



Literacy DuPage FY2019 - Program Report

| Year End | <u>2015</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>% Change</u> |
|---|-------------|-------------|-------------|-------------|-------------|-----------------|
| Total Tutors Active/Matched | 325 | 401 | 397 | 392 | 438 | 12% |
| Tutors Retained From Prior Year | 226 | 244 | 243 | 266 | 317 | 19% |
| New tutors Trained | 108 | 157 | 154 | 126 | 120 | -5% |
| Tutor Left Program: | | | | | | |
| Administrative | n/a | n/a | n/a | 0 | 25 | |
| Childcare Problems | n/a | n/a | n/a | 1 | 0 | |
| Dissatisfied (<i>lost interest/contact, etc.</i>) | 9 | 19 | 8 | 8 | 0 | |
| Satisfied (<i>fulfilled commitment, moved, etc</i>) | 70 | 125 | 57 | 90 | 66 | |
| Personal Problems (<i>health, family, etc.</i>) | n/a | n/a | n/a | 15 | 3 | |
| Scheduling Problems (<i>job/school conflicts</i>) | n/a | n/a | n/a | 26 | 11 | |
| Transportation Problems | <u>n/a</u> | <u>n/a</u> | <u>n/a</u> | <u>1</u> | <u>0</u> | - |
| Total Left Program | 79 | 144 | 65 | 141 | 105 | -26% |
| Tutor Retention Rate | 76% | 64% | 84% | 64% | 76% | 19% |



| Year End | 2015 | 2016 | 2017 | 2018 | 2019 | % Change |
|---|------------|------------|------------|------------|------------|------------|
| Total Learners Matched/Tutored | 422 | 503 | 490 | 500 | 558 | 12% |
| New Matches* | 232 | 334 | 273 | 251 | 216 | -14% |
| Average Number of Students Waiting for a Tutor | 200 | 279 | 218 | 199 | 155 | -22% |
| Conversation Groups | | | | | | |
| Total Number of Attendees | 289 | n/a | n/a | 975 | 1023 | 5% |
| Number of New Attendees | n/a | n/a | n/a | n/a | 179 | |
| Learner Left Program: | | | | | | |
| Administration | n/a | n/a | n/a | 0 | 2 | |
| Childcare Problems | n/a | n/a | n/a | 8 | 0 | |
| Graduated/met goals/further education, etc. | 38 | 34 | 57 | 45 | 78 | |
| Lack of Available Tutors | 0 | 0 | 0 | 0 | 0 | |
| Lost contact, lack of interest | 47 | 46 | 48 | 83 | 5 | |
| Moved/Left Area** | 121 | 107 | 227 | 56 | 15 | |
| No Longer Available for Tutoring/Other | n/a | n/a | n/a | n/a | 12 | |
| Personal Problems <i>(health, family, etc.)</i> | n/a | n/a | n/a | 10 | 6 | |
| Scheduling Problems <i>(job/school conflicts)</i> | n/a | n/a | n/a | 40 | 25 | |
| Transportation Problems | <u>n/a</u> | <u>n/a</u> | <u>n/a</u> | <u>7</u> | <u>0</u> | |
| Total Left Program | 206 | 187 | 332 | 249 | 143 | -43% |
| Learner Retention Rate | 51% | 63% | 32% | 50% | 74% | 48% |
| Standardized Testing Score Gain | | | | | | |
| ESL - Minimum of 1 or more SPL Level | 81% | 70% | 70% | 80% | 82% | |
| ABE - Minimum of .5 Grade Level | 100% | 100% | 100% | 100% | 60% | |
| Number of Students Post-Tested | 141 | 91 | 72 | 95 | 286 | |

* FY19 reflects the new matches based on SOS dataset to be consistent with the rest of the report.

** Moved/left area was combined with Personal Problems for FY 2015-FY2017.