

Sylvan Learning Center - Auburn Hills

www.sylvanlearning.com

Overall Rating 2010: D+

Overall Rating in 2009: Not available

Overall Rating in 2008: Not available

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Program Information:

Program Description as Provided by Sylvan Learning Center - Auburn Hills: Sylvan Learning Center is the leading provider of tutoring to grades K-12, providing services to over two million students for over 30 years. Sylvan has been working with the NCLB SES Program since its inception and has been highly successful in helping students meet state assessment goals. The Sylvan Learning Center program starts with a Sylvan Skills Assessment. We use the results to create a learning plan to guide each student's reading (phonics, vocabulary, comprehension) or math (basic facts, computation, concepts & application) instruction. We use certified teachers and teachers are Sylvan trained & certified to teach each subject area. Our student/teacher ratio is 3:1 and each student works on his or her own, personalized lesson plan. Each session is an hour and students attend 2 to 6 sessions per week. Sylvan utilizes a variety of instruction materials.

The program description was created by the provider and has not been edited by the Michigan Department of Education.

Number of Students Served in 2009-2010: 68

Offers Transportation: At select sites only

English Language Learner: No

Students With Disabilities: Yes

Place(s) of Service: Community Center, LEA Facility, Place of Business, Place of Religious Worship, Via Technology

Subject Areas: English, Mathematics

Grades Served: K-12

Estimated Hours of Tutoring Per Student: 28

Number of Students to be Served: 5 - 250

Student-Teacher Ratios:

■ **Classroom:** 1 teacher per 3 students

■ **Computer-based:** 1 teacher per 3 students

■ **Online instruction:** 1 teacher per 3 students

2010-2011 Service Areas:

Statewide

Summary Consumer Satisfaction and Academic Achievement Information:

Consumer Satisfaction

Type of Rater	Number* of People Completing a Survey	Satisfaction Rating	This Provider's Rating	Statewide Average
Parents	8	Percent of parents who were satisfied with this tutor	75%	80%
	8	Average overall letter grade from parents	B	B+
Teachers	9	Constructed letter grade from teachers for effects on classroom performance	D	C
	9	Percent of teachers who agreed this tutor positively impacted students' learning	0%	30%

*For many tutors, the number of surveys completed is very low. Readers should consider the number of responses when drawing conclusions about any provider.

Academic Achievement: There are limited or no data available on the basis of which to assess this provider's impact on academic achievement.

How the Statistics Were Calculated:

Consumer satisfaction data is from a mail survey of parents and an online survey of teachers concerning students receiving supplemental education services in the 2009-2010 school year.

- Parent satisfaction statistics are based on responses to the question, "Overall, are you satisfied with this tutor?" Parents could respond "yes," "no," or "not sure."
- Parent letter grades are based on averaged responses to the question, "What overall grade would you give your child's tutor?" with response options of "A - Excellent," "B - Good," "C - Average," "D - Poor," or "E - Failing."

- The teacher letter grade for effects on classroom performance is from responses to seven questions about students' classroom performance. An average across all items (excluding items with no response) was calculated for each provider and the top 20% of scores were coded as "A," the next 20% were coded as "B," and so on through "E."
- The rating of teachers' perceptions of provider impact on student learning is based on responses to the agree-disagree question, "This tutor is positively impacting this student's learning." Responses of "agree" or "strongly agree" are considered.

The overall grade is a weighted average of the consumer satisfaction and academic achievement data. Additional information is available upon request from the Michigan Department of Education.