

Student Success Center Experience Evaluation

Your feedback is important and helps make the Student Success Center a better place! Please bubble-in or complete the appropriate responses.
Thank you!

PLEASE LEAVE COMPLETED SURVEYS AT THE FRONT DESK

Which Center? SLO Paso Both
 Which Service? Tutoring Study Area Writing Center College Success Lab

Please rate the statements below by bubbling in the appropriate circle: 1 to 5 (1) being *Strongly Agree*, and (5) being *Strongly Disagree*

- | | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
|--|----------------|-------|----------------|----------|-------------------|
| 1. The Center is well-organized and easy to navigate | (1) | (2) | (3) | (4) | (5) |
| 2. It was easy for me to locate the information/ person/service I needed | (1) | (2) | (3) | (4) | (5) |
| 3. The staff I interacted with were friendly and helpful | (1) | (2) | (3) | (4) | (5) |
| 4. The layout encourages me to use the Center's Services | (1) | (2) | (3) | (4) | (5) |
| 5. The Center's hours are convenient for me | (1) | (2) | (3) | (4) | (5) |
| 6. The Center's environment is welcoming (clean and friendly) | (1) | (2) | (3) | (4) | (5) |
| 7. The resources I needed were available and easy to access | (1) | (2) | (3) | (4) | (5) |
| 8. The technology available was adequate/suitable for my needs | (1) | (2) | (3) | (4) | (5) |
| 9. I was able to get the help I needed | (1) | (2) | (3) | (4) | (5) |
| 10. If I had to wait to be helped, the wait time was reasonable | (1) | (2) | (3) | (4) | (5) |
| 11. It was easy for me to locate/connect with my tutor | (1) | (2) | (3) | (4) | (5) |
| 12. The Center's noise level is appropriate for a tutoring center | (1) | (2) | (3) | (4) | (5) |

IF YOU RECEIVED TUTORING SERVICES, please complete the following:

Tutoring type (Check all that apply): Drop-In Scheduled Online
 Tutor's Name _____ Course: _____

Please rate the statements below by bubbling in the appropriate circle: 1 to 5 (1) being *Strongly Agree*, and (5) being *Strongly Disagree*

- | | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
|---|----------------|-------|----------------|----------|-------------------|
| 1. The tutor was approachable, courteous, and willing to help | (1) | (2) | (3) | (4) | (5) |
| 2. The tutor was patient and understanding | (1) | (2) | (3) | (4) | (5) |
| 3. The tutor used a positive approach, while being encouraging and supportive | (1) | (2) | (3) | (4) | (5) |
| 4. The tutor listened to me and addressed <u>my</u> concerns/questions | (1) | (2) | (3) | (4) | (5) |
| 5. The tutor knows and understands the subject matter of my courses | (1) | (2) | (3) | (4) | (5) |
| 6. The tutor helped me understand the course material | (1) | (2) | (3) | (4) | (5) |
| 7. The tutor explained ideas and concepts clearly | (1) | (2) | (3) | (4) | (5) |
| 8. The tutor used an alternative explanation if needed | (1) | (2) | (3) | (4) | (5) |
| 9. The tutor provided me with the learning tools, techniques, academic skills, and/or support needed for me to succeed academically | (1) | (2) | (3) | (4) | (5) |
| 10. My time with the tutor increased my confidence in succeeding academically | (1) | (2) | (3) | (4) | (5) |

Please make any additional Comments below about the Tutor/Center; or how we can better meet your needs?