

**Vernon College**  
**Assessment Activity/Report Communication Form**  
**2018-2019**

**Title:** Tutoring Center Satisfaction Evaluation

**Date of completion:** July 16, 2018

**Highlights of data:**

*43 students completed an evaluation on tutoring services in Fall 2017 or Spring 2018*

**For the Tutoring Centers Paper Evaluation:**

23 students completed a Tutoring Center evaluation. Responses to the following significant questions are in italics:

- How did you learn about the Tutoring Center? (some students selected more than one answer)  
*15 --Instructors*  
*1 --New Student Orientation*  
*3--A Friend*  
*3-Student Success Events*  
*1-Other—"Walked by"*
- Was the Tutoring Center Coordinator helpful?  
*22-Yes -0- negative answers 1 Not applicable*
- Was the tutor helpful?  
*23-yes -0-negative answers*  
Did the tutor show a clear understanding about the subject matter?  
*23-yes -0- negative answers*
- Did the Tutoring Center services you received help you to be successful in your course(s)?  
*23-yes -0-negative answers*
- Do you have any suggestions for improving the services of the Tutoring Center?  
*"A Spanish tutor would be nice"*  
*"None, they are great"*  
*"Very sweet, nice, caring and helpful"*

**For the Online Essay Tutoring Evaluation:**

20 students completed an evaluation for the online essay tutoring service. Responses to the following significant questions are in italics:

- Was the tutor helpful in giving constructive feedback?  
*18-yes 2-no*
- Did the tutor show a clear understanding about the subject matter?  
*18-yes 2-no*
- Did the online essay tutoring service you received help you be successful in your course(s)?  
*17-yes 3-no*
- Additional Comments about online essay tutoring:  
*"The tutoring center was so helpful. It really helped me succeed in composition."*  
*"I wouldn't have passed w/out y'all's help! So, thank you! Take a bow, guys."*  
*"Amber helped me every single time and was so very sweet! She's definitely the reason I have done so well with all of my essays!"*  
*"Thank you guys for making my first semester a successful one. I wouldn't have been able to do it without you guys."*

\* 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. Revise the evaluation to contain all three types of tutoring (Tutoring Center; NetTutor; Online Essay Tutoring) in one evaluation that is available online in an effort to obtain more evaluations.
3. Send emails to tutored students asking them to complete an evaluation.

**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:** August 16, 2018  
(Responsible Party)

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**Received by Office of Institutional Effectiveness:** September 13, 2018  
(Date)

**Posted to VC Website\*:** February 19, 2019  
(Date)

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