

Normalizing Tutoring

Assessment plan

Goal A

Create **positive perception** of tutoring services among faculty and staff. What do we mean by positive perception?

- a. Tutoring is helpful
- b. Tutoring is a natural choice for students regardless of GPA (as opposed to a resource room mentality)
- c. Tutoring goal: academic independence, as opposed to editing service or answer provider/homework lab

Support Outcomes

- 1- Increase number of **students** who were referred for tutoring
- 2- Increase number of **faculty/staff** members who are making referrals

Measures and Criteria: (This year we will establish a baseline)

- 1- Number of **students** referred by faculty and staff
- 2- Number of **faculty/staff** making referrals

Goal B

Create a **positive perception** of tutoring services among students. What do we mean by positive perception?

- a. Tutoring is helpful
- b. Tutoring is a natural choice for students regardless of GPA (as opposed to a resource room mentality)

Support Outcomes

- 1- Increase number of students that requested a tutoring session
- 2- Increase number of attended tutoring sessions (caveat: there are fewer tutoring options due to budget cuts)

Measures and Criteria: (This year we will establish a baseline)

- 1- Number of students that requested a tutoring session
- 2- Number of students that attended scheduled tutoring session

Implementation Plan

The Power of Tutoring ***an awareness campaign for faculty and staff (you are our partner)***

- Tutoring Highlights – Virtual Tutoring Bulletin Board features new information/story every 3 weeks throughout the semester (new posts on top, old posts moving down); post will be promoted in the Daily and announcement/button on main Tutoring website every time new feature added.
 - Tutoring – The Natural Choice for Successful Students! (posted before week 1)
 - Welcome to the <insert term> semester!
 - New/special services being offered (i.e., study groups, academic coaching, study halls, etc.)
 - Tutoring will begin on <insert date>
 - Make your appointment in the Bengal Success Portal (include link)
 - Find more info on hours, tutors, subjects, etc. by visiting the Writing Center, Math Center, and Other Tutoring websites (include links)
 - Did you know?
 - Share data from previous semester/year
 - Tutor Spotlight! (posted early week 3)
 - One tutor from each area (Writing, Math, Other)
 - Video interviews (or text/pic-based, if video not possible) – 3-5 minutes long
 - Include student comments from exit surveys about these particular tutors
 - Sign up for an appointment with <insert tutor's name> or any of our amazing tutors by visiting the Bengal Success Portal (insert link)
 - Student Success Spotlight! (posted early week 6)
 - One or two students who have used tutoring to help them be successful
 - Video interviews (or text/pic-based, if video not possible) – 3-5 minutes long
 - Make tutoring a part of your success plan! Visit the Writing Center, Math Center, and Other Tutoring websites to learn more about how we can support you. (insert links)
 - Join us for Bengal Study Night – Midterm Edition! More info is available on our website. (insert link)
 - Partnership Spotlight! (posted early week 9)
 - Highlight one or two collaborations we have had that semester with faculty/departments/other areas on campus
 - Text/pic-based article on collaboration
 - Please reach out to Lauren, Maggie, or Erica if you are interested in partnering with the tutoring centers! <insert email addresses>
 - Prepare for Finals! (posted early week 12)

- Lauren’s comment/quote about preparing for finals 3 weeks out
- Meet with an academic coach to prepare a study plan! (insert link to Other tutoring)
- See a tutor to begin studying! (insert link to Bengal Success Portal)
- Join us for study sessions and stress-relief at Bengal Study Night! More info is available on our website. (insert link)

<p>Here’s what your fellow Bengals are saying about tutoring:</p> <ul style="list-style-type: none"> • insert student comments from exit surveys • 3-4 from each area 	<p>What’s happening this semester? (calendar/list of important dates)</p> <ul style="list-style-type: none"> • Tutor meet-and-greets • Weeks of Welcome • Tutoring begins • Bengal Study Night – midterm • Bengal Study Night – finals
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Columns at the Bottom: (these will be posted all the time; update calendar as needed)

- **Other collaborations/initiatives**
 - Work with Professional Development Center
 - Add tutors/faculty as presenters to Elevating Student Success in Our Current Environment Conversation Series
 - Present each semester to new faculty and student facing staff on available tutoring services
 - Design/facilitate workshops eg “How faculty/staff can get the most out of tutoring services”
 - Work with Teaching and Learning Center
 - What can we do together? See point above re: workshops: “How faculty/staff can get the most out of tutoring services”
 - Workshops for faculty on pedagogical practices they can enact in the classroom that make tutoring outside the classroom more effective (ex. Continuing and building on the Writing Center’s 2019 workshop series for faculty that focuses on designing effective writing assignments, guiding students through the peer review process, and giving students effective feedback on their papers)
 - Meet-and-greet our tutors (each semester)
 - Develop and share a training component for Peer Mentors
 - Share promotional language with faculty and support staff (professional advisers, completion coaches, EOP Counselors, SayYes Counselors, Res Life staff, Student Accessibility Services, Librarians, etc.)

- Collaborate with campus offices to develop initiatives to assist their unique populations:
 - Veteran Affairs: Referral system, new initiative: military academic coach
 - Referral system for: Roar 2 Success, Student Accessibility Services, Athletics, SayYes, International students
 - Professional Advisers (*include INS): Purposeful contact (eg. Share specific information about business tutors with the advisers who handle business students)
 - Honors: *recruit tutors, Point: Honor students are role models, and if they seek tutoring, it becomes more normalized.
 - Res Life: Tutoring in the res halls, promoting tutoring in res halls
 - Invite all offices to contribute to tutoring programming: eg. Bengal Study Nights
 - Participate in their programming: orientation, Weeks of Welcome, Study Nights, Open Houses
- Collaborate with faculty to create tutoring initiatives:
 - In-class presentations and/or workshops
 - Use Noel Levitz and Starfish data to help determine which courses should be offered a study group service lead by a tutor.

The Power of Tutoring

an awareness campaign for first-year students (tutoring will aid your success)

- Support staff refers student to tutoring
 - Utilize the Noel Levitz data in Starfish and other flags in starfish
- Individual faculty encourages and promotes tutoring for their course(s)
 - They can require tutoring for an assignment (class presentation is needed before students sign up for appointments)
 - They can request a presentation from the tutoring center
 - Class presentations/workshops on other topics relevant to the course (how to read an article, study skills, history of higher education, various writing or math related topics, etc)
 - Faculty can work with tutoring services to establish a study group specifically for their course using one of our tutors as a study group leader
- Talk about tutoring at various events
 - Open houses/resource fairs
 - Special programs summer programming (EOP, SayYes, Countdown to College)
 - Orientation, including Weeks of Welcome

- What about a peer tutor mini conference/event, where tutors from different centers/subjects can meet each other, learn more about what the other does, etc. for the goal of having them more easily able to refer students to other tutoring areas, etc.
- Share key pieces of data with students at events listed above (ex. % of students in good standing who used tutoring), and promote the Newsletter
- Introduce tutors to first-year students to start building connections
 - Invite tutors to attend/present at campus events (see above)
 - Host several meet-and-greet events at the beginning of each semester
 - To intro tutors to students
 - To assist students with procedure(s) for making and then attending appointments
- Work with first-year courses (UNC 100/CWP 101 courses, MAT103, MAT114, MAT311)
 - Invite faculty to book a tour/visit to one of the tutoring centers
 - Have tutors visit classes at beginning of the semester to share info about tutoring with students
 - In addition to speaking in 1st year courses, have tutors who are hired for specific courses (1st year or not) introduce themselves in class. (eg. ECO 201, 202, 305, BUS 312, 313, FIN 314, CRJ 101, SLP 412, etc.)
- Target various student groups on campus for group sessions (dates should not overlap too much)
 - Offer Bengal Study Night (work with Res Life)
 - Offer Study Halls (work with ROAR to Success)
 - SayYes Students (work with SayYes program)
 - Student Athletes (work with Athletic department)
 - International Students (work with International student office)
 - Res Life (train RA on how to schedule appointments, have them give tours of the tutoring space)
- Promotional materials
 - When designing promotional materials, use language that does the following:
 - Normalizes tutoring (The natural choice for successful students?)
 - Uses consistent language (eg. Coach, tutor, mentor, etc)
 - Accurately, yet briefly depicts all tutoring options (including EOP/STAR-NY along with writing, math and “other”)
 - Features Student Success Stories
 - Social media
 - Signage on campus, including digital (Butler & Union)
 - Flyers/table tents
 - Work with marketing to make video, esp. if we are back to face to face, to showcase the Academic Commons space