

Evaluation of lab upgrades and tutor training 2008

MDC identified two strategies related to study skills labs and tutorial assistance to improve student success in the target math courses. These strategies involved implementing a CRLA-certified tutor training program for math tutors to improve the quality of tutoring in the math labs and upgrading the math lab facilities on each campus.

The tutor training strategy was evaluated using a pre/post survey of student satisfaction with the tutors and quality of tutoring assistance. Results revealed higher satisfaction and lab usage rates following the training program, and are reported in a separate QEP evaluation report.

MDC Enrolled Student Survey ratings of study skills labs also provide an opportunity to gauge student usage and satisfaction with the campus labs. The Enrolled Student Survey includes only one item for all study skills labs – reading, writing, and mathematics – so these results are not a direct evaluation of the mathematics labs. They do, however, provide some evidence of student usage and satisfaction before and after the tutor training and lab upgrades.

College-wide, student usage of the study skills labs has remained relatively stable since 2004 and the satisfaction rate among students who used the labs has increased slightly (+3.6 percentage points).

College-wide Lab Usage and Satisfaction Rates		
	% Using Labs	% of Users Satisfied
2008	66.1%	92.6%
2006	65.2%	90.0%
2004	67.3%	89.0%

Campus results reveal that student use of labs declined on two campuses while satisfaction increased on four campuses over the three survey administrations.

Student Usage and Satisfaction Ratings by Campus*								
	North		Kendall		Wolfson		Medical	
	% Using Labs	% of Users Satisfied	% Using Labs	% of Users Satisfied	% Using Labs	% of Users Satisfied	% Using Labs	% of Users Satisfied
2008	70.1%	92.5%	74.7%	85.3%	61.7%	93.6%	60.4%	91.8%
2006	67.2%	84.5%	69.0%	93.9%	65.2%	88.4%	53.8%	96.5%
2004	71.0%	90.8%	77.8%	87.4%	72.9%	89.2%	51.3%	90.9%

Student Usage and Satisfaction Ratings by Campus (Con't)*								
	Homestead		Inter-American		Hialeah		West	
	% Using Labs	% of Users Satisfied	% Using Labs	% of Users Satisfied	% Using Labs	% of Users Satisfied	% Using Labs	% of Users Satisfied
2008	62.3%	99.0%	71.0%	93.1%	73.1%	90.4%	64.0%	94.5%
2006	70.8%	95.8%	69.1%	91.2%	70.9%	82.6%	50.3%	86.9%
2004	77.8%	91.0%	61.8%	82.8%	N/A	N/A	N/A	N/A

*Increases of 5 or more percentage points highlighted in bold green; decreases of 5 or more percentage points noted in bold red.