

**NCDPI Supplemental Educational Services (SES)  
2010-2011 Evaluation Report**



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## **NCDPI Supplemental Educational Services (SES) 2010-2011 Evaluation Report**

In 2009-2010 the SERVE Center was contracted by North Carolina Department of Public Instruction (NCDPI) to conduct the external evaluation of the statewide SES program. Subsequently, NCDPI contracted for a second consecutive year with SERVE to provide SES evaluation services for 2010-2011. The Supplemental Educational Services (SES) program 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 services 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) parent satisfaction, (2) student attendance in the program, 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 2010-2011 SES Evaluation Rubric” (see Appendix A) adapted by SERVE from the “Example Evaluation Rubric” provided by NCDPI. All three primary outcomes (parent satisfaction, student attendance, and student achievement) have 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 and the corresponding Provider data for each outcome. An overall composite score was also calculated for each Provider by calculating a weighted average across all three primary outcomes.<sup>1</sup> Overall rubric and composite scores are reported in addition to rubric scores by individual outcome to provide an assessment of Provider quality.

Using the above 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 NCDPI SES policy. Further, NCDPI SES policy indicates that approval to continue offering services shall be withdrawn from SES Providers who fail to achieve a status

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<sup>1</sup> 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: 25% to parent satisfaction, 25% to student attendance, and 50% to student achievement.

of “Good Standing” for two consecutive years. As such, evaluation results presented are broken down to specify outcomes for “Continuing Providers” (those who provided SES services in both 2009-2010 and 2010-2011 and for whom decisions on approval to continue offering services can be made), as well as “New Providers” (for whom 2010-2011 was the first year of providing SES services).

## 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 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) parent satisfaction, (2) student attendance in the program, and (3) academic achievement of participating students. The data collection was a collaborative effort between SERVE, NCDPI, and the SES Providers. Specifically, NCDPI maintained a supportive role in helping to facilitate direct communication between SERVE and each SES Provider to collect all data. All requests for data or information pertinent to the evaluation went directly from SERVE to the SES Provider; in turn, the SES Provider was expected to submit all data directly to SERVE.

Ongoing communication between SERVE and SES Providers began on December 15, 2010 and consisted of information such as: (1) a description of the evaluation, (2) what data were to be collected, (3) specific requests for information and templates/guidance for how to collect data, (4) suggested deliverable dates, and (5) subsequent follow-up reminders. (See Appendix B for a copy of 2010-2011 NC SES Evaluation Activities: Important Dates for SES Providers, developed by SERVE and distributed to all Providers.) In addition to group e-mails, numerous one-on-one correspondences with Providers also took place as necessary.

As of the final cutoff for data collection (May 16, 2011), data on at least one of the three primary outcomes were received from 130 out of 140 (92.9%) 2010-2011 NCDPI authorized SES Providers. A total of 53 Providers appearing on the initial NCDPI authorized SES Provider list<sup>2</sup> were not included in the current evaluation either because none of the requested information was ever received<sup>3</sup> or it was specifically communicated to SERVE that services were not being offered by the Provider during the 2010-2011 year. Appendix C lists the 53 Providers not included in the current evaluation.

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<sup>2</sup> As instructed by NCDPI, for the purposes of the evaluation, SERVE used the 2010-2011 Authorized NC SES Provider list available at: <http://www.ncpublicschools.org/program-monitoring/titleIA/ses/>. This list also provides information on the districts served by each Provider.

<sup>3</sup> Due to a variety of factors, not all 193 initially approved SES Providers implemented services in 2010-2011. 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.

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.

***Survey administration.*** SERVE relied heavily on the SES Provider for this aspect of data collection. SERVE was responsible for the format and reproduction of all survey materials, as well as transmittal of surveys to the SES Provider for parent distribution. To facilitate the distribution process, based on enrollment numbers provided by the SES Provider, SERVE prepared “survey packets” for each SES Provider. These packets included: (1) a parent cover letter briefly describing the evaluation and providing instructions for completing and returning the surveys to their child’s SES Provider (in English and Spanish) and (2) the survey itself (in English and Spanish). Once shipped to the SES Provider, it was incumbent on the SES Provider to take steps to ensure that the survey packets were sent home and completed by the parents of students enrolled in the program. It was the responsibility of the SES Provider to then collect completed parent satisfaction surveys and ensure that these were returned to SERVE by the specified due date (May 16, 2011). This distribution process occurred twice over the course of the 2010-2011 evaluation; once for the first enrollment period and again for the second enrollment period.

***Survey format.*** In consultation with NCDPI, SERVE refined the Parent Satisfaction Survey used in previous NC SES evaluations (See Appendix D for a copy of the 2010-2011 SES Parent Satisfaction Survey). The survey consisted of 10 items, each on a 4-point Likert-type scale ranging from 1 (“Strongly Disagree”) to 4 (“Strongly Agree”), along with “Don’t Know” and “Not Applicable” response options. (For each Provider, the mean, standard deviation, and frequency of each question were calculated; results are displayed in tabular form in Appendix E.)

***Survey response and analysis.*** A total of 27,643 surveys were distributed during the 2010-2011 SES programming year; 9,400 surveys were returned (or postmarked) by the May 16, 2011 deadline for data submission for an overall response rate of 34.0%.

In order to determine the percentage of parents who were overall dissatisfied, the 10 survey items were used to form a scale. 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 6 of 10 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.

- Providers who had more than 25% of parents dissatisfied were placed in the “Below Standards” category (given a score of 2).
- Providers with between 10% and 25% of parents dissatisfied were given a score of 3 for “Meets Standards.”
- Providers with less than 10% of parents dissatisfied were placed in the “Above Standards” category with a score of 4.
- Any Providers who either failed to submit their survey data on time, or who submitted survey data but who had fewer than 5 parent surveys to analyze ( $n < 5$ )<sup>4</sup> (either due to having fewer than 5 students enrolled or due to having fewer than 5 students with usable survey data) were recorded as having “Insufficient Information” and received a rubric score of 1 for parent satisfaction.

### ***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.

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.

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<sup>4</sup> This “ $n < 5$  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.

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

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 83%, with a standard deviation of 9.6%. Therefore:

- Providers with an average attendance rate of less than 73.4% received a score on the rubric of 2, "Below Standards."
- Those Providers with an attendance rate between 73.4% and 92.5% received a score of 3, "Meets Standards."
- Finally, those Providers with an attendance rate above 92.5% received a score of 4, "Above Standards."
- Those Providers who either failed to submit their attendance data on time, or who submitted attendance data but who had fewer than 5 students to analyze ( $n < 5$ )<sup>5</sup> (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 attendance.

### **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 predetermined. 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. See Appendix F for a summary of the conditional effect sizes for student achievement, broken down by content area where applicable, for all Providers offering services in 2010-2011.

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<sup>5</sup> This "n<5 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.

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): (1) once at the very beginning of the enrollment period (pre) and (2) 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. If more than one measure of student achievement was administered by a Provider in a given content area (Math and/or Reading), Providers were instructed to choose only one Math and/or Reading assessment to report for evaluation purposes. (This was to ensure that each Providers' composite score result for student achievement was not based on multiple, different, non-comparable assessments.)

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, pp. 44-46)<sup>6</sup> 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 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."<sup>7</sup>

<sup>6</sup> Lipsey, M. W., & Wilson, D. B. (2001). *Practical meta-analysis*. Thousand Oaks, CA: Sage.

<sup>7</sup> [http://ies.ed.gov/ncee/wwc/pdf/wwc\\_version1\\_standards.pdf](http://ies.ed.gov/ncee/wwc/pdf/wwc_version1_standards.pdf).

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. This decision is based on the theory that students who had actually attended the SES programs would, in turn, benefit from the programming, which would then be reflected in their test scores. This decision has some far-reaching methodological consequences, however, that should be noted. 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. Following is an explanation of the scoring for student achievement:

- 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 either failed to submit their achievement data on time, or who submitted achievement data but who had fewer than 5 students to analyze ( $n < 5$ )<sup>8</sup> (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 attendance.

## 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 data sources (parent satisfaction, attendance, and student achievement) had criteria enumerated on a four-point rubric (Appendix A) including:

- (1) “Insufficient Information”
- (2) “Below Standards”
- (3) “Meets Standards”
- (4) “Above Standards.”

Each Provider was assessed and assigned a rubric score based on the corresponding data for each data source. An overall rubric score was then identified for each Provider by calculating a weighted average across all three primary outcomes (as stipulated by the SES evaluation

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<sup>8</sup> This “ $n < 5$  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.

policy<sup>9</sup>). 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 continue with a status of “Good Standing”).

Final composite score results are presented below, in Table 1 (Continuing Providers) and Table 2 (New Providers). For a complete summary of Continuing and New Providers’ 2010-2011 results broken down by each of the individual primary outcomes—parent satisfaction, attendance, student achievement—see Appendix G.

1. **Table 1 displays the final composite score and status summary for Continuing Providers.** In addition to the evaluation results from the current programming year, final composite scores from the 2009-2010 evaluation are also presented here. This is to provide the necessary information in compliance with NCDPI policy stating that approval to continue offering services shall be withdrawn from SES Providers who fail to achieve a status of “Good Standing” for *two consecutive years*.
  - Those Continuing Providers who were in “Good Standing” after their first year of offering services (2009-2010) but who received a rating below 75% in their second year of offering services (2010-2011) are **bolded** to indicate probationary status.
  - Those Continuing Providers who received a rating below 75% for *two consecutive years* are **bolded and highlighted in gray** to reflect potential withdrawal from approval to offer services in the future.
2. **Table 2 displays the final composite score and status summary for New Providers.** Those New Providers who did not achieve the minimum of 75% to remain in “Good Standing” are **bolded** to indicate probationary status.

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<sup>9</sup> The three primary outcomes are weighted as follows, based on NCDPI SES evaluation policy: 25% to parent satisfaction, 25% to student attendance, and 50% to student achievement.

**Table 1. Final Composite Score and Status Summary for Continuing Providers**

ID	SES Provider	2009-2010 Final Composite Score	2010-2011 Final Composite Score	Status Summary based on 2010-2011 Results
<b>90</b>	<b>A Step Ahead Tutoring</b>	<b>81.30%</b>	<b>68.75%</b>	<b>Probation</b>
4	A.I.M. Services	62.50%	100.00%	Good Standing
10	AAA Educational Program LLC	93.80%	93.75%	Good Standing
<b>28</b>	<b>Able 2 Succeed by Lenoir County Public Schools</b>	<b>75.00%</b>	<b>43.75%</b>	<b>Probation</b>
77	Academic Achievement Academy	93.80%	93.75%	Good Standing
101	Academic Achievers / S&L Consultants LLC	87.50%	87.50%	Good Standing
81	Academic Coaching Services, Inc.	87.50%	93.75%	Good Standing
37	Academics Plus, Inc.	81.30%	93.75%	Good Standing
15	Accelerated Achievement@Measurement Incorporated (AA@MI)	93.80%	93.75%	Good Standing
<b>23</b>	<b>Ace It Tutoring, Dougherty Group, Ltd.</b>	<b>81.30%</b>	<b>68.75%</b>	<b>Probation</b>
36	Ace It Tutoring-Sylvan Learning of Wayne, Wilson, Duplin and Sampson Counties	37.50%	93.75%	Good Standing
55	Ace It! Tutoring by Sylvan-Elizabeth Elks	93.80%	100.00%	Good Standing
58	Ace It! Tutoring by Sylvan-Becky Taylor	93.80%	93.75%	Good Standing
73	Ace It! Tutoring Powered by Sylvan Learning Center of Waxhaw	62.50%	93.75%	Good Standing
80	Achieve Success Tutoring by University Instructors, Inc.	93.80%	81.25%	Good Standing
66	Achiever's Academy	93.80%	93.75%	Good Standing
69	Aim by Salient Learning	93.80%	100.00%	Good Standing
88	Allied Academics	75.00%	93.75%	Good Standing
54	AlphaBEST Education, Inc.	93.80%	100.00%	Good Standing
12	Anson County Schools	93.80%	100.00%	Good Standing
<b>42</b>	<b>ART in the 21st Century</b>	<b>87.50%</b>	<b>50.00%</b>	<b>Probation</b>
118	Ashe County Schools "Reach for the Stars"	81.30%	93.75%	Good Standing
262	ATS Project Success	93.80%	93.75%	Good Standing
7	BrainWorks Learning Center	93.80%	93.75%	Good Standing
40	Brame Institute of Education, Inc.	93.80%	93.75%	Good Standing
<b>50</b>	<b>Brunswick County Schools</b>	<b>75.00%</b>	<b>43.75%</b>	<b>Probation</b>
107	Capital Education Support	81.30%	93.75%	Good Standing
216	Charlotte/Mecklenburg Schools' Creating Minds for Success	68.80%	75.00%	Good Standing
24	Communities In Schools of Brunswick County, Inc.	81.30%	93.75%	Good Standing
33	Cornerstone 21st CCLC	62.50%	100.00%	Good Standing

ID	SES Provider	2009-2010 Final Composite Score	2010-2011 Final Composite Score	Status Summary based on 2010-2011 Results
215	Curriculum Coaching Specialists by Cabarrus County Schools	62.50%	81.25%	Good Standing
113	Dream Builders Communications, Inc. After-school Enrichment Program	NA	81.25%	Good Standing
<b>52</b>	<b>Empowering Youth through Education (EYE)</b>	<b>87.50%</b>	<b>25.00%</b>	<b>Probation</b>
<b>94</b>	<b>Enrichment Centers of NC, Inc. (TECNC Inc.)</b>	<b>87.50%</b>	<b>56.25%</b>	<b>Probation</b>
44	Focused Intervention, Inc.	87.50%	87.50%	Good Standing
53	Frank C. Walters-Sylvan/Ace It! Tutoring	87.50%	75.00%	Good Standing
70	FUNDamentals Free Tutoring	87.50%	93.75%	Good Standing
38	GCS ALL*STARS	87.50%	81.25%	Good Standing
<b>86</b>	<b>Global Learning Center, Inc.</b>	<b>75.00%</b>	<b>56.25%</b>	<b>Probation</b>
29	Glosso Speech, Language and Educational Services, Inc.	93.80%	93.75%	Good Standing
115	Heart of the Matter Learning, LLC	81.30%	93.75%	Good Standing
82	Historically Minority Colleges and Universities Consortium (HMCUC)	93.80%	81.25%	Good Standing
<b>79</b>	<b>Huntington Learning Centers, Inc.</b>	<b>87.50%</b>	<b>43.75%</b>	<b>Probation</b>
<b>109</b>	<b>I Can Kids, Inc.</b>	<b>81.30%</b>	<b>25.00%</b>	<b>Probation</b>
21	Imagine Learning, Inc.	93.80%	81.25%	Good Standing
258	In Goode Company	87.50%	93.75%	Good Standing
<b>110</b>	<b>Innovadia</b>	<b>75.00%</b>	<b>31.25%</b>	<b>Probation</b>
56	It's Simply English	81.30%	100.00%	Good Standing
17	Jackson County Public Schools	NA	93.75%	Good Standing
61	Kennedy Academic Learning Center	75.00%	93.75%	Good Standing
98	Learn It Systems	87.50%	93.75%	Good Standing
67	Learning and YOU (L & U Contractors, LLC.)	93.80%	93.75%	Good Standing
<b>84</b>	<b>Learning4Today</b>	<b>31.25%</b>	<b>25.00%</b>	<b>Probationary Status for 2 Consecutive Years</b>
49	MasterMind Prep Learning Solutions	93.80%	93.75%	Good Standing
41	Multi-Cultural Learning Academy	93.80%	100.00%	Good Standing
76	NC Education Solutions, Inc. d/b/a KnowledgePoints of the Triangle	93.80%	93.75%	Good Standing
108	NC Learning Unlimited, LLC	75.00%	93.75%	Good Standing
6	Passport	93.80%	93.75%	Good Standing
46	Pender County Schools SES	93.80%	75.00%	Good Standing
14	Prime Time for Kids	93.80%	87.50%	Good Standing

ID	SES Provider	2009-2010 Final Composite Score	2010-2011 Final Composite Score	Status Summary based on 2010-2011 Results
<b>294</b>	<b>RAE Educational Services, Inc.</b>	<b>81.30%</b>	<b>25.00%</b>	<b>Probation</b>
<b>111</b>	<b>Ray of Hope, Inc.</b>	<b>68.75%</b>	<b>25.00%</b>	<b>Probationary Status for 2 Consecutive Years</b>
68	RICCE, INC	75.00%	87.50%	Good Standing
39	Richmond County Schools HOPE Learning Community	87.50%	93.75%	Good Standing
103	Shout Church	68.80%	87.50%	Good Standing
48	Siler City Elementary Tutoring	75.00%	93.75%	Good Standing
96	Smart Choices for Youth, Inc.	75.00%	87.50%	Good Standing
60	Sylvan/Ace It! Tutoring of Elizabeth City	93.80%	87.50%	Good Standing
16	Sylvan Learning Center of Greensboro	93.80%	81.25%	Good Standing
59	Sylvan Learning Center of Hickory	87.50%	81.25%	Good Standing
75	Sylvan Learning Center of Wilmington/Burgaw	100.00%	93.75%	Good Standing
34	Sylvan Learning Center of Winston-Salem	93.80%	81.25%	Good Standing
22	Sylvan Learning Center, Dougherty Group, Ltd.	93.80%	75.00%	Good Standing
65	Sylvan Learning Centers of Charlotte	87.50%	93.75%	Good Standing
<b>74</b>	<b>Sylvan Learning Centers of High Point/Mooresville</b>	<b>75.00%</b>	<b>43.75%</b>	<b>Probation</b>
<b>114</b>	<b>Sylvan Learning Centers of Shelby and Denver</b>	<b>NA</b>	<b>25.00%</b>	<b>Probation</b>
35	Sylvan Learning Ctr./Ace It Tutoring of Henderson and Roanoke Rapids	93.80%	87.50%	Good Standing
87	Sylvan Learning of Gastonia	93.80%	93.75%	Good Standing
51	Sylvan Learning-Albemarle	81.30%	93.75%	Good Standing
57	TCAL, The Center for Accelerated Learning	87.50%	93.75%	Good Standing
<b>47</b>	<b>TCY Learning Solutions LLC</b>	<b>68.75%</b>	<b>25.00%</b>	<b>Probationary Status for 2 Consecutive Years</b>
99	The Greater Enrichment Program, Inc.	81.30%	93.75%	Good Standing
93	The Hill Center	87.50%	93.75%	Good Standing
3	The Reaching All Minds Organization (RAM)	81.30%	87.50%	Good Standing
30	Thomasville City Schools	81.30%	93.75%	Good Standing
27	Top Notch Learning Company, Inc.	93.80%	93.75%	Good Standing
45	Total Tutors, LLC	93.80%	87.50%	Good Standing
11	TRAC Enrichment Center, Inc.	93.80%	93.75%	Good Standing
1	Tutorial Services	50.00%	93.75%	Good Standing

ID	SES Provider	2009-2010 Final Composite Score	2010-2011 Final Composite Score	Status Summary based on 2010-2011 Results
19	Twister Tutors	68.80%	93.75%	Good Standing
9	UCPS/21st CCLC/TEAM	81.25%	100.00%	Good Standing
43	Victorious Community Development Corp.	68.75%	93.75%	Good Standing
292	Village Learning Solutions	81.30%	93.75%	Good Standing
112	Winston-Salem/Forsyth County Schools	87.50%	75.00%	Good Standing

Note. NA = Provider was on the NCDPI approved list of Providers for both the 2009-2010 and 2010-2011 program years and thus are considered "Continuing." However, no districts reported using Provider in 2009-2010 so evaluation data were not collected/reported.

**Table 2. Final Composite Score and Status Summary for New Providers**

ID	SES Provider	2010-2011 Final Composite Score	Status Summary
291	1 To 1 Tutor, LLC	75.00%	Good Standing
<b>280</b>	<b>100 Scholars</b>	<b>25.00%</b>	<b>Probation</b>
<b>268</b>	<b>1-on-1 Bear Paw Tutors LLC</b>	<b>25.00%</b>	<b>Probation</b>
278	Above and Beyond Students-21st Century Community Learning Center	93.75%	Good Standing
220	Academic Enrichment Services & Systems (AESS)	87.50%	Good Standing
235	Achieve HighPoints	93.75%	Good Standing
239	Achieving Intellectual Minds LLC	93.75%	Good Standing
214	After School Programs, Inc.	93.75%	Good Standing
257	ALL STARS TODAY (A.S.T.)	93.75%	Good Standing
<b>298</b>	<b>Blue Crescent Enterprises, Inc.</b>	<b>25.00%</b>	<b>Probation</b>
243	BrainTrust Tutors	93.75%	Good Standing
<b>252</b>	<b>Building A Lifelong Learner</b>	<b>25.00%</b>	<b>Probation</b>
<b>229</b>	<b>CATCO Success Camp</b>	<b>43.75%</b>	<b>Probation</b>
<b>256</b>	<b>Communities In Schools of Forsyth</b>	<b>31.25%</b>	<b>Probation</b>
222	Community Threads Inc	93.75%	Good Standing
201	Cornerstone Counseling Center	93.75%	Good Standing
226	Damascus Road Worship Center, Inc.	93.75%	Good Standing
271	eMath360 LLC	87.50%	Good Standing
<b>276</b>	<b>Global Partnership Schools</b>	<b>25.00%</b>	<b>Probation</b>
<b>221</b>	<b>Grade Plus Tutors</b>	<b>43.75%</b>	<b>Probation</b>
<b>217</b>	<b>GradeCracker LLC</b>	<b>43.75%</b>	<b>Probation</b>
<b>238</b>	<b>Ivy League Tutor Inc.</b>	<b>25.00%</b>	<b>Probation</b>
<b>245</b>	<b>Jair Learning, LLC</b>	<b>31.25%</b>	<b>Probation</b>
242	Knowledge Is Power Early Learning Program	87.50%	Good Standing
261	Learn It Online, LLC	81.25%	Good Standing
206	Lindley Habilitation Service, Inc.	100.00%	Good Standing
277	Literacy in the Community LLC	81.25%	Good Standing
<b>213</b>	<b>MasterMind Prep Online</b>	<b>56.25%</b>	<b>Probation</b>
<b>232</b>	<b>NewPoint Learning Center - Ballantyne</b>	<b>68.75%</b>	<b>Probation</b>
<b>231</b>	<b>NewPoint Learning Center - Davidson</b>	<b>43.75%</b>	<b>Probation</b>
<b>234</b>	<b>NewPoint Learning Center - Myers Park</b>	<b>43.75%</b>	<b>Probation</b>

ID	SES Provider	2010-2011 Final Composite Score	Status Summary
211	On The Right Track-ABSS After School Tutoring	100.00%	Good Standing
225	One on One Learning	87.50%	Good Standing
283	Our Children Succeed by Onslow County Schools	75.00%	Good Standing
219	Oxford Learning	87.50%	Good Standing
<b>279</b>	<b>PROJECT IMPACT (Greensboro)</b>	<b>25.00%</b>	<b>Probation</b>
247	Rockingham District Partners In Ministry	93.75%	Good Standing
237	School Management & Revitalize Training, Co. SMART Group Co.	93.75%	Good Standing
<b>289</b>	<b>Stay On Top Tutoring Services, Inc.</b>	<b>68.75%</b>	<b>Probation</b>
102	Sylvan Learning Center - Burlington, NC	87.50%	Good Standing
210	Sylvan Learning Center of Salisbury	93.75%	Good Standing
266	The Aya Center	75.00%	Good Standing
<b>240</b>	<b>The Legacy House</b>	<b>25.00%</b>	<b>Probation</b>
<b>246</b>	<b>The Potter's Village After-School Tutorial Program</b>	<b>43.75%</b>	<b>Probation</b>
275	Union County Schools - A Cut Above	81.25%	Good Standing
259	Wake Forest University Health Sciences	93.75%	Good Standing

## **Summary of Results**

Of the 193 Providers appearing on the 2010-2011 Authorized NC SES Provider list, 53 were not included in the current evaluation, either because none of the requested information was ever submitted<sup>10</sup> or it was specifically communicated to SERVE that services were not being offered by the Provider during the 2010-2011 year. These Providers do not appear in the results table presented above. Final composite score ratings for the remaining 140 Providers are summarized below, broken down by Continuing versus New Providers:

### Continuing Providers (94 out of 140)

Fourteen (14) Providers, who were in “Good Standing” after their first year of offering services (2009-2010), received a composite score falling below 75% (“Probationary Status”) in the 2010-2011 programming year. This will be considered their first Probation designation.

1. A Step Ahead Tutoring
2. Able 2 Succeed by Lenoir County Public Schools
3. Ace It Tutoring, Dougherty Group, Ltd.
4. ART in the 21st Century
5. Brunswick County Schools
6. Empowering Youth through Education (EYE)
7. Enrichment Centers of NC, Inc. (TECNC Inc.)
8. Global Learning Center, Inc.
9. Huntington Learning Centers, Inc.
10. I Can Kids, Inc.
11. Innovadia
12. RAE Educational Services, Inc.
13. Sylvan Learning Centers of High Point/Mooresville
14. Sylvan Learning Centers of Shelby and Denver

Three (3) Providers received a composite score falling below 75% (“Probationary Status”) for two consecutive years (2009-2010 and 2010-2011).

1. Learning4Today
2. Ray of Hope, Inc.
3. TCY Learning Solutions LLC

The remaining 77 Continuing Providers received a composite score of 75% or greater (“Good Standing”).

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<sup>10</sup> Due to a variety of factors, not all 193 initially approved SES Providers implemented services in 2010-11. 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.

New Providers (46 out of 140)

Nineteen (19) New Providers received a composite score falling below 75% (“Probationary Status”).

1. 100 Scholars
2. 1-on-1 Bear Paw Tutors LLC
3. Blue Crescent Enterprises, Inc.
4. Building A Lifelong Learner
5. CATCO Success Camp
6. Communities In Schools of Forsyth
7. Global Partnership Schools
8. Grade Plus Tutors
9. GradeCracker LLC
10. Ivy League Tutor Inc.
11. Jair Learning, LLC
12. MasterMind Prep Online
13. NewPoint Learning Center - Ballantyne
14. NewPoint Learning Center - Davidson
15. NewPoint Learning Center - Myers Park
16. PROJECT IMPACT (Greensboro)
17. Stay On Top Tutoring Services, Inc.
18. The Legacy House
19. The Potter's Village After-School Tutorial Program

The remaining 27 New Providers received a composite score of 75% or greater (“Good Standing”).

## Appendix A

### NCDPI 2010-2011 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. (less than 73.4%)	The Provider's average attendance rate is between one full standard deviation below and one full standard deviation above the overall average attendance. (between 73.4% and 92.5%)	The Provider's average attendance rate is one standard deviation or more above the overall average attendance. (greater than 92.5%)
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](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

### 2010-2011 NC SES Evaluation Activities: Important Dates for SES Providers

Date	Evaluation Activity
No later than Friday, December 31, 2010	Return "SES Provider Information Form: 1 <sup>st</sup> Enrollment," via email, to Melissa Williams ( <a href="mailto:mwilliam@serve.org">mwilliam@serve.org</a> ) at SERVE Center.
January-March 2011	Expect FedEx shipment from SERVE Center containing 1 <sup>st</sup> enrollment Parent Survey Packets (# based on enrollment information provided in the "SES Provider Information Form: 1 <sup>st</sup> Enrollment" by Provider).
Within the last 2 weeks <b>before</b> the 1 <sup>st</sup> Enrollment SES End Date	Distribute 1 <sup>st</sup> enrollment Parent Survey Packets to your students/parents. 1 <sup>st</sup> Enrollment End Dates vary between and, in some cases, within Providers. Due to this variation, SERVE cannot provide a specific date for survey distribution. Surveys will be sent to Providers and it is then up to the Provider to track their various End dates and manage the survey distribution process according to the guidance given of "within the last 2 weeks of 1 <sup>st</sup> Enrollment End Date," whenever those end dates may be. Parents should return all completed Parent Survey Packets to Provider. <i>(If SES programming has already ended by the time the Survey Packets are received, it is up to the Provider's discretion to attempt to distribute Survey Packets to those parents.)</i>
One week after distributing surveys	Distribute "reminder sheet" (provided by SERVE) to your students/parents.
No later than Monday, February 14, 2011	Expect an email from SERVE Center (Melissa Williams) with the 1 <sup>st</sup> Enrollment Excel Reporting Template. Provider is to use this template to report their 1 <sup>st</sup> Enrollment student achievement and attendance data.
As soon as possible <b>after</b> the last day of 1 <sup>st</sup> Enrollment SES End Date	<ul style="list-style-type: none"> <li>• Compile all completed 1<sup>st</sup> Enrollment Parent Survey Packets. Using the SERVE provided Fed Ex shipping label, ship all completed 1<sup>st</sup> enrollment Parent Survey Packets back to SERVE Center.</li> <li>• Compile all 1<sup>st</sup> Enrollment student achievement data and student attendance data (using Excel template provided by SERVE). Return completed 1<sup>st</sup> enrollment student attendance/student achievement Excel reporting template, via email, to Melissa Williams (<a href="mailto:mwilliam@serve.org">mwilliam@serve.org</a>) at SERVE Center.</li> <li>• <b><i>It is suggested that 1<sup>st</sup> Enrollment data are sent back to SERVE as soon as they are compiled, however, please note that Monday, May 16, 2011 is the absolute final day data will be accepted by SERVE Center.</i></b></li> </ul>
No later than Monday, February 28, 2011	Expect an email request from SERVE Center (Melissa Williams) for information about your 2 <sup>nd</sup> enrollment SES services. The "SES Provider Information Form: 2 <sup>nd</sup> Enrollment" will be attached for your completion.
No later than Friday, March 4, 2011	Return "SES Provider Information Form: 2 <sup>nd</sup> Enrollment," via email, to Melissa Williams ( <a href="mailto:mwilliam@serve.org">mwilliam@serve.org</a> ) at SERVE Center.
March-April 2011	Expect FedEx shipment from SERVE Center containing 2 <sup>nd</sup> enrollment Parent Survey Packets (# based on enrollment information provided in the "SES Provider Information Form: 2 <sup>nd</sup> Enrollment" by Provider).
Within the last 2 weeks <b>before</b> the 2 <sup>nd</sup> Enrollment SES End Date	Distribute 2 <sup>nd</sup> enrollment Parent Survey Packets to your students/parents. 2 <sup>nd</sup> Enrollment End Dates vary between and, in some cases, within Providers. Due to this variation, SERVE cannot provide a specific date for survey distribution. Surveys will be sent to Providers and it is then up to the Provider to track their various End dates and manage the survey distribution process according to the guidance given of "within the last 2 weeks of 2 <sup>nd</sup> Enrollment End Date," whenever those end dates may be. Parents should return all completed Parent Survey Packets to Provider. <i>(If SES programming has already ended by the time the Survey Packets are received, it is up to the Provider's discretion to attempt to distribute Survey Packets to those parents.)</i>
One week after distributing surveys	Distribute "reminder sheet" (provided by SERVE) to your students/parents.
No later than Monday, April 11, 2011	Expect an email from SERVE Center (Melissa Williams) with the 2 <sup>nd</sup> Enrollment Excel Reporting Template. Provider is to use this template to report their 2 <sup>nd</sup> Enrollment student achievement and attendance data.

Date	Evaluation Activity
As soon as possible <b>after</b> the last day of 2 <sup>nd</sup> Enrollment SES End Date, but no later than Monday, May 16, 2011	<ul style="list-style-type: none"> <li>• Compile all completed 2<sup>nd</sup> Enrollment Parent Survey Packets. Using the SERVE provided Fed Ex shipping label, ship all completed 2<sup>nd</sup> enrollment Parent Survey Packets back to SERVE Center.</li> <li>• Compile all 2<sup>nd</sup> Enrollment student achievement data and student attendance data (using Excel template provided by SERVE). Return completed 2<sup>nd</sup> enrollment student attendance/student achievement Excel reporting template, via email, to Melissa Williams (<a href="mailto:mwilliam@serve.org">mwilliam@serve.org</a>) at SERVE Center.</li> <li>• <b><i>It is suggested that 2<sup>nd</sup> Enrollment data are sent back to SERVE as soon as they are compiled, however, please note that Monday, May 16, 2011 is the absolute final day data will be accepted by SERVE Center. Suggested shipping date for surveys: Wednesday, May 11, 2011</i></b></li> </ul>

**\*All 1<sup>st</sup> and 2<sup>nd</sup> Enrollment Data are due to SERVE no later than Monday, May 16, 2011. If SES Programming will not be completed in time to meet the May 16 deadline for data submission you must email Melissa Williams ([mwilliam@serve.org](mailto:mwilliam@serve.org)) ASAP with this information.**

## Appendix C

### List of Providers Not Included in the 2010-2011 SES Evaluation

The following are the 53 Providers who appeared on the NCDPI authorized SES Provider list but who were not included in the evaluation, either because none of the requested information was ever submitted (Table 1) or it was specifically communicated to SERVE that services were not being offered by the Provider during the 2010-2011 year (Table 2). This information is included for both New and Continuing Providers.

**Table 1. Providers Not Included in the 10-11 Evaluation: No Response to SERVE Requests for Information**

ID	SES Provider	New or Continuing
25	Burke County Before & After School Program	Continuing
20	CentiVision Enterprises LLC	Continuing
83	Education Futures Corp.	Continuing
119	Gorden's Tutoring Center	Continuing
13	Hamilton & Harris Educational Consulting Group	Continuing
8	JOCO Camp Success	Continuing
71	OuterBanks Learning Center	Continuing
5	Success Institute Services	Continuing
62	Sylvan Learning Center of Johnston	Continuing
106	Sylvan Learning of Mount Airy	Continuing
89	Absolute Academic Achievement-Wilson County Schools	New
227	About Face II, Inc	New
286	Academic Team	New
253	Adventures & Exploration Academy	New
299	Aspire Reading Tutor-Small groups of 4 - 6 students	New
269	Aspire Tutor Corporation	New
105	BELL Foundation (Building Educated Leaders for Life)	New
244	Ed2Net Learning, Inc.	New
204	Learning Tree of the Powerhouse of Prayer, Inc.	New
273	Linking Arms, Inc.	New
249	MasterKey Tutoring	New
100	Sylvan Learning centers of Cumberland, Edgecombe, Lee, Nash-Rocky Mount and Wake	New

**Table 2. Providers Not Included in the 10-11 Evaluation: Specified that Services Were Not Offered During the 10-11 School Year**

ID	SES Provider	New or Continuing
31	21st Century Community Learning Center of Mount Airy	Continuing
85	Academics By Venture	Continuing
2	A Lot of Direction, Love & Affection (ADLA) Inc.	Continuing
97	Clinton City Schools-21st Century Community Learning Center	Continuing
63	Club Z! In-Home Tutoring Service, Inc.	Continuing
32	Connxctions Consultant Service, Inc.	Continuing
91	Cool Kids Learn	Continuing
117	Durham Public Schools- Community Education Department	Continuing
72	Eastern Carolina Educational Assistance Center / DeLorge International	Continuing
92	Edenton/Chowan Schools	Continuing
78	H.I.G.H.E.R. Tutorial Services, Inc.	Continuing
104	JFL Enterprises, Inc. d.b.a. Failure Free Reading	Continuing
18	Lexington City Schools-Charles England Intermediate School	Continuing
95	Next Level Educational Programs, LLC d/b/a/ Next Level Learning	Continuing
26	S.T.E.P.'s Developmental Academy, Inc.	Continuing
64	Bright Futures Learning, Inc*	Continuing
212	21st CCLC Bridge Academy	New
207	Avery County Schools	New
202	Bladen County Schools' Teach & Tutor Program	New
260	Boys & Girls Club of the Upstate	New
228	Community Technical Assistance	New
295	Impact Learning Services, LLC	New
236	Individualized Education Services, LLC	New
274	Literacylink, LLC	New
293	Manteo Elementary School	New
233	NewPoint Learning Center - Denver	New
250	Project IMPACT, Inc.	New
264	Second 2 None Educational Services, Inc.	New
230	Summit Learning Services Inc.	New
203	Swain County Schools	New
255	Upstate Circle of Friends	New

\*SERVE had initially received notification from this Provider that services were going to be offered for the 2010-2011 Year; however, SERVE received the following communication from the Provider on 1/12/11: "As of 12/31/10, Bright Futures Learning has ceased all SES operations in North Carolina. We did not finish our programs, and notified the state and each district to transfer our students to the second choice provider. Therefore, we will not need any surveys and will have no reporting responsibilities this year." Thus, SERVE did not consider this Provider as part of the 2010-2011 evaluation.

**Appendix D**

**2010-2011 NC Supplemental Educational Services (SES)  
After-School Tutoring Program Parent Survey**

The following survey should be completed by the parent or guardian of a student enrolled in Supplemental Educational Services. Please complete **either** the English or Spanish version, depending on your language preference. It should take approximately 5 minutes to complete. Please answer the questions as honestly as possible. Information collected is confidential; neither your name nor your child's name will be associated with your answers. **When completed, please put the survey back in the envelope in which it came, seal the envelope, and sign your initials over the seal. The survey should be returned to your child's tutoring provider as soon as possible.**

**Please fill in completely (●) one response in each row.**

**Indicate how much you agree or disagree with the following statements about your child's tutoring provider:**

	Strongly Disagree	Disagree	Agree	Strongly Agree	Do Not Know	Does Not Apply
1. I believe that the free tutoring helped my child improve in <i>math</i> at school	○	○	○	○	○	○
2. I believe that the free tutoring helped my child improve in <i>reading</i> at school.....	○	○	○	○	○	○
3. I was given a chance to meet with the tutoring provider and discuss my child's learning goals.....	○	○	○	○	○	○
4. The tutoring provider always answered my questions about my child's tutoring.....	○	○	○	○	○	○
5. The tutoring provider adequately communicated with me about my child's progress.....	○	○	○	○	○	○
6. The tutoring provider talked to my child's teachers about his/her progress.....	○	○	○	○	○	○
7. The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals.....	○	○	○	○	○	○
8. The tutoring sessions always started on time.....	○	○	○	○	○	○
9. The tutoring sessions always ended on time.....	○	○	○	○	○	○
10. Overall, I am happy with the tutoring my child received.....	○	○	○	○	○	○

<p><b>For Office Use Only:</b>  <i>Provider Name</i>  <i>Provider Number</i>  <i>[Pre-printed prior to distribution]</i></p>
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## Appendix E

### 2010-2011 SES Parent Satisfaction Survey Results (Alphabetical Order by Provider Name, includes both Continuing and New Providers)

- Presented in alphabetical order, by Provider. Includes both Continuing and New Providers.
- Excludes Providers from which no parent satisfaction data were received (or postmarked) by the May 16, 2011 deadline for data submission.
- Excludes the 53 Providers who were not included in the current evaluation.

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 $N \geq 5$ .
i	= Insufficient information available to conduct outcome analyses.
-	= No response.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: 1 To 1 Tutor, LLC (#291, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=63

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.24	.73	2 (3.2%)	4 (6.3%)	31 (49.2%)	22 (34.9%)	2 (3.2%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	2.96	.97	4 (6.3%)	11 (17.5%)	16 (25.4%)	17 (27.0%)	2 (3.2%)	11 (17.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.59	1.19	15 (23.8%)	10 (15.9%)	14 (22.2%)	17 (27.0%)	3 (4.8%)	2 (3.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.83	1.09	12 (19.0%)	5 (7.9%)	24 (38.1%)	19 (30.2%)	1 (1.6%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	2.71	1.14	13 (20.6%)	9 (14.3%)	18 (28.6%)	18 (28.6%)	2 (3.2%)	1 (1.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	2.43	1.21	13 (20.6%)	10 (15.9%)	7 (11.1%)	12 (19.0%)	12 (19.0%)	6 (9.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	2.85	1.11	10 (15.9%)	8 (12.7%)	17 (27.0%)	20 (31.7%)	2 (3.2%)	3 (4.8%)
8	The tutoring sessions always started on time.	2.61	1.13	15 (23.8%)	8 (12.7%)	21 (33.3%)	15 (23.8%)	2 (3.2%)	-
9	The tutoring sessions always ended on time.	2.62	1.17	16 (25.4%)	6 (9.5%)	20 (31.7%)	16 (25.4%)	3 (4.8%)	-
10	Overall, I am happy with the tutoring my child received.	3.22	.83	3 (4.8%)	6 (9.5%)	26 (41.3%)	25 (39.7%)	1 (1.6%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=60				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				38.3%		61.7%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: A Step Ahead Tutoring (#90, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=12

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.45	.69	-	1 (8.3%)	4 (33.3%)	6 (50.0%)	1 (8.3%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.52	-	-	6 (50.0%)	5 (41.7%)	-	1 (8.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.95	1 (8.3%)	2 (16.7%)	5 (41.7%)	4 (33.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.84	1 (8.3%)	-	7 (58.3%)	4 (33.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.33	.89	1 (8.3%)	-	5 (41.7%)	6 (50.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.27	.47	-	-	8 (66.7%)	3 (25.0%)	1 (8.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.50	.52	-	-	6 (50.0%)	6 (50.0%)	-	-
8	The tutoring sessions always started on time.	3.27	.47	-	-	8 (66.7%)	3 (25.0%)	1 (8.3%)	-
9	The tutoring sessions always ended on time.	3.27	.47	-	-	8 (66.7%)	3 (25.0%)	1 (8.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.58	.52	-	-	5 (41.7%)	7 (58.3%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=12				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				8.3%		91.7%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: A.I.M. Services (#4, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=10

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.60	.52	-	-	4 (40.0%)	6 (60.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.70	.48	-	-	3 (30.0%)	7 (70.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.90	.88	-	4 (40.0%)	3 (30.0%)	3 (30.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.33	.50	-	-	6 (60.0%)	3 (30.0%)	1 (10.0%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.10	.88	-	3 (30.0%)	3 (30.0%)	4 (40.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	3 (30.0%)	1 (10.0%)	6 (60.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.70	.48	-	-	3 (30.0%)	7 (70.0%)	-	-
8	The tutoring sessions always started on time.	3.57	.54	-	-	3 (30.0%)	4 (40.0%)	3 (30.0%)	-
9	The tutoring sessions always ended on time.	3.40	.52	-	-	6 (60.0%)	4 (40.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.80	.42	-	-	2 (20.0%)	8 (80.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=10				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: AAA Educational Program LLC (#10, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=30

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.53	.51	-	-	14 (46.7%)	16 (53.3%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.75	.46	-	-	2 (6.7%)	6 (20.0%)	-	2 (6.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.66	.61	-	12 (40.0%)	15 (50.0%)	2 (6.7%)	-	1 (3.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.85	.53	-	6 (20.0%)	19 (63.3%)	2 (6.7%)	-	3 (10.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.10	.49	-	2 (6.7%)	22 (73.3%)	5 (16.7%)	-	1 (3.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.11	.33	-	-	8 (26.7%)	1 (3.3%)	20 (66.7%)	1 (3.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.27	.45	-	-	22 (73.3%)	8 (26.7%)	-	-
8	The tutoring sessions always started on time.	3.11	.32	-	-	16 (53.3%)	2 (6.7%)	10 (33.3%)	1 (3.3%)
9	The tutoring sessions always ended on time.	3.08	.28	-	-	23 (76.7%)	2 (6.7%)	3 (10.0%)	1 (3.3%)
10	Overall, I am happy with the tutoring my child received.	3.23	.43	-	-	23 (76.7%)	7 (23.3%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=28				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				0.0%		100.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Able 2 Succeed by Lenoir County Public Schools (#28, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=25

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.26	.45	-	-	17 (68.0%)	6 (24.0%)	2 (8.0%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.23	.61	-	2 (8.0%)	13 (52.0%)	7 (28.0%)	3 (12.0%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.55	-	3 (12.0%)	15 (60.0%)	3 (12.0%)	3 (12.0%)	1 (4.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.95	.62	-	4 (16.0%)	12 (48.0%)	3 (12.0%)	2 (8.0%)	4 (16.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.00	.56	-	3 (12.0%)	14 (56.0%)	3 (12.0%)	4 (16.0%)	1 (4.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.25	.45	-	-	9 (36.0%)	3 (12.0%)	13 (52.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.14	.56	-	2 (8.0%)	15 (60.0%)	5 (20.0%)	2 (8.0%)	-
8	The tutoring sessions always started on time.	3.24	.44	-	-	13 (52.0%)	4 (16.0%)	8 (32.0%)	-
9	The tutoring sessions always ended on time.	3.17	.49	-	1 (4.0%)	17 (68.0%)	5 (20.0%)	2 (8.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.22	.60	-	2 (8.0%)	14 (56.0%)	7 (28.0%)	2 (8.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=22				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.5.0%		95.5%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Above and Beyond Students-21st Century Community Learning Center (#278, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=77

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.40	.55	-	2 (2.6%)	36 (46.8)	29 (37.7%)	5 (6.5%)	5 (6.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.48	.50	-	-	34 (44.2%)	31 (40.3%)	7 (9.1%)	5 (6.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.23	.67	-	8 (10.4%)	30 (39.0%)	22 (28.6%)	8 (10.4%)	9 (11.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.37	.57	-	3 (3.9%)	36 (46.8%)	28 (36.4%)	3 (3.9%)	7 (9.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.37	.61	-	5 (6.5%)	36 (46.8%)	32 (41.6%)	3 (3.9%)	1 (1.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.16	.59	-	6 (7.8%)	37 (48.1%)	15 (19.5%)	19 (24.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.47	.53	-	1 (1.3%)	37 (48.1%)	36 (46.8%)	1 (1.3%)	1 (1.3%)
8	The tutoring sessions always started on time.	3.52	.51	-	-	23 (29.9%)	25 (32.5%)	27 (35.1%)	2 (2.6%)
9	The tutoring sessions always ended on time.	3.52	.50	-	-	27 (35.1%)	29 (37.7%)	19 (24.7%)	2 (2.6%)
10	Overall, I am happy with the tutoring my child received.	3.56	.53	-	1 (1.3%)	32 (41.6%)	44 (57.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=75				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Academic Achievement Academy (#77, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=14

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	2.92	.64	-	3 (21.4%)	8 (57.1%)	2 (14.3%)	1 (7.1%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.14	.54	-	1 (7.1%)	10 (71.4%)	3 (21.4%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.64	1.03	2 (14.3%)	2 (14.3%)	5 (35.7%)	2 (14.3%)	1 (7.1%)	2 (14.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.82	.60	-	3 (21.4%)	7 (50.0%)	1 (7.1%)	2 (14.3%)	1 (7.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.07	.48	-	1 (7.1%)	11 (78.6%)	2 (14.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.00	.71	-	2 (14.3%)	5 (35.7%)	2 (14.3%)	5 (35.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.07	.73	1 (7.1%)	-	10 (71.4%)	3 (21.4%)	-	-
8	The tutoring sessions always started on time.	2.91	.30	-	1 (7.1%)	10 (71.4%)	-	3 (21.4%)	-
9	The tutoring sessions always ended on time.	3.00	.00	-	-	11 (78.6%)	-	3 (21.4%)	-
10	Overall, I am happy with the tutoring my child received.	3.50	.52	-	-	7 (50.0%)	7 (50.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=14				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				7.1%		92.9%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Academic Achievers / S&L Consultants LLC (#101, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=49

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.22	.77	1 (2.0%)	6 (12.2%)	20 (40.8%)	18 (36.7%)	4 (8.2%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.26	.71	-	7 (14.3%)	20 (40.8%)	19 (38.8%)	3 (6.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.87	.81	2 (4.1%)	9 (18.4%)	19 (38.8%)	8 (16.3%)	2 (4.1%)	7 (14.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.02	.72	1 (2.0%)	7 (14.3%)	24 (49.0%)	10 (20.4%)	-	6 (12.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.14	.64	1 (2.0%)	3 (6.1%)	28 (57.1%)	11 (22.4%)	1 (2.0%)	3 (6.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.08	1.08	2 (4.1%)	-	5 (10.2%)	5 (10.2%)	36 (73.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.32	.83	2 (4.1%)	4 (8.2%)	16 (32.7%)	22 (44.9%)	3 (6.1%)	-
8	The tutoring sessions always started on time.	3.42	.72	1 (2.0%)	3 (6.1%)	17 (34.7%)	24 (49.0%)	4 (8.2%)	-
9	The tutoring sessions always ended on time.	3.52	.59	-	2 (4.1%)	18 (36.7%)	26 (53.1%)	2 (4.1%)	1 (2.0%)
10	Overall, I am happy with the tutoring my child received.	3.39	.76	1 (2.0%)	5 (10.2%)	17 (34.7%)	26 (53.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=47				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				10.6%		89.4%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Academic Coaching Services, Inc. (#81, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=134

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.38	.62	2 (1.5%)	3 (2.2%)	67 (50.0%)	55 (41.0%)	6 (4.5%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.44	.65	3 (2.2%)	2 (1.5%)	58 (43.3%)	63 (47.0%)	7 (5.2%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.16	.79	5 (3.7%)	16 (11.9%)	59 (44.0%)	46 (34.3%)	3 (2.2%)	5 (3.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.72	3 (2.2%)	10 (7.5%)	60 (44.8%)	43 (32.1%)	7 (5.2%)	10 (7.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.39	.69	3 (2.2%)	5 (3.7%)	55 (41.0%)	59 (44.0%)	5 (3.7%)	6 (4.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.31	.68	2 (1.5%)	2 (1.5%)	36 (26.9%)	27 (20.1%)	66 (49.3%)	1 (0.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.48	.59	1 (0.7%)	3 (2.2%)	58 (43.3%)	66 (49.3%)	4 (3.0%)	1 (0.7%)
8	The tutoring sessions always started on time.	3.47	.52	-	1 (0.7%)	49 (36.6%)	47 (35.1%)	33 (24.6%)	3 (2.2%)
9	The tutoring sessions always ended on time.	3.48	.57	1 (0.7%)	1 (0.7%)	53 (39.6%)	56 (41.8%)	19 (14.2%)	2 (1.5%)
10	Overall, I am happy with the tutoring my child received.	3.57	.61	1 (0.7%)	5 (3.7%)	43 (32.1%)	82 (61.2%)	1 (0.7%)	1 (0.7%)
<b>Parent Satisfaction Outcomes</b>									
Total N=130				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				3.8%		96.2%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Academic Enrichment Services & Systems (AESS) (#220, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=43

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.09	.81	2 (4.7%)	6 (14.0%)	21 (48.8%)	14 (32.6%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.14	.75	2 (4.7%)	3 (7.0%)	24 (55.8%)	13 (30.2%)	-	1 (2.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.37	.71	1 (2.3%)	2 (4.7%)	17 (39.5%)	18 (41.9%)	2 (4.7%)	2 (4.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.54	.65	1 (2.3%)	-	14 (32.6%)	22 (51.2%)	3 (7.0%)	3 (7.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.40	.84	2 (4.7%)	3 (7.0%)	12 (27.9%)	23 (53.5%)	2 (4.7%)	1 (2.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.36	.81	1 (2.3%)	2 (4.7%)	9 (20.9%)	13 (30.2%)	17 (39.5%)	1 (2.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.23	.73	2 (4.7%)	1 (2.3%)	23 (53.5%)	14 (32.6%)	3 (7.0%)	-
8	The tutoring sessions always started on time.	3.38	.84	3 (7.0%)	-	16 (37.2%)	21 (48.8%)	3 (7.0%)	-
9	The tutoring sessions always ended on time.	3.37	.82	3 (7.0%)	-	18 (41.9%)	22 (51.2%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.34	.91	4 (9.3%)	-	15 (34.9%)	22 (51.2%)	2 (4.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=39				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				10.3%		89.7.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Academics Plus, Inc. (#37, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=908

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.35	.66	22 (2.4%)	26 (2.9%)	446 (49.1%)	372 (41.0%)	39 (4.3%)	2 (0.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.35	.66	19 (2.1%)	34 (3.7%)	432 (47.6%)	371 (40.9%)	44 (4.8%)	6 (0.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.04	.80	32 (3.5%)	121 (13.3%)	359 (39.5%)	217 (23.9%)	92 (10.1%)	67 (7.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.73	26 (2.9%)	60 (6.6%)	398 (43.8%)	232 (25.6%)	89 (9.8%)	91 (10.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.18	.76	37 (4.1%)	63 (6.9%)	423 (46.6%)	277 (30.5%)	56 (6.2%)	35 (3.9%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.27	.72	19 (2.1%)	17 (1.9%)	243 (26.8%)	176 (19.4%)	419 (46.1%)	14 (1.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.30	.67	23 (2.5%)	33 (3.6%)	459 (50.6%)	332 (36.6%)	38 (4.2%)	17 (1.9%)
8	The tutoring sessions always started on time.	3.43	.65	20 (2.2%)	5 (0.6%)	344 (37.9%)	356 (39.2%)	171 (18.8%)	4 (0.4%)
9	The tutoring sessions always ended on time.	3.41	.66	22 (2.4%)	11 (1.2%)	397 (43.7%)	395 (43.5%)	75 (8.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.47	.67	21 (2.3%)	26 (2.9%)	348 (38.3%)	478 (52.6%)	23 (2.5%)	4 (0.4%)
<b>Parent Satisfaction Outcomes</b>									
Total N=851				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				5.4%		94.6%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Accelerated Achievement@measurement Incorporated (AA@MI) (#15, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=724

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.33	.71	23 (3.2%)	24 (3.3%)	335 (46.3%)	290 (40.1%)	33 (4.6%)	15 (2.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.35	.67	18 (2.5%)	22 (3.0%)	348 (48.1%)	295 (40.7%)	31 (4.3%)	7 (1.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.09	.82	40 (5.5%)	72 (9.9%)	326 (45.0%)	207 (28.6%)	43 (5.9%)	27 (3.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.73	24 (3.3%)	37 (5.1%)	326 (45.0%)	226 (31.2%)	49 (6.8%)	54 (7.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.20	.80	30 (4.1%)	69 (9.5%)	298 (41.2%)	259 (35.8%)	37 (5.1%)	25 (3.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.25	.72	16 (2.2%)	23 (3.2%)	229 (31.6%)	163 (22.5%)	277 (38.3%)	6 (0.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.30	.72	27 (3.7%)	23 (3.2%)	350 (48.3%)	284 (39.2%)	27 (3.7%)	3 (0.8%)
8	The tutoring sessions always started on time.	3.36	.65	16 (2.2%)	7 (1.0%)	311 (43.0%)	251 (34.7%)	128 (17.7%)	-
9	The tutoring sessions always ended on time.	3.37	.64	16 (2.2%)	8 (1.1%)	344 (47.5%)	283 (39.1%)	65 (9.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.44	.70	21 (2.9%)	21 (2.9%)	286 (39.5%)	376 (51.9%)	18 (2.5%)	1 (0.1%)
<b>Parent Satisfaction Outcomes</b>									
Total N=687				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				6.0%		94.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Ace It Tutoring, Dougherty Group, Ltd. (#23, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=154

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.38	.68	4 (2.6%)	1 (0.6%)	59 (38.3%)	53 (34.4%)	14 (9.1%)	19 (12.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.34	.68	4 (2.6%)	4 (2.6%)	71 (46.1%)	59 (38.3%)	7 (4.5%)	8 (5.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.77	.98	18 (11.7%)	29 (18.8%)	53 (34.4%)	34 (22.1%)	5 (3.2%)	12 (7.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.83	.97	16 (10.4%)	26 (16.9%)	54 (35.1%)	36 (23.4%)	5 (3.2%)	15 (9.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.72	1.02	20 (13.0%)	35 (22.7%)	44 (28.6%)	37 (24.0%)	4 (2.6%)	11 (7.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.12	.98	9 (5.8%)	5 (3.2%)	30 (19.5%)	32 (20.8%)	74 (48.1%)	3 (1.9%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.11	.81	8 (5.2%)	10 (6.5%)	67 (43.5%)	40 (26.0%)	19 (12.3%)	7 (4.5%)
8	The tutoring sessions always started on time.	3.26	.70	5 (3.2%)	2 (1.3%)	67 (43.5%)	43 (27.9%)	32 (20.8%)	4 (2.6%)
9	The tutoring sessions always ended on time.	3.20	.74	7 (4.5%)	4 (2.6%)	76 (49.4%)	45 (29.2%)	21 (13.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.37	.75	6 (3.9%)	5 (3.2%)	63 (40.9%)	70 (45.5%)	9 (5.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=133				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				15.8%		84.2%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Ace It Tutoring-Sylvan Learning of Wayne, Wilson, Duplin and Sampson Counties (#36, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=161

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.24	.75	5 (3.1%)	6 (3.7%)	57 (35.4%)	43 (26.7%)	2 (1.2%)	45 (28.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.39	.73	6 (3.7%)	4 (2.5%)	65 (40.4%)	74 (46.0%)	3 (1.9%)	8 (5.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.09	.85	8 (5.0%)	25 (15.5%)	65 (40.4%)	54 (33.5%)	3 (1.9%)	3 (1.9%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.82	7 (4.3%)	18 (11.2%)	66 (41.0%)	57 (35.4%)	5 (3.1%)	7 (4.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.18	.83	7 (4.3%)	19 (11.8%)	65 (40.4%)	60 (37.3%)	7 (4.3%)	3 (1.9%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.26	.75	4 (2.5%)	4 (2.5%)	45 (28.0%)	35 (21.7%)	70 (43.5%)	2 (1.2%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.35	.74	6 (3.7%)	6 (3.7%)	68 (42.2%)	70 (43.5%)	7 (4.3%)	-
8	The tutoring sessions always started on time.	3.37	.80	9 (5.6%)	1 (0.6%)	57 (35.4%)	70 (43.5%)	23 (14.3%)	1 (0.6%)
9	The tutoring sessions always ended on time.	3.37	.79	8 (5.0%)	5 (3.1%)	60 (37.3%)	77 (47.8%)	9 (5.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.45	.75	8 (5.0%)	1 (0.6%)	61 (37.9%)	88 (54.7%)	2 (1.2%)	1 (0.6%)
<b>Parent Satisfaction Outcomes</b>									
Total N=155				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				8.4%		91.6%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Ace It! Tutoring by Sylvan - Elizabeth Elks (#55, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=200

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.31	.80	6 (3.0%)	7 (3.5%)	49 (24.5%)	56 (28.0%)	10 (5.0%)	63 (31.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.64	4 (2.0%)	3 (1.5%)	85 (42.5%)	94 (47.0%)	14 (7.0%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.07	.83	8 (4.0%)	30 (15.0%)	78 (39.0%)	58 (29.0%)	14 (7.0%)	9 (4.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.77	8 (4.0%)	11 (5.5%)	83 (41.5%)	65 (32.5%)	13 (6.5%)	18 (9.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.21	.76	4 (2.0%)	24 (12.0%)	78 (39.0%)	69 (34.5%)	9 (4.5%)	13 (6.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.28	.72	3 (1.5%)	8 (4.0%)	55 (27.5%)	45 (22.5%)	78 (39.0%)	9 (4.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.37	.66	3 (1.5%)	9 (4.5%)	86 (43.0%)	81 (40.5%)	12 (6.0%)	5 (2.5%)
8	The tutoring sessions always started on time.	3.52	.64	4 (2.0%)	-	64 (32.0%)	91 (45.5%)	38 (19.0%)	2 (1.0%)
9	The tutoring sessions always ended on time.	3.51	.64	4 (2.0%)	3 (1.5%)	78 (39.0%)	109 (54.5%)	5 (2.5%)	1 (0.5%)
10	Overall, I am happy with the tutoring my child received.	3.49	.77	9 (4.5%)	5 (2.5%)	60 (30.0%)	118 (59.0%)	7 (3.5%)	1 (0.5%)
<b>Parent Satisfaction Outcomes</b>									
Total N=181				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				5.5%		94.5%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Ace It! Tutoring by Sylvan-Becky Taylor (#58, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=376

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.26	.82	15 (4.0%)	30 (8.0%)	127 (33.8%)	140 (37.2%)	9 (2.4%)	50 (13.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.35	.72	10 (2.7%)	19 (5.1%)	150 (39.9%)	157 (41.8%)	9 (2.4%)	30 (8.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.94	.83	21 (5.6%)	60 (16.0%)	162 (43.1%)	82 (21.8%)	18 (4.8%)	27 (7.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.18	.72	9 (2.4%)	26 (6.9%)	158 (42.0%)	96 (25.5%)	25 (6.6%)	54 (14.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.17	.80	19 (5.1%)	29 (7.7%)	172 (45.7%)	124 (33.0%)	11 (2.9%)	15 (4.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.25	.68	4 (1.1%)	10 (2.7%)	87 (23.1%)	58 (15.4%)	206 (54.8%)	8 (2.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.73	13 (3.5%)	17 (4.5%)	168 (44.7%)	161 (42.8%)	11 (2.9%)	6 (1.6%)
8	The tutoring sessions always started on time.	3.47	.65	7 (1.9%)	3 (0.8%)	126 (33.5%)	150 (39.9%)	86 (22.9%)	2 (0.5%)
9	The tutoring sessions always ended on time.	3.48	.63	7 (1.9%)	4 (1.1%)	146 (38.8%)	179 (47.6%)	35 (9.3%)	2 (0.5%)
10	Overall, I am happy with the tutoring my child received.	3.48	.74	13 (3.5%)	15 (4.0%)	119 (31.6%)	217 (57.7%)	7 (1.9%)	3 (0.8%)
<b>Parent Satisfaction Outcomes</b>									
Total N=349				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				7.7%		92.3%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Ace It! Tutoring Powered by Sylvan Learning center of Waxhaw (#73, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=39

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.16	.86	2 (5.1%)	3 (7.7%)	14 (35.9%)	12 (30.8%)	-	6 (15.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.14	.82	2 (5.1%)	4 (10.3%)	18 (46.2%)	13 (33.3%)	-	2 (5.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.64	.83	2 (5.1%)	15 (38.5%)	13 (33.3%)	6 (15.4%)	2 (5.1%)	1 (2.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.12	.81	2 (5.1%)	3 (7.7%)	18 (46.2%)	11 (28.2%)	1 (2.6%)	3 (7.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.05	.84	2 (5.1%)	6 (15.4%)	18 (46.2%)	12 (30.8%)	-	1 (2.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.38	.81	1 (2.6%)	-	7 (17.9%)	8 (20.5%)	23 (59.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.24	.68	1 (2.6%)	2 (5.1%)	22 (56.4%)	13 (33.3%)	1 (2.6%)	-
8	The tutoring sessions always started on time.	3.42	.66	1 (2.6%)	-	16 (41.0%)	16 (41.0%)	6 (15.4%)	-
9	The tutoring sessions always ended on time.	3.37	.71	1 (2.6%)	2 (5.1%)	17 (43.6%)	18 (46.2%)	1 (2.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.28	.89	3 (7.7%)	2 (5.1%)	15 (38.5%)	19 (48.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=38				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				7.9%		92.1%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Achieve HighPoints (#235, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=90

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.67	.62	2 (2.2%)	1 (1.1%)	21 (23.3%)	64 (71.1%)	2 (2.2%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.60	.74	2 (2.2%)	2 (2.2%)	11 (12.2%)	38 (42.2%)	7 (7.8%)	29 (32.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.52	.79	4 (4.4%)	2 (2.2%)	21 (23.3%)	50 (55.6%)	3 (3.3%)	9 (10.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.77	.57	2 (2.2%)	-	13 (14.4%)	68 (75.6%)	4 (4.4%)	2 (2.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.62	.67	2 (2.2%)	3 (3.3%)	20 (22.2%)	60 (66.7%)	4 (4.4%)	1 (1.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.53	.80	2 (2.2%)	3 (3.3%)	10 (11.1%)	32 (35.6%)	26 (28.9%)	16 (17.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.70	.60	2 (2.2%)	-	19 (21.1%)	62 (68.9%)	4 (4.4%)	3 (3.3%)
8	The tutoring sessions always started on time.	3.75	.60	2 (2.2%)	-	12 (13.3%)	58 (64.4%)	3 (3.3%)	14 (15.6%)
9	The tutoring sessions always ended on time.	3.75	.60	2 (2.2%)	-	12 (13.3%)	57 (63.3%)	1 (1.1%)	16 (17.8%)
10	Overall, I am happy with the tutoring my child received.	3.72	.66	3 (3.3%)	1 (1.1%)	14 (15.6%)	70 (77.8%)	2 (2.2%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=81				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				2.5%		97.5%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Achieve Success Tutoring by University Instructors, Inc. (#80, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=98

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.22	.75	5 (5.1%)	3 (3.1%)	51 (52.0%)	33 (33.7%)	2 (2.0%)	4 (4.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.26	.76	5 (5.1%)	2 (2.0%)	48 (49.0%)	36 (36.7%)	1 (1.0%)	4 (4.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.10	.86	4 (4.1%)	15 (15.3%)	33 (33.7%)	31 (31.6%)	7 (7.1%)	5 (5.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.75	4 (4.1%)	4 (4.1%)	46 (46.9%)	32 (32.7%)	3 (3.1%)	9 (9.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.24	.72	4 (4.1%)	3 (3.1%)	50 (51.0%)	33 (33.7%)	1 (1.0%)	6 (6.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.20	.75	3 (3.1%)	1 (1.0%)	30 (30.6%)	17 (17.3%)	35 (35.7%)	9 (9.2%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.32	.75	5 (5.1%)	1 (1.0%)	47 (48.0%)	41 (41.8%)	1 (1.0%)	3 (3.1%)
8	The tutoring sessions always started on time.	3.29	.67	3 (3.1%)	-	44 (44.9%)	28 (28.6%)	19 (19.4%)	2 (2.0%)
9	The tutoring sessions always ended on time.	3.27	.76	5 (5.1%)	1 (1.0%)	46 (46.9%)	34 (34.7%)	12 (12.2%)	-
10	Overall, I am happy with the tutoring my child received.	3.42	.81	5 (5.1%)	5 (5.1%)	32 (32.7%)	56 (57.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=93				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				7.5%		92.5%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Achiever's Academy (#66, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=52

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.32	.84	3 (5.8%)	3 (5.8%)	19 (36.5%)	25 (48.1%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.20	.85	3 (5.8%)	5 (9.6%)	22 (42.3%)	21 (40.4%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.17	.91	3 (5.8%)	7 (13.5%)	17 (32.7%)	21 (40.4%)	2 (3.8%)	2 (3.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.22	.82	2 (3.8%)	6 (11.5%)	20 (38.5%)	21 (40.4%)	1 (1.9%)	2 (3.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.30	.84	1 (1.9%)	8 (15.4%)	13 (25.0%)	24 (46.2%)	2 (3.8%)	3 (5.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.17	.82	-	6 (11.5%)	8 (15.4%)	10 (19.2%)	23 (44.2%)	3 (5.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.26	.94	4 (7.7%)	4 (7.7%)	15 (28.8%)	24 (46.2%)	3 (5.8%)	1 (1.9%)
8	The tutoring sessions always started on time.	3.49	.56	-	1 (1.9%)	18 (34.6%)	20 (38.5%)	10 (19.2%)	2 (3.8%)
9	The tutoring sessions always ended on time.	3.57	.50	-	-	20 (38.5%)	26 (50.0%)	4 (7.7%)	2 (3.8%)
10	Overall, I am happy with the tutoring my child received.	3.48	.76	2 (3.8%)	2 (3.8%)	16 (30.8%)	30 (57.7%)	-	2 (3.8%)
<b>Parent Satisfaction Outcomes</b>									
Total N=50				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				8.0%		92.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Achieving Intellectual Minds LLC (#239, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=73

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.54	.53	-	1 (1.4%)	31 (42.5%)	40 (54.8%)	1 (1.4%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.56	-	2 (2.7%)	32 (43.8%)	38 (52.1%)	1 (1.4%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.46	.53	-	1 (1.4%)	35 (47.9%)	33 (45.2%)	1 (1.4%)	1 (1.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.49	.59	-	3 (4.1%)	29 (39.7%)	37 (50.7%)	1 (1.4%)	2 (2.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.42	.60	-	4 (5.5%)	32 (43.8%)	33 (45.2%)	2 (2.7%)	1 (1.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.49	.61	-	4 (5.5%)	27 (37.0%)	38 (52.1%)	4 (5.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.50	.56	-	2 (2.7%)	31 (42.5%)	37 (50.7%)	2 (2.7%)	-
8	The tutoring sessions always started on time.	3.42	.65	1 (1.4%)	3 (4.1%)	32 (43.8%)	35 (47.9%)	2 (2.7%)	-
9	The tutoring sessions always ended on time.	3.49	.50	-	-	36 (49.3%)	35 (47.9%)	1 (1.4%)	-
10	Overall, I am happy with the tutoring my child received.	3.53	.63	1 (1.4%)	2 (2.7%)	27 (37.0%)	42 (57.5%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=72				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				1.4%		98.6%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: After School Programs, Inc. (#214, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=196

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.37	.72	7 (3.6%)	6 (3.1%)	88 (44.9%)	91 (46.4%)	1 (0.5%)	2 (1.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.36	.73	6 (3.1%)	11 (5.6%)	82 (41.8%)	91 (46.4%)	4 (2.0%)	2 (1.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.92	.89	12 (6.1%)	31 (15.8%)	67 (34.2%)	43 (21.9%)	20 (10.2%)	20 (10.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.12	.78	7 (3.6%)	15 (7.7%)	75 (38.3%)	46 (23.5%)	19 (9.7%)	28 (14.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.12	.87	12 (6.1%)	20 (10.2%)	76 (38.8%)	65 (33.2%)	10 (5.1%)	12 (6.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.27	.76	5 (2.6%)	5 (2.6%)	52 (26.5%)	44 (22.4%)	82 (41.8%)	8 (4.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.30	.75	9 (4.6%)	6 (3.1%)	91 (46.4%)	79 (40.3%)	8 (4.1%)	3 (1.5%)
8	The tutoring sessions always started on time.	3.31	.73	8 (4.1%)	2 (1.0%)	84 (42.9%)	68 (34.7%)	33 (16.8%)	1 (0.5%)
9	The tutoring sessions always ended on time.	3.33	.75	9 (4.6%)	2 (1.0%)	86 (43.9%)	78 (39.8%)	20 (10.2%)	1 (0.5%)
10	Overall, I am happy with the tutoring my child received.	3.49	.75	8 (4.1%)	6 (3.1%)	63 (32.1%)	116 (59.2%)	3 (1.5%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=187				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				4.8%		95.2%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Aim by Salient Learning (#69, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=7

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	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%)	-
2	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%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.82	-	2 (28.6%)	3 (42.9%)	2 (28.6%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.29	.49	-	-	5 (71.4%)	2 (28.6%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.29	.76	-	1 (14.3%)	3 (42.9%)	3 (42.9%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	1 (14.3%)	1 (14.3%)	5 (71.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.52	-	-	4 (57.1%)	2 (28.6%)	1 (14.3%)	-
8	The tutoring sessions always started on time.	3.83	.41	-	-	1 (14.3%)	5 (71.4%)	1 (14.3%)	-
9	The tutoring sessions always ended on time.	3.71	.49	-	-	2 (28.6%)	5 (71.4%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=7				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: ALL STARS TODAY (A.S.T.) (#257, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=24

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.05	.72	1 (4.2%)	2 (8.3%)	14 (58.3%)	5 (20.8%)	2 (8.3%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	2.95	.65	1 (4.2%)	2 (8.3%)	16 (66.7%)	3 (12.5%)	2 (8.3%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.90	.72	1 (4.2%)	3 (12.5%)	13 (54.2%)	3 (12.5%)	3 (12.5%)	1 (4.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.05	.69	1 (4.2%)	1 (4.2%)	14 (58.3%)	4 (16.7%)	1 (4.2%)	3 (12.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.05	.74	1 (4.2%)	2 (8.3%)	13 (54.2%)	5 (20.8%)	2 (8.3%)	1 (4.2%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.00	.94	1 (4.2%)	1 (4.2%)	5 (20.8%)	3 (12.5%)	12 (50.0%)	2 (8.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.18	.73	1 (4.2%)	1 (4.2%)	13 (54.2%)	7 (29.2%)	1 (4.2%)	1 (4.2%)
8	The tutoring sessions always started on time.	3.15	.67	1 (4.2%)	-	14 (58.3%)	5 (20.8%)	4 (16.7%)	-
9	The tutoring sessions always ended on time.	3.09	.61	1 (4.2%)	-	17 (70.8%)	4 (16.7%)	2 (8.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.29	.72	1 (4.2%)	-	12 (50.0%)	8 (33.3%)	1 (4.2%)	2 (8.3%)
<b>Parent Satisfaction Outcomes</b>									
Total N=22				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				4.5%		95.5%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Allied Academics (#88, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=7

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.17	.41	-	-	5 (71.4%)	1 (14.3%)	-	1 (14.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.29	.49	-	-	5 (71.4%)	2 (28.6%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.86	.69	-	2 (28.6%)	4 (57.1%)	1 (14.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.00	.71	-	1 (14.3%)	3 (42.9%)	1 (14.3%)	1 (14.3%)	1 (14.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.14	.38	-	-	6 (85.7%)	1 (14.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	4 (57.1%)	-	3 (42.9%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.29	.49	-	-	5 (71.4%)	2 (28.6%)	-	-
8	The tutoring sessions always started on time.	*	*	-	-	3 (42.9%)	1 (14.3%)	3 (42.9%)	-
9	The tutoring sessions always ended on time.	3.40	.55	-	-	3 (42.9%)	2 (28.6%)	2 (28.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.29	.49	-	-	5 (71.4%)	2 (28.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=7				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: AlphaBEST Education, Inc. (#54, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=19

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.32	.67	-	2 (10.5%)	9 (47.4%)	8 (42.1%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.67	-	2 (10.5%)	9 (47.4%)	8 (42.1%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.08	.52	-	1 (5.3%)	9 (47.4%)	2 (10.5%)	2 (10.5%)	3 (15.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.31	.60	-	1 (5.3%)	9 (47.4%)	6 (31.6%)	2 (10.5%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.44	.51	-	-	9 (47.4%)	7 (36.8%)	2 (10.5%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.33	.49	-	-	10 (52.6%)	5 (26.3%)	3 (15.8%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.28	.58	-	1 (5.3%)	11 (57.9%)	6 (31.6%)	-	-
8	The tutoring sessions always started on time.	3.56	.51	-	-	8 (42.1%)	10 (52.6%)	1 (5.3%)	-
9	The tutoring sessions always ended on time.	3.53	.51	-	-	9 (47.4%)	10 (52.6%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.47	.61	-	1 (5.3%)	8 (42.1%)	10 (52.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=18				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				5.6%		94.4%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Anson County Schools (#12, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=24

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.45	.51	-	-	12 (50.0%)	10 (41.7%)	1 (4.2%)	1 (4.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.48	.51	-	-	12 (50.0%)	11 (45.8%)	1 (4.2%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.33	.82	1 (4.2%)	2 (8.3%)	9 (37.5%)	12 (50.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.42	.72	-	3 (12.5%)	8 (33.3%)	13 (54.2%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.52	.59	-	1 (4.2%)	9 (37.5%)	13 (54.2%)	1 (4.2%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.44	.63	-	1 (4.2%)	7 (29.2%)	8 (33.3%)	8 (33.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.54	.59	-	1 (4.2%)	9 (37.5%)	14 (58.3%)	-	-
8	The tutoring sessions always started on time.	3.60	.50	-	-	8 (33.3%)	12 (50.0%)	4 (16.7%)	-
9	The tutoring sessions always ended on time.	3.59	.50	-	-	9 (37.5%)	13 (54.2%)	1 (4.2%)	1 (4.2%)
10	Overall, I am happy with the tutoring my child received.	3.70	.47	-	-	7 (29.2%)	16 (66.7%)	1 (4.2%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=24						Dissatisfied	Satisfied		
If mean score <2.5 then parent outcome = "Dissatisfied"						4.2%	95.8%		
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: ART in the 21st Century (#42, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=4

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	<	<	<	<	<	<
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	*	*	<	<	<	<	<	<
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	*	*	<	<	<	<	<	<
4	The tutoring provider always answered my questions about my child's tutoring.	*	*	<	<	<	<	<	<
5	The tutoring provider adequately communicated with me about my child's progress.	*	*	<	<	<	<	<	<
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	<	<	<	<	<	<
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	*	*	<	<	<	<	<	<
8	The tutoring sessions always started on time.	*	*	<	<	<	<	<	<
9	The tutoring sessions always ended on time.	*	*	<	<	<	<	<	<
10	Overall, I am happy with the tutoring my child received.	*	*	<	<	<	<	<	<
<b>Parent Satisfaction Outcomes</b>									
Total N=4				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Ashe County Schools "Reach for the Stars" (#118, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=68

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.46	.56	-	2 (2.9%)	32 (47.1%)	33 (48.5%)	-	1 (1.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.61	1 (1.5%)	1 (1.5%)	28 (41.2%)	36 (52.9%)	1 (1.5%)	1 (1.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.34	.69	1 (1.5%)	5 (7.4%)	31 (45.6%)	30 (44.1%)	1 (1.5%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.43	.64	1 (1.5%)	2 (2.9%)	30 (44.1%)	32 (47.1%)	1 (1.5%)	2 (2.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.34	.70	1 (1.5%)	5 (7.4%)	29 (42.6%)	29 (42.6%)	3 (4.4%)	1 (1.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.53	.50	-	-	23 (33.8%)	26 (38.2%)	19 (27.9%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.46	.61	1 (1.5%)	1 (1.5%)	31 (45.6%)	34 (50.0%)	1 (1.5%)	-
8	The tutoring sessions always started on time.	3.46	.61	1 (1.5%)	-	24 (35.3%)	25 (36.8%)	17 (25.0%)	-
9	The tutoring sessions always ended on time.	3.45	.60	1 (1.5%)	-	28 (41.2%)	27 (39.7%)	11 (16.2%)	-
10	Overall, I am happy with the tutoring my child received.	3.64	.57	1 (1.5%)	-	21 (30.9%)	45 (66.2%)	1 (1.5%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=68				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				1.5%		98.5%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: ATS Project Success (#262, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=129

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.53	.75	4 (3.1%)	2 (1.6%)	27 (20.9%)	59 (45.7%)	2 (1.6%)	34 (26.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.49	.64	2 (1.6%)	2 (1.6%)	43 (33.3%)	56 (43.4%)	2 (1.6%)	22 (17.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.36	.74	3 (2.3%)	7 (5.4%)	42 (32.6%)	50 (38.8%)	5 (3.9%)	22 (17.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.67	.60	3 (2.3%)	-	33 (25.6%)	92 (71.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.63	.69	4 (3.1%)	3 (2.3%)	29 (22.5%)	91 (70.5%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.29	.84	4 (3.1%)	6 (4.7%)	29 (22.5%)	36 (27.9%)	44 (34.1%)	7 (5.4%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.39	.80	7 (5.4%)	4 (3.1%)	49 (38.0%)	67 (51.9%)	1 (0.8%)	1 (0.8%)
8	The tutoring sessions always started on time.	3.42	.69	3 (2.3%)	2 (1.6%)	43 (33.3%)	49 (38.0%)	5 (3.9%)	27 (20.9%)
9	The tutoring sessions always ended on time.	3.44	.68	3 (2.3%)	1 (0.8%)	42 (32.6%)	48 (37.2%)	6 (4.7%)	28 (21.7%)
10	Overall, I am happy with the tutoring my child received.	3.68	.61	3 (2.3%)	1 (0.8%)	30 (23.3%)	95 (73.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=123				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				5.7%		94.3%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Blue Crescent Enterprises, Inc. (#298, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=4

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	<	<	<	<	<	<
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	*	*	<	<	<	<	<	<
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	*	*	<	<	<	<	<	<
4	The tutoring provider always answered my questions about my child's tutoring.	*	*	<	<	<	<	<	<
5	The tutoring provider adequately communicated with me about my child's progress.	*	*	<	<	<	<	<	<
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	<	<	<	<	<	<
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	*	*	<	<	<	<	<	<
8	The tutoring sessions always started on time.	*	*	<	<	<	<	<	<
9	The tutoring sessions always ended on time.	*	*	<	<	<	<	<	<
10	Overall, I am happy with the tutoring my child received.	*	*	<	<	<	<	<	<
<b>Parent Satisfaction Outcomes</b>									
Total N=4				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: BrainTrust Tutors (#243, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=26

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.48	.51	-	-	12 (46.2%)	11 (42.3%)	-	3 (11.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.51	-	-	12 (46.2%)	12 (46.2%)	2 (7.7%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.32	.75	1 (3.8%)	1 (3.8%)	12 (46.2%)	11 (42.3%)	1 (3.8%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.52	.51	-	-	12 (46.2%)	13 (50.0%)	-	1 (3.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.48	.51	-	-	13 (50.0%)	12 (46.2%)	1 (3.8%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.30	.68	-	1 (3.8%)	5 (19.2%)	4 (15.4%)	15 (57.7%)	1 (3.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.35	.49	-	-	15 (57.7%)	8 (30.8%)	2 (7.7%)	1 (3.8%)
8	The tutoring sessions always started on time.	3.55	.51	-	-	9 (34.6%)	11 (42.3%)	6 (23.1%)	-
9	The tutoring sessions always ended on time.	3.50	.51	-	-	11 (42.3%)	11 (42.3%)	4 (15.4%)	-
10	Overall, I am happy with the tutoring my child received.	3.73	.45	-	-	7 (26.9%)	19 (73.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=26						Dissatisfied	Satisfied		
If mean score <2.5 then parent outcome = "Dissatisfied"						0.0%	100.0%		
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: BrainWorks Learning Center (#7, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=293

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.25	.74	9 (3.1%)	13 (4.4%)	118 (40.3%)	88 (30.0%)	16 (5.5%)	44 (15.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.39	.66	5 (1.7%)	11 (3.8%)	122 (41.6%)	123 (42.0%)	10 (3.4%)	17 (5.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.16	.86	19 (6.5%)	26 (8.9%)	125 (42.7%)	107 (36.5%)	11 (3.8%)	4 (1.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.21	.80	13 (4.4%)	20 (6.8%)	119 (40.6%)	100 (34.1%)	16 (5.5%)	22 (7.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.21	.82	12 (4.1%)	31 (10.6%)	114 (38.9%)	113 (38.6%)	15 (5.1%)	4 (1.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.24	.80	7 (2.4%)	13 (4.4%)	69 (23.5%)	64 (21.8%)	128 (43.7%)	5 (1.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.24	.74	12 (4.1%)	14 (4.8%)	143 (48.8%)	104 (35.5%)	12 (4.1%)	6 (2.0%)
8	The tutoring sessions always started on time.	3.43	.62	5 (1.7%)	-	108 (36.9%)	103 (35.2%)	72 (24.6%)	4 (1.4%)
9	The tutoring sessions always ended on time.	3.38	.65	6 (2.0%)	6 (2.0%)	130 (44.4%)	117 (39.9%)	34 (11.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.50	.68	7 (2.4%)	9 (3.1%)	101 (34.5%)	161 (54.9%)	12 (4.1%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=278				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				6.5%		93.5%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Brame Institute of Education, Inc. (#40, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=174

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.27	.65	2 (1.1%)	11 (6.3%)	86 (49.4%)	57 (32.8%)	10 (5.7%)	6 (3.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.34	.56	1 (0.6%)	4 (2.3%)	98 (56.3%)	61 (35.1%)	7 (4.0%)	2 (1.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.06	.76	8 (4.6%)	17 (9.8%)	90 (51.7%)	43 (24.7%)	9 (5.2%)	6 (3.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.09	.66	2 (1.1%)	19 (10.9%)	84 (48.3%)	35 (20.1%)	9 (5.2%)	22 (12.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.09	.73	5 (2.9%)	22 (12.6%)	93 (53.4%)	47 (27.0%)	3 (1.7%)	4 (2.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.19	.64	2 (1.1%)	4 (2.3%)	50 (28.7%)	23 (13.2%)	87 (50.0%)	5 (2.9%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.35	.61	2 (1.1%)	5 (2.9%)	86 (49.4%)	65 (37.4%)	10 (5.7%)	6 (3.4%)
8	The tutoring sessions always started on time.	3.37	.48	-	-	83 (47.7%)	48 (27.6%)	41 (23.6%)	1 (0.6%)
9	The tutoring sessions always ended on time.	3.28	.61	1 (0.6%)	11 (6.3%)	92 (52.9%)	58 (33.3%)	12 (6.9%)	-
10	Overall, I am happy with the tutoring my child received.	3.38	.65	3 (1.7%)	7 (4.0%)	83 (47.7%)	78 (44.8%)	3 (1.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=164				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.3%		95.7%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Brunswick County Schools (#50, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=116

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.27	.72	4 (3.4%)	5 (4.3%)	56 (48.3%)	42 (36.2%)	4 (3.4%)	5 (4.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.29	.68	3 (2.6%)	5 (4.3%)	58 (50.0%)	42 (36.2%)	3 (2.6%)	5 (4.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.84	.90	10 (8.6%)	22 (19.0%)	48 (41.4%)	25 (21.6%)	4 (3.4%)	4 (3.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.87	7 (6.0%)	8 (6.9%)	43 (37.1%)	38 (32.8%)	1 (0.9%)	16 (13.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.03	.87	9 (7.8%)	12 (10.3%)	54 (46.6%)	33 (28.4%)	2 (1.7%)	3 (2.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.26	.68	2 (1.7%)	2 (1.7%)	35 (30.2%)	22 (19.0%)	53 (45.7%)	1 (0.9%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.25	.80	6 (5.2%)	6 (5.2%)	50 (43.1%)	44 (37.9%)	7 (6.0%)	-
8	The tutoring sessions always started on time.	3.41	.63	2 (1.7%)	-	41 (35.3%)	36 (31.0%)	34 (29.3%)	2 (1.7%)
9	The tutoring sessions always ended on time.	3.36	.65	2 (1.7%)	3 (2.6%)	49 (42.2%)	41 (35.3%)	17 (14.7%)	2 (1.7%)
10	Overall, I am happy with the tutoring my child received.	3.35	.81	6 (5.2%)	6 (5.2%)	44 (37.9%)	57 (49.1%)	1 (0.9%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=109				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				7.3%		92.7%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Capital Education Support (#107, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=202

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.37	.71	7 (3.5%)	4 (2.0%)	91 (45.0%)	87 (43.1%)	7 (3.5%)	6 (3.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.42	.59	3 (1.5%)	1 (0.5%)	100 (49.5%)	88 (43.6%)	6 (3.0%)	4 (2.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.04	.85	11 (5.4%)	29 (14.4%)	85 (42.1%)	58 (28.7%)	12 (5.9%)	5 (2.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.21	.71	6 (3.0%)	12 (5.9%)	97 (48.0%)	61 (30.2%)	10 (5.0%)	15 (7.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.18	.81	10 (5.0%)	19 (9.4%)	90 (44.6%)	74 (36.6%)	3 (1.5%)	4 (2.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.18	.75	7 (3.5%)	6 (3.0%)	74 (36.6%)	44 (21.8%)	69 (34.2%)	2 (1.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.39	.69	6 (3.0%)	4 (2.0%)	89 (44.1%)	91 (45.0%)	7 (3.5%)	1 (0.5%)
8	The tutoring sessions always started on time.	3.40	.65	4 (2.0%)	2 (1.0%)	79 (39.1%)	73 (36.1%)	42 (20.8%)	1 (0.5%)
9	The tutoring sessions always ended on time.	3.39	.66	5 (2.5%)	2 (1.0%)	90 (44.6%)	83 (41.1%)	19 (9.4%)	1 (0.5%)
10	Overall, I am happy with the tutoring my child received.	3.51	.74	8 (4.0%)	4 (2.0%)	63 (31.2%)	118 (58.4%)	6 (3.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=192				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				6.3%		93.8%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: CATCO Success Camp (#229, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=30

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.36	.56	-	1 (3.3%)	16 (53.3%)	11 (36.7%)	1 (3.3%)	1 (3.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.31	.54	-	1 (3.3%)	18 (60.0%)	10 (33.3%)	-	1 (3.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.70	1.02	2 (6.7%)	10 (33.3%)	4 (13.3%)	7 (23.3%)	5 (16.7%)	2 (6.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.30	.70	-	3 (10.0%)	10 (33.3%)	10 (33.3%)	4 (13.3%)	3 (10.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.00	.78	1 (3.3%)	5 (16.7%)	14 (46.7%)	7 (23.3%)	1 (3.3%)	2 (6.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.47	.52	-	-	8 (26.7%)	7 (23.3%)	14 (46.7%)	1 (3.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.20	.65	-	3 (10.0%)	14 (46.7%)	8 (26.7%)	4 (13.3%)	1 (3.3%)
8	The tutoring sessions always started on time.	3.31	.74	-	4 (13.3%)	10 (33.3%)	12 (40.0%)	3 (10.0%)	1 (3.3%)
9	The tutoring sessions always ended on time.	3.41	.68	-	3 (10.0%)	11 (36.7%)	15 (50.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.59	.57	-	1 (3.3%)	10 (33.3%)	18 (60.0%)	1 (3.3%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=28				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				3.6%		96.4%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Charlotte/Mecklenburg Schools' Creating Minds for Success (#216, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=235

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.40	.78	11 (4.7%)	9 (3.8%)	85 (36.2%)	120 (51.1%)	8 (3.4%)	1 (0.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.34	.78	11 (4.7%)	11 (4.7%)	97 (41.3%)	111 (47.2%)	4 (1.7%)	1 (0.4%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.76	.89	18 (7.7%)	48 (20.4%)	85 (36.2%)	39 (16.6%)	23 (9.8%)	17 (7.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.05	.79	10 (4.3%)	19 (8.1%)	93 (39.6%)	47 (20.0%)	15 (6.4%)	49 (20.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.16	.81	13 (5.5%)	16 (6.8%)	108 (46.0%)	75 (31.9%)	11 (4.7%)	8 (3.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.22	.75	6 (2.6%)	6 (2.6%)	68 (28.9%)	46 (19.6%)	94 (40.0%)	9 (3.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.38	.65	5 (2.1%)	6 (2.6%)	113 (48.1%)	102 (43.4%)	5 (2.1%)	2 (0.9%)
8	The tutoring sessions always started on time.	3.39	.64	4 (1.7%)	3 (1.3%)	90 (38.3%)	81 (34.5%)	52 (22.1%)	3 (1.3%)
9	The tutoring sessions always ended on time.	3.41	.63	4 (1.7%)	3 (1.3%)	99 (42.1%)	92 (39.1%)	33 (14.0%)	3 (1.3%)
10	Overall, I am happy with the tutoring my child received.	3.45	.78	11 (4.7%)	7 (3.0%)	78 (33.2%)	131 (55.7%)	7 (3.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=222				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				7.2%		92.8%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Communities In Schools of Brunswick County, Inc. (#24, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=8

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.75	.46	-	-	2 (25.0%)	6 (75.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.76	-	1 (12.5%)	2 (25.0%)	5 (62.5%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.25	.71	-	1 (12.5%)	4 (50.0%)	3 (37.5%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.57	.54	-	-	3 (37.5%)	4 (50.0%)	1 (12.5%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.88	.35	-	-	1 (12.5%)	7 (87.5%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.20	.84	-	1 (12.5%)	2 (25.0%)	2 (25.0%)	3 (37.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.75	.46	-	-	2 (25.0%)	6 (75.0%)	-	-
8	The tutoring sessions always started on time.	3.71	.49	-	-	2 (25.0%)	5 (62.5%)	1 (12.5%)	-
9	The tutoring sessions always ended on time.	3.71	.49	-	-	2 (25.0%)	5 (62.5%)	1 (12.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.86	.38	-	-	1 (12.5%)	6 (75.0%)	1 (12.5%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=8				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Communities In Schools of Forsyth (#256, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=3

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	<	<	<	<	<	<
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	*	*	<	<	<	<	<	<
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	*	*	<	<	<	<	<	<
4	The tutoring provider always answered my questions about my child's tutoring.	*	*	<	<	<	<	<	<
5	The tutoring provider adequately communicated with me about my child's progress.	*	*	<	<	<	<	<	<
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	<	<	<	<	<	<
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	*	*	<	<	<	<	<	<
8	The tutoring sessions always started on time.	*	*	<	<	<	<	<	<
9	The tutoring sessions always ended on time.	*	*	<	<	<	<	<	<
10	Overall, I am happy with the tutoring my child received.	*	*	<	<	<	<	<	<
<b>Parent Satisfaction Outcomes</b>									
Total N=3				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Community Threads Inc (#222, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=10

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.60	.52	-	-	4 (40.0%)	6 (60.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.75	.46	-	-	2 (20.0%)	6 (60.0%)	2 (20.0%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.33	.50	-	-	6 (60.0%)	3 (30.0%)	1 (10.0%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.67	.50	-	-	3 (30.0%)	6 (60.0%)	1 (10.0%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.44	.73	-	1 (10.0%)	3 (30.0%)	5 (50.0%)	1 (10.0%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.43	.54	-	-	4 (40.0%)	3 (30.0%)	3 (30.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.20	.63	-	1 (10.0%)	6 (60.0%)	3 (30.0%)	-	-
8	The tutoring sessions always started on time.	3.50	.53	-	-	5 (50.0%)	5 (50.0%)	-	-
9	The tutoring sessions always ended on time.	3.30	.68	-	1 (10.0%)	5 (50.0%)	4 (40.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.30	.48	-	-	7 (70.0%)	3 (30.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=10				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				0.0%		100.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Cornerstone 21st CCLC (#33, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=16

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.44	.51	-	-	9 (56.3%)	7 (43.8%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.53	-	-	5 (31.3%)	5 (31.3%)	1 (6.3%)	4 (25.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.44	.63	-	1 (6.3%)	7 (43.8%)	8 (50%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.44	.63	-	1 (6.3%)	7 (43.8%)	8 (50.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.63	.62	-	1 (6.3%)	4 (25.0%)	11 (68.8%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.63	.52	-	-	3 (18.8%)	5 (31.3%)	7 (43.8%)	1 (6.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.43	.76	-	2 (12.5%)	4 (25.0%)	8 (50.0%)	2 (12.5%)	-
8	The tutoring sessions always started on time.	3.54	.52	-	-	6 (37.5%)	7 (43.8%)	2 (12.5%)	1 (6.3%)
9	The tutoring sessions always ended on time.	3.54	.52	-	-	6 (37.5%)	7 (43.8%)	2 (12.5%)	1 (6.3%)
10	Overall, I am happy with the tutoring my child received.	3.56	.51	-	-	7 (43.8%)	9 (56.3%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=16						Dissatisfied	Satisfied		
If mean score <2.5 then parent outcome = "Dissatisfied"						0.0%	100.0%		
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Cornerstone Counseling Center (#201, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=11

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.56	.53	-	-	4 (36.4%)	5 (45.5%)	-	2 (18.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.82	.41	-	-	2 (18.2%)	9 (81.8%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.36	.81	-	2 (18.2%)	3 (27.3%)	6 (54.5%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.64	.51	-	-	4 (36.4%)	7 (63.6%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.73	.47	-	-	3 (27.3%)	8 (72.7%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.20	.45	-	-	4 (36.4%)	1 (9.1%)	6 (54.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.55	.52	-	-	5 (45.5%)	6 (54.5%)	-	-
8	The tutoring sessions always started on time.	3.78	.44	-	-	2 (18.2%)	7 (63.6%)	2 (18.2%)	-
9	The tutoring sessions always ended on time.	3.82	.41	-	-	2 (18.2%)	9 (81.8%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.91	.30	-	-	1 (9.1%)	10 (90.9%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=11				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Curriculum Coaching Specialists by Cabarrus County Schools (#215, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=13

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.31	.48	-	-	9 (69.2%)	4 (30.8%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.15	.69	-	2 (15.4%)	7 (53.8%)	4 (30.8%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.63	-	2 (15.4%)	7 (53.8%)	2 (15.4%)	1 (7.7%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.09	.54	-	1 (7.7%)	8 (61.5%)	2 (15.4%)	1 (7.7%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	2.91	.54	-	2 (15.4%)	8 (61.5%)	1 (7.7%)	1 (7.7%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.00	.89	-	2 (15.4%)	2 (15.4%)	2 (15.4%)	6 (46.2%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.17	.39	-	-	10 (76.9%)	2 (15.4%)	-	-
8	The tutoring sessions always started on time.	3.17	.39	-	-	10 (76.9%)	2 (15.4%)	-	-
9	The tutoring sessions always ended on time.	3.23	.44	-	-	10 (76.9%)	3 (23.1%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.23	.60	-	1 (7.7%)	8 (61.5%)	4 (30.8%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=12				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				8.3%		91.7%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Damascus Road Worship Center, Inc. (#226, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=6

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	4.00	.00	-	-	-	6 (100.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	4.00	.00	-	-	-	5 (83.3%)	-	1 (16.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.83	.41	-	-	1 (16.7%)	5 (83.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.83	.41	-	-	1 (16.7%)	5 (83.3%)	-	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	4.00	.00	-	-	-	6 (100.0%)	-	-
8	The tutoring sessions always started on time.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
9	The tutoring sessions always ended on time.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	4.00	.00	-	-	-	6 (100.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=6				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Dream Builders Communications, Inc. After-school Enrichment Program (#113, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. 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

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.60	.55	-	-	2 (25.0%)	3 (37.5%)	3 (37.5%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	*	*	-	-	-	3 (37.5%)	5 (62.5%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.40	1.34	2 (25.0%)	-	2 (25.0%)	1 (12.5%)	3 (37.5%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	2.67	1.37	2 (25.0%)	-	2 (25.0%)	2 (25.0%)	2 (25.0%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	2.67	1.37	2 (25.0%)	-	2 (25.0%)	2 (25.0%)	2 (25.0%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	1 (12.5%)	3 (37.5%)	4 (50.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	*	*	-	-	1 (12.5%)	2 (25.0%)	5 (62.5%)	-
8	The tutoring sessions always started on time.	3.29	.49	-	-	5 (62.5%)	2 (25.0%)	1 (12.5%)	-
9	The tutoring sessions always ended on time.	3.29	.49	-	-	5 (62.5%)	2 (25.0%)	1 (12.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.40	.55	-	-	3 (37.5%)	2 (25.0%)	3 (37.5%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=3				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score ≥2.5 then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: eMath360 LLC (#271, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=11

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.27	.47	-	-	8 (72.7%)	3 (27.3%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	2.83	.98	1 (9.1%)	-	4 (36.4%)	1 (9.1%)	-	5 (45.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.10	.74	-	2 (18.2%)	5 (45.5%)	3 (27.3%)	-	1 (9.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.40	.70	-	1 (9.1%)	4 (36.4%)	5 (45.5%)	1 (9.1%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.40	.70	-	1 (9.1%)	4 (36.4%)	5 (45.5%)	1 (9.1%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.83	.98	1 (9.1%)	-	4 (36.4%)	1 (9.1%)	3 (27.3%)	1 (9.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.00	.67	-	2 (18.2%)	6 (54.5)	2 (18.2%)	1 (9.1%)	-
8	The tutoring sessions always started on time.	3.27	.79	-	2 (18.2%)	4 (36.4%)	5 (45.5%)	-	-
9	The tutoring sessions always ended on time.	3.40	.70	-	1 (9.1%)	4 (36.4%)	5 (45.5%)	1 (9.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.45	.82	-	2 (18.2%)	2 (18.2%)	7 (63.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=11				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				9.1%		90.9%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Focused Intervention, Inc. (#44, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=39

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.53	.65	1 (2.6%)	-	15 (38.5%)	22 (56.4%)	1 (2.6%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.35	.68	1 (2.6%)	1 (2.6%)	19 (48.7%)	16 (41.0%)	2 (5.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.49	.77	2 (5.1%)	-	13 (33.3%)	22 (56.4%)	2 (5.1%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.58	.68	1 (2.6%)	1 (2.6%)	11 (28.2%)	25 (64.1%)	1 (2.6%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.61	.65	1 (2.6%)	-	11 (28.2%)	24 (61.5%)	1 (2.6%)	2 (5.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.46	.72	1 (2.6%)	-	10 (25.6%)	13 (33.3%)	13 (33.3%)	2 (5.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.41	.76	2 (5.1%)	-	16 (41.0%)	19 (48.7%)	1 (2.6%)	1 (2.6%)
8	The tutoring sessions always started on time.	3.48	.67	1 (2.6%)	-	14 (35.9%)	18 (46.2%)	6 (15.4%)	-
9	The tutoring sessions always ended on time.	3.45	.65	1 (2.6%)	-	18 (46.2%)	19 (48.7%)	1 (2.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.46	.76	2 (5.1%)	-	15 (38.5%)	22 (56.4%)	-	-
Total N=38				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				2.6%		97.4%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: FUNdamentals Free Tutoring (#70, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=14

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.64	.51	-	-	4 (28.6%)	7 (50.0%)	1 (7.1%)	2 (14.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.64	.50	-	-	5 (35.7%)	9 (64.3%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.29	.83	-	3 (21.4%)	4 (28.6%)	7 (50.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.46	.66	-	1 (7.1%)	5 (35.7%)	7 (50.0%)	-	1 (7.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.33	.65	-	1 (7.1%)	6 (42.9%)	5 (35.7%)	-	2 (14.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.33	.49	-	-	8 (57.1%)	4 (28.6%)	1 (7.1%)	1 (7.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.43	.51	-	-	8 (57.1%)	6 (42.9%)	-	-
8	The tutoring sessions always started on time.	3.27	.47	-	-	8 (57.1%)	3 (21.4%)	3 (21.4%)	-
9	The tutoring sessions always ended on time.	3.43	.51	-	-	8 (57.1%)	6 (42.9%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.57	.51	-	-	6 (42.9%)	8 (57.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=14				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				0.0%		100.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: GCS ALL\*STARS (#38, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=172

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.42	.59	1 (0.6%)	5 (2.9%)	81 (47.1%)	76 (44.2%)	8 (4.7%)	1 (0.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.39	.62	2 (1.2%)	6 (3.5%)	81 (47.1%)	74 (43.0%)	9 (5.2%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.03	.82	6 (3.5%)	25 (14.5%)	64 (37.2%)	41 (23.8%)	15 (8.7%)	17 (9.9%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.20	.69	2 (1.2%)	13 (7.6%)	65 (37.8%)	42 (24.4%)	18 (10.5%)	29 (16.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.25	.75	6 (3.5%)	10 (5.8%)	76 (44.2%)	59 (34.3%)	8 (4.7%)	12 (7.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.36	.69	3 (1.7%)	4 (2.3%)	51 (29.7%)	48 (27.9%)	62 (36.0%)	3 (1.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.40	.69	3 (1.7%)	10 (5.8%)	67 (39.0%)	81 (47.1%)	3 (1.7%)	4 (2.3%)
8	The tutoring sessions always started on time.	3.39	.58	1 (0.6%)	3 (1.7%)	68 (39.5%)	54 (31.4%)	42 (24.4%)	2 (1.2%)
9	The tutoring sessions always ended on time.	3.43	.58	1 (0.6%)	3 (1.7%)	73 (42.4%)	67 (39.0%)	27 (15.7%)	1 (0.6%)
10	Overall, I am happy with the tutoring my child received.	3.56	.61	1 (0.6%)	7 (4.1%)	56 (32.6%)	101 (58.7%)	6 (3.5%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=158				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				4.4%		95.6%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Global Learning Center, Inc. (#86, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=6

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.33	.52	-	-	4 (66.7%)	2 (33.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.33	.52	-	-	4 (66.7%)	2 (33.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.33	.52	-	-	4 (66.7%)	2 (33.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	3 (50.0%)	-	1 (16.7%)	1 (16.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
8	The tutoring sessions always started on time.	4.00	.00	-	-	-	6 (100.0%)	-	-
9	The tutoring sessions always ended on time.	4.00	.00	-	-	-	6 (100.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.50	.55	-	-	3 (50.0%)	3 (50.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=6						Dissatisfied	Satisfied		
If mean score <2.5 then parent outcome = "Dissatisfied"						0.0%	100.0%		
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Glosso Speech, Language and Educational Services, Inc. (#29, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=6

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.33	.52	-	-	4 (66.7%)	2 (33.3%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.20	.45	-	-	4 (66.7%)	1 (16.7%)	-	1 (16.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.20	.45	-	-	4 (66.7%)	1 (16.7%)	-	1 (16.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
8	The tutoring sessions always started on time.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
9	The tutoring sessions always ended on time.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=6				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Grade Plus Tutors (#221, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=5

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
2	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%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.40	.55	-	-	3 (60.0%)	2 (40.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.40	.55	-	-	3 (60.0%)	2 (40.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.80	.45	-	-	1 (20.0%)	4 (80.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.40	.55	-	-	3 (60.0%)	2 (40.0%)	-	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.40	.55	-	-	3 (60.0%)	2 (40.0%)	-	-
8	The tutoring sessions always started on time.	3.40	.55	-	-	3 (60.0%)	2 (40.0%)	-	-
9	The tutoring sessions always ended on time.	3.00	.00	-	-	5 (100.0%)	-	-	-
10	Overall, I am happy with the tutoring my child received.	3.40	.55	-	-	3 (60.0%)	2 (40.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=5				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				0.0%		100.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: GradeCracker LLC (#217, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=6

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	<	<	<	<	<	<
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	*	*	-	-	2 (33.3%)	1 (16.7%)	-	2 (33.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.00	.63	-	1 (16.7%)	4 (66.7%)	1 (16.7%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	3 (50.0%)	-	3 (50.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.00	.63	-	1 (16.7%)	4 (66.7%)	1 (16.7%)	-	-
8	The tutoring sessions always started on time.	3.33	.82	-	1 (16.7%)	2 (33.3%)	3 (50.0%)	-	-
9	The tutoring sessions always ended on time.	3.17	.75	-	1 (16.7%)	3 (50.0%)	2 (33.3%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=6				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Heart of the Matter Learning, LLC (#115, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=26

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.68	.48	-	-	8 (30.8%)	17 (65.4%)	1 (3.8%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.69	.47	-	-	8 (30.8%)	18 (69.2%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.04	.98	1 (3.8%)	7 (26.9%)	5 (19.2%)	10 (38.5%)	1 (3.8%)	2 (7.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.87	1 (3.8%)	3 (11.5%)	8 (30.8%)	10 (38.5%)	-	4 (15.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.52	.59	-	1 (3.8%)	10 (38.5%)	14 (53.8%)	-	1 (3.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	2.93	.92	1 (3.8%)	3 (11.5%)	6 (23.1%)	4 (15.4%)	11 (42.3%)	1 (3.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.46	.51	-	-	13 (50.0%)	11 (42.3%)	2 (7.7%)	-
8	The tutoring sessions always started on time.	3.56	.62	-	1 (3.8%)	6 (23.1%)	11 (42.3%)	7 (26.9%)	1 (3.8%)
9	The tutoring sessions always ended on time.	3.52	.51	-	-	10 (38.5%)	11 (42.3%)	5 (19.2%)	-
10	Overall, I am happy with the tutoring my child received.	3.69	.47	-	-	8 (30.8%)	18 (69.2%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=26				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				3.8%		96.2%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Historically Minority Colleges and Universities Consortium (HMCUC) (#82, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=74

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.31	.55	1 (1.4%)	-	44 (59.5%)	23 (31.1%)	5 (6.8%)	1 (1.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.56	1 (1.4%)	-	45 (60.8%)	25 (33.8%)	3 (4.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.19	.73	3 (4.1%)	4 (5.4%)	39 (52.7%)	23 (31.1%)	3 (4.1%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.28	.74	3 (4.1%)	3 (4.1%)	36 (48.6%)	29 (39.2%)	3 (4.1%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.29	.71	2 (2.7%)	4 (5.4%)	35 (47.3%)	28 (37.8%)	4 (5.4%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.31	.82	2 (2.7%)	2 (2.7%)	15 (20.3%)	17 (23.0%)	36 (48.6%)	1 (1.4%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.35	.61	1 (1.4%)	2 (2.7%)	38 (51.4%)	28 (37.8%)	2 (2.7%)	3 (4.1%)
8	The tutoring sessions always started on time.	3.43	.61	1 (1.4%)	1 (1.4%)	32 (43.2%)	31 (41.9%)	9 (12.2%)	-
9	The tutoring sessions always ended on time.	3.46	.61	1 (1.4%)	1 (1.4%)	33 (44.6%)	35 (47.3%)	3 (4.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.55	.60	1 (1.4%)	1 (1.4%)	28 (37.8%)	43 (58.1%)	1 (1.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=74				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				1.4%		98.6%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Huntington Learning Centers, Inc. (#79, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=67

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.38	.76	2 (3.0%)	2 (3.0%)	20 (29.9%)	24 (35.8%)	3 (4.5%)	15 (22.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.49	.72	2 (3.0%)	1 (1.5%)	19 (28.4%)	31 (46.3%)	2 (3.0%)	11 (16.4%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.87	.97	7 (10.4%)	11 (16.4%)	25 (37.3%)	17 (25.4%)	3 (4.5%)	3 (4.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.68	-	8 (11.9%)	28 (41.8%)	21 (31.3%)	4 (6.0%)	6 (9.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.13	.94	5 (7.5%)	9 (13.4%)	22 (32.8%)	27 (40.3%)	2 (3.0%)	2 (3.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.13	.99	3 (4.5%)	4 (6.0%)	10 (14.9%)	14 (20.9%)	33 (49.3%)	2 (3.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.27	.82	3 (4.5%)	5 (7.5%)	25 (37.3%)	27 (40.3%)	6 (9.0%)	1 (1.5%)
8	The tutoring sessions always started on time.	3.31	.71	2 (3.0%)	1 (1.5%)	26 (38.8%)	20 (29.9%)	17 (25.4%)	-
9	The tutoring sessions always ended on time.	3.42	.69	2 (3.0%)	1 (1.5%)	28 (41.8%)	31 (46.3%)	4 (6.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.60	.69	2 (3.0%)	1 (1.5%)	17 (25.4%)	43 (64.2%)	2 (3.0%)	1 (1.5%)
<b>Parent Satisfaction Outcomes</b>									
Total N=63				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				9.5%		90.5%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Imagine Learning, Inc. (#21, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=13

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	2.77	1.17	3 (23.1%)	1 (7.7%)	5 (38.5%)	4 (30.8%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	2.92	1.04	2 (15.4%)	1 (7.7%)	6 (46.2%)	4 (30.8%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.40	1.08	3 (23.1%)	1 (7.7%)	5 (38.5%)	1 (7.7%)	3 (23.1%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	2.50	1.08	3 (23.1%)	-	6 (46.2%)	1 (7.7%)	3 (23.1%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	2.50	1.08	3 (23.1%)	-	6 (46.2%)	1 (7.7%)	3 (23.1%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.50	1.23	2 (15.4%)	-	3 (23.1%)	1 (7.7%)	7 (53.8%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	2.64	1.12	3 (23.1%)	-	6 (46.2%)	2 (15.4%)	2 (15.4%)	-
8	The tutoring sessions always started on time.	2.90	1.10	2 (15.4%)	-	5 (38.5%)	3 (23.1%)	3 (23.1%)	-
9	The tutoring sessions always ended on time.	3.10	1.20	2 (15.4%)	-	3 (23.1%)	5 (38.5%)	3 (23.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.00	1.13	2 (15.4%)	1 (7.7%)	4 (30.8%)	5 (38.5%)	1 (7.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=12				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				25.0%		75.0 %			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: In Goode Company (#258, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=13

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.75	.45	-	-	3 (23.1%)	9 (69.2%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.62	.51	-	-	5 (38.5%)	8 (61.5%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.31	.63	-	1 (7.7%)	7 (53.8%)	5 (38.5%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.42	.52	-	-	7 (53.8%)	5 (38.5%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.62	.51	-	-	5 (38.5%)	8 (61.5%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.36	.67	-	1 (7.7%)	5 (38.5%)	5 (38.5%)	2 (15.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.58	.52	-	-	5 (38.5%)	7 (53.8%)	1 (7.7%)	-
8	The tutoring sessions always started on time.	3.70	.48	-	-	3 (23.1%)	7 (53.8%)	3 (23.1%)	-
9	The tutoring sessions always ended on time.	3.60	.52	-	-	4 (30.8%)	6 (46.2%)	3 (23.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.67	.49	-	-	4 (30.8%)	8 (61.5%)	1 (7.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=12				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				0.0%		100.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Innovadia (#110, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=15

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.20	1.37	4 (26.7%)	-	-	11 (73.3%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.27	1.28	3 (20.0%)	1 (6.7%)	-	11 (73.3%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.13	1.36	4 (26.7%)	-	1 (6.7%)	10 (66.7%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.13	1.19	2 (13.3%)	3 (20.0%)	1 (6.7%)	9 (60.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	2.93	1.28	4 (26.7%)	-	4 (26.7%)	7 (46.7%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.27	1.03	1 (6.7%)	3 (20.0%)	2 (13.3%)	9 (60.0%)	-	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.21	1.25	3 (20.0%)	-	2 (13.3%)	9(60.0%)	-	-
8	The tutoring sessions always started on time.	3.29	1.27	3 (20.0%)	-	1 (6.7%)	10 (66.7%)	-	-
9	The tutoring sessions always ended on time.	3.20	1.37	4 (26.7%)	-	-	11 (73.3%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.20	1.37	4 (26.7%)	-	-	11 (73.3%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=15				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				26.7%		73.3%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: It's Simply English (#56, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=28

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.40	.97	1 (3.6%)	-	3 (10.7%)	6 (21.4%)	1 (3.6%)	17 (60.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.43	.69	1 (3.6%)	-	13 (46.4%)	14 (50.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.05	1.03	2 (7.1%)	3 (10.7%)	6 (21.4%)	8 (28.6%)	5 (17.9%)	4 (14.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.46	.72	1 (3.6%)	-	10 (35.7%)	13 (46.4%)	2 (7.1%)	2 (7.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.31	.68	1 (3.6%)	-	15 (53.6%)	10 (35.7%)	2 (7.1%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.31	.95	1 (3.6%)	1 (3.6%)	4 (14.3%)	7 (25.0%)	14 (50.0%)	1 (3.6%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.70	1 (3.6%)	-	13 (46.4%)	10 (35.7%)	4 (14.3%)	-
8	The tutoring sessions always started on time.	3.32	.82	1 (3.6%)	1 (3.6%)	8 (28.6%)	9 (32.1%)	9 (32.1%)	-
9	The tutoring sessions always ended on time.	3.44	.71	1 (3.6%)	-	11 (39.3%)	13 (46.4%)	2 (7.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.39	.83	2 (7.1%)	-	11 (39.3%)	15 (53.6%)	-	-
Total N=23				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				4.3%		95.7%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Jackson County Public Schools (#17, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=46

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.65	.49	-	-	12 (26.1%)	22 (47.8%)	2 (4.3%)	10 (21.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.59	.64	1 (2.2%)	-	12 (26.1%)	24 (52.2%)	-	9 (19.6%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.21	.65	-	5 (10.9%)	23 (50.0%)	14 (30.4%)	3 (6.5%)	1 (2.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.30	.76	1 (2.2%)	4 (8.7%)	17 (37.0%)	18 (39.1%)	2 (4.3%)	4 (8.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.33	.67	1 (2.2%)	2 (4.3%)	23 (50.0%)	19 (41.3%)	1 (2.2%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.52	.51	-	-	12 (26.1%)	13 (28.3%)	19 (41.3%)	1 (2.2%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.47	.67	1 (2.2%)	1 (2.2%)	18 (39.1%)	23 (50.0%)	3 (6.5%)	-
8	The tutoring sessions always started on time.	3.45	.65	1 (2.2%)	-	18 (39.1%)	19 (41.3%)	8 (17.4%)	-
9	The tutoring sessions always ended on time.	3.51	.63	1 (2.2%)	-	19 (41.3%)	25 (54.3%)	1 (2.2%)	-
10	Overall, I am happy with the tutoring my child received.	3.65	.60	1 (2.2%)	-	13 (28.3%)	32 (69.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=45				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				2.2%		97.8%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Kennedy Academic Learning Center (#61, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=7

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.71	.49	-	-	2 (28.6%)	5 (71.4%)	-	-
2	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%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.14	.90	-	2 (28.6%)	2 (28.6%)	3 (42.9%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.67	.52	-	-	2 (28.6%)	4 (57.1%)	-	1 (14.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.71	.49	-	-	2 (28.6%)	5 (71.4%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	-	2 (28.6%)	3 (42.9%)	1 (14.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
8	The tutoring sessions always started on time.	*	*	-	-	-	4 (57.1%)	3 (42.9%)	-
9	The tutoring sessions always ended on time.	3.80	.45	-	-	1 (14.3%)	4 (57.1%)	1 (14.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=7				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Knowledge Is Power Early Learning Program (#242, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=11

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.78	.44	-	-	2 (18.2%)	7 (63.6%)	1 (9.1%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.60	.52	-	-	4 (36.4%)	6 (54.5%)	1 (9.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.94	-	4 (36.4%)	2 (18.2%)	4 (36.4%)	-	1 (9.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.33	.87	-	2 (18.2%)	2 (18.2%)	5 (45.5%)	-	2 (18.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.40	.84	-	2 (18.2%)	2 (18.2%)	6 (54.5%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.50	.55	-	-	3 (27.3%)	3 (27.3%)	5 (45.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.55	.69	-	1 (9.1%)	3 (27.3%)	7 (63.6%)	-	-
8	The tutoring sessions always started on time.	3.67	.50	-	-	3 (27.3%)	6 (54.5%)	2 (18.2%)	-
9	The tutoring sessions always ended on time.	3.64	.51	-	-	4 (36.4%)	7 (63.6%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.55	.69	-	1 (9.1%)	3 (27.3%)	7 (63.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=11				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				9.1%		90.9%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Learn It Online, LLC (#261, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=150

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.24	.76	7 (4.7%)	4 (2.7%)	70 (46.7%)	49 (32.7%)	5 (3.3%)	13 (8.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.72	7 (4.7%)	1 (0.7%)	76 (50.7%)	62 (41.3%)	1 (0.7%)	1 (0.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.05	.76	6 (4.0%)	16 (10.7%)	73 (48.7%)	34 (22.7%)	11 (7.3%)	10 (6.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.18	.77	7 (4.7%)	7 (4.7%)	71 (47.3%)	44 (29.3%)	10 (6.7%)	11 (7.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.12	.82	9 (6.0%)	12 (8.0%)	71 (47.3%)	46 (30.7%)	7 (4.7%)	5 (3.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.22	.70	4 (2.7%)	4 (2.7%)	61 (40.7%)	35 (23.3%)	33 (22.0%)	10 (6.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.26	.76	6 (4.0%)	8 (5.3%)	68 (45.3%)	56 (37.3%)	6 (4.0%)	2 (1.3%)
8	The tutoring sessions always started on time.	3.34	.66	4 (2.7%)	2 (1.3%)	72 (48.0%)	55 (36.7%)	15 (10.0%)	2 (1.3%)
9	The tutoring sessions always ended on time.	3.34	.65	4 (2.7%)	2 (1.3%)	77 (51.3%)	58 (38.7%)	6 (4.0%)	2 (1.3%)
10	Overall, I am happy with the tutoring my child received.	3.41	.74	7 (4.7%)	1 (0.7%)	62 (41.3%)	74 (49.3%)	4 (2.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=142				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				6.3%		93.7%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Learn It Systems (#98, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=150

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.24	.76	7 (4.7%)	4 (2.7%)	70 (46.7%)	49 (32.7%)	5 (3.3%)	13 (8.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.72	7 (4.7%)	1 (0.7%)	76 (50.7%)	62 (41.3%)	1 (0.7%)	1 (0.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.05	.76	6 (4.0%)	16 (10.7%)	73 (48.7%)	34 (22.7%)	11 (7.3%)	10 (6.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.18	.77	7 (4.7%)	7 (4.7%)	71 (47.3%)	44 (29.3%)	10 (6.7%)	11 (7.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.12	.82	9 (6.0%)	12 (8.0%)	71 (47.3%)	46 (30.7%)	7 (4.7%)	5 (3.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.22	.70	4 (2.7%)	4 (2.7%)	61 (40.7%)	35 (23.3%)	33 (22.0%)	10 (6.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.26	.76	6 (4.0%)	8 (5.3%)	68 (45.3%)	56 (37.3%)	6 (4.0%)	2 (1.3%)
8	The tutoring sessions always started on time.	3.34	.66	4 (2.7%)	2 (1.3%)	72 (48.0%)	55 (36.7%)	15 (10.0%)	2 (1.3%)
9	The tutoring sessions always ended on time.	3.34	.65	4 (2.7%)	2 (1.3%)	77 (51.3%)	58 (38.7%)	6 (4.0%)	2 (1.3%)
10	Overall, I am happy with the tutoring my child received.	3.41	.74	7 (4.7%)	1 (0.7%)	62 (41.3%)	74 (49.3%)	4 (2.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=142				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				6.3%		93.7%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Learning and YOU (L & U Contractors, LLC.) (#67, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=254

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.31	.78	11 (4.3%)	10 (3.9%)	100 (39.4%)	102 (40.2%)	9 (3.5%)	20 (7.9%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.35	.74	8 (3.1%)	12 (4.7%)	102 (40.2%)	110 (43.3%)	14 (5.5%)	5 (2.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.05	.81	9 (3.5%)	41 (16.1%)	103 (40.6%)	69 (27.2%)	13 (5.1%)	14 (5.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.26	.79	9 (3.5%)	17 (6.7%)	91 (35.8%)	88 (34.6%)	15 (5.9%)	24 (9.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.19	.80	10 (3.9%)	24 (9.4%)	105 (41.3%)	87 (34.3%)	8 (3.1%)	16 (6.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.36	.66	4 (1.6%)	3 (1.2%)	77 (30.3%)	65 (25.6%)	100 (39.4%)	1 (0.4%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.39	.64	5 (2.0%)	5 (2.0%)	119 (46.9%)	109 (42.9%)	10 (3.9%)	-
8	The tutoring sessions always started on time.	3.44	.60	4 (1.6%)	-	104 (40.9%)	100 (39.4%)	42 (16.5%)	1 (0.4%)
9	The tutoring sessions always ended on time.	3.42	.62	5 (2.0%)	1 (0.4%)	113 (44.5%)	104 (40.9%)	29 (11.4%)	1 (0.4%)
10	Overall, I am happy with the tutoring my child received.	3.46	.71	7 (2.8%)	9 (3.5%)	92 (36.2%)	133 (52.4%)	11 (4.3%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=234				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				5.1%		94.9%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Lindley Habilitation Service, Inc. (#206, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=52

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.32	.84	4 (7.7%)	-	22 (42.3%)	24 (46.2%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.27	.74	2 (3.8%)	3 (5.8%)	26 (50.0%)	21 (40.4%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.02	.82	2 (3.8%)	7 (13.5%)	20 (38.5%)	12 (23.1%)	8 (15.4%)	2 (3.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.10	.72	1 (1.9%)	5 (9.6%)	22 (42.3%)	11 (21.2%)	6 (11.5%)	6 (11.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.27	.79	2 (3.8%)	4 (7.7%)	21 (40.4%)	21 (40.4%)	3 (5.8%)	1 (1.9%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.37	.67	1 (1.9%)	-	16 (30.8%)	13 (25.0%)	21 (40.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.50	.68	1 (1.9%)	2 (3.8%)	18 (34.6%)	29 (55.8%)	2 (3.8%)	-
8	The tutoring sessions always started on time.	3.47	.63	1 (1.9%)	-	21 (40.4%)	23 (44.2%)	7 (13.5%)	-
9	The tutoring sessions always ended on time.	3.50	.62	1 (1.9%)	-	20 (38.5%)	25 (48.1%)	6 (11.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.53	.65	1 (1.9%)	1 (1.9%)	19 (36.5%)	30 (57.7%)	1 (1.9%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=49				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.1%		95.9%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Literacy in the Community LLC (#277, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=3

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	<	<	<	<	<	<
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	*	*	<	<	<	<	<	<
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	*	*	<	<	<	<	<	<
4	The tutoring provider always answered my questions about my child's tutoring.	*	*	<	<	<	<	<	<
5	The tutoring provider adequately communicated with me about my child's progress.	*	*	<	<	<	<	<	<
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	<	<	<	<	<	<
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	*	*	<	<	<	<	<	<
8	The tutoring sessions always started on time.	*	*	<	<	<	<	<	<
9	The tutoring sessions always ended on time.	*	*	<	<	<	<	<	<
10	Overall, I am happy with the tutoring my child received.	*	*	<	<	<	<	<	<
<b>Parent Satisfaction Outcomes</b>									
Total N=3				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: MasterMind Prep Learning Solutions (#49, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=235

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.22	.79	10 (4.3%)	13 (5.5%)	96 (40.9%)	75 (31.9%)	10 (4.3%)	30 (12.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.31	.74	9 (3.8%)	7 (3.0%)	101 (43.0%)	89 (37.9%)	9 (3.8%)	18 (7.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.79	.88	19 (8.1%)	45 (19.1%)	93 (39.6%)	41 (17.4%)	16 (6.8%)	17 (7.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.05	.81	10 (4.3%)	26 (11.1%)	93 (39.6%)	55 (23.4%)	21 (8.9%)	26 (11.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.11	.86	15 (6.4%)	25 (10.6%)	101 (43.0%)	80 (34.0%)	8 (3.4%)	2 (0.9%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.10	.80	8 (3.4%)	6 (2.6%)	62 (26.4%)	33 (14.0%)	115 (48.9%)	7 (3.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.23	.77	10 (4.3%)	17 (7.2%)	110 (46.8%)	89 (37.9%)	5 (2.1%)	3 (1.3%)
8	The tutoring sessions always started on time.	3.35	.66	5 (2.1%)	3 (1.3%)	92 (39.1%)	73 (31.1%)	58 (24.7%)	1 (0.4%)
9	The tutoring sessions always ended on time.	3.33	.65	6 (2.6%)	3 (1.3%)	114 (48.5%)	82 (34.9%)	28 (11.9%)	-
10	Overall, I am happy with the tutoring my child received.	3.41	.73	8 (3.4%)	9 (3.8%)	91 (38.7%)	118 (50.2%)	7 (3.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=222				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				9.0%		91.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: MasterMind Prep Online (#213, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=7

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	1 (14.3%)	-	-	1 (14.3%)	-	5 (71.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.80	.45	-	-	1 (14.3%)	4 (57.1%)	-	2 (28.6%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.20	.84	-	1 (14.3%)	2 (28.6%)	2 (28.6%)	-	2 (28.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	1.17	1 (14.3%)	-	2 (28.6%)	3 (42.9%)	-	1 (14.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.14	1.07	1 (14.3%)	-	3 (42.9%)	3 (42.9%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	1 (14.3%)	-	1 (14.3%)	-	4 (57.1%)	1 (14.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	2.83	1.17	1 (14.3%)	1 (14.3%)	2 (28.6%)	2 (28.6%)	1 (14.3%)	-
8	The tutoring sessions always started on time.	*	*	-	-	3 (42.9%)	-	-	4 (57.1%)
9	The tutoring sessions always ended on time.	*	*	-	-	3 (42.9%)	-	-	4 (57.1%)
10	Overall, I am happy with the tutoring my child received.	3.43	1.13	1 (14.3%)	-	1 (14.3%)	5 (71.4%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=4				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Multi-Cultural Learning Academy (#41, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=37

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.41	.50	-	-	22 (59.5%)	15 (40.5%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.77	2 (5.4%)	-	17 (45.9%)	15 (40.5%)	-	3 (8.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.06	.92	3 (8.1%)	4 (10.8%)	15 (40.5%)	12 (32.4%)	1 (2.7%)	1 (2.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.26	.79	1 (2.7%)	4 (10.8%)	14 (37.8%)	15 (40.5%)	-	1 (2.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.43	.66	-	3 (8.1%)	14 (37.8%)	18 (48.6%)	-	1 (2.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.37	.49	-	-	17 (45.9%)	10 (27.0%)	9 (24.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.49	.61	-	2 (5.4%)	14 (37.8%)	19 (51.4%)	2 (5.4%)	-
8	The tutoring sessions always started on time.	3.56	.50	-	-	15 (40.5%)	19 (51.4%)	3 (8.1%)	-
9	The tutoring sessions always ended on time.	3.49	.51	-	-	19 (51.4%)	18 (48.6%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.58	.81	2 (5.4%)	1 (2.7%)	7 (18.9%)	26 (70.3%)	1 (2.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=36				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				8.3%		91.7%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: NC Education Solutions, Inc. d/b/a KnowledgePoints of the Triangle (#76, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=5

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	<	<	<	<	<	<
2	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%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	*	*	-	3 (60.0%)	1 (20.0%)	-	1 (20.0%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	2.80	.45	-	1 (20.0%)	4 (80.0%)	-	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.80	.45	-	-	1 (20.0%)	4 (80.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	1 (20.0%)	-	3 (60.0%)	1 (20.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
8	The tutoring sessions always started on time.	*	*	-	-	3 (60.0%)	1 (20.0%)	1 (20.0%)	-
9	The tutoring sessions always ended on time.	3.60	.55	-	-	2 (40.0%)	3 (60.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.80	.45	-	-	1 (20.0%)	4 (80.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=5						Dissatisfied	Satisfied		
If mean score <2.5 then parent outcome = "Dissatisfied"						0.0%	100.0%		
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: NC Learning Unlimited, LLC (#108, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=12

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.36	.51	-	-	7 (58.3%)	4 (33.3%)	1 (8.3%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.08	.90	1 (8.3%)	1 (8.3%)	6 (50.0%)	4 (33.3%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.09	.94	1 (8.3%)	1 (8.3%)	5 (41.7%)	4 (33.3%)	-	1 (8.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.00	.94	1 (8.3%)	1 (8.3%)	5 (41.7%)	3 (25.0%)	-	2 (16.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.00	.95	1 (8.3%)	2 (16.7%)	5 (41.7%)	4 (33.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.63	.52	-	-	3 (25.0%)	5 (41.7%)	4 (33.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.42	.67	-	1 (8.3%)	5 (41.7%)	6 (50.0%)	-	-
8	The tutoring sessions always started on time.	3.67	.50	-	-	3 (25.0%)	6 (50.0%)	3 (25.0%)	-
9	The tutoring sessions always ended on time.	3.64	.51	-	-	4 (33.3%)	7 (58.3%)	1 (8.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.33	.65	-	1 (8.3%)	6 (50.0%)	5 (41.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=12						Dissatisfied	Satisfied		
If mean score <2.5 then parent outcome = "Dissatisfied"						8.3%	91.7%		
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: NewPoint Learning Center - Ballantyne (#232, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=7

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	4.00	.00	-	-	-	7 (100.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	4.00	.00	-	-	-	7 (100.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.60	.55	-	-	2 (28.6%)	3 (42.9%)	-	2 (28.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	4.00	.00	-	-	-	7 (100.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	-	4 (57.1%)	3 (42.9%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
8	The tutoring sessions always started on time.	*	*	-	-	1 (14.3%)	1 (14.3%)	4 (57.1%)	1 (14.3%)
9	The tutoring sessions always ended on time.	*	*	-	-	1 (14.3%)	3 (42.9%)	2 (28.6%)	1 (14.3%)
10	Overall, I am happy with the tutoring my child received.	4.00	.00	-	-	-	7 (100.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=7				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: NewPoint Learning Center - Davidson (#231, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=10

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.40	.97	1 (10.0%)	-	3 (30.0%)	6 (60.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.60	.52	-	-	4 (40.0%)	6 (60.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.11	.60	-	1 (10.0%)	6 (60.0%)	2 (20.0%)	-	1 (10.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.43	.54	-	-	4 (40.0%)	3 (30.0%)	1 (10.0%)	2 (20.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.44	1.01	1 (10.0%)	-	2 (20.0%)	6 (60.0%)	-	1 (10.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.50	.54	-	-	4 (40.0%)	4 (40.0%)	2 (20.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.67	.50	-	-	3 (30.0%)	6 (60.0%)	1 (10.0%)	-
8	The tutoring sessions always started on time.	3.67	.50	-	-	3 (30.0%)	6 (60.0%)	1 (10.0%)	-
9	The tutoring sessions always ended on time.	3.67	.50	-	-	3 (30.0%)	6 (60.0%)	1 (10.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.60	.97	1 (10.0%)	-	1 (10.0%)	8 (80.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=10				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				10.0%		90.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: On The Right Track-ABSS After School Tutoring (#211, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=179

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.46	.62	3 (1.7%)	3 (1.7%)	79 (44.1%)	89 (49.7%)	4 (2.2%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.43	.67	3 (1.7%)	8 (4.5%)	74 (41.3%)	88 (49.2%)	4 (2.2%)	1 (0.6%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.11	.79	6 (3.4%)	23 (12.8%)	77 (43.0%)	52 (29.1%)	10 (5.6%)	11 (6.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.18	.75	5 (2.8%)	16 (8.9%)	77 (43.0%)	53 (29.6%)	11 (6.1%)	16 (8.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.25	.74	6 (3.4%)	11 (6.1%)	83 (46.4%)	63 (35.2%)	8 (4.5%)	7 (3.9%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.37	.67	3 (1.7%)	3 (1.7%)	57 (31.8%)	52 (29.1%)	61 (34.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.40	.64	3 (1.7%)	5 (2.8%)	82 (45.8%)	79 (44.1%)	7 (3.9%)	1 (0.6%)
8	The tutoring sessions always started on time.	3.47	.62	3 (1.7%)	1 (0.6%)	70 (39.1%)	80 (44.7%)	23 (12.8%)	1 (0.6%)
9	The tutoring sessions always ended on time.	3.50	.61	3 (1.7%)	1 (0.6%)	75 (41.9%)	93 (52.0%)	4 (2.2%)	1 (0.6%)
10	Overall, I am happy with the tutoring my child received.	3.60	.59	2 (1.1%)	3 (1.7%)	59 (33.0%)	113 (63.1%)	2 (1.1%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=175				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				4.0%		96.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: One on One Learning (#225, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=5

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.60	.55	-	-	2 (40.0%)	3 (60.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.80	.45	-	-	1 (20.0%)	4 (80.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	1.23	1 (20.0%)	-	2 (40.0%)	2 (40.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	*	*	<	<	<	<	<	<
5	The tutoring provider adequately communicated with me about my child's progress.	3.00	1.23	1 (20.0%)	-	2 (40.0%)	2 (40.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	<	<	<	<	<	<
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.20	.84	-	1 (20.0%)	2 (40.0%)	2 (40.0%)	-	-
8	The tutoring sessions always started on time.	3.40	.89	-	1 (20.0%)	1 (20.0%)	3 (60.0%)	-	-
9	The tutoring sessions always ended on time.	3.60	.55	-	-	2 (40.0%)	3 (60.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.40	.89	-	1 (20.0%)	1 (20.0%)	3 (60.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=5				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				20.0%		80.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Our Children Succeed by Onslow County Schools (#283, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=28

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.00	1.19	4 (14.3%)	-	6 (21.4%)	8 (28.6%)	3 (10.7%)	6 (21.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.33	.83	2 (7.1%)	-	12 (42.9%)	13 (46.4%)	1 (3.6%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.74	1.20	6 (21.4%)	5 (17.9%)	6 (21.4%)	10 (35.7%)	-	1 (3.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.04	1.00	3 (10.7%)	2 (7.1%)	10 (35.7%)	9 (32.1%)	1 (3.6%)	2 (7.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.96	1.00	2 (7.1%)	7 (25.0%)	7 (25.0%)	10 (35.7%)	1 (3.6%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.21	1.05	2 (7.1%)	-	5 (17.9%)	7 (25.0%)	14 (50.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.17	.89	2 (7.1%)	1 (3.6%)	11 (39.3%)	9 (32.1%)	2 (7.1%)	2 (7.1%)
8	The tutoring sessions always started on time.	3.31	.48	-	-	11 (39.3%)	5 (17.9%)	12 (42.9%)	-
9	The tutoring sessions always ended on time.	3.10	.79	1 (3.6%)	2 (7.1%)	11 (39.3%)	6 (21.4%)	8 (28.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.32	.86	2 (7.1%)	1 (3.6%)	11 (39.3%)	14 (50.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=25				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				16.0%		84.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Oxford Learning (#219, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=59

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.40	.65	1 (1.7%)	2 (3.4%)	27 (45.8%)	27 (45.8%)	2 (3.4%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.41	.65	1 (1.7%)	2 (3.4%)	26 (44.1%)	27 (45.8%)	2 (3.4%)	1 (1.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.27	.78	2 (3.4%)	4 (6.8%)	23 (39.0%)	22 (37.3%)	6 (10.2%)	1 (1.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.30	.72	2 (3.4%)	2 (3.4%)	28 (47.5%)	22 (37.3%)	4 (6.8%)	1 (1.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.33	.80	2 (3.4%)	5 (8.5%)	21 (35.6%)	27 (45.8%)	4 (6.8%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.32	.77	1 (1.7%)	2 (3.4%)	12 (20.3%)	13 (22.0%)	31 (52.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.74	2 (3.4%)	3 (5.1%)	26 (44.1%)	26 (44.1%)	-	1 (1.7%)
8	The tutoring sessions always started on time.	3.49	.72	1 (1.7%)	3 (5.1%)	15 (25.4%)	28 (47.5%)	10 (16.9%)	1 (1.7%)
9	The tutoring sessions always ended on time.	3.59	.63	1 (1.7%)	1 (1.7%)	18 (30.5%)	36 (61.0%)	3 (5.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.51	.66	1 (1.7%)	2 (3.4%)	21 (35.6%)	33 (55.9%)	2 (3.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=57				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				5.3%		94.7%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Passport (#6, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=251

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.31	.66	6 (2.4%)	5 (2.0%)	119 (47.4%)	83 (33.1%)	4 (1.6%)	31 (12.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.65	6 (2.4%)	5 (2.0%)	130 (51.8%)	90 (35.9%)	7 (2.8%)	12 (4.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.98	.75	10 (4.0%)	35 (13.9%)	127 (50.6%)	50 (19.9%)	14 (5.6%)	13 (5.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.11	.68	7 (2.8%)	17 (6.8%)	130 (51.8%)	55 (21.9%)	14 (5.6%)	23 (9.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.10	.74	9 (3.6%)	26 (10.4%)	131 (52.2%)	68 (27.1%)	8 (3.2%)	7 (2.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.20	.62	4 (1.6%)	7 (2.8%)	108 (43.0%)	49 (19.5%)	68 (27.1%)	10 (4.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.30	.62	6 (2.4%)	3 (1.2%)	143 (57.0%)	87 (34.7%)	9 (3.6%)	-
8	The tutoring sessions always started on time.	3.29	.61	6 (2.4%)	-	137 (54.6%)	76 (30.3%)	31 (12.4%)	-
9	The tutoring sessions always ended on time.	3.28	.64	7 (2.8%)	3 (1.2%)	141 (56.2%)	81 (32.3%)	19 (7.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.47	.65	6 (2.4%)	3 (1.2%)	108 (43.0%)	132 (52.6%)	2 (0.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=243				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				4.1%		95.9%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Prime Time for Kids (#14, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=25

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.06	.90	2 (8.0%)	-	10 (40.0%)	5 (20.0%)	-	8 (32.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.25	.79	1 (4.0%)	2 (8.0%)	11 (44.0%)	10 (40.0%)	1 (4.0%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.90	.83	1 (4.0%)	5 (20.0%)	10 (40.0%)	5 (20.0%)	2 (8.0%)	2 (8.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.10	.77	-	5 (20.0%)	9 (36.0%)	7 (28.0%)	-	4 (16.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.09	.79	1 (4.0%)	3 (12.0%)	12 (48.0%)	7 (28.0%)	1 (4.0%)	1 (4.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.25	.78	1 (4.0%)	-	9 (36.0%)	6 (24.0%)	9 (36.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.28	.61	-	2 (8.0%)	14 (56.0%)	9 (36.0%)	-	-
8	The tutoring sessions always started on time.	3.40	.63	-	1 (4.0%)	7 (28.0%)	7 (28.0%)	7 (28.0%)	3 (12.0%)
9	The tutoring sessions always ended on time.	3.59	.62	-	1 (4.0%)	5 (20.0%)	11 (44.0%)	5 (20.0%)	3 (12.0%)
10	Overall, I am happy with the tutoring my child received.	3.46	.66	-	2 (8.0%)	9 (36.0%)	13 (52.0%)	1 (4.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=22				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				13.6%		86.4%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: PROJECT IMPACT (Greensboro) (#279, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=7

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	-	-	1 (14.3%)	2 (28.6%)	4 (57.1%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	*	*	-	-	2 (28.6%)	2 (28.6%)	3 (42.9%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.29	1.11	1 (14.3%)	-	2 (28.6%)	4 (57.1%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.43	.54	-	-	4 (57.1%)	3 (42.9%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	*	*	-	-	1 (14.3%)	3 (42.9%)	1 (14.3%)	2 (28.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	1 (14.3%)	1 (14.3%)	2 (28.6%)	3 (42.9%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	*	*	-	1 (14.3%)	1 (14.3%)	2 (28.6%)	1 (14.3%)	2 (28.6%)
8	The tutoring sessions always started on time.	3.60	.55	-	-	2 (28.6%)	3 (42.9%)	2 (28.6%)	-
9	The tutoring sessions always ended on time.	3.80	.45	-	-	1 (14.3%)	4 (57.1%)	2 (28.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.60	.55	-	-	2 (28.6%)	3 (42.9%)	1 (14.3%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=4				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: RAE Educational Services, Inc. (#294, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=1

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	<	<	<	<	<	<
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	*	*	<	<	<	<	<	<
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	*	*	<	<	<	<	<	<
4	The tutoring provider always answered my questions about my child's tutoring.	*	*	<	<	<	<	<	<
5	The tutoring provider adequately communicated with me about my child's progress.	*	*	<	<	<	<	<	<
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	<	<	<	<	<	<
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	*	*	<	<	<	<	<	<
8	The tutoring sessions always started on time.	*	*	<	<	<	<	<	<
9	The tutoring sessions always ended on time.	*	*	<	<	<	<	<	<
10	Overall, I am happy with the tutoring my child received.	*	*	<	<	<	<	<	<
<b>Parent Satisfaction Outcomes</b>									
Total N=1				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: RICCE, INC (#68, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=6

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.00	1.23	1 (16.7%)	-	2 (33.3%)	2 (33.3%)	-	1 (16.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.00	1.10	1 (16.7%)	-	3 (50.0%)	2 (33.3%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.33	1.03	1 (16.7%)	3 (50.0%)	1 (16.7%)	1 (16.7%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	2.83	1.17	1 (16.7%)	1 (16.7%)	2 (33.3%)	2 (33.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.17	1.17	1 (16.7%)	-	2 (33.3%)	3 (50.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	1 (16.7%)	1 (16.7%)	4 (66.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.17	1.17	1 (16.7%)	-	2 (33.3%)	3 (50.0%)	-	-
8	The tutoring sessions always started on time.	*	*	1 (16.7%)	-	-	2 (33.3%)	3 (50.0%)	-
9	The tutoring sessions always ended on time.	3.00	1.23	1 (16.7%)	-	2 (33.3%)	2 (33.3%)	1 (16.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.33	1.21	1 (16.7%)	-	1 (16.7%)	4 (66.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=6				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				16.7%		83.3%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Richmond County Schools HOPE Learning Community (#39, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=75

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.41	.63	-	5 (6.7%)	31 (41.3%)	33 (44.0%)	4 (5.3%)	1 (1.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.37	.62	-	5 (6.7%)	35 (46.7%)	31 (41.3%)	4 (5.3%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.13	.75	1 (1.3%)	13 (17.3%)	34 (45.3%)	24 (32.0%)	2 (2.7%)	1 (1.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.22	.73	1 (1.3%)	8 (10.7%)	30 (40.0%)	24 (32.0%)	3 (4.0%)	7 (9.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.21	.78	2 (2.7%)	9 (12.0%)	31 (41.3%)	28 (37.3%)	1 (1.3%)	2 (2.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.34	.71	1 (1.3%)	3 (4.0%)	20 (26.7%)	20 (26.7%)	30 (40.0%)	1 (1.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.35	.67	1 (1.3%)	4 (5.3%)	32 (42.7%)	29 (38.7%)	5 (6.7%)	2 (2.7%)
8	The tutoring sessions always started on time.	3.47	.50	-	-	31 (41.3%)	28 (37.3%)	14 (18.7%)	2 (2.7%)
9	The tutoring sessions always ended on time.	3.49	.53	-	1 (1.3%)	36 (48.0%)	38 (50.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.53	.65	-	6 (8.0%)	22 (29.3%)	45 (60.0%)	1 (1.3%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=73				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				4.1%		95.9%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Rockingham District Partners In Ministry (#247, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=7

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.71	.49	-	-	2 (28.6%)	5 (71.4%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.71	.49	-	-	2 (28.6%)	5 (71.4%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.80	.45	-	-	1 (14.3%)	4 (57.1%)	2 (28.6%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.80	.45	-	-	1 (14.3%)	4 (57.1%)	1 (14.3%)	1 (14.3%)
8	The tutoring sessions always started on time.	3.71	.49	-	-	2 (28.6%)	5 (71.4%)	-	-
9	The tutoring sessions always ended on time.	3.71	.49	-	-	2 (28.6%)	5 (71.4%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.71	.49	-	-	2 (28.6%)	5 (71.4%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=7				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				0.0%		100.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: School Management & Revitalize Training, Co. SMART Group Co. (#237, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=17

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.67	.49	-	-	4 (23.5%)	8 (47.1%)	5 (29.4%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.81	.40	-	-	3 (17.6%)	13 (76.5%)	1 (5.9%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.47	.51	-	-	9 (52.9%)	8 (47.1%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.65	.49	-	-	6 (35.3%)	11 (64.7%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.53	.51	-	-	8 (47.1%)	9 (52.9%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.40	.51	-	-	9 (52.9%)	6 (35.3%)	2 (11.8%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.65	.49	-	-	6 (35.3%)	11 (64.7%)	-	-
8	The tutoring sessions always started on time.	3.65	.49	-	-	6 (35.3%)	11 (64.7%)	-	-
9	The tutoring sessions always ended on time.	3.65	.49	-	-	6 (35.3%)	11 (64.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.71	.47	-	-	5 (29.4%)	12 (70.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=17				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Shout Church (#103, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=47

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	-	-	1 (2.1%)	-	2 (4.3%)	44 (93.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.02	.15	-	-	44 (93.6%)	1 (2.1%)	1 (2.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.02	.15	-	-	43 (91.5%)	1 (2.1%)	1 (2.1%)	2 (4.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.02	.15	-	-	44 (93.6%)	1 (2.1%)	1 (2.1%)	1 (2.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.02	.15	-	-	43 (91.5%)	1 (2.1%)	2 (4.3%)	1 (2.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.02	.15	-	-	42 (89.4%)	1 (2.1%)	3 (6.4%)	1 (2.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.02	.15	-	-	42 (89.4%)	1 (2.1%)	3 (6.4%)	1 (2.1%)
8	The tutoring sessions always started on time.	2.86	.38	-	1 (2.1%)	6 (12.8%)	-	2 (4.3%)	38 (80.9%)
9	The tutoring sessions always ended on time.	3.00	.00	-	-	5 (10.6%)	-	3 (6.4%)	39 (83.0%)
10	Overall, I am happy with the tutoring my child received.	1.33	.82	35 (74.5%)	2 (4.3%)	3 (6.4%)	2 (4.3%)	1 (2.1%)	4 (8.5%)
<b>Parent Satisfaction Outcomes</b>									
Total N=42				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Siler City Elementary Tutoring (#48, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=71

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.47	.62	1 (1.4%)	1 (1.4%)	27 (38.0%)	31 (43.7%)	6 (8.5%)	4 (5.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.43	.63	1 (1.4%)	2 (2.8%)	32 (45.1%)	34 (47.9%)	1 (1.4%)	1 (1.4%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.17	.80	2 (2.8%)	8 (11.3%)	26 (36.6%)	22 (31.0%)	6 (8.5%)	6 (8.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.22	.74	2 (2.8%)	4 (5.6%)	29 (40.8%)	20 (28.2%)	7 (9.9%)	7 (9.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.32	.78	3 (4.2%)	3 (4.2%)	28 (39.4%)	29 (40.8%)	4 (5.6%)	1 (1.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.45	.54	-	1 (1.4%)	24 (33.8%)	22 (31.0%)	23 (32.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.53	.61	1 (1.4%)	1 (1.4%)	27 (38.0%)	39 (54.9%)	3 (4.2%)	-
8	The tutoring sessions always started on time.	3.49	.54	-	1 (1.4%)	27 (38.0%)	29 (40.8%)	12 (16.9%)	-
9	The tutoring sessions always ended on time.	3.49	.61	1 (1.4%)	1 (1.4%)	30 (42.3%)	36 (50.7%)	3 (4.2%)	-
10	Overall, I am happy with the tutoring my child received.	3.59	.52	-	1 (1.4%)	26 (36.6%)	42 (59.2%)	1 (1.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=66				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				1.5%		98.5%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Smart Choices for Youth, Inc. (#96, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=10

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.40	.52	-	-	6 (60.0%)	4 (40.0%)	-	-
2	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%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.40	.52	-	-	6 (60.0%)	4 (40.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.50	.53	-	-	5 (50.0%)	5 (50.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.60	.52	-	-	4 (40.0%)	6 (60.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.30	.48	-	-	7 (70.0%)	3 (30.0%)	-	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.20	.42	-	-	8 (80.0%)	2 (20.0%)	-	-
8	The tutoring sessions always started on time.	3.50	.53	-	-	5 (50.0%)	5 (50.0%)	-	-
9	The tutoring sessions always ended on time.	3.50	.53	-	-	5 (50.0%)	5 (50.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.50	.53	-	-	5 (50.0%)	5 (50.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=10				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan / Ace It! Tutoring of Elizabeth City (#60, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=114

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.29	.76	2 (1.8%)	12 (10.5%)	40 (35.1%)	45 (39.5%)	1 (0.9%)	13 (11.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.41	.69	1 (0.9%)	9 (7.9%)	40 (35.1%)	53 (46.5%)	1 (0.9%)	10 (8.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.58	.96	12 (10.5%)	30 (26.3%)	29 (25.4%)	17 (14.9%)	17 (14.9%)	4 (3.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.80	.90	6 (5.3%)	21 (18.4%)	31 (27.2%)	18 (15.8%)	11 (9.6%)	22 (19.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.71	.99	13 (11.4%)	26 (22.8%)	34 (29.8%)	24 (21.1%)	5 (4.4%)	7 (6.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.00	.86	3 (2.6%)	12 (10.5%)	25 (21.9%)	18 (15.8%)	55 (48.2%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.17	.85	7 (6.1%)	9 (7.9%)	47 (41.2%)	41 (36.0%)	6 (5.3%)	2 (1.8%)
8	The tutoring sessions always started on time.	3.38	.62	1 (0.9%)	2 (1.8%)	37 (32.5%)	31 (27.2%)	42 (36.8%)	1 (0.9%)
9	The tutoring sessions always ended on time.	3.40	.580	1 (0.9%)	1 (0.9%)	47 (41.2%)	38 (33.3%)	26 (22.8%)	1 (0.9%)
10	Overall, I am happy with the tutoring my child received.	3.43	.74	4 (3.5%)	4 (3.5%)	42 (36.8%)	59 (51.8%)	5 (4.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=102				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				14.7%		85.3%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Center - Burlington, NC (#102, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=42

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.20	1.02	4 (9.5%)	3 (7.1%)	10 (23.8%)	18 (42.9%)	-	7 (16.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.85	2 (4.8%)	3 (7.1%)	13 (31.0%)	19 (45.2%)	2 (4.8%)	2 (4.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.98	.86	3 (7.1%)	6 (14.3%)	20 (47.6%)	11 (26.2%)	1 (2.4%)	1 (2.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.81	2 (4.8%)	2 (4.8%)	17 (40.5%)	14 (33.3%)	2 (4.8%)	5 (11.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.93	.83	3 (7.1%)	6 (14.3%)	22 (52.4%)	9 (21.4%)	-	2 (4.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.05	.97	2 (4.8%)	2 (4.8%)	8 (19.0%)	7 (16.7%)	22 (52.4%)	1 (2.4%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.24	.86	3 (7.1%)	1 (2.4%)	17 (40.5%)	16 (38.1%)	5 (11.9%)	-
8	The tutoring sessions always started on time.	3.31	.78	2 (4.8%)	-	16 (38.1%)	14 (33.3%)	10 (23.8%)	-
9	The tutoring sessions always ended on time.	3.35	.74	2 (4.8%)	-	20 (47.6%)	18 (42.9%)	2 (4.8%)	-
10	Overall, I am happy with the tutoring my child received.	3.35	.86	2 (4.8%)	4 (9.5%)	12 (28.6%)	22 (52.4%)	2 (4.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=39				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				12.8%		87.2%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Center of Greensboro (#16, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=40

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.31	.63	-	3 (7.5%)	18 (45.0%)	14 (35.0%)	3 (7.5%)	1 (2.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.34	.71	1 (2.5%)	2 (5.0%)	18 (45.0%)	17 (42.5%)	2 (5.0%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.92	.80	1 (2.5%)	10 (25.0%)	17 (42.5%)	9 (22.5%)	2 (5.0%)	1 (2.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.09	.78	-	8 (20.0%)	13 (32.5%)	11 (27.5%)	4 (10.0%)	2 (5.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.13	.67	-	6 (15.0%)	21 (52.5%)	11 (27.5%)	-	1 (2.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.07	.59	-	2 (5.0%)	10 (25.0%)	3 (7.5%)	21 (52.5%)	1 (2.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.29	.65	1 (2.5%)	1 (2.5%)	22 (55.0%)	14 (35.0%)	1 (2.5%)	-
8	The tutoring sessions always started on time.	3.47	.51	-	-	16 (40.0%)	14 (35.0%)	10 (25.0%)	-
9	The tutoring sessions always ended on time.	3.45	.51	-	-	18 (45.0%)	15 (37.5%)	7 (17.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.45	.55	-	1 (2.5%)	20 (50.0%)	19 (47.5%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=39				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				2.6%		97.4%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Center of Hickory (#59, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=120

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.48	.71	3 (2.5%)	1 (0.8%)	31 (25.8%)	45 (37.5%)	4 (3.3%)	35 (29.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.53	.64	2 (1.7%)	1 (0.8%)	34 (28.3%)	53 (44.2%)	7 (5.8%)	20 (16.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.85	.91	9 (7.5%)	27 (22.5%)	45 (37.5%)	29 (24.2%)	3 (2.5%)	7 (5.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.00	.85	7 (5.8%)	16 (13.3%)	51 (42.5%)	30 (25.0%)	3 (2.5%)	11 (9.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.92	.89	9 (7.5%)	22 (18.3%)	51 (42.5%)	31 (25.8%)	4 (3.3%)	2 (1.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.07	.86	4 (3.3%)	2 (1.7%)	24 (20.0%)	13 (10.8%)	72 (60.0%)	5 (4.2%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.16	.79	7 (5.8%)	7 (5.8%)	61 (50.8%)	39 (32.5%)	4 (3.3%)	1 (0.8%)
8	The tutoring sessions always started on time.	3.45	.66	3 (2.5%)	-	45 (37.5%)	51 (42.5%)	21 (17.5%)	-
9	The tutoring sessions always ended on time.	3.42	.68	3 (2.5%)	3 (2.5%)	52 (43.3%)	57 (47.5%)	5 (4.2%)	-
10	Overall, I am happy with the tutoring my child received.	3.51	.66	3 (2.5%)	1 (0.8%)	44 (36.7%)	65 (54.2%)	7 (5.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=110				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				6.4%		93.6%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Center of Salisbury (#210, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=21

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.73	.46	-	-	4 (19.0%)	11 (52.4%)	1 (4.8%)	5 (23.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.72	.46	-	-	5 (23.8%)	13 (61.9%)	2 (9.5%)	1 (4.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.71	.56	-	1 (4.8%)	4 (19.0%)	16 (76.2%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.60	.50	-	-	8 (38.1%)	12 (57.1%)	-	1 (4.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.71	.46	-	-	6 (28.6%)	15 (71.4%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.67	.65	-	1 (4.8%)	2 (9.5%)	9 (42.9%)	8 (38.1%)	1 (4.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.62	.59	-	1 (4.8%)	6 (28.6%)	14 (66.7%)	-	-
8	The tutoring sessions always started on time.	3.93	.27	-	-	1 (4.8%)	13 (61.9%)	6 (28.6%)	1 (4.8%)
9	The tutoring sessions always ended on time.	3.89	.32	-	-	2 (9.5%)	17 (81.0%)	1 (4.8%)	-
10	Overall, I am happy with the tutoring my child received.	3.85	.37	-	-	3 (14.3%)	17 (81.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=21						Dissatisfied	Satisfied		
If mean score <2.5 then parent outcome = "Dissatisfied"						0.0%	100.0%		
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Center of Wilmington/Burgaw (#75, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=16

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.67	.50	-	-	3 (18.8%)	6 (37.5%)	-	7 (43.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.33	1.16	2 (12.5%)	-	2 (12.5%)	8 (50.0%)	1 (6.3%)	3 (18.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.44	1.21	3 (18.8%)	-	-	13 (81.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.44	1.21	3 (18.8%)	-	-	13 (81.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.44	1.21	3 (18.8%)	-	-	13 (81.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.19	.98	2 (12.5%)	-	7 (43.8%)	7 (43.8%)	-	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.31	1.20	3 (18.8%)	-	2 (12.5%)	11 (68.8%)	-	-
8	The tutoring sessions always started on time.	3.31	1.20	3 (18.8%)	-	2 (12.5%)	11 (68.8%)	-	-
9	The tutoring sessions always ended on time.	3.31	1.20	3 (18.8%)	-	2 (12.5%)	11 (68.8%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.44	1.21	3 (18.8%)	-	-	13 (81.3%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=16				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				18.8%		81.3%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Center of Winston-Salem (#34, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=9

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.43	.54	-	-	4 (44.4%)	3 (33.3%)	1 (11.1%)	1 (11.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.25	1.17	1 (11.1%)	1 (11.1%)	1 (11.1%)	5 (55.6%)	-	1 (11.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.38	.52	-	-	5 (55.6%)	3 (33.3%)	1 (11.1%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.43	.79	-	1 (11.1%)	2 (22.2%)	4 (44.4%)	1 (11.1%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.00	1.00	1 (11.1%)	-	4 (44.4%)	2 (22.2%)	1 (11.1%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	1 (11.1%)	1 (11.1%)	-	-	5 (55.6%)	1 (11.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.22	.83	-	2 (22.2%)	3 (33.3%)	4 (44.4%)	-	-
8	The tutoring sessions always started on time.	3.38	1.06	1 (11.1%)	-	2 (22.2%)	5 (55.6%)	1 (11.1%)	-
9	The tutoring sessions always ended on time.	3.38	1.06	1 (11.1%)	-	2 (22.2%)	5 (55.6%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.56	1.01	1 (11.1%)	-	1 (11.1%)	7 (77.8%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=8				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				12.5%		87.5%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Center, Dougherty Group, Ltd. (#22, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=27

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.44	.71	-	2 (7.4%)	6 (22.2%)	10 (37.0%)	1 (3.7%)	8 (29.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.56	.51	-	-	8 (29.6%)	10 (37.0%)	1 (3.7%)	8 (29.6%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.41	.84	2 (7.4%)	-	10 (37.0%)	15 (55.6%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.41	.89	2 (7.4%)	1 (3.7%)	8 (29.6%)	16 (59.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.30	.91	2 (7.4%)	2 (7.4%)	9 (33.3%)	14 (51.9%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.79	1.05	2 (7.4%)	3 (11.1%)	5 (18.5%)	4 (14.8%)	13 (48.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.38	.57	-	1 (3.7%)	14 (51.9%)	11 (40.7%)	1 (3.7%)	-
8	The tutoring sessions always started on time.	3.56	.51	-	-	12 (44.4%)	15 (55.6%)	-	-
9	The tutoring sessions always ended on time.	3.56	.51	-	-	11 (40.7%)	14 (51.9%)	2 (7.4%)	-
10	Overall, I am happy with the tutoring my child received.	3.70	.47	-	-	8 (29.6%)	19 (70.4%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=27				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				7.4%		92.6%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Centers of Charlotte (#65, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=649

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.48	.70	16 (2.5%)	26 (4.0%)	217 (33.4%)	349 (53.8%)	19 (2.9%)	18 (2.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.70	15 (2.3%)	29 (4.5%)	229 (35.3%)	332 (51.2%)	22 (3.4%)	18 (2.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.06	.93	44 (6.8%)	106 (16.3%)	212 (32.7%)	228 (35.1%)	30 (4.6%)	23 (3.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.24	.82	21 (3.2%)	71 (10.9%)	212 (32.7%)	244 (37.6%)	42 (6.5%)	52 (8.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.32	.81	25 (3.9%)	58 (8.9%)	223 (34.4%)	302 (46.5%)	19 (2.9%)	15 (2.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.40	.79	18 (2.8%)	23 (3.5%)	144 (22.2%)	222 (34.2%)	219 (33.7%)	15 (2.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.45	.71	19 (2.9%)	24 (3.7%)	236 (36.4%)	341 (52.5%)	18 (2.8%)	2 (0.3%)
8	The tutoring sessions always started on time.	3.52	.65	12 (1.8%)	8 (1.2%)	199 (30.7%)	309 (47.6%)	111 (17.1%)	1 (0.2%)
9	The tutoring sessions always ended on time.	3.50	.63	10 (1.5%)	13 (2.0%)	235 (36.2%)	319 (49.2%)	65 (10.0%)	1 (0.2%)
10	Overall, I am happy with the tutoring my child received.	3.52	.73	22 (3.4%)	25 (3.9%)	189 (29.1%)	400 (61.6%)	10 (1.5%)	1 (0.2%)
<b>Parent Satisfaction Outcomes</b>									
Total N=620				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				7.1%		92.9%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Centers of High Point/Mooresville (#74, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=82

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.33	.73	2 (2.4%)	6 (7.3%)	36 (43.9%)	36 (43.9%)	1 (1.2%)	1 (1.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.49	.57	-	3 (3.7%)	36 (43.9%)	43 (52.4%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.90	.75	2 (2.4%)	17 (20.7%)	37 (45.1%)	14 (17.1%)	8 (9.8%)	4 (4.9%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.73	1 (1.2%)	9 (11.0%)	31 (37.8%)	22 (26.8%)	7 (8.5%)	12 (14.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.09	.68	1 (1.2%)	11 (13.4%)	43 (52.4%)	20 (24.4%)	5 (6.1%)	2 (2.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	2.90	.65	1 (1.2%)	5 (6.1%)	21 (25.6%)	4 (4.9%)	50 (61.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.62	1 (1.2%)	3 (3.7%)	41 (50.0%)	30 (36.6%)	6 (7.3%)	1 (1.2%)
8	The tutoring sessions always started on time.	3.39	.55	-	2 (2.4%)	36 (43.9%)	28 (34.1%)	16 (19.5%)	-
9	The tutoring sessions always ended on time.	3.42	.53	-	1 (1.2%)	40 (48.8%)	32 (39.0%)	9 (11.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.51	.64	-	6 (7.3%)	27 (32.9%)	46 (56.1%)	2 (2.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=81				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				3.7%		96.3%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Ctr./Ace It Tutoring of Henderson and Roanoke Rapids (#35, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=130

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.11	.91	9 (6.9%)	7 (5.4%)	44 (33.8%)	36 (27.7%)	5 (3.8%)	25 (19.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.28	.85	8 (6.2%)	4 (3.1%)	47 (36.2%)	50 (38.5%)	8 (6.2%)	12 (9.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.12	.84	8 (6.2%)	11 (8.5%)	58 (44.6%)	41 (31.5%)	8 (6.2%)	4 (3.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.85	8 (6.2%)	4 (3.1%)	49 (37.7%)	44 (33.8%)	18 (13.8%)	7 (5.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.12	.84	7 (5.4%)	14 (10.8%)	55 (42.3%)	42 (32.3%)	6 (4.6%)	5 (3.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.04	.93	7 (5.4%)	7 (5.4%)	31 (23.8%)	24 (18.5%)	58 (44.6%)	2 (1.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.21	.82	7 (5.4%)	9 (6.9%)	56 (43.1%)	48 (36.9%)	4 (3.1%)	4 (3.1%)
8	The tutoring sessions always started on time.	3.26	.73	5 (3.8%)	2 (1.5%)	55 (42.3%)	38 (29.2%)	30 (23.1%)	-
9	The tutoring sessions always ended on time.	3.35	.71	5 (3.8%)	1 (0.8%)	61 (46.9%)	53 (40.8%)	10 (7.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.32	.82	7 (5.4%)	7 (5.4%)	49 (37.7%)	60 (46.2%)	6 (4.6%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=116				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				10.3%		89.7%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning of Gastonia (#87, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=33

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.48	.75	1 (3.0%)	1 (3.0%)	9 (27.3%)	16 (48.5%)	1 (3.0%)	5 (15.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.48	.70	1 (3.0%)	-	11 (33.3%)	15 (45.5%)	1 (3.0%)	5 (15.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.48	.67	1 (3.0%)	-	14 (42.4%)	18 (54.5%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.50	.67	1 (3.0%)	-	13 (39.4%)	18 (54.5%)	-	1 (3.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.61	.66	1 (3.0%)	-	10 (30.3%)	22 (66.7%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.25	.55	-	1 (3.0%)	13 (39.4%)	6 (18.2%)	13 (39.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.69	1 (3.0%)	1 (3.0%)	17 (51.5%)	14 (42.4%)	-	-
8	The tutoring sessions always started on time.	3.30	.67	1 (3.0%)	-	16 (48.5%)	10 (30.3%)	6 (18.2%)	-
9	The tutoring sessions always ended on time.	3.36	.70	1 (3.0%)	1 (3.0%)	16 (48.5%)	15 (45.5%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.52	.71	1 (3.0%)	1 (3.0%)	11 (33.3%)	20 (60.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=33				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				3.0%		97.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning-Albemarle (#51, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=112

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.44	.66	2 (1.8%)	2 (1.8%)	40 (35.7%)	46 (41.1%)	9 (8.0%)	12 (10.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.35	.61	1 (0.9%)	4 (3.6%)	54 (48.2%)	41 (36.6%)	3 (2.7%)	8 (7.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.73	.95	12 (10.7%)	21 (18.8%)	40 (35.7%)	20 (17.9%)	7 (6.3%)	11 (9.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.91	.83	7 (6.3%)	12 (10.7%)	48 (42.9%)	18 (16.1%)	5 (4.5%)	20 (17.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.09	.83	8 (7.1%)	6 (5.4%)	55 (49.1%)	31 (27.7%)	6 (5.4%)	3 (2.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.29	.67	1 (0.9%)	3 (2.7%)	28 (25.0%)	20 (17.9%)	59 (52.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.22	.69	2 (1.8%)	9 (8.0%)	55 (49.1%)	35 (31.3%)	8 (7.1%)	2 (1.8%)
8	The tutoring sessions always started on time.	3.47	.50	-	-	48 (42.9%)	42 (37.5%)	20 (17.9%)	-
9	The tutoring sessions always ended on time.	3.40	.55	-	3 (2.7%)	58 (51.8%)	46 (41.1%)	5 (4.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.52	.57	-	4 (3.6%)	45 (40.2%)	61 (54.5%)	1 (0.9%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=102				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				6.9%		93.1%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: TCAL, The Center for Accelerated Learning (#57, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=6

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.40	.55	-	-	3 (50.0%)	2 (33.3%)	-	1 (16.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.55	-	-	3 (50.0%)	3 (50.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.17	.41	-	-	5 (83.3%)	1 (16.7%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.33	.52	-	-	4 (66.7%)	2 (33.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	3 (50.0%)	1 (16.7%)	1 (16.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.50	.55	-	-	3 (50.0%)	3 (50.0%)	-	-
8	The tutoring sessions always started on time.	3.83	.41	-	-	1 (16.7%)	5 (83.3%)	-	-
9	The tutoring sessions always ended on time.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.83	.41	-	-	1 (16.7%)	5 (83.3%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=6				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: TCY Learning Solutions LLC (#47, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=1

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	*	*	<	<	<	<	<	<
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	*	*	<	<	<	<	<	<
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	*	*	<	<	<	<	<	<
4	The tutoring provider always answered my questions about my child's tutoring.	*	*	<	<	<	<	<	<
5	The tutoring provider adequately communicated with me about my child's progress.	*	*	<	<	<	<	<	<
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	<	<	<	<	<	<
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	*	*	<	<	<	<	<	<
8	The tutoring sessions always started on time.	*	*	<	<	<	<	<	<
9	The tutoring sessions always ended on time.	*	*	<	<	<	<	<	<
10	Overall, I am happy with the tutoring my child received.	*	*	<	<	<	<	<	<
<b>Parent Satisfaction Outcomes</b>									
Total N=1				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				i		i			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

\* 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.

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: The Aya Center (#266, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=57

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.17	.85	4 (7.0%)	3 (5.3%)	26 (45.6%)	20 (35.1%)	1 (1.8%)	3 (5.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.20	.88	4 (7.0%)	5 (8.8%)	23 (40.4%)	24 (42.1%)	1 (1.8%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.96	.95	5 (8.8%)	6 (10.5%)	20 (35.1%)	14 (24.6%)	3 (5.3%)	7 (12.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.27	.75	2 (3.5%)	2 (3.5%)	23 (40.4%)	18 (31.6%)	3 (5.3%)	9 (15.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.09	.91	3 (5.3%)	8 (14.0%)	18 (31.6%)	18 (31.6%)	4 (7.0%)	6 (10.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.06	.85	2 (3.5%)	4 (7.0%)	15 (26.3%)	10 (17.5%)	25 (43.9%)	1 (1.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.35	.80	3 (5.3%)	2 (3.5%)	23 (40.4%)	27 (47.4%)	2 (3.5%)	-
8	The tutoring sessions always started on time.	3.45	.75	2 (3.5%)	1 (1.8%)	18 (31.6%)	26 (45.6%)	10 (17.5%)	-
9	The tutoring sessions always ended on time.	3.44	.76	2 (3.5%)	2 (3.5%)	18 (31.6%)	28 (49.1%)	7 (12.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.42	.80	3 (5.3%)	1 (1.8%)	19 (33.3%)	29 (50.9%)	4 (7.0%)	1 (1.8%)
<b>Parent Satisfaction Outcomes</b>									
Total N=52				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				11.5%		88.5%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: The Greater Enrichment Program, Inc. (#99, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=25

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.56	.71	1 (4.0%)	-	8 (32.0%)	16 (64.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.60	.58	-	1 (4.0%)	8 (32.0%)	16 (64.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.55	.80	2 (8.0%)	8 (32.0%)	10 (40.0%)	2 (8.0%)	2 (8.0%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	2.90	.89	1 (4.0%)	6 (24.0%)	8 (32.0%)	6 (24.0%)	3 (12.0%)	1 (4.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.14	.94	1 (4.0%)	5 (20.0%)	6 (24.0%)	10 (40.0%)	2 (8.0%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.31	.95	1 (4.0%)	1 (4.0%)	4 (16.0%)	7 (28.0%)	11 (44.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.46	.72	1 (4.0%)	-	10 (40.0%)	13 (52.0%)	1 (4.0%)	-
8	The tutoring sessions always started on time.	3.47	.51	-	-	9 (36.0%)	8 (32.0%)	8 (32.0%)	-
9	The tutoring sessions always ended on time.	3.41	.51	-	-	10 (40.0%)	7 (28.0%)	8 (32.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.42	.88	2 (8.0%)	-	8 (32.0%)	14 (56.0%)	1 (4.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=22				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.5%		95.5%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: The Hill Center (#93, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=40

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.38	.70	1 (2.5%)	1 (2.5%)	16 (40.0%)	16 (40.0%)	1 (2.5%)	4 (10.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.56	.55	-	1 (2.5%)	15 (37.5%)	23 (57.5%)	1 (2.5%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.29	.82	1 (2.5%)	4 (10.0%)	11 (27.5%)	15 (37.5%)	5 (12.5%)	4 (10.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.44	.72	-	4 (10.0%)	10 (25.0%)	18 (45.0%)	5 (12.5%)	2 (5.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.38	.74	-	5 (12.5%)	11 (27.5%)	18 (45.0%)	-	3 (7.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.55	.57	-	1 (2.5%)	11 (27.5%)	17 (42.5%)	10 (25.0%)	1 (2.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.47	.60	-	2 (5.0%)	16 (40.0%)	20 (50.0%)	-	2 (5.0%)
8	The tutoring sessions always started on time.	3.58	.50	-	-	16 (40.0%)	22 (55.0%)	2 (5.0%)	-
9	The tutoring sessions always ended on time.	3.54	.56	-	1 (2.5%)	15 (37.5%)	21 (52.5%)	2 (5.0%)	1 (2.5%)
10	Overall, I am happy with the tutoring my child received.	3.64	.58	-	2 (5.0%)	10 (25.0%)	27 (67.5%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=38				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				5.3%		94.7%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: The Potter's Village After-School Tutorial Program (#246, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=27

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.00	.65	-	5 (18.5%)	15 (55.6%)	5 (18.5%)	2 (7.4%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.12	.60	-	3 (11.1%)	16 (59.3%)	6 (22.2%)	2 (7.4%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.04	.55	1 (3.7%)	-	20 (74.1%)	3 (11.1%)	-	3 (11.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.04	.56	1 (3.7%)	-	19 (70.4%)	3 (11.1%)	1 (3.7%)	3 (11.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.96	.48	-	3 (11.1%)	18 (66.7%)	2 (7.4%)	2 (7.4%)	2 (7.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.06	.25	-	-	15 (55.6%)	1 (3.7%)	11 (40.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.04	.45	-	2 (7.4%)	21 (77.8%)	3 (11.1%)	1 (3.7%)	-
8	The tutoring sessions always started on time.	3.10	.31	-	-	18 (66.7%)	2 (7.4%)	7 (25.9%)	-
9	The tutoring sessions always ended on time.	3.08	.50	-	2 (7.4%)	18 (66.7%)	4 (14.8%)	3 (11.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.19	.69	-	4 (14.8%)	13 (48.1%)	9 (33.3%)	1 (3.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=26				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				7.7%		92.3%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: The Reaching All Minds Organization (RAM) (#3, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=172

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.43	.63	2 (1.2%)	5 (2.9%)	67 (39.0%)	72 (41.9%)	11 (6.4%)	15 (8.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.38	.61	1 (0.6%)	8 (4.7%)	82 (47.7%)	72 (41.9%)	7 (4.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.25	.69	2 (1.2%)	16 (9.3%)	76 (44.2%)	57 (33.1%)	6 (3.5%)	13 (7.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.25	.65	2 (1.2%)	11 (6.4%)	83 (48.3%)	52 (30.2%)	9 (5.2%)	13 (7.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.19	.72	3 (1.7%)	19 (11.0%)	80 (46.5%)	55 (32.0%)	7 (4.1%)	6 (3.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.16	.69	1 (0.6%)	10 (5.8%)	42 (24.4%)	24 (14.0%)	85 (49.4%)	5 (2.9%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.32	.59	1 (0.6%)	7 (4.1%)	86 (50.0%)	57 (33.1%)	14 (8.1%)	4 (2.3%)
8	The tutoring sessions always started on time.	3.38	.54	1 (0.6%)	1 (0.6%)	88 (51.2%)	60 (34.9%)	21 (12.2%)	1 (0.6%)
9	The tutoring sessions always ended on time.	3.38	.55	1 (0.6%)	2 (1.2%)	92 (53.5%)	64 (37.2%)	13 (7.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.50	.58	1 (0.6%)	4 (2.3%)	73 (42.4%)	89 (51.7%)	5 (2.9%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=159				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				5.0%		95.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Thomasville City Schools (#30, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=19

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.44	.51	-	-	10 (52.6%)	8 (42.1%)	1 (5.3%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.22	.55	-	1 (5.3%)	12 (63.2%)	5 (26.3%)	1 (5.3%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.59	-	3 (15.8%)	12 (63.2%)	3 (15.8%)	-	1 (5.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.20	.56	-	1 (5.3%)	10 (52.6%)	4 (21.1%)	1 (5.3%)	2 (10.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.11	.47	-	1 (5.3%)	14 (73.7%)	3 (15.8%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.27	.65	-	1 (5.3%)	6 (31.6%)	4 (21.1%)	8 (42.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.32	.58	-	1 (5.3%)	11 (57.9%)	7 (36.8%)	-	-
8	The tutoring sessions always started on time.	3.29	.61	-	1 (5.3%)	8 (42.1%)	5 (26.3%)	5 (26.3%)	-
9	The tutoring sessions always ended on time.	3.41	.51	-	-	10 (52.6%)	7 (36.8%)	2 (10.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.53	.51	-	-	9 (47.4%)	10 (52.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=19				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				0.0%		100.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Top Notch Learning Company, Inc. (#27, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=59

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.52	.51	-	-	25 (42.4%)	27 (45.8%)	4 (6.8%)	3 (5.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.53	.50	-	-	28 (47.5%)	31 (52.5%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.17	.75	-	11 (18.6%)	23 (39.0%)	20 (33.9%)	2 (3.4%)	3 (5.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.31	.68	-	6 (10.2%)	23 (39.0%)	22 (37.3%)	3 (5.1%)	4 (6.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.42	.61	-	3 (5.1%)	24 (40.7%)	25 (42.4%)	3 (5.1%)	4 (6.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.58	.50	-	-	15 (25.4%)	21 (35.6%)	22 (37.3%)	1 (1.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.62	.49	-	-	20 (33.9%)	33 (55.9%)	5 (8.5%)	1 (1.7%)
8	The tutoring sessions always started on time.	3.62	.49	-	-	18 (30.5%)	29 (49.2%)	12 (20.3%)	-
9	The tutoring sessions always ended on time.	3.62	.49	-	-	21 (35.6%)	34 (57.6%)	4 (6.8%)	-
10	Overall, I am happy with the tutoring my child received.	3.63	.52	-	1 (1.7%)	19 (32.2%)	37 (62.7%)	2 (3.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=56				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				0.0%		100.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Total Tutors, LLC (#45, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=89

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.15	.91	7 (7.9%)	6 (6.7%)	34 (38.2%)	32 (36.0%)	5 (5.6%)	4 (4.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.20	.77	4 (4.5%)	5 (5.6%)	43 (48.3%)	29 (32.6%)	6 (6.7%)	2 (2.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.92	.86	4 (4.5%)	19 (21.3%)	33 (37.1%)	21 (23.6%)	3 (3.4%)	7 (7.9%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.90	.77	3 (3.4%)	16 (18.0%)	38 (42.7%)	15 (16.9%)	3 (3.4%)	11 (12.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.80	.84	7 (7.9%)	17 (19.1%)	43 (48.3%)	15 (16.9%)	3 (3.4%)	4 (4.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.02	.70	1 (1.1%)	7 (7.9%)	26 (29.2%)	10 (11.2%)	41 (46.1%)	2 (2.2%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.05	.73	2 (2.2%)	14 (15.7%)	45 (50.6%)	22 (24.7%)	5 (5.6%)	1 (1.1%)
8	The tutoring sessions always started on time.	3.33	.56	-	3 (3.4%)	40 (44.9%)	26 (29.2%)	20 (22.5%)	-
9	The tutoring sessions always ended on time.	3.29	.57	-	5 (5.6%)	50 (56.2%)	30 (33.7%)	3 (3.4%)	-
10	Overall, I am happy with the tutoring my child received.	3.14	.87	6 (6.7%)	8 (9.0%)	37 (41.6%)	32 (36.0%)	4 (4.5%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=85				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				17.6%		82.4%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: TRAC Enrichment Center, Inc. (#11, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=50

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.58	.68	1 (2.0%)	2 (4.0%)	13 (26.0%)	32 (64.0%)	2 (4.0%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.64	.61	1 (2.0%)	-	14 (28.0%)	32 (64.0%)	2 (4.0%)	1 (2.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.60	.67	1 (2.0%)	1 (2.0%)	12 (24.0%)	28 (56.0%)	3 (6.0%)	4 (8.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.52	.74	2 (4.0%)	1 (2.0%)	15 (30.0%)	30 (60.0%)	-	2 (4.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.55	.69	1 (2.0%)	2 (4.0%)	14 (28.0%)	30 (60.0%)	2 (4.0%)	1 (2.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.54	.64	-	3 (6.0%)	13 (26.0%)	25 (50.0%)	8 (16.0%)	1 (2.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.57	.65	1 (2.0%)	1 (2.0%)	15 (30.0%)	30 (60.0%)	2 (4.0%)	1 (2.0%)
8	The tutoring sessions always started on time.	3.76	.57	1 (2.0%)	-	8 (16.0%)	36 (72.0%)	5 (10.0%)	-
9	The tutoring sessions always ended on time.	3.68	.51	-	1 (2.0%)	14 (28.0%)	35 (70.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.72	.57	1 (2.0%)	-	11 (22.0%)	38 (76.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=49				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				2.0%		98.0%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Tutorial Services (#1, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=11

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.64	.67	-	1 (9.1%)	2 (18.2%)	8 (72.7%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.91	.30	-	-	1 (9.1%)	10 (90.9%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.70	.48	-	-	3 (27.3%)	7 (63.6%)	-	1 (9.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.73	.47	-	-	3 (27.3%)	8 (72.7%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	4.00	.00	-	-	-	11 (100.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	1 (9.1%)	3 (27.3%)	6 (54.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.90	.32	-	-	1 (9.1%)	9 (81.8%)	1 (9.1%)	-
8	The tutoring sessions always started on time.	3.56	.53	-	-	4 (36.4%)	5 (45.5%)	1 (9.1%)	1 (9.1%)
9	The tutoring sessions always ended on time.	3.44	.53	-	-	5 (45.5%)	4 (36.4%)	1 (9.1%)	1 (9.1%)
10	Overall, I am happy with the tutoring my child received.	4.00	.00	-	-	-	10 (90.9%)	1 (9.1%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=10				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Twister Tutors (#19, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=50

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.43	.50	-	-	17 (34.0%)	13 (26.0%)	3 (6.0%)	17 (34.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.46	.51	-	-	20 (40.0%)	17 (34.0%)	2 (4.0%)	11 (22.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.36	.49	-	-	32 (64.0%)	18 (36.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.44	.50	-	-	28 (56.0%)	22 (44.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.44	.50	-	-	28 (56.0%)	22 (44.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.33	.48	-	-	26 (52.0%)	13 (26.0%)	10 (20.0%)	1 (2.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.40	.50	-	-	30 (60.0%)	20 (40.0%)	-	-
8	The tutoring sessions always started on time.	3.51	.51	-	-	18 (36.0%)	19 (38.0%)	11 (22.0%)	1 (2.0%)
9	The tutoring sessions always ended on time.	3.39	.54	-	1 (2.0%)	23 (46.0%)	17 (34.0%)	8 (16.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.41	.50	-	-	29 (58.0%)	20 (40.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=50						Dissatisfied	Satisfied		
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"						0.0%	100.0%		

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: UCPS/21st CCLC/TEAM (#9, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=6

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.			-	-	4 (66.7%)	2 (33.3%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.			-	1 (16.7%)	4 (66.7%)	1 (16.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	*	*	-	-	1 (16.7%)	3 (50.0%)	2 (33.3%)	-
4	The tutoring provider always answered my questions about my child's tutoring.			-	-	3 (50.0%)	2 (33.3%)	1 (16.7%)	-
5	The tutoring provider adequately communicated with me about my child's progress.			-	-	3 (50.0%)	3 (50.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	1 (16.7%)	2 (33.3%)	-	3 (50.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.			-	-	4 (66.7%)	2 (33.3%)	-	-
8	The tutoring sessions always started on time.			-	-	3 (50.0%)	2 (33.3%)	1 (16.7%)	-
9	The tutoring sessions always ended on time.			-	-	3 (50.0%)	2 (33.3%)	1 (16.7%)	-
10	Overall, I am happy with the tutoring my child received.			-	-	3 (50.0%)	2 (33.3%)	1 (16.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=6				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Victorious Community Development Corp. (#43, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=7

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	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%)	-	-
2	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%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.29	.76	-	1 (14.3%)	3 (42.9%)	3 (42.9%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.57	.54	-	-	3 (42.9%)	4 (57.1%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	1 (14.3%)	-	1 (14.3%)	5 (71.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.14	.38	-	-	6 (85.7%)	1 (14.3%)	-	-
8	The tutoring sessions always started on time.	3.40	.55	-	-	3 (42.9%)	2 (28.6%)	2 (28.6%)	-
9	The tutoring sessions always ended on time.	3.40	.55	-	-	3 (42.9%)	2 (28.6%)	2 (28.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.71	.49	-	-	2 (28.6%)	5 (71.4%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=7				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
If mean score $\geq 2.5$ then parent outcome = "Satisfied"									

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

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Village Learning Solutions (#292, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=75

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.34	.88	6 (8.0%)	1 (1.3%)	27 (36.0%)	37 (49.3%)	3 (4.0%)	1 (1.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.81	4 (5.3%)	2 (2.7%)	22 (29.3%)	41 (54.7%)	3 (4.0%)	3 (4.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.22	.88	5 (6.7%)	5 (6.7%)	28 (37.3%)	30 (40.0%)	5 (6.7%)	1 (1.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.29	.80	3 (4.0%)	4 (5.3%)	27 (36.0%)	28 (37.3%)	5 (6.7%)	6 (8.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.26	.87	5 (6.7%)	5 (6.7%)	28 (37.3%)	34 (45.3%)	1 (1.3%)	1 (1.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.38	.79	3 (4.0%)	1 (1.3%)	22 (29.3%)	27 (36.0%)	21 (28.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.44	.77	4 (5.3%)	-	28 (37.3%)	39 (52.0%)	1 (1.3%)	3 (4.0%)
8	The tutoring sessions always started on time.	3.40	.75	3 (4.0%)	-	26 (34.7%)	29 (38.7%)	17 (22.7%)	-
9	The tutoring sessions always ended on time.	3.38	.72	3 (4.0%)	-	31 (41.3%)	31 (41.3%)	8 (10.7%)	1 (1.3%)
10	Overall, I am happy with the tutoring my child received.	3.45	.83	5 (6.7%)	1 (1.3%)	24 (32.0%)	44 (58.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=72				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				8.3%		91.7%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Wake Forest University Health Sciences (#259, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. An overall combined mean of <2.5 represents dissatisfaction with the Provider, while an overall combined mean of  $\geq 2.5$  represents satisfaction with the Provider.

Total N=49

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.39	.65	1 (2.0%)	1 (2.0%)	23 (46.9%)	21 (42.9%)	3 (6.1%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.20	.75	3 (6.1%)	-	28 (57.1%)	15 (30.6%)	3 (6.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.98	.83	2 (4.1%)	8 (16.3%)	19 (38.8%)	11 (22.4%)	5 (10.2%)	2 (4.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.00	.87	2 (4.1%)	5 (10.2%)	14 (28.6%)	9 (18.4%)	5 (10.2%)	12 (24.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.97	.72	2 (4.1%)	4 (8.2%)	25 (51.0%)	7 (14.3%)	3 (6.1%)	7 (14.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.15	.67	1 (2.0%)	-	14 (28.6%)	5 (10.2%)	27 (55.1%)	2 (4.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.26	.67	1 (2.0%)	2 (4.1%)	24 (49.0%)	15 (30.6%)	5 (10.2%)	2 (4.1%)
8	The tutoring sessions always started on time.	3.39	.63	1 (2.0%)	-	22 (44.9%)	18 (36.7%)	8 (16.3%)	-
9	The tutoring sessions always ended on time.	3.31	.69	2 (4.1%)	-	27 (55.1%)	19 (38.8%)	1 (2.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.42	.58	-	2 (4.1%)	24 (49.0%)	22 (44.9%)	1 (2.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=44				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				9.1%		90.9%			

## 2010-2011 SES Parent Satisfaction Survey Results

### SES Provider: Winston-Salem / Forsyth County Schools (#112, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the follow values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. Cells indicate frequency of response, followed by percentage of response in parentheses. Results for a particular question may not always sum to 100% due to non-respondents. Surveys were included in the Parent Satisfaction Outcomes analysis only if a rating of 1-4 was given for at least six of the ten questions. 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=168

Indicate how much you agree or disagree with the following statements about your child's tutoring provider:		Mean	Std. Dev.	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Do Not Know	Does Not Apply
1	I believe that the free tutoring helped my child improve in <i>math</i> at school.	3.35	.74	7 (4.2%)	5 (3.0%)	75 (44.6%)	75 (44.6%)	6 (3.6%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.37	.75	7 (4.2%)	5 (3.0%)	70 (41.7%)	79 (47.0%)	5 (3.0%)	2 (1.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.16	.82	9 (5.4%)	12 (7.1%)	72 (42.9%)	53 (31.5%)	7 (4.2%)	7 (4.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.31	.77	8 (4.8%)	3 (1.8%)	68 (40.5%)	64 (38.1%)	8 (4.8%)	12 (7.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.35	.73	6 (3.6%)	6 (3.6%)	72 (42.9%)	73 (43.5%)	6 (3.6%)	2 (1.2%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.22	.76	5 (3.0%)	3 (1.8%)	50 (29.8%)	33 (19.6%)	72 (42.9%)	1 (0.6%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.43	.72	7 (4.2%)	1 (0.6%)	69 (41.1%)	83 (49.4%)	3 (1.8%)	2 (1.2%)
8	The tutoring sessions always started on time.	3.46	.70	5 (3.0%)	2 (1.2%)	57 (33.9%)	76 (45.2%)	24 (14.3%)	2 (1.2%)
9	The tutoring sessions always ended on time.	3.42	.72	7 (4.2%)	1 (0.6%)	70 (41.7%)	83 (49.4%)	2 (1.2%)	4 (2.4%)
10	Overall, I am happy with the tutoring my child received.	3.48	.73	7 (4.2%)	2 (1.2%)	58 (34.5%)	94 (56.0%)	3 (1.8%)	3 (1.8%)
<b>Parent Satisfaction Outcomes</b>									
Total N=162				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.9%		95.1%			
If mean score ≥2.5 then parent outcome = "Satisfied"									

## Appendix F

### Student Achievement Summary Table of Conditional Effect Sizes Broken Down by Content Area

- Presented in alphabetical order, by Provider. Includes both Continuing and New Providers.
- Where Providers offered services in 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.
- Excludes Providers from which no student achievement data were received by the May 16, 2011 deadline for data submission.
- Excludes the 53 Providers who were not included in the current evaluation

Symbol Key	
i	= Insufficient information available to conduct outcome analyses.
NA	= Provider did not submit data in this content area.

ID	SES Provider	New or Continuing	Math ES	Read ES
291	1 To 1 Tutor, LLC	New	1.09	NA
268	1-on-1 Bear Paw Tutors LLC	New	i	NA
90	A Step Ahead Tutoring	Continuing	-0.12	0.30
4	A.I.M. Services	Continuing	1.96	1.32
10	AAA Educational Program LLC	Continuing	0.86	NA
278	Above and Beyond Students-21st Century Community Learning Center	New	1.16	1.35
77	Academic Achievement Academy	Continuing	0.73	1.18
101	Academic Achievers / S&L Consultants LLC	Continuing	0.88	0.68
81	Academic Coaching Services, Inc.	Continuing	1.01	1.15
220	Academic Enrichment Services & Systems (AESS)	New	1.05	1.26
37	Academics Plus, Inc.	Continuing	0.58	0.50
15	Accelerated Achievement@measurement Incorporated (AA@MI)	Continuing	0.86	0.55
23	Ace It Tutoring, Dougherty Group, Ltd.	Continuing	0.65	0.29
36	Ace It Tutoring-Sylvan Learning of Wayne, Wilson, Duplin and Sampson Counties	Continuing	1.03	0.88
55	Ace It! Tutoring by Sylvan - Elizabeth Elks	Continuing	NA	0.59
58	Ace It! Tutoring by Sylvan-Becky Taylor	Continuing	0.64	0.47
73	Ace It! Tutoring Powered by Sylvan Learning Center of Waxhaw	Continuing	1.52	0.64
235	Achieve HighPoints	New	0.89	NA
80	Achieve Success Tutoring by University Instructors, Inc.	Continuing	0.34	0.46
66	Achiever's Academy	Continuing	0.61	0.52
239	Achieving Intellectual Minds LLC	New	1.38	1.46
214	After School Programs, Inc.	New	0.80	0.81
69	Aim by Salient Learning	Continuing	1.10	0.65
257	ALL STARS TODAY (A.S.T.)	New	1.10	0.88
88	Allied Academics	Continuing	NA	1.41
54	AlphaBEST Education, Inc.	Continuing	1.14	1.08
12	Anson County Schools	Continuing	NA	0.54
42	ART in the 21st Century	Continuing	NA	0.11
118	Ashe County Schools "Reach for the Stars"	Continuing	0.63	0.56
262	ATS Project Success	Continuing	0.58	0.64
298	Blue Crescent Enterprises, Inc.	New	i	NA
243	BrainTrust Tutors	New	1.56	0.94
7	BrainWorks Learning Center	Continuing	0.63	0.84
40	Brame Institute of Education, Inc.	Continuing	1.35	1.10
107	Capital Education Support	Continuing	0.84	0.58
216	Charlotte/Mecklenburg Schools' Creating Minds for Success	Continuing	0.24	0.46
24	Communities In Schools of Brunswick County, Inc.	Continuing	NA	2.25
256	Communities In Schools of Forsyth	New	i	i
222	Community Threads Inc	New	0.43	1.44
33	Cornerstone 21st CCLC	Continuing	2.20	NA
201	Cornerstone Counseling Center	New	i	1.73
215	Curriculum Coaching Specialists by Cabarrus County Schools	Continuing	0.48	0.47
226	Damascus Road Worship Center, Inc.	New	0.64	0.62
113	Dream Builders Communications, Inc. After-school Enrichment Program	Continuing	NA	1.05
271	eMath360 LLC	New	1.08	NA

ID	SES Provider	New or Continuing	Math ES	Read ES
94	Enrichment Centers of NC, Inc. (TECNC Inc.)	Continuing	0.63	0.39
44	Focused Intervention, Inc.	Continuing	1.12	1.04
53	Frank C. Walters-Sylvan/Ace It! Tutoring	Continuing	0.93	0.87
70	FUNDamentals Free Tutoring	Continuing	1.05	1.02
38	GCS ALL*STARS	Continuing	0.52	0.30
86	Global Learning Center, Inc.	Continuing	i	i
29	Glosso Speech, Language and Educational Services, Inc.	Continuing	NA	0.60
115	Heart of the Matter Learning, LLC	Continuing	3.55	3.08
82	Historically Minority Colleges and Universities Consortium (HMCUC)	Continuing	0.19	0.43
21	Imagine Learning, Inc.	Continuing	NA	0.92
258	In Goode Company	Continuing	0.42	0.61
56	It's Simply English	Continuing	NA	0.54
17	Jackson County Public Schools	Continuing	0.59	0.48
245	Jair Learning, LLC	New	NA	i
61	Kennedy Academic Learning Center	Continuing	0.76	0.67
242	Knowledge Is Power Early Learning Program	New	0.82	0.86
261	Learn It Online, LLC	New	NA	0.38
98	Learn It Systems	Continuing	NA	0.84
67	Learning and YOU (L & U Contractors, LLC.)	Continuing	1.66	0.92
206	Lindley Habilitation Service, Inc.	New	0.85	0.78
277	Literacy in the Community LLC	New	1.47	1.20
49	MasterMind Prep Learning Solutions	Continuing	1.44	0.59
213	MasterMind Prep Online	New	0.33	0.31
41	Multi-Cultural Learning Academy	Continuing	0.68	1.13
76	NC Education Solutions, Inc. d/b/a KnowledgePoints of the Triangle	Continuing	i	0.39
108	NC Learning Unlimited, LLC	Continuing	0.61	0.83
232	NewPoint Learning Center - Ballantyne	New	-0.20	0.38
234	NewPoint Learning Center - Myers Park	New	0.02	0.05
211	On The Right Track-ABSS After School Tutoring	New	1.28	1.03
225	One on One Learning	New	0.73	0.58
283	Our Children Succeed by Onslow County Schools	New	NA	0.34
219	Oxford Learning	New	0.26	0.57
6	Passport	Continuing	0.83	0.66
46	Pender County Schools SES	Continuing	0.45	0.83
14	Prime Time for Kids	Continuing	NA	0.70
68	RICCE, INC	Continuing	NA	0.83
39	Richmond County Schools HOPE Learning Community	Continuing	0.87	0.18
247	Rockingham District Partners In Ministry	New	2.88	1.70
237	School Management & Revitalize Training, Co. SMART Group Co.	New	0.82	0.54
103	Shout Church	Continuing	NA	0.45
48	Siler City Elementary Tutoring	Continuing	NA	1.39
96	Smart Choices for Youth, Inc.	Continuing	0.78	1.24
289	Stay On Top Tutoring Services, Inc.	New	0.68	i
60	Sylvan / Ace It! Tutoring of Elizabeth City	Continuing	0.88	0.63
102	Sylvan Learning Center - Burlington, NC	New	0.40	0.53
16	Sylvan Learning Center of Greensboro	Continuing	0.24	0.72
59	Sylvan Learning Center of Hickory	Continuing	0.32	0.59
210	Sylvan Learning Center of Salisbury	New	i	0.46

ID	SES Provider	New or Continuing	Math ES	Read ES
75	Sylvan Learning Center of Wilmington/Burgaw	Continuing	1.33	1.14
34	Sylvan Learning Center of Winston-Salem	Continuing	0.47	1.07
22	Sylvan Learning Center, Dougherty Group, Ltd.	Continuing	0.63	0.28
65	Sylvan Learning Centers of Charlotte	Continuing	0.82	0.64
35	Sylvan Learning Ctr./Ace It Tutoring of Henderson and Roanoke Rapids	Continuing	1.27	0.54
87	Sylvan Learning of Gastonia	Continuing	1.42	1.29
51	Sylvan Learning-Albemarle	Continuing	0.88	0.31
57	TCAL, The Center for Accelerated Learning	Continuing	NA	1.69
266	The Aya Center	New	0.55	0.43
99	The Greater Enrichment Program, Inc.	Continuing	NA	0.50
93	The Hill Center	Continuing	NA	3.12
3	The Reaching All Minds Organization (RAM)	Continuing	NA	0.93
30	Thomasville City Schools	Continuing	1.16	1.31
27	Top Notch Learning Company, Inc.	Continuing	1.48	0.92
45	Total Tutors, LLC	Continuing	1.00	0.66
11	TRAC Enrichment Center, Inc.	Continuing	0.60	0.41
1	Tutorial Services	Continuing	0.48	0.77
19	Twister Tutors	Continuing	1.34	1.13
9	UCPS/21st CCLC/TEAM	Continuing	0.92	0.63
275	Union County Schools - A Cut Above	New	1.43	0.10
43	Victorious Community Development Corp.	Continuing	0.90	1.34
292	Village Learning Solutions	Continuing	0.88	0.53
259	Wake Forest University Health Sciences	New	2.23	NA
112	Winston-Salem / Forsyth County Schools	Continuing	0.38	0.38

## Appendix G

### Complete Summary of Continuing and New Providers' 2010-2011 Results by Evaluation Outcome

- Presented in alphabetical order, by Provider. Includes both Continuing and New Providers.
- All three data sources (parent satisfaction, attendance, and student achievement) had criteria enumerated on a four point rubric (Appendix A) including:
  - (1) "Insufficient Information"
  - (2) "Below Standards"
  - (3) "Meets Standards"
  - (4) "Above Standards."Each Provider was assessed and assigned a rubric score based on the corresponding data for each data source. An overall rubric score was then identified for each Provider by calculating a weighted average across all three primary outcomes (as stipulated by the SES evaluation policy<sup>11</sup>). 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.
- Excludes the 53 Providers who were not included in the current evaluation.

Symbol Key	
i	= Insufficient information available to conduct outcome analyses.

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<sup>11</sup> The three primary outcomes are weighted as follows, based on NCDPI SES evaluation policy: 25% to parent satisfaction, 25% to student attendance, and 50% to student achievement.

ID	SES Provider	New or Continuing	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Att Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	FINAL Rubric Score	Final Composite Score
291	1 To 1 Tutor, LLC	New	38.3%	2	59.0%	2	1.09	4	3	75.00%
280	100 Scholars	New	i	1	i	1	i	1	1	25.00%
268	1-on-1 Bear Paw Tutors LLC	New	i	1	i	1	i	1	1	25.00%
90	A Step Ahead Tutoring	Continuing	8.3%	4	74.0%	3	0.10	2	2.75	68.75%
4	A.I.M. Services	Continuing	0.0%	4	100.0%	4	1.60	4	4	100.00%
10	AAA Educational Program LLC	Continuing	0.0%	4	84.0%	3	0.86	4	3.75	93.75%
28	Able 2 Succeed by Lenoir County Public Schools	Continuing	4.5%	4	i	1	i	1	1.75	43.75%
278	Above and Beyond Students-21st Century Community Learning Center	New	0.0%	4	77.0%	3	1.25	4	3.75	93.75%
77	Academic Achievement Academy	Continuing	7.1%	4	77.0%	3	0.99	4	3.75	93.75%
101	Academic Achievers / S&L Consultants LLC	Continuing	10.6%	3	81.0%	3	0.77	4	3.5	87.50%
81	Academic Coaching Services, Inc.	Continuing	3.8%	4	90.0%	3	1.08	4	3.75	93.75%
220	Academic Enrichment Services & Systems (AESS)	New	10.3%	3	82.0%	3	1.16	4	3.5	87.50%
37	Academics Plus, Inc.	Continuing	5.4%	4	79.0%	3	0.54	4	3.75	93.75%
15	Accelerated Achievement@Measurement Incorporated (AA@MI)	Continuing	6.0%	4	80.0%	3	0.71	4	3.75	93.75%
23	Ace It Tutoring, Dougherty Group, Ltd.	Continuing	15.8%	3	69.0%	2	0.33	3	2.75	68.75%
36	Ace It Tutoring-Sylvan Learning of Wayne, Wilson, Duplin and Sampson Counties	Continuing	8.4%	4	75.0%	3	0.89	4	3.75	93.75%
55	Ace It! Tutoring by Sylvan - Elizabeth Elks	Continuing	5.5%	4	95.0%	4	0.59	4	4	100.00%
58	Ace It! Tutoring by Sylvan-Becky Taylor	Continuing	7.7%	4	89.0%	3	0.52	4	3.75	93.75%
73	Ace It! Tutoring Powered by Sylvan Learning Center of Waxhaw	Continuing	7.9%	4	82.0%	3	0.76	4	3.75	93.75%
235	Achieve HighPoints	New	2.5%	4	76.0%	3	0.89	4	3.75	93.75%
80	Achieve Success Tutoring by University Instructors, Inc.	Continuing	7.5%	4	85.0%	3	0.42	3	3.25	81.25%
66	Achiever's Academy	Continuing	8.0%	4	77.0%	3	0.56	4	3.75	93.75%

ID	SES Provider	New or Continuing	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Att Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	FINAL Rubric Score	Final Composite Score
239	Achieving Intellectual Minds LLC	New	1.4%	4	75.0%	3	1.42	4	3.75	93.75%
214	After School Programs, Inc.	New	4.8%	4	91.0%	3	0.80	4	3.75	93.75%
69	Aim by Salient Learning	Continuing	0.0%	4	96.0%	4	0.85	4	4	100.00%
257	ALL STARS TODAY (A.S.T.)	New	4.5%	4	82.0%	3	0.98	4	3.75	93.75%
88	Allied Academics	Continuing	0.0%	4	91.0%	3	1.41	4	3.75	93.75%
54	AlphaBEST Education, Inc.	Continuing	5.6%	4	99.0%	4	1.11	4	4	100.00%
12	Anson County Schools	Continuing	4.2%	4	94.0%	4	0.54	4	4	100.00%
42	ART in the 21st Century	Continuing	i	1	91.0%	3	0.11	2	2	50.00%
118	Ashe County Schools "Reach for the Stars"	Continuing	1.5%	4	76.0%	3	0.59	4	3.75	93.75%
262	ATS Project Success	Continuing	5.7%	4	87.0%	3	0.61	4	3.75	93.75%
298	Blue Crescent Enterprises, Inc.	New	i	1	i	1	i	1	1	25.00%
243	BrainTrust Tutors	New	0.0%	4	90.0%	3	1.10	4	3.75	93.75%
7	BrainWorks Learning Center	Continuing	6.5%	4	86.0%	3	0.79	4	3.75	93.75%
40	Brame Institute of Education, Inc.	Continuing	4.3%	4	84.0%	3	1.22	4	3.75	93.75%
50	Brunswick County Schools	Continuing	7.3%	4	i	1	i	1	1.75	43.75%
252	Building A Lifelong Learner	New	i	1	i	1	i	1	1	25.00%
107	Capital Education Support	Continuing	6.3%	4	86.0%	3	0.70	4	3.75	93.75%
229	CATCO Success Camp	New	3.6%	4	i	1	i	1	1.75	43.75%
216	Charlotte/Mecklenburg Schools' Creating Minds for Success	Continuing	7.2%	4	71.0%	2	0.46	3	3	75.00%
24	Communities In Schools of Brunswick County, Inc.	Continuing	0.0%	4	84.0%	3	2.25	4	3.75	93.75%
256	Communities In Schools of Forsyth	New	i	1	58.0%	2	i	1	1.25	31.25%
222	Community Threads Inc	New	0.0%	4	80.0%	3	1.02	4	3.75	93.75%
33	Cornerstone 21st CCLC	Continuing	0.0%	4	98.0%	4	2.20	4	4	100.00%
201	Cornerstone Counseling Center	New	0.0%	4	89.0%	3	1.11	4	3.75	93.75%
215	Curriculum Coaching Specialists by Cabarrus County Schools	Continuing	8.3%	4	84.0%	3	0.47	3	3.25	81.25%
226	Damascus Road Worship Center, Inc.	New	0.0%	4	91.0%	3	0.63	4	3.75	93.75%
113	Dream Builders Communications, Inc. After-school Enrichment Program	Continuing	i	1	96.0%	4	1.05	4	3.25	81.25%

ID	SES Provider	New or Continuing	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Att Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	FINAL Rubric Score	Final Composite Score
271	eMath360 LLC	New	9.1%	4	73.0%	2	1.08	4	3.5	87.50%
52	Empowering Youth through Education (EYE)	Continuing	i	1	i	1	i	1	1	25.00%
94	Enrichment Centers of NC, Inc. (TECNC Inc.)	Continuing	i	1	61.0%	2	0.39	3	2.25	56.25%
44	Focused Intervention, Inc.	Continuing	2.6%	4	73.0%	2	1.08	4	3.5	87.50%
53	Frank C. Walters-Sylvan/Ace It! Tutoring	Continuing	i	1	88.0%	3	0.90	4	3	75.00%
70	FUNDamentals Free Tutoring	Continuing	0.0%	4	85.0%	3	1.03	4	3.75	93.75%
38	GCS ALL*STARS	Continuing	4.4%	4	88.0%	3	0.41	3	3.25	81.25%
86	Global Learning Center, Inc.	Continuing	0.0%	4	78.0%	3	i	1	2.25	56.25%
276	Global Partnership Schools	New	i	1	i	1	i	1	1	25.00%
29	Glosso Speech, Language and Educational Services, Inc.	Continuing	0.0%	4	89.0%	3	0.60	4	3.75	93.75%
221	Grade Plus Tutors	New	0.0%	4	i	1	i	1	1.75	43.75%
217	GradeCracker LLC	New	0.0%	4	i	1	i	1	1.75	43.75%
115	Heart of the Matter Learning, LLC	Continuing	3.8%	4	84.0%	3	3.31	4	3.75	93.75%
82	Historically Minority Colleges and Universities Consortium (HMCUC)	Continuing	1.4%	4	77.0%	3	0.38	3	3.25	81.25%
79	Huntington Learning Centers, Inc.	Continuing	9.5%	4	i	1	i	1	1.75	43.75%
109	I Can Kids, Inc.	Continuing	i	1	i	1	i	1	1	25.00%
21	Imagine Learning, Inc.	Continuing	25.0%	3	72.0%	2	0.92	4	3.25	81.25%
258	In Goode Company	Continuing	0.0%	4	82.0%	3	0.52	4	3.75	93.75%
110	Innovadia	Continuing	26.7%	2	i	1	i	1	1.25	31.25%
56	It's Simply English	Continuing	4.3%	4	93.0%	4	0.54	4	4	100.00%
238	Ivy League Tutor Inc.	New	i	1	i	1	i	1	1	25.00%
17	Jackson County Public Schools	Continuing	2.2%	4	87.0%	3	0.53	4	3.75	93.75%
245	Jair Learning, LLC	New	i	1	58.0%	2	i	1	1.25	31.25%
61	Kennedy Academic Learning Center	Continuing	0.0%	4	82.0%	3	0.72	4	3.75	93.75%
242	Knowledge Is Power Early Learning Program	New	9.1%	4	63.0%	2	0.84	4	3.5	87.50%
261	Learn It Online, LLC	New	6.3%	4	75.0%	3	0.38	3	3.25	81.25%
98	Learn It Systems	Continuing	6.3%	4	79.0%	3	0.84	4	3.75	93.75%

ID	SES Provider	New or Continuing	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Att Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	FINAL Rubric Score	Final Composite Score
67	Learning and YOU (L & U Contractors, LLC.)	Continuing	5.1%	4	79.0%	3	0.95	4	3.75	93.75%
84	Learning4Today	Continuing	i	1	i	1	i	1	1	25.00%
206	Lindley Habilitation Service, Inc.	New	4.1%	4	96.0%	4	0.82	4	4	100.00%
277	Literacy in the Community LLC	New	i	1	98.0%	4	1.34	4	3.25	81.25%
49	MasterMind Prep Learning Solutions	Continuing	9.0%	4	80.0%	3	0.82	4	3.75	93.75%
213	MasterMind Prep Online	New	i	1	71.0%	2	0.32	3	2.25	56.25%
41	Multi-Cultural Learning Academy	Continuing	8.3%	4	93.0%	4	1.00	4	4	100.00%
76	NC Education Solutions, Inc. d/b/a KnowledgePoints of the Triangle	Continuing	0.0%	4	89.0%	3	0.53	4	3.75	93.75%
108	NC Learning Unlimited, LLC	Continuing	8.3%	4	88.0%	3	0.71	4	3.75	93.75%
232	NewPoint Learning Center - Ballantyne	New	0.0%	4	90.0%	3	0.09	2	2.75	68.75%
231	NewPoint Learning Center - Davidson	New	10.0%	4	i	1	i	1	1.75	43.75%
234	NewPoint Learning Center - Myers Park	New	i	1	58.0%	2	0.04	2	1.75	43.75%
211	On The Right Track-ABSS After School Tutoring	New	4.0%	4	93.0%	4	1.15	4	4	100.00%
225	One on One Learning	New	20.0%	3	79.0%	3	0.61	4	3.5	87.50%
283	Our Children Succeed by Onslow County Schools	New	16.0%	3	90.0%	3	0.34	3	3	75.00%
219	Oxford Learning	New	5.3%	4	97.0%	4	0.43	3	3.5	87.50%
6	Passport	Continuing	4.1%	4	82.0%	3	0.69	4	3.75	93.75%
46	Pender County Schools SES	Continuing	i	1	84.0%	3	0.77	4	3	75.00%
14	Prime Time for Kids	Continuing	13.6%	3	89.0%	3	0.70	4	3.5	87.50%
279	PROJECT IMPACT (Greensboro)	New	i	1	i	1	i	1	1	25.00%
294	RAE Educational Services, Inc.	Continuing	i	1	i	1	i	1	1	25.00%
111	Ray of Hope, Inc.	Continuing	i	1	i	1	i	1	1	25.00%
68	RICCE, INC	Continuing	16.7%	3	77.0%	3	0.83	4	3.5	87.50%
39	Richmond County Schools HOPE Learning Community	Continuing	4.1%	4	76.0%	3	0.50	4	3.75	93.75%
247	Rockingham District Partners In Ministry	New	0.0%	4	89.0%	3	2.21	4	3.75	93.75%
237	School Management & Revitalize Training, Co. SMART Group Co.	New	0.0%	4	84.0%	3	0.60	4	3.75	93.75%
103	Shout Church	Continuing	0.0%	4	100.0%	4	0.45	3	3.5	87.50%

ID	SES Provider	New or Continuing	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Att Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	FINAL Rubric Score	Final Composite Score
48	Siler City Elementary Tutoring	Continuing	1.5%	4	88.0%	3	1.39	4	3.75	93.75%
96	Smart Choices for Youth, Inc.	Continuing	0.0%	4	72.0%	2	1.14	4	3.5	87.50%
289	Stay On Top Tutoring Services, Inc.	New	i	1	73.0%	2	0.68	4	2.75	68.75%
60	Sylvan / Ace It! Tutoring of Elizabeth City	Continuing	14.7%	3	88.0%	3	0.69	4	3.5	87.50%
102	Sylvan Learning Center - Burlington, NC	New	12.8%	3	77.0%	3	0.51	4	3.5	87.50%
16	Sylvan Learning Center of Greensboro	Continuing	2.6%	4	88.0%	3	0.44	3	3.25	81.25%
59	Sylvan Learning Center of Hickory	Continuing	6.4%	4	81.0%	3	0.49	3	3.25	81.25%
210	Sylvan Learning Center of Salisbury	New	0.0%	4	90.0%	3	0.61	4	3.75	93.75%
75	Sylvan Learning Center of Wilmington/Burgaw	Continuing	18.8%	3	99.0%	4	1.21	4	3.75	93.75%
34	Sylvan Learning Center of Winston-Salem	Continuing	12.5%	3	73.0%	2	0.75	4	3.25	81.25%
22	Sylvan Learning Center, Dougherty Group, Ltd.	Continuing	7.4%	4	70.0%	2	0.46	3	3	75.00%
65	Sylvan Learning Centers of Charlotte	Continuing	7.1%	4	88.0%	3	0.68	4	3.75	93.75%
74	Sylvan Learning Centers of High Point/Mooresville	Continuing	3.7%	4	i	1	i	1	1.75	43.75%
114	Sylvan Learning Centers of Shelby and Denver	Continuing	i	1	i	1	i	1	1	25.00%
35	Sylvan Learning Ctr./Ace It Tutoring of Henderson and Roanoke Rapids	Continuing	10.3%	3	84.0%	3	0.69	4	3.5	87.50%
87	Sylvan Learning of Gastonia	Continuing	3.0%	4	85.0%	3	1.35	4	3.75	93.75%
51	Sylvan Learning-Albemarle	Continuing	6.9%	4	87.0%	3	0.57	4	3.75	93.75%
57	TCAL, The Center for Accelerated Learning	Continuing	0.0%	4	80.0%	3	1.69	4	3.75	93.75%
47	TCY Learning Solutions LLC	Continuing	i	1	i	1	i	1	1	25.00%
266	The Aya Center	New	11.5%	3	85.0%	3	0.49	3	3	75.00%
99	The Greater Enrichment Program, Inc.	Continuing	4.5%	4	87.0%	3	0.50	4	3.75	93.75%
93	The Hill Center	Continuing	5.3%	4	75.0%	3	3.12	4	3.75	93.75%
240	The Legacy House	New	i	1	i	1	i	1	1	25.00%
246	The Potter's Village After-School Tutorial Program	New	7.7%	4	i	1	i	1	1.75	43.75%

ID	SES Provider	New or Continuing	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Avg Att Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	FINAL Rubric Score	Final Composite Score
3	The Reaching All Minds Organization (RAM)	Continuing	5.0%	4	67.0%	2	0.93	4	3.5	87.50%
30	Thomasville City Schools	Continuing	0.0%	4	78.0%	3	1.24	4	3.75	93.75%
27	Top Notch Learning Company, Inc.	Continuing	0.0%	4	89.0%	3	1.07	4	3.75	93.75%
45	Total Tutors, LLC	Continuing	17.6%	3	83.0%	3	0.80	4	3.5	87.50%
11	TRAC Enrichment Center, Inc.	Continuing	2.0%	4	90.0%	3	0.50	4	3.75	93.75%
1	Tutorial Services	Continuing	0.0%	4	83.0%	3	0.63	4	3.75	93.75%
19	Twister Tutors	Continuing	0.0%	4	90.0%	3	1.18	4	3.75	93.75%
9	UCPS/21st CCLC/TEAM	Continuing	0.0%	4	96.0%	4	0.77	4	4	100.00%
275	Union County Schools - A Cut Above	New	i	1	94.0%	4	1.26	4	3.25	81.25%
43	Victorious Community Development Corp.	Continuing	0.0%	4	87.0%	3	1.13	4	3.75	93.75%
292	Village Learning Solutions	Continuing	8.3%	4	89.0%	3	0.69	4	3.75	93.75%
259	Wake Forest University Health Sciences	New	9.1%	4	86.0%	3	2.23	4	3.75	93.75%
112	Winston-Salem / Forsyth County Schools	Continuing	4.9%	4	69.0%	2	0.38	3	3	75.00%