The Student Success Center (SSC) is committed to student academic success by providing academic support services such as tutoring, mentoring, early alert programs, online resources, and student success seminars. The SSC assesses instructional effectiveness and student satisfaction and annually reports results and receives feedback from the Advisory Committee and the Academic Council.

The following is a written description of the assessment process for the Student Success Center:

**Face-to-Face Tutoring**

The SSC assesses instructional effectiveness and student satisfaction of face-to-face tutoring. This is accomplished via a tutee/tutor sign-in form and post-tutoring survey that measures instructional effectiveness and student satisfaction. In addition, the SSC annually surveys frequent users (5 or more visits per semester) of the Center’s face-to-face tutoring services to further assess instructional effectiveness and student satisfaction.

**Online Tutoring**

Smarthinking is the provider of online tutoring services. Smarthinking has a post-tutee session survey asking three short questions that measure student satisfaction. The SSC assesses student satisfaction and instructional effectiveness via a frequent user’s (100 minutes or more per year) survey.
Early Alert

Early Alert students are identified during the 2nd-4th week of a block course and the 3rd to 7th week of a semester course by faculty teaching in the remedial and freshman math and English classes, the First Year Experience course, Psychology 101, and Sociology 101. The students are identified as needing academic intervention (i.e., tutoring, advising, etc.). The students are identified as being at risk if they have poor or non-attendance, low grades or low GPA’s, failing tests, failing to hand in assignments, failing to participate in class, and information literacy concerns. The SSC contacts the students identified under the Early Alert program to offer intervention services.

The SSC assesses student satisfaction and instructional effectiveness via the tutee/tutor sign-in form and post tutoring survey. In addition, the SSC measures the students’ effective use of the recommended intervention services (i.e., students are encouraged to come in for tutoring multiple times to improve academic success). The SSC also analyzes the final course grades of the Early Alert students who accepted intervention compared to the grades of those Early Alert students who did not accept intervention.