VPSA Log#
Date 5-13-09

Assessment Review/Update Form for Student Affairs
(Complete after assessment)

Department: Student Support Services
Assessment Title: SSS Spring '09 Survey of Tutoring Services

Response Rate: Identify demographics of respondents; include the number mailed or interviewed and the number completed.

The Student Support Services Spring 2009 Survey of Tutoring Services was administered electronically, using Survey Monkey and was made available to eighty-six (86) Student Support Services (SSS) participants. Forty-two students responded, yielding a response rate of 49%.

Summary of Findings: Attach executive summary, table and figures, if applicable. What did you learn?

Basic Information

- Thirty one percent (31%) of respondents reported having 1 – 5 tutoring sessions during the spring semester.
- Thirty one percent (31%) of respondents reported having 6 – 10 tutoring sessions during the spring semester.
- Twenty-six percent (26%) of respondents reported attending 11 – 15 tutoring session during the spring semester.
- Fourteen percent (14%) of respondents reported attending 16 or more tutoring sessions.

On SSS Tutors

- Students were asked to rate several statements on a scale of 1 to 5 , with 5 being "Very Helpful",
    - In response to the statement, "The tutor listens to me and tries to understand my problem(s)/questions", the majority of respondents, 93%, gave a rating of 4 or 5.
    - In response to the statement, "The tutor knows and understands the subject matter of this course", the majority of respondents, 93%, gave a rating of 4 or 5.
    - 92% of respondents rated the statement, "the tutor encourages me and makes me feel that I have the ability to do well", with a 4 or 5.
    - The average rating for all statements regarding tutors was 4.39 or greater

On Tutoring Services

- At the time of the survey, final grades had not yet been posted, so students were asked to predict their final grade in their tutored subject. Seventeen percent (17%) felt that they would earn an A, fifty two percent (52%) were expecting to receive a B, while thirty-three percent (33%) were anticipating a grade of "C".
- Ninety-one percent (91%) of respondents either agreed or strongly agreed with the statement, "Participating in SSS tutoring has improved my grade and/or test scores in the tutored subject."
- Ninety-six percent (96%) of respondents agreed or strongly agreed with the statement, "Participating in SSS tutoring has enhanced my chances of staying in college."

General comments regarding the tutoring program:

- "I really enjoyed him as my tutor he really cleared things up for me that I had a hard time understanding in philosophy."
- "Amanda was the best math tutor I have ever had. She meets every need and made me feel confident before every test. My test grades improved each week. Amanda was such an amazing teacher that I would dread not being able to see her for more sessions. She explained every problem and knew her materials like a professor. Every tutor should be modeled after Amanda."
- "Amanda is great!"
- "Amanda is a great tutor. Not all possess this skill. Keep up the good work on hiring such applicants."
- "It's a relief to be able to get help when I need it, and from someone so friendly and knowledgeable! Thanks SSS and Ryan."
- "I have great tutors that know their stuff and I feel free to always ask questions."
- "Maybe have the option of meeting more than once a week per subject. With the same tutor!"
- "Creating a once a month all day tutoring session for all tutors and students to come and get help with extra things".
- "I think the tutoring program is well organized at this time. There is more flexibility in the scheduling hours as compared to last semester. I feel a lot of ease in making my scheduled times."
- "Have more hours open".

Distribution: List groups that will receive reports (oral or written) from this assessment.

- SSS staff (including peer tutors)
- Dr. Sherri Benn, Assistant VP for Student Affairs/Director of Multicultural Student Affairs

Recommendations/Action Plan: Describe specific actions or programmatic changes you will make resulting from this assessment.

- Continue to hire great tutors!
- Consider scheduling more group study sessions in the fall.
- Schedule students to meet with their tutor more than once a week per subject upon request and if the schedule permits.
- Have tutors with excellent skills and great reviews assist in training other tutors.
- Update database with actual grades students earned for classes they received tutoring for. Compare actual grades with the predicted grades.
- Offer sensitivity training for tutors and training sessions that teach emotional intelligence skills.
- Consider extending office hours beyond 5:00p so that tutoring sessions can be held into late afternoon/ early evening hours.

Changes made after assessment (Fall, Spring or Summer):

SSS staff will participate in a two-day retreat to plan for the upcoming academic year. At the retreat, staff will evaluate the past year, making plans to implement program improvements based on staff input and results of the surveys administered in Fall 2008 and Spring 2009.

Return completed form to Susan Thompson, Research Associate in the VPSA Office, 980 J.C. Kellam, before the end of the semester in which the assessment was conducted.