

Vernon College

Assessment Activity/Report Communication Form 2011-2012

Title: PASS Center Evaluations Date of completion: August 31, 2012

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

Highlights of data:

1. 56% (of students) tutored learned of PASS Center(PC) from their instructors
Only 7% learned of PC from posters, electronic bulletin boards, or notices
15% learned of PC from New Student Orientation
2. 71% use computers when in PASS Center
3. &6. 100% said both PC Coordinator and tutor were helpful
4. &5. 22% had an essay proofed; 100% of these said service was helpful
7. 100% said tutor was familiar with course content and instructor expectations
8. **Comments from Vernon PASS:** "Excellent job!" "Everything was great"
Comments from CCC PASS: 8 positive responses with no suggestions for improvement.
"Students should be able to access the schedule online" "No babies in the center during tutoring times." "Tutor is not available in the evenings."
"Sometimes you need more tutors because I (sometimes) can't get in."
"The only suggestion I have is to allow more than 3 hours a week a person."
"Options for math responses." "I suggest that in order from more students to benefit from the tutoring the Center needs to be opened sooner than it does currently." "Keep it open more." "Helpful but the PASS Center needs to offer more tutoring for other classes-science classes" "It seems the tutors have their hands full. Maybe more tutors to help with the work load would be helpful."
"The only thing that I would change is being able to come more hours in a week, esp. when I need help with math and English."
Also included were two requests to open at 7:00, 7:15, or 7:30 a.m.

Use of data: Since the majority of students learn of the PASS Center services from instructors, the PASS Center Coordinators will continue to provide orientation in classes, email instructors informing them of what the PASS Center can do for their classes, and post schedules online so all instructors can see when their course content is being tutored and announce that to all their classes.

How associated to Student Success? Early intervention in the form of tutoring, study skills tips, test-taking tips, and note-taking tips can help students succeed at Vernon College.

Where the report can be found: Director of Special Services' Office

Submitted by: Deana Lehman **Date:** October 5, 2012
(responsible party)

Received by Office of Institutional Effectiveness: October 5, 2012

Presented to College Effectiveness Committee: January 2013