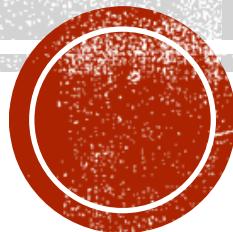


EOP TUTORIAL SERVICES

A Rock-Star Student Service!



WHY WE DO ASSESSMENT?

- This is our way to evaluate what we are doing
 - Are we achieving our tutoring services goals?
 - Are we providing services in the best way possible?
 - Are there areas that we can improve?
- Feedback is exciting
 - Good results
 - Ideas, ideas, ideas
 - Everything evolves; we must evolve with it
 - New ways, new technologies; new tools
- Pre-assessment
 - Clarify purpose and what we want to learn from the assessment



ASSESSMENT PROJECT FALL 2014

- **Student Population**

- All students who received tutoring during Fall 2014

- **Time Frame**

- January 8, 2015 – January 23, 2015

- **Two Surveys**

- Tutorial Services General Feedback
 - Tutoring services (Tutor evaluations)
 - Surveys were looped
 - Took about 5-7 minutes to complete; a little more if they evaluated more than one tutor



ASSESSMENT PROJECT FALL 2014

- TWO SURVEYS

- 1. Tutorial Services General Feedback

- Questions:

- Scale ratings: “When signing up for tutoring... the tutorial services staff was friendly/helpful/took the time to answer my questions/took the time to explain how tutoring works,” “...the process was easy,” “...it was easy to find a tutor in the subject I needed tutoring for”
 - Open-ended: “What was the most helpful part of the services you received from EOP Tutorial Center?” “How can we improve our services?”



ASSESSMENT PROJECT FALL 2014

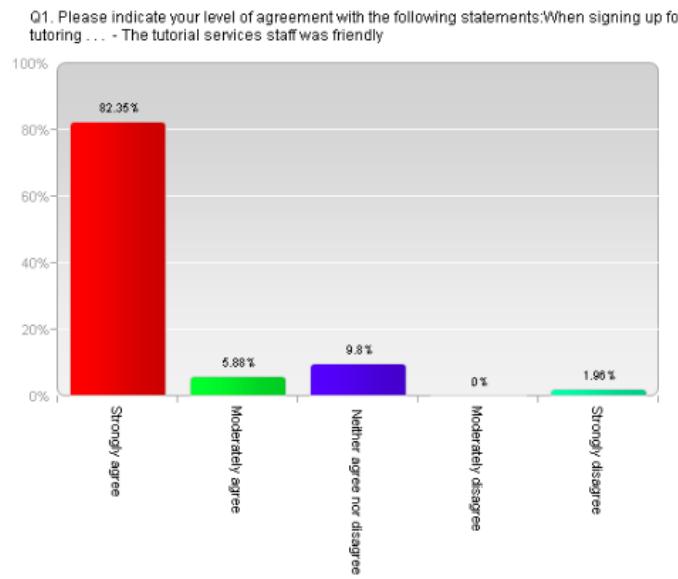
- TWO SURVEYS (cont.)

- 2. Tutoring Services (Tutor evaluations)
 - Fall 2014 tutor names were provided for evaluation
 - Subject(s) tutoring was received for were requested
 - Type of tutoring: Weekly individual, group, one-time, other
 - Scale ratings:
 - “The tutor... was on time/gave me enough notice if a session needed to be cancelled/clearly explained the policies and procedures for using the services in the center/willing to listen to my questions/willing to answer my questions/willing to listen to my concerns/willing to address my concerns/patient/helped me to identify my problem area(s)/knew the subject matter well/explained the material clearly/helped me develop more effective study strategies/tried different approaches in reviewing material”
 - In general: “Because of the assistance I received from this tutor... my knowledge and understanding of the subject increased/my study skills have improved/I have a better attitude towards the subject
 - Grade estimates: What grade would you have received before tutoring for this course? What grade do you think you will get after receiving tutoring for this course?



RESULTS: GENERAL FEEDBACK SURVEY

- Very positive results 
- 82% on Strongly Agree
 - Staff was friendly



- Between 63-69% on *Strongly Agree*
 - Staff was helpful
 - Staff took time to answer my questions
 - Staff took time to explain how tutoring works
 - The process was easy
 - Easy to find a tutor in subject needed
- Caution areas:
 - Explaining how tutoring works
 - Finding a tutor in subject needed – ideal but not as easy



RESULTS: GENERAL FEEDBACK SURVEY

▪ MOST HELPFUL

- Tutoring! (33 mentions) 
 - Different subjects mentioned
 - Helped to understand homework
 - Explained well
 - Nice/patient/friendly
- Questions answered (5 mentions)
- Flexible Schedule (3 mentions)
- Others
 - More tutoring time than other places, comfortable to ask questions, various subjects covered, consistency of same tutor

▪ AREAS TO IMPROVE

- Nothing/Awesome/Great/Fine (15 mentions) 
 - Have more tutors (8 mentions)
 - Tutors brush-up on subject (4 mentions)
 - More hours available (4 mentions)
 - Others
 - More flexible cancellation process, allow drop-ins, explain better studying tips, be on time, have tutors available to answer questions any time of day, more space, difference between knowing and teaching, tutors not on cell phones



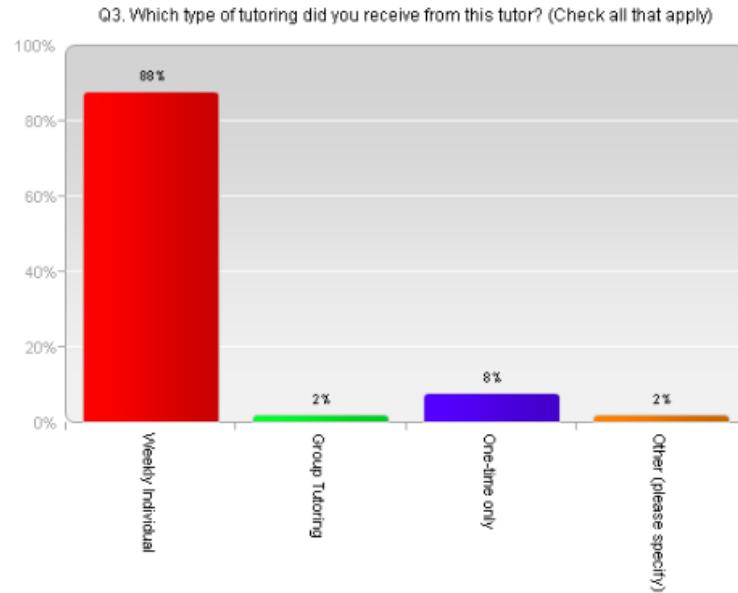
RESULTS: GENERAL FEEDBACK SURVEY

- ANYTHING ELSE?
 - Like how tutors try to get to know tutee at least a little
 - Tutor knew subject well
 - Tutor willing to help outside of session
 - How to become a tutor
 - Tutors were great
 - Shout-outs:
 - Mitch and Art
- Caution areas:
 - Be more patient
 - Don't belittle students
 - Perception that some tutors are not very interested in tutoring



RESULTS: TUTOR EVALUATIONS

- Type of tutoring received



- Above 90% *Strongly Agree*

- Patient

- Between 80-89% *Strongly Agree*

- On time
 - Willing to listen to and answer my questions
 - Willing to listen to and address my concerns

- Between 70-79% *Strongly Agree*

- Gave enough notice of cancellation
 - Clearly explained policies and procedures
 - Helped me identify problem areas
 - Knew the subject well
 - Tried different approaches in reviewing material



RESULTS: TUTOR EVALUATIONS

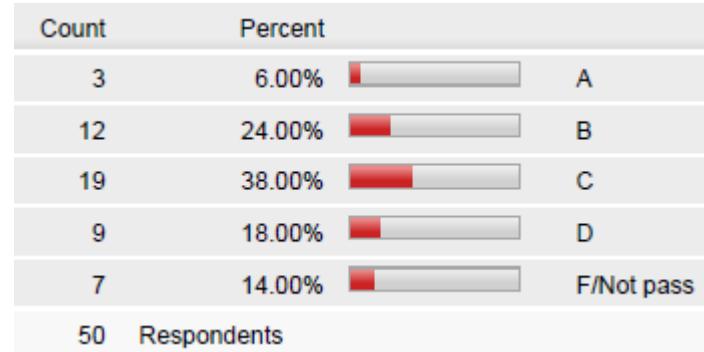
- Between 60-69% on *Strongly Agree*
 - Explained the material clearly
 - Helped me develop more effective study strategies
- Concern areas:
 - Areas that had more ratings in the “neither agree nor disagree” rating
 - Enough notice when needed to cancel
 - Knew the subject well
 - Helped me develop more effective study strategies



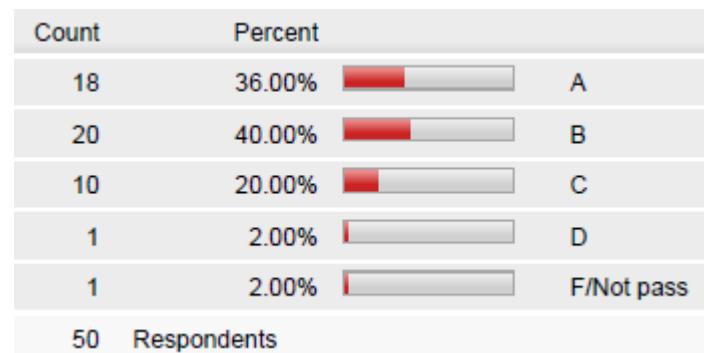
RESULTS: TUTOR EVALUATIONS

- PERCEPTIONS OF IMPACT:
 - “Because of the assistance I received from this tutor...
 - My knowledge and understanding of the subject increased”
 - 66% SA, and 24% MA, 10% below
 - I have a better attitude towards the subject”
 - 70% SA, 12% MA, 18% below
 - My study skills have improved”
 - 60% SA, 18% MA, 20% below

- Grade thought would receive before tutoring



- Grade received



OVERALL CONCLUSIONS

- **GREAT JOB EVERYONE!**

- Students seem to greatly value EOP tutorial services and believe that tutors have an impact on their achievement in courses
- Students seem to believe that:
 - EOP tutors are helping them improve not only their knowledge on subjects but also their attitudes and study skills
 - EOP tutors care about them and their success
 - Tutors take their questions and concerns seriously and make an effort to answer their questions or resolve challenges
 - Tutors are patient and friendly
 - The process to sign-up for tutoring is fairly easy for the most part
- Students want more tutors, more hours available, and more space! This is all evidence that our services are being utilized and are valued



WHAT NEXT?

- Discuss areas where students made suggestions for improvement or where there are some “disagrees” in the results as a group
 - E.g., providing enough notice on cancellations, being on time, not using phone, show interest in tutoring, etc.
- Discuss areas where you all want to make improvements based on your own ideals with your own ideas
 - E.g., knowing our mission and our students, and with your perspective as a tutor, how can we make our services better
- Discuss individual improvement goals with your lead staff



ASSESSMENT

- Lets us know the kinks we can improve
- Lets us know how well we are rocking it!



THANK YOU FOR YOUR TIME!

