



## CALIFORNIA STATE UNIVERSITY, STANISLAUS

2007 Student Affairs Assessment Project

### CAS EXECUTIVE SUMMARY

## *Tutoring Center*

### **Scope of Review**

The scope of this review was to assess the department of Tutoring Center.

### **Mission**

In keeping with the University mission, the tutoring Center provides academic support to all CSU Stanislaus students. Our goal is to create an open atmosphere of learning for students. WE offer free one-on-one and group tutoring to all CSU Stanislaus students in all disciplines at all levels of proficiency. This is done with the purpose of encouraging dialog among students in order to share techniques for academic success. The Tutoring Center works to accomplish its goals by training and providing undergraduate and graduate peer tutors who are experienced with the academic coursework in the subjects they are tutoring. These peer tutors are caring individuals who want to help others succeed by providing a supportive, judgment-free atmosphere where collaborative learning can take place.

### **Assessment Summary**

I. *Brief description of the assessment process.*

During February through May 2007, the CAS Assessment team conducted an in-depth review of the Tutoring Center staff, facilities, services, and programs.

II. *Identified strengths and weaknesses.*

#### Strengths:

- The Tutoring Center has a good rapport with faculty and other department on campus.
- Our tutors and staff show great concern and are enthusiastic about helping students achieve their academic goals.
- Strong communication within our staff, along with a well-defined mission statement, provides for an efficient program.
- The Tutoring Center meets much of the criteria for leadership in terms of recruiting, training tutors, and mentoring.

#### Weaknesses:

- Our budget shortfall limits our need for program expansion.
- Our current space is inadequate to meet the increasing needs of students seeking tutoring assistance.
- The Tutoring center lacks an Operational Manual.

### **Priorities for the Program**

- Organization and Management: Create a Tutoring Center Operations Manual.
- Assessment and Evaluations: Establish a new database to assist with end of year reports
- Human Resources: Apply for and receive California Reading and Learning Association (CRLA) certification; recruit tutors to become CRLA certified; conduct CRLA training workshops; certify tutors who complete training and tutoring hours.