Administrative and Support Units
Assessment Report

Student Services Coordinator Office	Fall 2010-Summer 2012
Unit/Office/Program	**Assessment Period Covered**

( ) **Formative Assessment**

(x) **Summative Assessment**   **Date Submitted**

Administrative Evaluation Question (Use a different form for each evaluation question):

    A. Have our programs and services been improving to retain and graduate our students at Chuuk Campus?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & Criteria for Success:
We assessed the percentage of tutored students that passed in 2010, 2011, and 2012. A criterion for success is statistically significant difference in passing rate of tutored students over non-tutored students. Questions were submitted to a focus group to find out qualitative information about our effectiveness. No criterion for success was established for the focus group. We also assessed sessions taught per tutor. Criteria for success is 80 tutor session per month.

1a. Summary of Assessment Data Collected:
Results found no statistical difference between tutored and non-tutored students in 2010 and 2011. However, in 2012 a statistical difference was noted, thus indicating effectiveness. Students gave comments on why tutorial services are not as effective. Some suggested that tutors need to be easily identified, have an assigned working area, and that the tutors have more resources to help students. Students also suggested that there be more tutors for different subjects other than just math. We found that March 2012 was the only month that met the criterion for success for sessions taught per tutor since 2010.

1a: Use of Results to Improve Unit Services:

The following recommendations have been made and implemented:
Recommendation 1: Have tutors work with their assigned department to identify and work with at risk students. At risk students will be identified after the second week of the semester. (See page 8)
Recommendation 2: Buy desktop computers for the counseling center to attract students, and for tutors to use to assist students in their assignments
Recommendation 3: Meet with tutors on a weekly basis to give progress reports on their tutees. (See table on page 20)
Recommendation 4: Have a tutor for each of the educational departments (e.g. Social Science, Math, English, and Business).

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1b. Means of Unit Assessment & Criteria for Success:
We looked at the number of individual students on the tutor contact sheets from 2010 through 2012. Criteria for success: increase in students' use of tutorial services from2010 to 2012. We then took the Number of individual students from tutor contact sheets and divided by number of contracted tutors thus determining the number of students tutored per tutor. Criteria for Success: Increase in availability of tutorial services. A correlation was run to see if students use of tutorial services would positively correlate with the student retention. Criteria for success: Significant

positive correlation. Criteria for success: increase in students' use of tutorial services from2011 to 2012.

1b. Summary of Assessment Data Collected:
Results found that there was an overall decrease in students' use of tutorial services from 2010-2012, however students use was influenced by the number of tutors' availability of tutors. Results found an increase of students taught per tutor from 2010-2012 Results found that use of tutorial services negatively correlated with retention; However that correlation is not significant.

1b: Use of Results to Improve Unit Services:
Recommendation 1: Obtain shirts that say "Tutor" on it, and have designated areas for the tutors.
Recommendation 2: Put up posters around campus with the picture of the tutors along with their designated areas, and tutorial services (i.e. Business, Math).
Recommendation 3: Have the tutors introduced to the classes they tutor during the first or second week of the semester
Recommendation 4: Focus on recruiting efforts to increase retention rather than on tutorial program.

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1c. Means of Unit Assessment & Criteria for Success:
Student satisfaction of tutorial services was assessed from 2009-2011. Criterion of success is an increase in student satisfaction from 2009 to 2011. A focus group was conducted to find out why there was no satisfaction with tutorial services. No criterion for success is needed for the focus group.

1c. Summary of Assessment Data Collected:
Results found that there was no change in student satisfaction with tutorial services. It is also noted that students report neutral satisfaction with tutorial services, meaning that student satisfaction was not achieved. Students suggest that they are shy to ask for help from the tutors or that they don't know where to find the tutors.

1c: Use of Results to Improve Unit Services:
The following recommendation is being implemented:
Recommendation 1: Have 1-2 activities with the tutors (e.g. doughnuts in the counseling center).
Recommendation 2: Conduct one customer service training with the tutors in the first week of the semester.