



FSW Academic Support

Math

Writing

Oral Communications

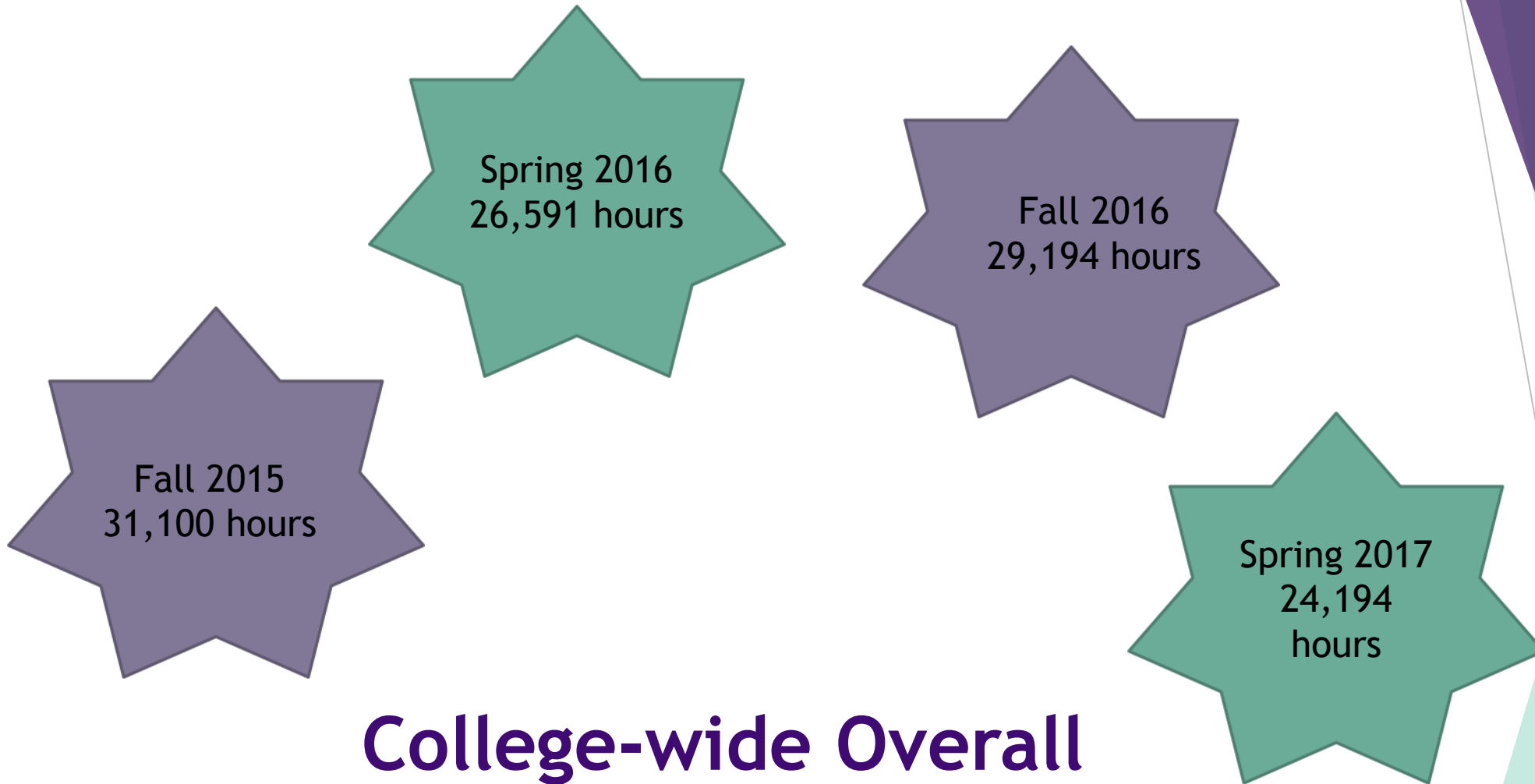
Foreign Languages

Peer Tutoring

Tutor.com 24/7 Online

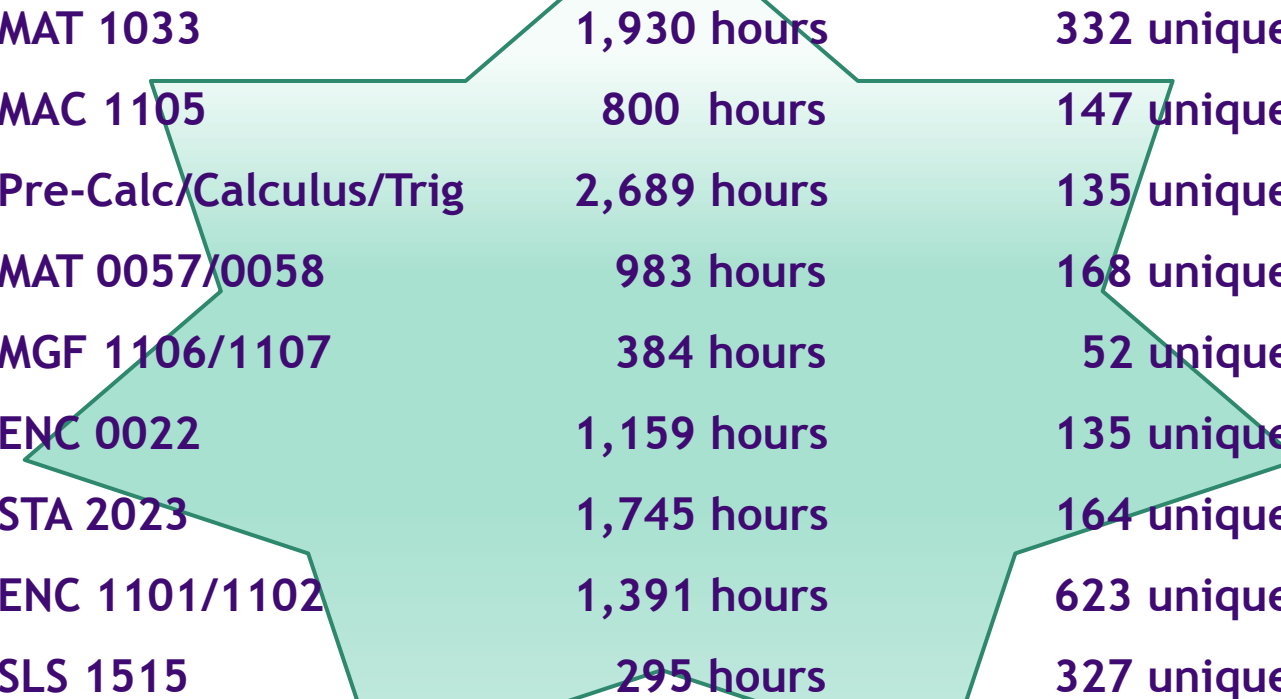
Academic Support Program Objectives

- ▶ To provide course-level academic assistance leading to completion of course(s).
- ▶ To assist college partners with providing students with effective learning strategies for improved student retention and graduation success.
- ▶ To partner with faculty to reinforce classroom instruction and support the achievement of student learning objectives and general education competencies.
- ▶ To work with faculty and staff to recognize and assist at-risk students through the **Early Alert Program**.
- ▶ To provide assistance to entering students through **P.E.R.T.** remediation sessions.
- ▶ To initiate and integrate students into the community of FSW State College as well as provide opportunities for students to develop a sense of belonging.
- ▶ To provide an open-access, supportive learning environment.



College-wide Overall Student Utilization in Hours

Top Courses for Student Traffic Fall 2016 at Thomas Edison (Lee) Campus



MAT 1033	1,930 hours	332 unique students
MAC 1105	800 hours	147 unique students
Pre-Calc/Calculus/Trig	2,689 hours	135 unique students
MAT 0057/0058	983 hours	168 unique students
MGF 1106/1107	384 hours	52 unique students
ENC 0022	1,159 hours	135 unique students
STA 2023	1,745 hours	164 unique students
ENC 1101/1102	1,391 hours	623 unique students
SLS 1515	295 hours	327 unique students

Assessment Reporting

- ▶ To ensure that student participation is correlated with student success and retention, we have established course-specific goals in writing and mathematics for fall and spring semesters.

Example: Students with similar entering G.P.A.s who receive support in ASCs for two or more accrued hours in visits will obtain satisfactory grades (A,B, or C) at a rate 10% higher than students who do not receive support via the ASCs.

- ▶ Fall 2016 WC findings: “Success rates for those receiving greater than two hours of consultation is 7% higher for 2.0 - 2.4 GPA, 32% higher for 2.5 - 2.9 GPA, 14% higher for 3.0 - 3.4, and 10% higher for greater than or equal to 3.5 GPA.”
- ▶ Fall 2016 MC findings: “Student success rate in MAT 0057, MAT 1033, MAT 1100, or MAC 1105 increases by 10% given two or more hours of ASC math consultation time, was met in all five cases (up from three in the fall 2015, and up from four in spring 2016).”
- ▶ Academic Support Center Assessment Reports are prepared by Dr. Joe van Gaalen and found at FSW’s website.
<http://www.fsw.edu/facultystaff/assessment/history>

Assessment Reporting

Fall 2016 Writing Center Satisfaction Surveys*

- ▶ 93% of students would recommend the WC to a friend
- ▶ 95% of students were satisfied or very satisfied with WC assistance
- ▶ 91% of faculty who responded were satisfied or very satisfied with WC services to students

Fall 2016 Math Center Satisfaction Surveys*

- ▶ 90% of students would recommend the MC to a friend
- ▶ 93% of students were satisfied or very satisfied with MC assistance
- ▶ 95% of faculty who responded were satisfied or very satisfied with MC services to students

Fall 2016 Peer Tutor Center Satisfaction Surveys*

- ▶ 82% of students would recommend to a friend
- ▶ 81% of students were satisfied or very satisfied with assistance
- ▶ 81% of students indicated that peer tutoring helped them to become better prepared for class(es)

24/7 Online Tutoring Announcement

- ▶ Partnered with Tutor.com to provide online tutoring assistance for online and face-to-face (ground) courses
- ▶ Provides support in over 100+ subject areas including drop off and real time writing assistance
- ▶ Students access via a Tutor.com link in Canvas course(s)
- ▶ Faculty also connect via the Canvas course page to view a course customized faculty portal (dashboard)

Tutor.com 2017 Summer Pilot

- 236 unique students accumulated 1,612 sessions
 - 910 hours of usage
 - 33 minutes average session
 - 4.74/5.0 student rating of service
 - 99% student recommendation
 - 47.3% response to feedback survey
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- *“I think this service is awesome. It is helpful when I can’t make it into the writing lab.”*
 - *“FSW please keep this service. It’s so great being able to get help at home!!!!”*
 - *“Made the concept really easy to understand.”*
 - *“Very helpful in explaining material I was confused with.”*

Notes to Students—How to use this service!

Make the most of your FSW Tutor.com hours* with these suggestions:

- ▶ On average, a Tutor.com session is no more than 30 minutes per session. Four FSW-funded hours will provide you with eight 30 minute sessions. Use them wisely!
- ▶ Review your notes and homework problems ahead of time! Figure out what you don't know first so you are able to ask questions about specific content or confusing concepts.
- ▶ Make sure you have the assignment ready to reference your instructor's requirements/guidelines with the Tutor.com tutor.
- ▶ Writing assistance--proofread and edit your papers prior to submitting any documents.
- ▶ Math questions--take a picture of your work and upload it. Working out a problem while writing with a mouse on the white board can be tricky.

*Florida SouthWestern State College reserves the right to limit or increase the time available for use of the service.

Faculty Access to Tutor.com

Connect via your Canvas course page to view your Tutor.com dashboard.

Using the Tutor.com Client Portal

Through your institution's partnership with Tutor.com, your students have 24/7 access to expert tutors—providing them with personalized help, so they can stay on track in your class.

As an instructor, this service can also be an asset to you via the Tutor.com Client Portal. The Client Portal gives you access to valuable information about your students who use the Tutor.com service. In the Portal you'll find key info like number of student sessions, student ratings and the specific topics within your course where students are requesting support.



1 How do I access this data?

After logging in to Tutor.com through your course page, the site will recognize you as an instructor and give you access to the Client Portal, where your Dashboard will be visible.



2 What can I find on my Dashboard?

Here you can view fast facts about your program like number of sessions, average session length, and average student rating.



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Faculty and Tutor.com

- ▶ Access a variety of on demand reports showing usage and specific topics requested for tutoring assistance.
- ▶ Review transcripts of individual student tutoring sessions (print and audio).
- ▶ Opt in for Tutor.com's **Early Alerts**. Indicates student has been flagged by a tutor for content mastery, prerequisite knowledge, or frequency of visits.
- ▶ Leverage Tutor.com data and analytics to regularly identify where your students are seeking help.

Moving Forward...

- **Spring 2018, pilot an online tutoring platform for FSW's Academic Support Programs with an emphasis on writing assistance and sharing peer tutors college-wide. Anticipate full launch for fall 2018.**

Academic Support Programs--part of the student success equation at FSW!

Monica Moore, Director for Academic Support Programs