

**Vernon College**  
**Assessment Activity/Report Communication Form**  
**2015-2016**

**Title:** Tutoring Center Satisfaction Evaluation

**Date of completion:** October 1, 2015

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

**Highlights of data:** 244 of 347(70%) of tutored students completed a tutoring services evaluation. Using only the applicable answers, students responded to the following questions with these answers:

**How did you learn about the Tutoring Center?**

48%--Instructor(s) 21%- Other (family members, e-mails, or all of the above answers)15%-Posters or notices on campus 13%-A friend 10%-New Student Orientation

**Was the Tutoring Center Coordinator and tutor helpful?** 98%--yes

**Did the Tutoring Center services you received help you to be successful in your courses?** 98%--yes

"I can honestly say this tutoring has helped me pass my more difficult class." "I appreciated the tutor coming in after 5:00 p.m." "I have an 85 in Math because of this place." "My grades in math and computers improved once I started coming to the Tutoring Center."

**Do you have any suggestions for improving the services of the Tutoring Center?**

"Have tutors available more frequently throughout the day." "More hours for Math."

"The only thing I can think of is I wish you were open more hours." "24 hour service, please."

"Bring back tutoring by appointment." "More sign-in computers" "This is the best service offered on campus." "He (the tutor) had not had the professor before and did not know what was expected."

"Wish there were more tutoring for other courses like patho and chemistry." "The tutoring center was my saving grace." "More Nursing tutors and more recordings."

**Use of data:**

1. Continue to email instructors, visit their classes to do orientation, and post notices regarding Tutoring Center services.
2. Contact NetTutor to see how we can allow students to evaluate their tutoring sessions.
3. Since the Nursing Tutoring hours on NetTutor are very limited, allow the Nursing Department to set up group tutoring for Nursing students.

**How associated to Student Success?**

Data from 2014-2015 shows that 83% of the students who came in for tutoring within the first 5 weeks of the semester and attended tutoring sessions regularly (9 visits or more) passed their courses for which they were tutored.

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

- \* Posted on Vernon College website to be shared with SSBTN and College Effectiveness Committees as well as Vernon College constituents.

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**Submitted by:** Deana Lehman **Date:** October 1, 2015  
(Responsible Party)

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**Received by Office of Quality Enhancement:** 10/2/15  
(Date)

**Presented to SSBTN Committee\*:** 10/12/15  
(Date)

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