

Lynn Hanson

From: "Mark Blackwell" <JBlackwell@FMARION.EDU>
To: "Lynn Hanson" <lhanson@FMARION.EDU>
Sent: Monday, September 11, 2006 2:00 PM
Attach: ACTC Annual Report 2005-06.doc; ACTC 2006 Fall Announcement.doc
Subject: Re: Request for Tutoring Center Information

Lynn,

Here are the replys you requested. If you need further info, just email me again or we can chat. Peace, mark

What are the regular hours of operation? M -TH, 3PM - 8PM

How many staff members work in the center? The ACTC averages 10 tutors per semester

How many staff members are typically on hand at any given time to address "clients'" needs? Our announcements encourage strongly that tutees make appointments to provide specific academic instruction. Having said that, we usually provide 3-5 tutors to handle walk-ins and appointments, depending on the hour of day. Attached is a copy of our semester opening announcement.

What do usage records indicate? For your reading, I attached also a small statistical report based on usage records that I sent to Dr. Chapman.

What do satisfaction surveys indicate? Satisfaction surveys indicate how well the questions/needs of the tutees have been met. To date, over 90% of the surveys I've read give high marks to our staff.

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--- Original Message ---

From: Lynn Hanson
To: Mark Blackwell
Sent: Wednesday, September 06, 2006 3:33 PM
Subject: Request for Tutoring Center Information

Mark,

Can you provide some information about the Tutoring Center for our SACS Compliance Report? Here's the kind of information we need:

What are the regular hours of operation?

How many staff members work in the center?

How many staff members are typically on hand at any given time to address "clients'" needs?

What do usage records indicate?

7/26/2007

What do satisfaction surveys indicate?

If it's easiest for you to type the answers in a reply, that would be great.

Thanks.

Lynn