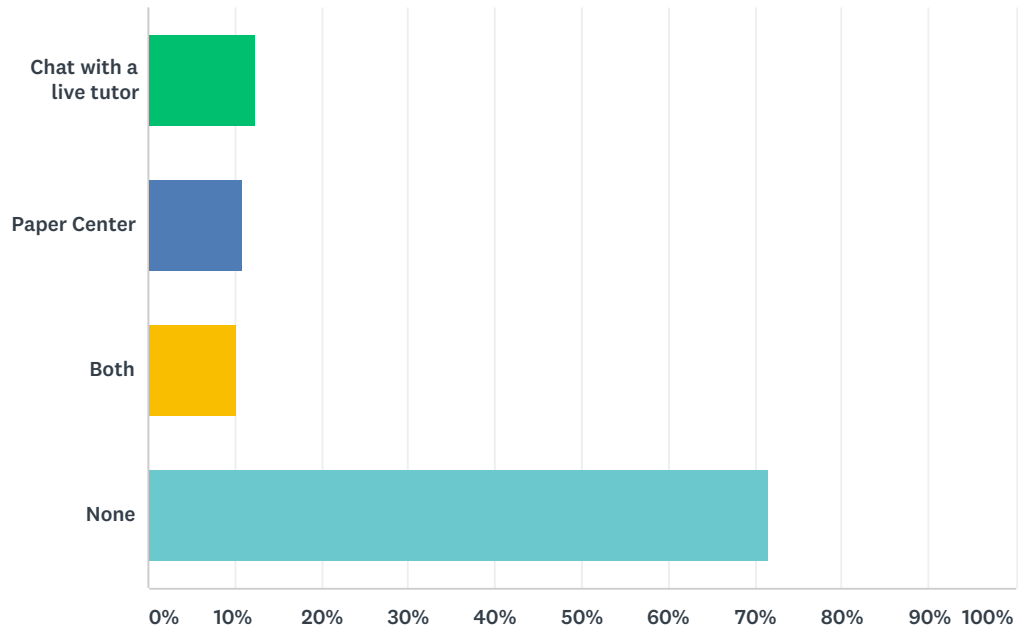


Q1 What online services did you use this term?

Answered: 137 Skipped: 0



ANSWER CHOICES	RESPONSES	
Chat with a live tutor	12.41%	17
Paper Center	10.95%	15
Both	10.22%	14
None	71.53%	98
Total Respondents: 137		

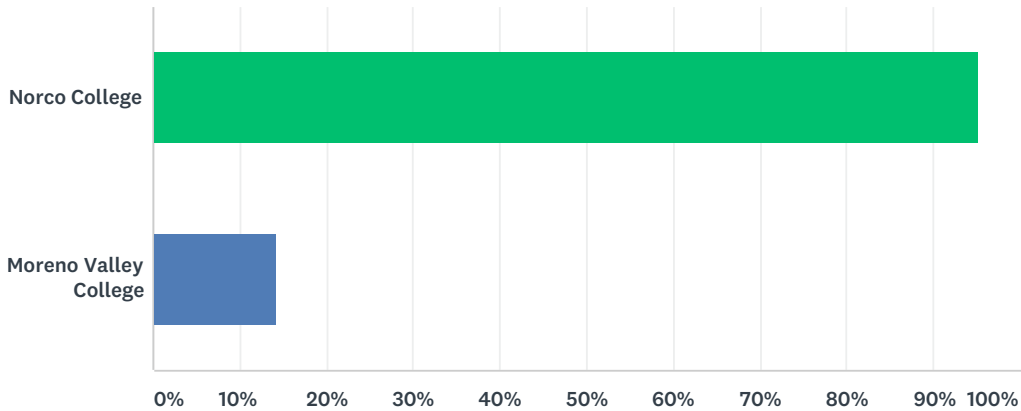
Q2 Please tell us which course or courses you have received tutoring in?

Answered: 22 Skipped: 115

#	RESPONSES	DATE
1	None	7/2/2019 6:18 PM
2	Math 52	7/2/2019 1:47 PM
3	Math	6/19/2019 11:47 AM
4	English 1A, COM9, MAT35	6/13/2019 3:16 PM
5	Math	6/10/2019 5:47 PM
6	English	6/5/2019 9:35 PM
7	None	6/5/2019 5:36 PM
8	Math and science	6/5/2019 4:10 PM
9	- american politics	6/5/2019 4:04 PM
10	English	5/27/2019 7:26 PM
11	None	5/23/2019 12:07 PM
12	English	5/21/2019 8:16 PM
13	Econ 8	5/21/2019 3:58 PM
14	English 1B	5/21/2019 12:28 PM
15	Math 35	5/15/2019 9:13 AM
16	Mat10, Eng1B, Chem1A	5/14/2019 11:32 PM
17	none	5/14/2019 9:50 PM
18	Math 5	5/13/2019 11:45 AM
19	English 1B	5/13/2019 11:40 AM
20	English 1A	5/13/2019 11:13 AM
21	Trigonometry (Mat 36)	5/13/2019 10:29 AM
22	Math	4/23/2019 9:18 AM

Q3 At which college did you enroll through for your online, hybrid or web-enhanced course(s)?

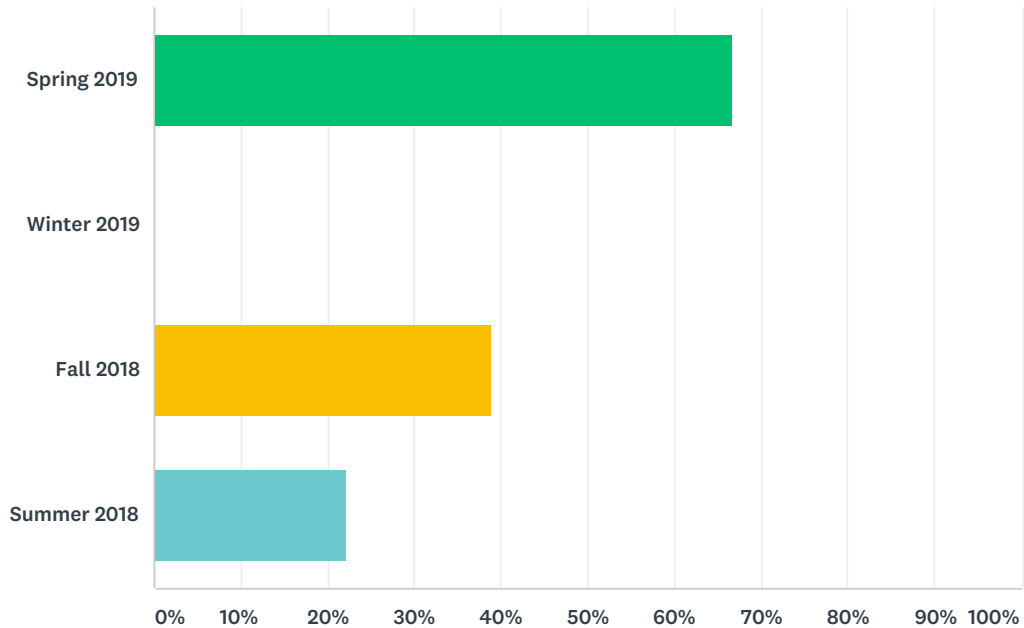
Answered: 21 Skipped: 116



ANSWER CHOICES		RESPONSES	
Norco College		95.24%	20
Moreno Valley College		14.29%	3
Total Respondents: 21			

Q4 During which semester did you utilize online tutoring services?

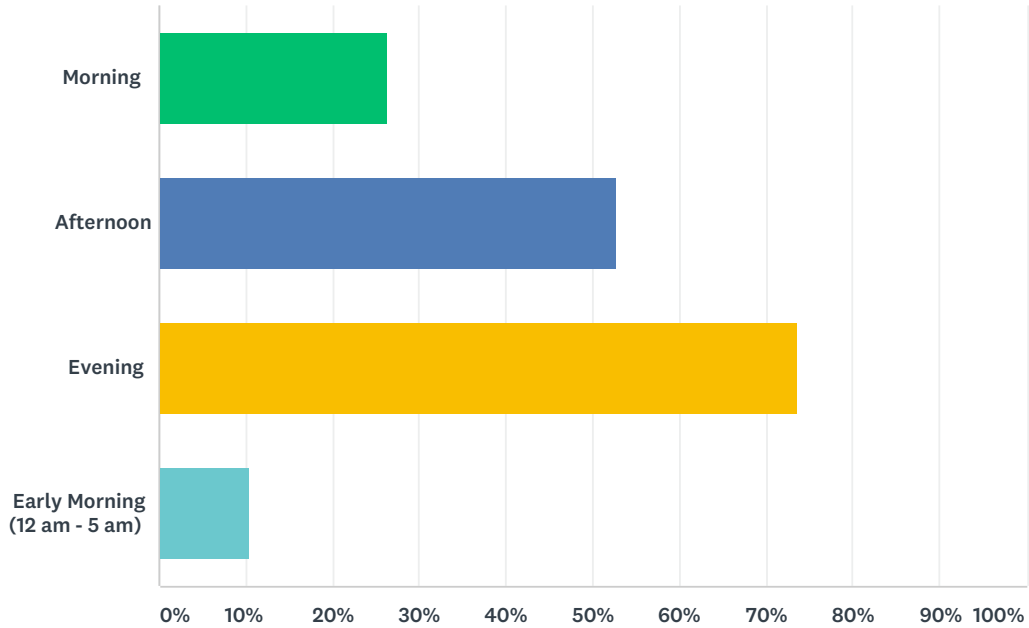
Answered: 18 Skipped: 119



ANSWER CHOICES	RESPONSES	
Spring 2019	66.67%	12
Winter 2019	0.00%	0
Fall 2018	38.89%	7
Summer 2018	22.22%	4
Total Respondents: 18		

Q5 When did you primarily use the online tutoring services?

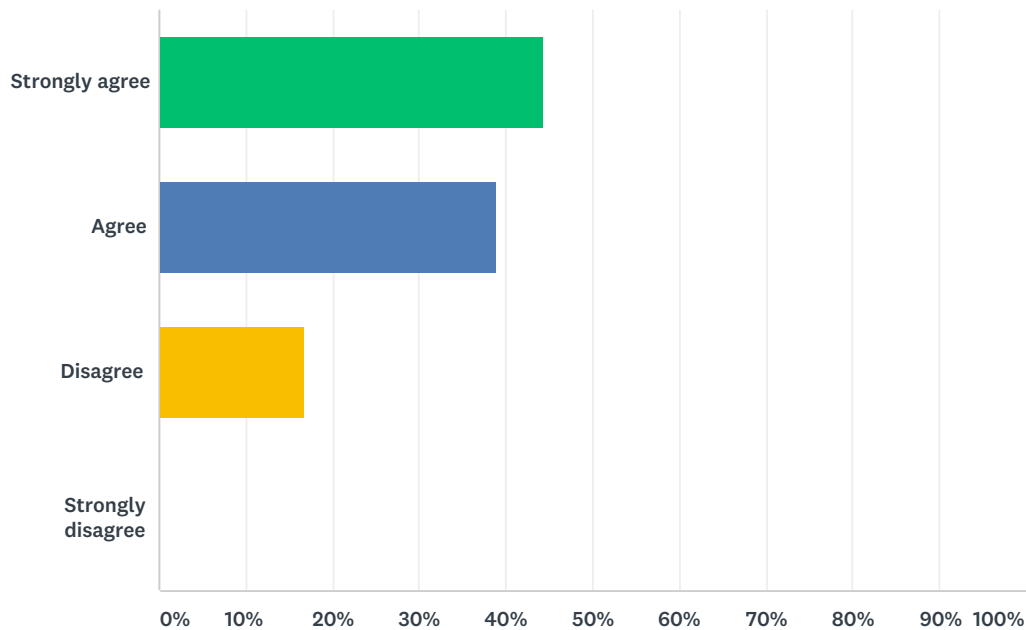
Answered: 19 Skipped: 118



ANSWER CHOICES	RESPONSES	
Morning	26.32%	5
Afternoon	52.63%	10
Evening	73.68%	14
Early Morning (12 am - 5 am)	10.53%	2
Total Respondents: 19		

Q6 How strongly do you agree or disagree with the following statement?"The overall online tutoring service was convenient and easy to use."

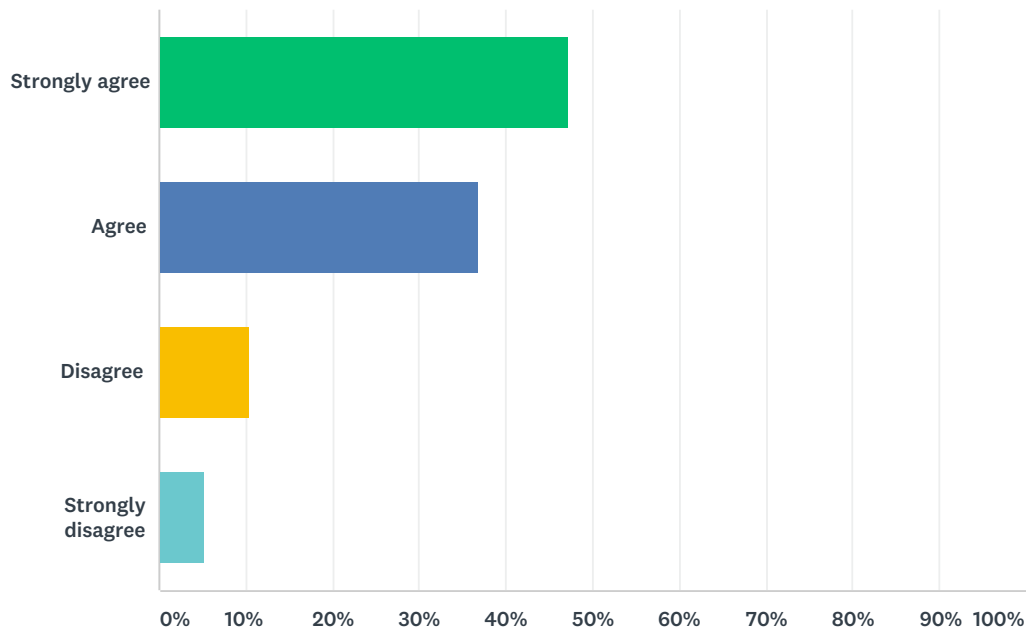
Answered: 18 Skipped: 119



ANSWER CHOICES	RESPONSES	
Strongly agree	44.44%	8
Agree	38.89%	7
Disagree	16.67%	3
Strongly disagree	0.00%	0
Total Respondents: 18		

Q7 How strongly do you agree or disagree with the following statement?"The assistance provided by the online tutoring service has contributed to your success with classwork for your course(s)."

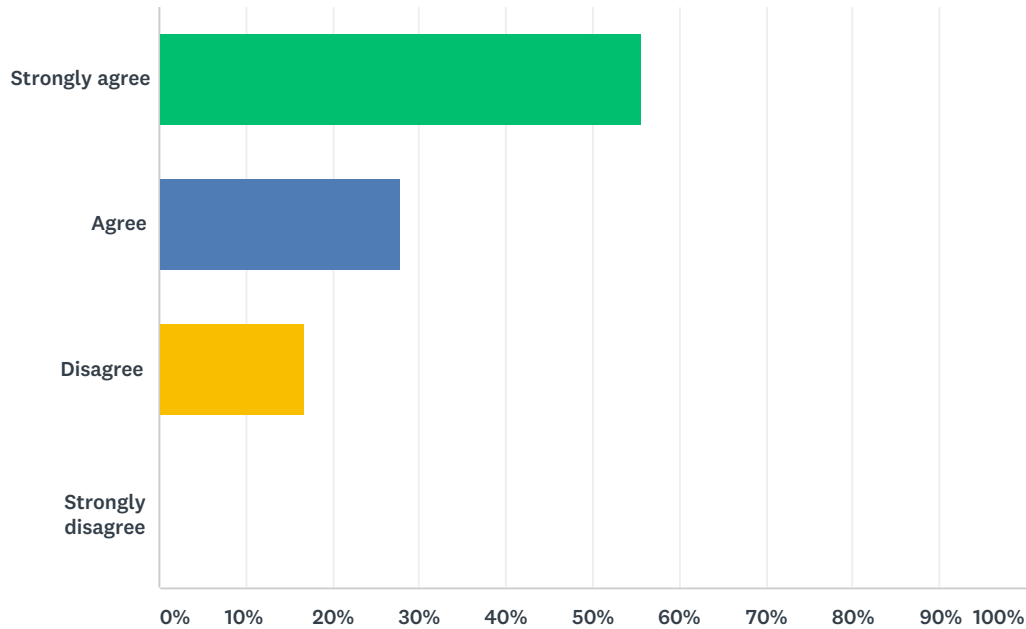
Answered: 19 Skipped: 118



ANSWER CHOICES	RESPONSES	
Strongly agree	47.37%	9
Agree	36.84%	7
Disagree	10.53%	2
Strongly disagree	5.26%	1
Total Respondents: 19		

Q8 How strongly do you agree or disagree with the following statement?"I would recommend NetTutor to another student."

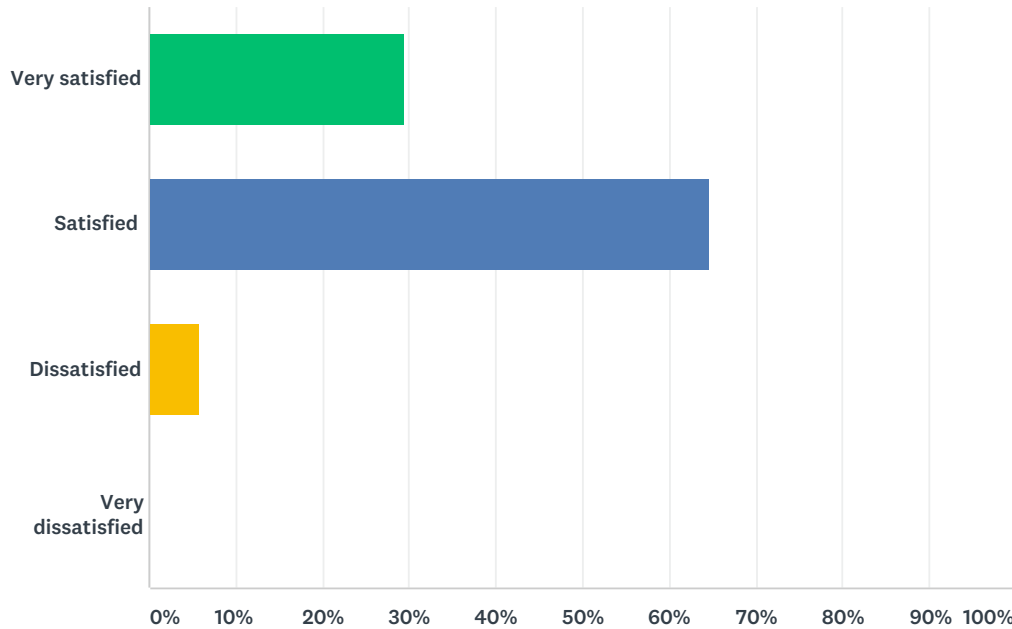
Answered: 18 Skipped: 119



ANSWER CHOICES	RESPONSES	
Strongly agree	55.56%	10
Agree	27.78%	5
Disagree	16.67%	3
Strongly disagree	0.00%	0
Total Respondents: 18		

Q9 If you have had a chat session with a live online tutor, please rate your experience.

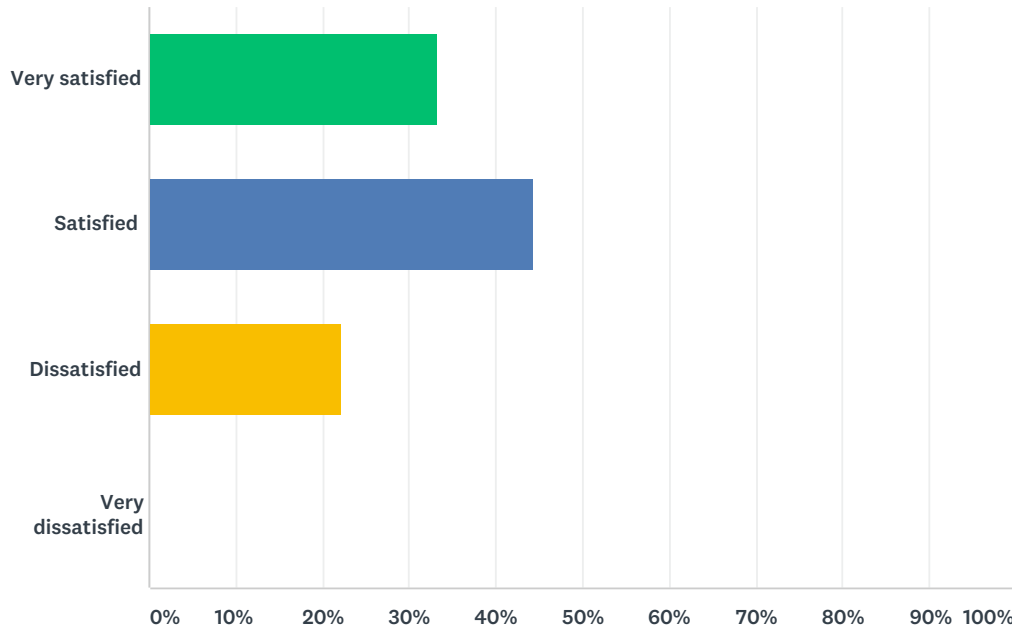
Answered: 17 Skipped: 120



ANSWER CHOICES	RESPONSES	
Very satisfied	29.41%	5
Satisfied	64.71%	11
Dissatisfied	5.88%	1
Very dissatisfied	0.00%	0
Total Respondents: 17		

Q10 If you utilized the Paper Center services, please rate your experience.

Answered: 18 Skipped: 119



ANSWER CHOICES	RESPONSES	
Very satisfied	33.33%	6
Satisfied	44.44%	8
Dissatisfied	22.22%	4
Very dissatisfied	0.00%	0
Total Respondents: 18		

Q11 If you have any suggestions for improvement or general comments about online tutoring services, please type them below. Your input is important to us.

Answered: 10 Skipped: 127

#	RESPONSES	DATE
1	Make these services more well known to the general student population.	6/10/2019 5:47 PM
2	One on one is preferred	6/5/2019 9:35 PM
3	NA	6/5/2019 5:36 PM
4	More science tutor hours... quieter areas to learn, more materials available online to study off of	6/5/2019 4:10 PM
5	Resive response from tutor within manner times sometimes they take more than 24 hrs...	5/23/2019 12:07 PM
6	Quicker response will be helpful	5/21/2019 8:16 PM
7	I don't have suggestions at the moment	5/14/2019 9:50 PM
8	I used Chegg study online tutoring. I don't know what Net-Tutor is	5/13/2019 11:45 AM
9	Faster service	5/13/2019 11:40 AM
10	Don't make the students write on the online white board. We don't know how. Tutors should write on it. Don't expected us to write things. They don't come out right. It's time consuming that way. I came for help in math, not how to work the program.	5/13/2019 10:29 AM

Q12 Please let us know why you did not use the online tutoring service this term?

Answered: 68 Skipped: 69

#	RESPONSES	DATE
1	Was not aware of online tutoring service	7/5/2019 10:25 AM
2	Not very useful	7/4/2019 8:27 AM
3	I wasn't really informed about this service	7/4/2019 12:42 AM
4	Stop spamming my email.	7/2/2019 6:19 PM
5	Did not know they existed.	7/2/2019 4:12 PM
6	Didn't know about it.	7/2/2019 1:55 PM
7	Time	7/2/2019 1:23 PM
8	I didn't need tutoring.	7/2/2019 1:01 PM
9	No need	6/24/2019 6:36 PM
10	Did not need it yet.	6/23/2019 7:50 PM
11	Did not know that was an available service	6/21/2019 9:56 AM
12	As far as I know the tutors on Canvas are not from the LRC. I would prefer if the school allowed LRC tutors to tutor for online classes, or do online tutoring.	6/20/2019 12:37 PM
13	I did not know there is an online tutoring service.	6/19/2019 9:30 PM
14	Did not know they existed	6/19/2019 6:56 PM
15	I didnt know there was any.	6/19/2019 12:31 PM
16	I didn't know about it	6/19/2019 11:58 AM
17	My main campus is Riverside City College. I would only take an online course through Norco College if RCC did not have what I need.	6/18/2019 10:02 PM
18	I did not know there was an online tutoring service.	6/18/2019 5:58 AM
19	I go to in house tutoring.	6/17/2019 9:41 AM
20	Did not know there was online tutoring this term	6/17/2019 9:29 AM
21	Didn't know about it	6/9/2019 4:47 PM
22	My teacher held workshops that really benefitted my learning. I tried visiting the LRC for a one on one tutor lesson and I left feeling more confused. He seemed to be unsure of himself.	6/9/2019 11:35 AM
23	I did not know online tutoring was available.	6/8/2019 5:31 PM
24	no tutors for this class	6/6/2019 2:35 PM
25	Not needed	6/5/2019 7:24 PM
26	Not every subject is good online	6/5/2019 6:37 PM
27	Didn't know it was available.	6/5/2019 4:29 PM
28	Didn't need it.	6/5/2019 4:08 PM
29	I did not know they existed.	6/5/2019 3:37 PM
30	Did not take a class.	6/5/2019 3:25 PM
31	Didn't know about it	6/5/2019 3:21 PM
32	I didn't know there was an online tutor service	6/5/2019 3:18 PM

Online Tutoring Service: Spring 2019 Survey - Norco College

33	I didn't know they had such a thing.	6/1/2019 10:09 AM
34	I was not aware that the school offered online tutoring options.	5/31/2019 3:52 PM
35	Didn't know about it!	5/30/2019 10:33 AM
36	I usually like to drop in for a tutor.	5/29/2019 2:08 PM
37	Did not require it.	5/22/2019 5:14 PM
38	It's easier for me to learn in person	5/22/2019 4:56 PM
39	Not attending Norco College	5/22/2019 10:42 AM
40	I didn't know we offered tutoring online.	5/22/2019 9:14 AM
41	I did not need online tutoring.	5/22/2019 8:38 AM
42	I'm not supposed to go to Norco because that is too far	5/21/2019 7:04 PM
43	I did not know it was available.	5/21/2019 6:39 PM
44	I was unaware that there was an online tutoring service	5/21/2019 4:02 PM
45	Went to the center	5/21/2019 3:39 PM
46	Tutoring service was not helpful	5/21/2019 2:10 PM
47	Didn't know about it	5/21/2019 1:42 PM
48	I did not know about it	5/21/2019 12:08 PM
49	Didn't know about them	5/21/2019 12:04 PM
50	I didn't need to this semester, taking mostly art classes	5/21/2019 11:59 AM
51	I didn't know online tutoring was available.	5/20/2019 1:29 PM
52	I didn't know it existed	5/15/2019 4:40 PM
53	Did not know available or how to use.	5/14/2019 8:59 PM
54	I did not know about it.	5/14/2019 4:16 PM
55	Because I learn better if I go to tutoring in person vs online.	5/14/2019 11:24 AM
56	did not know it existed.	5/13/2019 8:02 PM
57	I tried multiple times throughout the semester requesting an online tutoring session and noone ever got back to me.	5/13/2019 7:49 PM
58	Didnt know it was a thing	5/13/2019 3:25 PM
59	Didn't know about it	5/13/2019 3:07 PM
60	I didn't really see a need to use them.	5/13/2019 2:46 PM
61	Didn't know it existed	5/13/2019 1:50 PM
62	Never really needed it	5/13/2019 12:42 PM
63	no need	5/13/2019 12:15 PM
64	i did not need it	5/13/2019 11:50 AM
65	I didn't know there was online tutoring	5/13/2019 11:30 AM
66	I wasn't too sure about it	5/13/2019 11:26 AM
67	Know nothing about it	5/13/2019 10:25 AM
68	I'm not sure what this servers are. I just use canvas normally.	5/13/2019 10:25 AM