

Pirate Tutoring Center



ANNUAL REPORT

2009-2010

Pirates Helping Pirates Succeed

2009-2010 Benchmarks

100% increase in number of volunteer tutors Fall 2009 to Spring 2010.

40% enrolled CHEM 1120 students were served by PTC tutoring services.

4 academic departments join with PTC to provide tutoring services.

PTC Tutors present at the North Carolina SI/Peer Tutoring Conference at NC State University.

PTC Tutor Crew approved as a student government organization in February 2010.

PTC Tutor Crew named Volunteer Organization of the Year by the ECU Volunteer & Service Learning Center.

\$124,500 scholarship dollars given to PTC Tutors.

Executive Summary

The mission of the Pirate Tutoring Center (PTC) is to support the academic experience of ECU students through peer academic tutoring, academic success strategies, individual assessment and consultations, and outreach initiatives and services that promote retention and academic success. Participation in PTC programs and services during academic year 2009-2010 was approximately 4000 students.

The academic year 2009-2010 brought many changes to the Pirate Tutoring Center. Our new location combined with additional tutors, new staff members, expanded programming, and new campus collaborations resulted in a significant increase in students served at ECU.

New Location: The Pirate Tutoring Center's new location was established in August 2009, three weeks before classes began. The PTC's new offices are located in Suite 1015 Joyner Library, on the first floor.

Additional Tutors: New funding for several graduate assistantships provided Lead Tutors in the following subject areas: Chemistry (2 tutors), Physics (1 tutor), Biology (1 tutor), Economics (1 tutor), Math and Business (1 Tutor). The subject areas represented the highest areas of demand from academic year 2008-2009.

Additional Staff: Two full time Learning Specialists joined the PTC staff in January 2010: Janice Buchner and Lisa Jordan. Their job duties include providing academic skills assistance, coordinating specific course tutoring and support, student outreach, and special projects.

Campus Collaborations: Additional campus involvements include: PTC/Department Tutoring with Human Ecology, Geography, Anthropology, and Engineering, Weeks of Welcome Events, Effective Study Skills Workshops, PTC Faculty/Tutor Advisory Board, Greek Support Services, PTC Tutor Organization, Relay for Life Team, Peer Tutor Conferences and Leadership opportunities.

The Pirate Tutoring Center staff will continue to anticipate and respond to course and academic needs on behalf of East Carolina students. Our goal is to support the retention and graduation efforts of the campus, and provide a warm and supportive environment where our tutors and tutees alike will grow and succeed.

---Elizabeth Coghill, Associate Director

“An outstanding job they are the only reason I am doing well in the subjects that are hardest for me. Otherwise I would just be failing them.”

Fall 2009 Tutee Survey Response

“The tutors are great; they make everything so much clearer. They have really helped me out a lot. I don't know what I would do without the tutoring.”

Spring 2010 Tutee Survey Response

PTC Programming

The Pirate Tutoring Center programming encompasses several key components designed to assist in the retention of ECU students. These include:

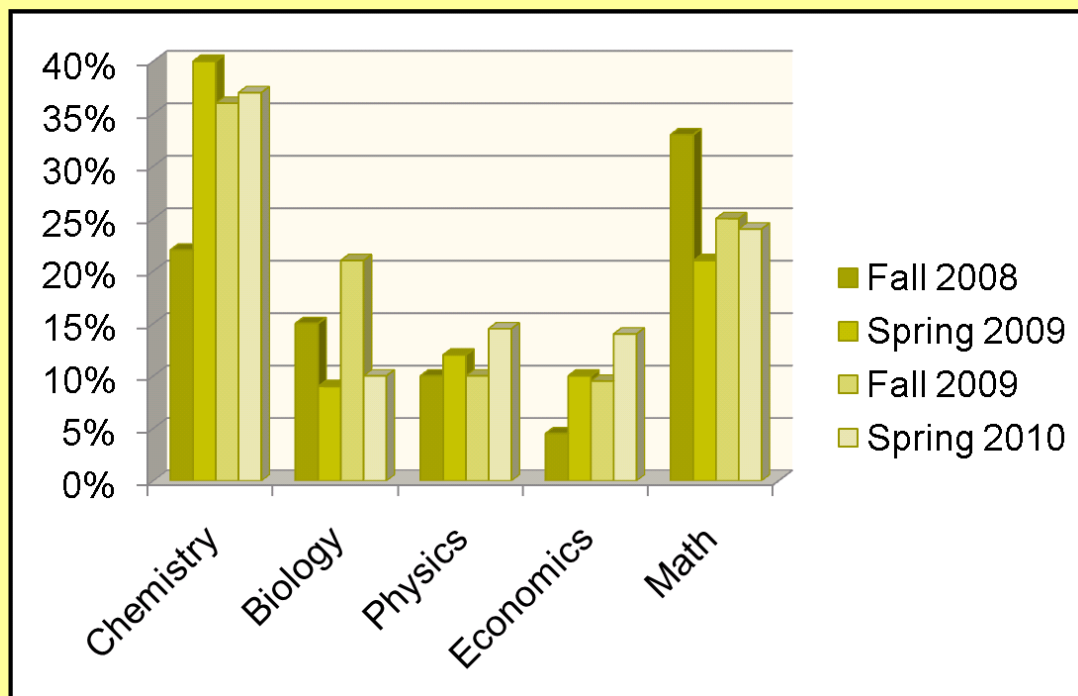
- Peer Tutoring at Joyner Library
- Academic Skills Assistance
- Tutoring Referrals, Resource Support, and Campus Outreach
- Specialized Workshops
- Peer Tutor Crew, Advisory Board, New Student Organization, ADED 3500, Tutor Recognition
- Campus Collaborations: Weeks of Welcome, Tutoring for Specific Departments, Academic Progress Reports

Tutoring nights in Joyner Library



Peer Tutoring Services

PTC tutoring services expanded in Fall 2009 to include daytime tutoring by appointment and Spring 2010 to three nights of tutoring per week.



- **There was a 168% increase in tutoring sessions, from 2344 sessions to 6324 sessions.**
- **In addition, there was a 75% increase in the number of students being tutored from 1349 tutees to 2366 tutees.**

Tutoring Service	Fall 2009	Spring 2010
Total Tutees	1146 students served	1220 students served
Evening Tutoring Only	2024 sessions 68.2% of tutoring services	2621 sessions 73.5% of tutoring services
Appointments Only	790 sessions 14.5% of tutoring services	758 sessions 12% of tutoring services
Evening and Appointment	17.3% of tutoring services	14.5% of tutoring services
Final Exam Prep Sessions	Not recorded	176 tutees
Total Semester Tutoring Sessions	2769 total tutoring sessions	3555 total tutoring sessions
Total Tutoring 2009-2010	2366 Students Tutored	6324 Tutoring Sessions

Academic Progression of PTC Served Tutees (defined as tutees tutored more than 3 hours per semester)

The retention rate of PTC served freshmen (2008 cohort) at **89%**. This was 10% above the campus retention rate of 78.8%.

The average PTC served freshmen GPA (2009 cohort) = **2.53** and **94.6%** are eligible to return Fall 2010.

Semester Served	Average Student GPA	% Academic Standing PTC Served	% Academic Standing All ECU Students
Fall 2009 1112 tutees (received tutoring more than 3 hours per semester)	2.79 GPA PTC Served 2.84 GPA All ECU Students	87.0% Good Standing 5.3% Warning 7.0 % Probation 0.7% Suspension	89.2% Good Standing 2.9% Warning 6.7% Probation 1.3% Suspension
Fall 2009 Freshmen 537 Tutees (received tutoring more than 3 hours per semester)	2.79 GPA PTC Served 2.62 GPA All ECU Freshmen	82.6% Good standing 7.4% Warning 10% Probation	76.4% Good Standing 7.6% Warning 16% Probation
Spring 2010 1213 tutees (received tutoring more than 3 hours per semester)	2.80 GPA PTC Served 2.87 GPA All ECU Students	90.2% Good Standing 4.0% Warning 3.6% Probation 2.2% Suspension	90.8% Good Standing 2.4% Warning 3.7% Probation 3.0% Suspension
Spring 2010 Freshmen 243 Tutees (received tutoring more than 3 hours per semester)	2.26 GPA PTC Served 2.60 GPA All ECU Students	68.7% Good standing 14.8% Warning 7.4% Probation 9.1% Suspension	79.3% Good Standing 7.6% Warning 5.7% Probation 7.4% Suspension

Significant Course Impact (tutees receiving 3 or more hours of tutoring/semester, passed rate is receiving A, B or C)

<u>Course</u>	<u>Semester</u>	<u>PTC Passed Rate</u>	<u>Non PTC Passed Rate</u>	<u>% Increase of PTC Tutees Served</u>
Chemistry 1120	Spring 2010	88.6%	62.3%	26.3%
Accounting 2401	Fall 2009	92.3%	71%	21.3%
Biology 1050	Spring 2010	87.6%	70.6%	17.0%
Psychology 1000	Fall 2009	95.9%	79.3%	16.6%
Geography 1300	Spring 2010	100%	83.9%	16.1%
Physics 1260	Spring 2010	83.3%	68.1%	15.2%
Physics 1260	Fall 2009	77.8%	62.7%	15.1%
Physics 1250	Spring 2010	75.8%	60.7%	15.1%
Biology 1100	Fall 2009	87.8%	73.2%	14.6%
Chemistry 1160	Spring 2010	81%	66.6%	14.4%
Chemistry 1130	Spring 2010	70.4%	56.2%	14.2%
Chemistry 1130	Fall 2009	71.4%	57.6%	13.8%
Chemistry 1120	Fall 2009	74.3%	64.8%	9.5%
Economics 2133	Spring 2010	92.0%	83.2%	8.8%
Psychology 1000	Spring 2010	85.7%	78.4%	7.3%
Economics 2113	Spring 2010	88.9%	82.1%	6.8%
Geography 1300	Fall 2009	87.5%	81.6%	5.9%

Academic Skills Assistance

PTC services include individual student appointments focused on developing academic competencies. Staff members assist students with textbook reading, note taking, time management, GPA projections, student success issues, and provide referrals to other services or offices on campus.

At the end of Spring 2010 Semester, 70.3% of the students receiving Spring study skills services served are in good standing.

Session or Semester	Students	Academic Year	Referral Source	Advisor Type	GPA at the beginning of services	Academic Standing at end of services	Received PTC Tutoring Services
Summer 2009	36	25.7% Freshman 31.4% Sophomore 28.6% Junior 14.3% Senior	51.4% received PTC email 22.9% referred by Academic Advisor	58% Professional Advisor 42% Faculty Advisor	46% over 2.0 5.7% at 2.0 42.9% Under 2.0	52.8% Good Standing 8.3% warning 25% Probation 13.9% Suspension	39.4% received tutoring services 60.8% received study skills only
Fall 2009	29	89.7% Freshman 3.4% Sophomore 6.9% Junior 0% Senior	57.1% COAD 10.7% Advisor 7.1% Parent 3.6% PTC Email	76.9% Professional Advisor 23.1% Faculty Advisor	89.7% first semester 10.3% over 2.0	100% Good Standing	78.6% received tutoring services 21.4% received study skills only
Spring 2010	103	60.8% Freshman 24.5% Sophomore 12.7% Junior 2.0% Senior	58.8% Advisor 17.6% COAD 12.7% PTC Workshops 8.8% Advisor	77.6% Professional Advisor 22.4% Faculty Advisor	2.9% No GPA 49.5% Over 2.0 2.9% at 2.0 44.7% Under a 2.0	70.3% Good Standing 9.9% Warning 5.9% Probation 13.9% Suspension	50% received tutoring services 50% received study skills only

Tutoring Referrals, Resource Support, and Campus Outreach

Outreach: The Pirate Tutoring Center maintains two tutoring websites for the campus community. The www.ecu.edu/tutoring website presents all tutoring options for ECU students and the PTC tutoring site www.ecu.edu/piratedtutoringcenter includes tutoring and study skills resources. In addition, ECU academic assistance resources are promoted by PTC staff at residence hall events, Orientation, Open House, student information fairs, and plasma screens throughout campus.

Residence Halls: The PTC staff support residence hall programming, provides final exam packs, participates in residence hall academic committees, and provides academic resource materials to RAs and Coordinators. In addition, PTC staff participates in RA training each semester.

Class Presentations: PTC staff members presented study skills information to 27 COAD 1000 sections in fall 2009, provided study skills support services for 9 COAD 1000 sections both Fall and Spring Semesters. In addition, PTC staff presented in Spring Semester courses promoting tutoring services for specific subjects.

Special Projects: PTC staff conducted online catalog training to 588 students enrolled in COAD 1000 sections Fall Semester. In addition, the PTC was involved in the

planning and implementation of ECU Excels: a retention program aimed at retaining freshmen earning a 3.0 or above GPA.

Tutoring Referrals: The PTC maintains up to date information on tutoring assistance for ECU students. Students desiring assistance receive an academic resources referral guide each semester.

Outreach Impact

Tutee Survey Results	Fall 2009	Spring 2010
Campus Tutoring Services	81% Only PTC 19% used other resources and PTC	80% Only PTC 20% used other resources and PTC
Return for Services	86.9% will use PTC again	89% will use PTC again

Specialized Workshops

The Pirate Tutoring Center sponsored several workshops for ECU students this past year. These include:

- **Survivor GPA Workshops**, Fall 2009 and Spring 2010, workshop devoted to providing end of the semester GPA answers to students.
- **Effective Study Skills Workshops**, co-sponsored by Student Life and First Year Center (new Spring 2010).
- **Greek Life GPA Recovery Workshops**, Transcript and GPA review for Greek chapters by request (new Spring 2010).

Survivor GPA Workshops, Fall 2009 and Spring 2010

Semester	Total Students Served	Students attending a Workshop	GPA Appointments	Received Tutoring Services	Student Classification	Completion of COAD 1000	Registered for the Next Semester
Fall 2009	64	64	0	27% Yes 73% No	58% Freshman 34% Sophomore 8% Junior 0 % Senior	47% Yes 53% No	93% Spring 7% Not Registered
Spring 2010	98	81	17	24.5% Yes 75.5% No	75% Freshman 13% Sophomore 10% Junior 2% Senior	38% Yes 62% No	47% Fall 35% Summer 18% Not Registered
Total Students	162	145	17				

Effective Study Skills Workshops Spring 2010

Workshop Date	Students attending a Workshop	Desire Follow Up Services	Classification	Majors
January 2010	67% (91 students)	74% Yes	76% Freshman	11% Undecided
February 2010	33% (44 students)	26% No	16% Sophomore	8% Business
			5% Junior	8% Biology
			3% Senior	7% Nursing
Total Students	135			

Greek Organizations Represented in February Workshop

Beta Theta Pi Delta Zeta Tau Kappa Epsilon

Kappa Delta Kappa Sigma

PTC initiated workshop participant follow up and outreach Spring 2010 by emailing tutoring services weekly from workshop session until end of the semester, inviting students to Survivor GPA Workshops and offering chapters Transcript Review Services.

Greek Life GPA Recovery Workshops and PTC outreach

- **Student Outreach:** Emailed tutoring services and workshop dates during Spring 2010 Semester.
- **Scholarship Chairs Support:** Met with Fraternity and Sorority Scholarship chairs, attended chapter meetings.
- **Chapter Presentations:** Offered Transcript Review Services as requested by individual chapters and advisors.

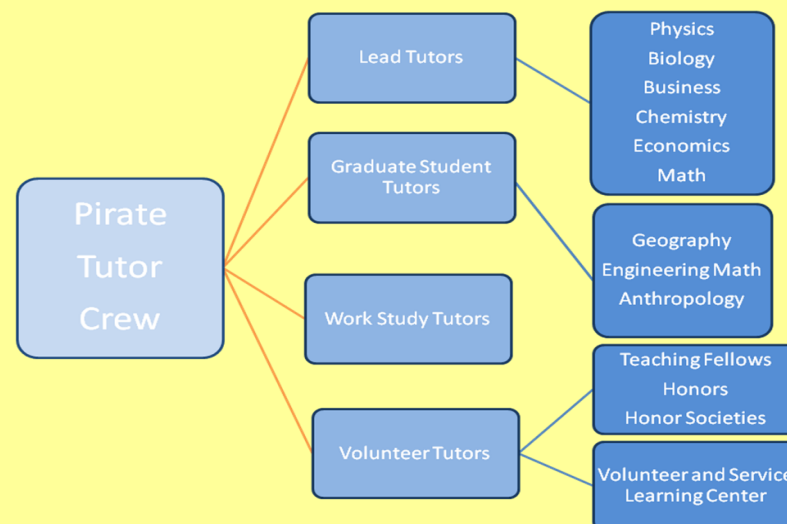
Peer Tutor Crew

Selected students must maintain at least a 3.0 overall GPA, received an A or a B in the subject tutored, and submit a faculty reference.

Fall 2009 semester = 99 tutors

Spring 2010 semester = 186 tutors

Pirate Tutor Crew Organizational Chart:



58 % of PTC tutors report no campus organization affiliation other than the Pirate Tutoring Center.

The PTC student organization was founded in February 2010 to provide SGA representation and additional leadership opportunities for the PTC Tutors.

Tutor Organization Affiliations

Semester	Honors	Teaching Fellows	Accounting Honor Society	Department	No Affiliations
Fall 2009 (99 Tutors)	15.2%	25.3%	0	2%	60%
Spring 2010 (186 Tutors)	6.8%	12.9%	22.4%	3.4%	55.8%

Tutor/Faculty Advisory Board

The Tutor/Faculty Advisory Board was formed at the end of Spring 2010 and met at the end of the semester for dinner and discussion. Under the direction of Elizabeth Coghill and Tutor Chair Jessica Pendergrass, the PTC Tutor Advisory Board student members will work together to identify tutoring resources needed for subject areas, assist in tutor and tutee recruitment. Students shall serve as a tutor representative for their subject area, and communicate tutor needs and student opinions. PTC Faculty Advisory Board Members will serve as a department liaison to PTC staff and tutors, assist in tutor and tutee recruitment, engage student tutors with faculty members, and communicate department and faculty needs and feedback to PTC staff members. The Faculty/Tutor Advisory Board consists of 60 members: 22 Faculty and 38 Tutor Representatives.



Faculty representatives include:

Accounting	Jan Everett
Anthropology:	Dr. Linda Wolfe
Biology:	Anne Bunnell, Dr. John Stiller, and Dr. Liz Jones
Chemistry:	Dr. David Bjorkman, Dr. Anne Spuches, Ms. Karen Voyteck
Economics:	Dr. Carson Bays, Dr. Andrew Grodner
French, German, Spanish	Dr. Stephen Dock, Dr. Tatjana Goodman, Dr. Richard Kristen
Geography:	Dr. Jennifer Arrigo
History:	Dr. Chad Ross, Dr. John Tilley
Math:	Dr. Katalin Szucs, Cathy Wilkerson
Physics:	Dr. Dan Bellittiere
Political Science:	Dr. Nancy Spaulding
Psychology:	Dr. Lisa Maag
Sociology:	Lori Heald

New Student Organization

The PTC Student organization is under the leadership of PTC Staff member, Lisa Jordan. The new student group was SGA approved in February and is unique to the ECU campus. The purpose is to foster the tutor's expansion of academic leadership, heighten personal leadership skills, and promote student government involvement.



Student Officers: From L to R: Adam Whiteley (Secretary), Hersh Patel (Vice President), Sarah Kinsley (President), and Tatum Weaver (Historian). Not pictured: Lisa Ward (Treasurer).

Spring 2010 Activities:

- Elected officers and recruited members.
- Sponsored PTC Relay for Life Team and raised \$628.44 for cancer research and sponsored two Survivors.
- Presented at the SI/Peer Tutoring Conference at NC State University, "Fostering Leadership Skills in Peer Tutors"
- Formed the Tutor/Faculty Advisory Board.

SI/Peer Tutoring Presentation

Relay for Life Team Photo



“All of the staff are warm and welcoming. They make an effort to learn your name and ask you how you are and I think that makes a big difference. I’ve enjoyed being at the PTC and I recommend it to people for tutoring and encourage them to become tutors. It’s rewarding to see students succeed.” PTC

Tutor response, Spring 2010 tutor survey

“The growth of the tutoring center over the next few years will change the freshman experience at ECU.” PTC Tutor

response, Spring 2010 tutor survey

ADED 3500

ADED 3500 is a new course designed to improve and support the development of peer tutors who volunteer in the Pirate Tutoring Center. This course is a component of ECU’s commitment to improve retention by providing free tutoring services for students. The students selected to be peer tutors attend class one hour (50 minutes) per week and tutors for three hours per night for two nights per month (approximately 20 hours/semester). This course also embraces the spirit of ECU’s motto “Servire.”

ADED 3500 was formed following conversations and assessment by the Pirate Tutoring Center with faculty, administrators, and students on how to best prepare the peer tutors. This course is housed in the Department of Counselor and Adult Education in collaboration with the Director of the Pirate Tutoring Center.

Fall 2009 three tutors enrolled in ADED 3500 and in Spring 2010 the enrollment increased to eight tutors.

Two sections of ADED 3500 will be offered for the Fall 2010 Semester.

Tutor Recognition

Two tutor recognition events were held this year to recognize the efforts of the volunteer tutor staff.

Fall Open House

In the Fall 2009 Semester, tutors and faculty joined together for a PTC Open House event sponsored by co-curricular programming funds. Special acknowledgement was given to our graduating seniors at this dinner.

Spring Tutor Recognition

At the close of spring semester a Tutor Recognition Breakfast was held in the Great Rooms of Mendenhall. Over 100 tutors and faculty gathered to reflect on the year’s accomplishments and recognize PTC graduates. At this event, tutors were given \$124,500 in special talent award scholarships recognizing their volunteer efforts as PTC tutors. The awards were determined by semesters of service ranging from \$500 to \$2000 in scholarship monies.



Campus Collaborations

PTC services and programs have reached many arenas on the ECU campus. As retention and graduation issue awareness grows, so does the requests for PTC involvement in activities and events across campus. PTC staff have planned, participated in, and supported specialized workshops for specific student populations, campus events such as Weeks of Welcome, as well as responded to student course needs as they arise.

Weeks of Welcome: PTC staff coordinated three Weeks of Welcome events this academic year. In the fall semester, we hosted an Academic Resources Fair outside of Wright Place to promote tutoring resources throughout campus. In addition, the PTC sponsored a “Professor, Pirates, Poolside” event that connected faculty and new students and served as an informal academic welcome to our new Pirates. In the spring semester, PTC co-sponsored Effective Study Skills workshops and an academic resource fair as a part of the Polar Bear Plunge event.

Pictured, “Professor, Pirates, Poolside” event



Tutoring Collaborations: In academic year 2009-2010, PTC tutoring has expanded to include specific course collaborations in order to respond to student academic needs. In fall 2009, the addition of Geography 1300 was in direct response to student inquiries. The Geography Department funded lead tutors to support Geography 1300, 4 semester hour, foundation curriculum course for non-science majors. Starting Spring 2010, three other areas joined the PTC tutoring effort: Accounting Honor Society, Engineering funded a lead math tutor, Anthropology Department funded a lead tutor for Anthropology 1000.

College of Human Ecology: Math tutoring services were continued into this academic year for CHE students enrolled in specific sections of Math 1065 taught by Darlene Worthington. When surveyed, 66.7% of the students receiving tutoring assistance reported an improvement in their math grades. Funding to support three math tutors was provided through CHE retention monies and supervised by PTC staff.

Academic Progress Reports: In partnership with the First Year Center, Academic Progress Reports (APR) were distributed to faculty teaching freshmen and first semester transfer students. After submitting a student's progress, PTC staff, academic advisors, and residence hall staff contacted students who had been identified for failing due to poor test scores, homework, or excessive absences. Students were offered tutoring support both Fall and Spring semesters following the identification by faculty.

What's next for the PTC?

The Pirate Tutoring Center staff will continue to anticipate and respond to academic needs of East Carolina students. Our goal is to support the retention and graduation efforts of the campus, and provide a warm and supportive environment where our tutors and tutees will grow and succeed. The initiatives for academic year 2010-2011 include:

Distance Education: Tutoring and support services pilot for Summer and Fall 2010. Learning Specialists will target specific DE courses and provide study skills support via email, phone appointments, and or Skype. In addition, Biology 1050 and Economics 2113 DE sections will be supported in the Fall with online tutoring assistance.

Greek Outreach: Expansion of academic support programming; including specific workshops, individual Chapter presentations and academic success programs. Two Graduate Assistants will be funded by Student Life to focus programming efforts for the Greek community.

Academic Progress Reports and Starfish pilot: Coordination of the APR process with the Provost Office, Colleges, Schools, Deans and Department chairs, and faculty to provide services to identified students. Serve on the Pilot Team for the implementation of Starfish early alert system.

Specialized Workshops: Expansion of PTC sponsored workshops designed for specific student populations including a Residence Hall Sophomore Experience program, Rx for Success Workshop for Nursing students, and study skills success workshops for specific courses.

Freshmen Immersion Program (FIP): PTC staff will be instructors for two COAD 1000 courses specifically designed for the pilot program students. Tutoring support for FIP students will be provided by Pirate Tutoring Center tutors.

Tutor Certification: Through the ADED 3500 Peer Tutoring Course, the PTC will seek to obtain tutor certification recognition from the College Reading and Learning Association.

For more
information
concerning

Pirate Tutoring
Center Services or
tutoring results
by course and
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