

## ANSWER KEY

### Part A – Reading

#### Text 1

Private tutoring has emerged as a critical aspect of educational management, playing a significant role in enhancing the quality and effectiveness of learning systems (Ilham et al., 2023; Muhammad et al., 2023; Pertiwi et al., 2023). In today's highly competitive academic environment, parents increasingly seek to ensure the best possible education for their children, often turning to private tutoring as a preferred solution (Alhajri & Al-Hadrami, 2024). This trend highlights a growing dependence on supplementary educational support to meet academic goals and improve student performance.

Despite the advantages of private tutoring, it faces several challenges. In traditional schools, large class sizes restrict teachers' ability to offer personalized support, leading to inadequate practice and feedback for students (Darling-Hammond, 2006; Hattie, 2008). This situation widens disparities among students, negatively affecting the self-confidence of those who struggle to keep pace. Schools often prioritize enrollment rates and academic performance as measures of teacher effectiveness, which can result in preferential treatment for high-achieving students, intensifying class polarization and increasing pressure on students and their families (Blatchford et al., 2011; Popham, 2009; Lareau, 2003). Although private tutoring centers can effectively complement traditional education, the fierce competition among centers and high student mobility mean that dissatisfied students frequently switch to different providers.

Given the growing competition among private tutoring centers and the high turnover rate of students, it is crucial to understand and improve student satisfaction with tutoring services to ensure the success and sustainability of these centers (Bray, 2009). Preliminary findings suggest that while the center aims to provide high-quality tutoring, there is considerable room for improving overall student satisfaction.

Source: (Han et al., 2025)

#### **Answer questions 1-4 based on Text 1**

1. What is the main reason parents seeking private tutoring for their children?
  - a. **to ensure better academic performance**
  - b. to reduce school expenses
  - c. to prepare for extracurricular activities
  - d. to avoid traditional schooling
2. What is one of the main challenges in traditional school settings mentioned in the text?
  - a. Lack of homework
  - b. Too much testing
  - c. **Large class sizes limiting personal support**
  - d. Outdated technology
3. Which statement is true?
  - a. Private tutoring is considered less important than school education
  - b. Traditional schools sometimes give more attention to high-achieving students
  - c. **The text claims that most students are fully satisfied with tutoring services**
  - d. All statements are true
4. What is a potential consequence of competition among tutoring centers?
  - a. Lower fees
  - b. Better infrastructure
  - c. Higher teacher salaries
  - d. **High student turnover**

## Text 2

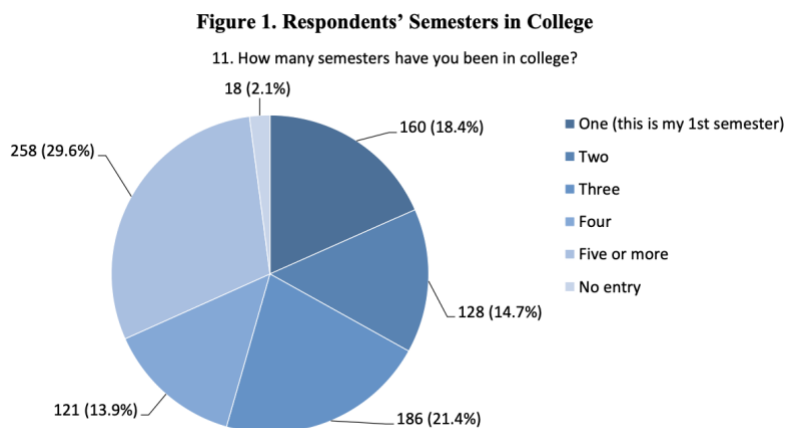
The survey also asked students to provide additional comments. There are 103 additional comments provided by respondents. More than one third of the comments expressed praises for tutoring services on their supportiveness and helpfulness, of which half are for individual tutors and their competency. Students' comments also emphasize the need for the availability of walk-in appointment, longer time per tutoring session, more tutors, and after hour and weekend tutoring. A few students mentioned that the tutoring room condition (quietness) played a role in their perception of usefulness. In addition, some students expressed that they did not use tutoring services because they had already received exceptional help from their own course instructor/professor. There are a couple of negative comments on tutors' attitude as unsupportive when tutors chit-chat with each other in the tutoring room or when students perceived tutors as being ineffective.

Source: (2016-17 Tutoring Survey Results, 2017)

### Answer questions 5-6 based on Text 2

5. Which of the following statement is true according to the survey result?
  - a. Most students requested shorter tutoring sessions.
  - b. Some students believed room quietness affected the usefulness of tutoring.**
  - c. All negative comments were about tutor absence.
  - d. Students preferred tutors over their course instructors.
  
6. What was one reason some students did not use the tutoring services?
  - a. They had already received enough help from their instructors**
  - b. They preferred to study alone
  - c. The tutors were not available
  - d. They thought tutoring was unnecessary

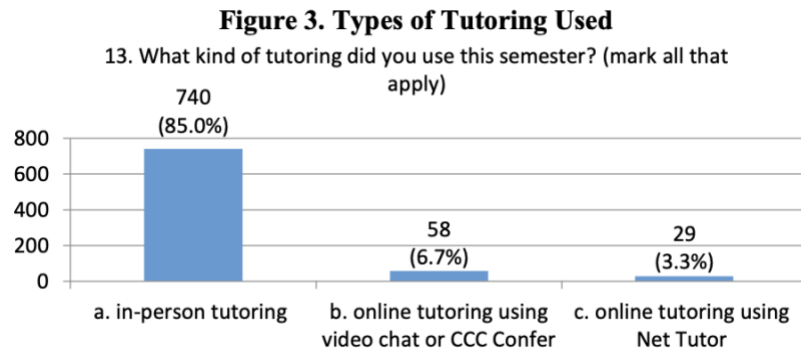
### Use Figure 1 to answer question no. 7



Source: (2016-17 Tutoring Survey Results, 2017)

7. Which of the following statements is true based on Figure 1?
  - a. Fewer students were in their third semester than in their second semester.
  - b. The number of students with no entry was higher than those in their second semester.
  - c. The second-largest group was first-semester students.
  - d. More students were in their first semester than in their third semester.**

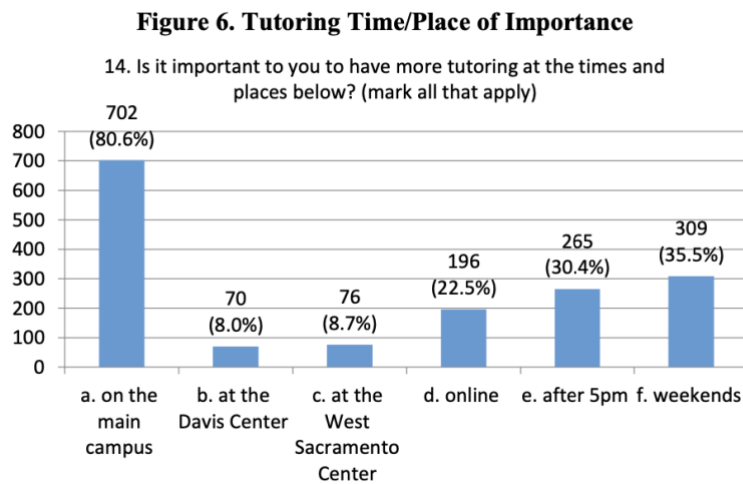
Use Figure 3 to answer question no. 8



Source: (2016-17 Tutoring Survey Results, 2017)

8. According to Figure 3, which of the following statements is true?
- More students used Net Tutor than video chat tutoring.
  - In-person tutoring was used by more than 80% of students.**
  - The majority of students used only online tutoring services.
  - Online tutoring using CCC Confer was used by 13.4% of students.

Use Figure 6 to answer question no. 9-10



Source: (2016-17 Tutoring Survey Results, 2017)

9. Which location or time was identified as most important by the majority of students?
- After 5pm
  - Online
  - On the main campus**
  - On weekends
10. Which of the following statements is true based on Figure 6?
- More students preferred tutoring online than on weekends.
  - Online tutoring was the least preferred option.
  - After 5pm tutoring was only selected by 8% of students.
  - Fewer than 10% of students selected both satellite centres (Davis and West Sacramento).**

## Part B – Structures

### B.1. Future Tense

Change the words in the brackets using the appropriate form of will/ be going to!

Example:

Lilo : I found some pages were torn in this book.

Tutor : Thank you for letting me know. I **will** report it to the team.

- Dorus : Is the admission opened yet?  
Bunga : No. The registrar said that the school **is going to** open the admission on June 29.
- Rambu : The manager needs updates.  
Umbu : Don't worry. I have told the team to prepare. They **are going to** submit the reports this afternoon.
- New student : Can you show me the room for Algebra class?  
Staff : Come. I **will** show you the way.

### B.2. If Conditionals

What is the best clause to complete the sentences?

Example: If you finish your work today, \_\_\_\_\_

- You will marry a celebrity.
- You will get a new password.
- You will get a bonus.**
- No correct answer.

- If you apply to more than one courses, \_\_\_\_\_.
  - SmartSteps will offer special discounts**
  - SmartSteps offered special discounts
  - SmartSteps would have offered special discounts
  - No correct answer.
- \_\_\_\_\_, the sum will always be odd.
  - If we add any numbers
  - If we add an even number and an even number
  - If we add an even number and an odd number**
  - All answers are correct.
- \_\_\_\_\_, we will get more client.
  - If we have strict tutors
  - If our tutors have good reviews**
  - If we hire less tutors
  - If students give negative feedbacks

### B.3. Conjunctions and Transitions

Choose the best answer!

- Early Math \_\_\_\_\_ National Exam Preparation are two of our best programs.
  - but
  - and**
  - so
  - yet
- SmartSteps aims for your satisfaction, \_\_\_\_\_ we hire the best tutors.
  - but
  - and
  - so**
  - yet

3. Tutor: "The test result shows that Lilo did not pass the minimum criteria. \_\_\_\_\_ we believe that he will improve in the next term."  
a. therefore                    **b. however**                    c. furthermore                    d. for example
4. Tutor: "The test result shows that Lilo did not pass the minimum criteria. \_\_\_\_\_ we offer remedial assessment."  
**a. therefore**                    b. however                    c. furthermore                    d. for example

#### **B.4. Passive Voices**

*Change the following plans/solutions/ recommendations into passive voice.*

1. Tutors will adjust the materials to the latest curriculum.  
**Answer: The materials will be adjusted to the latest curriculum.**
2. SmartSteps does not allow shifting classes without prior notifications.  
**Answer: Shifting classes without prior notifications are not allowed.**
3. The program manager has shared the assessment results via email.  
**Answer: The assessment results have been shared via email.**

#### **B.5. Reported Speech**

*Change the following feedbacks to reported speech that you will bring to the team meeting!*

1. Nuel: "The new tutor speaks too fast! I cannot understand the explanation."  
**Answer: A student complained that one tutor spoke too fast so the student could not understand the explanation.**
2. Tutor: "I gave the final assessment last week."  
**Answer:**
- **Tutors suggested that they gave the final assessment the week before.**
  - **Tutors suggested that they had given the final assessment the week before**