



## Planning and Evaluation Tracking

College Year: 2009-2010

Division of: Enrollment Management  
 Department of: Tutoring (formerly included under Student Success)

Person Responsible: April Sessler  
 Person Responsible: Charlotte Goebel

**Purpose Statement:** to promote student success by providing one-on-one tutors, walk-in tutoring, and online tutoring for currently enrolled students in academic courses

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Provide online academic support to currently enrolled students.	1. After students use SMARTHINKING online tutoring, 70% will successfully complete (with a C or better) the course in which they have been tutored, based on student transcripts.	1. 2008-2009 74.4% N= 134 of 180	1. 2008-2009 ANALYSIS Based on the results, the outcome exceed expectations. Students who use SMARTHINKING online tutoring succeed academically as well or better than anticipated. Track and measure again in year two to verify that the results are consistent.  PLAN OF ACTION/ RECOMMENDATIONS for 2009-2010
1a. Provide online academic support to currently enrolled students.	1a. After students use SMARTHINKING online tutoring, 70% will successfully complete (with a C or better) the course in which they have been tutored, based on student transcripts.	1a. 2009-2010	

2. Provide online academic support to currently enrolled students.

2. After we execute an ad campaign for SMARTHINKING online tutoring, there will be a 20% increase in student usage in 2009-2010 based on the SMARTHINKING user report.

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N= \_\_\_\_ of \_\_\_\_

2. 2009-2010 ANALYSIS

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