

NetTutor Survey Report

August 12, 2018 through February 26, 2019

1. Overall, I had a positive NetTutor experience.
 - Strongly Agree (20%)
 - Agree (20%)
 - Neither Agree nor Disagree (20%)
 - Disagree (27%)
 - Strongly Disagree (13%)

2. My tutor was helpful and knowledgeable.
 - Strongly Agree (27%)
 - Agree (13%)
 - Neither Agree nor Disagree (20%)
 - Disagree (27%)
 - Strongly Disagree (13%)

3. I was comfortable using the tutoring interface.
 - Strongly Agree (27%)
 - Agree (27%)
 - Neither Agree nor Disagree (7%)
 - Disagree (20%)
 - Strongly Disagree (10%)

4. I would recommend the NetTutor service to others.
 - Strongly Agree (36%)
 - Agree (21%)
 - Neither Agree nor Disagree (14%)
 - Disagree (7%)
 - Strongly Disagree (21%)

5. Your feedback is important to us. Please share your comments here.
 - The bell was not working, so I couldn't hear when it would be my turn. I also made sure my sounds was on and I was using YouTube, so I know it was working. I never experience it before especially since I've been using it for 2 semester already. I saw the new layout, so there might be a bug of some sort.
 - Trying to type and put a picture in the question box is so difficult. It keeps shifting the page around.
 - Please help students who are trying to understanding the contents of the Chapters cause some terrible professors don't explain the sections well in class!
 - I got no explanation from the tutor on how to do the problem. I didn't know how to do the problem I showed him and he sent me YouTube videos to watch and I still don't know how to work that problem.
 - He started to help but I had to leave because he didn't know how to answer.
 - Isaie was NOT helpful. Please find tutors that want to actually help people and not focus on leaving right on the dot of their shift.
 - It was a great tutoring Thanks.