

# Tutoring Assessment

College: Central Maine Community College

Program: Tutoring – Learning Commons - TRIO

Review Team: David Lewis, Natalee Stotz, Jeff Green, Eric Berg, Erin Ouellette, Natasha Dickey, Diane Hamel, John Blois, Michelle Gosselin

Date: March 2026

Period of Review: AY2526

## Math Science – Writing Center

**Total Count Students AY2021 – AY2425: 2,852**

**Total Tutor Hours AY2021 – AY2425: 6,023.30**

**Average Tutoring Hours per Student: 2.1**

### Student Count by Semester

Count by Semester	AY2021	AY2122	AY2223	AY2324	AY2425
Fall Tutored Count	111	296	332	508	353
Spring Tutor Count	80	144	294	284	200
Summer Tutor Count	43	54	97	56	0

### Tutor Hours by Semester

Hours by Semester	AY2021	AY2122	AY2223	AY2324	AY2425
Fall Tutor Hours	306.5	354.5	600.5	890.5	657.5
Spring Tutor Hours	245.5	153	910.8	656	530
Summer Tutor Hours	160.5	189.5	268	100.5	0

### Math Science – Writing Center – All Courses

Tutored Years	AY2021	AY2122	AY2223	AY2324	AY2425
Tutored Count	234	494	723	848	553
Success Rate (A-D)	64%	60%	60%	60%	51%
Total Tutor Hours	712.5	697	1779.3	1647	1187.5

### Math Science – Writing Center - Biology – English – Math

#### Biology

Tutored Years	AY2021	AY2122	AY2223	AY2324	AY2425
Tutored Count	69	81	144	180	151
Success Rate (A-D)	61%	60%	53%	57%	47%
Total Tutor Hours	117	151.50	297	385.50	622.50

#### English

Tutored Years	AY2021	AY2122	AY2223	AY2324	AY2425
Tutored Count	42	171	198	186	88
Success Rate (A-D)	69%	64%	65%	68%	59%
Total Tutor Hours	24.5	228.50	250.05	178.50	76.50

#### Math

Tutored Years	AY2021	AY2122	AY2223	AY2324	AY2425
Tutored Count	91	84	197	242	163
Success Rate (A-D)	63%	61%	50%	52%	52%
Total Tutor Hours	543	232	944.50	804.50	580

## TRIO

**Total Count Students AY2021 – AY2425: 1,326**

**Total Tutor Hours AY2021 – AY2425: 6,507.35**

**Average Tutoring Hours per Student: 4.9**

### Student Count by Semester

Count by Semester	AY2021	AY2122	AY2223	AY2324	AY2425
Fall Tutored Count	111	296	332	508	353
Spring Tutor Count	80	144	294	284	200
Summer Tutor Count	43	54	97	56	0

### Tutor Hours by Semester

Hours by Semester	AY2021	AY2122	AY2223	AY2324	AY2425
Fall Tutor Hours	306.5	354.5	600.5	890.5	657.5
Spring Tutor Hours	245.5	153	910.8	656	530
Summer Tutor Hours	160.5	189.5	268	100.5	0

### TRIO - All Courses

Tutored Years	AY2021	AY2122	AY2223	AY2324	AY2425
Tutored Count	293	411	295	226	101
Success Rate (A-D)	43%	40%	48%	53%	59%
Total Tutor Hours	1786.75	2149.40	1550.45	736.25	284.50

## TRIO - Biology – English – Math

### Biology

Tutored Years	AY2021	AY2122	AY2223	AY2324	AY2425
Tutored Count	52	122	101	71	26
Success Rate (A-D)	56%	52%	61%	62%	77%
Total Tutor Hours	319.75	518.50	581	225.75	106

### English

Tutored Years	AY2021	AY2122	AY2223	AY2324	AY2425
Tutored Count	0	1	0	12	8
Success Rate (A-D)	0%	100%	0%	50%	63%
Total Tutor Hours	0	1	0	16	8

### Math

Tutored Years	AY2021	AY2122	AY2223	AY2324	AY2425
Tutored Count	85	92	63	44	19
Success Rate (A-D)	66%	63%	56%	66%	74%
Total Tutor Hours	577.50	713.95	350	165.50	47

*-Due to the Anthology data migration.*

*The information in this document is the most recent data IR has access to.*

## **Strengths, challenges, and planned steps for continuous improvement:**

### **Program Strengths:**

#### **Math Science**

- The Tutoring Center provides tutoring support for CMCC students, individuals and/or groups using professional and peer tutors for all courses.
- The Tutoring Center was established in 2017 with a 3-year grant.
- Offering in person and online tutoring. This can be scheduled online through bookings but walk-ins are welcome.
- The Tutoring Center offers additional tutoring in Health Sciences, Social, Behavioral Sciences, Human Services, Education and Business & Hospitality.
- Students surveyed give the Tutoring Center a rating of highly satisfied.
- The Tutoring Center is centrally and conveniently located on campus.
- The Tutoring Center is supported by Learning Commons staff.

#### **Writing Center**

- Tutoring is available in person, online and face to face via Teams.
- Writing Center staff are all English Instructors. This ensures effective use of tutoring time by narrowing down the issue and quickly offering suggestions.
- Students find the tutoring sessions to be helpful and many return.
- The Tutoring Center needs more students. CMCC does a good job promoting the Tutoring Center with digital signage and tours.

#### **TRIO**

- In-person and online tutoring offered.
- 24/7 Third party tutoring platform (tutor.com).
- Invested tutors that prioritize students' needs.

### **Program Challenges:**

#### **Math Science**

- Math/Science is located in the former librarian's office in the Learning Commons. This two-room space is now shared with ELL tutoring. This small space can be difficult for tutors and learners.
- Students are unaware of the tutoring center program and how it works.
- Instructors are unsure of how to direct students to tutoring/bookings and how to integrate this into their courses.

- Bookings lacks flexibility and students can find it frustrating to use.
- The peer tutor budget limits the number of peer tutors.
- Professional Tutors have not had a wage increase since 2017.
- Scheduling which courses will require tutors is a challenge each semester.

### **Writing Center**

- It's often the stronger students who seek help. Others are reluctant to come or don't feel it will be helpful. Whether it's us or Math/Science, getting people in the door is the greatest challenge.
- Most instructors suggest coming to the Writing Center, but that doesn't turn into attendance. A few instructors require it, but the Humanities department can't make it a requirement.

### **TRIO**

- Finding tutors
- Getting students to follow through with tutoring.

### **Planned Steps for Continuous Improvement:**

- Expand the space required for tutoring to provide a more effective learning environment. *-expressed by both The Tutoring Center and TRIO*
- Increase funding for the Tutoring Center.
- How does the Tutoring Center Educate and Certify more tutors?
- Educate Students, Instructors and Staff about the Tutoring Centers many offerings.