2015 CALIFORNIA TUTOR CENTER SURVEY SUMMARY

CALIFORNIA COMMUNITY COLLEGE’S SUCCESS NETWORK (3CSN) LEARNING ASSISTANCE PROJECT (LAP)
Tutor Survey

• This survey was created through 3CSN’s Learning Assistance Project, in partnership with the California Statewide Academic Senate and ACTLA.

• It was distributed throughout 2015, emailed to listservs (ACTLA, 3CSN, Chancellor’s Office) and tutoring center websites’ listed contacts

• We received 91 responses from 47 colleges
Who Leads the Tutoring Centers? (Summary of findings)

- Faculty members (58%)
- With master’s degrees (65%)
- Little formal training for this position.

Responses include:
  - Former experience (3)
  - On-site training (4)
  - UMKC/SI training (3)
Do you participate in activities for any of the following organizations?

- 3CSN: 36 participants
- ACTLA: 3 participants
- None: 4 participants
- ASCCC: 18 participants
- CRLA: 2 participants
- CRLA: 1 participant
- IWCA: 2 participants
- SCWCA: 3 participants
- RP Group: 1 participant
- CMC3: 1 participant
- Other: 4 participants
Approximately how many students (unduplicated) attended your college in fall 2014?

- Fewer than 5,000: 10%
- 5,001 - 10,000: 5%
- 10,001 - 15,000: 21%
- 15,001 - 20,000: 25%
- 20,001 - 25,000: 10%
- 25,001 - 30,000: 6%
- More than 30,000: 5%
Approximately how many students were served in or through services offered by your learning assistance center(s) in fall 2014 (unduplicated head count)?

- 0 - 500: 3%
- 501 – 1,000: 26%
- 1,001 – 1,500: 24%
- 1,501 – 2,000: 20%
- 2,001 – 2,500: 10%
- More than 3,000 students: 9%
- Unsure: 8%
When do/does your learning assistance center(s) offer tutoring?

- 64% offer tutoring throughout the year: Fall, Winter, Spring, Summer
- 20% offer tutoring in Fall and Spring
- 13% offer tutoring in Fall, Spring, Summer
- 3% offer tutoring in Fall, Winter, Spring

[Pie chart showing the percentages for each option]
Which option best describes the tutoring at your college?

- Centralized (all tutoring is offered in the same physical location on campus)
- Decentralized (tutoring is offered in different physical locations on campus)
- Other

33% Centralized
58% Decentralized
9% Other
Are there tutoring services at your college that you do not supervise? (e.g. EOPS, TRiO, etc.)

- No: 84%
- Yes: 11%
- Don't Know/Not Sure: 5%
At your college, where is tutoring offered?

- Through a dedicated "Success" or "Learning" Center: 83
- Online: 56
- In a computer or learning lab: 56
- In a classroom or classrooms: 40
- In a multipurpose space: 28
- Through the library: 15
- In a space or spaces that have no official name: 12
- Other: 8
My college has (type of tutoring spaces):

<table>
<thead>
<tr>
<th>Type of Tutoring Area</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple tutoring spaces</td>
<td>82</td>
</tr>
<tr>
<td>Dedicated writing center</td>
<td>73</td>
</tr>
<tr>
<td>Dedicated math tutoring center</td>
<td>68</td>
</tr>
<tr>
<td>Multi-disciplinary tutoring center / General</td>
<td>52</td>
</tr>
<tr>
<td>Writing tutoring integrated within a larger, multi-disciplinary tutoring center</td>
<td>48</td>
</tr>
<tr>
<td>Dedicated tutoring center for specific student groups (e.g., cohorts)</td>
<td>46</td>
</tr>
<tr>
<td>Dedicated science tutoring center</td>
<td>31</td>
</tr>
<tr>
<td>Other</td>
<td>13</td>
</tr>
<tr>
<td>SI/Supplemental Instruction</td>
<td>5</td>
</tr>
<tr>
<td>ESL</td>
<td>3</td>
</tr>
</tbody>
</table>
What Subjects Are Tutored?

Most Common Subjects

- MATH: 71
- WRITING: 67
- SCIENCES: 65
- ENGLISH: 65
- ESL: 64
- ACCOUNTING: 56
Do/Does your learning assistance center(s) provide tutoring for special cohorts or learning communities?

<table>
<thead>
<tr>
<th>LEARNING COHORTS OR COMMUNITIES</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESL/ELL</td>
<td>45%</td>
</tr>
<tr>
<td>LEARNING COHORTS OR COMMUNITIES</td>
<td>40%</td>
</tr>
<tr>
<td>ATHLETES</td>
<td>40%</td>
</tr>
<tr>
<td>EOPS</td>
<td>38%</td>
</tr>
<tr>
<td>CTE</td>
<td>23%</td>
</tr>
<tr>
<td>DON'T KNOW/NOT SURE</td>
<td>10%</td>
</tr>
<tr>
<td>OTHER</td>
<td>9%</td>
</tr>
<tr>
<td>DSPS/DSS</td>
<td>9%</td>
</tr>
<tr>
<td>VETERANS</td>
<td>5%</td>
</tr>
<tr>
<td>MESA</td>
<td>5%</td>
</tr>
<tr>
<td>TRIO</td>
<td>3%</td>
</tr>
</tbody>
</table>
Do/Does your learning assistance center(s) provide tutoring for noncredit programs (e.g., continuing education)?

- Yes: 33%
- No: 58%
- Don't Know/Not Sure: 9%
Do/Does your learning assistance center(s) serve students who are not actively enrolled at the college?

- 67: Yes
- 11: Don't Know/Not Sure
- 8: Yes, but they need to be prospective students.
- 6: Yes, but they need to be in the district.
- 3: No, students must be enrolled at the college.

Other
Do/Does your learning assistance center(s) have written learning outcomes?

- Yes: 72%
- No: 28%
Please list the learning outcomes for your learning assistance center(s).

70% Have Outcomes. Themes among outcomes are below:

Most common themes:
- Information literacy
- Study skills
- Thinking/math/problem solving skills
- Reading/writing/ESL/Vocabulary

Other themes:
- Help seeking behavior/self efficacy/Use of resources
- Better data collection
- Improved retention/grades
- Use of technology
How does/do your learning assistance center(s) evaluate the effectiveness of services?

- Participation Tracking Systems: 78
- Surveys to Students Who Have Participated in the Center: 69
- Learning Outcomes Assessment (e.g., Survey or Other): 57
- Focus Groups: 19
- Surveys to All Students: 18
- Surveys to the Campus Community: 17
- Interviews: 17
- Other: 11
- Don't Know/Not Sure: 8
How often does your Institutional Research department provide you with data?

- One or two times per year: 39
- More than two times per year: 14
- Less than once per year: 12
- No researcher: 9
- Never: 8
- Upon request: 5
- Don't know: 2
In fall 2014, how many “basic skills” students had contact with a tutor in your learning assistance center(s)?

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>DON'T KNOW/NOT SURE</td>
<td>26</td>
</tr>
<tr>
<td>0 – 500</td>
<td>26</td>
</tr>
<tr>
<td>501 – 1,000</td>
<td>13</td>
</tr>
<tr>
<td>MORE THAN 3,000</td>
<td>6</td>
</tr>
<tr>
<td>1,501 – 2,000</td>
<td>6</td>
</tr>
<tr>
<td>1,001 – 1,500</td>
<td>5</td>
</tr>
<tr>
<td>OTHER</td>
<td>3</td>
</tr>
<tr>
<td>2,001 – 2,500</td>
<td>3</td>
</tr>
</tbody>
</table>
How is/are your learning assistance center(s) funded?

- College funded (80%)
- State funded (75%)
  - 67% of state-funded colleges received BSI
  - 13% of state-funded colleges received Equity
  - Others mentioned: EOPS, grants
- Federal Funding (40%) – includes Title V, VTEA, Perkins, Title III
In the last ten years, has/have your learning assistance center(s) initiated any tutoring services through a grant or categorical funds?

- Yes: 79%
- No: 4%
- Don’t Know/Not Sure: 17%
In the past ten years, have any of your grant-funded tutoring services become institutionalized?

- Yes: 39%
- No: 30%
- Don't Know/Not Sure: 31%
Who tutors in your learning assistance center(s)?

- Community College Students: 86
- Part Time Faculty: 49
- Graduate Students: 45
- Undergraduate Students: 40
- Full Time Faculty: 39
- Classified Staff: 34
- Professional Tutors/Vendors: 14
What are the minimum qualifications to tutor in your learning assistance center(s)?

- Faculty Recommendation: 78
- High Grade: 76
- Training Prior to Tutoring: 52
- Ongoing Training: 46
- Pass an Assessment: 21
- Possession of a College Degree: 8
- Interview: 3
How are tutors compensated?

- **Hourly Wage**: 86
- **Volunteer**: 14
- **Course Credit**: 6
- **Other/Don't Know**: 4
- **Reassign, Flex, or Load Banking**: 6
- **Stipend**: 3
What is the hourly wage for tutors?

- MORE THAN $15.00: 16
- $14.01 – $15.00: 13
- $13.01 – 14.00: 19
- $12.01 - $13.00: 21
- $11.01 - $12.00: 24
- $10.01 - $11.00: 37
- NO WAGE: 2

3CSN
Can tutors earn a raise?

- Yes: 60%
- No: 37%
- Don't know/not sure: 3%
Is there a pay scale for tutors?

- Yes: 47%
- No: 44%
- Don't know/not sure: 2%
- Other: 7%
On which side of the “50% law” are the tutors at your college?

- Don’t Know/Not Sure: 52%
- Instruction: 25%
- Non-instruction: 20%
- Other: 3%
What types of tutor training does/do your learning assistance center(s) provide?

- Course/Class/Workshop (For Academic Credit) - 49
- Course/Class/Workshop (Not For Academic Credit) - 41
- Sustained Community of Practice/Ongoing Training - 39
- CRLA Certification - 24
- Online - 19
- Don't Know/Not Sure - 6
Are tutors who work in your learning assistance center(s) paid for going to training?

- Yes: 58%
- No: 23%
- Don't Know/Not Sure: 8%
- Other/Depends: 11%
How many faculty members work in your learning assistance center(s)?

- Zero: 9
- 1-3: 16
- 4-6: 12
- 7-9: 3
- 10-12: 6
- More than 12: 43
Does your college collect apportionment for supervised tutoring in your learning assistance center(s)?

- Yes: 40%
- No: 38%
- Don’t Know/Not Sure: 17%
- Other: 5%
Is faculty presence required for tutoring?

- Yes: 45%
- No: 51%
- Other: 4%
If faculty are present, how are they compensated?

- As an instructor for a supervised tutoring course: 35
- Reassigned time as a coordinator: 16
- Reassigned time as an instructor: 16
- Hourly assignment: 16
- Overload as an instructor: 10
- Office hours: 5
- Stipend: 5
What activities are faculty members in your learning assistance center(s) engaged in?

- Mentor tutors: 50
- Tutor: 46
- Coordinate: 44
- Conduct workshops: 40
- Conduct office hours: 35
- Supervision for apportionment: 29
- Non-tutorial school business: 20
- Not sure/other: 8
In your opinion, to what extent does your college community support your learning assistance center(s)?

- Fully: 27
- Fairly: 35
- Somewhat: 18
- Not at all: 2
What types of learning assistance are available at the learning assistance center(s) that you oversee or coordinate?

<table>
<thead>
<tr>
<th>Type of Tutoring</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring by appointment</td>
<td>63</td>
</tr>
<tr>
<td>Group tutoring (no structured lesson plan)</td>
<td>61</td>
</tr>
<tr>
<td>Supplemental Instruction or Course-Embedded Tutoring</td>
<td>58</td>
</tr>
<tr>
<td>Workshops (with a clearly-structured lesson plan)</td>
<td>46</td>
</tr>
<tr>
<td>Study sessions (with a semi-structured lesson plan)</td>
<td>35</td>
</tr>
<tr>
<td>Specific services to strengthen study skills, life skills, or learning skills</td>
<td>32</td>
</tr>
<tr>
<td>Live online tutoring via CCCConfer, Skype, or other service (provided by your tutors)</td>
<td>27</td>
</tr>
<tr>
<td>Live online tutoring provided by a 3rd party vendor</td>
<td>21</td>
</tr>
<tr>
<td>Asynchronous online tutoring (e.g., email-based tutoring)</td>
<td>17</td>
</tr>
<tr>
<td>Other</td>
<td>9</td>
</tr>
</tbody>
</table>
The following questions apply to the 58 respondents (63%) who offer Supplemental Instruction or Course Embedded Tutoring.
If your college offers Supplemental Instruction (SI), to what degree does it adhere to the UMKC model?

- It aligns 100% with the UMKC model: 5
- Mostly aligns with the UMKC model: 18
- Some elements are in alignment with the UMKC model: 15
- Few elements are in alignment with the UMKC model: 15
- Our SI program is completely different than the UMKC model: 2
- I am not familiar with the UMKC model: 32
- Other: 4

Total responses: 72
Is there an SI supervisor/coordinator or similar position at your college or learning assistance center(s)?

- Yes: 67%
- No: 33%
How is the SI supervisor/coordinator categorized?

- Classified: 33%
- Faculty: 43%
- Management: 11%
- Don't Know/Not Sure: 13%
How is the SI program at your college funded?

- State Categorical (e.g., Basic Skills): 36
- Don’t Know/Not Sure: 30
- General Fund: 27
- More than One: 18
- Federal Categorical (e.g., Title III; Title V): 13
- Associated Students: 1
Specify your categorical fund sources [for SI/CET] (e.g., BSI, Title III):

- **BASIC SKILLS INITIATIVE**: 24
- **COMBINATION**: 12
- **EQUITY**: 6
- **TITLE V**: 5
- **OTHER (STEM, HIS-STEM, WIA, WIOA)**: 4
- **TITLE III**: 3
- **HISPANIC SERVING INSTITUTION/HSI (NOT FURTHER SPECIFIED)**: 3
- **VTEA**: 2
In fall 2014, the SI program at my college supported the following:

- Basic Skills English: 42
- Basic Skills English, Basic Skills Math: 35
- STEM Courses (Non Basic Skills): 33
- ESL: 25
- CTE: 16
- Other (Social Science, Humanities, Languages, Business): 6
- Cohorts/Learning Communities/Populations: 4
Is there a system in place to collect and gather data about the SI program?

- Yes: 56%
- Don't Know/Not Sure: 38%
- No: 6%
How is the effectiveness of your SI program measured?

- Combinations: 49
- Participation tracking system: 39
- Student success data/grade: 39
- Course completion data: 36
- Surveys to students who have participated in SI: 30
- Don't know/not sure: 28
- Surveys to faculty connected to SI: 23
- Surveys to all students in classes that have SI: 22
- Learning outcomes assessment: 21

LEARNING OUTCOMES ASSESSMENT

SURVEYS TO ALL STUDENTS IN CLASSES THAT HAVE SI

DON'T KNOW/NOT SURE

SURVEYS TO STUDENTS WHO HAVE PARTICIPATED IN SI

COURSE COMPLETION DATA

STUDENT SUCCESS DATA/GRADE

PARTICIPATION TRACKING SYSTEM

COMBINATION
Does your college claim apportionment for the SI review/study/tutoring sessions?

- Yes: 12%
- No: 40%
- Don’t Know/Not Sure: 48%
If apportionment is claimed for SI sessions, how are the SI contact hours reported?

- 7: As "supervised tutoring" under Title 5
- 2: Don't Know/Not Sure
- 1: Other (SKIL courses)