



Center for Research in Educational Policy

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Supplemental Educational Services in the State of North Carolina: 2007 – 2008 Technical Appendix





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Supplemental Educational Services Reports in 2007-2008 State: North Carolina

TECHNICAL APPENDIX

The following Technical Appendix presents (1) data summary tables for each respondent category, aggregated across all providers (2) survey submission tables by respondent group, and (3) data summary tables for each individual Supplemental Education Service provider active in North Carolina during the 2007-2008 academic year. For each set of provider-specific data summary tables, the tables are presented in the following order:

- Provider Service Information
- Provider Report
- District Coordinator Report
- Principal/Site Coordinator Report
- Teacher Report
- Parent Report

Each table displays the total number of respondents to the survey as well as the percentage of responses in each response category for each item in the survey. Percentages may not total 100%, due to a respondent not answering each survey question.

Comments by providers, district coordinators, principals/site coordinators, and teachers are listed verbatim, with the exception that proper names or phone numbers are replaced with [name (or) number removed]. Comments from paper-based parent surveys are generally reported verbatim, with the exception that proper names or phone numbers are replaced with [name (or) number removed]. Spanish comments were translated into English as they were transcribed, and annotated as such in the transcriptions with [Spanish comment]. The term “sic” may be inserted when comments contain incorrect spelling and/or grammar or where the meaning is unclear.

In cases where no data were received for a particular data group, this fact is noted in a “No Data Table.”

Each survey uses three, four or five point Likert-style responses (e.g., 3-point: 3=Frequently, Occasionally, 1=Not at all; 4-point: 4=Frequently, Occasionally, Not At All, 1=Don’t Know; 5-point: 5=Strongly Agree, Agree, Disagree, Strongly Disagree, 1=Don’t Know).

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Table 1: Aggregate Provider Report for All Providers

Supplemental Educational Services Provider Report in 2007-2008					
All Providers					
First Submission Date:	Jun 3, 2008				
Last Submission Date:	Jul 26, 2008				
Total number of respondents:	41				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	43.9	43.9	2.4	2.4	
2. Tutors communicated with parents/guardians regarding their child's progress.	65.9	24.4	2.4	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	4.9	41.5	36.6	9.8	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	90.2	2.4	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	36.6	36.6	14.6	4.9	
6. The provider adapted the supplemental services to each school's curriculum.	46.3	22.0	19.5	4.9	
7. The provider offered instruction to students with disabilities and English Language Learners.	78.0	9.8	4.9	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	17.1	56.1	17.1	2.4	0.0
9. Student attitudes (e.g., cooperation, motivation)	22.0	68.3	2.4	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	29.3	51.2	4.9	0.0	7.3
11. Parent cooperation/involvement	7.3	41.5	39.0	2.4	2.4
12. Teacher cooperation/involvement	4.9	61.0	12.2	9.8	4.9
13. Principal/Site Coordinator cooperation/involvement	24.4	56.1	9.8	2.4	0.0
14. District SES coordinator cooperation/involvement	26.8	56.1	7.3	4.9	0.0
15. State SES Coordinator cooperation/involvement	19.5	61.0	4.9	2.4	7.3
16. Success at raising student achievement to desired levels	12.2	75.6	2.4	0.0	2.4

Table 2: Aggregate District Coordinator Report for All Providers**Supplemental Educational Services District Coordinator Report in 2007-2008****All Providers**

First Submission Date: May 12, 2008

Last Submission Date: Jul 24, 2008

Total number of respondents: 129*

How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	45.0	47.3	7.8		
2. Collaborate with you to set goals for student growth?	18.6	34.9	46.5		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	19.4	43.4	12.4	24.8	
4. Communicate with parents during the year?	28.7	48.1	5.4	17.8	
5. Meet the obligations for conducting tutoring sessions?	73.6	18.6	6.2	1.6	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	17.8	47.3	6.2	9.3	19.4
7. Integrated the tutoring services with classroom learning activities.	10.9	33.3	14.0	12.4	29.5
8. Aligned their services with state and local standards.	40.3	45.0	9.3	0.8	4.7
9. Offered services to Special Education and ELL students.	32.6	52.7	1.6	0.8	12.4
10. Complied with applicable federal NCLB laws.	42.6	46.5	3.1	1.6	6.2
11. Complied with applicable state and local (health, safety, civil rights) laws.	45.0	45.0	1.6	0.0	8.5
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	27.9	44.2	12.4	7.0	8.5
13. Overall, I am satisfied with this provider's services.	26.4	47.3	12.4	8.5	5.4

*While 129 individual surveys were submitted, responses were derived from 30 separate districts regarding 37 providers.

Table 3: Aggregate Principal/Site Coordinator Report for All Providers

**Supplemental Educational Services Principal/Site Coordinator Report in 2007-2008
All Providers**

First Submission Date: May 12, 2008
 Last Submission Date: Aug 21, 2008
 Total number of respondents: 365*

1. Are you employed by the provider for which you are completing this survey?					
	Number		Percent		
Yes	20		5.5		
No	332		91.0		
How often did the provider...	% Frequently	% Occasionally	% Not at all	% Don't Know	
2. Communicate with you during the school year?	43.3	48.2	8.2		
3. Collaborate with you to set goals for student growth?	16.2	37.3	45.5		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
4. Communicate with teachers during the year?	12.9	35.6	32.6	18.9	
5. Meet the obligations for conducting tutoring sessions?	64.7	26.0	4.4	3.8	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	43.8	45.5	6.3	2.7	1.6
7. Adapted the tutoring services to this school's curriculum.	20.8	40.8	15.9	6.0	16.2
8. Integrated the tutoring services with classroom learning activities.	17.5	34.2	20.0	7.9	20.0
9. Offered services to Special Education and ELL students.	24.9	44.4	7.1	5.8	17.5
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	19.7	51.8	13.2	6.6	8.8
11. Overall, I am satisfied with this provider's services.	18.4	53.4	17.0	8.5	2.5
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	35.3	57.3	3.0	1.6	2.5

*While 365 individual surveys were submitted, responses were derived from 88 schools regarding 39 providers.

Table 4: Aggregate Teacher Report for All Providers

Supplemental Educational Services Teacher Report in 2007-2008					
All Providers					
First Submission Date:	May 13, 2008				
Last Submission Date:	Aug 12, 2008				
Total number of respondents:	560*				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		86		15.4	
No		474		84.6	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		14.3	26.6	59.1	
3. Collaborate with you to set goals for student growth?		10.5	23.0	66.4	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	7.0	30.2	11.6	7.7	43.6
5. Adapted the tutoring services to meet the needs of individual students.	7.9	30.9	12.3	10.0	38.9
6. Integrated the tutoring services with classroom learning activities.	6.4	19.8	19.3	14.1	40.4
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	11.8	32.3	20.5	12.1	23.2
8. Overall, I am satisfied with this provider's services.	10.2	29.5	20.0	14.6	25.7

*While 560 individual surveys were submitted, responses were derived from 68 schools regarding 35 providers.

Table 5: Aggregate Parent Report for All Providers
N= 4,299*

Supplemental Educational Services Parent Report in 2007-2008					
All Providers					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
1. Talk to you about your child's progress?	38.2		39.8		19.6
2. Send letters or notes home about your child's progress?	45.6		38.3		11.9
	% A lot	% Sometimes	% Not at all	% Don't Know	
3. Help your child with subjects s/he is working on in school?	60.8	23.9	4.7	8.8	
4. Answer my questions about tutoring?	46.8	29.9	11.7	8.1	
5. Start and end the tutoring sessions on time?	76.2	11.4	1.9	7.8	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. I believe that the free tutoring helped my child improve in reading or math at school.	45.4	40.8	6.4	2.4	3.7
7. I was given a chance to meet with the tutor and discuss my child's learning goals.	25.6	35.9	19.6	11.3	5.1
8. The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	40.8	40.4	8.1	4.3	4.0
9. Overall, I am happy with the tutoring my child received.	48.3	35.1	6.5	3.6	3.3
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I was notified by my child's school about free tutoring.	70.5	26.3	1.2	0.4	0.7
11. I was given enough time to decide which tutoring company I wanted for my child.	57.3	34.3	4.7	1.2	1.8
12. The district provided the necessary information to help me select a provider.	51.5	35.9	6.5	1.4	2.4
13. The district returned phone calls, addressed questions in a timely manner.	36.8	37.5	9.3	2.6	10.8
14. I am happy with the way my school district helped to get free tutoring for my child.	62.7	31.4	2.3	0.7	1.2
15. I would participate in free tutoring next year because I feel it improved my child's academic skills.	62.1	24.1	3.5	1.5	6.5

*While 4,299 individual surveys were submitted, responses were derived from 186 schools regarding 46 providers.

Table 6: Survey Submission for Providers, by Respondent Group

Provider	District Coordinator	Principal/Site Coordinator	Teacher	Parent	Provider
A to Z In-Home Tutoring	0	0	1	5	0
Academics By Venture	2	14	34	114	1
Academics Plus, Inc	12	54	93	760	1
Achieve Success Tutoring (by University Instructors, Inc.)	14	29	23	187	1
Beaufort County 21st Century Community Learning Center	1	0	0	18	1
Brain Works Learning Center	5	4	22	93	1
Brainfuse One-to-One Tutoring	0	1	0	7	1
Brame Institute	2	12	21	300	1
Bright Futures Learning Center	17	41	57	380	1
Bright Sky Learning	0	0	0	1	1
Capitol Education Support, Inc.	1	5	4	61	0
Carter Reddy & Associates, Inc.	3	4	4	32	1
Communities in Schools of Brunswick County, Inc.	1	1	1	2	1
Community Education Durham Public Schools	0	3	0	34	1
Community Technology Learning Center	1	0	0	17	1
Cool Kids Learn Inc.	3	18	8	69	1
Eastern Carolina Educational Assistance Center	2	2	2	18	1
Education Station	2	11	24	164	1
Failure Free Reading	3	5	5	34	1
Glosso Speech Language and Educational Services, Inc	2	2	2	17	1
I Can Kids, Inc	3	6	3	37	1
It's Simply English	2	10	4	20	1
MasterMind Prep Learning Solutions, Inc.	21	54	74	513	1
Measurement, Inc	0	3	0	13	1
North Caroline Central University	3	19	14	203	1
Prime Time for Kids	1	0	0	12	1
RICCE Inc.	1	1	0	3	1
S & L Consultants	4	6	1	34	1
Southridge Learning Center	1	0	14	12	1
Swan Learning Center	1	2	3	1	1
Sylvan Learning Center Ace It! Clinton	2	1	2	108	1
Sylvan Learning Center Ace It! Elizabeth City	1	5	3	135	1
Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City	3	13	29	221	1
Sylvan Learning Center Ace It! Henderson and Roanoke Rapids	2	3	1	70	1
Sylvan Learning Center Ace It! Lumberton	1	1	5	105	0
Sylvan Learning Center Ace It! Onslow County	0	0	0	39	1
Sylvan Learning Center Ace It! Whiteville	0	1	20	35	0
*Sylvan Learning Center Charlotte	0	7	29	197	0
*Sylvan Learning Center Charlotte University Area	2	3	7	6	1
Sylvan Learning Center Hickory	2	3	17	52	1
Sylvan Learning Center Johnston	0	0	0	0	1
Sylvan Learning Center Mooresville	1	3	0	3	0
Sylvan Learning Center Mount Airy	2	1	23	56	1
Sylvan Learning Center Shelby and Denver	1	1	3	1	1
TCAL Center for Accelerated Learning/A&T State University Learning Academy	3	11	6	88	1
TRAC Enrichment Center, Inc	0	4	1	17	1
UCPS/21st CCLC/TEAM/FROGS	1	1	0	5	1
Totals	129	365	560	4299	41

**Providers Sylvan Learning Center Charlotte and Sylvan Learning Center Charlotte University Area merged into one company during the 2007-2008 school year. The data for each provider has been kept separate and presented individually in this report, per DPI's request. .*

Section 2:

Data Summary Tables for Individual Providers

Table 7: A to Z In-Home Tutoring- Provider Service Information [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 8: A to Z In-Home Tutoring- Provider Report [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 9: A to Z In-Home Tutoring- District Coordinator Report [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 10: A to Z In-Home Tutoring- Principal/Site Coordinator Report [No Data]

No principals/site coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 11: A to Z In-Home Tutoring- Teacher Report

A to Z In-Home Tutoring - Teacher Report

First Submission Date:	Jun 6, 2008				
Last Submission Date:	Jun 6, 2008				
Total number of respondents:	1				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		1		100.0	
How often did the provider...	% Frequently	% Occasionally	% Not at all		
2. Communicate with you during the school year?	0.0	100.0	0.0		
3. Collaborate with you to set goals for student growth?	0.0	100.0	0.0		
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	100.0	0.0	0.0	0.0
6. Integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	0.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
8. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 12: A to Z In-Home Tutoring- Parent Report
N= 5

A to Z In Home Tutoring - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	60.0		20.0		20.0
Send letters or notes home about your child's progress?	80.0		0.0		20.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	60.0	0.0	20.0		20.0
Answer my questions about tutoring?	60.0	20.0	20.0		0.0
Start and end the tutoring sessions on time?	100.0		0.0		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	60.0	20.0	0.0	20.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	40.0	20.0	20.0	20.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	60.0	20.0	0.0	20.0	0.0
Overall, I am happy with the tutoring my child received.	60.0	0.0	0.0	20.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	60.0	40.0	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	60.0	40.0	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	80.0	20.0	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	80.0	20.0	0.0	0.0	0.0
I am happy with the way my school district helped to get free tutoring for my child.	100.0	0.0	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	80.0	0.0	20.0	0.0	0.0
Comments:					
Would not recommend A to Z. No communication @ all. [sic]					
I never received any follow up notes about my child. I really don't know if he improved or not. I was never told anything.					
Tutoring my child improve in Reading and Math! Thank you ALL. [Name removed] [sic]					
What did he do in there his homework was never help with what do he do for work [sic]					
[Spanish comment] I think it seems good they are concerned for our children thank you very much. [sic]					

Table 13: Academics By Venture- *Provider Service Information*

Provider Name:	Academics By Venture
Districts Served:	Bertie County Schools Edgecombe County Schools Lenoir County Public Schools Nash-Rocky Mount Schools Pitt County Schools Wayne County Public Schools
1. Program duration	
21-30 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
.5 to 1.0 hour	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	
Independent seatwork	
Other: Use of manipulative and educational games	

Table 14: Academics By Venture- Provider Report

Academics By Venture - Provider Report					
First Submission Date:	Jun 16, 2008				
Last Submission Date:	Jun 16, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	0.0	100.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	100.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	0.0	100.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	100.0	0.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Our student's post test scores went up dramatically from last year. Our average increase was between 10-15 points in both subjects.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
We need more teacher tutor and teacher involvement. We think that more needs to be done communicating with classroom teachers. Attendance also needs to be monitored more in depth.					
Additional Comments/Recommendations					

Table 15: Academics by Venture- District Coordinator Report

Academics By Venture - District Coordinator Report					
First Submission Date:	May 15, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	100.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	50.0	50.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	0.0	100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	50.0	50.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	50.0	50.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	50.0	0.0	0.0	50.0
8. Aligned their services with state and local standards.	50.0	50.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	50.0	50.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	50.0	50.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	50.0	50.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	50.0	50.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					
More collaboration is needed with parents and school staff in completing the learning plans. Our school system utilized Cayen SST; therefore, state goals and objectives are in the program. I personally did not collaborate with vendor in setting students' goals.					

Table 16: Academics By Venture- Principal/Site Coordinator Report

Academics By Venture - Principal/Site Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Aug 21, 2008				
Total number of respondents:	14				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		1		7.1	
No		13		92.9	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		42.9	50.0	7.1	
3. Collaborate with you to set goals for student growth?		35.7	42.9	21.4	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		21.4	42.9	21.4	14.3
5. Meet the obligations for conducting tutoring sessions?		78.6	14.3	7.1	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	64.3	35.7	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	50.0	28.6	14.3	0.0	7.1
8. Integrated the tutoring services with classroom learning activities.	35.7	14.3	21.4	0.0	28.6
9. Offered services to Special Education and ELL students.	42.9	57.1	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	35.7	42.9	14.3	0.0	7.1
11. Overall, I am satisfied with this provider's services.	35.7	35.7	21.4	0.0	7.1
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	64.3	21.4	0.0	7.1	7.1
Comments					
Academics by Venture was a very reliable SES Vendor.					
Materials were just commercial workbooks. Teachers were trained. Teachers had to ask for manipulative materials for the lesson activities since none were given to them.					
This is a new provider. They were not very organized and had difficulty getting tutoring materials for our middle schoolers here on time. I realize that they are just getting started, but I was not as satisfied with this provider.					

Table 17: Academics By Venture- Teacher Report

Academics By Venture - Teacher Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	34				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				5	14.7
No				29	85.3
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			17.6	20.6	61.8
3. Collaborate with you to set goals for student growth?			8.8	29.4	61.8
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	11.8	41.2	2.9	0.0	44.1
5. Adapted the tutoring services to meet the needs of individual students.	8.8	44.1	5.9	2.9	38.2
6. Integrated the tutoring services with classroom learning activities.	5.9	20.6	20.6	5.9	47.1
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	14.7	44.1	11.8	2.9	26.5
8. Overall, I am satisfied with this provider's services.	14.7	41.2	5.9	8.8	29.4
Additional Comments					
I had no contact at all with the provider. This was a top student to begin with.					
I had no interaction with the tutoring service. I believe it would have benefited the student if my input would have been listened to.					
I received progress reports on my student who was involved in this program. She wanted to go and was eager to share what she had learned. I did not have this type of communication with the other service provider (Academics Plus)					
none					
The students did not work on goals that they were having difficulty in in the classroom to help them pass the EOG.					
The teacher that worked with my students was one that I talked to daily so it made it easy for her to work with my students.					

Table 18: Academics By Venture- Parent Report
N= 114

Academics By Venture - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	33.3		39.5		27.2
Send letters or notes home about your child's progress?	43.0		38.6		14.9
	% A lot	% Sometimes		% Not at all	% Don't Know
Help your child with subjects s/he is working on in school?	60.5	24.6		3.5	9.6
Answer my questions about tutoring?	40.4	32.5		17.5	7.0
Start and end the tutoring sessions on time?	79.8	7.9		0.9	9.6
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	43.0	44.7	6.1	1.8	3.5
I was given a chance to meet with the tutor and discuss my child's learning goals.	21.9	31.6	24.6	14.9	5.3
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	46.5	38.6	3.5	1.8	7.9
Overall, I am happy with the tutoring my child received.	50.9	36.0	3.5	3.5	4.4
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	64.9	35.1	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	50.0	44.7	3.5	0.9	0.9
The district provided the necessary information to help me select a provider.	45.6	41.2	9.6	1.8	0.9
The district returned phone calls, addressed questions in a timely manner.	36.8	36.8	7.9	1.8	15.8
I am happy with the way my school district helped to get free tutoring for my child.	60.5	36.0	0.0	0.0	3.5
I would participate in free tutoring next year because I feel it improved my child's academic skills.	59.6	27.2	2.6	1.8	7.9
Comments:					
Need help child with homework or subject they are having problems with! Need to stay focus on Free tutoring, that child was needing help in! [sic]					
The only thing I wish was; I wish tutoring started towards the beginning to the end of the year. The state change the EOG and I wish she had more time in the program.					
Tutoring really I think helped my child. I would love it if they had it for next school season. Thanks a lot.					
My child understood her sometimes. And it was hard for her to catch on! [sic]					
[Name removed] worked very hard and did a very good job!					

Table 18, continued

Thank you
This program did not address her math problem only English. She needs help in Math not English.
I'd rather my child not be taken out of the class I feel she could learn more in her class if there weren't so many interruptions. [sic]
I didn't meet the tutor or teacher, but I want to says Thanks a lot! [sic]
Thanks a lot!
Thanks a lot!
Thank you so much for taking the time to consider my child and helping her in need her mother [name removed] [sic]
Thank you so much for taking the time to consider my son and helping him in need his mother [name removed] [sic]
I really am delighted with the help and the results of this program it is very effective and I hope it continues.
Overall I was displeased with the services rendered by the tutoring company. In the future this company should consider preparing progress reports throughout the tutoring sessions and making contact with concerned parents.
Thanks everything you doing for [name removed] while he was here at North Drive School. [sic]
My child and I enjoyed working with the free tutoring that was given at school, and the teacher was very helpful with his learning. Thank you [sic]
[Name removed] is still having some problems that are concerning me.
I really appreciate your support in my sons education. Thank you. [sic]
I hoped the bus after school would still run for my child but I know there was no funding.
This tutoring class was excellent and was very helpful to my childs ongoing improvement thank you !! (When is SES party)!! HAHA [sic]
I believe when you started tutoring in the beginning of the year and not the middle of the year [sic]
Some of the questions did not pertain to my child. I think the program [name removed] attended did an excellent job in tutoring her! Thank you all so much!
My child has greatly improved in his Academics. Thanks keep up the excellent work
Thanks!
I would like to start meeting with the tutor to discuss the strong areas and the weak areas that my child has.
My child really enjoyed the tutoring & say "he wants to go back." It helped him to be more comfortable with his self. [sic]
One teacher wasn't very nice at times but overall I like that my child gets free tutoring
Academic By Venture was very organize. [Name removed] helped tutor my son. Wonderful from beginning to end. [sic]
Great program
[Spanish comment] Thank you for committing your time and effort to our children.
[Spanish comment] I am happy with the assistance program for helping our children get better in their classes thanks. [sic]
[Spanish comment] My name is [name removed] I am of sane mind with all of my children and they learned and improved. [sic]
[Spanish comment] I am [name removed]'s father and I am happy with the help they have given this year. Thank you Attention [name removed]. [sic]
[Spanish comment] My name is [name removed] I am vey happy with my son [name removed] and his substantial improvement God bless you! [sic]
[Spanish comment] My name is [name removed] I am very happy with the help for my daughter in the school God bless you!
[Spanish comment] Thanks forgiving all of the time necessary to help the children thanks. [sic]

Table 19: Academics Plus, Inc- Provider Service Information

Provider Name:	Academics Plus, Inc
Districts Served:	Alamance-Burlington Schools Cabarrus County Schools Charlotte-Mecklenburg Schools Chatham County Schools Duplin County Schools Durham Public Schools Forsyth County Schools Franklin County Schools Greene County Schools Guilford County Schools Harnett County Schools Hoke County Schools Kannapolis City Schools Lenoir County Public Schools Moore County Schools Nash-Rocky Mount Schools Pitt County Schools Richmond County Schools Robeson County Schools Rockingham County Schools Rocky Mount Preparatory Schools Rowan-Salisbury Schools Thomasville City Schools Union County Public Schools Wayne County Public Schools
1. Program duration	
1-10 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
Other: 2 year college degree	
8. Instructional activities (Mark all that apply)	
Direct instruction	

Table 20: Academics Plus, Inc- Provider Report

Academics Plus, Inc - Provider Report					
First Submission Date:	Jun 16, 2008				
Last Submission Date:	Jun 16, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	0.0	100.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
The most positive outcome of our work for this year has been the success of students. As a result of their child's positive experience, many parents have inquired about next year and re-enrolling their children again.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
1. Personnel. Employment of qualified tutors with the motivation and acceptance of responsibility for the instruction of assigned students is an area of great need for improvement. This includes all categories of eligible personnel from certified teachers to 2 year degreed persons.2. Parental involvement and accuracy of parent contact information are additional areas of concern. The disconnected phone numbers, incorrect mailing addresses, and even limited parent information is a very limiting factor for a provider who is trying to contact and communicate with parents.					
Additional Comments/Recommendations					
There are numerous challenges involved in a program of this magnitude. I believe the State leadership and District leadership set a great example for what needs to be done for SES to be effective. In spite of the challenges, so many children do benefit from this opportunity.					

Table 21: Academics Plus, Inc- District Coordinator Report

Academics Plus, Inc - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	12				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	75.0	25.0	0.0		
2. Collaborate with you to set goals for student growth?	16.7	41.7	41.7		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	41.7	33.3	0.0	25.0	
4. Communicate with parents during the year?	58.3	16.7	0.0	25.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	16.7	50.0	0.0	8.3	25.0
7. Integrated the tutoring services with classroom learning activities.	8.3	58.3	0.0	8.3	25.0
8. Aligned their services with state and local standards.	58.3	33.3	8.3	0.0	0.0
9. Offered services to Special Education and ELL students.	50.0	50.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	50.0	50.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	50.0	41.7	0.0	0.0	8.3
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	41.7	41.7	0.0	8.3	8.3
13. Overall, I am satisfied with this provider's services.	50.0	41.7	0.0	8.3	0.0
Additional Comments					
A prescribed, scripted program will NEVER address individualized student needs and the differentiated instruction needed to succeed. Instruction by unqualified, uncertified, untrained personnel can not produce student achievement. Our most at-risk students need highly trained educators who can evaluate individual student needs and adapt instruction accordingly. The provider consistently had discrepancies in billing (which students were in attendance).					
Academics Plus maintains a high degree of professional integrity in their staff and the instruction provided.					
Extremely professional!					
I have always found them to be a great provider.					
More collaboration is needed with parents and school staff in completing the learning plans. Academics Plus is very thorough in all documentation, paperwork, and prompt in having tutors present and students engaged during tutoring sessions.					
This provider uses a high number of temps as tutors. I feel that may have adversely impacted the quality of the services provided.					
We need more providers with the ethics and knowledge of teaching and learning theory of Academic Plus.					

Table 22: Academics Plus, Inc- Principal/Site Coordinator Report

Academics Plus, Inc - Principal/Site Coordinator Report					
First Submission Date:	May 12, 2008				
Last Submission Date:	Aug 21, 2008				
Total number of respondents:	54				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		1		1.9	
No		50		92.6	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		63.0	31.5	3.7	
3. Collaborate with you to set goals for student growth?		16.7	42.6	38.9	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		16.7	42.6	24.1	16.7
5. Meet the obligations for conducting tutoring sessions?		74.1	16.7	1.9	5.6
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	55.6	40.7	1.9	0.0	1.9
7. Adapted the tutoring services to this school's curriculum.	24.1	46.3	14.8	3.7	11.1
8. Integrated the tutoring services with classroom learning activities.	20.4	33.3	22.2	5.6	18.5
9. Offered services to Special Education and ELL students.	29.6	42.6	7.4	5.6	14.8
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	25.9	53.7	9.3	3.7	7.4
11. Overall, I am satisfied with this provider's services.	25.9	51.9	13.0	5.6	1.9
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	35.2	61.1	1.9	0.0	1.9
Comments					
Academics Plus had enough tutors to serve the students assigned to them.					
Academics Plus is very organized and has thier own lead teacher who takes attendance and manages their own teachers. Very diligent!					
Did try harder to have smaller groups and knowledgeable employees.					
Enjoyed working with this company. Students were always on task. Enough staff was available, plus a site coordinator and director were always available for communication on site. Reports and attendance were always done promptly.					
Having sessions after school does not provide any time for Provider to meet with classroom teachers.					
I feel that Academics Plus served our students well this year.					

Table 22, continued

I would love to have Acad. Plus as a vendor again next year. They were well organized and did an excellent job.
NA
Needed tutors who had knowledge and appropriate strategies to work with exceptional children.
Observed this provider/tutor allowing students to get on the computer thirty or more minutes before tutorial session ended.
Out of all the companies that provided tutoring at this site, this one provided the best services. However, they still used workbooks and provided very little hands-on activities.
Overall I was pleased with the services provided by Academics Plus. Some of the retired public school teachers stood out as the best tutors as they were able to handle student discipline and get the job done. Correspondence from the company was adequate, although I think there was a bit of turnover in the administration in our district during the tutoring weeks.
Provide continous services for students needing extra tutorial services thru 2nd session
The district and the schools did much of the "legwork" working out student info., transportation, snacks etc. The providers only had to show up and many of them did not do this regularly or on time. There was very little if any collaboration with the classroom teacher and the providers.
The tutor decided after a few sessions that she was not going to continue services without letting the director of this company know or the parents know. Students showed up for SES multiple times and did not have a tutor present for this vendor. The director was very nice and apolgized for the tutor doing this. They stopped tutoring with us and those students were switched to another vendor.
The tutors were very random and it was hard to establish a relationship.
This provider had a staffing change that went into effect during our second session. I received complaints about the site coordinator from the others working with him about him being to lenient on discipline of students which made it difficult to tutor. I was never able to see this when visiting the classroom, but heard commotion from time to time.
This provider sent people from temporary agency to fill tutoring positions on more than one occassion. Often times, these people did not know the name of the company they were supposed to be working for.
This provider served a very large number of our students. There were some-times issues with adequate staffing. They absorbed a number of students when another provider withdrew mid-session. One of our school's teachers served as a coordinator and was able to problem-solve as needed.
Well run program. Dr. Benton was on site frequently. Also, checked with me on what was needed, etc. She took care of of several issues promptly. Teachers were trained and supported. Curriculum and all materials were provided by the vendor.
With all tutoring providers, I would like to see more Hands-On work with our students and less paper. We are trying to move away from worksheets in our school, and then when they go to tutoring, that is all they do.

Table 23: Academics Plus, Inc- Teacher Report

Academics Plus, Inc - Teacher Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	93				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		11		11.8	
No		82		88.2	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		7.5	19.4	73.1	
3. Collaborate with you to set goals for student growth?		5.4	15.1	79.6	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	6.5	28.0	9.7	10.8	45.2
5. Adapted the tutoring services to meet the needs of individual students.	5.4	22.6	18.3	14.0	39.8
6. Integrated the tutoring services with classroom learning activities.	3.2	9.7	23.7	20.4	43.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	8.6	28.0	28.0	15.1	20.4
8. Overall, I am satisfied with this provider's services.	7.5	23.7	22.6	20.4	25.8
Additional Comments					
All I ever saw was worksheets being done. I never saw real learning taking place and the tutoring group used my classroom as a work area. The tutors also had not control over the children and let them take over. Many times there were not enough materials for the kids and the tutors were not on time					
Frequently late, combined with other tutors for larger than promised groups, loud in the rooms,					
From my observations tutoring was not based on the North Carolina Standard Course of Study which is what all of our classroom assessments are based on. Also, students did not receive the individual attention I anticipate from a tutoring provider.					
I am not really sure what my student did during this instruction time. I can only hope and assume it was a helpful, learning experience. However, my one student that did attend often did not want to stay after school for the class. This could be due to the fact that there were so many kids going to different groups that it took time to get settled at the beginning.					
I believe that the tutorial service sent confusing messages to parents who children were working well below grade leve. Their updates would say the student was mastering grade level concepts which were not evident in the classroom or county-based assessments.					
I did not see or hear from my provider during my tutoring experience.					
I do not think my children received anything that helped them in class.					
I feel that the funding used for the tutors would have been better spent at the school level. The providers were not knowledgeable and lack credentials to teach. Most of them were from temporary agencies.					
I had no communication with this company therefore, I can't comment on their services.					
I had no contact with the provider at all.					
i had no contact with the provider so it is hard to say what they were doing in relation to the curriculum					

Table 23, continued

I have no idea what the provider did, I never received any communication.
I never had contact and one of my students had a IEP for learning issues that should have been addressed. One student is also on the verge of repeating her grade level and I was never consulted about what skills she lacked or her strengths.
I really never heard from this tutoring service except in the beginning of the year when they asked about their strengths in the beginning.
I teach students in a self contained setting, who are functioning 3 to 4 grade levels behind that of their peers. These afterschool programs should have instructors trained that are familiar with students with special needs and how to accommodate and modify academics to meet their needs. All students can learn, but not the same way, therefore they cannot be taught the same way.
I was asked about student needs at the very beginning of the tutoring services and was never consulted from that point on.
I was not contacted by the provider, so I have no idea what they did with my student.
I was very satisfied with Academics Plus Inc. The company was very well organized and very supportive of the employees and the students well being. Academics Plus made sure the employee were properly well trained and consistently held meetings and had site coordinators to assist at anytime with the tutors to make sure everything was done properly.
I'm not sure how the program is run, but I do believe that my kids benefited from their services.
My only contact with the provider was to make sure the child reported to services. It appeared that instruction was appropriate for the child.
my student enjoyed the sessions and thought the teacher was excellent;
na
One parent shared test scores with me and they were not consistent with what I had concluded in the classroom.
Some attempt must be made to manage student behavior and to provide something other than worksheets.
Student only attended a couple of days then moved.
Students worked from a workbook and manipulatives had to be provided by the classroom teacher at the school because Academics Plus did not have all the supplies like they said they would. They also wanted children to work from page one and do every problem in a work book. Once the tutoring time was up the students were finally getting to the parts of the work book that they needed help with. I would not recommend this company as a tutoring service.
The people that tutored were unqualified unless they were certified staff members. They pulled people with unsuccessful educational experiences, and no classroom management skills and thrust them into a situation with no training nor help. The students receiving services were uncontrolled and learned very little. Overall it was a massive waste of Federal money and time.
The tutoring groups I witnessed were terrible. The tutors had no behavior management and the low students were doing the same work as the high students. I think it was a disaster.
There was no communication between the provider and myself. I think the program would have been more beneficial if there would have been more communication.
There was no communication from the After School Program with the teachers from Academics Plus. Also, the material that was being used had MANY mistakes and incorrect use of vocabulary. It really confused the third graders. I am afraid that this will not benefit the students who went. It was not individualized to meet their needs. When errors were found, no one tried to make corrections from Academics Plus. I was not impressed by them at all.
This group was very unorganized and set people that were unqualified to teach. My students did not show growth from attending these classes.
This was not a successful program for the students and I did not see any growth in any of the students. Not only did I have a student to participate but I also had a class in my classroom after school and the only thing they did was give work books and there was no real growth or purpose other than free babysitting!!!!!!!!!!!!1
Too much of the state's budget is going to these companies that are not helping us close the gap.
Tutoring should be enrichment, not things already covered and known by the student. I had a student doing triple digit multiplication in class and told me they were covering subtraction and single digit multiplication in tutoring?
Was able to see some progress in children

Table 24: Academics Plus, Inc- Parent Report
N= 760

Academics Plus, Inc - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	36.6		40.4		19.5
Send letters or notes home about your child's progress?	47.4		39.3		9.3
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	57.6	24.7	3.9		11.1
Answer my questions about tutoring?	43.6	32.4	11.6		8.9
Start and end the tutoring sessions on time?	74.2	11.8	2.2		8.6
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	43.8	40.0	8.4	2.5	3.8
I was given a chance to meet with the tutor and discuss my child's learning goals.	20.8	36.1	20.9	12.9	7.1
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	42.9	39.7	8.7	3.4	3.2
Overall, I am happy with the tutoring my child received.	47.5	34.2	7.8	3.7	3.4
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	70.3	26.7	1.4	0.4	0.7
I was given enough time to decide which tutoring company I wanted for my child.	58.6	32.1	5.4	0.8	2.2
The district provided the necessary information to help me select a provider.	52.8	33.9	7.2	1.1	3.0
The district returned phone calls, addressed questions in a timely manner.	38.0	35.0	11.1	3.0	10.8
I am happy with the way my school district helped to get free tutoring for my child.	62.1	31.7	2.6	0.7	1.2
I would participate in free tutoring next year because I feel it improved my child's academic skills.	59.5	24.7	4.2	1.3	7.6
Comments:					
They have helped his reading and sounding out words a lot. Second year they have worked with him and his improved each time.					
I am pleased with the tutoring my son received. It would be nice if the tutoring could last until EOG time. [sic]					
Great program					
I am pleased with the tutoring my son received. It would be nice if the tutoring could last until EOG time. [sic]					
Our work schedules were in conflict with time to meet with the tutors. However, all progress reports and comments improved his skills.					
Thank you					
Thank you					

Table 24, continued

Very good job with her.
Both children scored lower on their final tests than initial test.
I was very pleased with the tutors from Academics Plus.
Yes they help my child very very much and most of all my child like his teach very very much [name removed] [sic]
The tutoring is a wonderful program offered for children who need help. This program has helped my child to be more successful in school. Thank-you very much. I hope to see this program continue on to help other children.
Tutoring is good for all my children
Very good program
Tutoring is good for all my children
Tutoring is good for all my children
I am very pleased with the program I also would like to thank everyone involve
We enjoyed our children participating in the free tutoring program their math and reading skills have really improved over the school year.
I am very happy with all the help my daughter received by the tutors.
I'm very pleased with the program I also would like to thank every one involved [sic]
I am very pleased with the program I also would like to thank everyone involved [sic]
I was very happy with the tutoring and hope we can get in next year. and I have another child I want in this class [name removed] [sic]
Thank you! I have seen a difference in her. Greatly appreciated [name removed] [sic]
I'm really impressed with the way [name removed] is doing hes attending an excellent school and has excellent teachers. Teaching him remarkably well and tutors [sic]
A believe that we are face with a society of separation, rich from poor The smart from less fortunate (correct me if I'm wrong but I thought teachers are supposed to educate by any means necessary. If our children fail then the teachers fail. "Nobody lost" [sic]
My child is in 4th grade and is on kindergarten/first grade level math.
I hope they will help here next year for tutoring
I never received any progress on my child tutoring, I never knew how he was doing in that program, unless he spoke of it. [sic]
Thank you.
We are really happy with them! Thank you every one. [sic]
Thank you so much for the opportunity.
Thank you so much for the opportunity.
My child is in first grade: Feel that it was to much learning in a days time. [sic]
Thanks to everyone who help [name removed] with her work. Her math grades are so so much better thank you [sic]
I would like to say Thank you to everyone who help my son With his work. [Name removed] [sic]
This helped my daughter confidence build up stronger and that she can do it.
I did not like the program starting late
I feel the free tutoring is grat, but not enough time and starting late and not communicating with the tutor. [sic]
Academic plus is a good program because [name removed] take pride in her service she ensured me when I needed assurance she guided me when I needed guidance in reference to my child education. Thanks Academic plus for being a very conarned and thoughtful service. [Name removed] [sic]

Table 24, continued

Please continue the good work and thank you for your time and patients with my child and also would like to see more reading tutorial. [sic]
I was very pleased with Academic Plus and the teachers.
It really helped my child a lot. Thank you so very much!
I very happy that they have the program for the Kids. It real do help them out. [sic]
Just wanted to say THANKS for the help you all provided for and to my children. Please keep the program going good [sic]
Had to stop attending due to my hours changing at work & no one to pick up my children.
The only reason my daughter stopped going, is my hours of worked changed to where I had no one to pick them up after school. [sic]
The only reason my son stopped going is my hours at work changed to where I could not pick him up after school.
Thanks for all the help you all provided for my children keep up the wonderful work.
Thank you for all of your help!
My child had to miss tutoring because my job interfered with picking them up. [Name removed]
Thanks for all you did this year for [name removed].
I feel like Academics Plus was very good for my children while at Brogden Primary but when I transferred her to Grantham she didn't get an opportunity to go to tutoring anymore [sic]
After the first day I did not hear from them again.
My child didn't get to finish tutoring because of my job interfered. [Name removed]
Thank you for all of your help!
We are very Blessed to have such wonderful teachers & programs
We are blessed to have such wonderful teachers & programs
I thank you for all you have done. But when [name removed] come home, she still don't know her math subjects & reading. I know she can do better then what she have did. But like I said I thank you all for what, you all have did. It's not you all it is [name removed] Thank you all [sic]
Thank you for all of your help!
The only down fall, was that my childrens teachers never sent home the information on the tutoring. I found out through another parent. [sic]
I feel she could be do a lot better. She's got a little better, but not where she should be. [sic]
Thank you for this opportunity for my child and all of the help.
I really appreciate all the help that my child received in the tutoring sessions.
I have yet to find out what they are teaching. I received a form indicating his performance was below school level, which was the reason I wanted him in this in the first place.
Well first of all it took to long for the tutoring to start school was almost over before tutoring started then transportation that I felt should have been proved. Then homework should have been apart of this. I have some more to say but will end it here. [sic]
Thank you for working with my child [name removed].
I appreciate the opportunity
I were very well pleased with tutoring session and feel they serve district outstanding [sic]
Thank you for the opportunity.
I hope [name removed] is able to continue with the great tutoring program if she needs it. The teachers were able to take full control and use there better judgments toward helping [name removed] with the subject needing attention with. Been our a life home is very busy and sometime chaos. I'm grateful for the tutor patiences and smart to steer great kids that my just need a little more time, effort from someone special. Thanks so much from parents who care [sic]

Table 24, continued

The tutoring program had help my family a lot
He enjoyed the extra help
Thank you for all that was done for [name remove]. We will continue to work with him at home as well.
Thank you for the opportunity. It was a learning experience to help my daughter.
Thank you for helping my son to understand and focus on areas that are important to help him understand his school work.
Likes the learning tools but if longer 2-3 weeks good for students [sic]
Good learning company!
I seen a lot of improvement on my son's report card in the next 9 weeks of his grading period, after he got the tutoring. I think they should also help them to understand the importance of completing homework. [sic]
My child benefited from the tutoring. I see a lot of improvements in his work and especially readings. Thanks for your help. [sic]
The tutoring help my child very much with her reading and I put her in it next year if I can thank you for all your help with tutoring her. [sic]
I don't think the tutoring help my other two kids they scored very low and no one would discuss there work with me even after I tried to contact them [sic]
I'm thankful for free tutoring and my child will go everytime it's offered [sic]
I would like to have other choices. I want choose academic t next time [sic]
Thank you for tutoring my child. Have a good summer.
Thank you for tutoring my child. Have a good summer.
I feel that if they had talked to me more about what progress he was making it would have been a lot better.
I really enjoy and appreciate everything and all the help my son receives it's a great program [sic]
I don't remember the district code. I was very pleased with the company. Working hours varied so I couldn't speak face to face with tutor, but I was satisfied.
I feel like if the tutor teachers would be in some contact w/ parents at every other session keeping parents update on any kind of progress that the child has. [sic]
Thank you for letting my child enroll in your program. Please continue to this for Rockingham County. [sic]
I'm very proud of the tutoring helping my child out at school.
I really appreciate all that was taught to my son. His understanding is [unreadable] much better and his reading is great.
#13 - I did not call the district to ask any questions so #13 could not be answer. (The information mailed out explained everything no phone call needed). [sic]
Although I was very pleased with the tutoring my child received I was not given any information on my childs progress or what was expected. She did improve in her reading and math because of the program. Thank-you. [sic]
I appreciate [name removed] issued the workshop. [sic]
I appreciate the efforts of the teachers taking time to provide this wonderful tutoring
It is very good [name removed]. I hope my children have learning from tutoring. [sic]
I want to thank everyone who help for my kids learning. [sic]
Do to my grandson having ADHD, the tutoring service came at a most opportune time. I am very gratefull that this service was offered to him. [sic]
Truthfully I didn't see any changes in my sons academic level. Really don't know if it's the tutoring or not, especially when my son done so well last school year. [sic]
I like the tutoring but she is still having trouble in school in those subjects and the last few weeks she had to miss due to softball practice
The info about the companies were write-ups done by the companies. If my child participates in the free tutoring it will be with Sylvan. [sic]

Table 24, continued

I really appreciate the tutoring for my children. I believe it has help them out greatly. [sic]
I was thankful for Academics Plus, Inc. for tutoring my child its was very helpful for my child. She enjoy every bit of it. Hope we can do it again. [sic]
On a whole I think the services provided for my child were wonderful and well needed I think they did a marvelous job. [sic]
Thank you
Thank you for helping my child, with her reading and math. She's doing much better, thank you [name removed]
I do thank [name removed] for having these free tutoring for all parents whom cannot afford to pay for a tutor, and thank you all for helping my son [name removed] with his math and reading. Thank you. Thank you all.
#13 was not answered due to didn't apply to me.
Only if you are from another country will you receive the help you need. American kids don't stand a chance.
Tutoring improved her work and study habits by helping her process information.
The free tutoring program was excellent I really do appreciate the program and is glad we could be a part of it. Thanks, [name removed] [sic]
I'm very thankful for what free tutoring has done for my child thank you very much!
I was never contacted by the company myself. Aside of that it really did help my child [sic]
The company did not send home progress reports like the said they would before I chose them [sic]
Thanks a lot the support and help for my child. [sic]
Thanks a lot for the support and help to my children.
I really appreciate this program it really helped [name removed] tremendously! I cant thank you enough. [sic]
I think everything was wonderful and helped the child. Thank you
I ask that the tutoring company recommend book that the children could read at home. [sic]
I love the service the school give I think it would help my child IEP goal to understand what he need for next year. [sic]
If I had the opportunity to enroll next year I would. I truly believe if help my child to batter understand his math facts and his reading skills. [sic]
My child would leave school on tutoring day I was not advised of his absences, I could not see any improvement in his work! Maybe if the company made phone contacts the communication might have made for better success. [sic]
[Name removed] has really improved on her study skills thank you so much. [Name removed] [sic]
They never helped him with his homework we would always do home work after he got home from tutoring. I didn't like the way they did the progress report either [sic]
Thanks for everything.
Very happy with the help that was given to my child. Very big help in her progressing this year. Thank you!
My child was very frustrated after tutoring because he said the tutors would not help him when he would raise his hand to ask question. I removed him after a couple of weeks.
I'am very grateful for the tutoring that my child received at Bessemer. Hopefully next year that the kids will have the same advantage. [sic]
They did a wonderful job
I like to thank everyone who help my kids with their learning.
The classes did help [name removed] a lot in his ability and his confidence. I would recommend the after school program.
I was unable to get either company I selected for my child. I would have loved for my child to have gained from the experience. If it is available again it will depend on the company.
It would have been a lot better if the tutoring could have lasted longer.

Table 24, continued

I was told the company did not bring proper learning materials the first several weeks. Also, I was not informed of when the tutoring would end. I was not told that it was the last day of tutoring. My children rode the bus home & my grandmother had to pick them up because I was still at work. This is unacceptable. [sic]
I wish there were better tutorial institutions that assist in learning. Than the experience we had in selecting a tutor this year. They never completed the assignment and it was offered only one day. [sic]
The tutoring my child received from the company greatly helped my child
Would love to put my child in the free tutoring program next year. It made a difference.
Tutoring helped my child in her weaker subject. I didn't met the tutors or received a phone call, progress was brought to my attendant through letters sent home periodically. [sic]
Tutoring really helped my child in her weaker subjects. I never met the tutors or received a phone call. I know about the progress through the 2 or 3 letters sent home. [sic]
My child has received tutoring in the past this was the 1st year I was "very" disappointed. I don't feel that the tutoring did any good this year. I was not at all satisfied w/ the tutoring this year [sic]
I don't have transporation but will love for my child to exprince the tourting program next year [sic]
I am very please by the outcome of my child improvement in math & reading. Thanks [sic]
I was very pleased with free tutoring at Wiley and hope they can continue to up kids adriance Thanks [sic]
The programs should start a bit earlier in the year
Thank you so much for your time and your help.
I'm very glad that you have this services for all the child they real need thanks [name removed] [sic]
I did not get to meet with them nor did I ever see the tutor but thank them for all the help. Thank you for all that you have done for my children. Keep up the good work!!!
I [name removed] wanted my son [name removed] to go to Slyvan Learning Center Charlotte.
I don't think that the program help him in math. This subject is his weakness and I thought that it would help him get prepared for the EOG test. I call and ask about how he did in the program and they tell me about his reading and math but math was what I really wanted him to get help in.
I would like for the sessions to last longer next year.
She still struggled with word problems.
I did not understand the progress reports that were sent I did not have any questions or spoke to a tutor but my child said that tutoring helped her greatly improve so therefore I was very pleased. [sic]
Thank you for everything that the tutoring has done for my child [name removed]
Thanks for helping my son
Communication wasn't good. I think parents should be able to meet tutors to discuss childs learning goals my son need a lot of help in math. He still do need on the same areas. [sic]
I enjoyed the tutoring. I did not see that much of a grade improvement after tutoring. I would still welcome it next school year.
I am very pleased with my sons progress thank you
Does this company provide free tutoring for the summer working with the child. I am somewhat not pleased with my son's math progress. No wrong doing on the tutor. Thank you [sic]
You need a n/a spot. My child liked her instructors
My child need more help math, sentences story making, reading and writing, spellings. I know tutoring is going to help my kid progress. [sic]
I did not get the tutoring company that I asked for.
I did not get the tutoring company that I asked for.
[Name removed] need more tutoring with math
I think the tutoring should start early I mean after the first parent teacher conference it's may be help a lot, the kids to learn more. [sic]

Table 24, continued

Wish that it could have been a little longer but appreciated the time that he received from the tutors.
I will participate again but not with Academic Plus. Never got any kind of feedback from them. Received info way after program was over.
I really appreciated the free tutoring, it gave my child a chance to enhance his reading skills he would tell me all the time the he liked the math quizzes and games [sic]
Students should be able to attend both session if needed due to student academics and need [sic]
It's a good program to have I think it's something that all schools should have and keep at there schools, it also helps the kids in their weak area improve.
I really didn't see any difference on my child and I don't know what he has really learning through the tutoring [sic]
Started with one company then was switched in the middle to another
Student did not get any better in math after the tutoring, and it was ended to early [sic]
My child has improved. I didn't know the free tutoring until I went to the principal about my problems with my child failing because her teacher neglected to tell me until x-mas time so didn't have a lot of time or choice in the matter [sic]
Thank you all for what you have done for my son [name removed]. I really felt that the tutoring help him in all that he needed and hope it will follow until high school. [sic]
Thank you for all your help with my child. This program helps single parents a lot.
It all was outstanding (ever part) [sic]
He is not better with math & open book reading is falling [name removed]
[Name removed] reading skills are good, but his math has not improved. But he is doing well in his reading. [sic]
It did not help her at all with reading or math. I would check her homework they helped her with and it would be wrong all the time.
I never got a chance to meet my child's tutor. And I feel that the session didn't last long enough to have an effect on my child learning would like to involve him next year course. [sic]
I feel like this program help my child so much I am glad I decided to put her in this, and will again this year and next. Thanks
My child stated that they really did not help In tutoring they did more working by themselves then working one on one. [sic]
The free tutoring program was amazing, but the tutoring company that I picked it was terrible, they do no teach to my son, they only gave him a paperwork to complete. They don't teache him in all [sic]
Needed tutor parent conference
I would like to thank everyone for taking his/her time out for helping my child.
I informed Academic plus that on all my child information had 1st grade on it however, she was in the 2nd grade. I also indicated up front she needed help with comprehension but it didn't make a difference her ending score was lower than beg. [sic]
We really appreciated, growing with others to learn. A great chance to express yourself and feel good about learning.
Tutoring helped my child greatly.
If only the schools had textbooks that children could take home, it would make it easier for parents to help their kids.
I have a lot to say but there is no space for all.
My son has struggled through elementary school but his 3rd grade year he has improved! I do think this tutoring helped him. However, if my husband had not been unemployed at that time we wouldn't have qualified with our income. A Title I school should provide free tutoring to all children that need extra help!
I think they should be more open to discus my child progress with me just like her teacher would have in her classroom. [sic]
I apperecate all that the tutoring program did for my [name removed] It really help him in math Thank you [sic]
If there is some way that the progress reports could be a little more simple b/c I don't understand the grid. I would really appreciate it. [sic]
We are more happy the district provided the tutoring during the all school year. and during 5 days. [sic]
Didn't help at all It was like my child didn't attend any tutoring. It was over before it got started. My child told me they was dismissed because of a bathroom issue. She was 6 yrs [sic]

Table 24, continued

Thank you for this program. My son has come out of his shell a lot.
I would participate in tutoring hoping that one day someone would succeed at helping these kids
I am very satisfied with the free tutoring my son received this school year and wish to participate again next school year if needed.
I am please at [name removed] progress [name removed] [sic]
Thank you!
I would recommend Academics Plus to anyone.
The teacher was rude. She talked very disrespectful to the students. When they needed help. She told them to do the work themselves.
2007-2008 school after school progress was not a success because the teacher was rude and disrespectful to the children. When they asked for help they were told to do it themselves. [sic]
[Spanish comment] I am very satisfied with the services and offers for our children I will always be grateful Thanks to the company for the service that continues them ahead. [sic]
[Spanish comment] Thanks for teaching them to study and being able to go forward in their studies. [sic]
[Spanish comment] I would like it if there was transportation for the next year. And that they work with the children in their understanding reading. [sic]
[Spanish comment] The school district never called. And I am very satisfied and want to say I am in agreement with the program that helped all of the students improve by your help thanks for thinking about our kids! [sic]
[Spanish comment] I did not see any improvement in the students They always helped them with their homework almost never learn to read nor to write nor mathematics [sic]
[Spanish comment] Thanks for being able to help my daughter in her studies.
[Spanish comment] I am very grateful for the teachers who worked with my daughter because sending her their helped a great deal and she improved in the subjects that she took.
[Spanish comment] Thanks everyone for helping.
[Spanish comment] I am very grateful for the tutoring that you have given my son, it made him progress. [sic]
[Spanish comment] My son has problems answering mathematics, the problem is that he knows what things mean in Spanish. Although he does very well in English concepts that he does not understand. In general I think the tutoring helped my three children. [sic]
[Spanish comment] Thanks Academics Plus Inc. For offering tutoring services Thanks because my daughter got a lot better in Math. Atte: [Name removed] [sic]
[Spanish comment] Thank you very much for helping with my daughter.
[Spanish comment] I give thanks for teaching my daughter.
[Spanish comment] I do not understand a lot of this that you mention my child is doing good in the school I have no problems. Thanks.
[Spanish comment] [Name removed] I am very grateful for the great grades it is very good. Thanks. [sic]
[Spanish comment] Thanks for concerning yourself with the education of my child. ATT [name removed]
[Spanish comment] They participated but in another company because my child's progress did not improve. Thank you all for all of your time.
[Spanish comment] The time for tutoring my child in my opinion was to short. He needs more help in reading and writing.
[Spanish comment] Thanks for your time showing and teaching my kids. I think you helped a lot. Goodbye? [sic]
[Spanish comment] I am very grateful of the help our children receive, to the personnel that help us because the advisors and persons that answer the phone were kind leaders and they always showed interest. Thanks. [sic]
[Spanish comment] They never called me, they did not send a bit of information notifying me that he was in tutoring No one tried to call or to report with thought about the services because no one ever knows. [sic]
[Spanish comment] I am very satisfied with the tutoring that you have given my child.
[Spanish comment] He improved a great deal in his math and reading.

Table 24, continued

[Spanish comment] The fact that they continue ahead while in this program helped a lot with my child thanks for all the companies who helped them get ahead.
[Spanish comment] They should always have these programs for the children that are confused in their studies. Thanks. [sic]
[Spanish comment] I believe that it should be focused more on their needs. That be of the child and to help them improve in the subjects that the child needs and have that help for them each time they are there with their homework assignments.
[Spanish comment] The tutoring is improving the manner in which the children advancing in the system of learning. [sic]
[Spanish comment] [Name removed] I am grateful for the effort that was given for helping with my daughter thanks.
[Spanish comment] I am very happy with the tutoring that my child received and especially that the following years have prospered from the opportunity that our children have with you Thanks. [sic]
[Spanish comment] I am very satisfied with the tutoring of my child because the service did a lot to improve their grades.
[Spanish comment] Thanks a lot to the teachers. Because with your help my child got better very quickly.
[Spanish comment] I am very happy with the school program thanks for my children learned a great deal. Thank you very much for this program.
[Spanish comment] I am very happy with the type of help Thanks for my children because they learned a lot more rapidly with your extra classes. Thanks. [sic]
[Spanish comment] Thanks for your help with the students ate [name removed]. [sic]
[Spanish comment] Thanks for the instruction you gave my child because he learned a lot.
[Spanish comment] I am very satisfied and grateful with the improvement obtained by my child academically. [sic]
[Spanish comment] I am the father of the family, I am very happy. that they do possible these programs. when free tutoring you have in the schools helps in the academic progress of our children. [sic]
[Spanish comment] Tutoring helped the children develop more and it helped the child not fight as much.
[Spanish comment] I for one would have liked to know the methods used for studying math.
[Spanish comment] In regards to number 6. I did not see improvement of the difficulty through out the year as my child was presented the 2nd time math test. I do not know who is responsible for this or the others. [sic]
[Spanish comment] Thanks for ha improved a lot in their subjects and because you already gave her more desire. [sic]
[Spanish comment] Thanks for the tutoring received by my daughter and I would like if he returns to give it. Thanks. [sic]
[Spanish comment] Thanks for the tutoring that my daughter received and I would like them to give it again. Thanks. [sic]
[Spanish comment] Thanks taking the opportunity to provide these services.
[Spanish comment] Thanks to all the instructors because he loved it and for passing these all of these children and choosing to give them a little of your extra time. For being able to teach a little Thanks to all for helping all of the kids.
[Spanish comment] Since my child began and went to the school that gives failings in subjects and programs you helped enough. And I give thanks for these programs that you gave to the children. [sic]
[Spanish comment] I am very grateful for my child being given the opportunity to participate in the tutoring since I realized that they improved enough thanks for helping my child. [sic]
[Spanish program] Excuse my mistake in not writing in pencil if it is necessary send me another questionnaire thousand apologies per [name removed].
[Spanish comment] It was all very good.
[Spanish comment] It was all very good.
[Spanish comment] Very good thanks for the education of these children Thank you for providing the children the opportunity to pass. [sic]
[Spanish comment] I am satisfied with the program because my child improved in school [name removed] [sic]
[Spanish comments] Thanks for helping with the free tutoring they learned more and thanks for the guidance [name removed] [sic]
[Spanish comment] I feel very in debt with you for providing guidance of my children in reading and math, subjects which my daughter had a bad percentage, thanks to your program of progress in harder subjects. Academics plus thanks a lot! [sic]
[Spanish comment] Thanks for the attention that you gave for the education of my child.

Table 24, continued

[Spanish comment] They recommended these teachers. After these greetings I told him I liked it a lot. Because the other teacher [name removed] y teachers gave the tutoring my child needed. I owe many great thanks. Att[name removed] [sic]
[Spanish comment] Did not it have the time to know how well the program went because we had a limited amount of time the one that the child was in the tutoring program.
[Spanish comment] We are very gracious fro the aid that was given to my daughter [name removed], [name removed], [name removed] [sic]
[Spanish comment] Continue with the tutoring of the children it is necessary, for continuing progress in the future. Many thanks for helping. [sic]
[Spanish comment] Thanks for helping to improve the education of our children without charging us anything.
[Spanish comment] They got better in math Thanks for your help. [sic]
[Spanish comment] I like the program but, one thing that lacked a little was the attention of those providers with the students and they need time.
[Spanish comment] I am very happy with the program because my daughter improved enough and thank you to all the teachers who participated. [Name removed]
[Spanish comment] I would like if my daughter participated in this next year. If they would please send me information, since this year I never knew when the course was through, because I do not want bad grades ever, until I spoke with the school told me they were done. [sic]

Table 25: Achieve Success Tutoring (by University Instructors, Inc.)- Provider Service Information

Provider Name:	Achieve Success Tutoring (by University Instructors, Inc.)
Districts Served:	<p>Alamance-Burlington Schools Alleghany County Schools Bertie County Schools Brunswick County Schools Burke County Schools Cabarrus County Schools Caldwell County Schools Caswell County Schools Charlotte-Mecklenburg Schools Chatham County Schools Clinton City Schools Columbus County Schools Durham Public Schools Edenton/Chowan Schools Franklin County Schools Gaston County Schools Guilford County Schools Harnett County Schools Healthy Start Academy Hertford County Schools Moore County Schools Nash-Rocky Mount Schools Northampton County Schools Pitt County Schools Rockingham County Schools Rocky Mount Preparatory Schools Rowan-Salisbury Schools Sampson County Schools Stanley County Schools Vance County Schools Washington County Schools Wayne County Public Schools Weldon City Schools Yadkin County Schools</p>
1. Program duration	
1-10 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
Community location (not the provider's building)	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	

Table 25, continued

6. Is transportation provided to students? (Mark all that apply)
Yes, district/school transports students
No, parents are responsible for transportation
7. Qualifications of tutors (Mark all that apply)
Tutors are certified teachers
Tutors have bachelor's degrees
Tutors have had training
8. Instructional activities (Mark all that apply)
Direct instruction

Table 26: Achieve Success Tutoring (by University Instructors, Inc.)- Provider Report

Achieve Success Tutoring (by University Instructors, Inc.) - Provider Report					
First Submission Date:	Jun 9, 2008				
Last Submission Date:	Jun 9, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	100.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	100.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	0.0	0.0	100.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
The most positive outcome was the number of students served and the quality of the instruction each child received. We hired a high percentage of certified teachers and our results achieved were excellent.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Sustaining a high percentage of student attendance at each site is difficult. It is also problematic to maintain open communication with families, as addresses and phone numbers are frequently not working or have changed with no updated information available.					
Additional Comments/Recommendations					

Table 27: Achieve Success Tutoring (by University Instructors, Inc.)- District Coordinator Report

Achieve Success Tutoring (by University Instructors, Inc.) - District Coordinator Report					
First Submission Date:		May 13, 2008			
Last Submission Date:		Jul 22, 2008			
Total number of respondents:		14			
How often did the provider...		% Frequently	% Occasionally	% Not at all	
1. Communicate with you during the school year?		14.3	78.6	7.1	
2. Collaborate with you to set goals for student growth?		21.4	28.6	50.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
3. Communicate with teachers during the year?		14.3	28.6	21.4	35.7
4. Communicate with parents during the year?		14.3	57.1	7.1	21.4
5. Meet the obligations for conducting tutoring sessions?		64.3	14.3	21.4	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	7.1	50.0	7.1	14.3	21.4
7. Integrated the tutoring services with classroom learning activities.	0.0	28.6	14.3	14.3	42.9
8. Aligned their services with state and local standards.	14.3	71.4	14.3	0.0	0.0
9. Offered services to Special Education and ELL students.	14.3	71.4	0.0	0.0	14.3
10. Complied with applicable federal NCLB laws.	21.4	71.4	0.0	0.0	7.1
11. Complied with applicable state and local (health, safety, civil rights) laws.	28.6	57.1	0.0	0.0	14.3
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	7.1	42.9	28.6	7.1	14.3
13. Overall, I am satisfied with this provider's services.	7.1	50.0	28.6	7.1	7.1
Additional Comments					
A prescribed, scripted program will NEVER address individualized student needs and the differentiated instruction needed to succeed. Instruction by unqualified, uncertified, untrained personnel can not produce student achievement. Our most at-risk students need highly trained educators who can evaluate individual student needs and adapt instruction accordingly.					
I believe that this provider had no behavior management. I would assume that they had a lot of good information to share with the children. However, if you do not have behavior management you cannot teach anything.					
Provider utilized Cayen SST software which has all of NC's goals and objectives in the program thus allowing alignment with state goals. I personally was not involved with students' goals. Little, if any, discussion was held between provider and teachers to create learning goals. Tutors (who were teachers at the schools) were concerned with the academic materials, plans created for the students. Tutors had to add and create materials. Tutors (teachers at the school) were present and met obligations for tutoring and provided extra materials for tutoring sessions.					
Staff had numerous tardies or absences which impacted the effectiveness of the program.					
When participation numbers dropped below this provider's site minimum, I felt that they were looking for ways to get out of serving the remaining students.					

Table 28: Achieve Success Tutoring (by University Instructors, Inc.)- Principal/Site Coordinator Report

Achieve Success Tutoring (by University Instructors, Inc.) - Principal/Site Coordinator Report						
First Submission Date:	May 13, 2008					
Last Submission Date:	Aug 5, 2008					
Total number of respondents:	29					
1. Are you employed by the provider for which you are completing this survey?						
		Number		Percent		
Yes		2		6.9		
No		25		86.2		
How often did the provider...		% Frequently	% Occasionally	% Not at all		
2. Communicate with you during the school year?		37.9	48.3	13.8		
3. Collaborate with you to set goals for student growth?		6.9	37.9	51.7		
		% Frequently	% Occasionally	% Not at all	% Don't Know	
4. Communicate with teachers during the year?		10.3	34.5	44.8	10.3	
5. Meet the obligations for conducting tutoring sessions?		41.4	44.8	6.9	3.4	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		34.5	44.8	13.8	3.4	3.4
7. Adapted the tutoring services to this school's curriculum.		13.8	37.9	34.5	6.9	6.9
8. Integrated the tutoring services with classroom learning activities.		13.8	31.0	31.0	6.9	17.2
9. Offered services to Special Education and ELL students.		13.8	37.9	10.3	13.8	24.1
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		13.8	51.7	24.1	3.4	6.9
11. Overall, I am satisfied with this provider's services.		13.8	48.3	27.6	6.9	3.4
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		44.8	44.8	6.9	0.0	3.4
Comments						
Achieve Success - One tutoring session the instructor could not be here because of car trouble. We did not find out until about 15 minutes before the tutoring was to take place. They said they could not send a substitute because by the time the sub arrived it would be time for the students to go home. The students had to stay with me that day.						
I believe that Achieve Success did an adequate job of meeting our students' needs.						
I enjoyed working with the people at Achieve Success, there were a few kinks in the road but we worked through them. Whenever I had a question they answered it immediately.						
Lack of classroom management, and inconsistent tutors during second session were the downfall of this company. Out of 5 students who started only 1 remained at the end. Communication between the company and school needed to be more consistent and not only to resolve problems. During the first session the two teachers that were there provided what appeared to be a very well delivered and coordinated program.						

Table 28, continued

No manipulatives, workbook orientated. Lessons were not sequential. No teacher training provided. Placement of students was an issue. A lot of drill work.
Teachers and parents were pleased with the support students received.
The district and the schools did much of the "legwork" working out student info., transportation, snacks etc. The providers only had to show up and many of them did not do this regularly or on time. There was very little if any collaboration with the classroom teacher and the providers.
The tutor connected with her students, and built a relationship.
This provider had a tutor (who ended up being their coordinator) who was not able to handle discipline and had expectations for me as the school's SES coordinator that were her responsibilities. It made it difficult for me to do my job with this person in charge.
This provider often cancelled sessions or did not show.
This provider tutored students from my school at an off-site location, therefore I am not aware of the program that was presented. I did not receive communication from this provider until after they were done tutoring our students.
Tutors always on time and provided instruction to small groups. On classroom visits, I saw students focused and engaged in learning.
Tutors were very capable and caring.
University Instructors group was kind enough to provide services to 19 of our students who were assigned to a tutoring company which had to drop services after the tutoring weeks began. Some of the tutors were faithful, sincere people who really tried to accomplish the goals for individual children. I was not as happy with the tutors for upper grades. The reponse with the children was not as positive and the comments made with progress reports contained many grammatical errors! I was embarrassed to give these to classroom teachers!

Table 29: Achieve Success Tutoring (by University Instructors, Inc.)- Teacher Report

Achieve Success Tutoring (by University Instructors, Inc.) - Teacher Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 14, 2008				
Total number of respondents:	23				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		5		21.7	
No		18		78.3	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		21.7	30.4	47.8	
3. Collaborate with you to set goals for student growth?		21.7	13.0	65.2	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	8.7	30.4	8.7	8.7	43.5
5. Adapted the tutoring services to meet the needs of individual students.	4.3	26.1	17.4	8.7	43.5
6. Integrated the tutoring services with classroom learning activities.	4.3	30.4	13.0	13.0	39.1
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	21.7	17.4	21.7	13.0	26.1
8. Overall, I am satisfied with this provider's services.	17.4	21.7	26.1	8.7	26.1
Additional Comments					
Communication with provider was slow. One student's beginning profile was not given to me so that I could see the actual objectives she needed to practice.					
Great agency to work for and with. Susan Greene was always an e-mail away when any of us had a question. I would highly recommend this provider to parents.					
I feel that this type of service is a waste of taxpayer's money					
I was satisfied; however, I do not think that she and the students met where they needed to meet. She was given to us late in the year, so the kids did not get a chance to know her and she expected more from the kids and had greater expectations that were not attained. When she left, all the kids remembered from her time here was that she said they were "the worst class ever"!					
It was of great pleasure to have had this opportunity.					
Materials not user friendly and the coordinator very difficult to communicate with. The setup of the program not as organized as originally explained.					
My student did not seem to benefit from the tutoring services. She is above grade level in all areas, but the tutoring did not try to take her further. Her mother often complained that she already knew the material being covered. Also, the instructor said that my student was disrespectful. This is not something I have ever had to deal with from this little girl. She is always well behaved and respectful in my class. I feel that the tutoring would have been more successful if the providers had asked for teacher opinion on what to teach and how to deal with specific children.					
no contact with provider so it is hard to say what they did					
The funding would have been better spent at the school level. The tutors lacked experience and credentials and did not collaborate with the teachers and therefore did not meet the needs of the students. They used a lot of worksheets and very little direct instruction. Many of the tutors came from temporary agencies.					
This company worked in my classroom. They usually had all the supplies they needed. If not, the child in my room told them where things were in my room for them to use and then put up. Which they always did. Since they did use my room, I occasionally got snippets of information about the progress the child was making during tutoring that I taught during the day. Yet it was not always what she was needing to succeed in my room during the school day.					
This program worked straight out of a preset workbook. Classes were cancelled without notice or tutor simply did not show up.					
This SES program was not useful to the student or the teacher.					

Table 30: Achieve Success Tutoring (by University Instructors, Inc.)- Parent Report
N= 187

Achieve Success Tutoring (by University Instructors, Inc.) - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	38.0		40.1		20.9
Send letters or notes home about your child's progress?	41.7		43.9		13.4
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	57.2	31.0	4.3		7.0
Answer my questions about tutoring?	42.2	34.8	11.8		7.0
Start and end the tutoring sessions on time?	76.5	13.4	2.1		7.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	49.7	37.4	5.9	1.1	5.3
I was given a chance to meet with the tutor and discuss my child's learning goals.	23.0	38.0	24.1	12.3	1.1
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	36.9	42.2	9.1	6.4	3.7
Overall, I am happy with the tutoring my child received.	43.3	39.6	9.1	1.6	3.2
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	71.1	27.3	0.0	0.0	1.1
I was given enough time to decide which tutoring company I wanted for my child.	54.0	38.0	5.9	0.5	1.1
The district provided the necessary information to help me select a provider.	51.9	39.0	7.0	1.1	1.1
The district returned phone calls, addressed questions in a timely manner.	40.6	36.4	10.7	2.1	9.1
I am happy with the way my school district helped to get free tutoring for my child.	65.8	30.5	2.1	0.5	1.1
I would participate in free tutoring next year because I feel it improved my child's academic skills.	64.2	24.6	3.2	1.1	6.4
Comments:					
The tutor did a very good job with helping my kids.					
Tutoring helped my child on writing, reading, and math skills. Would you consider a summer 07 tutoring over the summer before school starts in August. For children who are eager to learn like my child. Thanks for a equal opportunity [sic]					
Great job! Thanks!					
They did a great job with my children.					
I think they need to work more on each childs grade level and what each child has more trouble with in each subject [sic]					
They did a great job with my children. They learned a lot from them.					
My child have learn a lot and I am proud for what she have achichve in the tutoring class.					

Table 30, continued

Everyone done a great job! [sic]
I'm not sure if it helped my child, but I sure it didn't hurt him.
When my son starting tutoring his grades were ok. When he started with Academics Plus he started failing. He had fun but his grades picked up when his teacher started tutoring him when Academics Plus Inc. was finished. [sic]
I never received progress reports on my child during tutoring from company. The school system did a great job making tutoring program available, but provider did not meet their expected part I feel provider should have made more contact with written reports. After school tutoring was good on Tuesdays & Thursdays. My baby had began to improve a lot. I just wish she could of went more. It ended too soon, she needed it. [sic]
I really think it's a good thing my child has really progressed with the tutoring.
The tutoring needs to last longer more weeks
Not at all pleased with this company. Just because its free does not mean they have to give less.
The particular tutoring company my child is not right for my children. When it comes to tutoring a child you have to try to get to know the child. I do not feel the tutoring person did that.
Tutoring for my child in Math was a good thing for him and myself, but problems that he had in Math I was hoping that the Instructors would have tutored him / helped him to understand what he was failing short of. Thank you. [sic]
More information on the different tutoring companies. Less cancelled tutoring sessions. More structured sessions. [sic]
More information on the different tutoring companies. Less cancelled tutoring sessions. More structured sessions. [sic]
I believe that the tutoring was very helpful for my child. He was thankful for the help. Thank you very much for the help.
Thank you for the free tutoring. It helped my daughter. I would send her again if it is offered. Keep up the good work.
My child's tutoring helped a lot w/ her classroom studies would like for her continue next year if available to her [sic]
Tutoring should be an all around school year experience, I don't think one can learn the strategies, and techniques for the math that is yet to come within his/her math class. [sic]
Thank you! [Name removed]
I think the tutoring program was very helpful with my child. I would recommend it for future students.
The tutoring company "promised" a great improvement but my childs exit score was much lower than the entrance score. [sic]
Enjoy Achieve Success tutoring would like my child to receive more tutoring from this company.
My child was supposed to be in tutoring for reading but he was tutored in math.
Thank you for all your help.
I would like to know more about progress in her tutoring or during. I was not really ever notified about. [Name removed] [sic]
Overall this was a very helpful tool for my child and only helped her benefit in her classes at school. I would recommend to all, because you have nothing to lose from this free program.
I thank SES for helping my child to focus. They gave him additional skills and techniques that helps him to understand his reading and study habits. [sic]
I feel like what ever my childs weakest links were, that should have been the main focus of getting help with. Adding and subtracting I helped her a lot with that myself. She doesn't know the difference between odd & even #'s and a few other things. That's what she should have been learning.
As a parent I'm very pleased with the program. I hope they offer it next year.
Thank you!
Teacher chose which company [sic]
My child [name removed] improved a lot from free tutoring. [Name removed]
I think the program is a great help to students.
I would like to see more free tutoring programs.

Table 30, continued

[Name removed] is a good tutor for this program other tutors I was not happy with at all [sic]
I would suggest free tutoring for my child next school year as well [name removed]
I can't say tutoring helped my child all that much, due to the fact she had great teachers who took time with her already. My child always expressed why she couldn't get help in tutoring with homework, and the teacher says "she was on his time, they do what he gives." So I can't say tutoring really helped her. [sic]
I appreciated the free tutoring but I don't think that it help my children with math skills due they are working consistency with teachers on where the students need help in. [sic]
I think the tutoring is good idea but I just think the tutors should meet with the teachers so they can help with students weakness in Reading & Math. [sic]
I weesh more time for my child. This company help my child because I am not educated porsay. I cant help my child [sic]
Simply "Thank you".
The free tutoring was helpful with helping to prepare my child with the end of grade testing
My child tutoring was very good, an they helped my child a lot on her reading, math, thanks for the help. [sic]
It was great for my child, he learned a lot. Thanks, and hope to see you this year
Out of all these questions, I don't know if my child learned anything or not because I have not had any notes of his progress send to me but one time so how could I know. [sic]
My child only had a couple of weeks of tutoring because I couldn't find any transportation. My answers are based on just three weeks of tutoring. Thank you for your help.
I was not happy about a lot of things. I did not receive any information at all how my son was doing and what he needed to improve.
Tutoring did help improve my child's math however there was not enough communication to express wha the intended goals were.
I would participate in free tutoring next year because I feel it improved my child's academic skills.
[Spanish comment] I would like if the tutoring classes were longer with more time (instead of having 10 classes they should go double) [sic]
[Spanish comment] I appreciate everything that has been done for my child and the time that they dedicate. For them helping in English. Thanks! [Name removed] [sic]
[Spanish comment] I give thanks to those who began the tutoring system itself since my daughter has many shortcomings. Thanks a lot. [sic]
[Spanish comment] I am very happy with the progress of my daughter and for the communication that I am receiving in Spanish. Thanks for your help. Att:[Name removed].
[Spanish comment] The tutoring helped a lot with my kids would like it next year It is so good that they have the opportunity. Thanks. [sic]
[Spanish comment] I really like you helping the children that need it, the tutoring program has helped a lot in the areas where they have trouble, Thanks. [Name removed]
[Spanish comment] I agree with the tutoring, after my son truthfully needed it and I would like a longer time. [sic]

Table 31: Beaufort County 21st Century Community Learning Center- *Provider Service Information*

Provider Name:	Beaufort County 21st Century Community Learning Center
1. Program duration	
	21-30 weeks
2. Average number of sessions attended by students each week	
	2
3. Length of the average tutoring session	
	1.5 to 2 hours
4. Setting (Mark all that apply)	
	School building
5. Format (Mark all that apply)	
	Individual
	Small group (2-5 students per tutor)
	Large group (6-10 students per tutor)
6. Is transportation provided to students? (Mark all that apply)	
	Yes, provider transports students
7. Qualifications of tutors (Mark all that apply)	
	Tutors are certified teachers
8. Instructional activities (Mark all that apply)	
	One-on-one tutoring (in person)
	Computer-based tutoring
	Direct instruction
	Independent seatwork

Table 32: Beaufort County 21st Century Community Learning Center- Provider Report

Beaufort County 21st Century Community Learning Center - Provider Report					
First Submission Date:	Jul 7, 2008				
Last Submission Date:	Jul 7, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	100.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Students, parents, and teachers responded positively to the program.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
I would like to have more parent involvement and more flexibility in scheduling sessions with the school system.					
Additional Comments/Recommendations					

Table 33: Beaufort County 21st Century Community Learning Center- District Coordinator Report

Beaufort County 21st Century Community Learning Center - District Coordinator Report					
First Submission Date:	May 15, 2008				
Last Submission Date:	May 15, 2008				
Total number of respondents:	1				
Title of Person Completing this Survey					
Director of Federal Programs					
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	0.0	100.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	0.0	100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	0.0
8. Aligned their services with state and local standards.	0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	0.0	100.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	0.0	100.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	100.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 34: Beaufort County 21st Century Community Learning Center- Principal/Site Coordinator Report [No data]

No principals/site coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 35: Beaufort County 21st Century Community Learning Center- Teacher Report [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 36: Beaufort County 21st Century Community Learning Center- Parent Report
N= 18

Beaufort County 21st Century Community Learning Center - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	33.3		38.9		16.7
Send letters or notes home about your child's progress?	55.6		22.2		16.7
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	83.3	0.0	5.6		5.6
Answer my questions about tutoring?	61.1	16.7	5.6		5.6
Start and end the tutoring sessions on time?	72.2	0.0	0.0		16.7
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	61.1	22.2	0.0	5.6	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	22.2	38.9	5.6	22.2	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	38.9	38.9	0.0	0.0	11.1
Overall, I am happy with the tutoring my child received.	50.0	27.8	0.0	11.1	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	72.2	16.7	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	61.1	33.3	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	55.6	27.8	0.0	0.0	5.6
The district returned phone calls, addressed questions in a timely manner.	44.4	27.8	5.6	0.0	11.1
I am happy with the way my school district helped to get free tutoring for my child.	72.2	22.2	5.6	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	66.7	22.2	0.0	0.0	11.1
Comments:					
If I could, I would send my child during the summer. He loves school and he loves to learn, this would give him an opportunity to have an edge and keep what he's learned fresh for the next school year!					
I would like to see the tutoring provider send home progress reports to let parent know what they were working on and the subjects they covered or how much the student had progressed.					
I think the program is a good program I wish I had something like this when I was in school.					
[Spanish comment] I am very merry for this program but will it be repeated next year att [name removed] [sic]					
[Spanish comment] Thanks to all the teachers for helping in the educating of my child.					

Table 37: Brain Works Learning Center- *Provider Service Information*

Provider Name:	Brain Works Learning Center
Districts Served:	Ashe County Schools Burke County Schools Caldwell County Schools Gaston County Schools Hickory City Schools
1. Program duration	
21-30 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	

Table 38: Brain Works Learning Center- Provider Report

Brain Works Learning Center - Provider Report					
First Submission Date:	Jul 22, 2008				
Last Submission Date:	Jul 22, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	100.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	100.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	0.0	100.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	0.0	100.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Student academic achievement was definitely the most positive result of our efforts. The greatest secondary benefit was the improvement of self-esteem and attitudes towards learning of many of our students.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Consistent attendance of middle school students was disappointing. Due to extra curricular activities, transportation and student attitudes, we were often dissatisfied with their attendance. By contrast, elementary students consistently had almost 100% attendance.					
Additional Comments/Recommendations					
Schools should allow providers to engage teachers and principals in promoting the opportunity to parents/students. Teachers have a tremendous influence and opportunity to encourage student participation. Many teachers feel they cannot engage in promoting this service, for fear they are violating a policy. There should be communication encouraging teachers to promote the program. Likewise, the written information coming from the schools/state dpi to parents is far too overwhelming for many parents to grasp. This opportunity needs to be 'sold' just as a product in the retail market is sold or advertised. Instead of pages and pages of legal sounding information being sent to parents to promote SES, the school/state should send out attractive one page flyers that promote the idea in simple terms, easily understood by all parents.					

Table 39: Brain Works Learning Center- District Coordinator Report

Brain Works Learning Center - District Coordinator Report					
First Submission Date:	May 12, 2008				
Last Submission Date:	Jul 22, 2008				
Total number of respondents:	5				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	40.0	40.0	20.0		
2. Collaborate with you to set goals for student growth?	20.0	40.0	40.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	60.0	20.0	20.0	
4. Communicate with parents during the year?	40.0	20.0	0.0	40.0	
5. Meet the obligations for conducting tutoring sessions?	60.0	20.0	0.0	20.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	80.0	0.0	0.0	20.0
7. Integrated the tutoring services with classroom learning activities.	0.0	60.0	20.0	0.0	20.0
8. Aligned their services with state and local standards.	20.0	60.0	0.0	0.0	20.0
9. Offered services to Special Education and ELL students.	0.0	60.0	0.0	0.0	40.0
10. Complied with applicable federal NCLB laws.	0.0	80.0	0.0	0.0	20.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	80.0	0.0	0.0	20.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	20.0	40.0	20.0	0.0	20.0
13. Overall, I am satisfied with this provider's services.	20.0	40.0	20.0	0.0	20.0
Additional Comments					

Table 40: Brain Works Learning Center- *Principal/Site Coordinator Report*

Brain Works Learning Center - Principal/Site Coordinator Report						
First Submission Date:	May 13, 2008					
Last Submission Date:	Jul 23, 2008					
Total number of respondents:	4					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				1	25.0	
No				2	50.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			50.0	50.0	0.0	
3. Collaborate with you to set goals for student growth?			25.0	25.0	50.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			25.0	0.0	50.0	
5. Meet the obligations for conducting tutoring sessions?			75.0	0.0	25.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		75.0	25.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		50.0	25.0	0.0	25.0	0.0
8. Integrated the tutoring services with classroom learning activities.		25.0	25.0	0.0	25.0	25.0
9. Offered services to Special Education and ELL students.		25.0	50.0	0.0	0.0	25.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		50.0	25.0	0.0	25.0	0.0
11. Overall, I am satisfied with this provider's services.		50.0	25.0	25.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		50.0	50.0	0.0	0.0	0.0
Comments						
Honestly, I think SES services are a waste of time and money. I would much rather see the money go to the schools so that the principal could hire his/her own "remediation" teachers. This way, the SES teachers could communicate with the regular education teachers and meet the needs of the students better.						
They did a great job.						

Table 41: Brain Works Learning Center- Teacher Report

Brain Works Learning Center - Teacher Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	Aug 12, 2008				
Total number of respondents:	22				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				3	13.6
No				19	86.4
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			4.5	40.9	54.5
3. Collaborate with you to set goals for student growth?			0.0	22.7	77.3
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	40.9	27.3	9.1	22.7
5. Adapted the tutoring services to meet the needs of individual students.	4.5	40.9	31.8	4.5	18.2
6. Integrated the tutoring services with classroom learning activities.	4.5	27.3	31.8	18.2	18.2
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	45.5	18.2	13.6	22.7
8. Overall, I am satisfied with this provider's services.	0.0	50.0	22.7	18.2	9.1
Additional Comments					
I didn't receive any information about my students from the provider. I actually tutored for the provider for a few months, but then we set go due to the decrease in number of students. I didn't feel the material was appropriate for kindergarten students. Some of the material was too hard for the students.					
I don't feel the services provided were tailored directly to each student need. They placed them in group learning situation that was not meeting each need of the student.					
I feel that the services needed to be tailored to meet each individual student's needs. Collaboration with the teacher is never something I experienced by brainworks.					
I never even knew who was tutoring my students, when they were tutoring, or what they were doing.					
None					
The students participating in the SES tutoring with Brain Works said that all they did was work in a workbook, which they had checked by a teacher. When the teacher checked it, she would make note of the errors, which the students were then asked to fix. I do not feel that this service has benefitted any of my students.					
The teachers did not start on time. Lots of time off task. Student groups were too big to make a positive impact.					

Table 42: Brain Works Learning Center- Parent Report
N= 93

Brain Works Learning Center - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	41.9		48.4		8.6
Send letters or notes home about your child's progress?	45.2		41.9		10.8
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	67.7	23.7	5.4		3.2
Answer my questions about tutoring?	61.3	32.3	5.4		1.1
Start and end the tutoring sessions on time?	91.4	6.5	1.1		1.1
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	48.4	39.8	8.6	2.2	1.1
I was given a chance to meet with the tutor and discuss my child's learning goals.	46.2	36.6	7.5	8.6	1.1
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	45.2	41.9	8.6	3.2	1.1
Overall, I am happy with the tutoring my child received.	52.7	31.2	6.5	5.4	2.2
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	66.7	31.2	2.2	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	60.2	31.2	4.3	2.2	2.2
The district provided the necessary information to help me select a provider.	53.8	31.2	6.5	3.2	5.4
The district returned phone calls, addressed questions in a timely manner.	49.5	38.7	2.2	1.1	7.5
I am happy with the way my school district helped to get free tutoring for my child.	63.4	33.3	1.1	1.1	1.1
I would participate in free tutoring next year because I feel it improved my child's academic skills.	65.6	21.5	6.5	1.1	5.4
Comments:					
It was a very good thing for my child to be tutored and what she improved on. [sic]					
I never received letters from the tutoring services but, overall it was a great experience for my daughter. She has improved a little.					
I appreciate all the help my child received and am very thankful it was offered to her. [sic]					
My child only had it for 2 months. Don't know if that's enough time for much improvement! I would not choose this tutoring company again my child did not learn anything.					
The free tutoring really help [name removed] a lot. And I am happy that they are doing it again. [Name removed] [sic]					
Keep on work with all the children. They will make the world a better place. [sic]					
The program was not set up to service individual learning needs. Most of the material covered was remedial for my child's grade level. It did not address the topics covered in 6th grade math. [sic]					

Table 42, continued

I think it's a great program.
It was very helpful and my daughter enjoyed it very much. Thank you all so much.
[Name removed] was awesome! She really worked one on one with my son. His reading noticeably increased. The \$ motivated my son. [sic]
I think it is a great program for the children. A lot of children need tutoring, but simply can not afford it. I think they receive the same learning abilities.
I truly hope the free tutoring is offered again next year. My son enjoyed it and I feel the extra help and time spent working with him helped greatly!
I am very pleased and it has boosted my daughters self esteem a lot and showed her that she can over come challenges. Now she reads everything. [sic]
I would like for my child to be in tutoring again next year. So he could keep the confidence in his self about learning new things and having the self esteem to learn and to know to keep trying and to not give up. [sic]
I signed my child up for free tutoring as soon as it came available. I attended the orientation session and met the participating companies. My daughter wasn't put into tutoring until the second session, I had to continue to makes calls and ask questions. [sic]
Please offer Sylvan Learning Center in Gastonia, NC. My son's reading was not improved. I was expecting tutoring to teach him more about "how to read" understanding letters, sound word formation?"how to read." They did not. Also Sylvan was offered but in [name removed] about 40 mi. one way. They wouldn't come to the school. That was my 1st choice. Gastonia (our local) Sylvan was not a participant in the states free tutoring program. Small groups are needed (2:1) for my [name removed] 1st grade child. I did not receive the help we needed for him. Thank you [name removed] [sic]
The tutoring for my child was wonderful however, the curriculum from Charlotte-Mecklenbourg is more advanced and challenging. I don't know if it is the resources but they advance more.
My name is [name removed] happy to tell you my name. I was so pleased with the tutoring my child received from Brain works. And I have told so many other parents about them.
The skills in math she needed help was the borrowing which was 2nd grade math but she's in third- so that's the math they tutored. [sic]
I was very pleased with Brain Works. My children actually got in the Sylvan Learning and I changed them and I don't know how they were, but I was so glad. They were awesome.
I think its great for free tutoring especially for single parents like me with kids that need help. Thanks a lot it was greatly appriated. [sic]
I think its great for free tutoring especially for single parents like me with kids that need help. Thanks a lot it was greatly appriated. [sic]
The overall program is good the only thing I suggest is that the tutor should look at the students homework or ask teachers what areas they need to be working in.
I truly appreciate the help my daughter has received to help her succeed. Info on these programs should be well-known to all parents.
Very helpful and we're thankful for this free opportunity.
Was not one on one, was not related to subject in class, was generalized not specific to her needs [sic]
My son and I were very pleased with results from his math lessons. Overall it is a wonderful opportunity.
I feel my child needed more tutoring in more levels than one. So it was hard for me to decide. Which would better him, but overall I am glad Brain Works made time to help, but child still struggles.
I never received a progress report or any information regarding my childs progress from the tutoring company. My child was unable to attend all sessions due to transportation issues. My child also said the tutoring provided was only in book form & he had to answer questions very little guidance or assistance was provided! [sic]
I feel the school district handeled these arrangements very well. [sic]
Tutoring is so Great. It helps the kids out a lot and it needs to be added for every-year I think!!! [sic]
It helped her out a lot with her math and reading.
My child's math grade was improved by 2 letter grades. I am very thankful for her to have had this opportunity. Being a single parent and very good in Math myself, this was something that helped out greatly. I could not have given her this help otherwise.
I am very happy with the schools tutoring. My child has come a long way and I am so thankful to you all.
Feel very fortunate my child able to participate motivated student to do better excellent program-student really enjoyed and learned [sic]
I was very happy about this program for my child. He has been having a hard time with reading ever since he started school. He was finally got on second grade reading & I'm so proud! Thank you! [sic]

Table 42, continued

I think they need to work on the subjects that the child is working on in class.
I think the tutoring class needs to work on helping the children with the subjects they are on in school.
I am thankful for this opportunity for my child to receive help in an area she is not very confident in-it improves their confidence as well as their grades. [sic]
I think that it would be more helpful if they would focus on what there having trouble learning instead of whatever. [sic]
I fill this is a very good program for children and parents and am very pleased and thankful.
It would really help the children for free tutoring to be available all year long. [sic]
[Name removed] was improving on things that he needed help on until they stopped the tutoring. I think that he needs more help like this.
Thanks! Excellent service!
I'm not aware of which company does the tutoring. I think its an after school program
I [name removed] is enjoyed the free tutoring and it really help my child out a lot. [sic]

Table 43: Brainfuse One-to-One Tutoring- Provider Service Information

Provider Name:	Brainfuse One-to-One Tutoring
Districts Served:	Durham Public Schools Lexington City Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
.5 to 1.0 hour	
4. Setting (Mark all that apply)	
School building	
Student homes	
5. Format (Mark all that apply)	
Other: Online One-To-One	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
Other: N/A if done using home computer	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
Computer-based tutoring	
Direct instruction	

Table 44: Brainfuse One-to-One Tutoring- Provider Report

Brainfuse One-to-One Tutoring - Provider Report					
First Submission Date:	Jun 30, 2008				
Last Submission Date:	Jun 30, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	0.0	100.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	0.0	100.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
student/parent feedback					
What was the most negative aspect or area in need of improvement regarding your work this year?					
lack of communication with and from school teachers					
Additional Comments/Recommendations					
No comments.					

Table 45: Brainfuse One-to-One Tutoring- District Coordinator Report [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 46: Brainfuse One-to-One Tutoring- Principal/Site Coordinator Report

Brainfuse One-to-One Tutoring - Principal/Site Coordinator Report

First Submission Date:	Jun 3, 2008				
Last Submission Date:	Jun 3, 2008				
Total number of respondents:	1				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		1		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?		0.0	0.0	100.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	0.0	0.0	100.0
5. Meet the obligations for conducting tutoring sessions?		0.0	0.0	0.0	100.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	0.0	0.0	0.0	0.0	100.0
7. Adapted the tutoring services to this school's curriculum.	0.0	0.0	0.0	0.0	100.0
8. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
9. Offered services to Special Education and ELL students.	0.0	0.0	0.0	0.0	100.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	0.0	0.0	100.0
11. Overall, I am satisfied with this provider's services.	0.0	0.0	0.0	0.0	100.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	0.0	0.0	0.0	0.0	100.0
Comments					

Table 47: Brainfuse One-to-One Tutoring- Teacher Report [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 48: Brainfuse One-to-One Tutoring- Parent Report

N= 7

Brainfuse One-to-One Tutoring - Parent Report

How often did the tutoring company...	% A lot		% Sometimes		% Not at all					
Talk to you about your child's progress?	14.3		42.9		42.9					
Send letters or notes home about your child's progress?	14.3		57.1		28.6					
	% A lot		% Sometimes		% Not at all		% Don't Know			
Help your child with subjects s/he is working on in school?	57.1		28.6		0.0		14.3			
Answer my questions about tutoring?	42.9		14.3		28.6		14.3			
Start and end the tutoring sessions on time?	100.0		0.0		0.0		0.0			
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree		% Agree		% Disagree		% Strongly Disagree		% Don't Know	
I believe that the free tutoring helped my child improve in reading or math at school.	71.4		28.6		0.0		0.0		0.0	
I was given a chance to meet with the tutor and discuss my child's learning goals.	14.3		14.3		28.6		28.6		14.3	
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	42.9		42.9		0.0		0.0		14.3	
Overall, I am happy with the tutoring my child received.	14.3		71.4		0.0		0.0		0.0	
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree		% Agree		% Disagree		% Strongly Disagree		% Don't Know	
I was notified by my child's school about free tutoring.	71.4		28.6		0.0		0.0		0.0	
I was given enough time to decide which tutoring company I wanted for my child.	57.1		42.9		0.0		0.0		0.0	
The district provided the necessary information to help me select a provider.	42.9		42.9		14.3		0.0		0.0	
The district returned phone calls, addressed questions in a timely manner.	14.3		42.9		14.3		0.0		14.3	
I am happy with the way my school district helped to get free tutoring for my child.	71.4		28.6		0.0		0.0		0.0	
I would participate in free tutoring next year because I feel it improved my child's academic skills.	71.4		14.3		0.0		0.0		14.3	
Comments:										
Keep up the good work that they are doing with child. [sic]										
I was impressed with his progress in his tutoring sessions. [Name removed]										
That is a great program for any kid that needs that extra help. My kid improved in Math.										

Table 49: Brame Institute- Provider Service Information

Provider Name:	Brame Institute
Districts Served:	Edgecombe County Schools Franklin County Schools Granville County Schools Greene County Schools Guilford County Schools Nash-Rocky Mount Schools Pitt County Schools
1. Program duration	
1-10 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
Other: Associate Degrees	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	
Independent seatwork	

Table 50: Brame Institute- Provider Report

Brame Institute - Provider Report					
First Submission Date:	Jul 16, 2008				
Last Submission Date:	Jul 16, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	100.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	100.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	0.0	100.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	0.0	0.0	0.0	100.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	0.0	0.0	100.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	0.0	0.0	0.0	100.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
The most positive outcome this year was the students' achievement. The students that attended their sessions showed significant growth.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The most negative aspect was servicing Guilford County, which was a new county for Brame. The turnaround of student information was not efficient enough. I felt behind the eight ball the first month of sessions. If you start having provider fairs in August why do providers receive the student count information in November; only 3 weeks before you are suppose to start. Brame received 450 students and based on my ratio I needed 100 teachers. 3 weeks is not sufficient, although I began interviewing for teachers in October. There was a sense of the unknown. I was not as organized and effective as I am customarily. To say the least, I didn't start with the number of teachers needed to do the job effectively; which caused other issues. My recommendation is that with counties with this large of numbers, their should be staggered release of numbers by school as the provider fairs are finished for those schools and not wait until all of the schools' provider fairs are complete. I believe overall, it would benefit everyone involved to ensure that our programs are carried out the way we they are intended, as we all want the best for the students.					
Additional Comments/Recommendations					
This was my first year in experiencing a district that did not work together with the providers as partners. If we are all in this process of helping children, it sometimes goes beyond just providing tutorial services. What about the human aspect of what we do and how we should interact with each other.					

Table 51: Brame Institute- District Coordinator Report

Brame Institute - District Coordinator Report					
First Submission Date:	May 21, 2008				
Last Submission Date:	Jun 3, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	100.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	50.0	50.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	50.0	50.0	0.0	
4. Communicate with parents during the year?	0.0	100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	50.0	50.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	50.0	0.0	50.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	50.0	0.0	50.0	0.0
8. Aligned their services with state and local standards.	0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	0.0	100.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	50.0	50.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	50.0	0.0	0.0	50.0
13. Overall, I am satisfied with this provider's services.	0.0	50.0	0.0	50.0	0.0
Additional Comments					
The staff maintained a positive learning environment for their students.					
This provider consistently failed to follow district policies and procedures as written in the manual distributed in August 2007. They failed to start on time, canceling all 500+ students' initial session after school began on the first scheduled day of service. They used a local temp service to hire tutors. They lacked sufficient attendance rosters to back-up their invoices and plagued schools to supply attendance records so they could create their invoices. I was consistently mis-quoted to principals and site coordinators by the owners. Their tutors were absent without subs all the time, resulting in combines classes that far exceed their promised group size. Their Learning Plans and progress reports were always late.					

Table 52: Brame Institute- Principal/Site Coordinator Report

Brame Institute - Principal/Site Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jul 7, 2008				
Total number of respondents:	12				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		12		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		25.0	75.0	0.0	
3. Collaborate with you to set goals for student growth?		0.0	50.0	50.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	41.7	41.7	16.7
5. Meet the obligations for conducting tutoring sessions?		33.3	66.7	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	16.7	33.3	50.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	0.0	25.0	41.7	8.3	25.0
8. Integrated the tutoring services with classroom learning activities.	0.0	16.7	50.0	16.7	16.7
9. Offered services to Special Education and ELL students.	0.0	25.0	16.7	16.7	41.7
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	0.0	33.3	33.3	16.7	16.7
11. Overall, I am satisfied with this provider's services.	0.0	41.7	33.3	25.0	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	25.0	58.3	8.3	8.3	0.0
Comments					
Brame did very little instruction. A lot of testing a worksheets and Brame staff was late and a lot of no shows.					
Brame had continuing problems with staffing - often late, too few, not trained, used temporary employees, student groups frequently had different tutors. It was quite frustrating to work with this provider - though the company's president came to the site several times to fulfill tutoring slots. Students were often unruly due to poor quality of supervision.					
Brame tutors were chronically late. Many tutors did not seem to have had any type of training prior to coming on site. There was a lot of confusion. [Name removed] did try to work things out with [name removed] and me...but Brame needs better organization next time.					
It was very difficult to the tutors to remember to complete their attendance sheets.					

Table 52, continued

none
This provider very often did not have enough tutors show up or they did not show up on time.
Tutoring with Brame Institute started out with only a few reliable tutors for a large number of students. After Christmas break, a few more were hired. One in particular always came early, became the "go to" person for the group, and handled any questions I had. Again, some young inexperienced tutors with the older students had frequent discipline issues. I'm not sure how much impact Brame tutoring had on learning with these students.
Tutors were sometimes late and lack educational focus.

Table 53: Brame Institute- Teacher Report

Brame Institute- Teacher Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	Jun 12, 2008				
Total number of respondents:	21				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				1	4.8
No				20	95.2
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			9.5	38.1	52.4
3. Collaborate with you to set goals for student growth?			4.8	33.3	61.9
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	4.8	19.0	14.3	23.8	38.1
5. Adapted the tutoring services to meet the needs of individual students.	4.8	14.3	19.0	33.3	28.6
6. Integrated the tutoring services with classroom learning activities.	4.8	4.8	28.6	38.1	23.8
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	4.8	19.0	33.3	33.3	9.5
8. Overall, I am satisfied with this provider's services.	4.8	14.3	33.3	33.3	14.3
Additional Comments					
From my observations tutoring was not based on the North Carolina Standard Course of Study which is what all of our classroom assessments are based on. Also, students did not receive the individual attention I anticipate from a tutoring provider. In addition tutors were often late which left less instructional time during tutoring.					
Needed more time in the commencement stages to develop staff and hire qualified, dependable tutors.					
Only time contacted about progress was through MidReporting time					
The funding would have been better spent at the school level. The tutors lacked experience and credentials and did not collaborate with the teachers and therefore did not meet the needs of the students. They used a lot of worksheets and very little direct instruction. Many of the tutors came from temporary agencies.					
The tutoring groups I saw were terrible. The tutors had no behavior management and the low students were doing the same thing as the high students. I thought it was a disaster!					
There was no differentiation in the lessons. The skills that were taught were too basic, and it didn't hold the student's attention long. This led to serious behavior problems. The teachers weren't able to control the students. I observed numerous students touching my personal belongings, and the teachers wouldn't say anything. I had to constantly stay on the students (I wasn't the teacher), and because of this I purposely stayed late on days that there was tutoring in my classroom.					
Totally useless					

Table 54: Brame Institute- Parent Report
N= 300

Brame Institute - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	36.0		45.0		16.7
Send letters or notes home about your child's progress?	45.3		46.7		3.3
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	66.3	22.0	5.0		6.0
Answer my questions about tutoring?	47.0	30.0	12.3		8.7
Start and end the tutoring sessions on time?	78.3	10.0	2.3		7.3
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	47.7	40.0	6.3	2.3	2.7
I was given a chance to meet with the tutor and discuss my child's learning goals.	23.7	41.3	17.3	10.7	4.3
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	41.7	43.3	8.3	2.0	2.0
Overall, I am happy with the tutoring my child received.	48.7	35.3	6.7	3.7	2.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	76.7	21.0	1.0	0.3	0.7
I was given enough time to decide which tutoring company I wanted for my child.	58.3	32.7	5.7	0.7	2.0
The district provided the necessary information to help me select a provider.	50.7	39.0	5.7	0.7	2.0
The district returned phone calls, addressed questions in a timely manner.	30.7	43.3	8.0	3.7	9.7
I am happy with the way my school district helped to get free tutoring for my child.	67.0	28.3	2.0	0.3	0.7
I would participate in free tutoring next year because I feel it improved my child's academic skills.	64.0	23.7	3.3	2.0	5.3
Comments:					
I feel that the tutoring didn't help my child I don't feel as they work with him. [sic]					
Free tutoring is a great asset to our school system. Some parents could not afford it otherwise.					
Brame is very good. My daughter performed very well in her tutoring.					
I am really glad Brame Institute and other tutoring classes come around to the schools and help our kids!					
Hope they have tutoring again next school year.					
I think tutoring were good for our school. I would like my child to participate in tutoring next year. Thank you very much! [sic]					
I would love to have free tutoring every year it's a good privledge to have my child in it. It helped her out a whole lot this year. [sic]					

Table 54, continued

Brame Institute helped my child advance in all area I really hope she will be selected 2008-2009 School year my daughter enjoyed it she has stated that she want tutoring next year also [sic]
My child came out of the tutoring program with the same problem he went to get help for?so I don't see where they helped him any. Maybe next year we'll have to use another company?Maybe we will get better results. [sic]
On number 13, I didn't make phone calls because I was satisfied with their report. [sic]
I like Brame I hope eventually they could work all year long in one district.
I really thank [name removed] for the free tutoring that they have provided for my son. Thank you so much.
God bless all of you for the opportunity and skills that you have bestowed upon my grad-daughter. She's doing good with this help. Thank-you. [sic]
Thank you.
I really liked the Free tutoring that was given to my child.
I hope this program go on for the years to come. Thanks! [sic]
I loved the program. Thanks A lot.
Thanks for the time and patience the instructors had for my children.
I am unable to get out due to my disabilities but I am thankful for all of your help.
Didn't help my child!!
I don't think tutoring help my child that much in reading or math I was not happy with his teachers. [sic]
[Name removed] was receiving tutoring recently from Brame Institute of Education, Inc. If there is any tutoring now or in process. I don't know any name of the company. [sic]
I had no problems with the tutoring. I feel that's what the kids need. Even the smarter, not so smart and the in between smart needs help sometimes. Hoping for your help in the future. [sic]
The services was great thanks a lot. [sic]
Thank you for a job well done!
I wish it was a one on one tutoring that way they would learn more especially in their weak subject. (A free program) me and my child will like to thank you all for your help! [sic]
#13 I never call the district
The tutoring helped my son out a lot. His reading and math went up a lot. I would like to put him in next year again. I was very impress with it. Thank you for offering to the school and parent. [sic]
Her grade's went down more D +F's. [sic]
I wish it could have last longer because it not only help me out the parent with homework I did not understand, my child enjoyed going. [sic]
I just wish that they would have more meetings on the childs progress. Meet only one time at the beginning at that was it. No more meeting. We didn't know tutoring was over until we call school board. [sic]
I didn't receive a progress report until the tutoring sessions was over. I called several times but I did not get a call back. [sic]
I feel that this tutoring should be offered for a longer period of time because some kids take longer to comprehend things than others.
My child was struggling a lot before tutoring he's still struggling the session needs to be longer we do want our children to be successful don't we.
I like that fact that he received free tutoring I just hope that the next time he could bring some homework home, so he can continue to build on what he has learned. [sic]
I was very happy with my child tutor well done. Thanks [sic]
Thank you!
Thanks so much for all the help that was offered to my child it was greatly appreciated and needed. I strongly agree to continue this process. [sic]
They did to find a way to talk to the parents better, and to send the reports out on time. [sic]

Table 54, continued

The teachers or company needs to do better about sending the reports out and talking with the parents. [sic]
As parents we truly believe tutoring really helped our child to reach his goals along with us as parents working with him. [sic]
I never had a problem so there was no need to contact the district
Where [name removed] did have the time to improve in Math, he did not do reading enough in my opinion. [sic]
Would have liked to met the tutor. [sic]
I want to thank Brame for doing a great job with my child. She improved her grades during the time she had tutoring.
I really appreciate the help for my child and would love to do it again.
If tutoring is available, then my child should study what is going on during classroom sessions. Not tutoring subjects below her grade level. [sic]
My child had done a complete turn around! He wanted to do homework in all areas, he wanted to read and learned how to pronounce words in phonics. He is really progressing in the different sounds of vowels. Thank you! [sic]
The tutoring program really helped with my child's reading skills.
We have participated for two years in the free tutoring classes and I would recommend this service to any and all parents. I was particularly please with BRAME!! [sic]
[Name removed] is an excellent manager who should be praised for her choice of teachers and their dedication. Please keep her on board.
I was very happy. Bacuse my childe improve her reading and mats. Its open her eye to read so very like tutoring company. [sic]
There should be tutoring in school year round.
There should have been more communication. I did not meet with the tutors until tutoring was just about over. By then there were only 4 classes remaining. I would have like to met with his instructor after he was evaluated. It was still a good program!! [sic]
Thank you so much for helping my child in all the areas he needed. It was a big help.
Brame is good after school program. They help my daughter how to understand math more easyer all and all it's a good program [sic]
I strongly feel that this was the best thing I could have done to help him in school.
I was disappointed that the tutoring ended when it did. I was under the impression it would continue until the end of school.
[Name removed] didn't receive help in math and was supposed to. I never met the tutor. The school did a good job with helping get [name removed] a tutor.
Tutoring helps children get better grade perform better in school. Done homework one time.
I am happy with the selection, I chose for my child her progress has improve a lot. Thank you. [sic]
My child has done a great deal of improvement and I want to thank you for the extra help it worked.
Thank you!
I feel that tutoring has helped my child a lott pray that he have the same opportunity to get free tutoring from certified teachers again next year. [sic]
It was very good.
Would like them to work more on there school work that they have problem on [sic]
I think the tutoring was not long enough
I observed the tutoring class and my son's class was outta control most of the class time tutoring is a good thing but the instructor needs help in getting the students under control. This made it hard for the students who wanted to learn. Plus too many children per tutor. If you really want to help these children I hope to see smaller classes or more than one tutor per class. [sic]
The program wasn't really beneficial for my child. When making my decision I felt it would enhance her skills but, she was really bored and really not interested in attending. We assessed what she was learning in tutoring per what was happening in class it, she was working on this she had master. [sic]
They didn't help with any work.

Table 54, continued

I really feel like this program really help my child in both areas. [sic]
I am very satisfied with the way my child has progress this school year. She has progressed in all of her weakness and over came all of her learning goals and more. [sic]
Job well done.
This is a great program. I hope that it will continue in the years to come. It provides a great service to those who couldn't usually afford tutoring for their children. Thank you very much!!
My daughter learned a lot in spelling and about vowels and more about breaking up the words. My daughter is in the 2nd grade.
Didn't help with work.
I am truly thankful for the free tutoring that was offered to my children-I have seen a tremendous difference in her level of learning.
I feel like he is not ready for tutoring; it is too long for him to be in school. & then he has to come home & do homework that doesn't relate to his tutoring work. [sic]
Brame wasn't the tutoring company I chose for my child, they just gave him one, which with my opinion wasn't a very good at that. They had no professionalization about their methods of tutoring. [sic]
When I met with the program director I was told they did not have a teacher for him in second grade so he had to do first grade work which was boring. [sic]
I am very pleased with the progress of my son's work thank you
I was very happy with how much it help [name removed], and how much time was spent with him. [sic]
There were a few instances that tutoring did not take place and parents were notified. They were cancelled due to no show tutors. I was not happy with that. But overall it helped.
I feel that my child is still in the same spot where he began.
I was very please with the tutoring services. I would have my child participate in the program next year. [sic]
Tutoring helped my child, but I was not comfortable w/tutors. They were not friendly or welcoming to talk to. [sic]
I think free tutoring should start earlier in the school year to address the need of the childrens weaknesses. [sic]
I did not have a choice, I was Brame picked. I would try again. [sic]
I would like to thank everyone for there help! I would also would have liked to meet and discuss more about my child. [sic]
I believe it helps [name removed] in her class work. [Name removed] has shown a lot of improvement in her work. Thank you for helping [name removed].
I think it was helpful & [name removed] showed progress. Thank you, [name removed].
The tutoring program was a great program! It really helped my child. Thanks a lot.
My son enjoyed the after school tutoring program when the term was over he did not want it to end he wanted to continue to go.
The free tutoring sessions that my son took really helped him improve in the subjects he was weak in. Thanks.
I think my child's academic skills would have improve greatly if with another tutoring provider. [sic]
I was really happy with the free tutoring it really help out my daughter a lot, so I thank everyone.[sic]
I was very please with the progress of my child after tutoring. [Name removed] [sic]
[Spanish comment] I am very happy with the help you have given to my child it helped enough for him Thanks a lot. [sic]
[Spanish comment] I appreciate the teachers that offered the tutoring classes since I have noticed a change in my child. [sic]
[Spanish comment] Thanks for concerning yourself with our children's progress.
[Spanish comment] I am grateful, to Brame Institute, for taking the time necessary to help my daughter, I am happy, for all that you have done for my daughter learned a great deal and I expect that it will return this next year, to participate in their education. Thank you. [sic]
[Spanish comment] Thanks for helping with my daughter with her subjects.
[Spanish comment] Thanks for the program and the help from the teachers, my daughter advanced a great deal in her studies. Thank you very much. [Name removed] [sic]

Table 55: Bright Futures Learning Center- *Provider Service Information*

Provider Name:	Bright Futures Learning Center
Districts Served:	<p>Alamance-Burlington Schools Anson County Schools Ashe County Schools Bertie County Schools Bladen County Schools Brunswick County Schools Burke County Schools Cabarrus County Schools Caswell County Schools Charlotte-Mecklenburg Schools Clinton City Schools Columbus County Schools Cumberland County Schools Durham Public Schools Edenton/Chowan Schools Edgecombe County Schools Forsyth County Schools Gaston County Schools Granville County Schools Greene County Schools Guilford County Schools Harnett County Schools Hertford County Schools Hoke County Schools Lenoir County Public Schools Lexington City Schools Montgomery County Schools Nash-Rocky Mount Schools Onslow County Schools Pender County Schools Pitt County Schools Richmond County Schools Rockingham County Schools Rowan-Salisbury Schools Sampson County Schools Stanley County Schools Thomasville City Schools Union County Public Schools Washington County Schools Whiteville City Schools Yadkin County Schools</p>
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	

Table 55, continued

6. Is transportation provided to students? (Mark all that apply)
Yes, district/school transports students
No, parents are responsible for transportation
7. Qualifications of tutors (Mark all that apply)
Tutors are certified teachers
Tutors have had training
8. Instructional activities (Mark all that apply)
Direct instruction

Table 56: Bright Futures Learning Center- Provider Report

Bright Futures Learning Center - Provider Report					
First Submission Date:	Jun 16, 2008				
Last Submission Date:	Jun 16, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	100.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	100.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	0.0	0.0	0.0	100.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	0.0	100.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Our most positive outcome this year was seeing students that were not engaged in the beginning become focused on tutoring and actively engaged in the activities/learning.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Student attendance was indeed a negative aspect of our program this school year. We are strategizing ways to increase student attendance and increase parent buy in so they will help encourage their students to attend tutorial sessions.					
Additional Comments/Recommendations					
Student attendance was indeed a negative aspect of our program this school year. We are strategizing ways to increase student attendance and increase parent buy in so they will help encourage their students to attend tutorial sessions.					

Table 57: Bright Futures Learning Center- District Coordinator Report

Bright Futures Learning Center - District Coordinator Report					
First Submission Date:	May 12, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	17				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	47.1	52.9	0.0		
2. Collaborate with you to set goals for student growth?	35.3	23.5	41.2		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	29.4	41.2	11.8	17.6	
4. Communicate with parents during the year?	35.3	58.8	0.0	5.9	
5. Meet the obligations for conducting tutoring sessions?	76.5	23.5	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	29.4	58.8	0.0	11.8	0.0
7. Integrated the tutoring services with classroom learning activities.	23.5	29.4	23.5	11.8	11.8
8. Aligned their services with state and local standards.	41.2	47.1	11.8	0.0	0.0
9. Offered services to Special Education and ELL students.	41.2	47.1	0.0	0.0	11.8
10. Complied with applicable federal NCLB laws.	41.2	58.8	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	41.2	58.8	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	35.3	41.2	11.8	5.9	5.9
13. Overall, I am satisfied with this provider's services.	29.4	47.1	11.8	5.9	5.9
Additional Comments					
A prescribed, scripted program will NEVER address individualized student needs and the differentiated instruction needed to succeed. Instruction by unqualified, uncertified, untrained personnel can not produce student achievement. Our most at-risk students need highly trained educators who can evaluate individual student needs and adapt instruction accordingly. The provider consistently had discrepancies in billing (which students were in attendance).					
An on-site coordinator would have helped in getting information to the instructor in a timely manner.					
I wish they tutored Math and Reading instead of just Reading!					
Last year, they were a top provider. Services this year suffered due to staff changes. Excellent feedback and records on pre-post testing but day to day operations suffered this year.					
Very hands-on provider. Excellent at communicating needs in best interest of student.					

Table 58: Bright Futures Learning Center- Principal/Site Coordinator Report

Bright Futures Learning Center - Principal/Site Coordinator Report					
First Submission Date:	May 12, 2008				
Last Submission Date:	Aug 21, 2008				
Total number of respondents:	41				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		3		7.3	
No		36		87.8	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		34.1	53.7	12.2	
3. Collaborate with you to set goals for student growth?		12.2	31.7	53.7	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		7.3	43.9	34.1	14.6
5. Meet the obligations for conducting tutoring sessions?		61.0	19.5	12.2	4.9
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	39.0	48.8	0.0	9.8	2.4
7. Adapted the tutoring services to this school's curriculum.	17.1	39.0	19.5	14.6	9.8
8. Integrated the tutoring services with classroom learning activities.	14.6	24.4	24.4	17.1	19.5
9. Offered services to Special Education and ELL students.	14.6	43.9	4.9	9.8	26.8
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	14.6	48.8	12.2	14.6	9.8
11. Overall, I am satisfied with this provider's services.	9.8	53.7	19.5	17.1	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	31.7	58.5	2.4	4.9	2.4
Comments					
Bright Futures did an adequate job of meeting the needs of our students.					
Bright Futures kept a small student/teacher ratio and had the same tutors the entire time. This provided continuity for the students. Each time I visited the classroom, students were actively engaged and focused on learning.					
Bright Futures was a very reliable SES Vendor. They hired enough tutors to cover the grade levels for more effective instructional delivery.					
Communication with Bright Futures representatives was always timely and positive. Tutors, however, had issues with constant tardiness and leaving the tutoring area in a big mess--- even after reminders were given several times. I didn't feel that all students were engaged in activities during all of the tutoring sessions. For 10 students total in two rooms with 2-3 tutors, the discipline should have been better.					
I prefer to not have them back in our building. Tutors did not show up on time if at all. They did not offer student's the help that they needed.					

Table 58, continued

I was very disappointed in Bright Futures tutoring services. They were not ready to begin on time. The training they provided their tutors was inadequate. The assessment materials and materials to use for the tutoring did not arrive until an hour until they were suppose to be used. The education plans for the students did not arrive until after the tutoring sessions had been going on for over 2 months. When I would call, I would be told something and then it would not happen. I could go on and on but ...The service provided by this company was very poor.
Lack of appropriate communication between supervising provider and tutors employed. (Confusion with student grouping initially, tutors were not available to begin on time, lack of ready communication with the supervisor who was not easily accessible since their site was 2 1/2 hours away.)Some of our students did make gains which is a positive.
N/A
Needed continous services for students already in program during 2nd session
Students had to be reassigned 3 weeks into tutoring because provider never showed.
Teachers and parents were pleased with the level of support from this agency and tutor.
The district and the schools did much of the "legwork" working out student info., transportation, snacks etc. The providers only had to show up and many of them did not do this regularly or on time. There was very little if any collaboration with the classroom teacher and the providers. The providers were not held accountable for achievement. The only communication they had with the school or the teacher was at the end when they sent a report. Other than that there was no communication!
The materials used by the provider were just worksheets that were not content specific to the students needs. [Name removed] did an excellent job tutoring but had she been given the opportunity student specific materials it would have been much more beneficial to each student.
The program met expectations, but was not able to handle students with special needs.
This company did not tutor our 2nd enrollment students. The instructor that was assigned to our school was not as competent as I would have liked to have had. On two occasions he left the school with a student unattended.
This provider had students who signed up, but they never came to tutor the students. These students received services from other providers.
This provider had the best tutor attendance rate and the tutors were the same throughout the entire SES session.

Table 59: Bright Futures Learning Center- Teacher Report

Bright Futures Learning Center - Teacher Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	57				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		16		28.1	
No		41		71.9	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		26.3	24.6	49.1	
3. Collaborate with you to set goals for student growth?		24.6	26.3	49.1	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	7.0	36.8	5.3	10.5	40.4
5. Adapted the tutoring services to meet the needs of individual students.	14.0	31.6	3.5	15.8	35.1
6. Integrated the tutoring services with classroom learning activities.	7.0	26.3	14.0	12.3	40.4
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	17.5	43.9	7.0	15.8	15.8
8. Overall, I am satisfied with this provider's services.	17.5	40.4	12.3	17.5	12.3
Additional Comments					
As this students classroom teacher, I was only asked to provide the reading scores. I was never contacted beyond that.					
Bright futures is a great program for the students at our school.					
Bright Futures was a very structured program w/ all materials provided. I loved it!					
Even though I am not sure of the activities the program used; I could see confidence and academic improvements with the student from my class that participated in the SES tutoring.					
From my observations tutoring was not based on the North Carolina Standard Course of Study which is what all of our classroom assessments are based on. Also, students did not receive the individual attention I anticipate from a tutoring provider.					
From what I could see, Bright Futures was better organized than most of the other providers. We only had the reading portion of their curriculum, and our kids need math as well. My students made a lot of progress Also, too much paperwork. Tutoring should be primarily about the students, not about proving what services were provided to students.					
I didn't feel it was beneficial at all. I saw no growth in my students' academics. To me it was used as free babysitting for the parents. I was never informed that my student would be receiving tutoring support until the day it began and then I was not informed when the services ended.					
I didn't see a change in any of my students. I never spoke with the provider. All I received was a report card at the end of the tutoring session.					
I feel tutoring too many grade levels in one group puts the tutor at a disadvantage. I think students could be better served if only two grade levels were combined for tutoring.					
I had no contact with this provider.					
I observed no improvement in this child's academic achievement by participating in the tutoring program offered by this school. I would not recommend this company.					
I worked for Bright Futures Learning, and I also tutored my grade level for this service. Bright Futures has a great curriculum for this grade level, and I feel that my students involved with the tutoring improved as a result of the program.					

Table 59, continued

I'm not sure it did my students much good.
My student seemed to show some extra growth during this tutoring session. They did not ever communicate with me, so I am not sure if it was because of tutoring or because he buckled down to be able to play during basketball season.
None
none
None at this time
Small class size was a plus, allowing for individualized attention.
Someone should attempt to maintain discipline.
Student chose to not continue with services, however provider was always willing to help me as the tutor, answer any questions I had, and provide any support needed!
super tutoring service
The funding would have been better spent at the school level. The tutors lacked experience and credentials and did not collaborate with the teachers and therefore did not meet the needs of the students. They used a lot of worksheets and very little direct instruction. Many of the tutors came from temporary agencies.
The materials used by this provider were very easy to use. The students were involved in learning and improved in all areas. This is a very good company and I hope to work with them again next year.
The only student I had in this program was an EC student who made very little progress in any program. I do not know if it impacted her at all in her learning.
The service was way to unorganized. More communication with students and teachers was needed.
The student I had in this program seemed to get very little help. I never spoke with the people running the program about my student. I believe this was a wasted opportunity for a student who really needed the extra help.
The tutoring groups I saw were terrible. The tutors had no behavior management and the low students were doing the same thing as the high students. I thought it was a disaster!
They sent a survey to find out what areas to focus on for the student. They never made contact after that until they printed out some data at the end of the session. They never sat down with me one on one to collaborate. I feel if I had sent additional work or areas to focus on they would have done it. Tutoring had an impact with one student more so than the other child. I never met any of the SES tutors, unless they were teachers here at the school.
This company eventually never showed and students had to be reassigned three weeks into tutoring.
This provider was really on top of things.

Table 60: Bright Futures Learning Center- Parent Report
N= 380

Bright Futures Learning Center – Parent Report

How often did the tutoring company...	% A lot		% Sometimes		% Not at all		
Talk to you about your child's progress?	48.2		31.3		18.9		
Send letters or notes home about your child's progress?	66.6		23.4		6.6		
	% A lot		% Sometimes		% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	58.7		25.3		5.0		8.9
Answer my questions about tutoring?	50.8		26.1		12.1		7.6
Start and end the tutoring sessions on time?	76.3		11.3		1.1		8.4
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know		
I believe that the free tutoring helped my child improve in reading or math at school.	45.0	40.8	6.1	1.6	5.3		
I was given a chance to meet with the tutor and discuss my child's learning goals.	23.2	40.8	17.6	10.0	6.1		
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	40.0	41.1	8.7	4.2	3.9		
Overall, I am happy with the tutoring my child received.	48.4	36.1	6.1	2.1	4.5		
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know		
I was notified by my child's school about free tutoring.	70.5	27.6	0.3	0.0	0.8		
I was given enough time to decide which tutoring company I wanted for my child.	56.6	35.8	4.5	1.1	1.3		
The district provided the necessary information to help me select a provider.	48.7	36.8	7.1	1.6	3.4		
The district returned phone calls, addressed questions in a timely manner.	36.3	36.8	10.5	1.6	12.4		
I am happy with the way my school district helped to get free tutoring for my child.	62.1	32.1	2.9	0.3	1.1		
I would participate in free tutoring next year because I feel it improved my child's academic skills.	64.7	22.6	2.9	0.5	7.1		
Comments:							
Northwood and Bright futures really helped my child improve in her speech and also gave us tips to use at home! We will definitely be participating again next year. My daughter loves the program.							
I am very pleased with the tutoring services provided to my child and would like to participate next year. Free tutoring has been a blessing for my family and is greatly appreciated.							
I would like to thank everyone in the program who helped my daughter [name removed].							
My daughter enjoy her time in Bright Futures tutorial she also enjoy the teachers. Her reading and writing has improved greatly. Thank you. [sic]							
They could have given a better notice on when the tutoring ended. [sic]							
We appreciate all of the time and concerns that [name removed] tutor put into him. We also know that this will help [name removed] in the near future. Thanks a lot look forward to your help next year. [sic]							
They could have given a better notice on when tutoring ended for the year.							

Table 60, continued

I'm parent of [name removed] thank you teacher and tutoring company had reading to my daughter. I trusting the school help make my daughter in the future. [sic]
I really appreciate the tutoring, it helped my child a lot.
Thank you the school, teacher was teaching my son [name removed] read, and write. And I needing your readings him in the next year school. [sic]
The tutoring was very good for my child. Hope you have it next year.
My child really enjoyed tutoring this year and his tutor [name removed] was really good with him. Thank you.
I am very thankful to see my son, has improved with reading. I am willing to sign him up for Bright Futures next year.
We chose a different tutoring company this year-I am not sure any details-I really never spoke with the tutor-just saw paperwork stating progress- [sic]
Very pleased with my child tutoring sessions. Thank you!
I was so proud of my child's progress and he loved it as well
A would like my child to participate again but with another vendor. I wasn't not pleased with information thought and progress report where hard to understand-My child could not discuss with me what she was learning. [sic]
Needs to work more on the work for each childs grade level and what each child has more trouble with in each subject [sic]
I think free tutoring is really helpful, Thank you for your help.
Never explained progress papers-never had meeting to let us know if making any progress [sic]
I really would like to Thank-you [name removed] for all of your support. Also [name removed] without you [name removed] it wouldn't have been possible.
Never explained progress papers-never had meeting to let know if making any progress
[Name removed] have improved in his math but his reading is a little off but with our help he will get better [name removed] [sic]
I think it was great to start after school tutoring.
The progress reports that came home I did not understand. I sent "notes" but not return answers. [sic]
Talking more with the teachers to see what the child's specific weaknesses are and target that area [sic]
My child needs help in phonics, please get that in your programs!
Everything was great but she still had a lot of problems with her math, I wish that she understood it better. Thanks a lot
I didn't understand the report they send with my child after every section. I want a program that works with my child's specific needs. [sic]
[Name removed] was excellent she work exceptional with my child. [sic]
Tutoring was a good program I just was not completely satisfied with work.
The first time I was satisfied and felt like the tutoring did help. But, this year I felt as though it was a waste of time for him. Just because it is free doesn't mean it has to be second rate. I will not go with Bright Futures again.
I would like to see the tutoring last a little longer for the students that are so far behind in their grade level.
Overall I am satisfied with the service my child received. Thank you.
[Name removed] has proven a lot but issue a lot of things I don't understand in his homework I think after school programs to help to understand his homework would be the answer but helping to understand his homework [sic]
The school was great. But the tudoring I never ever got to meet teacher. When no tudoring. I wasn't told and wasn't told when it started or stopped. Till my son had no way home. [sic]
To all Thank you! And keep up the great work!
The tutoring really helped my child. It also gave her more confidence in herself. Thank you, a great deal [name removed]
I was very pleased with the tutoring my child received hope to have this chance to receive free tutoring again.

Table 60, continued

I never got to clearly talk about my child's needs with the tutor. I only knew they will help her with reading and math which she did great on her school work and quizzes. I believe that everyone in the school should have the free tutoring regardless of their income. [sic]
I would love if they would help more with work they are doing in school.
They did a great job with my son and his reading.
I didn't understand much about what the activities were pertaining to and they were about. [sic]
I like the way the tutoring sessions have been going. My child has made great improvement since she has been tutoring. [sic]
Overall I was very satisfied.
Didn't last long enough; didn't focus on child's weakest subject
If I were to have the chance to enroll my child in the tutoring that the school has to offer I would not use it. I wasn't contacted and talked with face to face about the learning goals or progress that my child had set and or made.
I didn't understand top part of questionnaire. Company code and district code. I don't want [name removed] to go to another school. [Name removed]
The tutorial program was well organized and my child benefited from it.
I enjoy the program it made a difference in my child. I think it would be a good program for next year.
I enjoyed the tutoring sessions my child was in. Tutoring next year would be a very big plus. Thank you a lot. [sic]
I encourage them to keep the tutoring program going every year because it is a big help to me and other parents.
I feel that the teachers as well as the parent should be involved more in the tutoring process.
My daughter's certificate was not signed by her Bright Futures learning teacher.
Thanks
I would like to see more reading and understand the question much better. [sic]
I'm glad my child was a part of this tutoring service, he really enjoyed his tutor and she sent home his progress weekly.
I just feel that more than once a week suits children with academic needs. My son did wonderful don't get me wrong but he seemed to enjoy it when he went more than once a week last year. [sic]
I would like to thank Bright Futures for what they have done with my daughter. It really helped her to improve a lot.
I was very please w/ Bright Futures Tutoring program. Everyone in the program were very helpful. Thanks so much for helping my child. [sic]
I think you did a great job with my grandson. He came a long way.
I feel they helped [name removed] very much in her reading.
I would choose bright futures next year because of there understanding and caring support for my child.
I want to thank Bright Futures Learning center for all they did with my child. Because I saw a big difference in the way my child performed with his homework and his class work. Thank you again for all your help. [sic]
I believe the after school tutoring really helped with my child's reading skills. [sic]
Helped my child with reading skills. [sic]
The only problem we had was with the time it started and ended. It never ended at the same time. I feel it has helped him however. [sic]
I would also like for tutoring to be able to last longer in the year then what it was. [sic]
The free tutoring helped my son but next time we need math tutoring. [sic]
I can't tell any difference in her reading and comprehension.
I am really thankful my child got to be part of this tutoring because it helped him a lot.

Table 60, continued

Tutoring was a huge help in my child's studying & her grades at school.
I tried to log on to the website & pull up my child's progress but couldn't get into his information. I did not understand the daily progress reports that were sent home. They didn't come with any kind of explanation.
My daughter loved the tutoring at her school and so did I she has improved so much. Thanks [sic]
I'll was very saiftied with everything that went on there. Thank you. [sic]
It will be great if the tutor will call once an a while to explain how to read and report how our children are doing. One of my child's grade isn't showing improvement with tutoring but the other is. [sic]
I don't do pencils Everything was great!
I really enjoy my child getting these free tutoring classes I think it really helps.
I'm really glad that you do supply free tutoring for the children it helps
I would strongly recommended bright futures to any parent. I was really impress with their services. [sic]
Thank you for providing the opportunity.
I appreciate the tutoring very much, because even though my child needed extra help. I couldn't afford to have to pay for it.
I think tutoring has helped my child progress towards his learning goal. He has made great progress in his class academically I am pleased with my sons goals that he completes during tutoring sessions. [sic]
Thank you for help
I fill like it helped my child a hole lot so keep up the good work. [sic]
Though my husband and I were not always able to attend any meetings (due to our work schedule), we are very happy with our childs progress. [sic]
Tutoring has helped my child get on grades level with his peers and it has been very beneficial, thanks. [sic]
I think all children should have a chance to be offer tutoring not just certain one. They need to focus on what the child weakness is.
Would have liked it to be longer into the year. He could have used it a couple more months.
The only thing that I did not agree with, was that my child was not put in the right tutoring class, she was put reading skills. My child is great at reading. She should have BEEN put in math skill tutoring, If she would have been put in the class then maybe she would have made a better score on the EOG's Thank you [name removed] [sic]
None, just going to say thanks for all the help you give my child.
I'm very grateful for the free tutoring sessions however I don't feel strongly that it helped a lot. I couldn't tell a big difference in her grades. Also she needed tutoring in Math and Reading!
I Think is very good for my child to have tutoring feel so happy. Thank you. [sic]
I don't want the tutoring classes to stop because they really helped my son bring it back next year please thank yall for the help?
Free tutoring has help my child in his reading & math. I just wish the program lasted longer then it did.
Bright futures has helped my child in reading. Now she feels good about reading.
I feel that after school tutoring is needed and hope it continues. Thanks [name removed]
My child improved on comprehending his reading. And learned how to work independently on homework. I would be more than glad to have the opportunity next year. Thank you for all your help.
My daughter know how to read but she stills have trouble comprehending what she reads. [sic]
I'm gladly appreciate that you help my child with his tutoring hoping that he will be interesting in next year. Thank yal for helping my child I hope he do his best this year. [sic]
I feel that maybe it could have been a better help if it was more than twice a week.
I feel that had the tutor had more help she could have been more efficient.
I would love to have the free tutoring after school again, if it was a Sylan Learning Center program. Because I have work with them in the past. [sic]

Table 60, continued

Overall good job.
I would love for my child to work with the same tutoring company again next year. Keep up the good work!!! It make me happy to know its help out there! For our kids. [sic]
I enjoy Bright futures working w/ my child and encourage about working with my child next year [sic]
Never got to meet tha teacher an they didn't finish tha program. [sic]
These same answers pertain to my son's tutoring experience also
A great after school tutoring. Bright Futures really helped my child. [sic]
The tutoring was very successful in my child like. I really appreciate the program. Keep up the good work. [sic]
As a direct result of this free tutoring and additional help from CMS staff my child is a GREAT success. The program was a fantastic tool in preparing for the EOG testing. Thanks so much.
My 1st time with my kindergarten in school didn't know that I had a choice in other tutors. I tach her at home though so anyway. Tx [sic]
I was very happy with the tutoring that my child received; his progress. [sic]
This is a good program
I think Bright Futures is an excellent program and helped my daughter advance three levels in a short time.
I am very thankful for the free tutoring lessons gave at my child school. God bless [sic]
I feel that free tutoring should be open to all children who have needs in reading & math not just because they are low income.
I am very thankful for the free tutoring lessons that was given at my son school. God bless
My child he has improve a lots in his reading skill, and math. And bring his grades up a lots, he also paying attention in classes, this was told my his teacher, [sic]
Some of the staff wasn't nice; when it come to really informing me of his confidence in learning. [sic]
The program helped my child a lot, but I did not understand the progress reports they sent home.
My son like the tutor but he feels it did not improve his reading. I feel my son still needs a tutor. That was our first time with tutor, we will know what to expect this time & what questions to ask [sic]
I think this was good for [name removed] thank you for helping [name removed]
I was really pleased with the tutoring company, it really helped my child. I would recommend this to every parent.
I think [name removed] did very good with working with Bright future [sic]
[Name removed] is an excellent tutor and my child loved going to see her in tutoring.
I would prefer a chance to meet one on one with a school member to discuss opportunities for tutoring. [sic]
Excellent program; my child will enroll for next year also.
I will participate in the free tutoring, but not with the same one I use of this time. I felt that tutoring she received did not help her at all in any kind of way besides fun time aster school her grades dropped! [sic]
I know that [name removed] has no complaint with any of her tutoring. Everybody is doing a good job.
I truly thank the teacher for all the hard work they did in helping my child in his school goal's. Thank you all. [sic]
I was really happy with the work that the tutor did in help my son in his schoolwork. Thank you. [sic]
I would like it to be persisted with my child tutoring [sic]
I would like to say thanks to this program of tutoring helped my child to progress more on his classes and a lot of things.
Thanks for helping my child her reading has really improved. Thanks again very much.
Thanks for the tutoring it helped my daughter a lot. Thanks.

Table 60, continued

I am very pleased with the tutoring services provided to my child and would like to participate next year. The improvement my child made is a blessing and the services are extremely appreciated.
I am very pleased with the tutoring services provided to my child. The free tutoring has been a blessing to my family and I would like to participate next year if it is offered.
[Spanish comment] I am very grateful for the good work the company has done.
[Spanish comment] Thanks for helping with my son improving in his subjects. [sic]
[Spanish comment] You were a huge help with tutoring my son thanks. [sic]
[Spanish comment] I would like to participate in other kids of tutoring next year. Thanks a lot.
[Spanish comment] I participated but was not given any notice of when they gave the initial tutoring for we were unable to agree.
[Spanish comment] I would like the following year my daughter continue with the tutoring the next year because it got her better. [sic]
[Spanish comment] I give thanks for the free tutoring that the school gave for helping with my child in the subjects that they needed it the most. [sic]
[Spanish comment] Thanks for your help with my child.
[Spanish comment] I accepted with my daughter take the help that to continue her progress in her studies and I give thanks to all of the people at Page Street Elementary who intervened in my daughter's education, as stated before many thanks. [sic]
[Spanish comment] Thanks for the guidance because the service that made the children and my daughter learn more and I would like it a lot if they were able to participate in it again. [sic]
[Spanish comment] I would like for my child to participate in free tutoring. [Name removed]
[Spanish comment] I am happy that they have tutoring for my children because they help enough in their school year and have satisfied their learning a little more each was given and we give each one thanks to all the teachers by their knowledge and have passed it. [sic]
[Spanish comment] I do not want to comment because I am happy with the help that they gave my daughter and I give thanks to all the free tutoring and to all who are teachers. Thanks.
[Spanish comment] Thanks.
[Spanish comment] We give thanks to Bright Futures for the help they offered to my child.

Table 61: Bright Sky Learning- *Provider Service Information* [No Data]*

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

*Provider submitted an online survey indicating that they did not provide any services during the 2007-2008 school year.

Table 62: Bright Sky Learning- *Provider Report* [No Data]*

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

*Provider submitted an online survey indicating that they did not provide any services during the 2007-2008 school year.

Table 63: Bright Sky Learning- *District Coordinator Report* [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 64: Bright Sky Learning- *Principal/Site Coordinator Report* [No Data]

No principals/site coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 65: Bright Sky Learning- *Teacher Report* [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 66: Bright Sky Learning- Parent Report
N= 1

Bright Sky Learning - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	100.0		0.0		0.0
Send letters or notes home about your child's progress?	100.0		0.0		0.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	0.0	100.0	0.0		0.0
Answer my questions about tutoring?	100.0	0.0	0.0		0.0
Start and end the tutoring sessions on time?	100.0	0.0	0.0		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	100.0	0.0	0.0	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	0.0	100.0	0.0	0.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	100.0	0.0	0.0	0.0	0.0
Overall, I am happy with the tutoring my child received.	100.0	0.0	0.0	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	100.0	0.0	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	100.0	0.0	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	100.0	0.0	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	100.0	0.0	0.0	0.0	0.0
I am happy with the way my school district helped to get free tutoring for my child.	100.0	0.0	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	100.0	0.0	0.0	0.0	0.0

Table 67: Capitol Education Support, Inc.- Provider Service Information [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 68: Capitol Education Support, Inc.- Provider Report [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 69: Capitol Education Support, Inc.- District Coordinator Report

Capitol Education Support, Inc. - District Coordinator Report

First Submission Date:	May 21, 2008				
Last Submission Date:	May 21, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	0.0	100.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	0.0	100.0	0.0	
4. Communicate with parents during the year?	0.0	0.0	100.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	0.0	100.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	0.0	0.0	100.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	100.0	0.0
8. Aligned their services with state and local standards.	0.0	0.0	0.0	0.0	100.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	0.0	0.0	0.0	100.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	0.0	100.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	0.0	0.0	100.0	0.0
Additional Comments					
This provider was non-compliant in every way, on every point, every month. Had it been up to me I would have found them in breach of contract (because they clearly were) and terminated services. Unfortunately, this district wants no controversial press and will not allow this to happen. This provider was a joke and has created a lot of negative feelings towards SES in general among the parents and staff of the school in which they tutored. They have been approved for next year because they look good on paper but do not deliver. Our state has no criteria for actual prior performance when approving providers for another year.					

Table 70: Capitol Education Support, Inc.- Principal/Site Coordinator Report

Capitol Education Support, Inc. - Principal/Site Coordinator Report						
First Submission Date:	May 28, 2008					
Last Submission Date:	Jul 7, 2008					
Total number of respondents:	5					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				5	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			20.0	80.0	0.0	
3. Collaborate with you to set goals for student growth?			0.0	40.0	60.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			0.0	20.0	40.0	
5. Meet the obligations for conducting tutoring sessions?			40.0	60.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		0.0	80.0	20.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		0.0	60.0	0.0	0.0	40.0
8. Integrated the tutoring services with classroom learning activities.		0.0	60.0	40.0	0.0	0.0
9. Offered services to Special Education and ELL students.		0.0	80.0	0.0	0.0	20.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		0.0	80.0	20.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		0.0	60.0	40.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		20.0	60.0	20.0	0.0	0.0
Comments						
N/A						
The only reason the services were successful is because the lead teacher is a very knowledgeable, concerned teacher. She set up the programming that best suited the student's needs. As a company they were very difficult to deal with due to lack of communication and decisions that were made and not part of services available.						

Table 71: Capitol Education Support, Inc.- Teacher Report

Capitol Education Support, Inc.- Teacher Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 17, 2008				
Total number of respondents:	4				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				1	25.0
No				3	75.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	50.0	50.0
3. Collaborate with you to set goals for student growth?			0.0	50.0	50.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	25.0	25.0	25.0	25.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	25.0	25.0	50.0	0.0
6. Integrated the tutoring services with classroom learning activities.	0.0	25.0	25.0	50.0	0.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	25.0	25.0	50.0	0.0
8. Overall, I am satisfied with this provider's services.	0.0	50.0	0.0	50.0	0.0
Additional Comments					
The tutoring groups I saw were terrible. The tutors had no behavior management and the low students were doing the same thing as the high students. I thought it was a disaster!					

Table 72: Capitol Education Support, Inc.- Parent Report
N= 61

Capitol Education Support, Inc.- Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	37.7		45.9		14.8
Send letters or notes home about your child's progress?	31.1		57.4		8.2
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	65.6	24.6	4.9		3.3
Answer my questions about tutoring?	39.3	36.1	6.6		16.4
Start and end the tutoring sessions on time?	75.4	14.8	0.0		6.6
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	41.0	45.9	11.5	1.6	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	26.2	39.3	24.6	8.2	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	39.3	44.3	9.8	1.6	3.3
Overall, I am happy with the tutoring my child received.	49.2	37.7	4.9	4.9	1.6
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	70.5	27.9	1.6	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	55.7	37.7	4.9	1.6	0.0
The district provided the necessary information to help me select a provider.	54.1	31.1	13.1	0.0	1.6
The district returned phone calls, addressed questions in a timely manner.	34.4	37.7	16.4	0.0	8.2
I am happy with the way my school district helped to get free tutoring for my child.	65.6	32.8	0.0	1.6	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	62.3	23.0	9.8	3.3	1.6
Comments:					
It should have last longer. It did not only help the kids with homework I might not have able to help them with, they liked going. [sic]					
Tut tutoring should have been offered the entire year. I believe that it was dropped due to a lack of free transportation provided by the district. The communication with the tutoring company should have been more frequent and better progress reports from them also.[sic]					
The tutoring agency also provide essential study habits for my child. [sic]					
I do not recall getting any progress notes from the tutoring company, but I knew my child was doing well because of grades I got from the teacher.					
I am very thankful that my child was provided with tutoring services and really look forward to him having a tutor as he moves on to middle school. [sic]					
The tutors need to communicate with the teachers, so that they will know what areas the child need more help with. [sic]					
The tutors need to communicate with the teachers, so that they will know what areas the child need more help with. [sic]					

Table 72, continued

I was happy with the service will love my child to come again. [sic]
I have no clue as to the name of my sons tutoring company. Although, he continues to struggle, he is slowly making progress. [sic]
I'am very happy with the tutoring that my child get from this program. It really help her with math & reading. [sic]
For some reason tutoring supposed help kids with math and reading, but the child still don't past the test they are giving. [sic]
I do not remeber questions 1 and 2 but I really appreciate the opportunity for [name remover] [sic]
Language of the mother is a problem here-I assisted her in answering. [Name removed]
I appreciate the tutoring & extra help the children were given.
For questions 11-13 my child was selected by the school. I wasn't given a chance to select the company. But overall I'm extremely appreciative of the services that my child received. Thank you. [sic]
I was very disappointed in my tutoring company. The tutors refused to work on the areas needed. They worked by a list of things given to them. I appreciated the company but I did not see any improvement in my child's development.
My child really learned a lot, she was able to past her tests, and this was provided her with skills that will help her in the next grade. I look forward to the new school year. [sic]
Thank you all. This was a great experience.
I believe that the tutoring was excellent for my child learning. Plus their was excellent workers. [sic]
#7 We met the tutoring comp at an open house. I knew the teacher from school. The district did not provide help to us-the principal of our school did. She helped my son find funding for the tutoring as we do not qualify for free/reduced lunch but my child had an academic need. The district turned us down-the teacher & principal helped. Tutoring helped my child grow from a c student into an a/b student. It should be available for all students showing an academic need. [sic]
Thank you for the tutoring.
Thanks for help me all time when I need help. I want to learn more information for me and my family. [sic]
I was a little disappointed with the tutoring my daughter received at the school. A lot of days she came home saying they just worked out of a workbook. I was thinking tutoring would be more of the teachers working with the kids. In fact her grade dropped a whole grade while she was getting this extra help. [sic]
He could have worked on Reading more but besides that everything was good. Thank you and hope to see you next year.
He could have worked on Reading more but besides that everything was good Thank you and hope to see you next year.
[Spanish comment] I believe my children learned a lot with this program. Thanks.
[Spanish comment] I believe my children learned a lot with this program. Thanks.
[Spanish comment] I believe my children learned a lot with this program. Thanks.
[Spanish comment] I believe my children learned a lot with this program. Thanks.

Table 73: Carter Reddy & Associates, Inc.- Provider Service Information [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 74: Carter Reddy & Associates, Inc.- Provider Report

Carter Reddy & Associates, Inc. - Provider Report					
First Submission Date:	Jul 14, 2008				
Last Submission Date:	Jul 14, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	0.0	100.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	100.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	100.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Having the ability to see improvement within students that were in regular attendance to tutoring sessions.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Improving student attendance and parental involvement.					
Additional Comments/Recommendations					

Table 75: Carter Reddy & Associates, Inc.- District Coordinator Report

Carter Reddy & Associates, Inc. - District Coordinator Report					
First Submission Date:	May 20, 2008				
Last Submission Date:	Jun 23, 2008				
Total number of respondents:	3				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	33.3	33.3	33.3		
2. Collaborate with you to set goals for student growth?	0.0	66.7	33.3		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	0.0	33.3	66.7	
4. Communicate with parents during the year?	0.0	33.3	0.0	66.7	
5. Meet the obligations for conducting tutoring sessions?	66.7	33.3	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	0.0	33.3	0.0	66.7
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	33.3	0.0	66.7
8. Aligned their services with state and local standards.	66.7	0.0	33.3	0.0	0.0
9. Offered services to Special Education and ELL students.	33.3	33.3	0.0	0.0	33.3
10. Complied with applicable federal NCLB laws.	66.7	0.0	33.3	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	66.7	0.0	33.3	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	33.3	0.0	33.3	0.0	33.3
13. Overall, I am satisfied with this provider's services.	0.0	33.3	33.3	0.0	33.3

Table 76: Carter Reddy & Associates, Inc.- Principal/Site Coordinator Report

Carter Reddy & Associates, Inc. - Principal/Site Coordinator Report					
First Submission Date:	May 21, 2008				
Last Submission Date:	Jun 11, 2008				
Total number of respondents:	4				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		4		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?		0.0	0.0	100.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	25.0	75.0	0.0
5. Meet the obligations for conducting tutoring sessions?		25.0	75.0	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	0.0	25.0	50.0	25.0	0.0
7. Adapted the tutoring services to this school's curriculum.	0.0	25.0	25.0	0.0	50.0
8. Integrated the tutoring services with classroom learning activities.	0.0	50.0	50.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	25.0	0.0	0.0	75.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	50.0	0.0	50.0
11. Overall, I am satisfied with this provider's services.	0.0	0.0	50.0	25.0	25.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	25.0	50.0	0.0	0.0	25.0
Comments					
I found a student sleeping during one of their tutoring sessions and the room that they were in was in disarray after leaving on more than one occasion.					
I was disappointed in what this vendor did with our students. The students primarily completed homework while in tutoring and gained very little from the experience.					
Started well after the start date. Consistently late for every tutoring session. Tutors did not show up on several occasions without warning.					

Table 77: Carter Reddy & Associates, Inc.- Teacher Report

Carter Reddy & Associates, Inc. - Teacher Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	May 19, 2008				
Total number of respondents:	4				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				4	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	25.0	75.0
3. Collaborate with you to set goals for student growth?			0.0	0.0	100.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	25.0	0.0	25.0	50.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	25.0	0.0	25.0	50.0
6. Integrated the tutoring services with classroom learning activities.	0.0	25.0	0.0	50.0	25.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	25.0	25.0	25.0	25.0
8. Overall, I am satisfied with this provider's services.	0.0	25.0	25.0	25.0	25.0
Additional Comments					
The student that was taking advantage of these services moved during the first part of the school year.					

Table 78: Carter Reddy & Associates, Inc.- Parent Report
N= 32

Carter Reddy & Associates, Inc. - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	28.1		43.8		25.0
Send letters or notes home about your child's progress?	31.3		28.1		34.4
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	71.9	18.8	3.1		3.1
Answer my questions about tutoring?	40.6	37.5	9.4		9.4
Start and end the tutoring sessions on time?	78.1	12.5	0.0		9.4
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	28.1	43.8	15.6	3.1	6.3
I was given a chance to meet with the tutor and discuss my child's learning goals.	21.9	18.8	37.5	6.3	12.5
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	31.3	31.3	21.9	12.5	0.0
Overall, I am happy with the tutoring my child received.	34.4	34.4	12.5	6.3	6.3
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	65.6	28.1	6.3	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	46.9	37.5	12.5	3.1	0.0
The district provided the necessary information to help me select a provider.	46.9	34.4	9.4	3.1	0.0
The district returned phone calls, addressed questions in a timely manner.	21.9	50.0	9.4	9.4	3.1
I am happy with the way my school district helped to get free tutoring for my child.	46.9	43.8	3.1	3.1	3.1
I would participate in free tutoring next year because I feel it improved my child's academic skills.	40.6	34.4	9.4	6.3	6.3
Comments:					
I have never been so disappointed by a tutoring company. So much so that I contacted someone by the name of [name removed] to complain. [sic]					
The free tutoring helped my child do some what better in Math. I wished they would have had better communication with me. I didn't get any test results or progress reports to see the improvement.					
There was one time the tutor didn't come so I had to pick my child. That day he didn't get tutor. [sic]					
I feel the tutoring program should have lasted longer. The weeks were to short. [sic]					
Did not received any progress reports or anything showing the work. [sic]					
Everythings fine thank you [sic]					
The tutoring sessions helped [name removed] greatly in her school work. She went from 1 & 2 on her report card to 3's on her work. Thank you.					
Thank you for helping my child and perhaps next year he can get the tutoring.					
I thank you for the opportunity for giving my child another chance to patisapate in the tutoring session again next year. Thank you [name removed] P.S. he really enjoyed the class [sic]					
Everything is fine thank you.					

Table 79: Communities in Schools of Brunswick County, Inc.- Provider Service Information

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 80: Communities in Schools of Brunswick County, Inc.- Provider Report

Communities in Schools of Brunswick County, Inc. - Provider Report					
First Submission Date:	Jul 7, 2008				
Last Submission Date:	Jul 7, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Students understood at the end of the sessions how important their part is in their education. Students did their best and the parents were satisfied with the outcomes.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Incentives need to be addressed to entice more perfect attendance.					
Additional Comments/Recommendations					
Staff was well qualified, students were attentive; looking forward to another goo year.					

Table 81: Communities in Schools of Brunswick County, Inc.- District Coordinator Report

Communities in Schools of Brunswick County, Inc. - District Coordinator Report					
First Submission Date:	May 19, 2008				
Last Submission Date:	May 19, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	100.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	0.0	100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	0.0
8. Aligned their services with state and local standards.	0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	0.0	100.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	100.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 82: Communities in Schools of Brunswick County, Inc.- *Principal/Site Coordinator Report*

Communities in Schools of Brunswick County, Inc. - Principal/Site Coordinator Report

First Submission Date:	May 15, 2008				
Last Submission Date:	May 15, 2008				
Total number of respondents:	1				
1. Are you employed by the provider for which you are completing this survey?					
		Number	Percent		
Yes		0	0.0		
No		1	100.0		
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?		0.0	100.0	0.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	100.0	0.0	0.0
5. Meet the obligations for conducting tutoring sessions?		100.0	0.0	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	0.0	100.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	0.0	100.0	0.0	0.0	0.0
Comments					

Table 83: Communities in Schools of Brunswick County, Inc.- Teacher Report

Communities in Schools of Brunswick County, Inc. - Teacher Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	May 13, 2008				
Total number of respondents:	1				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				1	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	0.0	100.0
3. Collaborate with you to set goals for student growth?			0.0	0.0	100.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	0.0	0.0	0.0	100.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	0.0	0.0	0.0	100.0
6. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	0.0	0.0	100.0
8. Overall, I am satisfied with this provider's services.	0.0	0.0	0.0	0.0	100.0
Additional Comments					
I am not sure it did much good for my students.					

Table 84: Communities in Schools of Brunswick County, Inc.- Parent Report
N= 2

Communities in Schools of Brunswick County, Inc. - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	50.0		0.0		50.0
Send letters or notes home about your child's progress?	50.0		50.0		0.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	50.0	0.0	0.0		50.0
Answer my questions about tutoring?	50.0	50.0	0.0		0.0
Start and end the tutoring sessions on time?	100.0	0.0	0.0		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	50.0	50.0	0.0	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	50.0	50.0	0.0	0.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	50.0	50.0	0.0	0.0	0.0
Overall, I am happy with the tutoring my child received.	50.0	50.0	0.0	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	50.0	50.0	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	50.0	50.0	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	50.0	0.0	50.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	50.0	0.0	50.0	0.0	0.0
I am happy with the way my school district helped to get free tutoring for my child.	50.0	50.0	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	100.0	0.0	0.0	0.0	0.0
Comments:					
I am happy with the tutoring and structure under the direction of [name removed]. My child had fun while learning and was assisted with homework and I was always well-informed.					

Table 85: Community Education Durham Public Schools- *Provider Service Information*

Provider Name:	Community Education Durham Public Schools
1. Program duration	
	1-10 weeks
2. Average number of sessions attended by students each week	
	2
3. Length of the average tutoring session	
	.5 to 1.0 hour
4. Setting (Mark all that apply)	
	School building
5. Format (Mark all that apply)	
	Small group (2-5 students per tutor)
6. Is transportation provided to students? (Mark all that apply)	
	Other: Some sites offered transportation while others did not.
7. Qualifications of tutors (Mark all that apply)	
	Tutors are certified teachers
	Tutors have bachelor's degrees
	Tutors have had training
8. Instructional activities (Mark all that apply)	
	One-on-one tutoring (in person)
	Direct instruction
	Independent seatwork
	Other: Hands-on group

Table 86: Community Education Durham Public Schools- Provider Report

Community Education Durham Public Schools - Provider Report					
First Submission Date:	Jul 16, 2008				
Last Submission Date:	Jul 16, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	100.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	0.0	100.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Raising student achievement (as per pre to post assessment scores) across the board at each school site we served.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
For our company specifically, we needed to find and use a more easily implemented pre and post assessment tool. As to participation on a whole, our one complaint would be inconsistent attendance among those students who needed the assistance the most.					
Additional Comments/Recommendations					

Table 87: Community Education Durham Public Schools- District Coordinator Report [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 88: Community Education Durham Public Schools- Principal/Site Coordinator Report

Community Education Durham Public Schools - Principal/Site Coordinator Report

First Submission Date:	Jun 9, 2008				
Last Submission Date:	Jun 18, 2008				
Total number of respondents:	3				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		3		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		100.0	0.0	0.0	
3. Collaborate with you to set goals for student growth?		33.3	66.7	0.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		33.3	33.3	0.0	33.3
5. Meet the obligations for conducting tutoring sessions?		100.0	0.0	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	66.7	33.3	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	66.7	33.3	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.	33.3	66.7	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	33.3	66.7	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	66.7	33.3	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.	33.3	66.7	0.0	0.0	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	66.7	33.3	0.0	0.0	0.0
Comments					
LEAP did an awesome job of meeting our students' needs. I would love to have them back next year.					
Students needed tutorial during 2nd session					

Table 89: Community Education Durham Public Schools- *Teacher Report* [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 90: Community Education Durham Public Schools- *Parent Report*

N= 34

Community Education Durham Public Schools - Parent Report

How often did the tutoring company...	% A lot		% Sometimes		% Not at all	
Talk to you about your child's progress?	41.2		26.5		5.9	
Send letters or notes home about your child's progress?	32.4		8.8		20.6	
	% A lot	% Sometimes	% Not at all		% Don't Know	
Help your child with subjects s/he is working on in school?	73.5	8.8	2.9		8.8	
Answer my questions about tutoring?	52.9	5.9	5.9		2.9	
Start and end the tutoring sessions on time?	58.8	11.8	2.9		11.8	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know	
I believe that the free tutoring helped my child improve in reading or math at school.	47.1	35.3	8.8	2.9	2.9	
I was given a chance to meet with the tutor and discuss my child's learning goals.	50.0	41.2	2.9	2.9	2.9	
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	58.8	26.5	8.8	2.9	0.0	
Overall, I am happy with the tutoring my child received.	55.9	23.5	8.8	2.9	2.9	
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know	
I was notified by my child's school about free tutoring.	58.8	29.4	0.0	2.9	2.9	
I was given enough time to decide which tutoring company I wanted for my child.	35.3	35.3	11.8	2.9	8.8	
The district provided the necessary information to help me select a provider.	52.9	29.4	8.8	2.9	0.0	
The district returned phone calls, addressed questions in a timely manner.	55.9	26.5	8.8	0.0	2.9	
I am happy with the way my school district helped to get free tutoring for my child.	29.4	23.5	2.9	0.0	0.0	
I would participate in free tutoring next year because I feel it improved my child's academic skills.	32.4	17.6	2.9	0.0	0.0	
Comments:						
[Name removed] is a very great asset to [name removed] overall, but she is exceptional with the assistance in this program.						
My son was placed incorrectly at another schools tutorial program. Community Education Leap program worked with school and fixed the problem within the day.						
We are thankful for the tutoring program, it made a different in my son grades. [sic]						
I was very please with my child's tutoring and I feel it was very helpful Thank you [sic]						

Table 90, continued

There was a combined collaboration, teacher, tutor and assistant teachers with ongoing communication about strengthening the learning abilities of my child. Job well done!! [sic]
I would like to see it last longer. A month in a half is not long enough to grasp all the concepts they were teaching twice a week for one hour. [sic]
[Spanish comment] In general, I believe that the program helped mi children a lot from all of the tutoring services.
[Spanish comment] Above all else thank you for investing your time, abilities and efforts among so many other things for the good of our children and without any cost, you are very good to people.
[Spanish comment] Thank you for every effort and interest that they put in the students. The program was excellent and made my daughter progress. Continue with the tutoring services they are very good for all the students. [sic]
[Spanish comment] My child improved with math and with their homework.
[Spanish comment] I am very satisfied with the tutoring of my child and I would like for my daughter to receive tutoring in the next school year.
[Spanish comment] thanks for all of the help with our children. Continue in Spanish in the future. [sic]

Table 91: Community Technology Learning Center- Provider Service Information

Provider Name:	Community Technology Learning Center
1. Program duration	
	1-10 weeks
2. Average number of sessions attended by students each week	
	2
3. Length of the average tutoring session	
	2.5 to 3 hours
4. Setting (Mark all that apply)	
	School building
5. Format (Mark all that apply)	
	Small group (2-5 students per tutor)
6. Is transportation provided to students? (Mark all that apply)	
	Yes, provider transports students
7. Qualifications of tutors (Mark all that apply)	
	Tutors are certified teachers
8. Instructional activities (Mark all that apply)	
	One-on-one tutoring (in person)
	Computer-based tutoring
	Direct instruction
	Independent seatwork

Table 92: Community Technology Learning Center- Provider Report

Community Technology Learning Center - Provider Report					
First Submission Date:	Jun 24, 2008				
Last Submission Date:	Jun 24, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	100.0	0.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	100.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	100.0	0.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	100.0	0.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Student attendance was very satisfactory. Positive results of benchmark and end of grade tests.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Would like to serve more students in district. We were only provided a certain number of slots.					
Additional Comments/Recommendations					

Table 93: Community Technology Learning Center- District Coordinator Report

Community Technology Learning Center - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	May 13, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	100.0	0.0	0.0	0.0	
4. Communicate with parents during the year?	100.0	0.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	0.0
8. Aligned their services with state and local standards.	0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	0.0	100.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	100.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 94: Community Technology Learning Center- Principal/Site Coordinator Report [No Data]

No principals/site coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 95: Community Technology Learning Center- Teacher Report [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 96: Community Technology Learning Center- Parent Report
N= 17

Community Technology Learning Center - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	52.9		35.3		11.8
Send letters or notes home about your child's progress?	58.8		29.4		5.9
	% A lot	% Sometimes	% Not at all	% Don't Know	
Help your child with subjects s/he is working on in school?	70.6	17.6	5.9	5.9	
Answer my questions about tutoring?	29.4	35.3	11.8	23.5	
Start and end the tutoring sessions on time?	76.5	5.9	0.0	17.6	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	41.2	17.6	41.2	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	17.6	29.4	47.1	5.9	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	47.1	29.4	17.6	0.0	5.9
Overall, I am happy with the tutoring my child received.	41.2	11.8	41.2	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	64.7	29.4	5.9	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	23.5	52.9	23.5	0.0	0.0
The district provided the necessary information to help me select a provider.	29.4	41.2	29.4	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	29.4	41.2	23.5	0.0	5.9
I am happy with the way my school district helped to get free tutoring for my child.	47.1	29.4	23.5	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	35.3	11.8	29.4	0.0	11.8
Comments:					
Need to make sure students are helped in their weak subjects.					
I am glad that Clinton City School systems have free tutoring for my child to receive. The tutoring program have helped him a lot. I hope he get tutorin, the next school he go's to. [sic]					
It is a good program, but there needs to be more time really dealing with tutoring in whatever the subject the student needs help in. [sic]					

Table 97: Cool Kids Learn Inc.- Provider Service Information

Provider Name:	Cool Kids Learn Inc.
Districts Served:	Charlotte-Mecklenburg Schools Durham Public Schools Forsyth County Schools Guilford County Schools Robeson County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
Community location (not the provider's building)	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
8. Instructional activities (Mark all that apply)	
Direct instruction	

Table 98: Cool Kids Learn Inc.- Provider Report

Cool Kids Learn Inc. - Provider Report					
First Submission Date:	Jul 26, 2008				
Last Submission Date:	Jul 26, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	0.0	100.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
We especially appreciated the high level of cooperation at district level. Coordinators provided timely communications and responded quickly to our requests.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Unethical recruitment practices on the part of some providers.					
Additional Comments/Recommendations					
We continue to impress the importance of informing as many parents of eligible students as possible. Fairs were not well attended, and the prohibition of even a simple public display of program materials at school sites reduced the outreach even more. Provider meetings with principals attending (e.g. Robeson) should be considered a best practice in establishing positive lines of communication between two of the major stakeholders.					

Table 99: Cool Kids Learn Inc.- District Coordinator Report

Cool Kids Learn Inc. - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 23, 2008				
Total number of respondents:	3				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	33.3	33.3	33.3		
2. Collaborate with you to set goals for student growth?	0.0	33.3	66.7		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	66.7	33.3	0.0	
4. Communicate with parents during the year?	0.0	33.3	33.3	33.3	
5. Meet the obligations for conducting tutoring sessions?	33.3	66.7	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	33.3	0.0	33.3	33.3
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	33.3	33.3	33.3
8. Aligned their services with state and local standards.	33.3	33.3	33.3	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	66.7	0.0	0.0	33.3
10. Complied with applicable federal NCLB laws.	33.3	33.3	0.0	33.3	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	66.7	0.0	0.0	33.3
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	33.3	33.3	33.3	0.0
13. Overall, I am satisfied with this provider's services.	0.0	33.3	33.3	33.3	0.0
Additional Comments					
Their state coordinator NEVER responded to a single email or phone call from me; I dealt with the home office in Florida and they never explain [Name removed] lack of presence at tutoring or her total refusal to answer me, her principals, and her school site coordinators. She stole her paycheck as far as any of us can tell.					
There were several cancellations by tutors. There were several instances in which tutoring did begin on time. There were several instances of students on computers; computer-assisted instruction was not part of their program. The program was less than 20 hours.					

Table 100: Cool Kids Learn Inc.- Principal/Site Coordinator Report

Cool Kids Learn Inc. - Principal/Site Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 13, 2008				
Total number of respondents:	18				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		1		5.6	
No		17		94.4	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		33.3	55.6	11.1	
3. Collaborate with you to set goals for student growth?		11.1	38.9	50.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		5.6	27.8	50.0	16.7
5. Meet the obligations for conducting tutoring sessions?		55.6	38.9	5.6	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	27.8	61.1	11.1	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	16.7	50.0	16.7	0.0	16.7
8. Integrated the tutoring services with classroom learning activities.	16.7	38.9	16.7	0.0	27.8
9. Offered services to Special Education and ELL students.	27.8	44.4	5.6	0.0	22.2
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	16.7	50.0	22.2	0.0	11.1
11. Overall, I am satisfied with this provider's services.	16.7	55.6	22.2	5.6	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	33.3	55.6	5.6	0.0	5.6
Comments					
Cool Kids Learn did an adequate job of meeting our students' needs.					
Provider was consistent and did a good job keeping students focused.					
Several sessions began with no tutor present for this group of students. More than once the appropriate level of materials was not available .					
The staff for this provider was always present prior to the required start time, always began on time, and were always focused and productive during the tutoring sessions.					
The tutors were very friendly.					
There were some changes in the first month of this program. I needed a person to meet and greet the students when they are dismissed from the regular school day.					

Table 100, continued

This provider had small groups and worked well with the students.
This provider/tutor left students alone during tutorial sessions. This provider/tutor after recruitment and assigned student fail to follow-up with students to maintain a viable tutorial program.
We experienced a total lack of communication with Cool Kids. The tutor worked alone with 8 students in grades 1,2,4, and 5. I was not impressed with the work I observed during sessions. With that many grade levels and one person, how could these students get what they needed? What are you learning when you are tossing a ball into the air as you wait for the tutor to get to you and help you? I am most upset that these children and parents were not told when tutoring would end by phone or letter. I had to call parents at the last minute to let them know. This was the worst group we had with SES tutoring. The saddest part is that this tutor made the largest sum of money, yet the students learned next to nothing.

Table 101: Cool Kids Learn Inc.- Teacher Report

Cool Kids Learn Inc. - Teacher Report					
First Submission Date:	Jun 2, 2008				
Last Submission Date:	Jun 12, 2008				
Total number of respondents:	8				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		1		12.5	
No		7		87.5	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		25.0	12.5	62.5	
3. Collaborate with you to set goals for student growth?		12.5	25.0	62.5	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	25.0	37.5	0.0	37.5
5. Adapted the tutoring services to meet the needs of individual students.	0.0	25.0	37.5	0.0	37.5
6. Integrated the tutoring services with classroom learning activities.	0.0	25.0	37.5	12.5	25.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	37.5	12.5	25.0	12.5	12.5
8. Overall, I am satisfied with this provider's services.	12.5	25.0	25.0	12.5	25.0
Additional Comments					
I really feel that these programs did nothing to help our students.					
I was limited in using the computer or teacher-created materials by the SES office (Northeast learning community). The provider encouraged us to use outside resources and to play games in order to engage the children.					
Received no feedback from the provider regarding student progress.					

Table 102: Cool Kids Learn Inc.- Parent Report
N= 69

Cool Kids Learn Inc. - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	44.9		42.0		13.0
Send letters or notes home about your child's progress?	44.9		33.3		13.0
	% A lot	% Sometimes	% Not at all	% Don't Know	
Help your child with subjects s/he is working on in school?	60.9	30.4	2.9	5.8	
Answer my questions about tutoring?	55.1	30.4	8.7	4.3	
Start and end the tutoring sessions on time?	75.4	2.9	4.3	14.5	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	36.2	47.8	11.6	1.4	2.9
I was given a chance to meet with the tutor and discuss my child's learning goals.	24.6	40.6	15.9	10.1	2.9
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	34.8	47.8	5.8	10.1	1.4
Overall, I am happy with the tutoring my child received.	47.8	33.3	4.3	7.2	4.3
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	65.2	33.3	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	44.9	37.7	13.0	0.0	1.4
The district provided the necessary information to help me select a provider.	43.5	33.3	11.6	1.4	2.9
The district returned phone calls, addressed questions in a timely manner.	34.8	36.2	15.9	4.3	7.2
I am happy with the way my school district helped to get free tutoring for my child.	56.5	34.8	5.8	1.4	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	62.3	26.1	7.2	0.0	2.9
Comments:					
I really would like for my child to receive free tutoring next year because I feel it work help her do better in the class room. [sic]					
I think the free tutoring is a very good thing. It help kids understand more out is the class room. [sic]					
[Name removed] has gain a lot from her tutoring experience. Thank you [name removed]					
I never heard from the teacher about how my daughter was doing at the end of the tutoring year. I don't really know what they were working on. I wish I had more communication with her. [sic]					
Tutoring not consistent. Grades too far apart. Students should be grouped by grade not tutoring company. [sic]					
In my childs class were all different age groups so he didn't receive any individual attention. I don't feel the program helped at all. [sic]					
Please help my child with his reading & math.					

Table 102, continued

I feel for the length of the tutoring should have gotten more than two reports, and the two sent did not have enough info on them to determine progress or what I was the parent could help with at home to improve his progress. Need more communication with parents.
The tutoring is really helping kids for reading and math. I wish it will continue.
Please continue this program for childrens benefits. [sic]
The tutoring is help the student in all this subject. Thank you for doing it [sic]
I would have appreciated a call from the tutorial services introducing themselves about the progam and it's expectations. And more progress reports sent home showing their progress on a weekly basis. [sic]
Would have liked to have more communication wanted my child to have help with what she was struggling with and to be on the same page with what she was doing in class. Wanted her to get help as long as she needed it. [sic]
I just want to say thanks to the tutoring company. For helping my child to progress in math and reading. Because I had know money to pay for tutoring this year. [sic]
The skills were very helpful at the time of testing. I saw progress in that specific area. Thanks a lot for the program and if given another opportunity we would participate again.
I'm a parent of student [name removed] strong agree all the tutoring of school district helped my daughters once thank you school district of Mecklenburg. [sic]
This tutoring program helped a lot with my daughter's reading.
I was not pleased with this company. They did not provide the services the said during initial meeting. Sessions ended 4 weeks before other providers due to hire fees. Also tutor got upset with school and did not come back. The provide did not make up the 6 sessions that was missed without tutor. Tutor had them do homework. [sic]
I was not pleased with this company. They did not provide the services the said during initial meeting. Sessions ended 4 weeks before other providers due to hire fees. Also tutor got upset with school for questioning what was tutored (had students do homework) and did not come back. As a result, provider did not make up the sessions (6) that were missed. [sic]
I was not please with the company Cool Kids. They said that all staff would be certified, that they would have hands on experiments, send week progress reports, and tutor in math and Reading. None of this happened. In fact the tutor was a teacher from the school & session ended 4 weeks before other providers because Cool Kids charged more! [sic]
Please try not to let the child teacher also be there tutor. Because there is nothing to compare when that is done!! [sic]
Tutoring need to focus more on the problem areas [sic]
I appericated every thing she was helped with. And the success. [sic]
[Spanish comment] Thanks for helping with my daughter in her progress in reading and math thanks helping her get very good grades in the subjects I mentioned and I expect to get qualified for next year thanks for your time [sic]
[Spanish comment] My comment is that they are good for [not legible].
[Spanish comment] I am very grateful to the tutoring company for teaching my child in school Thans to all [name removed]. [sic]
[Spanish comment] Thanks for providing information about the tutoring because my daughter was very happy with her classes and she improved enough in her classes I would like the tutoring to go for much longer when they give class. [sic]
[Spanish comment] Thanks for concerning yourself with the children.
[Spanish comment] Thanks for this program I can see the progress in my child 100% and I expect that you all will continue giving to the kids who have difficulty with being focused and dedicate a little more time to them.
[Spanish comment] I would have liked the tutoring more if they had gone to school for more time and one question I had are they able information on some tutoring in the break because my daughter gets worse. Thanks.
[Spanish comment] I would like it with more time given for knowing their improvement.

Table 103: Eastern Carolina Educational Assistance Center- *Provider Service Information*

Provider Name:	Eastern Carolina Educational Assistance Center
Districts Served:	Greene County Schools Lenoir County Public Schools Washington County Schools
1. Program duration	
21-30 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
Provider's location	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Computer-based tutoring	
Direct instruction	
Independent seatwork	

Table 104: Eastern Carolina Educational Assistance Center- Provider Report

Eastern Carolina Educational Assistance Center - Provider Report					
First Submission Date:	Jun 3, 2008				
Last Submission Date:	Jun 3, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	0.0	0.0	100.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	0.0	100.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
The most positive outcome in the program is observing academic growth in reading and math for most students. In addition, the school districts that we have worked with this year have been exceptional. Very pleased with the school districts cooperation unlike a previous year.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
I really don't enjoy the politics involved in the SES program in reference to approving and working with providers in a positive manner. On the state level, I feel that there are some personal biases existing in selecting approved providers. For this year, the school districts that we worked with provided equal opportunities for providers to serve students. In one particular school district during a previous year, one school did not present our program literature to the parents. Parents notified me that they were not aware that our program existed. After visiting the school, I found our brochures located in the rear corner in the principal's office.					

Table 104, continued

Additional Comments/Recommendations
<p>This our fourth year serving as an SES provider. As an experienced teacher, former principal of an honor School of Distinction, and a professor education, our students for the past 20 years have shown exceptional growth in reading and mathematics. The intentions of the SES program is great; however, there is too much politics involved in the selection process of approved providers. Records of Effectiveness should be based on track records of success based on parent reports, student feedback, and increased student achievement in school and letters of recommendations by school district administrators. Some school districts that I have worked with have been great. Others have been very biased in working and promoting providers residing within their own community. If parents, students, and administrators are satisfied with the results of an experienced provider's SES program, then that provider should be allowed to continue working with the SES program without going through the renewal application process especially if they have three or more years experience in working the the State's SES program. For a providers to have to consistently complete a new each application to submit for review by the state is totally unnecessary. Physicians and other professional licensed occupations do not have to resubmit applications each year. This becomes a tedious process especially if you are administering and implementing an effective SES program. Experienced providers with a good track record should be allowed to continue in the program without annual formal renewals. In examining another issue, tutors who possess a Bachelor's degree in areas other than education should not be "identified" as unqualified, especially if they have been trained by a univeristy professor in the field of education and training and development. Tutoring pedagogy can be taught through a series of training sessions to non-education majors through in-service professional development workshops. Again, this shows you how personal biases can come into play at the state level. Many successful college students have been coached or tutored by non-education majors with some education pedagogy experience.</p>

Table 105: Eastern Carolina Educational Assistance Center- *District Coordinator Report*

Eastern Carolina Educational Assistance Center - District Coordinator Report					
First Submission Date:	Jun 3, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	50.0	50.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	50.0	50.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	50.0	50.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	50.0	50.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	50.0	50.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	50.0	50.0	0.0	0.0	0.0
8. Aligned their services with state and local standards.	50.0	50.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	50.0	50.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	50.0	50.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	50.0	50.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	50.0	50.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	50.0	50.0	0.0	0.0	0.0
Additional Comments					
[Name removed] was always present to ensure the quality of instruction.					

Table 106: Eastern Carolina Educational Assistance Center- *Principal/Site Coordinator Report*

Eastern Carolina Educational Assistance Center - Principal/Site Coordinator Report

First Submission Date:	May 15, 2008				
Last Submission Date:	Jul 31, 2008				
Total number of respondents:	2				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				2	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			50.0	50.0	0.0
3. Collaborate with you to set goals for student growth?			50.0	50.0	0.0
			% Frequently	% Occasionally	% Not at all
4. Communicate with teachers during the year?			50.0	50.0	0.0
5. Meet the obligations for conducting tutoring sessions?			50.0	50.0	0.0
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree
6. Started tutoring soon after the registration process was complete.		50.0	50.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		50.0	50.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.		0.0	50.0	50.0	0.0
9. Offered services to Special Education and ELL students.		50.0	0.0	0.0	50.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree
10. I believe the services offered by this provider positively impacted student achievement.		50.0	50.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		50.0	50.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		50.0	50.0	0.0	0.0
Comments					

Table 107: Eastern Carolina Educational Assistance Center- *Teacher Report*

Eastern Carolina Educational Assistance Center - Teacher Report					
First Submission Date:	Jul 24, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	2				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				2	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	50.0	50.0
3. Collaborate with you to set goals for student growth?			0.0	50.0	50.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	50.0	50.0	0.0	0.0	0.0
5. Adapted the tutoring services to meet the needs of individual students.	100.0	0.0	0.0	0.0	0.0
6. Integrated the tutoring services with classroom learning activities.	50.0	50.0	0.0	0.0	0.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	50.0	50.0	0.0	0.0	0.0
8. Overall, I am satisfied with this provider's services.	50.0	50.0	0.0	0.0	0.0
Additional Comments					
The SES services was beneficial to the student. It provided the additional intervention the student needed. I would recommend EC to other parents and students.					

Table 108: Eastern Carolina Educational Assistance Center- *Parent Report*
 N= 18

Eastern Carolina Educational Assistance Center - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	61.1		11.1		27.8
Send letters or notes home about your child's progress?	50.0		38.9		11.1
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	61.1	27.8	5.6		5.6
Answer my questions about tutoring?	61.1	16.7	16.7		0.0
Start and end the tutoring sessions on time?	88.9	5.6	0.0		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	33.3	44.4	11.1	5.6	5.6
I was given a chance to meet with the tutor and discuss my child's learning goals.	55.6	16.7	27.8	0.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	44.4	38.9	5.6	5.6	5.6
Overall, I am happy with the tutoring my child received.	55.6	27.8	5.6	5.6	5.6
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	83.3	11.1	5.6	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	61.1	27.8	11.1	0.0	0.0
The district provided the necessary information to help me select a provider.	50.0	50.0	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	27.8	44.4	5.6	5.6	11.1
I am happy with the way my school district helped to get free tutoring for my child.	61.1	38.9	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	50.0	38.9	5.6	0.0	5.6
Comments:					
My daughter improved so much in reading & math, because they took the time to explain step by step. She was flunking both reading & math. Thank, thank you all. [sic]					
I think the tutoring would have helped if was not so long. My daughter didn't continue because she felt the teachers weren't a help to her. She had the teacher as a sub at the beginning of school year.					
Eastern Carolina Educational Assistance helped my child out a lot.					

Table 109: Education Station- Provider Service Information

Provider Name:	Education Station
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
Direct instruction	

Table 110: Education Station- Provider Report

Education Station - Provider Report					
First Submission Date:	Jul 11, 2008				
Last Submission Date:	Jul 11, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	100.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	0.0	100.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	100.0	0.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Feedback from parents about how much their children benefitted from our program.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
student attendance					
Additional Comments/Recommendations					

Table 111: Education Station- District Coordinator Report

Education Station - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 23, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	50.0	50.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	50.0	0.0	50.0	
4. Communicate with parents during the year?	50.0	50.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	50.0	0.0	0.0	50.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	50.0	50.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	50.0	50.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	50.0	50.0	0.0	0.0	0.0
Additional Comments					

Table 112: Education Station- *Principal/Site Coordinator Report*

Education Station - Principal/Site Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 13, 2008				
Total number of respondents:	11				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		1		9.1	
No		10		90.9	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		81.8	18.2	0.0	
3. Collaborate with you to set goals for student growth?		27.3	36.4	36.4	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		18.2	18.2	27.3	36.4
5. Meet the obligations for conducting tutoring sessions?		81.8	18.2	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	72.7	27.3	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	45.5	27.3	0.0	0.0	27.3
8. Integrated the tutoring services with classroom learning activities.	45.5	36.4	0.0	0.0	18.2
9. Offered services to Special Education and ELL students.	72.7	18.2	0.0	0.0	9.1
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	36.4	63.6	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.	27.3	72.7	0.0	0.0	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	27.3	72.7	0.0	0.0	0.0
Comments					
I think Education Station had a good tutor/student ratio.					
Much better than last year!					
This provider's staff was always diligent in making sure students attended tutoring sessions, and that sessions were productive, and focused.					

Table 113: Education Station- Teacher Report

Education Station - Teacher Report					
First Submission Date:	Jun 1, 2008				
Last Submission Date:	Jun 12, 2008				
Total number of respondents:	24				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		8		33.3	
No		16		66.7	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		25.0	20.8	54.2	
3. Collaborate with you to set goals for student growth?		12.5	29.2	58.3	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	16.7	25.0	20.8	0.0	37.5
5. Adapted the tutoring services to meet the needs of individual students.	12.5	20.8	20.8	0.0	45.8
6. Integrated the tutoring services with classroom learning activities.	16.7	16.7	25.0	4.2	37.5
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	25.0	20.8	25.0	0.0	29.2
8. Overall, I am satisfied with this provider's services.	16.7	20.8	25.0	0.0	37.5
Additional Comments					
My students enjoyed the Education Station After School Tutorials because of the 1-on-1 instruction time, small group instruction, fast pace, activities, Education Station preselected read-aloud books, tokens/prizes earned, and the pizza parties.					
Providing MP3 players or pizza parties for the students has absolutely nothing to do with enhancing their individual needs. I feel it may have caused a great distraction to the other students that were serviced by other providers.					
There is no communication that occurs between school staff & providers. It is my opinion that the money could be spent on additional certified staff to work with the students on an on going basis. It would be more effective because the staff persons would be in tune with the schools goals and know the students better.					
There should have been communication between the provider and the teacher.					
There should have been communication between the provider and teacher.					
There was no communication between the provider and myself. I think the program would have been more beneficial if there would have been more communication.					

Table 114: Education Station- Parent Report
N= 164

Education Station - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	25.6		48.8		22.6
Send letters or notes home about your child's progress?	26.8		48.8		20.1
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	57.3	23.2	6.1		12.2
Answer my questions about tutoring?	42.7	31.1	12.2		9.1
Start and end the tutoring sessions on time?	65.9	14.0	1.2		15.9
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	42.7	42.1	4.9	2.4	5.5
I was given a chance to meet with the tutor and discuss my child's learning goals.	24.4	41.5	15.9	10.4	5.5
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	36.0	42.7	7.3	3.0	7.3
Overall, I am happy with the tutoring my child received.	43.9	39.6	3.7	2.4	7.9
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	62.8	29.9	2.4	1.8	0.6
I was given enough time to decide which tutoring company I wanted for my child.	45.7	41.5	4.3	3.7	3.7
The district provided the necessary information to help me select a provider.	42.1	46.3	5.5	1.2	1.8
The district returned phone calls, addressed questions in a timely manner.	25.6	43.3	8.5	1.8	15.2
I am happy with the way my school district helped to get free tutoring for my child.	54.3	39.6	2.4	0.6	1.8
I would participate in free tutoring next year because I feel it improved my child's academic skills.	57.3	31.1	2.4	0.6	6.7
Comments:					
My son really enjoyed being in Education Station. This really help him to want to read more. How he really likes to get books. Thanks so much. [sic]					
I appreciate the service my child received. Just wished it would have lasted longer. And the tutors communicated with the school teacher. Overall they were great. [sic]					
[Name removed] did not know anything about the tutoring so she answer your questions with not at all or disagree [sic]					
It could have been better if they would of did what they were working on in class [sic]					
I am happy that my child was able to get the Free tutoring, but I don't believe that it helped improve the grades that much. I do not like being reminded that my child has "Free tutoring". If I could afford a private tutor you can rest assure my child would have one!					
I feel that free tutoring is excellent but if you don't have the correct teacher/people in a linement then tutoring just is a total waste to the kids. [sic]					
Thank you so much for your childs tutoring. It really helped my child in reading because he has gotten faster. Thank you so much. [sic]					

Table 114, continued

I am elated with the progress that my child made with tutoring. She made great progress. Thank-you. [Name removed]
I wish the tutoring could be offered twice as long as it's a different subject. i.e. 1st session- reading 2nd session - math [sic]
Thanks so much my child is improving so much the only thing is the options of what tutoring company to choose to be in more information or details still I'm impressed with my child's teacher/tutor. [sic]
Rankin school is a very good place for any child.
Thank you for helping [name removed] with his learning that helped my son a lot. [sic]
Continue to keep the program going it will help a lot of children in their weakness subject Good luck! [sic]
I am very thankful for the free tutoring program it has helped my child tremendously with his reading skills. Thank you.
Thank you for helping my child.
Keep up the good work
I love the tutoring teachers and classmates [unreadable] class and always welcoming. [sic]
Don't know what happen with my child in tutoring. [sic]
I like the free tutoring that my child received over the year but I would like to see more improvement in my child learning ability. So that I can really see the different in my child learning growth. [sic]
There was no verbal communication or physical introduction. The only information we received was through mailings sent home with gradings & scoring charts sent home at integral times. [sic]
I feel that it was a great help for my son I hope that this is something that will be offered and provided to him next year and in the years to come.
My child struggled socially and academically in the beginning. Shortly after beginning tutoring she focused easily and excelled academically. Now she's going to first grade. Thank you Sincerely. [sic]
My fourth grader became A-B student math was her worst after tutoring she maintained B average all year. Thank you she's going into 5th next year. Sincerely. [sic]
I thank the tutoring classes for my child.
I like the tutoring I never got to talk to them face to face but I know they made a big difference in my kids grades. It showed on their report cards and progress reports.
I like the free tutoring that my child received over the year but I would like to see more improvement in my child learning ability. So that I can really see the different in my child learning growth [sic]
I like the free tutoring but I would like to see more improvement in my child learning ability. [Name removed] know it's kind of hard for me to really see if my child learning what the teacher teaching her. [sic]
I would love for my child to have tutoring next year.
[Name removed] showed improvement in her motivation to read and do math.
I feel that my child understands school better and what to do, when it is time.
I appreciate all the help we received. Would have liked for tutoring to last longer.
Only thing I didn't like was not meeting the person. Not having any contact with tutor [sic]
I strongly agree the free tutoring help my child to progress and I would participate on that next year-Thank you for all you do. [sic]
I think that the tutoring should address both reading & math.
Thank you!
I am so grateful that my child was given the opportunity to participate in the tutoring program. It helped him out a great deal, Thank you.
I do not know a lot about the tutoring program
Thank you for that program.
Thank you for helping [name removed] with his learning that helped my son a lot. [sic]

Table 114, continued

Thank you for helping my child [sic]
[Spanish comment] I am happy with it because my daughter improved in writing and reading.
[Spanish comment] Therefore I am happy to have persons concerning themselves with the improvement of all the children my child and I are grateful for the great improvement in writing and reading.[sic]
[Spanish comment] Thanks for (free tutoring) all the children learned a little more in reading and writing - my daughter [name removed] a little more in class.
[Spanish comment] Thanks for your help, because it improved all of our children and I expect her to be able to continue, because of the noted changes, and the interest in my children for, continuing ahead in their studies and advances.[sic]
[Spanish comment] I for one give thanks to all the professors who volunteered their time for the students all improved and learning itself was much easier in their school subjects.
[Spanish comment] I am very happy with the attention that was given in the school so much that the next year my daughter did so well going to Thanks for putting back together my daughters spirit with all the attention you have given to her.
[Spanish comment] Thanks for helping my child and having programs for helping. [Name removed]
[Spanish comment] I respect the tutoring program personally it seems to me to be very good and I would like the process to continue next school year so they may have that opportunity. Many thanks att [name removed]
[Spanish comment] [Name removed] I am very grateful for the help that my children got much thanks for the program. [sic]
[Spanish comment] I would like for them to do this program next year because the children are responding.
[Spanish comment] I believe the tutoring services are definitely necessary for the academic education of my daughter and hope this is in agreement for participating in your program in the following school year.
[Spanish comment] [Name removed] Thanks for having the programs for improving the development of the student, because it helped them graduate.
[Spanish comment] With this program I could observe the improvement of my child in their subjects. Many thanks go to the teachers for the time they gave away for our kids. May God bless you. Thanks, Mom.
[Spanish comment] I liked those who gave the tutoring because they helped my children a lot.
[Spanish comment] We participated in the tutoring program.
[Spanish program] More hours during the week for the children. [sic]
[Spanish comment] Thanks for all the help and patience for my daughter she is very grateful and I expect that next year she will be given all that this of my part and cooperate with the school of my children in all what will be able to get done. [Name removed]
[Spanish comment] I am very satisfied with the assistance and appreciate what you gave my daughter.
[Spanish comment] No one gave me any information about the program. I am happy with the help the gave all of the children.
[Spanish comment] I want for next year that tutoring continues the classes of my child they helped sufficiently in her progress thanks for giving this help [sic]
[Spanish comment] It is true that I did not know the true name of the company who provided the services to my children nor are children able to help me to fill the form itself I offer many thanks, I am truly very agreeable with the results that are showing in my child. Thanks.
[Spanish comment] I believe you would have helped more among the children by the tutoring all the days and helping with subjects they were struggling in and doing bad and explain what all the children propose they need with studying and discipline. [sic]
[Spanish comment] Every day my child studied in the tutoring he gained a lot and is very happy.

Table 115: Failure Free Reading- Provider Service Information

Provider Name:	Failure Free Reading
Districts Served:	Cabarrus County Schools Charlotte-Mecklenburg Schools Forsyth County Schools Lexington City Schools
1. Program duration	
21-30 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have had training	
Other: minimum of a 2 year degree	
8. Instructional activities (Mark all that apply)	
Computer-based tutoring	
Direct instruction	
Independent seatwork	

Table 116: Failure Free Reading- Provider Report

Failure Free Reading - Provider Report					
First Submission Date:	Jul 9, 2008				
Last Submission Date:	Jul 9, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	100.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	100.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
We were able to show significant growth in reading with the majority of our students.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The frustration with student attendance and getting the learning plans signed by the parents.					
Additional Comments/Recommendations					
One district did offer to provide transportation, however, we still saw no dramatic increase in student attendance. We must figure out a way to get parents more involved.					

Table 117: Failure Free Reading- District Coordinator Report

Failure Free Reading - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 23, 2008				
Total number of respondents:	3				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	33.3	33.3	33.3		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	33.3	33.3	33.3	
4. Communicate with parents during the year?	33.3	33.3	33.3	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	33.3	33.3	0.0	33.3
7. Integrated the tutoring services with classroom learning activities.	0.0	33.3	33.3	0.0	33.3
8. Aligned their services with state and local standards.	66.7	33.3	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	66.7	0.0	33.3	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	66.7	33.3	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	66.7	33.3	0.0	0.0
Additional Comments					

Table 118: Failure Free Reading- Principal/Site Coordinator Report

Failure Free Reading - Principal/Site Coordinator Report						
First Submission Date:	May 13, 2008					
Last Submission Date:	Jun 13, 2008					
Total number of respondents:	5					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				1	20.0	
No				4	80.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			40.0	60.0	0.0	
3. Collaborate with you to set goals for student growth?			0.0	20.0	80.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			0.0	20.0	20.0	
5. Meet the obligations for conducting tutoring sessions?			60.0	40.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		60.0	40.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		20.0	40.0	0.0	0.0	40.0
8. Integrated the tutoring services with classroom learning activities.		40.0	40.0	0.0	0.0	20.0
9. Offered services to Special Education and ELL students.		40.0	40.0	0.0	0.0	20.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		0.0	80.0	0.0	0.0	20.0
11. Overall, I am satisfied with this provider's services.		0.0	80.0	20.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		20.0	80.0	0.0	0.0	0.0
Comments						
The onsite tutoring staff was always positive and productive. The problems with this provider stemmed from the program coordinator who didn't always provide the tutoring staff with appropriate paperwork in a timely manner. The site coordinator did the best she could under those circumstances.						

Table 119: Failure Free Reading- Teacher Report

Failure Free Reading - Teacher Report					
First Submission Date:	May 22, 2008				
Last Submission Date:	Jun 4, 2008				
Total number of respondents:	5				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				1	20.0
No				4	80.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			40.0	20.0	40.0
3. Collaborate with you to set goals for student growth?			20.0	40.0	40.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	20.0	40.0	0.0	0.0	40.0
5. Adapted the tutoring services to meet the needs of individual students.	40.0	20.0	0.0	0.0	40.0
6. Integrated the tutoring services with classroom learning activities.	20.0	40.0	0.0	0.0	40.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	40.0	20.0	20.0	0.0	20.0
8. Overall, I am satisfied with this provider's services.	20.0	40.0	20.0	0.0	20.0
Additional Comments					
I did not have any personal contact with the tutors in this program. I am aware that many of our school's teachers tutored for Failure Free, so I assume our classroom curriculum was integrated. In the future, I would like to see more communication between the tutors and the classroom teachers whose students are receiving services.					
I think the program is very good in helping our students reach their goals in reading and vocabulary. I think the program should start a little earlier in the school year, because a lot of our students and parents sometime forget about the program they signed up. I really enjoyed teaching the program the students were very excited about learning.					
Students had difficulty logging into the provider's website.					

Table 120: Failure Free Reading- Parent Report
N= 34

Failure Free Reading - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	58.8		32.4		8.8
Send letters or notes home about your child's progress?	29.4		52.9		14.7
	% A lot	% Sometimes	% Not at all	% Don't Know	
Help your child with subjects s/he is working on in school?	64.7	20.6	2.9	8.8	
Answer my questions about tutoring?	64.7	5.9	11.8	8.8	
Start and end the tutoring sessions on time?	76.5	17.6	2.9	2.9	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	58.8	32.4	0.0	0.0	2.9
I was given a chance to meet with the tutor and discuss my child's learning goals.	20.6	41.2	23.5	5.9	2.9
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	52.9	29.4	0.0	2.9	5.9
Overall, I am happy with the tutoring my child received.	67.6	17.6	0.0	2.9	5.9
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	76.5	17.6	2.9	0.0	2.9
I was given enough time to decide which tutoring company I wanted for my child.	58.8	29.4	2.9	2.9	2.9
The district provided the necessary information to help me select a provider.	38.2	20.6	2.9	2.9	2.9
The district returned phone calls, addressed questions in a timely manner.	38.2	17.6	5.9	2.9	8.8
I am happy with the way my school district helped to get free tutoring for my child.	85.3	8.8	2.9	0.0	2.9
I would participate in free tutoring next year because I feel it improved my child's academic skills.	73.5	11.8	2.9	5.9	5.9
Comments:					
I would love to see my child learn more especially to excel in Reading and Math. Also for his comprehensive skills to be more effective.					
I can only say good things about the tutoring program. It gave my child something that he normally would not have been able to receive, due to other financial obligations. Thank you!					
Keep up the good work you are doing with my child.					
The only thing I think should change is parent & teacher conference half way into the tutoring I don't even know the teacher name or how they look. [sic]					
This is [name removed] I can not understand those boxes [arrow pointing to questions above] Thank you for every one [sic]					
I enjoy the program. The tutors was nice and kind. It also help my son confidence in trying to do the best you can do. [sic]					
[Name removed] please continue on the free tutoring. Keep up the good work.					

Table 121: Glosso Speech Language and Educational Services, Inc- *Provider Service Information*

Provider Name:	Glosso Speech Language and Educational Services, Inc
Districts Served:	Alamance-Burlington Schools Forsyth County Schools Guilford County Schools Thomasville City Schools
1. Program duration	
1-10 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	
Independent seatwork	

Table 122: Glosso Speech Language and Educational Services, Inc- Provider Report

Glosso Speech Language and Educational Services, Inc - Provider Report					
First Submission Date:	Jun 29, 2008				
Last Submission Date:	Jun 29, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	100.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	100.0	0.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	100.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	100.0	0.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
That students were able to make substantive academic gains as evidenced by pre and post testing.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The competitiveness fostered by tutoring companies offering large hourly salaries in order to hire all of the teachers at the schools where services were provided. This resulted in teachers trying to start bidding wars in order to secure their services. However, many of the teachers came and complained that the providers that were promising large pay scales were unable to meet what they promised. This made the quality of the overall program go down as many tutors quit and some companies had a large amount of turnover.					
Additional Comments/Recommendations					
If a tutoring agency is unable to provide tutors and materials to students as soon as the program begins, the students should be disbursed to other providers who are better prepared. Many companies had a monopoly (large numbers) in some districts and were unable to begin tutoring or hire enough tutors. Perhaps there should be some type of cap on companies that have proven that they are not prepared in the past.					

Table 123: Glosso Speech Language and Educational Services, Inc- District Coordinator Report

Glosso Speech Language and Educational Services, Inc - District Coordinator Report					
First Submission Date:	May 21, 2008				
Last Submission Date:	Jun 3, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	50.0	0.0	50.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	100.0	0.0	0.0	0.0	
4. Communicate with parents during the year?	100.0	0.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	50.0	50.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	50.0	0.0	0.0	0.0	50.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	100.0	0.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	100.0	0.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	100.0	0.0	0.0	0.0	0.0
Additional Comments					
I wish Glosso had the capacity to serve more of our students!					
This provider was very well organized and followed our time line with total compliance. Glosso made billing so easy.					

Table 124: Glosso Speech Language and Educational Services, Inc- *Principal/Site Coordinator Report*

Glosso Speech Language and Educational Services, Inc - Principal/Site Coordinator Report						
First Submission Date:	Jun 3, 2008					
Last Submission Date:	Jun 10, 2008					
Total number of respondents:	2					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				2	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?			0.0	50.0	50.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			0.0	100.0	0.0	
5. Meet the obligations for conducting tutoring sessions?			100.0	0.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		0.0	100.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		0.0	50.0	0.0	0.0	50.0
8. Integrated the tutoring services with classroom learning activities.		0.0	50.0	0.0	0.0	50.0
9. Offered services to Special Education and ELL students.		0.0	50.0	0.0	0.0	50.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		50.0	50.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		50.0	50.0	0.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		50.0	50.0	0.0	0.0	0.0
Comments						
The staff was very nice. I believe the students had a great learning session each time.						
Tutors present and on time - no obvious problems.						

Table 125: Glosso Speech Language and Educational Services, Inc- *Teacher Report*

Glosso Speech Language and Educational Services, Inc - Teacher Report					
First Submission Date:	May 29, 2008				
Last Submission Date:	May 31, 2008				
Total number of respondents:	2				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				2	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	0.0	100.0
3. Collaborate with you to set goals for student growth?			0.0	0.0	100.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	0.0	0.0	0.0	100.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	0.0	0.0	0.0	100.0
6. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	50.0	50.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	0.0	50.0	50.0
8. Overall, I am satisfied with this provider's services.	0.0	0.0	0.0	50.0	50.0
Additional Comments					
As this student's classroom teacher, I was only asked to provide the student's reading scores. Beyond that, no contact was ever made.					

Table 126: Glosso Speech Language and Educational Services, Inc- Parent Report
N= 17

Glosso Speech Language and Educational Services, Inc - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	52.9		41.2		5.9
Send letters or notes home about your child's progress?	64.7		29.4		5.9
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	47.1	35.3	0.0		17.6
Answer my questions about tutoring?	47.1	41.2	5.9		5.9
Start and end the tutoring sessions on time?	88.2	0.0	0.0		11.8
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	35.3	58.8	0.0	0.0	5.9
I was given a chance to meet with the tutor and discuss my child's learning goals.	41.2	23.5	17.6	5.9	5.9
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	41.2	47.1	5.9	0.0	5.9
Overall, I am happy with the tutoring my child received.	41.2	35.3	5.9	5.9	5.9
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	82.4	17.6	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	76.5	23.5	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	70.6	23.5	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	47.1	47.1	0.0	0.0	5.9
I am happy with the way my school district helped to get free tutoring for my child.	76.5	11.8	5.9	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	58.8	23.5	0.0	0.0	17.6
Comments:					
Next year, I hope the free tutoring would help kids out more on math skills, or maybe a little of both. [sic]					
[Spanish comment] I believe that this is a good program but I do not expect the improved attention from the parents I believe they helper more the teacher but we expect to learn more next year. [sic]					
[Spanish comment] They got better in tutoring classes and were clearer.					

Table 127: I Can Kids, Inc- Provider Service Information

Provider Name:	I Can Kids, Inc
Districts Served:	Charlotte-Mecklenburg Schools Guilford County Schools Robeson County Schools Union County Public Schools
1. Program duration	
21-30 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
Provider's location	
Student homes	
Community location (not the provider's building)	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	
Independent seatwork	

Table 128: I Can Kids, Inc- Provider Report

I Can Kids, Inc - Provider Report					
First Submission Date:	Jun 5, 2008				
Last Submission Date:	Jun 5, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	100.0	0.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	100.0	0.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
The interaction with the parents and children helping them to experience success in academics was our most positive outcome.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The SES coordinators at the different schools all seem to have a different set of guidelines they were using. It would have been better if the guidelines were uniform across the state and district. Also, because we were a small (new) provider it always seemed as if the larger companies were preferred by the District's and State Title I SES managers. The large companies (well known) were always highlighted at training meetings on the district and state level. This was disheartening because on a daily basis we saw how the children were treated as numbers.					
Additional Comments/Recommendations					
We recommend that when the state does its planning it involves other providers that have a vested interest in the children and their families.					

Table 129: I Can Kids, Inc- District Coordinator Report

I Can Kids, Inc - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 23, 2008				
Total number of respondents:	3				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	100.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	33.3	0.0	66.7	
4. Communicate with parents during the year?	0.0	66.7	0.0	33.3	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	0.0	33.3	0.0	66.7
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	33.3	0.0	66.7
8. Aligned their services with state and local standards.	0.0	33.3	33.3	0.0	33.3
9. Offered services to Special Education and ELL students.	0.0	66.7	0.0	0.0	33.3
10. Complied with applicable federal NCLB laws.	33.3	66.7	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	33.3	66.7	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	66.7	33.3	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	66.7	33.3	0.0	0.0
Additional Comments					
Many of their tutors had good hearts but absolutely no behavior management skills. In those cases little was accomplished in sessions where students were in charge!					

Table 130: I Can Kids, Inc- Principal/Site Coordinator Report

I Can Kids, Inc - Principal/Site Coordinator Report					
First Submission Date:	May 29, 2008				
Last Submission Date:	Jun 13, 2008				
Total number of respondents:	6				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		6		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		33.3	33.3	33.3	
3. Collaborate with you to set goals for student growth?		16.7	33.3	50.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	66.7	0.0	33.3
5. Meet the obligations for conducting tutoring sessions?		83.3	16.7	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	16.7	83.3	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	0.0	33.3	16.7	33.3	16.7
8. Integrated the tutoring services with classroom learning activities.	0.0	33.3	16.7	33.3	16.7
9. Offered services to Special Education and ELL students.	16.7	33.3	16.7	16.7	16.7
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	0.0	50.0	33.3	16.7	0.0
11. Overall, I am satisfied with this provider's services.	0.0	50.0	33.3	16.7	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	33.3	33.3	33.3	0.0	0.0
Comments					
The lesson materials provided by this provider were inadequate in quality and number. The tutor had to supplement the program with activities available in his own classroom. When the tutor was absent the provider did not provide a substitute to cover the sessions.					
They at least offered a trained educator.					
This group provided very small groups. Our students need small group instruction.					
When I visited tutoring sessions, students were sometimes doing homework or playing games with no obvious learning goal. Tutor absent or late twice without notifying school. No lesson plans available - just a list of games with directions which tutor could choose to use. I was very disappointed in this provider's services.					

Table 131: I Can Kids, Inc- Teacher Report

I Can Kids, Inc - Teacher Report					
First Submission Date:	Jun 2, 2008				
Last Submission Date:	Jun 6, 2008				
Total number of respondents:	3				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				3	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	66.7	33.3
3. Collaborate with you to set goals for student growth?			0.0	33.3	66.7
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	33.3	0.0	33.3	33.3
5. Adapted the tutoring services to meet the needs of individual students.	0.0	33.3	33.3	33.3	0.0
6. Integrated the tutoring services with classroom learning activities.	0.0	33.3	33.3	33.3	0.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	33.3	0.0	66.7	0.0
8. Overall, I am satisfied with this provider's services.	0.0	33.3	0.0	66.7	0.0
Additional Comments					
Never showed up, kids were left going into other groups, ended up leaving the SES program at northwood and the children had to be redistributed.					

Table 132: I Can Kids, Inc- Parent Report
N= 37

I Can Kids, Inc - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	10.8		54.1		35.1
Send letters or notes home about your child's progress?	24.3		51.4		18.9
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	48.6	40.5	2.7		8.1
Answer my questions about tutoring?	24.3	43.2	13.5		18.9
Start and end the tutoring sessions on time?	64.9	10.8	2.7		21.6
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	40.5	45.9	5.4	5.4	2.7
I was given a chance to meet with the tutor and discuss my child's learning goals.	16.2	16.2	37.8	10.8	16.2
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	29.7	40.5	16.2	5.4	2.7
Overall, I am happy with the tutoring my child received.	40.5	35.1	13.5	5.4	5.4
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	67.6	32.4	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	56.8	37.8	0.0	0.0	5.4
The district provided the necessary information to help me select a provider.	51.4	37.8	2.7	0.0	8.1
The district returned phone calls, addressed questions in a timely manner.	29.7	27.0	13.5	2.7	27.0
I am happy with the way my school district helped to get free tutoring for my child.	70.3	29.7	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	56.8	27.0	8.1	0.0	8.1
Comments:					
I wish the program was longer.					
Thanks very much it's helping [name removed].					
Tutoring did not help my daughter at all.					
I was very pleased with the tutoring program. It helped my son a lot. Thank you.					
The tutoring service was good and helpful but the tutors would be great if they were a little more hands on and informative with the parents.					
It has helped my child get her math scores high and her reading skills. I thank you a lot for helping my child. [sic]					
[Spanish comment] That the next year they send me reports because they did not send any this year.					

Table 133: It's Simply English- Provider Service Information

Provider Name:	It's Simply English
Districts Served:	Durham Public Schools Granville County Schools Guilford County Schools Moore County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
.5 to 1.0 hour	
4. Setting (Mark all that apply)	
School building	
Community location (not the provider's building)	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
Other: Tutor in student community/Students walked home	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
Other: Many tutors had degrees in English or closely related degrees. Many tutors were could be mentors to students and nonteachers at the school	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	

Table 134: It's Simply English- Provider Report

It's Simply English - Provider Report					
First Submission Date:	Jul 16, 2008				
Last Submission Date:	Jul 16, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	0.0	100.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	100.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	0.0	100.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	0.0	100.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	0.0	100.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Even though it was a great challenge, the most positive aspect that It's Simply English had was hiring energetic and caring tutors that the students could and would relate and open up to and enjoy their tutoring experience to impact their lives educational and personally, positively and observe the bonds formed between the students and tutors.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The most negative experience was the competitions at the provider fairs by the SES providers bagering parents to sign up for their program and still offering incentives in some districts to parents.					
Additional Comments/Recommendations					
SES overall very good program for parents but the Title I Offices shows favoritism of some compainies when they have the job of placing students with providers.					

Table 135: It's Simply English- District Coordinator Report

It's Simply English - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	May 23, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	50.0	50.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	0.0	50.0	50.0	
4. Communicate with parents during the year?	0.0	0.0	50.0	50.0	
5. Meet the obligations for conducting tutoring sessions?	50.0	0.0	50.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	0.0	0.0	50.0	50.0
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	50.0	50.0
8. Aligned their services with state and local standards.	0.0	50.0	0.0	50.0	0.0
9. Offered services to Special Education and ELL students.	0.0	50.0	0.0	0.0	50.0
10. Complied with applicable federal NCLB laws.	0.0	50.0	50.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	50.0	0.0	0.0	0.0	50.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	0.0	50.0	50.0
13. Overall, I am satisfied with this provider's services.	0.0	50.0	0.0	50.0	0.0
Additional Comments					
Totally untrained and consitently tardy tutors. Many parents withdrew or transfered their children as a result.					

Table 136: It's Simply English- Principal/Site Coordinator Report

It's Simply English - Principal/Site Coordinator Report						
First Submission Date:	May 13, 2008					
Last Submission Date:	Jun 18, 2008					
Total number of respondents:	10					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				10	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			0.0	80.0	20.0	
3. Collaborate with you to set goals for student growth?			10.0	20.0	70.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			0.0	40.0	40.0	
5. Meet the obligations for conducting tutoring sessions?			40.0	50.0	10.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		20.0	70.0	10.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		0.0	70.0	10.0	10.0	10.0
8. Integrated the tutoring services with classroom learning activities.		0.0	60.0	10.0	10.0	20.0
9. Offered services to Special Education and ELL students.		20.0	40.0	10.0	10.0	20.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		0.0	80.0	10.0	0.0	10.0
11. Overall, I am satisfied with this provider's services.		0.0	90.0	10.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		20.0	80.0	0.0	0.0	0.0
Comments						
A teacher on our staff served as this provider. She worked with only 4 students so was able to tailor instruction to the students' needs and to coordinate instruction with our school's curriculum.						
I was disappointed in the way that this vendor conducted tutoring. The students primarily did their homework and played around.						
NA						

Table 137: It's Simply English- Teacher Report

It's Simply English - Teacher Report					
First Submission Date:	May 29, 2008				
Last Submission Date:	Jun 3, 2008				
Total number of respondents:	4				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				4	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	25.0	75.0
3. Collaborate with you to set goals for student growth?			0.0	25.0	75.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	0.0	25.0	75.0	0.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	0.0	25.0	75.0	0.0
6. Integrated the tutoring services with classroom learning activities.	0.0	0.0	25.0	75.0	0.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	25.0	75.0	0.0
8. Overall, I am satisfied with this provider's services.	0.0	0.0	25.0	75.0	0.0
Additional Comments					
From my observations tutoring was not based on the North Carolina Standard Course of Study which is what all of our classroom assessments are based on. Also, students did not receive the individual attention I anticipate from a tutoring provider.					
The funding would have been better spent at the school level. The tutors lacked experience and credentials and did not collaborate with the teachers and therefore did not meet the needs of the students. They used a lot of worksheets and very little direct instruction. Many of the tutors came from temporary agencies.					

Table 138: It's Simply English- Parent Report
N= 20

It's Simply English - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	40.0		50.0		10.0
Send letters or notes home about your child's progress?	25.0		60.0		15.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	40.0	30.0	15.0		15.0
Answer my questions about tutoring?	40.0	40.0	10.0		10.0
Start and end the tutoring sessions on time?	55.0	25.0	5.0		10.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	40.0	45.0	5.0	10.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	25.0	35.0	5.0	15.0	20.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	35.0	45.0	5.0	15.0	0.0
Overall, I am happy with the tutoring my child received.	45.0	35.0	10.0	10.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	60.0	25.0	5.0	5.0	5.0
I was given enough time to decide which tutoring company I wanted for my child.	45.0	35.0	0.0	15.0	5.0
The district provided the necessary information to help me select a provider.	35.0	25.0	25.0	10.0	5.0
The district returned phone calls, addressed questions in a timely manner.	30.0	40.0	5.0	10.0	15.0
I am happy with the way my school district helped to get free tutoring for my child.	45.0	35.0	10.0	10.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	50.0	30.0	10.0	5.0	5.0
Comments:					
I can't tell you how much I appreciate this program. My daughter English was very poor before this program and improve a lot, plus she had lot of help with homework Thank a lot.[sic]					
I really appreciated being able to have access to this tutoring company.					
I was not notified by school. I was notified by the NAACP Workers.					
Only got tutoring for reading, need tutoring in other subjects and the tutoring was briefly [sic]					
Only got tutoring in reading which she needed but she needed and still does in math. [sic]					
Thanks "It's Simply English" for the help you gave my son.					
Everything is perfect thanks to the tutoring teachers for helping my child about her homeworks. [sic]					
The tutoring company my son was with never started on time he allowed my son to play on the computer the whole time and did not help with anything. [sic]					
Thank you!					
I'm happy with the tutoring offer but my son needed math more the reply that's all they had to offer was English, at the time. [sic]					
[Spanish comment] My daughter needed a lot of help because she went very far in your assistance. [sic]					

Table 139: MasterMind Prep Learning Solutions, Inc.- Provider Service Information

Provider Name:	MasterMind Prep Learning Solutions, Inc.
Districts Served:	<p>Alamance-Burlington Schools Bertie County Schools Bladen County Schools Brunswick County Schools Burke County Schools Cabarrus County Schools Charlotte-Mecklenburg Schools Chatham County Schools Columbus County Schools Cumberland County Schools Downtown Middle School Duplin County Schools Durham Public Schools Edenton/Chowan Schools Edgecombe County Schools Forsyth County Schools Gaston County Schools Greene County Schools Guilford County Schools Harnett County Schools Hertford County Schools Jackson County Schools Kennedy Charter Lenoir County Public Schools Lexington City Schools Maureen Joy Charter School Moore County Schools Nash-Rocky Mount Schools Onslow County Schools Pasquotank County Schools Pender County Schools Pitt County Schools Provisions Charter Academy Rockingham County Schools Rocky Mount Preparatory Schools Rowan-Salisbury Schools Sallie B. Howard School Sampson County Schools Sugar Creek Charter School Thomasville City Schools Union County Public Schools Vance County Schools Washington County Schools Wayne County Public Schools Wilkes County Schools Yadkin County Schools</p>
1. Program duration	
	21-30 weeks
2. Average number of sessions attended by students each week	
	2
3. Length of the average tutoring session	
	1.5 to 2 hours

Table 139, continued

4. Setting (Mark all that apply)
School building
Community location (not the provider's building)
5. Format (Mark all that apply)
Small group (2-5 students per tutor)
Large group (6-10 students per tutor)
6. Is transportation provided to students? (Mark all that apply)
Yes, district/school transports students
No, parents are responsible for transportation
7. Qualifications of tutors (Mark all that apply)
Tutors are certified teachers
Tutors have bachelor's degrees
Tutors have had training
8. Instructional activities (Mark all that apply)
Direct instruction

Table 140: MasterMind Prep Learning Solutions, Inc.- Provider Report

MasterMind Prep Learning Solutions, Inc. - Provider Report					
First Submission Date:	Jun 16, 2008				
Last Submission Date:	Jun 16, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	0.0	100.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	0.0	100.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	100.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	0.0	0.0	0.0	100.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
The most positive aspect of this year's work were the relationships we built upon and developed with school and district personnel. The NC "SES team" is warm, friendly and passionately committed to the well-being and future contributions of today's students to society. We look forward to working with the same group next year and meeting others new SES team members, next year.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The State SES guidance provided to districts and providers prior to implementation was very helpful. However, we experienced situations throughout the state in which timelines changed for districts, but providers were not given additional time to adjust to district's not meeting their deadlines. In some cases, this resulted in only 2-3 weeks to develop all learning plans, hire additional staff, perform and submit the required background checks, ensure that enough curriculum was in stock (although we had books in stock, enrollment went up substantially in some districts). In addition, providers were and are not provided with administrative and building fees until after Letters of Intent must be turned in to districts. This results in providers being forced to make uninformed decisions, which they are held to, and which often have negative results on the implementation and service delivered to all customers - specifically the students and school personnel. Timelines are critical in SES and deviations by any party affect others and impact on the quality of service and ability to deliver the instruction in compliance with all federal, state, and local requirements. We also encourage some districts to more openly communicate concerns with providers. Although most district personnel are very forthcoming with providers, others go directly to NCDPI, without first giving providers the opportunity to address their concerns and "make things right.?"					

Table 140, continued

Additional Comments/Recommendations
MasterMind Prep's lesson plans and instruction do not vary based on local district or school curriculum. Rather, our curriculum is aligned with the state's standard course of study and is developed to meet the instructional needs of students, regardless of their locale.

Table 141: MasterMind Prep Learning Solutions, Inc. - District Coordinator Report

MasterMind Prep Learning Solutions, Inc. - District Coordinator Report					
First Submission Date:	May 12, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	21				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	33.3	66.7	0.0		
2. Collaborate with you to set goals for student growth?	9.5	57.1	33.3		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	9.5	47.6	4.8	38.1	
4. Communicate with parents during the year?	14.3	52.4	4.8	28.6	
5. Meet the obligations for conducting tutoring sessions?	57.1	23.8	19.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	9.5	38.1	9.5	14.3	28.6
7. Integrated the tutoring services with classroom learning activities.	9.5	23.8	14.3	19.0	33.3
8. Aligned their services with state and local standards.	38.1	38.1	14.3	0.0	9.5
9. Offered services to Special Education and ELL students.	33.3	52.4	0.0	0.0	14.3
10. Complied with applicable federal NCLB laws.	42.9	38.1	4.8	0.0	14.3
11. Complied with applicable state and local (health, safety, civil rights) laws.	42.9	38.1	4.8	0.0	14.3
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	19.0	42.9	19.0	14.3	4.8
13. Overall, I am satisfied with this provider's services.	19.0	38.1	19.0	19.0	4.8
Additional Comments					
A prescribed, scripted program will NEVER address individualized student needs and the differentiated instruction needed to succeed. Instruction by unqualified, uncertified, untrained personnel can not produce student achievement. Our most at-risk students need highly trained educators who can evaluate individual student needs and adapt instruction accordingly. The provider consistently had discrepancies in billing (which students were in attendance).					
Even after several follow-up e-mails and calls, the parents and system still have not received final evaluation reports from services completed in January 2008.					

Table 141, continued

I feel they put too much emphasis on "calling the word" and rote repetition of words and too little time with direct instruction and practice of specific reading comprehension skills. They also asses weekly and this takes too much instructional time away, I feel. The tutors fill in a daily report for each child and I have seen that take the last 15-20 minutes of a 90 minutes sessin time and time again!
MasterMind was not able to begin services in our district, but we were not aware of this in time to offer those students services with another company.
More collaboration is needed with parents and school staff in completing learning plans. Provider utilized Cayen SST software which has all of NC's goals and objectives in the program thus allowing alignment with state goals. I was not personally involved with setting students' goals.Little, if any, discussion was held (to my knowledge) between provider and teachers to create learning goals.Tutors (who were teachers at the school) were present and met the obligations for tutoring.Provider did supply textbooks and workbooks for tutoring sessions.No post assessment scores have been entered into Cayen SST as yet.Hopefully, the services will have a positive impact on student achievement.Personnel changes and illness of personnel caused some disconnect between provider and district communication as well as a lack of timely invoicing and documenting student attendance in the Cayen SST system.
Problem with getting started this year because of staff problems at MasterMind Prep.
Services with MasterMind were terminated before the end of tutoring sessions.
The above evaluation is based on the services from the provider. We have since met with the provider and DPI consultants and have resolved the issue. We believe that we will receive satisfactory services from this provider in the future.
The contract with this vendor was terminated before tutoring began due to the following: not meeting deadlines for assessment; not communicating with the school system. There was a general lack of professionalism from this provider. I made many phone calls to the district representative and was consistently given excuses for why assessments had not been completed, or I was told that they would be investigate the situation and get in touch with me, which never happened.
The mid-year resignation of the on-site coordinator caused some lapse in communication.
This provider has several problems initially in providing services; inadequate staffing and materials, cancellations, etc. However, they worked hard to make corrections and finished the year in a very positive light.
Tutor was terminated by mutual agreement. They were unable to provide tutors who would report to the tutoring site on a consistent basis. Students were served by the next choice on their preference list.

Table 142: MasterMind Prep Learning Solutions, Inc.- Principal/Site Coordinator Report

MasterMind Prep Learning Solutions, Inc. - Principal/Site Coordinator Report					
First Submission Date:	May 12, 2008				
Last Submission Date:	Aug 21, 2008				
Total number of respondents:	54				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		2		3.7	
No		49		90.7	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		31.5	57.4	11.1	
3. Collaborate with you to set goals for student growth?		5.6	46.3	46.3	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		7.4	31.5	46.3	14.8
5. Meet the obligations for conducting tutoring sessions?		55.6	37.0	3.7	3.7
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	31.5	50.0	11.1	7.4	0.0
7. Adapted the tutoring services to this school's curriculum.	9.3	44.4	20.4	7.4	18.5
8. Integrated the tutoring services with classroom learning activities.	5.6	38.9	25.9	13.0	16.7
9. Offered services to Special Education and ELL students.	22.2	50.0	14.8	5.6	5.6
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	9.3	50.0	22.2	11.1	7.4
11. Overall, I am satisfied with this provider's services.	9.3	53.7	22.2	14.8	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	29.6	66.7	1.9	1.9	0.0
Comments					
Could use more interaction/collaboration with the classroom teachers					
Did not provide testing documentation as agreed upon.					
MasterMind did not start tutoring after the registration deadline. They began many weeks later. We actually had parents call and request provider changes.					
MasterMind informed the parents that math tutoring would also be available. No math materials or workbooks were provided even after one of the teachers requested them continually. The students who needed the math tutoring quit coming. All work was done in a workbook no hands on...even for students in Kindergarten.					
MasterMind Prep needed to revamp the tutors and starting date to begin the tutoring sessions at our school.					
Mastermind provided small group instruction. The instruction that I monitored was matched to the NC. Standard Course of Study for each grade level served.					

Table 142, continued

Mastermind tutors were always on time and worked well with the students in her group. Since the group was small and had several grade levels, she had to adapt her plans to meet the needs of 4 levels in one tutorial. She did a great job of 1:1 with each student, then getting them engaged with independent work as she moved on to the next child.
MasterMind's lead tutor was very friendly and helpful.
N/A
Of the three providers having served Kennedy Home during the past three years, MasterMind Prep fulfilled their contract in a reliable, professional, accurate, and timely manner.
Overall I believe MasterMind had a positive impact on student learning. Two of our teachers worked many extra hours to get reports together-- not something they were aware they would be doing. Much more paperwork was involved with this group than was needed, I think. I'm not sure the program would have been as effective without the two teachers on our staff doing the lion's share of the work.
Overall, I was disappointed with the services of MasterMind Prep. It took a long time for the vendor to get the sessions on track. Many of the early sessions were making crafts and playing games that were not tied to the curriculum. Discipline was also an issue.
Provider was very unorganized and had often had different tutors. Only after the hiring of a different coordinator did services improve.
Some of the tutors did not have proper training.
Students in 1st session needing continued tutorial services should be allowed to continue.
The district and the schools did much of the "legwork" working out student info., transportation, snacks etc. The providers only had to show up and many of them did not do this regularly or on time. There was very little if any collaboration with the classroom teacher and the providers. The providers were not held accountable for achievement. Planning appeared to be poor.
The tutors with this provider were diligent and persistent in providing services despite having a number of difficult children in their program. The staff was always positive.
These folk always have personnel issues.
They were better than most.
Tutoring sessions may have been more productive if instruction had been given in smaller groups. There were some issues with tutor attendance, but since they employed one of our staff members as their on-site supervisor, she was able to cover when necessary.
Tutors were late at times and lack educational focus. Some students were on the internet listening to music.

Table 143: MasterMind Prep Learning Solutions, Inc.- Teacher Report

MasterMind Prep Learning Solutions, Inc. - Teacher Report					
First Submission Date:		May 13, 2008			
Last Submission Date:		Aug 8, 2008			
Total number of respondents:		74			
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		12		16.2	
No		62		83.8	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		13.5	20.3	66.2	
3. Collaborate with you to set goals for student growth?		9.5	13.5	77.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	5.4	21.6	14.9	9.5	48.6
5. Adapted the tutoring services to meet the needs of individual students.	5.4	27.0	12.2	12.2	43.2
6. Integrated the tutoring services with classroom learning activities.	6.8	16.2	20.3	16.2	40.5
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	9.5	28.4	24.3	14.9	23.0
8. Overall, I am satisfied with this provider's services.	6.8	21.6	25.7	20.3	25.7
Additional Comments					
As a employee I was very disappointed with this program. It was very unorganized and our school went through several contacts within the company within one school year. This program never tutored any students due to such a late start and little parent support.					
As this student's classroom teacher, I was only asked to provide the student's reading scores. Other than this, no contact was made.					
Bright Futures employed individuals who did not pass fifth grade when they came through the school. They had no college education and could barely read themselves. They had no control over the students and were offered no support from the company. It was a waste of student time as well as money. Take the money and pay the certified staff additional funds to provide these services. Until you have worked in a low performing school you cannot know the services needed. We did not make our benchmarks because we have an EC subgroup of extreme handicaps. Show us how to make a student with an IQ of 59 perform at grade level and we will improve.					
Discipline must be maintained if children are to learn.					
From my observations tutoring was not based on the North Carolina Standard Course of Study which is what all of our classroom assessments are based on. Also, students did not receive the individual attention I anticipate from a tutoring provider.					
I am not a math or reading teacher and do not receive any information from them or know anything about their compliance with NC standard course of study. The students said they appreciated their help.					
I felt that the SES services were not as good as the extended day program that the school offered. The students in the SES program were not given or taught skills that helped them improve in my math class. No one communicated with me except [Name removed] (facilitator) about my student in the program.					
I saw very little growth with the students who attended this provider. The students did not retain any strategies or skills from the sessions.					
I teach students in a self contained setting, who are functioning 3 to 4 grade levels behind that of their peers. These afterschool programs should have instructors trained that are familiar with students with special needs and how to accommodate and modify academics to meet their needs. All students can learn, but not the same way, therefore they cannot be taught the same way.					

Table 143, continued

<p>I was employed by this company for 5 months specifically for tutoring. They were TOTALLY DISORGANIZED, and it was extremely difficult to get answers to important questions we had either by e-mail or phone. I requested a teacher's manual and FINALLY received it approximately 8 weeks after the request. And then it did not correlate to the workbook they gave us. I ended up having to use my own materials to teach these children. The phonics instructions for testing did not compliment nor reinforce Guilford County's educational standards. As a teacher for 26 years I was very disappointed in the service. As a parent, I am very upset that this is what our dollars go to. This company needs to be observed and held more accountable "in person" rather than be judged strictly by online surveys.</p>
<p>I worked for this company and they were awful. There was a great lack of communication between them and our coordinator. They did not send substitutes if teachers were absent. We ended up juggling two groups at times. When they did send someone they were unqualified, and had never worked in a classroom before. They did not help us with the testing at the end to measure growth, and none of us had done it before. We also did not have all the materials we needed for our groups or for the testing. I would never work for this group again.</p>
<p>It would be helpful for small schools to have enough funds to hire one-to-one tutoring.</p>
<p>MasterMind Prep's Ideals were well spoken but their delivery was poor and seemed more like a money making racket.</p>
<p>More communication needs to be provided to the classroom teacher on skills that the individual needs addressed.</p>
<p>More sessions for students would have helped. More communication with Sedgefield staff would have been helpful. More grade level materials/testing skills would have helped also with student.</p>
<p>My student began the SES in November. By mid-December he was unable to stay after school due to a change in his family situation.</p>
<p>none</p>
<p>None</p>
<p>The funding would have been better spent at the school level. The tutors lacked experience and credentials and did not collaborate with the teachers and therefore did not meet the needs of the students. They used a lot of worksheets and very little direct instruction. Many of the tutors came from temporary agencies.</p>
<p>The program was only offered for 6 weeks, I think. I wish it had continued until the end of the school year. It was over my mid-April. I had some contact with the tutors but only because they were teacher assistants at my school. I never had any contact with anyone from the actual company. I was never asked what skills my student needed help with; I was never asked where my student was academically. I think an assessment was performed on my student when he first started tutoring but I never knew what the results were from that. Overall, I was not pleased with the tutoring services provided.</p>
<p>The student did the best when he was attending the program in my class. I don't have any idea what they did, but whatever it was it worked for him. I guess they must have helped him complete homework. Unfortunately, once the program was over, his grades started slipping again and homework comes in less often.</p>
<p>The tutoring groups I saw were terrible. The tutors had no behavior management and the low students were doing the same thing as the high students. I thought it was a disaster!</p>
<p>They seemed to be a completely separate entity who came in at the end of the day and waited for the students to come to them. I cannot recall ever seeing any of them meet with any of us teachers. I do know, however, that the coordinator did meet with the Principal occasionally. I feel that the program could have been better utilized and supported by the teachers if we knew exactly what they were doing with the students so that we could maybe even reinforce what they were doing with the proof that they were reciprocating.</p>
<p>This provider had a lot of problems with finding permanent tutors for our school. They missed a couple of sessions and changed tutors at least 4 times in a 2 month period.</p>
<p>Used a preset workbook for student instruction. Started a week late.</p>
<p>Very little communication between me (the teacher) and the provider/tutor. I had to depend on the SES facilitator to tell me information or give me copies of reports</p>
<p>Very little communication with teacher of student.</p>
<p>We are extremely dissatisfied with the program and lack of follow through from [name removed] who was the representative for Mastermind Prep. She was late every time she visited our school. She often did not have materials ready for teachers or students. Our teachers who worked after school still have not received the bonus she told them they would earn. We (the County Office or our school) have not received the final report about our students. We have asked by phone and email several times but have never received any final information. Tutoring with this company was completed in January 2008 and we have not received information or bonuses as of May 17, 2008. There are much more efficient and proven ways to help students. This company should not be providing services to students with the representative they currently have. We feel our students gained very little through this program and what they did learn was a result of our tutors, not the program.</p>

Table 144: MasterMind Prep Learning Solutions, Inc.- Parent Report
N= 513

MasterMind Prep Learning Solutions, Inc. - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	44.6		33.3		19.5
Send letters or notes home about your child's progress?	66.9		22.8		6.4
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	62.2	21.1	6.0		8.8
Answer my questions about tutoring?	49.3	27.5	12.1		8.0
Start and end the tutoring sessions on time?	76.6	11.3	1.4		7.6
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	51.1	37.4	2.9	3.1	4.1
I was given a chance to meet with the tutor and discuss my child's learning goals.	24.8	31.4	21.6	13.1	5.7
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	46.8	37.2	6.0	4.1	3.5
Overall, I am happy with the tutoring my child received.	54.4	32.0	5.3	3.9	2.1
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	71.5	25.7	1.8	0.0	0.6
I was given enough time to decide which tutoring company I wanted for my child.	59.5	32.6	3.7	2.1	1.4
The district provided the necessary information to help me select a provider.	54.4	34.7	5.5	1.6	1.8
The district returned phone calls, addressed questions in a timely manner.	37.6	37.2	8.8	2.7	10.1
I am happy with the way my school district helped to get free tutoring for my child.	63.5	30.6	2.1	1.0	1.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	63.4	22.4	2.3	2.3	6.8
Comments:					
Left messages and was never called back. My child was not called for the beginning but when she went she sat there 2 weeks before assignments. [sic]					
I am very happy with the service. And I hope that my child can participate next year in Middle school.					
Tutoring not only helped with his education skills but the one on one also improved his people & behavioral management skills.					
[Name removed] seemed to be more interested in these subjects after tutoring.					
I really appreciate my having the tutoring at school. It has helped with some reading, but wish it could be more.					
We were told about tutoring by paperwork. The school never actually told me about it. After tutoring began I got reports each week & never actually talked about goals & weaknesses.					
I was confused on one thing and that is I wanted him to be tutored in Math but I was told he couldn't. The reason is because he had got tutor in reading. [sic]					

Table 144, continued

I am very pleased overall.
Thank you for providing tutoring for my child.
I love the program, my child love the program she never missed a day. She learned a lot and has a lot more confidence in herself.
I only talked to the tutoring teacher 1 time that is only when I met him on sign up night for free tutoring.
Thank you all for all that you do. Keep up that great job. Thanks [name removed]
The people who helped my daughter were very nice, but my child had no progress at all. But I do thank them for the time they spent with her.
This was a wonderful experience. His reading & math skills improved tremendously. He really enjoyed it!!
This program helps a lot for my child. I am hoping that this will be included every school year. This is within the government program "No child left behind." I salute for this endeavor. [sic]
I'm was so glad that the school has this program because I knew it would supplement the childrens learning especially its their first year of educational life. My children improved and learned a lot of new English words which would helped them throughout. [sic]
I did not get the chance to talk to my daughter's tutor before or during the tutoring. I would like to have had more verbal contact with her tutor.
I feel this tutoring program was a success, my only regret is that the program didn't last longer. [Name removed]
My child was helped with math but really needed help with reading.
When I found out about this she was already put in it, because they said she needed it. I didn't like how it was done.
It increased her confidence which made her work harder. She improved skills tremendously. Thanks.
There was little to no bi-directional communication between tutors & parents, other than a very non-descript note about each session's topic. My child already had a strong Mathematics foundation, unfortunately the provider did not attempt to challenge him- despite the initial assessment. Largely disappointed my child was overlooked, because he was already "above grade level" [sic]
My child was with children younger than her, so she ended up helping them instead of being helped by tutors.
The mastermind prep employees could never answer my questions - they always said they didn't know. Tutoring is over now, he was tested at the end I still have received no results from the final test -the credit cards wer a hit! [sic]
This type of service should continue and be offered to all children that feel they need help, not just the low income, below grade level, or those that can't speak English.
I wish they would involve me more in their learning process?after 7 hours of regular school & 2 hours of tutoring my child still has to come home and complete her homework?Is this No child left behind or what [sic]
Expand and offer to higher grades
I was not satisfied at all with the tutoring
I am happy that my child was among the one's that was chosen. He has been excited about it since he started. I also like the small groups and the one on one if needed.
I have two other children at Lake Rim so I'm hoping Mastermind will be available next year for my daughter if she needs it.
I am glad my child is getting the help she needs.
I'm very satisfied with my childs progress since he started tutoring. Thank you.
This program was wonderful, and I can't express my gratitude enough to all the people who help to make this program a success. Thanks a lot.
There was not enough information about the tutoring Co. & there was not enough communication or contact with me from the tutor. But I did appreciate the tutoring initially. [sic]
Thanks for everything you do in helping [removed name] with his reading ect. Keep on doing the hard work you do in helping children learn. [sic]
Thanks for everything you do in helping [removed name] with his reading ect. Keep on doing the hard work you do in helping children learn. [sic]
I would like for my child to be tutoring in Reading. This time I would like for them to work on her weakness.
I was very satisfied with my girls achievements and improvements during their tutoring sessions. Thank you all very much. RMPS is the best!

Table 144, continued

Would like longer sessions
I am pleased with the tutoring just wish it was longer
This is an excellent program. I wish they would incorporate 6th & 7th grade math to tutor in. Algebra, Trig. Etc.
Thanks for all the help!!
The progress reports came weekly but weren't explained in depth. The end result was that I knew she had made progress, but not on what scale, or to what extent. On the other hand, her reading has smoothed out and got faster so I happy, slightly confused, but happy. Thanks for everything you do in helping [removed name] with his reading ect. Keep on doing the hard work you do in helping children learn. [sic]
There was a mixup on me getting the information I need for the tutoring class but I did get and I think it really helped Thanks for everything you do in helping [removed name] with his reading ect. Keep on doing the hard work you do in helping children learn. [sic]
It is very very important this programs for the students that are behind in grades. [sic]
I think each tutoring company need more info, so we as parents can make our decision. And the company you choose should get with the teachers of the schools and see what the child's strong points and weaknesses are in that class. [sic]
I hope that next year my child can get free tutoring. It has really helped him!
This program have really help my son a lot with his reading. I really enjoyed the teacher. She let me knew everything that was going on with my son. [sic]
The tutor was very nice, patient and intelligent She worked very well with my child and I. My daughter was very excited and encouraged. Tutoring gave her confidence that she needed. [sic]
I was very upset by the tutoring my son received. The tutoring he received in reading was not for the troubles he was having [sic]
I prefer the Sylvan program.
I feel that 1st and 2nd graders should have had the same opportunity that the third graders.
It have been a grate help [sic]
They need to help more with what school is work on at the time!
"Thank you" so much! Your tutoring program has been a blessing to a lot of the parents, and students.
I wish there was a better transportation for the afterschool children for some parents who does wish to have their child involved in the program, but doesn't own a car, or know of anyone who would help the child get home.
I spoke with [name removed] about my child.
This was good for my son, cause he had a lot of things to under stend if it was not for the tutoring and teachers he wood be behind. Thank you. [sic]
Better organization and need to have qualified tutors to work w/ children -not over work teachers already in place. More correspondence w/parents. [sic]
Thanks for everything you doin helping [remove name] with her letters, sounds, ect. Keep on doing the hard work you do in helping children learn. [sic]
I appreciate [name removed] having the opportunity to get tutoring free. The tutoring really helped [name removed]. It helps to get the tutoring and any other keep available. Because it is important for learning. Thank you for all you'll did [sic]
I hope they would be able to go next year.
I was very pleased
I wish it was 2 days a week.
Thanks for the help.
I hope they would be able to go next year.
Thanks you for helping my child [name removed]
It really helped my child out a lot this year hope this program continue.
My child is in the 2nd grade. She was placed with kinder students and was working on kinder level skills. This was a waste of time for my child. She was pulled out of tutoring after 2 lessons.

Table 144, continued

My son was in the reading I was upset when he wasn't going to be offered the math tutoring that was the main reason why I put him tutoring [sic]
Still waiting for test result for end of program score. [sic]
I look forward to it next year.
I was happy to hear about the free tutoring. The thing I disliked is that I never talked to anyone (I called someone and never got a response). Plus I never met w/anyone about what was her weakness and her strengths or grades.
I think the teachers & parents should come up w/a plan to work on at the tutoring session depending on what the child needs help with the most and I think its hould be done during the school week, and I wished they were tutored more often. [sic]
I was expecting more intense tutoring to help my child. I felt he got some help but not what he needed in areas that he needed the most help with.
Thank you for the help.
Thanks for helping my child.
I am very pleased with the help my child received. Thank you very much for your help and participation.
I don't believe the company that tutored my child was worth it. I don't think they helped her at all. I had another child in tutoring with this same company and her academic skills dropped 2 & 3 grade levels. If I participate again it would not be with mastermind.
I think it helped my child
They make excellent students! Thank you very much!!!
I think the tutoring program is very important in the schools, I was very impressed this a very important program for all ages, very pleased, children can benefit from these programs. A mind is a terrible thing to waste.
I want to commet my child at school, how does she behave at school and everything. [sic]
My child loved to go to her tutoring class and it really improved her reading skills.
I was very unhappy with the way this company handled itself although they improved my child's reading & writing skills. But I will not use this company again. And this was in no way the school's fault for my decision.
Thanks for taking out the time to work extra hard with [name removed]. I really appreciate that. Thanks [name removed]
Tutoring enhance my child's learning abilities, helped a lot in reading, pronunciation, sounds. [sic]
I truly enjoyed [name removed]. She is the best. My child has improved her reading and comprehension. Thanks
I thought that it was stressful on my child because after tutoring some days she woud get home late and the days were long and she still had homework they should be allowed to do homework at school the days were to long [sic]
Have know Idea because he went twice and didnt go no more. First time he got lost on the bus and the 2ed time he came home really late. If yall have any ?s please give me a call a [phone number removed] [sic]
Subjects in tutoring need to be in line with school work provided by the teachers. Sometimes these two weren't on the same subject.
My children benefited greatly from their tutoring.
I ended up switching to Sylvan at Christmas. Very disappointed in Mastermind. I would not recommend it to anyone.
Expand
Mastermind Prep did a wonderful job I hope my child can be a part of tutoring this year coming 2008-2009.
I really think that Master Minds was a very bright and very helpful tutoring program. Destiny did really enjoy going and I hope that she can next year.
I think the free tutoring program is really good and I hope that it continues in the future.
I liked the program a lot and I hope that the school will provide this service next year because I saw a great improvement in my child's skills.
Although I do feel like the tutoring helped my child to Read. I believe a majority of her skills were provided by her teacher. Based off of what my child as told me. She really didn't care for tutoring [sic]
I enjoyed working with Mastermind. All tutors were informative, patient with each child they worked with, offered support.
I feel that the tutoring was the best thing for my child. It helped her to get a better understanding of the math concept.

Table 144, continued

I would like to thank everyone for everything they have done for my child.
The Master Mind Prep. Tutoring really help my child to improve his reading. I appreciate it. I hope they will come back to [name removed] next school year. [sic]
My child was having trouble in Math & Reading which was addressed. She was supposed to ge tutoring in both areas, She only received tutoring in Reading. MasterMinds didn't inform school / parents that they didn't have a Math tutor. [sic]
It help my daughter a lot and she enjoyed all the help. [sic]
The teacher's need to at least meet with the parents one time out of the week to talk about his/her child and they progress. And still send home progress report. The program itself is great for kids.
I would like to say thank you my child progressed well in reading and speedy in math. Thanks again for all your help !!! [sic]
Thank you for helping my child and self yall are appreciated [sic]
I am happy that my daughter pass the test that's all!!
I was surprise on how much [name removed] learned in such a short period of time in tutoring. I want him to continue on tutoring next year I thank you for the free learning. [sic]
I know that the teachers have my child best interest at heart. When my child slacks off I am informed immediately, so that we can take act, so that we can put him back on the right track. [sic]
My son was initially placed in Reading although his assessment scored indicated a weakness in Math. After my request, my son was placed in math tutoring. However, he still failed math for the year and will be required to attend summer school for math.
My child enjoyed the tutoring program. I think it help [name removed] improve in his reading and pronunciation of words. It was very helpful in Math. [sic]
Thank you so much for helping both of my children.
I wanted my child to get help in Math, and they wouldn't change it. I was disappoint about that because she didn't pass her Math EDG. So I'm not sure about the future tutoring. [sic]
I signed up for my child also to receive math tutoring which he was very weak in. His math was lower than his reading. That was the only thing I was disappointed about [sic]
I really like the way you have helped my child this school year. [sic]
My daughter academic skills were very successful this year! I'm very thankful for the tutoring classes she was taking. Thank you [sic]
4. I didn't ask any questions. 7. I never met, my child tutor other than what I wrote, I was happy about my son results. Thanks [sic]
Overall it was good for her & she is doing better. I just hope she can get more help next year if needed.
Thanks to the SES program. Im very grateful for all the help that was given to my child. I can see the differences in her achievement. Thanks [sic]
I happy for my child that's she improve in Math & reading tutoring have help her a lot. I hope you have this program or tutoring for next year. Thank you [sic]
Tutoring hours was too long days are ok Monday & Wednesday 1 hrs ½ is good not 3 hrs, thanks for all your help [sic]
According to the student, the reading passages were too short. Also, he rated the tutring at a 6 on a scale 1-10. [sic]
It really helped my child a lot.
I was really satisfied with this program, it helped [name removed] out in more ways than one. Thanks [name removed]
For my child [name removed] the teacher didn't not keep me informe about he's work but his behavior. I feel [name removed] didn't really get anything out of tutoring and we (school) AND cusolor working on his behavior/ I hope it will be better next year! [sic]
I would have rather had one on one when it came to my childs math, that's all [sic]
The free tutoring was great it help my child to improve greatly in math and reading, master in math when she was having a problem thank you [sic]
I was very well please with the progress that was made. [sic]
#7 I introduced myself to the teacher, no goals were discussed. #9. I was told by Masterminds the teacher would instruct what subject my son needed help in Reading/Math. Neither teacher was consulted. He needed help in Math but got help in Reading. #12 Was not given company I chose. [sic]
[Name removed] improved with the help from his afternoon tutoring.

Table 144, continued

Thaking the tutoring for helping my child it really help out with her [sic]
I look forward to working with Masterminds next year. This is my second year with them and they improve more and more each year.
I greatly appreciated the free tutoring It help my child advance in her education. [sic]
I had ask that my child be taught Reading Comprehension and Mathematics, and she was only taught Reading. [sic]
When the program begins t he child should bring progress reports home in the beginning instead of the ending. They should be taught on the weakness they are having in a subject. Each child should be tested before class for weakness and at the end for progress. I believe all the child will do well if they are taught well.
I compliment the tutor who worked with my child. She was exceptional and very personable in her work as she assisted my child. I commend Mastermind for having her on as staff. She was very dedicated and knowledgeable in the material.
My child has really improved on all the above, I truely appreciate free Mastermind tutoring and hope to recieve their services next school year Thank yal [sic]
I would have liked more information about my child progress. The only information I got about his progress was a few days before tutoring ended because I had to sign the paper.
I feel that they did not do the things I was told about the company. Very dissatisfied with them. [sic]
[Name removed] needed help in math and they told me she wasn't going to get tutoring in math and I thought she was so that really upsetted me. [sic]
They didn't have teacher to teach them & they start too late and finish too early.
My daughter attended tutoring not to improve her score but to enhance & supplement her education & maintain or excel in reading while in tutoring her grades decreased! [sic]
In assessing my child's needs your companies were accurate in my child's growth. However Archer elementary's examples of helping my child with his weaknesses disappointed me and put me into action to get my [name removed] a private tutor to help him and he achieved better and greater understanding and passed the EOG. [sic]
I am an immigrant in the USA, so this program really help my child in reading. They teach her how to spell and pronomciate the works. It was really great help. [sic]
Great help for students The state should keep those programs [sic]
Line 3 didn't understand them [sic]
On line 6 I wanted math they put her in Reading line 8 Didn't understand them [sic]
My son felt like he was pushed to hard by the tutor. He cried once during a tutoring session and didn't want to return for the next session. As time passed his attitude changed, but I was still a little upset over the incident. [sic]
We enjoyed the program.
Thank you! Look forward to working with them next year.
I give thanks to the company because they taught her well. Thank you!! [sic]
[Name removed] has been doing excellent in after school tutoring I appriciate it a lot she has been making honor rolls this whole year and I'm very proud of her! And when teacher [name removed] plays a big part in her work and teaching! I have not met her after school teacher is doing a wonderful job with teacher!!![sic]
Wasn't organized very well teacher didn't know muchabout-didn't get letter like said was going to had to sign up over phone. Needed math program also [sic]
Sylvan is great! I would like it in the futres. [sic]
My daughter needed tutoring in Math and she never received it. When I questioned the instructors they said they would be moving to that, but she never received it. No one offer to meet with us to discuss her progress [sic]. I was not happy with this tutoring.
[Spanish comment] Good alone to thank the time offered and it seems [name removed] my daughter improved because her teacher is very good the tutoring helped her a lot more thanks [sic]
[Spanish comment] I am very pleased with this program because it helps the children learn more and it is true that all the parents of the families want the improvement for our children attn [name removed] [sic]
[Spanish comment] My comment is that my daughter is very happy receiving the classes and her parents also. And also is very good that the children receive this help. [sic]
[Spanish comment] The program of the tutoring company of my child advanced a little more in the sound of the words and I am very satisfied therefore I would like that next year my daughter participate. [sic]
[Spanish comment] I would like that the tutoring went more days of the week and more time. [sic]

Table 144, continued

[Spanish comment] My daughter learned a lot during this tutoring in her academic level advanced very rapid, is a very good help for our children. [Name removed] [sic]
[Spanish comment] We expect that the company that help all the children in this year continue with all the children of this school all the years. [sic]
[Spanish comment] Thanks for improving the level of my child and hope -continue your concern and grand help and all of future years with the year and this selections (I love your help) Thanks. [sic]
[Spanish comment] I am satisfied for the help of the tutoring to my daughter it helped a lot. Thanks [name removed]
[Spanish comment] I expect you always continue with the program of tutoring because they help our children and besides our children are improving a lot. Attn [name removed]
[Spanish comment] I agree that this tutoring program of free help, for my daughter helped. [sic]
[Spanish comment] I would like for there to be more coordination because in the end they told me that my child had to be remained because it "ivan" to "evalvar" and in the school registered. [sic]
[Spanish comment] My name is [name removed] "discul" even that I could not answer all the questions [sic]
[Spanish comment] I want that my daughter learn more in all the school subjects help in math and science and biology [sic]
[Spanish comment] This good the tutoring that they gave my daughter [sic]
[Spanish comment] Thanks, for the tutoring my daughter has, in has had a lot help in her classes and I am very pleased. thanks to all the teachers of the tutoring. [sic]
[Spanish comment] Thanks for giving free tutoring to my daughter. [sic]
[Spanish comment] Excellent very good.
[Spanish comment] Thanks for the program.
[Spanish comment] We are very pleased for the time that they have given helping my son and your progress thanks a lot. [sic]
[Spanish comment] The help to my daughter from continuing the classes of mastermind prep because I advance a lot in the year I am very pleased to say that my daughter learned a lot [sic]
[Spanish comment] I don't have questions. [sic]
[Spanish comment] I feel satisfied because my son improved a lot in the school-many thanks for your helping him with the tutoring [sic]
[Spanish comment] Thanks to the people that make possible that the children reach the goals according to their academic level we the parents are pleased by their concern. and we participate the next year. [sic]
[Spanish comment] I respect my sons tutoring class it is very useful for teaching our school [sic]
[Spanish comment] I [name removed] give many thanks for this program that they offer and more that nothing because it is free and help the children learn more. [sic]
[Spanish comment] Is happy with the program because my daughter has improved in reading satisfactorily [name removed] [sic]
[Spanish comment] My child is improving in reading she learned to read well. [sic]
[Spanish comment] In general I am satisfied with the services of tutoring that my daughter received because she has really improved in reading and math I am very pleased for offering this help . That God may bless you. [sic]
[Spanish comment] Only give the thanks for offering this tutoring for our children. [sic]
[Spanish comment] Thanks for your help with [name removed] She studies and I expect that she will be in contact with you atte [name removed] [sic]
[Spanish comment] Is incredible the advances in the classes of tutoring I am very pleased and agreeable for the services offered for Master Mind and thanks to Union Hill for giving concern for this program, the advance of my son is very notable - Thanks very much [name removed] [sic]
[Spanish comment] Is very important because my son advanced much and improved much in reading. Thanks a lot and I expect that they continue ahead with this program. [sic]
[Spanish comment] Is very good important because my son advanced much in reading and mathematics and "aproveno for to say thanks. [sic]
[Spanish comment] Therefore I am very satisfied because is a professional school and the teachers that has also are well prepared and i like "apesa" that my son is its first year in the school and knows a lot of thanks for all. [sic]
[Spanish comment] There fore I am very satisfied to all because when I do not understand the notes that they answer them and I understand well and I like the school because they help the students and thanks to the teacher for all. [sic]
Thank you, our kids needs after school tutoring every year. [sic]
#6 My son I believe needs to be tested he is still not yet up with his grade level. #9 because I believe he has a learning disability and some dyslexia he really need testing so that he can get help. [sic]
Due to my crucial work schedule, I wasn't able to be more involved. [Name removed] has made the honor roll all year long, and I know the tutoring had a lot to do with it. Thank you!

Table 145: Measurement, Inc.- *Provider Service Information*

Provider Name:	Measurement, Inc
Districts Served:	Durham Public Schools Franklin County Schools
1. Program duration	
1-10 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
Other: The district provided transportation in most cases. But in some situations the schools provided it.	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	
Other: We provided direct instruction at all times with tutors using our company's predesign curriculum and prewritten lessons to ensure continuity and alignment with the NC Standard Course of Study.	

Table 146: Measurement, Inc.- Provider Report

Measurement, Inc - Provider Report					
First Submission Date:	Jun 16, 2008				
Last Submission Date:	Jun 16, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	100.0	0.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	100.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
We had excellent response from students, and parents throughout the program. Tutors took a genuine interest in making sure that students were grasping the lessons and learning the appropriate concepts. The children were well behaved and really enjoyed the instruction. We had no discipline problems. Kids were great.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Some student no shows. But, that was to be expected.					
Additional Comments/Recommendations					
We look forward to continuing to serve students in this program, and believe this can be a wonderful supplement to the regular instructional day for students who are behind academically.					

Table 147: Measurement, Inc.- District Coordinator Report [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 148: Measurement, Inc.- Principal/Site Coordinator Report

Measurement, Inc - Principal/Site Coordinator Report					
First Submission Date:	Jun 3, 2008				
Last Submission Date:	Jun 18, 2008				
Total number of respondents:	3				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				2	66.7
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		66.7	33.3	0.0	
3. Collaborate with you to set goals for student growth?		33.3	33.3	33.3	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	66.7	0.0	33.3
5. Meet the obligations for conducting tutoring sessions?		66.7	33.3	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	0.0	100.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	0.0	100.0	0.0	0.0	0.0
Comments					
Measurement Incorporated did an adequate job of meeting our students' needs.					
Worked with a small group during 2nd session					

Table 149: Measurement, Inc.- *Teacher Report* [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 150: Measurement, Inc.- *Parent Report*

N= 13

Measurement, Inc - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	23.1		38.5		30.8
Send letters or notes home about your child's progress?	30.8		61.5		7.7
	% A lot	% Sometimes	% Not at all	% Don't Know	
Help your child with subjects s/he is working on in school?	53.8	38.5	0.0	7.7	
Answer my questions about tutoring?	38.5	23.1	7.7	23.1	
Start and end the tutoring sessions on time?	53.8	15.4	7.7	15.4	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	46.2	46.2	0.0	0.0	7.7
I was given a chance to meet with the tutor and discuss my child's learning goals.	30.8	23.1	15.4	7.7	15.4
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	30.8	46.2	7.7	7.7	7.7
Overall, I am happy with the tutoring my child received.	30.8	53.8	7.7	0.0	7.7
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	53.8	38.5	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	53.8	38.5	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	53.8	38.5	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	0.0	61.5	7.7	7.7	15.4
I am happy with the way my school district helped to get free tutoring for my child.	53.8	38.5	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	53.8	23.1	0.0	0.0	15.4
Comments:					
Not only did the tutoring help improve my child grades but also her self esteem. Thank you.					
I didn't like that the transportation from school was cancelled.					
My grandson received the free tutoring and I can't really say that his academic skills improved at all. I would like the chance to try again. Please inform me of any tutoring classes to help my grandson.					
[Spanish comment] I believe this has been a very good opportunity for my daughter to have participated in this program, if only it had more communication of this type of tutoring with the teacher of the class. this year was new for this school and with the time improved the communication. [sic]					

Table 151: North Carolina Central University- Provider Service Information

Provider Name:	North Carolina Central University
Districts Served:	Alamance-Burlington Schools Anson County Schools Bertie County Schools Carter Community Charter School Cumberland County Schools Durham Public Schools Edgecombe County Schools Granville County Schools Halifax County Schools Healthy Start Academy Hertford County Schools Nash-Rocky Mount Schools Pitt County Schools Richmond County Schools Robeson County Schools Sampson County Schools Union County Public Schools Warren County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
Other: 2.13 hours per week	
4. Setting (Mark all that apply)	
School building	
Provider's location	
Community location (not the provider's building)	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Computer-based tutoring	
Direct instruction	
Independent seatwork	

Table 152: North Carolina Central University- Provider Report

North Carolina Central University - Provider Report						
First Submission Date:		Jul 8, 2008				
Last Submission Date:		Jul 8, 2008				
Total number of respondents:		1				
Provider Perceptions and Activities		% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).		100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.		100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.		0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.		100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.		0.0	0.0	100.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.		0.0	0.0	100.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.		100.0	0.0	0.0	0.0	
Provider satisfaction with:		% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance		0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)		0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum		100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement		100.0	0.0	0.0	0.0	0.0
12. Teacher cooperation/involvement		0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement		0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement		0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement		100.0	0.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels		0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?						
The most positive outcome of our work this year was the progress of the students. Student's overall academic levels improved due to the successful transfer of knowledge and or skills from SES tutoring to the classroom. Classroom teachers, parents, and administrators were pleased with the progress the students made as indicated on post-test results.						
What was the most negative aspect or area in need of improvement regarding your work this year?						
Completion of the paper work and documentation of the activities and services are the areas in need of improvement.						
Additional Comments/Recommendations						
Based on our experiences of working with SES, we make the following recommendations: (1) SES tutoring starts in January, (2) funding be made available to provide 35-45 hours of instruction, which is in keeping with the research on the amount of instructional time needed to be effective. (3) all LEA's have a minium tutoring time of 3 hours, twice a week.						

Table 153: North Carolina Central University- District Coordinator Report

North Carolina Central University - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	May 21, 2008				
Total number of respondents:	3				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	66.7	33.3	0.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	33.3	66.7	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	33.3	66.7	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	66.7	0.0	0.0	33.3
8. Aligned their services with state and local standards.	33.3	66.7	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	33.3	33.3	0.0	0.0	33.3
10. Complied with applicable federal NCLB laws.	33.3	33.3	0.0	0.0	33.3
11. Complied with applicable state and local (health, safety, civil rights) laws.	33.3	66.7	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	33.3	33.3	0.0	0.0	33.3
13. Overall, I am satisfied with this provider's services.	33.3	66.7	0.0	0.0	0.0
Additional Comments					

Table 154: North Carolina Central University- Principal/Site Coordinator Report

North Carolina Central University - Principal/Site Coordinator Report					
First Submission Date:	May 12, 2008				
Last Submission Date:	Jul 7, 2008				
Total number of respondents:	19				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		2		10.5	
No		17		89.5	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		52.6	42.1	5.3	
3. Collaborate with you to set goals for student growth?		26.3	42.1	31.6	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		31.6	31.6	15.8	21.1
5. Meet the obligations for conducting tutoring sessions?		89.5	0.0	10.5	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	57.9	36.8	0.0	0.0	5.3
7. Adapted the tutoring services to this school's curriculum.	47.4	36.8	5.3	0.0	10.5
8. Integrated the tutoring services with classroom learning activities.	36.8	42.1	5.3	0.0	15.8
9. Offered services to Special Education and ELL students.	31.6	47.4	0.0	0.0	21.1
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	42.1	47.4	0.0	5.3	5.3
11. Overall, I am satisfied with this provider's services.	36.8	47.4	5.3	5.3	5.3
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	47.4	47.4	0.0	0.0	5.3
Comments					
N/A					
NCCU did an adequate job of meeting our students' needs.					
Students in 1st session could have benefited from continued service during the 2nd session					
The SES was a strong asset to support the curriculum program throughout our school as well as the entire system. We were served by more than vendor and each of their staff provided extensions and expansions to assist the students in making gains. Programs such as these are definitely needed .					
The tutors from NC Central were very good and easy to work with. There was a lot of confusion from Central. Materials were not sent in a timely manner, the video player they were supposed to send did not work. It was difficult for the school and the tutors to communicate with Central.					

Table 155: North Carolina Central University- Teacher Report

North Carolina Central University - Teacher Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 6, 2008				
Total number of respondents:	14				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		2		14.3	
No		12		85.7	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		21.4	35.7	42.9	
3. Collaborate with you to set goals for student growth?		28.6	14.3	57.1	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	7.1	50.0	7.1	0.0	35.7
5. Adapted the tutoring services to meet the needs of individual students.	14.3	42.9	7.1	0.0	35.7
6. Integrated the tutoring services with classroom learning activities.	21.4	35.7	7.1	0.0	35.7
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	21.4	42.9	14.3	0.0	21.4
8. Overall, I am satisfied with this provider's services.	21.4	28.6	21.4	0.0	28.6
Additional Comments					
I am not a full time employee of NCCU, but I did contract with them to teach SES at my school. I think that teaching at the school where I did SES was beneficial because I was able to differentiate as I needed.					
I had no contact with this provider.					
I think that this is great program and over time will be come a powerful learning tool to help further the education of students for years to come.					
The NCCU has provided great services to our students. [Name removed] noticed growth and improvement with the students who this service.					

Table 156: North Carolina Central University- Parent Report
N= 203

North Carolina Central University - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	46.3		38.9		11.3
Send letters or notes home about your child's progress?	42.9		38.9		10.8
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	67.5	21.2	3.4		3.9
Answer my questions about tutoring?	54.7	24.6	5.9		8.4
Start and end the tutoring sessions on time?	81.8	8.4	1.5		6.4
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	49.8	36.0	9.4	1.0	2.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	36.9	38.4	13.3	5.9	3.9
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	48.8	36.0	7.9	2.5	3.0
Overall, I am happy with the tutoring my child received.	56.7	29.1	5.9	3.0	2.5
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	73.9	22.2	1.5	0.0	1.0
I was given enough time to decide which tutoring company I wanted for my child.	61.6	30.5	5.4	0.5	1.5
The district provided the necessary information to help me select a provider.	57.6	30.0	6.9	1.0	2.5
The district returned phone calls, addressed questions in a timely manner.	44.8	32.0	6.9	1.0	11.3
I am happy with the way my school district helped to get free tutoring for my child.	66.5	29.1	0.5	0.5	0.5
I would participate in free tutoring next year because I feel it improved my child's academic skills.	66.5	22.2	3.0	2.0	4.9
Comments:					
Once I talked to my child school about her needing help they were great. The program is wonderful and I would love for her to be in it next year.					
I like the free tutoring program. I will use the program until they say I can not anymore.					
I just want to say I'm very proud of my daughter and I'm glad that yall is working with her. Thank yall so much. [sic]					
I feel when the turorian teacher had to be out from tutoring, another qualified teacher should have took their spot instead of any replacement! [sic]					
I think they need to tutor more than twice a week. And work only on what the child needs help on.					
Need more time with more than one area.					
The tutoring program itself was very unorganized.					

Table 156, continued

I really believe that the tutoring programs gives our children a better chance.
Keep the tutoring program, its a lot of help for the kids.
Thank you!
Thank you for your support!!
I recommend Free tutoring for my child Because it improved my child Academic Skills [sic]
Need more hours for more subjects
Need to provide more time. Better comparison between the different programs [sic]
More time to compare about best program. Also to know if my child can participate in more than one program. [sic]
The program was great and helped my child very much just wish it lasted longer.
This tutoring program was wonderful! I just wished it lasted all school year it was very beneficial & helpful.
I was very pleased with NCCU, and I plan to utilize their tutoring next year w/ my child because I seen a diff. w/ her reading skills [sic]
It was a very good program
It was very helpful for my child
I know this tutoring helped my child & she had fun doing it
I really did enjoy the tutoring company that they had for my child. Cause it help my child a lot in his math. Am very proud of this company and thank you for your help.
I was extremely pleased
I was very much pleased with the tutoring. Thanks a lot
Very much pleased with the tutoring Thanks a lot
I really enjoyed the tutoring for my child. She really learned a lot.
I think something good and should continue [sic]
I feel that the free tutoring should have been the hole school year. But I feel that it somehow help my child. [sic]
This tutorial program was well organized and my child benifited tremendously from it. [sic]
I thank you for all the teach help my child with the tutoring. And t aking time u p with my child. [sic]
This tutorial program was well organized. I have seen growth in my child's work.
I am very happy with the tutoring.
I did not know how to fell out the top. All of you help a lot. [sic]
I greatly appreciate the time and effort that goes into making such programs attainable to my children and their peers.
I wish that it could have been much longer.
I am very pleased with the free tutoring sessions @ T.M.S. My child enjoyed this sessions, the instructors, her peers and opportunity that it afforded her in improving her academic skills. Thanks so much for the program. [sic]
I think he enjoy tutoring, sometime he felt he did not want to attend on some weeks. I guess because of stress or what ever reasons [sic]
The tutoring program is a great program that really help kids like mine. Hope to see this program come back !! [sic]
This tutoring program was ok it does need to have tutoring teachers to communicate better with parents. Also the district does not need to grade a child on the EOG to see if they pass to next grade if the child has made good grades through out the school year. This is seriously a big problem. [sic]

Table 156, continued

Overall we felt that tutoring for our child was not effective. Student reported minimal involvement from the teachers required him to read independently, which is his identified area of weakness. [sic]
There were no discussions about progress, no progress reports. I don't even know what the goal was because it was never explained.
I was very pleased with [name removed] progress!
I am satisfied with tutoring. The tutors did an excellent job. [sic]
I am satisfied with tutoring. The tutors did an excellent job. [sic]
It was very successful. [sic]
She did not attend a lot of after school tutoring, she was out a lot of Dr. or Dentist appointments when they had them. I hope it help her cause she needed help in math. How ever I'm looking forward to next year. [sic]
I would like to thank Eastway Elementary for encouraging my child to attend the tutoring sessions I think the school did a wonderful job, they even Transported the parents on the school bus! Thanks Eastway especially [name removed] great job!!!
My child's grade have improved.
The staff were very professional. They did inform me of the progress but I never met with them to discuss what goals I think that he needs to meet. [sic]
My child does not want to leave tutoring class when tutoring is over. He enjoys the classes so much. Instructor is wonderful and doing a great job.
Overall, I feel that the tutoring program did strengthen and help my child obtain more skills that what he already knew.
The tutoring really helped my child out with her reading and math. Thank you NCCU for all of the help. Thank you looking forward for next year. [sic]
More time to make selection of program that would be more of an average or customize to fit my child individual needs. [sic]
I think Jesus for my grandchild free tutoring in Edgecomb County School and teachers are doing good in this for my grandchild "yes free tutoring next year. Amen." [sic]
[Spanish comment] Thanks by dedicating more time to the education of our children especially by to have helped my child. May God bless you and your family. [sic]
[Spanish comment] To all the people that make this tutoring program possible I say thanks for helping the schools [sic]
[Spanish comment] It seems to me that this good should continue [sic]
[Spanish comment] It helped my son a lot the program of tutoring and clearly the next school anus I want my son to participate because it helped him with his language of English. thanks by the help. [sic]
[Spanish comment] If but tutors to report me with other people in truth that company is interested for the good learning and not alone by the benefit that said them interested to obtain as want thanks to the ones that they are interested in the children [sic]
[Spanish comment] My daughter made noticeable improvements in reading and math during the tutoring at the beginning I was not very sure but when I saw the good results two I knew that it was the best. thanks [sic]

Table 157: Prime Time for Kids- Provider Service Information

Provider Name:	Prime Time for Kids
Districts Served:	Columbus County Schools Guilford County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
Direct instruction	

Table 158: Prime Time for Kids- Provider Report

Prime Time for Kids - Provider Report					
First Submission Date:		Jul 8, 2008			
Last Submission Date:		Jul 8, 2008			
Total number of respondents:		1			
Provider Perceptions and Activities		% Frequently	% Occasionally	% Not at all	% Don't Know
1. Tutors communicated with teachers regarding progress of their student(s).		100.0	0.0	0.0	0.0
2. Tutors communicated with parents/guardians regarding their child's progress.		100.0	0.0	0.0	0.0
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.		0.0	0.0	100.0	0.0
4. The provider aligned the supplemental services with the state academic content and achievement standards.		100.0	0.0	0.0	0.0
5. The provider integrated the tutoring services with classroom learning activities.		0.0	0.0	100.0	0.0
6. The provider adapted the supplemental services to each school's curriculum.		0.0	100.0	0.0	0.0
7. The provider offered instruction to students with disabilities and English Language Learners.		100.0	0.0	0.0	0.0
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	100.0	0.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	100.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	100.0	0.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Guilford County Schools manages this program as efficiently and effectively as anyone we've ever worked with. They have a high student attendance rate because they provide transportation. They do not charge providers for using their schools because they want every penny spent on student instruction. Their expectations from providers are voiced and they monitor closely. Can't say enough good about them...					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The year went well.					
Additional Comments/Recommendations					
Districts who closely monitor SES services are well aware of which providers are doing quality work with students. As the director of a small company providing services, I and our program supervisor, are also frequently visiting our tutors to monitor the delivery of instruction and insure that the curriculum is being followed. During these visits we see other service providers and are cognizant of the varying levels of teaching that occurs during SES time. While choice is an important part of this program, I would love to see districts able to narrow down the list of providers to three or four based on their observation and test scores. Parents would have choice and districts would have choice.					

Table 159: Prime Time for Kids- District Coordinator Report

Prime Time for Kids - District Coordinator Report					
First Submission Date:	May 23, 2008				
Last Submission Date:	May 23, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	100.0	0.0	0.0	0.0	
4. Communicate with parents during the year?	100.0	0.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	100.0	0.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	100.0	0.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	100.0	0.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	100.0	0.0	0.0	0.0	0.0
Additional Comments					

Table 160: Prime Time for Kids- Principal/Site Coordinator Report [No Data]

No principals/site coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 161: Prime Time for Kids- Teacher Report [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 162: Prime Time for Kids- Parent Report
N= 12

Prime Time for Kids - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	50.0		33.3		8.3
Send letters or notes home about your child's progress?	41.7		50.0		0.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	83.3	8.3	0.0		0.0
Answer my questions about tutoring?	58.3	25.0	0.0		8.3
Start and end the tutoring sessions on time?	83.3	0.0	0.0		8.3
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	75.0	25.0	0.0	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	33.3	33.3	0.0	16.7	8.3
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	41.7	50.0	0.0	0.0	0.0
Overall, I am happy with the tutoring my child received.	66.7	25.0	0.0	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	83.3	16.7	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	58.3	25.0	8.3	0.0	8.3
The district provided the necessary information to help me select a provider.	50.0	33.3	0.0	0.0	8.3
The district returned phone calls, addressed questions in a timely manner.	25.0	50.0	8.3	0.0	8.3
I am happy with the way my school district helped to get free tutoring for my child.	50.0	33.3	0.0	0.0	8.3
I would participate in free tutoring next year because I feel it improved my child's academic skills.	50.0	8.3	0.0	0.0	33.3
Comments:					
We are real happy with the tutoring. She was very wonderful and my child learned so much. I was very amazed at how much he learned.					
[Spanish comment] I like the extra classes they gave my daughter they helped her a lot and I would like that they help her for the next year thanks attentively [name removed]					
[Spanish comment] Don't stop this type of help because it helps many children to surpass their level academically. many thanks [sic]					

Table 163: RICCE Inc.- Provider Service Information

Provider Name:	RICCE Inc.
Districts Served:	Hertford County Schools
1. Program duration	
21-30 weeks	
2. Average number of sessions attended by students each week	
1	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
Provider's location	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	

Table 164: RICCE Inc.- Provider Report

RICCE Inc. - Provider Report					
First Submission Date:	Jun 9, 2008				
Last Submission Date:	Jun 9, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	0.0	0.0	100.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	100.0	0.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	100.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	0.0	0.0	0.0	100.0
What was the most positive outcome or aspect of your work this year?					
The school system and all of the SES staff from the state level to the local level were very involved in the process and were willing to help us as a provider, whenever we needed it.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The parents were not as involved as they could have and should have been. I think the school system should do more to emphasize the importance of the service, besides having an fair to introduce providers. The school system should come up with a way to make parents commit to allowing children to participate even when their participation conflicts with other afterschool activities.					
Additional Comments/Recommendations					

Table 165: RICCE Inc.- District Coordinator Report

RICCE Inc. - District Coordinator Report					
First Submission Date:	May 21, 2008				
Last Submission Date:	May 21, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	100.0	0.0		
2. Collaborate with you to set goals for student growth?	100.0	0.0	0.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	0.0	100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	100.0	0.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	100.0	0.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	100.0	0.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	100.0	0.0	0.0	0.0	0.0
Additional Comments					

Table 166: RICCE Inc.- Principal/Site Coordinator Report

RICCE Inc.- Principal/Site Coordinator Report						
First Submission Date:	May 13, 2008					
Last Submission Date:	May 13, 2008					
Total number of respondents:	1					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				1	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			100.0	0.0	0.0	
3. Collaborate with you to set goals for student growth?			100.0	0.0	0.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			0.0	100.0	0.0	
5. Meet the obligations for conducting tutoring sessions?			100.0	0.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		100.0	0.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		100.0	0.0	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.		100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.		0.0	100.0	0.0	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		100.0	0.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		100.0	0.0	0.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		100.0	0.0	0.0	0.0	0.0
Comments						

Table 167: RICCE Inc.- *Teacher Report* [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

**Table 168: RICCE Inc.- *Parent Report*
N= 3**

RICCE Inc. - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	66.7		33.3		0.0
Send letters or notes home about your child's progress?	100.0		0.0		0.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	100.0	0.0	0.0		0.0
Answer my questions about tutoring?	100.0	0.0	0.0		0.0
Start and end the tutoring sessions on time?	66.7	0.0	0.0		33.3
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	66.7	33.3	0.0	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	66.7	33.3	0.0	0.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	100.0	0.0	0.0	0.0	0.0
Overall, I am happy with the tutoring my child received.	66.7	33.3	0.0	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	100.0	0.0	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	33.3	66.7	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	33.3	66.7	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	66.7	0.0	0.0	0.0	33.3
I am happy with the way my school district helped to get free tutoring for my child.	33.3	66.7	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	100.0	0.0	0.0	0.0	0.0
Comments:					
Keep up the good work					
I am really thrilled with the Saturday tutoring. He really like the Saturday tutoring than the after school tutoring on Wednesday. [sic]					

Table 169: S & L Consultants- Provider Service Information

Provider Name:	S & L Consultants
Districts Served:	Cabarrus County Schools Charlotte-Mecklenburg Schools Forsyth County Schools Guilford County Schools Lexington City Schools
1. Program duration	
21-30 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
Community location (not the provider's building)	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
Other: College students with teaching experience	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Computer-based tutoring	
Direct instruction	

Table 170: S & L Consultants- Provider Report

S & L Consultants - Provider Report					
First Submission Date:	Jun 9, 2008				
Last Submission Date:	Jun 9, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	100.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	0.0	100.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	0.0	100.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
S&L Consultants served a large number of ESL students. Many students grades improved.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Attendantance was inconsistant, parent support and invovlement did not occur often enough. Many parents are unaware of SES and the benefits. Transportation is an issue for many parents.					
Additional Comments/Recommendations					
Increase or length the tutoring time. Provide transportation for all school districts. Explain SES throughly to parents. Implement a plan that allows tutors to work with class room teachers directly.					

Table 171: S & L Consultants- District Coordinator Report

S & L Consultants - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 23, 2008				
Total number of respondents:	4				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	75.0	25.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	50.0	50.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	50.0	0.0	50.0	
4. Communicate with parents during the year?	25.0	75.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	50.0	0.0	25.0	25.0
8. Aligned their services with state and local standards.	50.0	50.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	50.0	50.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	50.0	50.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	50.0	50.0	0.0	0.0	0.0
Additional Comments					
This provider was committed to providing tutoring to many of our ELL students. They worked in conjunction with a local Catholic charity to serve Vietnamese students.					

Table 172: S & L Consultants- Principal/Site Coordinator Report

S & L Consultants - Principal/Site Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 8, 2008				
Total number of respondents:	6				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				1	16.7
No				5	83.3
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			50.0	33.3	16.7
3. Collaborate with you to set goals for student growth?			0.0	50.0	50.0
			% Frequently	% Occasionally	% Not at all
4. Communicate with teachers during the year?			0.0	16.7	50.0
5. Meet the obligations for conducting tutoring sessions?			66.7	16.7	16.7
			% Strongly Agree	% Agree	% Disagree
The provider...			% Strongly Disagree	% Don't Know	
6. Started tutoring soon after the registration process was complete.			50.0	33.3	0.0
7. Adapted the tutoring services to this school's curriculum.			16.7	50.0	0.0
8. Integrated the tutoring services with classroom learning activities.			16.7	50.0	0.0
9. Offered services to Special Education and ELL students.			33.3	33.3	0.0
Overall provider assessment:			% Strongly Agree	% Agree	% Disagree
10. I believe the services offered by this provider positively impacted student achievement.			16.7	50.0	0.0
11. Overall, I am satisfied with this provider's services.			16.7	66.7	0.0
District Assessment:			% Strongly Agree	% Agree	% Disagree
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.			33.3	50.0	0.0
Comments					
One instructor allowed children to have access to the classroom teachers personal items and they were damaged. The situation was handled and did not happen again.					
S&L served our ELL students well this year. They had great communication with their parents.					
This particular provider took the tutorials to the neighborhood/community. They did not used the school facilities.					

Table 173: S & L Consultants- *Teacher Report*

S & L Consultants - Teacher Report					
First Submission Date:	Jun 3, 2008				
Last Submission Date:	Jun 3, 2008				
Total number of respondents:	1				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				1	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	0.0	100.0
3. Collaborate with you to set goals for student growth?			0.0	0.0	100.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	0.0	0.0	0.0	100.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	0.0	0.0	0.0	100.0
6. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	0.0	0.0	100.0
8. Overall, I am satisfied with this provider's services.	0.0	0.0	0.0	0.0	100.0
Additional Comments					

Table 174: S & L Consultants- *Parent Report*
 N= 34

S & L Consultants - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	38.2		44.1		14.7
Send letters or notes home about your child's progress?	38.2		38.2		17.6
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	58.8	29.4	2.9		5.9
Answer my questions about tutoring?	58.8	26.5	5.9		8.8
Start and end the tutoring sessions on time?	67.6	14.7	0.0		8.8
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	29.4	58.8	2.9	0.0	5.9
I was given a chance to meet with the tutor and discuss my child's learning goals.	26.5	35.3	17.6	0.0	14.7
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	29.4	58.8	8.8	0.0	0.0
Overall, I am happy with the tutoring my child received.	41.2	41.2	2.9	0.0	2.9
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	58.8	35.3	2.9	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	50.0	38.2	5.9	0.0	2.9
The district provided the necessary information to help me select a provider.	47.1	38.2	2.9	2.9	5.9
The district returned phone calls, addressed questions in a timely manner.	35.3	44.1	2.9	0.0	14.7
I am happy with the way my school district helped to get free tutoring for my child.	44.1	44.1	2.9	5.9	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	47.1	41.2	2.9	0.0	0.0
Comments:					
Well next year we will be relocating, and I am looking to home school my children, because they do better out of the classroom, and one on one. They won't have no distractions. But the tutoring helped a lot especially for my son. [sic]					
The tutors should have communicated with the teacher to see what was being worked on. My child was in 4th grade doing fractions, mixed fractions etc and my child was failing academically due to practicing addition and multiplication in which she already knew during her tutoring session. The tutor was very knowledgable once I observed the class (tutoring session). [sic]					
I truly believe the S & L Consultants were very beneficial to my son's success. If available, I would highly recommend the program in the future to all the students. My son also enjoyed the program too.					
Is that I could of be inform more to meet with the tutor discuss my child learning goals. [sic]					
Thank you for your help					
[Spanish comment] Thank you for your services.					

Table 175: Southridge Learning Center- *Provider Service Information*

Provider Name:	Southridge Learning Center
Districts Served:	Greene County Schools
1. Program duration	
1-10 weeks	
2. Average number of sessions attended by students each week	
1	
3. Length of the average tutoring session	
2.5 to 3 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Other: We used psychologist interns to help with our reward program	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	
Independent seatwork	

Table 176: Southridge Learning Center- Provider Report

Southridge Learning Center- Provider Report					
First Submission Date:	Jun 18, 2008				
Last Submission Date:	Jun 18, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	100.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
We were pleased with the progress and enthusiasm of our students and teachers. Greene County provided services on Saturday mornings. The students and tutors were fresh and ready to learn and teach. We also used psychology interns to help with our reward program and any negative behaviors from our students.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
We plan to lower teacher student ratio to even smaller groups so that we can individualize even more next year. We would like to better meet the needs of our special education students.					
Additional Comments/Recommendations					
We have been somewhat frustrated by not knowing the number of students to be served until the last minute. We had little time to hire staff and order materials. It was difficult with the program starting so early this past year for both the schools and the for us. We love working with the schools. It has been very rewarding watching the growth of our students and their confidence increase.					

Table 177: Southridge Learning Center- District Coordinator Report

Southridge Learning Center- District Coordinator Report					
First Submission Date:	Jun 3, 2008				
Last Submission Date:	Jun 3, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	100.0	0.0	0.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	100.0	0.0	0.0	0.0	
4. Communicate with parents during the year?	100.0	0.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	100.0	0.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	0.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	100.0	0.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	100.0	0.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	100.0	0.0	0.0	0.0	0.0
Additional Comments					
Southridge Learning Center provided a psychologist to support the staff and the needs of its students. The support staff was always on-site to assist parents. This ensured a high degree of time-on-task for instructional staff and their students.					

Table 178: Southridge Learning Center- *Principal/Site Coordinator Report* [No Data]

No principals/site coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 179: Southridge Learning Center- *Teacher Report*

Southridge Learning Center- Teacher Report

First Submission Date:	May 16, 2008				
Last Submission Date:	Jun 2, 2008				
Total number of respondents:	14				
1. Are you employed by the provider for which you are completing this survey?					
			Number	Percent	
Yes			5	35.7	
No			9	64.3	
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			35.7	64.3	0.0
3. Collaborate with you to set goals for student growth?			42.9	42.9	14.3
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	35.7	50.0	0.0	0.0	14.3
5. Adapted the tutoring services to meet the needs of individual students.	35.7	64.3	0.0	0.0	0.0
6. Integrated the tutoring services with classroom learning activities.	35.7	35.7	0.0	0.0	28.6
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	50.0	42.9	0.0	7.1	0.0
8. Overall, I am satisfied with this provider's services.	42.9	57.1	0.0	0.0	0.0
Additional Comments					
The Director of the Program is very professional and responsible. She is always looking for the best ways to improve the program. The students seemed to enjoy their classes because of this					

Table 180: Southridge Learning Center- *Parent Report*
N= 12

Southridge Learning Center- Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	50.0		41.7		0.0
Send letters or notes home about your child's progress?	58.3		41.7		0.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	83.3	8.3	0.0		8.3
Answer my questions about tutoring?	50.0	33.3	8.3		0.0
Start and end the tutoring sessions on time?	91.7	8.3	0.0		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	50.0	41.7	8.3	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	25.0	50.0	8.3	8.3	8.3
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	58.3	33.3	0.0	8.3	0.0
Overall, I am happy with the tutoring my child received.	58.3	33.3	0.0	8.3	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	91.7	8.3	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	83.3	0.0	8.3	0.0	0.0
The district provided the necessary information to help me select a provider.	75.0	8.3	8.3	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	41.7	33.3	0.0	0.0	8.3
I am happy with the way my school district helped to get free tutoring for my child.	83.3	8.3	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	75.0	8.3	8.3	0.0	8.3
Comments:					
I never got a chance to meet with the tutor one on one about my child's strength and weakness during the session. I felt lack of communication. [sic]					
[Spanish comment] I believe that these services of tutoring are very good because they help the children to progress a little more.					
[Spanish comment] These services seem very good to me because they help the children progress.					
[Spanish comment] Thanks for the attention and help of the school district it offers for my child the improvement in learning. [sic]					

Table 181: Swan Learning Center- *Provider Service Information*

Provider Name:	Swan Learning Center
Districts Served:	Charlotte-Mecklenburg Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	

Table 182: Swan Learning Center- Provider Report

Swan Learning Center - Provider Report					
First Submission Date:	Jun 3, 2008				
Last Submission Date:	Jun 3, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	0.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	0.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	0.0	0.0	100.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	0.0	0.0	100.0	0.0
16. Success at raising student achievement to desired levels	0.0	0.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
No positives. The district was disorganized and beaucroatic. This is a waste of tax payer money. We did take some student from the program and gave them a full scholarship at our regular facility.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
We did not accept any students because the district was using the program for babysitting. FOr example, they wanted a kindergartener to be tutored for 90 minutes after school. We are a professional Learning Center with professional staff and we decided that the way that the discctric was administrating the program did not allow for the highest level of instruction. We did not want our name tied to babysitting in the guise of tutoring or supplemental education.					
Additional Comments/Recommendations					
This program was mismanaged with the interest of the district ahead of the interest of student progress. Too many hoops to jump through for an established well repected company with an excellent reputation in the community.					

Table 183: Swan Learning Center- District Coordinator Report

Swan Learning Center - District Coordinator Report					
First Submission Date:	Jun 3, 2008				
Last Submission Date:	Jun 3, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	100.0	0.0	0.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	0.0	0.0	100.0	
4. Communicate with parents during the year?	100.0	0.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	0.0	0.0	0.0	100.0
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	100.0	0.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	100.0	0.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	100.0	0.0	0.0	0.0	0.0
Additional Comments					
[Name removed] was easy to contact and work. She was very positive and put the needs of students first.					

Table 184: Swan Learning Center- *Principal/Site Coordinator Report*

Swan Learning Center - Principal/Site Coordinator Report						
First Submission Date:	Jun 8, 2008					
Last Submission Date:	Aug 21, 2008					
Total number of respondents:	2					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				2	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			100.0	0.0	0.0	
3. Collaborate with you to set goals for student growth?			100.0	0.0	0.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			50.0	0.0	50.0	
5. Meet the obligations for conducting tutoring sessions?			100.0	0.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		100.0	0.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		100.0	0.0	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.		50.0	0.0	0.0	0.0	50.0
9. Offered services to Special Education and ELL students.		100.0	0.0	0.0	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		100.0	0.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		100.0	0.0	0.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		100.0	0.0	0.0	0.0	0.0
Comments						
Sylvan worked effectively in our school.						

Table 185: Swan Learning Center- *Teacher Report*

Swan Learning Center - Teacher Report					
First Submission Date:	May 17, 2008				
Last Submission Date:	Jun 5, 2008				
Total number of respondents:	3				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				3	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	0.0	100.0
3. Collaborate with you to set goals for student growth?			0.0	33.3	66.7
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	33.3	0.0	33.3	33.3
5. Adapted the tutoring services to meet the needs of individual students.	0.0	33.3	0.0	33.3	33.3
6. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	33.3	66.7
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	33.3	33.3	33.3
8. Overall, I am satisfied with this provider's services.	0.0	0.0	0.0	33.3	66.7
Additional Comments					
The student was only with the school for a short while after tutoring began. There was no significant improvement. We began looking for other problems that would effect his ability to learn.					

Table 186: Swan Learning Center- *Parent Report*
N= 1

Swan Learning Center - Parents Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	100.0		0.0		0.0
Send letters or notes home about your child's progress?	100.0		0.0		0.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	100.0	0.0	0.0		0.0
Answer my questions about tutoring?	100.0	0.0	0.0		0.0
Start and end the tutoring sessions on time?	100.0	0.0	0.0		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	100.0	0.0	0.0	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	0.0	100.0	0.0	0.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	100.0	0.0	0.0	0.0	0.0
Overall, I am happy with the tutoring my child received.	100.0	0.0	0.0	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	0.0	100.0	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	0.0	100.0	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	0.0	100.0	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	0.0	100.0	0.0	0.0	0.0
I am happy with the way my school district helped to get free tutoring for my child.	100.0	0.0	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	100.0	0.0	0.0	0.0	0.0

Table 187: Sylvan Learning Center Ace It! Clinton- Provider Service Information

Provider Name:	Sylvan Learning Center Ace It! Clinton
Districts Served:	Clinton City Schools Duplin County Schools Sampson County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
4	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
Direct instruction	

Table 188: Sylvan Learning Center Ace It! Clinton- Provider Report

Sylvan Learning Center Ace It! Clinton - Provider Report					
First Submission Date:	Jun 9, 2008				
Last Submission Date:	Jun 9, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	0.0	100.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	100.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	100.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	100.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Attendance was approximately 93% even with parent providing transportation. Students enjoyed the program! Our stanine growth was substantial.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Teacher conferences (our staff presented initial and mid progress reports at each school), limited feedback from staff. Completion report meeting could not be scheduled and there seemed to be lack of interest, reports were put in teacher boxes.					
Additional Comments/Recommendations					
Needing the school test data (prior year and current year) to verify students' end of grade test scores growth. Parent fairs are not user-friendly or attended. Back pack mailers, etc... are needed and giving information to parents multiple times is needed NOT just two weeks prior to the program start date, most parents miss the deadline and paperwork is too cumbersome and difficult to read.					

Table 189: Sylvan Learning Center Ace It! Clinton- District Coordinator Report

Sylvan Learning Center Ace It! Clinton - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	May 14, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	50.0	50.0	0.0		
2. Collaborate with you to set goals for student growth?	50.0	0.0	50.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	50.0	50.0	0.0	0.0	
4. Communicate with parents during the year?	50.0	50.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	50.0	50.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	50.0	50.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	50.0	0.0	50.0	0.0	0.0
8. Aligned their services with state and local standards.	50.0	50.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	50.0	0.0	0.0	0.0	50.0
10. Complied with applicable federal NCLB laws.	50.0	50.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	50.0	50.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	50.0	0.0	50.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	50.0	0.0	0.0	0.0	50.0
Additional Comments					

Table 190: Sylvan Learning Center Ace It! Clinton- Principal/Site Coordinator Report

Sylvan Learning Center Ace It! Clinton - Principal/Site Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	May 13, 2008				
Total number of respondents:	1				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		1		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?		0.0	100.0	0.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	100.0	0.0	0.0
5. Meet the obligations for conducting tutoring sessions?		100.0	0.0	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	100.0	0.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	100.0	0.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.	100.0	0.0	0.0	0.0	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	100.0	0.0	0.0	0.0	0.0
Comments					
Teachers and parents were pleased with the tutors and tutoring services. I would have liked a little more communication between local service and school.					

Table 191: Sylvan Learning Center Ace It! Clinton- Teacher Report

Sylvan Learning Center Ace It! Clinton - Teacher Report					
First Submission Date:	May 20, 2008				
Last Submission Date:	May 21, 2008				
Total number of respondents:	2				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				1	50.0
No				1	50.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	50.0	50.0
3. Collaborate with you to set goals for student growth?			0.0	50.0	50.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	0.0	50.0	0.0	50.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	50.0	0.0	0.0	50.0
6. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	50.0	0.0	50.0
8. Overall, I am satisfied with this provider's services.	0.0	0.0	50.0	0.0	50.0
Additional Comments					
I felt that the Math, which I tutored, was much too scripted and did not lend itself to actually helping the children I had understand the concepts.					

**Table 192: Sylvan Learning Center Ace It! Clinton- Parent Report
N= 108**

Sylvan Learning Center Ace It! Clinton - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	42.6		42.6		14.8
Send letters or notes home about your child's progress?	48.1		39.8		9.3
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	63.9	24.1	3.7		8.3
Answer my questions about tutoring?	43.5	40.7	10.2		4.6
Start and end the tutoring sessions on time?	71.3	20.4	2.8		3.7
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	36.1	46.3	7.4	4.6	5.6
I was given a chance to meet with the tutor and discuss my child's learning goals.	25.9	44.4	14.8	10.2	4.6
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	32.4	49.1	12.0	2.8	3.7
Overall, I am happy with the tutoring my child received.	39.8	43.5	5.6	4.6	3.7
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	63.0	34.3	0.0	0.9	0.9
I was given enough time to decide which tutoring company I wanted for my child.	45.4	46.3	5.6	0.0	2.8
The district provided the necessary information to help me select a provider.	40.7	43.5	11.1	0.9	3.7
The district returned phone calls, addressed questions in a timely manner.	25.0	47.2	13.0	1.9	8.3
I am happy with the way my school district helped to get free tutoring for my child.	51.9	39.8	3.7	0.9	1.9
I would participate in free tutoring next year because I feel it improved my child's academic skills.	50.9	34.3	3.7	4.6	5.6
Comments:					
I would like for my child [name removed] to attend this program again. Thanks Kindly [name removed]					
This is a good program and it helps a lot of kids to improve in subjects that they are weak in. Good work!					
My daughter was initially tested at the center, not at the school. No one from tutoring company ever returned my numerous phone calls nor did they ever begin to tutor my daughter after initial testing. She would stay for tutoring & no one ever showed up! Very dissatisfied!					
It was unorganized - to much went on in classrooms at once. I took [name removed] out due to zero progress and way to much distraction in the class. [sic]					
My child went in not knowing all his numbers and ABC's. Whey they got done he new all his ABC's and most of his # [sic]					
No, my child will not be participate in free tutoring next year [sic]					
It was nice. But don't want it for next year.					

Table 192, continued

I was very pleased with the improvements and the self confident that it gave my child. [sic]
I never talked to anyone about [name removed] progress. I only received on report and nothing had changed. I took him out because I felt like it was time & gas wasted.
I was very happy with the tutoring program.
I haven't called for information, also my daughter haven't asked questions to know more about tutoring. So far I like it, her grades are good. [sic]
I am so glad that we had tutoring selection because it really my child out with his worked in math and also his reading and I hope that will have it again next year. [sic]
The teachers after all the tutoring sessions was completely over told me my child didn't pay attention they all he had on his mind was girls. I feel that I should have been notified before tutoring was over. [sic]
I have seen a improvement in her grades. Let's see will she pass to the next grade. I ho0pe she will do it again next year. [sic]
It has really help [name removed] read & homework.
Did not get all that was he needed. [sic]
Need at high schools. Every nine weeks. [sic]
I really appreciated the free tutoring service it was much needed and convient for single parent as myself as long as they can continue this program my child will be a part in it. Thank you very much. She has started back reading books again.
I hope they will continue the program for nexts year. I'll see how much it helped when they pass to the next grade [sic]
Really impressed with what was provided for my child. Look forward to the chance of participating again.
This was a wonderful program, and I hope we given the opportunity to participate again. [sic]
This was a wonderful program, and I hope we given the opportunity to participate again. [sic]
It would have been better if the tutoring was in the subject that was needed the most .
I didn't get any feedback about my child's progress or what he was working on so I am not sure of any benefit to his tutoring.
Thanks very much Sylvan your helped my child very much. I was very pleased with the help my child received. This was a wonderful program, and I hope we given the opportunity to participate again. [sic]
I would suggest this program to any child that has difficulty levels in Math and reading to enhance confidence and progress for a young child's advancement.
I am very pleased with the services that were offered to my child. He made great improvements in English and Math both. I would recommend that anyone who has the chance to take advantage of this great opportunity, do it!
My child gained 40 points in tutoring this school year, I was totally satisfied.
This tutoring should be given to all children who need it. It was a big help for my Daughter. Thank you so much!
I am very pleased with the help my child received in the program. I hope the program will continue next year.
I look forward to my child taking part in Ace It! Again.
She still need help with Math and writing [name removed] This was a wonderful program, and I hope we given the opportunity to participate again. [sic]
[Spanish comment] I am very pleased with your concern for my children and for the help that they give. [sic]
[Spanish comment] Thank you for helping [name removed]
[Spanish comment] My daughter never gone to tutoring. [sic]
[Spanish comment] I am very satisfied and pleased with the opportunity for my child - was of a lot of help - to improve his school progress
[Spanish comment] Thanks for the program [name removed]
[Spanish comment] This good the program helps the children study a lot. [sic]
[Spanish comment] Thanks for the program [name removed]
[Spanish comment] My son is improving in the tutoring but it is necessary for more help, for next year I am going to return the form. [sic]

Table 193: Sylvan Learning Center Ace It! Elizabeth City- Provider Service Information

Provider Name:	Sylvan Learning Center Ace It! Elizabeth City
Districts Served:	Bertie County Schools Edenton/Chowan Schools Hertford County Schools Pasquotank County Schools Perquimans County Schools Washington County Schools
1. Program duration	
21-30 weeks	
2. Average number of sessions attended by students each week	
1	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	

Table 194: Sylvan Learning Center Ace It! Elizabeth City- Provider Report

Sylvan Learning Center Ace It! Elizabeth City - Provider Report					
First Submission Date:	Jun 17, 2008				
Last Submission Date:	Jun 17, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	100.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	100.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	100.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
We were very pleased with attendance in most schools. The majority of the schools had an average attendance rate of 85-90%. We were also pleased with growth on our end of program assessment. We saw tremendous gain with many students in a very short amount of time. We will strive to do even better next year.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The biggest area of improvement is attendance at a couple of middle schools. We had 2 middle schools with terrible attendance. We do incentives for attendance and nothing seems to work to get them to come. We have spoke with the school district about different options, such as, starting them later in the year and doing more days for a shorter period of time. We will put our heads together and try something new and different for those schools next year to see if we can get more students there for tutoring.					
Additional Comments/Recommendations					
We are pleased to be able to work with these counties and their students. We have great relationships with some counties we work with. Some counties are more open and easier to work with than others but the longer we work with a county the better the communication becomes. We look forward to next year.					

Table 195: Sylvan Learning Center Ace It! Elizabeth City- District Coordinator Report

Sylvan Learning Center Ace It! Elizabeth City - District Coordinator Report					
First Submission Date:	May 21, 2008				
Last Submission Date:	May 21, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	100.0	0.0	0.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	0.0	100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	100.0	0.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	100.0	0.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	100.0	0.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	100.0	0.0	0.0	0.0	0.0
Additional Comments					
The provider was very accessible and worked well with the district.					

Table 196: Sylvan Learning Center Ace It! Elizabeth City- Principal/Site Coordinator Report

Sylvan Learning Center Ace It! Elizabeth City - Principal/Site Coordinator Report

First Submission Date:	May 13, 2008					
Last Submission Date:	May 23, 2008					
Total number of respondents:	5					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				5	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			80.0	20.0	0.0	
3. Collaborate with you to set goals for student growth?			60.0	20.0	20.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			20.0	60.0	20.0	
5. Meet the obligations for conducting tutoring sessions?			80.0	20.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		80.0	20.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		40.0	60.0	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.		40.0	60.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.		20.0	80.0	0.0	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		60.0	40.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		60.0	40.0	0.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		60.0	20.0	0.0	0.0	0.0
Comments						

Table 197: Sylvan Learning Center Ace It! Elizabeth City- Teacher Report

Sylvan Learning Center Ace It! Elizabeth City - Teacher Report					
First Submission Date:	Jul 24, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	3				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				3	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			100.0	0.0	0.0
3. Collaborate with you to set goals for student growth?			100.0	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	100.0	0.0	0.0	0.0	0.0
5. Adapted the tutoring services to meet the needs of individual students.	100.0	0.0	0.0	0.0	0.0
6. Integrated the tutoring services with classroom learning activities.	66.7	0.0	0.0	0.0	33.3
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	66.7	33.3	0.0	0.0	0.0
8. Overall, I am satisfied with this provider's services.	66.7	33.3	0.0	0.0	0.0
Additional Comments					

Table 198: Sylvan Learning Center Ace It! Elizabeth City- Parent Report
N= 135

Sylvan Learning Center Ace It! Elizabeth City - Parents Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	20.7		42.2		35.6
Send letters or notes home about your child's progress?	25.9		59.3		10.4
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	63.7	25.2	3.7		7.4
Answer my questions about tutoring?	37.8	27.4	19.3		11.9
Start and end the tutoring sessions on time?	77.0	11.9	0.0		8.1
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	45.2	48.1	1.5	2.2	3.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	8.9	32.6	37.0	14.1	6.7
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	29.6	49.6	9.6	4.4	5.2
Overall, I am happy with the tutoring my child received.	44.4	45.9	3.0	2.2	3.7
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	72.6	24.4	0.7	2.2	0.0
I was given enough time to decide which tutoring company I wanted for my child.	57.8	37.0	3.0	1.5	0.7
The district provided the necessary information to help me select a provider.	48.1	39.3	7.4	3.0	2.2
The district returned phone calls, addressed questions in a timely manner.	27.4	40.0	9.6	1.5	17.8
I am happy with the way my school district helped to get free tutoring for my child.	68.9	28.9	1.5	0.0	0.7
I would participate in free tutoring next year because I feel it improved my child's academic skills.	65.2	23.0	0.7	0.7	9.6
Comments:					
I greatly appreciate the improvement the Sylvan Center was made possible for my daughter to understand her math problems [sic]					
The program (tutoring co.) was chosen by the school. No phone calls made & just notes. Thanks for your services.					
I don't no what kind of help my child was getting nobody never call or talk to us about anything my child was doing. [sic]					
I am much impressed with the help my child has received and hope that he could be able to continue with tutoring in the years to come.					
Loved it					
Good jobs!					
I would like for Sylvan Learning Center Ace It! To help my child next year at Chowan Middle School. I have another daughte will be at DF. Walker I would like for Sylvan to help her. Thank you for all your help. [sic]					

Table 198, continued

I really did see some improvement with my child. He still shows little weaknesses but also shows a lot more strengths [sic]
I recommend Sylvan to any parent who's child is having difficulties in Math, reading. I thank you for all the help and encouragement give to my son. [sic]
I really think tutoring help my child.
I really think tutoring help my child [sic]
Although I don't remember meeting the tutor I am very pleased with the progress my child made. Thank you
I would like for my child to attend free tutoring for her maths skills on next year, she did very well with the reading this year. I am very satisfied with her progress.
I don't believe we no the progress are kids are receiving. I received one progress report 1 week before the last week of tutoring. No parent meeting. I no grades sent home or test score parents could be made more involved Thanks you [sic]
Would like to say thank you very much for helping my child this was something I was looking into and I'm glad the school offered it. Keep it going. [sic]
My son's reading skills is getting better everyday [sic]
I'am thankful for this free tutoring program. My children enjoyed this program they looked forward to it every week. I hope it will continue.
I have really enjoyed these services. I truly hope she will be able to receive them next year in Middle school.
Great program
I can see the improvement in my child's reading. She is doing a better job of focusing on her reading. Her ability to explain what she has read, has improved, and so has her ability to identify main facts and characters. Thank you.
Great job! I feel they should help kids w/ their homework so they can be up to par w/ what they are working on in school at the time.
I enjoy having [name removed] in tutoring this year. Thanks
Would like to have had more of an opportunity to talk with tutor. Never had any conferences with anyone? [sic]
Thank you
Keep up the good work.
I hope my child will be able to be a part of tutoring next year.
Thank you
I'am thankful for this free tutoring program. My children enjoyed this program they looked forward to it every week. I hope it will continue.
Thank you for this did benefit my child along with the tutoring she is receiving at the normal Sylvan Learning Center [sic]
I would like to know what my child's 1st test score was with Sylvan and what the last test score was. I would like to compare and see how much improvement there really was.
Sylvan Learning Center of Elizabeth City contributed greatly in my son's progress at school I definitely would want for the service to be provided again.
My daughter got a late start due to not knowing about the program. I would like her to continue so she can receive the total benefits of the program. Thank you.
The tutoring company has never talked to me about my child's progress, but they have sent home 1 mid-term progress report. My child is often out of session about 15 minutes early, but I do believe that the tutoring services has helped her, but if I had to come out of my pocket and pay for this service I would be completely satisfied with some of the ways things were handled (ex. Not meeting & only receiving progress reports.) [sic]
I've never met the instructor personally, but they did send home 1 mid-term progress report. I do believe it helped her in her math some, but she is still failing reading. I was informed by another parent about the program; therefore, I had to inquire about it myself. The child are often out of tutoring before 5:00. I feel that more information can be provided about each provider. Last, if I was to pay for the tutoring I wouldn't be completely satisfied. [sic]
The program was good it help my child a whole lot with his reading and math and he came home every Monday talking about some thing new. So I thank you. [sic]
Unsure of how much it helped because I haven't been notified of current test results yet.
Thanks to all who took the time to help my child with his tutoring.

Table 198, continued

I am grateful for the tutoring services provided. It would have been nearly impossible to afford private tutoring rates for the period of time needed. Thank you [sic]
Although the tutoring did help my son, I was never given the opportunity to meet or speak with anyone from the program. Also, I only received one correspondence.
My family would like to thank you for this tutoring program. I know it's helped my children to succeed. Again thank you all!
Sheep-Harney Elementary did their part with informing parents about the free tutoring. Sylvan Learning Center Ace It! Elizabeth City did not introduce my child's tutor to me & did not send home any progress reports. All I received was a letter stating my child would receive free tutoring & a schedule. [sic]
I and my family are very appreciative for the services children have definitely benefited from this. We want to say Thanks [sic]
Keep up the good work
I truly feel Sylvan has helped my son in his studies. He got to help he needed to get him through the year. I feel comfortable that he passed this year. [sic]
Just want my child to do and be all he can be. Do the right thing and be successful in what he is doing. [sic]
I know very little about the tutoring class my daughter attends. And also if she learned more things. And if she made it interesting for her to learn. [sic]
I am thankful to have someone to come out every Thursday to help my children in reading and math.

Table 199: Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City- Provider Service Information

Provider Name:	Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City
Districts Served:	Beaufort County Schools Greene County Schools Lenoir County Public Schools Pitt County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
Direct instruction	

Table 200: Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City- Provider Report

Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City - Provider Report					
First Submission Date:	Jul 7, 2008				
Last Submission Date:	Jul 7, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	100.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	0.0	100.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	100.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Seeing the students progress and the excitement students showed for learning.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Need more support from school and parents on importance of staying after school each session. We need the students every session for the entire session length if we are going to show results needed.					
Additional Comments/Recommendations					
Need schools to recognize that we want to set up instructional space prior to students entering instructional area. Staying with students throughout snack and not getting into instructional space to "set up" is not conducive to a good learning environment. Students need to see we are "ready" - it makes a difference in behavior management and in establishing the positive tone for learning.					

Table 201: Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City- District Coordinator Report

Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City - District Coordinator Report					
First Submission Date:	May 15, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	3				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	66.7	33.3	0.0		
2. Collaborate with you to set goals for student growth?	0.0	66.7	33.3		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	33.3	66.7	0.0	0.0	
4. Communicate with parents during the year?	33.3	66.7	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	66.7	33.3	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	33.3	66.7	0.0	0.0	0.0
8. Aligned their services with state and local standards.	66.7	33.3	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	66.7	0.0	33.3	0.0	0.0
10. Complied with applicable federal NCLB laws.	66.7	33.3	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	66.7	33.3	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	66.7	33.3	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	66.7	33.3	0.0	0.0	0.0
Additional Comments					
Ace It! always had materials and staff ready. Their rapport with parents was excellent. All forms and reports were promptly completed with a high degree of accuracy.					

Table 202: Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City- *Principal/Site Coordinator Report*

Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City - Principal/Site Coordinator Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	Jul 31, 2008				
Total number of respondents:	13				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				3	23.1
No				10	76.9
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			69.2	30.8	0.0
3. Collaborate with you to set goals for student growth?			46.2	15.4	38.5
			% Frequently	% Occasionally	% Not at all
4. Communicate with teachers during the year?			30.8	30.8	23.1
5. Meet the obligations for conducting tutoring sessions?			100.0	0.0	0.0
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree
6. Started tutoring soon after the registration process was complete.		84.6	15.4	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		30.8	30.8	15.4	0.0
8. Integrated the tutoring services with classroom learning activities.		38.5	23.1	15.4	0.0
9. Offered services to Special Education and ELL students.		38.5	46.2	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree
10. I believe the services offered by this provider positively impacted student achievement.		23.1	69.2	0.0	0.0
11. Overall, I am satisfied with this provider's services.		30.8	69.2	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		38.5	53.8	0.0	7.7
Comments					
Great having a site coordinator present from Sylvan every week. She was on top of all of the paperwork and a great help! Tutors were great for student learning.					

Table 203: Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City- Teacher Report

Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City - Teacher Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	Jul 24, 2008				
Total number of respondents:	29				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		3		10.3	
No		26		89.7	
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			6.9	34.5	58.6
3. Collaborate with you to set goals for student growth?			3.4	24.1	72.4
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	3.4	34.5	6.9	3.4	51.7
5. Adapted the tutoring services to meet the needs of individual students.	3.4	41.4	3.4	3.4	48.3
6. Integrated the tutoring services with classroom learning activities.	3.4	24.1	17.2	10.3	44.8
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	3.4	44.8	13.8	6.9	31.0
8. Overall, I am satisfied with this provider's services.	3.4	41.4	17.2	6.9	31.0
Additional Comments					
As the classroom teacher it would have been helpful to have received an update of weekly progress and areas reviewed. It would have been appreciated to have had the opportunity to meet and discuss the student's weaknesses with the tutor to better provide for the child.					
cannot tell for sure until test results are provided					
I did not see or hear from my provider during my tutoring experience.					
I feel these type of tutoring programs are not effective! There is too much money set aside to these companies that are not doing an efficient job.					
I had no contact with this provider.					
I had not communication with this provider. I have no idea how the student progressed or what he achieved.					
I think Sylvan did a wonderful job.					
The provider never spoke to me about the services or the performance of the students.					
We will not know what change if any will be shown until our student completes the end-of-grade test. Our student did attend the services for the full amount of time and I hope it shows a great improvement.					

Table 204: Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City- *Parent Report*
N= 221

Sylvan Learning Center Ace It! Greenville, Kinston, Washington, New Bern, Morehead City - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	32.1		42.1		23.1
Send letters or notes home about your child's progress?	38.9		49.3		9.0
	% A lot	% Sometimes	% Not at all	% Don't Know	
Help your child with subjects s/he is working on in school?	63.8	22.6	4.5	9.0	
Answer my questions about tutoring?	45.7	32.1	10.9	8.1	
Start and end the tutoring sessions on time?	77.8	11.8	0.5	8.1	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	43.4	45.2	3.2	2.7	4.1
I was given a chance to meet with the tutor and discuss my child's learning goals.	25.8	34.8	23.1	10.4	3.2
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	41.2	40.3	6.8	3.6	5.9
Overall, I am happy with the tutoring my child received.	47.1	41.6	4.1	2.3	2.7
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	73.3	24.4	0.9	0.0	0.9
I was given enough time to decide which tutoring company I wanted for my child.	66.5	30.3	1.8	0.5	0.9
The district provided the necessary information to help me select a provider.	58.4	33.5	3.2	0.9	2.7
The district returned phone calls, addressed questions in a timely manner.	40.7	38.5	8.1	3.2	9.0
I am happy with the way my school district helped to get free tutoring for my child.	67.4	28.5	1.4	0.0	1.8
I would participate in free tutoring next year because I feel it improved my child's academic skills.	68.3	21.7	2.3	1.4	5.4
Comments:					
The tutoring class should be in more than one subject, like math and others.					
Needs to help in understanding if math in her weakness. Does this tutoring help them to understand much better. [sic]					
I am very happy looking forward again next year. Thanks for all you do.					
Sylvan learning center is not only a quality tutoring program but it is a motivational center as well.					
Tutoring sessions start too late in the school year needs to start after report cards & program reports.					
I am very thankful for the help my children was given but this one just still has a hard time on being focus, but he has still came a long way. According to reports the teachers have given. [sic]					
I am very thankful for the help you have given my children					

Table 204, continued

It was good for her because is doing better in both things [sic]
Thanks (more communication w/ teachers and parents (aware of students goals [sic]
This program was very helpful for my child being a single parent. I think my child could have improve even more if she had gone the entire year. I thank the one's that implment this program it really ment a lot for me and my child. Thank you [sic]
She needs help link me on one place also she really need help on her math bad. So she won't repeat the fifth grade. Call me at [phone number removed] so I will know when you'll gonna do for [name removed] math grade. [sic]
Over all I am happy with the Ace it tutoring company. I wish the school would of let my child who needed it the most enter but do to him being retained he couldnt [sic]
I did not know I had to sign my child up for the second part of the school year. I was given a schedule the first of the year for the whole school year. So when I received another form in the mail I thought it was a mistake.
I am please with the improvement in my child's progression in a variety of areas, however communication between staff and parents is a greater factor that needs improvement. Example - meetings before, middle, end of program, and progress reports periodically. [sic]
This program has been a big help to my child and I thank you for your help.
I would like to see them be helped with homework also while they are there. [sic]
Thank you all for a job well done!
[Name removed] needs more one on one tutoring please give me some information where she can get help this summer. Thank you
I feel the time was to short for the children that struggle hard then most children. [sic]
I thank Sylvan for finally helping my child to read she had been in read in programs for 2 years and thanks to sylvan with just a couple of months she has learned to read very well. [sic]
[Name removed] weakness is her math. [Name removed] really need help with her math.
My son and I felt really great about his tutoring! He had a great learning enviroment and enjoyed the education he received. Great job!! [sic]
Thank you so much to Sylvan's for helping my child. He has achieved the required skills through reading.
Thank you for a job well done! And I'm gladly to say that not only did it improve my daughter math & strengths! I gave her "Confidence"! [sic]
The tutoring program has improved my childs learning in math and reading. I would really recommend the tutoring program to other parents.
Its good to have after school tutoring for students to help with there work to strength there weakness, I thanks for tutoring my child have improve a lot, we are very happy, with the progress of learning goals for my child also others children. Thank you for helping my child to strengthing his weakness. [sic]
More information needs to be sent home.
A job well done. [Name removed] learned a lot from the tutoring. Her grades have improved. Thank you for selecting my daughter to receive this tutoring [name removed]
My daughter really excelled in Math.
Thanks for all the help you gave my child it has improved her reading a lot.
Sylvan has always gone beyond & above the call of duty. The teachers & staff are truly concern with the students and [name removed] is the best coordinator ever. She truly deserves a Raise! [sic]
I am happy that the district made this possible for my child, but she was being helped in the area where she was tested at the school, she was not helped with the areas where she was at the time having problem. She has a dislike for math and she struggles every year and she is getting behind.
I just want to thank everyone that help my child. She is doing a lot better now and she wont to go next year again I just wont to say job well do. [Name removed] [sic]
They don't give student all student time to understand what going on befor moveing on to the next thing. [sic]
Thank you for the help that was provided for my grandson in order to help him to improve in his studies. I should have been more involved in the tutoring program. I should have asked more question and meet with my child tutor. Overall I feel that it is a good program improvement in communication is a must.
Sylvan is the Best! [Name removed] makes sure all the kids are present by calling & checking on them as well as always has a smile when she greets you or your child. Job well done! [sic]

Table 204, continued

Thanks a lot for the time and patience you put forth with helping my child become better in the areas. She/he was weak in I look forward to her continuence in ACE It! [sic]
I feel like all grade show be able to participate in the tutoring. Im glad my child the chance to be in this tutoring session [sic]
Was very satisfied
I felt that I was not informed enough about what they were teaching my daughter. She also struggles in math but she only got assistants in English. I really can not tell that it helped at all.
I found out near the end of tutoring that my daughter was supposed to have been tutored in math & not English.
My child was not in the tutoring program for its entirety due to transportation and absences.
I was very displeased with the Sylvan tutoring program. I guess they felt because it was a FREE tutoring service they didn't need to do their best with my child. Now my child is in another tutoring program. I am paying for and wished I had done in the beginning. [sic]
Hopes she has tutoring next year. Saw improvement in learning and behavior [sic]
Please allow [name removed] to receive the same tutoring next year. Her grades improved and then when the tutoring ceased her grades when down again. [sic]
I would have felt better about the free tutoring program. If I had been better informed of my child progress ex. How to strengthen her weakness. She never got any help with Math.
I think that these programs should continue to be offered I think it provides assistance in subjects where the children may not otherwise have help not that noone wants to help but, the program provide individuals that know how to help [sic]
I'M NOT SURE MY CHILD EVEN NEEDED THE TUTORING NOR AM I CONVINCED THAT IT ACTUALLY IMPROVED HER SKILLS. THERE WAS A LOT OF CONFUSION WITH REGARDS TO WHEN THE PROGRAM STARTED AND ENDED, NO CONSISTENCY WITH WHEN PROGRESS REPORTS WERE DISTRIBUTED, AND NO FINAL PROGRESS REPORT AT ALL. THIS PROGRAM WAS A PERFECT EXAMPLE OF "YOU GET WHAT YOU PAY FOR!" [sic]
The free tutoring improved my child reading skills. I would like to have both math and reading for him next year.
As a parent, would like to see the tutoring classes being offer more than 2 days for the kids with more difficulties. [sic]
The free tutoring really helped my son out because he needs that extra help and I hope that the school will continue to provide tutoring services after school.
I really would like to Thank you all for helping my daughter. [sic]
Thank you very much [name removed] looking forward for next year.
The tutoring really help gear my son in the right direction. I truely think it should continue. [sic]
Good job keep up the good work for ACE It! [sic]
As a parent I would like to have received more than one note about my child's progress. I would have welcomed a telephone# or open communication with my child's tutor. We could not have afforded tutoring apart from this free program. While I'm happy to have been given the opportunity for my child to participate, I believe we would be better served if the tutoring sessions were free from distractions/students not there to learn.
I thank God for the free tutoring she has improve some in math. Thanks for this program. I hope that they have it next year. Thanks. [sic]
Regarding Question #15 - I would like to have my child participate, but maybe with another tutoring company.
Iwould have liked to know about every 3 to 4 weeks on how my child had improved and how they help him get to the gold. and tip an hour to keep helping him at home. [sic]
[Spanish comment] The only thing I would like that they provide transportation to all this good progam helped my son to do well. [sic]
[Spanish comment] Blank [sic]
[Spanish comment] Thank you very much for the help with my child [name removed] he learned a lot with Sylvan and with every thing
[Spanish comment] I am very satisfied with the services of tutoring.

Table 205: Sylvan Learning Center Ace It! Henderson and Roanoke Rapids- Provider Service Information

Provider Name:	Sylvan Learning Center Ace It! Henderson and Roanoke Rapids
Districts Served:	Franklin County Schools Granville County Schools Halifax County Schools Northampton County Schools Vance County Schools Weldon City Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
Other: both 1 hour and 1 1/2 hour sessions	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Other: groups ranged from 1-7	
6. Is transportation provided to students? (Mark all that apply)	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
Direct instruction	

Table 206: Sylvan Learning Center Ace It! Henderson and Roanoke Rapids- Provider Report

Sylvan Learning Center Ace It! Henderson and Roanoke Rapids - Provider Report					
First Submission Date:	Jun 24, 2008				
Last Submission Date:	Jun 24, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	0.0	0.0	100.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	100.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	100.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	0.0	100.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	0.0	100.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	100.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	0.0	100.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	0.0	100.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
The positive comments we received from many parents and teachers regarding progress of students					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Cooperation from some Districts.....a few still do not help at all or get in the way of success. Not enough parents enroll their students.....Districts could easily do more to encourage enrollment					
Additional Comments/Recommendations					

Table 207: Sylvan Learning Center Ace It! Henderson and Roanoke Rapids- District Coordinator Report

Sylvan Learning Center Ace It! Henderson and Roanoke Rapids - District Coordinator Report

First Submission Date:	May 14, 2008				
Last Submission Date:	May 28, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	50.0	50.0	0.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	50.0	0.0	50.0	0.0	
4. Communicate with parents during the year?	50.0	50.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	50.0	50.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	50.0	50.0	0.0	0.0
8. Aligned their services with state and local standards.	0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	0.0	100.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	100.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 208: Sylvan Learning Center Ace It! Henderson and Roanoke Rapids- Principal/Site Coordinator Report

Sylvan Learning Center Ace It! Henderson and Roanoke Rapids - Principal/Site Coordinator Report

First Submission Date:	May 13, 2008				
Last Submission Date:	Aug 5, 2008				
Total number of respondents:	3				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		3		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		66.7	33.3	0.0	
3. Collaborate with you to set goals for student growth?		0.0	33.3	66.7	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		33.3	33.3	33.3	0.0
5. Meet the obligations for conducting tutoring sessions?		100.0	0.0	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	100.0	0.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	0.0	66.7	33.3	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.	0.0	33.3	33.3	0.0	33.3
9. Offered services to Special Education and ELL students.	0.0	0.0	66.7	0.0	33.3
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	33.3	66.7	0.0	0.0	0.0
Comments					

Table 209: Sylvan Learning Center Ace It! Henderson and Roanoke Rapids- Teacher Report

Sylvan Learning Center Ace It! Henderson and Roanoke Rapids - Teacher Report					
First Submission Date:	May 30, 2008				
Last Submission Date:	May 30, 2008				
Total number of respondents:	1				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		1		100.0	
No		0		0.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		100.0	0.0	0.0	
3. Collaborate with you to set goals for student growth?		100.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	100.0	0.0	0.0	0.0
6. Integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	0.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
8. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 210: Sylvan Learning Center Ace It! Henderson and Roanoke Rapids- Parent Report
N= 70

Sylvan Learning Center Ace It! Henderson and Roanoke Rapids - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	34.3		54.3		8.6
Send letters or notes home about your child's progress?	44.3		44.3		8.6
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	61.4	21.4	1.4		11.4
Answer my questions about tutoring?	47.1	38.6	2.9		5.7
Start and end the tutoring sessions on time?	78.6	10.0	0.0		10.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	45.7	45.7	4.3	1.4	2.9
I was given a chance to meet with the tutor and discuss my child's learning goals.	44.3	31.4	15.7	4.3	2.9
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	48.6	37.1	8.6	2.9	1.4
Overall, I am happy with the tutoring my child received.	55.7	28.6	4.3	1.4	4.3
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	81.4	15.7	0.0	0.0	2.9
I was given enough time to decide which tutoring company I wanted for my child.	65.7	30.0	1.4	0.0	2.9
The district provided the necessary information to help me select a provider.	62.9	31.4	1.4	1.4	1.4
The district returned phone calls, addressed questions in a timely manner.	44.3	35.7	4.3	1.4	12.9
I am happy with the way my school district helped to get free tutoring for my child.	68.6	25.7	4.3	0.0	1.4
I would participate in free tutoring next year because I feel it improved my child's academic skills.	75.7	17.1	4.3	0.0	2.9
Comments:					
Thanks for all your support and help					
Thank you for everything					
I AM VERY PLEASED WITH MY SONS IMPROVEMENTS. I AM VERY GREATFUL THAT THIS WAS AVAILABLE FOR MY SON. HE HAD A GREAT TUTOR. I WOULD LIKE TO SEE SUMMER SCHOOL PROGRAMS AS WELL. [sic]					
This tutoring class helped my child in some of his weakness, but his reading is still down. I will put him in that class again if I have too. Thank's for helping my child.					
Over all the tutoring was successful, although there were many distraction from the ratio of the classmates that were also attending. [sic]					
I love the length of time it took to teach my child. She learned a new word every session. [sic]					
I would like to have it last longer like maybe the most of the school year.					

Table 210, continued

Thank you for all you have done.
Thank you a lot, for working with my child. And helping him improve in his work in his classroom. Again Thanks
[Name removed] was an excellent tutor. My daughter was already reading at a high level but fluency was up there. She really helped my daughter exceed in her fluency and feel confident about her reading she needs to continue to teach all kids good job [name removed] [sic]
I think they could help with more of the school work and homework.
Good work on helping [name removed] on her reading. Her reading level came from 34 to 64 less 9 weeks [sic]
My daughter needed help with math not reading she is still struggling with math
I am really glad that my child had the opportunity to have free tutoring. It has really been a big help.
I appreciate all the help that was given too my son while he was in tutoring. [sic]
My child's grades improved great I was very pleased. [sic]
[Name removed] is learning a little more than she knew but, it's just not enough for me. A lot of what [name removed] is not doing is understanding as quickly as other kids sometimes it's a little confusing but I help her out a lot I think so.
This was a great idea, I'm glad my son [unreadable] a chance to experience it.
My child has improved in her studies. I will be sending her back next year, so she can get help in her next year classes. Thank you! Thank you!
I would my child to continue have free tutoring for the next school year. I was pleased what my child had learn form (Sylvan Learning Center). I would like fer my child to stay with them. [sic]
I did not receive any progress reports during the time of my child class. It was like none of these questions were fair to ask because very few of these things happened with me/ us the parents. It's commercials show that this is also a great program to get kids started. [sic]
It was a good program it helped my child a lot there was helpful members there that helped with subjects that I didn't know a lot about.
I need information in Spanish.
Glad programs like these were finally brought to Warren County. [sic]
This was an good program. [sic]

Table 211: Sylvan Learning Center Ace It! Lumberton- Provider Service Information [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 212: Sylvan Learning Center Ace It! Lumberton- Provider Report [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 213: Sylvan Learning Center Ace It! Lumberton- District Coordinator Report

Sylvan Learning Center Ace It! Lumberton - District Coordinator Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	May 14, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	0.0	100.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	0.0	100.0	0.0	
4. Communicate with parents during the year?	0.0	0.0	0.0	100.0	
5. Meet the obligations for conducting tutoring sessions?	0.0	0.0	0.0	100.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	0.0	0.0	0.0	100.0
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
8. Aligned their services with state and local standards.	0.0	0.0	0.0	0.0	100.0
9. Offered services to Special Education and ELL students.	0.0	0.0	0.0	0.0	100.0
10. Complied with applicable federal NCLB laws.	0.0	0.0	0.0	0.0	100.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	0.0	0.0	0.0	100.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	0.0	0.0	100.0
13. Overall, I am satisfied with this provider's services.	0.0	0.0	0.0	0.0	100.0
Additional Comments					
Do know that the Sylvian learning center was at our school, but I directly did not have contact with them.					

Table 214: Sylvan Learning Center Ace It! Lumberton- Principal/Site Coordinator Report

Sylvan Learning Center Ace It! Lumberton - Principal/Site Coordinator Report						
First Submission Date:	May 19, 2008					
Last Submission Date:	May 19, 2008					
Total number of respondents:	1					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				1	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?			0.0	100.0	0.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			0.0	100.0	0.0	
5. Meet the obligations for conducting tutoring sessions?			0.0	100.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		0.0	100.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		0.0	100.0	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.		0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.		0.0	100.0	0.0	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		0.0	100.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		0.0	100.0	0.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		0.0	100.0	0.0	0.0	0.0
Comments						

Table 215: Sylvan Learning Center Ace It! Lumberton- Teacher Report

Sylvan Learning Center Ace It! Lumberton - Teacher Report					
First Submission Date:	May 15, 2008				
Last Submission Date:	May 16, 2008				
Total number of respondents:	5				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				5	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			20.0	20.0	60.0
3. Collaborate with you to set goals for student growth?			0.0	20.0	80.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	20.0	0.0	0.0	80.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	20.0	0.0	0.0	80.0
6. Integrated the tutoring services with classroom learning activities.	0.0	0.0	20.0	20.0	60.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	20.0	0.0	20.0	60.0
8. Overall, I am satisfied with this provider's services.	0.0	0.0	0.0	20.0	80.0
Additional Comments					
I am not a math or reading teacher and do not receive any information from them or know anything about their compliance with NC standard course of study. The students said they appreciated their help. I am employed by Bladen County Schools.					

Table 216: Sylvan Learning Center Ace It! Lumberton- Parent Report
N= 105

Sylvan Learning Center Ace It! Lumberton - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	25.7		35.2		36.2
Send letters or notes home about your child's progress?	15.2		26.7		54.3
	% A lot	% Sometimes	% Not at all	% Don't Know	
Help your child with subjects s/he is working on in school?	49.5	24.8	8.6	16.2	
Answer my questions about tutoring?	41.0	33.3	18.1	4.8	
Start and end the tutoring sessions on time?	72.4	10.5	8.6	5.7	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	33.3	48.6	6.7	4.8	5.7
I was given a chance to meet with the tutor and discuss my child's learning goals.	25.7	35.2	19.0	13.3	4.8
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	23.8	36.2	10.5	9.5	17.1
Overall, I am happy with the tutoring my child received.	33.3	42.9	9.5	8.6	2.9
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	59.0	35.2	2.9	1.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	52.4	35.2	9.5	1.0	0.0
The district provided the necessary information to help me select a provider.	45.7	38.1	8.6	4.8	0.0
The district returned phone calls, addressed questions in a timely manner.	29.5	50.5	8.6	5.7	3.8
I am happy with the way my school district helped to get free tutoring for my child.	52.4	40.0	2.9	1.0	1.9
I would participate in free tutoring next year because I feel it improved my child's academic skills.	56.2	31.4	1.9	1.0	7.6
Comments:					
I think this a very good program for our children they need to learn one on one. [sic]					
Thanks for the free tutoring services. I think it benefited my child and would like information on any other tutoring services that become available. My child struggles with Math & Reading and the school tutoring services weren't beneficial.					
My child's failing grade is Math. You has 2 math teaches and had tutoring. She has made a D all year long. So I feel like there is a problem somewhere or she just cant comprehend it. [sic]					
I wasn't informed about any progress reports.					
I never receiveing any progress report until the end of the program. [sic]					
I do not feel this year was as good as last year. My son had a great teacher to help him but this ace it was not very good about getting there paper work out on time or all the students tested or test in the right areas. [sic]					
I thank Ace for the help for my child [name removed] has learn, a lot I [name removed] will see Ace next year [sic]					

Table 216, continued

I feel the tutoring helped my child a great deal with his reading. I feel that they could have let me know how he was doing. They didn't contact me from the time he started until he finished.
Did not start when it was supposed to. Did not last long enough (in weeks). [sic]
[Name removed] Need special help with his work at school. His mother [name and phone number removed] Thank you. [sic]
[Name removed] need to pay more attention to his work. His mother [name and phone number removed]
I would like 4 my child 2 attend Sylvan Learning Center Ace it in Lumberton. [Name removed] please call me [phone number removed]
I would have appreciated a list of objectives my child has mastered towards his End-of-Grade testing.
My child would not stay at school. He would she he forgot. I sign him up he needs it he should be made to stay there. I would go to school and he wouldn't be there I had to leave work early. [sic]
I never met the tutor or receive a progress report. I was told when it begin and when it ended no other contacts [sic]
To my knowledge I receive no information of my childs progress or goals. [sic]
I would like to suggest free tutoring for a summer program for my child and other kids in Robeson county. I appreciate all and any oppuntly to improve my childs acadmic skills and progress. [sic]
They made no comments
It didn't help at all or the year before at Sylvan!!!
I was very please with The school on how they explain about tutoring to me and about notify me in planty of time. I also was please about the transportation which were funished to help my child. [sic]
It help my daughter a all lot. Thank you [name removed]
Sylvan was not on task when it come to my children it seemed they had too many kids. It was not what I assumed it was my kids grades drope Also when we had a meeting the book was always wrong and unprepared [sic]
I would like them to do Reading & Math next year & for teacher at school to give us work for them to help our child with, if She is having trouble in that area in class. [sic]
Over all I was satisfied.
I appreciate the tutoring but the company seemed unorganized and overwhelmed by the number of students enrolled in its program.
I truly appreciated this program. It was very much needed and improved my child's grade in school.
Sylvan tutoring helped my child tremendously. My other two children were not allowed to have tutoring because the funding was cut. The program was great overall and I really pleased, thank you. [sic]
These services would very beneficial to my child, I hope they remain available for the upcoming years.
I believe this is a very good program. I would like to thank you for my child progress [sic]
I was pleasantly pleased with the school's effort in helping me select a tutoring service for my child. However, I was disappointed with the service provider for the free tutoring. My child received 90 hours of instruction with no progress on her report.
They help my child a hold lot. [sic]
Sylvan was not on task when it came to my children it seemed they had too many kids. It was not what I assume it was the last test that was given my kids grades drop. Also when we had a meeting their book was always wrong and unprepared.
Excellent tutoring program.
Wish that they could have continue to tutor until the end of the school year. To continue to help improve children for the EOG testing.
The free tutoring is extremely helpful to parents like myself who other wise wouldn't be able to afford it.
Thanking them so much for working with my child. Cause the only thing is, I wish that they could have continue to tutor until the end of the school year due to helping and prepare for EOG testing. [sic]
I greatly appreciated my childs free tutoring
I received no progress reports at all.
Didn't receive any reports at all
It took Sylvan a lot time to finally get the tutoring program together. Did not like the way Sylvan followed thru on mailing stuff out or returning letters about the program.
I feel like tutoring helped both my child and myself. Once the tutoring started I could tell a difference in the way my child did his homework. He was more confident and we spent less time working on his assignments
My son didn't attend the last day of tutoring so I believe that's the reason I don't recall receiving a progress report. But I am proud of the company effort.
Just wanted to say thanks for the tutoring.
I enjoyed the program and my daughter did also, we look forward for the program next year and the next 4 yrs. [sic]
Just wanted to say thanks for the free tutoring.
Our comments about the teacher is that she was always doing her job. She is a good person, nice and intelligent. [Name removed] is a perfect teacher for the people that wants to learn and be a successful person.

Table 217: Sylvan Learning Center Ace It! Onslow County- Provider Service Information

Provider Name:	Sylvan Learning Center Ace It! Onslow County
Districts Served:	Onslow County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	
Independent seatwork	

Table 218: Sylvan Learning Center Ace It! Onslow County- Provider Report

Sylvan Learning Center Ace It! Onslow County - Provider Report					
First Submission Date:	Jun 10, 2008				
Last Submission Date:	Jun 10, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	100.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	100.0	0.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	100.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	0.0	100.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Additional Comments/Recommendations					

Table 219: Sylvan Learning Center Ace It! Onslow County- District Coordinator Report [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 220: Sylvan Learning Center Ace It! Onslow County- Principal/Site Coordinator Report [No Data]

No principals/site coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 221: Sylvan Learning Center Ace It! Onslow County- Teacher Report [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 222: Sylvan Learning Center Ace It! Onslow County- Parent Report

N= 39

Sylvan Learning Center Ace It! Onslow County - Parent Report

How often did the tutoring company...	% A lot		% Sometimes		% Not at all	
Talk to you about your child's progress?	23.1		35.9		35.9	
Send letters or notes home about your child's progress?	23.1		61.5		15.4	
	% A lot	% Sometimes	% Not at all		% Don't Know	
Help your child with subjects s/he is working on in school?	43.6	33.3	10.3		12.8	
Answer my questions about tutoring?	35.9	35.9	12.8		15.4	
Start and end the tutoring sessions on time?	92.3	2.6	0.0		5.1	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree		% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	38.5	46.2	12.8	2.6		0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	23.1	17.9	15.4	33.3		5.1
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	28.2	51.3	7.7	12.8		0.0
Overall, I am happy with the tutoring my child received.	38.5	46.2	10.3	5.1		0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree		% Don't Know
I was notified by my child's school about free tutoring.	79.5	17.9	2.6	0.0		0.0
I was given enough time to decide which tutoring company I wanted for my child.	71.8	25.6	2.6	0.0		0.0
The district provided the necessary information to help me select a provider.	35.9	56.4	5.1	0.0		2.6
The district returned phone calls, addressed questions in a timely manner.	46.2	28.2	5.1	0.0		20.5
I am happy with the way my school district helped to get free tutoring for my child.	59.0	35.9	5.1	0.0		0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	74.4	20.5	2.6	2.6		0.0

Table 222, continued

Comments:
I am thankful for the free program, but I would like to have been better informed of her progress. The progress report I did receive did not make a lot of sense to me and I felt that math was also a very weak subject that she needed extra help and tutoring with. Her teacher felt the same.
This is a significant change we have noticed in our son. No more blank looks on his face and no more frustrated looks. We are most appreciative. Thank you for all your help. [sic]
They only covered lanuage. No math.
Outstanding! He enjoys reading now.
I love them they help her a lot with her reading. Hopeing someone can also help her in Math. I hope they have this next year to help her. Becace she need help. [sic]
Thank you, for helping with his reading. It helped a lot.
Even though I had no contact with the tutor. She did a very good job with my son.
I feel that free tutoring should be offered year round & with more experienced tutors.
I did get anything on my child about how he did with the tutor. What areas did he work on when he went to tutoring [sic]
It is now a month after the program ended and I still have not received anything on how he did. I am very unhappy with this program.
I like to thank Onslow County School System, Also RPS for helping my child, can't wait until next school year thankful parent [sic]
No math.
I have not talk with any one since my child has been in tutoring so I don't know anything. [sic]
Continue the tutoring next year at all the schools in Robeson county. More tutoring time, it didn't last long enough. [sic]
[Spanish comment] The disagreement to the question is because not have all the information. As I would have liked to see spread the help through the school. [sic]

Table 223: Sylvan Learning Center Ace It! Whiteville- Provider Service Information [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 224: Sylvan Learning Center Ace It! Whiteville- Provider Report [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 225: Sylvan Learning Center Ace It! Whiteville- District Coordinator Report [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 226: Sylvan Learning Center Ace It! Whiteville- Principal/Site Coordinator Report

Sylvan Learning Center Ace It! Whiteville - Principal/Site Coordinator Report

First Submission Date:	May 14, 2008				
Last Submission Date:	May 14, 2008				
Total number of respondents:	1				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		1		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?		0.0	0.0	100.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	0.0	0.0	100.0
5. Meet the obligations for conducting tutoring sessions?		0.0	0.0	0.0	100.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	0.0	100.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	0.0	0.0	0.0	0.0	100.0
8. Integrated the tutoring services with classroom learning activities.	0.0	0.0	100.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	100.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.	0.0	0.0	100.0	0.0	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	0.0	100.0	0.0	0.0	0.0

Table 227: Sylvan Learning Center Ace It! Whiteville- Teacher Report

Sylvan Learning Center Ace It! Whiteville - Teacher Report					
First Submission Date:	May 16, 2008				
Last Submission Date:	Jun 10, 2008				
Total number of respondents:	20				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		1		5.0	
No		19		95.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		5.0	20.0	75.0	
3. Collaborate with you to set goals for student growth?		5.0	10.0	85.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	5.0	15.0	5.0	0.0	75.0
5. Adapted the tutoring services to meet the needs of individual students.	5.0	25.0	5.0	0.0	65.0
6. Integrated the tutoring services with classroom learning activities.	5.0	20.0	10.0	0.0	65.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	5.0	30.0	15.0	0.0	50.0
8. Overall, I am satisfied with this provider's services.	5.0	25.0	20.0	0.0	50.0
Additional Comments					
As a teacher in the school with students under Sylvan's services, I was never consulted at all. I had no clue as to what the students were being taught, except for what I overheard by walking down the hall. I saw the students wandering about frequently, more interested in when they were going to get their snack from them than what was being taught. (Mind you, the school provides snacks for the students immediately after school and the fact that the Sylvan people brought other snacks tended to cause "issues" with the Master Mind Prep and 21st Century After School program students, because they did not get another snack. Although I wasn't "overall pleased with Sylvan", however, there was a lady that seemed to do an excellent job with instructing the students. She had long brown hair, (I do not know her name), and from what I observed, she was "on the ball"!!! I saw her doing wonderful things with the students, drilling them on math facts, using individual dry erase boards, using chips in cups for correct answers, etc.					
I am a Physical Education and Health teacher so I had no communication with anyone from the provider. Also, because they do not cover my curriculum I do not know what kind of an impact the program had on the students.					
I communicated frequently with the lead teacher for Master Mind. She was willing to be flexible and supportive to all the teachers.					
I know that several students in my grade level received instruction. I feel confident that the tutors used appropriate goals and objectives. I was not given any feedback nor asked any questions regarding any of my students.					
I never collaborated with the provider during the school year.					
They should have worked on math more than they did.					
tutors did not follow school policies and allowed students to enter teacher's lounge and gave them access to caffeinated sodas which is against state policy even after being advised by other after school providers that this was prohibited. Also, would send students to other provider rooms while they "took a break". This was very disruptive to those groups to have students come in for a few minutes and then leave, and it was very disrespectful of the other service providers. Those providers were on campus to tutor their own assigned students, not to babysit for Sylvan.					

Table 228: Sylvan Learning Center Ace It! Whiteville- Parent Report
N= 35

Sylvan Learning Center Ace It! Whiteville - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	25.7		37.1		37.1
Send letters or notes home about your child's progress?	14.3		37.1		42.9
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	74.3	14.3	2.9		5.7
Answer my questions about tutoring?	34.3	31.4	20.0		11.4
Start and end the tutoring sessions on time?	68.6	25.7	0.0		2.9
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	42.9	45.7	5.7	2.9	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	17.1	28.6	40.0	11.4	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	34.3	25.7	14.3	5.7	11.4
Overall, I am happy with the tutoring my child received.	40.0	40.0	5.7	8.6	2.9
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	71.4	22.9	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	54.3	34.3	8.6	2.9	0.0
The district provided the necessary information to help me select a provider.	42.9	40.0	8.6	2.9	2.9
The district returned phone calls, addressed questions in a timely manner.	37.1	25.7	17.1	2.9	14.3
I am happy with the way my school district helped to get free tutoring for my child.	60.0	31.4	2.9	0.0	2.9
I would participate in free tutoring next year because I feel it improved my child's academic skills.	51.4	31.4	5.7	2.9	5.7
Comments:					
I think that the free tutoring was an excellent idea for the students that are having trouble in reading or math.					
Keep this program in the schools.					
[Name removed]has learned a lot more and has co better grade point average sent she started tutoring classes.					
Would like to see tutoring start early. I would also like to see it go for more weeks.					
Would like to see tutoring start early. I would also like to see it go for more weeks.					

Table 228, continued

#7 I had a chance to meet the teacher but she never talked about his progress, it was always what the "Teacher" had to say about what he did in class that got him in trouble earlier that day
I wasn't given any progress reports at all, but at the end of the lesson (term ended) I was given the booklet that they worked in to see what they have been doing the whole time.[sic]
Student was really taught more by student teacher Homeroom Teacher regarding math.
Instructor was good. Did not set a time for me to discuss progress and level he reached. If you do not understand the chart levels, you do not know how your child is doing.
I am so glad my child had the opportunity to get the tutoring she needed thank you
I hope my son can receive this tutoring next year. 2008 & 2009 [sic]
Yes I strongly agree with the Free tutoring with the Free tutoring because my daughter's grades came up a little bit but she still needs help in Reading & Math She's very smart she just needs the extra help.
I only met w/ the tutor twice and that was to sign the paper he wanted me to sign. I would love to continue to get free tutoring again next year because she really needs it.

NOTE: According to information provided by DPI, *Sylvan Learning Center Charlotte* and *Sylvan Learning Center Charlotte University Area* merged during the 2007-2008 school year. Although they are now one tutoring company, data for these providers will be presented separately, per DPI's request.

Table 229: Sylvan Learning Center Charlotte- *Provider Service Information* [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 230: Sylvan Learning Center Charlotte- *Provider Report* [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 231: Sylvan Learning Center Charlotte- *District Coordinator Report* [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.
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Table 232: Sylvan Learning Center Charlotte- Principal/Site Coordinator Report

Sylvan Learning Center Charlotte- Principal/Site Coordinator Report					
First Submission Date:	Jun 1, 2008				
Last Submission Date:	Jun 13, 2008				
Total number of respondents:	7				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		7		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		85.7	14.3	0.0	
3. Collaborate with you to set goals for student growth?		42.9	14.3	42.9	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		14.3	28.6	28.6	28.6
5. Meet the obligations for conducting tutoring sessions?		85.7	14.3	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	57.1	42.9	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	28.6	28.6	14.3	0.0	28.6
8. Integrated the tutoring services with classroom learning activities.	14.3	42.9	28.6	0.0	14.3
9. Offered services to Special Education and ELL students.	42.9	28.6	14.3	0.0	14.3
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	28.6	42.9	0.0	14.3	14.3
11. Overall, I am satisfied with this provider's services.	28.6	42.9	14.3	14.3	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	57.1	42.9	0.0	0.0	0.0

Table 232, continued

Comments
Best group that I worked with. Paperwork was on time, students were doing what they needed to do and the outcomes were positive all around.
I feel that Sylvan made adjustments to their program based on the needs of our students. Sylvan served our students well and made great efforts to contact all parents.
None of the students who attend this provider made growth on the End of grade testing. Also no adapting of services were provider for my ESL learners and EC learners.
This provider had a very rocky implementation of its program during the first session. The site coordinator was confrontational toward others, and did not have a plan of action to implement the program. The second session was better, but overall I believe this program was very ineffective in helping our children achieve academic progress, due to the chaotic nature of the implementation. It was difficult to get the staff to monitor the children as they should. The tutoring environments were often chaotic and the staff seemed unwilling to deal with discipline issues. One member of the office staff was abrasive toward staff from other providers when the program first started. The materials presented to the children were not adequate to meet their needs. The children often completed pages and pages of worksheets, and received little direct instruction.

Table 233: Sylvan Learning Center Charlotte- Teacher Report

Sylvan Learning Center Charlotte- Teacher Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	Jun 12, 2008				
Total number of respondents:	29				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		29		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		6.9	24.1	69.0	
3. Collaborate with you to set goals for student growth?		6.9	20.7	72.4	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	34.5	24.1	0.0	41.4
5. Adapted the tutoring services to meet the needs of individual students.	0.0	41.4	13.8	0.0	44.8
6. Integrated the tutoring services with classroom learning activities.	0.0	24.1	27.6	0.0	48.3
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	10.3	34.5	41.4	0.0	13.8
8. Overall, I am satisfied with this provider's services.	6.9	27.6	31.0	0.0	34.5
Additional Comments					
Curriculum was not very rigorous.					
I'm not sure how the program is run, but I do believe my kids benefited from their services.					
My student moved to another school and rarely ever attended while he was here.					
No one talked to me from Sylvan Learning Company. I had several students in their program, but no one communicated with me about my students needs or skills that they might be able to work on. [Name Removed] our extended day teacher would give me the progress reports and attendance, but that is all. I never got anything from Sylvan. Students need more support than basic skills.					
One of my students attended Sylvan Learning Center Charlotte, NC. This elementary student enjoyed going to Sylvan for After School Tutorials. The child's mother is going to continue using the provider during the summer and into next school year to keep the child where she is and move her on so she will be ready for first grade. The parent realizes the child needs summer reinforcement tutoring sessions in order to keep her child from losing information gained in regular school and after school tutorials from First Quarter.					
Provider needs more training in classroom management skills. Also more communication is needed between teacher and provider/tutor. Facilitator had to keep me informed on progress reports and attendance issues.					
Saw very little growth with student.					
Sessions were to short. Tutoring to have any impact needs to be longer than a 20 some sessions. I thought that my student got more instruction from the school extended year program than from the private tutoring company.					
Sylvan employees need to respect the fact that they are entering into another teachers classroom. I need them to always leave the room as they found it. It was better second round of tutoring than it was first round. Thank you for your cooperation in this matter					
There was no communication between the provider and myself. I think the program would have been more beneficial if there would have been more communication.					

Table 234: Sylvan Learning Center Charlotte- Parent Report
N= 197

Sylvan Learning Center Charlotte- Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	46.2		37.6		14.7
Send letters or notes home about your child's progress?	46.2		40.6		9.6
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	63.5	20.3	5.6		9.6
Answer my questions about tutoring?	54.3	24.9	13.7		5.6
Start and end the tutoring sessions on time?	80.7	8.1	1.5		7.1
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	55.8	33.5	5.1	2.5	2.5
I was given a chance to meet with the tutor and discuss my child's learning goals.	36.0	39.1	10.7	9.1	4.1
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	45.7	40.1	5.6	5.1	3.0
Overall, I am happy with the tutoring my child received.	56.3	25.4	7.6	3.0	3.6
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	81.2	17.8	0.0	0.5	0.0
I was given enough time to decide which tutoring company I wanted for my child.	74.1	24.4	1.0	0.0	0.0
The district provided the necessary information to help me select a provider.	70.1	26.4	1.5	0.0	1.0
The district returned phone calls, addressed questions in a timely manner.	47.7	33.5	6.1	2.0	9.1
I am happy with the way my school district helped to get free tutoring for my child.	76.6	20.8	1.0	0.0	1.5
I would participate in free tutoring next year because I feel it improved my child's academic skills.	72.6	21.8	1.0	0.5	3.0
Comments:					
Thanks for all you have done for my child, I see a great improvement in my child.					
I think if tutoring is going to be provided they shouldn't hire the teachers for the school to teach the child. It should be the Sylvan Learning Center certified teacher specialist.					
Tutoring really helped my child.					
I am very happy with my child's progress since the tutoring. [sic]					
My child was tutored in math and I really wished she could have gotten help in reading, but I am still greatly satisfied with the results. Her grades improved two letter grades!					
Very helpful w/ children w/ special needs. Thank you. It was well appreciated.					
I do not think the tutoring helped my child very much. The telephone number given to contact the tutoring company was not a valid telephone number.					

Table 234, continued

Thank you very much.
I think sylvan is a very good place for tutoring and they really helped my child.
I will like my son to go to Sylvan next year because I see the growth in him at school and confidence is very strong now. Thanks for everything.
Did not work on subjects that child was having trouble with at school.
Yes I will participate totoring next year because my Granddaughter did improve. Thank you [name removed] [sic]
The tutors need to focus more on the subject at hand. There was not enough time to teach my child what she really needed help with.
Thank you for helping my son in every way. He really have did good. Thank you [sic]
Sorry I marked out most of the answers I thought this was from a different tutoring program. I did enjoy this program and my child also. Thanks Again
I hope you have it next year!
Thanks for all you have done!
I appreciated this opportunity for my child. Also, the treats were nice.
I want my daughter to work on math they only work on reading. I was not happy with then this year with not return next year. [sic]
I do feel the tutoring did help my child. The Sylvan facility off Monroe road, Charlotte, N.C. (38) did not inform me of my childs progress or any consulting about my child's which was very disappointing) progress. [sic]
My child did express to me that she enjoyed her experience with Sylvan, but I didn't see much improvement in her math scores.
Keep up the wonderful job everyone is doing. Good luck!
I am glad my child had the opportunity to participate in the tutoring; it has help him in his reading. [sic]
I was very please with t he tutoring I do feel it helped my child and would like to see it next year. Thank you. [sic]
I am great great grandparent I really thank this help my grand child a lots. I just want to say thank you for bringing tutoring to Mechlenburg school. [sic]
Thank you for taking the time to help my child. May God bless you always.
I'm very glad for any tutoring very pleased. Thank you.
I my self was very pleased with the tutoring that was giving to my child the teachers was very nice. Thank you. [sic]
It helped my son improve a great deal.
I appreciate the opportunity my child was given to participate in the tutoring program. It has greatly improved her math skills.
I would like for my son to continue with tutoring next year if possible to help improve his grades.
Great job. If he needs tutoring again next year, I will be signing him up again. Thanks for all your help and time.
Please, keep this service going.
We decided to drive out to Sylvan (in high point) for tutoring because they offered help in reading and Math. My children received no math tutoring @ all the entire program. [sic]
My child really needs the tutoring because he learns a lot slower than other kids. So any help of any kind is much appreciated. He needs help in reading & math.
I just want to Thank Sylvan Learning Center Charlotte because her tutor [name removed] really help my child in her Reading and Math
Thanks
With a different company
I feel that it would have been more helpful to have had a parent/ teacher meeting with the tutor so that we could touch base besides just a report that was confusing.

Table 234, continued

I would have liked to have had a meeting and spoke to each other on the goals during the tutoring. At least a couple of meetings. I do not feel he was working on what he needed.
I was also happy with the teacher calling me every Sunday reminding me of the tutoring classes, she showed intrest in my childs improvement. Am grateful and want to say thank you! [sic]
Although lack of communication I think that tutoring was great for my kids they look at school a whole new way. They both know what they want out of life. So keep up the good work and keep the program open. Thank you
I did not recive any progress reports updates for tutor after school programs.
I was glad they had the free tutoring for my son. It help both of us out a lot. I would like to thank everyone for everything. [sic]
Overall I was very happy with Sylvian Learning Center. I did not have much questions but I did see the results in the middle and especially in the end of the session. Thank you for all you have done with my children. You are the BEST. [sic]
If its possible for my son to get help for summer school [sic]
At the beginning of tutoring [name removed] was not living with me. Tutoring was a big help with math & reading she need's more of it. [sic]
I really like the program and I wish we can go forward with this program. Thank you.
I am very thankful that the free tutoring program was made available for my child.
I'am one of [name removed] after school/ baby sitter teacher and she has make a great inprovmnt. I also help the family with letter they don't under stand. [Name removed] [sic]
I feel Sylvan could have did a better job communicating with me on what my child was learning. [sic]
Tutoring help my child bring her grade up. [sic]
Not satisfied with Sylvan[sic]
I thank you very much, and will need Free tutoring for my child next year
It really improved his reading. All kids should get this.
Very happy for my daughter to have had the chance to be apart.
It would have been nice for my child with reading problems to go to tutoring all year long. Thank you for your help
The best tutoring program so far!
They put him in Reading when he excels at that. He needed help in math which I told them he needed help in but they tested in reading. He tested on an 8th level in reading.
I think the school district should pick the provider they feel has more knowledgable and certified staff. He kept saying they helped him with homework [sic]
No comments, that school is very good. The teachers did a very exetent job hope that they continue to do the same. [sic]
I was properly notified about the tutoring sessions, but follow-ups were not provided as I assumed they would be.
Thank you working with my child in reading [sic]
I want to say to all the tutoring teachers Thank you for taking time out to help my child. I know she was a handful. But once again thank you all very much. [sic]
I would like to thank all the tutors for my childs progress. I noticed big improvements with reading. And self-esteem
Thank you Slyan! Keep up the good work. I have noticed significant changes in my child's education. [sic]
I wish the Sylvan Learning would had dig more with my child in reading I try to help at home on my behalf. [sic]
They really help us out a lot and I hope that it will keep going on My grandson really got a lot out of it. Thanks [name removed] [sic]
I appreciate the help given to my child! TKS [sic]
I felt good about this because it's help my child more good about learning. [sic]
There is limited time for tutoring, I would like to see them work on what the child is having a problem not a area that they don't need. I believe tutoring should be on problems. [sic]

Table 234, continued

This tutoring is very much needed my child was able to bring her math grade up and stayed on the A/B honor roll all year. Please don't take this away from our Children!!!
I am very pleased with the SES tutoring has helped both of my twin sons to improve their grades I wish program was longer thank you. [sic]
I am very pleased with the SES tutoring has helped both of my twin sons to improve their grades I wish program was longer thank you. [sic]
I hope it's there for him next year thank you so much [name removed]
We are very pleased with the tutoring our son received this year. Oakview school did a great job of hosting the tutoring fair at the beginning of the year. We feel we were provided w/excellent information.
Sylvan didn't teach on what my child was learning then in class. When asked about it was told the use their own guide didn't find this helpful to my child at the time.
I will not pick sylvan again. I would pick another tutoring company.
They didn't deliver what they promised. I was told I would be given progress reports. I never received them I was told I would have a conference with the tutor I didn't. I called the provider who never followed through with updating me. My child was frustrated with his math challenges and I was not sure how to assist him. I wanted [sic]
Sylvan was excellent in helping my child. I was a great improvement. Thank you so much for the tutoring. My son enjoyed going. It was a wonderful learning experience!
Sometimes they did not release my child on time, I had to speak to the director about this, and things [unreadable] to improve after that. [sic]
Sylvan was great however I never received a final report on my childs progress. I think this is a great program for our children.
[Spanish comment] They did not measure the results of the leaving of my son in the end I would like that there was more participation between parents and teacher. [sic]
[Spanish comment] No. Many thanks for these opportunities are very indispensable. for the children that need it [sic]

NOTE: According to information provided by DPI, *Sylvan Learning Center Charlotte* and *Sylvan Learning Center Charlotte University Area* merged during the 2007-2008 school year. Although they are now one tutoring company, data for these providers will be presented separately, per DPI's request.

Table 235: Sylvan Learning Center Charlotte University Area- Provider Service Information

Provider Name:	Sylvan Learning Center Charlotte University Area
Districts Served:	Cabarrus County Schools Charlotte-Mecklenburg Schools Kannapolis City Schools
1. Program duration	
	11-20 weeks
2. Average number of sessions attended by students each week	
	2
3. Length of the average tutoring session	
	1.5 to 2 hours
4. Setting (Mark all that apply)	
	School building
	Provider's location
5. Format (Mark all that apply)	
	Individual
	Small group (2-5 students per tutor)
6. Is transportation provided to students? (Mark all that apply)	
	Other: 1st session some schools offered; 2nd session district offered
7. Qualifications of tutors (Mark all that apply)	
	Tutors are certified teachers
	Tutors have bachelor's degrees
	Tutors have had training
8. Instructional activities (Mark all that apply)	
	One-on-one tutoring (in person)
	Direct instruction
	Independent seatwork

Table 236: Sylvan Learning Center Charlotte University Area- Provider Report

Sylvan Learning Center Charlotte University Area- Provider Report					
First Submission Date:	Jun 16, 2008				
Last Submission Date:	Jun 16, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	100.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	100.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	100.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
increase in academic performance based on pre and post test scores; increase in self-confidence based on student, teacher and parent report					
What was the most negative aspect or area in need of improvement regarding your work this year?					
frequent changing first session of District timelines. Information did not get to providers in a timely manner yet the expectation to begin November 1st did not change.					
Additional Comments/Recommendations					

Table 237: Sylvan Learning Center Charlotte University Area- District Coordinator Report

Sylvan Learning Center Charlotte University Area - District Coordinator Report

First Submission Date:	May 20, 2008				
Last Submission Date:	Jun 23, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	100.0	0.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	50.0	0.0	0.0	50.0	
4. Communicate with parents during the year?	0.0	100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	50.0	0.0	0.0	0.0	50.0
7. Integrated the tutoring services with classroom learning activities.	50.0	0.0	0.0	0.0	50.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	50.0	50.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 238: Sylvan Learning Center Charlotte University Area- Principal/Site Coordinator Report

Sylvan Learning Center Charlotte University Area- Principal/Site Coordinator Report						
First Submission Date:	May 21, 2008					
Last Submission Date:	Jun 10, 2008					
Total number of respondents:	3					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				3	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			66.7	33.3	0.0	
3. Collaborate with you to set goals for student growth?			0.0	100.0	0.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			66.7	33.3	0.0	
5. Meet the obligations for conducting tutoring sessions?			100.0	0.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		66.7	33.3	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		33.3	66.7	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.		33.3	66.7	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.		33.3	66.7	0.0	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		33.3	66.7	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		33.3	66.7	0.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		33.3	66.7	0.0	0.0	0.0
Comments						
Many of the tutors hired were regular teachers at this site. This provided a better working relationship.						
They were a pleasure to work with. All paperwork was turned in on time.						

Table 239: Sylvan Learning Center Charlotte University Area- Teacher Report

Sylvan Learning Center Charlotte University Area- Teacher Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	Jun 12, 2008				
Total number of respondents:	7				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				1	14.3
No				6	85.7
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			14.3	0.0	85.7
3. Collaborate with you to set goals for student growth?			0.0	14.3	85.7
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	14.3	14.3	14.3	57.1
5. Adapted the tutoring services to meet the needs of individual students.	0.0	14.3	14.3	14.3	57.1
6. Integrated the tutoring services with classroom learning activities.	0.0	0.0	14.3	28.6	57.1
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	28.6	14.3	14.3	42.9
8. Overall, I am satisfied with this provider's services.	14.3	14.3	14.3	14.3	42.9
Additional Comments					
There should have been communication between provider and teacher.					
Tutoring sessions were held in my classroom twice a week. The students were usually out of control. The actual time of instruction was very short. Most students spent more time in the bathroom and acting up than they did in instruction.					

Table 240: Sylvan Learning Center Charlotte University Area- Parent Report
N= 6

Sylvan Learning Center Charlotte University Area - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	66.7		16.7		16.7
Send letters or notes home about your child's progress?	50.0		33.3		16.7
	% A lot	% Sometimes		% Not at all	% Don't Know
Help your child with subjects s/he is working on in school?	66.7	0.0		16.7	16.7
Answer my questions about tutoring?	66.7	16.7		16.7	0.0
Start and end the tutoring sessions on time?	33.3	50.0		16.7	0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	83.3	0.0	0.0	0.0	16.7
I was given a chance to meet with the tutor and discuss my child's learning goals.	50.0	33.3	16.7	0.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	33.3	50.0	0.0	0.0	16.7
Overall, I am happy with the tutoring my child received.	66.7	16.7	0.0	16.7	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	33.3	50.0	16.7	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	33.3	66.7	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	33.3	33.3	16.7	16.7	0.0
The district returned phone calls, addressed questions in a timely manner.	50.0	33.3	0.0	16.7	0.0
I am happy with the way my school district helped to get free tutoring for my child.	50.0	33.3	0.0	16.7	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	83.3	0.0	0.0	16.7	0.0
Comments:					
I received one progress report, and spoke to the tutor once. I feel it should be a least two progress reports.					
I feel that the sessions should have been longer.					

Table 241: Sylvan Learning Center Hickory- Provider Service Information

Provider Name:	Sylvan Learning Center Hickory
Districts Served:	Burke County Schools Caldwell County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
.5 to 1.0 hour	
4. Setting (Mark all that apply)	
School building	
Provider's location	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	
Independent seatwork	

Table 242: Sylvan Learning Center Hickory- Provider Report

Sylvan Learning Center Hickory- Provider Report					
First Submission Date:		Jul 14, 2008			
Last Submission Date:		Jul 14, 2008			
Total number of respondents:		1			
Provider Perceptions and Activities		% Frequently	% Occasionally	% Not at all	% Don't Know
1. Tutors communicated with teachers regarding progress of their student(s).		0.0	100.0	0.0	0.0
2. Tutors communicated with parents/guardians regarding their child's progress.		0.0	0.0	100.0	0.0
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.		0.0	0.0	100.0	0.0
4. The provider aligned the supplemental services with the state academic content and achievement standards.		0.0	100.0	0.0	0.0
5. The provider integrated the tutoring services with classroom learning activities.		0.0	0.0	100.0	0.0
6. The provider adapted the supplemental services to each school's curriculum.		0.0	0.0	100.0	0.0
7. The provider offered instruction to students with disabilities and English Language Learners.		0.0	100.0	0.0	0.0
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	0.0	100.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	100.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	0.0	100.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Any progress made with a student is seen as a positive outcome. For those students that put forth the effort, we had some great individual success stories.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
The program implemented was designed to be delivered in our provider centers, it was very challenging attempting to deliver it in the school environment. We had much greater success with students who came to our center and hope to provide transportation in the future to allow more students to attend sessions in center.					
Additional Comments/Recommendations					

Table 243: Sylvan Learning Center Hickory- District Coordinator Report

Sylvan Learning Center Hickory- District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jul 22, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	100.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	50.0	50.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	0.0	50.0	0.0	50.0	
5. Meet the obligations for conducting tutoring sessions?	0.0	100.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	50.0	50.0	0.0	0.0
8. Aligned their services with state and local standards.	0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	0.0	100.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	50.0	0.0	0.0	50.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 244: Sylvan Learning Center Hickory- Principal/Site Coordinator Report

Sylvan Learning Center Hickory- Principal/Site Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jul 23, 2008				
Total number of respondents:	3				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		3		100.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		33.3	33.3	33.3	
3. Collaborate with you to set goals for student growth?		33.3	0.0	66.7	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	0.0	66.7	33.3
5. Meet the obligations for conducting tutoring sessions?		33.3	0.0	0.0	66.7
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	33.3	66.7	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	0.0	33.3	0.0	33.3	33.3
8. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	66.7	33.3
9. Offered services to Special Education and ELL students.	33.3	33.3	0.0	33.3	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	0.0	66.7	0.0	33.3	0.0
11. Overall, I am satisfied with this provider's services.	0.0	33.3	33.3	33.3	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	0.0	100.0	0.0	0.0	0.0
Comments					
<p>I spoke and dealt a great deal with the parents and the director of Sylvan. Sylvan did not do a good job of working with our young children (K, 1st and 2nd grade). They are not geared towards that and so their program was inadequate for dealing with young children and especially those with special needs. I talked to them repeatedly about changing their format to better suit young children. The teachers that the director hired just adapted the program and did the best they could with materials from their classrooms. Sylvan also lost notebooks, was late and had personnel issues. They had a lot of teachers quit. I talked with the teachers, they were unhappy with the way Sylvan required things of them but did not pay them. For ex. staying with students until picked up but not paid for that, also required to fill out forms documenting all the things that they had taught. About five of the teachers told me that was why they had quit and then 4-5 special needs students and one teacher. We had several parents drop their children from the program. With the constant turnover in teachers at first, it just made things even more difficult. Brainworks also served children at our school but did not experience these problems. Everything ran smoothly, parents received timely reports.</p>					
<p>I think SES monies could be better used if given directly to the schools that need the extra resources. SES providers are getting rich and our students are not getting the individual help they need.</p>					

Table 245: Sylvan Learning Center Hickory- Teacher Report

Sylvan Learning Center Hickory- Teacher Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	Aug 8, 2008				
Total number of respondents:	17				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		3		17.6	
No		14		82.4	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		11.8	11.8	76.5	
3. Collaborate with you to set goals for student growth?		0.0	5.9	94.1	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	17.6	23.5	11.8	47.1
5. Adapted the tutoring services to meet the needs of individual students.	5.9	29.4	17.6	17.6	29.4
6. Integrated the tutoring services with classroom learning activities.	0.0	17.6	17.6	29.4	35.3
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	5.9	11.8	35.3	17.6	29.4
8. Overall, I am satisfied with this provider's services.	5.9	17.6	29.4	35.3	11.8
Additional Comments					
All communication was done through our EC teacher.					
Parents would ask me when the services would end and I would not be able to answer them. I knew nothing about what was being done in tutoring. I was never asked for suggestions or how to relate it to the child's needs.					
The student I had who participated with Sylvan hated going to the SES tutoring. She said all they really did was work in workbooks. I don't feel that the SES tutoring had any impact on the classroom performance of my students.					
We were also served by Brainworks. I would fill the survey out the same way. In particular, a student desperately needed and needs math tutoring, however, I, the teacher was told that Sylvan did not do math for this program. That is a drastic mistake for students who need a particular academic subject. ESPECIALLY SINCE [Name removed] and [Name removed] are lacking the growth in the math area.					

Table 246: Sylvan Learning Center Hickory- Parent Report
N= 52

Sylvan Learning Center Hickory- Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	19.2		57.7		23.1
Send letters or notes home about your child's progress?	25.0		48.1		23.1
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	42.3	40.4	3.8		13.5
Answer my questions about tutoring?	32.7	38.5	17.3		9.6
Start and end the tutoring sessions on time?	71.2	23.1	3.8		1.9
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	40.4	42.3	5.8	1.9	7.7
I was given a chance to meet with the tutor and discuss my child's learning goals.	15.4	42.3	23.1	15.4	3.8
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	13.5	53.8	15.4	9.6	1.9
Overall, I am happy with the tutoring my child received.	30.8	50.0	9.6	1.9	7.7
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	59.6	34.6	1.9	1.9	0.0
I was given enough time to decide which tutoring company I wanted for my child.	53.8	38.5	1.9	1.9	3.8
The district provided the necessary information to help me select a provider.	38.5	53.8	1.9	1.9	1.9
The district returned phone calls, addressed questions in a timely manner.	23.1	48.1	7.7	1.9	19.2
I am happy with the way my school district helped to get free tutoring for my child.	51.9	40.4	0.0	1.9	3.8
I would participate in free tutoring next year because I feel it improved my child's academic skills.	59.6	23.1	5.8	1.9	9.6
Comments:					
We had some problems we chose Masterminds but they put him in Sylvan, so we just let him stay with Sylvan. We did not receive progress reports on his progress and was told different time to pick him up. Suggestions = A little more organization and communication with parents. [sic]					
I hope we can receive the free tutoring again next year. It helped my daughter so much. She is doing much better in math and her confidence in herself has also improved. We couldn't have afforded the help for her so a big thanks [sic]					
These are the best tutoring classes any of my child have ever received. I really saw the progress quickly Thanks [name removed] [sic]					
Need more time to do math and reading. Not just one subject. If they need help in both they should get in both.					
I would like to thank the people from Sylvans learning center. They helped my son with his reading comprehension. [sic]					
Tutoring helped with math but it did not help improve my child's reading					

Table 246, continued

I think that it would have been more helpful if they would have worked on what they where having trouble with, not what they have already done. [sic]
I think that it would have been more helpful if they would have worked on what they where having trouble with, not what they have already done. [sic]
My child missed tutoring some this year. The tutoring company understood if you had to miss.
Overall this is an excellent program and would recomend it to other parents in the future. The program helped my son improve his math skills [sic]
They needed to give me, the parent, more information on how my child was doing and what she needed more help with.
I would like to thank everyone for the help with tutoring. It help us a lot. [sic]
I feel that the tutoring that my child received was wonderful and really helped my child trimindaously. I just want to thank everyone and I hope that our school has this opportunity again next year. [sic]
[Name removed] felt she was not learning anything more than what she already knew. [sic]
I just wish the tuturotering would have continued the whole school year. [sic]
The bottom line is that tutoring helped my sons class grade. Thank you for all of your help. [sic]
It helped her a lot with the reading she as doing in class.

Table 247: Sylvan Learning Center Johnston- Provider Service Information [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 248: Sylvan Learning Center Johnston- Provider Report

Sylvan Learning Center Johnston - Provider Report					
First Submission Date:	Jun 18, 2008				
Last Submission Date:	Jun 18, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	0.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	0.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	0.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	0.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	0.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	0.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
We provided no services to SES students in NC this year. Our only service area is Johnston County and no schools were required to offer services.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Additional Comments/Recommendations					

Table 249: Sylvan Learning Center Johnston- *District Coordinator Report* [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 250: Sylvan Learning Center Johnston- *Principal/Site Coordinator Report* [No Data]

No principals/site coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 251: Sylvan Learning Center Johnston- *Teacher Report* [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 252: Sylvan Learning Center Johnston- *Parent Report* [No Data]

No parents in the state of North Carolina chose to complete a survey about their experience with this provider during the 2007-2008 school year.

Table 253: Sylvan Learning Center Mooresville- Provider Service Information [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 254: Sylvan Learning Center Mooresville- Provider Report [No Data]

No representatives of this provider chose to complete a survey about their experience offering supplemental educational services in the state of North Carolina during the 2007-2008 school year.

Table 255: Sylvan Learning Center Mooresville- District Coordinator Report

Sylvan Learning Center Mooresville - District Coordinator Report

First Submission Date:	May 23, 2008				
Last Submission Date:	May 23, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	100.0	0.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	100.0	0.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	0.0	0.0	0.0	100.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	100.0	0.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	100.0	0.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	100.0	0.0	0.0	0.0	0.0
Additional Comments					
Sylvan of High Point office provides the greatest quantity and highest quality of differentiated instruction by Highly Qualified certified teachers of any provider to ever serve our students!					

Table 256: Sylvan Learning Center Mooresville- Principal/Site Coordinator Report

Sylvan Learning Center Mooresville - Principal/Site Coordinator Report						
First Submission Date:	May 16, 2008					
Last Submission Date:	Jun 10, 2008					
Total number of respondents:	3					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				3	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			33.3	66.7	0.0	
3. Collaborate with you to set goals for student growth?			33.3	33.3	33.3	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			33.3	66.7	0.0	
5. Meet the obligations for conducting tutoring sessions?			66.7	33.3	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		66.7	33.3	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		33.3	0.0	0.0	0.0	66.7
8. Integrated the tutoring services with classroom learning activities.		33.3	0.0	0.0	0.0	66.7
9. Offered services to Special Education and ELL students.		33.3	66.7	0.0	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		0.0	66.7	0.0	0.0	33.3
11. Overall, I am satisfied with this provider's services.		0.0	66.7	0.0	0.0	33.3
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		66.7	33.3	0.0	0.0	0.0
Comments						
I feel that the services of the small group tutoring sessions really benefited the students. I liked the easy to follow step by step program that Sylvan provided. Thank you, [Name removed] SES Coordinator West Lincoln Middle School						
I was given the progress reports and updates of the students. I was not able to see what items the students were working on since tutoring was not on site.						

Table 257: Sylvan Learning Center Mooresville- Teacher Report [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

**Table 258: Sylvan Learning Center Mooresville- Parents Report
N= 3**

Sylvan Learning Center Mooresville - Parents Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	33.3		33.3		33.3
Send letters or notes home about your child's progress?	33.3		66.7		0.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	33.3	0.0	66.7		0.0
Answer my questions about tutoring?	66.7	33.3	0.0		0.0
Start and end the tutoring sessions on time?	66.7	33.3	0.0		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	33.3	66.7	0.0	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	66.7	0.0	33.3	0.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	0.0	100.0	0.0	0.0	0.0
Overall, I am happy with the tutoring my child received.	66.7	33.3	0.0	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	66.7	33.3	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	66.7	33.3	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	66.7	33.3	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	0.0	66.7	33.3	0.0	0.0
I am happy with the way my school district helped to get free tutoring for my child.	66.7	33.3	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	66.7	33.3	0.0	0.0	0.0
Comments:					
The supervisor and teachers were very nice and considerate of my childs needs. I am pleased with the progress. Thank you for the oppetunity. [sic]					

Table 259: Sylvan Learning Center Mount Airy- Provider Service Information

Provider Name:	Sylvan Learning Center Mount Airy
Districts Served:	Alleghany County Schools Forsyth County Schools Wilkes County Schools Yadkin County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
4	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
Provider's location	
Community location (not the provider's building)	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, provider transports students	
Other: In some cases, parents provided transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	

Table 260: Sylvan Learning Center Mount Airy- Provider Report

Sylvan Learning Center Mount Airy - Provider Report					
First Submission Date:	Jul 15, 2008				
Last Submission Date:	Jul 15, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	100.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	100.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	0.0	100.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	0.0	0.0	100.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	0.0	0.0	100.0	0.0
14. District SES coordinator cooperation/involvement	0.0	0.0	0.0	100.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	0.0	0.0	0.0	100.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
We feel that we were given an excellent opportunity to educate parents as well as children. The parents in our district were not as involved in their child's education as they should have been in the past. This year we were able to encourage a healthy relationship between parents and teachers. We found great encouragement in working with underprivileged children by developing trustworthy relationships. The improvement in self-confidence helped rekindle their love of learning and gave many hope that was dimming.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
We have provided for two years as of this year and have had very few ripples in the process and have always held a positive relationship with everyone we worked with. This year, due to poor administration in one district, we found ourselves running into a wall around every turn. Lack of consistency on the district's administration level left our hands tied when it came to helping, or even providing services in the area. The principal, district coordinator, and superintendent for the district were very harsh and unwilling to work with outside providers. We were the only provider that didn't throw in the towel or wave the white flag. I understand the line of humor this is taking...but that is the only way we survived. We felt that the students we served and the education we provided far outweighed the pain we endured.					
Additional Comments/Recommendations					
Good luck this year!					

Table 261: Sylvan Learning Center Mount Airy- District Coordinator Report

Sylvan Learning Center Mount Airy - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	May 20, 2008				
Total number of respondents:	2				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	0.0	100.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	50.0	50.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	0.0	100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	50.0	50.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	50.0	50.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	50.0	50.0	0.0	0.0
8. Aligned their services with state and local standards.	0.0	50.0	50.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	50.0	0.0	50.0	0.0
10. Complied with applicable federal NCLB laws.	0.0	50.0	0.0	0.0	50.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	100.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					
Sefvices were provided by Sylvan for two years. The first year our students had to travel at least an hour to receive instruction at their Mt. Airy office. This year services were provided locally....a big improvement. This year they served in both reading and math as opposed to only reading the first year. Overall, communication was better with parents and administration.					

Table 262: Sylvan Learning Center Mount Airy- Principal/Site Coordinator Report

Sylvan Learning Center Mount Airy - Principal/Site Coordinator Report						
First Submission Date:	May 28, 2008					
Last Submission Date:	May 28, 2008					
Total number of respondents:	1					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				1	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?			0.0	100.0	0.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			0.0	100.0	0.0	
5. Meet the obligations for conducting tutoring sessions?			100.0	0.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		0.0	100.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		0.0	100.0	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.		0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.		0.0	0.0	100.0	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		0.0	100.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		0.0	100.0	0.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		0.0	100.0	0.0	0.0	0.0
Comments						

Table 263: Sylvan Learning Center Mount Airy- Teacher Report

Sylvan Learning Center Mount Airy - Teacher Report					
First Submission Date:	May 21, 2008				
Last Submission Date:	May 28, 2008				
Total number of respondents:	23				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				2	8.7
No				21	91.3
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	73.9	26.1
3. Collaborate with you to set goals for student growth?			0.0	78.3	21.7
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	43.5	4.3	0.0	52.2
5. Adapted the tutoring services to meet the needs of individual students.	0.0	56.5	4.3	0.0	39.1
6. Integrated the tutoring services with classroom learning activities.	0.0	34.8	17.4	0.0	47.8
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	52.2	17.4	0.0	30.4
8. Overall, I am satisfied with this provider's services.	0.0	43.5	21.7	0.0	34.8
Additional Comments					
I could not see changes in my students. However, I also do not know how frequently each of them attended.					
I was not able to see a large improvement in my students. I do not know if my students attended all sessions or not. I would like to have feedback regarding attendance.					
I would have liked to have received more information from Sylvan about how my students were doing and about what they were working on.					
It is really hard to judge how much the provider positively impacted student achievement. I really don't know the kinds of activities they did with the students. I would like to have had more communication from them.					
The student in my class that received tutoring from Sylvan has shown improvement in her classwork and on test scores.					
There was no contact from the provider.					

Table 264: Sylvan Learning Center Mount Airy- Parent Report
N= 56

Sylvan Learning Center Mount Airy - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	37.5		51.8		8.9
Send letters or notes home about your child's progress?	28.6		53.6		17.9
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	57.1	26.8	7.1		8.9
Answer my questions about tutoring?	50.0	26.8	7.1		3.6
Start and end the tutoring sessions on time?	78.6	16.1	1.8		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	23.2	60.7	7.1	1.8	1.8
I was given a chance to meet with the tutor and discuss my child's learning goals.	28.6	44.6	7.1	7.1	1.8
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	21.4	48.2	14.3	1.8	1.8
Overall, I am happy with the tutoring my child received.	35.7	50.0	10.7	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	50.0	39.3	0.0	0.0	1.8
I was given enough time to decide which tutoring company I wanted for my child.	32.1	46.4	7.1	1.8	10.7
The district provided the necessary information to help me select a provider.	28.6	41.1	8.9	1.8	10.7
The district returned phone calls, addressed questions in a timely manner.	30.4	48.2	8.9	0.0	3.6
I am happy with the way my school district helped to get free tutoring for my child.	48.2	48.2	0.0	0.0	1.8
I would participate in free tutoring next year because I feel it improved my child's academic skills.	53.6	30.4	1.8	1.8	3.6
Comments:					
I worked and [name removed] stayed at the East Bend after school program. He would go to tutoring from school. I didn't get to go to the tutoring classes. But I appreciate all that hey did for [name removed] [name removed] Grandma					
They worked with my childs needs with patience and positive reinforcement building up her confidence. [sic]					
Both of my children done wonderful with the help of Sylvan. My sons Math grade went from a very low F to a C and has continued to get better! Thanks so much! [sic]					
Thank you					
My child is doing better in her reading and sounding words out.					
I think Sylvan helped my son, but would have been easier if tutoring had been held at my sons school. Thanks [sic]					
It would be nice if next year a bus drove the children to the center because some parents don't get off work until 5:00pm.					

Table 264, continued

My child understands math better then before. [sic]
Thanks
I was not given a choose of tutors. I also think most of my childs problems are from her school & not the tutors. [sic]
We did not receive our introduction packett ue to a recent move and work/transportation issues made things difficult. I did not feel that the tutors cared about us as individuals or our circumstances. [sic]
My wife dealt with Sylvan but she is not present to reply to questionnaire. Sorry
I'm thankful for all the tutoring my child recived for free. My child has really came along way she went from failing to a B [sic]
You could have return my call about [name removed] and could have sent me the shuedcl of the started date. [sic]
[Spanish comment] I am very content with the program I expect that you always have this. [sic]
[Spanish comment] I appreciate them for being concerned in helping the children in different matters especially for my son [name removed] that it helps him a lot to be in this program and above all by being free for us the parents. Attn [name removed] [Sic]

Table 265: Sylvan Learning Center Shelby and Denver- *Provider Service Information*

Provider Name:	Sylvan Learning Center Shelby and Denver
Districts Served:	Lincoln County Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
No, parents are responsible for transportation	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	
Independent seatwork	

Table 266: Sylvan Learning Center Shelby and Denver- Provider Report

Sylvan Learning Center Shelby and Denver - Provider Report					
First Submission Date:	Jul 7, 2008				
Last Submission Date:	Jul 7, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	0.0	100.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	0.0	100.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Students significantly increased their reading and math scores from pre-to post test.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Only about 1 out of 4 parents eligible for the services actually signed up for the program.					
Additional Comments/Recommendations					
The schools and their principals was very supportive as were the NCLB people in Lincolnton.					

Table 267: Sylvan Learning Center Shelby and Denver- District Coordinator Report

Sylvan Learning Center Shelby and Denver - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	May 13, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	100.0	0.0	0.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	100.0	0.0	0.0	0.0	
4. Communicate with parents during the year?	100.0	0.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	100.0	0.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	0.0
8. Aligned their services with state and local standards.	100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	100.0	0.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	100.0	0.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	100.0	0.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	100.0	0.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	100.0	0.0	0.0	0.0	0.0
Additional Comments					

Table 268: Sylvan Learning Center Shelby and Denver- Principal/Site Coordinator Report

Sylvan Learning Center Shelby and Denver - Principal/Site Coordinator Report

First Submission Date:	May 14, 2008					
Last Submission Date:	May 14, 2008					
Total number of respondents:	1					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				1	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?			0.0	100.0	0.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?			100.0	0.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		0.0	100.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		100.0	0.0	0.0	0.0	0.0
8. Integrated the tutoring services with classroom learning activities.		100.0	0.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.		0.0	100.0	0.0	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		100.0	0.0	0.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		0.0	100.0	0.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		100.0	0.0	0.0	0.0	0.0
Comments						

Table 269: Sylvan Learning Center Shelby and Denver- Teacher Report

Sylvan Learning Center Shelby and Denver - Teacher Report					
First Submission Date:	May 16, 2008				
Last Submission Date:	May 28, 2008				
Total number of respondents:	3				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				3	100.0
No				0	0.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			100.0	0.0	0.0
3. Collaborate with you to set goals for student growth?			33.3	66.7	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	33.3	66.7	0.0	0.0	0.0
5. Adapted the tutoring services to meet the needs of individual students.	33.3	33.3	0.0	0.0	33.3
6. Integrated the tutoring services with classroom learning activities.	33.3	0.0	66.7	0.0	0.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
8. Overall, I am satisfied with this provider's services.	33.3	66.7	0.0	0.0	0.0
Additional Comments					

Table 270: Sylvan Learning Center Shelby and Denver- *Parent Report*
 N= 1

Sylvan Learning Center Shelby and Denver - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	0.0		100.0		0.0
Send letters or notes home about your child's progress?	0.0		100.0		0.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	0.0	0.0	0.0		100.0
Answer my questions about tutoring?	0.0	0.0	100.0		0.0
Start and end the tutoring sessions on time?	0.0	0.0	0.0		100.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	0.0	100.0	0.0	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	0.0	0.0	100.0	0.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	0.0	0.0	100.0	0.0	0.0
Overall, I am happy with the tutoring my child received.	0.0	0.0	100.0	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	0.0	100.0	0.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	0.0	100.0	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	0.0	100.0	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	0.0	100.0	0.0	0.0	0.0
I am happy with the way my school district helped to get free tutoring for my child.	0.0	100.0	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	0.0	100.0	0.0	0.0	0.0

Table 271: TCAL Center for Accelerated Learning/A&T State University Learning Academy- Provider Service Information

Provider Name:	TCAL Center for Accelerated Learning/A&T State University Learning Academy
Districts Served:	Alamance-Burlington Schools Charlotte-Mecklenburg Schools Downtown Middle School Forsyth County Schools Guilford County Schools Rockingham County Schools Rowan-Salisbury Schools
1. Program duration	
11-20 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
Provider's location	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, district/school transports students	
Yes, provider transports students	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	

Table 272: TCAL Center for Accelerated Learning/A&T State University Learning Academy- Provider Report

TCAL Center for Accelerated Learning/A&T State University Learning Academy - Provider Report					
First Submission Date:	Jun 12, 2008				
Last Submission Date:	Jun 12, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	100.0	0.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	100.0	0.0	0.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	100.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	100.0	0.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
Principal's and teachers have been proud of the scores students have received from the current EOG test results and the benchmarks from the last quarter. Receiving affirmation that the program was implemented well and the achievement of the students has carried through into the EOG results thus far.					

Table 272, continued

<p>What was the most negative aspect or area in need of improvement regarding your work this year?</p>
<p>In the Greensboro district this provider was not allowed access to original applications and information was withheld without any reason. As providers, we were discouraged from asking questions and treated without the courtesy shown to us at other districts. It appeared that the district level personnel often reported issues to the state department without ever contacting the Provide for clarification of problems or mis-information. This hard line process did not allow for any due process and caused problems in the delivery of service. The Greensboro district has verbally misrepresented and with much malice and satisfaction defamed the name of our company. This blatant disregard for professionalism was noted throughout the SES tutoring in the Greensboro District and is being addressed at our corporate level. This was a definite negative aspect to our successful year in the state. The saving grace for us was to know that only one district in the state that we served had those tactics of intimidation. It has been said that the Greensboro staff have said on many occasions " if providers don't do what we say ..we just kick them out!! What a way to serve children! What happen to due process and the telephone call to work it out if there is a problem! This was the most negative aspect of providing service this year to the many districts we served. The area in need of improvement was the pay reimbursement from school districts. This year we were mandated to begin services in early November. Checks from school districts were not released until January. Tutors needed to be paid at least monthly. The reimbursements were based on the distrist requirements that could not be met for the first few weeks and that delayed payment as well as the Holiday in December. Some of the requirements were such things as Pre-testing prior to tutoring, approved learning plans, meetings with parents, teacher, etc. All these things could not be accomplished until the district and the tutors input data. These delays caused everyone to be upset. It is inconceivable to have a tutor teach for almost three months and expect a company to use up reserve cash for three months for payroll. This did cause some discomfort and stress for this provider.</p>
<p>Additional Comments/Recommendations</p>
<p>I would recommend that once a provider has been approved that they remain on the list unless there is a valid reason to remove them. A process needs to be set up if a provider is being removed. There should be some form of due process in place and an appeal process to remove a provider from the state list. Since each year different pople look at our applications, what may pass one year, when re-submitted it may not pass the next year. This can be a problem and causes some of us to reflect on the process and wonder if the process is flawed? If we submitted the same lesson plan last year and it passed, two other providers submitted the same format of the lesson plan, but this term, it is unacceptable for one provider but not the other two providers, what do we need to do? If a process was in place to look at performance and achievement of current providers that might solve this problem. Approval should never be based on who evaluated the application. Also, if a known technical issue exists with the downloadable application, the provider should not be held accountable if the program needed to be changed. A good SES provider should never be eliminated because of technical issues with the downloadble application from the state department. However, since there is no appeal process, there is no solution.</p>

Table 273: TCAL Center for Accelerated Learning/A&T State University Learning Academy- District Coordinator Report

TCAL Center for Accelerated Learning/A&T State University Learning Academy - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	Jun 23, 2008				
Total number of respondents:	3				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	33.3	33.3	33.3		
2. Collaborate with you to set goals for student growth?	0.0	33.3	66.7		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	33.3	0.0	33.3	33.3	
4. Communicate with parents during the year?	33.3	0.0	33.3	33.3	
5. Meet the obligations for conducting tutoring sessions?	100.0	0.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	33.3	0.0	0.0	66.7
7. Integrated the tutoring services with classroom learning activities.	0.0	33.3	0.0	33.3	33.3
8. Aligned their services with state and local standards.	33.3	66.7	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	33.3	66.7	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	33.3	66.7	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	66.7	33.3	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	66.7	33.3	0.0	0.0
Additional Comments					
This provider's 2008-2009 application was denied because of technicalities with the structure of a portion of the application . The state should have offered the company an opportunity to correct the problem since the provider had been approved the previous year. The state should offer two types of approval. A provider may have some issues that may not have been documented, confronted or untrue allegations. Therefore, the provider may not be aware of concerns. This type provider should receive a provisional application with monitoring to determine ineffectiveness or effectiveness of their program.					

Table 274: TCAL Center for Accelerated Learning/A&T State University Learning Academy- *Principal/Site Coordinator Report*

TCAL Center for Accelerated Learning/A&T State University Learning Academy - Principal/Site Coordinator Report					
First Submission Date:	May 12, 2008				
Last Submission Date:	Jun 17, 2008				
Total number of respondents:	11				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		0		0.0	
No		10		90.9	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		27.3	45.5	27.3	
3. Collaborate with you to set goals for student growth?		9.1	27.3	63.6	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		0.0	9.1	54.5	36.4
5. Meet the obligations for conducting tutoring sessions?		36.4	45.5	9.1	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	18.2	81.8	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	9.1	27.3	27.3	9.1	18.2
8. Integrated the tutoring services with classroom learning activities.	9.1	27.3	18.2	18.2	18.2
9. Offered services to Special Education and ELL students.	18.2	54.5	0.0	18.2	9.1
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	9.1	54.5	9.1	18.2	9.1
11. Overall, I am satisfied with this provider's services.	9.1	54.5	18.2	18.2	0.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	9.1	81.8	9.1	0.0	0.0
Comments					
It was great that the company had employed teachers from the school. This made the delivery of the instruction more personal and a better quality.					
This provider served 11 students with 2 or 3 teachers. There were students K-5. It seemed difficult to serve such a variety of levels of students. Employees came to me with issues of not being paid on time, so there was dissatisfaction from the tutors involved.					

Table 275: TCAL Center for Accelerated Learning/A&T State University Learning Academy- Teacher Report

TCAL Center for Accelerated Learning/A&T State University Learning Academy - Teacher Report					
First Submission Date:	Jun 2, 2008				
Last Submission Date:	Jun 14, 2008				
Total number of respondents:	6				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				6	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	0.0	100.0
3. Collaborate with you to set goals for student growth?			0.0	0.0	100.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	0.0	33.3	0.0	66.7
5. Adapted the tutoring services to meet the needs of individual students.	0.0	0.0	16.7	16.7	66.7
6. Integrated the tutoring services with classroom learning activities.	0.0	0.0	16.7	16.7	66.7
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	0.0	16.7	16.7	66.7
8. Overall, I am satisfied with this provider's services.	0.0	0.0	16.7	16.7	66.7
Additional Comments					
I never got any feedback as to his progress. No progress was noted by his academic achievement in my class during the regular school day. I would not recommend this company.					
There should had been more communication between provider and teacher.					
There was no communication between the provider and myself. I think the program would have been more beneficial if there would have been more communication.					

Table 276: TCAL Center for Accelerated Learning/A&T State University Learning Academy- *Parent Report*
N= 88

TCAL Center for Accelerated Learning/A&T State University Learning Academy - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	31.8		35.2		31.8
Send letters or notes home about your child's progress?	33.0		23.9		35.2
	% A lot	% Sometimes	% Not at all	% Don't Know	
Help your child with subjects s/he is working on in school?	56.8	28.4	3.4	9.1	
Answer my questions about tutoring?	46.6	21.6	14.8	11.4	
Start and end the tutoring sessions on time?	73.9	12.5	9.1	1.1	
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	44.3	34.1	11.4	4.5	4.5
I was given a chance to meet with the tutor and discuss my child's learning goals.	28.4	18.2	19.3	21.6	5.7
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	43.2	25.0	8.0	14.8	5.7
Overall, I am happy with the tutoring my child received.	48.9	21.6	11.4	9.1	5.7
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	71.6	25.0	1.1	0.0	1.1
I was given enough time to decide which tutoring company I wanted for my child.	55.7	37.5	2.3	2.3	1.1
The district provided the necessary information to help me select a provider.	50.0	34.1	9.1	2.3	1.1
The district returned phone calls, addressed questions in a timely manner.	38.6	22.7	15.9	8.0	10.2
I am happy with the way my school district helped to get free tutoring for my child.	55.7	31.8	3.4	3.4	2.3
I would participate in free tutoring next year because I feel it improved my child's academic skills.	54.5	20.5	8.0	1.1	13.6
Comments:					
Tutoring was good					
Thank you very much for this free tutoring for the children.					
I was disappointed b/c a well trained employer of TCAL did not tutor my child. It as a school system employee. I feel that a TCAL tutor would have made much more of a difference. [sic]					
Im sure that the tutoring last year really helped [name removed] a great deal, it's a very good program! Thank you very much [name removed] [sic]					
Never at any point did we receive any feedback from the tutors. Nor any testing or work done during their time. She might as well been in day care for the amount of help the gave! [sic]					
I am not sure if I will participate next year. I would more feed back about my son progress [sic]					
TCAL helped my child a lot and I am looking forward to participating next year. Thank you [name removed]					

Table 276, continued

Better organization those I expected to tutor were not the ones who tutored. [sic]
I would have been happy to receive progress reports, and meet with the tutoring teachers. But I am very happy that this program help my child in her reading, because her report card proved it all. Thank you! [sic]
We never received any tutoring progress reports, nor did we speak about her progress to her tutor. Tutoring did not improve her grade.
Although we saw a increase in the grade, we never knew what was going on in tutoring. No clue on goals, and never met with tutor. [sic]
Thanks for all your help and support. I wish I could have gotten my daughter into the tutoring program. She need it as much as her brother. I do not understand why she wasn't selected. [sic]
Did not receive reports.
Will not select TCAL next year (ended to early, didn't focus on my childs areas0 of needed improvement. [sic]
Usually we find difficulty in the time provided for the parents to select the tutoring/noticed that they usually send us turtoring forms after the expiration date. [sic]
I really appreciate this program because it helped my daughter a lot with her reading and maths and I hope they could continue to help kids that are in need of this program.
I think the tatoring program helped my son a lot to excell in school work, I am forever thankful for this program. Otherwise I can not afford to have him tutored. "Thanks alot" [sic]
He excelled in his math studies beautifully. And he says if given the chance he'd like to come again the next school year. [sic]
The program is a good program but my child never received a progress report and never met with her tutor to discuss her progress.
Thanks for your help & support.
The provider gave up on my child who is developementally delayed. [sic]
The tutoring service had "poor" communication with our school about dates & times of services provided.
The program did not notify me when it was ending and my child got lost. The tutor discussed my child's progress once. My child was lost three times for the programs misunderstanding and communication with me. The program my child was in, was not my 1st choice. However, I believe it helped him academically. [sic]
My child never received tutoring even though I asked several times but no one knew anything. I tring to help my son the best I can but the truth is he needed a tutor. I hope this never happens again. [sic]
The Free tutoring, helped with my son improvement in his class work. [sic]
[Spanish comment] No comment
[Spanish comment] [Name removed] was in classes on Wednesdays writing the month of February at TCAL [sic]
[Spanish comment] The tutoring is good; thank you for the help.
[Spanish comment] My two children that had in tutoring advanced a lot in mathematics and reading.
[Spanish comment] For my part I am completely satisfied with the plan of tutoring received by my son and I believe that is very good for obtaining improvement in reading and mathematics the learning of our children many thanks. [sic]
[Spanish comment] I am very happy that my son wanted to have tutoring for the second year.
[Spanish comment] Therefore I measure a lot of agreement and I feel happy for everything that they do for the future of each child and that continue doing it thanks. [sic]
[Spanish comment] I am personally very satisfied with the tutoring and in agreement that all they will be carried out yearly and each time more long and better, because to my child they help him a lot each time but and therefore I give the thanks and I expect that always we include their help. [sic]
[Spanish comment] Many thanks with the help that my daughter received.
[Spanish comment] I am very happy with the tutoring program that they offer my daughter because she seems ready to progress and the attention that was given. She in general is satisfied with the free tutoring service. [sic]
[Spanish comment] [Name removed]: I am very satisfied with the program that my child received thanks a lot. [sic]
[Spanish comment] My daughter has a as little bit time because "empese" to work and she no longer was able go because she can not go alone but thanks for all. [sic]
[Spanish comment] I am very pleased with the help that my daughter received thanks a lot.
[Spanish comment] This program is good because my child learned a lot.
[Spanish comment] I am the mother of the family and I am very content with this program because I have two children in the program and I am very happy.
[Spanish comment] I am very pleased with the great help that they gave my daughter with the tutoring I was a great help for her and for me for her homework and she can learn much of all and thanks for concern for the children that they talk to and writing of English. [Name removed]

Table 277: TRAC Enrichment Center, Inc- Provider Service Information

Provider Name:	TRAC Enrichment Center, Inc
Districts Served:	Bertie County Schools Pitt County Schools Sallie B. Howard School
1. Program duration	
31-40 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
1.5 to 2 hours	
4. Setting (Mark all that apply)	
School building	
Provider's location	
5. Format (Mark all that apply)	
Individual	
Small group (2-5 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, provider transports students	
Other: Parents picked students up after tutoring	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Direct instruction	

Table 278: TRAC Enrichment Center, Inc- Provider Report

TRAC Enrichment Center, Inc - Provider Report					
First Submission Date:	Jun 4, 2008				
Last Submission Date:	Jun 4, 2008				
Total number of respondents:	1				
Provider Perceptions and Activities	% Frequently	% Occasionally	% Not at all	% Don't Know	
1. Tutors communicated with teachers regarding progress of their student(s).	0.0	100.0	0.0	0.0	
2. Tutors communicated with parents/guardians regarding their child's progress.	100.0	0.0	0.0	0.0	
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.	0.0	0.0	100.0	0.0	
4. The provider aligned the supplemental services with the state academic content and achievement standards.	100.0	0.0	0.0	0.0	
5. The provider integrated the tutoring services with classroom learning activities.	100.0	0.0	0.0	0.0	
6. The provider adapted the supplemental services to each school's curriculum.	100.0	0.0	0.0	0.0	
7. The provider offered instruction to students with disabilities and English Language Learners.	100.0	0.0	0.0	0.0	
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	0.0	100.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	100.0	0.0	0.0	0.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	0.0	100.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
16. Success at raising student achievement to desired levels	100.0	0.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
To see the growth in the students we worked with. Being able to reach the students in an active learning environment. Having the students at TRAC's sites to spend more time with them after the tutoring sessions ended.					
What was the most negative aspect or area in need of improvement regarding your work this year?					
In one county not being able to meet with students but once a week caused discipline problems and lead to poor attendance. Meeting at the school did not give us the opportunity to work as much as we needed to with the students in one county, whereas in the other two counties we were able to address many additional academic needs after tutoring because we had more time.					
Additional Comments/Recommendations					
This was our first year and it was very exciting and rewarding to help the schools with a difficult population of students.					

Table 279: TRAC Enrichment Center, Inc- District Coordinator Report [No Data]

No district coordinators in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

Table 280: TRAC Enrichment Center, Inc- Principal/Site Coordinator Report

TRAC Enrichment Center, Inc - Principal/Site Coordinator Report					
First Submission Date:	May 14, 2008				
Last Submission Date:	May 27, 2008				
Total number of respondents:	4				
1. Are you employed by the provider for which you are completing this survey?					
		Number		Percent	
Yes		1		25.0	
No		3		75.0	
How often did the provider...		% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?		25.0	75.0	0.0	
3. Collaborate with you to set goals for student growth?		25.0	0.0	75.0	
		% Frequently	% Occasionally	% Not at all	% Don't Know
4. Communicate with teachers during the year?		25.0	0.0	25.0	50.0
5. Meet the obligations for conducting tutoring sessions?		100.0	0.0	0.0	0.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.	75.0	25.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.	25.0	25.0	0.0	0.0	50.0
8. Integrated the tutoring services with classroom learning activities.	25.0	0.0	0.0	0.0	75.0
9. Offered services to Special Education and ELL students.	25.0	25.0	0.0	0.0	50.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.	25.0	50.0	0.0	0.0	25.0
11. Overall, I am satisfied with this provider's services.	25.0	50.0	0.0	0.0	25.0
District Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.	25.0	75.0	0.0	0.0	0.0
Comments					
Trac was held in an off site location so it was difficult to observe tutoring.					

Table 281: TRAC Enrichment Center, Inc- Teacher Report

TRAC Enrichment Center, Inc - Teacher Report					
First Submission Date:	May 22, 2008				
Last Submission Date:	May 22, 2008				
Total number of respondents:	1				
1. Are you employed by the provider for which you are completing this survey?					
				Number	Percent
Yes				0	0.0
No				1	100.0
How often did the provider...			% Frequently	% Occasionally	% Not at all
2. Communicate with you during the school year?			0.0	0.0	100.0
3. Collaborate with you to set goals for student growth?			0.0	0.0	100.0
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
4. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
5. Adapted the tutoring services to meet the needs of individual students.	0.0	100.0	0.0	0.0	0.0
6. Integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	0.0
Overall Assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
7. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
8. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 282: TRAC Enrichment Center, Inc- Parent Report
N= 17

TRAC Enrichment Center, Inc - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	41.2		52.9		5.9
Send letters or notes home about your child's progress?	41.2		52.9		5.9
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	64.7	23.5	5.9		0.0
Answer my questions about tutoring?	64.7	29.4	5.9		0.0
Start and end the tutoring sessions on time?	94.1	0.0	5.9		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	52.9	29.4	11.8	0.0	5.9
I was given a chance to meet with the tutor and discuss my child's learning goals.	41.2	35.3	11.8	5.9	5.9
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	52.9	35.3	0.0	5.9	0.0
Overall, I am happy with the tutoring my child received.	52.9	29.4	5.9	5.9	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	70.6	17.6	5.9	0.0	5.9
I was given enough time to decide which tutoring company I wanted for my child.	47.1	41.2	5.9	0.0	5.9
The district provided the necessary information to help me select a provider.	47.1	52.9	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	35.3	41.2	11.8	0.0	0.0
I am happy with the way my school district helped to get free tutoring for my child.	76.5	23.5	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	64.7	23.5	0.0	0.0	5.9
Comments:					
I really thank each and every tutor's for the work they put in for helping my child.					
As a parent, I feel that students should not be put together with kids that are in higher grades than they are. I feel there should be a tutor for each grade level and 2 grade levels in the same tutoring class. It will confuse the students					
I would participate in free tutoring for my child but would not use the same company. My son was tutored on his strongest subject (math) rather than his weakest (reading) [sic]					
If I can enroll my child next year for Free tutoring I would sign her up now. She loved it and I did see an improvement.					
I enjoyed the extra activities & functions. And a very friendly staff @ all times. And wuz concerned about my child. [sic]					
My only problem was transportation. My child came home late often & a few times was not put on the bus at all.					
My son learned a lot of information about reading and math skills. He also had a lot of writing work.					

Table 283: UCPS/21st CCLC/TEAM/FROGS- Provider Service Information

Provider Name:	UCPS/21st CCLC/TEAM/FROGS
Districts Served:	Union County Public Schools
1. Program duration	
21-30 weeks	
2. Average number of sessions attended by students each week	
2	
3. Length of the average tutoring session	
2.5 to 3 hours	
4. Setting (Mark all that apply)	
School building	
5. Format (Mark all that apply)	
Small group (2-5 students per tutor)	
Large group (6-10 students per tutor)	
6. Is transportation provided to students? (Mark all that apply)	
Yes, provider transports students	
7. Qualifications of tutors (Mark all that apply)	
Tutors are certified teachers	
Tutors have bachelor's degrees	
Tutors have had training	
8. Instructional activities (Mark all that apply)	
One-on-one tutoring (in person)	
Computer-based tutoring	
Direct instruction	
Independent seatwork	

Table 284: UCPS/21st CCLC/TEAM/FROGS- Provider Report

UCPS/21st CCLC/TEAM/FROGS - Provider Report					
First Submission Date:		Jul 23, 2008			
Last Submission Date:		Jul 23, 2008			
Total number of respondents:		1			
Provider Perceptions and Activities		% Frequently	% Occasionally	% Not at all	% Don't Know
1. Tutors communicated with teachers regarding progress of their student(s).		0.0	100.0	0.0	0.0
2. Tutors communicated with parents/guardians regarding their child's progress.		0.0	100.0	0.0	0.0
3. Tutors showed their lesson plans or materials used for tutoring to the homeroom/subject teacher of each child they worked with.		0.0	0.0	100.0	0.0
4. The provider aligned the supplemental services with the state academic content and achievement standards.		100.0	0.0	0.0	0.0
5. The provider integrated the tutoring services with classroom learning activities.		100.0	0.0	0.0	0.0
6. The provider adapted the supplemental services to each school's curriculum.		100.0	0.0	0.0	0.0
7. The provider offered instruction to students with disabilities and English Language Learners.		100.0	0.0	0.0	0.0
Provider satisfaction with:	% Highly Satisfied	% Satisfied	% Dissatisfied	% Highly Dissatisfied	% Don't Know
8. Student attendance	100.0	0.0	0.0	0.0	0.0
9. Student attitudes (e.g., cooperation, motivation)	0.0	100.0	0.0	0.0	0.0
10. The ease of developing lessons aligned with the district or school curriculum	100.0	0.0	0.0	0.0	0.0
11. Parent cooperation/involvement	0.0	0.0	0.0	0.0	100.0
12. Teacher cooperation/involvement	0.0	100.0	0.0	0.0	0.0
13. Principal/Site Coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
14. District SES coordinator cooperation/involvement	100.0	0.0	0.0	0.0	0.0
15. State SES Coordinator cooperation/involvement	0.0	0.0	0.0	0.0	100.0
16. Success at raising student achievement to desired levels	0.0	100.0	0.0	0.0	0.0
What was the most positive outcome or aspect of your work this year?					
What was the most negative aspect or area in need of improvement regarding your work this year?					
Additional Comments/Recommendations					

Table 285: UCPS/21st CCLC/TEAM/FROGS- District Coordinator Report

UCPS/21st CCLC/TEAM/FROGS - District Coordinator Report					
First Submission Date:	May 13, 2008				
Last Submission Date:	May 13, 2008				
Total number of respondents:	1				
How often did the provider...	% Frequently	% Occasionally	% Not at all		
1. Communicate with you during the school year?	100.0	0.0	0.0		
2. Collaborate with you to set goals for student growth?	0.0	0.0	100.0		
	% Frequently	% Occasionally	% Not at all	% Don't Know	
3. Communicate with teachers during the year?	0.0	100.0	0.0	0.0	
4. Communicate with parents during the year?	0.0	100.0	0.0	0.0	
5. Meet the obligations for conducting tutoring sessions?	0.0	100.0	0.0	0.0	
The provider...	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Adapted the tutoring services to this school's curriculum.	0.0	100.0	0.0	0.0	0.0
7. Integrated the tutoring services with classroom learning activities.	0.0	100.0	0.0	0.0	0.0
8. Aligned their services with state and local standards.	0.0	100.0	0.0	0.0	0.0
9. Offered services to Special Education and ELL students.	0.0	100.0	0.0	0.0	0.0
10. Complied with applicable federal NCLB laws.	0.0	100.0	0.0	0.0	0.0
11. Complied with applicable state and local (health, safety, civil rights) laws.	0.0	100.0	0.0	0.0	0.0
Overall provider assessment:	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. I believe the services offered by this provider positively impacted student achievement.	0.0	100.0	0.0	0.0	0.0
13. Overall, I am satisfied with this provider's services.	0.0	100.0	0.0	0.0	0.0
Additional Comments					

Table 286: UCPS/21st CCLC/TEAM/FROGS- Principal/Site Coordinator Report

UCPS/21st CCLC/TEAM/FROGS - Principal/Site Coordinator Report						
First Submission Date:	May 20, 2008					
Last Submission Date:	May 20, 2008					
Total number of respondents:	1					
1. Are you employed by the provider for which you are completing this survey?						
				Number	Percent	
Yes				0	0.0	
No				1	100.0	
How often did the provider...			% Frequently	% Occasionally	% Not at all	
2. Communicate with you during the school year?			0.0	100.0	0.0	
3. Collaborate with you to set goals for student growth?			0.0	0.0	100.0	
			% Frequently	% Occasionally	% Not at all	
4. Communicate with teachers during the year?			0.0	100.0	0.0	
5. Meet the obligations for conducting tutoring sessions?			100.0	0.0	0.0	
The provider...		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
6. Started tutoring soon after the registration process was complete.		100.0	0.0	0.0	0.0	0.0
7. Adapted the tutoring services to this school's curriculum.		0.0	0.0	0.0	100.0	0.0
8. Integrated the tutoring services with classroom learning activities.		0.0	0.0	0.0	0.0	100.0
9. Offered services to Special Education and ELL students.		0.0	100.0	0.0	0.0	0.0
Overall provider assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
10. I believe the services offered by this provider positively impacted student achievement.		0.0	0.0	100.0	0.0	0.0
11. Overall, I am satisfied with this provider's services.		0.0	0.0	100.0	0.0	0.0
District Assessment:		% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
12. Overall, I am satisfied with the way the school district helped our school implement services from this provider.		0.0	100.0	0.0	0.0	0.0
Comments						

Table 287: UCPS/21st CCLC/TEAM/FROGS- Teacher Report [No Data]

No teachers in the state of North Carolina chose to complete a survey about their experience working with this provider during the 2007-2008 school year.

**Table 288: UCPS/21st CCLC/TEAM/FROGS- Parent Report
N= 5**

UCPS/21st CCLC/TEAM/FROGS - Parent Report					
How often did the tutoring company...	% A lot		% Sometimes		% Not at all
Talk to you about your child's progress?	40.0		40.0		20.0
Send letters or notes home about your child's progress?	20.0		40.0		20.0
	% A lot	% Sometimes	% Not at all		% Don't Know
Help your child with subjects s/he is working on in school?	80.0	20.0	0.0		0.0
Answer my questions about tutoring?	40.0	60.0	0.0		0.0
Start and end the tutoring sessions on time?	60.0	40.0	0.0		0.0
Indicate how much you agree or disagree with each of the following items about the tutoring company.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I believe that the free tutoring helped my child improve in reading or math at school.	40.0	60.0	0.0	0.0	0.0
I was given a chance to meet with the tutor and discuss my child's learning goals.	40.0	20.0	40.0	0.0	0.0
The information on the progress reports helped me understand my child's strengths, weakness, and progress towards his/her learning goals.	40.0	20.0	0.0	20.0	0.0
Overall, I am happy with the tutoring my child received.	40.0	60.0	0.0	0.0	0.0
Indicate how much you agree or disagree with each of the following items about the school district.	% Strongly Agree	% Agree	% Disagree	% Strongly Disagree	% Don't Know
I was notified by my child's school about free tutoring.	40.0	40.0	20.0	0.0	0.0
I was given enough time to decide which tutoring company I wanted for my child.	40.0	60.0	0.0	0.0	0.0
The district provided the necessary information to help me select a provider.	40.0	60.0	0.0	0.0	0.0
The district returned phone calls, addressed questions in a timely manner.	40.0	60.0	0.0	0.0	0.0
I am happy with the way my school district helped to get free tutoring for my child.	40.0	60.0	0.0	0.0	0.0
I would participate in free tutoring next year because I feel it improved my child's academic skills.	40.0	40.0	0.0	0.0	0.0
Comments:					
[Spanish comment] According to me these classes that were offered my daughter helped her a lot is this school year, and I am in agreement with this program, thanks [sic]					