

**Point Loma Tutorial Center
2023-2024 &
2024-2025 Academic Year**

Student Learning Outcomes (SLO):

Student employees will develop career readiness by demonstrating professionalism, effective communication, and critical thinking skills.*

- Professionalism- Demonstrate effective work habits such as punctuality, productivity, maintaining confidentiality, acting responsibly, self-advocacy, “being present and being prepared”
- Communication- Clearly and effectively exchange information, ideas, facts, and perspectives with persons in the organization
- Critical Thinking- Gather and analyze information from a diverse set of sources and individuals to fully understand a problem

Outcome Measure: Career development KPIs are evaluated by the Tutorial Center supervisor. The rating scale was adopted from the PLNU student Employee Performance Evaluation

Criteria for Success:

Criteria for success (or Key Performance Indicators): 85% of the student employees will demonstrate career development (successful and not fired).

Longitudinal Data: 2023-2024 Academic Year

Number of Tutors & Review Session Leaders	Number of active tutors/RSLs	Number of tutors/RSLs w/rating 2-4	Number of tutors rating 0-1 (dismissed)	Tutors with no appointments	2023-2024 SLO success rate
39	36	31	5	3	86.11% (31/36)

Detailed Data: Performance Rating 2023-2024 Academic Year

36 Tutors - RSLs	Needs Improvement	Meets Standards	Often Exceeds Standards	Exemplary
Communication	5	22	6	3
Professionalism	5	23	6	2
Critical Thinking	2	23	9	2

Longitudinal Data: 2024-2025 Academic Year

Number of Tutors & Review Session Leaders	Number of active tutors/RSLs	Number of tutors/RSLs w/rating 2-4	Number of tutors rating 0-1 (not dismissed)	Tutors with no appointments	2024-2025 SLO success rate
36	33	31	2	3	94% 31/33

Detailed Data: Performance Rating 2024-2025 Academic Year

33 Tutors - RSLs	Needs Improvement	Meets Standards	Often Exceeds Standards	Exemplary
Communication	1	13	15	3
Professionalism	1	14	13	5
Critical Thinking	0	15	11	7

The conclusion from the Data:

2023-2024: During this academic year, which includes both the fall and spring semesters, a total of 39 tutors and review session leaders (RSLs) are employed at the Tutorial Center. Out of these, three tutors were on standby and did not receive any appointment requests. Because of their inactive status, their performance is not included in this evaluation. Of the 36 tutors and RSLs whose performance was evaluated and rated, 5 did not meet expectations and were dismissed. This means that 31 out of the 36 students performed well and met the acceptable standards in all three areas: Communication, Professionalism, and Critical Thinking. ***As a result, the Student Learning Outcome Success Rate for the 2023-2024 academic year stands at 86.11%.***

The conclusion from the Data:

2024-2025: Tutorial services employed 36 tutors and review sessions leaders (RSLs) during the fall and spring semesters. Three tutors served as standbys, didn't receive appointments, and are considered inactive. Thirty-three student employees received evaluations for their communication, professionalism, and problem-solving performance. More than 90% of them performed well, and some students who scored low on their KPIs were not dismissed and continued to learn. ***As a result, the Student Learning Outcome Success Rate for the 2023-2024 academic year stands at 93.9%.*** In explanation of this data, the actual shift and improvement in ratings were due to the maturity of staff (years employed by the center), training, and their experience working with students. From the 23-24 academic year to the 24-25, many tutors returned to their role. Their scores moved up, and some showed exceptional growth in

career preparedness. At the end of this year, 16/33 graduated. This turnover with staffing means we predict low scores in all categories of KPIs next year. More than half of our future student employees are new to their role at the tutoring center.

Improvement Plans:

2023-2024: N/A - The 2024-2025 academic year will be focused on gathering more data and evaluating the Student Learning Outcomes from two sources: performance observation and tutor survey.

Improvement Plans:

2024-2025: In the upcoming year, the focus continues to be on data collection, while we will find ways to contribute to student learning and career development. Last year's improvement plans worked well; tutor surveys provided encouraging and positive feedback.

Rubric Used:

PERFORMANCE RATING SCALE

1. Needs Improvement: Student employee demonstrates performance that is unsatisfactory and/or detrimental to the organization.
2. Meets Standards: Student employee demonstrates knowledge and fully performs all aspects of the competency standard.
3. Often Exceeds Standards: Student employee meets and exceeds the competency by performing at a higher standard and understanding the meaning of their work.
4. Exemplary – Exceeds Standards: Student employee far exceeds the competency by working at the highest standard and using knowledge and experience to create new methods that enhance the organization.

* SLO adopted from the National Association of Colleges and Employers (NACE) core competencies NACE Career Readiness Competencies