



## A Message from the Coordinator

Thank you for reading the inaugural edition of our Peer Tutoring Center newsletter! I'm delighted to share news and information about our plans, practices, and results.

The Peer Tutoring Center has two overarching missions. First, to foster the learning and independence of the students who use our services. Second, to foster the professional and academic growth of the students who work here as Peer Tutors. As you'll see in these articles, we're committed to furthering both missions.

If you have used our services in the past or are thinking about coming in, I hope this newsletter gives you a new perspective on what we do and why we do it. I encourage you to ask questions and take full advantage of this important academic resource.

We greatly value faculty and staff support, so if you are an FSW employee, I hope you will find even more reasons to recommend our center to students or recommend students as Peer Tutors. Please contact me directly if you'd like us to present to your classes about the center.

In this newsletter, we'll talk about the tutor training program that's been in development for the past year, our survey results and numbers, and some important information about the Peer Tutoring Center. Have a happy and successful fall semester!

Rachel Lieberman  
Coordinator, Peer Tutorial Services

Tutor Rebecca Wheeler assists student Kattiana Tarin in a one-on-one tutoring session.



## Our Training Program

One of the most common questions we get from students looking to utilize the Peer Tutoring Center is, "What makes your tutors qualified?" It's a great question, and we're proud to say that in addition to the minimum 3.0 GPA qualifications, all tutors have completed or are in the process of completing our new training program.

Based on the models and practices of other Peer Tutoring Centers across the country, we spent last summer and fall building the foundations of a strong, comprehensive training program. The training program is done online, but also requires face-to-face interaction with their fellow tutors. The training program has several goals, the most important of which is to encourage a high-quality, consistent environment. Each tutor might have his or her "personal touch," but our goal is once they complete the training, the quality of the tutoring experience they provide will be on par with any other tutor's.

The training covers many different topics, including the Peer Tutoring Center's basic philosophy and ethics, how to help students become independent learners, customer service, time management, specific tutoring strategies, body language, and learning styles. Tutors must submit essays, discussions, and quizzes in order to complete the training. They must also submit a final essay detailing their thoughts about their progress and the training overall. We use information from those essays, along with feedback we've gathered through other methods, to assess what changes might enhance the quality of the lessons for future tutors.

We're proud of this training program and the skills it's instilling in our staff. Our ultimate goal is to create a stronger and more productive tutoring experience for everyone. We are also striving to get all tutors certified through the Association of Tutoring Professions. Tutors will be certified as Associate Tutors, which will give them a higher level of legitimacy and help us to confidently promote our tutors and the Tutoring Center.

While we urge faculty and students to remember that our tutors are students themselves, and therefore they are also growing and learning just like any other student, we still believe that tutees should leave the center feeling like they had a worthwhile, enriching experience. Our tutor training program and certification process are the first big steps towards making that experience a reality for all students who walk through our door.

# FSW's Peer Tutoring Center Newsletter

Fall 2014

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## Our Results

In the spring semester, 340 students signed in a total of 2,065 times! Most students, however, only came in once or twice, and we'd like to emphasize how important it is to utilize our services early and often if you find yourself struggling.

Our most popular classes that were tutored included MAC 1105 (college algebra), STA 2023 (Statistics), BSC 1010 (intro to Biology), and CHM 2045 (general chemistry I). So as you can see, math and science are in very high demand. But other subjects saw good numbers as well, such as Spanish and Radiology.

In addition to the hard numbers, we also sent out a survey to students who had signed into the Tutoring Center, in order to get an idea of satisfaction rates, issues, and overall student awareness of our various services. Fifty students responded to the survey, and 79.17% of those students reported that they were satisfied or very satisfied overall with the Peer Tutoring Center. That's great, but it also tells us we can do more to meet the needs and expectations of the students, and we want students and faculty to know how seriously we are taking this goal.

When we look at the satisfaction results for tutoring sessions, 80.85% reported they were satisfied or very satisfied with the non-appointment walk-in tutoring, and 88.24% reported they were satisfied or very satisfied with the appointment tutoring. We're proud of the appointment tutoring satisfaction rates, and we appreciate all students who took the time to respond to our survey and give us their honest opinion. Our center is constantly growing and improving, and we want the FSW community to know that we're committed to giving each student who walks through our door nothing less than stellar tutoring assistance, whether they've made an appointment or are just dropping in.

## Other Notable Info

The Peer Tutoring Center will open for Fall term August 21<sup>st</sup>!

Our hours for the Fall will be:  
Monday and Tuesday 8 am-6 pm  
Wednesday and Thursday 10 am- 8 pm  
Friday 8 am-4 pm

Here's what the students are saying!

"I really appreciate the incredible services that are offered by the tutoring center." –Yunfei Liu

"The tutoring center is an incredible service to the students and I'm so thankful for the assistance I have received. I honestly don't think I would have passed Statistics without it." –Angela Carter

"I enjoyed going there very much. It was nice to receive nonjudgmental help from someone who has taken the class I'm enrolled in." –Anonymous (Spring 2014 Satisfaction Survey)

Questions? Comments? Call 239-489-9308, or email [rliberman@fsw.edu](mailto:rliberman@fsw.edu)

"An Investment in knowledge pays the best interest." –Benjamin Franklin