

CALIFORNIA STATE UNIVERSITY, STANISLAUS
2017 Student Affairs Assessment Project
CAS EXECUTIVE SUMMARY

Tutoring Center

Scope of Review

The scope of this review was to assess the department of Tutoring Services and the Writing Center for the purpose of determining where we excel and where improvements need to be made

Mission

In keeping with University mission, the Tutoring Center provides academic support to all CSU Stanislaus students. Our goal is to create an open environment of learning for all students. We offer free one-on-one and group tutoring in most disciplines. Students are encouraged to dialogue and interact in order to share techniques for academic success. The Tutoring Center selects peer tutors who are caring individuals that have proven academic success. Our center provides an interactive, judgment-free learning atmosphere.

Assessment Summary

I. *Brief description of the assessment process.*

CAS assessment team met regularly to gather material and information, to discuss and articulate the various areas of the assessment, to review the results of the assessment, and to develop a recommended action plan for the Tutoring Center.

II. *Identified strengths and weaknesses.*

Strengths:

Mission, Program, Organization and Leadership, Law, Policy, and Governance, and Institutional and External Relations scored at 100% compliance; Technology scored at 95% compliance; Diversity, Equity and Access, and Assessment and Evaluation scored at 90% compliance.

Weaknesses:

Our areas of weakness included Human Resources, Ethics, Financial Resources, and Facilities and Equipment.

Priorities for the Program

Financial Resources: The Tutoring Center needs additional funding in order to meet minimum standards and student demands.

Human Resources: The Tutoring Center needs additional qualified staff in order to accommodate the growing demands of the University and its student population.

Facilities and Equipment: The Tutoring Center has not obtained any additional space to accommodate the significant increase in student population in the past several years.

Ethics: With the University's increase of awareness and compliance of Title IX, the Tutoring Center needs to update existing tutor training manuals to include accurate and specific standards and expectations.