How are you doing as a tutor?

- I liked the small group discussions and reviews that XXX held before the tests. It was nice to know that someone was there even a day or two before the exam for final review.
- Friendly, helpful, knowledgeable (more than one person wrote this)
- Tutor had to divide attention between two tables... Did a good job at keeping focused and giving each student needed attention, asking appropriate questions to check on progress.
- Extraordinary tutors
- Tutors were awesome (more than one person wrote this)
- I really like XXX... is the most helpful person I have ever met and was absolutely amazing
- The tutors in the learning emporium are very professional, knowledgeable and willing to help. I often tell my friends of how great of a resource the learning emporium is.
- Most of the XXX tutors were so helpful and always asked if someone needed help. I liked how they would rotate and not stay with one person the whole time.
- The emporium is a good environment in which students can study because, unlike a library, there is interaction between peers and people can discuss their approach to their problems.
- The Learning Emporium is such a wonderful place to learn and interact with people who are aiming for your success!
- The Learning Emporium was the single greatest education resource I used all semester.
- I REALLY appreciate the learning emporium. I think it is a great equalizer for students who may not have strong foundations in math/science, or who can’t afford private tutoring.
- XXX and XXX were always very helpful and good at making a concept easy to understand. Helped me a lot with understanding concepts with good strength.
Students report that the Learning Emporium has helped them in following areas:

<table>
<thead>
<tr>
<th>How did the Emporium help you this semester (choose all that apply)?</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helped you in learning how to solve a specific type of problem.</td>
<td>78.8%</td>
</tr>
<tr>
<td>Helped you to complete homework or lab assignments.</td>
<td>78.8%</td>
</tr>
<tr>
<td>Clarified a concept or idea that you found difficult to grasp.</td>
<td>71.2%</td>
</tr>
<tr>
<td>Strengthened your problem-solving skills.</td>
<td>32.6%</td>
</tr>
<tr>
<td>Strengthened your ability to become a more independent learner.</td>
<td>31.1%</td>
</tr>
<tr>
<td>Allowed you to see different ways of learning material or solving problems.</td>
<td>36.4%</td>
</tr>
<tr>
<td>Allowed you to see the connections between different concepts and/or different disciplines.</td>
<td>31.1%</td>
</tr>
<tr>
<td>Increased your confidence in studying for your science and math courses.</td>
<td>41.7%</td>
</tr>
<tr>
<td>Allowed you to meet other students with similar interests or concerns.</td>
<td>45.5%</td>
</tr>
<tr>
<td>Provided a common study area for science students.</td>
<td>47.7%</td>
</tr>
<tr>
<td>Prevented you from having to drop/withdraw from the course(s).</td>
<td>25.0%</td>
</tr>
<tr>
<td>Assisted in understanding incorrect responses on graded homework assignments, quizzes, or exams.</td>
<td>37.1%</td>
</tr>
<tr>
<td>Other (helped save GPAs; learn about the college experience; access to books)</td>
<td></td>
</tr>
</tbody>
</table>

THEN WHY ARE WE GETTING SOME AVERAGE to POOR RATINGS?
How might you improve as a tutor?

As you read these student comments, reflect on things you could do to become a better communicator.

- Be understandable in language
- Some of the tutors need to speak better English and be more loud and vocal.
- Very nice people for the most part.... some were a little rude or apathetic, which was discouraging.
- ... were very intimidating and very hard to approach.
- One of the XXX tutors was not helpful at all. XXX would do the problem for you and not explain it well.
- Some tutors denied helping.
- Tutors were not always on duty as scheduled 😒
- Some tutors did not do anything while in there.
- Some of the tutors were amazing and some were kind of confusing on what they talked about.

The above comments are reminders that as an important member of our Learning Emporium ‘Ohana, you play a significant role in creating a positive educational experience for our students. Your interactions with them could be transformative, both in a positive, as well as, negative way.

As a tutor, you need to be aware of the surroundings, your attitudes, and behavior. Ask yourself questions, such as:

- What are some preconceived ideas that I might have about students?
- What verbal and/or non-verbal cues am I sending to this student? What cues am I getting from the student?
- Am I acknowledging the students as the enter, while making it clear that there may be a wait time?
- Do I fully understand this concept/problem? Am I scaffolding the information and providing them the time to digest the material in pieces?
- Am I making connections between prior material learned, current material, and explaining how it might relate to future material?
- Do I need to review prerequisite material with this student before we address the current material?
- Is this a nice stopping point so that I can assist another student?

Strive to live and breathe our Tutor Code of Honor while you are working in the Emporium. Review the online training modules if you need a refresher course.

As always, the College of Natural Sciences appreciates your commitment and contributions towards making the Learning Emporium a collaborative and engaging learning environment.