Tutor and Student Retention/Termination Action Plan

Source Literacy Volunteers of America – Sussex County

Policy:

It is the policy of Literacy Volunteers of America – Sussex County to:

1. establish the following parameters as acceptable levels of retention for tutors and students:
   - tutors 70% retention annually
   - students 60% retention annually

2. measure retention by using Annual Statistical Report termination information.

3. implement procedures described in the Tutor and Student Retention/Termination Action Plan to gather additional data, and to address selected areas of termination and lack of attainment of the acceptable levels of retention stated above.

Procedures:

1. The Program Coordinator, staff and/or board member working on the Annual Statistical Report will be responsible for reporting data.

2. The Program Coordinator will be responsible for organizing the implementation of the elements of the Action Plan involving contact with tutors and students.

3. This Policy will be reviewed in September of each year after year-end data are analyzed.
The following actions will be implemented to monitor retention/termination, and to address these aspects in selected areas and if anticipated levels are not satisfied.

1. Monitor changes in tutor retention as a result of the newly implemented Tutor Recertification Point System. If there is severe attrition as a result of not being able to comply with the recertification requirements, a tutor committee will be formed to review these requirements. They will be responsible for reporting their suggestions to the Board of Directors.

2. Monitor low-level students, students with loosely defined goals, and/or students with irregular attendance) to provide match support to try to prevent students leaving for lack of interest.

3. Monitor satisfaction such as the following:
   - In the student section of the affiliate newsletter, publish (in every issue) a contact number and person that students can call – in addition to or instead of their tutors – if they want to talk to someone when they have concerns.
   - Select students who would be willing to call other students to survey their level of satisfaction and/or concerns.

4. Use a Student Termination Report to gather information about student terminations for analysis. Send reports to tutors to complete as close as possible to time student termination is known.

5. Include in end-of-year/start-of-year data and reporting information to tutors, a request to submit in writing their reasons for choosing to discontinue service if such is going to be reported. Request this during the year as well.

6. Look at end-of-year (ASR) information to see if expected retention targets (70% tutors, 60% students) remains the same. If there is a significant decrease, LVA-SC will analyze changes in affiliate program, policies, and procedures that may be causal factors (See item #1 above) and make decisions about changes in these areas.