

Vernon College

Assessment Activity/Report Communication Form 2013-2014

Title: *Tutoring Center Satisfaction Evaluation* Date of completion: *9/ 25/2014*

Please circle: **Assessment Activity** **Report** **Both**

Highlights of data: *126 of 404 students completed an evaluation*

For those students tutored in 2013-2014, the results are as follows:

1. Students learned about the Tutoring Centers (may choose more than 1 answer)

New Student Orientation— 21

Posters or notices on campus—31

Instructors- 37

A friend- 37

Other— 13

2. 58% used the Tutoring Center computers

3. 99% said the Tutoring Coordinator was helpful.

4. 29% had an essay proofed in the Tutoring Center

5. 89% who had an essay proofed said the service helped them.

6. 96% said the tutor was helpful

7. 95% said the tutor was familiar with the class content.

8. 97% said Tutoring Center services helped them to be successful in their classes

Comments from Vernon Tutoring Center regarding suggestions for improvement:

Keep doing what they are doing.

Tutors for nursing need to get paid more.

There should be tutors for the LVN Program students.(2 students suggested this)

This space was great for study groups.

A wonderful resource run by wonderful people.

Comments from CCC Tutoring Center regarding suggestions for improvement:

I have no suggestions for improving the services or the tutoring center because they are all so helpful and great.

This is a wonderful resource and I will continue to use the PASS (now the Tutoring Center) Center for future courses.

Not the services, however we need more space for more computers and students.

More computers. Longer hours. Need more English tutors during the week.

To put the tutoring online so we can go through it again. It is very helpful.

Excellent help. I did better on my psychology test and my math homework very understandable.

Nasty English tutor. Not helpful at all. I tried her twice. Get her out of the center.

___'s attitude is not so good. All she do is sit and do her work, and when you ask her for help it like you are bothering her.

Use of data: *Ask the Vernon LVN instructors for tutoring referrals at the beginning*

of every semester so that group has its own tutor early. Advertise for LVN tutors. Investigate adding more computers to the CCC Tutoring Center. Investigate the complaints about the English tutor at CCC.

How associated to Student Success? *Tutoring services help students understand course material better so they have a better chance of succeeding in their classes at Vernon College.*

Where the report can be found: *PASS Department Director's Office*

Submitted by: *Deana Lehman* **Date:** *September 25, 2014*
(responsible party)

Received by Office of Institutional Effectiveness: **September 30, 2014**
(date)

Presented to College Effectiveness Committee:
(date)