

**Point Loma Tutorial Center
Student Learning Outcomes, 2025-26**

Student Learning Outcomes (SLO):

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

- 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 Director. The rating scale was adopted from the PLNU student Employee Performance Evaluation

Criteria for Success:

Criteria for success (or Key Performance Indicators): 85% of student employees will demonstrate career development (i.e., not be fired).

Longitudinal Data:

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	SLO success rate
2023-2024	39	36	31	5	3	86.11% (31/36)
2024-2025	36	33	31	2	3	94% 31/33
2025-2026	37	35	32	3	2	91.4% 32/35

Year 3: 2025-2026 Academic Year

Detailed Data: Performance Rating 2025-2026 Academic Year

35 Tutors - RSLs	Needs Improvement	Meets Standards	Often Exceeds Standards	Exemplary
------------------	-------------------	-----------------	-------------------------	-----------

Communication	5	19	9	2
Professionalism	2	22	8	3
Critical Thinking	1	21	9	4

Year 3- The conclusion from the Data:

2025-2026: During the fall and spring semesters, Tutorial services employed 37 tutors, Coordinators, Coaches, and Review Session Leaders (RSLs). More than half of the staff were new hires and received extensive training to meet performance expectations and KPI reporting requirements. The number of employees meeting expectations and receiving a desirable rating of 2-4 remained the majority and was steady compared with the previous year. 3 employees received 0-1 rating, but no employee was dismissed. This group continued to receive constructive feedback, mentorship, and a framework to improve the experience. The report excludes those who had no appointment requests from the SLO success rate calculation. **As a result, the Student Learning Outcome Success Rate for the 2025-2026 academic year stands at 91.4%.** At the end of this year, 20 of 37 graduated. Contrary to predictions in last year's reporting, similar staffing turnover did not result in low scores across all KPI categories. An intense focus on staff training, communicating clear expectations with the team, and providing additional opportunities for growth through mentorship offset the results. Ideally, the performance rating of the majority of our staff remains within "meets standards" and "often exceeds standards". Due to the nature of this assessment, higher performance standards were implemented for the category of "exemplary".

**not included in this assessment is the satisfactory survey of student employees and their self-evaluation of KPIs. This year, we received overwhelmingly positive feedback indicating solid growth and excellence in our operations.*

Year 3- Improvement Plans:

2025-2026: The following steps will be implemented moving forward, with the 2026-2027 academic year as a pilot.

- SMART Goals - Each employee will complete a "Specific, Measurable, Attainable, Relevant, and Timely" goal sheet at the beginning of the fall semester (or their start of employment). These employment goals will align with career preparedness and professionalism, effective communication, and critical thinking, tying back to our Student Learning Outcomes. In addition, the goals will be internship and resume-focused.
- Pre/post Employment Self-assessment- Upon the start of the semester (or employment term), the director of tutorial services will meet 1:1 with students to review goals, answer questions about the annual "Tutors Canvas Training," and assist them in establishing a baseline through a [pre-employment self-assessment](#). These questions will align with

career preparedness and focus on professionalism, effective communication, and critical thinking.

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: The student employee meets and exceeds the competency by performing at a higher standard and understanding the meaning of their work.
4. Exemplary – Exceeds Standards: The 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