, tutors for whole organization, or tutors for thesis."
"Online appointment scheduling."
"More seats by outlets or more outlets near the tables on the center of the room. There are very few places I can sit where I can charge my computer."
"It would be better if the tutors could give more valuable suggestions on the writings rather than just pointing out the simple grammar and word errors."
"I wish there was more clarity as to how one approaches a tutor/how to get tutoring."
"Some tutors don't have good attitude towards students, are not willing to assist students."
"The time could be adjusted a little bit."
"More tutors and at least 30 minutes per student. 20 minutes is not enough."

6. If you would like to receive updates about the TLC and its services, indicate your preferred method of contact: (Check all that apply)

Response	N	%
Facebook	19	10%
Foothill College TLC Website	44	23%
Email	105	56%
SMS Messages	17	9%
Other	4	2%
Total	189	100%



7. Would you recommend the TLC services/resources to another student?

Response	N	%
Yes	147	85%
No	2	1%
Maybe	24	14%
Total	173	100%

Note: Seven people did not respond