

BERGEN COMMUNITY COLLEGE

Assessment Report for (Department or Unit):

Cerullo Learning Assistance Center

Department/Unit Leader:

Lena Bakir / Margaret Maria Roidi

Assessment Period:

2011-2012

Submitted by:

Margaret Maria Roidi and Sean Tanner

1. Intended Outcome (Goal):

Students participating in the Cerullo Learning Assistance Center’s satisfaction survey will reply to 70% of the survey questions with scores indicating “agree/satisfied” or “strongly agree/very satisfied.”

* Please note that the original intended goal submitted was modified to reflect the rating options available to the survey participants. The original intended goal was:

Students participating in the Cerullo Learning Assistance Center’s satisfaction survey will reply to 70% of the survey questions with scores of 3 or higher (indicating "satisfied" to "very satisfied").

2. General Education Requirement(s) to which the intended outcome relates:

N/A

3. Section(s) of the Strategic Plan to which the intended outcomes relates:

1.3—Help students better navigate the college experience through the focused coordination and development of student communications, registration, financial and support services, advisement, and inter-office process improvement.

2.2—Build community, and improve two-way communication on campus through the development of interdepartmental and cross-disciplinary collaborative projects, electronic discussion boards, and dialogues processes.

3.1—Renew academic programs and develop new credit and noncredit programs and classes to meet career and workforce needs, the demands of the new economy, and changing demographics.

3.3—Increase the integrity, accuracy and consistency of college information and data.

5.1—Increase efficiency in our use of fiscal resources, and implement expense control measures to ensure affordability for our students.

4. Means of assessment, sources of data, and desired result:

The CLAC satisfaction survey will be administered online using SurveyMonkey. Links to the survey will be emailed to all students who have filled out a student contract for the Spring 2012 semester as of 3/12/2012, using the email addresses listed in TutorTrac. Voluntary student responses will be collected during the period from 3/12/2012 to 4/2/2012. The CLAC desires that at least 70% of questions will be answered with a value of “agree/satisfied” or better. The email and survey can be found below:

Email to CLAC Students

Dear BCC Student:

The Cerullo Learning Assistance Center would like to thank you for using its services. We would appreciate your feedback regarding your experiences at our center.

Please complete the brief student satisfaction survey by visiting the link below:

<https://www.surveymonkey.com/s/SH9K5YP>

Thank you,
Margaret Maria Roidi
Interim Manager
The Cerullo Learning Assistance Center (L125)
Bergen Community College
400 Paramus Road L-125
Paramus, NJ 07652
201-493-4093
mroidi@bergen.edu

----- Sent by mroidi usr:[1.56.0.0.0.22]

CLAC Satisfaction Survey

1. How did you hear about Cerullo Learning Assistance Center (CLAC)? (Check all that apply)

Professor
BCC Staff Member
Student
Walk By
Flyer
Email
BCC homepage
Orientation
Other (please specify)

2. What services did you use in the CLAC? (Check all that apply)

One-on-one Appointments
Walk-in, last-minute Appointments
Permanent Appointments
Math Walk-In Center
Writing Walk-In Center
Supplemental
Study Groups
Online tutoring
Worked with a faculty member

3. Please rate your level of satisfaction regarding the front desk workers of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

Front desk workers provide friendly reception

Strongly Agree Agree Neutral Disagree Strongly Disagree

Front desk workers provide helpful service

Strongly Agree Agree Neutral Disagree Strongly Disagree

Front desk workers are knowledgeable about services

Strongly Agree Agree Neutral Disagree Strongly Disagree

Front desk workers communicate clearly person to person

Strongly Agree Agree Neutral Disagree Strongly Disagree

Front desk workers communicate clearly on the phone

Strongly Agree Agree Neutral Disagree Strongly Disagree

Other (please specify)

4. Please rate your level of satisfaction regarding the tutors of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

Tutors show concern for your progress

Strongly Agree Agree Neutral Disagree Strongly Disagree

Tutors treat you with respect

Strongly Agree Agree Neutral Disagree Strongly Disagree

Tutors are knowledgeable about subject areas

Strongly Agree Agree Neutral Disagree Strongly Disagree

Tutors communicate clearly

Strongly Agree Agree Neutral Disagree Strongly Disagree

Tutors answer questions in a reasonable time

Strongly Agree Agree Neutral Disagree Strongly Disagree

Other (please specify)

5. Please rate your level of satisfaction regarding the facilities of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

Physical setting is comfortable

Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Atmosphere is favorable to learning

Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Technology is relevant to your needs (i.e. computers, software, and adaptive technology)

Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Math Walk-In is staffed appropriately

Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Writing Walk-In is staffed appropriately

Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Hours are convenient

Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Requests are answered promptly

Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Service options meet your needs

Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Other (please specify)

6. Please rate your overall level of satisfaction with the Cerullo Learning Assistance Center (includes Tutoring Center, Math Walk-In Center and Writing Walk-In Center).

Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied

5. Summary of Results:

Satisfaction Based on the Result of Each Statement

70% or more students responded to 16 out of 18 area specific statements with “Agree” or “Strongly Agree.”

Significantly more students responded to the two statements that scored less than 70% than indicated that they used the designated service; the two statements were: *Math Walk-In is staffed appropriately*, scored 55% and *Writing Walk-In is staffed appropriately*, 59%. Only 37% of students surveyed said that they used the Math Walk-In, but 77% of students surveyed responded to the statement *Math Walk-In is staffed appropriately* with a response other than “No Opinion.” Similarly, only 29% of students surveyed said that they used the Writing Walk-In, but 73% of students surveyed responded to the statement *Writing Walk-In is staffed appropriately* with a response other than “No Opinion.”

Satisfaction Based on the Result for Each Area

The average number of “Agree” or “Strongly Agree” responses for each area (front desk workers, tutors, and facilities) was over 70%.

Students agreed or strongly agreed with statements concerning their satisfaction with front desk workers 81% of the time. Students agreed or strongly agreed with statements concerning their satisfaction with tutors 79% of the time. Students agreed or strongly agreed with statements concerning their satisfaction with CLAC facilities 71% of the time.

Satisfaction Based on the Result for Question 6

78% of students indicated that their level of overall satisfaction with the CLAC was either “Satisfied” or “Very Satisfied.”

Satisfaction Based on the Average of all the Responses

In 76% of all relevant statements, (questions 3, 4, 5, 6 disregarding responses of “No Opinion”), students responses were “Very Satisfied,” “Satisfied,” “Strongly Agree,” or “Agree.”

*Please refer to tables found on pages 5 and 6 for the detailed description of the results.

3. Please rate your level of satisfaction regarding the front desk workers of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	% of Agree or higher
Front desk workers provide friendly reception	41	54	12	8	6	79%
Front desk workers provide helpful service	46	52	14	6	3	81%
Front desk workers are knowledgeable about services	40	61	15	2	3	83%
Front desk workers communicate clearly person to person	40	62	10	5	3	85%
Front desk workers communicate clearly on the phone	34	54	19	2	7	76%
Front desk workers Average	201	283	70	23	22	81%

4. Please rate your level of satisfaction regarding the tutors of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	% of Agree or higher
Tutors show concern for your progress	48	42	21	5	6	74%
Tutors treat you with respect	57	49	11	2	3	87%
Tutors are knowledgeable about subject areas	51	45	17	5	4	79%
Tutors communicate clearly	55	43	15	6	3	80%
Tutors answer questions in a reasonable time	48	43	15	5	8	76%
Tutors Average	259	222	79	23	24	79%

5. Please rate your level of satisfaction regarding the facilities of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion	% of Agree or higher*
Physical setting is comfortable	40	55	11	9	6	1	79%
Atmosphere is favorable to learning	44	45	22	4	6	1	74%
Technology is relevant to your needs (i.e. computers, software, and adaptive technology)	39	44	20	6	3	9	74%
Math Walk-In is staffed appropriately	19	32	29	6	7	24	55%
Writing Walk-In is staffed appropriately	21	31	29	5	2	31	59%
Hours are convenient	36	56	14	8	8	1	75%
Requests are answered promptly	34	47	25	5	4	4	70%
Service options meet your needs	33	60	14	7	7	1	77%
Facilities Average	266	370	164	50	43	72	71%

6. Please rate your overall level of satisfaction with the Cerullo Learning Assistance Center (includes Tutoring Center, Math Walk-In Center and Writing Walk-In Center).

	Very Satisfied	Satisfied	Neutral	Somewhat Unsatisfied	Very Unsatisfied	% of Satisfied or higher
Cerullo Learning Assistance Center Overall	61	34	15	7	5	78%

	Strongly Agree/Very Satisfied	Agree/Satisfied	Neutral	Disagree/Somewhat Unsatisfied	Strongly Disagree/Very Unsatisfied	No Opinion	% of Agree/Satisfied or higher*
Average of All Questions	787	909	328	103	94	72	76%

*Does not included responses of "No Opinion"

1. How did you hear about Cerullo Learning Assistance Center (CLAC)? (Check all that apply)

		Response Percent	Response Count
Professor		50.8%	61
BCC Staff Member		14.2%	17
Student		35.0%	42
Walk By		30.0%	36
Flyer		6.7%	8
Email		7.5%	9
BCC homepage		8.3%	10
Orientation		15.0%	18
Other		5.0%	6
	(please specify)		12
		answered question	120
		skipped question	3

2. What services did you use in the CLAC? (Check all that apply)

		Response Percent	Response Count
One-on-one Appointments		83.7%	103
Walk-in, last-minute Appointments		25.2%	31
Permanent Appointments		22.0%	27
Math Walk-In Center		36.6%	45
Writing Walk-In Center		29.3%	36
Supplemental Instruction		1.6%	2
Study Groups		13.8%	17
Online tutoring		3.3%	4
Worked with a faculty member		5.7%	7
answered question			123
skipped question			0

3. Please rate your level of satisfaction regarding the front desk workers of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Response Count
Front desk workers provide friendly reception	33.9% (41)	44.6% (54)	9.9% (12)	6.6% (8)	5.0% (6)	121
Front desk workers provide helpful service	38.0% (46)	43.0% (52)	11.6% (14)	5.0% (6)	2.5% (3)	121
Front desk workers are knowledgeable about services	33.1% (40)	50.4% (61)	12.4% (15)	1.7% (2)	2.5% (3)	121
Front desk workers communicate clearly person to person	33.3% (40)	51.7% (62)	8.3% (10)	4.2% (5)	2.5% (3)	120
Front desk workers communicate clearly on the phone	29.3% (34)	46.6% (54)	16.4% (19)	1.7% (2)	6.0% (7)	116
Other (please specify)						11
answered question						121
skipped question						2






4. Please rate your level of satisfaction regarding the tutors of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Response Count
Tutors show concern for your progress	39.3% (48)	34.4% (42)	17.2% (21)	4.1% (5)	4.9% (8)	122
Tutors treat you with respect	46.7% (57)	40.2% (49)	9.0% (11)	1.8% (2)	2.5% (3)	122
Tutors are knowledgeable about subject areas	41.8% (51)	38.9% (45)	13.9% (17)	4.1% (5)	3.3% (4)	122
Tutors communicate clearly	45.1% (55)	35.2% (43)	12.3% (15)	4.9% (6)	2.5% (3)	122
Tutors answer questions in a reasonable time	40.3% (48)	36.1% (43)	12.6% (15)	4.2% (5)	6.7% (8)	119
				Other (please specify)		11
				answered question		122
				skipped question		1

5. Please rate your level of satisfaction regarding the facilities of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion	Response Count
Physical setting is comfortable	32.8% (40)	45.1% (55)	9.0% (11)	7.4% (9)	4.9% (6)	0.8% (1)	122
Atmosphere is favorable to learning	36.1% (44)	36.9% (45)	18.0% (22)	3.3% (4)	4.9% (6)	0.8% (1)	122
Technology is relevant to your needs (i.e. computers, software, and adaptive technology)	32.2% (39)	36.4% (44)	16.5% (20)	5.0% (6)	2.5% (3)	7.4% (9)	121
Math Walk-In is staffed appropriately	16.2% (19)	27.4% (32)	24.8% (29)	5.1% (6)	6.0% (7)	20.5% (24)	117
Writing Walk-In is staffed appropriately	17.6% (21)	26.1% (31)	24.4% (29)	4.2% (5)	1.7% (2)	26.1% (31)	119
Hours are convenient	29.3% (36)	45.5% (56)	11.4% (14)	6.5% (8)	6.5% (8)	0.8% (1)	123
Requests are answered promptly	28.8% (34)	39.5% (47)	21.0% (25)	4.2% (5)	3.4% (4)	3.4% (4)	119
Service options meet your needs	27.0% (33)	49.2% (60)	11.5% (14)	5.7% (7)	5.7% (7)	0.8% (1)	122
						Other (please specify)	13
						answered question	123
						skipped question	0

6. Please rate your overall level of satisfaction with the Cerullo Learning Assistance Center (includes Tutoring Center, Math Walk-In Center and Writing Walk-In Center).

		Response Percent	Response Count
Very satisfied		50.0%	61
Somewhat satisfied		27.9%	34
Neutral		12.3%	15
Somewhat unsatisfied		5.7%	7
Very unsatisfied		4.1%	5
		answered question	122
		skipped question	1

Q1. How did you hear about Cerullo Learning Assistance Center (CLAC)? (Check all that apply)

1	I first took the initiative on my own. I have permanent tutoring through special services and EOF program.	Mar 30, 2012 8:50 AM
2	Professor Balsaddare	Mar 29, 2012 9:58 PM
3	E O F	Mar 27, 2012 2:39 PM
4	my friend	Mar 20, 2012 9:06 PM
5	OSS	Mar 13, 2012 5:38 PM
6	Professor Baldassare	Mar 13, 2012 11:33 AM
7	Oss	Mar 12, 2012 8:31 PM
8	We had an orientation that our professor set up	Mar 12, 2012 7:25 PM
9	inquired immediately regarding tutoring when I first started in Sept. 2010	Mar 12, 2012 4:49 PM
10	I previously used it.	Mar 12, 2012 4:41 PM
11	eof	Mar 12, 2012 2:21 PM
12	eof	Mar 12, 2012 2:21 PM

Q3. Please rate your level of satisfaction regarding the front desk workers of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

1	I strongly agree for those that have been there awhile. It will take a bit longer for those that are new because of the new computer system. Some people have people skills and others do not.	Mar 30, 2012 8:50 AM
2	I wish there will be more staff so that the waiting time can be shortened.	Mar 30, 2012 8:15 AM
3	i came to the front desk to register and got yelled at to hurry up, and that I should know how this goes!	Mar 29, 2012 11:53 AM
4	One person should do all. Not everything. One person to answer calls, another to answer student questions, another to do paper/computer work...	Mar 27, 2012 9:35 AM
5	theres never anyone at the front desk	Mar 26, 2012 8:37 AM
6	I left a message for a return call (on 2 different occasions) and never received a call back. When I did call back to make an appointment and still no answer, I hung up. The male who was there at the time called me back and said, "yes, you called twice?"... if they returned my call 4 hours earlier there wouldn't be such an attitude from this guy!!! I understand being busy, but to say that to me? You might want to go over customer service with him!	Mar 20, 2012 6:09 PM
7	Call backs and messages given to the person who is out on a timely basis, would be great!	Mar 14, 2012 11:08 PM
8	It appears the front desk staff is overwhelmed. All 4 times I approached front desk I was ignored, and got the feeling I was bothering them. Every time I was there a tutor jumped in to offer assistance.	Mar 14, 2012 7:36 AM
9	Front desk are friendly if they are in a good mood, specially in the writing area. I know is a free service, but they need to be more nice and capable to help us.	Mar 13, 2012 8:45 AM
10	registered at the student center	Mar 12, 2012 4:25 PM
11	They are understaffed. I've walked in about 2-3 times and each time there is a student worker balancing phone calls/appointments/walk-ins/long lines. They need 2-3 more workers at the desk.	Mar 12, 2012 11:35 AM

Q4. Please rate your level of satisfaction regarding the tutors of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

1	The tutors that I have experience with I strongly agree with. There have been some, on a rare occasion, that has been rude.	Mar 30, 2012 8:50 AM
2	Yes, tutors are knowledgeable but whats the point of having the information in a tutoring center, if you don't plan to share it.	Mar 29, 2012 11:53 AM
3	need to improve quickbook 2011 skills	Mar 27, 2012 3:03 PM
4	Some are less knowledgeable than others & have to go to a supervisor to get answers.	Mar 27, 2012 10:10 AM
5	There are some tutors that are not student-friendly; they keep to themselves.	Mar 27, 2012 9:35 AM
6	i often feel rushed	Mar 26, 2012 8:37 AM
7	some tutors english are not well. Maybe they are very good about the subject, but they can not explain well.	Mar 20, 2012 9:06 PM
8	I have been blow off twice for my appointments since going there from the start of the fall semester. My appointments were made a week in advanced and was not set up with anyone who was available	Mar 20, 2012 6:09 PM
9	Research paper or essays are impossible review in an hour appointment. Tutors take long time to do it.They never finish and i have to start over for the next appointment. I lost time.	Mar 13, 2012 8:45 AM
10	The students do not help too much	Mar 12, 2012 1:30 PM
11	Juan Carlos is the best tutor I have had at BCC for math. The reason is because he is patient and helps ME go through the problem, rather than doing it for me. He guides me while I do it instead of showing me. Some of the other tutors I have had just start talking and solving the problem for me, and it doesnt really help- of couses I know THEY can solve the problem, but for me to really learn it, I have to be able to solve it myself.	Mar 12, 2012 12:27 PM

Q5. Please rate your level of satisfaction regarding the facilities of the Cerullo Learning Assistance Center by identifying your agreement with the following statements		
1	I am very appreciative for the time that the tutors give to assist those who want and need the tutoring center. The atmosphere can be favorable at times. I have found that there has been times recently that it has been very loud between the tutors and the students. I know that the center does get busy, it just doesn't necessary need to get so loud where you can no here yourself think.	Mar 30, 2012 8:50 AM
2	Why have a tutoring center if you can only be in there for two hours at a time?	Mar 29, 2012 11:53 AM
3	some computers and their mouses are dusty/don't work properly	Mar 28, 2012 11:30 AM
4	need to reserve the computer site only in other room (be quiet)	Mar 27, 2012 3:03 PM
5	not enough help, always feel rushed, very loud	Mar 26, 2012 8:37 AM
6	I understand there are a lot of students getting assistance, but there is no room or privacy. The noise is very distracting.	Mar 20, 2012 6:09 PM
7	for the past 3 weeks, i've tried to make an appointment for a physics tutor, they we all unavailable. I have to say that was very disappointing. You need to hire more physics tutors.	Mar 13, 2012 12:34 PM
8	The new system makes student lost 20 minutes between check in and out.	Mar 13, 2012 8:45 AM
9	cubicle was freezing!!!	Mar 13, 2012 12:13 AM
10	There is not enough Accounting Tutors and that is needed. Spoke to a lot of students that cannot get a tutor appointment for Accounting because there is one Tutor.	Mar 12, 2012 10:08 PM
11	The math toturs dont really help you	Mar 12, 2012 1:30 PM
12	Need more tutors available after 5PM (not just 1 per hour for math) if you work full time, it is difficult to get after 5pm appointments	Mar 12, 2012 12:27 PM
13	More often than not, there is no one sitting at the front at the Math Walk-In. The first time I was there I stood at the doorway for about 15 min and wasn't greeted and since it was my first time I had no idea what to do, if there was a form to fill out, or anything. I ended up walking out and my math teacher had to explain to me how it works.	Mar 12, 2012 11:35 AM

6. Recommendations for improvement:

Upon the completion of the survey, the CLAC Supervisory staff discussed the results and collaborated to develop effective strategies to improve the services offered.

Below please find the CLAC staff's recommendations to improve the quality of services offered based on the survey results:

- Reinforce the CLAC's policy of tutors being present at the designated area to greet their students; each respective Supervisor will be notified immediately of the tutors who do not fulfill this aspect of their responsibilities and take appropriate action
- Train tutors to use TutorTrac in order to assist the front desk in making appointments; these tutors would be able to accommodate students' requests during peak times
- TutorTrac is being utilized by all CLAC facilities; the wait time for registering students will continue to decrease as their information is now directly imported from Datatel.

- Student aides' change of schedule requests will follow the same guidelines as tutors'; a two-week notice will be provided to allow the staff to properly find coverage
- Ongoing customer service trainings will be conducted throughout every semester by the CLAC staff and outside personnel. It was suggested that the staff incorporates training materials such as Dale Carnegie book titled, *How to Win Friends and Influence People*. This recommendation will ensure that the front desk workers and the tutors maintain a constant customer service approach
- Ongoing sensitivity trainings will be scheduled throughout every semester by the CLAC and BCC staff to ensure that the students' experience at the CLAC will be satisfactory
- The CLAC has requested the immediate upgrade of all outdated computer mice and towers from the help desk
- Implement a reward system for tutors and student aides to recognize outstanding work performance; for example, "Tutor/Student Aide of the Month"

7. Actions taken based on recommendations:

The CLAC staff members successfully implemented the recommendations proposed above during the 2012-2013 academic year.

Additionally, another survey was made available for a two week period from April 8th to April 20th of 2013. The data collected are meant to record students' perception a year after said recommendations were implemented.

Below please find the detailed updates on each recommendation made:

- Reinforce the CLAC's policy of tutors being present at the designated area to greet their students; each respective Supervisor will be notified immediately of the tutors who do not fulfill this aspect of their responsibilities and take appropriate action
 - Each supervisor was immediately contacted via email to address such matters. This communication system allowed the CLAC staff to document properly and follow up on situations
- Train tutors to use TutorTrac in order to assist the front desk in making appointments; these tutors would be able to accommodate students' requests during peak times
 - 14 tutors were trained to work at the front desk on an as needed basis; six professional and eight peer
- TutorTrac is being utilized by all CLAC facilities; the wait time for registering students will continue to decrease as their information is now directly imported from Datatel
 - The TutorTrac/Datatel communication decreased the wait time for registering new students. However, the server remained a concern as there were extended

periods of time during which it took up to 10 minutes to make/cancel a single appointment. This situation resulted in long lines of students

- Student aides' change of schedule requests will follow the same guidelines as tutors'; a two-week notice will be provided to allow the staff to properly find coverage
 - Coverage for the front desk improved significantly. Student aides and receptionists were asked to provide their immediate supervisor with advance notice for any schedule change. A formal Student Aide/Receptionist Application was created and implemented in the Spring 2013, allowing a thorough screening process prior to providing employment
- Ongoing customer service trainings will be conducted throughout every semester by the CLAC staff and outside personnel. It was suggested that the staff incorporates training materials such as Dale Carnegie book titled, *How to Win Friends and Influence People*. This recommendation will ensure that the front desk workers and the tutors maintain a constant customer service approach
 - Peer and professional tutors attended mandatory biweekly TTMs each semester. During these sessions, each respective supervisor stressed the importance of customer service, modeling good behavior and eagerness to assist others
 - Staysha Taylor held two receptionist and student aide training sessions on February 25th and 28th of 2013. The staff members were reminded of their responsibilities and the importance of maintaining a customer service oriented demeanor at all times
- Ongoing sensitivity trainings will be scheduled throughout every semester by the CLAC and BCC staff to ensure that the students' experience at the CLAC will be satisfactory
 - On September 4th and 7th 2012, Personal counselor Eileen Purcell, Professor Lori Talarico, and Peer Mentor Manager Ann Gill attended and presented at the Fall 2012 General Tutor Training meetings
 - On March 26th and 29th 2013, Coordinator of Deaf Services Tia Ivanko conducted two training sessions addressing deaf culture and education
 - On Thursday April 11th and Monday April 15th, Academic Counselor Linda Seidman conducted a training session for the CLAC front desk staff members titled "Red Flags"
 - During Fall 2012 and Spring 2013, Margaret M. Roidi conducted individual training sessions for tutors assigned to work with students from the Transitional Program for Students with Intellectual Disabilities (TPSID) initiative

- The CLAC has requested the immediate upgrade of all outdated computer mice and towers from the help desk
 - All of the requested computer mice were updated; over the summer of 2013, the computers will be upgraded as part of the campus wide initiative
- Implement a reward system for tutors and student aides to recognize outstanding work performance; for example, “Tutor/Student Aide of the Month”
 - Below please find the model reward system which will be implemented in the Fall of 2013:

Tutor Rewards Program:

All tutors will be issued lanyards with which they will be able to properly display their Tutor Identification Cards. This will allow tutors to be more easily identified and will make certain their Tutor Identification Cards are visible.

Rewards will be issued for the following:

- Unsolicited positive student feedback to a supervisor
- Unsolicited faculty/staff feedback to a supervisor
- Supervisor observation of a tutor providing superior service*
- Unsolicited tutor observation of another tutor providing superior service*











*Superior Service is to be defined as going above and beyond normal tutoring services while adhering to the CLAC policies and procedures and their job description.

For each occasion of the above, the tutor will be given a small silver star pin which can be attached to their lanyard.













On the occasion of a fifth silver star, the tutor will be awarded a gold star pin.

These pins may be worn at all times in the CLAC as recognition of their outstanding service.

1. How did you hear about the Cerullo Learning Assistance Center (CLAC)? (Check all that apply)

		Response Percent	Response Count
Professor		60.2%	77
BCC Staff Member		15.6%	20
Student		22.7%	29
Walk By		34.4%	44
Flyer		9.4%	12
Email		11.7%	15
BCC homepage		16.4%	21
Orientation		10.9%	14
Class Presentation		5.5%	7
Other		3.1%	4
	(please specify)		9
		answered question	128
		skipped question	1

2. What services did you use in the CLAC? (Check all that apply)

		Response Percent	Response Count
One-on-one Appointments		80.5%	103
Drop-in, last-minute Appointments		13.3%	17
Permanent Appointments		14.1%	18
Math Walk-In Center		47.7%	61
Writing Walk-In Center		28.1%	36
Reading Walk-In		7.8%	10
Supplemental Instruction		3.9%	5
In-Class Tutoring		9.4%	12
Study Groups		5.5%	7
Online tutoring - SMARTHINKING		5.5%	7
Intercultural Conversation Partners		1.6%	2
Worked with a faculty member		7.0%	9
		answered question	128
		skipped question	1

3. Please rate your level of satisfaction regarding the front desk workers of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Rating Count
Front desk workers provide friendly reception	52.3% (67)	34.4% (44)	10.9% (14)	1.6% (2)	0.8% (1)	128
Front desk workers provide helpful service	53.5% (68)	34.6% (44)	8.7% (11)	2.4% (3)	0.8% (1)	127
Front desk workers are knowledgeable about services	52.8% (66)	31.2% (39)	12.8% (16)	3.2% (4)	0.0% (0)	125
Front desk workers communicate clearly person to person	58.7% (74)	29.4% (37)	9.5% (12)	1.6% (2)	0.8% (1)	126
Front desk workers communicate clearly on the phone	51.2% (64)	26.4% (33)	18.4% (23)	3.2% (4)	0.8% (1)	125
					Other (please specify)	9
					answered question	128
					skipped question	1

4. Please rate your level of satisfaction regarding the tutors of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Rating Count
Tutors show concern for your progress	48.8% (61)	34.4% (43)	12.8% (16)	3.2% (4)	0.8% (1)	125
Tutors treat you with respect	58.4% (73)	33.6% (42)	8.0% (10)	0.0% (0)	0.0% (0)	125
Tutors are knowledgeable about subject areas	51.6% (64)	33.9% (42)	11.3% (14)	3.2% (4)	0.0% (0)	124
Tutors communicate clearly	48.4% (60)	38.7% (48)	8.1% (10)	4.8% (6)	0.0% (0)	124
Tutors answer questions in a reasonable time	51.6% (64)	37.9% (47)	7.3% (9)	2.4% (3)	0.8% (1)	124
					Other (please specify)	6
					answered question	126
					skipped question	3

5. Please rate your level of satisfaction regarding the facilities of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion	Rating Count
Physical setting is comfortable	47.2% (60)	37.0% (47)	10.2% (13)	4.7% (6)	0.8% (1)	0.0% (0)	127
Atmosphere is favorable to learning	46.5% (59)	33.9% (43)	13.4% (17)	3.1% (4)	2.4% (3)	0.8% (1)	127
Technology is relevant to your needs (i.e. computers, software, and adaptive technology)	47.6% (60)	30.2% (38)	13.5% (17)	2.4% (3)	0.8% (1)	5.6% (7)	128
Math Walk-In is staffed appropriately	39.4% (50)	21.3% (27)	15.7% (20)	3.9% (5)	3.1% (4)	16.5% (21)	127
Writing Walk-In is staffed appropriately	35.5% (44)	18.5% (23)	15.3% (19)	2.4% (3)	0.0% (0)	28.2% (35)	124
Hours are convenient	44.4% (56)	38.1% (48)	8.7% (11)	7.1% (9)	0.8% (1)	0.8% (1)	128
Requests are answered promptly	46.4% (58)	34.4% (43)	12.8% (16)	2.4% (3)	1.6% (2)	2.4% (3)	125
Service options meet your needs	46.4% (58)	33.8% (42)	11.2% (14)	4.8% (6)	0.8% (1)	3.2% (4)	125
						Other (please specify)	10
						answered question	127
						skipped question	2

6. Please rate your overall level of satisfaction with the Cerullo Learning Assistance Center (includes Tutoring Center, Math Walk-In Center and Writing Walk-In Center).

	Response Percent	Response Count
Very satisfied	63.3%	81
Somewhat satisfied	23.4%	30
Neutral	7.8%	10
Somewhat unsatisfied	3.1%	4
Very unsatisfied	2.3%	3
	answered question	128
	skipped question	1

Q1. How did you hear about the Cerullo Learning Assistance Center (CLAC)? (Check all that apply)

1	Professor Thomas Casey	Apr 15, 2013 1:58 PM
2	Professor Lynda Box	Apr 15, 2013 9:54 AM
3	Svokos	Apr 10, 2013 3:07 PM
4	Brother	Apr 10, 2013 2:12 PM
5	saliba	Apr 10, 2013 11:54 AM
6	I knew every college has learning center	Apr 9, 2013 7:34 AM
7	counselor	Apr 8, 2013 7:26 PM
8	in class	Apr 8, 2013 1:44 PM
9	Tutors	Apr 8, 2013 10:34 AM

Q3. Please rate your level of satisfaction regarding the front desk workers of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

1	Meadowlands only	Apr 16, 2013 11:17 PM
2	Margaret at the front desk is Phenomenal.	Apr 16, 2013 9:50 AM
3	They don't CANCEL what u ask them to. They cancel all.	Apr 15, 2013 8:46 PM
4	They usually do not answer phone calls and rarely call back.	Apr 15, 2013 5:00 PM
5	Some did not communicate with tutor that I was going to be late.	Apr 15, 2013 1:17 PM
6	The front desk never knows when you ask them what tutors are coming in for the walk-ins	Apr 8, 2013 10:27 PM
7	They seeme d preoccupied with other things. I could not tell whom I was supposed to speak with. Felt unimportant	Apr 8, 2013 3:21 PM
8	They are always pleasant, great attitudes and go out of way to give advice and suggestions	Apr 8, 2013 3:02 PM
9	The computers always take a very long time to confirm appointments	Apr 8, 2013 10:41 AM

Q4. Please rate your level of satisfaction regarding the tutors of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

1	Meadowlands only	Apr 16, 2013 11:17 PM
2	I wish they can follow my text book!	Apr 15, 2013 8:46 PM
3	As in most formal settings, tutors/teachers do not/cannot provide conceptual or philosophical bases for the subject. This would make a world of difference for me.	Apr 15, 2013 9:49 AM
4	This only applies to Martina Yusef and Maria (Martina for Statistics and Maria for Algebra)	Apr 9, 2013 12:08 AM
5	I think you need more statistics tutor because I always have to wait awhile for someone to come in. It seems as though there's only a few tutors for statistics.	Apr 8, 2013 10:27 PM
6	I am extremely satisfied with the ones I am using in the Meadowlands. Highly professional and caring. I do not use Paramus	Apr 8, 2013 3:21 PM

Q5. Please rate your level of satisfaction regarding the facilities of the Cerullo Learning Assistance Center by identifying your agreement with the following statements

1	I will never thank you enough... So THANK YOU ALL!	Apr 17, 2013 9:49 AM
2	Meadowlands only	Apr 16, 2013 11:17 PM
3	It's too loud being right next to the student center. Hard to concentrate sometimes. Please move it back where it was.	Apr 10, 2013 2:12 PM
4	Even though I had a really nice experience with my tutor. I must add that I needed more time other than twice a week. I feel that I would have done much better had I been reinforcing & applying my studies more frequently during the week. If there is anything that I as a student felt displeased it would be the time given a week for a student. It would be very helpful to provide more help for the student in that way. Thank you	Apr 10, 2013 6:26 AM
5	free tutors talk and that is disturbing.	Apr 9, 2013 7:34 AM
6	Martina and Maria are the best tutors by far. I won't not be going if they were not there.	Apr 9, 2013 12:08 AM
7	It's a bit distracting having the Walk-ins in the student center because there's always loud music playing that can be a distraction.	Apr 8, 2013 10:27 PM
8	Meadowlands only. David is the person in charge and he runs a very effective group that is totally focused on clients the moment they arrive	Apr 8, 2013 3:21 PM
9	I wish starting earlier in the day and had more weekend hours	Apr 8, 2013 3:02 PM
10	It is very hard to get tutors for the higher math courses (after Calc I)	Apr 8, 2013 10:41 AM