

### **Materials and Methods**

**Construction:** Survey built in Google Forms by Lauren Taylor-Hill, with input from Gema Leon, Shirley Lewis, and Randy Robertson.

**Distribution:** Published as a Global Announcement in Canvas from 23 October 2020 to 1 November 2020.

**Submissions:** 744 total entries were analyzed, including the following repeats per single email address:

- email addresses with five survey submissions: 1
- email addresses with four survey submissions: 0
- email addresses with three survey submissions: 7
- email addresses with two survey submissions: 58

These 76 “extra” submissions (more than one from the same email address) were not eliminated from the analysis.

**Incentive to Participate:** Completion of the survey automatically entered email addresses (collected in question #1) into a drawing for one (1) of three (3) \$25 gift cards to a grocery store. Winners were drawn by downloading the data into Excel, and asking Excel to choose three random numbers between 1 and 744. The random numbers chosen were 313, 23, and 654. The email addresses on each of those numbered rows in the Excel spreadsheet were noted and passed onto Shirley Lewis for prize distribution. It is important to note that none of the three winners had submitted the survey more than once.

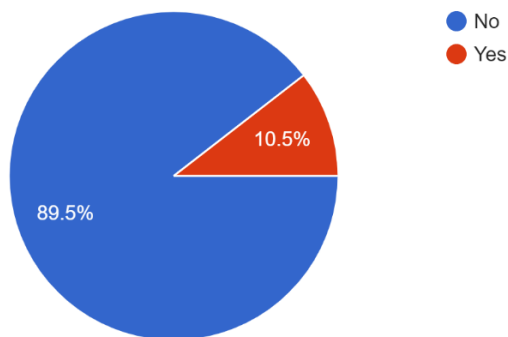
### **Survey Results**

#### **Part A: General Student Feedback on NetTutor**

Question #2:

Have you used NetTutor for tutoring during the Spring 2020, Summer 2020, and/or Fall 2020 semester(s)?

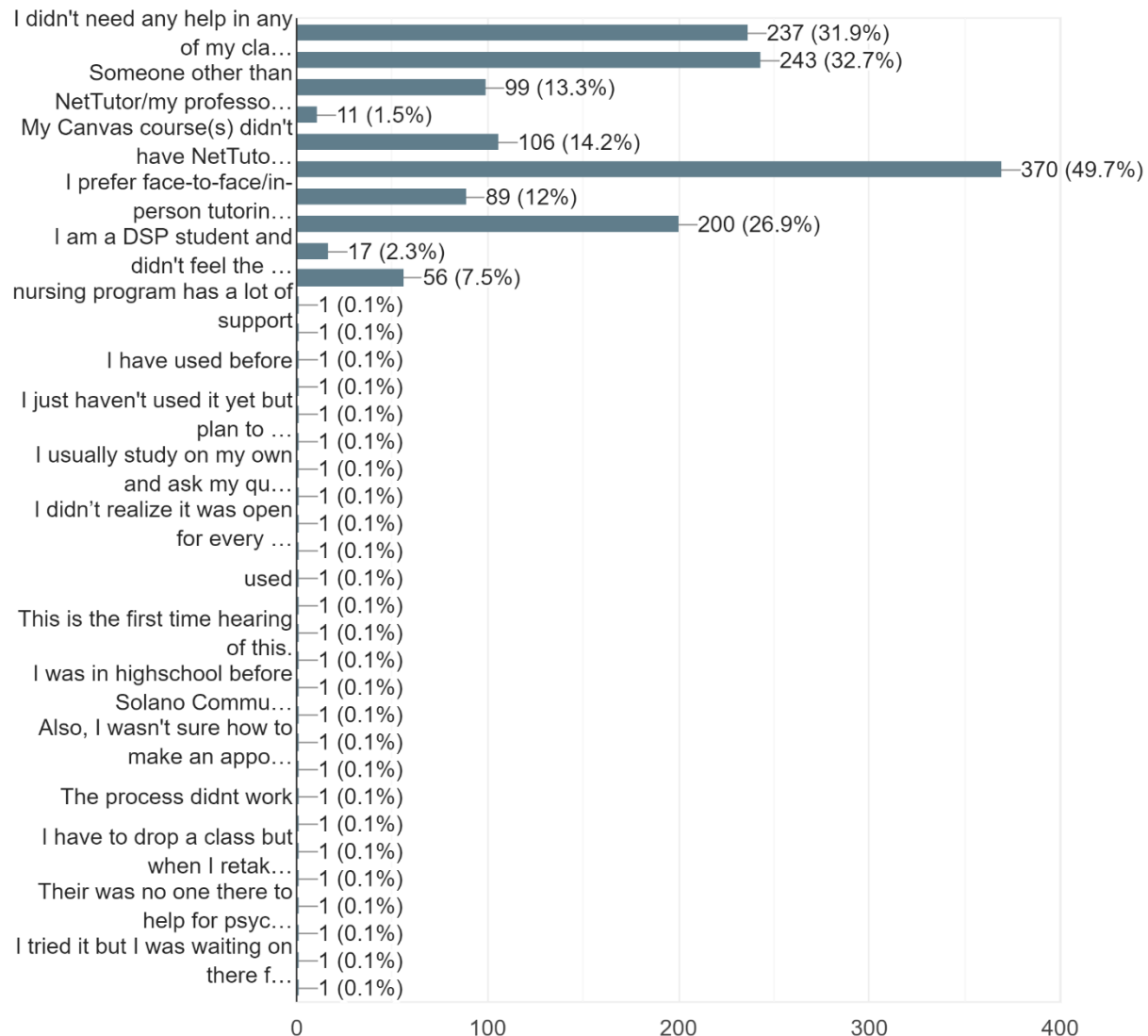
744 responses



### Question #3:

If you have NOT used NetTutor for tutoring during the Spring 2020, Summer 2020, and/or Fall 2020 semester(s), please indicate why not (choose all that apply):

744 responses



Answers in order of popularity:

1. I didn't realize it was a free service available to me (49.7%)
2. My Solano professor(s) helped me (32.7%)
3. I didn't need any help in any of my classes (31.9%)
4. I haven't had time to investigate tutoring (26.9%)
5. My Canvas course(s) didn't have NetTutor enabled on the navigation bar, so I didn't know about it (14.2%)
6. Someone other than NetTutor/my professor(s) helped me for free (13.3%)
7. I prefer face-to-face/in-person tutoring, so online tutoring does not interest me (12.0%)
8. This question is not applicable because I HAVE used NetTutor (7.5%)

9. I am a DSP student and didn't feel the platform was able to reasonably accommodate me (2.3%)
10. Someone other than NetTutor/my professor(s) helped me and I paid them out of my own pocket (1.5%)

Additional answers, entered in the "other" field, organized by theme:

- Have used successfully:
  - I have used before
  - used
- Will use it in the future:
  - I just haven't used it yet but plan to after my teacher interviewed a tutor and posted it on zoom.
  - I have to drop a class but when I retake it I will get NetTutor at the very beginning.
- Tried it; didn't work:
  - The websites this college uses are insanely difficult to navigate through, but it feels intentional since it would be simple to invest effort to fix
  - I tried it but I was waiting on there for an hour and no one showed up, but I use a tutor from a tutoring service now
  - There was no one there to help for psych.
  - The process didn't work
  - I have opened the website but I still haven't found the time to make use of it and when I did look for help, no one was available at the time.
  - There wasn't anything available for the class I need help with.
  - I have an art class and I did not see art included in online tutoring
  - I haven't had success with tutors in the past because they weren't patient so I just didn't try any other tutoring.
- Tech issues:
  - Also, I wasn't sure how to make an appointment for NetTutor or how it worked.
  - I didn't realize it was open for every class already. I was waiting for the actual course on canvas to open
  - I'm unsure if this tutoring applies to registered Nursing courses
- Didn't know about NetTutor:
  - This is the first time hearing of this.
  - never have heard of it
  - have not heard about it before
  - what is net tutor
  - Never heard of it until now
  - I don't remember hearing/ seeing anything about it.
- Not necessary:
  - I usually study on my own and ask my questions to my teacher or look it up online.
  - I had online group study sessions with classmates.
  - nursing program has a lot of support
- Non sequiturs:
  - I was in highschool before Solano Community College
  - Sorry I used my HS email, I don't know the extension for my solano one

#### Question #4:

If you have NOT used NetTutor for tutoring during the Spring 2020, Summer 2020, and/or Fall 2020 semester(s), please indicate if you plan on using it before the end of the semester (December 2020).

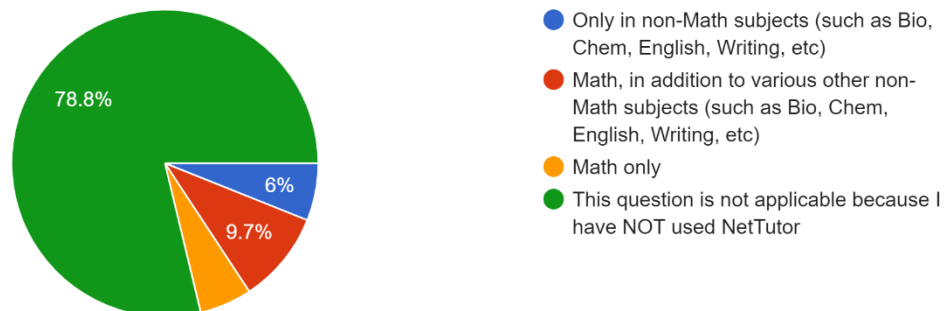
744 responses



#### Question #5:

If you have used NetTutor during Spring 2020, Summer 2020, and/or Fall 2020 semesters; in which subjects did you seek tutoring?

744 responses



## Part B: Non-Math NetTutor Feedback

### Question #6:

Think about your experiences in tutoring for all non-Math subjects ONLY. Please indicate how satisfied you are with NetTutor.

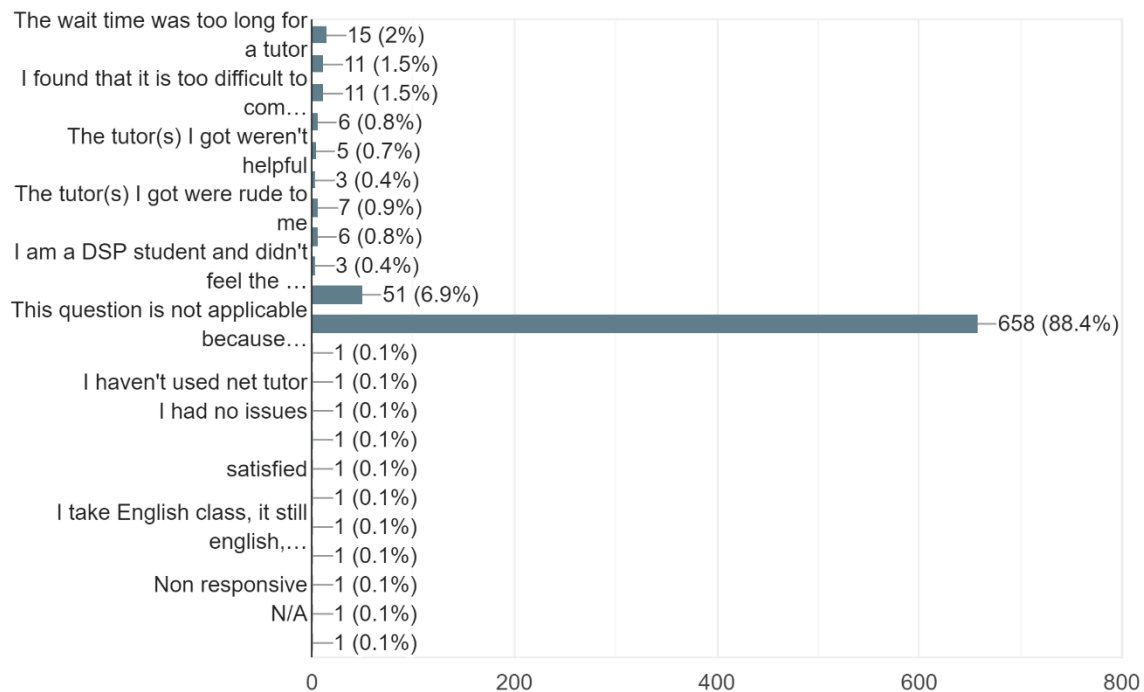
744 responses



### Question #7:

If you are less than "satisfied" with non-math support in NetTutor, which of the following are your concerns (choose all that apply)?

744 responses



Answers in order of popularity:

- |   |         |
|---|---------|
| 1. This question is not applicable because I have NOT used NetTutor for any non-Math                          | (88.4%) |
| 2. This question is not applicable because I have been "satisfied" (or higher) with NetTutor for any non-Math | (6.9%)  |
| 3. The wait time was too long for a tutor   | (2%)    |
| 4. Tutors weren't available during at the time I needed help  | (1.5%)  |
| 5. I found that it is too difficult to communicate course material via the NetTutor interface/whiteboard      | (1.5%)  |
| 6. The tutor(s) I got were rude to me   | (0.9%)  |
| 7. The tutor(s) I got made me feel stupid   | (0.8%)  |
| 8. The tutor(s) I got couldn't communicate via video or audio   | (0.8%)  |
| 9. The tutor(s) I got weren't helpful   | (0.7%)  |
| 10. The tutor(s) I got explained things wrong   | (0.4%)  |
| 11. I am a DSP student and didn't feel the platform was able to reasonably accommodate me                     | (0.4%)  |

Additional answers, entered in the "other" field, organized by theme:

- Positive:
  - I had no issues
  - They were great
  - satisfied
- Not applicable:
  - I haven't used net tutor
  - Haven't had a need for this service
  - I don't depend on net tutoring only
  - N/A
- Negative:
  - Non responsive
  - I take English class, it still english, not work
  - My tutor session was a chat session. I am a visual learner and needed to see the problem done step by step instead of being given written directions.
  - They are not helpful. Both Economics and Statistics tutor are not helpful. The economics tutor will not help and explain things to you , he would like me to figure it out and do the readings. The statistics tutor hang up on me twice.

Question #8:

Anything else you'd like us to know about your experience with NetTutor for non-Math subjects?

167 responses

Relevant answers, entered in the "other" field (any variation of "no" or "N/A" were omitted), organized by theme:

- Praise:
  - The response was fast and even though I used it late and out of office hours I still got a quick response.
  - Although I have not used NetTutor personally, I do know students who have and seen great results for it.
  - I know everyone recommends it
  - NetTutor was very timely in answering my questions and returning my english papers.
  - It worked
  - I love net tutor
  - Great service
  - I really like the versatility of the platform
  - I really like the feedback I got from my Net tutor
  - N/A; Keep up the good work! Thanks for the help!
  - It was very helpful since you need peer reviews for essays, and revision.
- Prefer F2F:
  - Having a tutor face to face is important, with the tutors from the ASTC only being able to do a few subjects it is hard to drop in when help is needed. I had to go find an out of class tutor when I have been using the ASTC for awhile now. The ASTC is better because the tutor is able to see the problem and know the issue I am having. It can be hard to describe the problem to the NET tutor since they are not there to directly look over work. The interface of NET tutor is also hard to navigate with only some subjects seeming to have tutors while other subjects do not ever have anyone available. Once connected it seems like the tutor can only assist with basic questions rather than more "advanced" classes.
- Will use in the future:
  - I'd like to use it next semester
  - i may use it in spring for physiology or physics if available
  - seems like a great program to try out next semester for help with my English
  - No, I think I will try to look into Net tutor more for future classes.
  - This is something that i will be definitely looking into
  - I would like to take net tutor
- Time delay/scheduling:
  - Wish we could get feedback sooner
  - In general, NetTutor wait time is too long that it becomes impractical. I am able to seek the help that I need way before my session comes thus I have to exit since I already got the help that I need.
  - the tutors take way too much time to respond to each step

- More availability required from tutors
- No matter what time of day, I could never get a tutor
- I tried to schedule an appointment for this month, however there were none available.
- Need more availability and give quick responses
- Have more available tutors.
- Unsatisfied with quality/options:
  - I needed help with the chemistry problems needed for my physiology class. I went to the chemistry tutor and it was basically a chat session. I wish I could have seen someone written/drawn out with all of the steps for me instead of just seeing typed words. I need things broken down into smaller pieces to understand, and reading their reply wasn't all that helpful for me in understanding the smaller steps. I need more of a visual element.
  - I asked a question and provided the answer and I wanted to know how they arrived at the answer. I explained what I knew then they asked me multiple questions and provided a link to a site, which in the end was useless because I still had no idea why the answer was what it was.
  - Whenever I would submit a question, they would always send me a link to a video that is suppose to help. But the majority of the time, the video would not be helpful or it would not be the question I asked about.
  - If there were Zoom calls involved I think that would make the process easier, and faster.
- Lack of advertising/information:
  - I did not realize nettutor was available. Please mention it in canvas more prominently as its own title and subject so that all students are aware of this resource. The online zoom classes were very hard due to no inperson classroom, thereby difficult to discuss questions etc
  - I have never heard of this service, never seen it on solano college website, how do i get more information? i would really like to look into it.
  - Why didn't I know about this and why have no professors said a word about it?
  - How can I utilize NetTutor
  - Please make this service more known
  - Please make sure this resource is more accessible for students.
  - haven't used it but would love to explore it; but I don't know how to access it.
  - I want to use it but I dont know how to use it becuause it is not accessible to me.
  - This shouldn't be the only servey the college sends out
  - I wish I knew this was available for free sooner :)
  - Need help with the process
- Have not used:
  - It was hard to get to so I haven't used it
  - This question is not applicable because I have NOT used NetTutor.
  - I have not needed to use NetTutor for any of my classes.
  - I have yet to use NetTutor for non-Math classes
  - I have not used NetTutor for any non-Math
  - I haven't used NetTutor before.
- Specific classes:
  - I think I was able to try ASL class for tutoring but I think they should have specific time to meet.

- Does it cover all classes even electives such as photography or even cosmetology?
- I would really love it if there were something available for ASL students
- Need tutors for CDFS classes
- Does it apply to nursing courses
- Yes get tutors for psych.
- psychology

## Part B: Math NetTutor Feedback

### Question #9:

Think about your experiences in tutoring for Math ONLY. Please indicate how satisfied you are with NetTutor.

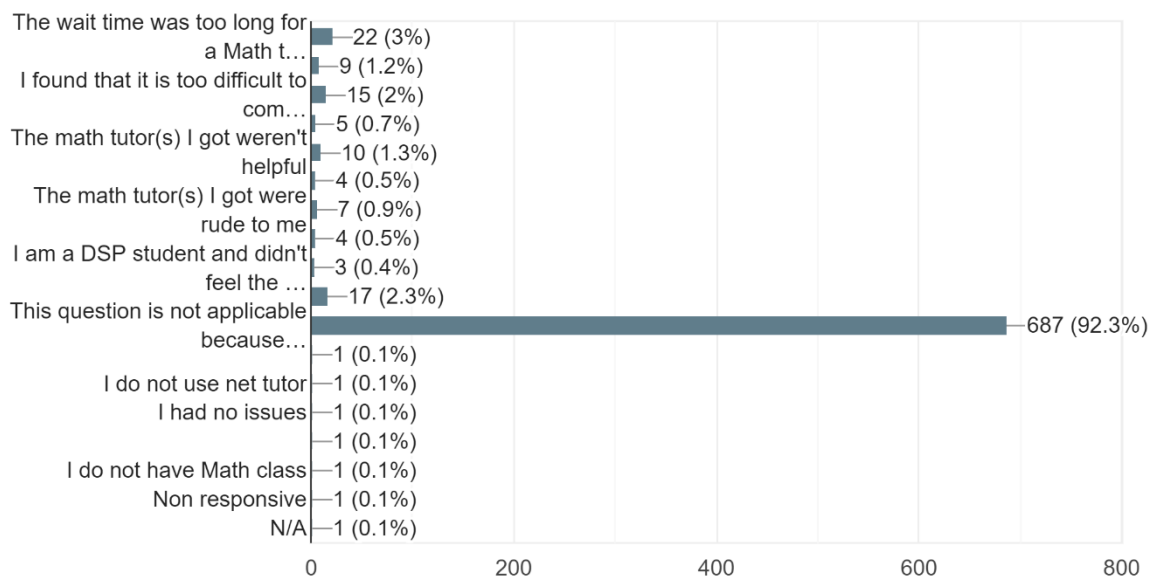
744 responses



### Question #10:

If you are less than "satisfied" with math support in NetTutor, which of the following are your concerns (choose all that apply)?

744 responses



Answers in order of popularity:

- |   |         |
|---|---------|
| 1. This question is not applicable because I have NOT used NetTutor for any Math                          | (92.3%) |
| 2. The wait time was too long for a Math tutor  | (3%)    |
| 3. This question is not applicable because I have been "satisfied" (or higher) with NetTutor for any Math | (2.3%)  |
| 4. I found that it is too difficult to communicate math equations via the NetTutor interface/whiteboard   | (2%)    |
| 5. The math tutor(s) I got weren't helpful  | (1.3%)  |
| 6. Tutors weren't available during at the time I needed help  | (1.2%)  |
| 7. The math tutor(s) I got were rude to me  | (0.9%)  |
| 8. The math tutor(s) I got couldn't communicate via video or audio  | (0.7%)  |
| 9. The math tutor(s) I got explained things wrong   | (0.5%)  |
| 10. The math tutor(s) I got made me feel stupid   | (0.5%)  |
| 11. I am a DSP student and didn't feel the platform was able to reasonably accommodate me                 | (0.4%)  |

Additional answers, entered in the "other" field), organized by theme:

- Not applicable:
  - I had no issues
  - N/A
  - I do not have Math class
  - I do not use net tutor
  - I have seen a math tutor before in the ASTC and they were great!
- Negative:
  - Non responsive
  - The math tutor hung up on me twice.

Question #11:

Anything else you'd like us to know about your experience with NetTutor for math?

185 responses

Relevant answers, entered in the "other" field (any variation of "no" or "N/A" were omitted):

- Praise:
  - The NetTutor extension is a very good resource for students who need just a little extra help when it comes to teaching themselves these subjects online.
  - The people were helpful and prompt. They were able to explain it in a way that I understood, such as going over it step by step.
  - everything was great
  - Great service
  - It was easy to connect after enrolling in NetTutor
  - I have heard great things about NetTutor but haven't had the chance to use it yet.
  - It very satisfying that I have nettutor because when no one can help nettutor is there
  - hight recommended by all
  - Love that's there is a free service available to students!
  - I'm glad that out exist just on case.
- Prefer F2F:
  - For Math, the resources in the internet are quite a lot and is more than enough to use as a self-help. The only time I didn't find the internet helpful is for the higher level classes of math (Calculus 3, Linear Algebra, and Differential Equations). In my personal experience, the MAC and ASTC has been a huge help for my academic pursuit. Since they both got removed and the ASTC just returned recently, I feel like I could have been in a better place if both of those were available at the time I needed them. The way I seek help is to study on my own first. If I can't get the material right, I ask my professor or go to MAC and ask a professor available about the material. If a professor is not available in MAC and the tutors in MAC weren't able to help me, I try to go to ASTC and ask for help from the tutors there. Since the pandemic started, both the students and the professor are burdened by the technological adjustments that they have to make. Because of that, asking for help from my own professor has been very difficult because they are either busy that they would reply to me way too late and I have not progressed with the material one bit. The other problem is that their office hours is on during my other class so I can't utilize the office hours well. Being helped by professors is very vital in my experience because it builds rapport and a better relationship with the instructor pretty much removes and boundaries that most students have(i.e. shyness, awkwardness, worry, fear, etc.). Personally I would like MAC back and the ASTC to continue functioning. I would even volunteer myself as a tutor if an opportunity arises(I believe I am qualified to be a math tutor since the requirement is to finish and pass Calculus 2 which I have done a semester ago).
  - I have had great math tutors, in person in the ASTC!
- Will use in the future:

- I didn't realize this was an option for me but will be looking into it, as I will be in a math class for spring 2021 semester.
- Nothing now but excited to try out NetTutor next semester for sure!
- Will for sure look into this as I need math classes for the future
- I am looking forward to using net tutor next semester for STATS!
- I would be very willing to try this in the future
- i am not taking any math classes at the moment but may take physics in spring
- I am signing up for math, I will be using this service
- No, but I think I might give it try especially since math is a harder subject for me.
- I need help with Math and I plan to use it when I retake Math. I am too far behind now.
- look forward to using it
- Unsatisfied with quality/options:
  - The information that was given to me by the tutors, whenever I would apply it in the classroom, my professor would usually say the way I did the problems were incorrect. Also, when I would ask a question about a problem the tutors would usually get impatient with me because I didn't know how to do certain steps. Even though that is the reason why I went to them in the first place. Therefore, it kinda defeated the purpose of me asking for help. Overall, I think NetTutor was a waste of time and I didn't receive any help what so ever in my math class. Which I ended up dropping because I wasn't able to get the help I needed.
  - The tutor was unable to answer my question , when I asked a follow up question they responded to me with a question that was not any more clarifying. When I asked for ckearification they told me to go over my answer again. I had which was where I was confused. I had needed the concept to be explained to me another way but they refused to go any further than helping me answer the question. I was only able to ask one problem at a time which was frustrating because I had to wait in between each problem for help.
  - The zoom online classes are very difficult because it is hard to discuss or feel embarrassed to ask questions. Online quizzes with one TYPED input answer do not allow the student to show their work and logic. There should always be an upload your test paper to show thought process test answers so that points can be given for trying even though my final answer was wrong. Some quizzes, the professor does not ask for the calculations for the exam;
  - In the past I have used it and I feel that the tutor didn't understand my questions.
  - She is not helpful.
  - It was slow
  - Have more tutors available
- Lack of advertising/information:
  - Can all math courses make a intro to it? I'm struggling and would like the help
  - For it to be more widely known that this is a free service that is offered to students, as well as a video that shows how one can access this service.
  - IM JUST SHOCKED THAT NET TUTOR HASNT ADVERTISED THIS ENOUGH, I HAD NO IDEA NTETUTOR EXISTED TILL I RECIEVED THIS SURVEY
  - I have never used it but would like more information on Net Tutor for future use.
  - I did not see help with Statistics in NetTutor.

- is it free?
  - Is this tutor available For help with Spanish classes?
  - How do I utilize NetTutor
  - need help with the process next time
  - Never even noticed its availability.
- Have not used:
  - I haven't used NetTutor for math in 2020 spring or fall
  - This question is not applicable because I have NOT used for NetTutor.