



Outcomes	Means of Assessment & Criteria / Tasks	Results	Use of Results/Planned Actions & Planned Action Updates/Implementation
		<p>See related documents</p> <p><b>Related Documents:</b>  <a href="#">Year End FTE Report 2010.xlsx</a>  <a href="#">Request for additional funding 2012.docx</a>  <a href="#">2008-09 &amp; 2009-10 updated comparisons.xlsx</a></p>	<p><b>Internal External Trends:</b> see attached document</p> <p><b>Select Planning Year:</b> 2012-13</p> <p><b>Core Theme Association:</b> Access</p>
	<p><b>Assessment Method:</b> CCSSE Survey</p> <p><b>Assessment Method Category:</b> Survey - National</p> <p><b>Criterion:</b> Based on the results of the CCSSE the number of students not using or rarely using the Tutoring Lab will be will have a .1 decrease of the mean and remain within .2 of other consortium colleges.</p>	<p>11/16/2011 - The mean was 1.7 for SWOCC and 1.52 for the Oregon consortium, and 1.48 for the CCSSE 2011 cohort.</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2011-12 Results</p> <p><b>Synthesis and Analysis:</b> Of the 369 students who indicated that they used tutoring services, we have yet to reach a mean of 2 indicating students sometimes use these services. (A mean score of 3 represents often, the highest possible score.) We have increased from the 2008 CCSSE from 1.54 to a 1.7 in usage. While the consortium and cohorts remained the same.</p>	<p>05/21/2013 - 2013-2014 Access</p> <ol style="list-style-type: none"> <li>Increase hours of use</li> <li>Communicate available services through social media</li> <li>Visit individual classrooms</li> </ol> <p><b>Resources Needed:</b> More tutors and more hours</p> <p><b>Budget: Funds Needed:</b> 7287.0000</p> <p><b>Internal External Trends:</b> Continue to have limited funds internally because state is not reimbursing FTE at the same rate. See attached document.</p> <p><b>Select Planning Year:</b> 2013-14</p> <p><b>Core Theme Association:</b> Access</p>
	<p><b>Assessment Method:</b> Tutoring lab evaluations</p> <p><b>Assessment Method Category:</b> Survey - Institutional</p> <p><b>Criterion:</b> Based on Tutoring Lab evaluations students will rate the question related to tutoring services hours an average of 4.5 out of 5 or higher baseline of 4.66 in 2008.</p>	<p>05/09/2013 - Student rate is 4.68</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2012-13 Results</p> <p><b>Synthesis and Analysis:</b> The tutors continue to provide services at times needed for students given the limited amount of funding. Student evaluations support the great work being</p>	<p>05/09/2013 - 2013-2014 Access</p> <p>Request increase of unds to hire more tutors. See documentation.</p> <p><b>Resources Needed:</b> More funding</p> <p><b>Resources Needed:</b> More funding</p> <p><b>Budget: Funds Needed:</b> 7287.0000</p>

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		<p>performed even though the number of tutors has decreased over time. Close monitoring of service quality must continue given the limited amount of tutors and time to tutor. The results show a slight decrease in meeting the students needs.</p>	<p><b>Budget: Funds Needed:</b> 7287.0000 <b>Internal External Trends:</b> Continue to have limited funds internally because state is not reimbursing FTE at the same rate. See attached document. <b>Internal External Trends:</b> Continue to have limited funds internally because state is not reimbursing FTE at the same rate. See attached document. <b>Select Planning Year:</b> 2013-14 <b>Core Theme Association:</b> Access <b>Planned Action Updates/Implementation Update:</b> 05/09/2013 - Received budget increase of a little over 3500 to hire more tutors</p>
		<p>11/15/2012 - Student rate is 4.88 <b>Result Type:</b> Criterion Met <b>Result Year / Status:</b> 2011-12 Results <b>Synthesis and Analysis:</b> The tutors continue to provide services at times needed for students given the limited amount of funding. Student evaluations support the great work being performed even though the number of tutors has decreased over time. Close monitoring of service quality must continue given the limited amount of tutors and time to tutor.</p> <p><b>Related Documents:</b> <a href="#">Request for additional funding</a></p>	<p>11/15/2012 - 2012-2013 Access increase hours - see documentation</p> <p><b>Resources Needed:</b> additional funds to increase hours <b>Budget: Funds Needed:</b> 7700.0000 <b>Internal External Trends:</b> Continue to have limited funds internally because state is not reimbursing FTE at the same rate. See attached document. <b>Select Planning Year:</b> 2012-13 <b>Select Planning Year:</b> 2012-13 <b>Core Theme Association:</b></p>

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		<p><a href="#">2012.docx</a>  <a href="#">Tutoring_Winter_2012_SurveyResults.pdf</a></p> <p>11/11/2011 - Student rate is 4.86</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2010-11 Result</p> <p><b>Synthesis and Analysis:</b> -The tutors continue to provide services at times needed for students given the limited amount of funding. Student evaluations support the great work being performed even though the number of tutors has decreased over time. Close monitoring of service quality must continue given the limited amount of tutors and time to tutor.</p> <p><b>Related Documents:</b>  <a href="#">Tutoring_Winter_2011_SurveyResults.pdf</a></p>	<p>Access</p> <p><b>Core Theme Association:</b> Access</p> <hr/> <p>11/11/2011 - continue to monitor student satisfaction</p> <p><b>Resources Needed:</b> no new</p> <p><b>Budget: Funds Needed:</b> 7287.0000</p> <p><b>Internal External Trends:</b> Continue to have limited funds internally because state is not reimbursing FTE at the same rate. See attached document.</p> <p><b>Select Planning Year:</b> 2013-14</p> <p><b>Core Theme Association:</b> Access</p> <hr/>
<p>IA-Tutoring - Quality Services - Students utilizing the Tutoring Lab will receive quality services.</p> <p><b>Outcome Types:</b> Operational</p> <p><b>Start Date:</b> 10/23/2008</p> <p><b>Outcome Status:</b> Currently Being Assessed</p>	<p><b>Assessment Method:</b> Tutoring Lab evaluations</p> <p><b>Assessment Method Category:</b> Survey - Institutional</p> <p><b>Criterion:</b> Based on Tutoring Lab evaluations students will rate the services an average of 4.5 out of 5 or higher baseline in 2008 of 4.77.</p>	<p>07/02/2013 - overall 4.83 was achieved.</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2012-13 Results</p> <p><b>Synthesis and Analysis:</b> Over all the average went down. Most of the areas went down by .1 which is insignificant, however the question related to hours meeting the student's schedule decreased by .28. The need for more open hours is becoming obvious.</p> <p><b>Related Documents:</b>  <a href="#">Tutoring_Student_Survey_Winter_2</a></p>	<p>07/02/2013 - I want to increase hours to better meet the student's schedules. The request for additional funds was addressed in a previous planned action.</p> <p><b>Select Planning Year:</b> 2013-14</p> <p><b>Core Theme Association:</b> Access</p> <hr/>

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		<p><a href="#">13.pdf</a></p> <p>11/15/2012 - Overall 4.94 was achieved.</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2011-12 Results</p> <p><b>Synthesis and Analysis:</b> The area of "distractions" was lower indicating an increase in the number of distractions. The front desk behavior increased by .1.</p> <p><b>Related Documents:</b> <a href="#">Tutoring_Winter_2012_SurveyResults.pdf</a></p>	<p>11/15/2012 - Be mindful of the noise level in the tutoring lab.</p> <p><b>Internal External Trends:</b> Effort of the front desk tutors to be more polite and helpful had a positive impact on the ratings.</p> <p><b>Internal External Trends:</b> Effort of the front desk tutors to be more polite and helpful had a positive impact on the ratings.</p> <p><b>Select Planning Year:</b> 2013-14</p> <p><b>Select Planning Year:</b> 2013-14</p> <p><b>Core Theme Association:</b> Access</p> <p><b>Core Theme Association:</b> Access</p>
		<p>11/14/2011 - 4.92 was achieved</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2010-11 Result</p> <p><b>Synthesis and Analysis:</b> Overall the average rate increased, the lowest score was in hours of service.</p> <p><b>Related Documents:</b> <a href="#">Tutoring_WI2011_Student_Survey.pdf</a></p>	<p>11/14/2011 - Continue to monitor service rating for hours.</p> <p><b>Select Planning Year:</b> 2012-13</p> <p><b>Core Theme Association:</b> Access</p>
<p>IA-Tutoring - Prompt Professional Services - Students will receive prompt and professional services.</p> <p><b>Outcome Types:</b> Operational</p>	<p><b>Assessment Method:</b> Tutoring Lab evaluations</p> <p><b>Assessment Method Category:</b> Survey - Institutional</p> <p><b>Criterion:</b></p>	<p>07/03/2013 - Over all achieved a 4.85</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2012-13 Results</p>	<p>07/03/2013 - With these decreases it becomes obvious that an increase in funding is needed.</p> <p><b>Resources Needed:</b></p>

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<p><b>Start Date:</b> 10/23/2008</p> <p><b>Outcome Status:</b> Currently Being Assessed</p>	<p>Based on Tutoring Lab evaluations students will rate the question related to receiving help in timely manner an average of 4.5 out of 5 or higher baseline of 4.74 in 2008.</p>	<p><b>Synthesis and Analysis:</b> Total score has gone down. This was expected with increases in cost per hour resulting in fewer tutors and hours of operation</p> <p><b>Related Documents:</b> <a href="#">Tutoring_Student_Survey_Winter_2013.pdf</a></p> <p>11/12/2012 - Over all achieved a 4.95</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2011-12 Results</p> <p><b>Synthesis and Analysis:</b> Services improved</p> <p><b>Related Documents:</b> <a href="#">Tutoring_Winter_2012_SurveyResults.pdf</a></p> <p>11/14/2011 - Over all achieved a 4.9</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2010-11 Result</p> <p><b>Synthesis and Analysis:</b> This is an improvement over last year.</p> <p><b>Related Documents:</b> <a href="#">Tutoring_WI2011_Student_Survey.pdf</a></p>	<p>Incorporated in a previous assessment</p> <p><b>Select Planning Year:</b> 2013-14</p> <p><b>Core Theme Association:</b> Access</p> <hr/> <p>11/12/2012 - Continue to monitor</p> <p><b>Select Planning Year:</b> 2012-13</p> <p><b>Core Theme Association:</b> Access</p> <hr/> <p>11/14/2011 - Continue to monitor services in light of reduced hours.</p> <p><b>Select Planning Year:</b> 2012-13</p> <p><b>Core Theme Association:</b> Access</p> <hr/>
	<p><b>Assessment Method:</b> CCSSE Survey</p> <p><b>Assessment Method Category:</b> Survey - National</p> <p><b>Criterion:</b> Based on the results of the CCSSE student satisfaction indicating very satisfied will have a .1 increase of the mean and remain within .2 of other consortium colleges.</p>	<p>12/16/2011 - Satisfaction of services had a mean of 2.2(out of 3), while the consortium had a mean of 2.26, and the cohort had a mean of 2.18.</p> <p><b>Result Type:</b> Criterion Met</p> <p><b>Result Year / Status:</b> 2011-12 Results</p> <p><b>Synthesis and Analysis:</b></p>	<p>05/21/2013 - 2013-2014 Access</p> <ol style="list-style-type: none"> <li>Increase hours to meet the needs of students</li> <li>Increase the number of tutors per hour</li> </ol> <p><b>Resources Needed:</b> More tutors and more hours</p> <p><b>Resources Needed:</b></p>

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		<p>There was very little change from the prior CCSSE score, but that was the same for the other schools as well.</p>	<p>More tutors and more hours  <b>Budget: Funds Needed:</b>  7287.0000  <b>Budget: Funds Needed:</b>  7287.0000  <b>Internal External Trends:</b>  Continue to have limited funds internally because state is not reimbursing FTE at the same rate. See attached document.  <b>Internal External Trends:</b>  Continue to have limited funds internally because state is not reimbursing FTE at the same rate. See attached document.  <b>Select Planning Year:</b>  2013-14  <b>Core Theme Association:</b>  Access</p>
<p>IA-Tutoring - Program Review Summary - Program Review Assessment Overview and Summary</p> <p><b>Outcome Types:</b>  Program Review Year</p> <p><b>Start Date:</b>  07/01/2008</p> <p><b>Outcome Status:</b>  Currently Being Assessed</p>	<p><b>Assessment Method:</b>  2009-10 Unit Review Year Summary Report</p>	<p>06/21/2011 - Planning Priorities Access</p> <p><b>Result Type:</b>  Program Review Year</p> <p><b>Result Year / Status:</b>  2011-12 Results</p> <p><b>Synthesis and Analysis:</b>  Entry of planning priorities based on survey data and collaborative meetings around developmental redesign.</p> <hr/> <p>06/21/2011 - Planning priorities Learning and Achievement</p> <p><b>Result Type:</b>  Program Review Year</p> <p><b>Result Year / Status:</b>  2011-12 Results</p>	<p>06/21/2011 - 2011-12 Access</p> <ol style="list-style-type: none"> <li>1. Open center on Saturdays.</li> <li>2. Offer tutoring in additional disciplines areas - specifically social sciences and economics.</li> </ol> <p><b>Select Planning Year:</b>  2011-12</p> <p><b>Core Theme Association:</b>  Access</p> <hr/> <p>06/21/2011 - 2011-12 Learning and Achievement</p> <ol style="list-style-type: none"> <li>1. Increased communication to students regarding wait time for assistance.</li> <li>2. All tutors attended a workshop</li> </ol>

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		<p><b>Synthesis and Analysis:</b> Entry of planning priorities based on review of survey data.</p>	<p>to review the requirements for working in the tutoring center. 3. Administer satisfaction survey every term. 4. Curry staff developing tutoring program.</p> <p><b>Select Planning Year:</b> 2010-11</p>
	<p><b>Assessment Method:</b> Program Review</p>	<p>11/12/2012 - All objectives were met. Funding was flat. Student satisfaction remained high. Completed all training. Submitted annual reports on time.</p> <p><b>Result Type:</b> Program Review Year</p> <p><b>Result Year / Status:</b> 2011-12 Results</p> <p><b>Synthesis and Analysis:</b> Overall satisfaction of services remains high, although the ratings are creeping downward. Specifically ratings associated with timely help and hours open have slipped below the initial baseline figure. For this past year there were only two tutors per hour compared to four per hour in the past.</p>	<p>07/03/2013 - Requesting more funds to increase the number of tutors to 3per hour,.</p> <p><b>Resources Needed:</b> Request found in previous assessment</p> <p><b>Internal External Trends:</b> Consolidation of services is being pushed to save money. Currently the tutoring lab is very successful. Trying to offer two disparate services in the same area needs to be carefully evaluated prior to implementation.</p> <p><b>Select Planning Year:</b> 2013-14</p> <p><b>Core Theme Association:</b> Access</p>
		<p>01/22/2012 - Core Theme Planning 2011-12 through 2013-14</p> <p><b>Result Type:</b> Program Review Year</p> <p><b>Result Year / Status:</b> 2010-11 Result</p> <p><b>Synthesis and Analysis:</b> Strategic Planning Spring 2011</p>	<p>01/22/2012 - 2011-12 Access</p> <ol style="list-style-type: none"> <li>1. Open center on Saturdays.</li> <li>2. Offer tutoring in additional disciplines areas - specifically social sciences and economics.</li> </ol> <p><b>Select Planning Year:</b> 2011-12</p> <p><b>Core Theme Association:</b></p>

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			<p>Access</p> <hr/> <p>01/22/2012 - 2011-12 Learning and Achievement</p> <ol style="list-style-type: none"> <li>1. Open center on Saturdays.</li> <li>2. Offer tutoring in additional disciplines areas - specifically social sciences and economics.</li> </ol> <p><b>Select Planning Year:</b> 2011-12</p> <p><b>Core Theme Association:</b> Learning &amp; Achievement</p> <hr/>
	<p><b>Assessment Method:</b> Interim Review</p> <hr/>		
<p>IA-Tutoring - Annual Data Review and Analysis - Compile, review and analyze program data to support planning, assessment, and budgeting.</p> <p><b>Outcome Types:</b> Program Annual Data</p> <p><b>Start Date:</b> 07/01/2009</p> <p><b>Outcome Status:</b> Currently Being Assessed</p>		<p>07/03/2013 - I attended and passed FERPA training and other institutional safety trainings. Completed annual year end report. Completed 3 year nannual review process. Updated tutoring manual and the office procedure manual.</p> <p><b>Result Type:</b> Annual Program Data</p> <p><b>Result Year / Status:</b> 2012-13 Results</p> <p><b>Synthesis and Analysis:</b> Adapting reports for the Jenzabar system.</p>	