



# Spring 2023 Student Survey Findings

Feedback from 88 students across 20 campuses

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## Knack End of Term Student Survey Findings (Spring '23)

At the end of every academic term, we run a survey to better understand how well we are serving students across our partner institutions. For the Spring '23 Term, we gathered feedback from 88 students across 20 different campuses.

This sample included students who had completed as few as 4 sessions and as many as 78 sessions. Our findings, which you can see below, indicate that Knack Tutors made a huge impact on their peers this term.

Assessment Measure	Assessment Target	Assessment Results
<b>Self-Efficacy:</b> "Tutoring helped me become an independent learner."	80% of students will select "Strongly Agree" or "Agree"	<b>92%</b> of students selected "Strongly Agree" or "Agree" <i>(3.4% answered "Does Not Apply")</i>
<b>Value of Services:</b> "Tutoring helped increase my subject matter knowledge."	85% of students will select "Strongly Agree" or "Agree"	<b>96.6%</b> of students selected "Strongly Agree" or "Agree" <i>(1.1% answered "Does Not Apply")</i>
<b>Self-Efficacy:</b> "Tutoring helped me build my self-confidence."	75% of students will select "Strongly Agree" or "Agree"	<b>92%</b> of students selected "Strongly Agree" or "Agree" <i>(2.3% answered "Does Not Apply")</i>
<b>Study Skills:</b> "Tutoring helped enhance my study and learning strategies."	85% of students will select "Strongly Agree" or "Agree"	<b>92%</b> of students selected "Strongly Agree" or "Agree" <i>(4.5% answered "Does Not Apply")</i>
<b>Metacognitive Skills:</b> "My tutor(s) made a point to help me improve my overall approach to learning instead of just covering course content."	85% of students will select "Strongly Agree" or "Agree"	<b>90.9%</b> of students selected "Strongly Agree" or "Agree" <i>(3.4% answered "Does Not Apply")</i>
<b>Academic Outcomes:</b> "My grades improved as a result of tutoring."	80% of students will select "Strongly Agree" or "Agree"	<b>94.3%</b> of students selected "Strongly Agree" or "Agree" <i>(1.1% answered "Does Not Apply")</i>

<p><b>Social Outcomes:</b> “My experience on Knack made me feel more connected to my campus community or fellow students.”</p>	<p>70% of students will select “Strongly Agree” or “Agree”</p>	<p><b>78.4%</b> of students selected “Strongly Agree” or “Agree” <i>(9.1% answered “Does Not Apply”)</i></p>
<p><b>Student Satisfaction:</b> Overall, how satisfied are you with your tutoring experience this semester?</p>	<p>80% of students will select “Very Satisfied” or “Satisfied”</p>	<p><b>73.9%</b> of students selected “Very Satisfied” or “Satisfied” <i>(23.9% were “Somewhat Satisfied”)</i></p>
<p><b>Value of Services:</b> Do you think you will return for tutoring? Why or why not?</p>	<p>85% of students will select “Yes”</p>	<p><b>94.3%</b> of students selected “Yes” <i>(5.7% selected “Maybe”)</i></p>

In addition to everything detailed above, we found that most students (**71.6%**) learned **Specific Study Techniques** from their tutoring sessions that they can use on their own in the future. **50%** mentioned **Study Guide Preparation**, **46.6%** mentioned **Test-Taking Tips**, **37.5%** mentioned **Note-Taking**, and **26.1%** mentioned **Reading Techniques**.

**We asked students “What could be improved about your tutoring experience?” – here’s what they had to share:**

“Nothing! It worked with my busy schedule as a wife and mom of 2. My tutor was excellent!!”

“Honestly, I had such a great experience. The only thing I would change would be to go more often during the semester”

“No need for improvements! Everything was great and the app is very easy to use!”

**We asked students why they answered “Yes,” “No,” or “Maybe” to “Do you think you will return for tutoring in the future?” – here’s what they had to share:**

“Tutoring has changed my confidence when taking challenging classes. As a result, my grades have greatly improved.”

“I am an adult learner and struggle to retain knowledge sometimes. It also helps to feel like I am learning content in solely online classes.”

“Knack tutors have gone through the course ahead of us and provided insight that was very beneficial. They helped with test taking and learning the material. It was easy to navigate and the tutors made sure to break down concepts in a way which helped me to understand.”

“My tutor was able to present the information learned in class in a much simpler way that was easier to understand. She gave me tips and shortcuts that will be helpful beyond this class. I truly appreciate her.”

“It helped me to stay accountable.”

“I was able to get help outside of my professor, who I felt uncomfortable reaching out to for help. Tutors made it easier to approach getting help.”

### Closing Thoughts

With the spring semester coming to a close, we always enjoy hearing from students and learning about their positive interactions and the impact our platform has had on them over the course of the term. It goes without saying that we are very thankful for our tutors who dedicate themselves to helping their peers succeed. It is very clear that our students are keen on expanding their ability to learn and retain material, so that they can be successful now, and in the future. We are looking forward to the fall, here’s to another year of learning!

### The campuses included:





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