Tutoring Services Remedial Math and English

*Mission Statement*

The mission of Tutoring Services is to facilitate undergraduate student success in academic course work at UW Green Bay. This is accomplished through building, marketing and ultimately providing a comprehensive support services program to meet the needs of the student population to include content area study groups and individual peer tutoring each semester, and other resources to aid in academic success.

*Goals for 2015-2016 –* Specific things Tutoring Services would like to accomplish:

1. Tutoring Services will add presentations to program faculty department meetings and specific classroom sections to increase faculty awareness of tutoring services who can then be able to knowledgably refer students to our services when speaking to their students during the semester.
2. Tutoring Services will gauge tutor willingness to offer time in their employment schedule for drop-in tutoring lab offerings and the program will survey the likelihood of tutee utilization of drop-in tutoring if it was added to a semester service array.
3. Tutoring Services will attempt to minimize tutee appointment cancellations through better communication of the programs usage policy. This policy will be disseminated verbally at time of appointment scheduling, sent in the outlook invitation and communicated between tutor and tutee during the first tutoring session.

*Assessment Plan*

1. Add a question to the tutor request form to determine how the student heard about the tutoring service. This will help assess whethergiving presentations to faculty departments and classroom sections increase awareness and usage of tutoring services.
2. Send an automated email to students after each tutoring session using a campus-wide survey platform. This assessment method I intended to determine the likelihood that students will take advantage of different service arrays as they are added.
3. Pre/mid/end of semester interviews with tutors for data collection. This will assess the willingness of the tutor to be able to add hours for drop in tutoring for their content/subject area. This new service will add to the comprehensive offerings of our Center.
4. Compilation and comparison of outlook appointment data by semester to assess the number of cancelled sessions. This is intended to help determine if procedures that are put in place will minimize session cancellation through better and more communication with students who use the tutoring center.