

America Reads Tutor Survey *(Fall 2010 and Spring 2011)*

Brief description of program / project:

The development and support of tutors, college students, is the main focus of the Bennion Center's mission. The survey was developed to gauge if the student's needs were being met so they can be effective tutors, and how the experience of participating in the program has impacted them personally.

Who was asked to complete survey: All America Reads Tutors

Response Rate: 60% (38 of 63) for Fall semester; 72% (38 of 53)

Administration Type: paper with entry into StudentVoice in the Fall; StudentVoice e-mail in the Spring

Summary of Key Findings:

Though we received mostly positive responses from the tutors, a few themes for improvements to the program came through. Tutors would like more space, materials, changes to training, and support from supervisors and administrators. The tutors indicated more and better communication with teachers is necessary. They would also like more positive feedback from the Coordinator and more advice and strategies from both the Coordinator and Site Team Leader. Finally, tutors resoundingly did not like the math training provided and desired more assistance in behavior management and lesson planning.

Otherwise, tutors all reported positive personal impacts through participation in America Reads, want to stay with the program if possible, and would recommend this work-study job to others. Even 24% of our tutors identified that America Reads influenced their career path in some way.

It was also found that there was no significant change in responses to equivalent surveys questions between the Fall and Spring semester.

Actions Taken:

Several initiatives come out of the results of this survey. Unfortunately there is not much we can do about the lack of space a distraction in the tutoring site because we have only what the school can give us in terms of space which is always very limited in our overcrowded schools. However, more materials are possible and the development of a curriculum guide book is in progress which will provide not necessarily more prepared materials, but a plethora of activities and ideas for implementing in tutoring sessions.

In terms of more positive feedback and advice from program administration, a discussion of how we might achieve that should be had.

Alterations to the training program have already been undertaken. In terms of the math training, instead of bringing in an academic professor from the math and education department to teach about tutoring math, we are inviting the math coaches from the school district to teach. Their job in the district is to teach teachers how to teach math, so they should be an excellent substitute for our current ineffective and 'mean' presenter. Also, training segments on lesson planning and behavior management have been added to the curriculum.

Considering the lack of difference between responses in the Fall and Spring semester surveys, it seems redundant to be asking tutors to respond to these questions so frequently. Over the next year we will instead be developing more of a pre- and post- survey and changing the questions instead of semesterly responses on the same questions many of which (like space, hours flexibility) we can really do nothing about.

Which department and/or program goals does this survey align with?

The mission of America Reads is to provide effective, quality tutoring in literacy and mathematics to the elementary aged students of our community partners. To do so, the America Reads program seeks to provide comprehensive tutor training, develop the skills of our leadership, and foster mutually beneficial community partnerships. This survey is to gauge by the tutor's prospective how well we are achieving that mission.

Which Student Affairs goals does this program / project align with?

1. Develop students as a whole through the cultivation and enrichment of the body, mind and spirit.
6. Utilize a coordinated assessment, evaluation and research approach to promote data driven decision-making.