Q1 From which lab(s) did you receive support? (Check all that apply)

Answered: 74   Skipped: 0
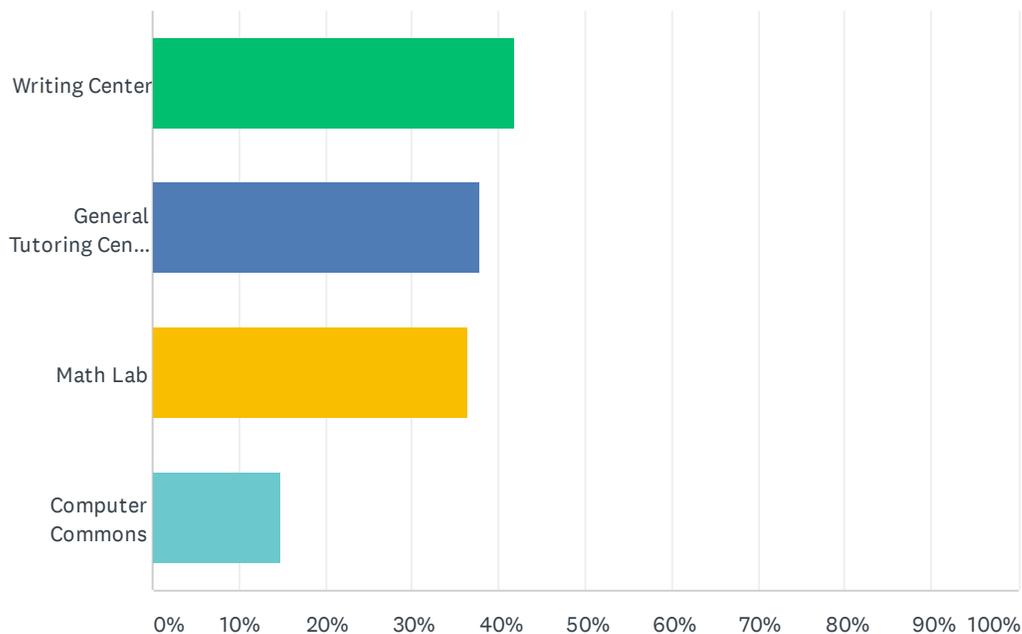
ANSWER CHOICES	RESPONSES	
Writing Center	41.89%	31
General Tutoring Center (GTC)	37.84%	28
Math Lab	36.49%	27
Computer Commons	14.86%	11
Total Respondents: 74		

Q2 Which service(s) did you utilize? (Check all that apply)

Answered: 67   Skipped: 7
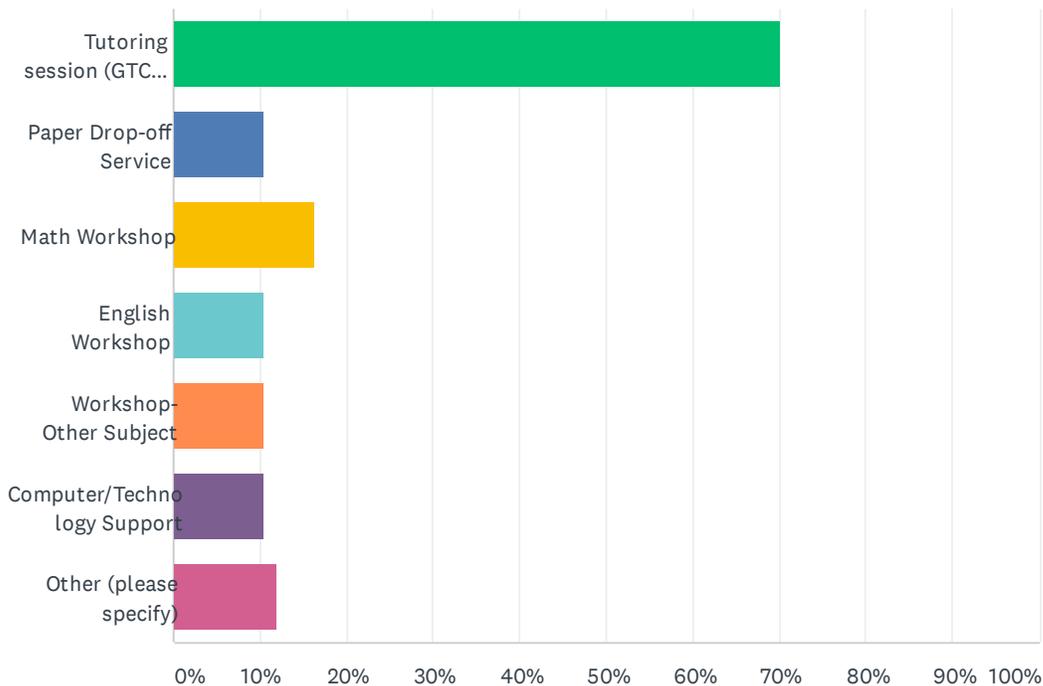
ANSWER CHOICES	RESPONSES	
Tutoring session (GTC, Writing Center, or Math Lab)	70.15%	47
Paper Drop-off Service	10.45%	7
Math Workshop	16.42%	11
English Workshop	10.45%	7
Workshop- Other Subject	10.45%	7
Computer/Technology Support	10.45%	7
Other (please specify)	11.94%	8
Total Respondents: 67		

# Q3 Accessing the Academic Resource Center's virtual services/tutoring was:

Answered: 64   Skipped: 10
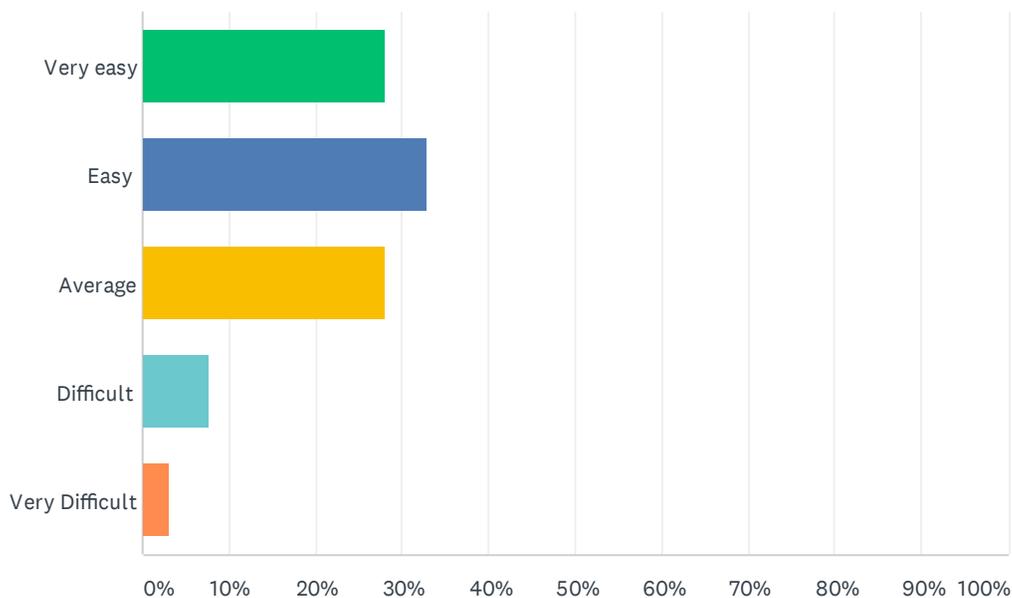
ANSWER CHOICES	RESPONSES	
Very easy	28.13%	18
Easy	32.81%	21
Average	28.13%	18
Difficult	7.81%	5
Very Difficult	3.13%	2
TOTAL		64

Q4 What would improve your experience ACCESSING online tutoring/support services?

Answered: 24   Skipped: 50

Q5 My overall experience using the ARC online tutoring/support services was:

Answered: 62   Skipped: 12
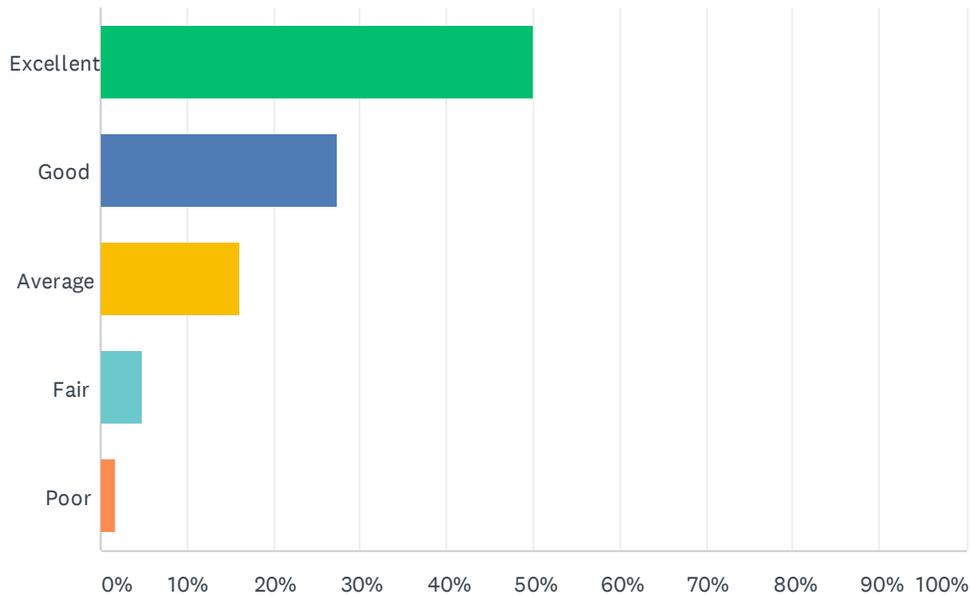
| ANSWER CHOICES	RESPONSES	
Excellent	50.00%	31
Good	27.42%	17
Average	16.13%	10
Fair	4.84%	3
Poor	1.61%	1
TOTAL		62

Q6 What made your ARC online tutoring/services experience positive?

Answered: 40   Skipped: 34

Q7 What would improve your experience when USING online tutoring/support services?

Answered: 47   Skipped: 27

Q8 Have you used NetTutor (online tutoring provided by the district)?

Answered: 58   Skipped: 16
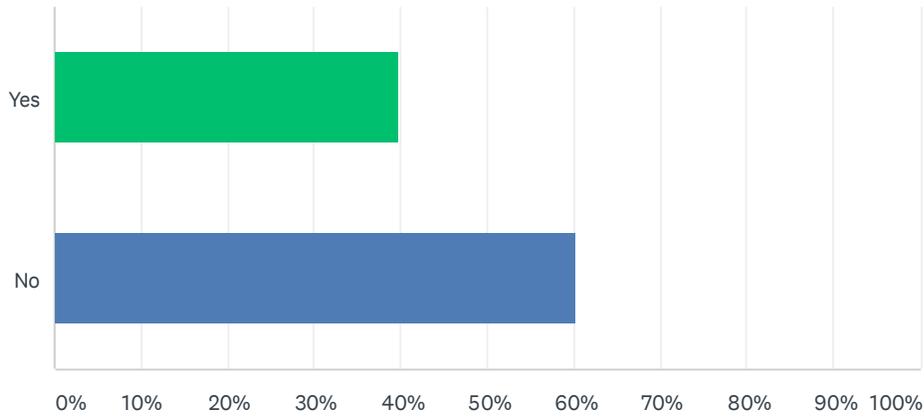
ANSWER CHOICES	RESPONSES	
Yes	39.66%	23
No	60.34%	35
TOTAL		58

Q9 Which tutoring platform did you prefer?

Answered: 23   Skipped: 51
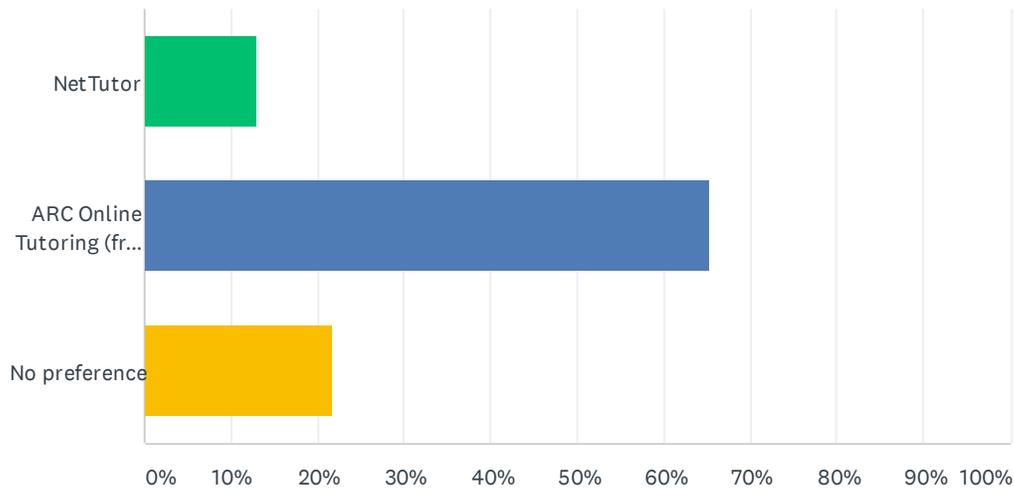
ANSWER CHOICES	RESPONSES	
NetTutor	13.04%	3
ARC Online Tutoring (from GTC, Math Lab, Writing Center, etc.)	65.22%	15
No preference	21.74%	5
TOTAL		23

## Q10 Please tell us why you preferred this platform:

Answered: 23   Skipped: 51

Q11 What types of online services/offerings would you be most interested in ARC offering/continuing to offer moving forward? (Check all that apply)

Answered: 58   Skipped: 16
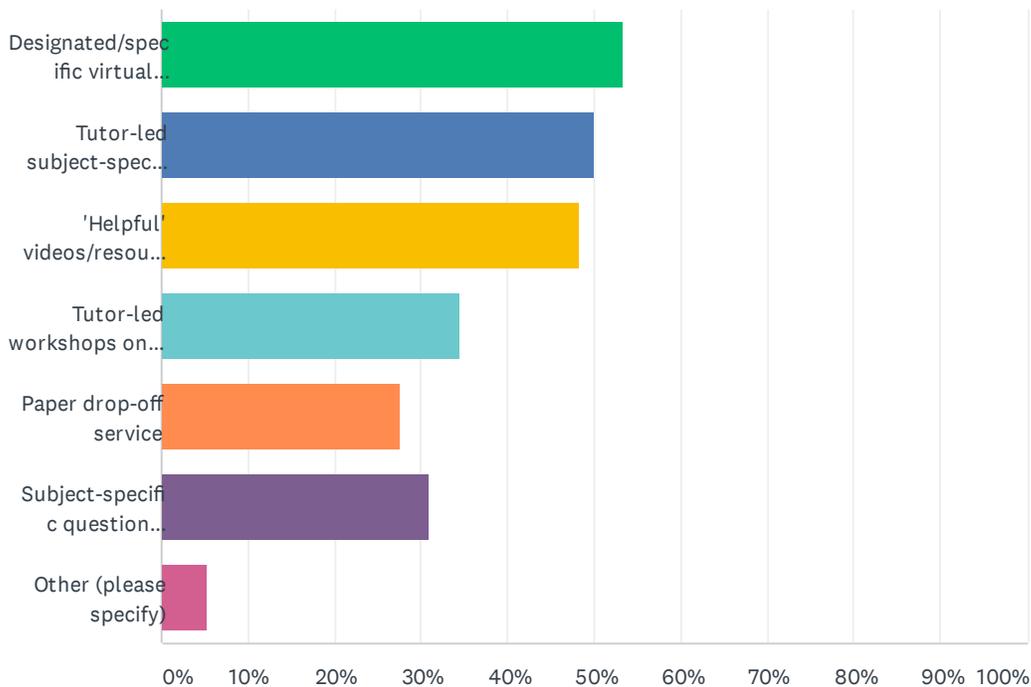
ANSWER CHOICES	RESPONSES	
Designated/specific virtual tutoring hours	53.45%	31
Tutor-led subject-specific workshops/test review	50.00%	29
'Helpful' videos/resources posted on the ARC website	48.28%	28
Tutor-led workshops on general student topics (e.g. stress management, study techniques)	34.48%	20
Paper drop-off service	27.59%	16
Subject-specific question drop-off for tutors	31.03%	18
Other (please specify)	5.17%	3
Total Respondents: 58		

Q12 How would you like to get information about the Academic Resource Center's offerings? (Check all that apply)

Answered: 58   Skipped: 16
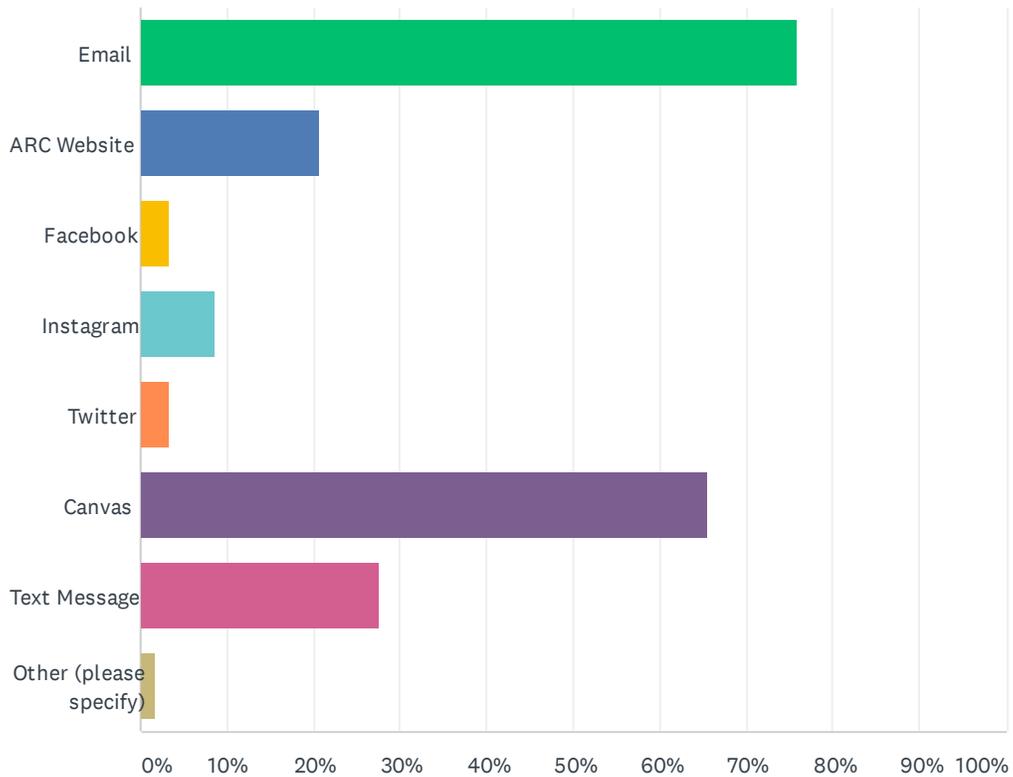
ANSWER CHOICES	RESPONSES	
Email	75.86%	44
ARC Website	20.69%	12
Facebook	3.45%	2
Instagram	8.62%	5
Twitter	3.45%	2
Canvas	65.52%	38
Text Message	27.59%	16
Other (please specify)	1.72%	1
Total Respondents: 58		

Q13 Please provide any additional feedback that would help us make our virtual services as valuable as possible.

Answered: 23   Skipped: 51