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?
Approximately how many students (unduplicated) attended your college in fall 2014?

- Fewer than 5,000: 10%
- 5,001 - 10,000: 21%
- 10,001 - 15,000: 25%
- 15,001 - 20,000: 23%
- 20,001 - 25,000: 10%
- 25,001 - 30,000: 6%
- More than 30,000: 5%

The pie chart visually represents these percentages, with the following segments:
- Fewer than 5,000
- 5,001 - 10,000
- 10,001 - 15,000
- 15,001 - 20,000
- 20,001 - 25,000
- 25,001 - 30,000
- More than 30,000
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: 26%
- 501 – 1,000: 24%
- 1,001 – 1,500: 20%
- 1,501 – 2,000: 10%
- 2,001 – 2,500: 9%
- More than 3,000 students: 8%
- Unsure: 3%
When do/does your learning assistance center(s) offer tutoring?

- 64% offer tutoring in Fall, Spring
- 20% offer tutoring in Fall, Spring, Summer
- 13% offer tutoring in Fall, Winter, Spring
- 3% offer tutoring in Fall, Winter, Spring, Summer
Which option best describes the tutoring at your college?

- Centralized (all tutoring is offered in the same physical location on campus) - 33%
- Decentralized (tutoring is offered in different physical locations on campus) - 58%
- Other - 9%
Are there tutoring services at your college that you do not supervise? (e.g. EOPS, TRiO, etc.)

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through a dedicated &quot;success&quot; or &quot;learning&quot; center</td>
<td>83</td>
</tr>
<tr>
<td>Online</td>
<td>56</td>
</tr>
<tr>
<td>In a computer or learning lab</td>
<td>56</td>
</tr>
<tr>
<td>In a classroom or classrooms</td>
<td>40</td>
</tr>
<tr>
<td>In a multipurpose space</td>
<td>28</td>
</tr>
<tr>
<td>Through the library</td>
<td>15</td>
</tr>
<tr>
<td>In a space or spaces that have no official name</td>
<td>12</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
</tr>
</tbody>
</table>
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?

- ESL/ELL: 45
- LEARNING COHORTS OR COMMUNITIES: 40
- ATHLETES: 40
- EOPS: 38
- CTE: 23
- DON'T KNOW/NOT SURE: 10
- OTHER: 9
- DSPS/DSS: 9
- VETERANS: 5
- MESA: 5
- TRIO: 3
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?

- No, students must be enrolled at the college: 67
- Yes, but they need to be in the district: 8
- Yes, but they need to be prospective students: 6
- Yes: 3
- Don't Know/Not Sure: 11
- Other: 2
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?

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation Tracking Systems</td>
<td>78</td>
</tr>
<tr>
<td>Surveys to Students Who Have Participated in the Center</td>
<td>69</td>
</tr>
<tr>
<td>Learning Outcomes Assessment (e.g., Survey or Other)</td>
<td>57</td>
</tr>
<tr>
<td>Focus Groups</td>
<td>19</td>
</tr>
<tr>
<td>Surveys to All Students</td>
<td>18</td>
</tr>
<tr>
<td>Surveys to the Campus Community</td>
<td>17</td>
</tr>
<tr>
<td>Interviews</td>
<td>17</td>
</tr>
<tr>
<td>Other</td>
<td>11</td>
</tr>
<tr>
<td>Don’t Know/Not Sure</td>
<td>8</td>
</tr>
</tbody>
</table>
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>Number</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?

Don’t Know/Not Sure 17%
No 4%
Yes 79%
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?

<table>
<thead>
<tr>
<th>Wage Range</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than $15.00</td>
<td>16</td>
</tr>
<tr>
<td>$14.01 – $15.00</td>
<td>13</td>
</tr>
<tr>
<td>$13.01 – $14.00</td>
<td>19</td>
</tr>
<tr>
<td>$12.01 - $13.00</td>
<td>21</td>
</tr>
<tr>
<td>$11.01 - $12.00</td>
<td>24</td>
</tr>
<tr>
<td>$10.01 - $11.00</td>
<td>37</td>
</tr>
<tr>
<td>NO WAGE</td>
<td>2</td>
</tr>
</tbody>
</table>
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: 43
- 1-3: 16
- 4-6: 12
- 7-9: 9
- 10-12: 6
- More than 12: 3
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?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>It aligns 100% with the UMKC model</td>
<td>5</td>
</tr>
<tr>
<td>Mostly aligns with the UMKC model</td>
<td>15</td>
</tr>
<tr>
<td>Some elements are in alignment with the UMKC model</td>
<td>15</td>
</tr>
<tr>
<td>Few elements are in alignment with the UMKC model</td>
<td>2</td>
</tr>
<tr>
<td>Our SI program is completely different than the UMKC model</td>
<td>32</td>
</tr>
<tr>
<td>I am not familiar with the UMKC model</td>
<td>4</td>
</tr>
</tbody>
</table>
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):

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASIC SKILLS INITIATIVE</td>
<td>24</td>
</tr>
<tr>
<td>COMBINATION</td>
<td>12</td>
</tr>
<tr>
<td>EQUITY</td>
<td>6</td>
</tr>
<tr>
<td>TITLE V</td>
<td>5</td>
</tr>
<tr>
<td>OTHER (STEM, HIS-STEM, WIA, WIOA)</td>
<td>4</td>
</tr>
<tr>
<td>TITLE III</td>
<td>3</td>
</tr>
<tr>
<td>HISPANIC SERVING INSTITUTION/HSI (NOT FURTHER SPECIFIED)</td>
<td>3</td>
</tr>
<tr>
<td>VTEA</td>
<td>2</td>
</tr>
</tbody>
</table>
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?

- **Combination**: 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
Does your college claim apportionment for the SI review/study/tutoring sessions?

- No: 40%
- Don't Know/Not Sure: 48%
- Yes: 12%
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)