

**NCDPI Supplemental Educational Services (SES)
2009-2010 Evaluation Report**



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Introduction

SERVE Center was contracted by the North Carolina Department of Public Instruction (NCDPI) to conduct the external evaluation of the 2009-2010 NC Supplemental Educational Services (SES) programming Providers. SES falls under Title I of the Elementary and Secondary Education Act, as reauthorized by the No Child Left Behind Act of 2001. The program provides free-of-cost academic assistance for eligible students (e.g., tutoring), over and above regular school hours. The purpose of this evaluation is to address the federal requirement for NCDPI by examining the performance of SES Providers on the basis of three criteria: (1) student attendance in the program, (2) parental satisfaction, and (3) academic achievement of participating students. These three evaluation criteria were previously identified in the NCDPI SES evaluation policy as the outcomes on which to determine the effectiveness of each SES program Provider. Further, the policy indicates that:

Evaluation results will be weighted for each criterion with student achievement at 50 percent, attendance at 25 percent, and parental satisfaction at 25 percent. A Provider must achieve a minimum rating of 75 percent to continue with a status of Good Standing. The failure of a Provider to achieve a minimum of 75 percent will result in a Provider status as Probationary.

In order to provide evaluation results in adherence to the NCDPI SES policy as stipulated above, each SES Provider was assigned a composite score based on the three data sources identified. Program Provider ratings of success were determined by the criteria presented in the “NCDPI 2009-2010 SES Evaluation Rubric” (see Appendix A) adapted by SERVE from the “Example Evaluation Rubric” provided by NCDPI. All three primary outcomes (student achievement, attendance, and parent satisfaction) have criteria enumerated on a four point rubric including: “Insufficient Information,” “Below Standards,” “Meets Standards” and “Above Standards.” Based on the data collected by SERVE, each Provider was assessed and assigned a rating based on the rubric and the corresponding Provider data for each outcome. An overall composite score was then calculated for each Provider by calculating a weighted average across all three primary outcomes¹. Overall rubric and composite scores were reported in addition to rubric scores by individual outcome to provide an assessment of Provider quality. Using this information, the purpose of this evaluation was to provide NCDPI with the data necessary to identify Providers who fall below the threshold to remain in good standing in accordance with SES policy.

Methodology

As described above, the evaluation criteria for determining the effectiveness of the NCDPI SES program were identified in the SES evaluation policy; as such, the evaluation activities were guided by

¹ In this way, Providers can be ranked based on all three criteria simultaneously, as opposed to just ranking program Providers by calculated effect sizes of student achievement alone. The use of a composite score is necessitated by the weighting the SES evaluation policy has placed on each of the three primary outcomes: 50% to student achievement, 25% to attendance, and 25% to parent satisfaction.

these pre-designated criteria. All evaluation activities were conducted at each individual Provider site. Cross-site comparisons were not performed as part of this evaluation.

SERVE collected data on (1) student attendance, (2) parental satisfaction with SES programming, and (3) student achievement. The data collection process was a collaborative effort between SERVE, NCDPI, and the districts and Providers offering SES services. Based on contact information provided by NCDPI, SERVE established a relationship with LEA and Charter School (CS) representatives at each of the districts/CSs where students were enrolled in SES programs. Per NCDPI, these LEA/CS representatives served as the conduit through which information flowed between SES Providers and SERVE. SERVE garnered the assistance of these LEA/CS representatives through ongoing e-mail communication. This communication began in January 2010, and consisted of information such as a description of the evaluation, what data were to be collected, specific requests for information and templates/guidance for how to collect data, suggested deliverable dates and subsequent follow-up reminders. In addition to group e-mails, numerous ongoing one-on-one correspondences with LEA/CS representatives took place as necessary. In June, based on the extent of data still outstanding, SERVE, in consultation with NCDPI, made contact directly with SES Providers in an effort to collect remaining data. Appendix B outlines the dates of formal group e-mail communications from SERVE.

As of the final cut-off for data collection (August 5, 2010), data were received from 122 out of the 154 (79.2%) NCDPI authorized SES Providers². A total of 32 Providers that appeared on the initial NCDPI authorized SES Provider list were not included in the current evaluation because none of the requested data were ever submitted³. Appendix C lists the 32 Providers not included in the current evaluation.

The following is an overview of the data collection and analysis process presented by each evaluation criteria: (1) parent satisfaction, (2) student attendance, and (3) student achievement.

Parent Satisfaction

Data on parent satisfaction were collected via administration of a parent survey. NCDPI provided SERVE with a pre-approved set of survey questions. SERVE put these questions into a scannable survey format, whereby results could be easily summarized using the Remark[®] survey software. SERVE worked closely with the LEA/CS representative from each district/CS for this aspect of data collection.

Survey administration. Parent satisfaction surveys were sent to LEA/CS representatives at 82 districts and CSs where representatives indicated that SES was being implemented and they were able to provide the total number of students enrolled in each SES session. The protocol for administering the survey to parents was up to the discretion of the individual LEA/CS representative. Typically, the protocol consisted of sending the survey home with SES-enrolled students via their

² As instructed by NCDPI, for the purposes of the evaluation, SERVE used the 2009-2010 Authorized NC SES Provider list previously available at: <http://www.ncpublicschools.org/program-monitoring/titleIA/ses/>.

³ Due to a variety of factors, not all 154 initially approved SES Providers implemented services in 2009-10. Factors included: some Providers were not selected for use in any district, some districts identified for services did not offer SES, and some Providers closed for business.

school homeroom or via their SES Provider site. In some cases, where requested, SERVE sent surveys directly to schools where on-site SES representatives then handled distribution. It was then incumbent on the student to give the survey to their parents or legal guardians to complete. The parents or legal guardians were then responsible for returning the survey to the student’s school, where, in turn, the school and/or Provider was responsible for returning completed surveys to the LEA/CS representative. Finally, the LEA/CS representative was asked to collect *all* completed surveys from their district/CS and return them to SERVE. It is worth noting that the chain of distribution was complex and may have contributed to the high rate of non-response.

Survey format. The survey consisted of 19 items, each on a Likert-type scale. See Appendix D for a copy of the NC SES Parent Satisfaction survey⁴. Twelve of the items asked parents to indicate information specific to the evaluation of the Provider, while seven of the items dealt with interactions with school and district staff in accessing SES services. (For each Provider and district, the means, standard deviations, and frequencies of relevant questions were calculated and are displayed in tabular form in Appendices E and F.)

Survey response and analysis. A total of 26,514 surveys were initially distributed for 1st enrollment, and 8,373 surveys for 2nd enrollment. Table 1 below shows the number of surveys returned for each enrollment period, the overall response rate, and how many of the returned surveys were usable. In cases where the parent did not correctly identify a Provider name, the survey was unable to be used in the Provider satisfaction analysis, but was included only in the analysis of those survey items pertaining to the district.

Table 1. Survey Response Summary

Enrollment Period	Surveys Distributed	Surveys Returned	Overall Response Rate	Surveys Usable in Provider Analysis	Surveys Usable in District Analysis
Enrollment 1	26,514	9,306	35.1%	6,750	9,306
Enrollment 2	8,373	1,630	19.5%	1,405	1,630
Total	34,887	10,936	31.3%	8,155	10,936

The first seven Provider survey item responses ranged from 1 (“Not at All”) to 3 (“A Lot”), with “Don’t Know” as an option (for a total of 4 possible responses). The response options for the second five Provider relevant items and the seven district specific questions ranged from 1 (“Strongly Disagree”) to 4 (“Strongly Agree”), with “Don’t Know” and “Not Applicable” response choices (for a total of 6 possible responses).

In order to determine the percentage of parents who were overall dissatisfied, a set of five items from the survey were used to form a scale. These five items were selected for two main reasons: (1) they were deemed to be most directly related to program satisfaction, and (2) they shared the same Likert-scale responses ranging from “Strongly Disagree” to “Strongly Agree” (along

⁴ A Spanish version of the parent satisfaction survey was provided to all parents in addition to the English-language version.

with “Don’t Know” and “Not Applicable”). As part of the data cleaning process, “Don’t Know” and “Not Applicable” responses were treated as missing data. For all surveys returned in which the parent had answered at least four of these five items on the Likert-scale, the mean of their responses was calculated. The scale score means ranged from 1 to 4, as the remaining responses were “Strongly Disagree” (1), “Disagree” (2), “Agree” (3), and “Strongly Agree” (4). The midpoint of 2.5 was chosen as the cutoff to determine who was satisfied versus dissatisfied. All parents with a scale score greater than or equal to 2.5 were coded as satisfied, and those with a scale score of less than 2.5 were coded as dissatisfied. For each Provider, the percent dissatisfied was determined. These results were then evaluated according to the NCDPI 2009-2010 SES Evaluation Rubric. Those Providers who had more than 25% of parents dissatisfied were placed in the “Below Standards” category (given a score of 2), those Providers with between 10% and 25% of parents dissatisfied were given a score of 3 for “Meets Standards,” and finally, those with less than 10% of parents dissatisfied were placed in the “Above Standards” category with a score of 4.

Any Providers who submitted survey data but who had fewer than 5 parent surveys to analyze were recorded as having insufficient information and received a rubric score of 1 for parent satisfaction. This rule was implemented because of confidentiality concerns with the low sample size. Additionally, an average across so few students limited the ability to generalize meaningfully from the data.

Student Attendance

The student attendance outcome was defined as the number of program hours offered versus the number of program hours attended. Each SES Provider was required to submit this information, via e-mail, using a reporting template provided by SERVE. SERVE worked with the LEA/CS representatives to request and receive these data from each Provider. In cases where the LEA/CS representative became unresponsive, SERVE, under the guidance of NCDPI, contacted SES Providers directly to collect missing data.

Student attendance was evaluated using an attendance rate, rather than the raw number of hours of service attended. The student attendance rate was calculated by dividing the number of hours a student attended by the Provider-reported number of hours offered.

$$\textit{Student Att Rate (within provider)} = \frac{\# \textit{ Hours Attended}}{\# \textit{ Hours Offered}}$$

All Providers did not offer the same number of hours; therefore, using a rate allowed the evaluators to calculate the overall average attendance across Providers using the same "percent attended" scale.

The average attendance rate was calculated *within* each Provider by summing the attendance rates of all students within that Provider and dividing by the total number of students.

$$\textit{Avg Att Rate (within Provider)} = \frac{\sum \textit{ Student Att Rate (within Provider)}}{\textit{Total \# Students (within Provider)}}$$

In order to determine the *overall* average attendance rate, as stipulated by NCDPI, all Provider average attendance rates were summed and divided by the total number of Providers.

$$\text{Overall Avg Att Rate (across Providers)} = \frac{\sum \text{Avg Att Rates (within Provider)}}{\text{Total \# Providers}}$$

Standard deviation was also calculated across all Provider average attendance rates. The rubric scoring format to evaluate attendance uses this overall mean and standard deviation across Providers to determine upper and lower bounds for the "Meets Standards" (rubric score 3) category, with those Providers who fall below the lower bound receiving a score of "Below Standards" (rubric score 2), and those above the upper bound receiving a score of "Above Standards" (rubric score 4).

The average attendance rate across all Providers was 77.9%, with a standard deviation of 12.5%. Therefore, Providers with an average attendance rate of less than 65.4% received a score on the rubric of 2, "Below Standards." Those Providers with an attendance rate between 65.4% and 90.4% received a score of 3, "Meets Standards." Finally, those Providers with an attendance rate above 90.4% received a score of 4, "Above Standards."

Those Providers who submitted attendance data but who had fewer than 5 students to analyze were recorded as having insufficient information and received a rubric score of 1 for attendance. This rule was implemented because of confidentiality concerns with the low sample size. Additionally, an average across so few students limited the ability to generalize meaningfully from the data.

Student Achievement

Each SES Provider site identified its own measures of assessment for student achievement. No single assessment tool was identified for use across all SES Providers/sites. Thus, student achievement measures were analyzed within each Provider only. Nevertheless, to account for potential differences across Providers in terms of assessment content, for the purposes of this evaluation, the measures of student achievement were focused on math and/or reading (depending on the content area focus of the SES Provider program as reported by the SES Provider), and were pre-determined. Where Providers offered services in both mathematics and reading, all analyses described were conducted individually on mathematics scores and reading scores. A weighted average was then used to combine the mathematics scores and reading scores to determine an overall conditional effect size for student achievement across subject areas. Otherwise, the Provider's overall conditional effect size was based on either math or reading alone, depending on their content area of focus. Appendix G provides a summary of the conditional effect sizes for student achievement, broken down by content area where applicable.

To analyze changes in student achievement, assessments were administered both pre- and post-program implementation. Each individual Provider site was responsible for collecting these achievement data at two points in time during each enrollment period (where applicable; many SES programs offered only one enrollment)—once at the very beginning of the enrollment period (pre) and once at the end of the enrollment period (post). Each SES Provider was required to submit these data, via e-mail, using a reporting template provided by SERVE. Again, SERVE worked with the LEA/CS

representatives to request and receive these data from each Provider. In cases where the LEA/CS representative became unresponsive, SERVE, under the guidance of NCDPI, contacted SES Providers directly to collect missing data.

Prior to data analysis, several steps were conducted to clean the achievement data spreadsheets submitted by the Providers. First, all mathematics scores were grouped together in the same “pre” and “post” columns, as were all reading pretest and posttest scores. The test names and test scores were examined to determine if all students took the same assessment, and if the same assessment was given pre- and post-programming. The scale the scores were reported on was also identified and, whenever possible, converted to a percentage score. This allowed the grouping of students together for comparison even if they had been given a different assessment. Some Providers administered multiple mathematics exams at “pre” and “post” or multiple reading exams at “pre” and “post.” When this was encountered, if the scale for all exams was the same (i.e., percentage), the test scores were averaged for each student to result in one pretest score and one posttest score in each subject area. In the case that there were multiple tests on different scales that could not be converted to a percentage, the one test that yielded the most student test scores was used for analysis.

The methodological strategy for measuring student achievement was informed by IES What Works Clearinghouse (WWC) standards. WWC utilizes effect size benchmarks as a guide for determining a given program’s success. While their guidelines were intended for RCT designs rather than single group pretest/posttest designs (such as the current evaluation), their rubric is nonetheless helpful in terms of making decisions about program success.

Generally, an effect size will represent the change—measured in standard deviations—in an average student’s assessment scores from time one (“pre”) to time two (“post”) that can be expected if the student is participating in the SES program. The NC SES Evaluation Rubric used effect sizes to place Providers into the categories of “Below Standards,” “Meets Standards,” and “Above Standards.” Lipsey and Wilson (2001, p. 44-46)⁵ support the notion of using the standardized mean gain to examine the change in scores from pretest to posttest. In order to use the WWC recommendations, therefore, standardized mean gains were calculated for each Provider to determine whether or not any differences found in achievement scores (pretest versus posttest) were “substantively important.”

The formula is as follows:

$$EG_{sg} = \frac{\bar{x}_{T2} - \bar{x}_{T1}}{\sqrt{(s_{T1}^2 + s_{T2}^2)/2}}$$

where \bar{x}_{T1} is the mean at time 1, \bar{x}_{T2} is the mean at time 2, and the equation $\sqrt{(s_{T1}^2 + s_{T2}^2)/2}$ represents the pooled standard deviation of the mean scores.

The standardized mean gain calculation provided the relative magnitude of the difference between the pretest and posttest scores. Standardized mean gains were then classified based on

⁵ Lipsey, M. W. & Wilson, D. B. (2001). *Practical meta-analysis*. Thousand Oaks, CA: Sage. ISBN: 0-7619-2168-0

WWC evidence standards, which state that an effect size of at least .25 “will be taken as a qualified positive effect even though they may not reach statistical significance in a given study.”⁶

Students were only included in this analysis if they participated in both the pretest and the posttest, and if they had an attendance rate of at least 50% of Provider offered sessions. The rationale behind this decision was twofold. First, the previous evaluators of this programming used the same attendance cutoff. Second, it made theoretical sense that students who had actually attended the SES programs would benefit from them, which would then be reflected in their test scores. This decision has some far reaching methodological consequences, however, that should be made clear. Given that inclusion in this aspect of analysis was conditional upon student attendance, it is more accurately interpreted as a conditional effect size analysis and is not indicative of the effect of programming for all students. In other words, these findings cannot speak to the impact of merely matriculating into the program or attending less than 50% of the program.

A score of 2 for “Below Standards” was given to any Provider with a conditional effect size less than .25, which represented a negligible difference between pretest and posttest scores. A score of 3 for “Meets Standards” was given for Providers with conditional effect sizes greater than or equal to .25, but less than .5, indicating a small substantively important increase from pretest scores to posttest scores. Finally, a score of 4 for “Above Standards” was given to those Providers who had a conditional effect size of .5 or greater, showing a moderate to large substantively important increase in test scores from the pretest to posttest.

Any Providers who did not submit achievement data received a score of 1 for “Insufficient Information.” Further, Providers who submitted student achievement data but who had fewer than 5 students to analyze (either due to having fewer than 5 students enrolled or due to having fewer than 5 students with usable data) were recorded as having insufficient information and received a rubric score of 1 for student achievement. Again, this rule was implemented because of confidentiality concerns with the low sample size. Additionally, an average across so few students limited the ability to generalize meaningfully from the data.

Results

As stated previously, in order to provide evaluation results in adherence to the NCDPI SES policy, each SES Provider was assigned a composite score based on the three data sources identified. All three primary outcomes (student achievement, attendance, and parent satisfaction) had criteria enumerated on a four point rubric including “Insufficient Information,” “Below Standards,” “Meets Standards” and “Above Standards.” Each Provider was assessed and assigned a rating based on the rubric (Appendix A) and the corresponding Provider data for each outcome. An overall composite score was then calculated for each Provider by calculating a weighted average across all three primary outcomes (as stipulated by the SES evaluation policy). To calculate the weighted means, values were assigned to each category of the rubric ranging from 1 (“Insufficient Information”) to 4 (“Above Standards”), yielding an “overall” rubric score for each Provider. This overall rubric score (1-4) was then converted to a percentage in order to align with the stated SES evaluation policy for determining Provider status (e.g., a minimum rating of 75 percent is required for a Provider to

⁶ http://ies.ed.gov/ncee/wwc/pdf/wwc_version1_standards.pdf.

continue with a status of “Good Standing”). These overall rubric/composite scores for each Provider are shown in the table below. Those Providers who did not achieve the minimum of 75 percent to remain in “Good Standing” are highlighted in red to reflect probationary status. A summary of results follows Table 2. (See Appendices H and I for a list of Providers specifying district(s)/CS(s) served and a list of districts/CSs specifying Providers used, respectively⁷.)

Those Providers highlighted in blue are no longer on the NCDPI approved list of Providers for the 2010-2011 school year (as of 11/8/10).

⁷ Only includes those Providers/districts/CSs included in the current evaluation, based on data received.

Table 2. Results

Provider	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	Overall Rubric Score	Final Score
21 CCLC of Thomasville/Thomasville City Schools	4.40%	4	80.00%	3	0.43	3	3.25	81.30%
21st CCLC of Mount Airy	12.50%	3	78.00%	3	0.41	3	3	75.00%
A Lot of Direction, Love & Affection, Inc.	0.00%	4	60.00%	2	0.37	3	3	75.00%
AAA Educational Programs, LLC	7.70%	4	86.00%	3	0.95	4	3.75	93.80%
ABC Appletree, Inc.	No district reported using this Provider						--	--
Able 2 Succeed by Lenoir County Public Schools	0.00%	4	64.00%	2	0.47	3	3	75.00%
Academic Achievement Academy	7.00%	4	72.00%	3	0.7	4	3.75	93.80%
Academic Achievers/S & L Consultants	12.00%	3	82.00%	3	0.87	4	3.5	87.50%
Academic Coaching Services, Inc.	11.30%	3	83.00%	3	1.17	4	3.5	87.50%
Academic Myriad	20.00%	3	59.00%	2	1.76	4	3.25	81.30%
Academics by Venture	0.00%	4	85.00%	3	0.9	4	3.75	93.80%
Academics Plus, Inc.	8.50%	4	83.00%	3	0.49	3	3.25	81.30%
Accelerated Achievement @ Measurement Incorporated	9.20%	4	73.00%	3	0.71	4	3.75	93.80%
Ace It! Tutoring (Becky Taylor)	7.60%	4	84.00%	3	0.62	4	3.75	93.80%
Ace It! Tutoring (Colson, Inc.)	8.10%	4	84.00%	3	0.81	4	3.75	93.80%
Ace It! Tutoring (Dougherty Group, Ltd.)	6.70%	4	88.00%	3	0.26	3	3.25	81.30%
Ace It! Tutoring (Duplin & Sampson)	11.80%	3	i	1	i	1	1.5	37.50%
Ace It! Tutoring (Elizabeth City)	9.90%	4	90.00%	3	0.58	4	3.75	93.80%
Ace It! Tutoring (Elizabeth Elks)	15.00%	3	93.00%	4	0.74	4	3.75	93.80%
Ace It! Tutoring (Frank C. Walters)	11.30%	3	90.00%	3	0.67	4	3.5	87.50%
Ace It! Tutoring (Henderson-Roanoke Rapids)	4.30%	4	85.00%	3	0.52	4	3.75	93.80%
Ace It! Tutoring (Marilynn, Inc.)	14.30%	3	90.00%	3	0.79	4	3.5	87.50%
Ace It! Tutoring (Mereco Holdings, LLC)	No district reported using this Provider						--	--
Ace It! Tutoring (Waxhaw)	17.10%	3	89.00%	3	0.2	2	2.5	62.50%
Achieve Success Tutoring by University Instructors	10.00%	4	79.00%	3	0.63	4	3.75	93.80%
Achiever's Academy	5.30%	4	89.00%	3	0.56	4	3.75	93.80%

Provider	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	Overall Rubric Score	Final Score
Afterschool Allstars	No district reported using this Provider						--	--
AIM by Salient Learning	6.90%	4	74.00%	3	2.1	4	3.75	93.80%
AIM Services, LLC (Applied Instructional Mechanic Services)	i	1	70.00%	3	0.36	3	2.5	62.50%
Allied Academics	12.50%	3	88.00%	3	0.29	3	3	75.00%
AlphaBEST Education, Inc.	10.00%	4	87.00%	3	0.75	4	3.75	93.80%
AMN Group LLC/Tabula Rasa Tutoring	No district reported using this Provider						--	--
Anson County Schools	0.00%	4	85.00%	3	0.51	4	3.75	93.80%
Arline Institute	No district reported using this Provider						--	--
ART in the 21st Century	0.00%	4	54.00%	2	0.67	4	3.5	87.50%
Ashe County Schools	0.00%	4	79.00%	3	0.38	3	3.25	81.30%
ATS Project Success	2.70%	4	74.00%	3	0.83	4	3.75	93.80%
Boys & Girls Clubs of Greater Gaston	No district reported using this Provider						--	--
BrainWorks Learning Center/First in Knowledge, LLC	8.30%	4	84.00%	3	0.91	4	3.75	93.80%
Brame Institute of Education	9.90%	4	88.00%	3	1.26	4	3.75	93.80%
Bright Futures Learning, Inc.	5.90%	4	81.00%	3	0.52	4	3.75	93.80%
Brisbane Tutoring Services, Inc.	No district reported using this Provider						--	--
Brunswick County Schools	18.90%	3	83.00%	3	0.47	3	3	75.00%
Burke County Before and After School Program	9.40%	4	89.00%	3	0.43	3	3.25	81.30%
Capitol Educational Support, Inc.	9.60%	4	77.00%	3	0.49	3	3.25	81.30%
Carolina Communication Consultants	i	1	i	1	i	1	1	25.00%
Centipede Math	12.00%	3	73.00%	3	0.52	4	3.5	87.50%
Charles England School Intermediate	5.60%	4	99.00%	4	1.11	4	4	100.00%
Charlotte-Mecklenburg Schools "Creating Minds for Success"	12.60%	3	55.00%	2	0.37	3	2.75	68.80%
Clinton City Schools - 21st Century Community Learning Center - SMAART	26.30%	2	91.00%	4	0.88	4	3.5	87.50%
Clinton City Schools - Community Technology Learning Center	No district reported using this Provider						--	--
Club Z! in Home Tutoring Services, Inc.	No district reported using this Provider						--	--
Communities in Schools (CIS) of Brunswick County, Inc.	28.60%	2	86.00%	3	1.92	4	3.25	81.30%
ConnXctions Consultant Services, Inc.	No district reported using this Provider						--	--

Provider	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	Overall Rubric Score	Final Score
Cool Kids Learn, Inc.	0.00%	4	63.00%	2	0.51	4	3.5	87.50%
Cornerstone 21st Century Community Learning Center	i	1	73.00%	3	0.49	3	2.5	62.50%
Curriculum Coaching Specialists by Cabarrus County	0.00%	4	97.00%	4	i	1	2.5	62.50%
Divine Sports, Inc.	No district reported using this Provider						--	--
Dream Builders Communications, Inc.	No district reported using this Provider						--	--
Durham Public Schools Community Education Department	No district reported using this Provider						--	--
Early Education Benefits Fund/Tutoring CEOs	No district reported using this Provider						--	--
Eastern Carolina Educ. Assistance Ctr/DeLorge International	i	1	73.00%	3	i	1	1.5	37.50%
Edenton-Chowan Schools	15.40%	3	73.00%	3	0.52	4	3.5	87.50%
Education Futures Corporation (EFC)	11.30%	3	66.00%	3	0.54	4	3.5	87.50%
EYE Partners, LLC (Empowering Youth through Education)	13.80%	3	70.00%	3	1.18	4	3.5	87.50%
FDDOC Winners' Circle, Inc.	No district reported using this Provider						--	--
Focused Intervention, Inc.	20.00%	3	67.00%	3	0.67	4	3.5	87.50%
FUNdamentals Free Tutoring, LLC	13.80%	3	89.00%	3	0.64	4	3.5	87.50%
Global Learning Center, LLC	i	1	82.00%	3	0.62	4	3	75.00%
Global Tutors, Inc.	No district reported using this Provider						--	--
Glosso Speech, Language and Educational Services, Inc.	0.00%	4	79.00%	3	0.75	4	3.75	93.80%
Gorden's Tutoring Center	No district reported using this Provider						--	--
Granville County Schools	No district reported using this Provider						--	--
Greater Enrichment Program, Inc.	3.30%	4	82.00%	3	0.26	3	3.25	81.30%
Guilford County Schools	11.50%	3	78.00%	3	0.96	4	3.5	87.50%
H.I.G.H.E.R. Tutorial Services, Inc.	i	1	49.00%	2	0.82	4	2.75	68.75%
Hamilton and Harris Educational Consulting Group	36.40%	2	92.00%	4	2.46	4	3.5	87.50%
Heart of the Matter Learning, LLC	11.50%	3	61.00%	2	1.19	4	3.25	81.30%
Historically Minority Colleges and Univ. Consortium of NC	7.30%	4	75.00%	3	0.84	4	3.75	93.80%
Huntington Learning Centers, Inc.	16.00%	3	80.00%	3	0.59	4	3.5	87.50%
I Can Kids, Inc.	15.70%	3	53.00%	2	0.5	4	3.25	81.30%
Imagine Learning, Inc.	0.00%	4	84.00%	3	1.34	4	3.75	93.80%

Provider	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	Overall Rubric Score	Final Score
In Goode Company	10.20%	3	79.00%	3	0.62	4	3.5	87.50%
Innovadia	i	1	88.00%	3	1.93	4	3	75.00%
It's Simply English	0.00%	4	90.00%	3	0.49	3	3.25	81.30%
JFL Enterprises, Inc./Failure Free Reading	0.00%	4	81.00%	3	0.4	3	3.25	81.30%
Johnston County Schools JOCO Camp Success	10.10%	3	80.00%	3	0.72	4	3.5	87.50%
Kannapolis City Schools/Kids Can Succeed	No district reported using this Provider						--	--
Kennedy Academic Learning Center	16.70%	3	74.00%	3	0.31	3	3	75.00%
KnowledgePoints of the Triangle	0.00%	4	81.00%	3	0.52	4	3.75	93.80%
L & U Contractors, LLC (Learning & You)	6.00%	4	77.00%	3	0.64	4	3.75	93.80%
Learn It Systems	20.10%	3	72.00%	3	0.78	4	3.5	87.50%
Learning for the 21st Century (Montgomery)	22.00%	3	79.00%	3	0.52	4	3.5	87.50%
Learning 4 Today, LLC	i	1	61.00%	2	i	1	1.25	31.25%
MasterMind Prep Learning Solutions	7.60%	4	82.00%	3	0.61	4	3.75	93.80%
Multi-Cultural Learning Academy	4.80%	4	89.00%	3	0.86	4	3.75	93.80%
NC Learning Unlimited, LLC	33.30%	2	37.00%	2	1.04	4	3	75.00%
Next Level Educational Programs, LLC/Next Level Learning	i	1	i	1	i	1	1	25.00%
Outer Banks Learning Center	14.30%	3	94.00%	4	0.89	4	3.75	93.80%
Pender County Schools	3.20%	4	82.00%	3	0.82	4	3.75	93.80%
PERSONal Center for Success	No district reported using this Provider						--	--
Prime Time for Kids	6.70%	4	78.00%	3	0.77	4	3.75	93.80%
Public Schools of Robeson County Educational Passport	1.60%	4	85.00%	3	0.7	4	3.75	93.80%
RAE Educational Services	16.70%	3	55.00%	2	0.97	4	3.25	81.30%
Ray of Hope, Inc.	i	1	63.00%	2	1.72	4	2.75	68.75%
RICCE, Inc.	40.00%	2	65.00%	2	0.63	4	3	75.00%
Richmond County Schools	13.60%	3	71.00%	3	0.79	4	3.5	87.50%
S.T.E.P.'s Developmental Academy, Inc.	5.30%	4	77.00%	3	0.35	3	3.25	81.30%
Sampson County Schools	No district reported using this Provider						--	--
Shout Church	55.60%	2	79.00%	3	0.26	3	2.75	68.80%

Provider	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	Overall Rubric Score	Final Score
Siler City Elementary School	13.60%	3	89.00%	3	0.33	3	3	75.00%
Smart Choices for Youth, Inc.	i	1	69.00%	3	0.87	4	3	75.00%
Smart Stop Learning Center	No district reported using this Provider						--	--
SMARTIES. . . Learn Out Loud	0.00%	4	92.00%	4	1.25	4	4	100.00%
South Ridge Learning Center	0.00%	4	90.00%	3	1.13	4	3.75	93.80%
Southport Elementary School in Brunswick County Schools	No district reported using this Provider						--	--
Step Ahead Learning	0.00%	4	67.00%	3	0.25	3	3.25	81.30%
Sterling Learning Centers, Inc./North Raleigh Knowledge Points	0.00%	4	i	1	i	1	1.75	43.75%
Success Institute Charter	0.00%	4	i	1	i	1	1.75	43.80%
Sylvan Learning Center of Albemarle	0.00%	4	88.00%	3	0.39	3	3.25	81.30%
Sylvan Learning Center (Colson, Inc.)	No district reported using this Provider						--	--
Sylvan Learning Center (Doughtery Group, Ltd.)	10.00%	4	69.00%	3	0.74	4	3.75	93.80%
Sylvan Learning Center (Marilynn, Inc.)	16.90%	3	78.00%	3	0.9	4	3.5	87.50%
Sylvan Learning Center (Mereco, Inc.)	10.80%	3	90.00%	3	0.31	3	3	75.00%
Sylvan Learning Center of Charlotte	11.70%	3	72.00%	3	0.7	4	3.5	87.50%
Sylvan Learning Center of Gastonia	0.00%	4	86.00%	3	1.74	4	3.75	93.80%
Sylvan Learning Center of Greensboro	15.80%	3	99.00%	4	0.52	4	3.75	93.80%
Sylvan Learning Center of Hickory	17.10%	3	79.00%	3	0.5	4	3.5	87.50%
Sylvan Learning Center of High Point/Mooresville	20.60%	3	89.00%	3	0.45	3	3	75.00%
Sylvan Learning Center of Johnston County	No district reported using this Provider						--	--
Sylvan Learning Center of Shelby/Denver	No district reported using this Provider						--	--
Sylvan Learning Center of Wilmington/Burgaw	0.00%	4	100.00%	4	0.88	4	4	100.00%
Sylvan Learning Center of Winston-Salem	9.50%	4	75.00%	3	0.63	4	3.75	93.80%
Sylvan Learning Center of Mt. Airy	4.20%	4	90.00%	3	0.48	3	3.25	81.30%
TCAL, The Center for Accelerated Learning	16.20%	3	69.00%	3	0.64	4	3.5	87.50%
TCY Learning Solutions, LLC	i	1	31.00%	2	1.4	4	2.75	68.75%
TEC NC, Inc.	20.00%	3	77.00%	3	0.51	4	3.5	87.50%
Terry Learning Center	No district reported using this Provider						--	--

Provider	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	Overall Rubric Score	Final Score
The Building Educated Leaders for Life Foundation (BELL)	No district reported using this Provider						--	--
The Hill Center	14.30%	3	81.00%	3	2.71	4	3.5	87.50%
The Learning Palace	No district reported using this Provider						--	--
The Learning Together Company	No district reported using this Provider						--	--
The Reaching All Minds Organization (RAM)	12.00%	3	52.00%	2	0.72	4	3.25	81.30%
Thinking Caps Tutoring and Learning, LLC	No district reported using this Provider						--	--
Top Notch Learning, Inc.	0.00%	4	87.00%	3	0.74	4	3.75	93.80%
Total Tutors, LLC	5.90%	4	70.00%	3	1.08	4	3.75	93.80%
TRAC Enrichment Center, Inc.	0.00%	4	80.00%	3	0.57	4	3.75	93.80%
Tutorial Services	i	1	83.00%	3	0.07	2	2	50.00%
Twister Tutors, Inc.	0.00%	4	84.00%	3	0.16	2	2.75	68.80%
Union County Public Schools/21st CCLC	i	1	91.00%	4	0.51	4	3.25	81.25%
Victorious Community Dev. Corp.	i	1	52.00%	2	0.76	4	2.75	68.75%
Village Learning Solutions	9.70%	4	84.00%	3	0.26	3	3.25	81.30%
Watching Children Succeed/Wilson County Schools	No district reported using this Provider						--	--
Winston-Salem/Forsyth County Schools	7.90%	4	60.00%	2	0.53	4	3.5	87.50%

Symbol Key
i = Insufficient information available to conduct outcome analyses.
-- = No rubric or final score assigned. No district reported using this Provider.

Summary of Results

Out of the 154 Providers on the 2009-2010 Authorized NC SES Provider list, rubric/composite score ratings breakdown as follows:

- Thirty two (32) Providers did not receive any rubric/composite scores because no data were ever submitted (noted in the above table as “No district reported using this Provider” and also listed in Appendix C). As previously stated, due to a variety of factors, not all 154 initially approved SES Providers implemented services in 2009-10. Factors included: some Providers were not selected for use in any district, some districts identified for services did not offer SES, and some Providers closed for business.
- Nineteen (19) Providers received a composite score falling below 75% (“Probationary Status”).
 - Ace It! Tutoring (Duplin & Sampson)
 - Ace It! Tutoring (Waxhaw)
 - AIM Services, LLC (Applied Instructional Mechanic Services)
 - Carolina Communication Consultants (highlighted in both red and blue because their composite score fell below 75% and they are no longer on the NCDPI list of approved Providers for 2010-2011.)
 - Charlotte-Mecklenburg Schools "Creating Minds for Success"
 - Cornerstone 21st Century Community Learning Center
 - Curriculum Coaching Specialists by Cabarrus County
 - Eastern Carolina Educ. Assistance Ctr/DeLorge International
 - H.I.G.H.E.R. Tutorial Services, Inc.
 - Learning 4 Today, LLC
 - Next Level Educational Programs, LLC/Next Level Learning
 - Ray of Hope, Inc.
 - Shout Church
 - Sterling Learning Centers, Inc./North Raleigh Knowledge Points
 - Success Institute Charter
 - TCY Learning Solutions, LLC
 - Tutorial Services
 - Twister Tutors, Inc.
 - Victorious Community Dev. Corp.
- The remaining 103 Providers received a composite score of 75% or greater (“Good Standing”).

Appendix A

NCDPI 2009-2010 SES Evaluation Rubric

Criterion	Analytic Sample Considerations	1	2	3	4
		Insufficient Information	Below Standards	Meets Standards	Above Standards
Student Achievement (See Note 1)	Include only students who attended at least 50% of contracted hours. Drop Providers with less than 5 students left to analyze.	There is insufficient information available to determine student achievement outcomes.	The effect size for students in the Provider's program can be identified and is negligible in magnitude. (less than .25)	The effect size for students in the Provider's program can be identified and is small in magnitude (.25-.49).	The effect size for students in the Provider's program can be identified and is moderate to large in magnitude (.50 or greater).
Attendance (See Note 2)	Drop Providers with less than 5 students from analysis.	Not applicable. Providers that do not submit attendance data will not be included on the list of eligible Providers for the following SES reporting period.	The Provider's average attendance rate is one full standard deviation below the overall average attendance.	The Provider's average attendance rate is between one full standard deviation below and one full standard deviation above the overall average attendance.	The Provider's average attendance rate is one standard deviation or more above the overall average attendance.
Parent Satisfaction	Drop Providers with less than 5 students from analysis.	There is insufficient information available to determine parent satisfaction outcomes.	More than 25% of respondents indicate overall dissatisfaction with the Provider.	More than 10% but no more than 25% of respondents indicate overall dissatisfaction with the Provider.	No more than 10% of respondents indicate overall dissatisfaction with the Provider.

Note 1. The minimum effect size at or above which the effect is deemed "substantively important" with relatively high confidence is 0.25 and is classified according to Institute of Education Sciences What Works Clearinghouse evidence standards (http://ies.ed.gov/ncee/wwc/pdf/wwc_version1_standards.pdf). The effect size at or above which the effect is deemed "moderate to large" is $>.5$ and is classified using standard conventions for interpreting effect sizes (e.g., Cohen, 1992).

Note 2. Calculations are based on attendance rate for sessions scheduled by the Provider. The "Provider's average attendance rate" was calculated by summing the attendance rates of all students within the Provider, and dividing by the total number of students the Provider served. The "overall average attendance rate" was calculated by dividing the sum of all "Provider's average attendance rates" by the total number of Providers.

Appendix B

SERVE E-mail Communication with LEA/CS Representatives and Providers

The table below outlines the dates of formal group e-mail communications from SERVE. *In addition to the group e-mails listed below, numerous ongoing one-on-one correspondences with LEA/CS representatives and ultimately, Providers, took place as necessary.*

Date of Group Correspondence	Purpose
1/5/2010	<ul style="list-style-type: none"> ▪ Introduction and evaluation overview of all data to be collected ▪ Request written reply if not implementing SES ▪ Initial request for 1st session enrollment numbers for purposes of survey distribution
1/8/2010	2 nd e-mail pertaining to: <ul style="list-style-type: none"> ▪ request for written reply if not implementing SES ▪ request for 1st session enrollment numbers
1/13/2010	3 rd and final e-mail pertaining to: <ul style="list-style-type: none"> ▪ request for written reply if not implementing SES ▪ request for 1st session enrollment numbers
2/24/2010	<ul style="list-style-type: none"> ▪ Thank you for sending in completed Parent Surveys/reminder that parents' due date has passed and to please send all remaining surveys to SERVE by March 5, 2010 ▪ Initial request for 1st session student attendance and achievement data (Excel template for reporting included); original "due date" set as March 19, 2010
2/24/2010	<ul style="list-style-type: none"> ▪ Clarification/guidance provided on collecting student attendance and achievement data from SES Providers
3/15/2010	2 nd e-mail pertaining to request for student data: <ul style="list-style-type: none"> ▪ Thank you for data received to date ▪ Instruction on what to do if 1st session would not end until after the March 19 deadline—hold data until complete
4/26/2010	<ul style="list-style-type: none"> ▪ Reminder to send any remaining completed Parent Surveys from 1st session ▪ Initial request to complete SES General Information Form (which included the info needed for purposes of 2nd session survey distribution)
4/28/2010	<ul style="list-style-type: none"> ▪ Point of clarification on completing SES General Information Form
5/3/2010	<ul style="list-style-type: none"> ▪ Initial request for 2nd session student attendance and achievement data (Excel template for reporting included); "due date" is ASAP once programming is complete (many different end dates across district made it difficult to set a specific date) ▪ 2nd request to complete SES General Information Form

Date of Group Correspondence	Purpose
5/7/2010	<ul style="list-style-type: none"> ▪ 3rd request to complete SES General Information Form
6/3/2010	<ul style="list-style-type: none"> ▪ 4th request to complete SES General Information Form
6/3/2010	<ul style="list-style-type: none"> ▪ Reminder/request to send all student data from 1st and 2nd session and all outstanding Parent Surveys to SERVE ▪ Request to let SERVE know if it will be after June 18 before they are able to send all data to SERVE (two LEAs have responded as such)
7/7/2010	<ul style="list-style-type: none"> ▪ As a follow-up to the NCDPI memo sent to all Providers (154) requesting that all evaluation data be submitted to SERVE no later than Friday, July 16, 2010, a personalized e-mail was sent to each individual Provider outlining the specific districts from which data were still missing (where SERVE was previously made aware that the Provider was being used in a given district/CS).
7/14/2010	<p>2nd personalized e-mail to individual Providers still missing data</p> <ul style="list-style-type: none"> ▪ Courtesy reminder of the NCDPI mandated 7/16 due date for missing data.
7/23/2010	<p>3rd and final personalized e-mail to individual Providers still missing data</p> <ul style="list-style-type: none"> ▪ Message communicated that SERVE would no longer accept data after 11:59 p.m., Sunday, July 25, 2010.

Appendix C

NC Districts and Charter Schools and Providers Not Included in SES Evaluation

The following are Districts and Charter Schools who indicated they did not implement SES programming in the 2009-2010 school year and thus were not included in any evaluation activities:

LEAs	Charter Schools
Alexander County Schools	Arapahoe Charter School
Buncombe County Schools	American Renaissance Middle School
Camden County Schools	ArtSpace Charter School
Carteret County Public Schools	Bethel Hill Charter School
Cherokee County Schools	Brevard Academy
Currituck County Schools	Cape Fear Center for Inquiry
Davidson County Schools	Charlotte Secondary Charter School
Elkin City Schools	Clover Garden
Graham County Schools	Crossnore Academy
Haywood County Schools	Evergreen Community Charter School
Henderson County Schools	Francine Delany New School for Children
Jackson County Schools	Gaston College Preparatory
Jones County Schools	Greensboro Academy
Lee County Schools	Guilford Prep Academy
Madison County Schools	John H. Baker, Jr., High School
Newton-Conover City Schools	KIPP Academy Charlotte
Orange County Schools	Learning Center
Pamlico County Schools	Maureen Joy Charter School
Person County Schools	Orange Charter School
Polk County Schools	Piedmont Community School
Roanoke Rapids City Schools	Queen's Grant Community Schools
Rutherford County Schools	Research Triangle Charter Academy
Stokes County Schools	River Mill Academy
Surry County Schools	Sandhills Theatre Arts Renaissance School (STARS)
Tyrrell County Schools	The Community Charter School
Transylvania County Schools	The New Dimensions School
Watauga County Schools	The Woods Charter School
Wilkes County Schools	Thomas Jefferson Classical Academy
Yancey County Schools	Tiller School
	Torchlight Academy
	Washington Montessori

The following are Districts and Charter Schools who did not respond to requests for information:

LEAs	Charter Schools
Avery County Schools Beaufort County Schools Caswell County Schools Clay County Schools Cleveland County Schools Craven County Schools Davie County Schools Duplin County Schools Lincoln County Schools McDowell County Schools Pitt County Schools Washington County Schools	Alpha Academy Arts Based Elementary Bethany Community Middle School Cape Lookout Marine Science High School Carolina International School Carter Community School Casa Esperanza Montessori Charter Day School Columbus Charter Crosscreek Charter Crossroads Charter High Dillard Academy East Wake Academy Grandfather Academy Highland Charter Public School Hope Elementary School Kestrel Heights School Kinston Charter Acad Millennium Charter Academy Mountain Discovery Charter PACE Academy Provisions Charter Academy Quality Education Academy Rocky Mount Prep. School Roxboro Community School Success Institute The Academy of Moore County The Carter G. Woodson School of Challenge The Central Park School for Children The Children's Village Academy The Laurinburg Homework Center Charter School Triad Math & Science Academy Union Academy Wilmington Preparatory

The following are the 32 Providers who appeared on the NCDPI authorized SES Provider list but who were not included in the current evaluation because none of the requested data were ever submitted.

Providers

ABC Appletree, Inc.
Ace It! Tutoring (Mereco Holdings, LLC)
Afterschool Allstars
AMN Group LLC/Tabula Rasa Tutoring
Arline Institute
Boys & Girls Clubs of Greater Gaston
Brisbane Tutoring Services, Inc.
Clinton City Schools - Community Technology Learning Center - CTLC
Club Z! in Home Tutoring Services, Inc.
ConnXctions Consultant Services, Inc.
Divine Sports, Inc.
Dream Builders Communications, Inc.
Durham Public Schools Community Education Department
Early Education Benefits Fund/Tutoring CEOs
FDDOC Winners' Circle, Inc.
Global Tutors, Inc.
Gorden's Tutoring Center
Granville County Schools
Kannapolis City Schools/Kids Can Succeed
PERSONal Center for Success
Sampson County Schools
Smart Stop Learning Center
Southport Elementary School in Brunswick County Schools
Sylvan Learning Center (Colson, Inc.)
Sylvan Learning Center of Johnston County
Sylvan Learning Center of Shelby/Denver
Terry Learning Center
The Building Educated Leaders for Life Foundation (BELL)
The Learning Palace
The Learning Together Company
Thinking Caps Tutoring and Learning, LLC
Watching Children Succeed/Wilson County Schools

Appendix D

Parent Satisfaction Survey

NC Supplemental Educational Services (SES)—After-School Tutoring Program
Parent Survey

For question 1, please fill in name of your child's school in the box below.

1. My child's school is:

For question 2, please fill in the SES (after-school tutoring program) Provider number in the box below.

2. My child's tutoring Provider is: #

(A list of all NC authorized SES Providers is attached to this survey. Please locate the name of your child's tutoring Provider and in the space provided above indicate the number which appears next to the tutoring Provider's name.)

For questions 3-21, please mark one response in each row.

How often did your child's tutoring Provider:

Not at All Sometimes A Lot

3. Talk to you about your child's progress?.....

4. Send communication (e.g., letters, notes, etc.) home about your child's progress?.....

How often did your child's tutoring Provider:

Not at All Sometimes A Lot Don't Know

5. Help your child with subjects she/he is working on in school?.....

6. Answer your questions about tutoring?.....

7. Start the tutoring sessions on time?.....

Authorized NC SES Providers (SES)—After-School Tutoring Programs

- "Ace It!" Tutoring by Sylvan - Elizabeth Elks
- "Ace It!" Tutoring of Duplin & Sampson, NC
- "ART" in the 21st Century
- 21 CCLC of Thomasville/Thomasville City Schools
- 21st CCLC of Mount Airy
- A Lot of Direction, Love & Affection, Inc. (A.D.L.A.)
- A.I.M. Services (Applied Instructional Mechanic Services), LLC
- AAA Educational Programs (Accelerating Academic Achievement Educational Programs), LLC
- ABC Appletree, Inc.
- Able 2 Succeed by Lenoir County Public Schools
- Academic Achievement Academy
- Academic Achievers/S & L Consultants
- Academic Coaching Services, Inc.
- Academic Myriad
- Academics by Venture
- Academics Plus, Inc.
- Ace It! Tutoring Powered by Sylvan Learning Center of Waxhaw
- Ace It! Colson, Inc. dba Sylvan Learning Center (Wayne, Wilson & Harnett)
- Ace it! Tutoring Dougherty Group, Ltd.
- Ace It! Tutoring of Elizabeth City
- Achieve Success Tutoring by University Instructors
- Achiever's Academy
- Afterschool Allstars
- AIM by Salient Learning
- Allied Academics
- AlphaBEST Education, Inc.
- AMN Group LLC dba Tabula Rasa Tutoring
- Anson County Schools
- Arline Institute
- Ashe County Schools
- ATS Project Success
- Becky Taylor - "Ace It!" Tutoring by Sylvan
- Boys & Girls Clubs of Greater Gaston
- Brame Institute of Education
- Bright Futures Learning, Inc
- Brisbane Tutoring Services, Inc.
- Brunswick County Schools
- Burke County Before and After School Program
- Capitol Educational Support, Inc.
- Carolina Communication Consultants, LLC
- Centipede Math
- Charles England School Intermediate
- Charlotte-Mecklenburg Schools "Creating Minds for Success"
- Clinton City Schools - Community Technology Learning Center - CTLC
- Clinton City Schools 21st Century Community Learning Center - SMAART
- Club Z! in Home Tutoring Services, Inc.
- Colson, Inc. dba Sylvan Learning Center (Wayne, Wilson & Harnett)
- Communities in Schools (CIS) of Brunswick County, Inc.
- ConnXctions Consultant Services, Inc.
- Cool Kids Learn, Inc.
- Cornerstone 21st Century Community Learning Center
- Curriculum Coaching Specialists by Cabarrus County
- Divine Sports, Inc.
- Dream Builders Communications, Inc.
- Durham Public Schools Community Education Department
- Early Education Benefits Fund dba Tutoring CEOs
- Eastern Carolina Educational Assistance Center/DeLorge International
- Edenton-Chowan Schools
- Education Futures Corporation (EFC)
- EYE Partners, LLC
- FDDOC Winners' Circle, Inc.
- First in Knowledge, LLC dba BrainWorks Learning Center
- Focused Intervention, Inc.
- Frank C. Walters-Sylvan/Ace it! Tutoring
- FUNDamentals Free Tutoring, LLC
- Global Learning Center, LLC
- Global Tutors, Inc.
- Glossio Speech, Language and Educational Services, Inc.
- Gorden's Tutoring Center
- Granville County Schools
- Greater Enrichment Program, Inc.
- Guilford County Schools
- H.I.G.H.E.R. Tutorial Services, Inc.
- Hamilton and Harris Educational Consulting Group
- Heart of the Matter Learning, LLC
- Historically Minority Colleges and Universities Consortium of North Carolina
- Huntington Learning Centers, Inc.
- I Can Kids, Inc.
- Imagine Learning, Inc.
- In Goode Company
- Innovadia
- It's Simply English
- JFL Enterprises, Inc. dba Failure Free Reading
- Johnston County Schools JOCO Camp Success
- Kannapolis City Schools/Kids Can Succeed
- Kennedy Academic Learning Center
- KnowledgePoints of the Triangle

88. L & U Contractors, LLC
(Learning & You)
89. Learn It Systems
90. Learning for the 21st Century
91. Learning4Today, LLC
92. Marilynn, Inc. dba Sylvan Learning Center (Ace It!)
(Cumberland, Edgecombe, Hoke, Lee, Moore, Nash, Rockingham and Wake)
93. Marilynn, Inc. dba Sylvan Learning Center (Cumberland, Edgecombe, Hoke, Lee, Moore, Nash, Rockingham and Wake)
94. MasterMind Prep Learning Solutions
95. Measurement Incorporated
(Accelerated Achievement @ Measurement Incorporated)
96. Mereco Holdings, LLC dba (Ace It!) Sylvan Learning Center
97. Mereco, Inc. dba Sylvan Learning Center
98. Multi-Cultural Learning Academy
99. NC Learning Unlimited, LLC
100. Next Level Educational Programs, LLC dba Next Level Learning
101. Outer Banks Learning Center
102. Pender County Schools
103. PERSONal Center for Success
104. Prime Time for Kids
105. Public Schools of Robeson County Educational Passport
106. RAE Educational Services
107. Ray of Hope, Inc.
108. RICCE, Inc.
109. Richmond County Schools
110. S.T.E.P.'s Developmental Academy, Inc.
111. Sampson County Schools
112. Shout Church
113. Siler City Elementary School
114. Smart Choices for Youth, Inc.
115. Smart Stop Learning Center
116. SMARTIES. . . Learn Out Loud
117. Southport Elementary School in Brunswick County Schools
118. South Ridge Learning Center
119. Step Ahead Learning
120. Sterling Learning Centers, Inc. dba: North Raleigh Knowledge Points
121. Success Institute Charter
122. Sylvan Learning - Albemarle
123. Sylvan Learning Center Dougherty Group, Ltd.
124. Sylvan Learning Center of Gastonia, North Carolina
125. Sylvan Learning Center of Greensboro, NC
126. Sylvan Learning Center of Hickory
127. Sylvan Learning Center of Johnston County, NC
128. Sylvan Learning Center of Wilmington/Burgaw
129. Sylvan Learning Center of Winston-Salem, NC
130. Sylvan Learning Centers of Charlotte
131. Sylvan Learning Centers of High Point/Mooresville
132. Sylvan Learning Centers of Shelby and Denver
133. Sylvan/Ace It! Tutoring (Henderson-Roanoke Rapids)
134. Sylyan of Mt. Airy
135. TCAL, The Center for Accelerated Learning
136. TCY Learning Solutions, LLC
137. TEC NC, Inc.
138. Terry Learning Center
139. The Building Educated Leaders for Life Foundation (BELL)
140. The Hill Center
141. The Learning Palace
142. The Learning Together Company
143. The Reaching All Minds Organization (RAM)
144. Thinking Caps Tutoring and Learning, LLC
145. Top Notch Learning, Inc.
146. Total Tutors, LLC
147. TRAC Enrichment Center, Inc.
148. Tutorial Services
149. Twister Tutors, Inc.
150. Union County Public Schools / 21st CCLC
151. Victorious Community Dev. Corp.
152. Village Learning Solutions
153. Watching Children Succeed/Wilson County Schools
154. Winston-Salem/Forsyth County Schools

Appendix E

Parent Satisfaction Results Tables: Parent Ratings of Provider

The following results tables pertain to Parent Satisfaction Survey questions 3-9 and 10-14, which are in regards to parent satisfaction with the SES Provider.

- Presented by Provider.
- Excludes Providers who were not included in the current evaluation.
- Providers who were included in the current evaluation but who are not on the NCDPI list of approved Provider for the 2010-2011 year are highlighted in **blue**.

Symbol Key	
*	= Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.
<	= Survey responses are shown for a question only if N≥5.
i	= Insufficient information available to conduct outcome analyses.
-	= No response.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: 21 CCLC of Thomasville/Thomasville City Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

N=51

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.24	.65	6 (11.8%)	27 (52.9%)	18 (35.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.86	.83	21 (41.2%)	16 (31.4%)	14 (27.5%)	
5	Help your child with subjects she/he is working on in school?	2.65	.56	2 (3.9%)	13 (25.5%)	34 (66.7%)	2 (3.9%)
6	Answer your questions about tutoring?	2.50	.76	7 (13.7%)	8 (15.7%)	29 (56.9%)	6 (11.8%)
7	Start the tutoring sessions on time?	2.97	.16	-	1 (2.0%)	36 (70.6%)	13 (25.5%)
8	End the tutoring sessions on time?	2.89	.31	-	5 (9.8%)	42 (82.4%)	4 (7.8%)
9	Talk to your child's teachers about his/her progress?	2.40	.74	5 (9.8%)	11 (21.6%)	19 (37.3%)	16 (31.4%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: 21 CCLC of Thomasville/Thomasville City Schools
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=51

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.42	.54	-	1 (2.0%)	24 (47.1%)	20 (39.2%)	5 (9.8%)	1 (2.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.46	.55	-	1 (2.0%)	23 (45.1%)	22 (43.1%)	3 (5.9%)	2 (3.9%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.00	.95	4 (7.8%)	6 (11.8%)	17 (33.3%)	14 (27.5%)	1 (2.0%)	9 (17.6%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.38	.67	1 (2.0%)	1 (2.0%)	20 (39.2%)	18 (35.3%)	3 (5.9%)	8 (15.7%)
14	Overall, I am happy with the tutoring my child received...	3.57	.71	2 (3.9%)	-	15 (29.4%)	32 (62.7%)	2 (3.9%)	-
Parent Satisfaction Outcomes									
Total N=45				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				4.4%		95.6%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: 21st CCLC of Mount Airy
Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=18

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.18	.64	2 (11.1%)	10 (55.6%)	5 (27.8%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.22	.73	3 (16.7%)	8 (44.4%)	7 (38.9%)	
5	Help your child with subjects she/he is working on in school?	2.73	.59	1 (5.6%)	2 (11.1%)	12 (66.7%)	3 (16.7%)
6	Answer your questions about tutoring?	2.57	.51	-	6 (33.3%)	8 (44.4%)	4 (22.2%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	17 (94.4%)	1 (5.6%)
8	End the tutoring sessions on time?	3.00	.00	-	-	17 (94.4%)	1 (5.6%)
9	Talk to your child's teachers about his/her progress?	2.55	.52	-	5 (27.8%)	6 (33.3%)	7(38.9)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: 21st CCLC of Mount Airy
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=18

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.35	.86	1 (5.6%)	1 (5.6%)	6 (33.3%)	9 (50.0%)	1 (5.6%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.44	.78	1 (5.6%)	-	7 (38.9%)	10 (55.6%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.88	.78	1 (5.6%)	3 (16.7%)	10 (55.6%)	3 (16.7%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.31	.87	1 (5.6%)	1 (5.6%)	6 (33.3%)	8 (44.4%)	-	1 (5.6%)
14	Overall, I am happy with the tutoring my child received...	3.38	.89	1 (5.6%)	1 (5.6%)	5 (27.8%)	9 (50.0%)	-	-
Parent Satisfaction Outcomes									
Total N=16				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				12.5%		87.5%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: A Lot of Direction, Love & Affection, Inc. (ADLA)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=37

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.97	.65	8 (21.6%)	22 (59.5%)	7 (18.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.92	.60	8 (21.6%)	24 (64.9%)	5 (13.5%)	
5	Help your child with subjects she/he is working on in school?	2.62	.56	1 (2.7%)	9 (24.3%)	19 (51.4%)	8 (21.6%)
6	Answer your questions about tutoring?	2.39	.70	4 (10.8%)	12 (32.4%)	17 (45.9%)	4 (10.8%)
7	Start the tutoring sessions on time?	2.83	.38	-	5 (13.5%)	25 (67.6%)	7 (18.9%)
8	End the tutoring sessions on time?	2.91	.29	-	3 (8.1%)	30 (81.1%)	4 (10.8%)
9	Talk to your child's teachers about his/her progress?	2.19	.81	5 (13.5%)	7 (18.9%)	9 (24.3%)	16 (43.2%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: A Lot of Direction, Love & Affection, Inc. (ADLA)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=37

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.16	.68	1 (2.7%)	2 (5.4%)	20 (54.1%)	9 (24.3%)	5 (13.5%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.28	.65	1 (2.7%)	-	18 (48.6%)	10 (27.0%)	8 (21.6%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.09	.68	1 (2.7%)	3 (8.1%)	21 (56.8%)	8 (21.6%)	1 (2.7%)	3 (8.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.29	.52	-	1 (2.7%)	22 (59.5%)	11 (29.7%)	2 (5.4%)	1 (2.7%)
14	Overall, I am happy with the tutoring my child received...	3.35	.69	1 (2.7%)	1 (2.7%)	17 (45.9%)	15 (40.5%)	2 (5.4%)	1 (2.7%)
Parent Satisfaction Outcomes									
Total N=30				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: AAA Educational Programs, LLC (Accelerating Academic Achievement Educational Programs)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=30

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.93	.91	13 (43.3%)	6 (20.0%)	11 (36.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.27	.74	5 (16.7%)	12 (40.0%)	13 (43.3%)	
5	Help your child with subjects she/he is working on in school?	2.86	.36	-	3 (10.0%)	18 (60.0%)	9 (30.0%)
6	Answer your questions about tutoring?	2.29	.86	6 (20.0%)	5 (16.7%)	13 (43.3%)	5 (16.7%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	24 (80.0%)	6 (20.0%)
8	End the tutoring sessions on time?	2.96	.19	-	1 (3.3%)	26 (86.7%)	3 (10.0%)
9	Talk to your child's teachers about his/her progress?	2.26	.87	5 (16.7%)	4 (13.3%)	10 (33.3%)	11 (36.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: AAA Educational Programs, LLC (Accelerating Academic Achievement Educational Programs)
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=30

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.46	.51	-	-	14 (46.7%)	12 (40.0%)	4 (13.3%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.46	.59	-	1 (3.3%)	11 (36.7%)	12 (40.0%)	-	4 (13.3%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.00	.91	1 (3.3%)	7 (23.3%)	8 (26.7%)	9 (30.0%)	-	2 (6.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.17	.70	-	5 (16.7%)	15 (50.0%)	10 (33.3%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.50	.51	-	-	14 (46.7%)	14 (46.7%)	2 (6.7%)	-
Parent Satisfaction Outcomes									
Total N=26				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				7.7%		92.3%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Able 2 Succeed by Lenoir County Public Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=8

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.13	.84	2 (25.0%)	3 (37.5%)	3 (37.5%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.38	.74	1 (12.5%)	3 (37.5%)	4 (50.0%)	
5	Help your child with subjects she/he is working on in school?	2.75	.46	-	2 (25.0%)	6 (75.0%)	-
6	Answer your questions about tutoring?	2.67	.52	-	2 (25.0%)	4 (50.0%)	2 (25.0%)
7	Start the tutoring sessions on time?	2.88	.35	-	1 (12.5%)	7 (87.5%)	-
8	End the tutoring sessions on time?	3.00	.00	-	-	8 (100.0%)	-
9	Talk to your child's teachers about his/her progress?	2.40	.55	-	3 (37.5%)	2 (25.0%)	3 (37.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Able 2 Succeed by Lenoir County Public Schools

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=8

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.38	.52	-	-	5 (62.5%)	3 (37.5%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.57	.54	-	-	3 (37.5%)	4 (50.0%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.43	.79	1 (12.5%)	2 (25.0%)	4 (50.0%)	-	-	1 (12.5%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.75	.71	-	3 (37.5%)	4 (50.0%)	1 (12.5%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.75	.46	-	-	2 (25.0%)	6 (75.0%)	-	-
Parent Satisfaction Outcomes									
Total N=8				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Academic Achievement Academy

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=75

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.14	.67	12 (16.0%)	39 (52.0%)	22 (29.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.32	.69	9 (12.0%)	32 (42.7%)	32 (42.7%)	
5	Help your child with subjects she/he is working on in school?	2.61	.53	1 (1.3%)	20 (26.7%)	35 (46.7%)	17 (22.7%)
6	Answer your questions about tutoring?	2.29	.73	10 (13.3%)	24 (32.0%)	28 (37.3%)	11 (14.7%)
7	Start the tutoring sessions on time?	2.91	.29	-	4 (5.3%)	42 (56.0%)	27 (36.0%)
8	End the tutoring sessions on time?	2.87	.34	-	7 (9.3%)	48 (64.0%)	18 (24.0%)
9	Talk to your child's teachers about his/her progress?	2.05	.71	10 (13.3%)	22 (29.3%)	12 (16.0%)	30 (40.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Academic Achievement Academy

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=75

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.25	.68	2 (2.7%)	2 (2.7%)	35 (46.7%)	21 (28.0%)	11 (14.7%)	3 (4.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.19	.72	2 (2.7%)	6 (8.0%)	37 (49.3%)	23 (30.7%)	5 (6.7%)	1 (1.3%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.87	.98	6 (8.0%)	12 (16.0%)	20 (26.7%)	17 (22.7%)	7 (9.3%)	11 (14.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.26	.70	2 (2.7%)	3 (4.0%)	34 (45.3%)	23 (30.7%)	7 (9.3%)	3 (4.0%)
14	Overall, I am happy with the tutoring my child received...	3.44	.70	2 (2.7%)	2 (2.7%)	27 (36.0%)	35 (46.7%)	5 (6.7%)	3 (4.0%)
Parent Satisfaction Outcomes									
Total N=57				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				7.0%		93.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Academic Achievers/S & L Consultants

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=314

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.09	.73	69 (22.0%)	143 (45.5%)	97 (30.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.31	.69	41 (13.1%)	131 (41.7%)	138 (43.9%)	
5	Help your child with subjects she/he is working on in school?	2.59	.64	20 (6.4%)	57 (18.2%)	160 (51.0%)	73 (23.2%)
6	Answer your questions about tutoring?	2.31	.75	45 (14.3%)	92 (29.3%)	125 (39.8%)	44 (14.0%)
7	Start the tutoring sessions on time?	2.88	.40	5 (1.6%)	15 (4.8%)	183 (58.3%)	107 (34.1%)
8	End the tutoring sessions on time?	2.86	.40	5 (1.6%)	24 (7.6%)	222 (70.7%)	57 (18.2%)
9	Talk to your child's teachers about his/her progress?	2.23	.76	33 (10.5%)	61 (19.4%)	70 (22.3%)	145 (46.2%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Academic Achievers/S & L Consultants

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=314

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.26	.78	13 (4.1%)	21 (6.7%)	133 (42.4%)	123 (39.2%)	15 (4.8%)	5 (1.6%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.28	.80	14 (4.5%)	20 (6.4%)	123 (39.2%)	129 (41.1%)	18 (5.7%)	6 (1.9%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.80	1.00	39 (12.4%)	43 (13.7%)	108 (34.4%)	70 (22.3%)	13 (4.1%)	34 (10.8%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.22	.82	18 (5.7%)	20 (6.4%)	135 (43.0%)	119 (37.9%)	12 (3.8%)	7 (2.2%)
14	Overall, I am happy with the tutoring my child received...	3.29	.85	20 (6.4%)	17 (5.4%)	120 (38.2%)	145 (46.2%)	7 (2.2%)	2 (0.6%)
Parent Satisfaction Outcomes									
Total N=284				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				12.0%		88.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Academic Coaching Services, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=67

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.98	.77	19 (28.4%)	27 (40.3%)	18 (26.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.84	.37	-	11 (16.4%)	56 (83.6%)	
5	Help your child with subjects she/he is working on in school?	2.73	.54	2 (3.0%)	9 (13.4%)	37 (55.2%)	18 (26.9%)
6	Answer your questions about tutoring?	2.22	.80	13 (19.4%)	19 (28.4%)	26 (38.8%)	5 (7.5%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	44 (65.7%)	21 (31.3%)
8	End the tutoring sessions on time?	3.00	.00	-	-	52 (77.6%)	14 (20.9%)
9	Talk to your child's teachers about his/her progress?	2.42	.78	4 (6.0%)	6 (9.0%)	14 (20.9%)	41 (61.2%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Academic Coaching Services, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=67

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.21	.79	4 (6.0%)	2 (3.0%)	34 (50.7%)	23 (34.3%)	2 (3.0%)	1 (1.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.27	.72	2 (3.0%)	4 (6.0%)	32 (47.8%)	25 (37.3%)	2 (3.0%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.54	1.06	13 (19.4%)	9 (13.4%)	22 (32.8%)	10 (14.9%)	2 (3.0%)	8 (11.9%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.23	.78	2 (3.0%)	7 (10.4%)	27 (40.3%)	25 (37.3%)	1 (1.5%)	1 (1.5%)
14	Overall, I am happy with the tutoring my child received...	3.41	.77	3 (4.5%)	1 (1.5%)	24 (35.8%)	31 (46.3%)	3 (4.5%)	1 (1.5%)
Parent Satisfaction Outcomes									
Total N=62				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				11.3%		88.7%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Academic Myriad

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.40	.55	3 (60.0%)	2 (40.0%)	-	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.60	.55	2 (40.0%)	3 (60.0%)	-	
5	Help your child with subjects she/he is working on in school?	*	*	2 (40.0%)	1 (20.0%)	-	2 (40.0%)
6	Answer your questions about tutoring?	*	*	1 (20.0%)	1 (20.0%)	1 (20.0%)	2 (40.0%)
7	Start the tutoring sessions on time?	*	*	2 (40.0%)	-	1 (20.0%)	2 (40.0%)
8	End the tutoring sessions on time?	*	*	1 (20.0%)	1 (20.0%)	1 (20.0%)	2 (40.0%)
9	Talk to your child's teachers about his/her progress?	1.80	.84	2 (40.0%)	2 (40.0%)	1 (20.0%)	-

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Academic Myriad

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	1.80	.84	2 (40.0%)	2 (40.0%)	1 (20.0%)	-	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.00	1.00	-	2 (40.0%)	1 (20.0%)	2 (40.0%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	1 (20.0%)	-	1 (20.0%)	2 (40.0%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.80	.45	-	1 (20.0%)	4 (80.0%)	-	-	-
14	Overall, I am happy with the tutoring my child received...	2.80	.45	-	1 (20.0%)	4 (40.0%)	-	-	-
Parent Satisfaction Outcomes									
Total N=5				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				20.0%		80.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Academics by Venture

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	1 (20.0%)	1 (20.0%)	2 (40.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	-	1 (20.0%)	3 (40.0%)	
5	Help your child with subjects she/he is working on in school?	2.80	.45	-	1 (20.0%)	4 (80.0%)	-
6	Answer your questions about tutoring?	2.60	.55	-	2 (40.0%)	3 (60.0%)	-
7	Start the tutoring sessions on time?	*	*	-	1 (20.0%)	2 (40.0%)	2 (40.0%)
8	End the tutoring sessions on time?	*	*	-	-	4 (80.0%)	1 (20.0%)
9	Talk to your child's teachers about his/her progress?	*	*	-	-	2 (40.0%)	2 (40.0%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Academics by Venture

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.40	.55	-	-	3 (60.0%)	2 (40.0%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
Parent Satisfaction Outcomes									
Total N=5				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				-		100.0%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Academics Plus, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=673

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.16	.71	122 (18.1%)	311 (46.2%)	230 (34.2%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.40	.60	41 (6.1%)	317 (47.1%)	305 (45.3%)	
5	Help your child with subjects she/he is working on in school?	2.66	.55	23 (3.4%)	140 (20.8%)	389 (57.8%)	115 (17.1%)
6	Answer your questions about tutoring?	2.50	.65	49 (7.3%)	182 (27.0%)	333 (49.5%)	76 (11.3%)
7	Start the tutoring sessions on time?	2.92	.30	3 (0.4%)	35 (5.2%)	462 (68.6%)	166 (24.7%)
8	End the tutoring sessions on time?	2.90	.32	2 (0.3%)	56 (8.3%)	526 (78.2%)	80 (11.9%)
9	Talk to your child's teachers about his/her progress?	2.34	.70	48 (7.1%)	143 (21.2%)	172 (25.6%)	295 (43.8%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Academics Plus, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=673

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.35	.74	25 (3.7%)	25 (3.7%)	284 (42.2%)	291 (43.2%)	36 (5.3%)	2 (0.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.34	.74	25 (3.7%)	25 (3.7%)	284 (42.2%)	283 (42.1%)	38 (5.6%)	9 (1.3%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.94	.90	47 (7.0%)	102 (15.2%)	244 (36.3%)	164 (24.4%)	35 (5.2%)	60 (8.9%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.26	.76	27 (4.0%)	38 (5.6%)	300 (44.6%)	251 (37.3%)	22 (3.3%)	19 (2.8%)
14	Overall, I am happy with the tutoring my child received...	3.40	.76	25 (3.7%)	29 (4.3%)	243 (36.1%)	334 (49.6%)	26 (3.9%)	3 (0.4%)
Parent Satisfaction Outcomes									
Total N=597				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				8.5%		91.5%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Accelerated Achievement @ Measurement Incorporated

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=177

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.98	.69	43 (24.3%)	91 (51.4%)	39 (22.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.99	.68	41 (23.2%)	95 (53.7%)	39 (22.0%)	
5	Help your child with subjects she/he is working on in school?	2.59	.60	8 (4.5%)	44 (24.9%)	94 (53.1%)	30 (16.9%)
6	Answer your questions about tutoring?	2.31	.70	20 (11.3%)	63 (35.6%)	66 (37.3%)	19 (10.7%)
7	Start the tutoring sessions on time?	2.80	.47	4 (2.3%)	18 (10.2%)	111 (62.7%)	43 (24.3%)
8	End the tutoring sessions on time?	2.82	.45	4 (2.3%)	18 (10.2%)	122 (68.9%)	30 (16.9%)
9	Talk to your child's teachers about his/her progress?	2.23	.71	15 (8.5%)	43 (24.3%)	37 (20.9%)	80 (45.2%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Accelerated Achievement @ Measurement Incorporated

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=177

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.31	.69	3 (1.7%)	11 (6.2%)	74 (41.8%)	65 (36.7%)	10 (5.6%)	11 (6.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.36	.64	1 (0.6%)	11 (6.2%)	76 (42.9%)	71 (40.1%)	12 (6.8%)	4 (2.3%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.81	.98	20 (11.3%)	28 (15.8%)	62 (35.0%)	39 (22.0%)	6 (3.4%)	18 (10.2%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.20	.78	8 (4.5%)	9(5.1)	79 (44.6%)	55 (31.1%)	8 (4.5%)	12 (6.8%)
14	Overall, I am happy with the tutoring my child received...	3.38	.70	3 (1.7%)	11 (6.2%)	70 (39.5%)	80 (45.2%)	10 (5.6%)	3 (1.7%)
Parent Satisfaction Outcomes									
Total N=152				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				9.2%		90.8%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Elizabeth City)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=146

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.72	.75	66 (45.2%)	52 (35.6%)	26 (17.8%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.84	.73	51 (34.9%)	63 (43.2%)	28 (19.2%)	
5	Help your child with subjects she/he is working on in school?	2.50	.68	11 (7.5%)	33 (22.6%)	65 (44.5%)	34 (23.3%)
6	Answer your questions about tutoring?	2.13	.83	34 (23.3%)	37 (25.3%)	50 (34.2%)	18 (12.3%)
7	Start the tutoring sessions on time?	2.86	.40	2 (1.4%)	9 (6.2%)	83 (56.8%)	49 (33.6%)
8	End the tutoring sessions on time?	2.88	.36	1 (0.7%)	12 (8.2%)	99 (67.8%)	31 (21.2%)
9	Talk to your child's teachers about his/her progress?	2.25	.91	18 (12.3%)	7 (4.8%)	32 (21.9%)	86 (58.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Elizabeth City)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=146

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.17	.74	5 (3.4%)	7 (4.8%)	62 (42.5%)	36 (24.7%)	12 (8.2%)	21 (14.4%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.27	.67	2 (1.4%)	10 (6.8%)	68 (46.6%)	48 (32.9%)	8 (5.5%)	7 (4.8%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.79	.89	10 (6.8%)	30 (20.5%)	49 (33.6%)	25 (17.8%)	2 (1.4%)	24 (16.4%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.16	.74	4 (2.7%)	11 (7.5%)	62 (42.5%)	37 (25.3%)	9 (6.2%)	19 (13.0%)
14	Overall, I am happy with the tutoring my child received...	3.28	.73	4 (2.7%)	10 (6.8%)	64 (43.8%)	55 (37.7%)	7 (4.8%)	1 (0.7%)
Parent Satisfaction Outcomes									
Total N=111				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				9.9%		90.1%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Becky Taylor)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=82

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.83	.75	31 (37.8%)	34 (41.5%)	17 (20.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.39	.66	8 (9.8%)	34 (41.5%)	40 (48.8%)	
5	Help your child with subjects she/he is working on in school?	2.65	.51	1 (1.2%)	22 (26.8%)	46 (56.1%)	13 (15.9%)
6	Answer your questions about tutoring?	2.32	.72	10 (12.2%)	26 (31.7%)	32 (39.0%)	9 (11.0%)
7	Start the tutoring sessions on time?	2.87	.44	2 (2.4%)	3 (3.7%)	49 (59.8%)	28 (34.1%)
8	End the tutoring sessions on time?	2.92	.33	1 (1.2%)	3 (3.7%)	59 (72.0%)	18 (22.0%)
9	Talk to your child's teachers about his/her progress?	2.31	.66	4 (4.9%)	19 (23.2%)	16 (19.5%)	41 (50.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Becky Taylor)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=82

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.30	.80	3 (3.7%)	5 (6.1%)	28 (34.1%)	31 (37.8%)	7 (8.5%)	8 (9.8%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.23	.71	2 (2.4%)	5 (6.1%)	38 (46.3%)	25 (30.5%)	4 (4.9%)	7 (8.5%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.51	.95	12 (14.6%)	17 (20.7%)	27 (32.9%)	9 (11.0%)	6 (7.3%)	9 (11.0%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.29	.64	1 (1.2%)	4 (4.9%)	40 (48.8%)	27 (32.9%)	4 (4.9%)	4 (10.0%) 6 (7.3%)
14	Overall, I am happy with the tutoring my child received...	3.46	.53	-	1 (1.2%)	39 (47.6%)	36 (43.9%)	2 (2.4%)	2 (2.4%)
Parent Satisfaction Outcomes									
Total N=66				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				7.6%		92.4%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Colson, Inc.)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=153

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.16	.67	24 (15.7%)	81 (52.9%)	48 (31.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.19	.69	24 (15.7%)	76 (49.7%)	53 (34.6%)	
5	Help your child with subjects she/he is working on in school?	2.51	.63	9 (5.9%)	42 (27.5%)	72 (47.1%)	30 (19.6%)
6	Answer your questions about tutoring?	2.43	.63	11 (7.2%)	60 (39.2%)	72 (47.1%)	8 (5.2%)
7	Start the tutoring sessions on time?	2.93	.29	1 (0.7%)	8 (5.2%)	128 (83.7%)	15 (9.8%)
8	End the tutoring sessions on time?	2.96	.20	-	6 (3.9%)	140 (91.5%)	7 (4.6%)
9	Talk to your child's teachers about his/her progress?	2.13	.72	12 (7.8%)	29 (19.0%)	20 (13.1%)	91 (59.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Colson, Inc.)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=153

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.18	.79	4 (2.6%)	12 (7.8%)	48 (31.4%)	38 (24.8%)	10 (6.5%)	40 (26.1%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.34	.70	2 (1.3%)	10 (6.5%)	57 (37.3%)	57 (37.3%)	6 (3.9%)	18 (11.8%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.01	.84	9 (5.9%)	17 (11.1%)	64 (41.8%)	36 (23.5%)	7 (4.6%)	18 (11.8%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.32	.71	4 (2.6%)	8 (5.2%)	67 (43.8%)	60 (39.2%)	7 (4.6%)	5 (3.3%)
14	Overall, I am happy with the tutoring my child received...	3.39	.61	1 (0.7%)	7 (4.6%)	73 (47.7%)	66 (43.1%)	5 (3.3%)	-
Parent Satisfaction Outcomes									
Total N=124				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				8.1%		91.9%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Doughtery Group, Ltd.)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=33

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.19	.74	6 (18.2%)	14 (42.4%)	12 (36.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.28	.73	5 (15.2%)	13 (39.4%)	14 (42.4%)	
5	Help your child with subjects she/he is working on in school?	2.64	.56	1 (3.0%)	8 (24.2%)	19 (57.6%)	5 (15.2%)
6	Answer your questions about tutoring?	2.62	.62	2 (6.1%)	7 (21.2%)	20 (60.6%)	3 (9.1%)
7	Start the tutoring sessions on time?	2.76	.52	1 (3.0%)	4 (12.1%)	20 (60.6%)	7 (21.2%)
8	End the tutoring sessions on time?	2.85	.36	-	4 (12.1%)	23 (69.7%)	4 (12.1%)
9	Talk to your child's teachers about his/her progress?	2.48	.73	3 (9.1%)	6 (18.2%)	14 (42.4%)	9 (27.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Dougherty Group, Ltd.)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=33

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.00	.97	3 (9.1%)	-	11 (33.3%)	6 (18.2%)	2 (6.1%)	10 (30.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.36	.78	2 (6.1%)	-	15 (45.5%)	16 (48.5%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.08	.74	2 (6.1%)	-	18 (54.5%)	6 (18.2%)	4 (12.1%)	2 (6.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.32	.79	2 (6.1%)	-	15 (45.5%)	14 (42.4%)	-	1 (3.0%)
14	Overall, I am happy with the tutoring my child received...	3.45	.81	2 (6.1%)	-	11 (33.3%)	18 (54.5%)	-	1 (3.0%)
Parent Satisfaction Outcomes									
Total N=30				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				6.7%		93.3%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Duplin & Sampson)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=90

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.88	.67	26 (28.9%)	48 (53.3%)	15 (16.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.06	.68	18 (20.0%)	47 (52.2%)	23 (25.6%)	
5	Help your child with subjects she/he is working on in school?	2.46	.68	6 (6.7%)	19 (21.1%)	32 (35.6%)	31 (34.4%)
6	Answer your questions about tutoring?	2.29	.71	11 (12.2%)	33 (36.7%)	34 (37.8%)	10 (11.1%)
7	Start the tutoring sessions on time?	2.78	.49	2 (2.2%)	10 (11.1%)	51 (56.7%)	26 (28.9%)
8	End the tutoring sessions on time?	2.85	.36	-	11 (12.2%)	64 (71.1%)	14 (15.6%)
9	Talk to your child's teachers about his/her progress?	2.35	.74	8 (8.9%)	17 (18.9%)	26 (28.9%)	37 (41.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Duplin & Sampson)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=90

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.13	.77	3 (3.3%)	6 (6.7%)	35 (38.9%)	20 (22.2%)	6 (6.7%)	17 (18.9%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.28	.69	1 (1.1%)	6 (6.7%)	33 (36.7%)	27 (30.0%)	6 (6.7%)	13 (14.4%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.78	.94	9 (10.0%)	17 (18.9%)	33 (36.7%)	18 (20.0%)	3 (3.3%)	8 (8.9%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.15	.73	4 (4.4%)	4 (4.4%)	49 (54.4%)	24 (26.7%)	5 (5.6%)	1 (1.1%)
14	Overall, I am happy with the tutoring my child received...	3.28	.77	3 (3.3%)	7 (7.8%)	36 (40.0%)	36 (40.0%)	4 (4.4%)	2 (2.2%)
Parent Satisfaction Outcomes									
Total N=76				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				11.8%		88.2%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Elizabeth Elks)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=73

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.82	.75	28 (38.4%)	30 (41.1%)	15 (20.5%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.78	.63	24 (32.9%)	40 (54.8%)	8 (11.0%)	
5	Help your child with subjects she/he is working on in school?	2.42	.74	7 (9.6%)	14 (19.2%)	27 (37.0%)	24 (32.9%)
6	Answer your questions about tutoring?	2.29	.71	9 (12.3%)	27 (37.0%)	27 (37.0%)	5 (6.8%)
7	Start the tutoring sessions on time?	2.96	.20	-	2 (2.7%)	48 (65.8%)	23 (31.5%)
8	End the tutoring sessions on time?	2.90	.30	-	7 (9.6%)	64 (87.7%)	2 (2.7%)
9	Talk to your child's teachers about his/her progress?	2.19	.87	6 (8.2%)	5 (6.8%)	10 (13.7%)	52 (71.2%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Elizabeth Elks)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=73

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	2.85	1.04	5 (6.8%)	10 (13.7%)	12 (16.4%)	14 (19.2%)	10 (13.7%)	20 (27.4%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.35	.76	3 (4.1%)	2 (2.7%)	29 (39.7%)	31 (42.5%)	7 (9.6%)	1 (1.4%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.72	.95	8 (11.0%)	19 (26.0%)	26 (35.6%)	16 (21.9%)	1 (1.4%)	3 (4.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.15	.91	6 (8.2%)	4 (5.5%)	29 (39.7%)	26 (35.6%)	3 (4.1%)	4 (5.5%)
14	Overall, I am happy with the tutoring my child received...	3.35	.82	3 (4.1%)	6 (8.2%)	24 (32.9%)	36 (49.3%)	4 (5.5%)	-
Parent Satisfaction Outcomes									
Total N=60				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				15.0%		85.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Frank C. Walters)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=178

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.11	.73	38 (21.3%)	79 (44.4%)	58 (32.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.03	.78	51 (28.7%)	69 (38.8%)	57 (32.0%)	
5	Help your child with subjects she/he is working on in school?	2.67	.57	7 (3.9%)	31 (17.4%)	99 (55.6%)	38 (21.3%)
6	Answer your questions about tutoring?	2.44	.71	19 (10.7%)	48 (27.0%)	87 (48.9%)	23 (12.9%)
7	Start the tutoring sessions on time?	2.93	.28	1 (0.6%)	8 (4.5%)	140 (78.7%)	28 (15.7%)
8	End the tutoring sessions on time?	2.87	.37	2 (1.1%)	18 (10.1%)	146 (82.0%)	12 (6.7%)
9	Talk to your child's teachers about his/her progress?	2.35	1.28	6 (3.4%)	42 (23.6%)	61 (34.3%)	67 (37.6%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Frank C. Walters)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=178

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.50	.69	4 (2.2%)	5 (2.8%)	54 (30.3%)	88 (49.4%)	14 (7.9%)	11 (6.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.46	.71	3 (1.7%)	10 (5.6%)	55 (30.9%)	87 (48.9%)	13 (7.3%)	10 (5.6%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.96	.97	17 (9.6%)	23 (12.9%)	62 (34.8%)	51 (28.7%)	4 (2.2%)	20 (11.2%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.28	.74	5 (2.8%)	12 (6.7%)	73 (41.0%)	65 (36.5%)	7 (3.9%)	15 (8.4%)
14	Overall, I am happy with the tutoring my child received...	3.57	.66	3 (1.7%)	7 (3.9%)	48 (27.0%)	109 (61.2%)	10 (5.6%)	1 (0.6%)
Parent Satisfaction Outcomes									
Total N=160				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				11.3%		88.8%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Henderson-Roanoke Rapids)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=159

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.15	.70	29 (18.2%)	77 (48.4%)	52 (32.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.32	.61	12 (7.5%)	84 (52.8%)	63 (39.6%)	
5	Help your child with subjects she/he is working on in school?	2.60	.57	5 (3.1%)	39 (24.5%)	80 (50.3%)	30 (18.9%)
6	Answer your questions about tutoring?	2.33	.72	20 (12.6%)	52 (32.7%)	66 (41.5%)	14 (8.8%)
7	Start the tutoring sessions on time?	2.93	.26	-	7 (4.4%)	93 (58.5%)	55 (34.6%)
8	End the tutoring sessions on time?	2.96	.19	-	4 (2.5%)	109 (68.6%)	41 (25.8%)
9	Talk to your child's teachers about his/her progress?	2.56	.63	5 (3.1%)	20 (12.6%)	43 (27.0%)	86 (54.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Henderson-Roanoke Rapids)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=159

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.35	.70	4 (2.5%)	3 (1.9%)	58 (36.5%)	52 (32.7%)	10 (6.3%)	29 (18.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.44	.67	4 (2.5%)	2 (1.3%)	61 (38.4%)	71 (44.7%)	8 (5.0%)	8 (5.0%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.16	.83	9 (5.7%)	13 (8.2%)	71 (44.7%)	54 (34.0%)	2 (1.3%)	5 (3.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.32	.72	6 (3.8%)	3 (1.9%)	74 (46.5%)	61 (38.4%)	6 (3.8%)	4 (2.5%)
14	Overall, I am happy with the tutoring my child received...	3.45	.69	4 (2.5%)	5 (3.1%)	60 (37.7%)	80 (50.3%)	6 (3.8%)	2 (1.3%)
Parent Satisfaction Outcomes									
Total N=140				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				4.3%		95.7%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Marilynn, Inc.)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=123

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.03	.78	35 (28.5%)	48 (39.0%)	39 (31.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.67	.79	64 (52.0%)	34 (27.6%)	24 (19.5%)	
5	Help your child with subjects she/he is working on in school?	2.59	.69	9 (7.3%)	15 (12.2%)	56 (45.5%)	42 (34.1%)
6	Answer your questions about tutoring?	2.45	.64	9 (7.3%)	43 (35.0%)	58 (47.2%)	10 (8.1%)
7	Start the tutoring sessions on time?	2.89	.34	1 (0.8%)	10 (8.1%)	102 (82.9%)	8 (6.5%)
8	End the tutoring sessions on time?	2.91	.34	2 (1.6%)	6 (4.9%)	107 (87.0%)	7 (5.7%)
9	Talk to your child's teachers about his/her progress?	2.23	.83	16 (13.0%)	18 (14.6%)	31 (25.2%)	56 (45.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Marilynn, Inc.)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=123

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.14	.83	5 (4.1%)	7 (5.7%)	39 (31.7%)	28 (22.8%)	8 (6.5%)	33 (26.8%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.15	.78	4 (3.3%)	12 (9.8%)	50 (40.7%)	35 (28.5%)	9 (7.3%)	11 (8.9%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.00	.91	10 (8.1%)	17 (13.8%)	51 (41.5%)	37 (30.1%)	1 (0.8%)	5 (4.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.01	.93	12 (9.8%)	7 (5.7%)	50 (40.7%)	32 (26.0%)	4 (3.3%)	15 (12.2%)
14	Overall, I am happy with the tutoring my child received...	3.14	.91	10 (8.1%)	10 (8.1%)	49 (39.8%)	46 (37.4%)	4 (3.3%)	1 (0.8%)
Parent Satisfaction Outcomes									
Total N=98				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				14.3%		85.7%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ace It! Tutoring (Waxhaw)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=86

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.08	.72	19 (22.1%)	41 (47.7%)	26 (30.2%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.32	.66	9 (10.5%)	40 (46.5%)	36 (41.9%)	
5	Help your child with subjects she/he is working on in school?	2.59	.62	4 (4.7%)	17 (19.8%)	40 (46.5%)	25 (29.1%)
6	Answer your questions about tutoring?	2.38	.74	11 (12.8%)	24 (27.9%)	39 (45.3%)	10 (11.6%)
7	Start the tutoring sessions on time?	2.87	.38	1 (1.2%)	7 (8.1%)	62 (72.1%)	16 (18.6%)
8	End the tutoring sessions on time?	2.82	.42	1 (1.2%)	12 (14.0%)	64 (74.4%)	7 (8.1%)
9	Talk to your child's teachers about his/her progress?	2.39	.71	7 (8.1%)	20 (23.3%)	29 (33.7%)	30 (34.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ace It! Tutoring (Waxhaw)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=86

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.07	1.00	8 (9.3%)	6 (7.0%)	26 (30.2%)	27 (31.4%)	6 (7.0%)	13 (15.1%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.27	.78	3 (3.5%)	8 (9.3%)	36 (41.9%)	37 (43.0%)	2 (2.3%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.84	1.02	9 (10.5%)	15 (17.4%)	23 (26.7%)	22 (25.6%)	3 (3.5%)	13 (15.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.15	.90	5 (5.8%)	11 (12.8%)	29 (33.7%)	33 (38.4%)	2 (2.3%)	5 (5.8%)
14	Overall, I am happy with the tutoring my child received...	3.34	.86	6 (7.0%)	3 (3.5%)	31 (36.0%)	43 (50.0%)	2 (2.3%)	-
Parent Satisfaction Outcomes									
Total N=76				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				17.1%		82.9%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Achieve Success Tutoring by University Instructors

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=87

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.97	.76	26 (29.9%)	37 (42.5%)	23 (26.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.34	.70	11 (12.6%)	35 (40.2%)	41 (47.1%)	
5	Help your child with subjects she/he is working on in school?	2.75	.50	2 (2.3%)	12 (13.8%)	51 (58.6%)	21 (24.1%)
6	Answer your questions about tutoring?	2.41	.74	11 (12.6%)	21 (24.1%)	41 (47.1%)	11 (12.6%)
7	Start the tutoring sessions on time?	2.93	.25	-	4 (4.6%)	57 (65.5%)	26 (29.9%)
8	End the tutoring sessions on time?	2.96	.25	1 (1.1%)	1 (1.1%)	75 (86.2%)	10 (11.5%)
9	Talk to your child's teachers about his/her progress?	2.36	.74	5 (5.7%)	11 (12.6%)	17 (19.5%)	54 (62.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Achieve Success Tutoring by University Instructors

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=87

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.17	.74	2 (2.3%)	7 (8.0%)	35 (40.2%)	22 (25.3%)	12 (13.8%)	7 (8.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.38	.63	1 (1.1%)	2 (2.3%)	33 (37.9%)	28 (32.2%)	11 (12.6%)	12 (13.8%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.75	.95	10 (11.5%)	14 (16.1%)	33 (37.9%)	16 (18.4%)	5 (5.7%)	9 (10.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.21	.71	2 (2.3%)	7 (8.0%)	43 (49.4%)	28 (32.2%)	2 (2.3%)	5 (5.7%)
14	Overall, I am happy with the tutoring my child received...	3.36	.71	2 (2.3%)	4 (4.6%)	35 (40.2%)	36 (41.4%)	8 (9.2%)	2 (2.3%)
Parent Satisfaction Outcomes									
Total N=70				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				10.0%		90.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Achiever’s Academy

Districts Served: See Appendix H

Questions 3-9 pertain to parents’ experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=45

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child’s tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don’t Know
3	Talk to you about your child’s progress?	2.00	.72	11 (24.4%)	22 (48.9%)	11 (24.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child’s progress?	2.14	.63	6 (13.3%)	26 (57.8%)	12 (26.7%)	
5	Help your child with subjects she/he is working on in school?	2.61	.60	2 (4.4%)	10 (22.2%)	24 (53.3%)	7 (15.6%)
6	Answer your questions about tutoring?	2.75	.51	1 (2.2%)	6 (13.3%)	25 (55.6%)	12 (26.7%)
7	Start the tutoring sessions on time?	2.91	.30	-	3 (6.7%)	29 (64.4%)	11 (24.4%)
8	End the tutoring sessions on time?	2.84	.37	-	6 (13.3%)	31 (68.9%)	5 (11.1%)
9	Talk to your child’s teachers about his/her progress?	2.30	.65	3 (6.7%)	15(33.3)	12 (26.7%)	14(31.1)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Achiever’s Academy
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=45

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.44	.85	2 (4.4%)	3 (6.7%)	10 (22.2%)	24 (53.3%)	3 (6.7%)	1 (2.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.56	.60	-	2 (4.4%)	13 (28.9%)	24 (53.3%)	2 (4.4%)	2 (4.4%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.88	.84	2 (4.4%)	8 (17.8%)	16 (35.6%)	8 (17.8%)	5 (11.1%)	4 (8.9%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.36	.74	1 (2.2%)	3 (6.7%)	16 (35.6%)	19 (42.2%)	4 (8.9%)	-
14	Overall, I am happy with the tutoring my child received...	3.58	.78	2 (4.4%)	1 (2.2%)	9 (20.0%)	28 (62.2%)	2 (4.4%)	-
Parent Satisfaction Outcomes									
Total N=38				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				5.3%		94.7%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: AIM by Salient Learning

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=31

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.23	.67	4 (12.9%)	16 (51.6%)	11 (35.5%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.20	.66	4 (12.9%)	16 (51.6%)	10 (32.3%)	
5	Help your child with subjects she/he is working on in school?	2.43	.68	3 (9.7%)	11 (35.5%)	16 (51.6%)	1 (3.2%)
6	Answer your questions about tutoring?	2.55	.63	2 (6.5%)	9 (29.0%)	18 (58.1%)	2 (6.5%)
7	Start the tutoring sessions on time?	2.75	.53	1 (3.2%)	4 (12.9%)	19 (61.3%)	7 (22.6%)
8	End the tutoring sessions on time?	2.80	.48	1 (3.2%)	4 (12.9%)	25 (80.6%)	1 (3.2%)
9	Talk to your child's teachers about his/her progress?	2.40	.70	1 (3.2%)	4 (12.9%)	5 (16.1%)	21 (67.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: AIM by Salient Learning

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=31

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.57	.79	1 (3.2%)	2 (6.5%)	5 (16.1%)	20 (64.5%)	1 (3.2%)	2 (6.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.47	.82	1 (3.2%)	3 (9.7%)	7 (22.6%)	19 (61.3%)	1 (3.2%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.96	1.22	6 (19.4%)	2 (6.5%)	6 (19.4%)	13 (41.9%)	2 (6.5%)	1 (3.2%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.22	.93	2 (6.5%)	3 (9.7%)	9 (29.0%)	13 (41.9%)	1 (3.2%)	3 (9.7%)
14	Overall, I am happy with the tutoring my child received...	3.33	.92	2 (6.5%)	3 (9.7%)	8 (25.8%)	17 (54.8%)	1 (3.2%)	-
Parent Satisfaction Outcomes									
Total N=29				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				6.9%		93.1%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: AIM Services, LLC (Applied Instructional Mechanic Services)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=4

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: AIM Services, LLC (Applied Instructional Mechanic Services)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=4

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=4				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Allied Academics

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=9

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.11	.33	-	8 (88.9%)	1 (11.1%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.89	.78	3 (33.3%)	4 (44.4%)	2 (22.2%)	
5	Help your child with subjects she/he is working on in school?	2.57	.79	1 (11.1%)	1 (11.1%)	5 (55.6%)	2 (22.2%)
6	Answer your questions about tutoring?	2.56	.73	1 (11.1%)	2 (22.2%)	6 (66.7%)	-
7	Start the tutoring sessions on time?	*	*	-	-	4 (44.4%)	5 (55.6%)
8	End the tutoring sessions on time?	3.00	.00	-	-	6 (66.7%)	3 (33.3%)
9	Talk to your child's teachers about his/her progress?	2.17	.98	2 (22.2%)	1 (11.1%)	3 (33.3%)	3 (33.3%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Allied Academics

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=9

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.38	1.06	1 (11.1%)	-	2 (22.2%)	5 (55.6%)	1 (11.1%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.38	1.06	1 (11.1%)	-	2 (22.2%)	5 (55.6%)	1 (11.1%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.57	.98	1 (11.1%)	2 (22.2%)	3 (33.3%)	1 (11.1%)	2 (22.2%)	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.17	.75	-	1 (11.1%)	3 (33.3%)	2 (22.2%)	-	3 (33.3%)
14	Overall, I am happy with the tutoring my child received...	3.13	.99	1 (11.1%)	-	4 (44.4%)	3 (33.3%)	-	-
Parent Satisfaction Outcomes									
Total N=8				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				12.5%		87.5%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: AlphaBEST Education, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=13

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.85	.69	4 (30.8%)	7 (53.8%)	2 (15.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.08	.86	4 (30.8%)	4 (30.8%)	5 (38.5%)	
5	Help your child with subjects she/he is working on in school?	2.42	.79	2 (15.4%)	3 (23.1%)	7 (53.8%)	1 (7.7%)
6	Answer your questions about tutoring?	2.44	.73	1 (7.7%)	3 (23.1%)	5 (38.5%)	3 (23.1%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	5 (38.5%)	8 (61.5%)
8	End the tutoring sessions on time?	3.00	.00	-	-	8 (61.5%)	5 (38.5%)
9	Talk to your child's teachers about his/her progress?	2.14	.69	1 (7.7%)	4 (30.8%)	2 (15.4%)	6 (46.2%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: AlphaBEST Education, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=13

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.18	.87	1 (7.7%)	-	6 (46.2%)	4 (30.8%)	2 (15.4%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.30	.48	-	-	7 (53.8%)	3 (23.1%)	3 (23.1%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.63	.92	1 (7.7%)	2 (15.4%)	4 (30.8%)	1 (7.7%)	1 (7.7%)	4 (30.8%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.27	.91	1 (7.7%)	-	5 (38.5%)	5 (38.5%)	1 (7.7%)	1 (7.7%)
14	Overall, I am happy with the tutoring my child received...	3.64	.67	-	1 (7.7%)	2 (15.4%)	8 (61.5%)	2 (15.4%)	-
Parent Satisfaction Outcomes									
Total N=10				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				10.0%		90.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Anson County Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=40

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.58	.50	-	16 (40.0%)	22 (55.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.59	.55	1 (2.5%)	14 (35.0%)	24 (60.0%)	
5	Help your child with subjects she/he is working on in school?	2.83	.38	-	6 (15.0%)	29 (72.5%)	4 (10.0%)
6	Answer your questions about tutoring?	2.86	.35	-	5 (12.5%)	31 (77.5%)	2 (5.0%)
7	Start the tutoring sessions on time?	2.97	.17	-	1 (2.5%)	34 (85.0%)	3 (7.5%)
8	End the tutoring sessions on time?	2.97	.16	-	1 (2.5%)	37 (92.5%)	-
9	Talk to your child's teachers about his/her progress?	2.63	.61	2 (5.0%)	8 (20.0%)	22 (55.0%)	6 (15.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Anson County Schools
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=40

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.44	.50	-	-	22 (55.0%)	17 (42.5%)	-	1 (2.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.46	.51	-	-	21 (52.5%)	18 (45.0%)	1 (2.5%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.44	.56	-	1 (2.5%)	16 (40.0%)	15 (37.5%)	1 (2.5%)	4 (10.0%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.50	.51	-	-	20 (50.0%)	20 (50.0%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.63	.49	-	-	15 (37.5%)	25 (62.5%)	-	-
Parent Satisfaction Outcomes									
Total N=39				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				-		100.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: ART in the 21st Century

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.14	.90	2 (28.6%)	2 (28.6%)	3 (42.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.57	.54	-	3 (42.9%)	4 (57.1%)	
5	Help your child with subjects she/he is working on in school?	*	*	-	1 (14.3%)	3 (42.9%)	3 (42.9%)
6	Answer your questions about tutoring?	1.86	.90	3 (42.9%)	2 (28.6%)	2 (28.6%)	-
7	Start the tutoring sessions on time?	*	*	-	-	3 (42.9%)	4 (57.1%)
8	End the tutoring sessions on time?	*	*	-	-	3 (42.9%)	4 (57.1%)
9	Talk to your child's teachers about his/her progress?	*	*	1 (14.3%)	1 (14.3%)	1 (14.3%)	4 (57.1%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: ART in the 21st Century

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	-	-	1 (14.3%)	3 (42.9%)	1 (14.3%)	2 (28.6%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.50	.55	-	-	3 (42.9%)	3 (42.9%)	1 (14.3%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.17	.75	-	1 (14.3%)	3 (42.9%)	2 (28.6%)	-	1 (14.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
Parent Satisfaction Outcomes									
Total N=6				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ashe County Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=15

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.80	.56	4 (26.7%)	10 (66.7%)	1 (6.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.00	.38	1 (6.7%)	13 (86.7%)	1 (6.7%)	
5	Help your child with subjects she/he is working on in school?	2.86	.36	-	2 (13.3%)	12 (80.0%)	1 (6.7%)
6	Answer your questions about tutoring?	2.33	.62	1 (6.7%)	8 (53.3%)	6 (40.0%)	-
7	Start the tutoring sessions on time?	2.83	.39	-	2 (13.3%)	10 (66.7%)	3 (20.0%)
8	End the tutoring sessions on time?	2.92	.28	-	1 (6.7%)	12 (80.0%)	2 (13.3%)
9	Talk to your child's teachers about his/her progress?	1.80	.42	2 (13.3%)	8 (53.3%)	-	5 (33.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ashe County Schools

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=15

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.54	.66	-	1 (6.7%)	4 (26.7%)	8 (53.3%)	2 (13.3%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.62	.65	-	1 (6.7%)	3 (20.0%)	9 (60.0%)	2 (13.3%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.92	.76	-	4 (26.7%)	6 (40.0%)	3 (20.0%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.27	.80	1 (6.7%)	-	8 (53.3%)	6 (40.0%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.79	.43	-	-	3 (20.0%)	11 (73.3%)	1 (6.7%)	-
Parent Satisfaction Outcomes									
Total N=13				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: ATS Project Success

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=149

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.68	.55	6 (4.0%)	35 (23.5%)	107 (71.8%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.79	.44	2 (1.3%)	27 (18.1%)	119 (79.9%)	
5	Help your child with subjects she/he is working on in school?	2.66	.58	7 (4.7%)	29 (19.5%)	91 (61.1%)	15 (10.1%)
6	Answer your questions about tutoring?	2.78	.48	4 (2.7%)	23 (15.4%)	114 (76.5%)	3 (2.0%)
7	Start the tutoring sessions on time?	2.88	.35	1 (0.7%)	13 (8.7%)	111 (74.5%)	16 (10.7%)
8	End the tutoring sessions on time?	2.87	.36	1 (0.7%)	14 (9.4%)	106 (71.1%)	19 (12.8%)
9	Talk to your child's teachers about his/her progress?	2.60	.63	6 (4.0%)	19 (12.8%)	53 (35.6%)	69 (46.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: ATS Project Success

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=149

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.55	.64	1 (0.7%)	5 (3.4%)	34 (22.8%)	64 (43.0%)	3 (2.0%)	36 (24.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.53	.62	1 (0.7%)	4 (2.7%)	41 (27.5%)	64 (43.0%)	2 (1.3%)	35 (23.5%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.23	.78	4 (2.7%)	9 (6.0%)	45 (30.2%)	40 (26.8%)	4 (2.7%)	43 (28.9%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.57	.62	2 (1.3%)	4 (2.7%)	47 (31.5%)	89 (59.7%)	4 (2.7%)	1 (0.7%)
14	Overall, I am happy with the tutoring my child received...	3.67	.61	3 (2.0%)	2 (1.3%)	34 (22.8%)	105 (70.5%)	2 (1.3%)	-
Parent Satisfaction Outcomes									
Total N= 111				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				2.7%		97.3%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: BrainWorks Learning Center/First in Knowledge, LLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=277

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.26	.66	32 (11.6%)	137 (49.5%)	103 (37.2%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.19	.66	39 (14.1%)	144 (52.0%)	90 (32.5%)	
5	Help your child with subjects she/he is working on in school?	2.67	.56	10 (3.6%)	51 (18.4%)	151 (54.5%)	62 (22.4%)
6	Answer your questions about tutoring?	2.50	.65	22 (7.9%)	82 (29.6%)	146 (52.7%)	18 (6.5%)
7	Start the tutoring sessions on time?	2.91	.33	3 (1.1%)	13 (4.7%)	196 (70.8%)	63 (22.7%)
8	End the tutoring sessions on time?	2.92	.31	2 (0.7%)	18 (6.5%)	239 (86.3%)	16 (5.8%)
9	Talk to your child's teachers about his/her progress?	2.38	.73	19 (6.9%)	42 (15.2%)	68 (24.5%)	145 (52.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: BrainWorks Learning Center/First in Knowledge, LLC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=277

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.27	.74	5 (1.8%)	22 (7.9%)	98 (35.4%)	90 (32.5%)	13 (4.7%)	42 (15.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.42	.66	4 (1.4%)	10 (3.6%)	98 (35.4%)	114 (41.2%)	11 (4.0%)	33 (11.9%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.15	.81	12 (4.3%)	28 (10.1%)	114 (41.2%)	88 (31.8%)	13 (4.7%)	15 (5.4%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.25	.76	9 (3.2%)	22 (7.9%)	121 (43.7%)	104 (37.5%)	3 (1.1%)	7 (2.5%)
14	Overall, I am happy with the tutoring my child received...	3.44	.68	5 (1.8%)	12 (4.3%)	105 (37.9%)	133 (48.0%)	9 (3.2%)	5 (1.8%)
Parent Satisfaction Outcomes									
Total N=241				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				8.3%		91.7%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Brame Institute of Education

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=153

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.97	.78	48 (31.4%)	61 (39.9%)	43 (28.1%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.14	.69	26 (17.0%)	78 (51.0%)	48 (31.4%)	
5	Help your child with subjects she/he is working on in school?	2.50	.66	11 (7.2%)	40 (26.1%)	72 (47.1%)	29 (19.0%)
6	Answer your questions about tutoring?	2.22	.81	31 (20.3%)	39 (25.5%)	60 (39.2%)	20 (13.1%)
7	Start the tutoring sessions on time?	2.93	.26	-	7 (4.6%)	94 (61.4%)	51 (33.3%)
8	End the tutoring sessions on time?	2.94	.28	1 (0.7%)	6 (3.9%)	119 (77.8%)	27 (17.6%)
9	Talk to your child's teachers about his/her progress?	2.38	.75	9 (5.9%)	17 (11.1%)	30 (19.6%)	96 (62.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Brame Institute of Education
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=153

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.20	.76	8 (5.2%)	3 (2.0%)	74 (48.4%)	45 (29.4%)	19 (12.4%)	4 (2.6%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.22	.76	7 (4.6%)	6 (3.9%)	73 (47.7%)	50 (32.7%)	16 (10.5%)	1 (0.7%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.03	.86	12 (7.8%)	12 (7.8%)	71 (46.4%)	40 (26.1%)	3 (2.0%)	13(8.5)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.21	.75	6 (3.9%)	9 (5.9%)	73 (47.7%)	50 (32.7%)	7 (4.6%)	7 (4.6%)
14	Overall, I am happy with the tutoring my child received...	3.32	.74	5 (3.3%)	8 (5.2%)	66 (43.1%)	63 (41.2%)	9 (5.9%)	-
Parent Satisfaction Outcomes									
Total N=131				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				9.9%		90.1%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Bright Futures Learning, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=271

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.16	.72	51 (18.8%)	122 (45.0%)	94 (34.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.77	.50	10 (3.7%)	42 (15.5%)	216 (79.7%)	
5	Help your child with subjects she/he is working on in school?	2.68	.58	12 (4.4%)	42 (15.5%)	150 (55.4%)	63 (23.2%)
6	Answer your questions about tutoring?	2.40	.69	28 (10.3%)	85 (31.4%)	121 (44.6%)	27 (10.0%)
7	Start the tutoring sessions on time?	2.92	.29	1 (0.4%)	15 (5.5%)	188 (69.4%)	64 (23.6%)
8	End the tutoring sessions on time?	2.87	.40	5 (1.8%)	22 (8.1%)	212 (78.2%)	28 (10.3%)
9	Talk to your child's teachers about his/her progress?	2.44	.71	18 (6.6%)	43 (15.9%)	80 (29.5%)	126 (46.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Bright Futures Learning, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=271

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider</i> :		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.34	.71	7 (2.6%)	8 (3.0%)	100 (36.9%)	94 (34.7%)	18 (6.6%)	38 (14.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.39	.66	4 (1.5%)	11 (4.1%)	109 (40.2%)	112 (41.3%)	17 (6.3%)	16 (5.9%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.85	.90	24 (8.9%)	42 (15.5%)	110 (40.6%)	55 (20.3%)	8 (3.0%)	25 (9.2%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.31	.71	7 (2.6%)	16 (5.9%)	123 (45.4%)	108 (39.9%)	9 (3.3%)	5 (1.8%)
14	Overall, I am happy with the tutoring my child received...	3.47	.65	3 (1.1%)	13 (4.8%)	104 (38.4%)	141 (52.0%)	5 (1.8%)	1 (0.4%)
Parent Satisfaction Outcomes									
Total N=239				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				5.9%		94.1%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Brunswick County Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=60

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.86	.78	22 (36.7%)	22 (36.7%)	14 (23.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.03	.71	14 (23.3%)	30 (50.0%)	16 (26.7%)	
5	Help your child with subjects she/he is working on in school?	2.71	.51	1 (1.7%)	10 (16.7%)	31 (51.7%)	17 (28.3%)
6	Answer your questions about tutoring?	2.25	.89	15 (25.0%)	8 (13.3%)	28 (46.7%)	6 (10.0%)
7	Start the tutoring sessions on time?	2.98	.15	-	1 (1.7%)	44 (73.3%)	15 (25.0%)
8	End the tutoring sessions on time?	2.93	.25	-	3 (5.0%)	42(70.0)	14 (23.3%)
9	Talk to your child's teachers about his/her progress?	2.40	.76	6 (10.0%)	9 (15.0%)	20 (33.3%)	24 (40.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Brunswick County Schools

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=60

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.12	.95	6 (10.0%)	4 (6.7%)	24 (40.0%)	23 (38.3%)	3 (5.0%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.17	.98	6 (10.0%)	5 (8.3%)	20 (33.3%)	27 (45.0%)	2 (3.3%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.59	.98	7 (11.7%)	16 (26.7%)	16 (26.7%)	10 (16.7%)	3 (5.0%)	7 (11.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.16	.99	5 (8.3%)	5 (8.3%)	16 (26.7%)	23 (38.3%)	3 (5.0%)	4 (6.7%)
14	Overall, I am happy with the tutoring my child received...	3.41	.92	4 (6.7%)	5 (8.3%)	12 (20.0%)	37 (61.7%)	1 (1.7%)	-
Parent Satisfaction Outcomes									
Total N=53				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				18.9%		81.1%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Burke County Before and After School Program

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=33

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.27	.63	3 (9.1%)	18 (54.5%)	12 (36.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.30	.64	3 (9.1%)	17 (51.5%)	13 (39.4%)	
5	Help your child with subjects she/he is working on in school?	2.83	.38	-	5 (15.2%)	24 (72.7%)	4 (12.1%)
6	Answer your questions about tutoring?	2.38	.70	3 (9.1%)	10 (30.3%)	13 (39.4%)	7 (21.2%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	24 (72.7%)	9 (27.3%)
8	End the tutoring sessions on time?	2.93	.27	-	2 (6.1%)	25 (75.8%)	6 (18.2%)
9	Talk to your child's teachers about his/her progress?	2.46	.52	-	7 (21.2%)	6 (18.2%)	20 (60.6%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Burke County Before and After School Program

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=33

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.24	.56	-	2 (6.1%)	21 (63.6%)	10 (30.3%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.04	.79	1 (3.0%)	5 (15.2%)	14 (42.4%)	8 (24.2%)	2 (6.1%)	3 (9.1%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.64	.83	2 (6.1%)	10 (30.3%)	12 (36.4%)	4 (12.1%)	2 (6.1%)	3 (9.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.09	.64	-	5 (15.2%)	19 (57.6%)	8 (24.2%)	1 (3.0%)	-
14	Overall, I am happy with the tutoring my child received...	3.39	.61	-	2 (6.1%)	16 (48.5%)	15 (45.5%)	-	-
Parent Satisfaction Outcomes									
Total N=32				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				9.4%		90.6%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Capitol Educational Support, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=123

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.13	.70	22 (17.9%)	59 (48.0%)	38 (30.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.11	.75	28 (22.8%)	52 (42.3%)	42 (34.1%)	
5	Help your child with subjects she/he is working on in school?	2.64	.61	7 (5.7%)	22 (17.9%)	70 (56.9%)	20 (16.3%)
6	Answer your questions about tutoring?	2.26	.76	20 (16.3%)	38 (30.9%)	48 (39.0%)	10 (8.1%)
7	Start the tutoring sessions on time?	2.90	.30	-	8 (6.5%)	73 (59.3%)	39 (31.7%)
8	End the tutoring sessions on time?	2.87	.39	2 (1.6%)	10 (8.1%)	95 (77.2%)	14 (11.4%)
9	Talk to your child's teachers about his/her progress?	2.43	.62	4 (3.3%)	25 (20.3%)	29 (23.6%)	60 (48.8%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Capitol Educational Support, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=123

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.20	.72	3 (2.4%)	9 (7.3%)	55 (44.7%)	36 (29.3%)	10 (8.1%)	4 (3.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.27	.73	4 (3.3%)	5 (4.1%)	54 (43.9%)	41 (33.3%)	12 (9.8%)	3 (2.4%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.67	.97	14 (11.4%)	25 (20.3%)	38 (30.9%)	21 (17.1%)	4 (3.3%)	14 (11.4%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.11	.88	7 (5.7%)	14 (11.4%)	45 (36.6%)	40 (32.5%)	4 (3.3%)	8 (6.5%)
14	Overall, I am happy with the tutoring my child received...	3.44	.72	4 (3.3%)	2 (1.6%)	44 (35.8%)	58 (47.2%)	6 (4.9%)	4 (3.3%)
Parent Satisfaction Outcomes									
Total N=104				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				9.6%		90.4%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Carolina Communication Consultants, LLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=1

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Carolina Communication Consultants, LLC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=1

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=1				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Centipede Math
Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=33

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.94	.79	11 (33.3%)	13 (39.4%)	9 (27.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.00	.67	7 (21.2%)	18 (54.5%)	7 (21.2%)	
5	Help your child with subjects she/he is working on in school?	2.79	.42	-	5 (15.2%)	19 (57.6%)	9 (27.3%)
6	Answer your questions about tutoring?	2.28	.74	4 (12.1%)	10 (30.3%)	11 (33.3%)	7 (21.2%)
7	Start the tutoring sessions on time?	2.84	.38	-	3 (9.1%)	16 (48.5%)	13 (39.4%)
8	End the tutoring sessions on time?	2.80	.52	1 (3.0%)	2 (6.1%)	17 (51.5%)	12 (36.4%)
9	Talk to your child's teachers about his/her progress?	2.11	.90	6 (18.2%)	4 (12.1%)	8 (24.2%)	15 (45.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Centipede Math

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=33

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider</i> :		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.40	.72	-	4 (12.1%)	10 (30.3%)	16 (48.5%)	2 (6.1%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.25	.99	2 (6.1%)	3 (9.1%)	6 (18.2%)	13 (39.4%)	3 (9.1%)	6 (18.2%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.43	.73	1 (3.0%)	13 (39.4%)	7 (21.2%)	2 (6.1%)	3 (9.1%)	7 (21.2%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.97	.88	3 (9.1%)	3 (9.1%)	17 (51.5%)	8 (24.2%)	1 (3.0%)	1 (3.0%)
14	Overall, I am happy with the tutoring my child received...	3.27	.88	2 (6.1%)	3 (9.1%)	12 (36.4%)	16 (48.5%)	-	-
Parent Satisfaction Outcomes									
Total N=25				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				12.0%		88.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Charles England School Intermediate

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=26

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.96	.72	7 (26.9%)	13 (50.0%)	6 (23.1%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.88	.78	9 (34.6%)	10 (38.5%)	6 (23.1%)	
5	Help your child with subjects she/he is working on in school?	2.81	.40	-	4 (15.4%)	17 (65.4%)	5 (19.2%)
6	Answer your questions about tutoring?	2.48	.75	3 (11.5%)	5 (19.2%)	13 (50.0%)	5 (19.2%)
7	Start the tutoring sessions on time?	2.90	.31	-	2 (7.7%)	18 (69.2%)	6 (23.1%)
8	End the tutoring sessions on time?	2.86	.47	1 (3.8%)	1 (3.8%)	20 (76.9%)	4 (15.4%)
9	Talk to your child's teachers about his/her progress?	2.75	.58	1 (3.8%)	2 (7.7%)	13 (50.0%)	10 (38.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Charles England School Intermediate

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=26

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider</i> :		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.33	.48	-	-	14 (53.8%)	7 (26.9%)	5 (19.2%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.35	.59	-	1 (3.8%)	11 (42.3%)	8 (30.8%)	5 (19.2%)	1 (3.8%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.68	1.09	4 (15.4%)	5 (19.2%)	7 (26.9%)	6 (23.1%)	2 (7.7%)	2 (7.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.20	.77	1 (3.8%)	1 (3.8%)	11 (42.3%)	7 (26.9%)	3 (11.5%)	3 (11.5%)
14	Overall, I am happy with the tutoring my child received...	3.26	.54	-	1 (3.8%)	15 (57.7%)	7 (26.9%)	3 (11.5%)	-
Parent Satisfaction Outcomes									
Total N=18				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				5.6%		94.4%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Charlotte-Mecklenburg Schools “Creating Minds for Success”

Districts Served: See Appendix H

Questions 3-9 pertain to parents’ experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=309

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child’s tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don’t Know
3	Talk to you about your child’s progress?	1.90	.74	99 (32.0%)	132 (42.7%)	69 (22.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child’s progress?	2.25	.66	38 (12.3%)	151 (48.9%)	114 (36.9%)	
5	Help your child with subjects she/he is working on in school?	2.62	.59	14 (4.5%)	67 (21.7%)	170 (55.0%)	49 (15.9%)
6	Answer your questions about tutoring?	2.15	.80	64 (20.7%)	87 (28.2%)	102 (33.0%)	41 (13.3%)
7	Start the tutoring sessions on time?	2.83	.41	3 (1.0%)	29 (9.4%)	174 (56.3%)	97 (31.4%)
8	End the tutoring sessions on time?	2.84	.40	3 (1.0%)	30 (9.7%)	198 (64.1%)	72 (23.3%)
9	Talk to your child’s teachers about his/her progress?	2.20	.83	46 (14.9%)	47 (15.2%)	81 (26.2%)	125 (40.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Charlotte-Mecklenburg Schools “Creating Minds for Success”

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=309

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.31	.73	9 (2.9%)	16 (5.2%)	129 (41.7%)	119 (38.5%)	19 (6.1%)	8 (2.6%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.31	.71	8 (2.6%)	16 (5.2%)	135 (43.7%)	118 (38.2%)	15 (4.9%)	9 (2.9%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.42	1.02	55 (17.8%)	60 (19.4%)	81 (26.2%)	36 (11.7%)	21 (6.8%)	45 (14.6%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.21	.82	16 (5.2%)	23 (7.4%)	126 (40.8%)	112 (36.2%)	11 (3.6%)	13 (4.2%)
14	Overall, I am happy with the tutoring my child received...	3.30	.82	16 (5.2%)	18 (5.8%)	116 (37.5%)	135 (43.7%)	8 (2.6%)	9 (2.9%)
Parent Satisfaction Outcomes									
Total N=262				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = “Dissatisfied” If mean score for questions 10-14 ≥ 2.5 then parent outcome = “Satisfied”				12.6%		87.4%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Clinton City Schools 21st Century Community Learning Center - SMAART

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=20

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.05	.61	3 (15.0%)	13 (65.0%)	4 (20.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.68	.67	8 (40.0%)	9 (45.0%)	2 (10.0%)	
5	Help your child with subjects she/he is working on in school?	2.47	.52	-	8 (40.0%)	7 (35.0%)	5 (25.0%)
6	Answer your questions about tutoring?	2.24	.56	1 (5.0%)	11 (55.0%)	5 (25.0%)	2 (10.0%)
7	Start the tutoring sessions on time?	2.67	.49	-	5 (25.0%)	10 (50.0%)	5 (25.0%)
8	End the tutoring sessions on time?	2.76	.44	-	4 (20.0%)	13 (65.0%)	3 (15.0%)
9	Talk to your child's teachers about his/her progress?	2.46	.66	1 (5.0%)	5 (25.0%)	7 (35.0%)	7 (35.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Clinton City Schools 21st Century Community Learning Center - SMAART

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=20

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider</i> :		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.06	.75	1 (5.0%)	1 (5.0%)	11 (55.0%)	4 (20.0%)	-	2 (10.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.20	.70	-	3 (15.0%)	10 (50.0%)	7 (35.0%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.00	.86	2 (10.0%)	1 (5.0%)	12 (60.0%)	5 (25.0%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.06	.83	1 (5.0%)	2 (10.0%)	9 (45.0%)	5 (25.0%)	-	3 (15.0%)
14	Overall, I am happy with the tutoring my child received...	3.17	.71	-	3 (15.0%)	9 (45.0%)	6 (30.0%)	1 (5.0%)	-
Parent Satisfaction Outcomes									
Total N=19				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				26.3%		73.7%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Communities in Schools (CIS) of Brunswick County, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.14	.90	2 (28.6%)	2 (28.6%)	3 (42.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.00	.82	2 (28.6%)	3 (42.9%)	2 (28.6%)	
5	Help your child with subjects she/he is working on in school?	2.60	.55	-	2 (28.6%)	3 (42.9%)	2 (28.6%)
6	Answer your questions about tutoring?	2.29	.95	2 (28.6%)	1 (14.3%)	4 (57.1%)	-
7	Start the tutoring sessions on time?	3.00	.00	-	-	5 (71.4%)	2 (28.6%)
8	End the tutoring sessions on time?	2.67	.52	-	2 (28.6%)	4 (57.1%)	1 (14.3%)
9	Talk to your child's teachers about his/her progress?	*	*	1 (14.3%)	-	3 (42.9%)	3 (42.9%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Communities in Schools (CIS) of Brunswick County, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.29	.95	-	2 (28.6%)	1 (14.3%)	4 (57.1%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.14	1.07	-	3 (42.9%)	-	4 (57.1%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.57	1.27	2 (28.6%)	1 (14.3%)	2 (28.6%)	2 (28.6%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.00	1.10	1 (14.3%)	-	3 (42.9%)	2 (28.6%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.14	1.22	1 (14.3%)	1 (14.3%)	1 (14.3%)	4 (57.1%)	-	-
Parent Satisfaction Outcomes									
Total N=7				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				28.6%		71.4%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Cool Kids Learn, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=35

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.00	.80	11 (31.4%)	13 (37.1%)	11 (31.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.26	.66	4 (11.4%)	18 (51.4%)	13 (37.1%)	
5	Help your child with subjects she/he is working on in school?	2.58	.58	1 (2.9%)	9 (25.7%)	16 (45.7%)	9 (25.7%)
6	Answer your questions about tutoring?	2.52	.74	4 (11.4%)	6 (17.1%)	19 (54.3%)	5 (14.3%)
7	Start the tutoring sessions on time?	2.82	.40	-	4 (11.4%)	18 (51.4%)	13 (37.1%)
8	End the tutoring sessions on time?	2.86	.36	-	4 (11.4%)	24 (68.6%)	7 (20.0%)
9	Talk to your child's teachers about his/her progress?	2.26	.81	4 (11.4%)	6 (17.1%)	9 (25.7%)	15 (42.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Cool Kids Learn, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=35

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.30	.61	-	2 (5.7%)	15 (42.9%)	10 (28.6%)	4 (11.4%)	4 (11.4%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.45	.51	-	-	16 (45.7%)	13 (37.1%)	5 (14.3%)	1 (2.9%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.68	.95	4 (11.4%)	4 (11.4%)	13 (37.1%)	4 (11.4%)	2 (5.7%)	5 (14.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.31	.47	-	-	20 (57.1%)	9 (25.7%)	2 (5.7%)	3 (8.6%)
14	Overall, I am happy with the tutoring my child received...	3.19	.62	1 (2.9%)	-	19 (54.3%)	7 (20.0%)	4 (11.4%)	2 (5.7%)
Parent Satisfaction Outcomes									
Total N=24				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Cornerstone 21st Century Community Learning Center
Districts Served: NO SURVEYS DISTRIBUTED

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=0

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?						
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?						
5	Help your child with subjects she/he is working on in school?						
6	Answer your questions about tutoring?						
7	Start the tutoring sessions on time?						
8	End the tutoring sessions on time?						
9	Talk to your child's teachers about his/her progress?						

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Cornerstone 21st Century Community Learning Center
Districts Served: NO SURVEYS DISTRIBUTED

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=0

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...								
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...								
12	I was given a chance to meet with the tutor and discuss my child's learning goals...								
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...								
14	Overall, I am happy with the tutoring my child received...								
Parent Satisfaction Outcomes									
Total N=0				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"									
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Curriculum Coaching Specialists by Cabarrus County

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.71	.95	4 (57.1%)	1 (14.3%)	2 (28.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.29	.49	-	5 (71.4%)	2 (28.6%)	
5	Help your child with subjects she/he is working on in school?	2.57	.54	-	3 (42.9%)	4 (57.1%)	-
6	Answer your questions about tutoring?	2.00	.82	2 (28.6%)	3 (42.9%)	2 (28.6%)	-
7	Start the tutoring sessions on time?	*	*	-	-	4 (57.1%)	3 (42.9%)
8	End the tutoring sessions on time?	3.00	.00	-	-	6 (85.7%)	1 (14.3%)
9	Talk to your child's teachers about his/her progress?	*	*	3 (42.9%)	-	1 (14.3%)	3 (42.9%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Curriculum Coaching Specialists by Cabarrus County
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	2.80	.84	-	2 (28.6%)	2 (28.6%)	1 (14.3%)	-	2 (28.6%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.50	.55	-	-	3 (42.9%)	3 (42.9%)	1 (14.3%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.57	.54	-	3 (42.9%)	4 (57.1%)	-	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.17	.41	-	-	5 (71.4%)	1 (14.3%)	-	1 (14.3%)
14	Overall, I am happy with the tutoring my child received...	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
Parent Satisfaction Outcomes									
Total N=6				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Eastern Carolina Educational Assistance Center/DeLorge International

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=4

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Eastern Carolina Educational Assistance Center/DeLorge International
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=4

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=4				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N ≥ 5 .

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Edenton-Chowan Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=15

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.87	.74	5 (33.3%)	7 (46.7%)	3 (20.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.07	.80	4 (26.7%)	6 (40.0%)	5 (33.3%)	
5	Help your child with subjects she/he is working on in school?	2.80	.42	-	2 (13.3%)	8 (53.3%)	5 (33.3%)
6	Answer your questions about tutoring?	2.18	.98	4 (26.7%)	1 (6.7%)	6 (40.0%)	3 (20.0%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	9 (60.0%)	6 (40.0%)
8	End the tutoring sessions on time?	3.00	.00	-	-	9 (60.0%)	6 (40.0%)
9	Talk to your child's teachers about his/her progress?	2.22	.67	1 (6.7%)	5 (33.3%)	3 (20.0%)	6 (40.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Edenton-Chowan Schools

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=15

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.36	1.03	1 (6.7%)	1 (6.7%)	2 (13.3%)	7 (46.7%)	2 (13.3%)	2 (13.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.46	.66	-	1 (6.7%)	5 (33.3%)	7 (46.7%)	1 (6.7%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.33	.78	1 (6.7%)	7 (46.7%)	3 (20.0%)	1 (6.7%)	-	2 (13.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.15	.80	-	3 (20.0%)	5 (33.3%)	5 (33.3%)	1 (6.7%)	1 (6.7%)
14	Overall, I am happy with the tutoring my child received...	3.62	.51	-	-	5 (33.3%)	8 (53.3%)	2 (13.3%)	-
Parent Satisfaction Outcomes									
Total N=13				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				15.4%		84.6%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Educational Futures Corporation (EFC)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=90

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.89	.76	31 (34.4%)	37 (41.1%)	21 (23.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.09	.66	16 (17.8%)	50 (55.6%)	24 (26.7%)	
5	Help your child with subjects she/he is working on in school?	2.61	.63	6 (6.7%)	19 (21.1%)	55 (61.1%)	9 (10.0%)
6	Answer your questions about tutoring?	2.11	.79	22 (24.4%)	31 (34.4%)	31 (34.4%)	5 (5.6%)
7	Start the tutoring sessions on time?	2.86	.39	1 (1.1%)	8 (8.9%)	60 (66.7%)	21 (23.3%)
8	End the tutoring sessions on time?	2.82	.42	1 (1.1%)	11 (12.2%)	60 (66.7%)	18 (20.0%)
9	Talk to your child's teachers about his/her progress?	2.21	.71	10 (11.1%)	28 (31.1%)	23 (25.6%)	29 (32.2%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Educational Futures Corporation (EFC)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=90

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.30	.77	3 (3.3%)	7 (7.8%)	36 (40.0%)	38 (42.2%)	4 (4.4%)	1 (1.1%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.30	.76	3 (3.3%)	6 (6.7%)	38 (42.2%)	37 (41.1%)	6 (6.7%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.49	1.04	17 (18.9%)	16 (17.8%)	27 (30.0%)	13 (14.4%)	5 (5.6%)	12.2 (%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.23	.77	3 (3.3%)	7 (7.8%)	38 (42.2%)	31 (34.4%)	10 (11.1%)	1 (1.1%)
14	Overall, I am happy with the tutoring my child received...	3.25	.78	3 (3.3%)	8 (8.9%)	37 (41.1%)	35 (38.9%)	6 (6.7%)	-
Parent Satisfaction Outcomes									
Total N=80				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				11.3%		8.8%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: EYE Partners, LLC (Empowering Youth through Education)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N =39

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.05	.70	8 (20.5%)	20 (51.3%)	10 (25.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.32	.62	3 (7.7%)	20 (51.3%)	15 (38.5%)	
5	Help your child with subjects she/he is working on in school?	2.50	.71	4 (10.3%)	9 (23.1%)	21 (53.8%)	4 (10.3%)
6	Answer your questions about tutoring?	2.38	.70	4 (10.3%)	13 (33.3%)	17 (43.6%)	4 (10.3%)
7	Start the tutoring sessions on time?	2.90	.40	1 (2.6%)	1 (2.6%)	28 (71.8%)	9 (23.1%)
8	End the tutoring sessions on time?	2.84	.52	2 (5.1%)	1 (2.6%)	29 (74.4%)	6 (15.4%)
9	Talk to your child's teachers about his/her progress?	2.18	.85	6 (15.4%)	6 (15.4%)	10 (25.6%)	16 (41.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: EYE Partners, LLC (Empowering Youth through Education)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=39

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.23	.92	3 (7.7%)	1 (2.6%)	13 (33.3%)	14 (35.9%)	3 (7.7%)	4 (10.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.18	.77	2 (5.1%)	1 (2.6%)	19 (48.7%)	11 (28.2%)	3 (7.7%)	2 (5.1%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.36	1.06	6 (15.4%)	12 (30.8%)	4 (10.3%)	6 (15.4%)	-	11 (28.2%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.31	.63	-	3 (7.7%)	18 (46.2%)	14 (35.9%)	2 (5.1%)	1 (2.6%)
14	Overall, I am happy with the tutoring my child received...	3.31	.80	2 (5.1%)	1 (2.6%)	16 (41.0%)	16 (41.0%)	2 (5.1%)	2 (5.1%)
Parent Satisfaction Outcomes									
Total N=29				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				13.8%		86.2%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Focused Intervention, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=11

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.82	.60	3 (27.3%)	7 (63.6%)	1 (9.1%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.27	.79	2 (18.2%)	4 (36.4%)	5 (45.5%)	
5	Help your child with subjects she/he is working on in school?	2.50	.71	1 (9.1%)	3 (27.3%)	6 (54.5%)	1 (9.1%)
6	Answer your questions about tutoring?	2.50	.53	-	5 (45.5%)	5 (45.5%)	1 (9.1%)
7	Start the tutoring sessions on time?	2.88	.35	-	1 (9.1%)	7 (63.6%)	3 (27.3%)
8	End the tutoring sessions on time?	2.91	.30	-	1 (9.1%)	10 (90.9%)	-
9	Talk to your child's teachers about his/her progress?	2.00	1.00	2 (18.2%)	1 (9.1%)	2 (18.2%)	6 (54.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Focused Intervention, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=11

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.00	1.32	2 (18.2%)	1 (9.1%)	1 (9.1%)	5 (45.5%)	2 (18.2%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.20	.92	1 (9.1%)	-	5 (45.5%)	4 (36.4%)	1 (9.1%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.90	.88	1 (9.1%)	1 (9.1%)	6 (54.5%)	2 (18.2%)	-	1 (9.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.73	1.01	2 (18.2%)	1 (9.1%)	6 (54.5%)	2 (18.2%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.27	.91	1 (9.1%)	-	5 (45.5%)	5 (45.5%)	-	-
Parent Satisfaction Outcomes									
Total N=10				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				20.0%		80.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: FUNdamentals Free Tutoring, LLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=37

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.97	.76	11 (29.7%)	16 (43.2%)	10 (27.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.24	.64	4 (10.8%)	20 (54.1%)	13 (35.1%)	
5	Help your child with subjects she/he is working on in school?	2.81	.40	-	5 (13.5%)	21 (56.8%)	11 (29.7%)
6	Answer your questions about tutoring?	2.29	.90	8 (21.6%)	4 (10.8%)	16 (43.2%)	7 (18.9%)
7	Start the tutoring sessions on time?	2.89	.47	1 (2.7%)	-	17 (45.9%)	19 (51.4%)
8	End the tutoring sessions on time?	2.87	.34	-	4 (10.8%)	27 (73.0%)	6 (16.2%)
9	Talk to your child's teachers about his/her progress?	2.39	.61	1 (2.7%)	9 (24.3%)	8 (21.6%)	19 (51.4%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: FUNdamentals Free Tutoring, LLC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=37

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.07	.83	2 (5.4%)	2 (5.4%)	15 (40.5%)	8 (21.6%)	6 (16.2%)	3 (8.1%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.13	.82	2 (5.4%)	2 (5.4%)	16 (43.2%)	10 (27.0%)	6 (16.2%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.63	1.00	5 (13.5%)	7 (18.9%)	12 (32.4%)	6 (16.2%)	2 (5.4%)	5 (13.5%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.03	.86	2 (5.4%)	5 (13.5%)	15 (40.5%)	10 (27.0%)	1 (2.7%)	3 (8.1%)
14	Overall, I am happy with the tutoring my child received...	3.30	.81	1 (2.7%)	4 (10.8%)	12 (32.4%)	16 (43.2%)	3 (8.1%)	1 (2.7%)
Parent Satisfaction Outcomes									
Total N=29				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				13.8%		86.2%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Global Learning Center, LLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=0 NO USABLE DATA WERE RECEIVED

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?						
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?						
5	Help your child with subjects she/he is working on in school?						
6	Answer your questions about tutoring?						
7	Start the tutoring sessions on time?						
8	End the tutoring sessions on time?						
9	Talk to your child's teachers about his/her progress?						

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Global Learning Center, LLC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=0 NO USABLE DATA WERE RECEIVED

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...								
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...								
12	I was given a chance to meet with the tutor and discuss my child's learning goals...								
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...								
14	Overall, I am happy with the tutoring my child received...								
Parent Satisfaction Outcomes									
Total N=0 NO USABLE DATA WERE RECEIVED				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"									
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Glosso Speech, Language and Educational Services, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=22

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.00	.92	8 (36.4%)	4 (18.2%)	8 (36.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.18	.66	3 (13.6%)	12 (54.5%)	7 (31.8%)	
5	Help your child with subjects she/he is working on in school?	2.85	.38	-	2 (9.1%)	11 (50.0%)	9 (40.9%)
6	Answer your questions about tutoring?	2.21	.80	3 (13.6%)	5 (22.7%)	6 (27.3%)	7 (31.8%)
7	Start the tutoring sessions on time?	2.92	.29	-	1 (4.5%)	11 (50.0%)	10 (45.5%)
8	End the tutoring sessions on time?	2.88	.33	-	2 (9.1%)	15 (68.2%)	5 (22.7%)
9	Talk to your child's teachers about his/her progress?	2.33	.87	2 (9.1%)	2 (9.1%)	5 (22.7%)	13 (59.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Glosso Speech, Language and Educational Services, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=22

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.25	.55	-	1 (4.5%)	13 (59.1%)	6 (27.3%)	-	1 (4.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.55	.61	-	1 (4.5%)	7 (31.8%)	12 (54.5%)	2 (9.1%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.93	.70	-	4 (18.2%)	8 (36.4%)	3 (13.6%)	-	6 (27.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.56	.62	-	1 (4.5%)	6 (27.3%)	11 (50.0%)	1 (4.5%)	1 (4.5%)
14	Overall, I am happy with the tutoring my child received...	3.41	.67	-	2 (9.1%)	9 (40.9%)	11 (50.0%)	-	-
Parent Satisfaction Outcomes									
Total N=19				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Greater Enrichment Program, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=36

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.06	.69	7 (19.4%)	18 (50.0%)	9 (25.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.41	.61	2 (5.6%)	16 (44.4%)	16 (44.4%)	
5	Help your child with subjects she/he is working on in school?	2.56	.67	3 (8.3%)	8 (22.2%)	21 (58.3%)	2 (5.6%)
6	Answer your questions about tutoring?	1.96	.84	9 (25.0%)	8 (22.2%)	8 (22.2%)	9 (25.0%)
7	Start the tutoring sessions on time?	2.88	.34	-	3 (8.3%)	21 (58.3%)	11 (30.6%)
8	End the tutoring sessions on time?	2.89	.32	-	3 (8.3%)	24 (66.7%)	8 (22.2%)
9	Talk to your child's teachers about his/her progress?	2.41	.80	4 (11.1%)	5 (13.9%)	13 (36.1%)	13 (36.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Greater Enrichment Program, Inc.
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=36

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.21	1.00	3 (8.3%)	2 (5.6%)	9 (25.0%)	14 (38.9%)	-	5 (13.9%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.50	.57	-	1 (2.8%)	14 (38.9%)	17 (47.2%)	2 (5.6%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.41	1.15	9 (25.0%)	5 (13.9%)	9 (25.0%)	6 (16.7%)	2 (5.6%)	2 (5.6%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.38	.66	1 (2.8%)	-	17 (47.2%)	14 (38.9%)	2 (5.6%)	-
14	Overall, I am happy with the tutoring my child received...	3.45	.67	1 (2.8%)	-	15 (41.7%)	17 (47.2%)	1 (2.8%)	-
Parent Satisfaction Outcomes									
Total N=30				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				3.3%		96.7%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Guilford County Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=105

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.99	.77	30 (28.6%)	41 (39.0%)	29 (27.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.05	.67	20 (19.0%)	57 (54.3%)	25 (23.8%)	
5	Help your child with subjects she/he is working on in school?	2.60	.69	9 (8.6%)	14 (13.3%)	57 (54.3%)	22 (21.0%)
6	Answer your questions about tutoring?	2.17	.79	20 (19.0%)	29 (27.6%)	34 (32.4%)	17 (16.2%)
7	Start the tutoring sessions on time?	2.82	.46	2 (1.9%)	8 (7.6%)	55 (52.4%)	35 (33.3%)
8	End the tutoring sessions on time?	2.87	.41	2 (1.9%)	6 (5.7%)	68 (64.8%)	25 (23.8%)
9	Talk to your child's teachers about his/her progress?	2.09	.79	15 (14.3%)	21 (20.0%)	20 (19.0%)	43 (41.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Guilford County Schools

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=105

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.31	.69	1 (1.0%)	9 (8.6%)	43 (41.0%)	40 (38.1%)	6 (5.7%)	2 (1.9%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.29	.67	2 (1.9%)	5 (4.8%)	51 (48.6%)	37 (35.2%)	4 (3.8%)	2 (1.9%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.58	.98	14 (13.3%)	19 (18.1%)	32 (30.5%)	14 (13.3%)	2 (1.9%)	21 (20.0%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.17	.70	1 (1.0%)	12 (11.4%)	47 (44.8%)	29 (27.6%)	5 (4.8%)	6 (5.7%)
14	Overall, I am happy with the tutoring my child received...	3.40	.67	-	9 (8.6%)	36 (34.3%)	45 (42.9%)	11 (10.5%)	-
Parent Satisfaction Outcomes									
Total N=87				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				11.5%		88.5%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: H.I.G.H.E.R. Tutorial Services, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=1

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: H.I.G.H.E.R. Tutorial Services, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=1

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=1				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Hamilton and Harris Educational Consulting Group

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=26

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.12	.91	9 (34.6%)	5 (19.2%)	12 (46.2%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.65	.56	10 (38.5%)	15 (57.7%)	1 (3.8%)	
5	Help your child with subjects she/he is working on in school?	2.39	.61	1 (3.8%)	9 (34.6%)	8 (30.8%)	8 (30.8%)
6	Answer your questions about tutoring?	2.37	.83	4 (15.4%)	4 (15.4%)	11 (42.3%)	5 (19.2%)
7	Start the tutoring sessions on time?	2.94	.25	-	1 (3.8%)	15 (57.7%)	10 (38.5%)
8	End the tutoring sessions on time?	2.92	.28	-	2 (7.7%)	22 (84.6%)	1 (3.8%)
9	Talk to your child's teachers about his/her progress?	2.60	.89	1 (3.8%)	-	4 (15.4%)	21 (80.8%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Hamilton and Harris Educational Consulting Group

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=26

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	2.72	.67	1 (3.8%)	4 (15.4%)	12 (46.2%)	1 (3.8%)	5 (19.2%)	3 (11.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.04	.62	-	4 (15.4%)	15 (57.7%)	5 (19.2%)	2 (7.7%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.45	1.01	5 (19.2%)	5 (19.2%)	9 (34.6%)	3 (11.5%)	2 (7.7%)	2 (7.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.22	.85	6 (23.1%)	6 (23.1%)	11 (42.3%)	-	2 (7.7%)	1 (3.8%)
14	Overall, I am happy with the tutoring my child received...	2.83	.64	1 (3.8%)	4 (15.4%)	17 (65.4%)	2 (7.7%)	2 (7.7%)	-
Parent Satisfaction Outcomes									
Total N=22				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				36.4%		63.6%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Heart of the Matter Learning, LLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=32

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.94	.72	9 (28.1%)	16 (50.0%)	7 (21.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.16	.72	6 (18.8%)	15 (46.9%)	11 (34.4%)	
5	Help your child with subjects she/he is working on in school?	2.50	.69	2 (6.3%)	6 (18.8%)	12 (37.5%)	12 (37.5%)
6	Answer your questions about tutoring?	2.12	.83	7 (21.9%)	8 (25.0%)	10 (31.3%)	5 (15.6%)
7	Start the tutoring sessions on time?	2.94	.25	-	1 (3.1%)	15 (46.9%)	16 (50.0%)
8	End the tutoring sessions on time?	2.95	.21	-	1 (3.1%)	21 (65.6%)	10 (31.3%)
9	Talk to your child's teachers about his/her progress?	2.29	.49	-	5 (15.6%)	2 (6.3%)	25 (78.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Heart of the Matter Learning, LLC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=32

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.07	.55	-	3 (9.4%)	19 (59.4%)	5 (15.6%)	5 (15.6%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.00	.63	-	5 (15.6%)	16 (50.0%)	5 (15.6%)	6 (18.8%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.38	.80	4 (12.5%)	9 (28.1%)	12 (37.5%)	1 (3.1%)	2 (6.3%)	4 (12.5%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.06	.63	1 (3.1%)	2 (6.3%)	22 (68.8%)	6 (18.8%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.25	.67	1 (3.1%)	1 (3.1%)	19 (59.4%)	11 (34.4%)	-	-
Parent Satisfaction Outcomes									
Total N=26				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				11.5%		88.5%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Historically Minority Colleges and Universities Consortium of North Carolina

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=64

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.10	.69	12 (18.8%)	33 (51.6%)	18 (28.1%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.06	.74	15 (23.4%)	29 (45.3%)	19 (29.7%)	
5	Help your child with subjects she/he is working on in school?	2.53	.69	5 (7.8%)	11 (17.2%)	29 (45.3%)	18 (28.1%)
6	Answer your questions about tutoring?	2.47	.71	6 (9.4%)	14 (21.9%)	29 (45.3%)	9 (14.1%)
7	Start the tutoring sessions on time?	2.90	.31	-	5 (7.8%)	43 (67.2%)	14 (21.9%)
8	End the tutoring sessions on time?	2.88	.32	-	6 (9.4%)	46 (71.9%)	9 (14.1%)
9	Talk to your child's teachers about his/her progress?	2.46	.64	2 (3.1%)	11 (17.2%)	15 (23.4%)	35 (54.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Historically Minority Colleges and Universities Consortium of North Carolina
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=64

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.06	.75	3 (4.7%)	4 (6.3%)	32 (50.0%)	13 (20.3%)	8 (12.5%)	2 (3.1%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.26	.68	1 (1.6%)	4 (6.3%)	28 (43.8%)	20 (31.3%)	7 (10.9%)	2 (3.1%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.77	.91	8 (12.5%)	7 (10.9%)	32 (50.0%)	10 (15.6%)	2 (3.1%)	4 (6.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.07	.71	3 (4.7%)	3 (4.7%)	37 (57.8%)	13 (20.3%)	4 (6.3%)	3 (4.7%)
14	Overall, I am happy with the tutoring my child received...	3.10	.73	4 (6.3%)	1 (1.6%)	40 (62.5%)	15 (23.4%)	3 (4.7%)	-
Parent Satisfaction Outcomes									
Total N=55				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				7.3%		92.7%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Huntington Learning Centers, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=44

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.65	.72	21 (47.7%)	16 (36.4%)	6 (13.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.74	.58	14 (31.8%)	26 (59.1%)	3 (6.8%)	
5	Help your child with subjects she/he is working on in school?	2.53	.73	4 (9.1%)	6 (13.6%)	20 (45.5%)	12 (27.3%)
6	Answer your questions about tutoring?	2.18	.85	9 (20.5%)	9 (20.5%)	15 (34.1%)	10 (22.7%)
7	Start the tutoring sessions on time?	2.67	.66	3 (6.8%)	4 (9.1%)	23 (52.3%)	13 (29.5%)
8	End the tutoring sessions on time?	2.89	.40	1 (2.3%)	2 (4.5%)	33 (75.0%)	7 (15.9%)
9	Talk to your child's teachers about his/her progress?	2.44	.78	3 (6.8%)	4 (9.1%)	11 (25.0%)	26 (59.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Huntington Learning Centers, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=44

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.14	.69	1 (2.3%)	2 (4.5%)	18 (40.9%)	8 (18.2%)	5 (11.4%)	8 (18.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.26	.66	-	3 (6.8%)	14 (31.8%)	10 (22.7%)	5 (11.4%)	10 (22.7%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.19	.97	9 (20.5%)	11 (25.0%)	9 (20.5%)	3 (6.8%)	4 (9.1%)	7 (15.9%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.97	.80	1 (2.3%)	7 (15.9%)	15 (34.1%)	8 (18.2%)	5 (11.4%)	6 (13.6%)
14	Overall, I am happy with the tutoring my child received...	3.18	.77	1 (2.3%)	5 (11.4%)	18 (40.9%)	14 (31.8%)	4 (9.1%)	1 (2.3%)
Parent Satisfaction Outcomes									
Total N=25				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				16.0%		84.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: I Can Kids, Inc.
Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=107

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.92	.81	39 (36.4%)	36 (33.6%)	31 (29.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.99	.77	31 (29.0%)	44 (41.1%)	30 (28.0%)	
5	Help your child with subjects she/he is working on in school?	2.48	.71	11 (10.3%)	23 (21.5%)	53 (49.5%)	18 (16.8%)
6	Answer your questions about tutoring?	2.14	.83	26 (24.3%)	27 (25.2%)	39 (36.4%)	14 (13.1%)
7	Start the tutoring sessions on time?	2.65	.69	9 (8.4%)	8 (7.5%)	58 (54.2%)	31 (29.0%)
8	End the tutoring sessions on time?	2.73	.61	6 (5.6%)	7 (6.5%)	58 (54.2%)	33 (30.8%)
9	Talk to your child's teachers about his/her progress?	2.03	.85	23 (21.5%)	19 (17.8%)	25 (23.4%)	38 (35.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: I Can Kids, Inc.
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=107

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.16	.90	9 (8.4%)	4 (3.7%)	44 (41.1%)	37 (34.6%)	8 (7.5%)	3 (2.8%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.18	.87	8 (7.5%)	4 (3.7%)	44 (41.1%)	37 (34.6%)	9 (8.4%)	3 (2.8%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.59	1.05	15 (14.0%)	24 (22.4%)	24 (22.4%)	20 (18.7%)	4 (3.7%)	16 (15.0%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.11	.88	8 (7.5%)	6 (5.6%)	44 (41.1%)	32 (29.9%)	5 (4.7%)	9 (8.4%)
14	Overall, I am happy with the tutoring my child received...	3.21	.92	9 (8.4%)	4 (3.7%)	38 (35.5%)	41 (38.3%)	7 (6.5%)	5 (4.7%)
Parent Satisfaction Outcomes									
Total N=89				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				15.7%		84.3%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Imagine Learning, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	3.00	.00	-	-	5 (100.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	3.00	.00	-	-	5 (100.0%)	
5	Help your child with subjects she/he is working on in school?	3.00	.00	-	-	5 (100.0%)	-
6	Answer your questions about tutoring?	3.00	.00	-	-	5 (100.0%)	-
7	Start the tutoring sessions on time?	3.00	.00	-	-	5 (100.0%)	-
8	End the tutoring sessions on time?	3.00	.00	-	-	5 (100.0%)	-
9	Talk to your child's teachers about his/her progress?	3.00	.00	-	-	5 (100.0%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Imagine Learning, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.80	.45	-	-	1 (20.0%)	4 (80.0%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	4.00	.00	-	-	-	5 (100.0%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	4.00	.00	-	-	-	5 (100.0%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.80	.45	-	-	1 (20.0%)	4 (80.0%)	-	-
14	Overall, I am happy with the tutoring my child received...	4.00	.00	-	-	-	5 (100.0%)	-	-
Parent Satisfaction Outcomes									
Total N=5				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: In Goode Company

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=76

Results for a particular question may not always sum to 100% due to non-respondents.

Questions		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
How often did your child's tutoring provider:							
3	Talk to you about your child's progress?	1.93	.72	21 (27.6%)	35 (46.1%)	16 (21.1%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.21	.70	11 (14.5%)	34 (44.7%)	26 (34.2%)	
5	Help your child with subjects she/he is working on in school?	2.64	.55	2 (2.6%)	19 (25.0%)	43 (56.6%)	6 (7.9%)
6	Answer your questions about tutoring?	2.56	.62	4 (5.3%)	18 (23.7%)	37 (48.7%)	10 (13.2%)
7	Start the tutoring sessions on time?	2.87	.38	1 (1.3%)	6 (7.9%)	56 (73.7%)	8 (10.5%)
8	End the tutoring sessions on time?	2.85	.36	-	9 (11.8%)	52 (68.4%)	10 (13.2%)
9	Talk to your child's teachers about his/her progress?	2.32	.73	8 (10.5%)	20 (26.3%)	25 (32.9%)	19 (25.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: In Goode Company
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=76

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.43	.67	1 (1.3%)	3 (3.9%)	27 (35.5%)	32 (42.1%)	3 (3.9%)	3 (3.9%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.34	.71	2 (2.6%)	3 (3.9%)	31 (40.8%)	29 (38.2%)	3 (3.9%)	1 (1.3%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.96	.95	5 (6.6%)	9 (11.8%)	21 (27.6%)	17 (22.4%)	12 (15.8%)	4 (5.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.14	.69	1 (1.3%)	8 (10.5%)	36 (47.4%)	19 (25.0%)	5 (6.6%)	-
14	Overall, I am happy with the tutoring my child received...	3.36	.74	2 (2.6%)	4 (5.3%)	28 (36.8%)	32 (42.1%)	-	2 (2.6%)
Parent Satisfaction Outcomes									
Total N=59				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				10.2%		89.8%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Innovadia

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=2

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Innovadia

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=2

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=2				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				i		i			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: It's Simply English

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=16

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.31	.87	4 (25.0%)	3 (18.8%)	9 (56.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.56	.73	2 (12.5%)	3 (18.8%)	11 (68.8%)	
5	Help your child with subjects she/he is working on in school?	2.93	.27	-	1 (6.3%)	13 (81.3%)	2 (12.5%)
6	Answer your questions about tutoring?	2.69	.63	1 (6.3%)	2 (12.5%)	10 (62.5%)	2 (12.5%)
7	Start the tutoring sessions on time?	2.92	.28	-	1 (6.3%)	12 (75.0%)	3 (18.8%)
8	End the tutoring sessions on time?	2.86	.36	-	2 (12.5%)	12 (75.0%)	2 (12.5%)
9	Talk to your child's teachers about his/her progress?	2.54	.78	2 (12.5%)	2 (12.5%)	9 (56.3%)	3 (18.8%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: It's Simply English

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=16

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.50	.52	-	-	7 (43.8%)	7 (43.8%)	1 (6.3%)	1 (6.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.60	.51	-	-	6 (37.5%)	9 (56.3%)	1 (6.3%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.14	.77	-	3 (18.8%)	6 (37.5%)	5 (31.3%)	-	2 (12.5%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.44	.63	-	1 (6.3%)	7 (43.8%)	8 (50.0%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.63	.62	-	1 (6.3%)	4 (25.0%)	11 (68.8%)	-	-
Parent Satisfaction Outcomes									
Total N=15				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				-		100.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: JFL Enterprises, Inc./Failure Free Reading

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.60	.55	2 (40.0%)	3 (60.0%)	-	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.60	.55	2 (40.0%)	3 (60.0%)	-	
5	Help your child with subjects she/he is working on in school?	1.80	.84	2 (40.0%)	2 (40.0%)	1 (20.0%)	-
6	Answer your questions about tutoring?	2.33	.58	-	2 (40.0%)	1 (20.0%)	2 (40.0%)
7	Start the tutoring sessions on time?	*	*	-	-	3 (60.0%)	2 (40.0%)
8	End the tutoring sessions on time?	3.00	.00	-	-	5 (100.0%)	-
9	Talk to your child's teachers about his/her progress?	*	*	1 (20.0%)	-	1 (20.0%)	3 (60.0%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: JFL Enterprises, Inc./Failure Free Reading

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	2.40	1.14	1 (20.0%)	2 (40.0%)	1 (20.0%)	1 (20.0%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.40	.55	-	-	3 (60.0%)	2 (40.0%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.20	.84	1 (20.0%)	2 (40.0%)	2 (40.0%)	-	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	-	-	3 (60.0%)	1 (20.0%)	1 (20.0%)	-
14	Overall, I am happy with the tutoring my child received...	3.40	.55	-	-	3 (60.0%)	2 (40.0%)	-	-
Parent Satisfaction Outcomes									
Total N=5				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Johnston County Schools JOCO Camp Success

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=74

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.27	.53	3 (4.1%)	48 (64.9%)	23 (31.1%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.41	.60	4 (5.4%)	36 (48.6%)	34 (45.9%)	
5	Help your child with subjects she/he is working on in school?	2.70	.46	-	16 (21.6%)	38 (51.4%)	19 (25.7%)
6	Answer your questions about tutoring?	2.44	.56	2 (2.7%)	31 (41.9%)	29 (39.2%)	11 (14.9%)
7	Start the tutoring sessions on time?	2.90	.30	-	5 (6.8%)	45 (60.8%)	24 (32.4%)
8	End the tutoring sessions on time?	2.85	.41	1 (1.4%)	6 (8.1%)	46 (62.2%)	18 (24.3%)
9	Talk to your child's teachers about his/her progress?	2.44	.64	4 (5.4%)	20 (27.0%)	26 (35.1%)	21 (28.4%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Johnston County Schools JOCO Camp Success
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=74

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.24	.74	2 (2.7%)	7 (9.5%)	35 (47.3%)	28 (37.8%)	1 (1.4%)	1 (1.4%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.21	.72	2 (2.7%)	6 (8.1%)	37 (50.0%)	25 (33.8%)	3 (4.1%)	1 (1.4%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.12	.65	1 (1.4%)	8 (10.8%)	42 (56.8%)	18 (24.3%)	3 (4.1%)	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.24	.60	1 (1.4%)	3 (4.1%)	45 (60.8%)	22 (29.7%)	2 (2.7%)	-
14	Overall, I am happy with the tutoring my child received...	3.28	.73	2 (2.7%)	5 (6.8%)	34 (45.9%)	28 (37.8%)	2 (2.7%)	-
Parent Satisfaction Outcomes									
Total N=69				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				10.1%		89.9%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Kennedy Academic Learning Center

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=81

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.10	.77	20 (24.7%)	33 (40.7%)	28 (34.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.40	.69	9 (11.1%)	30 (37.0%)	41 (50.6%)	
5	Help your child with subjects she/he is working on in school?	2.64	.62	5 (6.2%)	14 (17.3%)	47 (58.0%)	13 (16.0%)
6	Answer your questions about tutoring?	2.30	.76	12 (14.8%)	22 (27.2%)	32 (39.5%)	8 (9.9%)
7	Start the tutoring sessions on time?	2.79	.45	1 (1.2%)	11 (13.6%)	49 (60.5%)	16 (19.8%)
8	End the tutoring sessions on time?	2.88	.38	1 (1.2%)	6 (7.4%)	58 (71.6%)	11 (13.6%)
9	Talk to your child's teachers about his/her progress?	2.28	.69	7 (8.6%)	24 (29.6%)	22 (27.2%)	26 (32.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Kennedy Academic Learning Center
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=81

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.24	.77	3 (3.7%)	7 (8.6%)	37 (45.7%)	32 (39.5%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.15	.87	6 (7.4%)	6 (7.4%)	36 (44.4%)	30 (37.0%)	1 (1.2%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.65	1.02	12 (14.8%)	13 (16.0%)	26 (32.1%)	14 (17.3%)	6 (7.4%)	6 (7.4%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.19	.84	4 (4.9%)	8 (9.9%)	31 (38.3%)	30 (37.0%)	4 (4.9%)	2 (2.5%)
14	Overall, I am happy with the tutoring my child received...	3.32	.90	6 (7.4%)	3 (3.7%)	25 (30.9%)	38 (46.9%)	5 (6.2%)	1 (1.2%)
Parent Satisfaction Outcomes									
Total N=72				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				16.7%		83.3%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: KnowledgePoints of the Triangle

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=10

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.21	.83	2 (20.0%)	3 (30.0%)	4 (40.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.20	.42	-	8 (80.0%)	2 (20.0%)	
5	Help your child with subjects she/he is working on in school?	2.75	.71	1 (10.0%)	-	7 (70.0%)	2 (20.0%)
6	Answer your questions about tutoring?	2.60	.70	1 (10.0%)	2 (20.0%)	7 (70.0%)	-
7	Start the tutoring sessions on time?	3.00	.00	-	-	10 (100.0%)	-
8	End the tutoring sessions on time?	3.00	.00	-	-	9 (90.0%)	1 (10.0%)
9	Talk to your child's teachers about his/her progress?	*	*	-	-	1 (10.0%)	9 (90.0%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: KnowledgePoints of the Triangle

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=10

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.43	.54	-	-	4 (40.0%)	3 (30.0%)	-	2 (20.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.57	.54	-	-	3 (30.0%)	4 (40.0%)	1 (10.0%)	2 (20.0%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.14	.38	-	-	6 (60.0%)	1 (10.0%)	-	3 (30.0%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.30	.48	-	-	7 (70.0%)	3 (30.0%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.70	.48	-	-	3 (30.0%)	7 (70.0%)	-	-
Parent Satisfaction Outcomes									
Total N=8				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				-		100.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: L & U Contractors, LLC (Learning & You)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=136

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.10	.76	33 (24.3%)	56 (41.2%)	46 (33.8%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.22	.71	22 (16.2%)	60 (44.1%)	51 (37.5%)	
5	Help your child with subjects she/he is working on in school?	2.59	.54	3 (2.2%)	42 (30.9%)	72 (52.9%)	16 (11.8%)
6	Answer your questions about tutoring?	2.44	.75	18 (13.2%)	29 (21.3%)	69 (50.7%)	15 (11.0%)
7	Start the tutoring sessions on time?	2.91	.29	-	9 (6.6%)	86 (63.2%)	41 (20.1%)
8	End the tutoring sessions on time?	2.92	.28	-	9 (6.6%)	99 (72.8%)	26 (19.1%)
9	Talk to your child's teachers about his/her progress?	2.48	.73	9 (6.6%)	17 (12.5%)	41 (30.1%)	69 (50.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: L & U Contractors, LLC (Learning & You)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=136

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.26	.69	2 (1.5%)	8 (5.9%)	54 (39.7%)	39 (28.7%)	9 (6.6%)	18 (13.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.34	.60	-	8 (5.9%)	61 (44.9%)	47 (34.6%)	13 (9.6%)	4 (2.9%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.05	.91	11 (8.1%)	14 (10.3%)	54 (39.7%)	42 (30.9%)	4 (2.9%)	9 (6.6%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.30	.68	3 (2.2%)	6 (4.4%)	64 (47.1%)	48 (35.3%)	5 (3.7%)	9 (6.6%)
14	Overall, I am happy with the tutoring my child received...	3.38	.65	2 (1.5%)	6 (4.4%)	61 (44.9%)	59 (43.4%)	5 (3.7%)	1 (0.7%)
Parent Satisfaction Outcomes									
Total N=116				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				6.0%		94.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Learn It Systems

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=241

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.03	.77	66 (27.4%)	100 (41.5%)	74 (30.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.05	.78	66 (27.4%)	95 (39.4%)	77 (32.0%)	
5	Help your child with subjects she/he is working on in school?	2.62	.64	16 (6.6%)	36 (14.9%)	128 (53.1%)	57 (23.7%)
6	Answer your questions about tutoring?	2.38	.74	31 (12.9%)	65 (27.0%)	109 (45.2%)	30 (12.4%)
7	Start the tutoring sessions on time?	2.89	.36	3 (1.2%)	12 (5.0%)	156 (64.7%)	65 (27.0%)
8	End the tutoring sessions on time?	2.91	.33	3 (1.2%)	13 (5.4%)	194 (80.5%)	27 (11.2%)
9	Talk to your child's teachers about his/her progress?	2.36	.77	25 (10.4%)	40 (16.6%)	75 (31.1%)	100 (41.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Learn It Systems

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=241

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.11	.83	12 (5.0%)	18 (7.5%)	94 (39.0%)	63 (26.1%)	19 (7.9%)	30 (12.4%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.15	.89	21 (8.7%)	11 (4.6%)	104 (43.2%)	86 (35.7%)	15 (6.2%)	3 (1.2%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.54	1.03	47 (19.5%)	37 (15.4%)	85 (35.3%)	37 (15.4%)	18 (7.5%)	14 (5.8%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.92	.99	32 (13.3%)	16 (6.6%)	101 (41.9%)	63 (26.1%)	16 (6.6%)	7 (2.9%)
14	Overall, I am happy with the tutoring my child received...	3.07	.94	25 (10.4%)	17 (7.1%)	100 (41.5%)	83 (34.4%)	8 (3.3%)	3 (1.2%)
Parent Satisfaction Outcomes									
Total N=209				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				20.1%		79.9%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Learning for the 21st Century (Montgomery)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=48

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.27	.75	8 (16.7%)	17 (35.4%)	20 (41.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.44	.62	3 (6.3%)	19 (39.6%)	23 (47.9%)	
5	Help your child with subjects she/he is working on in school?	2.71	.51	1 (2.1%)	11 (22.9%)	33 (68.8%)	2 (4.2%)
6	Answer your questions about tutoring?	2.41	.67	4 (8.3%)	16 (33.3%)	21 (43.8%)	5 (10.4%)
7	Start the tutoring sessions on time?	2.93	.35	1 (2.1%)	1 (2.1%)	39 (81.3%)	7 (14.6%)
8	End the tutoring sessions on time?	2.84	.49	2 (4.2%)	3 (6.3%)	38 (79.2%)	3 (6.3%)
9	Talk to your child's teachers about his/her progress?	2.48	.63	2 (4.2%)	11 (22.9%)	16 (33.3%)	15 (31.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Learning for the 21st Century (Montgomery)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=48

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.28	.95	5 (10.4%)	1 (2.1%)	17 (35.4%)	24 (50.0%)	1 (2.1%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.21	.91	4 (8.3%)	2 (4.2%)	18 (37.5%)	19 (39.6%)	2 (4.2%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.12	.89	2 (4.2%)	5 (10.4%)	13 (27.1%)	13 (27.1%)	5 (10.4%)	6 (12.5%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.08	.97	5 (10.4%)	2 (4.2%)	18 (37.5%)	15 (31.3%)	5 (10.4%)	1 (2.1%)
14	Overall, I am happy with the tutoring my child received...	3.21	.93	5 (10.4%)	1 (2.1%)	20 (41.7%)	21 (43.8%)	-	-
Parent Satisfaction Outcomes									
Total N=41				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				22.0%		78.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Learning4Today, LLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=3

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Learning4Today, LLC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=3

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=3				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: MasterMind Prep Learning Solutions

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=477

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.11	.77	115 (24.1%)	184 (38.6%)	168 (35.2%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.80	.62	8 (1.7%)	70 (14.7%)	393 (82.4%)	
5	Help your child with subjects she/he is working on in school?	2.64	.60	24 (5.0%)	82 (17.2%)	260 (54.5%)	104 (21.8%)
6	Answer your questions about tutoring?	2.36	.74	65 (13.6%)	138 (28.9%)	213 (44.7%)	39 (8.2%)
7	Start the tutoring sessions on time?	2.95	.24	1 (0.2%)	17 (3.6%)	341 (71.5%)	113 (23.7%)
8	End the tutoring sessions on time?	2.95	.22	-	22 (4.6%)	395 (82.8%)	55 (11.5%)
9	Talk to your child's teachers about his/her progress?	2.31	.75	40 (8.4%)	78 (16.4%)	112 (23.5%)	243 (50.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: MasterMind Prep Learning Solutions

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=477

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.34	.76	16 (3.4%)	17 (3.6%)	161 (33.8%)	174 (36.5%)	26 (5.5%)	73 (15.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.39	.72	16 (3.4%)	11 (2.3%)	184 (38.6%)	205 (43.0%)	24 (5.0%)	32 (6.7%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.78	.95	44 (9.2%)	89 (18.7%)	155 (32.5%)	93 (19.5%)	22 (4.6%)	64 (13.4%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.34	.71	15 (3.1%)	18 (3.8%)	219 (45.9%)	204 (42.8%)	12 (2.5%)	3 (0.6%)
14	Overall, I am happy with the tutoring my child received...	3.44	.76	18 (3.8%)	20(4.2%)	164(34.4%)	258 (54.1%)	10 (2.1%)	3 (0.6%)
Parent Satisfaction Outcomes									
Total N=422				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				7.6%		92.4%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Multi-Cultural Learning Academy

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=23

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.35	.71	3 (13.0%)	9 (39.1%)	11 (47.8%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.35	.65	2 (8.7%)	11 (47.8%)	10 (43.5%)	
5	Help your child with subjects she/he is working on in school?	2.63	.60	1 (4.3%)	5 (21.7%)	13 (56.5%)	4 (17.4%)
6	Answer your questions about tutoring?	2.65	.75	3 (13.0%)	1 (4.3%)	16 (69.6%)	3 (13.0%)
7	Start the tutoring sessions on time?	2.94	.25	-	1 (4.3%)	15 (65.2%)	7 (30.4%)
8	End the tutoring sessions on time?	2.95	.23	-	1 (4.3%)	18 (78.3%)	4 (17.4%)
9	Talk to your child's teachers about his/her progress?	2.62	.51	-	5 (21.7%)	8 (34.8%)	10 (43.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Multi-Cultural Learning Academy

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=23

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.68	.48	-	-	6 (26.1%)	13 (56.5%)	2 (8.7%)	1 (4.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.52	.81	1 (4.3%)	1 (4.3%)	5 (21.7%)	14 (60.9%)	2 (8.7%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.18	1.01	2 (8.7%)	3 (13.0%)	6 (26.1%)	11 (47.8%)	1 (4.3%)	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.50	.86	1 (4.3%)	2 (8.7%)	4 (17.4%)	15 (65.2%)	1 (4.3%)	-
14	Overall, I am happy with the tutoring my child received...	3.48	.85	1 (4.3%)	2 (8.7%)	5 (21.7%)	15 (65.2%)	-	-
Parent Satisfaction Outcomes									
Total N=21				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				4.8%		95.2%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: NC Learning Unlimited, LLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=8

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.75	.71	3 (37.5%)	4 (50.0%)	1 (12.5%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.00	.93	3 (37.5%)	2 (25.0%)	3 (37.5%)	
5	Help your child with subjects she/he is working on in school?	*	*	-	1 (12.5%)	3 (37.5%)	4 (50.0%)
6	Answer your questions about tutoring?	2.00	1.07	4 (50.0%)	-	4 (50.0%)	-
7	Start the tutoring sessions on time?	3.00	.00	-	-	5 (62.5%)	3 (37.5%)
8	End the tutoring sessions on time?	3.00	.00	-	-	7 (87.5%)	1 (12.5%)
9	Talk to your child's teachers about his/her progress?	2.40	.89	1 (12.5%)	1 (12.5%)	3 (37.5%)	3 (37.5%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: NC Learning Unlimited, LLC
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=8

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	2.88	.64	-	2 (25.0%)	5 (62.5%)	1 (12.5%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.00	.58	-	1 (12.5%)	5 (62.5%)	1 (12.5%)	1 (12.5%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.67	1.21	1 (12.5%)	2 (25.0%)	1 (12.5%)	2 (25.0%)	1 (12.5%)	1 (12.5%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.17	.41	-	-	5 (62.5%)	1 (12.5%)	2 (25.0%)	-
14	Overall, I am happy with the tutoring my child received...	2.86	.69	-	2 (25.0%)	4 (50.0%)	1 (12.5%)	1 (12.5%)	-
Parent Satisfaction Outcomes									
Total N=6				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				33.3%		66.7%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Next Level Educational Programs, LLC/Next Level Learning

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=4

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Next Level Educational Programs, LLC/Next Level Learning

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=4

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=4				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				i		i			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Outer Banks Learning Center

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=8

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.29	.49	-	5 (62.5%)	2 (25.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.38	.52	-	5 (62.5%)	3 (37.5%)	
5	Help your child with subjects she/he is working on in school?	*	*	-	-	4 (50.0%)	4 (50.0%)
6	Answer your questions about tutoring?	2.57	.54	-	3 (37.5%)	4 (50.0%)	1 (12.5%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	6 (75.0%)	2 (25.0%)
8	End the tutoring sessions on time?	3.00	.00	-	-	5 (62.5%)	3 (37.5%)
9	Talk to your child's teachers about his/her progress?	*	*	-	2 (25.0%)	1 (12.5%)	5 (62.5%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Outer Banks Learning Center

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=8

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	-	-	-	2 (25.0%)	-	5 (62.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.50	1.07	1 (12.5%)	-	1 (12.5%)	6 (75.0%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.00	1.16	1 (12.5%)	1 (12.5%)	2 (25.0%)	3 (37.5%)	1 (12.5%)	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.13	.99	1 (12.5%)	-	4 (50.0%)	3 (37.5%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.38	1.06	1 (12.5%)	-	2 (25.0%)	5 (62.5%)	-	-
Parent Satisfaction Outcomes									
Total N=7				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				14.3%		85.7%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Pender County Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=35

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.03	.79	10 (28.6%)	14 (40.0%)	11 (31.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.51	.56	1 (2.9%)	15 (42.9%)	19 (54.3%)	
5	Help your child with subjects she/he is working on in school?	2.69	.60	2 (5.7%)	5 (14.3%)	22 (62.9%)	6 (17.1%)
6	Answer your questions about tutoring?	2.50	.58	1 (2.9%)	12 (34.3%)	15 (42.9%)	5 (14.3%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	28 (80.0%)	7 (20.0%)
8	End the tutoring sessions on time?	3.00	.00	-	-	31 (88.6%)	4 (11.4%)
9	Talk to your child's teachers about his/her progress?	2.50	.51	-	9 (25.7%)	10 (28.6%)	16 (45.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Pender County Schools

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=35

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.30	.61	-	2 (5.7%)	15 (42.9%)	10 (28.6%)	1 (2.9%)	7 (20.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.30	.60	-	2 (5.7%)	17 (48.6%)	11 (31.4%)	1 (2.9%)	4 (11.4%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.30	.74	1 (2.9%)	5 (14.3%)	17 (48.6%)	7 (20.0%)	-	5 (14.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.26	.57	-	2 (5.7%)	21 (60.0%)	11 (31.4%)	1 (2.9%)	-
14	Overall, I am happy with the tutoring my child received...	3.43	.50	-	-	20 (57.1%)	15 (42.9%)	-	-
Parent Satisfaction Outcomes									
Total N=31				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				3.2%		96.8%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Prime Time for Kids

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=33

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.19	.69	5 (15.2%)	16 (48.5%)	11 (33.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.15	.51	2 (6.1%)	24 (72.7%)	7 (21.2%)	
5	Help your child with subjects she/he is working on in school?	2.65	.49	-	8 (24.2%)	15 (45.5%)	10 (30.3%)
6	Answer your questions about tutoring?	2.30	.75	5 (15.2%)	11 (33.3%)	14 (42.4%)	2 (6.1%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	20 (60.6%)	13 (39.4%)
8	End the tutoring sessions on time?	3.00	.00	-	-	28 (84.8%)	5 (15.2%)
9	Talk to your child's teachers about his/her progress?	2.64	.51	-	4 (12.1%)	7 (21.2%)	22 (66.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Prime Time for Kids

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=33

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.61	.50	-	-	7 (21.2%)	11 (33.3%)	-	15 (45.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.57	.57	-	1 (3.0%)	11 (33.3%)	18 (54.5%)	3 (9.1%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.79	1.00	5 (15.2%)	2 (6.1%)	15 (45.5%)	6 (18.2%)	2 (6.1%)	3 (9.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.23	.86	2 (6.1%)	2 (6.1%)	13 (39.4%)	13 (39.4%)	1 (3.0%)	1 (3.0%)
14	Overall, I am happy with the tutoring my child received...	3.53	.72	1 (3.0%)	1 (3.0%)	10 (30.3%)	20 (60.6%)	1 (3.0%)	-
Parent Satisfaction Outcomes									
Total N=30				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				6.7%		93.3%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Public Schools of Robeson County Educational Passport

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=70

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.27	.74	12 (17.1%)	27 (38.6%)	31 (44.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.39	.71	9 (12.9%)	25 (35.7%)	36 (51.4%)	
5	Help your child with subjects she/he is working on in school?	2.85	.36	-	9 (12.9%)	52 (74.3%)	9 (12.9%)
6	Answer your questions about tutoring?	2.57	.63	5 (7.1%)	19 (27.1%)	43 (61.4%)	2 (2.9%)
7	Start the tutoring sessions on time?	2.93	.26	-	4 (5.7%)	53 (75.7%)	13 (18.6%)
8	End the tutoring sessions on time?	2.93	.25	-	4 (5.7%)	57 (81.4%)	8 (11.4%)
9	Talk to your child's teachers about his/her progress?	2.54	.62	3 (4.3%)	15 (21.4%)	28 (40.0%)	23 (32.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Public Schools of Robeson County Educational Passport

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=70

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider</i> :		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.48	.50	-	-	34 (48.6%)	31 (44.3%)	1 (1.4%)	4 (5.7%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.54	.50	-	-	29 (41.4%)	34 (48.6%)	-	6 (8.6%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.26	.89	4 (5.7%)	6 (8.6%)	21 (30.0%)	30 (42.9%)	1 (1.4%)	6 (8.6%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.52	.54	-	1 (1.4%)	28 (40.0%)	34 (48.6%)	2 (2.9%)	4 (5.7%)
14	Overall, I am happy with the tutoring my child received...	3.56	.53	-	1 (1.4%)	28 (40.0%)	39 (55.7%)	2 (2.9%)	-
Parent Satisfaction Outcomes									
Total N=64				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				1.6%		98.4%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: RAE Educational Services

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=15

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.36	.75	11 (73.3%)	1 (6.7%)	2 (13.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.64	.93	9 (60.0%)	1 (6.7%)	4 (26.7%)	
5	Help your child with subjects she/he is working on in school?	2.50	.67	1 (6.7%)	4 (26.7%)	7 (46.7%)	3 (20.0%)
6	Answer your questions about tutoring?	2.42	.90	3 (20.0%)	1 (6.7%)	8 (53.3%)	2 (13.3%)
7	Start the tutoring sessions on time?	2.92	.29	-	1 (6.7%)	11 (73.3%)	3 (20.0%)
8	End the tutoring sessions on time?	3.00	.00	-	-	13 (86.7%)	2 (13.3%)
9	Talk to your child's teachers about his/her progress?	2.50	.84	1 (6.7%)	1 (6.7%)	4 (26.7%)	9 (60.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: RAE Educational Services

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=15

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.33	.89	1 (6.7%)	-	5 (33.3%)	6 (40.0%)	3 (20.0%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.25	.97	1 (6.7%)	1 (6.7%)	4 (26.7%)	6 (40.0%)	3 (20.0%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.36	1.28	5 (33.3%)	3 (20.0%)	2 (13.3%)	4 (26.7%)	-	1 (6.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.92	1.26	3 (20.0%)	1 (6.7%)	3 (20.0%)	6 (40.0%)	1 (6.7%)	1 (6.7%)
14	Overall, I am happy with the tutoring my child received...	3.50	.91	1 (6.7%)	-	3 (20.0%)	8 (53.3%)	2 (13.3%)	1 (6.7%)
Parent Satisfaction Outcomes									
Total N=12				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				16.7%		83.3%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Ray of Hope, Inc.
Districts Served: NO SURVEYS DISTRIBUTED

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=0

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?						
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?						
5	Help your child with subjects she/he is working on in school?						
6	Answer your questions about tutoring?						
7	Start the tutoring sessions on time?						
8	End the tutoring sessions on time?						
9	Talk to your child's teachers about his/her progress?						

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Ray of Hope, Inc.
Districts Served: NO SURVEYS DISTRIBUTED

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=0

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...								
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...								
12	I was given a chance to meet with the tutor and discuss my child's learning goals...								
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...								
14	Overall, I am happy with the tutoring my child received...								
Parent Satisfaction Outcomes									
Total N=0				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"									
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: RICCE, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=12

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.50	.80	8 (66.7%)	2 (16.7%)	2 (16.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.50	.67	7 (58.3%)	4 (33.3%)	1 (8.3%)	
5	Help your child with subjects she/he is working on in school?	2.36	.67	1 (8.3%)	5 (41.7%)	5 (41.7%)	1 (8.3%)
6	Answer your questions about tutoring?	1.80	.63	3 (25.0%)	6 (50.0%)	1 (8.3%)	1 (8.3%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	9 (75.0%)	3 (25.0%)
8	End the tutoring sessions on time?	2.89	.33	-	1 (8.3%)	8 (66.7%)	3 (25.0%)
9	Talk to your child's teachers about his/her progress?	2.20	.84	1 (8.3%)	2 (16.7%)	2 (16.7%)	7 (58.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: RICCE, Inc.
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=12

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.11	.93	1 (8.3%)	-	5 (41.7%)	3 (25.0%)	-	3 (25.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.25	.62	-	1 (8.3%)	7 (58.3%)	4 (33.3%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	1.78	.97	5 (41.7%)	1 (8.3%)	3 (25.0%)	-	1 (8.3%)	2 (16.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.60	1.27	3 (25.0%)	1 (8.3%)	3 (25.0%)	3 (25.0%)	-	2 (16.7%)
14	Overall, I am happy with the tutoring my child received...	3.00	.89	1 (8.3%)	1 (8.3%)	6 (50.0%)	3 (25.0%)	1 (8.3%)	-
Parent Satisfaction Outcomes									
Total N=10				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				40.0%		60.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Richmond County Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=24

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.25	.74	4 (16.7%)	10 (41.7%)	10 (41.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.58	.58	1 (4.2%)	8 (33.3%)	15 (62.5%)	
5	Help your child with subjects she/he is working on in school?	2.85	.37	-	3 (12.5%)	17 (70.8%)	4 (16.7%)
6	Answer your questions about tutoring?	2.64	.66	2 (8.3%)	4 (16.7%)	16 (66.7%)	-
7	Start the tutoring sessions on time?	3.00	.00	-	-	19 (79.2%)	5 (20.8%)
8	End the tutoring sessions on time?	2.95	.21	-	1 (4.2%)	21 (87.5%)	2 (8.3%)
9	Talk to your child's teachers about his/her progress?	2.82	.41	-	2 (8.3%)	9 (37.5%)	13 (54.2%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Richmond County Schools

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=24

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.32	1.00	2 (8.3%)	2 (8.3%)	5 (20.8%)	13 (54.2%)	2 (8.3%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.26	.86	2 (8.3%)	-	11 (45.8%)	10 (41.7%)	1 (4.2%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.96	.91	2 (8.3%)	4 (16.7%)	11 (45.8%)	7 (29.2%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.22	.85	1 (4.2%)	3 (12.5%)	9 (37.5%)	10 (41.7%)	1 (4.2%)	-
14	Overall, I am happy with the tutoring my child received...	3.41	.80	1 (4.2%)	1 (4.2%)	8 (33.3%)	12 (50.0%)	2 (%)	-
Parent Satisfaction Outcomes									
Total N=22				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				13.6%		86.4%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: S.T.E.P.'s Developmental Academy

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=20

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.17	.86	5 (25.0%)	5 (25.0%)	8 (40.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.39	.70	2 (10.0%)	7 (35.0%)	9 (45.0%)	
5	Help your child with subjects she/he is working on in school?	2.81	.40	-	3 (15.0%)	13 (65.0%)	1 (5.0%)
6	Answer your questions about tutoring?	2.59	.71	2 (10.0%)	3 (15.0%)	12 (60.0%)	1 (5.0%)
7	Start the tutoring sessions on time?	2.93	.27	-	1 (5.0%)	13 (65.0%)	5 (25.0%)
8	End the tutoring sessions on time?	2.94	.24	-	1 (5.0%)	16 (80.0%)	2 (10.0%)
9	Talk to your child's teachers about his/her progress?	2.43	.79	1 (5.0%)	2 (10.0%)	4 (20.0%)	12 (60.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: S.T.E.P.'s Developmental Academy
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=20

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.37	.96	2 (10.0%)	-	6 (30.0%)	11 (55.0%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.33	.77	1 (5.0%)	-	9 (45.0%)	8 (40.0%)	-	1 (5.0%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.94	.97	2 (10.0%)	2 (10.0%)	8 (40.0%)	5 (25.0%)	1 (5.0%)	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.53	.51	-	-	9 (45.0%)	10 (50.0%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.47	.61	-	1 (5.0%)	8 (40.0%)	10 (50.0%)	-	-
Parent Satisfaction Outcomes									
Total N=19				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				5.3%		94.7%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Shout Church
Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=12

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.09	.83	3 (25.0%)	4 (33.3%)	4 (33.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.55	.82	7 (58.3%)	2 (16.7%)	2 (16.7%)	
5	Help your child with subjects she/he is working on in school?	1.78	.97	5 (41.7%)	1 (8.3%)	3 (25.0%)	3 (25.0%)
6	Answer your questions about tutoring?	1.82	.75	4 (33.3%)	5 (41.7%)	2 (16.7%)	1 (8.3%)
7	Start the tutoring sessions on time?	2.30	.68	1 (8.3%)	5 (41.7%)	4 (33.3%)	2 (16.7%)
8	End the tutoring sessions on time?	2.20	.79	2 (16.7%)	4 (33.3%)	4 (33.3%)	2 (16.7%)
9	Talk to your child's teachers about his/her progress?	2.00	.89	2 (16.7%)	2 (16.7%)	2 (16.7%)	6 (50.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Shout Church
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=12

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	2.44	1.13	2 (16.7%)	3 (25.0%)	2 (16.7%)	2 (16.7%)	1 (8.3%)	2 (16.7%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	2.80	.92	1 (8.3%)	2 (16.7%)	5 (41.7%)	2 (16.7%)	1 (8.3%)	1 (8.3%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.30	.95	2 (16.7%)	4 (33.3%)	3 (25.0%)	1 (8.3%)	-	2 (16.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.27	1.01	3 (25.0%)	3 (25.0%)	4 (33.3%)	1 (8.3%)	-	1 (8.3%)
14	Overall, I am happy with the tutoring my child received...	2.64	.81	1 (8.3%)	3 (25.0%)	6 (50.0%)	1 (8.3%)	-	1 (8.3%)
Parent Satisfaction Outcomes									
Total N=9				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				55.6%		44.4%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Siler City Elementary School

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=27

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.85	.72	9 (33.3%)	13 (48.1%)	5 (18.5%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.04	.85	9 (33.3%)	8 (29.6%)	10 (37.0%)	
5	Help your child with subjects she/he is working on in school?	2.95	.22	-	1 (3.7%)	20 (74.1%)	6 (22.2%)
6	Answer your questions about tutoring?	2.24	.83	5 (18.5%)	6 (22.2%)	10 (37.0%)	6 (22.2%)
7	Start the tutoring sessions on time?	2.95	.22	-	1 (3.7%)	19 (70.4%)	7 (25.9%)
8	End the tutoring sessions on time?	2.96	.21	-	1 (3.7%)	22 (81.5%)	4 (14.8%)
9	Talk to your child's teachers about his/her progress?	2.47	.62	1 (3.7%)	7 (25.9%)	9 (33.3%)	9 (33.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Siler City Elementary School

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=27

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.29	.86	2 (7.4%)	-	11 (40.7%)	11 (40.7%)	1 (3.7%)	2 (7.4%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.42	.90	2 (7.4%)	1 (3.7%)	7 (25.9%)	16 (59.3%)	1 (3.7%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.71	.85	1 (3.7%)	8 (29.6%)	8 (29.6%)	4 (14.8%)	6 (22.2%)	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.05	.95	2 (7.4%)	3 (11.1%)	9 (33.3%)	8 (29.6%)	3 (11.1%)	1 (3.7%)
14	Overall, I am happy with the tutoring my child received...	3.40	.91	2 (7.4%)	1 (3.7%)	7 (25.9%)	15 (55.6%)	1 (3.7%)	-
Parent Satisfaction Outcomes									
Total N=22				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				13.6%		86.4%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Smart Choices for Youth, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=3

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Smart Choices for Youth, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=3

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=3				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: SMARTIES...Learn Out Loud

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=13

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:	Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3 Talk to you about your child's progress?	2.77	.44	-	3 (23.1%)	10 (76.9%)	
4 Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.15	.69	2 (15.4%)	7 (53.8%)	4 (30.8%)	
5 Help your child with subjects she/he is working on in school?	2.92	.29	-	1 (7.7%)	11 (84.6%)	1 (7.7%)
6 Answer your questions about tutoring?	2.77	.44	-	3 (23.1%)	10 (76.9%)	-
7 Start the tutoring sessions on time?	3.00	.00	-	-	11 (84.6%)	2 (15.4%)
8 End the tutoring sessions on time?	3.00	.00	-	-	11 (84.6%)	2 (15.4%)
9 Talk to your child's teachers about his/her progress?	2.88	.35	-	1 (7.7%)	7 (53.8%)	5 (38.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: SMARTIES...Learn Out Loud

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=13

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.58	.52	-	-	5 (38.5%)	7 (53.8%)	1 (7.7%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.92	.29	-	-	1 (7.7%)	11 (84.6%)	1 (7.7%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.75	.45	-	-	3 (23.1%)	9 (69.2%)	-	1 (7.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.50	.71	-	1 (7.7%)	3 (23.1%)	6 (46.2%)	-	3 (23.1%)
14	Overall, I am happy with the tutoring my child received...	3.83	.39	-	-	2 (15.4%)	10 (76.9%)	1 (7.7%)	-
Parent Satisfaction Outcomes									
Total N=12				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: South Ridge Learning Center

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=10

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.40	.84	2 (20.0%)	2 (20.0%)	6 (60.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.80	.42	-	2 (20.0%)	8 (80.0%)	
5	Help your child with subjects she/he is working on in school?	2.75	.46	-	2 (20.0%)	6 (60.0%)	2 (20.0%)
6	Answer your questions about tutoring?	2.90	.32	-	1 (10.0%)	9 (90.0%)	-
7	Start the tutoring sessions on time?	3.00	.00	-	-	10 (100.0%)	-
8	End the tutoring sessions on time?	2.90	.32	-	1 (10.0%)	9 (90.0%)	-
9	Talk to your child's teachers about his/her progress?	2.63	.52	-	3 (30.0%)	5 (50.0%)	2 (20.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: South Ridge Learning Center

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=10

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.56	.53	-	-	4 (40.0%)	5 (50.0%)	1 (10.0%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.50	.53	-	-	5 (50.0%)	5 (50.0%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.40	.70	-	1 (10.0%)	4 (40.0%)	5 (50.0%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.40	.70	-	1 (10.0%)	4 (40.0%)	5 (50.0%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.70	.48	-	-	3 (30.0%)	7 (70.0%)	-	-
Parent Satisfaction Outcomes									
Total N=10				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Step Ahead Learning

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.14	.90	2 (28.6%)	2 (28.6%)	3 (42.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.43	.79	1 (14.3%)	2 (28.6%)	4 (57.1%)	
5	Help your child with subjects she/he is working on in school?	*	*	-	-	4 (57.1%)	3 (42.9%)
6	Answer your questions about tutoring?	*	*	1 (14.3%)	1 (14.3%)	2 (28.6%)	1 (14.3%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	5 (71.4%)	2 (28.6%)
8	End the tutoring sessions on time?	*	*	-	1 (14.3%)	3 (42.9%)	3 (42.9%)
9	Talk to your child's teachers about his/her progress?	*	*	1 (14.3%)	1 (14.3%)	-	5 (71.4%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Step Ahead Learning

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.50	.55	-	-	3 (42.9%)	3 (42.9%)	-	1 (14.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.20	.45	-	-	4 (57.1%)	1 (14.3%)	-	2 (28.6%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.60	.55	-	-	2 (28.6%)	3 (42.9%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.43	.79	-	1 (14.3%)	2 (28.6%)	4 (57.1%)	-	-
Parent Satisfaction Outcomes									
Total N=5				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				-		100.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sterling Learning Centers, Inc./North Raleigh Knowledge Points

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=6

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.50	.55	-	3 (50.0%)	3 (50.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.80	.45	-	1 (16.7%)	4 (66.7%)	
5	Help your child with subjects she/he is working on in school?	*	*	-	1 (16.7%)	3 (50.0%)	2 (33.3%)
6	Answer your questions about tutoring?	2.80	.45	-	1 (16.7%)	4 (66.7%)	-
7	Start the tutoring sessions on time?	*	*	-	-	4 (66.7%)	1 (16.7%)
8	End the tutoring sessions on time?	*	*	-	-	4 (66.7%)	1 (16.7%)
9	Talk to your child's teachers about his/her progress?	*	*	-	-	-	6 (100.0%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sterling Learning Centers, Inc./North Raleigh Knowledge Points

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=6

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	-	-	2 (33.3%)	1 (16.7%)	1 (16.7%)	1 (16.7%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	-	-	1 (16.7%)	3 (50.0%)	-	2 (33.3%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	4.00	.00	-	-	-	5 (83.3%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	4.00	.00	-	-	-	5 (83.3%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.80	.45	-	-	1 (16.7%)	4 (66.7%)	-	-
Parent Satisfaction Outcomes									
Total N=5				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Success Institute Charter

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.14	.90	2 (28.6%)	2 (28.6%)	3 (42.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.00	.82	2 (28.6%)	3 (42.9%)	2 (28.6%)	
5	Help your child with subjects she/he is working on in school?	2.43	.54	-	4 (57.1%)	3 (42.9%)	-
6	Answer your questions about tutoring?	2.67	.52	-	2 (28.6%)	4 (57.1%)	1 (14.3%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	5 (71.4%)	2 (28.6%)
8	End the tutoring sessions on time?	2.86	.38	-	1 (14.3%)	6 (85.7%)	-
9	Talk to your child's teachers about his/her progress?	2.67	.52	-	2 (28.6%)	4 (57.1%)	1 (14.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Success Institute Charter

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.29	.49	-	-	5 (71.4%)	2 (28.6%)	-	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.43	.54	-	-	4 (57.1%)	3 (42.9%)	-	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.57	1.13	1 (14.3%)	3 (42.9%)	1 (14.3%)	2 (28.6%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.14	.69	-	1 (14.3%)	4 (57.1%)	2 (28.6%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.43	.54	-	-	4 (57.1%)	3 (42.9%)	-	-
Parent Satisfaction Outcomes									
Total N=7				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center of Albemarle

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.29	.49	-	5 (71.4%)	2 (28.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.43	.54	-	4 (57.1%)	3 (42.9%)	
5	Help your child with subjects she/he is working on in school?	2.50	.55	-	3 (42.9%)	3 (42.9%)	1 (14.3%)
6	Answer your questions about tutoring?	2.20	.84	1 (14.3%)	2 (28.6%)	2 (28.6%)	2 (28.6%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	6 (85.7%)	1 (14.3%)
8	End the tutoring sessions on time?	2.83	.41	-	1 (14.3%)	5 (71.4%)	1 (14.3%)
9	Talk to your child's teachers about his/her progress?	2.50	.55	-	3 (42.9%)	3 (42.9%)	1 (14.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center of Albemarle
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.83	.41	-	-	1 (14.3%)	5 (71.4%)	1 (14.3%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.50	.84	-	1 (14.3%)	1 (14.3%)	4 (57.1%)	1 (14.3%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.60	.89	1 (14.3%)	-	4 (57.1%)	-	1 (14.3%)	1 (14.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.14	.69	-	1 (14.3%)	4 (57.1%)	2 (28.6%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.80	.45	-	-	1 (14.3%)	4 (57.1%)	2 (28.6%)	-
Parent Satisfaction Outcomes									
Total N=5				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				-		100.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center (Doughtery Group, Ltd.)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=70

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.16	.72	13 (18.6%)	32 (45.7%)	24 (34.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.36	.72	10 (14.3%)	25 (35.7%)	35 (50.0%)	
5	Help your child with subjects she/he is working on in school?	2.45	.74	8 (11.4%)	15 (21.4%)	33 (47.1%)	14 (20.0%)
6	Answer your questions about tutoring?	2.53	.62	4 (5.7%)	20 (28.6%)	36 (51.4%)	7 (10.0%)
7	Start the tutoring sessions on time?	2.90	.30	-	6 (8.6%)	56 (80.0%)	8 (11.4%)
8	End the tutoring sessions on time?	2.92	.27	-	5 (7.1%)	61 (87.1%)	4 (5.7%)
9	Talk to your child's teachers about his/her progress?	2.26	.76	7 (10.0%)	14 (20.0%)	17 (24.3%)	32 (45.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center (Doughtery Group, Ltd.)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=70

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:	Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10 I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.10	.87	4 (5.7%)	4 (5.7%)	24 (34.3%)	17 (24.3%)	5 (7.1%)	15 (21.4%)
11 I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.24	.72	1 (1.4%)	5 (7.1%)	24 (34.3%)	19 (27.1%)	3 (4.3%)	16 (22.9%)
12 I was given a chance to meet with the tutor and discuss my child's learning goals...	2.99	.86	5 (7.1%)	10 (14.3%)	34 (48.6%)	19 (27.1%)	-	1 (1.4%)
13 The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.33	.67	2 (2.9%)	1 (1.4%)	34 (48.6%)	26 (37.1%)	2 (2.9%)	4 (5.7%)
14 Overall, I am happy with the tutoring my child received...	3.34	.78	4 (5.7%)	1 (1.4%)	31 (44.3%)	32 (45.7%)	2 (2.9%)	-
Parent Satisfaction Outcomes								
Total N=60			Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"			10.0%		90.0%			

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center (Marilynn, Inc.)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=94

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.04	.71	21 (22.3%)	45 (47.9%)	25 (26.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.26	.66	11 (11.7%)	47 (50.0%)	35 (37.2%)	
5	Help your child with subjects she/he is working on in school?	2.64	.51	1 (1.1%)	24 (25.5%)	47 (50.0%)	22 (23.4%)
6	Answer your questions about tutoring?	2.33	.70	11 (11.7%)	34 (36.2%)	39 (41.5%)	8 (8.5%)
7	Start the tutoring sessions on time?	2.93	.26	-	5 (5.3%)	67 (71.3%)	21 (22.3%)
8	End the tutoring sessions on time?	2.96	.19	-	3 (3.2%)	80 (85.1%)	11 (11.7%)
9	Talk to your child's teachers about his/her progress?	2.41	.76	5 (5.3%)	9 (9.6%)	18 (19.1%)	62 (66.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center (Marilynn, Inc.)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=94

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	2.92	.95	9 (9.6%)	8 (8.5%)	34 (36.2%)	20 (21.3%)	6 (6.4%)	17 (18.1%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.25	.78	4 (4.3%)	6 (6.4%)	41 (43.6%)	36 (38.3%)	6 (6.4%)	1 (1.1%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.94	.87	6 (6.4%)	17 (18.1%)	39 (41.5%)	24 (25.5%)	1 (1.1%)	7 (7.4%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.00	.85	8 (8.5%)	8 (8.5%)	49 (52.1%)	24 (25.5%)	5 (5.3%)	-
14	Overall, I am happy with the tutoring my child received...	3.27	.74	3 (3.2%)	7 (7.4%)	44 (46.8%)	38 (40.4%)	2 (2.1%)	-
Parent Satisfaction Outcomes									
Total N=83				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				16.9%		83.1%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center (Mereco, Inc.)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=76

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.13	.70	14 (18.4%)	38 (50.0%)	24 (31.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.29	.67	9 (11.8%)	35 (46.1%)	31 (40.8%)	
5	Help your child with subjects she/he is working on in school?	2.55	.69	7 (9.2%)	15 (19.7%)	43 (56.6%)	10 (13.2%)
6	Answer your questions about tutoring?	2.52	.69	7 (9.2%)	17 (22.4%)	41 (53.9%)	9 (11.8%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	59 (77.6%)	16 (21.1%)
8	End the tutoring sessions on time?	3.00	.00	-	-	66 (86.8%)	9 (11.8%)
9	Talk to your child's teachers about his/her progress?	2.42	.72	4 (5.3%)	10 (13.2%)	17 (22.4%)	44 (57.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center (Mereco, Inc.)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=76

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.00	1.00	7 (9.2%)	5 (6.6%)	22 (28.9%)	19 (25.0%)	5 (6.6%)	17 (22.4%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.38	.70	1 (1.3%)	5 (6.6%)	27 (35.5%)	31 (40.8%)	4 (5.3%)	7 (9.2%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.06	.81	3 (3.9%)	12 (15.8%)	33 (43.4%)	22 (28.9%)	-	6 (7.9%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.22	.73	1 (1.3%)	9 (11.8%)	32 (42.1%)	26 (34.2%)	3 (3.9%)	4 (5.3%)
14	Overall, I am happy with the tutoring my child received...	3.28	.79	2 (2.6%)	9 (11.8%)	29 (38.2%)	34 (44.7%)	2 (2.6%)	-
Parent Satisfaction Outcomes									
Total N=65				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				10.8%		89.2%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center of Charlotte

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=493

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.01	.76	136 (27.6%)	203 (41.2%)	143 (29.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.30	.69	62 (12.6%)	212 (43.0%)	205 (41.6%)	
5	Help your child with subjects she/he is working on in school?	2.62	.61	28 (5.7%)	93 (18.9%)	276 (56.0%)	84 (17.0%)
6	Answer your questions about tutoring?	2.23	.78	89 (18.1%)	136 (27.6%)	187 (37.9%)	61 (12.4%)
7	Start the tutoring sessions on time?	2.80	.50	14 (2.8%)	35 (7.1%)	271 (55.0%)	157 (31.8%)
8	End the tutoring sessions on time?	2.86	.42	10 (2.0%)	32 (6.5%)	329 (66.7%)	108 (21.9%)
9	Talk to your child's teachers about his/her progress?	2.19	.77	62 (12.6%)	105 (21.3%)	115 (23.3%)	193 (39.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center of Charlotte

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=493

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.26	.77	19 (3.9%)	34 (6.9%)	212 (43.0%)	191 (38.7%)	14 (2.8%)	12 (2.4%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.28	.74	17 (3.4%)	28 (5.7%)	228 (46.2%)	191 (38.7%)	12 (2.4%)	7 (1.4%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.66	1.03	66 (13.4%)	94 (19.1%)	132 (26.8%)	96 (19.5%)	31 (6.3%)	60 (12.2%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.27	.78	22 (4.5%)	26 (5.3%)	209 (42.4%)	191 (38.7%)	13 (2.6%)	16 (3.2%)
14	Overall, I am happy with the tutoring my child received...	3.37	.79	21 (4.3%)	28 (5.7%)	171 (34.7%)	243 (49.3%)	11 (2.2%)	3 (0.6%)
Parent Satisfaction Outcomes									
Total N=443				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				11.7%		88.3%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center of Gastonia, NC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=42

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.57	.67	4 (9.5%)	10 (23.8%)	28 (66.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.50	.63	3 (7.1%)	15 (35.7%)	24 (57.1%)	
5	Help your child with subjects she/he is working on in school?	2.71	.57	2 (4.8%)	6 (14.3%)	27 (64.3%)	6 (14.3%)
6	Answer your questions about tutoring?	2.71	.60	3 (7.1%)	6 (14.3%)	32 (76.2%)	-
7	Start the tutoring sessions on time?	3.00	.00	-	-	33 (78.6%)	8 (19.0%)
8	End the tutoring sessions on time?	3.00	.00	-	-	40 (95.2%)	1 (2.4%)
9	Talk to your child's teachers about his/her progress?	2.58	.70	3 (7.1%)	5 (11.9%)	18 (42.9%)	15 (35.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center of Gastonia, NC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=42

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.35	.80	1 (2.4%)	2 (4.8%)	10 (23.8%)	13 (31.0%)	4 (9.5%)	12 (28.6%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.58	.56	-	1 (2.4%)	12 (28.6%)	20 (47.6%)	2 (4.8%)	7 (16.7%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.46	.60	-	2 (4.8%)	18 (42.9%)	21 (50.0%)	-	1 (2.4%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.51	.55	-	1 (2.4%)	18 (42.9%)	22 (52.4%)	-	1 (2.4%)
14	Overall, I am happy with the tutoring my child received...	3.68	.47	-	-	13 (31.0%)	28 (66.7%)	-	1 (2.4%)
Parent Satisfaction Outcomes									
Total N=38				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				-		100.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center of Greensboro

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=25

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.04	.79	7 (28.0%)	10 (40.0%)	8 (32.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.20	.71	4 (16.0%)	12 (48.0%)	9 (36.0%)	
5	Help your child with subjects she/he is working on in school?	2.54	.66	2 (8.0%)	7 (28.0%)	15 (60.0%)	1 (4.0%)
6	Answer your questions about tutoring?	2.18	.85	6 (24.0%)	6 (24.0%)	10 (40.0%)	1 (4.0%)
7	Start the tutoring sessions on time?	2.80	.52	1 (4.0%)	2 (8.0%)	17 (68.0%)	5 (20.0%)
8	End the tutoring sessions on time?	2.83	.49	1 (4.0%)	2 (8.0%)	20 (80.0%)	2 (8.0%)
9	Talk to your child's teachers about his/her progress?	2.00	.95	5 (20.0%)	2 (8.0%)	5 (20.0%)	11 (44.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center of Greensboro
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=25

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.33	.80	1 (4.0%)	1 (4.0%)	9 (36.0%)	10 (40.0%)	1 (4.0%)	3 (12.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.45	.76	-	3 (12.0%)	5 (20.0%)	12 (48.0%)	1 (4.0%)	4 (16.0%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.75	.93	1 (4.0%)	6 (24.0%)	5 (20.0%)	4 (16.0%)	2 (8.0%)	6 (24.0%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.45	.60	-	1 (4.0%)	10 (40.0%)	11 (44.0%)	-	3 (12.0%)
14	Overall, I am happy with the tutoring my child received...	3.70	.56	-	1 (4.0%)	5 (20.0%)	17 (68.0%)	1 (4.0%)	1 (4.0%)
Parent Satisfaction Outcomes									
Total N=19				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				15.8%		84.2%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center of Hickory

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=81

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.88	.66	23 (28.4%)	45 (55.6%)	13 (16.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.09	.64	13 (16.0%)	48 (59.3%)	20 (24.7%)	
5	Help your child with subjects she/he is working on in school?	2.49	.67	6 (7.4%)	19 (23.5%)	36 (44.4%)	20 (24.7%)
6	Answer your questions about tutoring?	2.21	.82	19 (23.5%)	23 (28.4%)	35 (43.2%)	2 (2.5%)
7	Start the tutoring sessions on time?	2.90	.30	-	6 (7.4%)	55 (67.9%)	20 (24.7%)
8	End the tutoring sessions on time?	2.89	.35	1 (1.2%)	6 (7.4%)	67 (82.7%)	7 (8.6%)
9	Talk to your child's teachers about his/her progress?	2.11	.93	13 (16.0%)	5 (6.2%)	17 (21.0%)	46 (56.8%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center of Hickory
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N= 81

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.04	.94	6 (7.4%)	5 (6.2%)	25 (30.9%)	19 (23.5%)	6 (7.4%)	17 (21.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.11	.89	6 (7.4%)	3 (3.7%)	31 (38.3%)	22 (27.2%)	7 (8.6%)	12 (14.8%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.65	1.07	15 (18.5%)	14 (17.3%)	27 (33.3%)	18 (22.2%)	2 (2.5%)	4 (4.9%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	2.92	.91	7 (8.6%)	14 (17.3%)	35 (43.2%)	22 (27.2%)	2 (2.5%)	1 (1.2%)
14	Overall, I am happy with the tutoring my child received...	3.15	.91	6 (7.4%)	9 (11.1%)	30 (37.0%)	33% ^{40.7}	2 (2.5%)	1 (1.2%)
Parent Satisfaction Outcomes									
Total N=70				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				17.1%		82.9%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center of High Point/Mooresville

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=130

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.76	.71	51 (39.2%)	58 (44.6%)	20 (15.4%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.06	.64	22 (16.9%)	75 (57.7%)	30 (23.1%)	
5	Help your child with subjects she/he is working on in school?	2.54	.71	12 (9.2%)	21 (16.2%)	64 (49.2%)	33 (25.4%)
6	Answer your questions about tutoring?	2.24	.75	19 (14.6%)	40 (30.8%)	44 (33.8%)	18 (13.8%)
7	Start the tutoring sessions on time?	2.87	.36	1 (0.8%)	10 (7.7%)	84 (64.6%)	35 (26.9%)
8	End the tutoring sessions on time?	2.91	.29	-	10 (7.7%)	98 (75.4%)	%
9	Talk to your child's teachers about his/her progress?	2.21	.85	15 (11.5%)	14 (10.8%)	27 (20.8%)	72 (55.4%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center of High Point/Mooresville
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=130

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.15	.89	8 (6.2%)	6 (4.6%)	41 (31.5%)	36(27.7%)	7 (5.4%)	30 (23.1%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.32	.77	5 (3.8%)	6 (4.6%)	51 (39.2%)	53 (40.8%)	7 (5.4%)	6 (4.6%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.46	1.07	23 (17.7%)	22 (16.9%)	30 (23.1%)	18 (13.8%)	8 (6.2%)	23 (17.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.15	.87	8 (6.2%)	11 (8.5%)	51 (39.2%)	44 (33.8%)	6 (4.6%)	7 (5.4%)
14	Overall, I am happy with the tutoring my child received...	3.26	.88	8 (6.2%)	11 (8.5%)	44 (33.8%)	58 (44.6%)	5 (3.8%)	2 (1.5%)
Parent Satisfaction Outcomes									
Total N=102				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				20.6%		79.4%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center of Wilmington/Burgaw

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=22

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.55	.51	-	10 (45.5%)	12 (54.5%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.59	.59	1 (4.5%)	7 (31.8%)	14 (63.6%)	
5	Help your child with subjects she/he is working on in school?	2.71	.47	-	5 (22.7%)	12 (54.5%)	5 (22.7%)
6	Answer your questions about tutoring?	2.77	.43	-	5 (22.7%)	17 (77.3%)	-
7	Start the tutoring sessions on time?	2.91	.29	-	2 (9.1%)	20 (90.9%)	-
8	End the tutoring sessions on time?	3.00	.00	-	-	22 (100.0%)	-
9	Talk to your child's teachers about his/her progress?	2.80	.42	- - -	2 (9.1%)	8 (36.4%)	12 (54.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center of Wilmington/Burgaw

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=22

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider</i> :		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.56	.53	-	-	4 (18.2%)	5 (22.7%)	3 (13.6%)	10 (45.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.47	.51	-	-	9 (40.9%)	8 (36.4%)	3 (13.6%)	1 (4.5%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.63	.76	1 (4.5%)	-	4 (18.2%)	14 (63.6%)	-	2 (9.1%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.65	.49	-	-	7 (31.8%)	13 (59.1%)	1 (4.5%)	-
14	Overall, I am happy with the tutoring my child received...	3.74	.45	-	-	5 (22.7%)	14 (63.6%)	2 (9.1%)	-
Parent Satisfaction Outcomes									
Total N=17				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center of Winston-Salem, NC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=25

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.33	.64	2 (8.0%)	12 (48.0%)	10 (40.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.29	.86	6 (24.0%)	5 (20.0%)	13 (52.0%)	
5	Help your child with subjects she/he is working on in school?	2.70	.56	1 (4.0%)	5 (20.0%)	17 (68.0%)	2 (8.0%)
6	Answer your questions about tutoring?	2.46	.78	4 (16.0%)	5 (20.0%)	15 (60.0%)	1 (4.0%)
7	Start the tutoring sessions on time?	2.87	.34	-	3 (12.0%)	20 (80.0%)	2 (8.0%)
8	End the tutoring sessions on time?	2.92	.28	-	2 (8.0%)	22 (88.0%)	1 (4.0%)
9	Talk to your child's teachers about his/her progress?	2.36	.92	3 (12.0%)	1 (4.0%)	7 (28.0%)	13 (52.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center of Winston-Salem, NC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=25

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.47	.51	-	-	10 (40.0%)	9 (36.0%)	3 (12.0%)	1 (4.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.33	.80	1 (4.0%)	1 (4.0%)	9 (36.0%)	10 (40.0%)	3 (12.0%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.88	.90	3 (12.0%)	2 (8.0%)	14 (56.0%)	5 (20.0%)	1 (4.0%)	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.23	.75	1 (4.0%)	1 (4.0%)	12 (48.0%)	8 (32.0%)	1 (4.0%)	1 (4.0%)
14	Overall, I am happy with the tutoring my child received...	3.29	.72	1 (4.0%)	-	12 (48.0%)	8 (32.0%)	3 (12.0%)	-
Parent Satisfaction Outcomes									
Total N=21				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				9.5%		90.5%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Sylvan Learning Center of Mt. Airy

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=29

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.21	.56	2 (6.9%)	19 (65.5%)	8 (27.6%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.03	.78	8 (27.6%)	12 (41.4%)	9 (31.0%)	
5	Help your child with subjects she/he is working on in school?	2.52	.73	3 (10.3%)	5 (17.2%)	15 (51.7%)	6 (20.7%)
6	Answer your questions about tutoring?	2.61	.63	2 (6.9%)	7 (24.1%)	19 (65.5%)	1 (3.4%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	28 (96.6%)	1 (3.4%)
8	End the tutoring sessions on time?	3.00	.00	-	-	29 (100.0%)	-
9	Talk to your child's teachers about his/her progress?	2.33	.89	3 (10.3%)	2 (6.9%)	7 (24.1%)	17 (58.6%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Sylvan Learning Center of Mt. Airy

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=29

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.32	.78	1 (3.4%)	1 (3.4%)	10 (34.5%)	10 (34.5%)	4 (13.8%)	2 (6.9%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.29	.69	-	3 (10.3%)	11 (37.9%)	10 (34.5%)	1 (3.4%)	3 (10.3%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.19	.57	-	2 (6.9%)	17 (58.6%)	7 (24.1%)	1 (3.4%)	1 (3.4%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.12	.65	1 (3.4%)	1 (3.4%)	18 (62.1%)	6 (20.7%)	1 (3.4%)	1 (3.4%)
14	Overall, I am happy with the tutoring my child received...	3.39	.74	1 (3.4%)	1 (3.4%)	12 (41.4%)	14 (48.3%)	1 (3.4%)	-
Parent Satisfaction Outcomes									
Total N=24				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				4.2%		95.8%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: TCAL, The Center for Accelerated Learning

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=83

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.05	.77	22 (26.5%)	33 (39.8%)	26 (31.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.02	.72	20 (24.1%)	40 (48.2%)	22 (26.5%)	
5	Help your child with subjects she/he is working on in school?	2.52	.67	6 (7.2%)	18 (21.7%)	38 (45.8%)	20 (24.1%)
6	Answer your questions about tutoring?	2.19	.77	16 (19.3%)	28 (33.7%)	30 (36.1%)	8 (9.6%)
7	Start the tutoring sessions on time?	2.79	.52	3 (3.6%)	7 (8.4%)	52 (62.7%)	20 (24.1%)
8	End the tutoring sessions on time?	2.93	.31	1 (1.2%)	3 (3.6%)	66 (79.5%)	12 (14.5%)
9	Talk to your child's teachers about his/her progress?	2.45	.69	4 (4.8%)	13 (15.7%)	21 (25.3%)	44 (53.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: TCAL, The Center for Accelerated Learning

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=83

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider</i> :		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.14	.80	3 (3.6%)	6 (7.2%)	30 (36.1%)	20 (24.1%)	8 (9.6%)	14 (16.9%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.14	.76	4 (4.8%)	5 (6.0%)	43 (51.8%)	24 (28.9%)	2 (2.4%)	2 (2.4%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.78	.88	5 (6.0%)	18 (21.7%)	28 (33.7%)	14 (16.9%)	3 (3.6%)	13 (15.7%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.14	.81	5 (6.0%)	5 (6.0%)	41 (49.4%)	26 (31.3%)	2 (2.4%)	4 (4.8%)
14	Overall, I am happy with the tutoring my child received...	3.23	.91	7 (8.4%)	4 (4.8%)	32 (38.6%)	36 (43.4%)	3 (3.6%)	-
Parent Satisfaction Outcomes									
Total N=68				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				16.2%		83.8%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: TCY Learning Solutions, LLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.60	.55	2 (40.0%)	3 (60.0%)	-	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.60	.55	2 (40.0%)	3 (60.0%)	-	
5	Help your child with subjects she/he is working on in school?	*	*	-	2 (40.0%)	2 (40.0%)	1 (20.0%)
6	Answer your questions about tutoring?	1.80	.84	2 (40.0%)	2 (40.0%)	1 (20.0%)	-
7	Start the tutoring sessions on time?	*	*	-	2 (40.0%)	2 (40.0%)	1 (20.0%)
8	End the tutoring sessions on time?	*	*	-	-	4 (80.0%)	1 (20.0%)
9	Talk to your child's teachers about his/her progress?	*	*	1 (20.0%)	1 (20.0%)	-	3 (60.0%)

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: TCY Learning Solutions, LLC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=5

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	-	-	-	2 (40.0%)	2 (40.0%)	1 (20.0%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	1 (20.0%)	-	1 (20.0%)	1 (20.0%)	-	2 (40.0%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	1.60	.89	3 (60.0%)	1 (20.0%)	1 (20.0%)	-	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	1 (20.0%)	-	1 (20.0%)	1 (20.0%)	1 (20.0%)	1 (20.0%)
14	Overall, I am happy with the tutoring my child received...	2.80	1.10	-	3 (60.0%)	-	2 (40.0%)	-	-
Parent Satisfaction Outcomes									
Total N=3				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: TEC NC, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=21

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.00	.63	4 (19.0%)	13 (61.9%)	4 (19.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.25	.72	3 (14.3%)	9 (42.9%)	8 (38.1%)	
5	Help your child with subjects she/he is working on in school?	2.42	.69	2 (9.5%)	7 (33.3%)	10 (47.6%)	2 (9.5%)
6	Answer your questions about tutoring?	2.45	.76	3 (14.3%)	5 (23.8%)	12 (57.1%)	1 (4.8%)
7	Start the tutoring sessions on time?	2.76	.56	1 (4.8%)	2 (9.5%)	14 (66.7%)	4 (19.0%)
8	End the tutoring sessions on time?	2.79	.54	1 (4.8%)	2 (9.5%)	16 (76.2%)	2 (9.5%)
9	Talk to your child's teachers about his/her progress?	2.20	.78	3 (14.3%)	6 (28.6%)	6 (28.6%)	6 (28.6%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: TEC NC, Inc.
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=21

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider.		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.00	.97	2 (9.5%)	2 (9.5%)	8 (38.1%)	6 (28.6%)	2 (9.5%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.05	.85	1 (4.8%)	3 (14.3%)	9 (42.9%)	6 (28.6%)	1 (4.8%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.61	.85	2 (9.5%)	5 (23.8%)	9 (42.9%)	2 (9.5%)	-	2 (9.5%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.05	.97	2 (9.5%)	2 (9.5%)	8 (38.1%)	7 (33.3%)	-	1 (4.8%)
14	Overall, I am happy with the tutoring my child received...	3.21	.79	1 (4.8%)	1 (4.8%)	10 (47.6%)	7 (33.3%)	1 (4.8%)	-
Parent Satisfaction Outcomes									
Total N=20				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				20.0%		80.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: The Hill Center
Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=41

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.10	.59	5 (12.2%)	26 (63.4%)	9 (22.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.10	.74	9 (22.0%)	19 (46.3%)	13 (31.7%)	
5	Help your child with subjects she/he is working on in school?	2.52	.63	2 (4.9%)	10 (24.4%)	17 (41.5%)	10 (24.4%)
6	Answer your questions about tutoring?	2.35	.79	7 (17.1%)	10 (24.4%)	20 (48.8%)	3 (7.3%)
7	Start the tutoring sessions on time?	2.94	.24	-	2 (4.9%)	33 (80.5%)	4 (9.8%)
8	End the tutoring sessions on time?	2.95	.23	-	2 (4.9%)	36 (87.8%)	2 (4.9%)
9	Talk to your child's teachers about his/her progress?	2.39	.66	2 (4.9%)	10 (24.4%)	11 (26.8%)	17 (41.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: The Hill Center
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=41

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.03	1.00	-	5 (12.2%)	16 (39.0%)	11 (26.8%)	3 (7.3%)	5 (12.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.28	.91	4 (9.8%)	-	17 (41.5%)	19 (46.3%)	1 (2.4%)	-
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.64	1.11	8 (19.5%)	4 (9.8%)	13 (31.7%)	8 (19.5%)	4 (9.8%)	3 (7.3%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.11	1.04	5 (12.2%)	2 (4.9%)	13 (31.7%)	16 (39.0%)	3 (7.3%)	2 (4.9%)
14	Overall, I am happy with the tutoring my child received...	3.39	.97	4 (9.8%)	1 (2.4%)	9 (22.0%)	24 (58.5%)	2 (4.9%)	-
Parent Satisfaction Outcomes									
Total N=35				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				14.3%		85.7%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: The Reaching All Minds Organization (RAM)

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=36

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.20	.58	3 (8.3%)	22 (61.1%)	10 (27.8%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	1.89	.68	10 (27.8%)	19 (52.8%)	6 (16.7%)	
5	Help your child with subjects she/he is working on in school?	2.44	.64	2 (5.6%)	11 (30.6%)	14 (38.9%)	9 (25.0%)
6	Answer your questions about tutoring?	2.41	.67	3 (8.3%)	13 (36.1%)	16 (44.4%)	4 (11.1%)
7	Start the tutoring sessions on time?	2.87	.43	1 (2.8%)	2 (5.6%)	27 (75.0%)	6 (16.7%)
8	End the tutoring sessions on time?	2.96	.19	-	1 (2.8%)	27 (75.0%)	8 (22.2%)
9	Talk to your child's teachers about his/her progress?	2.00	.69	5 (13.9%)	12 (33.3%)	5 (13.9%)	14 (38.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: The Reaching All Minds Organization (RAM)

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=36

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.04	.81	2 (5.6%)	1 (2.8%)	15 (41.7%)	6 (16.7%)	3 (8.3%)	7 (19.4%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.16	.69	1 (2.8%)	2 (5.6%)	19 (52.8%)	9 (25.0%)	3 (8.3%)	2 (5.6%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.97	.78	1 (2.8%)	6 (16.7%)	15 (41.7%)	7 (19.4%)	6 (16.7%)	1 (2.8%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.14	.69	-	5 (13.9%)	15 (41.7%)	9 (25.0%)	3 (8.3%)	4 (11.1%)
14	Overall, I am happy with the tutoring my child received...	3.19	.83	2 (5.6%)	2 (5.6%)	15 (41.7%)	12 (33.3%)	2 (5.6%)	2 (5.6%)
Parent Satisfaction Outcomes									
Total N=25				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				12.0%		88.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Top Notch Learning, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=43

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.02	.74	11 (25.6%)	20 (46.5%)	12 (27.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.35	.65	4 (9.3%)	20 (46.5%)	19 (44.2%)	
5	Help your child with subjects she/he is working on in school?	2.75	.50	1 (2.3%)	7 (16.3%)	28 (65.1%)	7 (16.3%)
6	Answer your questions about tutoring?	2.19	.79	8 (18.6%)	13 (30.2%)	15 (34.9%)	7 (16.3%)
7	Start the tutoring sessions on time?	3.00	.00	-	-	32 (74.4%)	11 (25.6%)
8	End the tutoring sessions on time?	2.92	.27	-	3 (7.0%)	36 (83.7%)	4 (9.3%)
9	Talk to your child's teachers about his/her progress?	2.60	.68	2 (4.7%)	4 (9.3%)	14 (32.6%)	23 (53.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Top Notch Learning, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=43

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.54	.51	-	-	13 (30.2%)	15 (34.9%)	6 (14.0%)	7 (16.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.49	.61	-	2 (4.7%)	15 (34.9%)	20 (46.5%)	3 (7.0%)	2 (4.7%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.56	1.00	8 (18.6%)	5 (11.6%)	18 (41.9%)	5 (11.6%)	1 (2.3%)	5 (11.6%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.33	.66	1 (2.3%)	1 (2.3%)	22 (51.2%)	16 (37.2%)	-	2 (4.7%)
14	Overall, I am happy with the tutoring my child received...	3.49	.64	-	3 (7.0%)	15 (34.9%)	23 (53.5%)	-	-
Parent Satisfaction Outcomes									
Total N=37				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Total Tutors, LLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=21

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.20	.70	3 (14.3%)	10 (47.6%)	7 (33.3%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.19	.51	1 (4.8%)	15 (71.4%)	5 (23.8%)	
5	Help your child with subjects she/he is working on in school?	2.70	.57	1 (4.8%)	4 (19.0%)	15 (71.4%)	1 (4.8%)
6	Answer your questions about tutoring?	2.47	.62	1 (4.8%)	7 (33.3%)	9 (42.9%)	2 (9.5%)
7	Start the tutoring sessions on time?	2.94	.24	-	1 (4.8%)	17 (81.0%)	3 (14.3%)
8	End the tutoring sessions on time?	2.95	.23	-	1 (4.8%)	18 (85.7%)	2 (9.5%)
9	Talk to your child's teachers about his/her progress?	2.60	.51	-	6 (28.6%)	9 (42.9%)	4 (19.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Total Tutors, LLC

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=21

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.43	.65	-	1 (4.8%)	6 (28.6%)	7 (33.3%)	3 (14.3%)	3 (14.3%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.32	.58	-	1 (4.8%)	11 (52.4%)	7 (33.3%)	-	2 (9.5%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.19	.66	-	2 (9.5%)	9 (42.9%)	5 (23.8%)	-	5 (23.8%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.60	.50	-	-	8 (38.1%)	12 (57.1%)	-	1 (4.8%)
14	Overall, I am happy with the tutoring my child received...	3.39	.78	1 (4.8%)	-	8 (38.1%)	9 (42.9%)	2 (9.5%)	-
Parent Satisfaction Outcomes									
Total N=17				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				5.9%		94.1%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: TRAC Enrichment Center, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=14

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.14	.77	3 (21.4%)	6 (42.9%)	5 (35.7%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.36	.50	-	9 (64.3%)	5 (35.7%)	
5	Help your child with subjects she/he is working on in school?	2.62	.77	2 (14.3%)	1 (7.1%)	10 (71.4%)	1 (7.1%)
6	Answer your questions about tutoring?	2.50	.52	-	7 (50.0%)	7 (50.0%)	-
7	Start the tutoring sessions on time?	2.89	.33	-	1 (7.1%)	8 (57.1%)	5 (35.7%)
8	End the tutoring sessions on time?	2.69	.63	1 (7.1%)	2 (14.3%)	10 (71.4%)	1 (7.1%)
9	Talk to your child's teachers about his/her progress?	2.57	.54	-	3 (21.4%)	4 (28.6%)	7 (50.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: TRAC Enrichment Center, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=14

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.15	.38	-	-	11 (78.6%)	2 (14.3%)	1 (7.1%)	-
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.33	.49	-	-	8 (57.1%)	4 (28.6%)	1 (7.1%)	1 (7.1%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.08	.52	-	1 (7.1%)	9 (64.3%)	2 (14.3%)	-	-
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.14	.36	-	-	12 (85.7%)	2 (14.3%)	-	-
14	Overall, I am happy with the tutoring my child received...	3.38	.51	-	-	8 (57.1%)	5 (35.7%)	1 (7.1%)	-
Parent Satisfaction Outcomes									
Total N=13				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				-		100.0%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Tutorial Services

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=3

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Tutorial Services

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=3

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=3				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Twister Tutors, Inc.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=47

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	1.98	.61	9 (19.1%)	30 (63.8%)	8 (17.0%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.17	.53	3 (6.4%)	32 (68.1%)	11 (23.4%)	
5	Help your child with subjects she/he is working on in school?	2.51	.61	2 (4.3%)	14 (29.8%)	21 (44.7%)	10 (21.3%)
6	Answer your questions about tutoring?	2.33	.79	8 (17.0%)	12 (25.5%)	22 (46.8%)	5 (10.6%)
7	Start the tutoring sessions on time?	2.90	.41	1 (2.1%)	1 (2.1%)	27 (57.4%)	18 (38.3%)
8	End the tutoring sessions on time?	2.92	.28	-	3 (6.4%)	33 (70.2%)	10 (21.3%)
9	Talk to your child's teachers about his/her progress?	2.26	.56	1 (2.1%)	12 (25.5%)	6 (12.8%)	27 (57.4%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Twister Tutors, Inc.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=47

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.08	.83	2 (4.3%)	5 (10.6%)	18 (38.3%)	12 (25.5%)	5 (10.6%)	4 (8.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.43	.50	-	-	20 (42.6%)	15 (31.9%)	3 (6.4%)	9 (19.1%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.90	.93	5 (10.6%)	4 (8.5%)	21 (44.7%)	10 (21.3%)	2 (4.3%)	5 (10.6%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.44	.59	-	2 (4.3%)	20 (42.6%)	21 (44.7%)	3 (6.4%)	1 (2.1%)
14	Overall, I am happy with the tutoring my child received...	3.51	.63	1 (2.1%)	-	18 (38.3%)	24 (51.1%)	4 (8.5%)	-
Parent Satisfaction Outcomes									
Total N=39				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied" If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"				-		100.0%			

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Union County Public Schools/21st CCLC

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=3

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Union County Public Schools/21st CCLC
Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=3

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=3				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Victorious Community Dev. Corp.

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=1

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	*	*	<	<	<	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	*	*	<	<	<	
5	Help your child with subjects she/he is working on in school?	*	*	<	<	<	<
6	Answer your questions about tutoring?	*	*	<	<	<	<
7	Start the tutoring sessions on time?	*	*	<	<	<	<
8	End the tutoring sessions on time?	*	*	<	<	<	<
9	Talk to your child's teachers about his/her progress?	*	*	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-3 was given by at least five respondents.

<Survey responses are shown for a question only if N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Victorious Community Dev. Corp.

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=1

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	*	*	<	<	<	<	<	<
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	*	*	<	<	<	<	<	<
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	*	*	<	<	<	<	<	<
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	*	*	<	<	<	<	<	<
14	Overall, I am happy with the tutoring my child received...	*	*	<	<	<	<	<	<
Parent Satisfaction Outcomes									
Total N=1				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

*Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if N \geq 5.

i Insufficient information available to conduct outcome analyses.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Village Learning Solutions

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=123

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.07	.70	25 (20.3%)	62 (50.4%)	33 (26.8%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.13	.75	27 (22.0%)	51 (41.5%)	43 (35.0%)	
5	Help your child with subjects she/he is working on in school?	2.74	.47	1 (0.8%)	21 (17.1%)	66 (53.7%)	31 (25.2%)
6	Answer your questions about tutoring?	2.30	.79	20 (16.3%)	29 (23.6%)	49 (39.8%)	17 (13.8%)
7	Start the tutoring sessions on time?	2.96	.19	-	3 (2.4%)	77 (62.6%)	41 (33.3%)
8	End the tutoring sessions on time?	2.95	.30	2 (1.6%)	1 (0.8%)	96 (78.0%)	20 (16.3%)
9	Talk to your child's teachers about his/her progress?	2.27	.81	13 (10.6%)	17 (13.8%)	29 (23.6%)	61 (49.6%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Village Learning Solutions

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=123

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.34	.61	1 (0.8%)	4 (3.3%)	55 (44.7%)	40 (32.5%)	12 (9.8%)	8 (6.5%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.19	.79	5 (4.1%)	9 (7.3%)	50 (40.7%)	38 (30.9%)	10 (8.1%)	9 (7.3%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	2.84	.92	10 (8.1%)	22 (17.9%)	44 (35.8%)	26 (21.1%)	4 (3.3%)	15 (12.2%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.10	.83	7 (5.7%)	11 (8.9%)	55 (44.7%)	36 (29.3%)	5 (4.1%)	4 (3.3%)
14	Overall, I am happy with the tutoring my child received...	3.31	.75	4 (3.3%)	7 (5.7%)	51 (41.5%)	49 (39.8%)	7 (5.7%)	-
Parent Satisfaction Outcomes									
Total N=103				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				9.7%		90.3%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 3-9

SES Provider: Winston-Salem/Forsyth County Schools

Districts Served: See Appendix H

Questions 3-9 pertain to parents' experience with the SES provider in terms of communication and general operation. Means and standard deviations are calculated based on a 3-point Likert-type scale with the following values: 1=Not at All, 2=Sometimes, 3=A Lot. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=126

Results for a particular question may not always sum to 100% due to non-respondents.

Questions How often did your child's tutoring provider:		Mean	St. Dev.	Not at All 1	Sometimes 2	A Lot 3	Don't Know
3	Talk to you about your child's progress?	2.27	.66	15 (11.9%)	61 (48.4%)	49 (38.9%)	
4	Send communication (e.g., letters, notes, etc.) home about your child's progress?	2.40	.61	8 (6.3%)	59 (46.8%)	58 (46.0%)	
5	Help your child with subjects she/he is working on in school?	2.48	.63	7 (5.7%)	35 (27.8%)	53 (42.1%)	26 (20.6%)
6	Answer your questions about tutoring?	2.51	.58	4 (3.2%)	41 (32.5%)	56 (44.4%)	21 (16.7%)
7	Start the tutoring sessions on time?	2.89	.35	1 (0.8%)	8 (6.3%)	81 (64.3%)	31 (24.6%)
8	End the tutoring sessions on time?	2.87	.34	-	14 (11.1%)	93 (73.8%)	13 (10.3%)
9	Talk to your child's teachers about his/her progress?	2.40	.59	4 (3.2%)	39 (31.0%)	35 (27.8%)	44 (34.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 10-14

SES Provider: Winston-Salem/Forsyth County Schools

Districts Served: See Appendix H

Questions 10-14 pertain to parent satisfaction with the SES provider. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses. Questions 10-14 are used to provide an overall parent satisfaction rating for the SES provider. An overall combined mean of <2.5 represents dissatisfaction with the provider, while an overall combined mean of ≥ 2.5 represents satisfaction with the provider.

Total N=126

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>tutoring provider.</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
10	I believe that the free tutoring helped my child improve in <i>math</i> at school...	3.42	.75	5 (4.0%)	4 (3.2%)	46 (36.5%)	64 (50.8%)	3 (2.4%)	4 (3.2%)
11	I believe that the free tutoring helped my child improve in <i>reading</i> at school...	3.41	.77	5 (4.0%)	5 (4.0%)	45 (35.7%)	63 (50.0%)	2 (1.6%)	4 (3.2%)
12	I was given a chance to meet with the tutor and discuss my child's learning goals...	3.06	.89	7 (5.6%)	18 (14.3%)	45 (35.7%)	39 (31.0%)	6 (4.8%)	7 (5.6%)
13	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals...	3.34	.71	3 (2.4%)	7 (5.6%)	54 (42.9%)	53 (42.1%)	4 (3.2%)	1 (0.8%)
14	Overall, I am happy with the tutoring my child received...	3.41	.75	6 (4.8%)	1 (0.8%)	50 (39.7%)	62 (49.2%)	2 (1.6%)	3 (2.4%)
Parent Satisfaction Outcomes									
Total N=114				Dissatisfied		Satisfied			
If mean score for questions 10-14 < 2.5 then parent outcome = "Dissatisfied"				7.9%		92.1%			
If mean score for questions 10-14 ≥ 2.5 then parent outcome = "Satisfied"									

Note: Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least four of the five questions.

Appendix F

Parent Satisfaction Results Tables: Parent Ratings of District

The following pages pertain to Parent Survey questions 15-21, which are in regards parent satisfaction with the district.

Symbol Key	
*	= Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.
<	= Survey responses are shown for a question only if $N \geq 5$.
-	= No response.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Alamance-Burlington

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=318

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.55	.68	10 (3.1%)	4 (1.3%)	103 (32.4%)	197 (61.9%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.44	.74	12 (3.8%)	10 (3.1%)	113 (35.5%)	169 (53.1%)	4 (1.3%)	4 (1.3%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.45	.74	10 (3.1%)	16 (5.0%)	104 (32.7%)	172 (54.1%)	2 (0.6%)	5 (1.6%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.26	.85	15 (4.7%)	26 (8.2%)	100 (31.4%)	127 (39.9%)	18 (5.7%)	23 (7.2%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.52	.72	11 (3.5%)	8 (2.5%)	98 (30.8%)	187 (58.8%)	6 (1.9%)	3 (0.9%)
20	I feel free tutoring improved my child's academic skills this year...	3.36	.79	13 (4.1%)	6.0(%)	112 (35.2%)	151 (47.5%)	14 (4.4%)	-
21	I would have my child participate again in free tutoring next year...	3.60	.73	12 (3.8%)	8 (2.5%)	70 (22.0%)	213 (67.0%)	6 (1.9%)	3 (0.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Anson County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=62

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.55	.50	-	-	28 (45.2%)	34 (54.8%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.39	.53	-	1 (1.6%)	34 (54.8%)	24 (38.7%)	2 (3.2%)	1 (1.6%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.47	.54	-	1 (1.6%)	29 (46.8%)	28 (45.2%)	1 (1.6%)	3 (4.8%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.39	.59	-	3 (4.8%)	29 (46.8%)	25 (40.3%)	1 (1.6%)	4 (6.5%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.56	.58	1 (1.6%)	-	24 (38.7%)	36 (58.1%)	-	1 (1.6%)
20	I feel free tutoring improved my child's academic skills this year...	3.47	.67	2 (3.2%)	-	27 (43.5%)	33 (53.2%)	-	-
21	I would have my child participate again in free tutoring next year...	3.63	.58	1 (1.6%)	-	19 (30.6%)	40 (64.5%)	2 (3.2%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Ashe County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=20

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.55	.76	1 (5.0%)	-	6 (30.0%)	13 (65.0%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.55	.76	1 (5.0%)	-	6 (30.0%)	13 (65.0%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.50	.83	1 (5.0%)	1 (5.0%)	5 (25.0%)	13 (65.0%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.29	.85	1 (5.0%)	1 (5.0%)	7 (35.0%)	8 (40.0%)	1 (5.0%)	2 (10.0%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.70	.73	1 (5.0%)	-	3 (15.0%)	16 (80.0%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.81	.40	-	-	3 (15.0%)	13 (65.0%)	4 (20.0%)	-
21	I would have my child participate again in free tutoring next year...	3.63	.76	1 (5.0%)	-	4 (20.0%)	14 (70.0%)	1 (5.0%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Asheboro City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=12

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.58	.52	-	-	5 (41.7%)	7 (58.3%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.50	.52	-	-	6 (50.0%)	6 (50.0%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.58	.52	-	-	5 (41.7%)	7 (58.3%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.45	.52	-	-	6 (50.0%)	5 (41.7%)	-	1 (8.3%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.67	.49	-	-	4 (33.3%)	8 (66.7%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.58	.52	-	-	5 (41.7%)	7 (58.3%)	-	-
21	I would have my child participate again in free tutoring next year...	3.50	.52	-	-	6 (50.0%)	6 (50.0%)	-	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Asheville City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=16

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.50	.52	-	-	8 (50.0%)	8 (50.0%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.44	.63	-	1 (6.3%)	7 (43.8%)	8 (50.0%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.50	.63	-	1 (6.3%)	6 (37.5%)	9 (56.3%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.33	.90	1 (6.3%)	1 (6.3%)	5 (31.3%)	8 (50.0%)	-	1 (6.3%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.56	.51	-	-	7 (43.8%)	9 (56.3%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.69	.48	-	-	5 (31.3%)	11 (68.8%)	-	-
21	I would have my child participate again in free tutoring next year...	3.88	.34	-	-	2 (12.5%)	14 (87.5%)	-	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Bertie County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=34

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.47	.57	-	1 (2.9%)	15 (44.1%)	16 (47.1%)	1 (2.9%)	-
16	The district provided the necessary information to help me select a tutoring provider...	3.44	.62	-	2 (5.9%)	14 (41.2%)	16 (47.1%)	-	1 (2.9%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.35	.61	-	2 (5.9%)	16 (47.1%)	13 (38.2%)	-	2 (5.9%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.04	.72	-	6 (17.6%)	13 (38.2%)	7 (20.6%)	-	6 (17.6%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.44	.50	-	-	18 (52.9%)	14 (41.2%)	1 (2.9%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.40	.56	-	1 (2.9%)	16 (47.1%)	13 (38.2%)	2 (5.9%)	-
21	I would have my child participate again in free tutoring next year...	3.59	.50	-	-	13 (38.2%)	19 (55.9%)	1 (2.9%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Bladen County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=52

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.31	.81	3 (5.8%)	2 (3.8%)	22 (42.3%)	24 (46.2%)	-	1 (1.9%)
16	The district provided the necessary information to help me select a tutoring provider...	3.13	.89	4 (7.7%)	4 (7.7%)	22 (42.3%)	18 (34.6%)	4 (7.7%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.16	.78	2 (3.8%)	6 (11.5%)	25 (48.1%)	18 (34.6%)	1 (1.9%)	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	2.90	.81	3 (5.8%)	6 (11.5%)	23 (44.2%)	8 (15.4%)	4 (7.7%)	7 (13.5%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.45	.68	1 (1.9%)	2 (3.8%)	20 (38.5%)	26 (50.0%)	2 (3.8%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.46	.62	1 (1.9%)	-	23 (44.2%)	24 (46.2%)	3 (5.8%)	1 (1.9%)
21	I would have my child participate again in free tutoring next year...	3.51	.62	1 (1.9%)	-	21 (40.4%)	27 (51.9%)	3 (5.8%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Brunswick County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=118

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.60	.57	1 (0.8%)	2 (1.7%)	39 (33.1%)	74 (62.7%)	2 (1.7%)	-
16	The district provided the necessary information to help me select a tutoring provider...	3.33	.73	2 (1.7%)	11 (9.3%)	48 (40.7%)	52 (44.1%)	3 (2.5%)	2 (1.7%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.31	.77	2 (1.7%)	14 (11.9%)	41 (34.7%)	51 (43.2%)	2 (1.7%)	4 (3.4%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.33	.71	1 (0.8%)	9 (7.6%)	36 (30.5%)	39 (33.1%)	11 (9.3%)	22 (18.6%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.60	.58	1 (0.8%)	2 (1.7%)	39 (33.1%)	72 (61.0%)	2 (1.7%)	2 (1.7%)
20	I feel free tutoring improved my child's academic skills this year...	3.47	.81	5 (4.2%)	7 (5.9%)	30 (25.4%)	69 (58.5%)	5 (4.2%)	-
21	I would have my child participate again in free tutoring next year...	3.56	.81	6 (5.1%)	4 (3.4%)	21 (17.8%)	77 (65.3%)	9 (7.6%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Burke County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=103

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.53	.58	1 (1.0%)	1 (1.0%)	42 (40.8%)	57 (55.3%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.35	.72	2 (1.9%)	8 (7.8%)	41 (39.8%)	46 (44.7%)	3 (2.9%)	1 (1.0%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.37	.68	2 (1.9%)	5 (4.9%)	46 (44.7%)	46 (44.7%)	1 (1.0%)	1 (1.0%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.30	.78	5 (4.9%)	1 (1.0%)	41 (39.8%)	36 (35.0%)	3 (2.9%)	15 (14.6%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.50	.60	1 (1.0%)	2 (1.9%)	42 (40.8%)	53 (51.5%)	3 (2.9%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.23	.79	4 (3.9%)	10 (9.7%)	44 (42.7%)	41 (39.8%)	3 (2.9%)	-
21	I would have my child participate again in free tutoring next year...	3.50	.70	2 (1.9%)	5 (4.9%)	30 (29.1%)	55 (53.4%)	9 (8.7%)	1 (1.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Cabarrus County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=271

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.52	.70	10 (3.7%)	2 (0.7%)	92 (33.9%)	159 (58.7%)	-	4 (1.5%)
16	The district provided the necessary information to help me select a tutoring provider...	3.46	.73	9 (3.3%)	10 (3.7%)	95 (35.1%)	147 (54.2%)	2 (0.7%)	3 (1.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.40	.76	9 (3.3%)	17 (6.3%)	94 (34.7%)	137 (50.6%)	6 (2.2%)	2 (0.7%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.25	.78	7 (2.6%)	20 (7.4%)	89 (32.8%)	85 (31.4%)	29 (10.7%)	34 (12.5%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.51	.69	7 (2.6%)	8 (3.0%)	94 (34.7%)	157 (57.9%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.38	.78	11 (4.1%)	14 (5.2%)	94 (34.7%)	132 (48.7%)	15 (5.5%)	1 (0.4%)
21	I would have my child participate again in free tutoring next year...	3.58	.72	10 (3.7%)	5 (1.8%)	67 (24.7%)	171 (63.1%)	13 (4.8%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Caldwell County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=76

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.63	.49	-	-	28 (36.8%)	48 (63.2%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.47	.55	-	2 (2.6%)	36 (47.4%)	37 (48.7%)	1 (1.3%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.45	.60	1 (1.3%)	1 (1.3%)	36 (47.4%)	37 (48.7%)	-	1 (1.3%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.33	.54	-	2 (2.6%)	38 (50.0%)	23 (30.3%)	1 (1.3%)	10 (13.2%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.59	.52	-	1 (1.3%)	28 (36.8%)	44 (57.9%)	1 (1.3%)	1 (1.3%)
20	I feel free tutoring improved my child's academic skills this year...	3.43	.68	1 (1.3%)	4 (5.3%)	28 (36.8%)	35 (46.1%)	4 (5.3%)	3 (3.9%)
21	I would have my child participate again in free tutoring next year...	3.61	.49	-	-	28 (36.8%)	43 (56.6%)	3 (3.9%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Catawba County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=98

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.74	.51	1 (1.0%)	-	22 (22.4%)	72 (73.5%)	-	1 (1.0%)
16	The district provided the necessary information to help me select a tutoring provider...	3.54	.56	-	3 (3.1%)	39 (39.8%)	55 (56.1%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.48	.70	2 (2.0%)	5 (5.1%)	33 (33.7%)	55 (56.1%)	1 (1.0%)	1 (1.0%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.43	.65	1 (1.0%)	3 (3.1%)	32 (32.7%)	36 (36.7%)	12 (12.2%)	8 (8.2%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.72	.45	-	-	27 (27.6%)	69 (70.4%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.63	.57	1 (1.0%)	1 (1.0%)	29 (29.6%)	62 (63.3%)	4 (4.1%)	-
21	I would have my child participate again in free tutoring next year...	3.81	.44	-	2 (2.0%)	14 (14.3%)	80 (81.6%)	1 (1.0%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Chapel Hill-Carrboro

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=39

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.45	.80	2 (5.1%)	1 (2.6%)	13 (33.3%)	22 (56.4%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.34	.91	3 (7.7%)	1 (2.6%)	12 (30.8%)	19 (48.7%)	1 (2.6%)	2 (5.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.22	.87	2 (5.1%)	4 (10.3%)	14 (35.9%)	16 (41.0%)	-	2 (5.1%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.31	.74	1 (2.6%)	1 (2.6%)	13 (33.3%)	11 (28.2%)	5 (12.8%)	6 (15.4%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.45	.72	1 (2.6%)	2 (5.1%)	14 (35.9%)	21 (53.8%)	1 (2.6%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.38	.76	2 (5.1%)	-	17 (43.6%)	18 (46.2%)	2 (5.1%)	-
21	I would have my child participate again in free tutoring next year...	3.35	.95	4 (10.3%)	-	12 (30.8%)	21 (53.8%)	2 (5.1%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Charlotte-Mecklenburg

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=1345

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.53	.67	38 (2.8%)	17 (1.3%)	456 (33.9%)	778 (57.8%)	16 (1.2%)	6 (0.4%)
16	The district provided the necessary information to help me select a tutoring provider...	3.42	.70	36 (2.7%)	49 (3.6%)	518 (38.5%)	642 (47.7%)	41 (3.0%)	17 (1.3%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.39	.73	38 (2.8%)	66 (4.9%)	518 (38.5%)	622 (46.2%)	36 (2.7%)	20 (1.5%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.12	.86	58 (4.3%)	140 (10.4%)	428 (31.8%)	372 (27.7%)	128 (9.5%)	165 (12.3%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.50	.65	28 (2.1%)	25 (1.9%)	496 (36.9%)	714 (53.1%)	25 (1.9%)	13 (1.0%)
20	I feel free tutoring improved my child's academic skills this year...	3.33	.80	64 (4.8%)	67 (5.0%)	494 (36.7%)	605 (45.0%)	61 (4.5%)	16 (1.2%)
21	I would have my child participate again in free tutoring next year...	3.56	.72	46 (3.4%)	31 (2.3%)	340 (25.3%)	803 (59.7%)	78 (5.8%)	8 (0.6%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Chatham County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=94

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.48	.72	4 (4.3%)	-	36 (38.3%)	52 (55.3%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.36	.62	1 (1.1%)	3 (3.2%)	43 (45.7%)	34 (36.2%)	9 (9.6%)	1 (1.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.32	.74	3 (3.2%)	4 (4.3%)	38 (40.4%)	36 (38.3%)	8 (8.5%)	2 (2.1%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.21	.72	2 (2.1%)	5 (5.3%)	34 (36.2%)	22 (23.4%)	18 (19.1%)	6 (6.4%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.47	.73	4 (4.3%)	-	34 (36.2%)	49 (52.1%)	4 (4.3%)	1 (1.1%)
20	I feel free tutoring improved my child's academic skills this year...	3.44	.78	5 (5.3%)	-	33 (35.1%)	48 (51.1%)	5 (5.3%)	-
21	I would have my child participate again in free tutoring next year...	3.55	.73	4 (4.3%)	-	26 (27.7%)	55 (58.5%)	6 (6.4%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: CIS Academy (Charter School)

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=8

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.75	.46	-	-	2 (25.0%)	6 (75.0%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.57	.54	-	-	3 (37.5%)	4 (50.0%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.43	.54	-	-	4 (50.0%)	3 (37.5%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.29	.49	-	-	5 (62.5%)	2 (25.0%)	-	-
19	I am happy with the way my school district helped to get free tutoring for my child...	3.86	.38	-	-	1 (12.5%)	6 (75.0%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.71	.49	-	-	2 (25.0%)	5 (62.5%)	-	-
21	I would have my child participate again in free tutoring next year...	3.86	.38	-	-	1 (12.5%)	6 (75.0%)	-	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Clinton City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=39

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.16	.86	3 (7.7%)	2 (5.1%)	19 (48.7%)	14 (35.9%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	2.88	1.01	6 (15.4%)	1 (2.6%)	18 (46.2%)	9 (23.1%)	2 (5.1%)	2 (5.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.12	.65	1 (2.6%)	2 (5.1%)	22 (56.4%)	8 (20.5%)	1 (2.6%)	4 (10.3%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.03	.88	3 (7.7%)	3 (7.7%)	17 (43.6%)	10 (25.6%)	1 (2.6%)	4 (10.3%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.41	.69	1 (2.6%)	1 (2.6%)	17 (43.6%)	18 (46.2%)	1 (2.6%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.19	.82	2 (5.1%)	3 (7.7%)	17 (43.6%)	14 (35.9%)	1 (2.6%)	1 (2.6%)
21	I would have my child participate again in free tutoring next year...	3.55	.71	1 (2.6%)	1 (2.6%)	10 (25.6%)	21 (53.8%)	5 (12.8%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Columbus County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=98

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.58	.58	1 (1.0%)	1 (1.0%)	35 (35.7%)	58 (59.2%)	2 (2.0%)	1 (1.0%)
16	The district provided the necessary information to help me select a tutoring provider...	3.42	.64	-	7 (7.1%)	38 (38.8%)	45 (45.9%)	5 (5.1%)	3 (3.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.49	.60	-	5 (5.1%)	36 (36.7%)	49 (50.0%)	4 (4.1%)	4 (4.1%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.21	.81	2 (2.0%)	11 (11.2%)	28 (28.6%)	30 (30.6%)	7 (7.1%)	20 (20.4%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.60	.57	1 (1.0%)	1 (1.0%)	33 (33.7%)	59 (60.2%)	2 (20.0%)	2 (2.0%)
20	I feel free tutoring improved my child's academic skills this year...	3.49	.74	3 (3.1%)	5 (5.1%)	29 (29.6%)	57 (58.2%)	1 (1.0%)	2 (2.0%)
21	I would have my child participate again in free tutoring next year...	3.65	.65	3 (3.1%)	-	24 (24.5%)	67 (68.4%)	3 (3.1%)	1 (1.0%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Cumberland County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=148

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	2.61	1.07	30 (20.3%)	20 (13.5%)	53 (35.8%)	29 (19.6%)	1 (0.7%)	13 (8.8%)
16	The district provided the necessary information to help me select a tutoring provider...	2.75	1.00	21 (14.2%)	20 (13.5%)	57 (38.5%)	30 (20.3%)	3 (2.0%)	14 (9.5%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	2.93	.85	12 (8.1%)	14 (9.5%)	70 (47.3%)	29 (19.6%)	3 (2.0%)	18 (12.2%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	2.91	.91	11 (7.4%)	22 (14.9%)	53 (35.8%)	33 (22.3%)	2 (1.4%)	26 (17.6%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.24	.87	10 (6.8%)	5 (3.4%)	53 (35.8%)	55 (37.2%)	7 (4.7%)	16 (10.8%)
20	I feel free tutoring improved my child's academic skills this year...	3.26	.75	5 (3.4%)	9 (6.1%)	63 (42.6%)	53 (35.8%)	11 (7.4%)	6 (4.1%)
21	I would have my child participate again in free tutoring next year...	3.63	.56	1 (0.7%)	2 (1.4%)	40 (27.0%)	84 (56.8%)	16 (10.8%)	4 (2.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Dare County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=38

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.63	.63	1 (2.6%)	-	11 (28.9%)	26 (68.4%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.03	1.00	5 (13.2%)	1 (2.6%)	16 (42.1%)	12 (31.6%)	2 (5.3%)	2 (5.3%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.06	.85	2 (5.3%)	4 (10.5%)	15 (39.5%)	10 (26.3%)	2 (5.3%)	5 (13.2%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.04	.92	2 (5.3%)	4 (10.5%)	11 (28.9%)	9 (23.7%)	2 (5.3%)	10 (26.3%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.50	.74	1 (2.6%)	2 (5.3%)	11 (28.9%)	22 (57.9%)	-	2 (5.3%)
20	I feel free tutoring improved my child's academic skills this year...	3.61	.72	1 (2.6%)	1 (2.6%)	7 (18.4%)	22 (57.9%)	3 (7.9%)	2 (5.3%)
21	I would have my child participate again in free tutoring next year...	3.53	.83	2 (5.3%)	1 (2.6%)	8 (21.1%)	23 (60.5%)	4 (10.5%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Durham Public

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=333

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.47	.73	14 (4.2%)	5 (1.5%)	123 (36.9%)	187 (56.2%)	1 (0.3%)	2 (0.6%)
16	The district provided the necessary information to help me select a tutoring provider...	3.36	.79	16 (4.8%)	15 (4.5%)	130 (39.0%)	162 (48.6%)	5 (1.5%)	2 (0.6%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.31	.81	18 (5.4%)	16 (4.8%)	133 (39.9%)	149 (44.7%)	6 (1.8%)	7 (2.1%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.24	.77	12 (3.6%)	17 (5.1%)	127 (38.1%)	103 (30.9%)	25 (7.5%)	44 (13.2%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.40	.76	15 (4.5%)	9 (2.7%)	129 (38.7%)	167 (50.2%)	7 (2.1%)	2 (0.6%)
20	I feel free tutoring improved my child's academic skills this year...	3.30	.79	16 (4.8%)	14 (4.2%)	133 (39.9%)	134 (40.2%)	28 (8.4%)	5 (1.5%)
21	I would have my child participate again in free tutoring next year...	3.54	.73	14 (4.2%)	3 (0.9%)	99 (29.7%)	202 (60.7%)	12 (3.6%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Edenton-Chowan

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=83

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.62	.73	4 (4.8%)	-	19 (22.9%)	58 (69.9%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.35	.76	3 (3.6%)	5 (6.0%)	34 (41.0%)	39 (47.0%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.37	.73	3 (3.6%)	3 (3.6%)	36 (43.4%)	39 (47.0%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.27	.73	2 (2.4%)	4 (4.8%)	31 (37.3%)	25 (30.1%)	6 (7.2%)	13 (15.7%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.49	.71	3 (3.6%)	1 (1.2%)	30 (36.1%)	46 (55.4%)	-	1 (1.2%)
20	I feel free tutoring improved my child's academic skills this year...	3.37	.76	2 (2.4%)	7 (8.4%)	28 (33.7%)	39 (47.0%)	5 (6.0%)	-
21	I would have my child participate again in free tutoring next year...	3.62	.69	3 (3.6%)	-	20 (24.1%)	53 (63.9%)	5 (6.0%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Edgecombe County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=199

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.55	.64	5 (2.5%)	-	72 (36.2%)	118 (59.3%)	1 (0.5%)	-
16	The district provided the necessary information to help me select a tutoring provider...	3.47	.68	5 (2.5%)	5 (2.5%)	77 (38.7%)	106 (53.3%)	3 (1.5%)	1 (0.5%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.48	.69	6 (3.0%)	4 (2.0%)	75 (37.7%)	108 (54.3%)	1 (0.5%)	2 (1.0%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.24	.82	8 (4.0%)	13 (6.5%)	67 (33.7%)	66 (33.2%)	11 (5.5%)	32 (16.1%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.54	.68	7 (3.5%)	-	69 (34.7%)	118 (59.3%)	2 (1.0%)	1 (0.5%)
20	I feel free tutoring improved my child's academic skills this year...	3.40	.78	9 (4.5%)	7 (3.5%)	73 (36.7%)	100 (50.3%)	6 (3.0%)	1 (0.5%)
21	I would have my child participate again in free tutoring next year...	3.58	.73	8 (4.0%)	2(1.0%)	49 (24.6%)	124 (62.3%)	11 (5.5%)	1 (0.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Elizabeth City-Pasquotank

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=120

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.63	.68	4 (3.3%)	1 (0.8%)	30 (25.0%)	83 (69.2%)	2 (1.7%)	-
16	The district provided the necessary information to help me select a tutoring provider...	3.46	.65	-	10 (8.3%)	42 (35.0%)	62 (51.7%)	3 (2.5%)	2 (1.7%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.33	.73	1 (0.8%)	14 (11.7%)	43 (35.8%)	53 (44.2%)	4 (3.3%)	4 (3.3%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.37	.71	2 (1.7%)	6 (5.0%)	38 (31.7%)	43 (35.8%)	6 (5.0%)	24 (20.0%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.61	.64	2 (1.7%)	4 (3.3%)	33 (27.5%)	80 (66.7%)	-	1 (0.8%)
20	I feel free tutoring improved my child's academic skills this year...	3.40	.71	2 (1.7%)	7 (5.8%)	41 (34.2%)	51 (42.5%)	13 (10.8%)	6 (5.0%)
21	I would have my child participate again in free tutoring next year...	3.60	.70	4 (3.3%)	2 (1.7%)	30 (25.0%)	79 (65.8%)	4 (3.3%)	1 (0.8%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Forsyth Academy (Charter School)

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.43	.54	-	-	4 (57.1%)	3 (42.9%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.29	.76	-	1 (14.3%)	3 (42.9%)	3 (42.9%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.14	.69	-	1 (14.3%)	4 (57.1%)	2 (28.6%)	-	-
19	I am happy with the way my school district helped to get free tutoring for my child...	2.86	1.07	1 (14.3%)	1 (14.3%)	3 (42.9%)	2 (28.6%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	*	*	1 (14.3%)	-	2 (28.6%)	1 (14.3%)	1 (14.3%)	1 (14.3%)
21	I would have my child participate again in free tutoring next year...	3.17	1.17	1 (14.3%)	-	2 (28.6%)	3 (42.9%)	-	-

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Franklin County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=88

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.43	.83	6 (6.8%)	1 (1.1%)	30 (34.1%)	50 (56.8%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.41	.79	3 (3.4%)	7 (8.0%)	27 (30.7%)	48 (54.5%)	1 (1.1%)	1 (1.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.47	.59	1 (1.1%)	1 (1.1%)	40 (45.5%)	43 (48.9%)	2 (2.3%)	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.24	.75	2 (2.3%)	7 (8.0%)	33 (37.5%)	28 (31.8%)	7 (8.0%)	10 (11.4%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.40	.78	5 (5.7%)	1 (1.1%)	35 (39.8%)	46 (52.3%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.31	.79	5 (5.7%)	2 (2.3%)	39 (44.3%)	38 (43.2%)	3 (3.4%)	-
21	I would have my child participate again in free tutoring next year...	3.49	.79	5 (5.7%)	-	27 (30.7%)	51 (58.0%)	3 (3.4%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Gaston County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=449

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.58	.61	9 (2.0%)	2 (0.4%)	156 (34.7%)	278 (61.9%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.50	.66	11 (2.4%)	6 (1.3%)	176 (39.2%)	245 (54.6%)	2 (0.4%)	3 (0.7%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.45	.67	11 (2.4%)	11 (2.4%)	185 (41.2%)	233 (51.9%)	2 (0.4%)	3 (0.7%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.36	.70	11 (2.4%)	16 (3.6%)	180 (40.1%)	177 (39.4%)	16 (3.6%)	38 (8.5%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.54	.63	10 (2.2%)	1 (0.2%)	172 (38.3%)	256 (57.0%)	2 (0.4%)	1 (0.2%)
20	I feel free tutoring improved my child's academic skills this year...	3.45	.71	13 (2.9%)	14 (3.1%)	166 (37.0%)	230 (51.2%)	16 (3.6%)	5 (1.1%)
21	I would have my child participate again in free tutoring next year...	3.59	.60	7 (1.6%)	2 (0.4%)	146 (32.5%)	259 (57.7%)	29 (6.5%)	2 (0.4%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Granville County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=39

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.51	.79	2 (5.1%)	1 (2.6%)	11 (28.2%)	25 (64.1%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.49	.73	1 (2.6%)	2 (5.1%)	12 (30.8%)	22 (56.4%)	2 (5.1%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.24	.83	2 (5.1%)	3 (7.7%)	16 (41.0%)	16 (41.0%)	2 (5.1%)	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.27	.72	1 (2.6%)	2 (5.1%)	17 (43.6%)	13 (33.3%)	4 (10.3%)	2 (5.1%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.31	.86	3 (7.7%)	1 (2.6%)	16 (41.0%)	19 (48.7%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.26	.88	3 (7.7%)	2 (5.1%)	16 (41.0%)	18 (46.2%)	-	-
21	I would have my child participate again in free tutoring next year...	3.44	.88	3 (7.7%)	-	11 (28.2%)	22 (56.4%)	2 (5.1%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Greene County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=65

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.48	.73	3 (4.6%)	-	25 (38.5%)	37 (56.9%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.33	.75	3 (4.6%)	1 (1.5%)	30 (46.2%)	27 (41.5%)	2 (3.1%)	2 (3.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.42	.61	1 (1.5%)	1 (1.5%)	32 (49.2%)	30 (46.2%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.33	.64	1 (1.5%)	2 (3.1%)	30 (46.2%)	22 (33.8%)	2 (3.1%)	6 (9.2%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.51	.59	1 (1.5%)	-	29 (44.6%)	35 (53.8%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.52	.62	1 (1.5%)	1 (1.5%)	24 (36.9%)	34 (52.3%)	5 (7.7%)	-
21	I would have my child participate again in free tutoring next year...	3.56	.60	1 (1.5%)	-	23 (35.4%)	35 (53.8%)	5 (7.7%)	1 (1.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Guilford County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=1368

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.57	.64	32 (2.3%)	13 (1.0%)	444 (32.5%)	838 (61.3%)	15 (1.1%)	5 (0.4%)
16	The district provided the necessary information to help me select a tutoring provider...	3.45	.69	34 (2.5%)	50 (3.7%)	513 (37.5%)	705 (51.5%)	28 (2.0%)	13 (1.0%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.42	.69	30 (2.2%)	61 (4.5%)	547 (40.0%)	660 (48.2%)	30 (2.2%)	17 (1.2%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.23	.77	42 (3.1%)	82 (6.0%)	470 (34.4%)	395 (28.9%)	115 (8.4%)	218 (15.9%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.50	.66	35 (2.6%)	18 (1.3%)	514 (37.6%)	751 (54.9%)	18 (1.3%)	7 (0.5%)
20	I feel free tutoring improved my child's academic skills this year...	3.35	.77	56 (4.1%)	66 (4.8%)	523 (38.2%)	615 (45.0%)	70 (5.1%)	15 (1.1%)
21	I would have my child participate again in free tutoring next year...	3.55	.72	49 (3.6%)	27 (2.0%)	370 (27.0%)	826 (60.4%)	65 (4.8%)	11 (0.8%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Halifax County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=158

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.45	.69	5 (3.2%)	2 (1.3%)	65 (41.1%)	82 (51.9%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.32	.70	3 (1.9%)	10 (6.3%)	69 (43.7%)	62 (39.2%)	5 (3.2%)	5 (3.2%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.16	.84	8 (5.1%)	16 (10.1%)	63 (39.9%)	55 (34.8%)	7 (4.4%)	6 (3.8%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.12	.84	6 (3.8%)	13 (8.2%)	47 (29.7%)	37 (23.4%)	15 (9.5%)	31 (19.6%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.34	.65	2 (1.3%)	8 (5.1%)	75 (47.5%)	62 (39.2%)	4 (2.5%)	2 (1.3%)
20	I feel free tutoring improved my child's academic skills this year...	3.33	.69	3 (1.9%)	9 (5.7%)	67 (42.4%)	61 (38.6%)	10 (6.3%)	3 (1.9%)
21	I would have my child participate again in free tutoring next year...	3.50	.64	3 (1.9%)	2 (1.3%)	59 (37.3%)	79 (50.0%)	9 (5.7%)	2 (1.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Haliwa-Saponi Tribal School (Charter School)

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=6

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.50	.55	-	-	3 (50.0%)	3 (50.0%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.60	.55	-	-	2 (33.3%)	3 (50.0%)	-	1 (16.7%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	*	*	-	-	2 (33.3%)	2 (33.3%)	-	2 (33.3%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	*	*	-	-	1 (16.7%)	1 (16.7%)	-	4 (66.7%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.83	.41	-	-	1 (16.7%)	5 (83.3%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.80	.45	-	-	1 (16.7%)	4 (66.7%)	1 (16.7%)	-
21	I would have my child participate again in free tutoring next year...	*	*	-	-	2 (33.3%)	2 (33.3%)	2 (33.3%)	-

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Harnett County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=112

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.41	.69	4 (3.6%)	1 (0.9%)	52 (46.4%)	55 (49.1%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.39	.72	2 (1.8%)	9 (8.0%)	42 (37.5%)	55 (49.1%)	2 (1.8%)	1 (0.9%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.38	.70	2 (1.8%)	8 (7.1%)	47 (42.0%)	55 (49.1%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.35	.70	2 (1.8%)	6 (5.4%)	44 (39.3%)	44 (39.3%)	4 (3.6%)	12 (10.7%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.41	.74	5 (4.5%)	2 (1.8%)	46 (41.1%)	58 (51.8%)	-	1 (0.9%)
20	I feel free tutoring improved my child's academic skills this year...	3.46	.67	2 (1.8%)	4 (3.6%)	42 (37.5%)	56 (50.0%)	4 (3.6%)	3 (2.7%)
21	I would have my child participate again in free tutoring next year...	3.60	.62	2 (1.8%)	1 (0.9%)	33 (29.5%)	66 (58.9%)	6 (5.4%)	4 (3.6%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Healthy Start Academy (Charter School)

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N= 2

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district</i> :		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	*	*	<	<	<	<	<	<
16	The district provided the necessary information to help me select a tutoring provider...	*	*	<	<	<	<	<	<
17	I was given enough time to decide which tutoring provider I wanted for my child...	*	*	<	<	<	<	<	<
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	*	*	<	<	<	<	<	<
19	I am happy with the way my school district helped to get free tutoring for my child...	*	*	<	<	<	<	<	<
20	I feel free tutoring improved my child's academic skills this year...	*	*	<	<	<	<	<	<
21	I would have my child participate again in free tutoring next year...	*	*	<	<	<	<	<	<

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

<Survey responses are shown for a question only if the individual session has N≥5.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Hertford County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=108

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.47	.71	4 (3.7%)	1 (0.9%)	42 (38.9%)	59 (54.6%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.31	.75	5 (4.6%)	3 (2.8%)	50 (46.3%)	45 (41.7%)	2 (1.9%)	1 (0.9%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.33	.70	3 (2.8%)	4 (3.7%)	50 (46.3%)	43 (39.8%)	3 (2.83 (2.8%))	3 (2.8%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.08	.75	3 (2.8%)	11 (10.2%)	46 (42.6%)	24 (22.2%)	8 (7.4%)	11 (10.2%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.43	.74	5 (4.6%)	-	43 (39.8%)	53 (49.1%)	2 (1.9%)	3 (2.8%)
20	I feel free tutoring improved my child's academic skills this year...	3.32	.75	3 (2.8%)	7 (6.5%)	42 (38.9%)	44 (40.7%)	9 (8.3%)	-
21	I would have my child participate again in free tutoring next year...	3.43	.75	5 (4.6%)	-	41 (38.0%)	53 (49.1%)	7 (6.5%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Hickory City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=12

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.64	.51	-	-	4 (33.3%)	7 (58.3%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.09	.70	-	2 (16.7%)	6 (50.0%)	3 (25.0%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.27	.47	-	-	8 (66.7%)	3 (25.0%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	2.73	.79	-	5 (41.7%)	4 (33.3%)	2 (16.7%)	-	-
19	I am happy with the way my school district helped to get free tutoring for my child...	3.45	.52	-	-	6 (50.0%)	5 (41.7%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.08	.67	-	2 (16.7%)	7 (58.3%)	3 (25.0%)	-	-
21	I would have my child participate again in free tutoring next year...	3.55	.93	1 (8.3%)	-	2 (16.7%)	8 (66.7%)	-	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Hoke County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=129

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.48	.75	5 (3.9%)	5 (3.9%)	41 (31.8%)	76 (58.9%)	1 (0.8%)	-
16	The district provided the necessary information to help me select a tutoring provider...	3.37	.78	6 (4.7%)	5 (3.9%)	51 (39.5%)	64 (49.6%)	3 (2.3%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.36	.78	6 (4.7%)	4 (3.1%)	51 (39.5%)	59 (45.7%)	3 (2.3%)	5 (3.9%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.28	.79	6 (4.7%)	4 (3.1%)	51 (39.5%)	46 (35.7%)	4 (3.1%)	18 (14.0%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.51	.68	3 (2.3%)	4 (3.1%)	44 (34.1%)	74 (57.4%)	3 (2.3%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.47	.65	2 (1.6%)	4 (3.1%)	49 (38.0%)	63 (48.8%)	8 (6.2%)	3 (2.3%)
21	I would have my child participate again in free tutoring next year...	3.59	.66	3 (2.3%)	3 (2.3%)	36 (27.9%)	81 (62.8%)	5 (3.9%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Hyde County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=33

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.63	.71	1 (3.0%)	-1 (3.0%)	7 (21.2%)	23 (69.7%)	1 (3.0%)	-
16	The district provided the necessary information to help me select a tutoring provider...	3.03	.94	2 (6.1%)	6 (18.2%)	10 (30.3%)	11 (33.3%)	1 (3.0%)	3 (9.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.03	1.09	3 (9.1%)	7 (21.2%)	5 (15.2%)	14 (42.4%)	1 (3.0%)	3 (9.1%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	2.86	.96	2 (6.1%)	5 (15.2%)	8 (24.2%)	6 (18.2%)	1 (3.0%)	11 (33.3%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.52	.68	1 (3.0%)	-	12 (36.4%)	18 (54.5%)	2 (6.1%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.34	.75	1 (3.0%)	2 (6.1%)	14 (42.4%)	15 (45.5%)	1 (3.0%)	-
21	I would have my child participate again in free tutoring next year...	3.73	.69	1 (3.0%)	1 (3.0%)	3 (9.1%)	25 (75.8%)	3 (9.1%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Iredell-Statesville

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=167

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.57	.60	3 (1.8%)	-	61 (36.5%)	100 (59.9%)	2 (1.2%)	1 (0.6%)
16	The district provided the necessary information to help me select a tutoring provider...	3.42	.72	4 (2.4%)	9 (5.4%)	59 (35.3%)	82 (49.1%)	6 (3.6%)	6 (3.6%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.35	.73	4 (2.4%)	12 (7.2%)	66 (39.5%)	76 (45.5%)	5 (3.0%)	3 (1.8%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.16	.80	6 (3.6%)	10 (6.0%)	55 (32.9%)	40 (24.0%)	19 (11.4%)	35 (21.0%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.48	.67	4 (2.4%)	4 (2.4%)	64 (38.3%)	88 (52.7%)	3 (1.8%)	3 (1.8%)
20	I feel free tutoring improved my child's academic skills this year...	3.33	.72	6 (3.6%)	5 (3.0%)	78 (46.7%)	69 (41.3%)	8 (4.8%)	1 (0.6%)
21	I would have my child participate again in free tutoring next year...	3.55	.65	4 (2.4%)	2 (1.2%)	54 (32.3%)	97 (58.1%)	10 (6.0%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Johnston County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=182

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.55	.57	2 (1.1%)	1 (0.5%)	73 (40.1%)	104 (57.1%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.51	.61	2 (1.1%)	4 (2.2%)	72 (39.6%)	97 (53.3%)	3 (1.6%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.47	.66	3 (1.6%)	7 (3.8%)	71 (39.0%)	95 (52.2%)	4 (2.2%)	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.36	.63	3 (1.6%)	4 (2.2%)	83 (45.6%)	67 (36.8%)	13 (7.1%)	8 (4.4%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.54	.57	2 (1.1%)	1 (0.5%)	74 (40.7%)	102 (56.0%)	1 (0.5%)	1 (0.5%)
20	I feel free tutoring improved my child's academic skills this year...	3.41	.76	8 (4.4%)	4 (2.2%)	69 (37.9%)	89 (48.9%)	9 (4.9%)	1 (0.5%)
21	I would have my child participate again in free tutoring next year...	3.62	.58	2 (1.1%)	2 (1.1%)	54 (29.7%)	109 (59.9%)	14 (7.7%)	1 (0.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Kannapolis City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=17

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.59	.51	-	-	7 (41.2%)	10 (58.8%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.41	.62	-	1 (5.9%)	8 (47.1%)	8 (47.1%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.12	.86	-	5 (29.4%)	5 (29.4%)	7 (41.2%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.18	1.08	1 (5.9%)	2 (11.8%)	2 (11.8%)	6 (35.3%)	3 (17.6%)	2 (11.8%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.47	.51	-	-	9 (52.9%)	8 (47.1%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.33	.62	-	1 (5.9%)	8 (47.1%)	6 (35.3%)	2 (11.8%)	-
21	I would have my child participate again in free tutoring next year...	3.59	.51	-	-	7 (41.2%)	10 (58.8%)	-	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Lenoir County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=42

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.60	.50	-	-	17 (40.5%)	25 (59.5%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.56	.63	1 (2.4%)	-	15 (35.7%)	25 (59.5%)	1 (2.4%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.44	.66.63	1 (2.4%)	-	20 (47.6%)	20 (47.6%)	1 (2.4%)	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.13	.76	2 (4.8%)	1 (2.4%)	19 (45.2%)	9 (21.4%)	2 (4.8%)	7 (16.7%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.61	.63	1 (2.4%)	-	13 (31.0%)	27 (64.3%)	1 (2.4%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.53	.61	-	2 (4.8%)	13 (31.0%)	21 (50.0%)	4 (9.5%)	1 (2.4%)
21	I would have my child participate again in free tutoring next year...	3.60	.63	1 (2.4%)	-	13 (31.0%)	26 (61.9%)	1 (2.4%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Lexington City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=77

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.46	.72	3 (3.9%)	1 (1.3%)	30 (39.0%)	42 (54.5%)	-	1 (1.3%)
16	The district provided the necessary information to help me select a tutoring provider...	3.36	.61	1 (1.3%)	2 (2.6%)	40 (51.9%)	30 (39.0%)	1 (1.3%)	2 (2.6%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.33	.68	1 (1.3%)	5 (6.5%)	34 (44.2%)	30 (39.0%)	3 (3.9%)	3 (3.9%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.13	.74	2 (2.6%)	7 (9.1%)	34 (44.2%)	19 (24.7%)	5 (6.5%)	9 (11.7%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.51	.67	2 (2.6%)	1 (1.3%)	28 (36.4%)	43 (55.8%)	2 (2.6%)	1 (1.3%)
20	I feel free tutoring improved my child's academic skills this year...	3.44	.60	1 (1.3%)	-	30 (39.0%)	28 (36.4%)	15 (19.5%)	2 (2.6%)
21	I would have my child participate again in free tutoring next year...	3.48	.73	3 (3.9%)	1 (1.3%)	27 (35.1%)	42 (54.5%)	3 (3.9%)	1 (1.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Macon County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=13

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.85	.38	-	-	2 (15.4%)	11 (84.6%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.00	.85	1 (7.7%)	1 (7.7%)	7 (53.8%)	3 (23.1%)	-	1 (7.7%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.09	1.04	1 (7.7%)	2 (15.4%)	3 (23.1%)	5 (38.5%)	-	2 (15.4%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.30	.68	-	1 (7.7%)	5 (38.5%)	4 (30.8%)	1 (7.7%)	2 (15.4%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.58	.52	-	-	5 (38.5%)	7 (53.8%)	1 (7.7%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.45	.69	-	1 (7.7%)	4 (30.8%)	6 (46.2%)	1 (7.7%)	-
21	I would have my child participate again in free tutoring next year...	3.75	.45	-	-	3 (23.1%)	9 (69.2%)	1 (7.7%)	-

\Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Martin County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=56

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.71	.46	-	-	16 (28.6%)	39 (69.6%)	1 (1.8%)	-
16	The district provided the necessary information to help me select a tutoring provider...	3.67	.47	-	-	18 (32.1%)	37 (66.1%)	-	1 (1.8%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.36	.70	1 (1.8%)	4 (7.1%)	24 (42.9%)	26 (46.4%)	-	1 (1.8%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.47	.67	1 (1.8%)	1 (1.8%)	18 (32.1%)	23 (41.1%)	2 (3.6%)	11 (19.6%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.55	.63	1 (1.8%)	1 (1.8%)	20 (35.7%)	34 (60.7%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.33	.75	2 (3.6%)	3 (5.4%)	24 (42.9%)	25 (44.6%)	2 (3.6%)	-
21	I would have my child participate again in free tutoring next year...	3.52	.80	3 (5.4%)	1 (1.8%)	15 (26.8%)	35 (62.5%)	1 (1.8%)	1 (1.8%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Mitchell County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=9

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.33	1.00	1 (11.1%)	-	3 (33.3%)	5 (55.6%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	2.63	.74	1 (11.1%)	1 (11.1%)	6 (66.7%)	-	1 (11.1%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	2.83	.98	1 (11.1%)	-	4 (44.4%)	1 (11.1%)	2 (22.2%)	1 (11.1%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	2.60	.89	1 (11.1%)	-	4 (44.4%)	-	2 (22.2%)	1 (11.1%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.50	.54	-	-	4 (44.4%)	4 (44.4%)	1 (11.1%)	-
20	I feel free tutoring improved my child's academic skills this year...	*	*	-	-	2 (22.2%)	2 (22.2%)	5 (55.6%)	-
21	I would have my child participate again in free tutoring next year...	3.17	1.17	1 (11.1%)	-	2 (22.2%)	3 (33.3%)	3 (33.3%)	-

Note. *Means and standard deviations were calculated for an individual question only if a rating of 1-4 was given by at least five respondents.

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Montgomery County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.40	.77	5 (5.6%)	-	38 (42.2%)	46 (51.1%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.24	.78	3 (3.3%)	7 (7.8%)	36 (40.0%)	32 (35.6%)	8 (8.9%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.22	.77	4 (4.4%)	3 (3.3%)	38 (42.2%)	27 (30.0%)	11 (12.2%)	2 (2.2%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.16	.90	4 (4.4%)	4 (4.4%)	21 (23.3%)	20 (22.2%)	20 (22.2%)	14 (15.6%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.36	.87	7 (7.8%)	2 (2.2%)	32 (35.6%)	48 (53.3%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.25	.90	8 (8.9%)	2 (2.2%)	36 (40.0%)	39 (43.3%)	3 (3.3%)	-
21	I would have my child participate again in free tutoring next year...	3.41	.90	8 (8.9%)	-	26 (28.9%)	51 (56.7%)	4 (4.4%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Moore County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=99

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.67	.54	1 (1.0%)	-	30 (30.3%)	68 (68.7%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.56	.63	1 (1.0%)	4 (4.0%)	31 (31.3%)	60 (60.6%)	1 (1.0%)	2 (2.0%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.45	.65	1 (1.0%)	5 (5.1%)	40 (40.4%)	51 (51.5%)	1 (1.0%)	1 (1.0%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.25	.81	3 (3.0%)	8 (8.1%)	30 (30.3%)	32 (32.3%)	9 (9.1%)	17 (17.2%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.64	.56	1 (1.0%)	1 (1.0%)	31 (31.3%)	66 (66.7%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.53	.67	1 (1.0%)	6 (6.1%)	30 (30.3%)	58 (58.6%)	2 (2.0%)	1 (1.0%)
21	I would have my child participate again in free tutoring next year...	3.65	.63	2 (2.0%)	2 (2.0%)	23 (23.2%)	68 (68.7%)	3 (3.0%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Mooresville Graded

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=31

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.68	.70	1 (3.2%)	1 (3.2%)	5 (16.1%)	24 (77.4%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.50	.78	1 (3.2%)	2 (6.5%)	8 (25.8%)	19 (61.3%)	1 (3.2%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.50	.73	1 (3.2%)	1 (3.2%)	10 (32.3%)	18 (58.1%)	-	1 (3.2%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.64	.49	-	-	8 (25.8%)	14 (45.2%)	-	5 (16.1%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.80	.48	-	1 (3.2%)	4 (12.9%)	25 (80.6%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.78	.42	-	-	6 (19.4%)	21 (67.7%)	3 (9.7%)	-
21	I would have my child participate again in free tutoring next year...	3.83	.38	-	-	5 (16.1%)	25 (80.6%)	1 (3.2%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Mount Airy City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=45

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.40	.65	1 (2.2%)	1 (2.2%)	22 (48.9%)	21 (46.7%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.40	.62	1 (2.2%)	-	23 (51.1%)	19 (42.2%)	-	2 (4.4%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.43	.50	-	-	24 (53.3%)	18 (40.0%)	1 (2.2%)	2 (4.4%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.40	.67	1 (2.2%)	1 (2.2%)	19 (42.2%)	19 (42.2%)	-	5 (11.1%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.53	.63	1 (2.2%)	-	18 (40.0%)	26 (57.8%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.44	.73	1 (2.2%)	3 (6.7%)	15 (33.3%)	24 (53.3%)	1 (2.2%)	-
21	I would have my child participate again in free tutoring next year...	3.57	.66	1 (2.2%)	1 (2.2%)	14 (31.1%)	28 (62.2%)	1 (2.2%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Nash-Rocky Mount

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=342

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.60	.55	3 (0.9%)	2 (0.6%)	124 (36.3%)	213 (62.3%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.50	.63	4 (1.2%)	12 (3.5%)	132 (38.6%)	185 (54.1%)	4 (1.2%)	4 (1.2%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.50	.63	4 (1.2%)	12 (3.5%)	131 (38.3%)	186 (54.4%)	1 (0.3%)	4 (1.2%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.38	.70	9 (2.6%)	10 (2.9%)	134 (39.2%)	140 (40.9%)	10 (2.9%)	37 (10.8%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.56	.58	4 (1.2%)	3 (0.9%)	131 (38.3%)	203 (59.4%)	1 (0.3%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.44	.67	7 (2.0%)	10 (2.9%)	130 (38.0%)	158 (46.2%)	32 (9.4%)	4 (1.2%)
21	I would have my child participate again in free tutoring next year...	3.61	.61	7 (2.0%)	-	106 (31.0%)	215 (62.9%)	11 (3.2%)	1 (0.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: New Hanover County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=82

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.37	.78	5 (6.1%)	-	36 (43.9%)	40 (48.8%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.00	.91	6 (7.3%)	11 (13.4%)	31 (37.8%)	23 (28.0%)	6 (7.3%)	4 (4.9%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.09	.92	6 (7.3%)	7 (8.5%)	29 (35.4%)	25 (30.5%)	4 (4.9%)	8 (9.8%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	2.88	.95	7 (8.5%)	9 (11.0%)	27 (32.9%)	16 (19.5%)	8 9.8(%)	13 (15.9%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.37	.78	4 (4.9%)	2 (2.4%)	33 (40.2%)	39 (47.6%)	1 (1.2%)	1 (1.2%)
20	I feel free tutoring improved my child's academic skills this year...	3.14	.86	5 (6.1%)	6 (7.3%)	33 (40.2%)	26 (31.7%)	9 (11.0%)	1 (1.2%)
21	I would have my child participate again in free tutoring next year...	3.43	.81	5 (6.1%)	-	27 (32.9%)	42 (51.2%)	7 (8.5%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Northampton County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=31

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.60	.68	1 (3.2%)	-	9 (29.0%)	20 (64.5%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.68	.48	-	-	9 (29.0%)	19 (61.3%)	2 (6.5%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.45	.81	2 (6.5%)	-	11 (35.5%)	18 (58.1%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.26	.90	2 (6.5%)	2 (6.5%)	10 (32.3%)	13 (41.9%)	2 (6.5%)	2 (6.5%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.58	.72	1 (3.2%)	1 (3.2%)	8 (25.8%)	21 (67.7%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.39	.74	1 (3.2%)	1 (3.2%)	12 (38.7%)	14 (45.2%)	2 (6.5%)	-
21	I would have my child participate again in free tutoring next year...	3.41	.95	3 (9.7%)	-	8 (25.8%)	18 (58.1%)	2 (6.5%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Onslow County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=152

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.64	.56	2 (1.3%)	-	47 (30.9%)	100 (65.8%)	-	1 (0.7%)
16	The district provided the necessary information to help me select a tutoring provider...	3.41	.70	3 (2.0%)	9 (5.9%)	59 (38.8%)	74 (48.7%)	-	5 (3.3%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.41	.71	4 (2.6%)	7 (4.6%)	59 (38.8%)	75 (49.3%)	-	5 (3.3%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.32	.79	5 (3.3%)	7 (4.6%)	47 (30.9%)	53 (34.9%)	9 (5.9%)	29 (19.1%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.63	.55	1 (0.7%)	2 (1.3%)	47 (30.9%)	94 (61.8%)	2 (1.3%)	3 (2.0%)
20	I feel free tutoring improved my child's academic skills this year...	3.36	.72	3 (2.0%)	10 (6.6%)	58 (38.2%)	65 (42.8%)	12 (7.9%)	1 (0.7%)
21	I would have my child participate again in free tutoring next year...	3.60	.67	4 (2.6%)	2 (1.3%)	39 (25.7%)	91 (59.9%)	13 (8.6%)	1 (0.7%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Pender County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=91

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.57	.56	1 (1.1%)	-	36 (39.6%)	54 (59.3%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.42	.62	1 (1.1%)	3 (3.3%)	43 (47.3%)	43 (47.3%)	1 (1.1%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.32	.63	1 (1.1%)	5 (5.5%)	49 (53.8%)	36 (39.6%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.31	.57	1 (1.1%)	1 (1.1%)	48 (52.7%)	27 (29.7%)	4 (4.4%)	10 (11.0%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.53	.60	1 (1.1%)	2 (2.2%)	35 (38.5%)	52 (57.1%)	1 (1.1%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.47	.61	1 (1.1%)	2 (2.2%)	39 (42.9%)	45 (49.5%)	3 (3.3%)	1 (1.1%)
21	I would have my child participate again in free tutoring next year...	3.66	.57	1 (1.1%)	1 (1.1%)	25 (27.5%)	61 (67.0%)	2 (2.2%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: PreEminent (Charter School)

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=7

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.14	1.07	1 (14.3%)	-	3 (42.9%)	3 (42.9%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	2.83	.98	1 (14.3%)	-	4 (57.1%)	1 (14.3%)	1 (14.3%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	2.83	.98	1 (14.3%)	-	4 (57.1%)	1 (14.3%)	1 (14.3%)	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.14	1.07	1 (14.3%)	-	3 (42.9%)	3 (42.9%)	-	-
19	I am happy with the way my school district helped to get free tutoring for my child...	3.29	1.11	1 (14.3%)	-	2 (28.6%)	4 (57.1%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.43	1.13	1 (14.3%)	-	1 (14.3%)	5 (71.4%)	-	-
21	I would have my child participate again in free tutoring next year...	3.57	1.13	1 (14.3%)	-	-	6 (85.7%)	-	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Randolph County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=155

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.64	.59	3 (1.9%)	-	46 (29.7%)	104 (67.1%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.54	.64	3 (1.9%)	3 (1.9%)	52 (33.5%)	89 (57.4%)	6 (3.9%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.47	.66	3 (1.9%)	5 (3.2%)	61 (39.4%)	82 (52.9%)	1 (0.6%)	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.35	.75	4 (2.6%)	7 (4.5%)	48 (31.0%)	55 (35.5%)	12 (7.7%)	26 (16.8%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.58	.62	3 (1.9%)	1 (0.6%)	53 (34.2%)	94 (60.6%)	-	1 (0.6%)
20	I feel free tutoring improved my child's academic skills this year...	3.52	.62	3 (1.9%)	1 (0.6%)	59 (38.1%)	84 (54.2%)	2 (1.3%)	2 (1.3%)
21	I would have my child participate again in free tutoring next year...	3.64	.67	5 (3.2%)	-	37 (23.9%)	101 (65.2%)	7 (4.5%)	1 (0.6%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Richmond County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=120

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.56	.62	2 (1.7%)	2 (1.7%)	42 (35.0%)	73 (60.8%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.54	.58	-	5 (4.2%)	45 (37.5%)	69 (57.5%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.50	.60	1 (0.8%)	3 (2.5%)	50 (41.7%)	65 (54.2%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.43	.60	1 (0.8%)	3 (2.5%)	51 (42.5%)	50 (41.7%)	3 (2.5%)	10 (8.3%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.56	.59	1 (0.8%)	3 (2.5%)	43 (35.8%)	71 (59.2%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.45	.73	3 (2.5%)	7 (5.8%)	40 (33.3%)	64 (53.3%)	4 (3.3%)	1 (0.8%)
21	I would have my child participate again in free tutoring next year...	3.63	.66	3 (2.5%)	2 (1.7%)	28 (23.3%)	79 (65.8%)	6 (5.0%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Robeson County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=372

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.46	.64	9 (2.4%)	3 (0.8%)	165 (44.4%)	191 (51.3%)	2 (0.5%)	2 (0.5%)
16	The district provided the necessary information to help me select a tutoring provider...	3.34	.69	9 (2.4%)	16 (4.3%)	164 (44.1%)	151 (40.6%)	18 (4.8%)	11 (3.0%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.32	.70	11 (3.0%)	15 (4.0%)	173 (46.5%)	147 (39.5%)	7 (1.9%)	16 (4.3%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.21	.75	8 (2.2%)	34 (9.1%)	144 (38.7%)	112 (30.1%)	24 (6.5%)	46 (12.4%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.41	.65	8 (2.2%)	8 (2.2%)	175 (47.0%)	175 (47.0%)	1 (0.3%)	1 (0.3%)
20	I feel free tutoring improved my child's academic skills this year...	3.38	.67	11 (3.0%)	5 (1.3%)	177 (47.6%)	161 (43.3%)	15 (4.0%)	3 (0.8%)
21	I would have my child participate again in free tutoring next year...	3.56	.61	6 (1.6%)	4 (1.1%)	132 (35.5%)	219 (58.9%)	8 (2.2%)	1 (0.3%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Rockingham County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=351

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.51	.66	10 (2.8%)	1 (0.3%)	137 (39.0%)	200 (57.0%)	-	1 (0.3%)
16	The district provided the necessary information to help me select a tutoring provider...	3.34	.72	13 (3.7%)	12 (3.4%)	163 (46.4%)	155 (44.2%)	3 (0.9%)	2 (0.6%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.30	.75	15 (4.3%)	13 (3.7%)	162 (46.2%)	142 (40.5%)	12 (3.4%)	3 (0.9%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.13	.82	18 (5.1%)	23 (6.6%)	142 (40.5%)	94 (26.8%)	22 (6.36.3%)	45 (12.8%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.44	.70	11 (3.1%)	9 (2.6%)	140 (39.9%)	183 (52.1%)	6 (1.7%)	1 (0.3%)
20	I feel free tutoring improved my child's academic skills this year...	3.34	.76	17 (4.8%)	8 (2.3%)	151 (43.0%)	153 (43.6%)	19 (5.4%)	2 (0.6%)
21	I would have my child participate again in free tutoring next year...	3.51	.70	12 (3.4%)	3 (0.9%)	120 (34.2%)	197 (56.1%)	14 (4.0%)	3 (0.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Rowan-Salisbury

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=227

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.58	.65	6 (2.6%)	1 (0.4%)	74 (32.6%)	142 (62.6%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.41	.73	8 (3.5%)	7 (3.1%)	89 (39.2%)	112 (49.3%)	2 (0.9%)	4 (1.8%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.35	.77	10 (4.4%)	8 (3.5%)	93 (41.0%)	102 (44.9%)	5 (2.2%)	2 (0.9%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.20	.76	7 (3.1%)	17 (7.5%)	93 (41.0%)	67 (29.5%)	14 (6.2%)	22 (9.7%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.53	.66	5 (2.2%)	5 (2.2%)	79 (34.8%)	133 (58.6%)	-	1 (0.4%)
20	I feel free tutoring improved my child's academic skills this year...	3.43	.65	3 (1.3%)	8 (3.5%)	86 (37.9%)	98 (43.2%)	23 (10.1%)	2 (0.9%)
21	I would have my child participate again in free tutoring next year...	3.60	.58	3 (1.3%)	1 (0.4%)	74 (32.6%)	133 (58.6%)	12 (5.3%)	1 (0.4%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Sallie B. Howard (Charter School)
Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=28

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.56	.85	2 (7.1%)	-	6 (21.4%)	19 (67.9%)	1 (3.6%)	-
16	The district provided the necessary information to help me select a tutoring provider...	3.44	.80	1 (3.6%)	2 (7.1%)	8 (28.6%)	16 (57.1%)	1 (3.6%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.30	.95	3 (10.7%)	-	10 (35.7%)	14 (50.0%)	1 (3.6%)	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.05	1.07	3 (10.7%)	2 (7.1%)	7 (25.0%)	9 (32.1%)	1 (3.6%)	5 (17.9%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.52	.85	2 (7.1%)	-	7 (25.0%)	18 (64.3%)	-	1 (3.6%)
20	I feel free tutoring improved my child's academic skills this year...	3.36	.87	2 (7.1%)	1 (3.6%)	10 (35.7%)	15 (53.6%)	-	-
21	I would have my child participate again in free tutoring next year...	3.46	.86	2 (7.1%)	-	8 (28.6%)	16 (57.1%)	2 (7.1%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Sampson County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=146

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.53	.59	2 (1.4%)	1 (0.7%)	57 (39.0%)	79 (54.1%)	1 (0.7%)	1 (0.7%)
16	The district provided the necessary information to help me select a tutoring provider...	3.39	.63	2 (1.4%)	5 (3.4%)	67 (45.9%)	63 (43.2%)	2 (1.4%)	3 (2.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.30	.71	3 (2.1%)	10 (6.8%)	64 (43.8%)	55 (37.7%)	6 (4.1%)	5 (3.4%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.26	.65	2 (1.4%)	8 (5.5%)	68 (46.6%)	43 (29.5%)	8 (5.5%)	11 (7.5%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.47	.63	2 (1.4%)	4 (2.7%)	59 (40.4%)	73 (50.0%)	2 (1.4%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.37	.66	2 (1.4%)	6 (4.1%)	60 (41.1%)	56 (38.4%)	15 (10.3%)	3 (2.1%)
21	I would have my child participate again in free tutoring next year...	3.61	.66	3 (2.1%)	3 (2.1%)	35 (24.0%)	87 (59.6%)	11 (7.5%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Scotland County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=89

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.53	.63	2 (2.2%)	-	35 (39.3%)	50 (56.2%)	1 (1.1%)	1 (1.1%)
16	The district provided the necessary information to help me select a tutoring provider...	3.53	.55	-	2 (2.2%)	36 (40.4%)	47 (52.8%)	2 (2.2%)	2 (2.2%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.44	.55	-	2 (2.2%)	42 (47.2%)	38 (42.7%)	3 (3.4%)	3 (3.4%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.30	.71	1 (1.1%)	7 (7.9%)	31 (34.8%)	30 (33.7%)	3 (3.4%)	17 (19.1%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.48	.55	-	2 (2.2%)	40 (44.9%)	43 (48.3%)	1 (1.1%)	2 (2.2%)
20	I feel free tutoring improved my child's academic skills this year...	3.58	.55	-	2 (2.2%)	29 (32.6%)	47 (52.8%)	7 (7.9%)	3 (3.4%)
21	I would have my child participate again in free tutoring next year...	3.72	.53	1 (1.1%)	-	20 (22.5%)	61 (68.5%)	6 (6.7%)	1 (1.1%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Stanly County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=32

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.61	.67	1 (3.1%)	-	9 (28.1%)	21 (65.6%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.59	.67	1 (3.1%)	-	10 (31.3%)	21 (65.6%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.58	.67	1 (3.1%)	-	10 (31.3%)	20 (62.5%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.31	.76	1 (3.1%)	2 (6.3%)	13 (40.6%)	13 (40.6%)	-	2 (6.3%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.71	.64	1 (3.1%)	-	6 (18.8%)	24 (75.0%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.57	.68	1 (3.1%)	-	10 (31.3%)	19 (59.4%)	1 (3.1%)	-
21	I would have my child participate again in free tutoring next year...	3.71	.64	1 (3.1%)	-	6 (18.8%)	24 (75.0%)	-	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Swain County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=6

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.50	.55	-	-	3 (50.0%)	3 (50.0%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.50	.55	-	-	3 (50.0%)	3 (50.0%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.00	.89	-	2 (33.3%)	2 (33.3%)	2 (33.3%)	-	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.33	.82	-	1 (16.7%)	2 (33.3%)	3 (50.0%)	-	-
19	I am happy with the way my school district helped to get free tutoring for my child...	3.33	.52	-	-	4 (66.7%)	2 (33.3%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.33	.52	-	-	4 (66.7%)	2 (33.3%)	-	-
21	I would have my child participate again in free tutoring next year...	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Thomasville City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=82

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.57	.75	4 (4.9%)	1 (1.2%)	21 (25.6%)	56 (68.3%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.39	.80	4 (4.9%)	4 (4.9%)	29 (35.4%)	43 (52.4%)	1 (1.2%)	1 (1.2%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.38	.79	4 (4.9%)	3 (3.7%)	32 (39.0%)	41 (50.0%)	1 (1.2%)	1 (1.2%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.23	.75	2 (2.4%)	6 (7.3%)	32 (39.0%)	25 (30.5%)	5 (6.1%)	11 (13.4%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.55	.67	2 (2.4%)	2 (2.4%)	26 (31.7%)	50 (61.0%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.54	.69	2 (2.4%)	2 (2.4%)	23 (28.0%)	44 (53.7%)	9 (11.0%)	2 (2.4%)
21	I would have my child participate again in free tutoring next year...	3.61	.75	4 (4.9%)	-	18 (22.0%)	54 (65.9%)	4 (4.9%)	2 (2.4%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Union County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=277

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.56	.70	10 (3.6%)	3 (1.1%)	82 (29.6%)	176 (63.5%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.46	.73	9 (3.2%)	9 (3.2%)	94 (33.9%)	144 (52.0%)	10 (3.6%)	4 (1.4%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.40	.72	6 (2.2%)	16 (5.8%)	102 (36.8%)	129 (46.6%)	12 (4.3%)	5 (1.8%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.22	.81	11 (4.0%)	21 (7.6%)	103 (37.2%)	94 (33.9%)	19 (6.9%)	20 (7.2%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.49	.72	11 (4.0%)	3 (1.1%)	97 (35.0%)	154 (55.6%)	3 (1.1%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.44	.74	9 (3.2%)	10 (3.6%)	92 (33.2%)	139 (50.2%)	14 (5.1%)	6 (2.2%)
21	I would have my child participate again in free tutoring next year...	3.59	.74	12 (4.3%)	3 (1.1%)	65 (23.5%)	179 (64.6%)	12 (4.3%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Vance County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=95

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.65	.60	2 (2.1%)	-	27 (28.4%)	65 (68.4%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.53	.58	1 (1.1%)	1 (1.1%)	39 (41.1%)	53 (55.8%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.58	.56	-	3 (3.2%)	31 (32.6%)	55 (57.9%)	-	2 (2.1%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.34	.75	3 (3.2%)	4 (4.2%)	34 (35.8%)	36 (37.9%)	5 (5.3%)	10 (10.5%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.59	.58	1 (1.1%)	1 (1.1%)	33 (34.7%)	58 (61.1%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.52	.57	1 (1.1%)	-	38 (40.0%)	46 (48.4%)	5 (5.3%)	2 (2.1%)
21	I would have my child participate again in free tutoring next year...	3.69	.54	1 (1.1%)	-	22 (23.2%)	58 (61.1%)	13 (13.7%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Wake County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=171

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.56	.66	5 (2.9%)	-	58 (33.9%)	102 (59.6%)	2 (1.2%)	2 (1.2%)
16	The district provided the necessary information to help me select a tutoring provider...	3.48	.69	4 (2.3%)	6 (3.5%)	62 (36.3%)	93 (54.4%)	4 (2.3%)	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.39	.76	6 (3.5%)	9 (5.3%)	61 (35.7%)	83 (48.5%)	8 (4.7%)	3 (1.8%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.25	.78	5 (2.9%)	14 (8.2%)	63 (36.8%)	60 (35.1%)	9 (5.3%)	16 (9.4%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.53	.64	3 (1.8%)	4 (2.3%)	59 (34.5%)	95 (55.6%)	5 (2.9%)	2 (1.2%)
20	I feel free tutoring improved my child's academic skills this year...	3.42	.67	3 (1.8%)	7 (4.1%)	69 (40.4%)	79 (46.2%)	8 (4.7%)	2 (1.2%)
21	I would have my child participate again in free tutoring next year...	3.69	.62	4 (2.3%)	1 (0.6%)	37 (21.6%)	120 (70.2%)	6 (3.5%)	2 (1.2%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Warren County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=56

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.41	.68	2 (3.6%)	-	27 (48.2%)	27 (48.2%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.35	.68	2 (3.6%)	-	29 (51.8%)	23 (41.1%)	1 (1.8%)	1 (1.8%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.24	.67	2 (3.6%)	1 (1.8%)	34 (60.7%)	18 (32.1%)	-	1 (1.8%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.15	.72	2 (3.6%)	3 (5.4%)	28 (50.0%)	14 (25.0%)	4 (7.1%)	5 (8.9%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.38	.71	2 (3.6%)	1 (1.8%)	26 (46.4%)	26 (46.4%)	1 (1.8%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.33	.75	2 (3.6%)	2 (3.6%)	23 (41.1%)	22 (39.3%)	7 (12.5%)	-
21	I would have my child participate again in free tutoring next year...	3.47	.72	2 (3.6%)	1 (1.8%)	21 (37.5%)	31 (55.4%)	1 (1.8%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Wayne County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=86

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.57	.57	1 (1.2%)	-	33 (38.4%)	50 (58.1%)	-	2 (2.3%)
16	The district provided the necessary information to help me select a tutoring provider...	3.46	.73	3 (3.5%)	2 (2.3%)	30 (34.9%)	45 (52.3%)	4 (4.7%)	2 (2.3%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.43	.67	1 (1.2%)	5 (5.8%)	32 (37.2%)	41 (47.7%)	4 (4.7%)	3 (3.5%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.31	.79	3 (3.5%)	5 (5.8%)	29 (33.7%)	33 (38.4%)	9 (10.5%)	7 (8.1%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.64	.51	-	1 (1.2%)	29 (33.7%)	55 (64.0%)	1 (1.2%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.65	.53	-	2 (2.3%)	24 (27.9%)	54 (62.8%)	6 (7.0%)	-
21	I would have my child participate again in free tutoring next year...	3.74	.52	1 (1.2%)	-	19 (22.1%)	64 (74.4%)	2 (2.3%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Weldon City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=35

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.41	.78	2 (5.7%)	-	14 (40.0%)	18 (51.4%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.39	.67	1 (2.9%)	-	16 (45.7%)	14 (40.0%)	1 (2.9%)	2 (5.7%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.29	.78	2 (5.7%)	-	16 (45.7%)	13 (37.1%)	2 (5.7%)	1 (2.9%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.06	.77	2 (5.7%)	2 (5.7%)	19 (54.3%)	8 (22.9%)	1 (2.9%)	2 (5.7%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.44	.71	1 (2.9%)	1 (2.9%)	14 (40.0%)	18 (51.4%)	-	-
20	I feel free tutoring improved my child's academic skills this year...	3.21	.88	2 (5.7%)	2 (5.7%)	12 (34.3%)	12 (34.3%)	4 (11.4%)	2 (5.7%)
21	I would have my child participate again in free tutoring next year...	3.41	.82	2 (5.7%)	1 (2.9%)	12 (34.3%)	19 (54.3%)	-	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Whiteville City

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=58

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.57	.68	2 (3.4%)	-	19 (32.8%)	37 (63.8%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.53	.61	1 (1.7%)	-	22 (37.9%)	30 (51.7%)	-	3 (5.2%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.51	.62	-	3 (5.2%)	18 (31.0%)	28 (48.3%)	2 (3.4%)	6 (10.3%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.36	.74	2 (3.4%)	1 (1.7%)	21 (36.2%)	21 (36.2%)	6 (10.3%)	6 (10.3%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.71	.46	-	-	16 (27.6%)	40 (69.0%)	2 (3.4%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.49	.74	2 (3.4%)	2 (3.4%)	18 (31.0%)	33 (56.9%)	2 (3.4%)	1 (1.7%)
21	I would have my child participate again in free tutoring next year...	3.69	.61	1 (1.7%)	1 (1.7%)	12 (20.7%)	41 (70.7%)	3 (5.2%)	-

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Wilson County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=77

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.51	.53	-	1 (1.3%)	35 (45.5%)	39 (50.6%)	-	1 (1.3%)
16	The district provided the necessary information to help me select a tutoring provider...	3.45	.53	-	1 (1.3%)	39 (50.6%)	34 (44.2%)	1 (1.3%)	1 (1.3%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.31	.66	1 (1.3%)	5 (6.5%)	38 (49.4%)	30 (39.0%)	-	2 (2.6%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.28	.65	-	7 (9.1%)	32 (41.6%)	25 (32.5%)	7 (9.1%)	5 (6.5%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.53	.50	-	-	34 (44.2%)	38 (49.4%)	2 (2.6%)	1 (1.3%)
20	I feel free tutoring improved my child's academic skills this year...	3.17	.82	4 (5.2%)	5 (6.5%)	33 (42.9%)	24 (31.2%)	8 (10.4%)	1 (1.3%)
21	I would have my child participate again in free tutoring next year...	3.50	.59	1 (1.3%)	-	29 (37.7%)	34 (44.2%)	8 (10.4%)	3 (3.9%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Winston-Salem/Forsyth

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=574

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.54	.66	15 (2.6%)	8 (1.4%)	198 (34.5%)	344 (59.9%)	1 (0.2%)	3 (0.5%)
16	The district provided the necessary information to help me select a tutoring provider...	3.36	.76	20 (3.5%)	32 (5.6%)	223 (38.9%)	264 (46.0%)	15 (2.6%)	12 (2.1%)
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.36	.75	22 (3.8%)	23 (4.0%)	233 (40.6%)	261 (45.5%)	15 (2.6%)	9 (1.6%)
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.21	.79	21 (3.7%)	40 (7.0%)	220 (38.3%)	181 (31.5%)	44 (7.7%)	52 (9.1%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.48	.71	19 (3.3%)	13 (2.3%)	203 (35.4%)	315 (54.9%)	8 (1.4%)	6 (1.0%)
20	I feel free tutoring improved my child's academic skills this year...	3.41	.76	20 (3.5%)	29 (5.1%)	192 (33.4%)	284 (49.5%)	35 (6.1%)	6 (1.0%)
21	I would have my child participate again in free tutoring next year...	3.58	.70	19 (3.3%)	11 (1.9%)	149 (26.0%)	364 (63.4%)	22 (3.8%)	3 (0.5%)

Results of NC Supplemental Educational Services (SES) Parent Satisfaction Survey – Questions 15-21

District: Yadkin County

Providers Serving this District: See Appendix I

Questions 15-21 pertain to parent satisfaction with the school district in terms of communication and the provider selection process. Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Calculations are made separately for each session and a combined score is also provided. Cells indicate frequency of response, followed by percentage of response in parentheses.

Total N=66

Results for a particular question may not always sum to 100% due to non-respondents.

Questions Indicate how much you agree or disagree with the following items about the <i>school district:</i>		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Don't Know	N/A
15	I was notified by my child's school about free tutoring...	3.67	.47	-	-	21 (31.8%)	43 (65.2%)	-	-
16	The district provided the necessary information to help me select a tutoring provider...	3.57	.61	-	4 (6.1%)	20 (30.3%)	41 (62.1%)	-	-
17	I was given enough time to decide which tutoring provider I wanted for my child...	3.52	.59	1 (1.5%)	-	27 (40.9%)	35 (53.0%)	2 (3.0%)	-
18	The district returned phone calls, addressed questions pertaining to free tutoring in a timely manner...	3.14	.92	5 (7.6%)	5 (7.6%)	23 (34.8%)	23 (34.8%)	2 (3.0%)	7 (10.6%)
19	I am happy with the way my school district helped to get free tutoring for my child...	3.52	.59	1 (1.5%)	-	28 (42.4%)	35 (53.0%)	1 (1.5%)	-
20	I feel free tutoring improved my child's academic skills this year...	3.32	.71	2 (3.0%)	3 (4.5%)	31 (47.0%)	27 (40.9%)	2 (3.0%)	-
21	I would have my child participate again in free tutoring next year...	3.61	.62	1 (1.5%)	1 (1.5%)	18 (27.3%)	39 (59.1%)	5 (7.6%)	-

Appendix G

Student Achievement Summary Table: Conditional Effect Sizes Broken Down by Content Area

- Presented by Provider.
- Where Providers offered services in both mathematics and reading, all analyses were conducted individually on mathematics scores and reading scores. A weighted average was then used to combine the mathematics scores and reading scores to determine an overall conditional effect size for student achievement across subject areas. Otherwise, the Provider's overall conditional effect size was based on either math or reading alone, depending on their content area of focus. (In two cases, Providers reported data from a single assessment measuring both math and reading together, thus, no data appear here regarding individual content areas for those two Providers.)
- Excludes Providers who were not included in the current evaluation
- Providers who were included in the current evaluation but who are not on the NCDPI list of approved Provider for the 2010-2011 year are highlighted in blue.

Symbol Key	
i	= Insufficient information available to conduct outcome analyses.

Provider	MATH Cond. Effect Size	READING Cond. Effect Size ES
21 CCLC of Thomasville/Thomasville City Schools	0.57	0.31
21st CCLC of Mount Airy	0.29	.44
A Lot of Direction, Love & Affection, Inc. (ADLA)	0.26	0.46
AAA Educational Programs, LLC (Accelerating Academic Achievement Educational Programs)	0.95	No Reading data
Able 2 Succeed by Lenoir County Public Schools	0.34	0.55
Academic Achievement Academy	0.83	0.66
Academic Achievers/S & L Consultants	0.84	0.90
Academic Coaching Services, Inc.	1.09	1.24
Academic Myriad	1.41	2.18
Academics by Venture	0.54	0.90
Academics Plus, Inc.	0.55	0.44
Accelerated Achievement @ Measurement Incorporated	0.77	0.65
Ace It! Tutoring (Becky Taylor)	0.55	0.67
Ace It! Tutoring (Colson, Inc.)	0.71	0.84
Ace It! Tutoring (Doughtery Group, Ltd.)	No Math data	0.26
Ace It! Tutoring (Duplin & Sampson)	i	i
Ace It! Tutoring (Elizabeth City)	0.82	0.53
Ace It! Tutoring (Elizabeth Elks)	No Math data	0.74
Ace It! Tutoring (Frank C. Walters)	0.84	0.55
Ace It! Tutoring (Henderson-Roanoke Rapids)	0.71	0.44
Ace It! Tutoring (Marilynn, Inc.)	1.24	0.78
Ace It! Tutoring (Waxhaw)	1.02	0.18
Achieve Success Tutoring by University Instructors	0.54	0.65
Achiever's Academy	0.64	0.50
AIM by Salient Learning	1.89	2.32
AIM Services, LLC (Applied Instructional Mechanic Services)	No separate Math/Reading measure	
Allied Academics	0.66	0.28
AlphaBEST Education, Inc.	0.97	0.61
Anson County Schools	0.31	0.58
ART in the 21st Century	No Math data	0.67
Ashe County Schools	0.53	0.19
ATS Project Success	0.88	0.81
BrainWorks Learning Center/First in Knowledge, LLC	0.77	1.00
Brame Institute of Education	1.30	1.21
Bright Futures Learning, Inc.	0.50	0.52
Brunswick County Schools	0.48	0.47
Burke County Before and After School Program	0.38	0.44
Capitol Educational Support, Inc.	0.64	0.38
Carolina Communication Consultants, LLC	i	i
Centipede Math	0.52	No Reading data
Charles England School Intermediate	1.09	1.14
Charlotte-Mecklenburg Schools "Creating Minds for Success"	0.61	0.14
Clinton City Schools - 21st Century Community Learning Center - SMAART	0.49	1.31
Communities in Schools (CIS) of Brunswick County, Inc.	No separate math/reading measure	

Provider	MATH Cond. Effect Size	READING Cond. Effect Size ES
Cool Kids Learn, Inc.	No Math data	0.51
Cornerstone 21st Century Community Learning Center	0.66	0.18
Curriculum Coaching Specialists by Cabarrus County	i	i
Eastern Carolina Educ. Assistance Ctr/DeLorge International	i	i
Edenton-Chowan Schools	0.82	0.14
Education Futures Corporation (EFC)	0.57	0.51
EYE Partners, LLC (Empowering Youth through Education)	1.29	1.17
Focused Intervention, Inc.	0.35	1.03
FUNDamentals Free Tutoring, LLC	0.22	0.69
Global Learning Center, LLC	0.73	0.57
Glosso Speech, Language and Educational Services, Inc.	No Math data	0.75
Greater Enrichment Program, Inc.	No Math data	0.26
Guilford County Schools	1.23	0.74
H.I.G.H.E.R. Tutorial Services, Inc.	0.82	No Reading data
Hamilton and Harris Educational Consulting Group	No Math data	2.46
Heart of the Matter Learning, LLC	1.34	1.06
Historically Minority Colleges and Univ. Consortium of NC	0.78	0.85
Huntington Learning Centers, Inc.	0.65	0.55
I Can Kids, Inc.	0.50	0.51
Imagine Learning, Inc.	No Math data	1.34
In Goode Company	0.81	0.51
Innovadia	1.82	2.19
It's Simply English	No Math data	0.49
JFL Enterprises, Inc./Failure Free Reading	No Math data	0.40
Johnston County Schools JOCO Camp Success	2.38	0.59
Kennedy Academic Learning Center	0.42	0.20
KnowledgePoints of the Triangle	0.56	0.48
L & U Contractors, LLC (Learning & You)	0.80	0.60
Learn It Systems	No Math data	0.78
Learning for the 21st Century (Montgomery)	0.59	0.38
Learning 4 Today, LLC	i	i
MasterMind Prep Learning Solutions	1.40	0.52
Multi-Cultural Learning Academy	0.86	0.99
NC Learning Unlimited, LLC	0.74	1.56
Next Level Educational Programs, LLC/Next Level Learning	i	i
Outer Banks Learning Center	No Math data	0.89
Pender County Schools	1.07	0.74
Prime Time for Kids	No Math data	0.77
Public Schools of Robeson County Educational Passport	0.89	0.65
RAE Educational Services	0.97	1.43
Ray of Hope, Inc.	2.26	1.28
RICCE, Inc.	No Math data	0.63
Richmond County Schools	1.24	0.31
S.T.E.P.'s Developmental Academy, Inc.	0.61	0.13
Shout Church	No Math data	0.26
Siler City Elementary School	No Math data	0.33

Provider	MATH Cond. Effect Size	READING Cond. Effect Size ES
Smart Choices for Youth, Inc.	1.38	0.74
SMARTIES. . . Learn Out Loud	1.20	1.30
South Ridge Learning Center	1.85	0.58
Step Ahead Learning	-0.13	0.53
Sterling Learning Centers, Inc./North Raleigh Knowledge Points	i	i
Success Institute Charter	i	i
Sylvan Learning Center of Albemarle	1.28	0.35
Sylvan Learning Center (Doughtery Group, Ltd.)	0.96	0.57
Sylvan Learning Center (Marilynn, Inc.)	0.81	0.92
Sylvan Learning Center (Mereco, Inc.)	0.34	0.30
Sylvan Learning Center of Charlotte	0.59	0.72
Sylvan Learning Center of Gastonia	2.35	1.51
Sylvan Learning Center of Greensboro	0.40	0.68
Sylvan Learning Center of Hickory	0.53	0.47
Sylvan Learning Center of High Point/Mooresville	-0.19	0.47
Sylvan Learning Center of Wilmington/Burgaw	0.78	0.94
Sylvan Learning Center of Winston-Salem	0.95	0.50
Sylvan Learning Center of Mt. Airy	1.00	0.35
TCAL, The Center for Accelerated Learning	0.46	0.64
TCY Learning Solutions, LLC	1.40	No Reading data
TEC NC, Inc.	0.53	0.50
The Hill Center	No Math data	2.71
The Reaching All Minds Organization (RAM)	No Math data	0.72
Top Notch Learning, Inc.	0.65	0.77
Total Tutors, LLC	2.14	0.88
TRAC Enrichment Center, Inc.	0.71	0.41
Tutorial Services	0.06	0.08
Twister Tutors, Inc.	0.79	0.12
Union County Public Schools/21st CCLC	1.04	0.14
Victorious Community Dev. Corp.	0.87	0.62
Village Learning Solutions	0.00	0.54
Winston-Salem/Forsyth County Schools	0.58	0.48

Symbol Key

i = Insufficient information available to conduct outcome analyses.

Appendix H

Provider List: Districts Served

PROVIDERS

21 CCLC of Thomasville/Thomasville City Schools

Thomasville City

21st CCLC of Mount Airy

Mount Airy City

A Lot of Direction, Love & Affection, Inc. (ADLA)

Lenoir County

Nash-Rocky Mount

Sampson County

Wilson County

Winston-Salem/Forsyth

AAA Educational Programs, LLC

(Accelerating Academic Achievement Educational Programs)

Cabarrus County

Gaston County

Iredell-Statesville

Able 2 Succeed by Lenoir County Public Schools

Lenoir County

Academic Achievement Academy

Charlotte-Mecklenburg

Gaston County

Union County

Academic Achievers/S & L Consultants

Alamance-Burlington

Cabarrus County

Chapel Hill-Carrboro

Charlotte-Mecklenburg

Durham Public

Franklin County

Gaston County

Guilford County

Iredell-Statesville

Johnston County

Mooresville Graded

Randolph County

Rowan-Salisbury

Thomasville City

Union County

Wake County

Winston-Salem/Forsyth

Academic Coaching Services, Inc.

Guilford County

Academic Myriad

Alamance-Burlington

Charlotte-Mecklenburg

Edgecombe County

Academics by Venture

Edgecombe County

Nash-Rocky Mount

Academics Plus, Inc.

Alamance-Burlington

Cabarrus County

Chapel Hill-Carrboro

Charlotte-Mecklenburg

Chatham County

Durham Public

Franklin County

Gaston County

Greene County

Guilford County

Hoke County

Johnston County

Kannapolis City

Lenoir County

Moore County

Nash-Rocky Mount

Richmond County

Rockingham County

Rowan-Salisbury

Thomasville City

Union County

Wake County

Wayne County

Winston-Salem/Forsyth

Accelerated Achievement @ Measurement Inc.

Alamance-Burlington

Brunswick County

Chatham County

Cumberland County

Durham Public

Edgecombe County
Granville County
Guilford County
Halifax County
Moore County
Nash-Rocky Mount
Pender County
Scotland County
Wake County
Winston-Salem/Forsyth

Ace It! Tutoring (Elizabeth City)

Bertie County
Dare County
Edenton-Chowan
Elizabeth City-Pasquotank
Hertford County
Martin County

Ace It! Tutoring (Becky Taylor)

Edgecombe County
Greene County
Hyde County
Lenoir County

Ace It! Tutoring (Colson, Inc.)

Harnett County
Sallie B. Howard (Charter School)
Wayne County
Wilson County

Ace It! Tutoring (Doughtery Group, Ltd.)

CIS Academy (Charter School)
Hoke County
Robeson County
Scotland County

Ace It! Tutoring (Duplin & Sampson)

Clinton City
Sampson County

Ace It! Tutoring (Elizabeth Elks)

Onslow County

Ace It! Tutoring (Frank C. Walters)

Bladen County
Brunswick County
Columbus County
Whiteville City

Ace It! Tutoring (Henderson-Roanoke Rapids)

Franklin County
Granville County
Halifax County
Northampton County
Vance County
Warren County
Weldon City

Ace It! Tutoring (Marilynn, Inc.)

Cumberland County
Moore County

Ace It! Tutoring (Waxhaw)

Anson County
Union County

Achieve Success Tutoring by University Instructors

Chapel Hill-Carrboro
Columbus County
Durham Public
Franklin County
Gaston County
Guilford County
Haliwa-Saponi Tribal School (Charter School)
Lexington City
Moore County
Nash-Rocky Mount
Onslow County
Randolph County
Rockingham County
Rowan-Salisbury
Sallie B. Howard (Charter School)
Stanly County
Warren County
Wake County

Achiever's Academy

Guilford County
Winston-Salem/Forsyth

AIM by Salient Learning

Alamance-Burlington
Durham Public
Guilford County
Winston-Salem/Forsyth

AIM Services, LLC (Applied Instructional Mechanic Services)

Guilford County

Allied Academics

Franklin County
Granville County
Vance County
Wake County

AlphaBEST Education, Inc.

Guilford County
Winston-Salem/Forsyth

Anson County Schools

Anson County

ART in the 21st Century

Hertford County
Nash-Rocky Mount
Weldon City

Ashe County Schools

Ashe County

ATS Project Success

Asheboro City
Asheville City
Caldwell County
Catawba County
Charlotte-Mecklenburg
Edgecombe County
Elizabeth City-Pasquotank
Gaston County
Guilford County
Harnett County
Onslow County
Pender County
Randolph County
Richmond County
Rockingham County

Rowan-Salisbury
Scotland County
Swain County
Wilson County
Winston-Salem/Forsyth
Yadkin County

BrainWorks Learning Center/First in Knowledge, LLC

Asheville City
Burke County
Cabarrus County
Caldwell County
Catawba County
Charlotte-Mecklenburg
Gaston County
Guilford County
Hickory City
Rowan-Salisbury
Winston-Salem/Forsyth
Yadkin County

Brame Institute of Education

Edgecombe County
Franklin County
Nash-Rocky Mount

Bright Futures Learning, Inc.

Brunswick County
Cabarrus County
Charlotte-Mecklenburg
Cumberland County
Gaston County
Guilford County
Hoke County
Randolph County
Richmond County
Rockingham County
Scotland County
Stanly County
Union County
Yadkin County

Brunswick County Schools

Brunswick County

Burke County Before and After School Program

Burke County

Capitol Educational Support, Inc.

Alamance-Burlington
Bertie County
Charlotte-Mecklenburg
Durham Public
Edgecombe County
Elizabeth City-Pasquotank
Granville County
Greene County
Guilford County
Halifax County
Hertford County
Johnston County
Rockingham County
Scotland County
Thomasville City
Union County
Vance County
Wilson County
Winston-Salem/Forsyth

Carolina Communication Consultants, LLC

Durham Public

Centipede Math

Charlotte-Mecklenburg

Charles England School Intermediate

Lexington City

Charlotte-Mecklenburg Schools "Creating Minds for Success"

Charlotte-Mecklenburg

Clinton City Schools –

21st Century Community Learning Center – SMAART

Clinton City

Communities in Schools (CIS) of Brunswick County, Inc.

Brunswick County

Cool Kids Learn, Inc.

Charlotte-Mecklenburg
Gaston County
Guilford County
Winston-Salem/Forsyth

Curriculum Coaching Specialists by Cabarrus County

Cabarrus County

**Eastern Carolina Educational Assistance Center/
DeLorge International**

Greene County

Edenton-Chowan Schools

Edenton-Chowan

Education Futures Corporation (EFC)

Charlotte-Mecklenburg
Gaston County
Guilford County
Winston-Salem/Forsyth

EYE Partners, LLC (Empowering Youth through Education)

Charlotte-Mecklenburg
Guilford County
Winston-Salem/Forsyth

Focused Intervention, Inc.

Greene County
Lenoir County
Wayne County
Wilson County

FUNdamentals Free Tutoring, LLC

Cabarrus County
Guilford County
Mooresville Graded
Rowan-Salisbury
Union County

Global Learning Center, LLC

Robeson County

Glossio Speech, Language and Educational Services, Inc.

Guilford County
Randolph County
Thomasville City

Greater Enrichment Program, Inc.

Charlotte-Mecklenburg

Guilford County Schools

Guilford County

H.I.G.H.E.R. Tutorial Services, Inc.

Hoke County

Hamilton and Harris Educational Consulting Group

Gaston County
Onslow County
Swain County
Yadkin County

Heart of the Matter Learning, LLC

Charlotte-Mecklenburg
Durham Public
Guilford County

Historically Minority Colleges and Universities Consortium of North Carolina

Bertie County
Chapel Hill-Carrboro
Durham Public
Edgecombe County
Franklin County
Johnston County
Martin County
Nash-Rocky Mount
Vance County
Wake County
Warren County

Huntington Learning Centers, Inc.

New Hanover County

I Can Kids, Inc.

Charlotte-Mecklenburg
Gaston County
Guilford County
Robeson County

Winston-Salem/Forsyth

Imagine Learning, Inc.

Asheville City

In Goode Company

Cabarrus County

Charlotte-Mecklenburg

Gaston County

Guilford County

Rowan-Salisbury

Innovadia

Durham Public

Scotland County

It's Simply English

Durham Public

Montgomery County

Moore County

JFL Enterprises, Inc./Failure Free Reading

Cabarrus County

Winston-Salem/Forsyth

Johnston County Schools JOCO Camp Success

Johnston County

Kennedy Academic Learning Center

Charlotte-Mecklenburg

Gaston County

Union County

KnowledgePoints of the Triangle

Durham Public

L & U Contractors, LLC (Learning & You)

Alamance-Burlington

Chatham County

Durham Public

Edenton-Chowan

Guilford County

Halifax County

Hertford County

Johnston County

Nash-Rocky Mount

Northampton County
Onslow County
Pender County
Randolph County
Richmond County
Rockingham County
Rowan-Salisbury
Wake County
Winston-Salem/Forsyth

Learn It Systems

Charlotte-Mecklenburg
Gaston County
Guilford County
Robeson County
Winston-Salem/Forsyth

Learning for the 21st Century

Montgomery County

Learning4Today, LLC

Charlotte-Mecklenburg

MasterMind Prep Learning Solutions

Alamance-Burlington
Asheboro City
Bertie County
Brunswick County
Burke County
Cabarrus County
Chapel Hill-Carrboro
Charlotte-Mecklenburg
Columbus County
Durham Public
Edenton-Chowan
Edgecombe County
Elizabeth City-Pasquotank
Franklin County
Gaston County
Greene County
Guilford County
Halifax County
Hertford County
Johnston County
Lexington City
Martin County

Moore County
Nash-Rocky Mount
Pender County
Randolph County
Rockingham County
Rowan-Salisbury
Thomasville City
Union County
Wake County
Winston-Salem/Forsyth

Multi-Cultural Learning Academy

Cabarrus County
Rowan-Salisbury

NC Learning Unlimited, LLC

Charlotte-Mecklenburg

Next Level Educational Programs, LLC/Next Level Learning

Winston-Salem/Forsyth

Outer Banks Learning Center

Dare County

Pender County Schools

Pender County

Prime Time for Kids

Cabarrus County
Columbus County
Guilford County
Iredell-Statesville
Rowan-Salisbury

Public Schools of Robeson County Educational Passport

Robeson County

RAE Educational Services

Asheville City
Catawba County
Chatham County
Mitchell County

RICCE, Inc.

Hertford County

Richmond County Schools

Richmond County

S.T.E.P.'s Developmental Academy, Inc.

Charlotte-Mecklenburg

Union County

Shout Church

Charlotte-Mecklenburg

Siler City Elementary School

Chatham County

Smart Choices for Youth, Inc.

Edgecombe County

SMARTIES. . . Learn Out Loud

Robeson County

South Ridge Learning Center

Greene County

Step Ahead Learning

Chapel Hill-Carrboro

Durham Public

Granville County

Sterling Learning Centers, Inc./North Raleigh Knowledge Points

PreEminent (Charter School)

Wake County

Success Institute Charter

Iredell-Statesville

Sylvan Learning Center of Albemarle

Montgomery County

Sylvan Learning Center (Doughtery Group, Ltd.)

Robeson County

Sylvan Learning Center (Marilynn, Inc.)

Edgecombe County

Nash-Rocky Mount

PreEminent (Charter School)

Wake County

Sylvan Learning Center (Mereco, Inc.)

Alamance-Burlington

Sylvan Learning Center of Charlotte

Cabarrus County

Charlotte-Mecklenburg

Kannapolis City

Sylvan Learning Center of Gastonia

Gaston County

Sylvan Learning Center of Greensboro

Guilford County

Sylvan Learning Center of Hickory

Burke County

Caldwell County

Catawba County

Hickory City

Sylvan Learning Center of High Point/Mooresville

Asheboro City

Guilford County

Iredell-Statesville

Lexington City

Mooresville City

Randolph County

Sylvan Learning Center of Wilmington/Burgaw

New Hanover County

Pender County

Sylvan Learning Center of Winston-Salem

Winston-Salem/Forsyth

Sylvan Learning Center of Mt. Airy

Mount Airy City

Yadkin County

TCAL, The Center for Accelerated Learning

Alamance-Burlington

Asheville City

Caldwell County

Charlotte-Mecklenburg

Gaston County

Guilford County

Hickory City
Randolph County
Rockingham County
Rowan-Salisbury
Winston-Salem/Forsyth
Yadkin County

TCY Learning Solutions, LLC

Charlotte-Mecklenburg
Onslow County

TEC NC, Inc.

Alamance-Burlington
Guilford County
Winston-Salem/Forsyth

The Hill Center

Durham Public

The Reaching All Minds Organization (RAM)

Bladen County
Cumberland County
Durham Public
Healthy Start Academy (Charter School)

Top Notch Learning, Inc.

Guilford County
Montgomery County
Moore County
Randolph County
Stanly County

Total Tutors, LLC

Halifax County
Vance County
Weldon City

TRAC Enrichment Center, Inc.

Greene County
Onslow County

Tutorial Services

Durham Public

Twister Tutors, Inc.

Catawba County
Iredell-Statesville
Mooresville City
Rowan-Salisbury

Union County Public Schools/21st CCLC

Union County

Victorious Community Dev. Corp.

Durham Public

Village Learning Solutions

Alamance-Burlington
Edgecombe County
Elizabeth City-Pasquotank
Franklin County
Granville County
Halifax County
Hertford County
Johnston County
Onslow County
Rockingham County
Sampson County
Wake County
Weldon City

Winston-Salem/Forsyth County Schools

Winston-Salem/Forsyth

Appendix I

District List: Providers Used

SCHOOL DISTRICTS

Alamance-Burlington Schools

Academics Plus, Inc.
Academic Achievers/S & L Consultants
Academic Myriad
Accelerated Achievement @ Measurement Incorporated
AIM by Salient Learning
ATS Project Success
Capitol Educational Support, Inc.
Glosso Speech, Language and Educational Services, Inc.
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Sylvan Learning Center (Mereco, Inc.)
TCAL, The Center for Accelerated Learning
TEC NC, Inc.
Village Learning Solutions

Alleghany County Schools

Achieve Success Tutoring by University Instructors

Anson County Schools

Ace It! Tutoring (Waxhaw)
Anson County Schools

Ashe County Schools

Ashe County Schools

Asheboro City Schools

ATS Project Success
Glosso Speech, Language and Educational Services, Inc.
Innovadia
MasterMind Prep Learning Solutions
Sylvan Learning Center of High Point/Mooresville

Asheville City Schools

ATS Project Success
BrainWorks Learning Center/First in Knowledge, LLC
Imagine Learning, Inc.
RAE Educational Services
Shout Church
TCAL, The Center for Accelerated Learning

Beaufort County Schools

Ace It! Tutoring (Becky Taylor)
Cornerstone 21st Century Community Learning Center

Bertie County Schools

Ace It! Tutoring (Elizabeth City)
Capitol Educational Support, Inc.
MasterMind Prep Learning Solutions
Historically Minority Colleges and Universities Consortium of North Carolina

Bladen County Schools

Ace It! Tutoring (Frank C. Walters)
The Reaching All Minds Organization (RAM)

Brunswick County Schools

Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Frank C. Walters)
ATS Project Success
Bright Futures Learning, Inc.
Brunswick County Schools
Communities in Schools (CIS) of Brunswick County, Inc.
Huntington Learning Centers, Inc.
MasterMind Prep Learning Solutions

Burke County Schools

ATS Project Success
BrainWorks Learning Center/First in Knowledge, LLC
Burke County Before and After School Program
MasterMind Prep Learning Solutions
Sylvan Learning Center of Hickory

Cabarrus County Schools

AAA Educational Programs, LLC (Accelerating Academic Achievement Educational Programs)
Academic Achievers/S & L Consultants
Academics Plus, Inc.
BrainWorks Learning Center/First in Knowledge, LLC
Bright Futures Learning, Inc.
Curriculum Coaching Specialists by Cabarrus County
FUNdamentals Free Tutoring, LLC
In Goode Company
JFL Enterprises, Inc./Failure Free Reading
MasterMind Prep Learning Solutions
Multi-Cultural Learning Academy
Prime Time for Kids
Sylvan Learning Center of Charlotte

Caldwell County Schools

ATS Project Success
BrainWorks Learning Center/First in Knowledge, LLC
Sylvan Learning Center of Hickory

TCAL, The Center for Accelerated Learning

Catawba County Schools

ATS Project Success
BrainWorks Learning Center/First in Knowledge, LLC
RAE Educational Services
Sylvan Learning Center of Hickory
Twister Tutors, Inc.

Chapel Hill-Carrboro Schools

Academic Achievers/S & L Consultants
Academics Plus, Inc.
Achieve Success Tutoring by University Instructors
Historically Minority Colleges and Universities Consortium of North Carolina
MasterMind Prep Learning Solutions
Step Ahead Learning

Charlotte-Mecklenburg Schools

Academic Achievement Academy
Academic Achievers/S & L Consultants
Academic Myriad
Academics Plus, Inc.
ATS Project Success
BrainWorks Learning Center/First in Knowledge, LLC
Bright Futures Learning, Inc.
Centipede Math
Charlotte-Mecklenburg Schools "Creating Minds for Success"
Cool Kids Learn, Inc.
Education Futures Corporation (EFC)
EYE Partners, LLC (Empowering Youth through Education)
Greater Enrichment Program, Inc.
Heart of the Matter Learning, LLC
I Can Kids, Inc.
In Goode Company
Kennedy Academic Learning Center
Learn It Systems
Learning4Today, LLC
MasterMind Prep Learning Solutions
NC Learning Unlimited, LLC
S.T.E.P.'s Developmental Academy, Inc.
Shout Church
Sylvan Learning Center of Charlotte
TCAL, The Center for Accelerated Learning
TCY Learning Solutions, LLC

Chatham County Schools

Academics Plus, Inc.
Accelerated Achievement @ Measurement Incorporated
L & U Contractors, LLC (Learning & You)
RAE Educational Services
Siler City Elementary School

Clinton City Schools

Ace It! Tutoring-Duplin and Sampson (out of Business)
Clinton City Schools - 21st Century Community Learning Center - SMAART

Columbus County Schools

Ace It! Tutoring (Frank C. Walters)
Achieve Success Tutoring by University Instructors
MasterMind Prep Learning Solutions
Prime Time for Kids

Craven County Schools

Ace It! Tutoring (Becky Taylor)

Cumberland County Schools

Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Marilynn, Inc.)
Bright Futures Learning, Inc.
Education Futures Corporation (EFC)
The Reaching All Minds Organization (RAM)

Dare County Schools

Ace It! Tutoring (Elizabeth City)
Outer Banks Learning Center

Duplin County Schools

Ray of Hope

Durham Public Schools

A Lot of Direction, Love & Affection, Inc. (ADLA)
Academic Achievers/S & L Consultants
Academics Plus, Inc.
Accelerated Achievement @ Measurement Incorporated
Achieve Success Tutoring by University Instructors
AIM by Salient Learning
ATS Project Success
Capitol Educational Support, Inc.

Carolina Communication Consultants, LLC¹
Heart of the Matter Learning, LLC
Historically Minority Colleges and Universities Consortium of North Carolina
Innovadia
It's Simply English
KnowledgePoints of the Triangle
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Step Ahead Learning
TCY Learning Solutions, LLC
The Hill Center
The Reaching All Minds Organization (RAM)
Tutorial Services
Victorious Community Dev. Corp.

Edenton/Chowan Schools

Ace It! Tutoring (Elizabeth City)
Edenton-Chowan Schools
Innovadia
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions

Edgecombe County Schools

Academic Myriad
Academics by Venture
Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring-Becky Taylor
Achieve Success Tutoring by University Instructors
ATS Project Success
Brame Institute of Education
Capitol Educational Support, Inc.
Historically Minority Colleges and Universities Consortium of North Carolina
Innovadia
MasterMind Prep Learning Solutions
Smart Choices for Youth, Inc.
Sylvan Learning Center (Marilynn, Inc.)
Village Learning Solutions

Forsyth County Schools

A Lot of Direction, Love & Affection, Inc. (ADLA)
Academic Achievers/S & L Consultants
Academics Plus, Inc.
Accelerated Achievement @ Measurement Incorporated

¹ While Durham Public Schools reported using their services, Carolina Communication Consultants reported that they did not make enrollment, and thus, did not end up offering services.

Achiever's Academy
AIM Services
AlphaBEST Education, Inc.
ATS Project Success
BrainWorks Learning Center/First in Knowledge, LLC
Capitol Educational Support, Inc.
Cool Kids Learn, Inc.
Education Futures Corporation (EFC)
EYE Partners, LLC (Empowering Youth through Education)
JFL Enterprises, Inc./Failure Free Reading
I Can Kids, Inc.
Innovadia
L & U Contractors, LLC (Learning & You)
Learn It Systems
MasterMind Prep Learning Solutions
Next Level Educational Programs, LLC/Next Level Learning
Sylvan Learning Center of Winston-Salem
TCAL, The Center for Accelerated Learning
TEC NC, Inc.
Winston-Salem/Forsyth County Schools

Franklin County Schools

Academic Achievers/S & L Consultants
Academics Plus, Inc.
Ace It! Tutoring (Henderson-Roanoke Rapids)
Achieve Success Tutoring by University Instructors
Allied Academics
ATS Project Success
Brame Institute of Education
Historically Minority Colleges and Universities Consortium of North Carolina
MasterMind Prep Learning Solutions
Village Learning Solutions

Gaston County Schools

AAA Educational Programs, LLC (Accelerating Academic Achievement Educational Programs)
Academic Achievement Academy
Academic Achievers/S & L Consultants
Academics Plus, Inc.
Achieve Success Tutoring by University Instructors
ATS Project Success
BrainWorks Learning Center/First in Knowledge, LLC
Bright Futures Learning, Inc.
Cool Kids Learn, Inc.
Education Futures Corporation (EFC)
Hamilton and Harris Educational Consulting Group
I Can Kids, Inc.

In Goode Company
Kennedy Academic Learning Center
Learn It Systems
MasterMind Prep Learning Solutions
Sylvan Learning Center of Gastonia
TCAL, The Center for Accelerated Learning

Gates County Schools

Ace It! Tutoring (Elizabeth City)

Granville County Schools

Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Henderson-Roanoke Rapids)
Allied Academics Capitol Educational Support, Inc.
ATS Project Success
Capitol Educational Support, Inc.
Step Ahead Learning
Village Learning Solutions

Greene County Schools

Academics Plus, Inc.
Ace It! Tutoring (Becky Taylor)
Capitol Educational Support, Inc.
Eastern Carolina Educational Assistance Center/DeLorge International
Focused Intervention, Inc.
Historically Minority Colleges and Universities Consortium of North Carolina
MasterMind Prep Learning Solutions
South Ridge Learning Center
TRAC Enrichment Center, Inc.

Guilford County Schools

Academic Achievers/S & L Consultants
Academic Coaching Services, Inc.
Academics Plus, Inc.
Accelerated Achievement @ Measurement Incorporated
Achieve Success Tutoring by University Instructors
Achiever's Academy
AIM by Salient Learning
AIM Services, LLC (Applied Instructional Mechanic Services)
AlphaBEST Education, Inc.
ATS Project Success
BrainWorks Learning Center/First in Knowledge, LLC
Bright Futures Learning, Inc.
Capitol Educational Support, Inc.
Cool Kids Learn, Inc.
Education Futures Corporation (EFC)

EYE Partners, LLC (Empowering Youth through Education)
FUNdamentals Free Tutoring, LLC
Guilford County Schools
Glosso Speech, Language and Educational Services, Inc.
Heart of the Matter Learning, LLC
Historically Minority Colleges and Universities Consortium of North Carolina
I Can Kids, Inc.
In Goode Company
L & U Contractors, LLC (Learning & You)
Learn It Systems
MasterMind Prep Learning Solutions
Prime Time for Kids
Sylvan Learning Center of Greensboro
Sylvan Learning Center of High Point/Mooresville
TCAL, The Center for Accelerated Learning
TEC NC, Inc.
Top Notch Learning, Inc.
Village Learning Solutions

Halifax County Schools

Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Henderson-Roanoke Rapids)
ART in the 21st Century
Capitol Educational Support, Inc.
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Total Tutors, LLC
Village Learning Solutions

Harnett County Schools

Ace It! Tutoring (Colson, Inc.)
ATS Project Success

Hertford County Schools

Ace It! Tutoring (Elizabeth City)
ART in the 21st Century
Capitol Educational Support, Inc.
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
RICCE, Inc.
Village Learning Solutions

Hickory City Schools

BrainWorks Learning Center/First in Knowledge, LLC
FUNdamentals Free Tutoring, LLC
Innovadia

Sylvan Learning Center of Hickory
TCAL, The Center for Accelerated Learning

Hoke County Schools

Academics Plus, Inc.
Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Dougherty Group, Ltd.)
Bright Futures Learning, Inc.
H.I.G.H.E.R. Tutorial Services, Inc.

Hyde County Schools

Ace It! Tutoring (Becky Taylor)

Iredell-Statesville Schools

AAA Educational Programs, LLC
Academic Achievers/A & L Consultants
Prime time for Kids
Success Institute Charter
Sylvan Learning Center of High Point/Mooresville
Twister Tutors

Johnston County Schools

Academic Achievers/S & L Consultants
Academics Plus, Inc.
ATS Project Success
Capitol Educational Support, Inc.
Historically Minority Colleges and Universities Consortium of North Carolina
Johnston County Schools JOCO Camp Success
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Village Learning Solutions

Kannapolis City Schools

Academics Plus, Inc.
Multi-Cultural Learning Academy
Sylvan Learning Center of Charlotte

Lenoir County Public Schools

A Lot of Direction, Love & Affection, Inc. (ADLA)
Able 2 Succeed by Lenoir County Public Schools
Academics Plus, Inc.
Academic Myriad
Ace It! Tutoring (Becky Taylor)
Eastern Carolina Educational Assistance Center/DeLorge International
Focused Intervention, Inc.
Innovadia

Lexington City Schools

Academic Achievers/S & L Consultants
Achieve Success Tutoring by University Instructors
ATS Project Success
Bright Futures Learning, Inc.
Capitol Educational Support
Charles England Intermediate
Innovadia
MasterMind Prep Learning Solutions
Sylvan Learning Center of Highpoint/Mooresville

Macon County Schools

ATS Project Success
TEC NC, Inc.

Martin County Schools

Ace It! Tutoring (Elizabeth City)
ATS Project Success
Historically Minority Colleges and Universities Consortium of North Carolina
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions

Montgomery County Schools

ATS Project Success
It's Simply English
Learning for the 21st Century
Sylvan Learning Center of Albemarle
Top Notch Learning, Inc.

Moore County Schools

Academics Plus, Inc.
Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Marilynn, Inc.)
Achieve Success Tutoring by University Instructors
Hamilton and Harris Educational Consulting Group
It's Simply English
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Top Notch Learning, Inc.

Mooresville City Schools

Academic Achievers/S & L Consultants
FUNdamentals Free Tutoring, LLC
Sylvan Learning Center of High Point/Mooresville
Twister Tutors, Inc.

Mount Airy City Schools

21st CCLC of Mount Airy
Innovadia
Sylvan Learning Center of Mt. Airy

Nash-Rocky Mount Schools

A Lot of Direction, Love & Affection, Inc. (ADLA)
Academics by Venture
Academics Plus, Inc.
Accelerated Achievement @ Measurement Incorporated
Achieve Success Tutoring by University Instructors
ART in the 21st Century
Brame Institute of Education
Historically Minority Colleges and Universities Consortium of North Carolina
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Sylvan Learning Center (Marilynn, Inc.)

New Hanover County Schools

Huntington Learning Centers, Inc.
Sylvan Learning Center of Wilmington/Burgaw

Northampton County Schools

Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Henderson-Roanoke Rapids)
Capitol Educational Support, Inc.
L & U Contractors, LLC (Learning & You)

Onslow County Schools

Academic Myriad
Ace It! Tutoring (Elizabeth Elks)
Achieve Success Tutoring by University Instructors
ATS Project Success
Capitol Educational Support, Inc.
Hamilton and Harris Educational Consulting Group
L & U Contractors, LLC (Learning & You)
TCY Learning Solutions, LLC
TRAC Enrichment Center, Inc.
Village Learning Solutions

Pasquotank County Schools

Academic Myriad
Ace It! Tutoring (Elizabeth City)
Capitol Educational Support, Inc.
MasterMind Prep Learning Solutions
Village Learning Solutions

Pender County Schools

Accelerated Achievement @ Measurement Incorporated
ATS Project Success
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Pender County Schools
Sylvan Learning Center of Wilmington/Burgaw

Perquimans County Schools

Ace It! Tutoring (Elizabeth City)
Capitol Educational Support, Inc.
MasterMind Prep Learning Solutions
Village Learning Solutions

Pitt County Schools

Ace It! Tutoring (Becky Taylor)
Ray of Hope

Randolph County Schools

Academic Achievers/S & L Consultants
Achieve Success Tutoring by University Instructors
ATS Project Success
Bright Futures Learning, Inc.
Glossio Speech, Language and Educational Services, Inc.
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Sylvan Learning Center of High Point/Mooresville
TCAL, The Center for Accelerated Learning
Top Notch Learning, Inc.

Richmond County Schools

Academics Plus, Inc.
Achieve Success Tutoring by University Instructors
ATS Project Success
Bright Futures Learning, Inc.
Innovadia
L & U Contractors, LLC (Learning & You)
Richmond County Schools
Sylvan Learning Center (Marilynn, Inc.)

Robeson County Schools

Academic Myriad
Ace It! Tutoring (Dougherty Group, Ltd.)
ATS Project Success
Global Learning Center, LLC
I Can Kids, Inc.

Innovadia
Learn It Systems
L & U Contractors, LLC (Learning & You)
Public Schools of Robeson County Educational Passport
SMARTIES. . . Learn Out Loud
Sylvan Learning Center (Doughtery Group, Ltd.)
Tutorial Services

Rockingham County Schools

Academics Plus, Inc.
Achieve Success Tutoring by University Instructors
ATS Project Success
Bright Futures Learning, Inc.
Capitol Educational Support, Inc.
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
TCAL, The Center for Accelerated Learning
Village Learning Solutions

Rowan-Salisbury Schools

AAA Educational Programs, LLC (Accelerating Academic Achievement Educational Programs)
Academic Achievers/S & L Consultants
Academics Plus, Inc.
Achieve Success Tutoring by University Instructors
ATS Project Success
BrainWorks Learning Center/First in Knowledge, LLC
Capitol Educational Support, Inc.
FUNdamentals Free Tutoring, LLC
In Goode Company
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Multi-Cultural Learning Academy
Prime Time for Kids
TCAL, The Center for Accelerated Learning
Twister Tutors, Inc.

Sampson County Schools

A Lot of Direction, Love & Affection, Inc. (ADLA)
Academic Myriad
Ace It! Tutoring (Duplin & Sampson)
ATS Project Success
The Reaching All Minds Organization (RAM)
Tutorial Services
Village Learning Solutions

Scotland County Schools

Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Dougherty Group, Ltd.)
ATS Project Success
Bright Futures Learning, Inc.
Capitol Educational Support, Inc.
Innovadia
Sylvan Learning Center (Dougherty Group, Ltd.)

Stanly County Schools

Achieve Success Tutoring by University Instructors
Bright Futures Learning, Inc.
ATS Project Success
Multi-Cultural Learning Academy
Sylvan Learning Center of Albemarle
Top Notch Learning, Inc.

Swain County Schools

ATS Project Success
Hamilton and Harris Educational Consulting Group
Innovadia

Thomasville City Schools

21 CCLC of Thomasville/Thomasville City Schools
Academic Achievers/S&L Consultants
ATS Project Success
Capitol Educational Support, Inc.
MasterMind Prep Solutions
Sylvan Learning Center of Highpoint/Mooresville

Union County Public Schools

Academic Achievement Academy
Academic Achievers/S & L Consultants
Academics Plus, Inc.
Ace It! Tutoring (Waxhaw)
ATS Project Success
Bright Futures Learning, Inc.
Capitol Educational Support, Inc.
FUNdamentals Free Tutoring, LLC
I Can Kids, Inc.
In Goode Company
Kennedy Academic Learning Center
MasterMind Prep Learning Solutions
S.T.E.P.'s Developmental Academy, Inc.
Union County Public Schools/21st CCLC

Vance County Schools

Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Henderson-Roanoke Rapids)
Allied Academics
Capitol Educational Support, Inc.
Historically Minority Colleges and Universities Consortium of North Carolina
Total Tutors, LLC

Wake County Schools

Academic Achievers/S & L Consultants
Academics Plus, Inc.
Accelerated Achievement @ Measurement Incorporated
Achieve Success Tutoring by University Instructors
AIM by Salient Learning
Allied Academics
ATS Project Success
It's Simply English
L & U Contractors, LLC (Learning & You)
MasterMind Prep Learning Solutions
Historically Minority Colleges and Universities Consortium of North Carolina
Sterling Learning Centers, Inc./North Raleigh Knowledge Points
Sylvan Learning Centers (Marilyn, Inc.)
Village Learning Solutions

Warren County Schools

Ace It! Tutoring (Henderson-Roanoke Rapids)
Achieve Success Tutoring by University Instructors
Historically Minority Colleges and Universities Consortium of North Carolina

Washington County Schools

Eastern Carolina Educational Assistance Center/DeLorge International

Wayne County Public Schools

Academics Plus, Inc.
Ace It! Tutoring (Colson, Inc.)
Focused Intervention, Inc.

Weldon City Schools

Accelerated Achievement @ Measurement Incorporated
Ace It! Tutoring (Henderson-Roanoke Rapids)
ART in the 21st Century
ATS Project Success
Brame Institute of Education
L & U Contractors, LLC (Learning & You)
Total Tutors, LLC

Village Learning Solutions

Whiteville City Schools

Ace It! Tutoring (Frank C. Walters)

Wilson County Schools

A Lot of Direction, Love & Affection, Inc. (ADLA)

Ace It! Tutoring (Colson, Inc.)

Capitol Educational Support, Inc.

Focused Intervention, Inc.

Sylvan Learning Center (Colson, Inc.)

Yadkin County Schools

ATS Project Success

BrainWorks Learning Center/First in Knowledge, LLC

Bright Futures Learning, Inc.

Hamilton and Harris Educational Consulting Group

Sylvan Learning Center of Mount Airy

TCAL, The Center for Accelerated Learning

CHARTER SCHOOLS

CIS Academy

Ace It! Tutoring (Dougherty Group, Ltd.)

Forsyth Academies

Sylvan Learning Center of Winston-Salem

Haliwa-Saponi Tribal

Achieve Success Tutoring by University Instructors

Healthy Start Academy

Historically Minority Colleges and Universities Consortium of North Carolina

MasterMind Prep Learning Solutions

The Reaching All Minds Organization (RAM)

PreEminent Charter School

Sterling Learning Centers, Inc./North Raleigh Knowledge Points

Sylvan Learning Center (Marilynn, Inc.)

Sallie B. Howard School

Achieve Success Tutoring by University Instructors

Sugar Creek Charter School

ATS Project Success

MasterMind Prep Learning Solutions