

**NCDPI Supplemental Educational Services (SES)  
2011-2012 Evaluation Report**



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## **NCDPI Supplemental Educational Services (SES) 2011-2012 Evaluation Report**

In 2011-2012, for the third consecutive year, the SERVE Center was contracted by the North Carolina Department of Public Instruction (NCDPI) to conduct the external evaluation of the statewide Supplemental Educational Services (SES) program. The 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 SES Evaluation Rubric” (see Appendix A) adapted by SERVE from the “Example Evaluation Rubric” provided by NCDPI in 2009. 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 then calculated for each Provider by calculating a weighted average across all three primary outcomes.<sup>1</sup> Overall 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 is 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 of “Good Standing” for two consecutive years. As such, evaluation results presented are broken

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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.

down to specify outcomes for “Continuing Providers” (those who provided SES services in 2010-2011 and 2011-2012 and for whom decisions on approval to continue offering services can be made), as well as “New Providers” (for whom 2011-2012 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 responsible for ensuring all requested data were submitted directly to SERVE.

Ongoing communication between SERVE and SES Providers began on November 29, 2011 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 2011-2012 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 14, 2012), data on at least one of the three primary outcomes were received from 154 out of 208 (74.0%) 2011-2012 NCDPI authorized SES Providers. A total of 54 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 2011-2012 year. Appendix C lists the 54 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 2011-2012 Authorized NC SES Provider list available at: <http://www.ncpublicschools.org/program-monitoring/titleIA/ses/>. This list was last updated on October 21, 2011 and also provides information on the districts served by each Provider.

<sup>3</sup> Due to a variety of factors, not all 208 initially approved SES Providers implemented services in 2011-2012. 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 SERVE (in English and Spanish) and (2) the survey itself (in English and Spanish). In addition, new for the 2011-2012 SES evaluation, SERVE enclosed pre-addressed/stamped business reply envelopes in the parent survey packets. This way, parents were able to more easily and directly return their completed surveys back to SERVE without having to go through their child’s Provider. 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. To aid in this, SERVE provided “Reminder Sheets” that Providers could send home with students throughout the survey administration period. The parent survey distribution process occurred on a rolling basis based on Providers’ individual enrollment period end dates; however, no further survey data was accepted after Monday, May 14, 2012.

***Survey format.*** The Parent Satisfaction Survey (See Appendix D) 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 29,958 surveys were distributed during the 2011-2012 SES programming year; 8,300 surveys were returned (or postmarked) by the May 14, 2012 deadline for data submission for an overall response rate of 27.7%.

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 SES Evaluation Rubric:

- Providers who had more than 25% of parents dissatisfied were placed in the “Below Standards” category with 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 for whom survey data was not submitted on time or for whom survey data were submitted but there were 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 a secure online file submission system, 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.

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

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.

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

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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.

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

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

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

The average attendance rate across all Providers was 86.2%, with a standard deviation of 8.2%. Therefore:

- Providers with an average attendance rate of less than 78.0% received a score on the rubric of 2, "Below Standards."
- Those Providers with an attendance rate between 78.0% and 94.4% received a score of 3, "Meets Standards."
- Finally, those Providers with an attendance rate above 94.4% 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

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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.

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 2011-2012.

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 a secure online file submission system, 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:

$$EG_{sg} = \frac{\bar{x}_{T2} - \bar{x}_{T1}}{SD_{diff}}$$

where  $\bar{x}_{T1}$  is the mean at time 1,  $\bar{x}_{T2}$  is the mean at time 2, and  $SD_{diff}$  is the standard deviation of the difference 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

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

be taken as a qualified positive effect even though they may not reach statistical significance in a given study.”<sup>7</sup>

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 student achievement.

## 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”

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<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).

<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.

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>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’ 2011-2012 results broken down by each of the individual primary outcomes—parent satisfaction, attendance, student achievement—see Appendix G. The summary in Appendix G also includes a brief explanation for Providers’ Probationary status, where applicable.

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 (2011-2012), final composite scores from the 2010-2011 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 the 2010-2011 year of offering services but who received a rating below 75% for the 2011-2012 year 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 of approval to offer services in the future.
2. ***Table 2 displays the final composite score and status summary for New Providers.*** Those 2011-2012 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 2011-2012 Continuing Providers**

ID	SES Provider	2010-2011 Final Composite Score	2011-2012 Final Composite Score	Status Summary based on 2011-2012 Results
275	A Cut Above-Union County Public Schools	81.25%	87.50%	Good Standing
90	A Step Ahead	68.75%	93.75%	Good Standing
27	A Top Notch Learning Company, Inc.	93.75	93.75%	Good Standing
<b>4</b>	<b>A.I.M. Services</b>	<b>100.00%</b>	<b>37.50%</b>	<b>Probation</b>
10	AAA Educational Program LLC	93.75%	93.75%	Good Standing
<b>227</b>	<b>About Face II, Inc</b>	<b>NA</b>	<b>62.50%</b>	<b>Probation</b>
<b>278</b>	<b>Above and Beyond Students</b>	<b>93.75%</b>	<b>37.50%</b>	<b>Probation</b>
77	Academic Achievement Academy	93.75%	75.00%	Good Standing
101	Academic Achievers / S&L Consultants LLC	87.50%	87.50%	Good Standing
81	Academic Coaching Services, Inc.	93.75%	100.00%	Good Standing
220	Academic Enrichment Services & Systems (AESS)	87.50%	93.75%	Good Standing
37	Academics Plus, Inc.	93.75%	93.75%	Good Standing
15	Accelerated Achievement@Measurement Incorporated (AA@MI)	93.75%	93.75%	Good Standing
23	Ace It Tutoring, Dougherty Group, Ltd.	68.75%	87.50%	Good Standing
36	Ace It Tutoring-Sylvan Learning of Wayne, Wilson, Duplin and Sampson Counties	93.75%	93.75%	Good Standing
102	Ace It! Sylvan Learning Center - Burlington, NC	87.50%	87.50%	Good Standing
55	Ace It! Tutoring by Sylvan - Elizabeth Elks	100.00%	93.75%	Good Standing
58	Ace It! Tutoring by Sylvan-Becky Taylor	93.75%	93.75%	Good Standing
73	Ace It! Tutoring Powered by Sylvan Learning center of Waxhaw	93.75%	93.75%	Good Standing
235	Achieve HighPoints	93.75%	75.00%	Good Standing
80	Achieve Success Tutoring by University Instructors, Inc.	81.25%	93.75%	Good Standing
66	Achiever's Academy	93.75%	75.00%	Good Standing
<b>239</b>	<b>Achieving Intellectual Minds LLC</b>	<b>93.75%</b>	<b>43.75%</b>	<b>Probation</b>
214	After School Programs, Inc.	93.75%	75.00%	Good Standing
69	Aim by Salient Learning	100.00%	93.75%	Good Standing
257	ALL STARS TODAY (A.S.T.) LLC	93.75%	93.75%	Good Standing
54	AlphaBest Education Inc.	100.00%	100.00%	Good Standing
12	Anson County Schools	100.00%	75.00%	Good Standing
118	Ashe County Schools "Reach for the Stars"	93.75%	93.75%	Good Standing
262	ATS Project Success	93.75%	93.75%	Good Standing
243	BrainTrust Tutors	93.75%	75.00%	Good Standing
7	BrainWorks Learning Center	93.75%	93.75%	Good Standing

ID	SES Provider	2010-2011 Final Composite Score	2011-2012 Final Composite Score	Status Summary based on 2011-2012 Results
40	Brame Institute of Education, Inc.	93.75%	93.75%	Good Standing
50	Brunswick County Schools (Brunswick Success Academy)	43.75%	93.75%	Good Standing
252	Building A Lifelong Learner	25.00%	93.75%	Good Standing
107	Capital Education Support	93.75%	93.75%	Good Standing
229	CATCO Success Camp	43.75%	93.75%	Good Standing
259	CERTL at Wake Forest University School of Medicine	93.75%	93.75%	Good Standing
63	Club Z! In-Home Tutoring Service, Inc.	NA	93.75%	Good Standing
<b>216</b>	<b>CMS-Creating Minds for Success</b>	<b>75.00%</b>	<b>62.50%</b>	<b>Probation</b>
24	Communities In Schools of Brunswick County, Inc.	93.75%	87.50%	Good Standing
33	Cornerstone 21st CCLC	100.00%	87.50%	Good Standing
226	Damascus Road Worship Center, Inc.	93.75%	100.00%	Good Standing
<b>113</b>	<b>Dream Builders Communications, Inc. After-school Enrichment Program</b>	<b>81.25%</b>	<b>43.75%</b>	<b>Probation</b>
<b>72</b>	<b>Eastern Carolina Educational Assistance Center</b>	<b>NA</b>	<b>50.00%</b>	<b>Probation</b>
6	Education Passport	93.75%	93.75%	Good Standing
271	eMath360 LLC	87.50%	93.75%	Good Standing
<b>52</b>	<b>Empowering Youth through Education (EYE)</b>	<b>25.00%</b>	<b>37.50%</b>	<b>Probationary Status for 2 Consecutive Years</b>
94	Enrichment Centers of North Carolina (TEC NC, Inc.)	56.25%	87.50%	Good Standing
44	Focused Intervention, Inc.	87.50%	75.00%	Good Standing
53	Frank C. Walters-Sylvan/Ace It! Tutoring	75.00%	93.75%	Good Standing
70	FUNdamentals Free Tutoring	93.75%	93.75%	Good Standing
38	GCS ALL*STARS	81.25%	93.75%	Good Standing
86	Global Learning Center, Inc.	56.25%	87.50%	Good Standing
<b>29</b>	<b>Glosso Speech, Language and Educational Services, Inc.</b>	<b>93.75%</b>	<b>43.75%</b>	<b>Probation</b>
221	Grade Plus Tutors	43.75%	81.25%	Good Standing
217	GradeCracker LLC	43.75%	81.25%	Good Standing
115	Heart of the Matter Learning, LLC	93.75%	93.75%	Good Standing
<b>79</b>	<b>Huntington Learning Centers, Inc.</b>	<b>43.75%</b>	<b>68.75%</b>	<b>Probationary Status for 2 Consecutive Years</b>
109	I Can Kids, Inc.	25.00%	87.50%	Good Standing
21	Imagine Learning, Inc.	81.25%	87.50%	Good Standing
258	In Goode Company	93.75%	87.50%	Good Standing
110	Innovadia	31.25%	81.25%	Good Standing

ID	SES Provider	2010-2011 Final Composite Score	2011-2012 Final Composite Score	Status Summary based on 2011-2012 Results
56	It's Simply English	100.00%	93.75%	Good Standing
61	Kennedy Academic Learning Center	93.75%	93.75%	Good Standing
<b>242</b>	<b>Knowledge Is Power Early Learning Program</b>	<b>87.50%</b>	<b>25.00%</b>	<b>Probation</b>
261	Learn It Online, LLC (LION)	81.25%	93.75%	Good Standing
98	Learn It Systems	93.75%	87.50%	Good Standing
67	Learning and YOU (L & U Contractors, LLC.)	93.75%	93.75%	Good Standing
206	Lindley Habilitation Service, Inc.	100.00%	87.50%	Good Standing
<b>277</b>	<b>Literacy in the Community LLC</b>	<b>81.25%</b>	<b>25.00%</b>	<b>Probation</b>
49	MasterMind Prep Learning Solutions	93.75%	87.50%	Good Standing
41	Multi-Cultural Learning Academy	100.00%	93.75%	Good Standing
108	NC Learning Unlimited, LLC	93.75%	93.75%	Good Standing
232	NewPoint Learning Center - Ballantyne	68.75%	93.75%	Good Standing
<b>234</b>	<b>NewPoint Learning Center - Myers Park</b>	<b>43.75%</b>	<b>68.75%</b>	<b>Probationary Status for 2 Consecutive Years</b>
211	On The Right Track-ABSS After School Tutoring	100.00%	87.50%	Good Standing
225	One on One Learning	87.50%	87.50%	Good Standing
283	Our Children Succeed by Onslow County Schools	75.00%	87.50%	Good Standing
219	Oxford Learning	87.50%	93.75%	Good Standing
46	Pender County Schools SES	75.00%	93.75%	Good Standing
14	Prime Time for Kids	87.50%	93.75%	Good Standing
<b>279</b>	<b>PROJECT IMPACT (Greensboro)</b>	<b>25.00%</b>	<b>43.75%</b>	<b>Probationary Status for 2 Consecutive Years</b>
294	RAE Educational Services, Inc.	25.00%	93.75%	Good Standing
68	RICCE, INC	87.50%	93.75%	Good Standing
39	Richmond County Schools HOPE Learning Community	93.75%	93.75%	Good Standing
247	Rockingham District Partners In Ministry	93.75%	93.75%	Good Standing
237	School Management & Revitalize Training, CO. SMART Group Co	93.75%	93.75%	Good Standing
264	Second 2 None Educational Services, Inc	NA	100.00%	Good Standing
48	Siler City Elementary Tutoring	93.75%	93.75%	Good Standing
<b>284</b>	<b>SMARTIES-Learn Out Loud</b>	<b>NA</b>	<b>68.75%</b>	<b>Probation</b>
289	Stay On Top Tutoring Services, Inc.	68.75%	100.00%	Good Standing
60	Sylvan / Ace It! Tutoring of Elizabeth City	87.50%	93.75%	Good Standing
16	Sylvan Learning Center of Greensboro	81.25%	75.00%	Good Standing

ID	SES Provider	2010-2011 Final Composite Score	2011-2012 Final Composite Score	Status Summary based on 2011-2012 Results
59	Sylvan Learning Center of Hickory	81.25%	87.50%	Good Standing
210	Sylvan Learning Center of Salisbury	93.75%	93.75%	Good Standing
75	Sylvan Learning Center of Wilmington/Burgaw	93.75%	100.00%	Good Standing
<b>34</b>	<b>Sylvan Learning Center of Winston-Salem</b>	<b>81.25%</b>	<b>43.75%</b>	<b>Probation</b>
22	Sylvan Learning Center, Dougherty Group, Ltd.	75.00%	93.75%	Good Standing
65	Sylvan Learning Centers of Charlotte and Fayetteville	93.75%	93.75%	Good Standing
74	Sylvan Learning Centers of High Point/Mooresville	43.75%	87.50%	Good Standing
35	Sylvan Learning Ctr./Ace It Tutoring of Henderson and Roanoke Rapids	87.50%	93.75%	Good Standing
87	Sylvan Learning of Gastonia	93.75%	93.75%	Good Standing
51	Sylvan Learning-Albemarle	93.75%	93.75%	Good Standing
57	TCAL, The Center for Accelerated Learning	93.75%	87.50%	Good Standing
266	The Aya Center	75.00%	93.75%	Good Standing
99	The Greater Enrichment Program, Inc.	93.75%	87.50%	Good Standing
93	The Hill Center	93.75%	87.50%	Good Standing
240	The Legacy House	25.00%	93.75%	Good Standing
<b>246</b>	<b>The Potter's Village</b>	<b>43.75%</b>	<b>25.00%</b>	<b>Probationary Status for 2 Consecutive Years</b>
<b>3</b>	<b>The Reaching All Minds Organization (RAM)</b>	<b>87.50%</b>	<b>43.75%</b>	<b>Probation</b>
30	Thomasville City Schools	93.75%	93.75%	Good Standing
<b>45</b>	<b>Total Tutors, LLC</b>	<b>87.50%</b>	<b>56.25%</b>	<b>Probation</b>
11	TRAC Enrichment Center, Inc.	93.75%	93.75%	Good Standing
1	Tutorial Services	93.75%	75.00%	Good Standing
19	Twister Tutors	93.75%	100.00%	Good Standing
292	Village Learning Solutions	93.75%	87.50%	Good Standing
<b>112</b>	<b>Winston-Salem / Forsyth County Schools</b>	<b>75.00%</b>	<b>62.50%</b>	<b>Probation</b>

NA = Provider was on the NCDPI approved list of Providers for both the 2010-2011 and 2011-2012 program years and thus are considered "Continuing." However, these Providers were not included in the 2010-2011 evaluation either because none of the requested evaluation data were ever received or it was specifically communicated to SERVE that services were not being offered by the Provider that year.

**Table 2. Final Composite Score and Status Summary for 2011-2012 New Providers**

ID	SES Provider	2011-2012 Final Composite Score	Status Summary based on 2011-2012 Results
<b>397</b>	<b>1:1 Online Tutoring Services, LLC</b>	<b>25.00%</b>	<b>Probation</b>
313	123 OnlineLearning	87.50%	Good Standing
376	ABC Appletree, Inc.	93.75%	Good Standing
359	Above & Beyond Learning, Inc.	87.50%	Good Standing
<b>415</b>	<b>Academic Station, LLC</b>	<b>25.00%</b>	<b>Probation</b>
344	Ace It! Tutoring by Sylvan of Garner-Julie Hoyes, Executive Director	93.75%	Good Standing
311	Ace It! Tutoring-Sylvia Hester, Exec. Director	93.75%	Good Standing
315	Achievement Academy, LLC	75.00%	Good Standing
<b>309</b>	<b>Achieving Excellence Learning Center, LLC</b>	<b>25.00%</b>	<b>Probation</b>
394	Advance Learning	87.50%	Good Standing
<b>318</b>	<b>Advanced Tutoring</b>	<b>43.75%</b>	<b>Probation</b>
312	Alianza Esperanza	93.75%	Good Standing
<b>400</b>	<b>Alternatives Unlimited, Inc.</b>	<b>31.25%</b>	<b>Probation</b>
349	Believe-N-U Youth Empowerment	81.25%	Good Standing
<b>334</b>	<b>Black Child Development Institute</b>	<b>31.25%</b>	<b>Probation</b>
317	Bridge to Success	93.75%	Good Standing
<b>384</b>	<b>Bright Light Education LLC</b>	<b>25.00%</b>	<b>Probation</b>
341	ComputABILITY Works	100.00%	Good Standing
<b>335</b>	<b>Dare to Achieve, Inc.</b>	<b>25.00%</b>	<b>Probation</b>
404	Dream Children, Inc.	81.25%	Good Standing
416	Educate Online Learning, LLC	93.75%	Good Standing
<b>396</b>	<b>Gates County Public Schools</b>	<b>43.75%</b>	<b>Probation</b>
<b>322</b>	<b>Glosso Tutoring Online</b>	<b>25.00%</b>	<b>Probation</b>
<b>414</b>	<b>Have Life Ministries Inc.-LIFE Academy-21st CCLC</b>	<b>43.75%</b>	<b>Probation</b>
310	Kingdom Impact Global Ministries	93.75%	Good Standing
361	McCloud's Computer & Skill Training	100.00%	Good Standing
<b>372</b>	<b>Mobile Minds Tutoring</b>	<b>25.00%</b>	<b>Probation</b>
343	Prosperous Living Adolescent Center	100.00%	Good Standing
352	Shaw University	93.75%	Good Standing
410	Southridge Learning Center	93.75%	Good Standing
350	The COACH Program, Perquimans County Public Schools	75.00%	Good Standing

ID	SES Provider	2011-2012 Final Composite Score	Status Summary based on 2011-2012 Results
327	The Dream Academy	93.75%	Good Standing
367	The Duplin County Learning Village	81.25%	Good Standing
363	TRAC-Educational Services Group	93.75%	Good Standing
306	Wake County Public Schools: Academic Achievement Academies	87.50%	Good Standing
<b>332</b>	<b>World Overcomer Kids</b>	<b>43.75%</b>	<b>Probation</b>

## ***Summary of Results***

Of the 208 Providers appearing on the 2011-2012 Authorized NC SES Provider list, 54 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 2011-2012 year. These Providers do not appear in the results tables presented above. Final composite score ratings for the remaining 154 Providers are summarized below, broken down by Continuing versus New Providers:

### **Continuing Providers (118 out of 154)**

Fifteen (15) Providers, who were in “Good Standing” after the 2010-2011 year of offering services, received a composite score falling below 75% (“Probationary Status”) in the 2011-2012 programming year. This will be considered their first Probation designation.

1. A.I.M. Services
2. About Face II, Inc
3. Above and Beyond Students
4. Achieving Intellectual Minds LLC
5. CMS-Creating Minds for Success
6. Dream Builders Communications, Inc. After-school Enrichment Program
7. Eastern Carolina Educational Assistance Center
8. Glosso Speech, Language and Educational Services, Inc.
9. Knowledge Is Power Early Learning Program
10. Literacy in the Community LLC
11. SMARTIES-Learn Out Loud
12. Sylvan Learning Center of Winston-Salem
13. The Reaching All Minds Organization (RAM)
14. Total Tutors, LLC
15. Winston-Salem / Forsyth County Schools

Five (5) Providers received a composite score falling below 75% (“Probationary Status”) for two consecutive years (2010-2011 and 2011-2012). In accordance with NC SES policy, NCDPI may withdraw approval from these Providers to offer SES programming in the future.

1. Empowering Youth through Education (EYE)
2. Huntington Learning Centers, Inc.
3. NewPoint Learning Center - Myers Park
4. PROJECT IMPACT (Greensboro)
5. The Potter's Village

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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.

The remaining 98 Continuing Providers received a composite score of 75% or greater (“Good Standing”).

New Providers (36 out of 154)

Thirteen (13) New Providers received a composite score falling below 75% (“Probationary Status”).

1. 1:1 Online Tutoring Services, LLC
2. Academic Station, LLC
3. Achieving Excellence Learning Center, LLC
4. Advanced Tutoring
5. Alternatives Unlimited, Inc.
6. Black Child Development Institute
7. Bright Light Education LLC
8. Dare to Achieve, Inc.
9. Gates County Public Schools
10. Glosso Tutoring Online
11. Have Life Ministries Inc.-LIFE Academy-21st CCLC
12. Mobile Minds Tutoring
13. World Overcomer Kids

The remaining 23 New Providers received a composite score of 75% or greater (“Good Standing”).

## Appendix A

### 2011-2012 NCDPI 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 78.0%)	The Provider's average attendance rate is between one full standard deviation below and one full standard deviation above the overall average attendance. (78.0% - 94.4%)	The Provider's average attendance rate is one standard deviation or more above the overall average attendance. (greater than 94.4%)
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

### 2011-2012 NC SES Evaluation Activities: Important Dates for SES Providers

Date	Evaluation Activity
ASAP	Complete the <i>NC SES Provider Information Survey: 1<sup>st</sup> Enrollment</i> via online link provided by SERVE ( <a href="https://uncg.qualtrics.com/SE/?SID=SV_6A7Pspf83HivW1S">https://uncg.qualtrics.com/SE/?SID=SV_6A7Pspf83HivW1S</a> ).
November 2011- March 2012	Expect FedEx shipment from SERVE containing 1 <sup>st</sup> Enrollment Parent Survey Packets (# based on enrollment information provided via the online <i>NC SES Provider Information Survey: 1<sup>st</sup> Enrollment</i> ).
Within 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. Since 1 <sup>st</sup> Enrollment end dates vary between and, in some cases, within Providers, SERVE cannot provide a specific date for survey distribution. Surveys will be sent to Providers, and it is up to Providers to track their various end dates and manage the survey distribution process (according to the guidance given of “within 2 weeks before the 1 <sup>st</sup> Enrollment end date”). Parents are instructed to send completed Parent Surveys directly to SERVE via postage-paid envelopes enclosed in their Packets. <b>Note. We will not accept surveys that are not sealed in the postage-paid envelopes provided by SERVE—one survey per envelope.</b>
One week after distributing surveys or at the Provider’s discretion	Distribute “reminder sheet” (provided by SERVE) to your students/parents.
No later than Monday, December 19, 2011	Expect an email from SERVE Center (Melissa Williams) with the link/instructions for downloading/uploading the NC SES Excel Reporting Templates (Both the 1 <sup>st</sup> Enrollment and 2 <sup>nd</sup> Enrollment templates will be made available simultaneously). Provider is to use the <i>NC SES Excel Reporting Template: 1<sup>st</sup> Enrollment</i> to report the 1st Enrollment student achievement and attendance data.
No later than Monday, January 9, 2012	For those Providers who have not completed the online <i>NC SES Provider Information Survey: 1<sup>st</sup> Enrollment</i> , expect an email reminder from SERVE Center (Melissa Williams).
Monday, January 30, 2012	The link for completing the <i>NC SES Provider Information Survey: 1<sup>st</sup> Enrollment</i> will close.
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 1<sup>st</sup> Enrollment student achievement data and student attendance data (using the Excel template provided by SERVE). Upload the completed <i>NC SES Excel Reporting Template: 1<sup>st</sup> Enrollment</i>.</li> <li>• <b><i>It is suggested that 1<sup>st</sup> Enrollment data be uploaded as soon as they are compiled; however, please note that Monday, May 14, 2012 is the absolute final day data will be accepted by SERVE Center.</i></b></li> </ul>
No later than Monday, February 27, 2012	Expect an email from SERVE Center (Melissa Williams) to include the link needed to complete the <i>NC SES Provider Information Survey: 2<sup>nd</sup> Enrollment</i> (where applicable; we are aware not all Providers will offer a 2 <sup>nd</sup> Enrollment).

Date	Evaluation Activity
Monday, March 12, 2012	The link for completing the <i>NC SES Provider Information Survey: 1<sup>st</sup> Enrollment</i> will close.
March-April 2012	Expect FedEx shipment from SERVE containing 2 <sup>nd</sup> Enrollment Parent Survey Packets (# based on enrollment information provided via the online <i>NC SES Provider Information Survey: 2<sup>nd</sup> Enrollment</i> ).
Within 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. Since 2 <sup>nd</sup> Enrollment end dates vary between and, in some cases, within Providers, SERVE cannot provide a specific date for survey distribution. Surveys will be sent to Providers, and it is up to Providers to track their various end dates and manage the survey distribution process (according to the guidance given of “within 2 weeks before the 2 <sup>nd</sup> Enrollment end date”). Parents are instructed to send completed Parent Surveys directly to SERVE via postage-paid envelopes enclosed in their Packets. <b>Note. We will not accept surveys that are not sealed in the postage-paid envelopes provided by SERVE—one survey per envelope.</b>
One week after distributing surveys or at the Provider’s discretion	Distribute “reminder sheet” (provided by SERVE) to your students/parents.
No later than Monday, April 16, 2012	Expect a reminder email from SERVE Center (Melissa Williams) with the link/instructions for downloading/uploading the NC SES Excel Reporting Templates (Both the 1 <sup>st</sup> Enrollment and 2 <sup>nd</sup> Enrollment templates will be made available simultaneously). Provider is to use the <i>NC SES Excel Reporting Template: 2<sup>nd</sup> Enrollment</i> to report the 2 <sup>nd</sup> Enrollment student achievement and attendance data.
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 14, 2012	<ul style="list-style-type: none"> <li>• Compile all 2<sup>nd</sup> Enrollment student achievement data and student attendance data (using the Excel template provided by SERVE). Upload the completed <i>NC SES Excel Reporting Template: 2<sup>nd</sup> Enrollment</i>.</li> <li>• <b><i>It is suggested that 2<sup>nd</sup> Enrollment data be uploaded as soon as they are compiled; however, please note that Monday, May 14, 2012 is the absolute final day data will be accepted by SERVE Center. This includes Parent Satisfaction Surveys—these must be post-marked on or before May 14, 2012 to be included in evaluation analyses. It is up to Providers to communicate these reminders to parents if necessary.</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 14, 2012. If SES Programming will not be completed in time to meet the May 14 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 2011-2012 SES Evaluation

The following are the 54 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 2011-2012 year (Table 2). This information is included for both New and Continuing Providers.

**Table 1. Providers Not Included in the 11-12 Evaluation: No Response to SERVE Requests for Information (No NC SES Provider Information Survey received)**

ID	SES Provider	New or Continuing
207	Avery County Schools	Continuing
32	Connxtions Consultant Service, Inc.	Continuing
295	Impact Learning Services, LLC	Continuing
249	MasterKey Tutoring	Continuing
250	Project IMPACT, Inc.	Continuing
255	Upstate Circle of Friends	Continuing
256	Communities In Schools of Forsyth	Continuing
316	Carolina Access Support and Enrichment Services	New
351	Eagle Rock Community Learning Center	New
321	Pearson Education	New
330	West End Community Center	New

**Table 2. Providers Not Included in the 11-12 Evaluation: Provider specified that Services Were Not Offered During the 11-12 School Year**

ID	SES Provider	New or Continuing
291	1 To 1 Tutor, LLC	Continuing
31	21st Century Community Learning Center of Mount Airy	Continuing
2	A Lot of Direction, Love & Affection (ADLA) Inc.	Continuing
89	Absolute Academic Achievement-Wilson County Schools	Continuing
85	Academics By Venture	Continuing
25	Burke County Before & After School Program	Continuing
222	Community Threads Inc	Continuing
91	Cool Kids Learn	Continuing
215	Curriculum Coaching Specialists by Cabarrus County Schools	Continuing
78	H.I.G.H.E.R. Tutorial Services, Inc.	Continuing
17	Jackson County Public Schools	Continuing
104	JFL Enterprises, Inc. d.b.a. Failure Free Reading	Continuing

ID	SES Provider	New or Continuing
274	Literacylink, LLC	Continuing
76	NC Education Solutions, Inc. d/b/a KnowledgePoints of the Triangle	Continuing
95	Next Level Educational Programs, LLC	Continuing
71	OuterBanks Learning Center	Continuing
26	S.T.E.P.'s Developmental Academy, Inc.	Continuing
96	Smart Choices for Youth, Inc.	Continuing
230	Summit Learning Services Inc.	Continuing
203	Swain County Schools	Continuing
62	Sylvan Learning Center of Johnston	Continuing
9	UCPS/21st CCLC/TEAM	Continuing
43	Victorious Community Development Corp.	Continuing
28	Able 2 Succeed by Lenoir County Public Schools	Continuing
42	ART in the 21st Century	Continuing
298	Blue Crescent Enterprises, Inc.	Continuing
276	Global Partnership Schools	Continuing
245	Jair Learning, LLC	Continuing
231	NewPoint Learning Center - Davidson	Continuing
114	Sylvan Learning Centers of Shelby and Denver	Continuing
336	Appletree Learning	New
418	Education Empowerment Foundation, Inc.	New
388	First Aid Tutorial Services, LLC	New
360	Greater Love Christian Community	New
411	Group Excellence	New
319	Learning for the 21st Century	New
342	Life Enhancement Services	New
383	Mainstream Development Education Group	New
391	Milestones Family Learning Center	New
364	Next Level Scholars, Inc.	New
331	Reading Partners	New
308	Sylvan Learning Center-Sylvia Hester, Exec. Director	New
301	Uriah Academy	New

## Appendix D

### 2011-2012 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. Once you have completed the survey, please (1) fold the survey and place it in the enclosed envelope, which has already been printed with SERVE's mailing address and (2) seal the envelope and simply place it in your mailbox. You do not need to apply any postage—it has been pre-paid. This survey is due back to SERVE as soon as possible. Any surveys post-marked after **Monday, May 14, 2012** cannot be included in our evaluation.

**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.....	<input type="radio"/>					
2. I believe that the free tutoring helped my child improve in <i>reading</i> at school.....	<input type="radio"/>					
3. I was given a chance to meet with the tutoring provider and discuss my child's learning goals.....	<input type="radio"/>					
4. The tutoring provider always answered my questions about my child's tutoring.....	<input type="radio"/>					
5. The tutoring provider adequately communicated with me about my child's progress.....	<input type="radio"/>					
6. The tutoring provider talked to my child's teachers about his/her progress.....	<input type="radio"/>					
7. The information on the progress reports helped me understand my child's strengths, weaknesses, and progress towards his/her learning goals.....	<input type="radio"/>					
8. The tutoring sessions always started on time.....	<input type="radio"/>					
9. The tutoring sessions always ended on time.....	<input type="radio"/>					
10. Overall, I am happy with the tutoring my child received.....	<input type="radio"/>					

**For Office Use Only:**

*Provider Name*

*Provider Number*

*[Pre-printed prior to distribution]*

## Appendix E

### 2011-2012 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 14, 2012 deadline for data submission.
- Excludes the 54 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.

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: 123 OnlineLearning (#313, 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.	3.31	.63	-	1 (5.9%)	7 (41.2%)	5 (29.4%)	1 (5.9%)	3 (17.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.08	.76	-	3 (17.6%)	6 (35.3%)	4 (23.5%)	3 (17.6%)	1 (5.9%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.75	.97	2 (11.8%)	1 (5.9%)	7 (41.2%)	2 (11.8%)	1 (5.9%)	3 (17.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.33	.90	1 (5.9%)	1 (5.9%)	5 (29.4%)	8 (47.1%)	-	2 (11.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.29	.92	1 (5.9%)	2 (11.8%)	5 (29.4%)	9 (52.9%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.57	1.27	2 (11.8%)	1 (5.9%)	2 (11.8%)	2 (11.8%)	8 (47.1%)	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.	3.33	.90	1 (5.9%)	1 (5.9%)	5 (29.4%)	8 (47.1%)	2 (11.8%)	-
8	The tutoring sessions always started on time.	3.18	.98	1 (5.9%)	1 (5.9%)	4 (23.5%)	5 (29.4%)	2 (11.8%)	3 (17.6%)
9	The tutoring sessions always ended on time.	3.15	.90	1 (5.9%)	1 (5.9%)	6 (35.3%)	5 (29.4%)	2 (11.8%)	2 (11.8%)
10	Overall, I am happy with the tutoring my child received.	3.56	.63	-	1 (5.9%)	5 (29.4%)	10 (58.8%)	1 (5.9%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=15				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				13.3%		86.7%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: A Cut Above-Union County Public Schools (#275, 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.	3.56	.51	-	-	7 (43.8%)	9 (56.3%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.06	1.06	2 (12.5%)	2 (12.5%)	5 (31.3%)	7 (43.8%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.14	1.03	2 (12.5%)	-	6 (37.5%)	6 (37.5%)	1 (6.3%)	1 (6.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.13	1.03	2 (12.5%)	1 (6.3%)	6 (37.5%)	7 (43.8%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.67	.52	-	-	2 (12.5%)	4 (25.0%)	10 (62.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.67	.49	-	-	5 (31.3%)	10 (62.5%)	1 (6.3%)	-
8	The tutoring sessions always started on time.	3.69	.48	-	-	4 (25.0%)	9 (56.3%)	3 (18.8%)	-
9	The tutoring sessions always ended on time.	3.56	.51	-	-	7 (43.8%)	9 (56.3%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.63	.50	-	-	6 (37.5%)	10 (62.5%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=16				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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

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

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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=41

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	.63	1 (2.4%)	1 (2.4%)	25 (61.0%)	14 (34.1%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.25	.63	1 (2.4%)	1 (2.4%)	25 (61.0%)	13 (31.7%)	1 (2.4%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.18	.67	-	5 (12.2%)	18 (43.9%)	11 (26.8%)	4 (9.8%)	3 (7.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.35	.60	-	2 (4.9%)	18 (43.9%)	14 (34.1%)	3 (7.3%)	4 (9.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.19	.70	-	6 (14.6%)	18 (43.9%)	13 (31.7%)	3 (7.3%)	1 (2.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.40	.58	-	1 (2.4%)	13 (31.7%)	11 (26.8%)	15 (36.6%)	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.	3.33	.68	1 (2.4%)	1 (2.4%)	19 (46.3%)	15 (36.6%)	3 (7.3%)	2 (4.9%)
8	The tutoring sessions always started on time.	3.51	.51	-	-	19 (46.3%)	20 (48.8%)	2 (4.9%)	-
9	The tutoring sessions always ended on time.	3.42	.76	2 (4.9%)	-	16 (39.0%)	20 (48.8%)	3 (7.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.54	.67	1 (2.4%)	1 (2.4%)	14 (34.1%)	25 (61.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=39				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				7.7%		92.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

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

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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=72

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	.59	-	3 (4.2%)	27 (37.5%)	36 (50.0%)	2 (2.8%)	3 (4.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.59	.58	-	3 (4.2%)	23 (31.9%)	44 (61.1%)	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.	2.95	.77	1 (1.4%)	16 (22.2%)	28 (38.9%)	15 (20.8%)	3 (4.2%)	7 (9.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.21	.59	1 (1.4%)	2 (2.8%)	38 (52.8%)	16 (22.2%)	5 (6.9%)	10 (13.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.27	.70	1 (1.4%)	6 (8.3%)	32 (44.4%)	25 (34.7%)	3 (4.2%)	3 (4.2%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.35	.60	-	3 (4.2%)	24 (33.3%)	19 (26.4%)	26 (36.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.41	.58	-	3 (4.2%)	35 (48.6%)	31 (43.1%)	3 (4.2%)	-
8	The tutoring sessions always started on time.	3.49	.50	-	-	31 (43.1%)	30 (41.7%)	10 (13.9%)	1 (1.4%)
9	The tutoring sessions always ended on time.	3.53	.50	-	-	32 (44.4%)	36 (50.0%)	4 (5.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.72	.45	-	-	19 (26.4%)	50 (69.4%)	3 (4.2%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=69				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.4%		98.6%			
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

## 2011-2012 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=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.	3.26	.76	1 (3.7%)	2 (7.4%)	13 (48.1%)	11 (40.7%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.26	.76	1 (3.7%)	2 (7.4%)	13 (48.1%)	11 (40.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.96	.62	1 (3.7%)	2 (7.4%)	18 (66.7%)	3 (11.1%)	-	3 (11.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.96	.60	1 (3.7%)	2 (7.4%)	20 (74.1%)	3 (11.1%)	-	1 (3.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.96	.53	-	4 (14.8%)	19 (70.4%)	3 (11.1%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.92	.69	2 (7.4%)	1 (3.7%)	20 (74.1%)	3 (11.1%)	-	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.19	.94	3 (11.1%)	-	12 (44.4%)	11 (40.7%)	-	-
8	The tutoring sessions always started on time.	3.22	.52	-	1 (3.7%)	16 (59.3%)	6 (22.2%)	4 (14.8%)	-
9	The tutoring sessions always ended on time.	3.23	.43	-	-	20 (74.1%)	6 (22.2%)	1 (3.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.08	.89	3 (11.1%)	-	15 (55.6%)	8 (29.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=27				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				11.1%		88.9%			
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

## 2011-2012 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 following 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=51

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	.76	2 (3.9%)	1 (2.0%)	18 (35.3%)	23 (45.1%)	7 (13.7%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.36	.76	2 (3.9%)	2 (3.9%)	20 (39.2%)	23 (45.1%)	4 (7.8%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.81	1.05	6 (11.8%)	10 (19.6%)	13 (25.5%)	14 (27.5%)	5 (9.8%)	3 (5.9%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.90	.93	3 (5.9%)	10 (19.6%)	15 (29.4%)	12 (23.5%)	2 (3.9%)	9 (17.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.00	.81	3 (5.9%)	6 (11.8%)	26 (51.0%)	12 (23.5%)	2 (3.9%)	2 (3.9%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.24	.89	2 (3.9%)	4 (7.8%)	12 (23.5%)	16 (31.4%)	16 (31.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.30	.81	3 (5.9%)	1 (2.0%)	21 (41.2%)	21 (41.2%)	4 (7.8%)	-
8	The tutoring sessions always started on time.	3.41	.75	2 (3.9%)	-	17 (33.3%)	20 (39.2%)	12 (23.5%)	-
9	The tutoring sessions always ended on time.	3.36	.77	2 (3.9%)	2 (3.9%)	19 (37.3%)	22 (43.1%)	6 (11.8%)	-
10	Overall, I am happy with the tutoring my child received.	3.57	.76	2 (3.9%)	1 (2.0%)	11 (21.6%)	30 (58.8%)	6 (11.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=47				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				8.5%		91.5%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: ABC Appletree, Inc. (#376, 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=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.	3.50	.53	-	-	5 (38.5%)	5 (38.5%)	2 (15.4%)	1 (7.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.52	-	-	6 (46.2%)	5 (38.5%)	2 (15.4%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.08	.29	-	-	11 (84.6%)	1 (7.7%)	1 (7.7%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.25	.45	-	-	9 (69.2%)	3 (23.1%)	1 (7.7%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.17	.58	-	1 (7.7%)	8 (61.5%)	3 (23.1%)	1 (7.7%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	2 (15.4%)	2 (15.4%)	9 (69.2%)	-
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 (7.7%)	5 (38.5%)	6 (46.2%)	1 (7.7%)	-
8	The tutoring sessions always started on time.	3.00	.00	-	-	10 (76.9%)	-	3 (23.1%)	-
9	The tutoring sessions always ended on time.	3.08	.28	-	-	12 (92.3%)	1 (7.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.46	.78	-	2 (15.4%)	3 (23.1%)	8 (61.5%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=12				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Above & Beyond Learning, Inc. (#359, 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=232

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	.69	1 (0.4%)	7 (3.0%)	35 (15.1%)	24 (10.3%)	1 (0.4%)	152 (65.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.41	.50	-	1 (0.4%)	131 (56.5%)	92 (39.7%)	2 (0.9%)	4 (1.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.19	.59	2 (0.9%)	16 (6.9%)	150 (64.7%)	63 (27.2%)	-	1 (0.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.21	.56	1 (0.4%)	13 (5.6%)	151 (65.1%)	64 (27.6%)	-	3 (1.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.25	.59	1 (0.4%)	15 (6.5%)	137 (59.1%)	74 (31.9%)	3 (1.3%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.17	.63	2 (0.9%)	18 (7.8%)	116 (50.0%)	54 (23.3%)	40 (17.2%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.28	.57	1 (0.4%)	11 (4.7%)	140 (60.3%)	76 (32.8%)	1 (0.4%)	2 (0.9%)
8	The tutoring sessions always started on time.	3.35	.55	-	8 (3.4%)	118 (50.9%)	80 (34.5%)	26 (11.2%)	-
9	The tutoring sessions always ended on time.	3.40	.54	-	5 (2.2%)	120 (51.7%)	90 (38.8%)	17 (7.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.41	.54	1 (0.4%)	3 (1.3%)	127 (54.7%)	100 (43.1%)	1 (0.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=231				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				3.5%		96.5%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Above and Beyond Students (#278, 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=56

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.	3.19	.84	3 (5.4%)	5 (8.9%)	23 (41.1%)	21 (37.5%)	3 (5.4%)	1 (1.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.23	.82	3 (5.4%)	4 (7.1%)	24 (42.9%)	22 (39.3%)	1 (1.8%)	1 (1.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.98	.89	5 (8.9%)	7 (12.5%)	27 (48.2%)	16 (28.6%)	1 (1.8%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.10	.78	3 (5.4%)	3 (5.4%)	28 (50.0%)	14 (25.0%)	-	8 (14.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.21	.87	4 (7.1%)	4 (7.1%)	24 (42.9%)	24 (42.9%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.05	.83	2 (3.6%)	7 (12.5%)	20 (35.7%)	13 (23.2%)	11 (19.6%)	2 (3.6%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.30	.83	3 (5.4%)	4 (7.1%)	22 (39.3%)	27 (48.2%)	-	-
8	The tutoring sessions always started on time.	3.21	.74	2 (3.6%)	-	20 (35.7%)	11 (19.6%)	18 (32.1%)	4 (7.1%)
9	The tutoring sessions always ended on time.	3.26	.76	2 (3.6%)	2 (3.6%)	22 (39.3%)	17 (30.4%)	9 (16.1%)	3 (5.4%)
10	Overall, I am happy with the tutoring my child received.	3.23	.68	2 (3.6%)	1 (1.8%)	32 (57.1%)	17 (30.4%)	3 (5.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=56				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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=106

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.	3.23	.70	3 (2.8%)	6 (5.7%)	54 (50.9%)	35 (33.0%)	3 (2.8%)	4 (3.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.26	.73	4 (3.8%)	5 (4.7%)	52 (49.1%)	39 (36.8%)	4 (3.8%)	1 (0.9%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.89	.91	9 (8.5%)	15 (14.2%)	42 (39.6%)	23 (21.7%)	7 (6.6%)	10 (9.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.04	.85	7 (6.6%)	6 (5.7%)	44 (41.5%)	23 (21.7%)	7 (6.6%)	18 (17.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.96	.95	10 (9.4%)	15 (14.2%)	41 (38.7%)	31 (29.2%)	4 (3.8%)	4 (3.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.00	.92	7 (6.6%)	5 (4.7%)	31 (29.2%)	19 (17.9%)	38 (35.8%)	4 (3.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.16	.71	5 (4.7%)	3 (2.8%)	62 (58.5%)	29 (27.4%)	6 (5.7%)	-
8	The tutoring sessions always started on time.	3.24	.75	5 (4.7%)	2 (1.9%)	49 (46.2%)	34 (32.1%)	16 (15.1%)	-
9	The tutoring sessions always ended on time.	3.31	.63	2 (1.9%)	3 (2.8%)	56 (52.8%)	37 (34.9%)	8 (7.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.37	.76	4 (3.8%)	6 (5.7%)	42 (39.6%)	52 (49.1%)	1 (0.9%)	1 (0.9%)
<b>Parent Satisfaction Outcomes</b>									
Total N=101				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				14.9%		85.1%			
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

## 2011-2012 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 following 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=29

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 (6.9%)	12 (41.4%)	14 (48.3%)	1 (3.4%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.36	.56	-	1 (3.4%)	16 (55.2%)	11 (37.9%)	-	1 (3.4%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.96	.88	1 (3.4%)	6 (20.7%)	9 (31.0%)	7 (24.1%)	2 (6.9%)	4 (13.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.43	.51	-	-	12 (41.4%)	9 (31.0%)	3 (10.3%)	4 (13.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.00	1.00	3 (10.3%)	4 (13.8%)	10 (34.5%)	10 (34.5%)	2 (6.9%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.18	.53	-	1 (3.4%)	12 (41.4%)	4 (13.8%)	9 (31.0%)	3 (10.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.31	.66	-	3 (10.3%)	14 (48.3%)	12 (41.4%)	-	-
8	The tutoring sessions always started on time.	3.33	.48	-	-	16 (55.2%)	8 (27.6%)	5 (17.2%)	-
9	The tutoring sessions always ended on time.	3.30	.56	-	1 (3.4%)	14 (48.3%)	8 (27.6%)	6 (20.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.38	.68	-	3 (10.3%)	12 (41.4%)	14 (48.3%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=28				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				10.7%		89.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=131

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.	3.61	.49	-	-	48 (36.6%)	75 (57.3%)	5 (3.8%)	2 (1.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.55	.55	-	3 (2.3%)	51 (38.9%)	72 (55.0%)	5 (3.8%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.20	.70	2 (1.5%)	11 (8.4%)	57 (43.5%)	36 (27.5%)	13 (9.9%)	7 (5.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.33	.64	-	10 (7.6%)	54 (41.2%)	47 (35.9%)	10 (7.6%)	7 (5.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.43	.64	1 (0.8%)	7 (5.3%)	53 (40.5%)	62 (47.3%)	4 (3.1%)	3 (2.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.43	.68	2 (1.5%)	2 (1.5%)	33 (25.2%)	39 (29.8%)	51 (38.9%)	1 (0.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.45	.63	1 (0.8%)	6 (4.6%)	52 (39.7%)	63 (48.1%)	5 (3.8%)	-
8	The tutoring sessions always started on time.	3.54	.50	-	-	48 (36.6%)	57 (43.5%)	26 (19.8%)	-
9	The tutoring sessions always ended on time.	3.48	.52	-	1 (0.8%)	58 (44.3%)	56 (42.7%)	12 (9.2%)	-
10	Overall, I am happy with the tutoring my child received.	3.64	.53	1 (0.8%)	-	41 (31.3%)	80 (61.1%)	5 (3.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=121				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.7%		98.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Academic Enrichment Services & Systems (AESS) (#220, 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=36

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	.56	-	1 (2.8%)	16 (44.4%)	19 (52.8%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.56	-	1 (2.8%)	16 (44.4%)	19 (52.8%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.32	.84	1 (2.8%)	5 (13.9%)	10 (27.8%)	18 (50.0%)	1 (2.8%)	1 (2.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.49	.70	-	4 (11.1%)	10 (27.8%)	21 (58.3%)	-	1 (2.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.63	.60	-	2 (5.6%)	9 (25.0%)	24 (66.7%)	-	1 (2.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.64	.49	-	-	9 (25.0%)	16 (44.4%)	7 (19.4%)	2 (5.6%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.60	.50	-	-	14 (38.9%)	21 (58.3%)	1 (2.8%)	-
8	The tutoring sessions always started on time.	3.62	.49	-	-	13 (36.1%)	21 (58.3%)	2 (5.6%)	-
9	The tutoring sessions always ended on time.	3.58	.50	-	-	15 (41.7%)	21 (58.3%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.71	.46	-	-	10 (27.8%)	25 (69.4%)	1 (2.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=36				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=567

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	.64	10 (1.8%)	16 (2.8%)	261 (46.0%)	261 (46.0%)	14 (2.5%)	4 (0.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.62	7 (1.2%)	15 (2.6%)	250 (44.1%)	275 (48.5%)	13 (2.3%)	4 (0.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.06	.83	23 (4.1%)	78 (13.8%)	216 (38.1%)	150 (26.5%)	41 (7.2%)	53 (9.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.20	.72	13 (2.3%)	42 (7.4%)	238 (42.0%)	156 (27.5%)	42 (7.4%)	62 (10.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.28	.70	12 (2.1%)	39 (6.9%)	254 (44.8%)	204 (36.0%)	24 (4.2%)	25 (4.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.31	.66	5 (0.9%)	18 (3.2%)	155 (27.3%)	120 (21.2%)	249 (43.9%)	12 (2.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.36	.67	9 (1.6%)	30 (5.3%)	246 (43.4%)	239 (42.2%)	29 (5.1%)	7 (1.2%)
8	The tutoring sessions always started on time.	3.45	.59	5 (0.9%)	8 (1.4%)	224 (39.5%)	230 (40.6%)	88 (15.5%)	6 (1.1%)
9	The tutoring sessions always ended on time.	3.46	.58	5 (0.9%)	7 (1.2%)	247 (43.6%)	256 (45.1%)	45 (7.9%)	5 (0.9%)
10	Overall, I am happy with the tutoring my child received.	3.54	.64	11 (1.9%)	13 (2.3%)	196 (34.6%)	334 (58.9%)	11 (1.9%)	2 (0.4%)
<b>Parent Satisfaction Outcomes</b>									
Total N=541				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				5.0%		95.0%			
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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 ≥2.5 represents satisfaction with the Provider.

Total N=246

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	.69	6 (2.4%)	11 (4.5%)	107 (43.5%)	114 (46.3%)	6 (2.4%)	1 (0.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.39	.69	7 (2.8%)	7 (2.8%)	110 (44.7%)	115 (46.7%)	3 (1.2%)	2 (0.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.23	.77	10 (4.1%)	16 (6.5%)	108 (43.9%)	87 (35.4%)	14 (5.7%)	9 (3.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.31	.71	6 (2.4%)	12 (4.9%)	105 (42.7%)	90 (36.6%)	14 (5.7%)	18 (7.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.32	.74	7 (2.8%)	17 (6.9%)	104 (42.3%)	105 (42.7%)	4 (1.6%)	7 (2.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.32	.68	3 (1.2%)	10 (4.1%)	81 (32.9%)	68 (27.6%)	81 (32.9%)	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.	3.41	.70	7 (2.8%)	8 (3.3%)	105 (42.7%)	121 (49.2%)	4 (1.6%)	-
8	The tutoring sessions always started on time.	3.40	.67	6 (2.4%)	4 (1.6%)	99 (40.2%)	99 (40.2%)	35 (14.2%)	-
9	The tutoring sessions always ended on time.	3.41	.67	6 (2.4%)	5 (2.0%)	106 (43.1%)	109 (44.3%)	19 (7.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.52	.69	7 (2.8%)	6 (2.4%)	82 (33.3%)	146 (59.3%)	3 (1.2%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=241				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				5.8%		94.2%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=53

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	.87	2 (3.8%)	3 (5.7%)	11 (20.8%)	20 (37.7%)	1 (1.9%)	16 (30.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.25	.84	3 (5.7%)	3 (5.7%)	21 (39.6%)	21 (39.6%)	-	5 (9.4%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.71	.91	4 (7.5%)	17 (32.1%)	17 (32.1%)	11 (20.8%)	2 (3.8%)	2 (3.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.08	.71	2 (3.8%)	4 (7.5%)	30 (56.6%)	12 (22.6%)	-	5 (9.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.15	.80	2 (3.8%)	7 (13.2%)	24 (45.3%)	19 (35.8%)	1 (1.9%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.93	.87	3 (5.7%)	3 (5.7%)	17 (32.1%)	7 (13.2%)	22 (41.5%)	1 (1.9%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.09	.82	2 (3.8%)	9 (17.0%)	24 (45.3%)	18 (34.0%)	-	-
8	The tutoring sessions always started on time.	3.26	.78	2 (3.8%)	1 (1.9%)	18 (34.0%)	14 (26.4%)	18 (34.0%)	-
9	The tutoring sessions always ended on time.	3.19	.74	2 (3.8%)	2 (3.8%)	24 (45.3%)	14 (26.4%)	11 (20.8%)	-
10	Overall, I am happy with the tutoring my child received.	3.51	.80	2 (3.8%)	4 (7.5%)	12 (22.6%)	35 (66.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=51				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				13.7%		86.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 ≥2.5 represents satisfaction with the Provider.

Total N=178

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	.59	2 (1.1%)	-	59 (33.1%)	65 (36.5%)	2 (1.1%)	24 (13.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.48	.61	2 (1.1%)	3 (1.7%)	70 (39.3%)	82 (46.1%)	2 (1.1%)	8 (4.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.38	.69	3 (1.7%)	11 (6.2%)	75 (42.1%)	83 (46.6%)	4 (2.2%)	1 (0.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.42	.63	2 (1.1%)	7 (3.9%)	78 (43.8%)	81 (45.5%)	3 (1.7%)	6 (3.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.38	.65	3 (1.7%)	7 (3.9%)	84 (47.2%)	79 (44.4%)	1 (0.6%)	3 (1.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.36	.70	3 (1.7%)	5 (2.8%)	53 (29.8%)	51 (28.7%)	58 (32.6%)	4 (2.2%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.48	.61	2 (1.1%)	4 (2.2%)	74 (41.6%)	89 (50.0%)	6 (3.4%)	2 (1.1%)
8	The tutoring sessions always started on time.	3.55	.58	2 (1.1%)	1 (0.6%)	67 (37.6%)	97 (54.5%)	10 (5.6%)	1 (0.6%)
9	The tutoring sessions always ended on time.	3.51	.60	2 (1.1%)	3 (1.7%)	74 (41.6%)	98 (55.1%)	1 (0.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.60	.58	2 (1.1%)	2 (1.1%)	61 (34.3%)	112 (62.9%)	1 (0.6%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=176				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.7%		98.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Ace It! Sylvan Learning Center - Burlington, NC (#102, 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=76

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.	3.21	.84	3 (3.9%)	7 (9.2%)	25 (32.9%)	26 (34.2%)	4 (5.3%)	10 (13.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.31	.72	1 (1.3%)	7 (9.2%)	30 (39.5%)	30 (39.5%)	3 (3.9%)	4 (5.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.94	.83	6 (7.9%)	8 (10.5%)	40 (52.6%)	16 (21.1%)	2 (2.6%)	4 (5.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.00	.76	4 (5.3%)	6 (7.9%)	39 (51.3%)	14 (18.4%)	5 (6.6%)	8 (10.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.93	.89	6 (7.9%)	13 (17.1%)	33 (43.4%)	20 (26.3%)	4 (5.3%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.07	.76	1 (1.3%)	7 (9.2%)	21 (27.6%)	12 (15.8%)	34 (44.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.14	.81	5 (6.6%)	4 (5.3%)	40 (52.6%)	24 (31.6%)	2 (2.6%)	1 (1.3%)
8	The tutoring sessions always started on time.	3.25	.54	1 (1.3%)	-	45 (59.2%)	18 (23.7%)	12 (15.8%)	-
9	The tutoring sessions always ended on time.	3.28	.54	1 (1.3%)	-	49 (64.5%)	22 (28.9%)	4 (5.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.33	.79	4 (5.3%)	3 (3.9%)	32 (42.1%)	36 (47.4%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=74				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				8.1%		91.9%			
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

## 2011-2012 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 following 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.	3.38	.79	3 (2.7%)	6 (5.4%)	28 (25.0%)	42 (37.5%)	6 (5.4%)	25 (22.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.55	.66	3 (2.7%)	1 (0.9%)	39 (34.8%)	67 (59.8%)	2 (1.8%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.11	.84	5 (4.5%)	16 (14.3%)	44 (39.3%)	37 (33.0%)	4 (3.6%)	5 (4.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.30	.77	4 (3.6%)	6 (5.4%)	44 (39.3%)	43 (38.4%)	4 (3.6%)	10 (8.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.11	.85	7 (6.3%)	11 (9.8%)	49 (43.8%)	36 (32.1%)	5 (4.5%)	4 (3.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	2.93	.95	6 (5.4%)	10 (8.9%)	24 (21.4%)	18 (16.1%)	53 (47.3%)	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.	3.22	.82	7 (6.3%)	5 (4.5%)	52 (46.4%)	43 (38.4%)	3 (2.7%)	1 (0.9%)
8	The tutoring sessions always started on time.	3.46	.72	4 (3.6%)	-	37 (33.0%)	50 (44.6%)	21 (18.8%)	-
9	The tutoring sessions always ended on time.	3.35	.74	4 (3.6%)	5 (4.5%)	50 (44.6%)	51 (45.5%)	2 (1.8%)	-
10	Overall, I am happy with the tutoring my child received.	3.56	.74	5 (4.5%)	1 (0.9%)	31 (27.7%)	71 (63.4%)	2 (1.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N= 109				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.6%		95.4%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Ace It! Tutoring by Sylvan of Garner-Julie Hoyes, Executive Director (#344, 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=20

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	.51	-	-	8 (40.0%)	11 (55.0%)	-	1 (5.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.65	.49	-	-	7 (35.0%)	13 (65.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.80	.41	-	-	4 (20.0%)	16 (80.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.90	.31	-	-	2 (10.0%)	18 (90.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.85	.37	-	-	3 (15.0%)	17 (85.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.41	.62	-	1 (5.0%)	8 (40.0%)	8 (40.0%)	3 (15.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.74	.56	-	1 (5.0%)	3 (15.0%)	15 (75.0%)	1 (5.0%)	-
8	The tutoring sessions always started on time.	3.74	.45	-	-	5 (25.0%)	14 (70.0%)	1 (5.0%)	-
9	The tutoring sessions always ended on time.	3.75	.44	-	-	5 (25.0%)	15 (75.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.80	.41	-	-	4 (20.0%)	16 (80.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=20				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=356

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	.72	10 (2.8%)	13 (3.7%)	134 (37.6%)	159 (44.7%)	15 (4.2%)	24 (6.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.39	.71	10 (2.8%)	12 (3.4%)	142 (39.9%)	159 (44.7%)	9 (2.5%)	22 (6.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.02	.86	20 (5.6%)	54 (15.2%)	147 (41.3%)	100 (28.1%)	13 (3.7%)	19 (5.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.15	.76	10 (2.8%)	35 (9.8%)	151 (42.4%)	101 (28.4%)	18 (5.1%)	36 (10.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.19	.81	13 (3.7%)	46 (12.9%)	146 (41.0%)	137 (38.5%)	4 (1.1%)	6 (1.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.21	.81	11 (3.1%)	10 (2.8%)	86 (24.2%)	69 (19.4%)	175 (49.2%)	4 (1.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.31	.72	11 (3.1%)	19 (5.3%)	166 (46.6%)	147 (41.3%)	8 (2.2%)	2 (0.6%)
8	The tutoring sessions always started on time.	3.49	.61	6 (1.7%)	-	128 (36.0%)	154 (43.3%)	65 (18.3%)	2 (0.6%)
9	The tutoring sessions always ended on time.	3.44	.64	7 (2.0%)	6 (1.7%)	156 (43.8%)	170 (47.8%)	16 (4.5%)	1 (0.3%)
10	Overall, I am happy with the tutoring my child received.	3.51	.72	12 (3.4%)	9 (2.5%)	112 (31.5%)	208 (58.4%)	12 (3.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=345				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"									

\* 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

## 2011-2012 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 ≥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.	3.58	.63	1 (2.3%)	-	15 (34.9%)	27 (62.8%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.48	.63	1 (2.3%)	-	19 (44.2%)	22 (51.2%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.88	2 (4.7%)	9 (20.9%)	16 (37.2%)	13 (30.2%)	2 (4.7%)	1 (2.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.13	.78	2 (4.7%)	3 (7.0%)	21 (48.8%)	12 (27.9%)	2 (4.7%)	3 (7.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.19	.77	2 (4.7%)	3 (7.0%)	22 (51.2%)	15 (34.9%)	-	1 (2.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.41	.50	-	-	16 (37.2%)	11 (25.6%)	15 (34.9%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.23	.61	1 (2.3%)	1 (2.3%)	28 (65.1%)	13 (30.2%)	-	-
8	The tutoring sessions always started on time.	3.50	.51	-	-	18 (41.9%)	18 (41.9%)	7 (16.3%)	-
9	The tutoring sessions always ended on time.	3.48	.51	-	-	21 (48.8%)	19 (44.2%)	2 (4.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.47	.63	1 (2.3%)	-	20 (46.5%)	22 (51.2%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=42				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.8%		95.2%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Ace It! Tutoring-Sylvia Hester, Exec. Director (#311, 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=58

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.	3.49	.68	1 (1.7%)	1 (1.7%)	16 (27.6%)	23 (39.7%)	-	11 (19.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.46	.66	1 (1.7%)	2 (3.4%)	23 (39.7%)	30 (51.7%)	-	2 (3.4%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.59	.62	1 (1.7%)	1 (1.7%)	19 (32.8%)	37 (63.8%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.54	.63	1 (1.7%)	1 (1.7%)	21 (36.2%)	34 (58.6%)	1 (1.7%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.54	.60	1 (1.7%)	-	23 (39.7%)	33 (56.9%)	1 (1.7%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.41	.64	-	3 (5.2%)	16 (27.6%)	18 (31.0%)	20 (34.5%)	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.	3.50	.63	1 (1.7%)	1 (1.7%)	23 (39.7%)	31 (53.4%)	1 (1.7%)	-
8	The tutoring sessions always started on time.	3.63	.60	1 (1.7%)	-	16 (27.6%)	34 (58.6%)	6 (10.3%)	1 (1.7%)
9	The tutoring sessions always ended on time.	3.67	.58	1 (1.7%)	-	16 (27.6%)	40 (69.0%)	1 (1.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.73	.56	1 (1.7%)	-	12 (20.7%)	42 (72.4%)	3 (5.2%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=57				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.8%		98.2%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

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

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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.	3.33	.86	5 (7.4%)	1 (1.5%)	26 (38.2%)	32 (47.1%)	2 (2.9%)	2 (2.9%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.23	.78	1 (1.5%)	6 (8.8%)	18 (26.5%)	18 (26.5%)	2 (2.9%)	23 (33.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.13	.91	5 (7.4%)	7 (10.3%)	25 (36.8%)	25 (36.8%)	3 (4.4%)	3 (4.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.30	.87	5 (7.4%)	2 (2.9%)	25 (36.8%)	31 (45.6%)	2 (2.9%)	3 (4.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.03	.98	6 (8.8%)	11 (16.2%)	22 (32.4%)	25 (36.8%)	3 (4.4%)	1 (1.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	2.67	.83	1 (1.5%)	12 (17.6%)	9 (13.2%)	5 (7.4%)	37 (54.4%)	3 (4.4%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.13	.89	6 (8.8%)	3 (4.4%)	31 (45.6%)	23 (33.8%)	3 (4.4%)	-
8	The tutoring sessions always started on time.	3.19	.77	3 (4.4%)	2 (2.9%)	29 (42.6%)	18 (26.5%)	5 (7.4%)	10 (14.7%)
9	The tutoring sessions always ended on time.	3.24	.66	1 (1.5%)	3 (4.4%)	29 (42.6%)	17 (25.0%)	5 (7.4%)	11 (16.2%)
10	Overall, I am happy with the tutoring my child received.	3.37	.98	7 (10.3%)	2 (2.9%)	16 (23.5%)	40 (58.8%)	2 (2.9%)	1 (1.5%)
<b>Parent Satisfaction Outcomes</b>									
Total N=64				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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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.	3.35	.67	2 (2.8%)	1 (1.4%)	34 (47.9%)	28 (39.4%)	5 (7.0%)	1 (1.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.42	.61	1 (1.4%)	1 (1.4%)	33 (46.5%)	31 (43.7%)	-	4 (5.6%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.97	.94	6 (8.5%)	8 (11.3%)	26 (36.6%)	18 (25.4%)	8 (11.3%)	5 (7.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.11	.74	3 (4.2%)	3 (4.2%)	34 (47.9%)	15 (21.1%)	5 (7.0%)	9 (12.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.19	.75	2 (2.8%)	7 (9.9%)	32 (45.1%)	23 (32.4%)	3 (4.2%)	3 (4.2%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.17	.65	1 (1.4%)	1 (1.4%)	20 (28.2%)	8 (11.3%)	39 (54.9%)	2 (2.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.32	.71	2 (2.8%)	3 (4.2%)	33 (46.5%)	28 (39.4%)	3 (4.2%)	-
8	The tutoring sessions always started on time.	3.42	.57	-	2 (2.8%)	27 (38.0%)	24 (33.8%)	18 (25.4%)	-
9	The tutoring sessions always ended on time.	3.48	.54	-	1 (1.4%)	30 (42.3%)	31 (43.7%)	9 (12.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.54	.61	1 (1.4%)	1 (1.4%)	27 (38.0%)	40 (56.3%)	2 (2.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=68				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.4%		95.6%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Achievement Academy, LLC (#315, 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=2

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=2				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				i		i			

\* 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

## 2011-2012 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=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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Achieving Intellectual Minds LLC (#239, 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.	4.00	.00	-	-	-	6 (60.0%)	3 (30.0%)	1 (10.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	4.00	.00	-	-	-	10 (100.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.90	.32	-	-	1 (10.0%)	9 (90.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	4.00	.00	-	-	-	10 (100.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	4.00	.00	-	-	-	10 (100.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.83	.41	-	-	1 (10.0%)	5 (50.0%)	4 (40.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.60	.52	-	-	4 (40.0%)	6 (60.0%)	-	-
8	The tutoring sessions always started on time.	3.88	.35	-	-	1 (10.0%)	7 (70.0%)	1 (10.0%)	1 (10.0%)
9	The tutoring sessions always ended on time.	4.00	.00	-	-	-	9 (90.0%)	1 (10.0%)	-
10	Overall, I am happy with the tutoring my child received.	4.00	.00	-	-	-	10 (100.0%)	-	-
<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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Advance Learning (#394, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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=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.	3.18	.64	-	4 (10.8%)	19 (51.4%)	10 (27.0%)	2 (5.4%)	1 (2.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.29	.52	-	1 (2.7%)	22 (59.5%)	11 (29.7%)	3 (8.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.79	.96	4 (10.8%)	7 (18.9%)	14 (37.8%)	8 (21.6%)	4 (10.8%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	2.90	.91	2 (5.4%)	8 (21.6%)	12 (32.4%)	9 (24.3%)	-	6 (16.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.71	.99	5 (13.5%)	8 (21.6%)	14 (37.8%)	8 (21.6%)	1 (2.7%)	1 (2.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.00	1.00	2 (5.4%)	4 (10.8%)	7 (18.9%)	8 (21.6%)	15 (40.5%)	1 (2.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.07	.83	2 (5.4%)	3 (8.1%)	16 (43.2%)	9 (24.3%)	3 (8.1%)	4 (10.8%)
8	The tutoring sessions always started on time.	3.45	.51	-	-	11 (29.7%)	9 (24.3%)	16 (43.2%)	1 (2.7%)
9	The tutoring sessions always ended on time.	3.39	.50	-	-	14 (37.8%)	9 (24.3%)	14 (37.8%)	-
10	Overall, I am happy with the tutoring my child received.	3.34	.64	-	3 (8.1%)	17 (45.9%)	15 (40.5%)	2 (5.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=31				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				16.1%		83.9%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Advanced Tutoring (#318, 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=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.	3.36	.59	-	2 (5.4%)	19 (51.4%)	15 (40.5%)	1 (2.7%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.24	.70	1 (2.7%)	2 (5.4%)	19 (51.4%)	12 (32.4%)	1 (2.7%)	2 (5.4%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.97	.74	2 (5.4%)	3 (8.1%)	21 (56.8%)	6 (16.2%)	2 (5.4%)	3 (8.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.16	.74	1 (2.7%)	3 (8.1%)	17 (45.9%)	10 (27.0%)	1 (2.7%)	4 (10.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.20	.63	-	4 (10.8%)	20 (54.1%)	11 (29.7%)	1 (2.7%)	1 (2.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.15	.54	-	2 (5.4%)	18 (48.6%)	6 (16.2%)	11 (29.7%)	-
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	-	2 (5.4%)	19 (51.4%)	13 (35.1%)	3 (8.1%)	-
8	The tutoring sessions always started on time.	3.44	.56	-	1 (2.7%)	17 (45.9%)	16 (43.2%)	3 (8.1%)	-
9	The tutoring sessions always ended on time.	3.39	.55	-	1 (2.7%)	20 (54.1%)	15 (40.5%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.53	.70	1 (2.7%)	1 (2.7%)	12 (32.4%)	22 (59.5%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=37				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				8.1%		91.9%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

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

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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=231

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	.78	9 (3.9%)	14 (6.1%)	88 (38.1%)	98 (42.4%)	12 (5.2%)	9 (3.9%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.34	.76	9 (3.9%)	12 (5.2%)	94 (40.7%)	104 (45.0%)	9 (3.9%)	3 (1.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.93	.98	23 (10.0%)	33 (14.3%)	77 (33.3%)	66 (28.6%)	13 (5.6%)	12 (5.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.04	.94	18 (7.8%)	23 (10.0%)	77 (33.3%)	66 (28.6%)	17 (7.4%)	26 (11.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.07	.99	25 (10.8%)	21 (9.1%)	78 (33.8%)	85 (36.8%)	10 (4.3%)	7 (3.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.31	.86	7 (3.0%)	10 (4.3%)	42 (18.2%)	62 (26.8%)	99 (42.9%)	3 (1.3%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.26	.79	10 (4.3%)	17 (7.4%)	99 (42.9%)	95 (41.1%)	5 (2.2%)	3 (1.3%)
8	The tutoring sessions always started on time.	3.41	.69	6 (2.6%)	4 (1.7%)	84 (36.4%)	91 (39.4%)	42 (18.2%)	-
9	The tutoring sessions always ended on time.	3.39	.71	7 (3.0%)	6 (2.6%)	93 (40.3%)	100 (43.3%)	22 (9.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.41	.76	10 (4.3%)	7 (3.0%)	89 (38.5%)	118 (51.1%)	2 (0.9%)	2 (0.9%)
<b>Parent Satisfaction Outcomes</b>									
Total N=217				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				11.5%		88.5%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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.	3.29	.47	-	-	10 (71.4%)	4 (28.6%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.21	.43	-	-	11 (78.6%)	3 (21.4%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.07	.48	-	1 (7.1%)	11 (78.6%)	2 (14.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.08	.29	-	-	11 (78.6%)	1 (7.1%)	1 (7.1%)	1 (7.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.15	.38	-	-	11 (78.6%)	2 (14.3%)	-	1 (7.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.14	.38	-	-	6 (42.9%)	1 (7.1%)	6 (42.9%)	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.	3.29	.47	-	-	10 (71.4%)	4 (28.6%)	-	-
8	The tutoring sessions always started on time.	3.29	.47	-	-	10 (71.4%)	4 (28.6%)	-	-
9	The tutoring sessions always ended on time.	3.29	.47	-	-	10 (71.4%)	4 (28.6%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.36	.50	-	-	9 (64.3%)	5 (35.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=14				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Alianza Esperanza (#312, 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.	3.36	.57	-	1 (3.7%)	14 (51.9%)	10 (37.0%)	1 (3.7%)	1 (3.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.23	.51	-	1 (3.7%)	18 (66.7%)	7 (25.9%)	1 (3.7%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.13	.61	-	3 (11.1%)	15 (55.6%)	6 (22.2%)	1 (3.7%)	2 (7.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.49	-	1 (3.7%)	17 (63.0%)	5 (18.5%)	3 (11.1%)	1 (3.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.12	.60	-	3 (11.1%)	16 (59.3%)	6 (22.2%)	2 (7.4%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.38	.51	-	-	8 (29.6%)	5 (18.5%)	14 (51.9%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.18	.66	1 (3.7%)	-	15 (55.6%)	6 (22.2%)	3 (11.1%)	1 (3.7%)
8	The tutoring sessions always started on time.	3.58	.58	-	1 (3.7%)	8 (29.6%)	15 (55.6%)	3 (11.1%)	-
9	The tutoring sessions always ended on time.	3.58	.50	-	-	10 (37.0%)	14 (51.9%)	3 (11.1%)	-
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=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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: ALL STARS TODAY (A.S.T.) LLC (#257, 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.	3.58	.51	-	-	8 (30.8%)	11 (42.3%)	2 (7.7%)	5 (19.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.64	.49	-	-	9 (34.6%)	16 (61.5%)	-	1 (3.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.32	.56	-	1 (3.8%)	15 (57.7%)	9 (34.6%)	1 (3.8%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.38	.57	-	1 (3.8%)	14 (53.8%)	11 (42.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.35	.63	-	2 (7.7%)	13 (50.0%)	11 (42.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.32	.48	-	-	13 (50.0%)	6 (23.1%)	6 (23.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.17	.38	-	-	20 (76.9%)	4 (15.4%)	1 (3.8%)	-
8	The tutoring sessions always started on time.	3.57	.51	-	-	10 (38.5%)	13 (50.0%)	-	2 (7.7%)
9	The tutoring sessions always ended on time.	3.59	.50	-	-	9 (34.6%)	13 (50.0%)	-	2 (7.7%)
10	Overall, I am happy with the tutoring my child received.	3.50	.51	-	-	13 (50.0%)	13 (50.0%)	-	-
<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"									

\* 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

## 2011-2012 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=38

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.	3.57	.69	1 (2.6%)	1 (2.6%)	11 (28.9%)	24 (63.2%)	1 (2.6%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.57	.69	1 (2.6%)	1 (2.6%)	11 (28.9%)	24 (63.2%)	1 (2.6%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.40	.70	-	4 (10.5%)	13 (34.2%)	18 (47.4%)	3 (7.9%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.57	.70	1 (2.6%)	1 (2.6%)	10 (26.3%)	23 (60.5%)	2 (5.3%)	1 (2.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.47	.70	1 (2.6%)	1 (2.6%)	14 (36.8%)	20 (52.6%)	2 (5.3%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.38	.78	1 (2.6%)	2 (5.3%)	11 (28.9%)	15 (39.5%)	9 (23.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.47	.70	1 (2.6%)	1 (2.6%)	14 (36.8%)	20 (52.6%)	2 (5.3%)	-
8	The tutoring sessions always started on time.	3.39	.76	1 (2.6%)	2 (5.3%)	12 (31.6%)	16 (42.1%)	7 (18.4%)	-
9	The tutoring sessions always ended on time.	3.42	.68	1 (2.6%)	1 (2.6%)	17 (44.7%)	19 (50.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.53	.69	1 (2.6%)	1 (2.6%)	13 (34.2%)	23 (60.5%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=36				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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Alternatives Unlimited, Inc. (#400, 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=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.	2.43	1.13	2 (25.0%)	1 (12.5%)	3 (37.5%)	1 (12.5%)	1 (12.5%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	2.71	.95	1 (12.5%)	1 (12.5%)	4 (50.0%)	1 (12.5%)	-	1 (12.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.38	.92	1 (12.5%)	4 (50.0%)	2 (25.0%)	1 (12.5%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	2.50	1.07	2 (25.0%)	1 (12.5%)	4 (50.0%)	1 (12.5%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	2.14	.90	2 (25.0%)	2 (25.0%)	3 (37.5%)	-	1 (12.5%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	1.67	.82	3 (37.5%)	2 (25.0%)	1 (12.5%)	-	2 (25.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	2.63	1.19	2 (25.0%)	1 (12.5%)	3 (37.5%)	2 (25.0%)	-	-
8	The tutoring sessions always started on time.	2.17	.98	2 (25.0%)	1 (12.5%)	3 (37.5%)	-	1 (12.5%)	1 (12.5%)
9	The tutoring sessions always ended on time.	2.33	1.03	2 (25.0%)	-	4 (50.0%)	-	1 (12.5%)	1 (12.5%)
10	Overall, I am happy with the tutoring my child received.	2.71	1.25	2 (25.0%)	-	3 (37.5%)	2 (25.0%)	1 (12.5%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=8				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				37.5%		62.5%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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.	3.64	.49	-	-	13 (33.3%)	23 (59.0%)	3 (7.7%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.68	.48	-	-	12 (30.8%)	25 (64.1%)	2 (5.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.13	.74	1 (2.6%)	5 (12.8%)	20 (51.3%)	12 (30.8%)	-	1 (2.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.29	.65	-	4 (10.3%)	19 (48.7%)	15 (38.5%)	-	1 (2.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.35	.59	-	2 (5.1%)	20 (51.3%)	15 (38.5%)	-	1 (2.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.21	.50	-	1 (2.6%)	20 (51.3%)	7 (17.9%)	10 (25.6%)	1 (2.6%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.62	-	3 (7.7%)	20 (51.3%)	16 (41.0%)	-	-
8	The tutoring sessions always started on time.	3.47	.56	-	1 (2.6%)	16 (41.0%)	17 (43.6%)	5 (12.8%)	-
9	The tutoring sessions always ended on time.	3.47	.56	-	1 (2.6%)	18 (46.2%)	19 (48.7%)	1 (2.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.67	.58	-	2 (5.1%)	9 (23.1%)	28 (71.8%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=39				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				2.6%		97.4%			
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

## 2011-2012 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 following 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=177

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.	3.55	.78	7 (4.0%)	2 (1.1%)	34 (19.2%)	89 (50.3%)	2 (1.1%)	36 (20.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.57	.74	6 (3.4%)	3 (1.7%)	36 (20.3%)	96 (54.2%)	1 (0.6%)	32 (18.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.30	.80	8 (4.5%)	7 (4.0%)	65 (36.7%)	67 (37.9%)	5 (2.8%)	25 (14.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.62	.65	5 (2.8%)	1 (0.6%)	50 (28.2%)	119 (67.2%)	1 (0.6%)	1 (0.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.63	.68	6 (3.4%)	2 (1.1%)	42 (23.7%)	124 (70.1%)	2 (1.1%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.47	.75	4 (2.3%)	2 (1.1%)	32 (18.1%)	53 (29.9%)	77 (43.5%)	6 (3.4%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.55	.63	3 (1.7%)	4 (2.3%)	61 (34.5%)	105 (59.3%)	2 (1.1%)	2 (1.1%)
8	The tutoring sessions always started on time.	3.48	.71	4 (2.3%)	4 (2.3%)	46 (26.0%)	73 (41.2%)	10 (5.6%)	37 (20.9%)
9	The tutoring sessions always ended on time.	3.44	.72	4 (2.3%)	5 (2.8%)	48 (27.1%)	69 (39.0%)	13 (7.3%)	36 (20.3%)
10	Overall, I am happy with the tutoring my child received.	3.73	.64	4 (2.3%)	6 (3.4%)	23 (13.0%)	140 (79.1%)	4 (2.3%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=166				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.8%		95.2%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Believe-N-U Youth Empowerment (#349, 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.	2.85	.99	2 (6.7%)	5 (16.7%)	7 (23.3%)	6 (20.0%)	4 (13.3%)	6 (20.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.00	.74	1 (3.3%)	5 (16.7%)	17 (56.7%)	7 (23.3%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.29	.76	4 (13.3%)	13 (43.3%)	10 (33.3%)	1 (3.3%)	1 (3.3%)	1 (3.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.55	.91	4 (13.3%)	4 (13.3%)	12 (40.0%)	2 (6.7%)	2 (6.7%)	6 (20.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.41	.87	5 (16.7%)	9 (30.0%)	13 (43.3%)	2 (6.7%)	1 (3.3%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.85	.90	2 (6.7%)	-	9 (30.0%)	2 (6.7%)	17 (56.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	2.89	.85	3 (10.0%)	2 (6.7%)	17 (56.7%)	5 (16.7%)	2 (6.7%)	1 (3.3%)
8	The tutoring sessions always started on time.	3.06	.73	1 (3.3%)	1 (3.3%)	12 (40.0%)	4 (13.3%)	12 (40.0%)	-
9	The tutoring sessions always ended on time.	3.10	.56	1 (3.3%)	-	23 (76.7%)	5 (16.7%)	1 (3.3%)	-
10	Overall, I am happy with the tutoring my child received.	2.81	.83	2 (6.7%)	6 (20.0%)	14 (46.7%)	5 (16.7%)	2 (6.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=30				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				36.7%		63.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Black Child Development Institute (#334, 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

## 2011-2012 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 following 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=387

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	.78	14 (3.6%)	16 (4.1%)	126 (32.6%)	157 (40.6%)	7 (1.8%)	57 (14.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.72	13 (3.4%)	8 (2.1%)	138 (35.7%)	189 (48.8%)	7 (1.8%)	28 (7.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.31	.81	20 (5.2%)	22 (5.7%)	149 (38.5%)	175 (45.2%)	13 (3.4%)	6 (1.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.31	.77	15 (3.9%)	22 (5.7%)	152 (39.3%)	161 (41.6%)	12 (3.1%)	23 (5.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.31	.81	18 (4.7%)	28 (7.2%)	145 (37.5%)	181 (46.8%)	10 (2.6%)	4 (1.0%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.40	.81	14 (3.6%)	4 (1.0%)	84 (21.7%)	122 (31.5%)	159 (41.1%)	4 (1.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.76	16 (4.1%)	17 (4.4%)	161 (41.6%)	169 (43.7%)	18 (4.7%)	4 (1.0%)
8	The tutoring sessions always started on time.	3.47	.69	12 (3.1%)	1 (0.3%)	132 (34.1%)	175 (45.2%)	60 (15.5%)	3 (0.8%)
9	The tutoring sessions always ended on time.	3.46	.70	13 (3.4%)	4 (1.0%)	150 (38.8%)	197 (50.9%)	19 (4.9%)	1 (0.3%)
10	Overall, I am happy with the tutoring my child received.	3.51	.77	17 (4.4%)	13 (3.4%)	109 (28.2%)	241 (62.3%)	4 (1.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=376				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				6.1%		93.9%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=109

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	.69	3 (2.8%)	4 (3.7%)	54 (49.5%)	43 (39.4%)	2 (1.8%)	2 (1.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.29	.66	2 (1.8%)	6 (5.5%)	59 (54.1%)	41 (37.6%)	-	1 (0.9%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.93	.78	4 (3.7%)	21 (19.3%)	51 (46.8%)	22 (20.2%)	3 (2.8%)	6 (5.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.09	.71	3 (2.8%)	9 (8.3%)	52 (47.7%)	23 (21.1%)	3 (2.8%)	18 (16.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.21	.69	3 (2.8%)	6 (5.5%)	56 (51.4%)	33 (30.3%)	3 (2.8%)	7 (6.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.10	.74	3 (2.8%)	2 (1.8%)	31 (28.4%)	13 (11.9%)	59 (54.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.16	.71	3 (2.8%)	10 (9.2%)	60 (55.0%)	33 (30.3%)	2 (1.8%)	-
8	The tutoring sessions always started on time.	3.30	.62	2 (1.8%)	-	45 (41.3%)	26 (23.9%)	36 (33.0%)	-
9	The tutoring sessions always ended on time.	3.24	.61	2 (1.8%)	3 (2.8%)	64 (58.7%)	31 (28.4%)	9 (8.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.38	.67	3 (2.8%)	2 (1.8%)	53 (48.6%)	49 (45.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=105				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				5.7%		94.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Bridge to Success (#317, 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=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.	3.50	.52	-	-	7 (43.8%)	7 (43.8%)	-	2 (12.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.40	.51	-	-	9 (56.3%)	6 (37.5%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.07	.59	-	2 (12.5%)	10 (62.5%)	3 (18.8%)	-	1 (6.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.21	.43	-	-	11 (68.8%)	3 (18.8%)	-	2 (12.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.20	.41	-	-	12 (75.0%)	3 (18.8%)	-	1 (6.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	2 (12.5%)	1 (6.3%)	13 (81.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.00	.82	1 (6.3%)	1 (6.3%)	8 (50.0%)	3 (18.8%)	1 (6.3%)	-
8	The tutoring sessions always started on time.	3.11	.33	-	-	8 (50.0%)	1 (6.3%)	7 (43.8%)	-
9	The tutoring sessions always ended on time.	3.40	.51	-	-	9 (56.3%)	6 (37.5%)	1 (6.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.50	.52	-	-	8 (50.0%)	8 (50.0%)	-	-
<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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Brunswick County Schools (Brunswick Success Academy) (#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=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.	3.08	.87	3 (5.1%)	7 (11.9%)	21 (35.6%)	17 (28.8%)	5 (8.5%)	5 (8.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.39	.65	-	5 (8.5%)	24 (40.7%)	27 (45.8%)	3 (5.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.94	.83	4 (6.8%)	6 (10.2%)	28 (47.5%)	11 (18.6%)	5 (8.5%)	4 (6.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.02	.79	3 (5.1%)	5 (8.5%)	27 (45.8%)	12 (20.3%)	5 (8.5%)	7 (11.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.07	.77	3 (5.1%)	5 (8.5%)	31 (52.5%)	15 (25.4%)	2 (3.4%)	3 (5.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.29	.58	-	2 (3.4%)	20 (33.9%)	12 (20.3%)	22 (37.3%)	2 (3.4%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.16	.76	2 (3.4%)	6 (10.2%)	28 (47.5%)	19 (32.2%)	3 (5.1%)	1 (1.7%)
8	The tutoring sessions always started on time.	3.36	.53	-	1 (1.7%)	28 (47.5%)	18 (30.5%)	12 (20.3%)	-
9	The tutoring sessions always ended on time.	3.37	.53	-	1 (1.7%)	30 (50.8%)	20 (33.9%)	7 (11.9%)	-
10	Overall, I am happy with the tutoring my child received.	3.40	.75	1 (1.7%)	6 (10.2%)	20 (33.9%)	31 (52.5%)	1 (1.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=55				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				7.3%		92.7%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Building A Lifelong Learner (#252, 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=411

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	.68	5 (1.2%)	11 (2.7%)	94 (22.9%)	131 (31.9%)	21 (5.1%)	138 (33.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.60	5 (1.2%)	6 (1.5%)	167 (40.6%)	209 (50.9%)	10 (2.4%)	7 (1.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.38	.70	9 (2.2%)	21 (5.1%)	170 (41.4%)	184 (44.8%)	12 (2.9%)	9 (2.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.44	.60	3 (0.7%)	12 (2.9%)	172 (41.8%)	182 (44.3%)	18 (4.4%)	15 (3.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.35	.77	18 (4.4%)	17 (4.1%)	164 (39.9%)	187 (45.5%)	10 (2.4%)	6 (1.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.44	.63	3 (0.7%)	14 (3.4%)	133 (32.4%)	153 (37.2%)	68 (16.5%)	25 (6.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.46	.58	3 (0.7%)	7 (1.7%)	182 (44.3%)	187 (45.5%)	10 (2.4%)	4 (1.0%)
8	The tutoring sessions always started on time.	3.56	.52	-	5 (1.2%)	157 (38.2%)	219 (53.3%)	18 (4.4%)	1 (0.2%)
9	The tutoring sessions always ended on time.	3.56	.54	1 (0.2%)	5 (1.2%)	158 (38.4%)	223 (54.3%)	13 (3.2%)	1 (0.2%)
10	Overall, I am happy with the tutoring my child received.	3.53	.61	4 (1.0%)	12 (2.9%)	150 (36.5%)	231 (56.2%)	5 (1.2%)	1 (0.2%)
<b>Parent Satisfaction Outcomes</b>									
Total N=397				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.8%		98.2%			
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

## 2011-2012 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 following 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.	3.36	.72	2 (2.9%)	3 (4.4%)	30 (44.1%)	31 (45.6%)	2 (2.9%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.46	.61	-	4 (5.9%)	27 (39.7%)	34 (50.0%)	2 (2.9%)	1 (1.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.09	.82	1 (1.5%)	13 (19.1%)	22 (32.4%)	20 (29.4%)	8 (11.8%)	2 (2.9%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.15	.72	1 (1.5%)	7 (10.3%)	28 (41.2%)	17 (25.0%)	7 (10.3%)	7 (10.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.22	.84	1 (1.5%)	12 (17.6%)	18 (26.5%)	27 (39.7%)	6 (8.8%)	3 (4.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.47	.65	-	3 (4.4%)	13 (19.1%)	20 (29.4%)	32 (47.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.31	.77	1 (1.5%)	8 (11.8%)	23 (33.8%)	29 (42.6%)	6 (8.8%)	1 (1.5%)
8	The tutoring sessions always started on time.	3.61	.49	-	-	22 (32.4%)	34 (50.0%)	12 (17.6%)	-
9	The tutoring sessions always ended on time.	3.55	.54	-	1 (1.5%)	23 (33.8%)	32 (47.1%)	12 (17.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.55	.64	-	5 (7.4%)	19 (27.9%)	40 (58.8%)	4 (5.9%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=63				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				6.3%		93.7%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: CATCO Success Camp (#229, 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.	3.49	.51	-	-	28 (47.5%)	27 (45.8%)	1 (1.7%)	3 (5.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.51	.54	-	1 (1.7%)	27 (45.8%)	31 (52.5%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.42	.56	-	2 (3.4%)	30 (50.8%)	27 (45.8%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.50	.60	-	3 (5.1%)	22 (37.3%)	31 (52.5%)	1 (1.7%)	1 (1.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.52	.68	1 (1.7%)	3 (5.1%)	19 (32.2%)	35 (59.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.58	.64	1 (1.7%)	-	14 (23.7%)	25 (42.4%)	19 (32.2%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.36	.61	1 (1.7%)	1 (1.7%)	32 (54.2%)	24 (40.7%)	-	-
8	The tutoring sessions always started on time.	3.58	.61	1 (1.7%)	-	19 (32.2%)	32 (54.2%)	7 (11.9%)	-
9	The tutoring sessions always ended on time.	3.50	.68	1 (1.7%)	3 (5.1%)	20 (33.9%)	34 (57.6%)	1 (1.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.59	.59	1 (1.7%)	-	21 (35.6%)	37 (62.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=58				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.7%		98.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: CERTL at Wake Forest University School of Medicine (#259, 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=31

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	1 (3.2%)	1 (3.2%)	15 (48.4%)	13 (41.9%)	-	1 (3.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.39	.67	1 (3.2%)	-	16 (51.6%)	14 (45.2%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.26	.81	1 (3.2%)	3 (9.7%)	11 (35.5%)	12 (38.7%)	-	3 (9.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.39	.58	-	1 (3.2%)	12 (38.7%)	10 (32.3%)	1 (3.2%)	6 (19.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.24	.58	-	2 (6.5%)	18 (58.1%)	9 (29.0%)	-	2 (6.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.37	.60	-	1 (3.2%)	10 (32.3%)	8 (25.8%)	10 (32.3%)	1 (3.2%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.32	.48	-	-	21 (67.7%)	10 (32.3%)	-	-
8	The tutoring sessions always started on time.	3.36	.49	-	-	18 (58.1%)	10 (32.3%)	3 (9.7%)	-
9	The tutoring sessions always ended on time.	3.27	.69	1 (3.2%)	1 (3.2%)	17 (54.8%)	11 (35.5%)	1 (3.2%)	-
10	Overall, I am happy with the tutoring my child received.	3.61	.67	1 (3.2%)	-	9 (29.0%)	21 (67.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=30				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Club Z! In-Home Tutoring Service, Inc. (#63, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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.	3.40	.63	-	1 (6.3%)	7 (43.8%)	7 (43.8%)	1 (6.3%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.33	.62	-	1 (6.3%)	8 (50.0%)	6 (37.5%)	1 (6.3%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.89	1 (6.3%)	1 (6.3%)	6 (37.5%)	3 (18.8%)	5 (31.3%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.21	.58	-	1 (6.3%)	9 (56.3%)	4 (25.0%)	-	2 (12.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.07	.88	1 (6.3%)	2 (12.5%)	7 (43.8%)	5 (31.3%)	1 (6.3%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.25	.71	-	1 (6.3%)	4 (25.0%)	3 (18.8%)	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.	3.44	.63	-	1 (6.3%)	7 (43.8%)	8 (50.0%)	-	-
8	The tutoring sessions always started on time.	3.36	.50	-	-	9 (56.3%)	5 (31.3%)	2 (12.5%)	-
9	The tutoring sessions always ended on time.	3.33	.49	-	-	10 (62.5%)	5 (31.3%)	1 (6.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.53	.64	-	1 (6.3%)	5 (31.3%)	9 (56.3%)	1 (6.3%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=15				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				6.7%		93.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: CMS-Creating Minds for Success (#216, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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=215

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	.64	3 (1.4%)	8 (3.7%)	99 (46.0%)	95 (44.2%)	6 (2.8%)	3 (1.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.38	.65	3 (1.4%)	10 (4.7%)	99 (46.0%)	95 (44.2%)	7 (3.3%)	1 (0.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.59	.96	26 (12.1%)	46 (21.4%)	65 (30.2%)	30 (14.0%)	29 (13.5%)	15 (7.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.90	.89	12 (5.6%)	34 (15.8%)	68 (31.6%)	42 (19.5%)	28 (13.0%)	28 (13.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.03	.84	11 (5.1%)	30 (14.0%)	90 (41.9%)	57 (26.5%)	13 (6.0%)	9 (4.2%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.14	.81	7 (3.3%)	8 (3.7%)	56 (26.0%)	37 (17.2%)	100 (46.5%)	3 (1.4%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.31	.69	4 (1.9%)	13 (6.0%)	98 (45.6%)	82 (38.1%)	13 (6.0%)	4 (1.9%)
8	The tutoring sessions always started on time.	3.47	.53	-	2 (0.9%)	79 (36.7%)	77 (35.8%)	50 (23.3%)	3 (1.4%)
9	The tutoring sessions always ended on time.	3.42	.56	1 (0.5%)	3 (1.4%)	95 (44.2%)	80 (37.2%)	33 (15.3%)	2 (0.9%)
10	Overall, I am happy with the tutoring my child received.	3.45	.68	4 (1.9%)	10 (4.7%)	82 (38.1%)	113 (52.6%)	5 (2.3%)	1 (0.5%)
<b>Parent Satisfaction Outcomes</b>									
Total N=189				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				9.0%		91.0%			
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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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.	*	*	-	-	2 (28.6%)	2 (28.6%)	-	1 (14.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.43	.54	-	-	4 (57.1%)	3 (42.9%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.50	.55	-	-	3 (42.9%)	3 (42.9%)	-	1 (14.3%)
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 (42.9%)	-	4 (57.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.29	.76	-	1 (14.3%)	3 (42.9%)	3 (42.9%)	-	-
8	The tutoring sessions always started on time.	3.40	.55	-	-	3 (42.9%)	2 (28.6%)	1 (14.3%)	1 (14.3%)
9	The tutoring sessions always ended on time.	3.33	.52	-	-	4 (57.1%)	2 (28.6%)	-	1 (14.3%)
10	Overall, I am happy with the tutoring my child received.	3.67	.52	-	-	2 (28.6%)	4 (57.1%)	-	-
<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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: ComputABILITY Works (#341, 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=54

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.	3.85	.36	-	-	8 (14.8%)	46 (85.2%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.85	.36	-	-	8 (14.8%)	46 (85.2%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.91	.29	-	-	5 (9.3%)	49 (90.7%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.89	.32	-	-	6 (11.1%)	48 (88.9%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.90	.30	-	-	5 (9.3%)	47 (87.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.88	.32	-	-	6 (11.1%)	46 (85.2%)	2 (3.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.87	.34	-	-	7 (13.0%)	47 (87.0%)	-	-
8	The tutoring sessions always started on time.	3.77	.43	-	-	7 (13.0%)	23 (42.6%)	1 (1.9%)	23 (42.6%)
9	The tutoring sessions always ended on time.	3.76	.44	-	-	7 (13.0%)	22 (40.7%)	1 (1.9%)	24 (44.4%)
10	Overall, I am happy with the tutoring my child received.	3.93	.26	-	-	4 (7.4%)	50 (92.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=54				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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	.86	1 (6.7%)	1 (6.7%)	7 (46.7%)	6 (40.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.20	.86	1 (6.7%)	1 (6.7%)	7 (46.7%)	6 (40.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.13	.83	1 (6.7%)	1 (6.7%)	8 (53.3%)	5 (33.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.29	.91	1 (6.7%)	1 (6.7%)	5 (33.3%)	7 (46.7%)	-	1 (6.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.40	.91	1 (6.7%)	1 (6.7%)	4 (26.7%)	9 (60.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.88	.99	1 (6.7%)	1 (6.7%)	4 (26.7%)	2 (13.3%)	7 (46.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.27	.88	1 (6.7%)	1 (6.7%)	6 (40.0%)	7 (46.7%)	-	-
8	The tutoring sessions always started on time.	3.23	.93	1 (6.7%)	1 (6.7%)	5 (33.3%)	6 (40.0%)	2 (13.3%)	-
9	The tutoring sessions always ended on time.	3.20	.86	1 (6.7%)	1 (6.7%)	7 (46.7%)	6 (40.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.40	.91	1 (6.7%)	1 (6.7%)	4 (26.7%)	9 (60.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=15				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				13.3%		86.7%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Damascus Road Worship Center, Inc. (#226, 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.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
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.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.67	.52	-	-	2 (33.3%)	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.	3.67	.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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Dare to Achieve, Inc. (#335, 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

## 2011-2012 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 following 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.	3.60	.55	-	-	2 (33.3%)	3 (50.0%)	-	1 (16.7)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.60	.55	-	-	2 (33.3%)	3 (50.0%)	1 (16.7%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.60	.55	-	-	2 (33.3%)	3 (50.0%)	1 (16.7%)	-
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.	*	*	-	-	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.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
8	The tutoring sessions always started on time.	3.50	.55	-	-	3 (50.0%)	3 (50.0%)	-	-
9	The tutoring sessions always ended on time.	3.33	.52	-	-	4 (66.7%)	2 (33.3%)	-	-
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Dream Children, Inc. (#404, New)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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=92

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	.50	-	-	43 (46.7%)	47 (51.1%)	1 (1.1%)	1 (1.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.52	-	1 (1.1%)	46 (50.0%)	40 (43.5%)	1 (1.1%)	4 (4.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.10	.84	3 (3.3%)	13 (14.1%)	31 (33.7%)	26 (28.3%)	11 (12.0%)	7 (7.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.29	.62	1 (1.1%)	4 (4.3%)	45 (48.9%)	29 (31.5%)	4 (4.3%)	9 (9.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.29	.67	1 (1.1%)	6 (6.5%)	40 (43.5%)	30 (32.6%)	9 (9.8%)	6 (6.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.38	.63	-	3 (3.3%)	19 (20.7%)	18 (19.6%)	46 (50.0%)	6 (6.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.51	.53	-	1 (1.1%)	41 (44.6%)	46 (50.0%)	4 (4.3%)	-
8	The tutoring sessions always started on time.	3.45	.55	-	2 (2.2%)	38 (41.3%)	37 (40.2%)	13 (14.1%)	1 (1.1%)
9	The tutoring sessions always ended on time.	3.43	.54	-	2 (2.2%)	44 (47.8%)	38 (41.3%)	5 (5.4%)	1 (1.1%)
10	Overall, I am happy with the tutoring my child received.	3.51	.61	1 (1.1%)	2 (2.2%)	37 (40.2%)	49 (53.3%)	3 (3.3%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=87				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Eastern Carolina Educational Assistance Center (#72, 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.	3.80	.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.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	4.00	.00	-	-	-	7 (100.0%)	-	-
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.	3.50	.55	-	-	3 (42.9%)	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.	4.00	.00	-	-	-	7 (100.0%)	-	-
8	The tutoring sessions always started on time.	4.00	.00	-	-	-	7 (100.0%)	-	-
9	The tutoring sessions always ended on time.	4.00	.00	-	-	-	7 (100.0%)	-	-
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Educate Online Learning, LLC (#416, 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=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.	3.55	.52	-	-	5 (33.3%)	6 (40.0%)	-	4 (26.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.09	.83	1 (6.7%)	-	7 (46.7%)	3 (20.0%)	-	4 (26.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.63	.52	-	-	3 (20.0%)	5 (33.3%)	1 (6.7%)	6 (40.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.42	.90	1 (6.7%)	-	4 (26.7%)	7 (46.7%)	1 (6.7%)	2 (13.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.58	.52	-	-	5 (33.3%)	7 (46.7%)	1 (6.7%)	2 (13.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	1 (6.7%)	1 (6.7%)	9 (60.0%)	3 (20.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.50	.67	-	1 (6.7%)	4 (26.7%)	7 (46.7%)	2 (13.3%)	1 (6.7%)
8	The tutoring sessions always started on time.	3.43	1.09	2 (13.3%)	-	2 (13.3%)	10 (66.7%)	1 (6.7%)	-
9	The tutoring sessions always ended on time.	3.33	1.05	2 (13.3%)	-	4 (26.7%)	9 (60.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.60	.83	1 (6.7%)	-	3 (20.0%)	11 (73.3%)	-	-
<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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

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

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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=118

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	.65	3 (2.5%)	1 (0.8%)	59 (50.0%)	40 (33.9%)	7 (5.9%)	4 (3.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.41	.64	2 (1.7%)	2 (1.7%)	49 (41.5%)	47 (39.8%)	12 (10.2%)	6 (5.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.05	.80	3 (2.5%)	21 (17.8%)	46 (39.0%)	32 (27.1%)	7 (5.9%)	5 (4.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.75	4 (3.4%)	9 (7.6%)	55 (46.6%)	34 (28.8%)	5 (4.2%)	8 (6.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.21	.82	5 (4.2%)	12 (10.2%)	45 (38.1%)	45 (38.1%)	6 (5.1%)	3 (2.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.28	.62	1 (0.8%)	4 (3.4%)	46 (39.0%)	28 (23.7%)	36 (30.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.66	3 (2.5%)	3 (2.5%)	61 (51.7%)	46 (39.0%)	2 (1.7%)	-
8	The tutoring sessions always started on time.	3.34	.59	2 (1.7%)	-	63 (53.4%)	39 (33.1%)	14 (11.9%)	-
9	The tutoring sessions always ended on time.	3.35	.63	3 (2.5%)	-	62 (52.5%)	45 (38.1%)	7 (5.9%)	-
10	Overall, I am happy with the tutoring my child received.	3.43	.69	3 (2.5%)	4 (3.4%)	48 (40.7%)	59 (50.0%)	3 (2.5%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=109				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				5.5%		94.5%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: eMath360 LLC (#271, 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.	3.73	.46	-	-	4 (25.0%)	11 (68.8%)	1 (6.3%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.36	.67	-	1 (6.3%)	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.	3.56	.73	-	2 (12.5%)	3 (18.8%)	11 (68.8%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.75	.45	-	-	4 (25.0%)	12 (75.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.27	.80	-	3 (18.8%)	5 (31.3%)	7 (43.8%)	-	-
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.	3.64	.50	-	-	5 (31.3%)	9 (56.3%)	2 (12.5%)	-
8	The tutoring sessions always started on time.	3.56	.73	-	2 (12.5%)	3 (18.8%)	11 (68.8%)	-	-
9	The tutoring sessions always ended on time.	3.69	.48	-	-	5 (31.3%)	11 (68.8%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.81	.40	-	-	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"				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Empowering Youth through Education (EYE) (#52, 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	.75	-	1 (16.7%)	3 (50.0%)	2 (33.3%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.17	.75	-	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.	2.83	.75	-	2 (33.3%)	3 (50.0%)	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.	3.00	.89	-	2 (33.3%)	2 (33.3%)	2 (33.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	2 (33.3%)	1 (16.7%)	1 (16.7%)	2 (33.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.82	-	1 (16.7%)	2 (33.3%)	3 (50.0%)	-	-
8	The tutoring sessions always started on time.	3.40	.55	-	-	3 (50.0%)	2 (33.3%)	1 (16.7%)	-
9	The tutoring sessions always ended on time.	3.40	.55	-	-	3 (50.0%)	2 (33.3%)	1 (16.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.17	.75	-	1 (16.7%)	3 (50.0%)	2 (33.3%)	-	-
<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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Enrichment Centers of North Carolina (TEC NC, Inc.) (#94, 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	.70	-	1 (10.0%)	4 (40.0%)	5 (50.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.71	-	1 (10.0%)	3 (30.0%)	6 (60.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.50	-	1 (10.0%)	7 (70.0%)	1 (10.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	2.90	.88	1 (10.0%)	1 (10.0%)	6 (60.0%)	2 (20.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.22	.67	-	1 (10.0%)	5 (50.0%)	3 (30.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.00	.58	-	1 (10.0%)	5 (50.0%)	1 (10.0%)	2 (20.0%)	1 (10.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.44	.53	-	-	5 (50.0%)	4 (40.0%)	-	1 (10.0%)
8	The tutoring sessions always started on time.	3.25	.71	-	1 (10.0%)	4 (40.0%)	3 (30.0%)	2 (20.0%)	-
9	The tutoring sessions always ended on time.	3.25	.71	-	1 (10.0%)	4 (40.0%)	3 (30.0%)	2 (20.0%)	-
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"				10.0%		90.0%			
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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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.	3.38	.49	-	-	18 (60.0%)	11 (36.7%)	1 (3.3%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.48	-	-	19 (63.3%)	9 (30.0%)	1 (3.3%)	1 (3.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.50	.51	-	-	15 (50.0%)	15 (50.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.47	.57	-	1 (3.3%)	14 (46.7%)	15 (50.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.50	.57	-	1 (3.3%)	13 (43.3%)	16 (53.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.06	.80	1 (3.3%)	2 (6.7%)	10 (33.3%)	5 (16.7%)	12 (40.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.52	.51	-	-	14 (46.7%)	15 (50.0%)	1 (3.3%)	-
8	The tutoring sessions always started on time.	3.67	.48	-	-	8 (26.7%)	16 (53.3%)	6 (20.0%)	-
9	The tutoring sessions always ended on time.	3.60	.50	-	-	12 (40.0%)	18 (60.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.80	.41	-	-	6 (20.0%)	24 (80.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=30				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Frank C. Walters-Sylvan/Ace It! Tutoring (#53, Continuing)

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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=97

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	.67	1 (1.0%)	4 (4.1%)	28 (28.9%)	40 (41.2%)	2 (2.1%)	10 (10.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.46	.68	1 (1.0%)	4 (4.1%)	26 (26.8%)	37 (38.1%)	3 (3.1%)	11 (11.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.20	.80	4 (4.1%)	10 (10.3%)	42 (43.3%)	36 (37.1%)	3 (3.1%)	2 (2.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.34	.73	2 (2.1%)	7 (7.2%)	37 (38.1%)	41 (42.3%)	2 (2.1%)	7 (7.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.31	.77	2 (2.1%)	11 (11.3%)	36 (37.1%)	44 (45.4%)	1 (1.0%)	2 (2.1%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.51	.63	1 (1.0%)	2 (2.1%)	27 (27.8%)	39 (40.2%)	26 (26.8%)	1 (1.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.45	.67	2 (2.1%)	3 (3.1%)	39 (40.2%)	49 (50.5%)	3 (3.1%)	1 (1.0%)
8	The tutoring sessions always started on time.	3.54	.60	1 (1.0%)	1 (1.0%)	30 (30.9%)	44 (45.4%)	20 (20.6%)	-
9	The tutoring sessions always ended on time.	3.48	.62	1 (1.0%)	3 (3.1%)	39 (40.2%)	49 (50.5%)	4 (4.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.48	.67	2 (2.1%)	3 (3.1%)	38 (39.2%)	53 (54.6%)	1 (1.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=96				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				5.2%		94.8%			
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

## 2011-2012 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=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.	3.44	.73	-	2 (7.1%)	5 (17.9%)	9 (32.1%)	1 (3.6%)	11 (39.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.59	-	1 (3.6%)	10 (35.7%)	13 (46.4%)	1 (3.6%)	3 (10.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.12	.71	1 (3.6%)	2 (7.1%)	16 (57.1%)	7 (25.0%)	1 (3.6%)	1 (3.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.65	1 (3.6%)	-	17 (60.7%)	8 (28.6%)	2 (7.1%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.38	.75	1 (3.6%)	1 (3.6%)	11 (39.3%)	13 (46.4%)	2 (7.1%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.29	.55	-	1 (3.6%)	15 (53.6%)	8 (28.6%)	4 (14.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.48	.58	-	1 (3.6%)	12 (42.9%)	14 (50.0%)	1 (3.6%)	-
8	The tutoring sessions always started on time.	3.25	.52	-	1 (3.6%)	19 (67.9%)	8 (28.6%)	-	-
9	The tutoring sessions always ended on time.	3.29	.54	-	1 (3.6%)	18 (64.3%)	9 (32.1%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.61	.63	-	2 (7.1%)	7 (25.0%)	19 (67.9%)	-	-
<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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Gates County Public Schools (#396, 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.	3.29	.49	-	-	5 (71.4%)	2 (28.6%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.20	.45	-	-	4 (57.1%)	1 (14.3%)	-	2 (28.6%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.14	.38	-	-	6 (85.7%)	1 (14.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.41	-	-	5 (71.4%)	1 (14.3%)	1 (14.3%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.00	.58	-	1 (14.3%)	5 (71.4%)	1 (14.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.20	.45	-	-	4 (57.1%)	1 (14.3%)	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.	3.33	.82	-	1 (14.3%)	2 (28.6%)	3 (42.9%)	1 (14.3%)	-
8	The tutoring sessions always started on time.	3.29	.49	-	-	5 (71.4%)	2 (28.6%)	-	-
9	The tutoring sessions always ended on time.	3.29	.49	-	-	5 (71.4%)	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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 ≥2.5 represents satisfaction with the Provider.

Total N=102

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	.68	2 (2.0%)	5 (4.9%)	45 (44.1%)	42 (41.2%)	6 (5.9%)	2 (2.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.63	2 (2.0%)	2 (2.0%)	53 (52.0%)	36 (35.3%)	7 (6.9%)	2 (2.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.85	.89	8 (7.8%)	15 (14.7%)	40 (39.2%)	19 (18.6%)	10 (9.8%)	8 (7.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.22	.63	1 (1.0%)	6 (5.9%)	47 (46.1%)	25 (24.5%)	10 (9.8%)	12 (11.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.16	.76	5 (4.9%)	5 (4.9%)	51 (50.0%)	30 (29.4%)	3 (2.9%)	6 (5.9%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.23	.75	2 (2.0%)	7 (6.9%)	33 (32.4%)	27 (26.5%)	29 (28.4%)	2 (2.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.35	.65	2 (2.0%)	3 (2.9%)	50 (49.0%)	40 (39.2%)	7 (6.9%)	-
8	The tutoring sessions always started on time.	3.40	.65	2 (2.0%)	1 (1.0%)	40 (39.2%)	37 (36.3%)	21 (20.6%)	-
9	The tutoring sessions always ended on time.	3.30	.67	2 (2.0%)	4 (3.9%)	47 (46.1%)	34 (33.3%)	13 (12.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.42	.78	4 (3.9%)	5 (4.9%)	33 (32.4%)	53 (52.0%)	5 (4.9%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=93				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				6.5%		93.5%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	4.00	.00	-	-	-	7 (100.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
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.	*	*	-	-	1 (14.3%)	2 (28.6%)	2 (28.6%)	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.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
8	The tutoring sessions always started on time.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
9	The tutoring sessions always ended on time.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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.	3.80	.45	-	-	1 (14.3%)	4 (57.1%)	-	2 (28.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.86	.38	-	-	1 (14.3%)	6 (85.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.17	.75	-	1 (14.3%)	3 (42.9%)	2 (28.6%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.14	.69	-	1 (14.3%)	4 (57.1%)	2 (28.6%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.57	.79	-	1 (14.3%)	1 (14.3%)	5 (71.4%)	-	-
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.	3.29	.76	-	1 (14.3%)	3 (42.9%)	3 (42.9%)	-	-
8	The tutoring sessions always started on time.	3.43	.54	-	-	4 (57.1%)	3 (42.9%)	-	-
9	The tutoring sessions always ended on time.	3.43	.54	-	-	4 (57.1%)	3 (42.9%)	-	-
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Have Life Ministries Inc.-LIFE Academy-21st CCLC (#414, 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.	3.67	.52	-	-	2 (33.3%)	4 (66.7%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.33	.52	-	-	4 (66.7%)	2 (33.3%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.17	.75	-	1 (16.7%)	3 (50.0%)	2 (33.3%)	-	-
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.	3.80	.45	-	-	1 (16.7%)	4 (66.7%)	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.	4.00	.00	-	-	-	6 (100.0%)	-	-
8	The tutoring sessions always started on time.	*	*	-	-	1 (16.7%)	3 (50.0%)	2 (33.3%)	-
9	The tutoring sessions always ended on time.	3.50	.55	-	-	3 (50.0%)	3 (50.0%)	-	-
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=34

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.	3.74	.45	-	-	7 (20.6%)	20 (58.8%)	1 (2.9%)	6 (17.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.85	.44	-	1 (2.9%)	3 (8.8%)	29 (85.3%)	-	1 (2.9%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.36	.81	1 (2.9%)	2 (5.9%)	9 (26.5%)	13 (38.2%)	5 (14.7%)	4 (11.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.54	.69	1 (2.9%)	-	10 (29.4%)	17 (50.0%)	3 (8.8%)	3 (8.8%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.63	.61	-	2 (5.9%)	8 (23.5%)	22 (64.7%)	1 (2.9%)	1 (2.9%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.63	.65	-	2 (5.9%)	5 (14.7%)	17 (50.0%)	10 (29.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.50	.56	-	1 (2.9%)	15 (44.1%)	18 (52.9%)	-	-
8	The tutoring sessions always started on time.	3.79	.42	-	-	5 (14.7%)	19 (55.9%)	10 (29.4%)	-
9	The tutoring sessions always ended on time.	3.63	.77	1 (2.9%)	1 (2.9%)	4 (11.8%)	18 (52.9%)	9 (26.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.85	.36	-	-	5 (14.7%)	29 (85.3%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=32				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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.	*	*	-	-	1 (8.3%)	3 (25.0%)	1 (8.3%)	7 (58.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.27	.91	1 (8.3%)	-	5 (41.7%)	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.	3.25	.62	-	1 (8.3%)	7 (58.3%)	4 (33.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.55	.52	-	-	5 (41.7%)	6 (50.0%)	-	1 (8.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.50	.52	-	-	6 (50.0%)	6 (50.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.00	1.29	4 (33.3%)	-	2 (16.7%)	1 (8.3%)	5 (41.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.30	.68	-	1 (8.3%)	5 (41.7%)	4 (33.3%)	1 (8.3%)	1 (8.3%)
8	The tutoring sessions always started on time.	2.44	1.24	3 (25.0%)	1 (8.3%)	3 (25.0%)	2 (16.7%)	3 (25.0%)	-
9	The tutoring sessions always ended on time.	3.67	.49	-	-	4 (33.3%)	8 (66.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.50	.52	-	-	6 (50.0%)	6 (50.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=11				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				9.1%		90.9%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: I Can Kids, Inc. (#109, 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=23

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	.70	-	3 (13.0%)	10 (43.5%)	7 (30.4%)	3 (13.0%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.21	.54	-	1 (4.3%)	13 (56.5%)	5 (21.7%)	3 (13.0%)	1 (4.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.65	1.04	4 (17.4%)	3 (13.0%)	9 (39.1%)	4 (17.4%)	2 (8.7%)	1 (4.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.76	1.03	3 (13.0%)	2 (8.7%)	8 (34.8%)	4 (17.4%)	3 (13.0%)	1 (4.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.70	.92	2 (8.7%)	6 (26.1%)	8 (34.8%)	4 (17.4%)	2 (8.7%)	1 (4.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	2.90	.88	1 (4.3%)	1 (4.3%)	6 (26.1%)	2 (8.7%)	12 (52.2%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.28	.83	1 (4.3%)	1 (4.3%)	8 (34.8%)	8 (34.8%)	4 (17.4%)	1 (4.3%)
8	The tutoring sessions always started on time.	3.41	.51	-	-	10 (43.5%)	7 (30.4%)	6 (26.1%)	-
9	The tutoring sessions always ended on time.	3.44	.51	-	-	10 (43.5%)	8 (34.8%)	5 (21.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.40	.68	-	2 (8.7%)	8 (34.8%)	10 (43.5%)	3 (13.0%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=20				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				15.0%		85.0%			
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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=22

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	.51	-	-	10 (45.5%)	7 (31.8%)	3 (13.6%)	1 (4.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.51	-	-	10 (45.5%)	10 (45.5%)	1 (4.5%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.06	.66	-	3 (13.6%)	10 (45.5%)	4 (18.2%)	1 (4.5%)	4 (18.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.23	.60	-	1 (4.5%)	8 (36.4%)	4 (18.2%)	2 (9.1%)	5 (22.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.06	.75	-	4 (18.2%)	8 (36.4%)	5 (22.7%)	2 (9.1%)	3 (13.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.30	.48	-	-	7 (31.8%)	3 (13.6%)	8 (36.4%)	4 (18.2%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.24	.63	-	2 (9.1%)	12 (54.5%)	7 (31.8%)	1 (4.5%)	-
8	The tutoring sessions always started on time.	3.33	.49	-	-	12 (54.5%)	6 (27.3%)	4 (18.2%)	-
9	The tutoring sessions always ended on time.	3.40	.50	-	-	12 (54.5%)	8 (36.4%)	2 (9.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.62	.50	-	-	8 (36.4%)	13 (59.1%)	1 (4.5%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=19				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=91

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	.63	2 (2.2%)	1 (1.1%)	46 (50.5%)	40 (44.0%)	1 (1.1%)	1 (1.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.44	.60	1 (1.1%)	2 (2.2%)	44 (48.4%)	44 (48.4%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.93	.86	6 (6.6%)	10 (11.0%)	36 (39.6%)	17 (18.7%)	9 (9.9%)	9 (9.9%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.19	.73	2 (2.2%)	7 (7.7%)	38 (41.8%)	25 (27.5%)	6 (6.6%)	10 (11.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.24	.54	-	4 (4.4%)	50 (54.9%)	22 (24.2%)	8 (8.8%)	3 (3.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.09	.70	3 (3.3%)	4 (4.4%)	42 (46.2%)	16 (17.6%)	22 (24.2%)	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.	3.34	.79	5 (5.5%)	1 (1.1%)	38 (41.8%)	39 (42.9%)	5 (5.5%)	2 (2.2%)
8	The tutoring sessions always started on time.	3.35	.72	4 (4.4%)	-	43 (47.3%)	37 (40.7%)	5 (5.5%)	1 (1.1%)
9	The tutoring sessions always ended on time.	3.29	.74	3 (3.3%)	5 (5.5%)	40 (44.0%)	35 (38.5%)	6 (6.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.43	.73	4 (4.4%)	1 (1.1%)	38 (41.8%)	48 (52.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=88				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				6.8%		93.2%			
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

## 2011-2012 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=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.	3.89	.33	-	-	1 (8.3%)	8 (66.7%)	-	3 (25.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.82	.41	-	-	2 (16.7%)	9 (75.0%)	-	1 (8.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.18	.75	-	2 (16.7%)	5 (41.7%)	4 (33.3%)	1 (8.3%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.64	.51	-	-	4 (33.3%)	7 (58.3%)	1 (8.3%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.50	.52	-	-	6 (50.0%)	6 (50.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	1 (8.3%)	1 (8.3%)	10 (83.3%)	-
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 (25.0%)	7 (58.3%)	2 (16.7%)	-
8	The tutoring sessions always started on time.	3.64	.51	-	-	4 (33.3%)	7 (58.3%)	1 (8.3%)	-
9	The tutoring sessions always ended on time.	3.67	.49	-	-	4 (33.3%)	8 (66.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.92	.29	-	-	1 (8.3%)	11 (91.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=12				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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.	3.50	.67	-	1 (8.3%)	4 (33.3%)	7 (58.3%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.67	.49	-	-	4 (33.3%)	8 (66.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.36	.67	-	1 (8.3%)	5 (41.7%)	5 (41.7%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.36	.51	-	-	7 (58.3%)	4 (33.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.42	.67	-	1 (8.3%)	5 (41.7%)	6 (50.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.44	.73	-	1 (8.3%)	3 (25.0%)	5 (41.7%)	3 (25.0%)	-
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.	3.67	.49	-	-	4 (33.3%)	8 (66.7%)	-	-
9	The tutoring sessions always ended on time.	3.64	.51	-	-	4 (33.3%)	7 (58.3%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.82	.41	-	-	2 (16.7%)	9 (75.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=12				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Kingdom Impact Global Ministries (#310, 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.	3.50	.62	1 (1.9%)	-	20 (38.5%)	25 (48.1%)	6 (11.5%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.54	.62	1 (1.9%)	-	18 (34.6%)	27 (51.9%)	6 (11.5%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.36	.71	1 (1.9%)	3 (5.8%)	21 (40.4%)	22 (42.3%)	3 (5.8%)	1 (1.9%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.44	.68	1 (1.9%)	2 (3.8%)	21 (40.4%)	26 (50.0%)	2 (3.8%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.32	.77	2 (3.8%)	3 (5.8%)	22 (42.3%)	23 (44.2%)	2 (3.8%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.19	.82	2 (3.8%)	3 (5.8%)	17 (32.7%)	14 (26.9%)	13 (25.0%)	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.	3.51	.75	2 (3.8%)	-	14 (26.9%)	25 (48.1%)	8 (15.4%)	2 (3.8%)
8	The tutoring sessions always started on time.	3.41	.61	1 (1.9%)	-	26 (50.0%)	22 (42.3%)	3 (5.8%)	-
9	The tutoring sessions always ended on time.	3.37	.64	1 (1.9%)	1 (1.9%)	26 (50.0%)	21 (40.4%)	3 (5.8%)	-
10	Overall, I am happy with the tutoring my child received.	3.66	.69	2 (3.8%)	-	11 (21.2%)	37 (71.2%)	2 (3.8%)	-
<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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Learn It Online, LLC (LION) (#261, 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.	3.75	.45	-	-	3 (12.0%)	9 (36.0%)	1 (4.0%)	7 (28.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.56	.51	-	-	8 (32.0%)	10 (40.0%)	-	6 (24.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.44	.71	-	3 (12.0%)	8 (32.0%)	14 (56.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.50	.66	-	2 (8.0%)	8 (32.0%)	14 (56.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.64	.57	-	1 (4.0%)	7 (28.0%)	17 (68.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	2 (8.0%)	2 (8.0%)	18 (72.0%)	2 (8.0%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.55	.51	-	-	10 (40.0%)	12 (48.0%)	3 (12.0%)	-
8	The tutoring sessions always started on time.	3.54	.97	1 (4.0%)	1 (4.0%)	1 (4.0%)	10 (40.0%)	-	12 (48.0%)
9	The tutoring sessions always ended on time.	3.54	.97	1 (4.0%)	1 (4.0%)	1 (4.0%)	10 (40.0%)	-	12 (48.0%)
10	Overall, I am happy with the tutoring my child received.	3.72	.46	-	-	7 (28.0%)	18 (72.0%)	-	-
<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"									

\* 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

## 2011-2012 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 ≥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.	3.20	.45	-	-	4 (44.4%)	1 (11.1%)	-	1 (11.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.44	.53	-	-	5 (55.6%)	4 (44.4%)	-	-
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.	3.33	.50	-	-	6 (66.7%)	3 (33.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.50	.54	-	-	4 (44.4%)	4 (44.4%)	1 (11.1%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	2 (22.2%)	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.	3.44	.53	-	-	5 (55.6%)	4 (44.4%)	-	-
8	The tutoring sessions always started on time.	3.50	.55	-	-	3 (33.3%)	3 (33.3%)	-	3 (33.3%)
9	The tutoring sessions always ended on time.	3.50	.55	-	-	3 (33.3%)	3 (33.3%)	-	3 (33.3%)
10	Overall, I am happy with the tutoring my child received.	3.78	.44	-	-	2 (22.2%)	7 (77.8%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=9				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 ≥2.5 represents satisfaction with the Provider.

Total N=96

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	.86	7 (7.3%)	2 (2.1%)	37 (38.5%)	45 (46.9%)	1 (1.0%)	2 (2.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.46	.73	4 (4.2%)	1 (1.0%)	37 (38.5%)	53 (55.2%)	1 (1.0%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.20	.89	7 (7.3%)	8 (8.3%)	37 (38.5%)	41 (42.7%)	1 (1.0%)	2 (2.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.22	.85	6 (6.3%)	7 (7.3%)	40 (41.7%)	39 (40.6%)	1 (1.0%)	3 (3.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.25	.86	6 (6.3%)	8 (8.3%)	37 (38.5%)	44 (45.8%)	1 (1.0%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.26	.83	3 (3.1%)	5 (5.2%)	24 (25.0%)	26 (27.1%)	35 (36.5%)	3 (3.1%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.39	.75	5 (5.2%)	-	43 (44.8%)	47 (49.0%)	-	-
8	The tutoring sessions always started on time.	3.32	.85	6 (6.3%)	2 (2.1%)	33 (34.4%)	40 (41.7%)	14 (14.6%)	1 (1.0%)
9	The tutoring sessions always ended on time.	3.32	.79	5 (5.2%)	3 (3.1%)	40 (41.7%)	42 (43.8%)	6 (6.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.58	.83	6 (6.3%)	3 (3.1%)	16 (16.7%)	71 (74.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=96				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				8.3%		91.7%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

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

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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.	3.25	.90	5 (8.8%)	2 (3.5%)	23 (40.4%)	26 (45.6%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.33	.99	6 (10.5%)	2 (3.5%)	14 (24.6%)	32 (56.1%)	2 (3.5%)	1 (1.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.84	.99	5 (8.8%)	10 (17.5%)	16 (28.1%)	13 (22.8%)	5 (8.8%)	8 (14.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.98	.96	6 (10.5%)	6 (10.5%)	23 (40.4%)	17 (29.8%)	3 (5.3%)	2 (3.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.33	.96	6 (10.5%)	1 (1.8%)	17 (29.8%)	31 (54.4%)	2 (3.5%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.10	.93	5 (8.8%)	1 (1.8%)	21 (36.8%)	15 (26.3%)	13 (22.8%)	2 (3.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.43	.92	5 (8.8%)	1 (1.8%)	14 (24.6%)	34 (59.6%)	2 (3.5%)	1 (1.8%)
8	The tutoring sessions always started on time.	3.27	.98	6 (10.5%)	-	17 (29.8%)	25 (43.9%)	8 (14.0%)	1 (1.8%)
9	The tutoring sessions always ended on time.	3.38	.84	4 (7.0%)	-	20 (35.1%)	28 (49.1%)	4 (7.0%)	1 (1.8%)
10	Overall, I am happy with the tutoring my child received.	3.32	1.02	7 (12.3%)	2 (3.5%)	14 (24.6%)	34 (59.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=57				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				12.3%		87.7%			
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

## 2011-2012 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 ≥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.	3.41	.68	2 (2.2%)	2 (2.2%)	33 (36.7%)	36 (40.0%)	4 (4.4%)	11 (12.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.36	.63	1 (1.1%)	4 (4.4%)	43 (47.8%)	36 (40.0%)	4 (4.4%)	2 (2.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.84	.88	7 (7.8%)	17 (18.9%)	38 (42.2%)	18 (20.0%)	5 (5.6%)	2 (2.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.95	.82	5 (5.6%)	12 (13.3%)	40 (44.4%)	18 (20.0%)	3 (3.3%)	10 (11.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.26	.76	2 (2.2%)	11 (12.2%)	38 (42.2%)	38 (42.2%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.21	.62	1 (1.1%)	2 (2.2%)	30 (33.3%)	14 (15.6%)	40 (44.4%)	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.	3.39	.63	1 (1.1%)	4 (4.4%)	44 (48.9%)	41 (45.6%)	-	-
8	The tutoring sessions always started on time.	3.37	.54	-	2 (2.2%)	40 (44.4%)	28 (31.1%)	19 (21.1%)	-
9	The tutoring sessions always ended on time.	3.27	.65	2 (2.2%)	3 (3.3%)	47 (52.2%)	29 (32.2%)	9 (10.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.45	.70	3 (3.3%)	1 (1.1%)	37 (41.1%)	46 (51.1%)	3 (3.3%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=87				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				5.7%		94.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: McCloud's Computer & Skill Training (#361, 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.	3.56	.53	-	-	4 (40.0%)	5 (50.0%)	1 (10.0%)	-
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.	3.56	.53	-	-	4 (40.0%)	5 (50.0%)	1 (10.0%)	-
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.	3.50	.71	-	1 (10.0%)	3 (30.0%)	6 (60.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	-	2 (20.0%)	8 (80.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.60	.70	-	1 (10.0%)	2 (20.0%)	7 (70.0%)	-	-
8	The tutoring sessions always started on time.	3.75	.46	-	-	2 (20.0%)	6 (60.0%)	2 (20.0%)	-
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.	3.80	.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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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.	3.41	.73	1 (2.6%)	2 (5.1%)	15 (38.5%)	19 (48.7%)	2 (5.1%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.54	.56	-	1 (2.6%)	15 (38.5%)	21 (53.8%)	1 (2.6%)	1 (2.6%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.77	.91	4 (10.3%)	7 (17.9%)	17 (43.6%)	7 (17.9%)	3 (7.7%)	1 (2.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.09	.73	1 (2.6%)	4 (10.3%)	18 (46.2%)	9 (23.1%)	4 (10.3%)	3 (7.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.05	.88	4 (10.3%)	1 (2.6%)	21 (53.8%)	11 (28.2%)	2 (5.1%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.19	.48	-	1 (2.6%)	20 (51.3%)	6 (15.4%)	12 (30.8%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.31	.66	1 (2.6%)	1 (2.6%)	22 (56.4%)	15 (38.5%)	-	-
8	The tutoring sessions always started on time.	3.35	.65	1 (2.6%)	-	19 (48.7%)	14 (35.9%)	5 (12.8%)	-
9	The tutoring sessions always ended on time.	3.35	.63	1 (2.6%)	-	21 (53.8%)	15 (38.5%)	2 (5.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.45	.56	-	1 (2.6%)	19 (48.7%)	18 (46.2%)	1 (2.6%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=38				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				7.9%		92.1%			
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

## 2011-2012 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 following 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	1.01	1 (9.1%)	1 (9.1%)	3 (27.3%)	6 (54.5%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.27	1.01	1 (9.1%)	1 (9.1%)	3 (27.3%)	6 (54.5%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.00	.78	-	3 (27.3%)	5 (45.5%)	3 (27.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.10	.74	-	2 (18.2%)	5 (45.5%)	3 (27.3%)	-	1 (9.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.18	.75	-	2 (18.2%)	5 (45.5%)	4 (36.4%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.43	.54	-	-	4 (36.4%)	3 (27.3%)	4 (36.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.44	.53	-	-	5 (45.5%)	4 (36.4%)	2 (18.2%)	-
8	The tutoring sessions always started on time.	3.44	.53	-	-	5 (45.5%)	4 (36.4%)	2 (18.2%)	-
9	The tutoring sessions always ended on time.	3.36	.51	-	-	7 (63.6%)	4 (36.4%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.70	.48	-	-	3 (27.3%)	7 (63.6%)	1 (9.1%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=11				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				9.1%		90.9%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: NewPoint Learning Center - Ballantyne (#232, 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=86

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	.48	-	-	30 (34.9%)	56 (65.1%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.69	.47	-	-	27 (31.4%)	59 (68.6%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.39	.52	-	1 (1.2%)	44 (51.2%)	31 (36.0%)	4 (4.7%)	6 (7.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.48	.50	-	-	41 (47.7%)	38 (44.2%)	1 (1.2%)	6 (7.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.55	.50	-	-	38 (44.2%)	46 (53.5%)	2 (2.3%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.50	.59	-	3 (3.5%)	25 (29.1%)	34 (39.5%)	20 (23.3%)	3 (3.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.45	.55	-	2 (2.3%)	42 (48.8%)	39 (45.3%)	2 (2.3%)	-
8	The tutoring sessions always started on time.	3.54	.50	-	-	29 (33.7%)	34 (39.5%)	21 (24.4%)	2 (2.3%)
9	The tutoring sessions always ended on time.	3.50	.50	-	-	31 (36.0%)	31 (36.0%)	21 (24.4%)	2 (2.3%)
10	Overall, I am happy with the tutoring my child received.	3.64	.48	-	-	31 (36.0%)	55 (64.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=84				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: NewPoint Learning Center - Myers Park (#234, 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=22

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	.58	-	1 (4.5%)	5 (22.7%)	15 (68.2%)	-	1 (4.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.82	.50	-	1 (4.5%)	2 (9.1%)	19 (86.4%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.45	.80	1 (4.5%)	1 (4.5%)	7 (31.8%)	13 (59.1%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.55	.76	1 (4.5%)	-	6 (27.3%)	13 (59.1%)	-	1 (4.5%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.43	.60	-	1 (4.5%)	10 (45.5%)	10 (45.5%)	1 (4.5%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.58	.51	-	-	8 (36.4%)	11 (50.0%)	2 (9.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.59	.59	-	1 (4.5%)	7 (31.8%)	14 (63.6%)	-	-
8	The tutoring sessions always started on time.	3.70	.47	-	-	6 (27.3%)	14 (63.6%)	2 (9.1%)	-
9	The tutoring sessions always ended on time.	3.55	.61	-	1 (4.5%)	7 (31.8%)	12 (54.5%)	2 (9.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.73	.55	-	1 (4.5%)	4 (18.2%)	17 (77.3%)	-	-
<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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: On The Right Track-ABSS After School Tutoring (#211, 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=95

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.	3.28	.85	6 (6.3%)	5 (5.3%)	37 (38.9%)	42 (44.2%)	2 (2.1%)	1 (1.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.23	.84	6 (6.3%)	6 (6.3%)	41 (43.2%)	39 (41.1%)	3 (3.2%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.80	1.01	12 (12.6%)	11 (11.6%)	32 (33.7%)	20 (21.1%)	6 (6.3%)	11 (11.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.07	.89	7 (7.4%)	3 (3.2%)	36 (37.9%)	22 (23.2%)	9 (9.5%)	14 (14.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.01	.95	9 (9.5%)	7 (7.4%)	36 (37.9%)	26 (27.4%)	7 (7.4%)	5 (5.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.16	.81	3 (3.2%)	2 (2.1%)	23 (24.2%)	15 (15.8%)	45 (47.4%)	4 (4.2%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.15	.83	6 (6.3%)	6 (6.3%)	44 (46.3%)	31 (32.6%)	4 (4.2%)	2 (2.1%)
8	The tutoring sessions always started on time.	3.47	.60	1 (1.1%)	1 (1.1%)	36 (37.9%)	40 (42.1%)	16 (16.8%)	-
9	The tutoring sessions always ended on time.	3.44	.69	3 (3.2%)	1 (1.1%)	38 (40.0%)	46 (48.4%)	6 (6.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.38	.89	7 (7.4%)	5 (5.3%)	28 (29.5%)	55 (57.9%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=88				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				11.4%		88.6%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

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

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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=145

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	.77	6 (4.1%)	6 (4.1%)	58 (40.0%)	66 (45.5%)	2 (1.4%)	7 (4.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.40	.74	5 (3.4%)	5 (3.4%)	56 (38.6%)	69 (47.6%)	5 (3.4%)	5 (3.4%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.88	.94	13 (9.0%)	23 (15.9%)	53 (36.6%)	34 (23.4%)	12 (8.3%)	10 (6.9%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.98	.92	10 (6.9%)	18 (12.4%)	48 (33.1%)	36 (24.8%)	13 (9.0%)	18 (12.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.94	.92	14 (9.7%)	17 (11.7%)	63 (43.4%)	37 (25.5%)	10 (6.9%)	4 (2.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.05	.84	7 (4.8%)	6 (4.1%)	47 (32.4%)	24 (16.6%)	58 (40.0%)	2 (1.4%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.23	.76	7 (4.8%)	6 (4.1%)	71 (49.0%)	51 (35.2%)	5 (3.4%)	4 (2.8%)
8	The tutoring sessions always started on time.	3.43	.59	2 (1.4%)	-	61 (42.1%)	54 (37.2%)	28 (19.3%)	-
9	The tutoring sessions always ended on time.	3.43	.62	3 (2.1%)	-	66 (45.5%)	63 (43.4%)	13 (9.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.44	.78	6 (4.1%)	8 (5.5%)	47 (32.4%)	83 (57.2%)	1 (0.7%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=137				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				10.9%		89.1%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Our Children Succeed by Onslow County Schools (#283, 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=22

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	.50	-	-	11 (50.0%)	8 (36.4%)	3 (13.6%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.42	.51	3 (13.6%)	4 (18.2%)	12 (54.5%)	1 (4.5%)	1 (4.5%)	1 (4.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.55	.83	-	-	9 (40.9%)	5 (22.7%)	3 (13.6%)	5 (22.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.94	.83	1 (4.5%)	3 (13.6%)	9 (40.9%)	4 (18.2%)	1 (4.5%)	4 (18.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.10	.63	-	3 (13.6%)	13 (59.1%)	5 (22.7%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.15	.69	-	2 (9.1%)	7 (31.8%)	4 (18.2%)	9 (40.9%)	-
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 (9.1%)	15 (68.2%)	5 (22.7%)	-	-
8	The tutoring sessions always started on time.	2.90	.91	3 (13.6%)	-	13 (59.1%)	4 (18.2%)	2 (9.1%)	-
9	The tutoring sessions always ended on time.	3.17	.38	-	-	15 (68.2%)	3 (13.6%)	3 (13.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.23	.69	-	3 (13.6%)	11 (50.0%)	8 (36.4%)	-	-
<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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Oxford Learning (#219, 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=29

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	.51	-	-	15 (51.7%)	13 (44.8%)	1 (3.4%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.52	.51	-	-	14 (48.3%)	15 (51.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.66	.61	-	2 (6.9%)	6 (20.7%)	21 (72.4%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.52	.63	-	2 (6.9%)	10 (34.5%)	17 (58.6%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.59	.63	-	2 (6.9%)	8 (27.6%)	19 (65.5%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.25	.46	-	-	6 (20.7%)	2 (6.9%)	21 (72.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.59	.50	-	-	12 (41.4%)	17 (58.6%)	-	-
8	The tutoring sessions always started on time.	3.59	.50	-	-	9 (31.0%)	13 (44.8%)	7 (24.1%)	-
9	The tutoring sessions always ended on time.	3.69	.47	-	-	9 (31.0%)	20 (69.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.83	.38	-	-	5 (17.2%)	24 (82.8%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=29				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Pender County Schools SES (#46, 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=22

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	-	-	6 (27.3%)	12 (54.5%)	-	4 (18.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.71	.46	-	-	6 (27.3%)	15 (68.2%)	1 (4.5%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.41	.59	-	1 (4.5%)	11 (50.0%)	10 (45.5%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.32	.57	-	1 (4.5%)	13 (59.1%)	8 (36.4%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.59	.50	-	-	9 (40.9%)	13 (59.1%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.50	.52	-	-	8 (36.4%)	8 (36.4%)	6 (27.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.64	.49	-	-	8 (36.4%)	14 (63.6%)	-	-
8	The tutoring sessions always started on time.	3.81	.40	-	-	4 (18.2%)	17 (77.3%)	1 (4.5%)	-
9	The tutoring sessions always ended on time.	3.77	.43	-	-	5 (22.7%)	17 (77.3%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.64	.49	-	-	8 (36.4%)	14 (63.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=22				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 ≥2.5 represents satisfaction with the Provider.

Total N=36

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	.75	1 (2.8%)	-	10 (27.8%)	9 (25.0%)	-	15 (41.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.75	.44	-	-	9 (25.0%)	27 (75.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.03	.88	1 (2.8%)	8 (22.2%)	11 (30.6%)	11 (30.6%)	3 (8.3%)	2 (5.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.27	.78	1 (2.8%)	2 (5.6%)	12 (33.3%)	11 (30.6%)	3 (8.3%)	7 (19.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.31	.80	1 (2.8%)	4 (11.1%)	13 (36.1%)	17 (47.2%)	1 (2.8%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.44	.81	1 (2.8%)	-	6 (16.7%)	9 (25.0%)	20 (55.6%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.67	.48	-	-	11 (30.6%)	22 (61.1%)	3 (8.3%)	-
8	The tutoring sessions always started on time.	3.67	.48	-	-	8 (22.2%)	16 (44.4%)	12 (33.3%)	-
9	The tutoring sessions always ended on time.	3.44	.80	1 (2.8%)	2 (5.6%)	8 (22.2%)	16 (44.4%)	9 (25.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.69	.47	-	-	11 (30.6%)	25 (69.4%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=32				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: PROJECT IMPACT (Greensboro) (#279, 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=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.	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	3 (60.0%)	-	1 (20.0%)	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.	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
9	The tutoring sessions always ended on time.	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.20	.45	-	-	4 (80.0%)	1 (20.0%)	-	-
<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 ≥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≥5.

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Prosperous Living Adolescent Center (#343, 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.	3.74	.45	-	-	7 (25.0%)	20 (71.4%)	1 (3.6%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.77	.43	-	-	6 (21.4%)	20 (71.4%)	1 (3.6%)	1 (3.6%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.71	.46	-	-	8 (28.6%)	20 (71.4%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.79	.42	-	-	6 (21.4%)	22 (78.6%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.82	.39	-	-	5 (17.9%)	23 (82.1%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.63	.58	-	1 (3.6%)	7 (25.0%)	16 (57.1%)	4 (14.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.82	.39	-	-	5 (17.9%)	23 (82.1%)	-	-
8	The tutoring sessions always started on time.	3.76	.44	-	-	6 (21.4%)	19 (67.9%)	3 (10.7%)	-
9	The tutoring sessions always ended on time.	3.77	.43	-	-	6 (21.4%)	20 (71.4%)	2 (7.1%)	-
10	Overall, I am happy with the tutoring my child received.	3.79	.42	-	-	6 (21.4%)	22 (78.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=28				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=35

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.	3.70	.47	-	-	10 (28.6%)	23 (65.7%)	-	2 (5.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.79	.41	-	-	7 (20.0%)	27 (77.1%)	-	1 (2.9%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.86	.36	-	-	5 (14.3%)	30 (85.7%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.83	.38	-	-	6 (17.1%)	29 (82.9%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.94	.24	-	-	2 (5.7%)	33 (94.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.68	.48	-	-	11 (31.4%)	23 (65.7%)	-	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.66	.48	-	-	12 (34.3%)	23 (65.7%)	-	-
8	The tutoring sessions always started on time.	3.74	.44	-	-	9 (25.7%)	26 (74.3%)	-	-
9	The tutoring sessions always ended on time.	3.71	.46	-	-	10 (28.6%)	25 (71.4%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.97	.17	-	-	1 (2.9%)	34 (97.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=35				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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 (20.0%)	-	12 (80.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.33	.49	-	-	10 (66.7%)	5 (33.3%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.13	.35	-	-	13 (86.7%)	2 (13.3%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.33	.49	-	-	10 (66.7%)	5 (33.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.33	.49	-	-	10 (66.7%)	5 (33.3%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.57	.54	-	-	3 (20.0%)	4 (26.7%)	8 (53.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.29	.47	-	-	10 (66.7%)	4 (26.7%)	1 (6.7%)	-
8	The tutoring sessions always started on time.	3.31	.48	-	-	9 (60.0%)	4 (26.7%)	2 (13.3%)	-
9	The tutoring sessions always ended on time.	3.31	.48	-	-	9 (60.0%)	4 (26.7%)	2 (13.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.47	.52	-	-	8 (53.3%)	7 (46.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=15				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=45

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.	3.49	.67	1 (2.2%)	1 (2.2%)	17 (37.8%)	24 (53.3%)	2 (4.4%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.55	.63	1 (2.2%)	-	17 (37.8%)	26 (57.8%)	1 (2.2%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.51	.55	-	1 (2.2%)	19 (42.2%)	23 (51.1%)	1 (2.2%)	1 (2.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.48	.55	-	1 (2.2%)	20 (44.4%)	21 (46.7%)	-	1 (2.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.43	.63	-	3 (6.7%)	19 (42.2%)	22 (48.9%)	-	1 (2.2%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.38	.49	-	-	18 (40.0%)	11 (24.4%)	15 (33.3%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.48	.55	-	1 (2.2%)	21 (46.7%)	22 (48.9%)	-	1 (2.2%)
8	The tutoring sessions always started on time.	3.47	.55	-	1 (2.2%)	21 (46.7%)	21 (46.7%)	1 (2.2%)	-
9	The tutoring sessions always ended on time.	3.50	.51	-	-	22 (48.9%)	22 (48.9%)	1 (2.2%)	-
10	Overall, I am happy with the tutoring my child received.	3.70	.51	-	1 (2.2%)	11 (24.4%)	32 (71.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=44				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Rockingham District Partners In Ministry (#247, 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=56

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	.57	-	2 (3.6%)	27 (48.2%)	26 (46.4%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.56	.50	-	-	24 (42.9%)	30 (53.6%)	1 (1.8%)	1 (1.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.47	.63	-	4 (7.1%)	21 (37.5%)	30 (53.6%)	-	1 (1.8%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.50	.61	-	3 (5.4%)	21 (37.5%)	30 (53.6%)	-	2 (3.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.50	.61	-	3 (5.4%)	21 (37.5%)	30 (53.6%)	1 (1.8%)	1 (1.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.37	.88	3 (5.4%)	1 (1.8%)	13 (23.2%)	21 (37.5%)	16 (28.6%)	2 (3.6%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.48	.58	-	2 (3.6%)	22 (39.3%)	26 (46.4%)	3 (5.4%)	2 (3.6%)
8	The tutoring sessions always started on time.	3.62	.49	-	-	20 (35.7%)	32 (57.1%)	4 (7.1%)	-
9	The tutoring sessions always ended on time.	3.63	.49	-	-	21 (37.5%)	35 (62.5%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.60	.53	-	1 (1.8%)	20 (35.7%)	34 (60.7%)	1 (1.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=55				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.8%		98.2%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: School Management & Revitalize Training, CO. SMART Group Co (#237, 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=62

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.	3.57	.59	1 (1.6%)	-	23 (37.1%)	37 (59.7%)	1 (1.6%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.60	.59	1 (1.6%)	-	22 (35.5%)	39 (62.9%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.57	.62	1 (1.6%)	1 (1.6%)	21 (33.9%)	38 (61.3%)	1 (1.6%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.59	.59	1 (1.6%)	-	22 (35.5%)	38 (61.3%)	-	1 (1.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.61	.59	1 (1.6%)	-	21 (33.9%)	39 (62.9%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.47	.63	1 (1.6%)	-	20 (32.3%)	22 (35.5%)	17 (27.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.46	.68	1 (1.6%)	3 (4.8%)	23 (37.1%)	32 (51.6%)	2 (3.2%)	1 (1.6%)
8	The tutoring sessions always started on time.	3.63	.58	1 (1.6%)	-	19 (30.6%)	40 (64.5%)	2 (3.2%)	-
9	The tutoring sessions always ended on time.	3.63	.58	1 (1.6%)	-	20 (32.3%)	41 (66.1%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.61	.58	1 (1.6%)	-	21 (33.9%)	40 (64.5%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=62				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.6%		98.4%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Second 2 None Educational Services, Inc. (#264, 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.	2.96	.36	-	2 (8.3%)	21 (87.5%)	1 (4.2%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.42	.50	-	-	14 (58.3%)	10 (41.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.63	.50	-	-	9 (37.5%)	15 (62.5%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.50	.51	-	-	12 (50.0%)	12 (50.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.17	.57	-	2 (8.3%)	16 (66.7%)	6 (25.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.22	.60	-	2 (8.3%)	14 (58.3%)	7 (29.2%)	1 (4.2%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.25	.44	-	-	18 (75.0%)	6 (25.0%)	-	-
8	The tutoring sessions always started on time.	3.13	.34	-	-	21 (87.5%)	3 (12.5%)	-	-
9	The tutoring sessions always ended on time.	3.13	.34	-	-	21 (87.5%)	3 (12.5%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.58	.65	-	2 (8.3%)	6 (25.0%)	16 (66.7%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=24				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Shaw University (#352, 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=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.	3.33	.49	-	-	10 (66.7%)	5 (33.3%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.43	.51	-	-	8 (53.3%)	6 (40.0%)	-	1 (6.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.50	.52	-	-	7 (46.7%)	7 (46.7%)	1 (6.7%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.50	.52	-	-	7 (46.7%)	7 (46.7%)	1 (6.7%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.50	.52	-	-	7 (46.7%)	7 (46.7%)	1 (6.7%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.55	.52	-	-	5 (33.3%)	6 (40.0%)	2 (13.3%)	1 (6.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.50	.52	-	-	7 (46.7%)	7 (46.7%)	1 (6.7%)	-
8	The tutoring sessions always started on time.	3.54	.52	-	-	6 (40.0%)	7 (46.7%)	2 (13.3%)	-
9	The tutoring sessions always ended on time.	3.40	.63	-	1 (6.7%)	7 (46.7%)	7 (46.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.80	.41	-	-	3 (20.0%)	12 (80.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=14				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=36

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	.65	1 (2.8%)	-	17 (47.2%)	18 (50.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.56	.65	1 (2.8%)	-	13 (36.1%)	22 (61.1%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.14	.88	2 (5.6%)	3 (8.3%)	13 (36.1%)	11 (30.6%)	4 (11.1%)	2 (5.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.33	.71	1 (2.8%)	1 (2.8%)	15 (41.7%)	13 (36.1%)	2 (5.6%)	2 (5.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.25	.95	3 (8.3%)	2 (5.6%)	11 (30.6%)	16 (44.4%)	1 (2.8%)	2 (5.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.42	.70	1 (2.8%)	-	12 (33.3%)	13 (36.1%)	8 (22.2%)	1 (2.8%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.49	.82	2 (5.6%)	1 (2.8%)	10 (27.8%)	22 (61.1%)	1 (2.8%)	-
8	The tutoring sessions always started on time.	3.50	.56	-	1 (2.8%)	15 (41.7%)	18 (50.0%)	2 (5.6%)	-
9	The tutoring sessions always ended on time.	3.47	.66	1 (2.8%)	-	15 (41.7%)	18 (50.0%)	2 (5.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.58	.55	-	1 (2.8%)	13 (36.1%)	22 (61.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=36				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"									

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: SMARTIES-Learn Out Loud (#284, 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=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=2				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				i		i			

\* 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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Southridge Learning Center (#410, 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.	3.80	.42	-	-	2 (20.0%)	8 (80.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.60	.70	-	1 (10.0%)	2 (20.0%)	7 (70.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.60	.52	-	-	4 (40.0%)	6 (60.0%)	-	-
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.	3.89	.33	-	-	1 (10.0%)	8 (80.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.75	.46	-	-	2 (20.0%)	6 (60.0%)	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.	3.60	.52	-	-	4 (40.0%)	6 (60.0%)	-	-
8	The tutoring sessions always started on time.	3.78	.44	-	-	2 (20.0%)	7 (70.0%)	-	-
9	The tutoring sessions always ended on time.	3.80	.42	-	-	2 (20.0%)	8 (80.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.90	.32	-	-	1 (10.0%)	9 (90.0%)	-	-
<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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Stay On Top Tutoring Services, Inc. (#289, 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.	4.00	.00	-	-	-	7 (87.5%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	4.00	.00	-	-	-	7 (87.5%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.50	.84	-	1 (12.5%)	1 (12.5%)	4 (50.0%)	1 (12.5%)	1 (12.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.43	.79	-	1 (12.5%)	2 (25.0%)	4 (50.0%)	1 (12.5%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.83	.41	-	-	1 (12.5%)	5 (62.5%)	1 (12.5%)	1 (12.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.50	.55	-	-	3 (37.5%)	3 (37.5%)	2 (25.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.71	.49	-	-	2 (25.0%)	5 (62.5%)	1 (12.5%)	-
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.	3.88	.35	-	-	1 (12.5%)	7 (87.5%)	-	-
<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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=58

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	.71	1 (1.7%)	3 (5.2%)	19 (32.8%)	26 (44.8%)	-	8 (13.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.60	.49	-	-	21 (36.2%)	32 (55.2%)	-	5 (8.6%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.60	.84	6 (10.3%)	10 (17.2%)	25 (43.1%)	4 (6.9%)	9 (15.5%)	3 (5.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.97	.73	1 (1.7%)	7 (12.1%)	21 (36.2%)	8 (13.8%)	7 (12.1%)	14 (24.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.90	.76	2 (3.4%)	11 (19.0%)	28 (48.3%)	10 (17.2%)	5 (8.6%)	2 (3.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.04	.74	1 (1.7%)	4 (6.9%)	16 (27.6%)	7 (12.1%)	30 (51.7%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.26	.61	-	5 (8.6%)	32 (55.2%)	20 (34.5%)	1 (1.7%)	-
8	The tutoring sessions always started on time.	3.47	.51	-	-	23 (39.7%)	20 (34.5%)	13 (22.4%)	2 (3.4%)
9	The tutoring sessions always ended on time.	3.47	.50	-	-	25 (43.1%)	22 (37.9%)	9 (15.5%)	2 (3.4%)
10	Overall, I am happy with the tutoring my child received.	3.57	.53	-	1 (1.7%)	23 (39.7%)	34 (58.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=49				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				2.0%		98.0%			
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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=32

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.	3.23	.82	2 (6.3%)	-	14 (43.8%)	10 (31.3%)	2 (6.3%)	3 (9.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.14	.93	3 (9.4%)	1 (3.1%)	13 (40.6%)	11 (34.4%)	4 (12.5%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.45	1.05	4 (12.5%)	7 (21.9%)	5 (15.6%)	4 (12.5%)	3 (9.4%)	8 (25.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.61	1.04	3 (9.4%)	5 (15.6%)	6 (18.8%)	4 (12.5%)	4 (12.5%)	8 (25.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.64	.79	1 (3.1%)	9 (28.1%)	9 (28.1%)	3 (9.4%)	2 (6.3%)	7 (21.9%)
6	The tutoring provider talked to my child's teachers about his/her progress.	2.33	1.07	3 (9.4%)	4 (12.5%)	3 (9.4%)	2 (6.3%)	20 (62.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	2.96	1.02	3 (9.4%)	3 (9.4%)	9 (28.1%)	8 (25.0%)	4 (12.5%)	3 (9.4%)
8	The tutoring sessions always started on time.	3.24	.60	-	2 (6.3%)	15 (46.9%)	8 (25.0%)	7 (21.9%)	-
9	The tutoring sessions always ended on time.	3.25	.59	-	2 (6.3%)	17 (53.1%)	9 (28.1%)	4 (12.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.23	.81	2 (6.3%)	1 (3.1%)	16 (50.0%)	12 (37.5%)	1 (3.1%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=25				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				16.0%		84.0%			
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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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.	3.56	.75	1 (2.7%)	1 (2.7%)	7 (18.9%)	18 (48.6%)	-	10 (27.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.48	.70	1 (2.7%)	-	11 (29.7%)	15 (40.5%)	5 (13.5%)	5 (13.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.76	.99	4 (10.8%)	9 (24.3%)	12 (32.4%)	9 (24.3%)	2 (5.4%)	1 (2.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.07	.83	1 (2.7%)	5 (13.5%)	12 (32.4%)	9 (24.3%)	3 (8.1%)	6 (16.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.03	.88	2 (5.4%)	7 (18.9%)	15 (40.5%)	12 (32.4%)	1 (2.7%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.94	1.00	2 (5.4%)	3 (8.1%)	7 (18.9%)	6 (16.2%)	19 (51.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.35	.73	1 (2.7%)	2 (5.4%)	15 (40.5%)	16 (43.2%)	2 (5.4%)	1 (2.7%)
8	The tutoring sessions always started on time.	3.44	.75	1 (2.7%)	2 (5.4%)	12 (32.4%)	19 (51.4%)	3 (8.1%)	-
9	The tutoring sessions always ended on time.	3.44	.74	1 (2.7%)	2 (5.4%)	13 (35.1%)	20 (54.1%)	1 (2.7%)	-
10	Overall, I am happy with the tutoring my child received.	3.49	.78	1 (2.7%)	3 (8.1%)	9 (24.3%)	22 (59.5%)	2 (5.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=35				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				11.4%		88.6%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Center of Salisbury (#210, 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=23

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.	3.55	.76	1 (4.3%)	-	6 (26.1%)	13 (56.5%)	1 (4.3%)	2 (8.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.52	.60	-	1 (4.3%)	8 (34.8%)	12 (52.2%)	1 (4.3%)	1 (4.3%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.61	.58	-	1 (4.3%)	7 (30.4%)	15 (65.2%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.48	.67	-	2 (8.7%)	8 (34.8%)	13 (56.5%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.57	.66	-	2 (8.7%)	6 (26.1%)	15 (65.2%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.36	.63	-	1 (4.3%)	7 (30.4%)	6 (26.1%)	9 (39.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.45	.80	1 (4.3%)	1 (4.3%)	7 (30.4%)	13 (56.5%)	1 (4.3%)	-
8	The tutoring sessions always started on time.	3.55	.61	-	1 (4.3%)	7 (30.4%)	12 (52.2%)	3 (13.0%)	-
9	The tutoring sessions always ended on time.	3.55	.61	-	1 (4.3%)	7 (30.4%)	12 (52.2%)	3 (13.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.65	.57	-	1 (4.3%)	6 (26.1%)	16 (69.6%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=23				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				8.7%		91.3%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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.	3.70	.48	-	-	3 (23.1%)	7 (53.8%)	1 (7.7%)	2 (15.4%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.60	.52	-	-	4 (30.8%)	6 (46.2%)	-	3 (23.1%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.77	.60	-	1 (7.7%)	1 (7.7%)	11 (84.6%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.69	.63	-	1 (7.7%)	2 (15.4%)	10 (76.9%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.69	.63	-	1 (7.7%)	2 (15.4%)	10 (76.9%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.80	.42	-	-	2 (15.4%)	8 (61.5%)	2 (15.4%)	1 (7.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.62	.65	-	1 (7.7%)	3 (23.1%)	9 (69.2%)	-	-
8	The tutoring sessions always started on time.	3.77	.44	-	-	3 (23.1%)	10 (76.9%)	-	-
9	The tutoring sessions always ended on time.	3.69	.63	-	1 (7.7%)	2 (15.4%)	10 (76.9%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.69	.63	-	1 (7.7%)	2 (15.4%)	10 (76.9%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=13				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 ≥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.	3.63	.52	-	-	3 (27.3%)	5 (45.5%)	1 (9.1%)	2 (18.2%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.55	.52	-	-	5 (45.5%)	6 (54.5%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.30	.82	-	2 (18.2%)	3 (27.3%)	5 (45.5%)	1 (9.1%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.18	.75	-	2 (18.2%)	5 (45.5%)	4 (36.4%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.18	.98	1 (9.1%)	1 (9.1%)	4 (36.4%)	5 (45.5%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	-	1 (9.1%)	1 (9.1%)	9 (81.8%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.18	.75	-	2 (18.2%)	5 (45.5%)	4 (36.4%)	-	-
8	The tutoring sessions always started on time.	3.40	.52	-	-	6 (54.5%)	4 (36.4%)	1 (9.1%)	-
9	The tutoring sessions always ended on time.	3.45	.52	-	-	6 (54.5%)	5 (45.5%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.64	.51	-	-	4 (36.4%)	7 (63.6%)	-	-
<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 ≥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≥5.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 ≥2.5 represents satisfaction with the Provider.

Total N=20

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 (35.0%)	4 (20.0%)	2 (10.0%)	6 (30.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.50	.52	-	-	8 (40.0%)	8 (40.0%)	-	4 (20.0%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.35	.59	-	1 (5.0%)	11 (55.0%)	8 (40.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.40	.60	-	1 (5.0%)	10 (50.0%)	9(45.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.20	.77	1 (5.0%)	1 (5.0%)	11 (55.0%)	7 (35.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.89	.78	1 (5.0%)	-	7 (35.0%)	1 (5.0%)	11 (55.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.28	.58	-	1 (5.0%)	11 (55.0%)	6 (30.0%)	2 (10.0%)	-
8	The tutoring sessions always started on time.	3.58	.51	-	-	8 (40.0%)	11 (55.0%)	-	1 (5.0%)
9	The tutoring sessions always ended on time.	3.55	.51	-	-	9 (45.0%)	11 (55.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.70	.47	-	-	6 (30.0%)	14 (70.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=20				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				0.0%		100.0%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Sylvan Learning Centers of Charlotte and Fayetteville (#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 ≥2.5 represents satisfaction with the Provider.

Total N=484

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	.76	18 (3.7%)	23 (4.8%)	184 (38.0%)	220 (45.5%)	20 (4.1%)	17 (3.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.67	8 (1.7%)	20 (4.1%)	182 (37.6%)	236 (48.8%)	20 (4.1%)	17 (3.5%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.89	.97	40 (8.3%)	96 (19.8%)	144 (29.8%)	130 (26.9%)	31 (6.4%)	30 (6.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.12	.85	22 (4.5%)	47 (9.7%)	167 (34.5%)	135 (27.9%)	41 (8.5%)	66 (13.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.16	.83	22 (4.5%)	57 (11.8%)	194 (40.1%)	172 (35.5%)	17 (3.5%)	18 (3.7%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.28	.74	7 (1.4%)	26 (5.4%)	120 (24.8%)	116 (24.0%)	198 (40.9%)	12 (2.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.72	13 (2.7%)	29 (6.0%)	208 (43.0%)	208 (43.0%)	18(3.7%)	8 (1.7%)
8	The tutoring sessions always started on time.	3.47	.60	6 (1.2%)	3 (0.6%)	170 (35.1%)	190 (39.3%)	107 (22.1%)	3 (0.6%)
9	The tutoring sessions always ended on time.	3.46	.58	5 (1.0%)	4 (0.8%)	212 (43.8%)	214 (44.2%)	40 (8.3%)	4 (0.8%)
10	Overall, I am happy with the tutoring my child received.	3.45	.74	16 (3.3%)	21 (4.3%)	169 (34.9%)	261 (53.9%)	11 (2.3%)	3 (0.6%)
<b>Parent Satisfaction Outcomes</b>									
Total N=454				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				7.3%		92.7%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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.	3.24	.88	2 (7.7%)	1 (3.8%)	11 (42.3%)	11 (42.3%)	1 (3.8%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.21	.88	2 (7.7%)	1 (3.8%)	11 (42.3%)	10 (38.5%)	2 (7.7%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.56	1.09	3 (11.5%)	5 (19.2%)	4 (15.4%)	4 (15.4%)	2 (7.7%)	6 (23.1%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.29	.59	-	1 (3.8%)	10 (38.5%)	6 (23.1%)	2 (7.7%)	6 (23.1%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.12	.86	1 (3.8%)	5 (19.2%)	10 (38.5%)	10 (38.5%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.00	1.00	1 (3.8%)	-	4 (15.4%)	2 (7.7%)	18 (69.2%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.32	.63	-	2 (7.7%)	13 (50.0%)	10 (38.5%)	1 (3.8%)	-
8	The tutoring sessions always started on time.	3.53	.51	-	-	8 (30.8%)	9 (34.6%)	8 (30.8%)	1 (3.8%)
9	The tutoring sessions always ended on time.	3.48	.51	-	-	11 (42.3%)	10 (38.5%)	4 (15.4%)	1 (3.8%)
10	Overall, I am happy with the tutoring my child received.	3.52	.71	-	3 (11.5%)	6 (23.1%)	16 (61.5%)	1 (3.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=24				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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=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.	3.29	.72	2 (2.2%)	5 (5.6%)	35 (39.3%)	30 (33.7%)	4 (4.5%)	13 (14.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.31	.70	2 (2.2%)	4 (4.5%)	38 (42.7%)	31 (34.8%)	4 (4.5%)	10 (11.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.98	.84	6 (6.7%)	11 (12.4%)	43 (48.3%)	21 (23.6%)	3 (3.4%)	4 (4.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.07	.81	5 (5.6%)	7 (7.9%)	41 (46.1%)	22 (24.7%)	4 (4.5%)	8 (9.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.98	.84	7 (7.9%)	10 (11.2%)	48 (53.9%)	22 (24.7%)	-	2 (2.2%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.02	.80	4 (4.5%)	5 (5.6%)	33 (37.1%)	14 (15.7%)	33 (37.1%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.16	.75	3 (3.4%)	9 (10.1%)	44 (49.4%)	29 (32.6%)	2 (2.2%)	1 (1.1%)
8	The tutoring sessions always started on time.	3.32	.64	2 (2.2%)	1 (1.1%)	44 (49.4%)	29 (32.6%)	11 (12.4%)	1 (1.1%)
9	The tutoring sessions always ended on time.	3.32	.64	2 (2.2%)	2 (2.2%)	47 (52.8%)	33 (37.1%)	4 (4.5%)	-
10	Overall, I am happy with the tutoring my child received.	3.45	.71	2 (2.2%)	4 (4.5%)	29 (32.6%)	43 (48.3%)	9 (10.1%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=85				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				8.2%		91.8%			
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

## 2011-2012 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=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.	3.88	.35	-	-	1 (8.3%)	7 (58.3%)	2 (16.7%)	2 (16.7%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.67	.50	-	-	3 (25.0%)	6 (50.0%)	1 (8.3%)	2 (16.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.50	.52	-	-	6 (50.0%)	6 (50.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.50	.67	-	1 (8.3%)	4 (33.3%)	7 (58.3%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.42	.67	-	1 (8.3%)	5 (41.7%)	6 (50.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.67	.50	-	-	3 (25.0%)	6 (50.0%)	3 (25.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.45	.52	-	-	6 (50.0%)	5 (41.7%)	-	-
8	The tutoring sessions always started on time.	3.64	.51	-	-	4 (33.3%)	7 (58.3%)	1 (8.3%)	-
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.	3.75	.45	-	-	3 (25.0%)	9 (75.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=12				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=69

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	.69	2 (2.9%)	1 (1.4%)	30 (43.5%)	23 (33.3%)	2 (2.9%)	11 (15.9%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.44	.66	1 (1.4%)	2 (2.9%)	25 (36.2%)	29 (42.0%)	-	11 (15.9%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.90	.87	5 (7.2%)	10 (14.5%)	29 (42.0%)	14 (20.3%)	6 (8.7%)	5 (7.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.09	.85	2 (2.9%)	11 (15.9%)	22 (31.9%)	20 (29.0%)	4 (5.8%)	9 (13.0%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.23	.77	2 (2.9%)	7 (10.1%)	29 (42.0%)	26 (37.7%)	1 (1.4%)	4 (5.8%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.04	.77	1 (1.4%)	4 (5.8%)	14 (20.3%)	7 (10.1%)	43 (62.3%)	-
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	2 (2.9%)	6 (8.7%)	30 (43.5%)	27 (39.1%)	-	2 (2.9%)
8	The tutoring sessions always started on time.	3.49	.64	1 (1.4%)	1 (1.4%)	23 (33.3%)	30 (43.5%)	13 (18.8%)	1 (1.4%)
9	The tutoring sessions always ended on time.	3.44	.64	1 (1.4%)	2 (2.9%)	30 (43.5%)	33 (47.8%)	3 (4.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.53	.66	1 (1.4%)	3 (4.3%)	23 (33.3%)	41 (59.4%)	1 (1.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=64				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"									

\* 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

## 2011-2012 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=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.	3.20	.92	-	3 (30.0%)	2 (20.0%)	5 (50.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.30	.82	-	2 (20.0%)	3 (30.0%)	5 (50.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.56	1.01	2 (20.0%)	1 (10.0%)	5 (50.0%)	1 (10.0%)	-	1 (10.0%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.22	.44	-	-	7 (70.0%)	2 (20.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.33	.71	-	1 (10.0%)	4 (40.0%)	4 (40.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.00	.89	-	2 (20.0%)	2 (20.0%)	2 (20.0%)	4 (40.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.11	.78	-	2 (20.0%)	4 (40.0%)	3 (30.0%)	-	-
8	The tutoring sessions always started on time.3.11	3.40	.55	-	-	3 (30.0%)	2 (20.0%)	5 (50.0%)	-
9	The tutoring sessions always ended on time.	3.13	.64	-	1 (10.0%)	5 (50.0%)	2 (20.0%)	2 (20.0%)	-
10	Overall, I am happy with the tutoring my child received.	3.25	.71	-	1 (10.0%)	4 (40.0%)	3 (30.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=9				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				11.1%		88.9%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

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

Means and standard deviations are calculated based on a 4-point Likert-type scale with the following values: 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree. 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	.52	-	-	6 (50.0%)	5 (41.7%)	1 (8.3%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.55	.52	-	-	5 (41.7%)	6 (50.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.27	.65	-	1 (8.3%)	6 (50.0%)	4 (33.3%)	1 (8.3%)	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.55	.69	-	1 (8.3%)	3 (25.0%)	7 (58.3%)	1 (8.3%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.45	.52	-	-	6 (50.0%)	5 (41.7%)	-	1 (8.3%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.38	.74	-	1 (8.3%)	3 (25.0%)	4 (33.3%)	3 (25.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.33	.65	-	1 (8.3%)	6 (50.0%)	5 (41.7%)	-	-
8	The tutoring sessions always started on time.	3.42	.52	-	-	7 (58.3%)	5 (41.7%)	-	-
9	The tutoring sessions always ended on time.	3.42	.52	-	-	7 (58.3%)	5 (41.7%)	-	-
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"				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 $\geq 5$ .

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: The COACH Program, Perquimans County Public Schools (#350, 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=2

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=2				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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: The Dream Academy (#327, 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=23

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.	3.59	.50	-	-	9 (39.1%)	13 (56.5%)	-	1 (4.3%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.65	.49	-	-	8 (34.8%)	15 (65.2%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.61	.50	-	-	9 (39.1%)	14 (60.9%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.74	.45	-	-	6 (26.1%)	17 (73.9%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.61	.50	-	-	9 (39.1%)	14 (60.9%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.57	.51	-	-	10 (43.5%)	13 (56.5%)	-	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.60	.50	-	-	9 (39.1%)	13 (56.5%)	-	-
8	The tutoring sessions always started on time.	3.57	.51	-	-	10 (43.5%)	13 (56.5%)	-	-
9	The tutoring sessions always ended on time.	3.57	.51	-	-	10 (43.5%)	13 (56.5%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.65	.49	-	-	8 (34.8%)	15 (65.2%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=23				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: The Duplin County Learning Village (#367, 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 ≥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.	3.25	1.04	1 (12.5%)	-	3 (37.5%)	4 (50.0%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.00	1.00	1 (12.5%)	-	4 (50.0%)	2 (25.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.86	.69	-	2 (25.0%)	4 (50.0%)	1 (12.5%)	-	1 (12.5%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.14	.69	-	1 (12.5%)	4 (50.0%)	2 (25.0%)	1 (12.5%)	-
5	The tutoring provider adequately communicated with me about my child's progress.	2.75	1.04	1 (12.5%)	2 (25.0%)	3 (37.5%)	2 (25.0%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	1 (12.5%)	1 (12.5%)	2 (25.0%)	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.	3.00	.76	-	2 (25.0%)	4 (50.0%)	2 (25.0%)	-	-
8	The tutoring sessions always started on time.	3.25	1.04	1 (12.5%)	-	3 (37.5%)	4 (50.0%)	-	-
9	The tutoring sessions always ended on time.	3.25	1.04	1 (12.5%)	-	3 (37.5%)	4 (50.0%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.25	1.04	1 (12.5%)	-	3 (37.5%)	4 (50.0%)	-	-
<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 ≥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≥5.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=35

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	1.08	3 (8.6%)	3 (8.6%)	4 (11.4%)	16 (45.7%)	1 (2.9%)	6 (17.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.37	.88	3 (8.6%)	-	13 (37.1%)	19 (54.3%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.76	1.09	5 (14.3%)	6 (17.1%)	9 (25.7%)	9 (25.7%)	1 (2.9%)	4 (11.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.07	1.00	2 (5.7%)	6 (17.1%)	7 (20.0%)	12 (34.3%)	2 (5.7%)	5 (14.3%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.97	1.09	4 (11.4%)	5 (14.3%)	8 (22.9%)	12 (34.3%)	3 (8.6%)	3 (8.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.25	.91	1 (2.9%)	3 (8.6%)	6 (17.1%)	10 (28.6%)	13 (37.1%)	1 (2.9%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.13	.96	3 (8.6%)	3 (8.6%)	12 (34.3%)	13 (37.1%)	2 (5.7%)	2 (5.7%)
8	The tutoring sessions always started on time.	3.19	.94	2 (5.7%)	3 (8.6%)	9 (25.7%)	12 (34.3%)	9 (25.7%)	-
9	The tutoring sessions always ended on time.	3.30	.82	2 (5.7%)	-	13 (37.1%)	12 (34.3%)	8 (22.9%)	-
10	Overall, I am happy with the tutoring my child received.	3.39	.90	3 (8.6%)	-	11 (31.4%)	19 (54.3%)	-	2 (5.7%)
<b>Parent Satisfaction Outcomes</b>									
Total N=31				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				22.6%		77.4%			
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

## 2011-2012 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=45

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	.60	-	2 (4.4%)	15 (33.3%)	21 (46.7%)	-	5 (11.1%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.55	.59	-	2 (4.4%)	16 (35.6%)	26 (57.8%)	-	1 (2.2%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.05	.69	2 (4.4%)	3 (6.7%)	29 (64.4%)	9 (20.0%)	-	2 (4.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.32	.69	1 (2.2%)	2 (4.4%)	21 (46.7%)	17 (37.8%)	2 (4.4%)	2 (4.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.24	.69	1 (2.2%)	3 (6.7%)	23 (51.1%)	15 (33.3%)	1 (2.2%)	2 (4.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.32	.60	-	2 (4.4%)	17 (37.8%)	12 (26.7%)	14 (31.1%)	-
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	-	4 (8.9%)	19 (42.2%)	20 (44.4%)	-	-
8	The tutoring sessions always started on time.	3.49	.56	-	1 (2.2%)	18 (40.0%)	20 (44.4%)	3 (6.7%)	1 (2.2%)
9	The tutoring sessions always ended on time.	3.55	.56	-	1 (2.2%)	15 (33.3%)	22 (48.9%)	6 (13.3%)	1 (2.2%)
10	Overall, I am happy with the tutoring my child received.	3.78	.47	-	1 (2.2%)	8 (17.8%)	36 (80.0%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=44				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				6.8%		93.2%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: The Legacy House (#240, 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.	3.43	.79	-	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.	3.43	.79	-	1 (14.3%)	2 (28.6%)	4 (57.1%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.83	.75	-	2 (28.6%)	3 (42.9%)	1 (14.3%)	-	1 (14.3%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.20	.45	-	-	4 (57.1%)	1 (14.3%)	-	2 (28.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.14	.69	-	1 (14.3%)	4 (57.1%)	2 (28.6%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	*	*	-	2 (28.6%)	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.	3.17	.75	-	1 (14.3%)	3 (42.9%)	2 (28.6%)	1 (14.3%)	-
8	The tutoring sessions always started on time.	2.80	1.10	1 (14.3%)	-	3 (42.9%)	1 (14.3%)	2 (28.6%)	-
9	The tutoring sessions always ended on time.	3.33	.52	-	-	4 (57.1%)	2 (28.6%)	1 (14.3%)	-
10	Overall, I am happy with the tutoring my child received.	3.57	.79	-	1 (14.3%)	1 (14.3%)	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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=127

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	.69	3 (2.4%)	2 (1.6%)	46 (36.1%)	39 (30.7%)	8 (6.3%)	28 (22.0%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.45	.62	1 (0.8%)	5 (3.9%)	52 (40.9%)	61 (48.0%)	3 (2.4%)	5 (3.9%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.22	.74	4 (3.1%)	10 (7.9%)	59 (46.5%)	44 (34.6%)	6 (4.7%)	3 (2.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.31	.69	3 (2.4%)	5 (3.9%)	58 (45.7%)	45 (35.4%)	3 (2.4%)	10 (7.9%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.30	.68	2 (1.6%)	9 (7.1%)	62 (48.8%)	49 (38.6%)	2 (1.6%)	3 (2.4%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.11	.82	3 (2.4%)	7 (5.5%)	28 (22.0%)	19 (15.0%)	43 (33.9%)	26 (20.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.30	.68	3 (2.4%)	6 (4.7%)	65 (51.2%)	48 (37.8%)	2 (1.6%)	2 (1.6%)
8	The tutoring sessions always started on time.	3.36	.65	3 (2.4%)	2 (1.6%)	60 (47.2%)	49 (38.6%)	12 (9.4%)	-
9	The tutoring sessions always ended on time.	3.38	.64	3 (2.4%)	1 (0.8%)	62 (48.8%)	51 (40.2%)	10 (7.9%)	-
10	Overall, I am happy with the tutoring my child received.	3.50	.69	3 (2.4%)	5 (3.9%)	43 (33.9%)	74 (58.3%)	2 (1.6%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=123				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				4.9%		95.1%			
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

## 2011-2012 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=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.	3.20	.71	-	4 (14.8%)	12 (44.4%)	9 (33.3%)	2 (7.4%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.32	.63	-	2 (7.4%)	13 (48.1%)	10 (37.0%)	2 (7.4%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.22	.80	1 (3.7%)	2 (7.4%)	11 (40.7%)	9 (33.3%)	2 (7.4%)	1 (3.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.17	.78	1 (3.7%)	2 (7.4%)	12 (44.4%)	8 (29.6%)	3 (11.1%)	1 (3.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.04	.79	-	7 (25.9%)	10 (37.0%)	8 (29.6%)	1 (3.7%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.53	.64	-	1 (3.7%)	5 (18.5%)	9 (33.3%)	11 (40.7%)	1 (3.7%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.30	.54	-	1 (3.7%)	17 (63.0%)	9 (33.3%)	-	-
8	The tutoring sessions always started on time.	3.43	.51	-	-	12 (44.4%)	9 (33.3%)	5 (18.5%)	-
9	The tutoring sessions always ended on time.	3.58	.50	-	-	10 (37.0%)	14 (51.9%)	2 (7.4%)	-
10	Overall, I am happy with the tutoring my child received.	3.56	.58	-	1 (3.7%)	9 (33.3%)	15 (55.6%)	2 (7.4%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=25				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				8.0%		92.0%			
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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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 following 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=18

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.	2.60	1.35	3 (16.7%)	2 (11.1%)	1 (5.6%)	4 (22.2%)	3 (16.7%)	5 (27.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	2.94	.93	2 (11.1%)	1 (5.6%)	9 (50.0%)	4 (22.2%)	2 (11.1%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.47	1.28	6 (33.3%)	2 (11.1%)	4 (22.2%)	5 (27.8%)	-	1 (5.6%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.56	1.32	6 (33.3%)	-	5 (27.8%)	5 (27.8%)	1 (5.6%)	1 (5.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.65	1.22	5 (27.8%)	1 (5.6%)	6 (33.3%)	5 (27.8%)	1 (5.6%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	2.60	1.43	4 (22.2%)	-	2 (11.1%)	4 (22.2%)	8 (44.4%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	2.88	.86	1 (5.6%)	4 (22.2%)	8 (44.4%)	4 (22.2%)	1 (5.6%)	-
8	The tutoring sessions always started on time.	3.23	.93	1 (5.6%)	1 (5.6%)	5 (27.8%)	6 (33.3%)	4 (22.2%)	-
9	The tutoring sessions always ended on time.	3.25	.86	1 (5.6%)	1 (5.6%)	7 (38.9%)	7 (38.9%)	2 (11.1%)	-
10	Overall, I am happy with the tutoring my child received.	2.88	.99	2 (11.1%)	3 (16.7%)	7 (38.9%)	5 (27.8%)	1 (5.6%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=15				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				33.3%		66.7%			
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

## 2011-2012 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=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.	3.55	.58	1 (1.4%)	-	29 (40.8%)	41 (57.7%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.66	.56	1 (1.4%)	-	21 (29.6%)	49 (69.0%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.66	.59	1 (1.4%)	1 (1.4%)	18 (25.4%)	48 (67.6%)	1 (1.4%)	1 (1.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.69	.56	1 (1.4%)	-	18 (25.4%)	48 (67.6%)	-	4 (5.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.72	.54	1 (1.4%)	-	16 (22.5%)	52 (73.2%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.68	.60	1 (1.4%)	-	11 (15.5%)	32 (45.1%)	27 (38.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.68	.56	1 (1.4%)	-	18 (25.4%)	46 (64.8%)	6 (8.5%)	-
8	The tutoring sessions always started on time.	3.69	.56	1 (1.4%)	-	17 (23.9%)	46 (64.8%)	7 (9.9%)	-
9	The tutoring sessions always ended on time.	3.65	.56	1 (1.4%)	-	22 (31.0%)	48 (67.6%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.73	.53	1 (1.4%)	-	16 (22.5%)	54 (76.1%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=71				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.4%		98.6%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: TRAC-Educational Services Group (#363, 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.	3.82	.39	-	-	5 (17.9%)	23 (82.1%)	-	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.86	.36	-	-	4 (14.3%)	24 (85.7%)	-	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.82	.40	-	-	4 (14.3%)	18 (64.3%)	3 (10.7%)	3 (10.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.82	.40	-	-	4 (14.3%)	18 (64.3%)	2 (7.1%)	3 (10.7%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.67	.56	-	1 (3.6%)	7 (25.0%)	19 (67.9%)	-	1 (3.6%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.57	.51	-	-	9 (32.1%)	12 (42.9%)	7 (25.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.81	.40	-	-	5 (17.9%)	21 (75.0%)	1 (3.6%)	-
8	The tutoring sessions always started on time.	3.80	.41	-	-	5 (17.9%)	20 (71.4%)	3 (10.7%)	-
9	The tutoring sessions always ended on time.	3.78	.42	-	-	6 (21.4%)	21 (75.0%)	1 (3.6%)	-
10	Overall, I am happy with the tutoring my child received.	3.89	.32	-	-	3 (10.7%)	25 (89.3%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=28				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.

i Insufficient information available to conduct outcome analyses

## 2011-2012 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=2

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=2				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied" If mean score $\geq 2.5$ then parent outcome = "Satisfied"				i		i			

\* 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

## 2011-2012 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 following 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	.53	-	-	5 (31.3%)	4 (25.0%)	-	7 (43.8%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.46	.52	-	-	7 (43.8%)	6 (37.5%)	-	3 (18.8%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.50	.52	-	-	8 (50.0%)	8 (50.0%)	-	-
4	The tutoring provider always answered my questions about my child's tutoring.	3.50	.52	-	-	8 (50.0%)	8 (50.0%)	-	-
5	The tutoring provider adequately communicated with me about my child's progress.	3.38	.50	-	-	10 (62.5%)	6 (37.5%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.14	.36	-	-	12 (75.0%)	2 (12.5%)	2 (12.5%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.19	.40	-	-	13 (81.3%)	3 (18.8%)	-	-
8	The tutoring sessions always started on time.	3.18	.41	-	-	9 (56.3%)	2 (12.5%)	5 (31.3%)	-
9	The tutoring sessions always ended on time.	3.31	.48	-	-	11 (68.8%)	5 (31.3%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.19	.40	-	-	13 (81.3%)	3 (18.8%)	-	-
<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"									

\* 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

## 2011-2012 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 following 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=41

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	.77	-	5 (12.2%)	9 (22.0%)	15 (36.6%)	3 (7.3%)	8 (19.5%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.43	.68	-	4 (9.8%)	15 (36.6%)	21 (51.2%)	1 (2.4%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	2.72	.85	1 (2.4%)	16 (39.0%)	11 (26.8%)	8 (19.5%)	3 (7.3%)	1 (2.4%)
4	The tutoring provider always answered my questions about my child's tutoring.	2.74	.86	2 (4.9%)	12 (29.3%)	13 (31.7%)	7 (17.1%)	1 (2.4%)	6 (14.6%)
5	The tutoring provider adequately communicated with me about my child's progress.	2.93	.92	4 (9.8%)	6 (14.6%)	19 (46.3%)	11 (26.8%)	-	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.37	.63	-	2 (4.9%)	13 (31.7%)	12 (29.3%)	13 (31.7%)	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.	3.21	.80	2 (4.9%)	3 (7.3%)	19 (46.3%)	15 (36.6%)	2 (4.9%)	-
8	The tutoring sessions always started on time.	3.53	.51	-	-	14 (34.1%)	16 (39.0%)	10 (24.4%)	1 (2.4%)
9	The tutoring sessions always ended on time.	3.54	.51	-	-	17 (41.5%)	20 (48.8%)	2 (4.9%)	1 (2.4%)
10	Overall, I am happy with the tutoring my child received.	3.27	.74	1 (2.4%)	4 (9.8%)	19 (46.3%)	17 (41.5%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=39				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				12.8%		87.2%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: Wake County Public Schools: Academic Achievement Academies (#306, 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 ≥2.5 represents satisfaction with the Provider.

Total N=122

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	.72	4 (3.3%)	4 (3.3%)	50 (41.0%)	54 (44.3%)	2 (1.6%)	8 (6.6%)
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.40	.73	4 (3.3%)	4 (3.3%)	47 (38.5%)	57 (46.7%)	2 (1.6%)	7 (5.7%)
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.09	.89	8 (6.6%)	16 (13.1%)	47 (38.5%)	42 (34.4%)	1 (0.8%)	7 (5.7%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.27	.77	5 (4.1%)	6 (4.9%)	53 (43.4%)	46 (37.7%)	2 (1.6%)	9 (7.4%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.18	.82	6 (4.9%)	13 (10.7%)	53 (43.4%)	46 (37.7%)	1 (0.8%)	3 (2.5%)
6	The tutoring provider talked to my child's teachers about his/her progress.	3.27	.76	4 (3.3%)	1 (0.8%)	37 (30.3%)	28 (23.0%)	49 (40.2%)	3 (2.5%)
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.24	.74	5 (4.1%)	6 (4.9%)	60 (49.2%)	43 (35.2%)	5 (4.1%)	3 (2.5%)
8	The tutoring sessions always started on time.	3.45	.71	4 (3.3%)	1 (0.8%)	44 (36.1%)	56 (45.9%)	15 (12.3%)	1 (0.8%)
9	The tutoring sessions always ended on time.	3.45	.71	4 (3.3%)	2 (1.6%)	46 (37.7%)	61 (50.0%)	8 (6.6%)	1 (0.8%)
10	Overall, I am happy with the tutoring my child received.	3.47	.74	5 (4.1%)	3 (2.5%)	43 (35.2%)	70 (57.4%)	1 (0.8%)	-
<b>Parent Satisfaction Outcomes</b>									
Total N=118				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				10.2%		89.8%			
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.

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

i Insufficient information available to conduct outcome analyses

## 2011-2012 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  $\geq 2.5$  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.	3.57	.59	1 (1.6%)	-	23 (36.5%)	36 (57.1%)	3 (4.8%)	-
2	I believe that the free tutoring helped my child improve in <i>reading</i> at school.	3.55	.62	1 (1.6%)	1 (1.6%)	22 (34.9%)	36 (57.1%)	3 (4.8%)	-
3	I was given a chance to meet with the tutoring provider and discuss my child's learning goals.	3.32	.75	2 (3.2%)	4 (6.3%)	27 (42.9%)	27 (42.9%)	1 (1.6%)	2 (3.2%)
4	The tutoring provider always answered my questions about my child's tutoring.	3.53	.63	1 (1.6%)	1 (1.6%)	22 (34.9%)	33 (52.4%)	3 (4.8%)	2 (3.2%)
5	The tutoring provider adequately communicated with me about my child's progress.	3.50	.70	1 (1.6%)	4 (6.3%)	20 (31.7%)	37 (58.7%)	1 (1.6%)	-
6	The tutoring provider talked to my child's teachers about his/her progress.	3.39	.75	2 (3.2%)	1 (1.6%)	20 (31.7%)	23 (36.5%)	17 (27.0%)	-
7	The information on the progress reports helped me understand my child's strengths, weaknesses, and progress toward his/her learning goals.	3.54	.62	1 (1.6%)	1 (1.6%)	24 (38.1%)	37 (58.7%)	-	-
8	The tutoring sessions always started on time.	3.55	.60	1 (1.6%)	-	22 (34.9%)	32 (50.8%)	8 (12.7%)	-
9	The tutoring sessions always ended on time.	3.56	.59	1 (1.6%)	-	25 (39.7%)	37 (58.7%)	-	-
10	Overall, I am happy with the tutoring my child received.	3.67	.57	1 (1.6%)	-	18 (28.6%)	44 (69.8%)	-	-
<b>Parent Satisfaction Outcomes</b>									
Total N=63				Dissatisfied		Satisfied			
If mean score <2.5 then parent outcome = "Dissatisfied"				1.6%		98.4%			
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

## 2011-2012 SES Parent Satisfaction Survey Results

### SES Provider: World Overcomer Kids (#332, 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

## 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 14, 2012 deadline for data submission.
- Excludes the 54 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
313	123 OnlineLearning	New	0.84	0.82
275	A Cut Above-Union County Public Schools	Continuing	1.05	0.37
90	A Step Ahead	Continuing	0.54	0.62
27	A Top Notch Learning Company, Inc.	Continuing	0.99	0.93
10	AAA Educational Program LLC	Continuing	1.37	1.26
376	ABC Appletree, Inc.	New	NA	1.20
227	About Face II, Inc	Continuing	0.23	0.50
359	Above & Beyond Learning, Inc.	New	NA	1.77
77	Academic Achievement Academy	Continuing	i	0.29
101	Academic Achievers / S&L Consultants LLC	Continuing	0.68	0.69
81	Academic Coaching Services, Inc.	Continuing	1.03	1.03
220	Academic Enrichment Services & Systems (AESS)	Continuing	1.23	1.21
37	Academics Plus, Inc.	Continuing	0.69	0.68
15	Accelerated Achievement@measurement Incorporated (AA@MI)	Continuing	0.92	0.69
23	Ace It Tutoring, Dougherty Group, Ltd.	Continuing	0.73	0.45
36	Ace It Tutoring-Sylvan Learning of Wayne, Wilson, Duplin and Sampson Counties	Continuing	1.15	1.23
102	Ace It! Sylvan Learning Center - Burlington, NC	Continuing	1.00	0.78
55	Ace It! Tutoring by Sylvan - Elizabeth Elks	Continuing	NA	0.70
344	Ace It! Tutoring by Sylvan of Garner-Julie Hoyes, Executive Director	New	1.11	1.02
58	Ace It! Tutoring by Sylvan-Becky Taylor	Continuing	0.91	0.76
73	Ace It! Tutoring Powered by Sylvan Learning center of Waxhaw	Continuing	1.23	1.20
311	Ace It! Tutoring-Sylvia Hester, Exec. Director	New	1.25	1.43
235	Achieve HighPoints	Continuing	0.26	NA
80	Achieve Success Tutoring by University Instructors, Inc.	Continuing	0.97	0.89
315	Achievement Academy, LLC	New	0.67	0.98
66	Achiever's Academy	Continuing	0.68	0.60
394	Advance Learning	New	1.11	1.35
214	After School Programs, Inc.	Continuing	-0.02	0.50
69	Aim by Salient Learning	Continuing	1.08	0.85
312	Alianza Esperanza	New	0.88	1.16
257	ALL STARS TODAY (A.S.T.) LLC	Continuing	1.23	1.79
54	AlphaBest Education Inc.	Continuing	1.82	1.65
12	Anson County Schools	Continuing	NA	1.14
118	Ashe County Schools "Reach for the Stars"	Continuing	0.85	0.40
262	ATS Project Success	Continuing	1.68	1.51
349	Believe-N-U Youth Empowerment	New	i	0.63
334	Black Child Development Institute	New	i	i
243	BrainTrust Tutors	Continuing	0.65	0.84
7	BrainWorks Learning Center	Continuing	0.72	0.76
40	Brame Institute of Education, Inc.	Continuing	1.28	1.03
317	Bridge to Success	New	1.74	1.19
50	Brunswick County Schools (Brunswick Success Academy)	Continuing	NA	1.28
252	Building A Lifelong Learner	Continuing	NA	1.79
107	Capital Education Support	Continuing	1.27	1.41
229	CATCO Success Camp	Continuing	1.06	1.29
259	CERTL at Wake Forest University School of Medicine	Continuing	1.21	NA
63	Club Z! In-Home Tutoring Service, Inc.	Continuing	0.78	0.56

ID	SES Provider	New or Continuing	Math ES	Read ES
216	CMS-Creating Minds for Success	Continuing	0.25	0.10
24	Communities In Schools of Brunswick County, Inc.	Continuing	NA	2.15
341	ComputABILITY Works	New	2.32	2.06
33	Cornerstone 21st CCLC	Continuing	1.75	NA
226	Damascus Road Worship Center, Inc.	Continuing	2.72	2.80
404	Dream Children, Inc.	New	0.62	0.15
72	Eastern Carolina Educational Assistance Center	Continuing	i	i
416	Educate Online Learning, LLC	New	1.71	i
6	Education Passport	Continuing	1.15	0.68
271	eMath360 LLC	Continuing	3.61	2.88
94	Enrichment Centers of North Carolina (TEC NC, Inc.)	Continuing	1.92	1.64
44	Focused Intervention, Inc.	Continuing	0.39	0.53
53	Frank C. Walters-Sylvan/Ace It! Tutoring	Continuing	0.77	0.88
70	FUNDamentals Free Tutoring	Continuing	0.97	0.79
38	GCS ALL*STARS	Continuing	0.82	0.73
86	Global Learning Center, Inc.	Continuing	0.60	0.82
221	Grade Plus Tutors	Continuing	9.18	9.03
217	GradeCracker LLC	Continuing	12.63	8.30
115	Heart of the Matter Learning, LLC	Continuing	2.52	2.72
79	Huntington Learning Centers, Inc.	Continuing	1.03	-0.13
109	I Can Kids, Inc.	Continuing	0.75	0.86
21	Imagine Learning, Inc.	Continuing	NA	1.52
258	In Goode Company	Continuing	0.57	0.98
110	Innovadia	Continuing	i	i
56	It's Simply English	Continuing	NA	0.73
61	Kennedy Academic Learning Center	Continuing	0.64	0.67
310	Kingdom Impact Global Ministries	New	0.44	0.67
242	Knowledge Is Power Early Learning Program	Continuing	i	i
261	Learn It Online, LLC (LION)	Continuing	0.69	0.57
98	Learn It Systems	Continuing	NA	0.30
67	Learning and YOU (L & U Contractors, LLC.)	Continuing	1.69	1.38
206	Lindley Habilitation Service, Inc.	Continuing	0.92	0.93
49	MasterMind Prep Learning Solutions	Continuing	1.29	1.03
361	McCloud's Computer & Skill Training	New	1.48	1.31
41	Multi-Cultural Learning Academy	Continuing	1.28	1.21
108	NC Learning Unlimited, LLC	Continuing	0.77	1.04
232	NewPoint Learning Center - Ballantyne	Continuing	0.93	0.76
234	NewPoint Learning Center - Myers Park	Continuing	-0.30	0.02
211	On The Right Track-ABSS After School Tutoring	Continuing	1.05	0.89
225	One on One Learning	Continuing	0.87	0.84
283	Our Children Succeed by Onslow County Schools	Continuing	NA	1.19
219	Oxford Learning	Continuing	0.68	0.95
46	Pender County Schools SES	Continuing	1.13	1.22
14	Prime Time for Kids	Continuing	NA	1.16
343	Prosperous Living Adolescent Center	New	1.02	1.07
294	RAE Educational Services, Inc.	Continuing	1.68	1.87
68	RICCE, INC	Continuing	NA	0.80
39	Richmond County Schools HOPE Learning Community	Continuing	0.85	0.53
247	Rockingham District Partners In Ministry	Continuing	0.76	0.77

ID	SES Provider	New or Continuing	Math ES	Read ES
237	School Management & Revitalize Training, CO. SMART Group Co	Continuing	0.78	1.02
264	Second 2 None Educational Services, Inc.	Continuing	0.90	0.98
352	Shaw University	New	i	1.15
48	Siler City Elementary Tutoring	Continuing	NA	0.96
284	SMARTIES-Learn Out Loud	Continuing	i	i
410	Southridge Learning Center	New	0.55	0.53
289	Stay On Top Tutoring Services, Inc.	Continuing	1.66	2.10
60	Sylvan / Ace It! Tutoring of Elizabeth City	Continuing	1.45	1.01
16	Sylvan Learning Center of Greensboro	Continuing	0.23	0.51
59	Sylvan Learning Center of Hickory	Continuing	0.96	0.29
210	Sylvan Learning Center of Salisbury	Continuing	1.29	1.12
75	Sylvan Learning Center of Wilmington/Burgaw	Continuing	1.15	1.42
22	Sylvan Learning Center, Dougherty Group, Ltd.	Continuing	1.33	0.54
65	Sylvan Learning Centers of Charlotte and Fayetteville	Continuing	0.45	0.55
74	Sylvan Learning Centers of High Point/Mooresville	Continuing	0.82	0.84
35	Sylvan Learning Ctr./Ace It Tutoring of Henderson and Roanoke Rapids	Continuing	0.75	0.77
87	Sylvan Learning of Gastonia	Continuing	3.69	3.45
51	Sylvan Learning-Albemarle	Continuing	1.19	0.78
57	TCAL, The Center for Accelerated Learning	Continuing	i	1.24
266	The Aya Center	Continuing	1.37	1.43
350	The COACH Program, Perquimans County Public Schools	New	0.57	0.70
327	The Dream Academy	New	1.83	2.18
367	The Duplin County Learning Village	New	1.62	0.78
99	The Greater Enrichment Program, Inc.	Continuing	NA	0.62
93	The Hill Center	Continuing	NA	2.67
240	The Legacy House	Continuing	0.75	0.83
30	Thomasville City Schools	Continuing	0.57	0.70
45	Total Tutors, LLC	Continuing	NA	0.14
11	TRAC Enrichment Center, Inc.	Continuing	1.15	1.30
363	TRAC-Educational Services Group	New	1.34	1.69
1	Tutorial Services	Continuing	1.14	1.16
19	Twister Tutors	Continuing	i	2.67
292	Village Learning Solutions	Continuing	1.05	1.15
306	Wake County Public Schools: Academic Achievement Academies	New	1.02	0.59
112	Winston-Salem / Forsyth County Schools	Continuing	-0.17	0.02
332	World Overcomer Kids	New	i	i

## Appendix G

### Complete Summary of Continuing and New Providers' 2011-2012 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 54 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 (% Average Att Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	FINAL RUBRIC SCORE	Final Composite Score	Notes
397	1:1 Online Tutoring Services, LLC	New	i	1	i	1	i	1	1	25.00%	No data rec'd by 5/14.
313	123 OnlineLearning	New	13.3%	3	91.0%	3	0.82	4	3.5	87.50%	
275	A Cut Above-Union County Public Schools -	Continuing	12.5%	3	83.0%	3	.68	4	3.5	87.50%	
90	A Step Ahead	Continuing	7.7%	4	82.0%	3	0.58	4	3.75	93.75%	
27	A Top Notch Learning Company, Inc.	Continuing	1.4%	4	91.0%	3	0.91	4	3.75	93.75%	
4	A.I.M. Services	Continuing	11.1%	3	i	1	i	1	1.5	37.50%	No Att and Ach data rec'd by 5/14.
10	AAA Educational Program LLC	Continuing	8.5%	4	86.0%	3	1.29	4	3.75	93.75%	
376	ABC Appletree, Inc.	New	0.0%	4	82.0%	3	1.20	4	3.75	93.75%	
227	About Face II, Inc	Continuing	i	1	78.0%	3	0.38	3	2.5	62.50%	No Parent Sat surveys rec'd by 5/14.
359	Above & Beyond Learning, Inc.	New	3.5%	4	77.0%	2	1.77	4	3.5	87.50%	
278	Above and Beyond Students	Continuing	12.5%	3	i	1	i	1	1.5	37.50%	No Att and Ach data rec'd by 5/14.
77	Academic Achievement Academy	Continuing	14.9%	3	83.0%	3	0.29	3	3	75.00%	
101	Academic Achievers / S&L Consultants LLC	Continuing	10.7%	3	83.0%	3	0.68	4	3.5	87.50%	
81	Academic Coaching Services, Inc.	Continuing	1.7%	4	95.0%	4	1.03	4	4	100.00%	
220	Academic Enrichment Services & Systems (AESS)	Continuing	0.0%	4	85.0%	3	1.22	4	3.75	93.75%	
415	Academic Station, LLC	New	i	1	i	1	i	1	1	25.00%	No data rec'd by 5/14.
37	Academics Plus, Inc.	Continuing	5.0%	4	79.0%	3	0.68	4	3.75	93.75%	
15	Accelerated Achievement@measurement Incorporated (AA@MI)	Continuing	5.8%	4	84.0%	3	0.80	4	3.75	93.75%	
23	Ace It Tutoring, Dougherty Group, Ltd.	Continuing	13.7%	3	79.0%	3	0.51	4	3.5	87.50%	

ID	SES Provider	New or Continuing	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Average Att Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	FINAL RUBRIC SCORE	Final Composite Score	Notes
36	Ace It Tutoring-Sylvan Learning of Wayne, Wilson, Duplin and Sampson Counties	Continuing	1.7%	4	79.0%	3	1.20	4	3.75	93.75%	
102	Ace It! Sylvan Learning Center - Burlington, NC	Continuing	8.1%	4	76.0%	2	0.82	4	3.5	87.50%	
55	Ace It! Tutoring by Sylvan - Elizabeth Elks	Continuing	4.6%	4	94.0%	3	0.70	4	3.75	93.75%	
344	Ace It! Tutoring by Sylvan of Garner-Julie Hoyes, Executive Director	New	0.0%	4	90.0%	3	1.02	4	3.75	93.75%	
58	Ace It! Tutoring by Sylvan-Becky Taylor	Continuing	7.5%	4	91.0%	3	0.79	4	3.75	93.75%	
73	Ace It! Tutoring Powered by Sylvan Learning center of Waxhaw	Continuing	4.8%	4	91.0%	3	1.21	4	3.75	93.75%	
311	Ace It! Tutoring-Sylvia Hester, Exec. Director	New	1.8%	4	94.0%	3	1.41	4	3.75	93.75%	
235	Achieve HighPoints	Continuing	12.5%	3	78.0%	3	0.26	3	3	75.00%	
80	Achieve Success Tutoring by University Instructors, Inc.	Continuing	4.4%	4	83.0%	3	0.93	4	3.75	93.75%	
315	Achievement Academy, LLC	New	i	1	90.0%	3	0.80	4	3	75.00%	
66	Achiever's Academy	Continuing	i	1	84.0%	3	0.65	4	3	75.00%	
309	Achieving Excellence Learning Center, LLC	New	i	1	i	1	i	1	1	25.00%	No data rec'd by 5/14.
239	Achieving Intellectual Minds LLC	Continuing	0.0%	4	i	1	i	1	1.75	43.75%	No Att and Ach data rec'd by 5/14.
394	Advance Learning	New	16.1%	3	79.0%	3	1.25	4	3.5	87.50%	
318	Advanced Tutoring	New	8.1%	4	i	1	i	1	1.75	43.75%	No Att and Ach data rec'd by 5/14.
214	After School Programs, Inc.	Continuing	11.5%	3	88.0%	3	0.30	3	3	75.00%	
69	Aim by Salient Learning	Continuing	0.0%	4	91.0%	3	0.97	4	3.75	93.75%	
312	Alianza Esperanza	New	0.0%	4	78.0%	3	1.02	4	3.75	93.75%	
257	ALL STARS TODAY (A.S.T.) LLC	Continuing	0.0%	4	94.0%	3	1.51	4	3.75	93.75%	

ID	SES Provider	New or Continuing	Parent Sat (% Dissat)	Parent Sat RUBRIC SCORE	Att (% Average Att Rate)	Att RUBRIC SCORE	Stu Ach (Effect Size)	Stu Ach RUBRIC SCORE	FINAL RUBRIC SCORE	Final Composite Score	Notes
54	AlphaBest Education Inc.	Continuing	5.6%	4	97.0%	4	1.73	4	4	100.00%	
400	Alternatives Unlimited, Inc.	New	37.5%	2	i	1	i	1	1.25	31.25%	Parent Sat Below Standards; No Att and Ach data rec'd by 5/14.
12	Anson County Schools	Continuing	i	1	94.0%	3	1.14	4	3	75.00%	
118	Ashe County Schools "Reach for the Stars"	Continuing	2.6%	4	84.0%	3	0.61	4	3.75	93.75%	
262	ATS Project Success	Continuing	4.8%	4	85.0%	3	1.55	4	3.75	93.75%	
349	Believe-N-U Youth Empowerment	New	36.7%	2	86.0%	3	0.65	4	3.25	81.25%	
334	Black Child Development Institute	New	i	1	55.0%	2	i	1	1.25	31.25%	Insufficient information rec'd to conduct Parent Sat and Ach analyses (n<5); Att Below Standards.
243	BrainTrust Tutors	Continuing	i	1	84.0%	3	0.78	4	3	75.00%	
7	BrainWorks Learning Center	Continuing	6.1%	4	87.0%	3	0.75	4	3.75	93.75%	
40	Brame Institute of Education, Inc.	Continuing	5.7%	4	85.0%	3	1.14	4	3.75	93.75%	
317	Bridge to Success	New	0.0%	4	92.0%	3	1.34	4	3.75	93.75%	
384	Bright Light Education LLC	New	i	1	i	1	i	1	1	25.00%	No data rec'd by 5/14.
50	Brunswick County Schools (Brunswick Success Academy)	Continuing	7.3%	4	87.0%	3	1.28	4	3.75	93.75%	
252	Building A Lifelong Learner	Continuing	1.8%	4	93.0%	3	1.79	4	3.75	93.75%	
107	Capital Education Support	Continuing	6.3%	4	87.0%	3	1.34	4	3.75	93.75%	
229	CATCO Success Camp	Continuing	1.7%	4	94.0%	3	1.18	4	3.75	93.75%	
259	CERTL at Wake Forest University School of Medicine	Continuing	0.0%	4	91.0%	3	1.21	4	3.75	93.75%	
63	Club Z! In-Home Tutoring Service, Inc.	Continuing	6.7%	4	82.0%	3	0.67	4	3.75	93.75%	
216	CMS-Creating Minds for Success	Continuing	9.0%	4	75.0%	2	0.17	2	2.5	62.50%	Att and Ach Below Standards.

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24	Communities In Schools of Brunswick County, Inc.	Continuing	0.0%	4	76.0%	2	2.15	4	3.5	87.50%	
341	ComputABILITY Works	New	0.0%	4	100.0%	4	2.18	4	4	100.00%	
33	Cornerstone 21st CCLC	Continuing	13.3%	3	92.0%	3	1.75	4	3.5	87.50%	
226	Damascus Road Worship Center, Inc.	Continuing	0.0%	4	98.0%	4	2.67	4	4	100.00%	
335	Dare to Achieve, Inc.	New	i	1	i	1	i	1	1	25.00%	Insufficient information rec'd to conduct Parent Sat analysis (n<5); No Att and Ach data rec'd by 5/14.
113	Dream Builders Communications, Inc. After-school Enrichment Program	Continuing	0.0%	4	i	1	i	1	1.75	43.75%	No Att and Ach data rec'd by 5/14.
404	Dream Children, Inc.	New	0.0%	4	78.0%	3	0.37	3	3.25	81.25%	
72	Eastern Carolina Educational Assistance Center	Continuing	0.0%	4	60.0%	2	i	1	2	50.00%	Att Below Standards; Insufficient information rec'd to conduct Ach analysis (n<5).
416	Educate Online Learning, LLC	New	8.3%	4	84.0%	3	1.62	4	3.75	93.75%	
6	Education Passport	Continuing	5.5%	4	92.0%	3	0.78	4	3.75	93.75%	
271	eMath360 LLC	Continuing	0.0%	4	82.0%	3	3.44	4	3.75	93.75%	
52	Empowering Youth through Education (EYE)	Continuing	16.7%	3	i	1	i	1	1.5	37.50%	No Att and Ach data rec'd by 5/14.
94	Enrichment Centers of North Carolina (TEC NC, Inc.)	Continuing	10.0%	3	91.0%	3	1.78	4	3.5	87.50%	
44	Focused Intervention, Inc.	Continuing	0.0%	4	67.0%	2	0.46	3	3	75.00%	
53	Frank C. Walters-Sylvan/Ace It! Tutoring	Continuing	5.2%	4	86.0%	3	0.83	4	3.75	93.75%	
70	FUNdamentals Free Tutoring	Continuing	7.4%	4	87.0%	3	0.80	4	3.75	93.75%	
396	Gates County Public Schools	New	0.0%	4	i	1	i	1	1.75	43.75%	No Att and Ach data rec'd by 5/14.
38	GCS ALL*STARS	Continuing	6.5%	4	90.0%	3	0.77	4	3.75	93.75%	
86	Global Learning Center, Inc.	Continuing	0.0%	4	77.0%	2	0.58	4	3.5	87.50%	

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29	Glosso Speech, Language and Educational Services, Inc.	Continuing	0.0%	4	i	1	i	1	1.75	43.75%	No Att and Ach data rec'd by 5/14.
322	Glosso Tutoring Online	New	i	1	i	1	i	1	1	25.00%	No data rec'd by 5/14.
221	Grade Plus Tutors	Continuing	i	1	97.0%	4	9.33	4	3.25	81.25%	
217	GradeCracker LLC	Continuing	i	1	98.0%	4	10.45	4	3.25	81.25%	
414	Have Life Ministries Inc.-LIFE Academy-21st CCLC	New	0.0%	4	i	1	i	1	1.75	43.75%	No Att and Ach data rec'd by 5/14.
115	Heart of the Matter Learning, LLC	Continuing	0.0%	4	85.0%	3	2.64	4	3.75	93.75%	
79	Huntington Learning Centers, Inc.	Continuing	9.1%	4	86.0%	3	0.23	2	2.75	68.75%	Ach Below Standards.
109	I Can Kids, Inc.	Continuing	15.0%	3	85.0%	3	0.80	4	3.5	87.50%	
21	Imagine Learning, Inc.	Continuing	0.0%	4	72.0%	2	1.52	4	3.5	87.50%	
258	In Goode Company	Continuing	6.8%	4	77.0%	2	0.76	4	3.5	87.50%	
110	Innovadia	Continuing	i	1	98.0%	4	11.91	4	3.25	81.25%	
56	It's Simply English	Continuing	0.0%	4	91.0%	3	0.73	4	3.75	93.75%	
61	Kennedy Academic Learning Center	Continuing	0.0%	4	81.0%	3	0.66	4	3.75	93.75%	
310	Kingdom Impact Global Ministries	New	4.1%	4	92.0%	3	0.56	4	3.75	93.75%	
242	Knowledge Is Power Early Learning Program	Continuing	i	1	i	1	i	1	1	25.00%	Insufficient information rec'd to conduct analyses (n<5).
261	Learn It Online, LLC (LION)	Continuing	4.5%	4	87.0%	3	0.63	4	3.75	93.75%	
98	Learn It Systems	Continuing	0.0%	4	100.0%	4	0.30	3	3.5	87.50%	
67	Learning and YOU (L & U Contractors, LLC.)	Continuing	8.3%	4	86.0%	3	1.44	4	3.75	93.75%	
206	Lindley Habilitation Service, Inc.	Continuing	12.3%	3	94.0%	3	0.92	4	3.5	87.50%	
277	Literacy in the Community LLC	Continuing	i	1	i	1	i	1	1	25.00%	No data rec'd by 5/14.

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49	MasterMind Prep Learning Solutions	Continuing	5.7%	4	77.0%	2	0.99	4	3.5	87.50%	
361	McCloud's Computer & Skill Training	New	0.0%	4	97.0%	4	1.41	4	4	100.00%	
372	Mobile Minds Tutoring	New	i	1	i	1	i	1	1	25.00%	No data rec'd by 5/14.
41	Multi-Cultural Learning Academy	Continuing	7.9%	4	92.0%	3	1.21	4	3.75	93.75%	
108	NC Learning Unlimited, LLC	Continuing	9.1%	4	89.0%	3	0.90	4	3.75	93.75%	
232	NewPoint Learning Center - Ballantyne	Continuing	0.0%	4	91.0%	3	0.84	4	3.75	93.75%	
234	NewPoint Learning Center - Myers Park	Continuing	4.5%	4	89.0%	3	-0.14	2	2.75	68.75%	Ach Below Standards.
211	On The Right Track-ABSS After School Tutoring	Continuing	11.4%	3	89.0%	3	0.96	4	3.5	87.50%	
225	One on One Learning	Continuing	10.9%	3	79.0%	3	0.85	4	3.5	87.50%	
283	Our Children Succeed by Onslow County Schools	Continuing	13.6%	3	92.0%	3	1.19	4	3.5	87.50%	
219	Oxford Learning	Continuing	0.0%	4	89.0%	3	0.81	4	3.75	93.75%	
46	Pender County Schools SES	Continuing	0.0%	4	78.0%	3	1.05	4	3.75	93.75%	
14	Prime Time for Kids	Continuing	0.0%	4	85.0%	3	1.16	4	3.75	93.75%	
279	PROJECT IMPACT (Greensboro)	Continuing	0.0%	4	i	1	i	1	1.75	43.75%	No Att and Ach data rec'd by 5/14.
343	Prosperous Living Adolescent Center	New	0.0%	4	97.0%	4	1.05	4	4	100.00%	
294	RAE Educational Services, Inc.	Continuing	0.0%	4	89.0%	3	1.79	4	3.75	93.75%	
68	RICCE, INC	Continuing	0.0%	4	81.0%	3	0.80	4	3.75	93.75%	
39	Richmond County Schools HOPE Learning Community	Continuing	0.0%	4	82.0%	3	0.68	4	3.75	93.75%	
247	Rockingham District Partners In Ministry	Continuing	1.8%	4	90.0%	3	0.77	4	3.75	93.75%	
237	School Management & Revitalize Training, CO. SMART Group Co	Continuing	1.6%	4	90.0%	3	0.89	4	3.75	93.75%	

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264	Second 2 None Educational Services, Inc.	Continuing	0.0%	4	100.0%	4	0.94	4	4	100.00%	
352	Shaw University	New	0.0%	4	82.0%	3	1.17	4	3.75	93.75%	
48	Siler City Elementary Tutoring	Continuing	5.6%	4	90.0%	3	0.96	4	3.75	93.75%	
284	SMARTIES-Learn Out Loud	Continuing	i	1	71.0%	2	2.64	4	2.75	68.75%	Insufficient information rec'd to conduct Parent Sat analysis (n<5); Att Below Standards.
410	Southridge Learning Center	New	0.0%	4	84.0%	3	0.52	4	3.75	93.75%	
289	Stay On Top Tutoring Services, Inc.	Continuing	0.0%	4	100.0%	4	1.83	4	4	100.00%	
60	Sylvan / Ace It! Tutoring of Elizabeth City	Continuing	2.0%	4	89.0%	3	1.07	4	3.75	93.75%	
16	Sylvan Learning Center of Greensboro	Continuing	16.0%	3	86.0%	3	0.38	3	3	75.00%	
59	Sylvan Learning Center of Hickory	Continuing	11.4%	3	82.0%	3	0.54	4	3.5	87.50%	
210	Sylvan Learning Center of Salisbury	Continuing	8.7%	4	92.0%	3	1.15	4	3.75	93.75%	
75	Sylvan Learning Center of Wilmington/Burgaw	Continuing	0.0%	4	100.0%	4	1.25	4	4	100.00%	
34	Sylvan Learning Center of Winston-Salem	Continuing	0.0%	4	i	1	i	1	1.75	43.75%	No Att and Ach data rec'd by 5/14.
22	Sylvan Learning Center, Dougherty Group, Ltd.	Continuing	0.0%	4	82.0%	3	0.75	4	3.75	93.75%	
65	Sylvan Learning Centers of Charlotte and Fayetteville	Continuing	7.3%	4	93.0%	3	0.53	4	3.75	93.75%	
74	Sylvan Learning Centers of High Point/Mooresville	Continuing	12.5%	3	89.0%	3	0.79	4	3.5	87.50%	
35	Sylvan Learning Ctr./Ace It Tutoring of Henderson and Roanoke Rapids	Continuing	8.2%	4	80.0%	3	0.77	4	3.75	93.75%	
87	Sylvan Learning of Gastonia	Continuing	0.0%	4	88.0%	3	3.48	4	3.75	93.75%	

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51	Sylvan Learning-Albemarle	Continuing	6.3%	4	93.0%	3	0.89	4	3.75	93.75%	
57	TCAL, The Center for Accelerated Learning	Continuing	11.1%	3	84.0%	3	1.24	4	3.5	87.50%	
266	The Aya Center	Continuing	0.0%	4	86.0%	3	1.38	4	3.75	93.75%	
350	The COACH Program, Perquimans County Public Schools	New	i	1	83.0%	3	0.66	4	3	75.00%	
327	The Dream Academy	New	0.0%	4	92.0%	3	1.96	4	3.75	93.75%	
367	The Duplin County Learning Village	New	12.5%	3	55.0%	2	1.12	4	3.25	81.25%	
99	The Greater Enrichment Program, Inc.	Continuing	22.6%	3	89.0%	3	0.62	4	3.5	87.50%	
93	The Hill Center	Continuing	6.8%	4	71.0%	2	2.67	4	3.5	87.50%	
240	The Legacy House	Continuing	0.0%	4	85.0%	3	0.80	4	3.75	93.75%	
246	The Potter's Village	Continuing	i	1	i	1	i	1	1	25.00%	No data rec'd by 5/14.
3	The Reaching All Minds Organization (RAM)	Continuing	4.9%	4	i	1	i	1	1.75	43.75%	No Att and Ach data rec'd by 5/14.
30	Thomasville City Schools	Continuing	8.0%	4	88.0%	3	0.64	4	3.75	93.75%	
45	Total Tutors, LLC	Continuing	33.3%	2	88.0%	3	0.14	2	2.25	56.25%	Parent Sat and Ach Below Standards.
11	TRAC Enrichment Center, Inc.	Continuing	1.4%	4	92.0%	3	1.14	4	3.75	93.75%	
363	TRAC-Educational Services Group	New	0.0%	4	87.0%	3	1.28	4	3.75	93.75%	
1	Tutorial Services	Continuing	i	1	89.0%	3	1.11	4	3	75.00%	
19	Twister Tutors	Continuing	0.0%	4	95.0%	4	2.71	4	4	100.00%	
292	Village Learning Solutions	Continuing	12.8%	3	85.0%	3	1.10	4	3.5	87.50%	
306	Wake County Public Schools: Academic Achievement Academies	New	10.2%	3	89.0%	3	0.59	4	3.5	87.50%	
112	Winston-Salem / Forsyth County Schools	Continuing	1.6%	4	74.0%	2	-0.07	2	2.5	62.50%	Att and Ach Below Standards.

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332	World Overcomer Kids	New	i	1	100.0%	4	i	1	1.75	43.75%	Insufficient information rec'd to conduct Parent Sat and Ach analyses (n<5).