Online Tutoring Survey Report 2017

Institutional Research and Planning

Palomar College

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INTRODUCTION

In an effort to enhance their services, Tutoring Services at Palomar College has implemented online tutoring for Palomar College students. A survey was conducted to assess student opinions regarding the online tutoring services at Palomar.

Online tutoring was made available to the students in online classes and classes not held at the main campus in San Marcos or the Escondido Education Center. A total of 332 classes were included in the study for the Spring, 2017 term. All students in the participating classes were sent an e-mail invitation to participate in the survey. Two subsequent reminders were also sent to those who had not previously completed the survey. A total of 73 students completed the survey. With a response rate below 2% and a total of only 73 completions, the results should be viewed with caution.

RESULTS

On-campus Tutoring Use

Respondents were asked if they were aware of the various tutoring centers on campus. Those indicating they were aware of an on-campus tutoring facility were asked how frequently they used face-to-face tutoring. Their responses are in Tables 1 and 2. Thirty eight (58.5%) of the respondents aware of the on-campus tutoring services indicated that they had used on-campus face-to-face tutoring.

Table 1. Awareness of On-campus Tutoring Centers		
Tutoring Center	Count	Percent
Accounting Tutoring	8	11.1%
CSIT	10	13.9%
Disability Resource Cent	17	23.6%
ESL Tutoring Center	19	26.4%
Math Learning Center	46	63.9%
STAR Tutoring Center	25	34.7%
STEM Center	33	45.8%
TLC - Escondido	22	30.6%
Veterans Services Tutori	12	16.7%
World Languages Resource	22	30.6%
Writing Center	44	61.1%
Other Tutoring Service	5	6.9%
None	6	8.3%

Table 2. Times per Week Meeting with a Tutor Face-to-face		
Times per Week	Frequency	Percent
Less than once	6	60.0
1	2	20.0
2	1	10.0
3	1	10.0
Total	10	100.0

Online Tutoring Use

Respondents were asked if they were aware of the various online tutoring resources available from Palomar College. Those aware of the online tutoring were asked if they had used the online tutoring. Tables 3 and 4 display their responses. Eighteen respondents (24.7%) indicated that they had heard of at least one of the online tutoring services. Few respondents reported that they had used online tutoring.

Table 3. Awareness of Online Tutoring		
Tutoring Source	Count	Percent
NetTutor – Live Online Tutoring	12	16.7%
NetTutor – Paper Center	8	11.1%
NetTutor – Q&A	5	6.9%
WorldWideWhiteBoard	3	4.2%
Other Online	0	0.0%
None	54	75.0%

Table 4. Use of Online Tutoring

Tutoring Source	Yes		No		Dont know	
	Count	Percent	Count	Percent	Count	Percent
Used NetTutor - Live Online Tutoring	1	9.1%	10	90.9%	0	0.0%
Used NetTutor - Paper Center	1	12.5%	6	75.0%	1	12.5%
Used NetTutor - Q&A Center	1	20.0%	4	80.0%	0	0.0%
Used the WorldWideWhiteBoard	0	0.0%	3	100.0%	0	0.0%

Students who were aware of a given online tutoring resource but indicated that they had not used it were asked why they had not used that online tutoring resource. Tables 5 through 8 show the reasons given by students who had not used particular online resources of which they had been aware.

Table 5. Reasons for Not Using NetTutor - Live Online

Reason	Count	Percent
Didn't Need Tutoring	5	50.0%
Used Another Source for Tutoring	3	30.0%
Didn't Think It Would Work for Me	3	30.0%
Don't Have Time	2	20.0%
Haven't Been Motivated to Use a Tutor	1	10.0%
Other	0	0.0%

Table 6. Reasons for Not Using NetTutor - Paper Center

Reason	Count	Percent
Didn't Need Tutoring	4	66.7%
Used Another Source for Tutoring	2	33.3%
Didn't Think It Would Work for Me	1	16.7%
Don't Have Time	5	83.3%
Haven't Been Motivated to Use a Tutor	1	16.7%
Other	1	16.7%

Table 7. Reasons for Not Using NetTutor - Q&A

Reason	Count	Percent
Didn't Need Tutoring	3	75.0%
Used Another Source for Tutoring	2	50.0%
Didn't Think It Would Work for Me	1	25.0%
Don't Have Time	2	50.0%
Haven't Been Motivated to Use a Tutor	1	25.0%
Other	0	0.0%

Table 8. Reasons for Not Using NetTutor - WWWB

Reason	Count	Percent
Didn't Need Tutoring	1	33.3%
Used Another Source for Tutoring	3	100.0%
Didn't Think It Would Work for Me	0	0.0%
Don't Have Time	0	0.0%
Haven't Been Motivated to Use a Tutor	0	0.0%
Other	0	0.0%

The 18 students who were aware of at least one online tutoring service were asked how they had heard of the online tutoring service. Most of these students had heard about the online tutoring from Blackboard, as indicated in Table 9.

Table 9. How Respondent Heard of Online Tutoring

Tutoring Information Source	Count	Percent
Their Instructor	9	50.0%
The Course Syllabus	3	16.7%
A Class Presentation	1	5.6%
A Friend	2	11.1%
A Tutor	1	5.6%
Blackboard	14	77.8%
Other	1	5.6%

Satisfaction with Tutoring

Students who had used the various tutoring resources were asked about their satisfaction with using that resource.   Specifically, they were asked to use a 0 to 10 scale where 0 means Not at all, and 10 means Completely, to rate face-to-face tutoring in terms of ease of use, benefit, and convenience. Figure 1 shows that students who used face-to-face tutoring were satisfied with that tutoring for each of these aspects, offering an average rating above 8 for each aspect. Too few of the respondents used the online tutoring resources to provide a reasonable analysis of satisfaction with those resources.

Figure 1. Satisfaction with Face-to-Face Tutoring
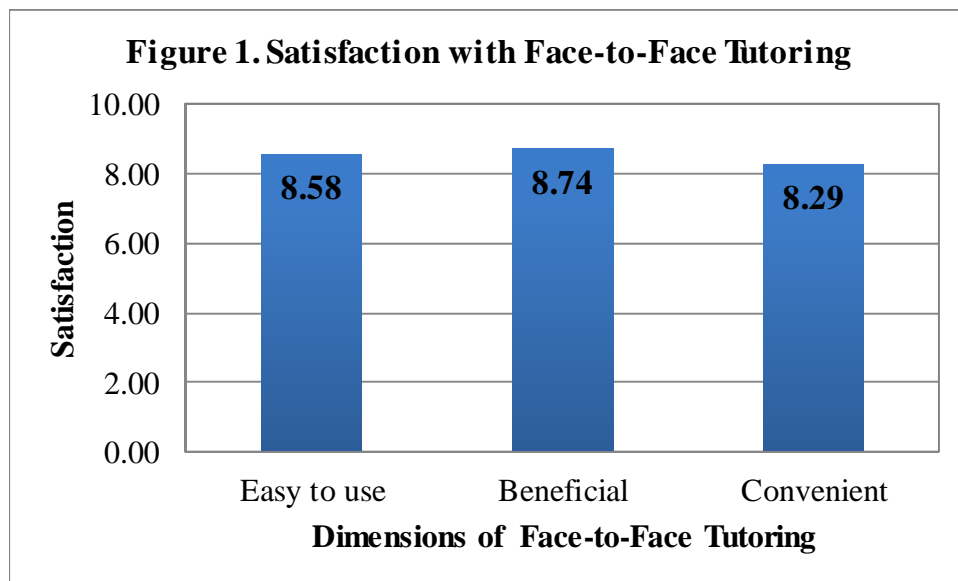
SUMMARY

- The number of students who responded to the survey was low, so the results may be unstable.
- A quarter of the students were aware of at least one online tutoring service.
- "Didn't need tutoring" was the most common reason offered for not using online tutoring services.
- Students who used face-to-face tutoring were very satisfied with that service.