

## 2014-2015 SAOs

### Reading

- 1.1 By the end of the term, students will improve on their initial pre-assessment rating.**

Measurement tool: activity pre-assessments/session 10 reflection activity

Success measure: improvement in 4 skills

- 1.2 Students and faculty will be satisfied overall with the reading service provided.**

Measurement tool: satisfaction survey deployed at end of term.

Success measure: 95% of respondents will be either satisfied or very satisfied with the service.

### Weekly Tutoring

- 2.1 Students will be satisfied overall with the service.**

Measurement tool: satisfaction survey deployed at end of term.

Success measure: 95% of respondents will be either satisfied or very satisfied with the service.

### Tutor Training

- 3.1 Tutors participating in lead tutor training will find training helpful or very helpful in regards to learning leadership and supervision skills.**

Measurement tool: online survey/focus group

Success measure: 100%

- 3.2 Tutors participating in tutor training will find training helpful or very helpful.**

Measurement tool: online survey

Success measure: 100%

- 3.3 Tutors will complete the next appropriate level of CRLA certification—either level 1 or level 2.**

Measurement tool: data sheet/CRLA completion criteria

Success measure: 100%

### Summer Bridge

- 4.1 Summer Bridge participants found the program to be valuable or very valuable in helping prepare them for starting classes.**

Measurement tool: survey deployed in Summer Bridge

Success measure: 95%

## SLA

- 5.1 Students who have attended 50% or more of the SLA sessions feel that SLA helped them improve their math class grade by at least one letter grade.**

Measurement tool: survey deployed in SLA classes

Success measure: 90%