

CAMBRIDGE
COACHING

**Tutor
Feedback Report
2014-2015**



Feedback Report



What's feedback, again?

Feedback helps us understand what's working in tutoring, and what isn't. We collect feedback throughout the tutoring process, but most formally at the close of all tutoring relationships via a feedback survey. [Check it out](#) to see the metrics that we're using to evaluate how you're doing as tutors.

Over the past few weeks, we've scrutinized this data with the goal of improving our services. In the snapshot below, we've pulled out the key data points that allow us to identify patterns, positive and negative, in our work.

The Awesome:

Most of the feedback that we've received is overwhelmingly positive! We can sum that up with our students' response to the million dollar question: *Would you recommend us?* **90% of respondents** said YES, which is a real testament to your great work.

Even better, students ranked our tutors highly across the 6 categories we polled for:

Category	Average tutor ranking
Knowledge of subject material	4.6
Flexibility, adaptability, and approachability	4.7
Communication about sessions and goals	4.5
Structure of sessions	4.3
Clarity in explanations	4.5
Overall instructional quality	4.5

* Calculated on a 5.0 scale.

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How can we get better?

We're proud of our team's accomplishments, and always looking to grow. Among the suggestions for improvement, we see a few clear patterns: students would like more **structure, communication, and accountability** from their tutors. Here are suggestions on working on each of these aspects of your tutoring practice:

1. Improving Structure

Structure is the main thing that students emphasized. 8% of students wanted **more structure in their sessions** and 7.14% of students reported **lack of clarity around goal-setting**. This means that nearly a tenth of students are unclear about the plan for tutoring, or how they are working with their tutor towards a specific goal.

Be responsive, not passive. Remember that YOU are responsible for driving the session. Responsiveness is being cognizant of your student's weaknesses, and structuring sessions to address them, *not* letting your students' anxiety or questions overtake the sessions.

Key takeaways for improving structure:

1) Create a syllabus

- A tailored syllabus is the best way to structure your student's time because it helps you align on goals and track progress (sound familiar?)
- This would also take care of the 3.5% of students who said they did not receive a customized syllabus. Make sure to share your syllabus upfront and re-share as it evolves alongside your student's progress!

2) Set an agenda for each session

- If a custom syllabus doesn't make sense for your student (short-term academic gig, for example), then set a clear agenda: what will you cover today? What are the objectives, short-term and long-term?

3) Wrap up the session effectively

- Summarize what you achieved during tutoring.
- Explain how homework assignments fit into the "big picture."
- Forecast how you are progressing towards the goal.

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2. More effective communication

We only saw a small percentage of students reporting dissatisfaction with explanations during tutoring, but this is our meat and potatoes, so it's worth noting. **2.9% of students thought tutors' explanations were long-winded or unclear.** **1.78% students reported that tutors lacked deep knowledge of the materials.**

We know that you are experts in your fields, so the knowledge is there, but somehow it's not always translating into effective tutoring.

Key takeaways for improving communication:

- 1) **Keep it concise and stick to what your student needs to know.**
 - For a beginner (or anxious) student, too much information will be overwhelming. Try to distill the concept into digestible pieces.
 - Show the student how the explanation fits into the big picture only after the concept is clear.
 - If your explanation is unclear because you're actually unsure yourself, it's ok! Just don't say "I don't know" because you'll lose your student's trust almost immediately. Deflect the question and followup with a detailed explanation after your session.
- 2) **Experiment with your style of instruction.**
 - If the verbal explanation doesn't work, try out a diagram. A visual learner might respond best to this tactic.
 - Tie the concept to a real-world example.
 - Ask your student how he or she learns best!
- 3) **Remember that the content is much easier for you than for your student.**
 - Assess your student's level before diving in, so you're teaching to the right level.
 - Don't make assumptions about what he or she may already know.
- 4) **Invite feedback on the fly from your student**
 - Don't wait until it's too late to make changes.

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3. Ensuring accountability

We've seen feedback from students commenting on lack of preparation both on the tutor and the student's part! **3.5% of students reported that the tutor did not prepare sufficiently AND that the student would have appreciated more enforcement around homework completion and practice testing.** Tutoring cannot be effective if both tutor and student are underprepared. Sessions become a waste of everyone's time, and your student's money. This is an easy way to transform a happy student into a disgruntled one.

Key takeaways for improving accountability

- Well, being prepared is easy. We recommend 30 - 60 minutes prep time per 90-minute tutoring session. In the case of test preparation, this is imperative! Prep time means careful review of: your student's syllabus, diagnostic test data, homework assignments, practice sets...you get the idea.
- The harder part is getting your students to do the work. Try providing oral reminders in person, and sending written reminders via email/text.
- In the event that your student is completely delinquent, write an email clearly setting expectations for grade/score improvement without the requisite effort so that you have a paper trail.

How does this apply to you?

We regularly compile feedback from your students and share what we've learned in feedback meetings. These meetings are to discuss how things have been going for you, your students, and your experience working with us! We set up feedback meetings at the following tutoring milestones:

- 50 hours
- 100 hours (assessment for promotion to Senior)
- 200 hours
- 250 hours (assessment for promotion to Guru)
- 350 hours
- 500 hours (assessment for promotion to Master)

That said, we are always happy to schedule an off-cycle feedback meeting if you'd like to discuss your work with CC, your student's progress, or anything else! Feel free to email Sophie to set up a meeting.

