



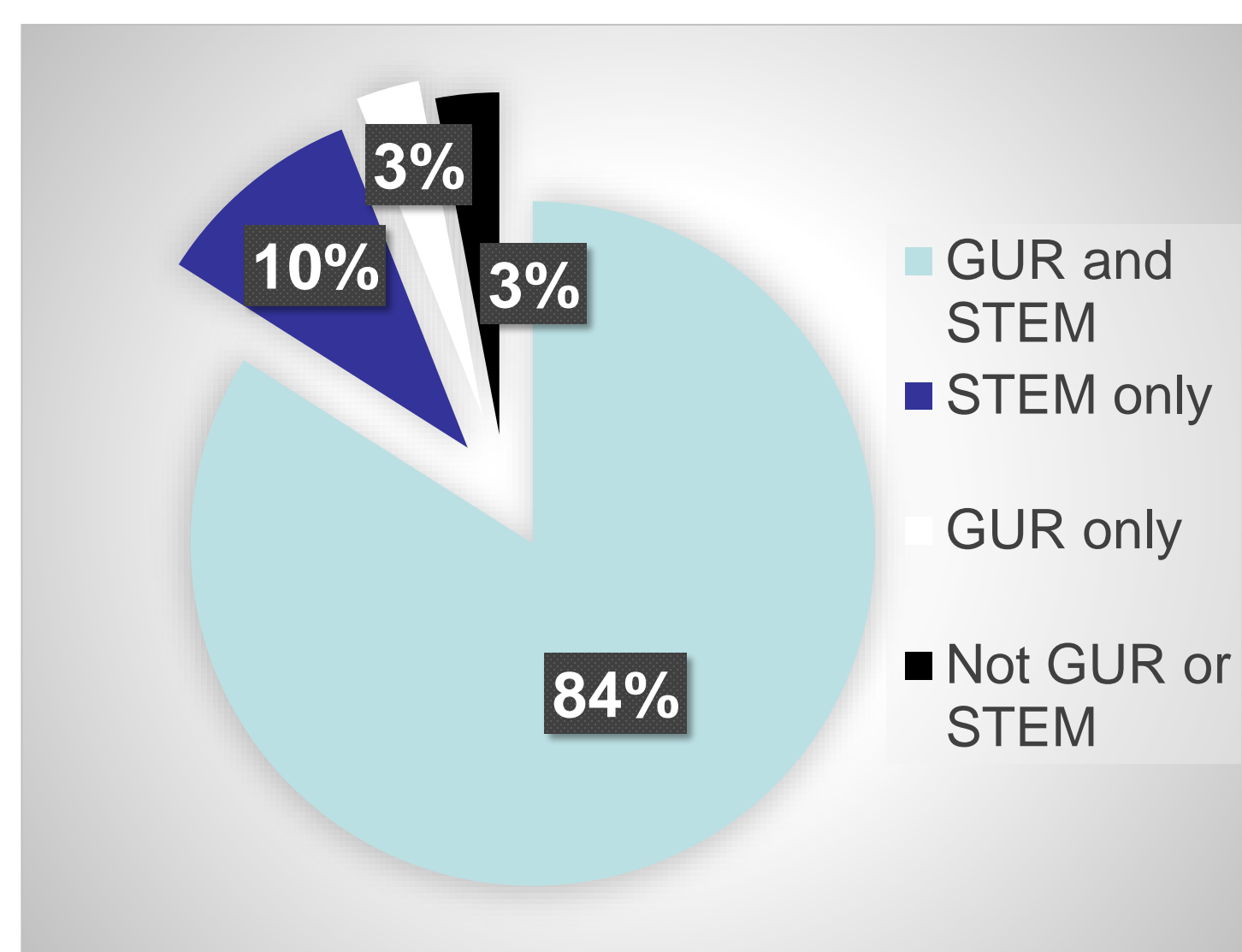
Tutoring Center

Wilson Library 280 <http://www.wvu.edu/tutoring>, tutoring.center@wvu.edu

The Tutoring Center (TC)

provides free peer tutoring for math and science. More than 84% of TC visits in AY2015-16 were for STEM courses that also satisfy General University Requirements.

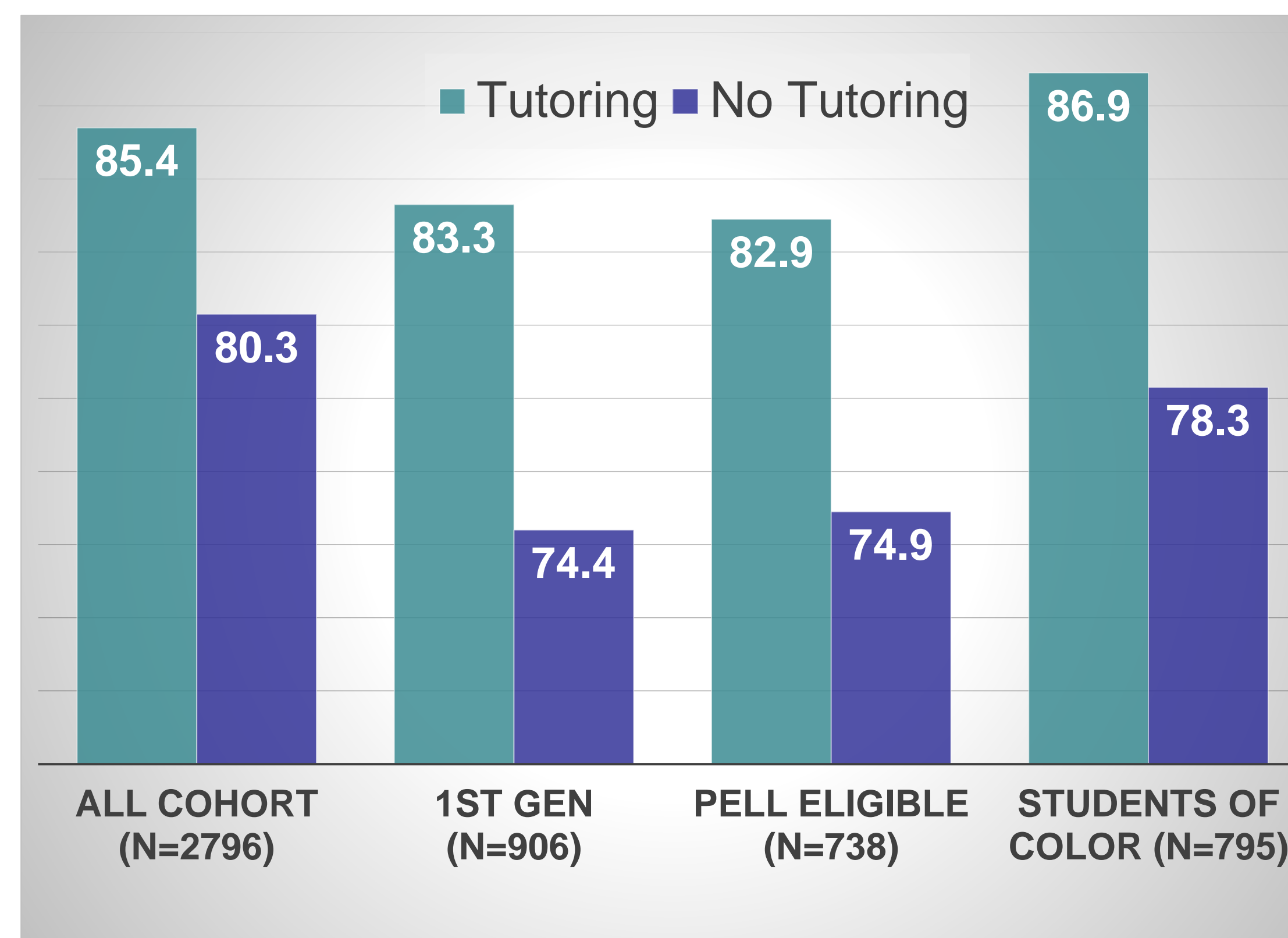
Approximately 46% of WWU undergraduates use TC services while on Western's campus.



Year-1 retention: TC users v. non-users

All Cohort, First Gen, Pell-Eligible, and Students of Color

TC utilization by first-time freshmen in fall 2014 correlated with higher first-year retention to fall 2015 when compared to first-year retention of students who did not use the TC. The difference in retention of TC users and non-users between is more pronounced for students of color, first-generation students, and Pell-eligible students than for the cohort overall.



Survey results

Campus Labs, Spring 2015

WHAT'S WORKING

Encourages independent learning: 76%
 Helps me use quantitative and scientific reasoning to solve problems: 72.91%
 Fosters student success: 88%

WHAT WE'RE WORKING ON

Long wait times

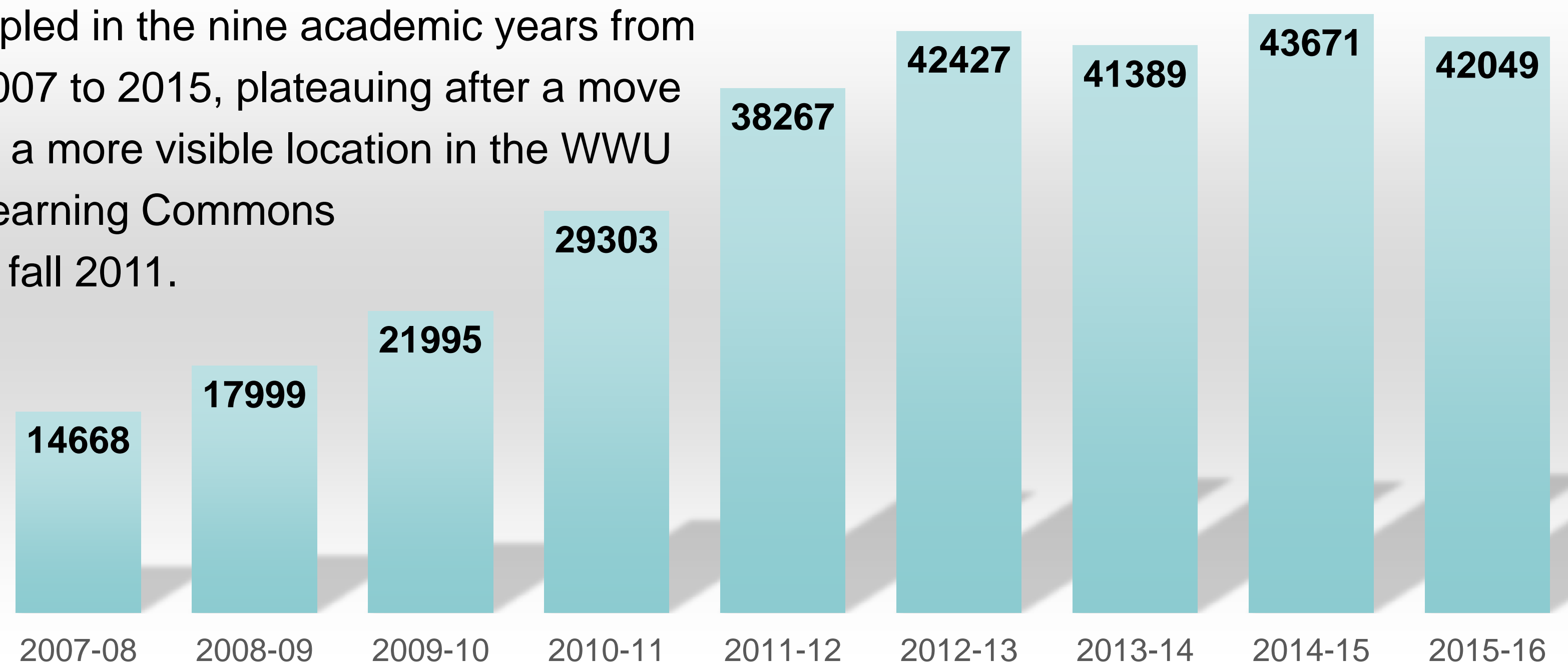
"Wish there were more folks available for tutoring help, so it wasn't so rushed."
 "Most times there weren't enough tutors so I would have to wait 30-40 minutes."

High noise level

"The noisy learning environment will keep me from using the tutoring center."
 "Sometimes I avoid going to the TC because of how many people gather there and because of how loud it gets."

Student Visits to Tutoring Center, 2007-2016

Tutoring Center utilization has nearly tripled in the nine academic years from 2007 to 2015, plateauing after a move to a more visible location in the WWU Learning Commons in fall 2011.



ACTIONS IN RESPONSE TO ASSESSMENTS

- Strategic, data-driven staffing and scheduling
- Incremental increases in funding for additional tutors
- Tutor-facilitated study groups for courses with high tutoring demand
- Focus areas (seating by subject) to encourage greater collaboration
- Enhanced training: diversity, assertiveness, questioning techniques
- Recruitment: for diversity, and for more physics and multi-subject tutors
- MATH 112-114 support in residence halls (primarily freshmen)
- On-site, semi-enclosed group study space