

**LEARNING  
CENTER** Tutoring Program  
Annual Report

*Fall 2011-Spring 2012*

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*Fall 2011- Spring 2012*

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# Student Visits

Fall 2011- Spring 2012



**1,969** unique students worked with tutors **9,444** times.

**1,969** students would fill up **7** theatre rooms at Edward's Cinema<sup>1</sup>.



Subject	Visits
Math	3441
Writing	1277
Chemistry	1136
Other	950
Physics	819
Accounting	451
History	390
Decision Science	377
Math 45	344
Japanese	146
Italian	58
CDDS	51
Critical Thinking GE Area A3	4
TOTAL	9,444

University	Unique Students
University of South Carolina <sup>2</sup>	1,403
Fresno State	1,969

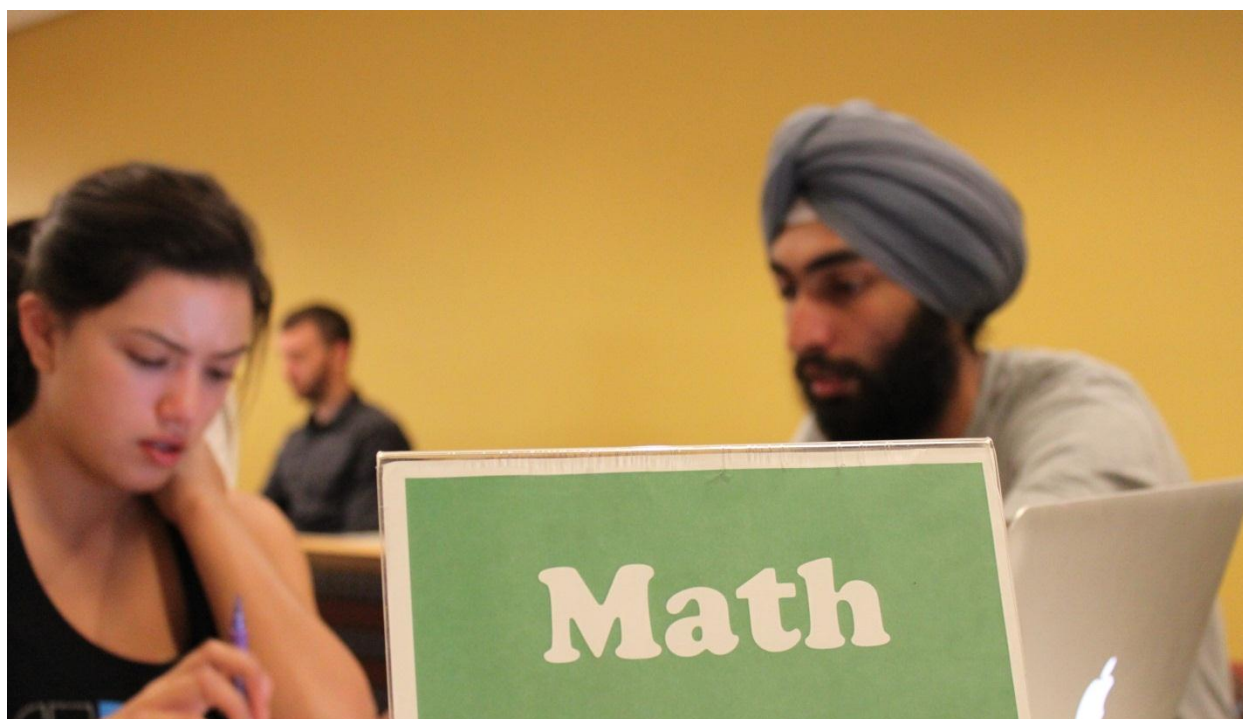
## Top Five Courses

1. Math 75 (1,489 visits)
2. History 11 (610)
3. Chemistry 1A (520 visits)
4. Math 76 (497 visits)
5. Math 45 (344 visits)<sup>4</sup>

# Return Rates of Unique Students

Fall 2011- Spring 2012

Return Rates by Subject for 2011-2012 Academic Year				
Subject	N	Returners (2+ Visits)	Users (3+ Visits)	Average Visits (Per Student)
Accounting	95	63.2%	44.2%	4.7
CDDS	51	23.5%	9.8%	2.1
Chemistry	275	60.0%	39.3%	4.1
Critical Thinking	4	0.0%	0.0%	1.0
Decision Science	135	52.6%	32.6%	2.8
History	139	70.5%	58.3%	2.8
Italian	37	24.3%	16.2%	1.6
Japanese	16	87.5%	87.5%	9.1
Math	452	61.7%	46.9%	7.6
Math 45	89	56.2%	42.7%	3.9
Other	420	44.3%	28.3%	2.3
Physics	168	66.1%	47.6%	4.9
Writing	591	38.1%	19.5%	2.2



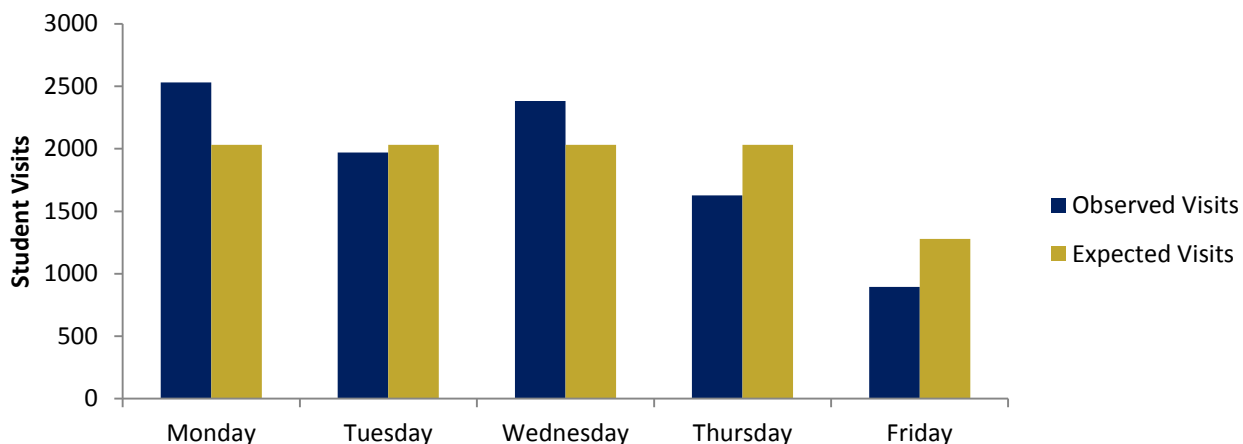
# Return Rates of Unique Students (Continued)

Fall 2011- Spring 2012



**More Students Attend tutoring toward the beginning of the week, especially on Mondays and Wednesdays<sup>5</sup>.**

**Student Visits by Day of Week<sup>6</sup>**

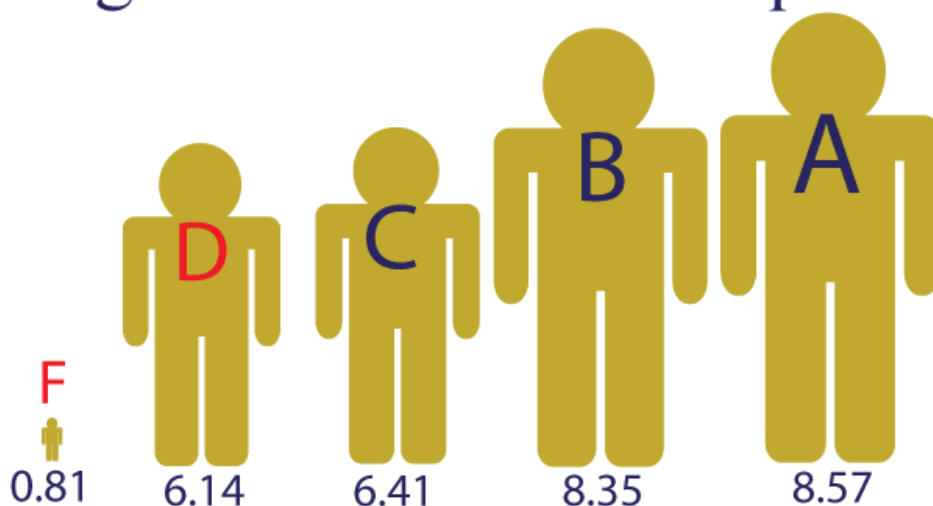


# Student Grade Comparisons

Fall 2011- Spring 2012

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## Math 75 Average Visit & Grade Frequency



Chemistry 1A	Grade	N
Non-tutored (no visits)	2.25	376
Visitor (1 visit)	1.89	53
Returner (2 visits)	1.94	17
User (3+ visits)	2.55	94

History 11	Grade	N
Non-tutored (no visits)	2.55	1328
Visitor (1 visit)	2.75	139
Returner (2 visits)	2.81	62
User (3+ visits)	3.19	205

Math 76	Grade	N
Non-tutored (no visits)	1.99	215
Visitor (1 visit)	1.77	22
Returner (2 visits)	2.6	5
User (3+ visits)	2.47	45

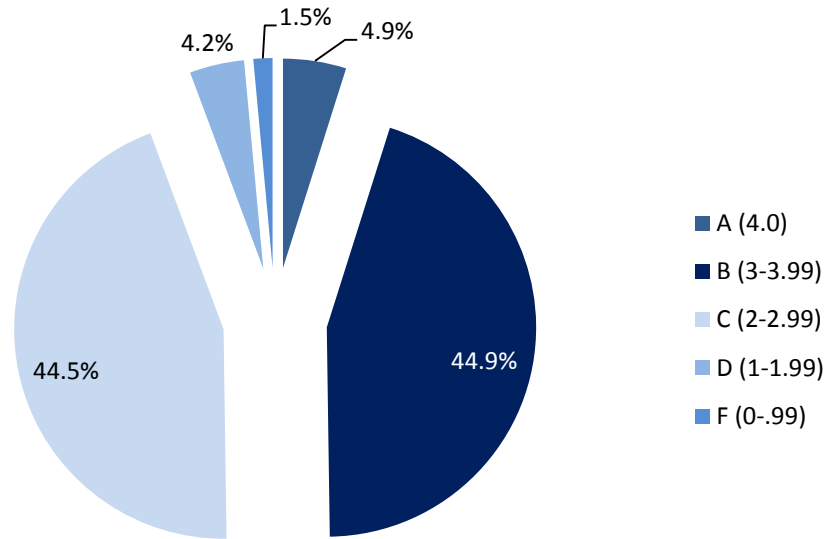
# Student Grade Comparisons (Continued)

Fall 2011- Spring 2012

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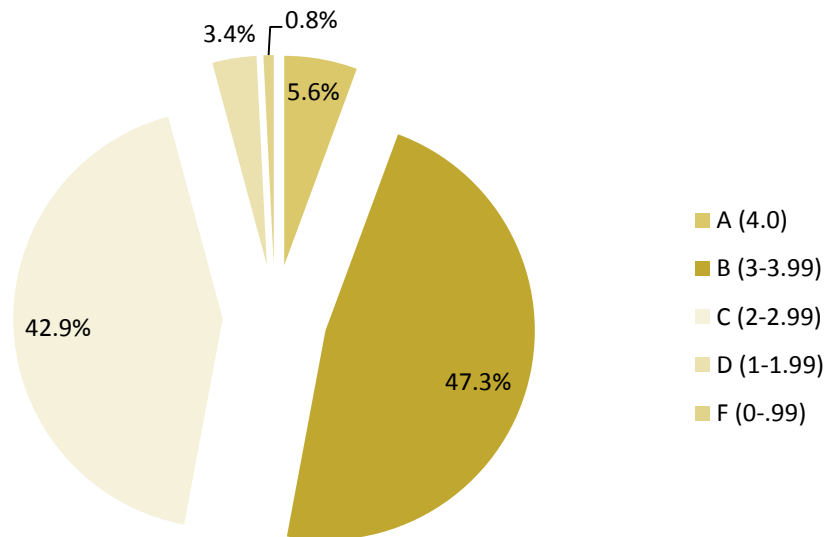
## Cumulative GPA of Visitors (1+ Visits)

N=1969



## Cumulative GPA of Users (3+ Visits)<sup>8</sup>

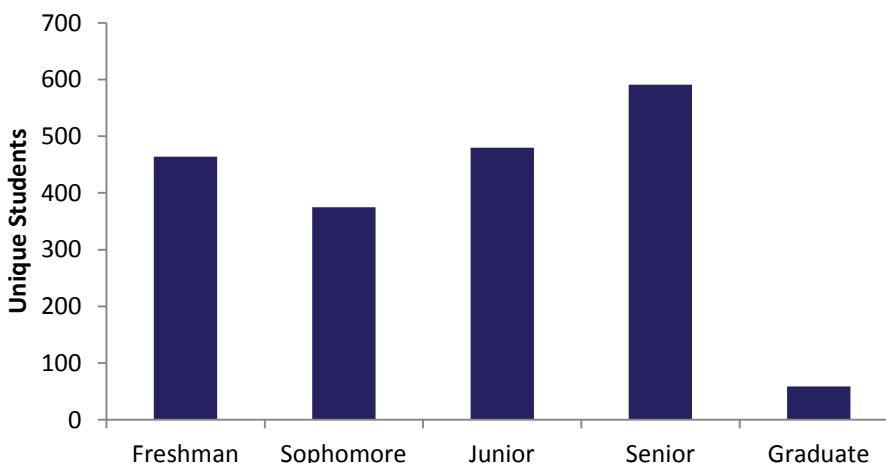
N=763



# Student Demographics

Fall 2011- Spring 2012

## Class Standing

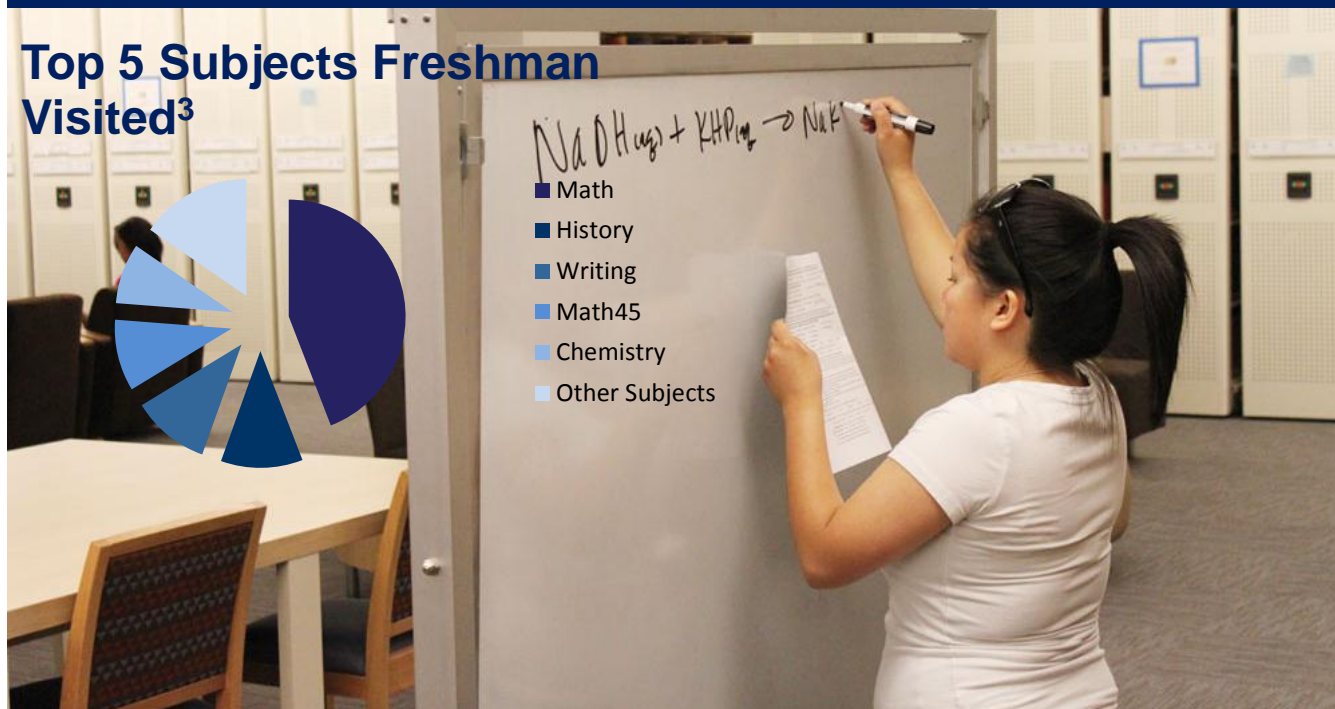


Seniors visit the most, although it may be more beneficial to target newer students.

To target freshman tutoring was offered for critical thinking, history, and more in math (Math 4R).

The Learning Center set a goal to increase freshman tutoring visits by 5%. That goal was exceeded considering freshman visits rose 13% from the previous year.

## Top 5 Subjects Freshman Visited<sup>3</sup>



# Student Demographics

Fall 2011- Spring 2012

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Ethnicity Demographics						
Ethnicity	African-American	Asian-American	European-American	Hispanic-American	Native-American	Other/Unknown
CSU, Fresno	4.6%	14.4%	30.6%	36.7%	0.5%	13.2%
Learning Center	8.5%	16.6%	22.7%	41.0%	0.8%	10.4%

**Underrepresented groups seek tutoring at a higher rate than expected based on Fresno State enrollment<sup>7</sup>.**

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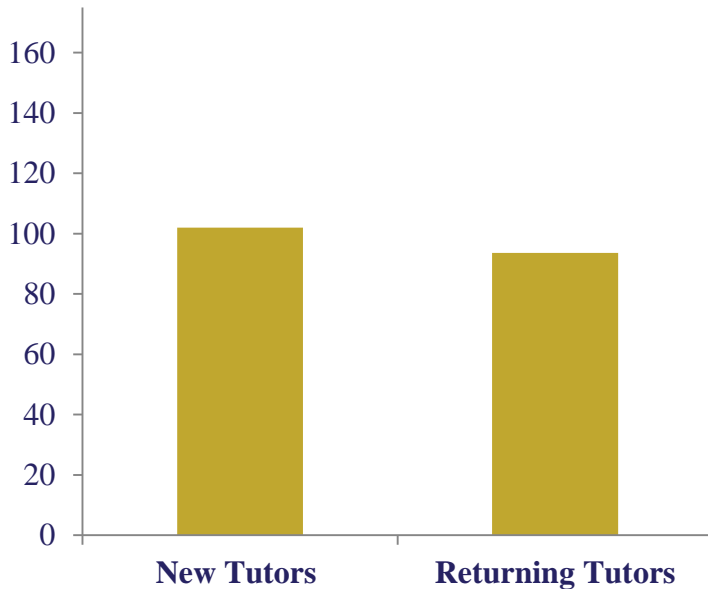


# Tutor Performance

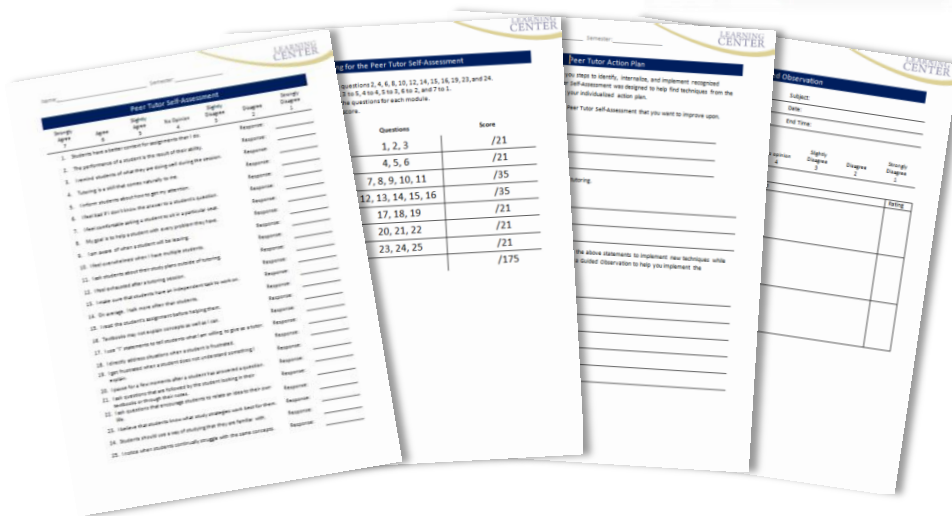
Fall 2011- Spring 2012

*“Tutor training was re-designed to be more engaging and easier to apply. The Tutor Self-Assessment was created to test the application of training concepts.”*

## Self-Assessment Scores



**Hypothesis:** *New tutors who received the re-designed training would score higher than returning tutors received to the older version of training.*



**Guided Observation-** *The guided observation was changed to enhance the assessment process to show what the tutors were truly gaining from the online training portion.”*

## Tutoring Program Goals

Fall 2011- Spring 2012

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### The tutoring program met three major goals set forth the previous year

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- ✓ 1. Maintain current tutor staffing levels for major subjects: math, physics, chemistry, and writing
- ✓ 2. Increase campus-wide tutor training content<sup>9</sup>
- ✓ 3. Maintain current user satisfaction levels with at least 90% of student tutorial visitors receiving good or excellent overall experiences in tutoring



### Looking forward, 2012-2013 Goals

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1. Increase tutor self-assessment scores by 5%
2. Increase tutoring provided to freshman by 5%
3. Increase overall visits by 10%

# End Notes

*Fall 2011- Spring 2012*

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<sup>1</sup>Edward's Stadium 22 in Fresno California was consulted to determine how many theatres 1,945 students would fill

<sup>2</sup>University of South Carolina has 21,000 undergraduate students which is comparable to Fresno State

<sup>3</sup>Pictured to the right You Her has been a chemistry tutor in the Learning Center for two semesters.

<sup>4</sup>History 11 students also recorded visits under our writing center for papers or to meet with Jacob Rayburn who tutors history as a secondary subject.

<sup>5</sup>The calendar graphic indicates Wednesday 22<sup>nd</sup> which symbolizes the start of the 2012-2013 academic year. For the 2011-2012 Academic Year, significant differences were found between the number of visits per day,  $\chi^2 = (4, N = 9,407) = 380.91, p < .01$ , based on the open hours of the Learning Center. Students seem to visits more often on Mondays and Wednesdays and less on Thursdays, and Fridays. Fewer hours on Fridays is justified because less students visit on Fridays. Some visits were omitted from this analysis (37) because of missing data.

<sup>6</sup>Aly Rosales an ASL tutor helps student Jillian Masciola with a presentation.

<sup>7</sup>The university is trying to increase the graduation retention rate among underrepresented groups. To accomplish this university goal, it is important for the Learning Center to provide safe and helpful services for students from underrepresented groups. Students belonging to underrepresented groups, including African-American, Asian-American, and Hispanic-American, visited the Learning Center significantly more than expected,  $\chi^2 (5, N = 2095) = 143.98, p < .001$ , based on university enrollment data. Also, students belonging to other groups, including Europeans-American and other/unknown, visited significantly less than expected.

<sup>8</sup>Students with 3+ visits are considered users.

<sup>9</sup>Tutors from the College of Engineering, Student Support Services, and the Health Careers and Opportunities Program participated in our campus wide online tutor training. More content was provided by adding 3 additional concepts, resulting in a total of 8 online training modules.