Establishing An Online Tutoring Program

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Lance Smith, TutorMe
Introductions

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Institutional Context

- Private, not for profit, liberal arts institution in Moraga, California
- 3,347 UG & G students
- De-centralized tutoring model
  - Center for Writing Across the Curriculum (CWAC)
  - Science, Technology, Engineering & Math (STEM) Center
  - Tutorial & Academic Skills Center (TASC)
Goals

1. Increase in the number of unique students engaged in tutoring from the 2019 – 2020 academic year compared to previous two years

2. Increase the number of unique students and hours of usage who utilize online tutoring when SMC tutoring centers are closed (from 8 pm – 8 am; weekends)

3. Increase the number of unique graduate students who utilize online tutoring
Strategic Initiative Alignment

• Access to academic support 24/7
• Continue progress in persistence, retention, and graduation
• Complement, not compete, with existing structures (reduce redundancy but increase services)
• Can you provide us with an overview of your company?
• Are landing pages customizable to our institution?
• Do you offer single sign-on?
• What subjects are available to students?
• Several companies offer 24/7 on demand tutoring assistance. Can you explain the log in process for students? Do any of your subjects require advanced scheduling?
• How are “minutes” for tutoring billed?
• How are your tutors trained? Are lessons with students archived?
• Is your software ADA complaint?
• As the coordinator of the program, what level(s) of access do I receive to daily, monthly, semester reports?
• What support is available to myself and students?
• Strong customer service & work ethic
• No prescheduling
• Over 300 subjects
• Customizable in subjects offered & timeframe(s)
• Administrative dashboard
Collaboration with Campus Partners

- Consult & Invite:
  - Information Technology and Enterprise Applications
  - Student Disability Services
  - Representatives from other tutoring centers across campus
  - Faculty, staff, and students
Implementation Check List

**TutorMe Onboarding Checklist**

- Integrate TutorMe into the Learning Management System (LMS).
- Receive Welcome Kit. Partners typically place stickers/magnets on computers that admins and students use.
- Request access to Admin Dashboard and manage users.
- If necessary, schedule training webinar for applicable staff.
- Send an email announcement to all students using our template. Alternatively, you can send us an email list and we can create and send a polished, effective email.
- Display provided TutorMe posters in high traffic areas around campus. Request a complimentary TutorMe stand-up display banner if you would like one for your center.
- Make a school-wide announcement in the school newsletter/newspaper, website, social media (Twitter, Facebook, Instagram), etc.
- Request that all professors add TutorMe as a resource within every course syllabus. Example: Now Available 24/7 online tutoring from TutorMe. To get free access, go to [LMS] and find TutorMe.
- Schedule ongoing TutorMe email campaigns before midterms/finals weeks (and any other significant dates in the academic calendar).

Please use our drive of TutorMe Assets for logos and graphics.
Good Afternoon SMC Community,

Beginning November 4, 2019, Saint Mary’s will be partnering with TutorMe, a 24/7 online tutoring platform to expand our tutoring services. TutorMe supports over 300 undergraduate and graduate/professional level courses that connect enrolled students with a trained tutor in a virtual space (with audio/video capabilities, whiteboard, file sharing, and accessible modalities, including screen reading, high contrast mode and ASL) in less than 30 seconds. Saint Mary’s on campus peer to peer tutoring services (S.T.E.M. Center, TASC, and CWAC) will continue with regular hours, operations and functions. All services are included in tuition.

In order to utilize TutorMe, students will click Important Links on the top left hand corner of the Moodle homepage. During this pilot program, each student will receive three hours of online tutoring services a month for the duration of the Fall 2019 semester or until the amount of hours purchased for this pilot are utilized (whichever happens first). Each tutoring session is limited to one hour. We will assess usage and experience for consideration of continuation in subsequent semesters.

We hope that you take advantage of this opportunity as we expand tutoring services. Please reach out to Dr. Mike Hoffshire, Director of Student Engagement & Academic Success with questions.
Student Success

- Career and Professional Development Services
- Center for Writing Across the Curriculum
- Tutoring (TASC)
- TutorMe
Infographics

TUTORME
A 24/7 ONLINE TUTORING PLATFORM WITH AUDIO/VISUAL CAPABILITIES

Enrolled Students Can Access Via MySWC under Campus Resources (No Log In Required)

387
# of lessons since November 1, 2019

18% Calculus
13% Accounting
11% Chemistry

With over 300 subjects available, you’re likely to find the help you need!

Increased GPA
Increased Study Skills
Increased Course Participation

NEW FOR SPRING 2020: WRITING LAB!
NO ADDITIONAL COSTS

VISIT US TODAY!
WWW.STMARYS-CA.EDU/TASC

OLC ONLINE LEARNING CONSORTIUM
MERLOT
OLC Innovate Education REIMAGINED
Dear Faculty,

I hope this note finds you more comfortable with the online learning environment with each passing day.

As the Coordinator of the Tutorial & Academic Skills Center, I wanted to invite you to schedule a time for me or one of my colleagues to conduct a brief overview of the tutorial resources (CWAC, STEM Center, TASC, & TutorMe) that we are currently offering (even if it is digital this semester). If you would like for us to virtually visit your classroom, please fill out the form here to set up a time to share these resources. The goal of this session is to increase the knowledge of learning resources that are available to our students.

Additionally, if you have a moment, we are recruiting tutors for the Fall 2020 - 2021 academic year (email dated 3/30) and would appreciate any recommendations you have.

With gratitude and appreciation for all you do for our students,

Collin
Assessment Practices

• Course pass rates
• Subpopulation(s) of students utilizing the platform
  • SMC sees high use in student athlete groups and those students in STEM related majors
• Hours students are utilizing the platform
• Most utilized and least utilized subjects
• Qualitative survey @ conclusion of every semester
## Goal 1

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Amount of Unique Students (UG &amp; G) Receiving Tutoring from TASC</th>
<th>Amount of Unique Students (UG &amp; G) Receiving Tutoring from TutorMe</th>
<th>Amount of Total Unique Students (UG &amp; G) Receiving Tutoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020 - 2021</td>
<td>Fall 2020 - 57</td>
<td>Fall 2020 - 65</td>
<td>Fall 2020 - 119</td>
</tr>
<tr>
<td>2019 - 2020 (Tutor Me Pilot)</td>
<td>180</td>
<td>88</td>
<td>148</td>
</tr>
<tr>
<td>2018 - 2019 (implementation of SSC software for scheduling/tracking)</td>
<td>161</td>
<td>N/A</td>
<td>161</td>
</tr>
</tbody>
</table>

* Data only reflects Tutorial & Academic Skills Center

Average *TutorMe* Lesson: 43 minutes
<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Amount of Sessions from TutorMe After Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020 - 2021</td>
<td>In Progress (Fall 2020 - 55)</td>
</tr>
<tr>
<td>2019 - 2020</td>
<td>27</td>
</tr>
</tbody>
</table>
Goal 3

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Amount of Unique Graduate Students Utilizing TutorMe</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020 - 2021</td>
<td>In Progress (Fall 2020 - 3)</td>
</tr>
<tr>
<td>2019 - 2020</td>
<td>4</td>
</tr>
</tbody>
</table>
Successes & Challenges

• **Successes:**
  • Covid19
  • Expansion of tutoring in specialized subjects

• **Challenges:**
  • Balancing the amount of hours each student receives and utilizes in any given semester
  • Budget
  • Apprehension among some tutoring centers to adopt and encourage use of technology
Reflection, Discussion & Debrief

• As a result of today’s presentation, I want to…
• Questions/Comments?