

Tutorial Center, Annual Report 2022-2023

Mission: To provide academic enrichment resources that help traditional undergraduate students enhance their learning and achieve their academic goals. By empowering our students to overcome challenging course demands, we increase retention and graduation rates.

Academic resources, services, and opportunities offered by the Tutorial Center:

A green-themed poster for the Tutorial Center's 2022-2023 annual report. The top left features the PLNU logo, which consists of a yellow icon of three stacked books above the text 'PLNU' in white. To the right of the logo, the words 'TUTORIAL CENTER' are written in large, bold, white capital letters, with '2022-2023' in large, bold, yellow capital letters below them. In the center is a photograph of the Tutorial Center's interior, showing students working at tables and a glass-walled office labeled 'Tutorial Services'. Below the photo are two white banners with black text: 'CENTER SERVICES' on the left and 'STUDENT EMPLOYMENT' on the right. Under these banners are four yellow rounded rectangles containing black text: 'PEER TUTORING' and 'REVIEW SESSIONS' (under Center Services), and 'TUTORING OPPORTUNITIES' and 'INTERNSHIP OPPORTUNITIES' (under Student Employment). At the bottom, the website 'www.pointloma.edu/offices/tutorial-services' is written in white, with a small 'Made with PosterMyWall.com' watermark below it.

PLNU

TUTORIAL CENTER

2022-2023

CENTER SERVICES

- PEER TUTORING
- REVIEW SESSIONS

STUDENT EMPLOYMENT

- TUTORING OPPORTUNITIES
- INTERNSHIP OPPORTUNITIES

BRAINFUSE ONLINE TUTORING
ACADEMIC COACHING

www.pointloma.edu/offices/tutorial-services

Made with PosterMyWall.com

Overview:

In the 2022-2023 academic school year, Tutorial Center welcomed students and tutors in the newly established “Learning Commons” in the Ryan Library. The fall semester offered new opportunities for management to promote small group appointments and walk-ins. Tutoring services in general were well-received in this format and in the new space.

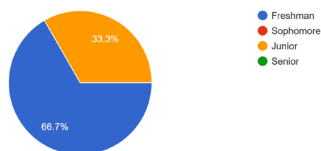
Academic Coaching continued to serve as a strong academic resource on campus. Academic Coaches held 53 sessions and provided support in the areas of organization, time management, and study skills. The Academic Coaching program is now serving as an outreach for our priority students to promote student success.

During Quad II of the spring semester, the Tutorial Center Manager hosted a new Interdisciplinary Studies course - IDS2090B-1, Learning and Study Strategies, to help with retention of the students who needed to meet the minimum required units. This 1-unit Quad course in Learning Strategies helped students meet total semester unit requirements.

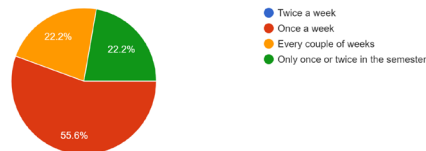
Tutorial Center remains an on demand employer for student tutors, review session leaders, coordinators, and graduate students in academic coaching. Each semester, the center recruits and hires new students for a variety of subjects. In the 2022-2023 academic year, Tutorial Services recruited and trained 35 student employees for tutoring and leading review sessions in 22-23 school year.

Fun Fact: Who visits the Tutorial Center the most and how often? This is a voluntary response. Sophomores and Seniors also use the center’s tutoring services but have not completed a survey when this questionnaire was distributed.

What is your class standing?
9 responses



How often did you use these services?
9 responses



Outcome/Goal 1: To offer tutoring services in the new learning commons at the Ryan Library. The goal was to increase the number of visits and accessibility of services.

PLNU Tutorial Services	# of tutoring sessions*	# of students served
Fall 2022 & Spring 2023 09/29/22-05/05/23	789	210

*Represents # of appointments scheduled online, walk-ins for small group sessions and in-person visits to the center. Others include: Academic Coaching, Review Sessions and Departments Tutoring, ex. Math & Physics, Music

Measure: Data retrieved from Usage Report shows online scheduling but in-person sessions held by the PLNU student tutors. During the 22-23 school year, about 210 students used these services. With the higher number in the fall and lower in the spring semester, over 780 sessions were held. All visitors who preferred an appointment used the Tutorial Center's Website to access the online scheduling tool. The appointments shown here do not represent all students who receive tutoring services. Review Sessions and Small Group Walk-ins that hosted on average 5-30 students weekly, signed in at the check-in desk or with the department RSL. These services don't require appointments and are designed to serve the students who need additional support.

Figure1: FA22-SP23 Tutor Match (PLNU student tutors) Usage Report

<u>TutorMatch Report</u>									
From Aug 29, 2022 to May 5, 2023									
Aggregate Appointment									
Account	Confirmed	Never Confirmed	Pending Confirmation	Total	Audio Appointments	Video	Group Count	In Person	
Point Loma Nazarene University Undergraduate	789	2	0	791	25	4	416	637	
Total Appointments	789	2	0	791	25	4	416	637	

Figure2: FA22-SP23 Appointments by subject

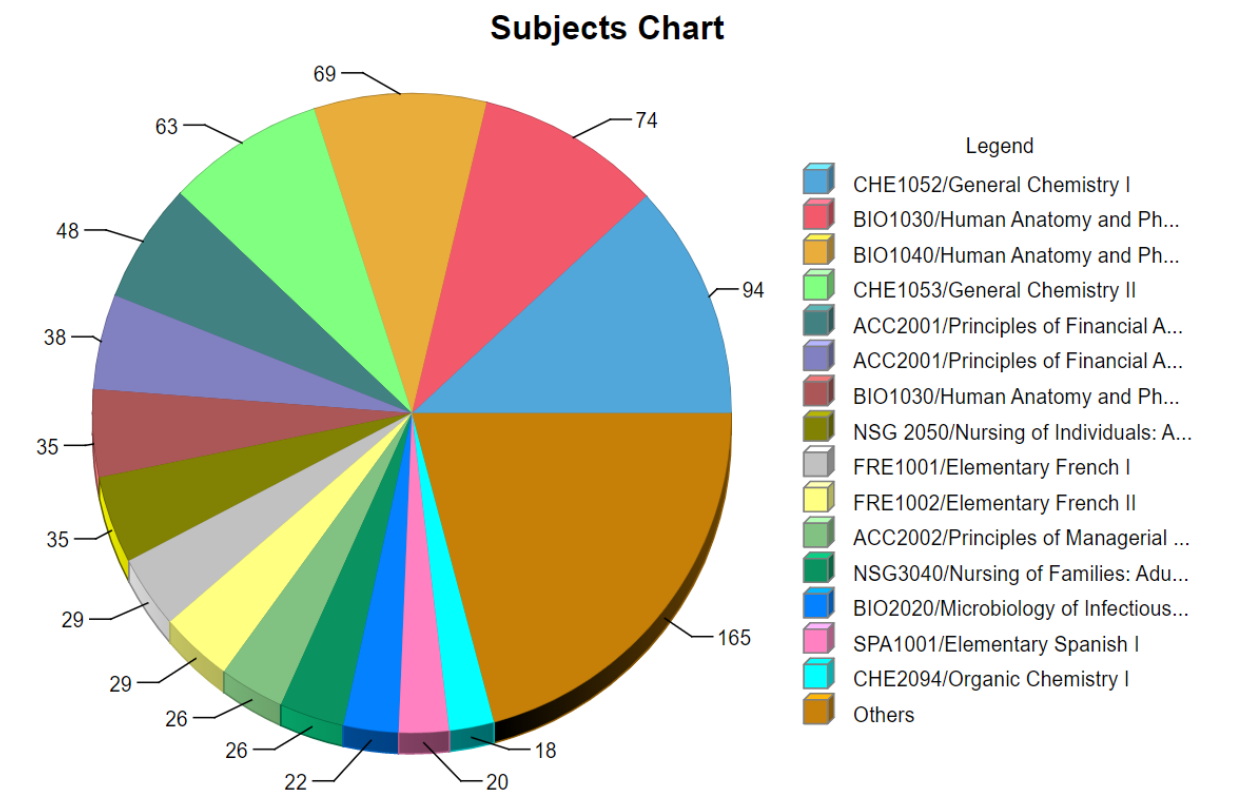
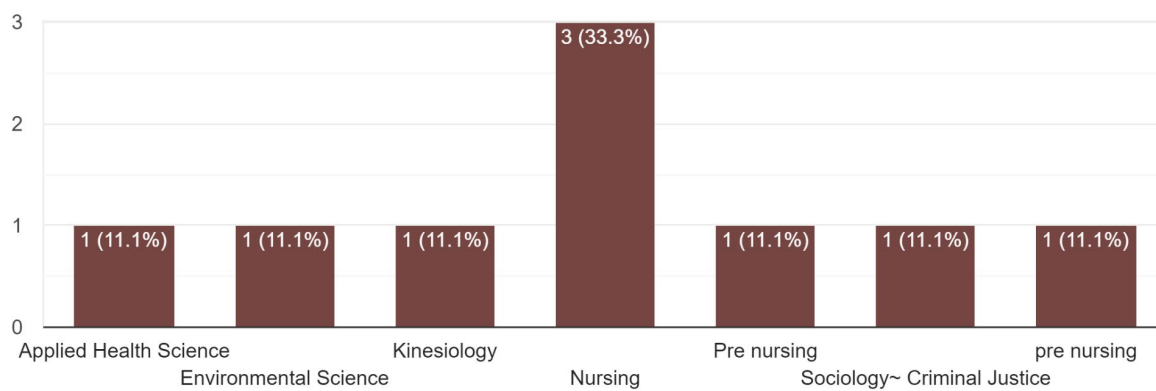


Figure3: FA22-SP23 Major of the students who visit the center

What is your major?

9 responses



Supporting Data and Conclusions:

Tutor Match”, is an effective tool that allows the PLNU student tutors to schedule time with students and meet with them in-person or online. The Usage report for both fall and spring semesters show higher session counts with PLNU’s tutors than those of last year.

Brainfuse’s “Live Help” with outside tutors also continued to serve the students’ need in general subjects when PLNU tutors were not available.

Improvement Plans/Ideas Based on Data:

Brainfuse Tutor Match is a reliable scheduling platform and reporting tool for the center. Some of the technical improvements that were noticed during the 22-23 school year will be shared with the representatives of Brainfuse.

Outcome/Goal 2: To recruit, hire and train a sufficient number of coordinators, tutors, and review session leaders for each semester of 22-23 school year. Focus on budgeting for the preparation of the new in-person learning commons.

Measure: The Tutorial Center’s new location within a Learning Commons attracts a new and different wave of students. Since the beginning of the fall semester, in-person visit to the center and email communication have increased. The initial approach for staffing was to ensure that the student workers get a minimum number of hours. To be effective and save on time and resources, the tutorial center manager partnered with the office of student employment to avoid onboarding delays and overstaffing. Tutorial Services recruited and trained 35 student employees for tutoring and leading review sessions in 22-23 school year and supported the LEAP tutoring program.

Figure4: Satisfaction Survey (Captured at the end of 22-23 school year). (1 = poor and 5 = great)

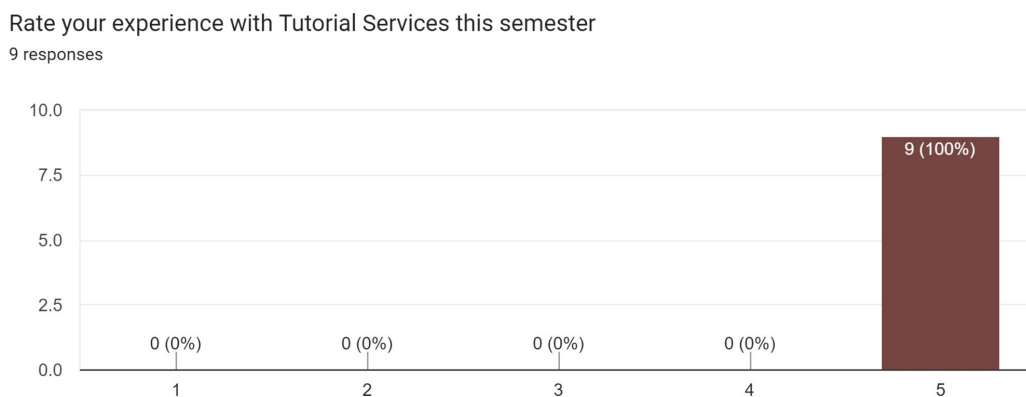
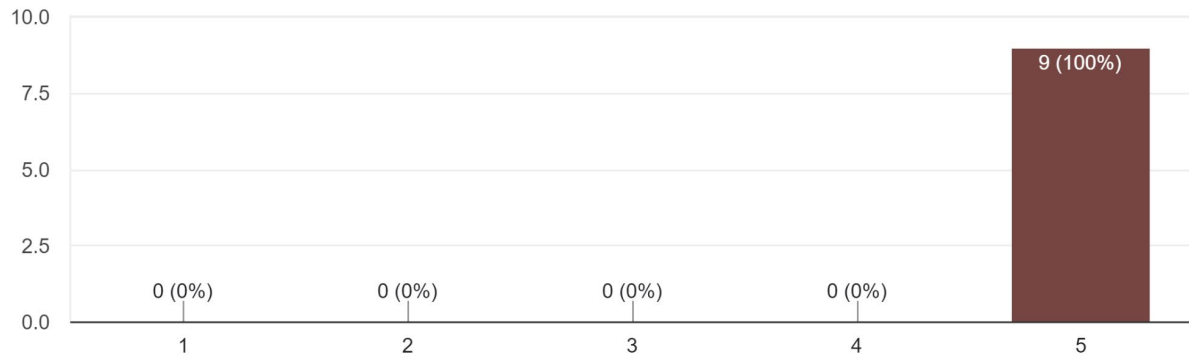


Figure5: Satisfaction Survey - Tutor specific (1 = poor and 5 = great)

How do you rate our tutors' readiness, knowledge of the subject, and tutoring style?

9 responses



Supporting Data and Conclusions:

The students who used the center's services ranked their satisfaction at the highest level (Figure 4). This indicates that the staffing met the demand in a professional and timely manner. In Figure 5, students ranked the readiness, knowledge, and style of the tutor at the highest level. This is also due to a successful training and tutor selection. The center is dedicated to improving all services based on the continued feedback from tutors and the students.

Outcome/Goal 3: To grow the Academic Coaching program that will serve all students and be available as a campus-wide academic support resource.

Measure: Canvas course was improved to ensure new updates for the proper training of new coaches. Two full time CCSD graduate students returned to serve their internship hours and were given additional opportunities to learn student success tools. Tutorial Center partnered with the Educational Access Center through the Student Care Team and supported Several EAC candidates. Unfortunately, at this time a survey is not available but for the 23-24 school year surveys have been planned and organized.

Supporting Data and Conclusions:

Academic Coaching continues to grow and requires a part-time staff member to take it to the next level.

Improvement Plans/Ideas Based on Data:

This program has been evolving in its delivery mode to answer the real need of the students.

The following improvements are set to ensure we close the gap between pre-set expectations and actuals:

- Continue to work with the Master of Higher Ed director to welcome new interns.
- Offer workshops/Info sessions to promote what Academic Coaching entails.
- Meet students where they are at and collaborate with them on goals and desired outcomes.