

Student Tutorial Services– Spring 2017

Spring 2017 Fast Facts:

- There were 5,259 face-to-face visits with 580 students and 58 tutors on staff.
⇒ Spring 2016 = 4,731 visits with 507 students and 59 tutors on staff
- 970 appointments were scheduled.
⇒ Spring 2016 = 931
- 238 students attended final exam group study sessions that were offered during the last week of classes.
⇒ Spring 2016 = 119
- There were 14 eTutoring contacts.
⇒ Spring 2016 = 26
- Chemistry (48%), Physics (13%) and Biology (8%) comprised close to 70% of the tutoring visits.
- 78% of participants passed the class (with 48% earning As or Bs), and 85% of participants are registered for F17.
- The majority of students utilizing tutorial services were freshman (32%).

Data Highlights:

Grade Outcomes/Re-enrollment % comparison:

Students attending 10+ sessions earned higher percentage of passing grades (89% passed with A, B, or C), higher avg. grades in course tutored (2.67) and re-enrolled in subsequent semester at higher rates (92%) than students attending 0-9 sessions. This is consistent with outcomes from previous semesters.

# of visits	# of students/ % of Total	Avg. Grade	DFW	Re-enrolled S16	Avg. Term GPA
10+	273/ 46%	2.67	11%	92%	3.12
5-9	169/ 28%	2.30	28%	79%	2.78
1-4	154/ 26%	2.18	38%	77%	2.51
0	55/	2.04	45%	73%	2.39

Survey Results

282 students completed a 11 question mid-term survey asking them to rate their experience with tutoring.

99%-100% agreed or strongly agreed that they benefitted from tutoring, would use the service again and would recommend the service to other students.

Observations:

- Tutorial contacts increased 10% in comparison to the previous spring semester. More students requested face-to-face tutoring (14%) and more requests were met (11%), although the number of tutors remained consistent.
- The 10+ visit group continued to be the largest—this semester this group comprised 46% (the highest %) of the total number of participants.
- Etutoring and Tutor Matching Service usage continues to be minimal. We promote both to the campus via flyers and portal announcements and encourage students who could not be placed with a f-t-f tutor to use these platforms.
- Individual supervision meetings with tutors were scheduled earlier in the semester (in addition to end of semester evaluations) and three staff meetings were held to inform staff on important training topics, such as documentation. Feedback from staff led to the revision of STS forms and creation of training videos.
- 26 tutors graduated at the end of the spring semester. Recruitment will take place over the summer to staff those subject areas.