

PROGRAM IMPACT REPORT



**RAKAN
TUTOR**

2021/2022
PROGRAM
IMPACT REPORT



RAKAN
TUTOR

Rakan Tutor Team 2021/2022



Managing Director
Kai Song Eer



Managing Director
Kaveen Parthiban



Program Director
Wen Wen Teh



Program Director
Hilda Paviter Kaur



Program Director
Yi Fen Kong



Marketing Director
Samantha Lee



Marketing Director
Xian Ying Kong



Operations Director
Esther Ng



Operations Director
Venecia Chai



Student Welfare Director
Pei Xien Yeoh



Student Welfare Director
Jia Wie Tam



Tech Lead
Jay Yen Lim



Secretary
Jie Yi Ng



Partnerships Lead
Rachel Lee



Partnerships Lead
Leo Wai Kin



Partnerships Lead
Nurul Qarirah



Program Associate
Siew Jong Chew



Program Associate
Ventus Tan



Program Associate
Edward Soon



Marketing Associate
Clover Chiew



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Nicole Loh



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Operations Associate
Sara Tan



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Esther Chua



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Zhi Jia Chen



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Enson Ng



Operations Associate
Yong Yong Saw



Student Welfare Associate
Qi Zhong Leong



Student Welfare Associate
Arif Jalal



Student Welfare Associate
Pei Xuen Chin



Student Welfare Associate
Clara Tan



Student Welfare Associate
Ying Hui Chew

OUTLINE

1. Mission Statement
2. Tutoring Model
3. Program Operations
4. Impact and Results
5. Discussion
6. Next Steps

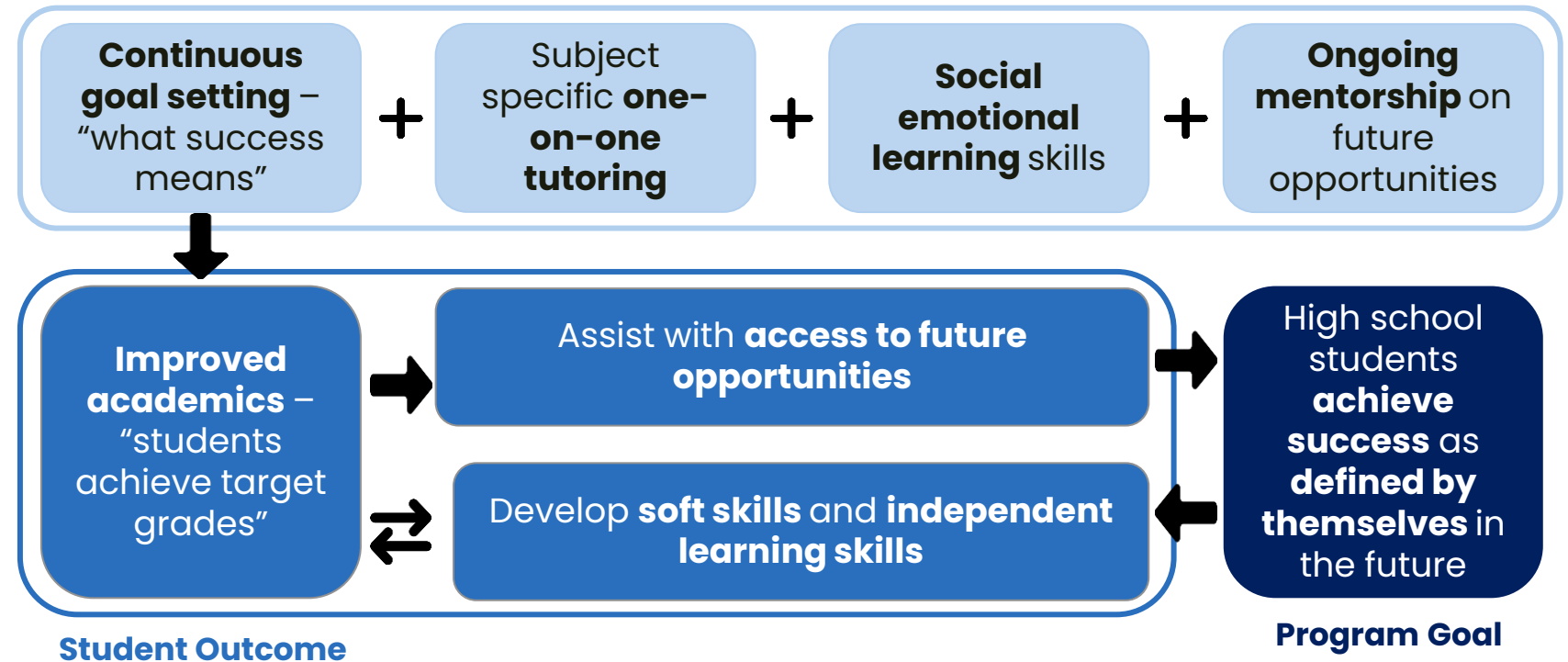




01. **MISSION STATEMENT**

Rakan Tutor is a non-profit organisation offering free one-to-one tutoring to underserved secondary school students in Malaysia. We aim to equip students with the skills and confidence to perform better academically whilst giving them the motivation to achieve their fullest potential.

Our Theory of Change Model



Rakan Tutor’s program aims to help prepare Form 5 students to complete and do well in their SPM Mathematics exam by improving the students’ mastery of Mathematics. Another one of our goals is for students to also gain soft skills and independent learning skills through the program. Our vision is for students to use their SPM results to access future opportunities and achieve success however they define success to be.

Program Components to Address Existing Student Needs

Student Needs

Students not performing well academically due to the learning losses from of the lack of class time and personalized attention in class as a result of the pandemic

Students lack behavioural skills and social emotional learning aka, "soft" skills

Students may not be planning enough ahead for the future and lack access to and information about future opportunities

Program Components

One-on-one tutoring focusing on SPM mathematics with high quality academic instruction, materials and curricula. Tutors are well supported and have access to tutoring and subject-specific resources.

Providing students with skills that pair well with academic learning:

- Social emotional learning skills
- Independent learning skills

Tutors are trained to support students in these areas.

Tutors that can act as peer mentors to help students with motivation and goal setting. Program exposes students to mentor figures and future opportunities.

02. **TUTORING MODEL**



**RAKAN
TUTOR**

Program delivered by tutors with support from Rakan Tutor



Tutor



High quality academic instruction

- High quality materials and curricula
- Consistent session structure
- Personalized lessons
- Culturally sensitive environment
- Strong rapport between tutor and student
- Focus on growth mindset



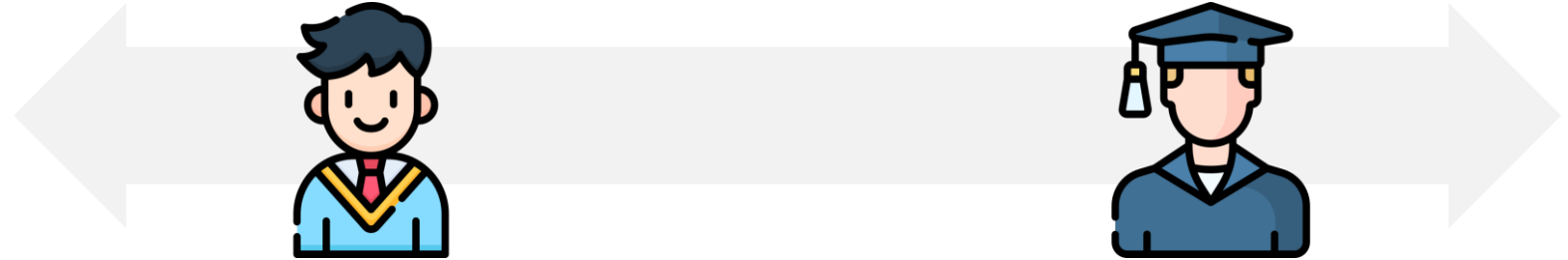
Executive functioning & socio-emotional learning + access to future opportunities

- Weave in tips about meta-academic executive functioning skills
- Help students to start thinking about their future after SPM
- Support students with accomplishing personal and/or programmatic goals



Support and Resources for Tutors

We select students and tutors to support our **one-on-one tutoring model**



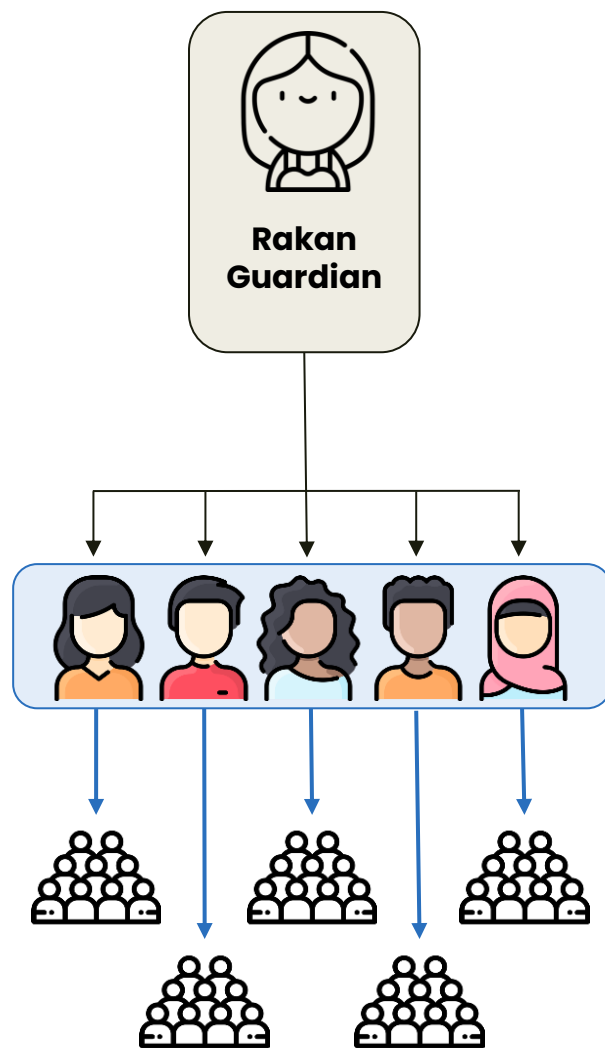
Secondary school students that meet our access criteria for free tutoring are admitted into the program

- **SPM 2021 candidate**
- Went to a non-selective, non-residential public secondary school
- **Household income in the B40 category**
- Spent time in care/ looked after child
- Education has been disproportionately affected by the pandemic
- Have **access to a basic device and connectivity** at least for 2 hours a week (the mode of tutoring e.g., Zoom meeting, Telegram messages can be decided between the tutor and tutee)

University students or young professionals that meet our minimum requirement are admitted into the program

- Current **pre-university or university student, or young professional**
- **Meet minimum grade requirement**, either one of the below:
 - A in SPM (or equivalent) subject that they are tutoring
 - A in STPM (or equivalent) subject that they are tutoring
 - 3.0 GPA university grade
- Demonstrate a **desire to support the academic growth of students**

Tutors are placed in **peer support groups** headed by Tutor Leads



STRUCTURE

Rakan Tutor Team/
Safeguarding Leads

Tutor Leads

Tutors

Tutor leads are selected to lead peer support groups by organizing meets, providing tutoring advice and tips. The tutor leads are supported by safeguarding leads from the Rakan Tutor team, also known as Rakan Guardians, that serve as the tutor leads main touchpoint with the RT team.

03. **PROGRAM OPERATIONS**





RAKAN
TUTOR

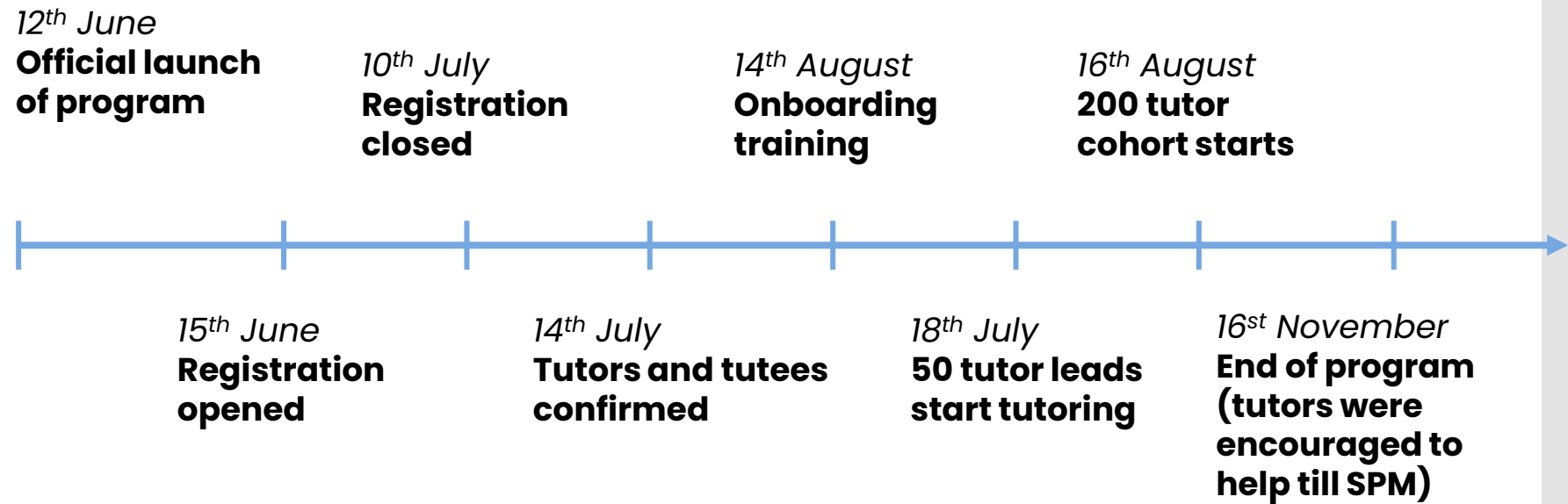
Over 3 months, our tutors conducted

**3,261
tutoring
hours**

through over

**2,342
tutoring
sessions**

2021 cohort started in July 2021 with 250 Tutors



Tutors are well- equipped and supported with trainings and resources

1

Training



Our team worked with Teach For Malaysia alumni, LeapEd, and current math teachers to develop and organize onboarding trainings, mid-program workshops, and support resources on empathy, social emotional learning and pedagogical skills

2

Math Resources



We have a repository of Math resources and links to relevant content so tutors can spend more time on what creates the most impact—tutoring sessions

3

Tutor Support Groups

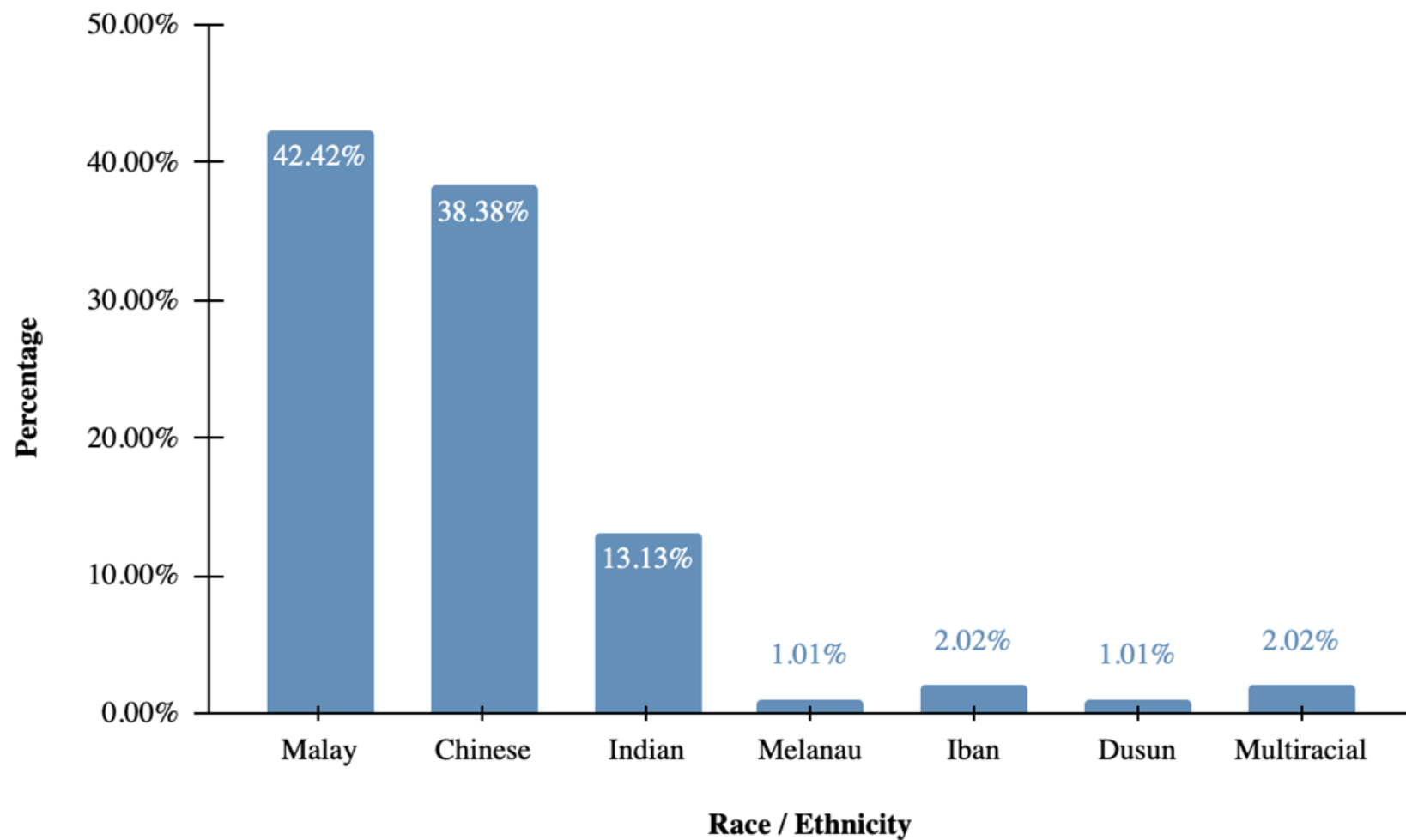


We group tutors in pods of 6 to 8, each with a Tutor Lead who has started a month earlier to provide additional support and learning discussions throughout the program

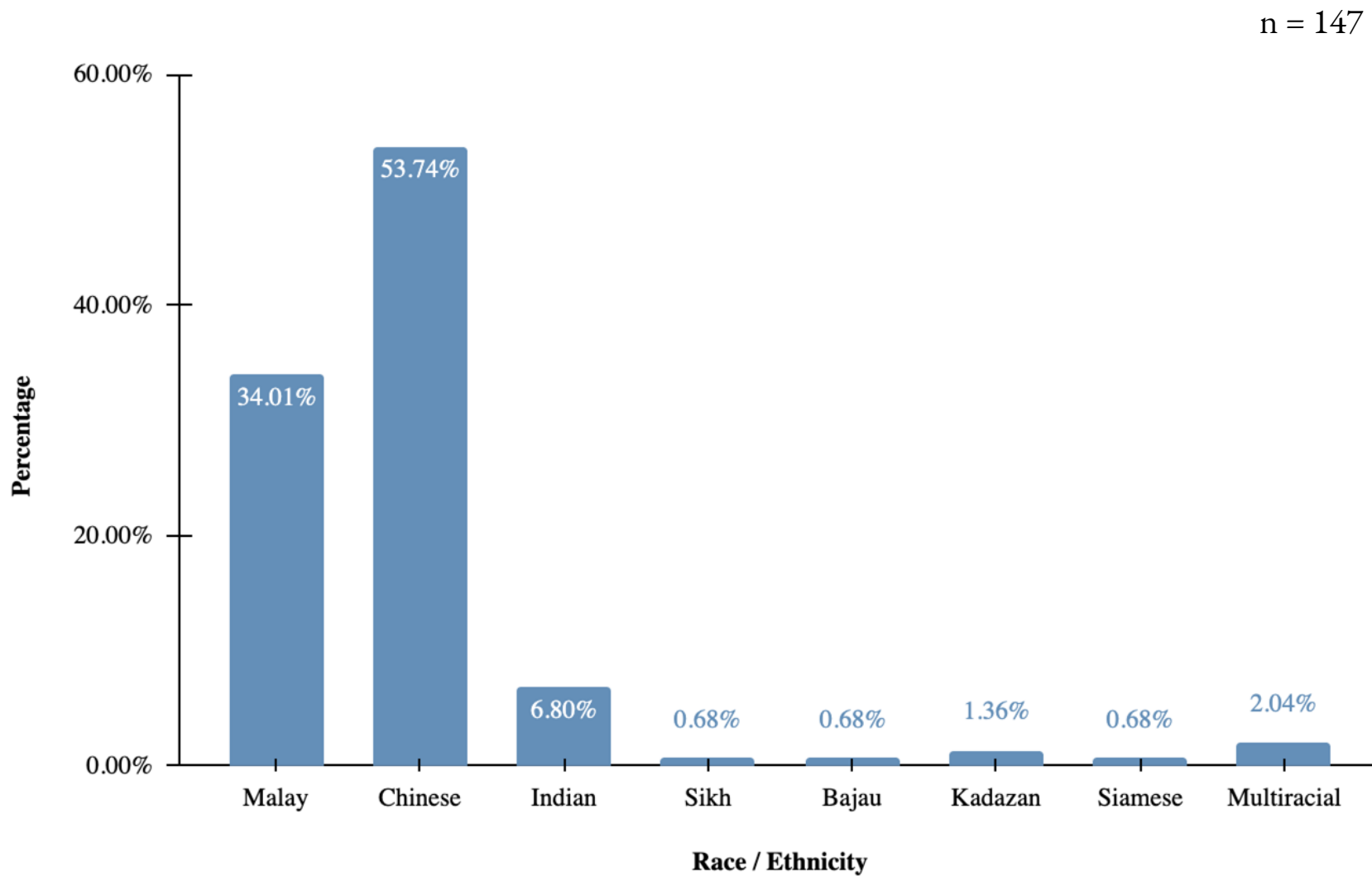
Descriptive Statistics



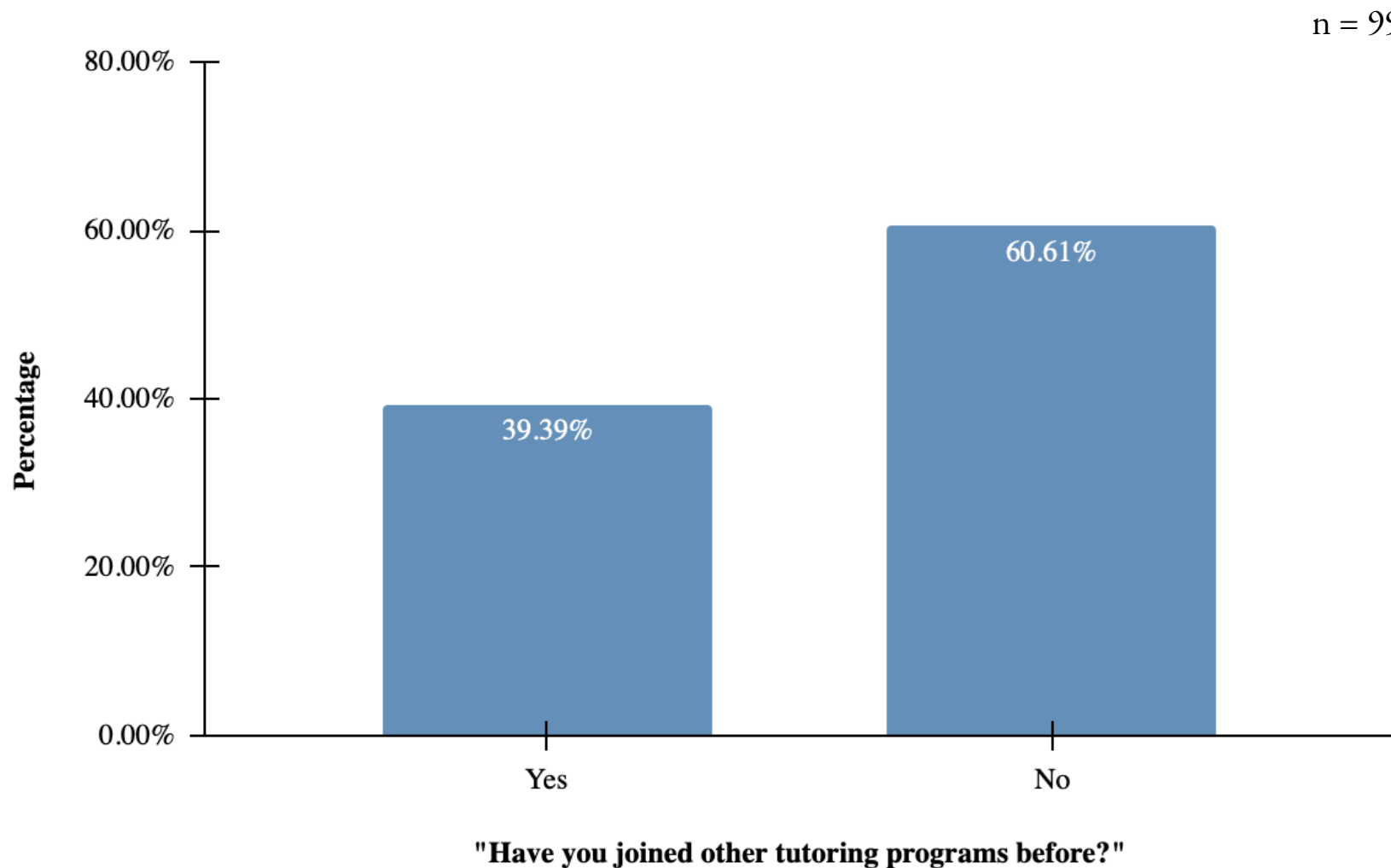
**Majority of
students
identified as
Malay,
followed by
Chinese**



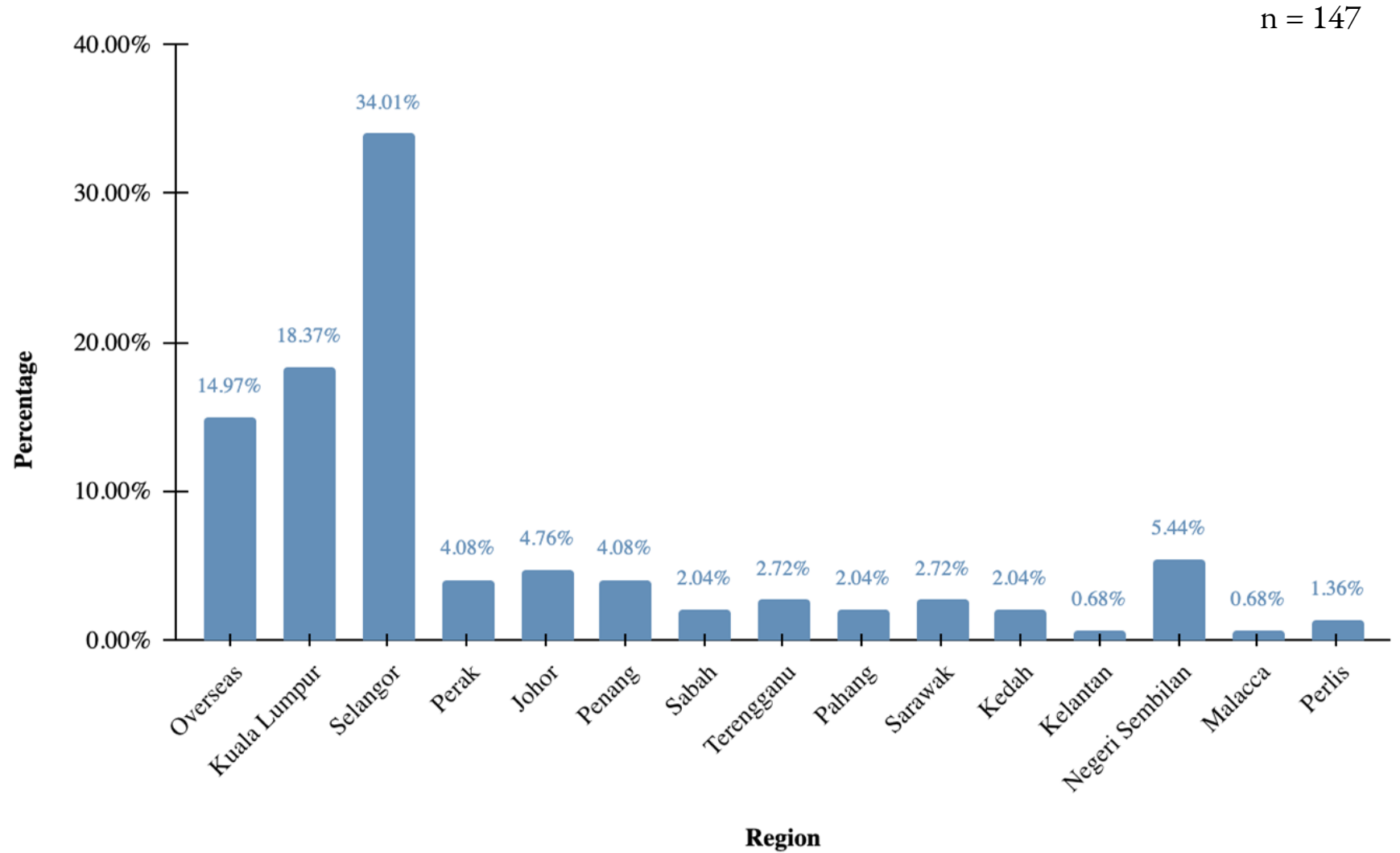
**Majority of
tutors
identify as
Chinese,
followed by
Malay**



60% of students are participating in a tutoring program for the first time

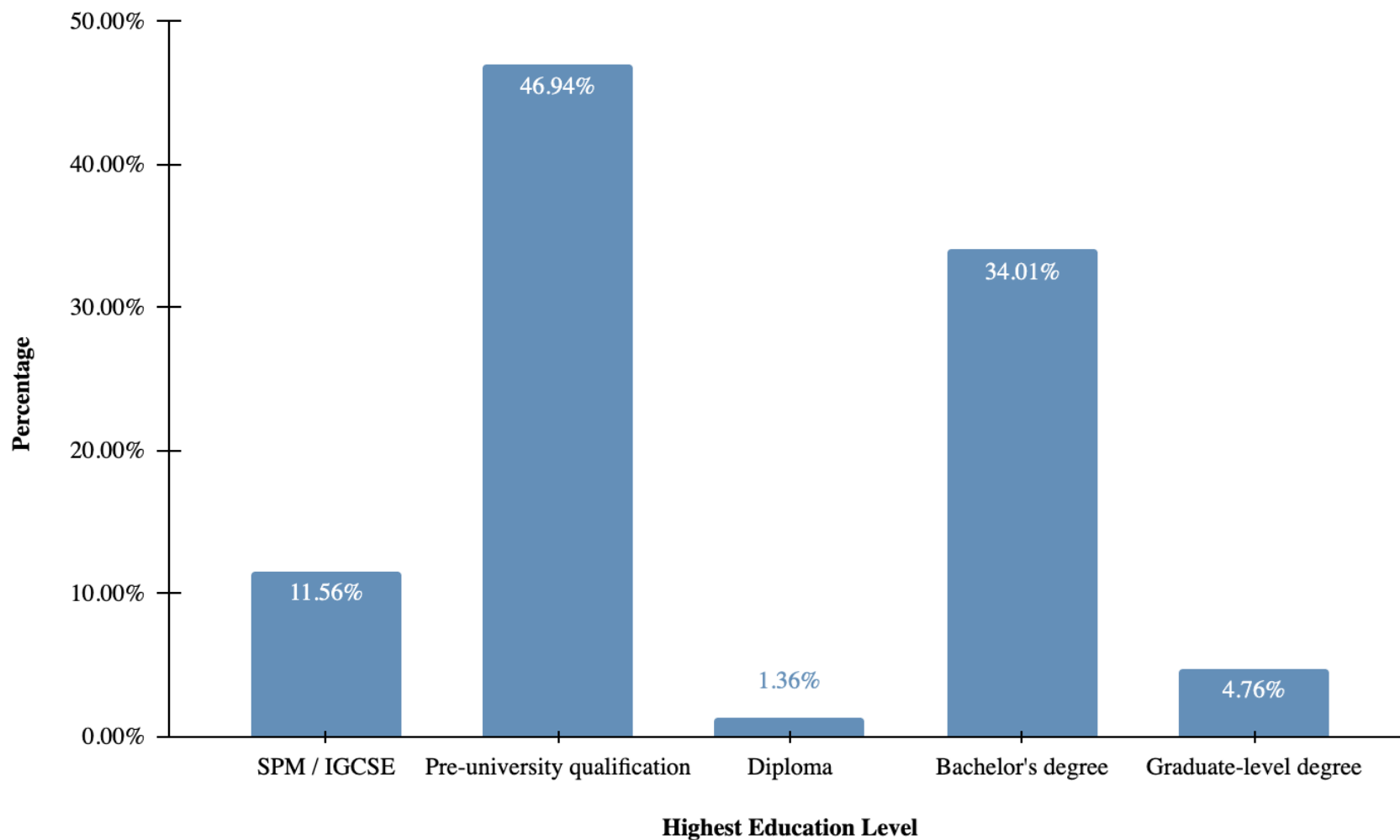


Although the largest percentage of our tutors are based in Selangor – we have tutors from all over the country



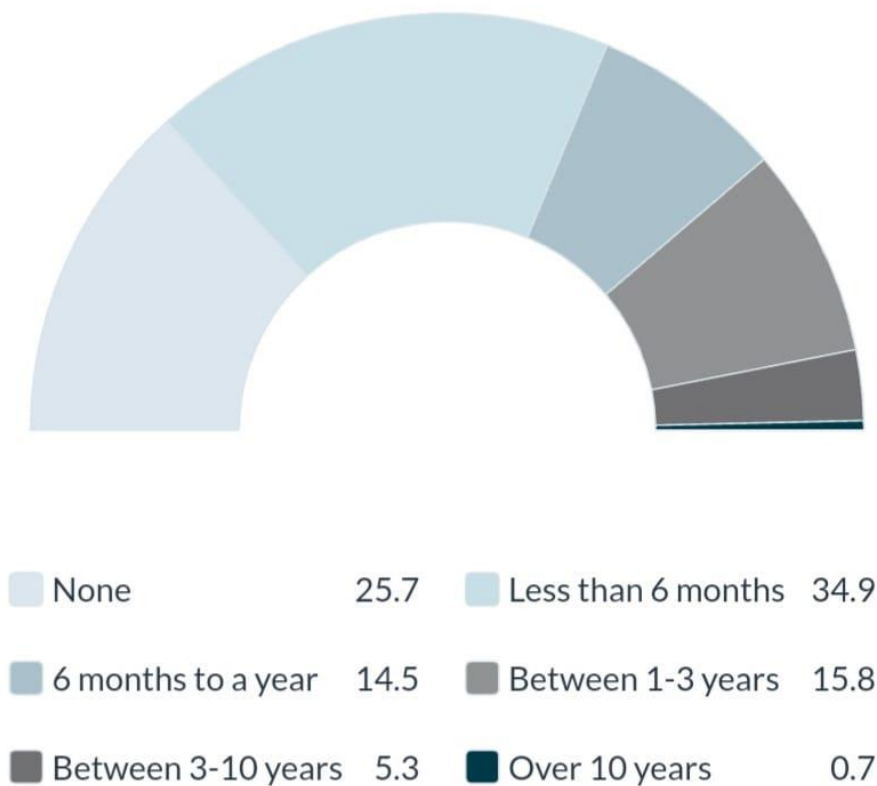
Most of our
tutors have
at least a
Pre-
University
qualification
or a
Bachelor's
Degree

n = 147



Our Tutors have a range of past tutoring experience

Tutors' tutoring experience prior to joining Rakan Tutor



Percentages (%)

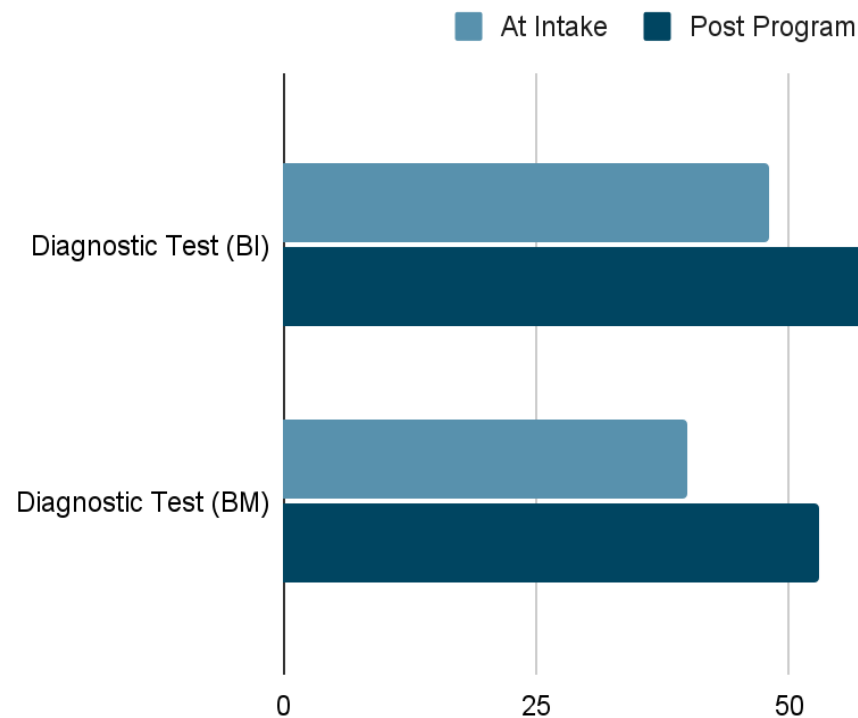
04. **IMPACT AND RESULTS**

**The program has helped
address learning loss by
improving student's
academic performance in
Mathematics...**



Average scores of the Mathematics Diagnostic Test for students at intake and at the end of the program

Average Score by Cohort (%)

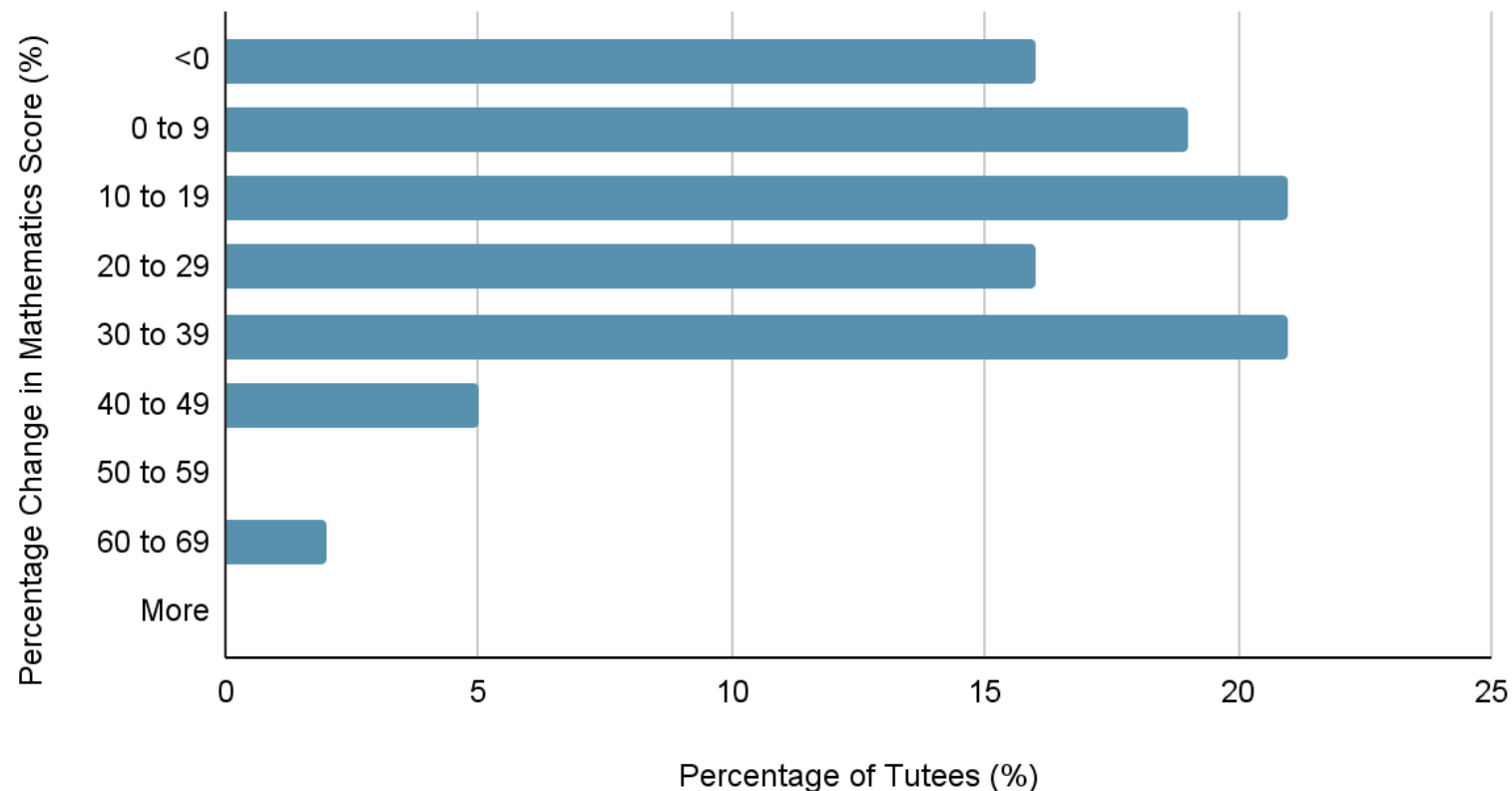


Language of test	Average score at Intake	Average score post Program	Percent change of scores
English (BI)	48%	58%	20%
Bahasa Me	40%	53%	32%

Impact : Average score improved by **10 percentage points (or 20%)** and **13 percentage points or (32%)** for Mathematics tests taken in BI and BM respectively

**Majority of
students
demonstrate
positive
improvement
in scores**

Percentage Change in Mathematics Score at Individual Level



For all tests taken in BI and BM, the students improved their score by 17% on average.

... provided students with the confidence to become more adept at independent and social emotional learning...



Increased interest and confidence in Mathematics subject

Student Survey	Pre-Programme Mean Score (1-5)	Post-Programme Mean Score (1-5)
How interesting do you find the things you learn in Mathematics class?	3.76	4.01
How often do you use ideas from Mathematics in your daily life?	3.14	3.51
How important is it to you to do well in Mathematics?	4.16	4.28
How confident are you that you can learn all the material presented in your Mathematics class?	4.12	4.28
How confident are you that you can complete all the work that is assigned in your Mathematics class?	3.39	3.41
How confident are you that you can do the hardest piece of work that is assigned in your Mathematics class?	3.32	3.40
How excited are you about going to school and classes?	2.94	2.71
Overall, how much effort do you put forth during school and class?	3.86	3.95

Mixed/positive evidence of independent and social emotional learning

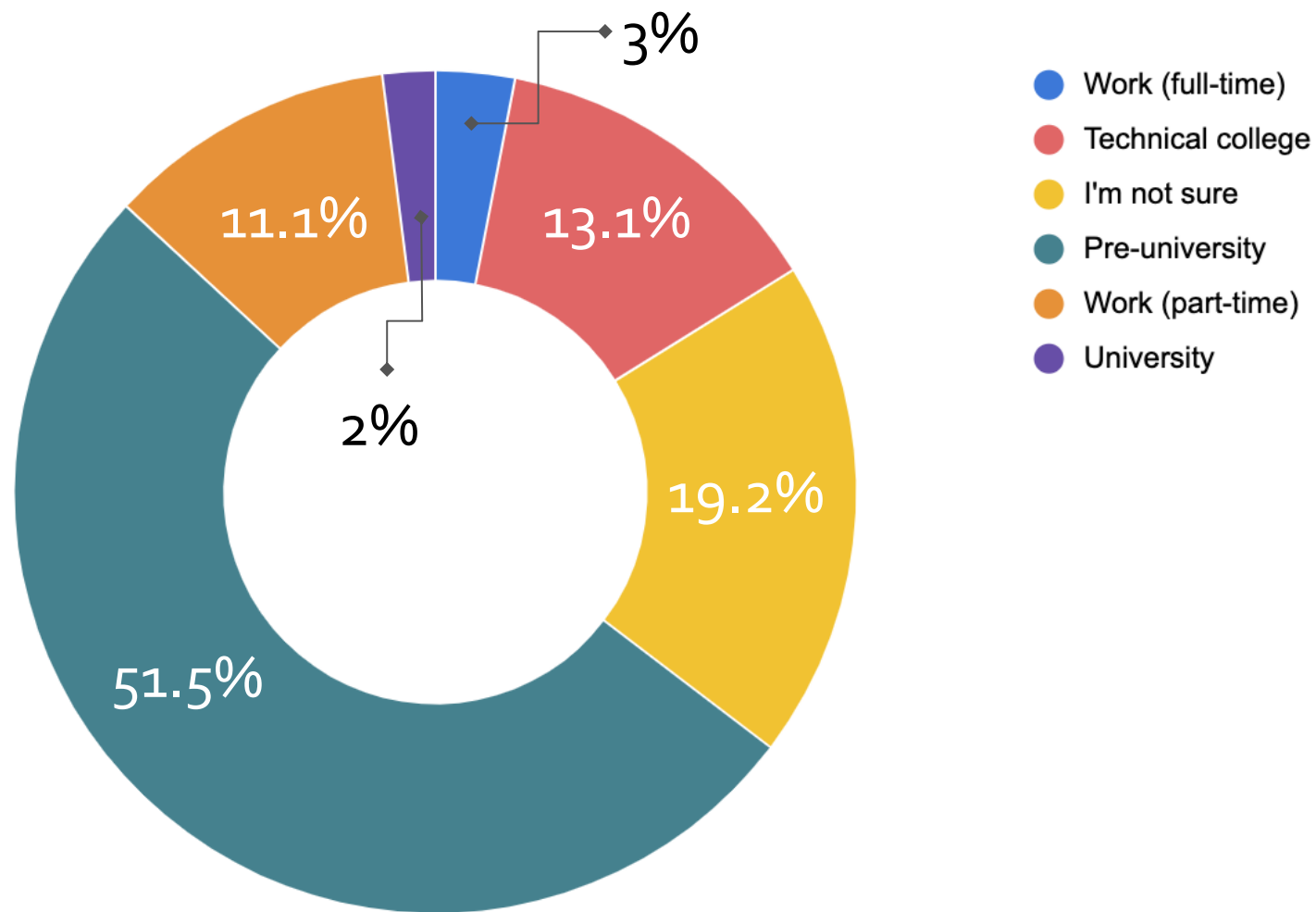
Student Survey	Pre-Programme Mean Score (1- 5)	Post- Programme Mean Score (1- 5)
When you get stuck while learning something new, how likely are you to try a different strategy?	3.45	3.57
When you are feeling pressured, how easily can you stay in control?	3.25	3.18
How often are you able to control your emotions when you need to?	3.73	3.59

Our survey reveals that on average, the students' **confidence level in Mathematics has increased** at the end of Rakan Tutor programme. We cannot say for sure that this is a result of the program but we believe it to be a promising correlation given that there are also answers that

**... and allowed students to
think about potential future
pathways post-SPM**



What are students' future plans after SPM?



About half of students plan to pursue pre-university qualification (e.g., STPM, A-levels etc.), about 14% of students plan to work at least part-time, 13% are interested in TVET schools, and only 19% of students are not sure about their future plans.

Overall positive student experience

99%

of tutees shared that they received specific suggestions from their tutor to improve their work

98%

of tutees agreed that the tutoring sessions were well organized to help them do well

97%

of tutees agreed that their tutor made learning really interesting

94%

of tutees agreed that Rakan Tutor helped them in achieving their academic goals

90%

of tutees found the Rakan Tutor resources helpful

74%

of tutees agreed that the Rakan Tutor experience had helped them think about future plans

** Statistics are based on 98 tutee responses at the end of the Rakan Tutor programme*



Student Testimonials

I feel very grateful and thankful to this program and my tutor. She helps me a lot especially in my trial exam.

I **manage to get an A instead of a B**. Thank you very much !

This program is nice and helpful I really recommend my teacher [NAME], she is **nice and patient with me**.

Very **friendly and great program** for SPM students!!!!

I had a **great time learning with my tutor**

Program ini sangat membantu dalam **memahami semula bab yang ketinggalan di sekolah**

Program Rakan Tutor ini banyak membantu saya dalam **menyelesaikan beberapa soalan matematik yang sukar difahami**.

** Student testimonials were quoted verbatim from the end-of-programme survey*



Student Testimonials

Saya ingin mengucapkan terima kasih kepada Rakan Tutor kerana telah memberi ruang dan peluang kepada saya untuk menyertai program ini.

Banyak benda yang saya peroleh terutamanya saya dapat **memperbaiki prestasi saya dalam subjek mathematics**. Diharapkan semoga program seperti akan dapat diadakan pada masa yang akan datang.

Saya harap program ini akan terus berlanjutan dari masa ke masa bagi memastikan pelajar SPM dapat membuat persediaan dengan lebih rapi.

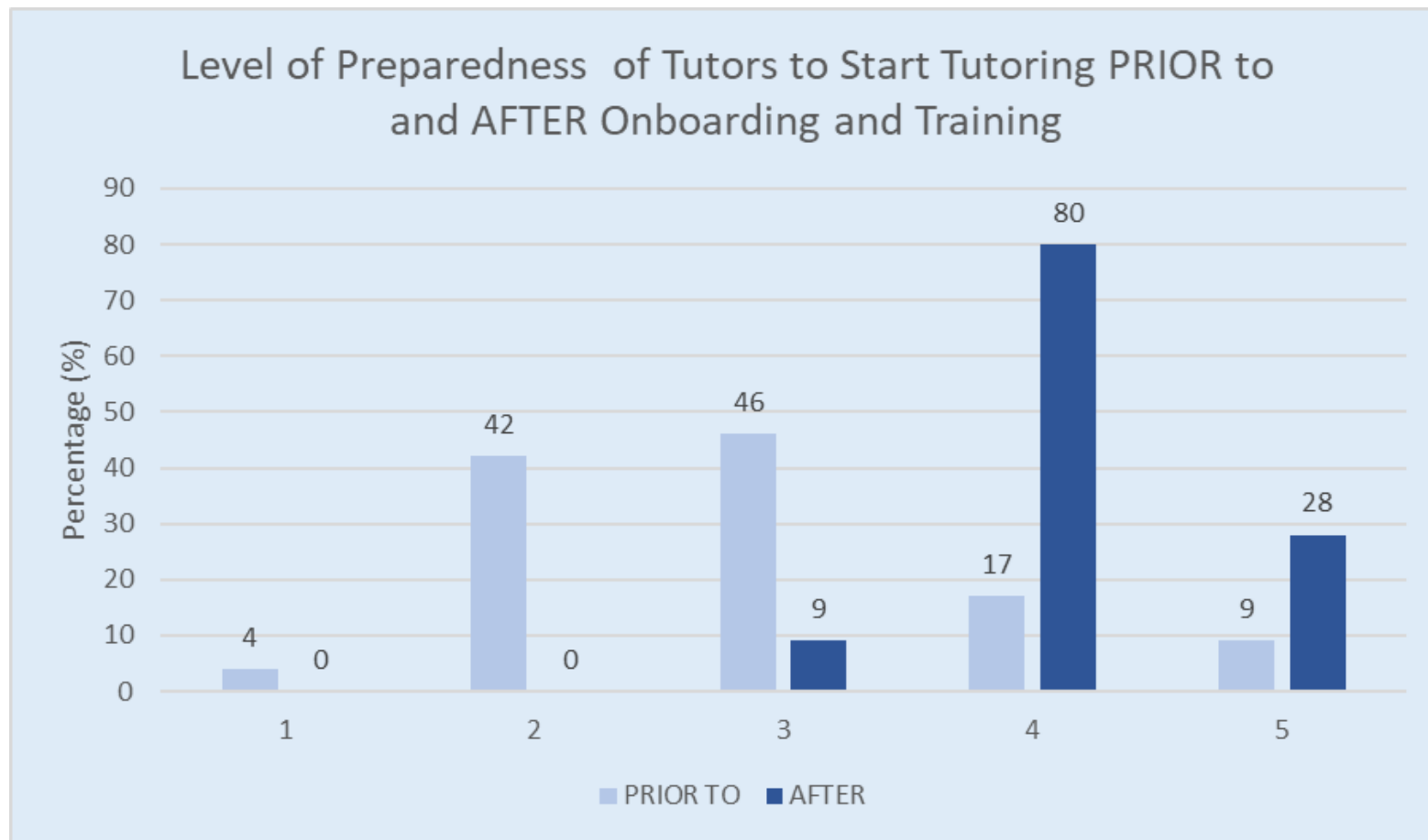
Selain itu, program ini dapat **membantu pelajar B40 kerana program ini percuma dan belajar dari rumah sahaja**

** Student testimonials were quoted verbatim from the end-of-programme survey*

**Tutors overall feel
prepared and well
supported to conduct
tutoring with students...**

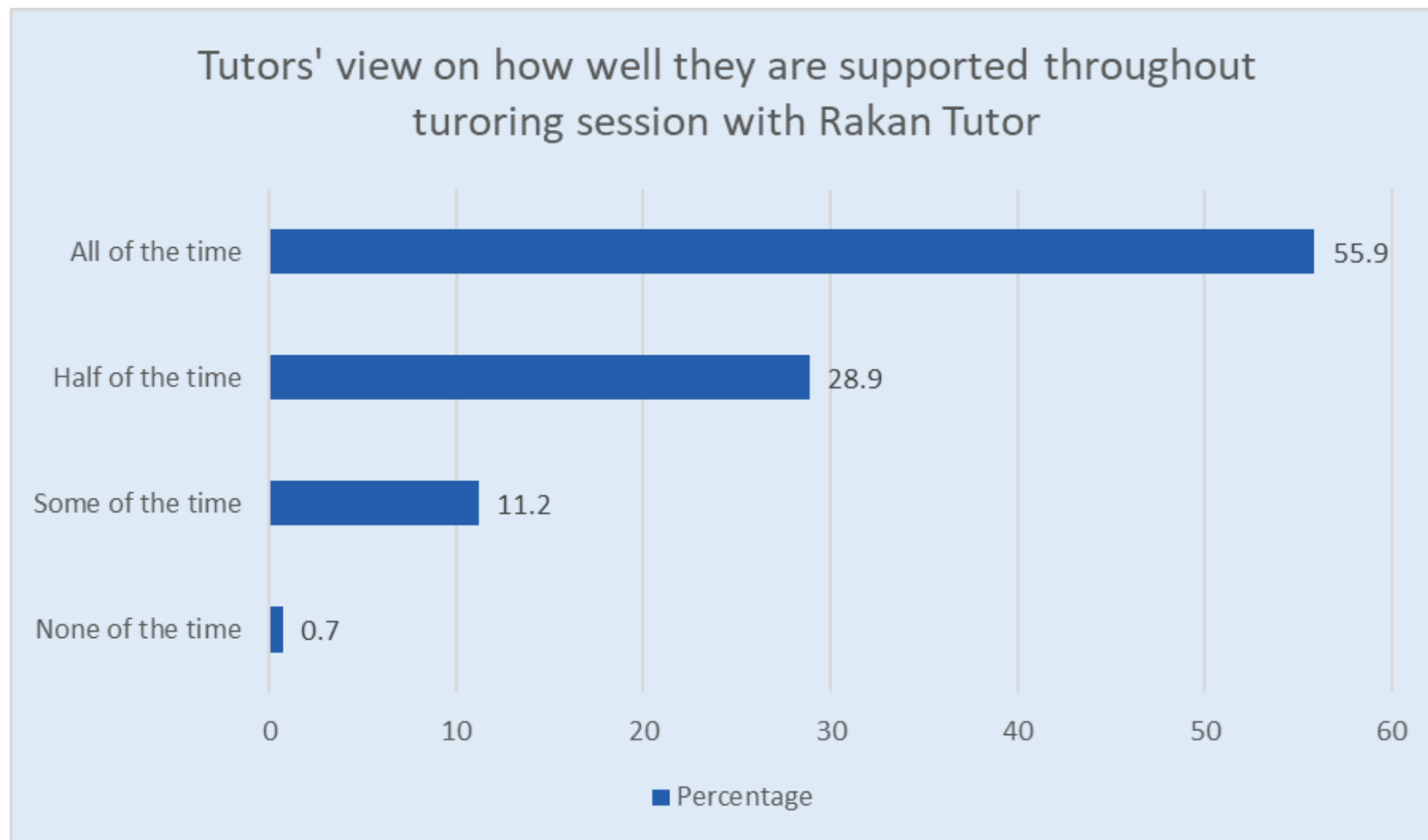


Tutors feel more well prepared after onboarding and training



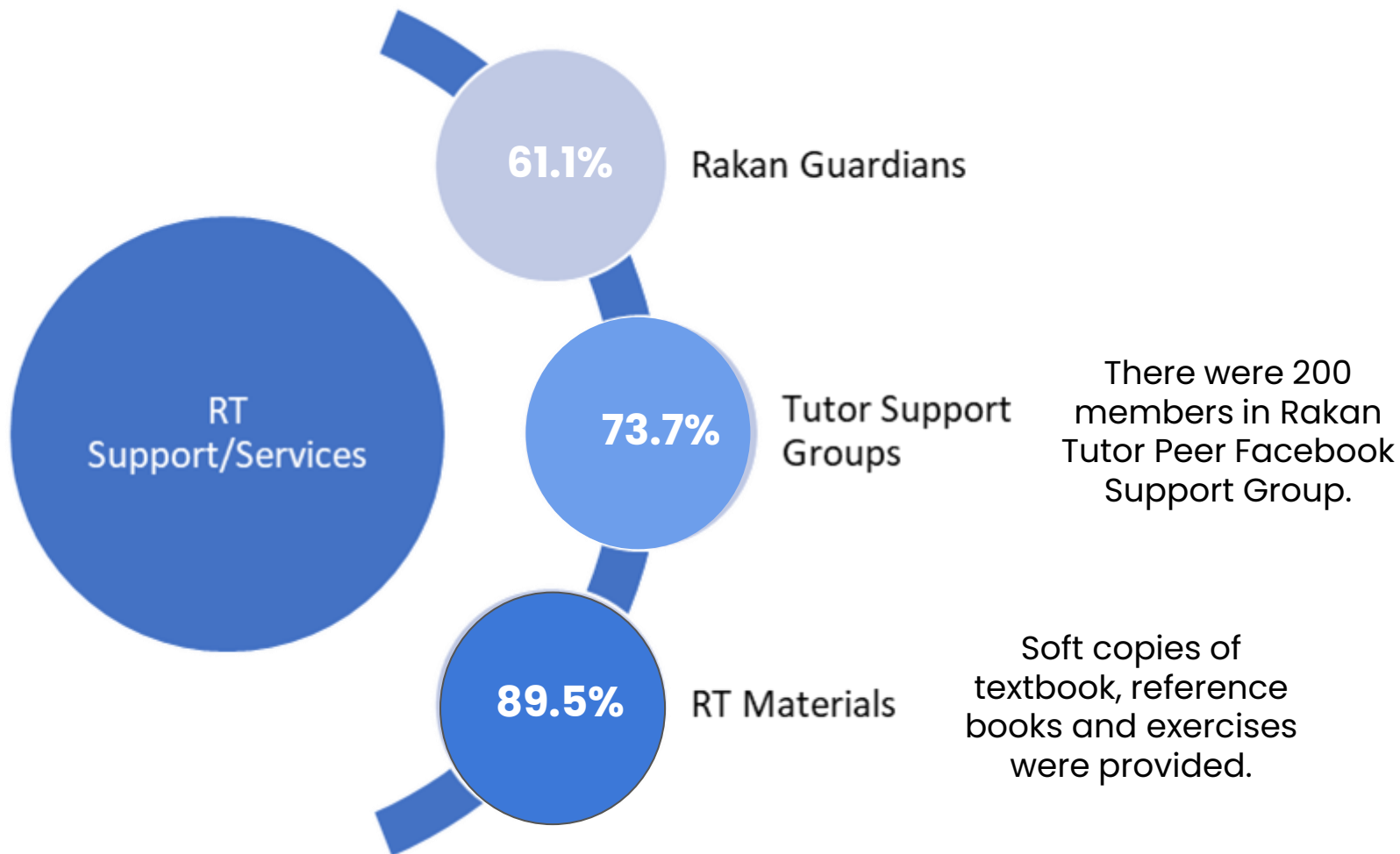
The average rating for the level of preparedness of tutors increases from 2.87 to 4.14 (on a scale of 1-5, with 1 being least prepared and 5 being most prepared) after the onboarding and training sessions.

**Most tutors
felt well
supported
throughout
their
tutoring
period**



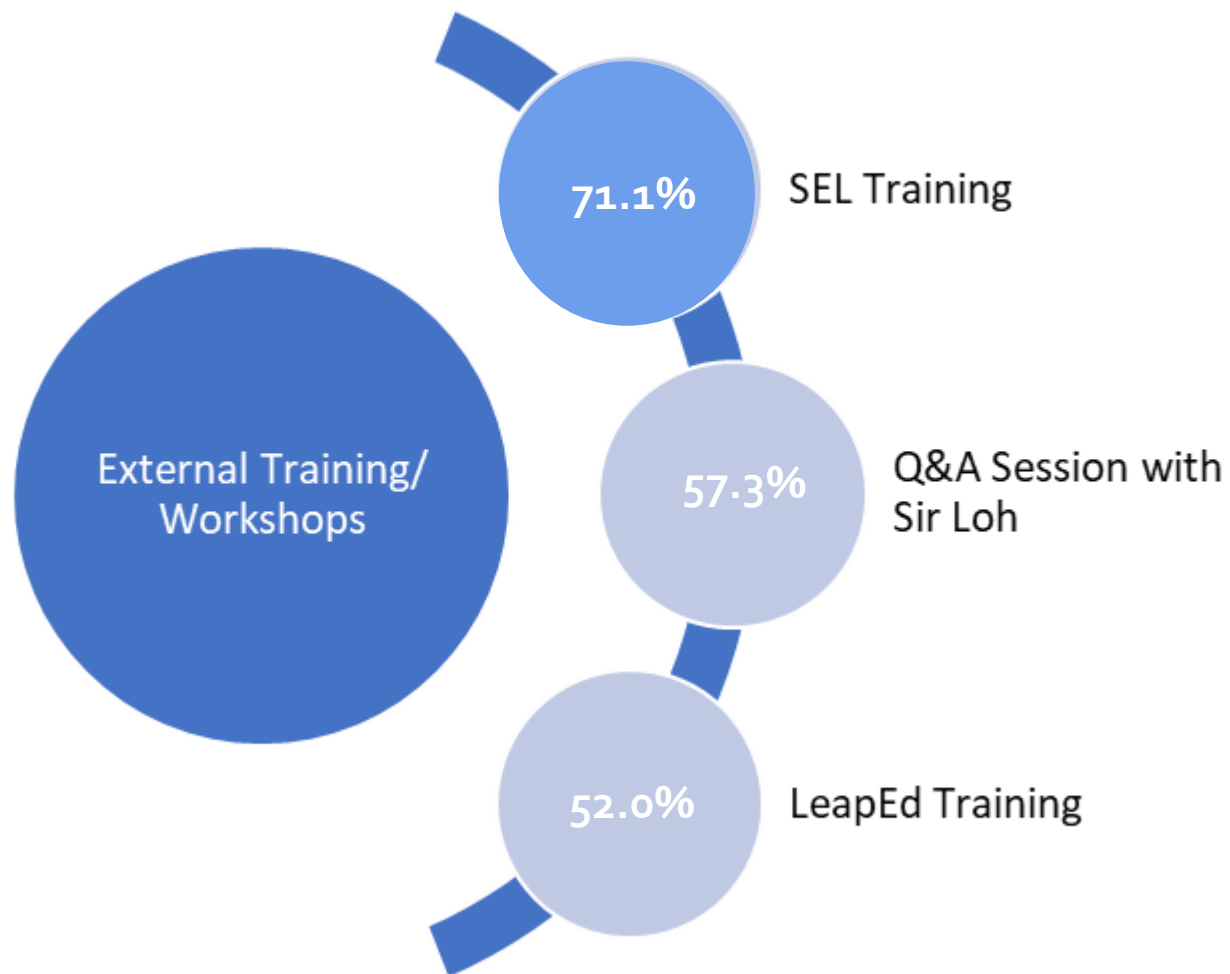
Tutors
found **RT
support,
services,
and
resources**
very useful

Percentages of tutors who strongly agree/ agree that the following RT Support/ Services were very useful.



Tutors
found
**external
trainings
and
workshops**
organized
by RT very
useful

Percentages of tutors who strongly agree/ agree that the following External Training/ Workshops were very useful.



**... they enjoyed their
experience and believe
that they have made
positive impacts on
their students**



Overall positive tutor experience



63.2% of our tutors felt good when they tutored students with Rakan Tutor all the time.

87% of tutors share a warm, affectionate relationship with their students at least some of the time.

54.6% of our tutors felt like they had made an impact with Rakan Tutor all the time.

53.3% of our tutors were committed and felt like they are part of Rakan Tutor all the time.

98% of the tutors are satisfied with their tutoring experience at least some of the time.

99% of our tutors felt like they had made an impact with Rakan Tutor at least some of the time.

What our tutors had to say about Rakan Tutor...

"[This program] made me **build a stronger character of myself**. Thank you to all of the Rakan Tutor team for creating this platform."

"It was a **great experience overall** and I am grateful to have played a small part in such a massive cause."

"It's been a **great experience being a Maths tutor** with RT, and I look forward to volunteering again (hopefully for English)!"

"I really enjoyed my tutoring journey with Rakan Tutor. Thanks for all the guidance and opportunities given to me in becoming a tutor. It was a **brave decision that I made joining this volunteerism** as I'm not an outgoing person."

"The programme was a good approach in giving back to the society. Hence, it should be continued for many years to come as it would be a **good and memorable experience for both the tutor and the tutee**."

"I really appreciate the **support given, from the math resources to the different workshops**, they're definitely something that adds onto my experience."

Methodology for collecting data on tutors

Data source	Details
Intake data	<ul style="list-style-type: none">• Basic information on tutor's demographics and background from their initial application
Monitoring data	<ul style="list-style-type: none">• Tutors fill out forms on a weekly basis with updates on the tutoring sessions, including timing and frequency of sessions, student attendance, and reflections on how the sessions went
Surveys	<ul style="list-style-type: none">• Feedback on trainings, including length, usefulness, additional resources• End of program survey to collect information on the tutor's background, skills, commitment level, tutoring experience and experience with the organization, as well as the tutor's feedback on their student's performance, relationship with their student, and perceived tutoring efficacy
Interviews	<ul style="list-style-type: none">• One-on-one interviews with select tutors on their tutoring experience, areas that they benefited from, and areas for improvement

Methodology for collecting data on students

Data source	Details
Intake data	<ul style="list-style-type: none">● Basic information on student's demographics and background from their initial application
Diagnostic test	<ul style="list-style-type: none">● Pre-program test with 40 questions covering form 4 and 5 topics● End of program test with 19 questions covering the same form 4 and 5 topics as the pre-program test
Surveys	<ul style="list-style-type: none">● End of program survey to collect information on the student's background, academic performance at school, socio-emotional learning attitudes, future plans, relationship with tutor, experience with the program



Overall, our program had **positive impacts** on our students' understanding, confidence, and performance in Mathematics. We hope that with the increased confidence, that our program also allowed students to improve their social emotional learning, although we are not able to say for sure. Despite a small drop out rate (for students who were returning to *Asramas*), the students who went through the whole program found the experience beneficial to their academics and helped them think about future opportunities.

Tutors find their work meaningful, and most are likely to return to volunteer with Rakan Tutor, if not for logistical reasons. Throughout their journey, they felt a part of the team and well-supported. Overall, our tutors agreed that they had a great experience.

Rakan Tutor program was successfully in providing tutoring opportunities and sessions to >250 students

Based on the positive impact of our 2021 program cohort, we will continue to focus on providing tutoring for Mathematics, and provide the trainings, resources, and supports that tutors have found helpful.

For the next cohort, we will **expand the program to Form 4** students as well, to provide timely tutoring the students while they still have ample time to prepare for SPM. We will also **increase Rakan Tutor's direct engagement with students** to better determine our impact but also to increase our **focus on social emotional learning resources and support to students**, as the impact of the program for the 2021 cohort was not clear. The supports would take the form of workshops, mentoring opportunities, etc.

In the longer term, we would also like to **increase the number of tutoring subjects offered**, e.g., English. We will consider subjects that students can benefit the most from tutoring and are most conducive to the student gaining useful life skills and knowledge.

2022/2023
PROGRAM
IMPACT REPORT



RAKAN
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Rakan Tutor Team 2022/2023



Managing Director

Tzy Hwan Hiew



Managing Director

Shannen Low



Program Director

Wen Wen Teh



Program Director

Anis Sufea



Marketing Director

Xian Ying Kong



Marketing Director

Samantha Lee



Operations Director

Samantha Choo



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Ramanath
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Student Welfare Director

Shu Fen Chong



Student Welfare Director

Katherine Tay



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Jay Yen Lim



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Program Associate

Ooi Sze Hui



Program Associate

Xiao Binn Neoh



Program Associate

Yuen Seng Lai



Marketing Associate

Muhammad Alif
Iman



Operations Associate

Hui Ern Tan



Operations Associate

Samantha Heng



Operations Associate

Bryan Ng



Operations Associate

Nara Ruslan



Student Welfare Associate

Crisphine Lyana
Dunstan



Student Welfare Associate

Song Yu Ho



Student Welfare Associate

Lingeswary
Manickam

Impact Findings

Our mission towards building an impact within the education system by 2022/2023 cohort:-

64

Tutors

398

Total Hours Tutored

87

Tutees

Strategic Plan 2022/2023

Expand to Form 4 Students

To benefit more students equip with Mathematics basics and better prepare for SPM



Build foundation to launch Eng Subject

To leverage Rakan Tutor's value proposition and crucial for students in their future career growth

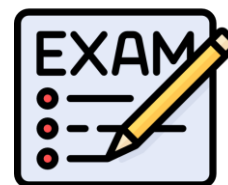
Action Plans



Secure
New Partnerships



Set Clear
Expectations
for tutors



Decide English
Lesson Plan



Kickstart
Student Workshops



Demographics of Tutees

A total of 127 tutees applied for this tutoring program:-

- **Breakdown by age:** 87% Form 5 students, 13% Form 4 students
- **Breakdown by gender:** 82% Female, 18% Male

		Tutee
Sign-ups	➤	127
^a Graduated program	➤	31

Demographics of Tutors

		Tutor Lead (TL)	Tutor
Sign-ups	➤	29	111
Recruited	➤	12 ^a	61 ^b

A total of 61 tutors have on boarded onto this program:-

- **Breakdown by gender:** 69% Female, 31% Male
- **Breakdown by race:** 51% Chinese, 39% Malay, 10% Indian
- **Experience level:** 61% has started working, 39% are still pursuing studies

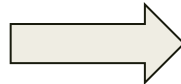
Note: ^a 3 TLs were assigned with 2 tutees each. ^b 37 tutors were assigned with 2 tutees each.



Form 4 Diagnostic Tests

Before programme starts

Only 3 students (8%) have answered at least 17 questions correctly.



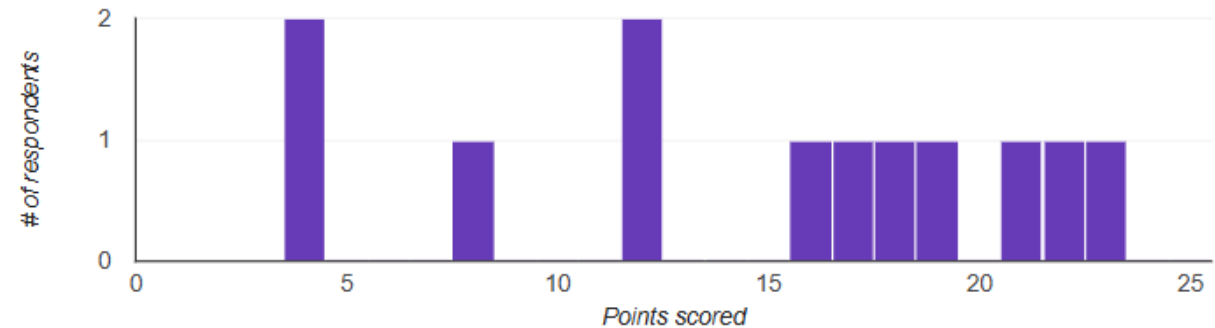
End of Programme

Average
14.67 / 25 points

Median
16 / 25 points

Range
4 - 23 points

Total points distribution



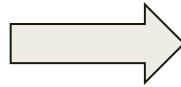
6 students (42%) have answered at least 17 questions correctly.



Form 5 Diagnostic Tests

Before programme starts

Only 3% of the students have scored at least 68%.



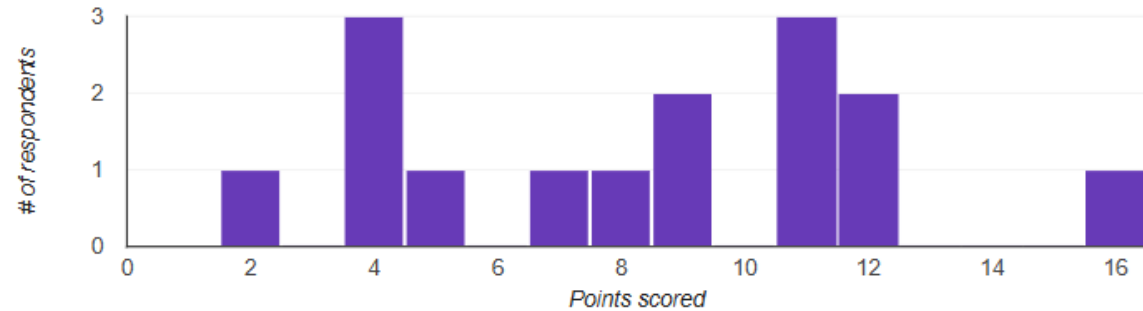
End of Programme

Average
8.33 / 16 points

Median
9 / 16 points

Range
2 - 16 points

Total points distribution



6 students (40%) have scored at least 68%.

2023/2024
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Rakan Tutor Team 2023/2024



Managing Director

Hui Ern Tan



Program Director

Wei Chen Yow



Program Director

Loke An Gie



Marketing Director

Clarissa Ch'ng
Si-En



Operations Director

Samantha Yap
Yi Hui



Student Welfare Director

Anushkha
Ananthan



Student Welfare Director

Nursyafiqah binti
Kasmazuli



Secretary

Jie Yi Ng



Tech Lead

Jay Yen Lim



Program Associate

Poorni Villai
Samy



Program Associate

Nur Shahirah
Huda
Khairuddin



Marketing Associate

Lim Xin Yan



Program Associate

Young Hui Meng



Operations Associate

Nur Iman Tan
Binti Muhamad
Daniel Tan



Operations Associate

Wan Iqbal bin W
Rawi



Operations Associate

Iman Chin Binti
Sulayman Chin



Operations Associate

Ashlyn Ng



Operations Associate

Tan Jia Ren



Student Welfare Associate

Youyou Ho



Student Welfare Associate

Kishorr Kumar
A/L Mathivanan



Student Welfare Associate

Fadhrullah
Hakim Yusop



Student Welfare Associate

Nurul Anisa
Najiha binti
Mispan

Impact Findings

Our mission towards building an impact within the education system by 2023/2024 cohort:

27

Tutors

107

Total Hours Tutored

26

Tutees

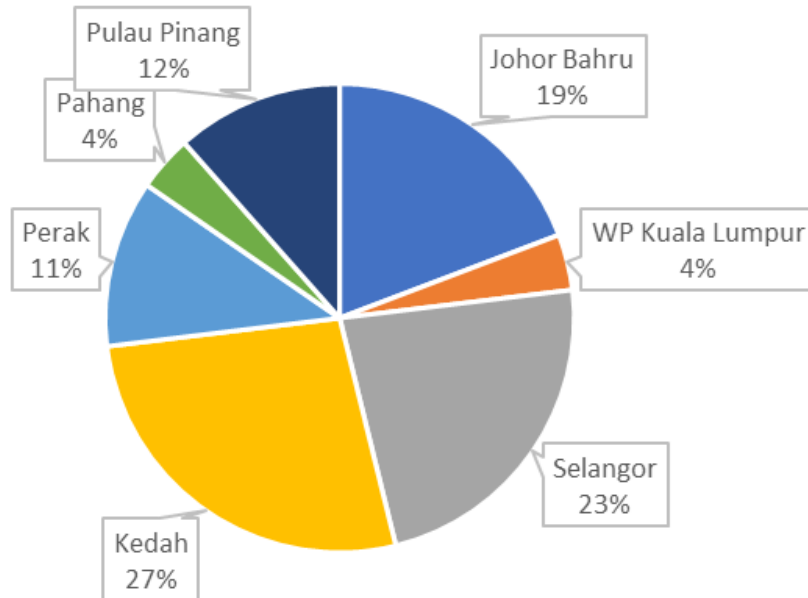


Demographics of Tutees

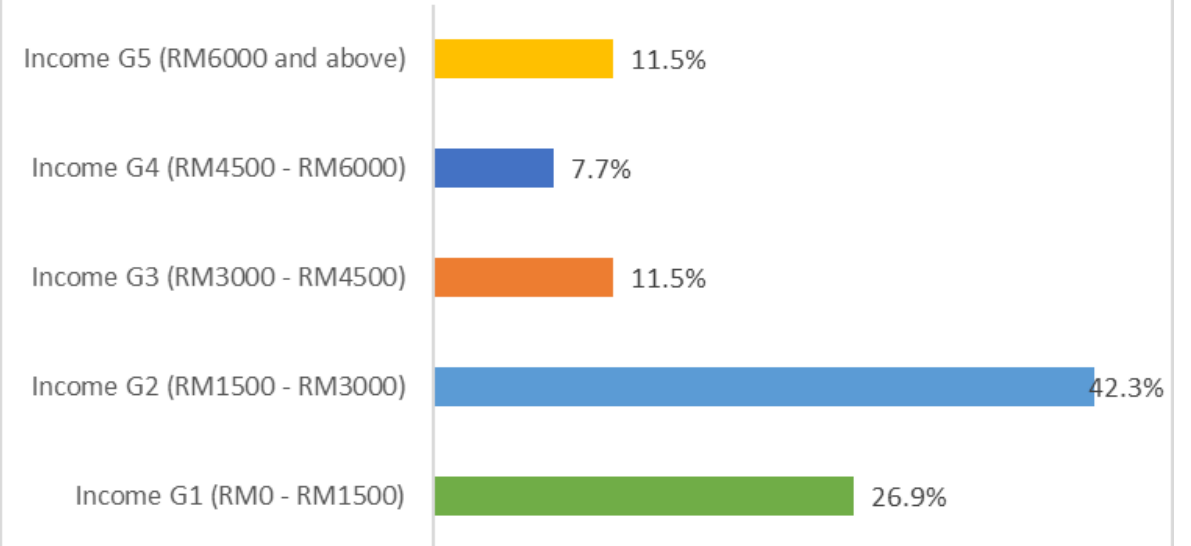
A total of 26 tutees

- Breakdown of ethnicity: 65.4% Malays; 30.8% Chinese; 3.8% Indians

States of Malaysia Tutees are based in (N=26)



Household Income (N=26)

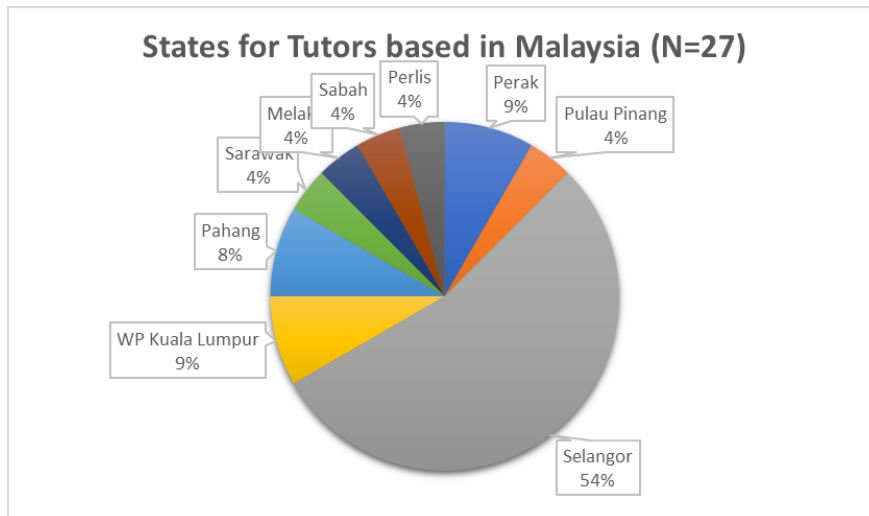


Demographics of Tutors

A total of 27 tutors

- **Average age:** 21.7 years
- **Breakdown of ethnicity:** 56.0% Malays; 41.0% Chinese; 4.0% Others

Majority (89.0%) are mainly based in Malaysia



More than half (66.7%) have prior experience in tutoring.

Highest Education Level	N= 27
High School	11.1%
College	25.9%
University	63.0%



Impact Findings

46.7% (N=15) students have improved Math results in post diagnostic test compared to pre warm up test.

Average scores of post diagnostic test of **52.0** is higher than pre test of **48.2** marks

Tutors felt more equipped as a tutor after training in Rakan Tutor:

Tutors felt more equipped and ready after Onboarding and Sagacoach (average score: 4.0; 2.8 prior)

83% tutors benefited from Saga Coach training

100% tutors benefited from Sir Loh's workshop



Student's Social Emotional Learning

Student Survey	Pre-Programme Mean Score (1-5)	Post-Programme Mean Score (1-5)
1. How interesting do you find the things you learn in Mathematics class?	3.64	4.23 ↑
2. How often do you use ideas from Mathematics in your daily life?	3.11	3.23 ↑
3. How important is it to you to do well in Mathematics?	4.5	4.46
4. How useful do you think Mathematics will be to you in the future?	4.46	4.38
5. How confident are you that you can learn all the material presented in your Mathematics class?	3.39	3.46 ↑
6. How confident are you that you can complete all the work that is assigned in your Mathematics class?	3.46	3.31
7. How excited are you about going to school and classes?	3.82	4.00 ↑
8. How much effort do you put into learning all the material for Mathematics?	3.39	3.85 ↑
9. Overall, how high are your teachers' expectations of you?	3.79	3.92 ↑
10. Do you have a family member or other adult outside of school who you can count on to help you, no matter what?	3.21	3.25 ↑

More than half of tutors observed high engagement and interest (75%) during tutoring session as well as high commitment and motivation (67.5%) to do well in Mathematics.