

Tutoring Center – Status Update

Recommendation:

Develop a system for evaluating effectiveness of Gavilan Tutorial Partnership, develop strategy to expand if data indicate it is an effective program

Progress:

We are continuing to develop tools to evaluate effectiveness such as collaborating together on ideas for creating new surveys and joint collaborations with other student support centers and academic departments. We are exploring what areas students need support services in and where we could collaborate with academic support centers to support those services through partnerships. A survey has been developed and administered. As in previous terms, it will be administered every term.

Recommendation:

Develop a system for evaluating effectiveness of Guidance 28; update curriculum as needed.

Progress:

Mandatory Class Evaluations are given to each student at the end of Guidance 28 class. All evaluations are reviewed for future improvement and curriculum updates.

Evaluation Summary from Summer 2017 Guidance 28 17 Students

- Did this class fulfill your expectations?
Students responses were 100% met their expectations.
- Did you learn the fundamentals of good tutoring techniques?
Students responses were 100% learned tutorial techniques for being an effective tutor.
- Were you overall experiences with Guidance 28 class a positive one? Students responses were 100% enjoyed Guidance 28 class.

Recommendation:

Develop a system for evaluating Net-Tutor's effectiveness.

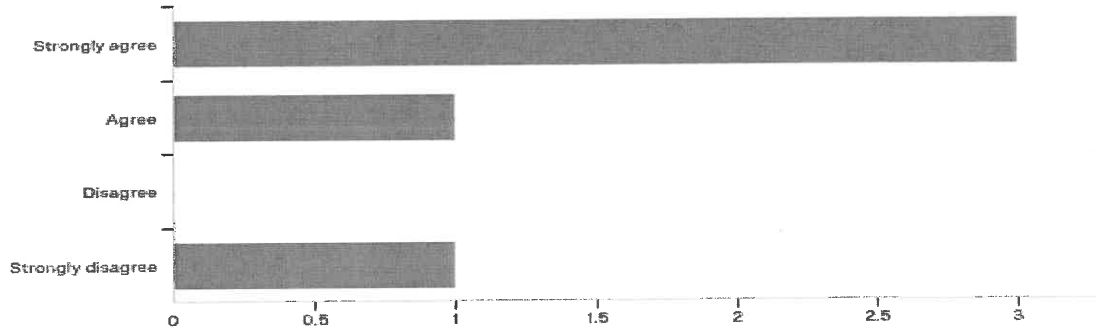
Progress:

As only 18 students utilized NetTutor we are exploring ways to ascertain the perceptions students have of Net-Tutor and how to increase the usage of NetTutor. Next semester we will implement an introduction to NetTutor that will be incorporated by the tutors and introduced to tutees during their one on one tutoring sessions. This should increase the usage of NetTutor as tutoring support and enhancement to one on one tutoring. It is our assessment that if NetTutor is utilized in conjunction with one on one tutoring the usage of NetTutor will increase.

NetTutor Evaluation usage from Previous semester below:

How much do you agree with the following statements about your Net-Tutor online tutoring experience (*Strongly Agree, Agree, Disagree, Strongly Disagree*)?

- I found the NetTutor tutoring experience easy to use?
- The tutoring session was very helpful for me in completing an assignment or preparing for a test.
- The tutoring session helped me do better in the course.



#	Answer	%	Count
1	Strongly agree	60.00%	3
2	Agree	20.00%	1
3	Disagree	0.00%	0
4	Strongly disagree	20.00%	1
	Total	100%	5

Recommendation:

Develop a strategy for advertising and educating people about the services available at the Tutoring Center

Progress:

The campus tutoring center uses many methods to educate students on the tutoring services offered such as campus wide distribution of tutoring flyers, performing in-classroom visits, and setting up tables in high traffic areas to advertise tutoring services. In addition, instructors of specific academic disciplines are contacted via email to inform their students of the tutoring center and services. Due to our efforts, we have noticed an increase in students requesting tutoring services. Furthermore, we have made sandwich boards and have placed them outside our center as a form of advertising and way finding for the tutoring center. We also created a Tutoring Center bulletin board which is located in a main hallway close to our center. All of our flyers and information about our tutoring center is also distributed in Spanish. Moreover, the staff of the campus tutoring center regularly meets to discuss new strategies for advertising and educating the campus community about tutoring services, and a record of those suggestions are kept on file as minutes of the meetings. Lastly, a campus tutoring club was formed to attract future student tutors and to promote tutoring services campus wide.

Recommendation:

With the Learning Commons coordinator and appropriate administrators, explore ways to integrate the Tutoring Center with Learning Commons student support services

Progress:

In-person conversations, and meetings have helped continue the on-going dialogue to explore opportunities to integrate services with learning commons. This term meeting will specifically discuss integration of Learning Commons and Writing Center services. We are continuing to maintain healthy communication with all concerned parties. In addition, we are currently working on a tutoring project with Learning Commons to provide tutoring services to student athletes.

Recommendation:

Develop a strategy for recruiting and training more tutors in specific disciplines, so more walk-in students can be served

Progress:

Specific instructors are contacted to provide recommendations for tutors in specific disciplines. Furthermore, student tutors are encouraged to perform student outreach services among their peers, and often tutors for specific disciplines are found as a result. Drop-in tutoring is also offered for students who require on-the-spot assistance and cannot wait for an appointment. Finally, student tutors have expressed a desire to assist students via the phone, and some student tutors already are doing so out of their own volition, so we are in conversations about the possibility of implementing for next semester the opportunity for students to receive more tutoring via the phone or skype so that students may have greater accessibility to tutoring services in the evenings and on weekends.

Recommendation:

Update Learning Outcomes and Program Plans to reflect current goals and objectives

Progress: Currently, in progress and will be completed by the end of the month.

Recommendation:

Use collected data to provide explicit support for goals and objectives

Progress:

Our Tutoring Center Survey of 100 tutees surveyed represented an increase in the amount of sessions per student served at 45.6% for 10+ sessions or more per semester, 5-10 sessions at 19.6%, and 1-5 sessions at 34.7% of student tutoring sessions. The most requested subjects for tutoring support were in Math, Science, Accounting, Psychology, Astronomy, Biology, Chemistry, ESL, Economics, Communication, Spanish, Administration of Justice. We have also seen an increase in drop in students that need tutoring support.