

Academic Support Centers Assessment Report

Fall 2020

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1 INTRODUCTION

Florida SouthWestern's Academic Support Center (ASC) began a new assessment plan for AY 2020-21 in an effort to gather deeper information on user attributes of both the FSW Tutoring Centers and tutor.com. Student learning centers have been shown to successfully improve student learning outcomes across the curriculum (Hendriksen et al., 2005) as well as increase college preparedness (Perin, 2004). Therefore, data informed improvement has potential for a compounded effect across multiple disciplines college-wide as well as within the learning centers. Information gathered from assessment is intended to be shared with ASC leadership and staff as well as, in certain cases, among faculty and students. This study is in partial fulfillment of the assessment goals established in fall 2020 which is to include the entire 2020-21 academic year and is outlined in each section below.

For additional detail on further analysis not provided in this report, please contact Dr. Joseph F. van Gaalen, Asst. VP, IR, Assessment & Effectiveness (jfvangaalen@fsw.edu; x16965).

2 FSW STUDENT USER PROFILE FOR TUTORING SERVICES ATTRIBUTES COLLECTION

In the Fall 2020 term, in order to support student achievement of the General Education competencies, the department established a goal of investigating selected student attributes for those students using campus-based college tutoring services. These attributes will be gathered and reviewed to inform tutoring support programming and retention initiatives such as GPA, gender, ethnicity, age, student type, and class status beginning with the fall 2020 semester will be monitored.

For these attribute investigations, data is displayed here in two formats. The first format is based on cohort representation of the College. The second format is based on cohort representation of the tutoring service. In the former, we review the total number of students at FSW which represent that specific cohort, and then determine the percentage of that cohort which has visited the tutoring center. In the latter, we review the total number of visitors to the tutoring center, and then determine the percentage of that total which represents the cohort. This allows us to determine (1) which cohort most actively uses the tutoring center, and (2) which cohort is most represented in tutoring center usage, both values may be of use in future investigations.

2.1 WHICH COHORT MOST ACTIVELY USES THE TUTORING CENTER?

In a review of the total number of students at FSW which represent that specific cohort, we review cohorts of First Generation In College (FGIC), First Time In College (FTIC), Pell Grant Recipients, Full-Time / Part-Time status, Race/Ethnicity, Age, and some combined categories as well. For comparative purposes, we have provided both the Fall 2019 and Fall 2020 terms (Tables 1 and 2 and Figures 1 and 2).

	<i># of Students Visiting Tutoring Center</i>	<i>Total # of Students at FSW</i>	<i>% of Students Visiting Tutoring Center</i>
<i>FGIC</i>	1070	6316	17%
<i>non-FGIC</i>	1601	9005	18%
<i>FTIC</i>	849	2797	30%
<i>non-FTIC</i>	1822	12524	15%
<i>Pell Grant Recipients</i>	1209	5181	23%
<i>non-Pell Grant Recipients</i>	1462	10140	14%
<i>Full-Time</i>	1497	5824	26%
<i>Part-Time</i>	1174	9497	12%
<i>Hispanic or Latino</i>	1027	5345	19%
<i>Black / African American</i>	601	2271	26%
<i>White</i>	1257	9197	14%
<i>Full-time & FTIC</i>	612	1794	34%
<i>Full-time & FGIC</i>	513	2186	23%
<i>Part-time & FGIC</i>	557	4130	13%
<i>< 18</i>	520	3503	15%
<i>18-24</i>	1735	9344	19%
<i>25-39</i>	299	3012	10%
<i>> 39</i>	117	791	15%
<i>Male</i>	259	6059	16%
<i>Female</i>	747	10579	16%
<i>GPA ≥ 3.5</i>	725	3953	18%
<i>GPA 3.0-3.4</i>	777	4477	17%
<i>GPA 2.5-2.9</i>	577	3615	16%
<i>GPA 2.0-2.4</i>	321	2199	15%
<i>GPA < 2.0</i>	271	2324	12%

Table 1. Total number of FSW students by cohort and percentage visiting tutoring center for the Fall 2019 term.

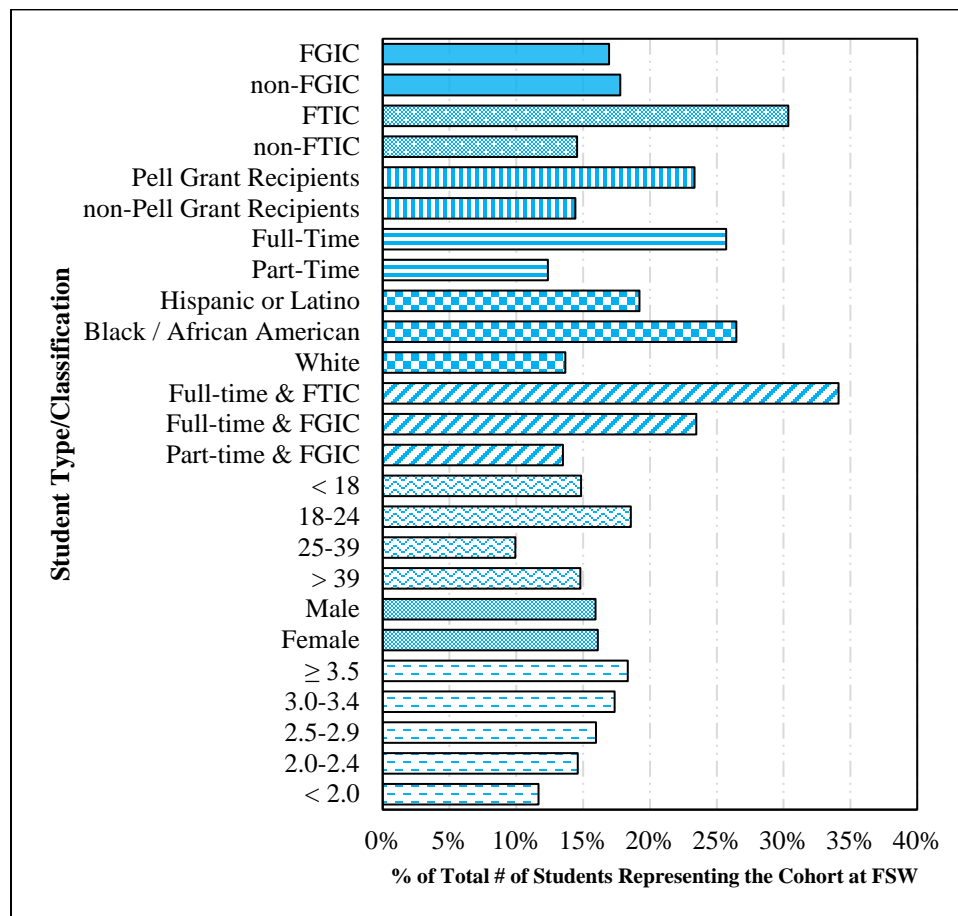


Figure 1. Percentage of FSW student cohorts visiting tutoring center by cohort for the Fall 2019 term.

	<i># of Students Visiting Tutoring Center</i>	<i>Total # of Students at FSW</i>	<i>% of Students Visiting Tutoring Center</i>
<i>FGIC</i>	302	6174	5%
<i>non-FGIC</i>	512	9147	6%
<i>FTIC</i>	349	2706	13%
<i>non-FTIC</i>	465	12615	4%
<i>Pell Grant Recipients</i>	338	5027	7%
<i>non-Pell Grant Recipients</i>	476	10294	5%
<i>Full-Time</i>	506	6032	8%
<i>Part-Time</i>	308	9289	3%
<i>Hispanic or Latino</i>	288	5436	5%
<i>Black / African American</i>	166	2350	7%
<i>White</i>	406	8830	5%
<i>Full-time & FTIC</i>	270	1762	15%
<i>Full-time & FGIC</i>	168	2192	8%
<i>Part-time & FGIC</i>	134	3982	3%
<i>< 18</i>	160	2938	5%
<i>18-24</i>	528	8709	6%
<i>25-39</i>	88	2932	3%
<i>> 39</i>	38	742	5%
<i>Male</i>	251	5238	5%
<i>Female</i>	561	10062	6%
<i>GPA ≥ 3.5</i>	259	3847	7%
<i>GPA 3.0-3.4</i>	194	3939	5%
<i>GPA 2.5-2.9</i>	127	3030	4%
<i>GPA 2.0-2.4</i>	90	1963	5%
<i>GPA < 2.0</i>	144	2116	7%

Table 2. Total number of FSW students by cohort and percentage visiting tutoring center for the Fall 2020 term.

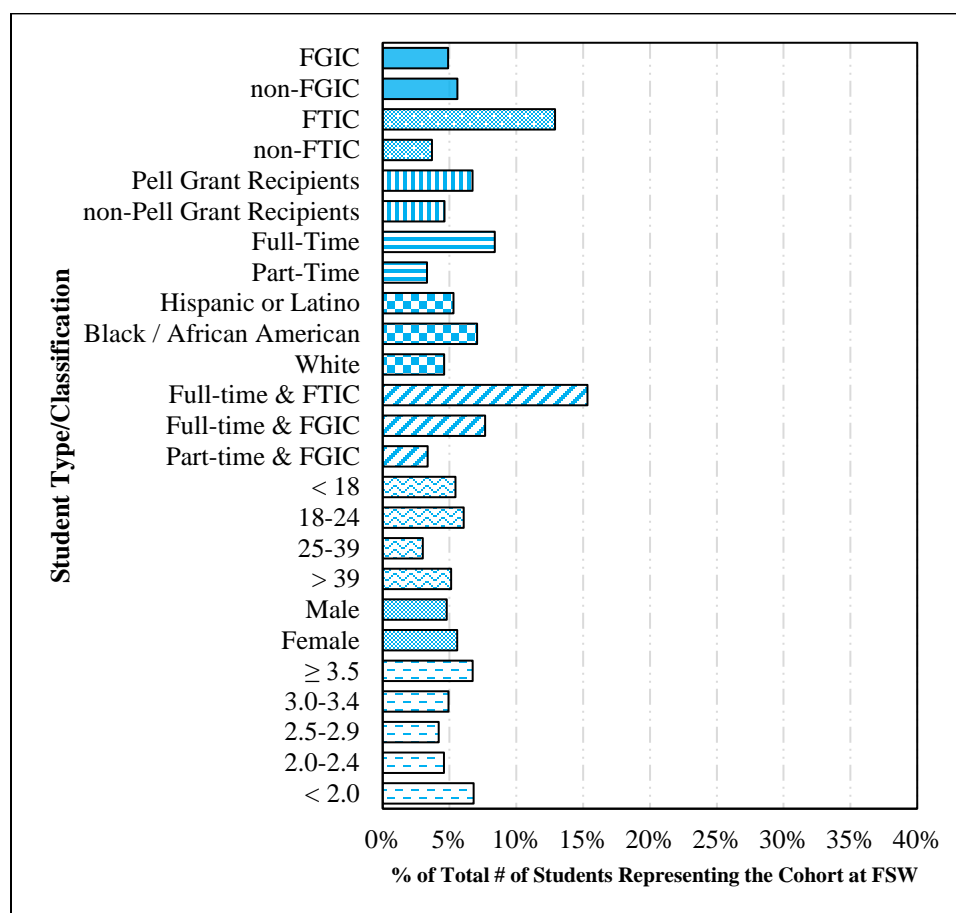


Figure 2. Percentage of FSW student cohorts visiting tutoring center by cohort for the Fall 2020 term.

In the Fall 2019 term, the three cohorts which exhibit the highest rates of visitation to the tutoring center are (1) students who are both FTIC and Full-Time (at 34% of all FTIC and Full-Time students), (2) FTIC students (30%), and (3) Black/African American (26%). By Fall 2020, the FTIC/Full-Time remains highest, but now only at 15% as a result of the pandemic. The second highest is still FTIC at 13%. However, third is now Full-Time at 8%. The Black/African American cohort drops down to 5th place at 7%. It is clear that while all areas dropped (and as we'll see are reciprocated in tutor.com attendance), some dropped more than others. The largest drop was FTIC/Full-Time from 34% to 15%. And while this is the largest by percentage point (19% points), it is actually the smallest in terms of rate of drop. In other words, it is roughly half (55%) of what it was in the Fall 2019 term. By comparison, non-FTIC students exhibited a 11%-point drop, from 15% in fall 2019 to 4% in 2020. This drop is a rate 75%.

2.2 WHICH COHORT IS MOST REPRESENTED IN TUTORING CENTER USAGE?

In a review of the total number of students using the tutoring center by specific cohort, we review cohorts of First Generation In College (FGIC), First Time In College (FTIC), Pell Grant Recipients, Full-Time / Part-Time status, Race/Ethnicity, Age, and some combined categories as well. For comparative purposes, we have provided both the Fall 2019 and Fall 2020 terms. Results of these can be found below in Tables 3 and 4 and Figures 3 and 4.

	<i># of Students Visiting Tutoring Center</i>	<i>Total # of Students visiting the Tutoring Center</i>	<i>% of Students Visiting Tutoring Center</i>
<i>FGIC</i>	1070	2671	40%
<i>non-FGIC</i>	1601	2671	60%
<i>FTIC</i>	849	2671	32%
<i>non-FTIC</i>	1822	2671	68%
<i>Pell Grant Recipients</i>	1209	2671	45%
<i>non-Pell Grant Recipients</i>	1462	2671	55%
<i>Full-Time</i>	1497	2671	56%
<i>Part-Time</i>	1174	2671	44%
<i>Hispanic or Latino</i>	1027	2671	38%
<i>Black / African American</i>	601	2671	23%
<i>White</i>	1257	2671	47%
<i>Full-time & FTIC</i>	612	2671	23%
<i>Full-time & FGIC</i>	513	2671	19%
<i>Part-time & FGIC</i>	557	2671	21%
<i>< 18</i>	520	2671	19%
<i>18-24</i>	1735	2671	65%
<i>25-39</i>	299	2671	11%
<i>> 39</i>	117	2671	4%
<i>Male</i>	965	2671	36%
<i>Female</i>	1703	2671	64%
<i>GPA ≥ 3.5</i>	725	2671	27%
<i>GPA 3.0-3.4</i>	777	2671	29%
<i>GPA 2.5-2.9</i>	577	2671	22%
<i>GPA 2.0-2.4</i>	321	2671	12%
<i>GPA < 2.0</i>	271	2671	10%

Table 3. Total number and percentage of tutoring center students by cohort for the Fall 2019 term.

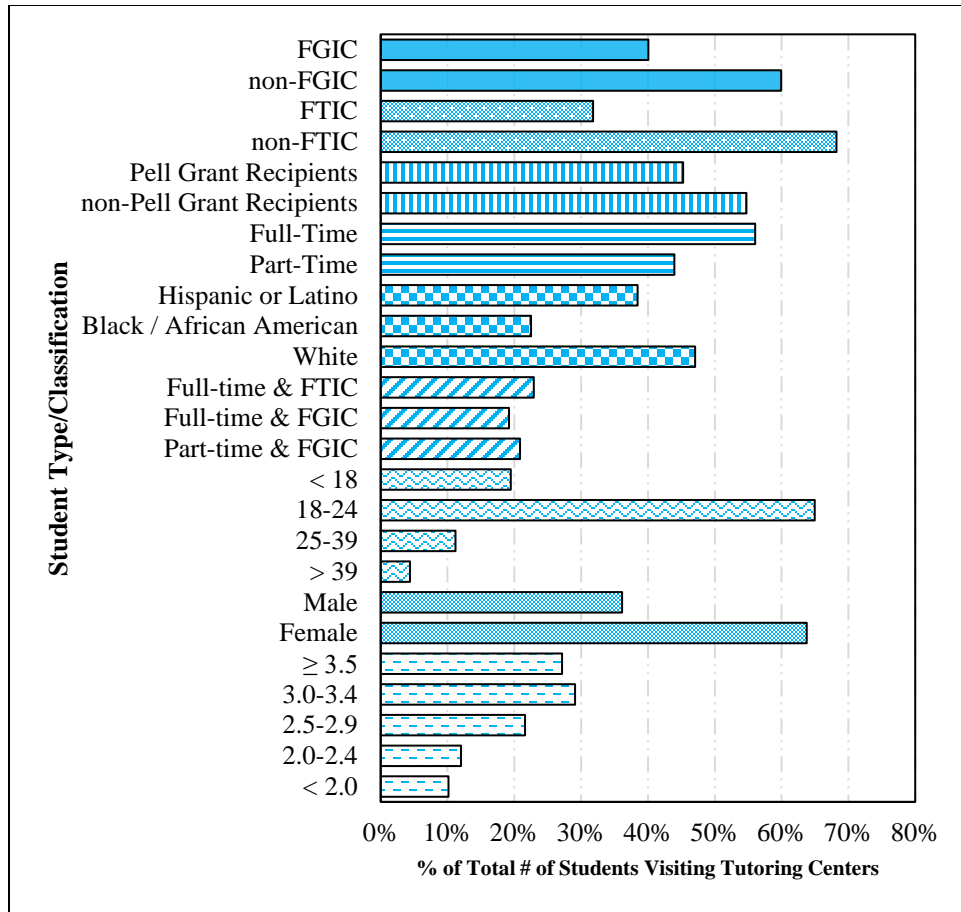


Figure 3. Percentage of tutoring center student visitors by cohort for the Fall 2019 term.

	# of Students Visiting Tutoring Center	Total # of Students at FSW	% of Students Visiting Tutoring Center
FGIC	302	814	37%
non-FGIC	512	814	63%
FTIC	349	814	43%
non-FTIC	465	814	57%
Pell Grant Recipients	338	814	42%
non-Pell Grant Recipients	476	814	58%
Full-Time	506	814	62%
Part-Time	308	814	38%
Hispanic or Latino	288	814	35%
Black / African American	166	814	20%
White	406	814	50%
Full-time & FTIC	270	814	33%
Full-time & FGIC	168	814	21%
Part-time & FGIC	134	814	16%
< 18	160	814	20%
18-24	528	814	65%
25-39	88	814	11%
> 39	38	814	5%
Male	251	814	31%
Female	561	814	69%
GPA ≥ 3.5	259	814	32%
GPA 3.0-3.4	194	814	24%
GPA 2.5-2.9	127	814	16%
GPA 2.0-2.4	90	814	11%
GPA < 2.0	144	814	18%

Table 4. Total number and percentage of students visiting tutoring center by cohort for the Fall 2020 term.

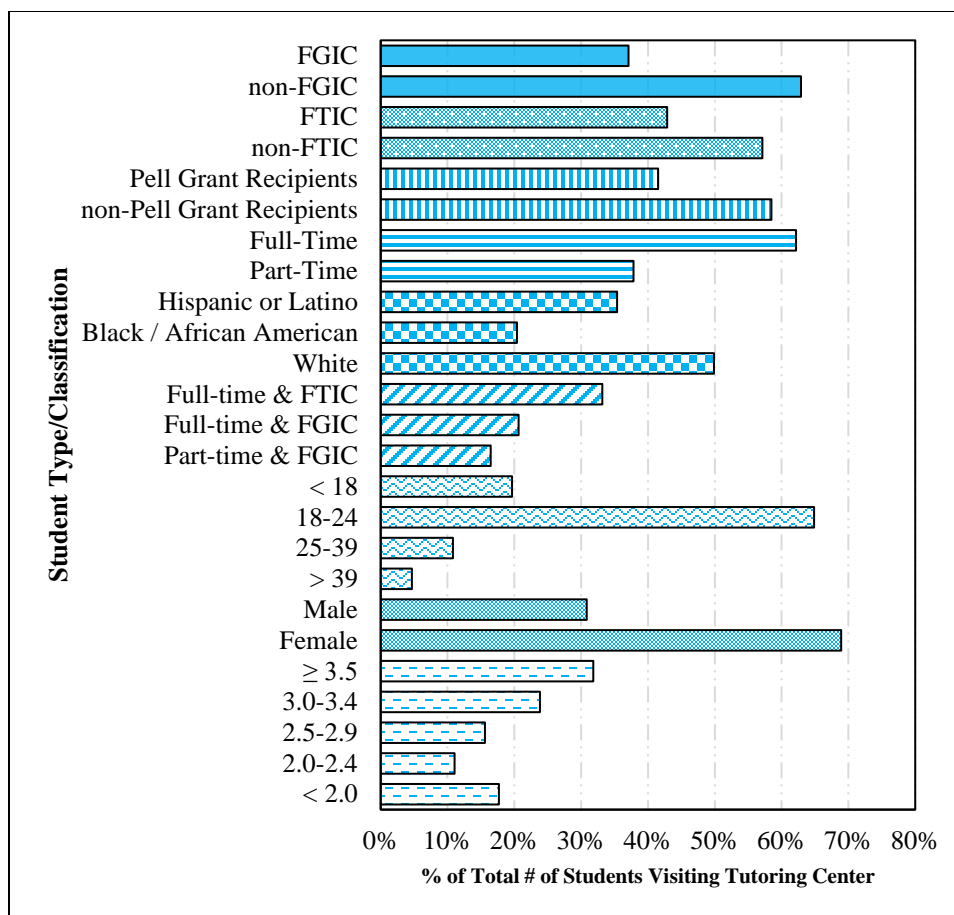


Figure 4. Percentage of tutoring center student visitors by cohort for the Fall 2020 term.

When we review cohorts based on the total number of tutoring center visitors, much of the data simply reflects the population of FSW. For example, while we find in 2019 that 30% of all FTIC visit the tutoring center, the representation of FTIC to non-FTIC is 32%/68%, because total FTIC is outnumbered at FSW approximately 4-to-1. As a result, it is important to review these numbers not in a comparison to the cohorts, but instead to understand the attributes of largest percentage of visitors. In other words, asking questions such as “How do we cater to non-FGIC students better, knowing that 63% of tutoring center users are non-FGIC?” may be more beneficial than “Why is FGIC so low (37%) compared with non-FGIC (63%)?” as that answer is unrelated to the purpose of the analysis.

3 TUTOR.COM STUDENT USER PROFILE ATTRIBUTES COLLECTION

In the Fall 2020 term, in order to support student achievement of the General Education competencies, the department established a goal of investigating selected student attributes for those students using Tutor.com online tutoring resources will be gathered and reviewed to inform tutoring support programming and retention initiatives. Selected student attributes such as GPA, gender, ethnicity, age, student type, and class status beginning with the fall 2019 semester will be monitored.

For these attribute investigations, as with above, data is displayed here in two formats. The first format is based on cohort representation of the College. The second format is based on cohort representation

of tutor.com. In the former, we review the total number of students at FSW which represent that specific cohort, and then determine the percentage of that cohort which has visited tutor.com. In the latter, we review the total number of visitors to tutor.com, and then determine the percentage of that total which represents the cohort. This allows us to determine (1) which cohort most actively uses the tutoring center, and (2) which cohort is most represented in tutor.com usage, both values may be of use in future investigations.

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In a review of the total number of students at FSW which represent that specific cohort, we review cohorts of First Generation In College (FGIC), First Time In College (FTIC), Pell Grant Recipients, Full-Time / Part-Time status, Race/Ethnicity, Age, and some combined categories as well. For comparative purposes, we have provided both the Fall 2019 and Fall 2020 terms (Tables 5 and 6 and Figures 5 and 6).

	<i># of Students Visiting Tutor.com</i>	<i>Total # of Students at FSW</i>	<i>% of Students Visiting Tutor.com</i>
<i>FGIC</i>	393	6316	6%
<i>non-FGIC</i>	614	9005	7%
<i>FTIC</i>	318	2797	11%
<i>non-FTIC</i>	689	12524	6%
<i>Pell Grant Recipients</i>	386	5181	7%
<i>non-Pell Grant Recipients</i>	621	10140	6%
<i>Full-Time</i>	484	5824	8%
<i>Part-Time</i>	523	9497	6%
<i>Hispanic or Latino</i>	373	5345	7%
<i>Black / African American</i>	141	2271	6%
<i>White</i>	598	9197	7%
<i>Full-time & FTIC</i>	222	1794	12%
<i>Full-time & FGIC</i>	177	2186	8%
<i>Part-time & FGIC</i>	216	4130	5%
<i>< 18</i>	244	3503	7%
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<i>GPA 2.0-2.4</i>	104	2199	5%
<i>GPA < 2.0</i>	97	2324	4%

Table 5. Total number of FSW students by cohort and percentage visiting tutor.com for the Fall 2019 term.

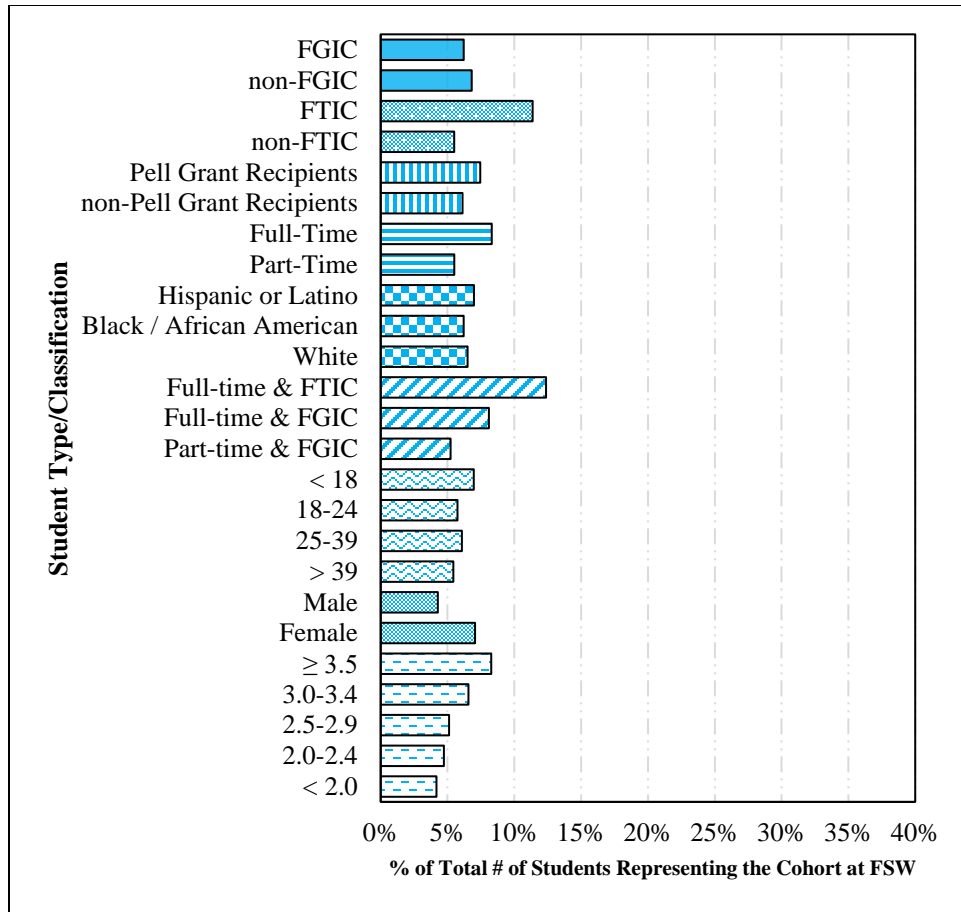


Figure 5. Percentage of FSW student cohorts visiting tutor.com by cohort for the Fall 2019 term.

	# of Students Visiting Tutor.com	Total # of Students at FSW	% of Students Visiting Tutor.com
FGIC	633	6174	10%
non-FGIC	1229	9147	13%
FTIC	887	2706	33%
non-FTIC	975	12615	8%
Pell Grant Recipients	697	5027	14%
non-Pell Grant Recipients	1165	10294	11%
Full-Time	1150	6032	19%
Part-Time	713	9289	8%
Hispanic or Latino	681	5436	13%
Black / African American	296	2350	13%
White	992	8830	11%
Full-time & FTIC	632	1762	36%
Full-time & FGIC	346	2192	16%
Part-time & FGIC	287	3982	7%
< 18	522	2938	18%
18-24	1068	8709	12%
25-39	232	2932	8%
> 39	41	742	6%
Male	578	5238	11%
Female	1281	10062	13%
GPA ≥ 3.5	659	3847	17%
GPA 3.0-3.4	446	3939	11%
GPA 2.5-2.9	289	3030	10%
GPA 2.0-2.4	193	1963	10%
GPA < 2.0	276	2116	13%

Table 6. Total number of FSW students by cohort and percentage visiting tutor.com for the Fall 2020 term.

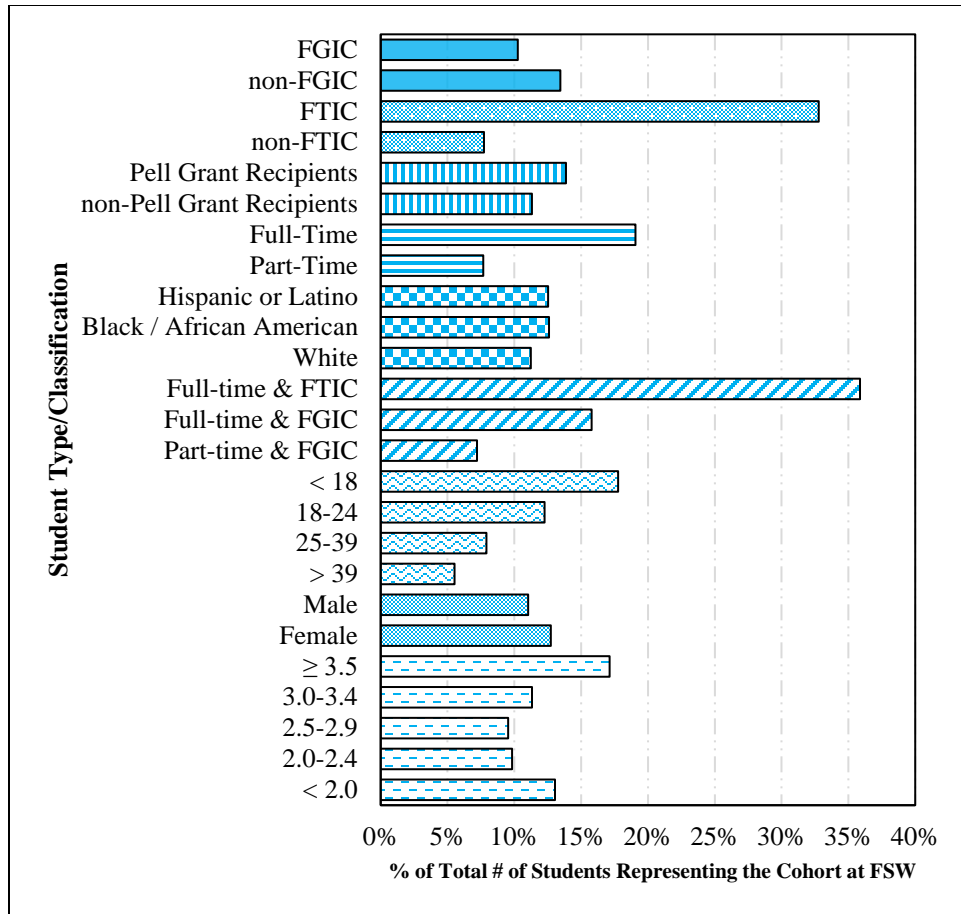


Figure 6. Percentage of FSW student cohorts visiting tutor.com by cohort for the Fall 2020 term.

In the Fall 2019 term, the three cohorts which exhibit the highest rates of visitation to tutor.com are (1) students who are both FTIC and Full-Time (at 12% of all FTIC and Full-Time students), (2) FTIC students (11%), and (3) students with a GPA equal to or greater than 3.5 (8%). By Fall 2020, the FTIC/Full-Time remains highest, but now 36% as a result of the pandemic. The second highest is still FTIC at 33%. However, third is now Full-Time at 19%. The students with a GPA of 3.5 or greater cohort drops down to 5th place at 17%.

3.2 WHICH COHORT IS MOST REPRESENTED IN TUTORING CENTER USAGE?

In a review of the total number of students using the tutoring center by specific cohort, we review cohorts of First Generation In College (FGIC), First Time In College (FTIC), Pell Grant Recipients, Full-Time / Part-Time status, Race/Ethnicity, Age, and some combined categories as well. For comparative purposes, we have provided both the Fall 2019 and Fall 2020 terms. Results of these can be found below in Tables 7 and 8 and Figures 7 and 8.

	<i># of Students Visiting Tutor.com</i>	<i>Total # of Students visiting Tutor.com</i>	<i>% of Students Visiting Tutor.com</i>
<i>FGIC</i>	393	1007	39%
<i>non-FGIC</i>	614	1007	61%
<i>FTIC</i>	318	1007	32%
<i>non-FTIC</i>	689	1007	68%
<i>Pell Grant Recipients</i>	386	1007	38%
<i>non-Pell Grant Recipients</i>	621	1007	62%
<i>Full-Time</i>	484	1007	48%
<i>Part-Time</i>	523	1007	52%
<i>Hispanic or Latino</i>	373	1007	37%
<i>Black / African American</i>	141	1007	14%
<i>White</i>	598	1007	59%
<i>Full-time & FTIC</i>	222	1007	22%
<i>Full-time & FGIC</i>	177	1007	18%
<i>Part-time & FGIC</i>	216	1007	21%
<i>< 18</i>	244	1007	24%
<i>18-24</i>	537	1007	53%
<i>25-39</i>	183	1007	18%
<i>> 39</i>	43	1007	4%
<i>Male</i>	259	1007	26%
<i>Female</i>	747	1007	74%
<i>GPA ≥ 3.5</i>	327	1007	32%
<i>GPA 3.0-3.4</i>	294	1007	29%
<i>GPA 2.5-2.9</i>	185	1007	18%
<i>GPA 2.0-2.4</i>	104	1007	10%
<i>GPA < 2.0</i>	97	1007	10%

Table 7. Total number and percentage of tutor.com students by cohort for the Fall 2019 term.

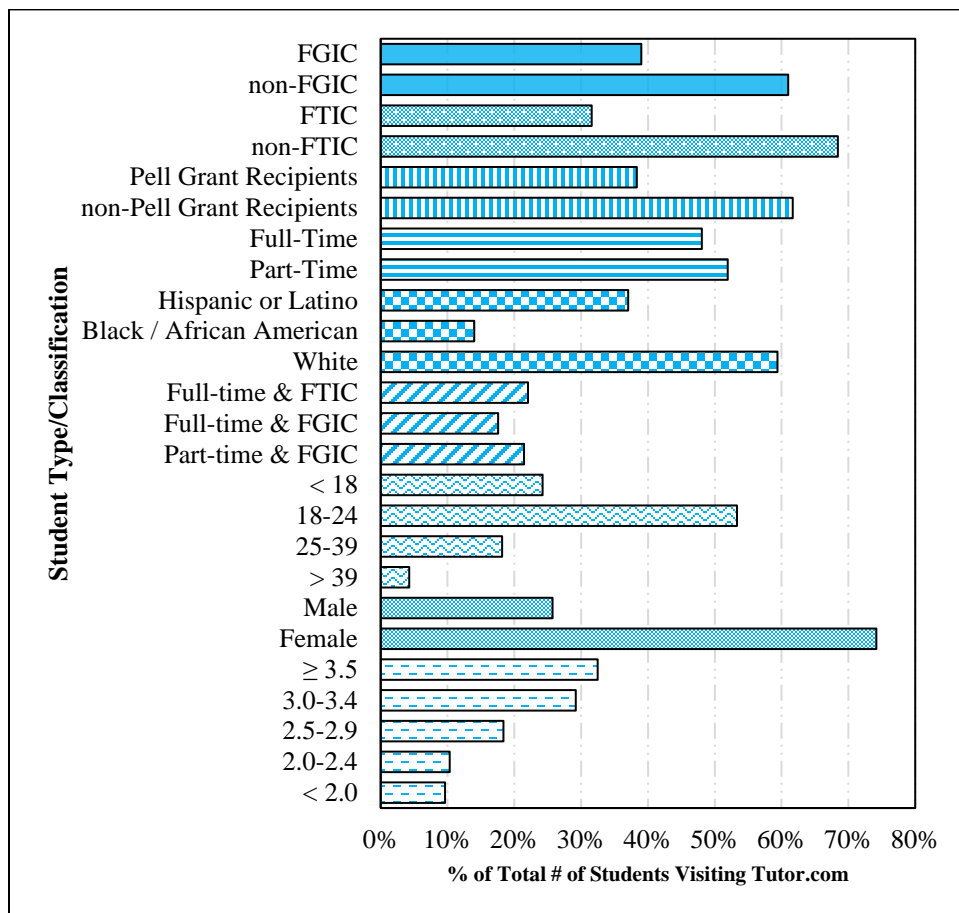


Figure 7. Percentage of tutor.com visitors by cohort for the Fall 2019 term.

	<i># of Students Visiting Tutor.com</i>	<i>Total # of Students at FSW</i>	<i>% of Students Visiting Tutor.com</i>
<i>FGIC</i>	633	1862	34%
<i>non-FGIC</i>	1229	1862	66%
<i>FTIC</i>	887	1862	48%
<i>non-FTIC</i>	975	1862	52%
<i>Pell Grant Recipients</i>	697	1862	37%
<i>non-Pell Grant Recipients</i>	1165	1862	63%
<i>Full-Time</i>	1150	1862	62%
<i>Part-Time</i>	713	1862	38%
<i>Hispanic or Latino</i>	681	1862	37%
<i>Black / African American</i>	296	1862	16%
<i>White</i>	992	1862	53%
<i>Full-time & FTIC</i>	632	1862	34%
<i>Full-time & FGIC</i>	346	1862	19%
<i>Part-time & FGIC</i>	287	1862	15%
<i>< 18</i>	522	1862	28%
<i>18-24</i>	1068	1862	57%
<i>25-39</i>	232	1862	12%
<i>> 39</i>	41	1862	2%
<i>Male</i>	578	1862	31%
<i>Female</i>	1281	1862	69%
<i>GPA ≥ 3.5</i>	659	1862	35%
<i>GPA 3.0-3.4</i>	446	1862	24%
<i>GPA 2.5-2.9</i>	289	1862	16%
<i>GPA 2.0-2.4</i>	193	1862	10%
<i>GPA < 2.0</i>	276	1862	15%

Table 8. Total number and percentage of students visiting tutor.com by cohort for the Fall 2020 term.

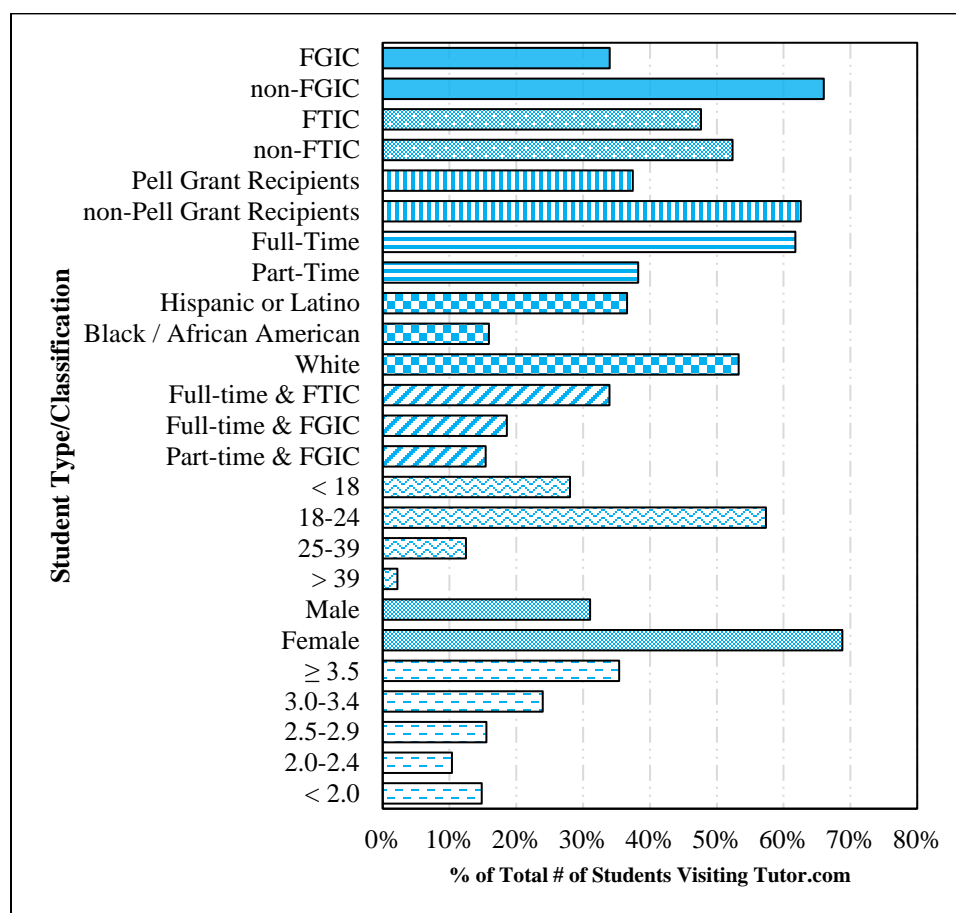


Figure 8. Percentage of tutor.com visitors by cohort for the Fall 2020 term.

When we review cohorts based on the total number of tutoring center visitors, much of the data simply reflects the population of FSW. For example, while we find in 2020 that 33% of all FTIC visit the tutoring center, the representation of FTIC to non-FTIC is 48%/52%, because total FTIC is outnumbered at FSW approximately 4-to-1. As a result, it is important to review these numbers not in a comparison to the cohorts, but instead to understand the attributes of largest percentage of visitors. In other words, if you are going to ask questions about under-represented groups, do so using comparisons of college-wide cohorts (Section 3.1), not comparisons of tutor.com total visits (Section 3.2).

4 CONCLUSIONS

FSW's Academic Support Center began a new assessment plan for AY 2020-21 in an effort to gather deeper information on user attributes of both the FSW Tutoring Centers and tutor.com.

A drill-down of FSW Student User Profile Attributes for Tutoring Services are as follows:

1. For these attribute investigations, data is displayed here in two formats. The first format is based on cohort representation of the College. The second format is based on cohort representation of the tutoring service. In the former, we review the total number of students at FSW which represent that specific cohort, and then determine the percentage of that cohort which has visited the tutoring center. In the latter, we review the total number of visitors to the tutoring center, and then determine the percentage of that total which represents the cohort. This allows us to determine (1) which cohort most actively uses the tutoring center, and (2) which cohort is most represented in tutoring center usage, both values may be of use in future investigations.
2. In the Fall 2019 term, the three cohorts which exhibit the highest rates of visitation to the tutoring center are (1) students who are both FTIC and Full-Time (at 34% of all FTIC and Full-Time students), (2) FTIC students (30%), and (3) Black/African American (26%). By Fall 2020, the FTIC/Full-Time remains highest, but now only at 15% as a result of the pandemic. The second highest is still FTIC at 13%. However, third is now Full-Time at 8%. The Black/African American cohort drops down to 5th place at 7%. It is clear that while all areas dropped (and as we'll see are reciprocated in tutor.com attendance), some dropped more than others. The largest drop was FTIC/Full-Time from 34% to 15%. And while this is the largest by percentage point (19% points), it is actually the smallest in terms of rate of drop. In other words, it is roughly half (55%) of what it was in the Fall 2019 term. By comparison, non-FTIC students exhibited a 11%-point drop, from 15% in fall 2019 to 4% in 2020. This drop is a rate 75%.
3. When we review cohorts based on the total number of tutoring center visitors, much of the data simply reflects the population of FSW. For example, while we find in 2019 that 30% of all FTIC visit the tutoring center, the representation of FTIC to non-FTIC is 32%/68%, because total FTIC is outnumbered at FSW approximately 4-to-1. As a result, it is important to review these numbers not in a comparison to the cohorts, but instead to understand the attributes of largest percentage of visitors. In other words, asking questions such as "How do we cater to non-FGIC students better, knowing that 63% of tutoring center users are non-FGIC?" may be more beneficial than "Why is FGIC so low (37%) compared with non-FGIC (63%)?" as that answer is unrelated to the purpose of the analysis.

A drilldown drill-down of Tutor.com Student User Profile Attributes are as follows:

1. For these attribute investigations, data is displayed here in two formats. The first format is based on cohort representation of the College. The second format is based on cohort representation of the tutoring service.
2. In the Fall 2019 term, the three cohorts which exhibit the highest rates of visitation to tutor.com are (1) students who are both FTIC and Full-Time (at 12% of all FTIC and Full-Time students), (2) FTIC students (11%), and (3) students with a GPA equal to or greater than 3.5 (8%). By Fall 2020, the FTIC/Full-Time remains highest, but now 36% as a result of the pandemic. The second highest is still FTIC at 33%. However, third is now Full-Time at 19%. The students with a GPA of 3.5 or greater cohort drops down to 5th place at 17%.
3. When we review cohorts based on the total number of tutoring center visitors, much of the data simply reflects the population of FSW. For example, while we find in 2020 that 33% of all FTIC visit the tutoring center, the representation of FTIC to non-FTIC is 48%/52%, because total FTIC is outnumbered at FSW approximately 4-to-1. As a result, it is important to review these numbers not in a comparison to the cohorts, but instead to understand the attributes of largest percentage of visitors. In other words, if you are going to ask questions about under-represented groups, do so using comparisons of college-wide cohorts (Section 3.1), not comparisons of tutor.com total visits (Section 3.2).

5 REFERENCES

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