

Vernon College
Assessment Activity/Report Communication Form
2016-2017

Title: New Beginnings Satisfaction Evaluation

Date of completion: October 19, 2016

Highlights of data:

For the Vernon Tutoring Center Paper Evaluation:

32 completed evaluations were received from 51 unduplicated students tutored in 2015-2016.

Numbers/Responses to the following significant questions are in italics:

- How did you learn about the Tutoring Center? (some students selected more than one answer)
19 --Instructors
12 --New Student Orientation
4—A Friend
3—Other
- Was the Tutoring Center Coordinator helpful?
32-yes -0- negative answers
- Was the tutor helpful?
32-yes -0-negative answers
Was the tutor familiar with the class content and instructor expectations?
32-yes -0- negative answers
- Did the Tutoring Center services you received help you to be successful in your course(s)?
32-yes -0-negative answers
- Do you have any suggestions for improving the services of the Tutoring Center?
"No suggestion-everything is great. I have so much help from the tutoring (Amber) center."
"Bring back face-to-face tutoring"
"I am always pleased with Amber's help. I have done great on my essays after her help!"
"More like Amber"

For the Century City Tutoring Center Online Accudemia Evaluation:

81 completed evaluations were received from 117 duplicated students tutored in 2015-2016.

Numbers/Responses to the following significant questions are in italics:

- How did you learn about the Tutoring Center? (some students selected more than one answer)
28-Other
22-Instructors
15-New Student Orientation
14-A Friend
- Was the Tutoring Center Coordinator helpful?
77-yes 3-no
- Was the tutor helpful?
68-yes 11-no
- Was the tutor familiar with the class content and instructor expectations?
67-yes 10-no
- Did the Tutoring Center services you received help you to be successful in your course(s)?
72-yes 9-no

* To be shared with the Student Success Data and College Effectiveness Committees as well as Vernon College constituents.

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Use of data:

1. Continue to encourage instructors to refer students to tutoring since that is one of the most common ways students learn about the Tutoring Center.
2. Change the CCC Tutoring Center Evaluation so that it is identical to the approved evaluation that the Vernon Tutoring Center is currently administering.
3. Since 13-14% of the students surveyed at CCC felt the tutor was not familiar with class content or instructor expectations, or the tutor was not helpful, assure that all tutors hired visit with the instructor of the course to be tutored and that all tutors are knowledgeable in the classes they intend to tutor by receiving instructor approval before hiring.

How associated to Student Success?

Tutoring can be a critical element for student success. Students who get regular and timely help have better course completion rates than those students who come in too late or only once a semester.

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

Submitted by: Deana Lehman **Date:** October 19,2016
(Responsible Party)

Received by Office of Quality Enhancement: 10/19/16
(Date)

Posted to VC Website*: 11/7/16
(Date)

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