

Center for Success Final Report

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Likert Scale Analysis

The following sections summarize the percentage agree or strongly agree to each argument for all four surveys separately.

Mentee Questionnaire

Improved Reading Skills: 88.24% of the mentees agree or strongly agree that they have improved their reading skills.

Confidence in Reading: 88.24% of the mentees agree or strongly agree that they feel more confident in their reading.

Enjoyment of Learning and Reading: 88.10% of the mentees agree or strongly agree that they like learning and reading more than they did before.

Figuring Out New Words: 84.86% of the mentees agree or strongly agree that they know how to figure out new words.

Enjoying Mentoring Sessions: 89.19% of the mentees agree or strongly agree that they enjoy their mentoring sessions.

Feeling Safe and Supported: 92.43% of the mentees agree or strongly agree that they feel safe and supported during mentoring.

Feeling Understood: 83.78% of the mentees agree or strongly agree that during mentoring, they feel understood and that their voice is important.

Recommending to Friends: 77.30% of the mentees agree or strongly agree that they would tell their friend to come to the Center for Success.

Sense of Belonging: 85.40% of the mentees agree or strongly agree that they feel a sense of belonging in the program.

Close Friendships: 77.84% of the mentees agree or strongly agree that they have at least one close friend in the program.

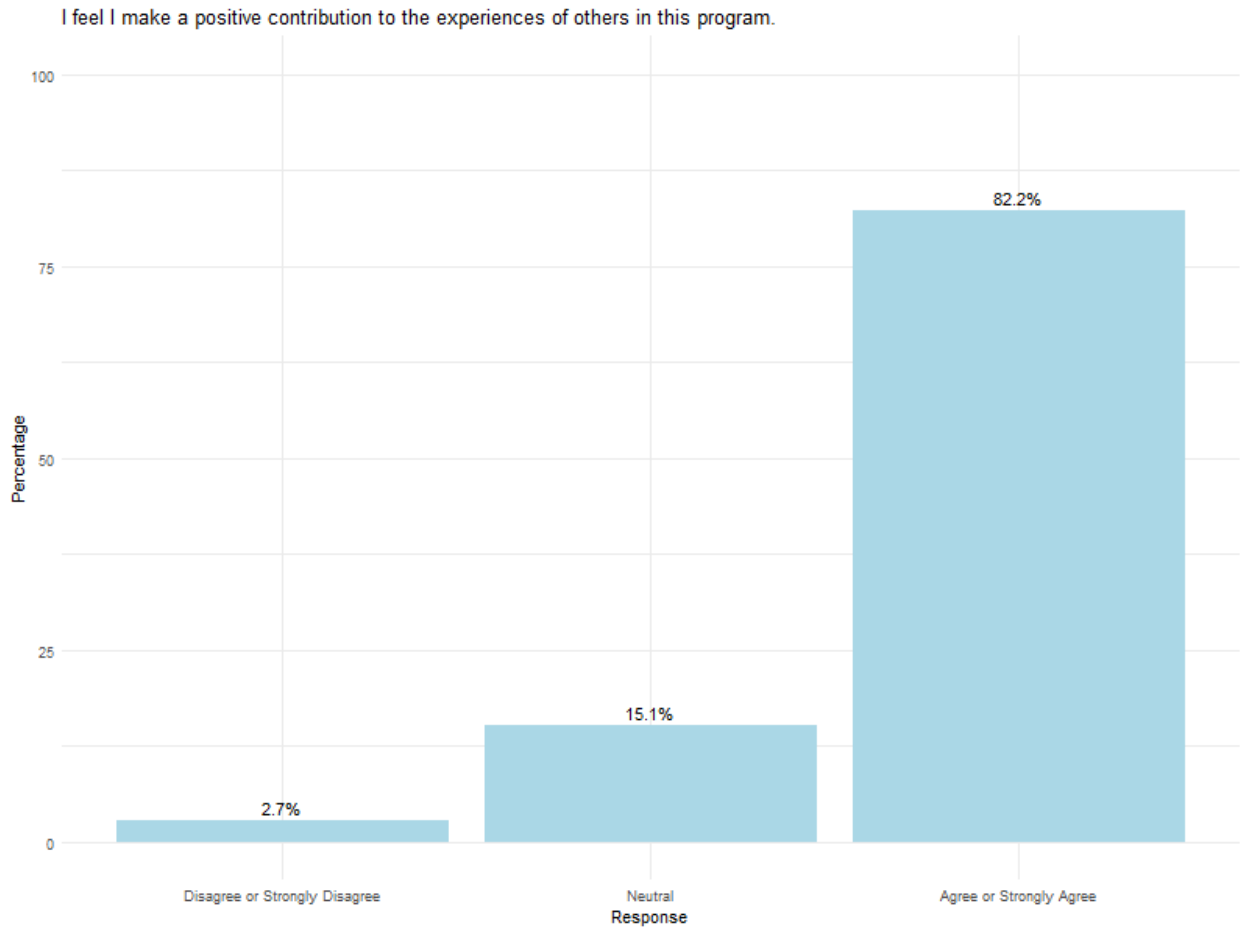
Positive Contribution: 82.16% of the mentees agree or strongly agree that they feel they make a positive contribution to the experiences of others in the program.

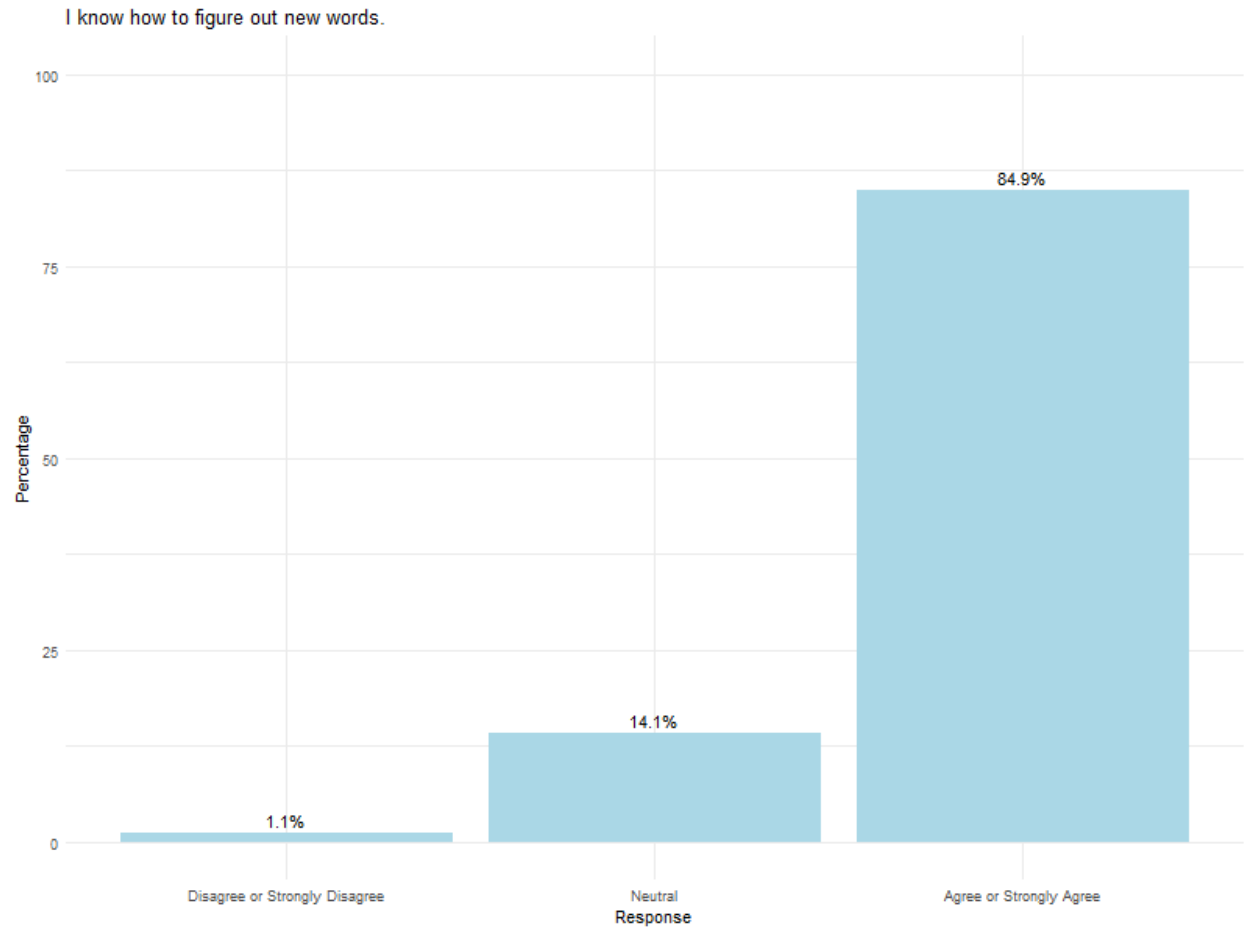
Trust in an Adult: 92.43% of the mentees agree or strongly agree that there is at least one adult in the program that they trust and can safely talk to without challenges.

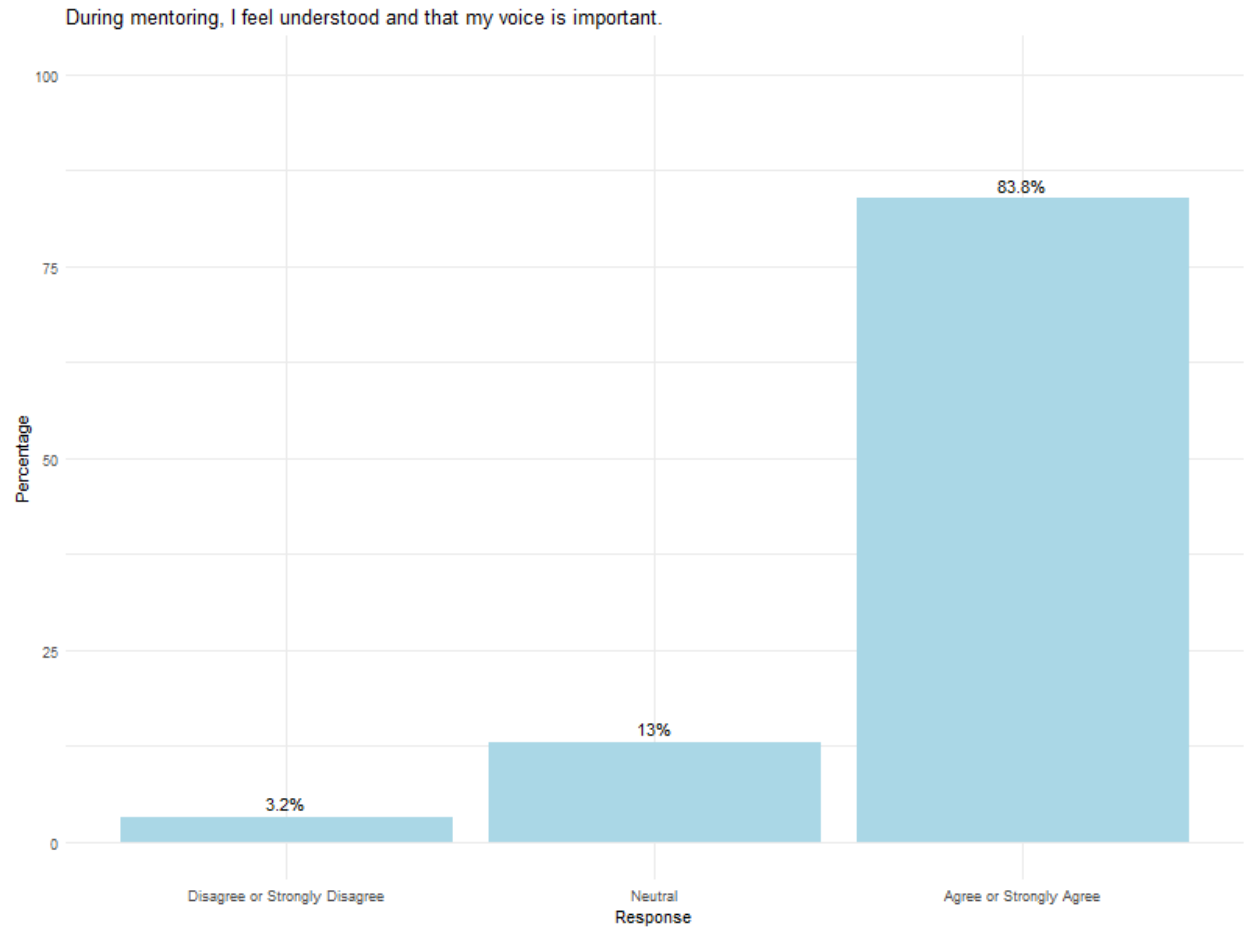
Statement	Percentage Agree or Strongly Agree
I have improved my reading skills	88.24%
I feel more confident in my reading	88.24%
I like learning and reading more than I did before	88.10%
I know how to figure out new words	84.86%
I enjoy my mentoring sessions	89.19%
I feel safe and supported during mentoring	92.43%
During mentoring, I feel understood and that my voice is important	83.78%
I would tell my friend to come to Center for Success	77.30%
I feel a sense of belonging in this program	85.40%
I have at least one close friend in this program	77.84%
I feel I make a positive contribution to the experiences of others in this program	82.16%
There is at least one adult in this program that I trust and can safely talk without challenges	92.43%

Table 1: Mentee survey responses in table form

Mentee Questionnaire Plots:







Mentor Questionnaire

Reading Skills: 90.43% of the mentors agree or strongly agree that their mentees have improved their reading skills.

Confidence Level: 86.96% of the mentors agree or strongly agree that their mentees are increasing or have increased their confidence level.

Outlook on Learning/Reading: 69.15% of the mentors agree or strongly agree that their mentees have improved their outlook on learning and/or reading.

Progress Satisfaction: 80.85% of the mentors agree or strongly agree that they are happy with their mentees' progress in the program.

Confidence in Mentoring: 86.17% of the mentors agree or strongly agree that, after participating in the program, they feel more confident about mentoring a child in reading or literacy.

Understanding of Literacy: 75.53% of the mentors agree or strongly agree that they have a deeper understanding of literacy after participating in the program.

Support by Staff: 95.65% of the mentors agree or strongly agree that they feel supported, appreciated, and understood by the CFS staff.

Recommendation to Others: 85.11% of the mentors agree or strongly agree that they would recommend friends or family to volunteer as a mentor with CFS.

Valuing Mentees: 97.87% of the mentors agree or strongly agree that during mentoring, they work to understand their mentees and value their voice and input.

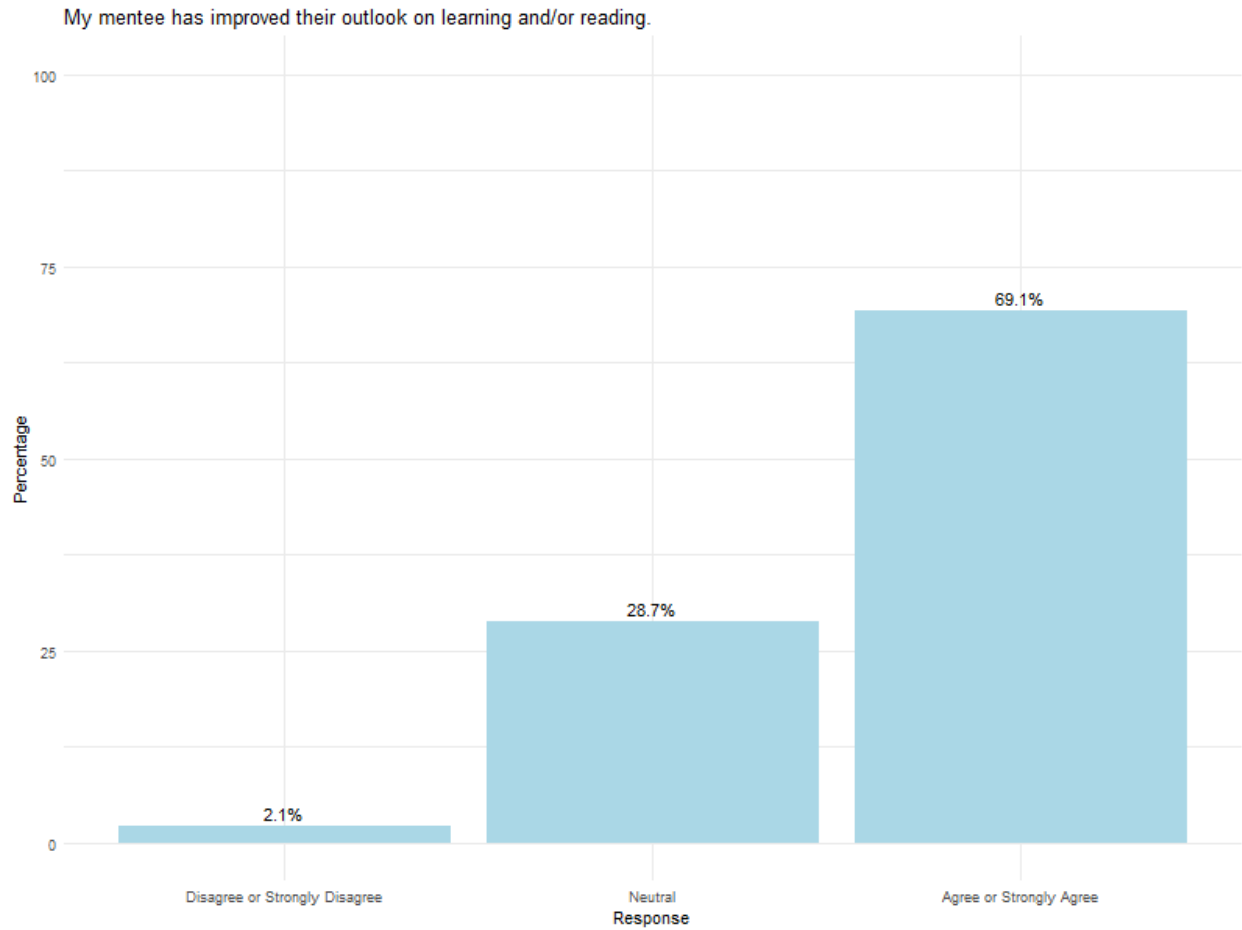
Enjoyment of Sessions: 100% of the mentors agree or strongly agree that they enjoy their mentoring sessions.

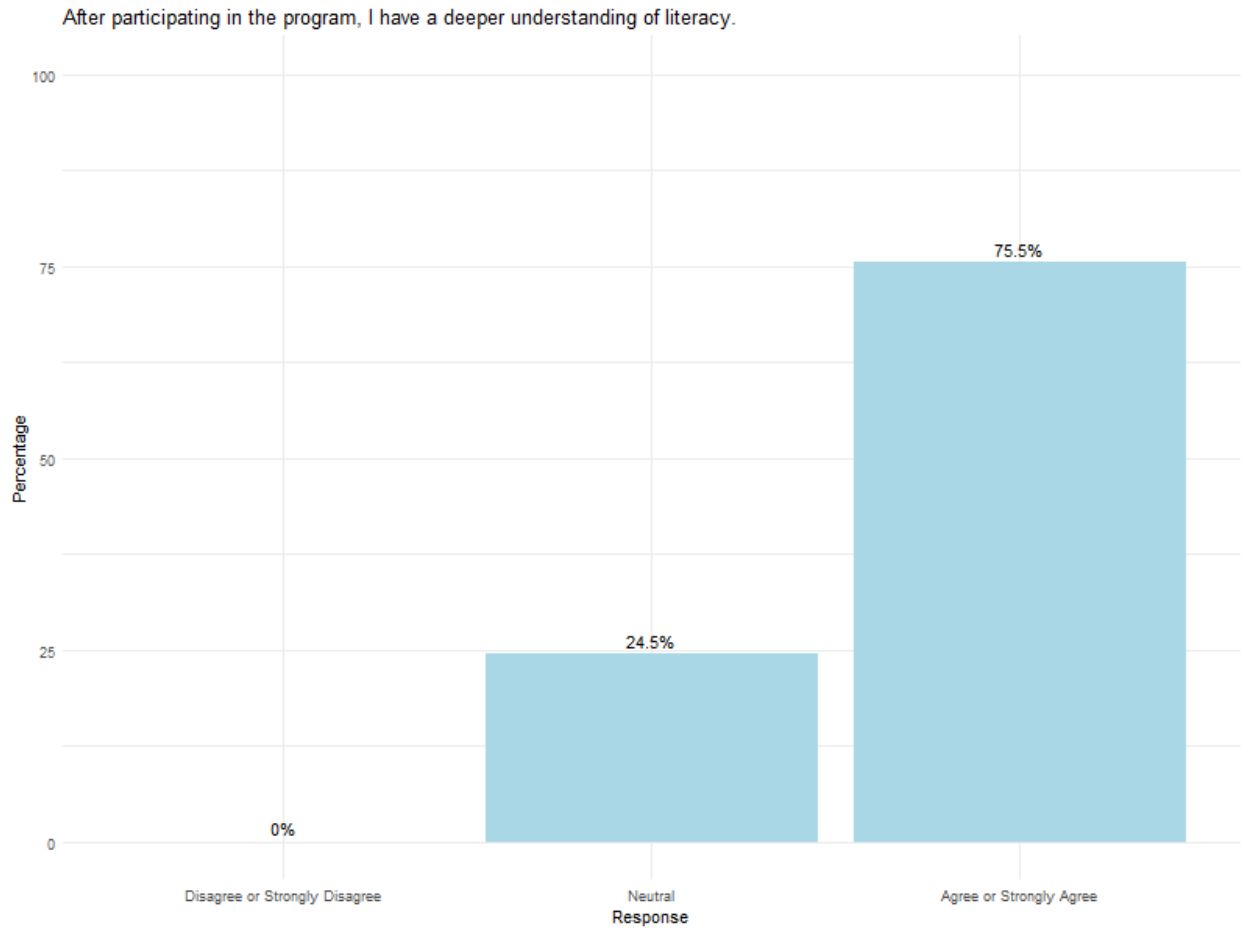
Diversity Conversations: 90.43% of the mentors agree or strongly agree that they are comfortable having diversity, equity, and inclusion conversations with their mentees.

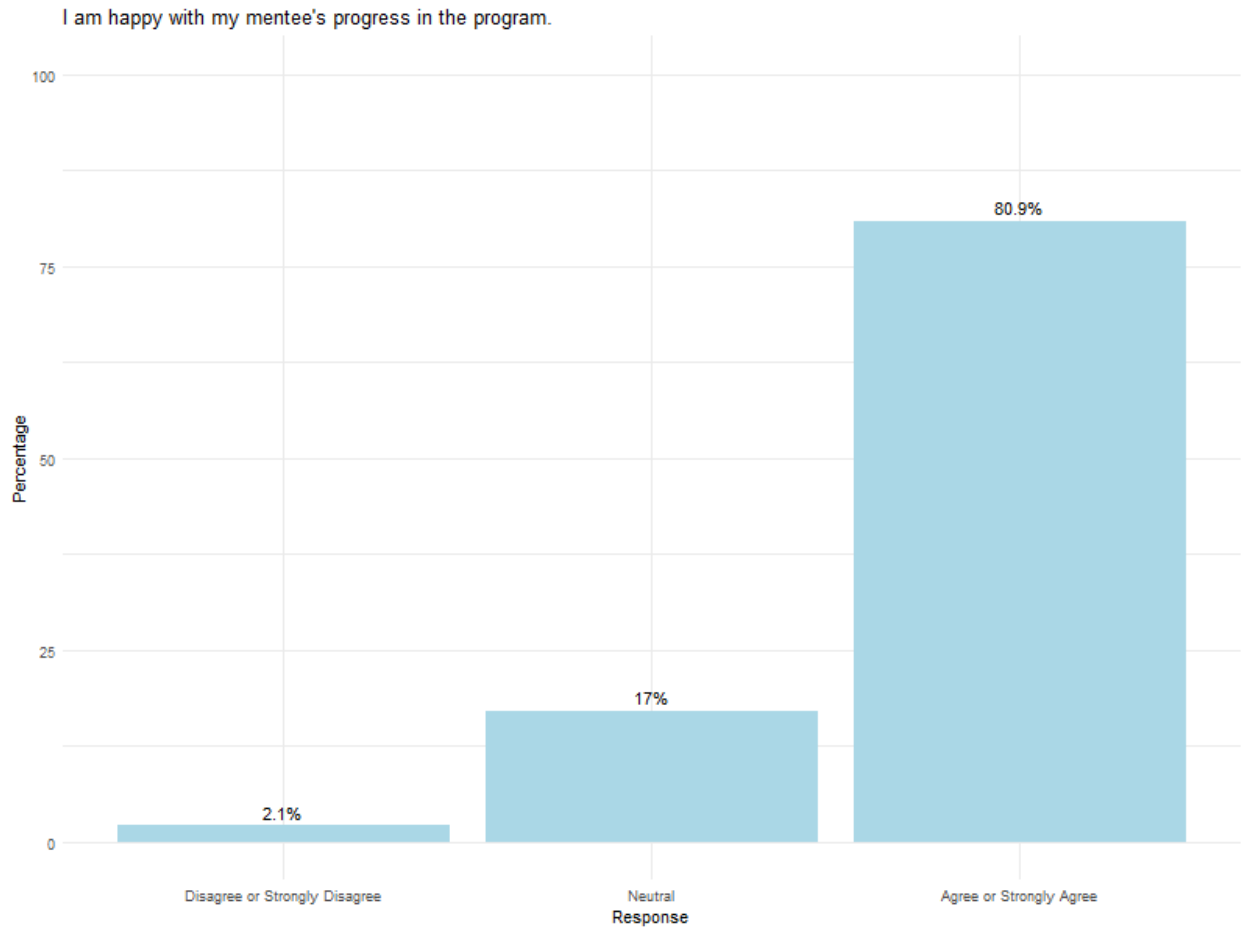
Statement	Percentage Agree or Strongly Agree
My mentee has improved their reading skills	90.43%
My mentee is increasing or has increased their confidence level	86.96%
My mentee has improved their outlook on learning and/or reading	69.15%
I am happy with my mentee's progress in the program	80.85%
After participating in the program, I feel more confident about mentoring a child in reading or literacy	86.17%
After participating in the program, I have a deeper understanding of literacy	75.53%
I feel supported, appreciated, and understood by CFSN staff	95.65%
I would tell my friends or family to volunteer as a mentor with CFSN	85.11%
During mentoring, I work to understand my mentee and value their voice and input	97.87%
I enjoy my mentoring session	100%
I am comfortable having diversity, equity, and inclusion conversations with my mentee	90.43%

Table 2: Mentor survey responses in table form

Mentor Questionnaire Plots







Family Questionnaire

Reading Skills Improvement: 87.80% of families agree or strongly agree that the CFS tutoring program is helping or has helped their child improve their reading skills.

Confidence Boost: 87.80% of families agree or strongly agree that the program is increasing or has increased their child's confidence level.

Outlook on Learning and Reading: 86.84% of families agree or strongly agree that the program is helping or has helped improve their child's outlook on learning and/or reading.

Understanding the Program's Benefits: 78.95% of families agree or strongly agree that they have a clear understanding of the program and how it is beneficial for their child.

Progress Satisfaction: 86.84% of families agree or strongly agree that they are happy with their child's progress in the program.

Support from Staff: 86.84% of families agree or strongly agree that they feel supported, appreciated, and understood by the CFS staff.

Program Recommendation: 87.80% of families agree or strongly agree that they would recommend the literacy program to friends and family.

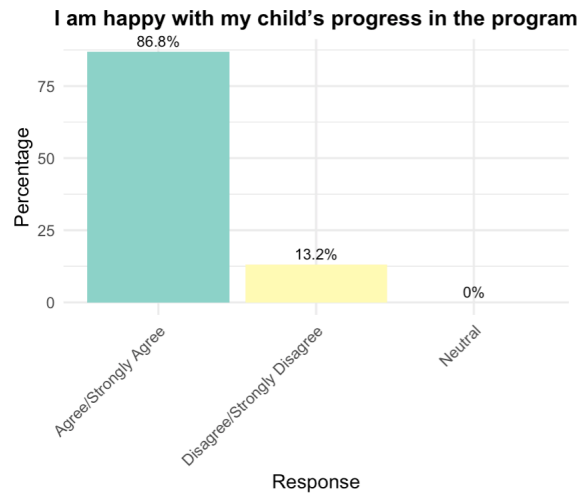
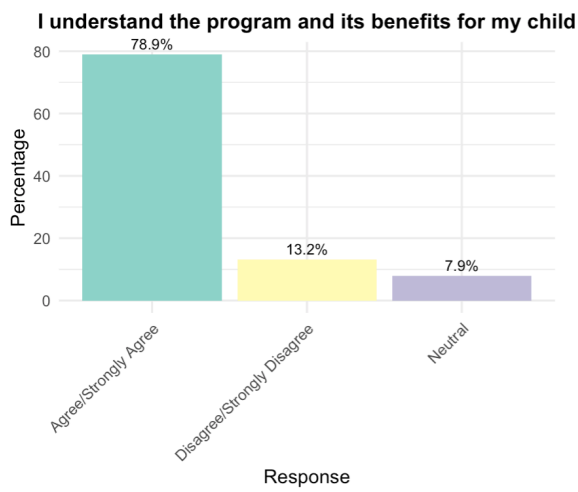
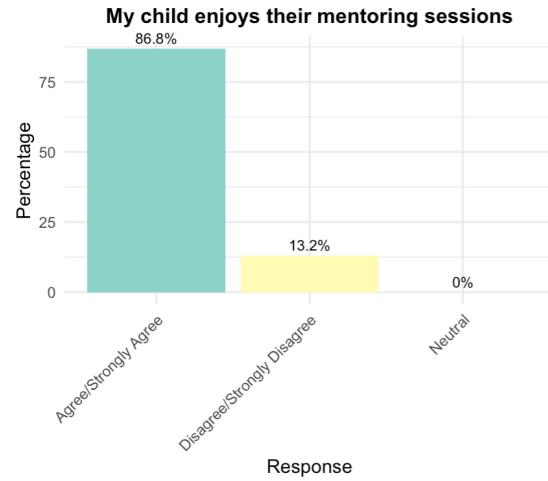
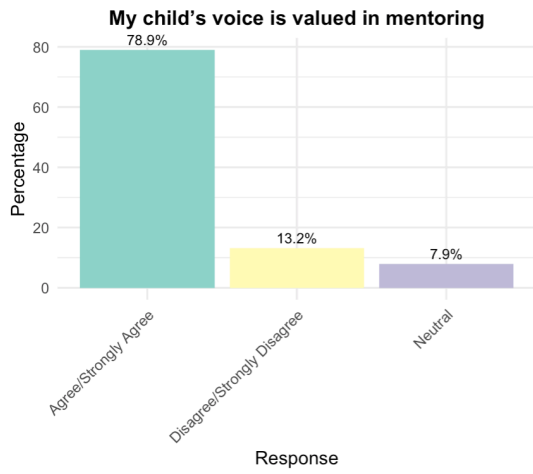
Enjoyment of Mentoring Sessions: 86.84% of families agree or strongly agree that their child enjoys their mentoring sessions.

Valued Voice and Input: 78.95% of families agree or strongly agree that their child's voice and input are valued and prioritized in their mentoring sessions.

Statement	Percentage Agree or Strongly Agree
The CFS tutoring program is helping or has helped my child to improve their reading skills	87.80%
The CFS tutoring program is increasing or has increased my child's confidence level	87.80%
The CFS tutoring program is helping or has helped improve my child's outlook on learning and/or reading	86.84%
I have a clear understanding of the program and how it is beneficial for my child	78.95%
I am happy with my child's progress in the program	86.84%
I feel supported, appreciated, and understood by CFS staff	86.84%
I would recommend this literacy program to friends and family	87.80%
My child enjoys their mentoring sessions	86.84%
My child's voice and input is valued and prioritized in their mentoring session	78.95%

Table 3: Family survey responses in table form

Family Questionnaire Plots



Partner Questionnaire

Clear and Timely Communication: 75.00% of the partners agree or strongly agree that communication with CFSN was clear and timely.

Engaged and Positive Communication: 87.50% of the partners agree or strongly agree that communication was engaged and positive.

Positive Working Relationship: 90.63% of the partners agree or strongly agree that they had a positive working relationship with their points of contact at CFSN.

Flexibility and Solution-Based Conversations: 93.75% of the partners agree or strongly agree that there was flexibility and solution-based conversation during the collaboration.

Successful Collaboration: 93.75% of the partners agree or strongly agree that the collaboration with CFSN was successful.

Future Collaboration: 93.75% of the partners agree or strongly agree that they would collaborate with CFSN again.

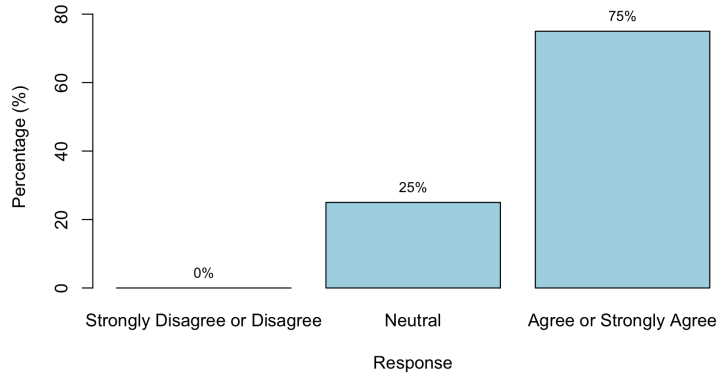
Recommendations to Other Organizations: 93.75% of the partners agree or strongly agree that they would recommend CFSN to other organizations.

Statement	Percentage Agree or Strongly Agree
Communication was clear and timely	75.00%
Communication was engaged and positive	87.50%
I had a positive working relationship with my point(s) of contact	90.63%
There was flexibility and solution based conversation	93.75%
The collaboration was successful	93.75%
I would collaborate with CFSN again	93.75%
I would recommend CFSN to other organizations	93.75%

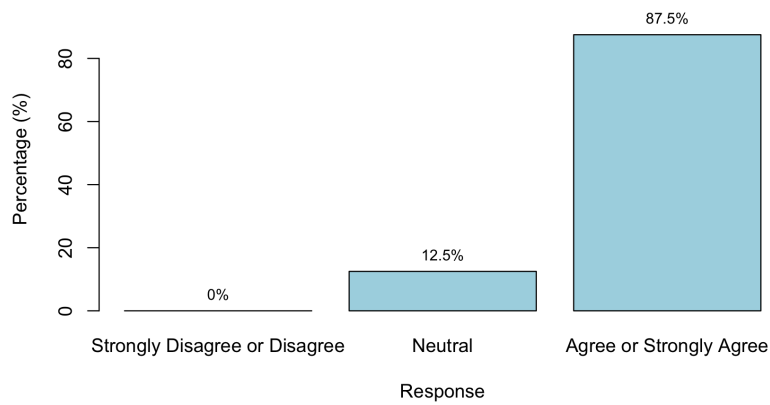
Table 4: Partner survey responses in table form

Partner Questionnaire Plots

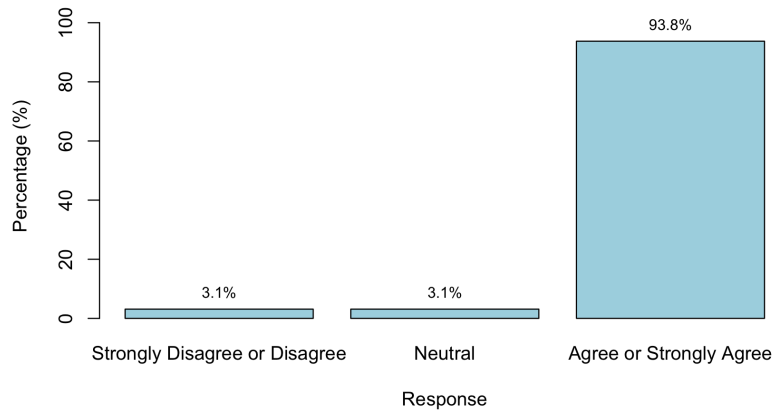
Communication was clear and timely.



Communication was engaged, and positive.



The collaboration was successful.



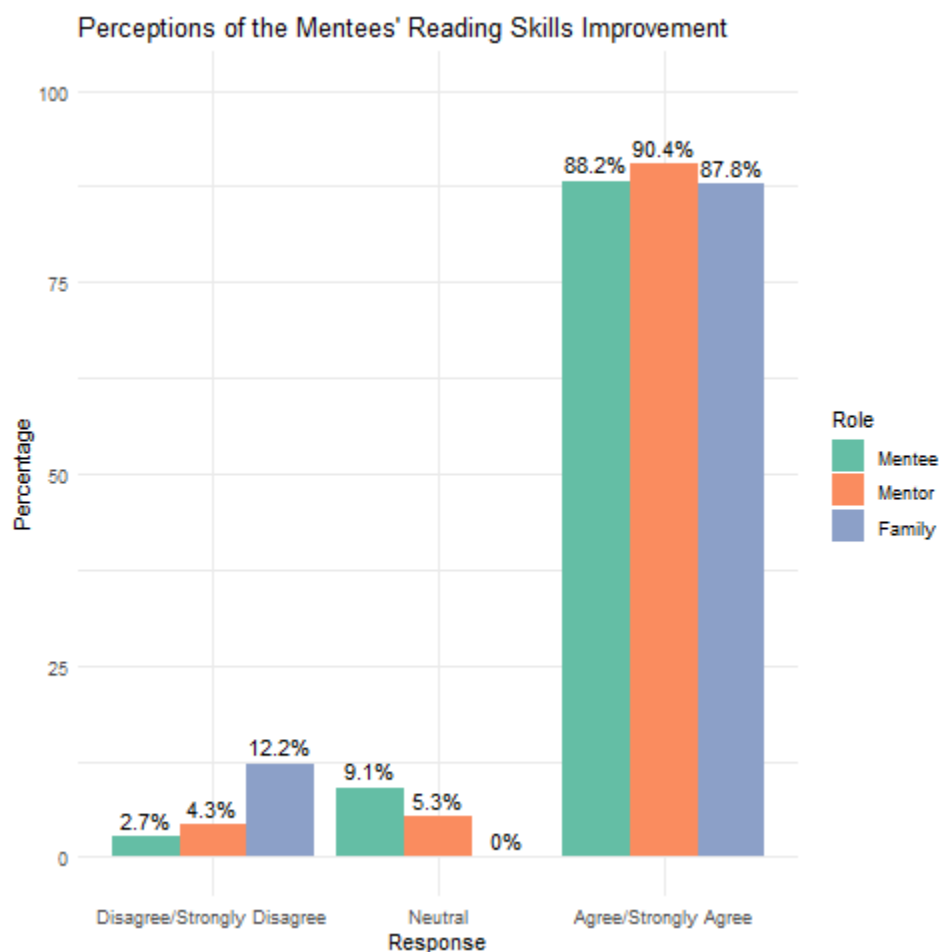
Summary Of Groups

Overall, the majority of partners agree that the collaboration was successful, and would collaborate with CFSN again and recommend CFSN to others.

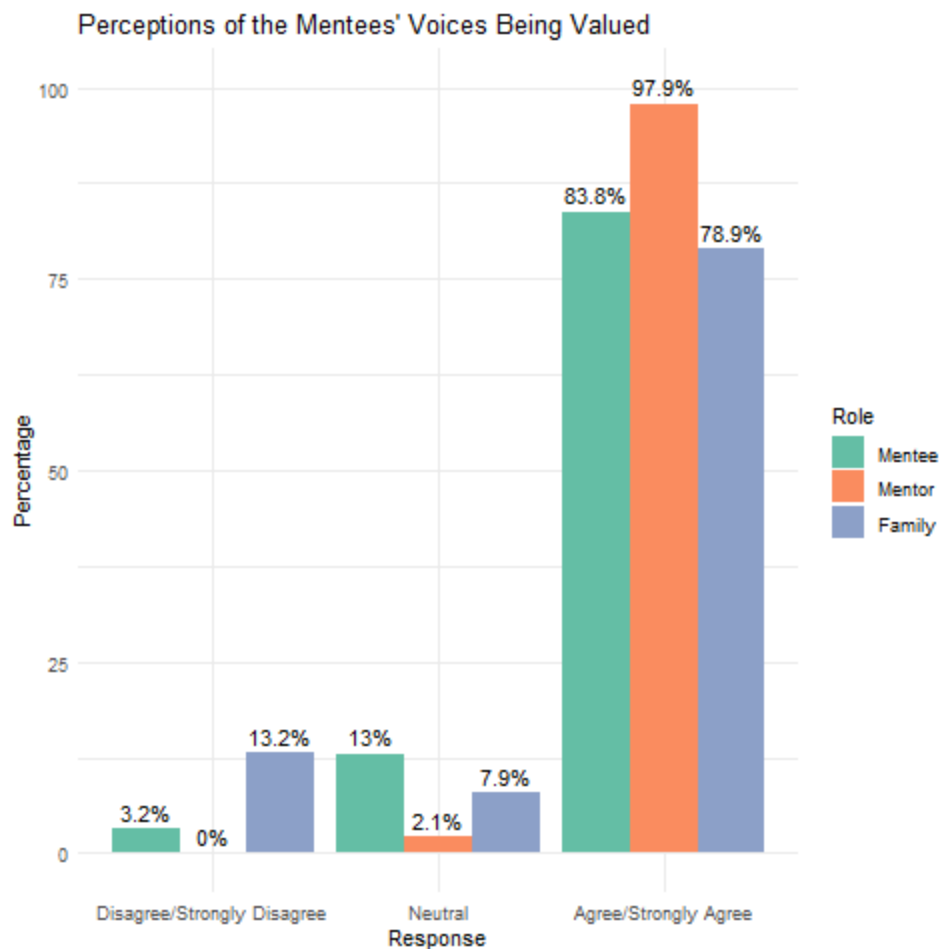
The largest percentage of neutral responses were due to questions about communication, specifically with clear and timely communication at 25% neutral responses and engaged and positive communication at 12.5% neutral responses.

Overall 88% of the mentees and 90% of the mentors agree that the reading skills of the mentees have been improved.

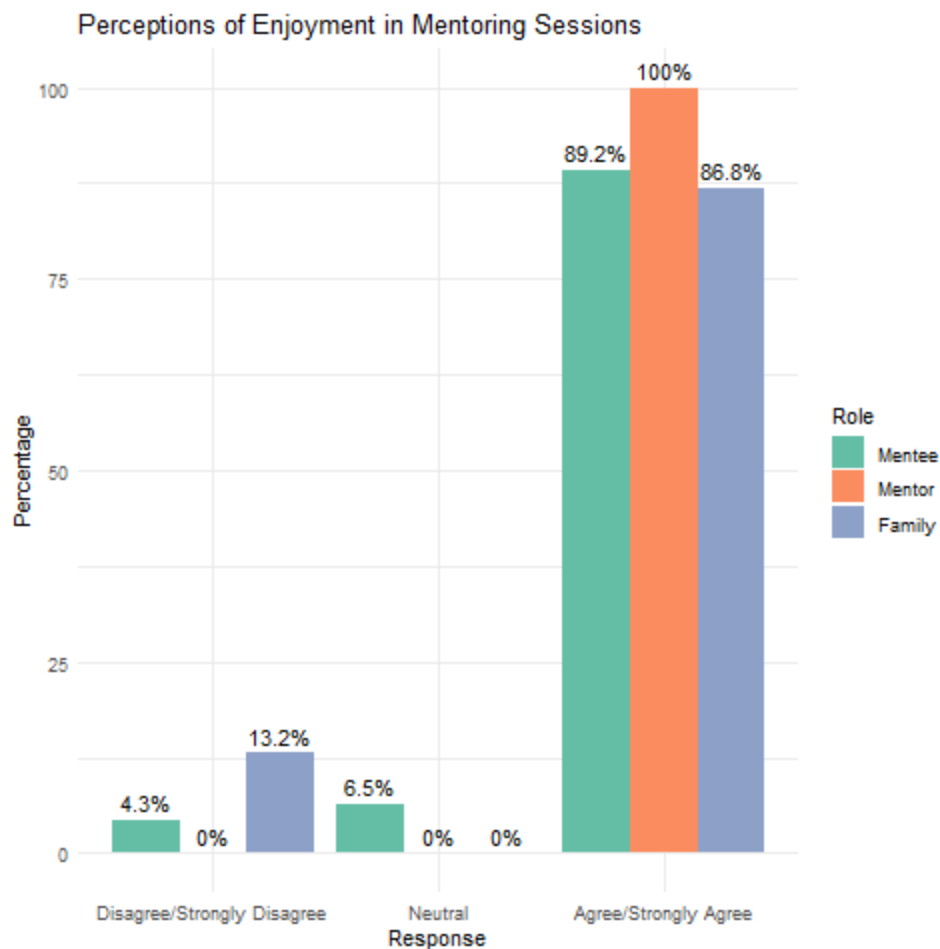
Comparison Plots Across Mentee, Mentor, and Family



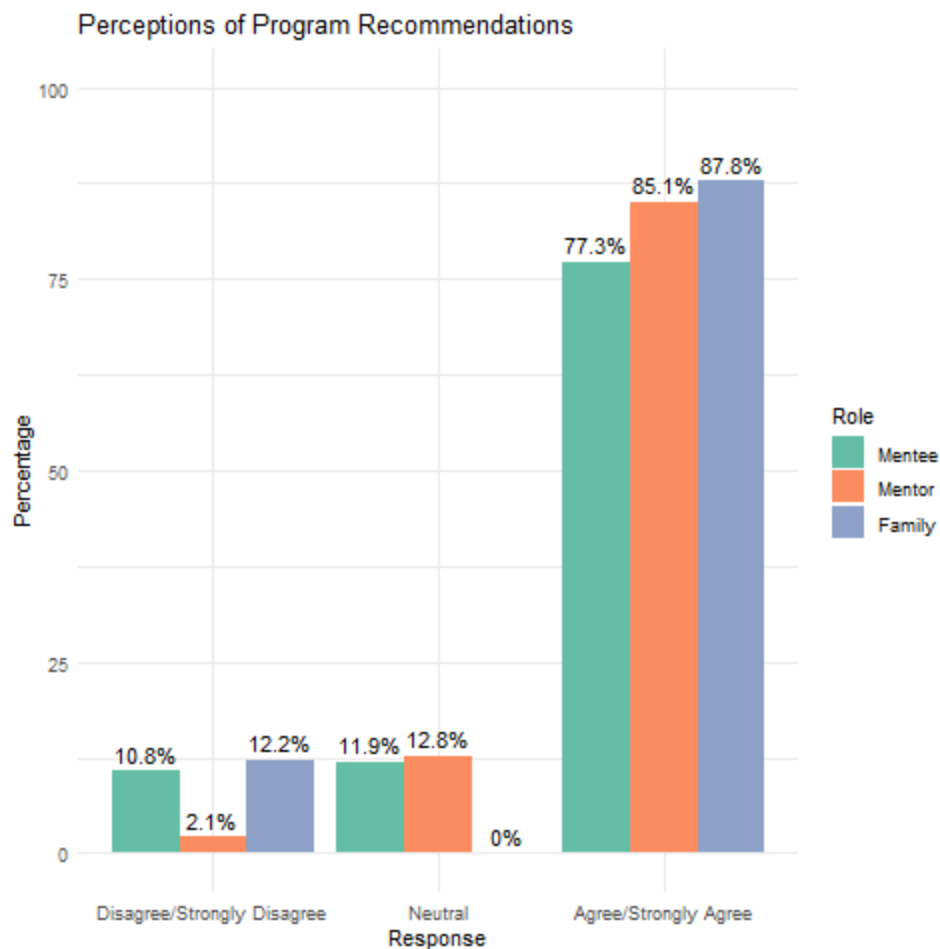
We see a similarly positive response (~90%) in all three groups agreeing that mentee's reading skills have improved. We note that the family members have the largest percentage of disagreement with this statement at 12.2% and mentees have the largest neutral response to this question at 9.1%.



We see that the majority of all three groups agree that mentee's voice is being valued with the mentors agreeing the most at 97.9%. We note that the family members have the largest percentage of disagreement with this statement at 13.2% and mentees have the largest neutral response to this question at 13%.



We see that the majority of all three groups agree that mentee is perceived to enjoy mentoring sessions with the mentors agreeing the most at 100%. We note that the family members have the largest percentage of disagreement with this statement at 13.2% and mentees have the largest neutral response to this question at 6.5%.

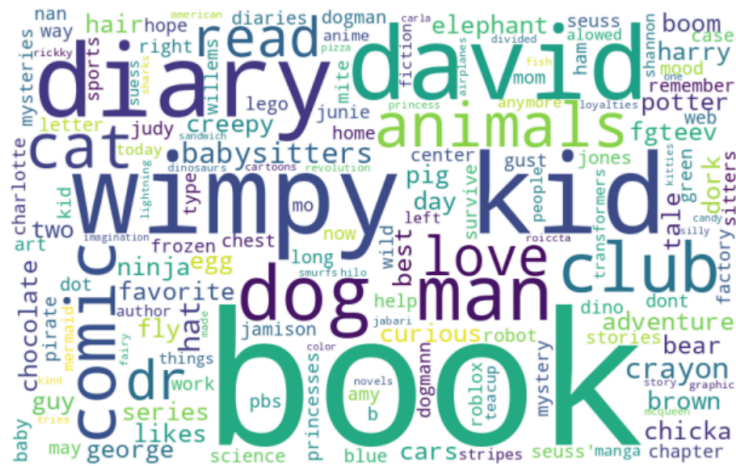


We see that the majority of all three groups agree that mentee's voice is being valued with family members agreeing the most at 87.8%. We note that both family members and mentees have the largest percentage of disagreement with this statement at 12.2% and 10.8%, respectively. We also note that both mentors and mentees have the highest percentage of neutral response to this statement at 12.8% and 11.9%, respectively.

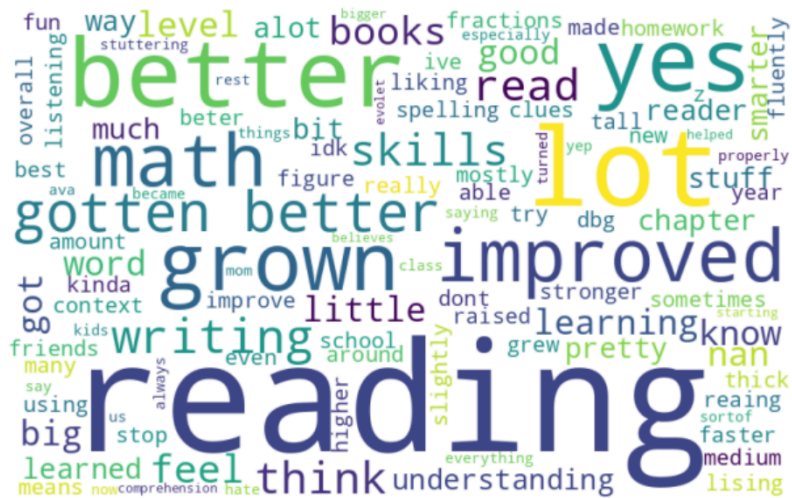
Natural Language Processing Analysis

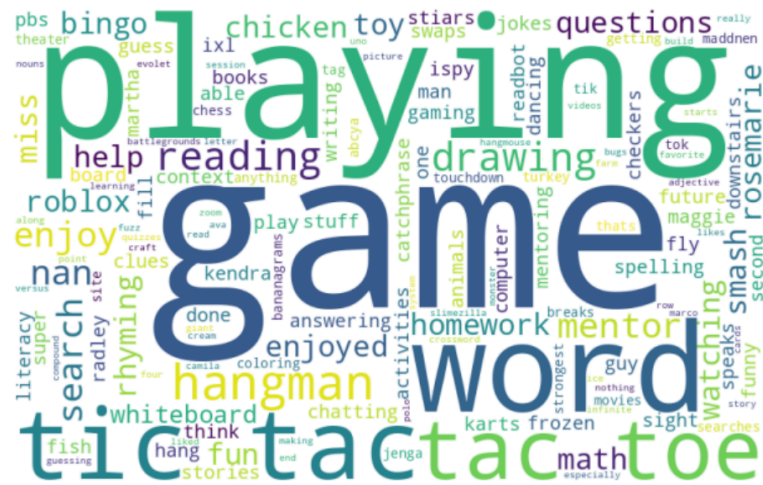
Word Cloud Visualizations

What is your favorite book or favorite kind of book to read?

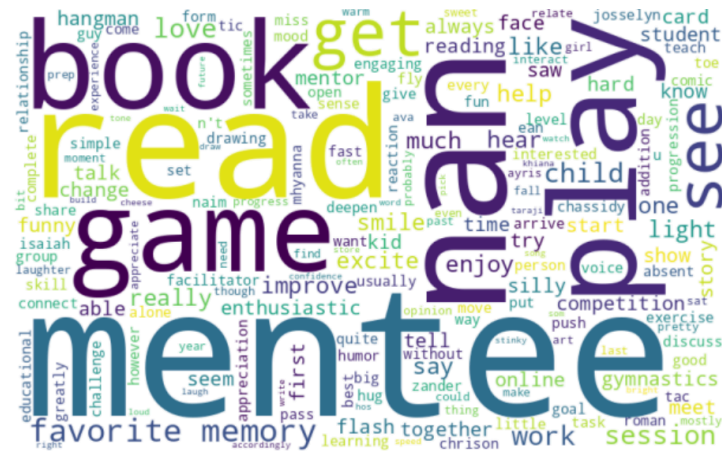


How do you think you've grown this school year?





What was your favorite memory from mentoring?



Challenges this year for partners



Links to Other Word Clouds

Student ([By question](#)) ([By site](#))

Mentor ([By question](#)) ([By site](#))

Family ([By question](#)) ([By site](#))

Partner ([By question](#))

Suggestions / Comments

Mentor Responses

- Feel that some centers are understaffed
- Special needs must be taken care of by trained professionals
- Specific directions/links to resources would be useful to support struggling students in getting better
- Knowledge about the academic status of students prior to the mentoring program would help focus efforts in the right directions
- Streamline communication among staff and mentors; more regular feedback
- Child: mentor ratio should be 1:1 or close to that (more mentors required)
- Moving to breakout rooms earlier would lead to more productive time
- Minimizing distractions for students
- Activities other than reading/writing to keep it interesting for students as well as enhancing the learning experience
- Virtual sessions often with technical difficulties and late arrivals aside
- Feel that the reading resources are too repetitive

Student Responses

- Prefer in-person time more; maybe hybrid to suit schedules
- Minimizing distractions (screaming kids in the background); quieter atmosphere
- Some feel books are too long and want more time playing games; tailor the program to get kids interested in playing more than reading more playing time
- Reading more in person than online
- Maybe 3 days a week instead of 2 for those interested if resources permit
- More playing time in general

Partner Responses

- No bad reviews; thought that the program was well constructed and went well this year
- Great turnout of mentors
- Happy about learning of math in addition to reading skills
- Pleased with the mentor-mentee relationship and progress made

Family Responses

- Longer tutoring sessions
- Segregation of mentees into groups according to academic prowess
- A little more advanced training for those further along in the program (eg: after reading a book, short test on comprehension skills); maybe fun discussion about what they enjoyed in the book or quiz with incentives.

Survey Suggestions

In the mentee questionnaire, there is a question “during mentoring, I feel understood and that my voice is important”. It could be split into two questions.

In the mentee questionnaire, there is a question “I feel I make a positive contribution to the experiences of others in this program”. This question might be a little hard to understand for children, and it has the largest percentage of neutral answers in the mentees’ survey.

In the mentor questionnaire and family questionnaire, a question is “my mentee/my child is increasing or has increased their confidence level”, while in the mentee questionnaire, the corresponding question is “I feel more confident in my reading”.

In the mentor questionnaire and family questionnaire, a question is “my mentee/my child has improved their outlook on learning and/or reading.” It could be split into two questions, and the expression “outlook” could be a little bit confusing.

For the family questionnaire, there is one or two caregivers that only answer the first two questions, and the names of the student and the caregiver are both “test”.

Few people do not answer all the questions. It would be nice if every participant could answer all the questions.