

PIRATE TUTORING CENTER

East Carolina University

Annual Report

June 2010-May 2011



YEAR IN REVIEW



PTC staff members

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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, timely graduation and academic success.

The academic year 2010-2011 was highlighted by significant growth in students served, additions to the tutor crew, and increased programming.

Students Served:

Participation in PTC programs and services during academic year 2010-2011 was approximately 5000 students.

Growth of PTC Tutors:

Tutor Crew reached 299 for the academic year.

- A 100% increase from Tutor Crew in 2009-2010.
- Tutors volunteered 8132 hours
- Volunteer Tutors provided \$73,188 in kind tutoring services

Faculty and Department Collaborations:

- New Departmental tutoring in Economics and Music adding to the existing relationships with Human Ecology, Geography, Anthropology, and Engineering departments.
- Pilot Tested of the Starfish early warning system and Freshman Immersion Program.
- Supervision of 3 Greek Academic Support student representatives and established academic workshop series for the Greek community.
- Hosted five Rx for Success academic support workshops serving 141 intended nursing students.

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 will grow, engage, and succeed.

--Elizabeth Coghill, Associate Director

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2010-2011 BENCHMARKS & PROGRAMMING

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**100% increase in number of
volunteer tutors**

**\$73,188 in kind tutoring provided by
PTC volunteer tutors**

**100% Psychology 1000 students
tutored 3 or more times in Spring
2011 earn an A, B or C grade**

**474 total attendance in new Greek
Life Academic Workshop series**

**Received Greek Life Appreciation
Award**

**\$3,000 donated from the ECU
Parent's Council for student success
packs**

**32% increase in study skills appoint-
ments**

\$1,106 raised for ECU Relay for Life

**PTC staff present study skills
lectures to 66 COAD 1000 sections**

**558 students attended PTC academic
support workshops**

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

- Peer Tutoring Services
- Academic Skills Assistance
- Specialized Academic Success Workshops
- Campus Collaborations
- Peer Tutor Crew

New Programming 2010-2011:

- Greek Life Academic Support
- Freshman Immersion Program
- Starfish Early Alert Responses
- Transfer Student Academic Support
- Music Theory Tutoring

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PEER TUTORING SERVICES

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The tutor for Biology 2140 helped to break down mechanical processes and allowed the information to be easily understood. Also, the tutor "quizzed" me on the material that was of topic. PTC helped by repetitively going over the topic material and making sure that each student understood the information before moving further along.

--Fall 2010 Tutee Survey

4109 Tutees Served 2010-2011

Term	Tutees Served
Summer 2010	181 Tutees Served 7% Freshman 20% Sophomore 45% Junior 28% Senior
Fall 2010	2229 Tutees Served 52% Freshman 27% Sophomore 15% Junior 5% Senior 1% Graduate
Spring 2011	1699 Tutees Served 44% Freshman 29% Sophomore 19% Junior 7% Senior 1% Graduate
Total 2010-2011	4109 Tutees Served

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PEER TUTORING TOP SUBJECTS

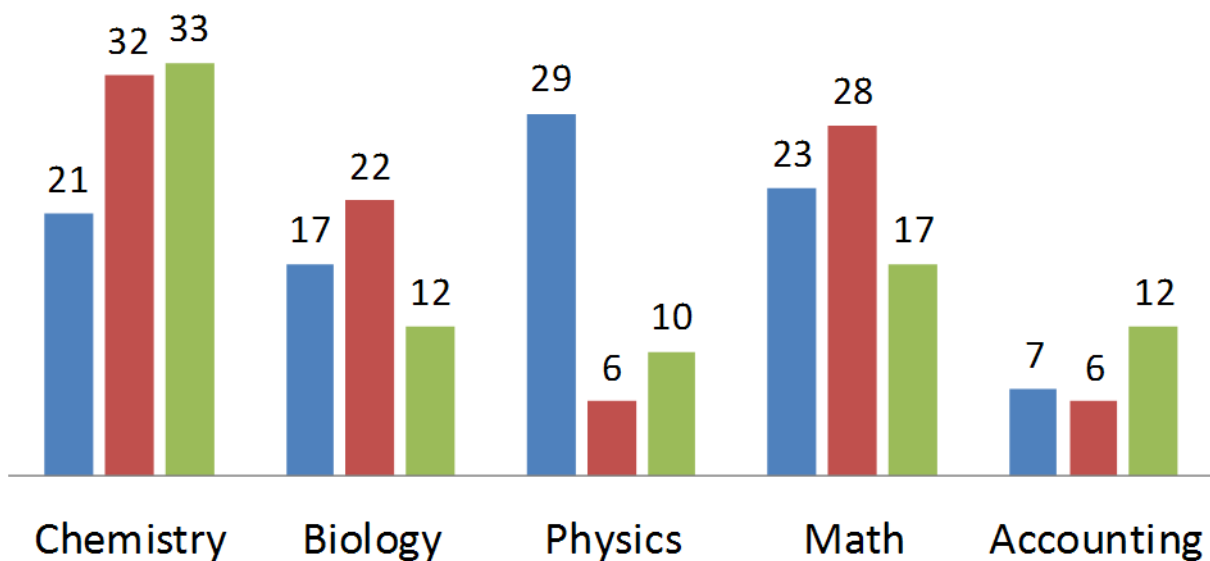
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Top Subjects Served

Summer 2010 = 181 Tutees Fall 2010 = 2229 Tutees Spring 2011 = 1699 Tutees

Percentage of Tutees by Subject Area

■ Summer 2010 ■ Fall 2010 ■ Spring 2011



Dear Pirate Tutoring Center:

The tutoring I am receiving from you guys
has been very great and a rewarding
experience, I am learning so much more.
My CHEM1130 tutor is the BEST!!! And
overall it's going pretty well.”
-Spring 2011 Tutee

SIGNIFICANT COURSE IMPACT — SCIENCES

Significant Course Impact

Active Tutees is defined by those students who receive 3 or more hours of tutoring/semester.

Passed rate is defined as earning an A, B or C in the tutored course.

I'm finding more of my students are passing
PHYS1250 the first time around. Which
historically, PHYS1250 has been a huge
obstacle for them.

It feels good that I have a consistent resource
that I can recommend to my students that
will help them out.

--Construction Management Advisor

Science Course	Term	Pass Rate of Tutees Served 3 or more times	Non-Tutored Student Pass Rate	Number of Tutees Served 3 or more times	Total Tutees Served
PHYS 1250	Spring 2011	90%	60%	51	103
MATH 1066	Spring 2011	83%	60%	12	33
PHYS 1250	Fall 2010	82%	66%	33	75
CHEM 1150	Fall 2010	82%	67%	91	181
Math 1065	Fall 2010	83%	70%	145	330
CHEM 1160	Spring 2011	79%	66%	48	87
CHEM 1130	Spring 2011	84%	73%	63	117
CHEM 1120	Fall 2010	74%	64%	129	257
CHEM 2750	Fall 2010	78%	68%	18	51
PHYS 1260	Spring 2011	75%	66%	16	41

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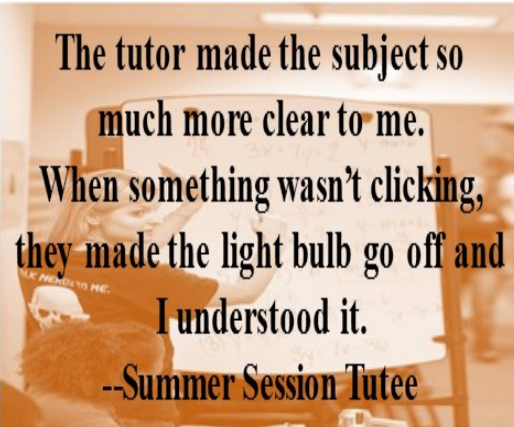
**SIGNIFICANT
COURSE IMPACT
SOCIAL SCIENCE
BUSINESS**

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Significant Course Impact

Active Tutees is defined by those students who receive 3 or more hours of tutoring/semester.

Passed rate is defined as earning an A, B or C in the tutored course.



Social Science or Business Course	Term	Pass Rate of Tutees Served 3 or more times	Non-Tutored Students Pass Rate	Number of Tutees Served 3 or more times	Total Tutees Served
PSYC 1000	Spring 2011	100%	73%	17	101
ACCT 2401	Spring 2011	96%	77%	25	69
ECON 2113	Spring 2011	91%	79%	34	113
PSYC 1000	Fall 2010	93%	82%	41	131
ECON 2113	Fall 2010	96%	86%	49	183

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.

191 students received study skills assistance by appointment academic year 2010-2011 indicating a **32% increase** in appointments.

Term	Number of Students Served	Academic Year	Referral Source	Advisor Type	College/ Major	Academic Standing at End of Term	Students Receiving Tutoring
Summer 2010	23 students	4% Freshman 48% Sophomore 31% Junior 13 % Senior 4% Graduate	54% Email 18% Workshop 14% PTC staff 9% Faculty 5% Advisor	77% Professional 23% Faculty	32% A&S 23% HHP 14% NURS 9% CHE 9% EDUC 9% FA&C 4% Undec	83% Good Standing 17% Academic Probation	83% Tutored
Fall 2010	82 students	52% Freshman 12% Sophomore 26% Junior 6% Senior 4% Graduate	56% Email 25% NA 8% Advisor 4% Faculty 4% Parent 3% Peer	83% Professional 17% Faculty	27% A&S 22% NURS 14% HHP 9% CHE 7% BUS 7% EDUC 6% Undec 5% FA&C 3% TECH	83% Good Standing 5% Warning 11% Probation 1% Suspension	64% Tutored
Spring 2011	86 students	54% Freshman 24% Sophomore 16% Junior 5% Senior 1% Graduate	26% Email 20% COAD 9% Peer 30% NA	86% Professional 14% Faculty	20% A&S 19% CHE 17% NURS 15% HHP 12% BUS 6% Undec 6% EDUC 3 % FAC 2% TECH	72% Good Standing 5% Warning 7% Probation 16% Suspension	55% Tutored

TUTORING REFERRALS, RESOURCE SUPPORT AND CAMPUS OUTREACH



Final Exam Prep Outreach
Barefoot on the Mall, April 2011

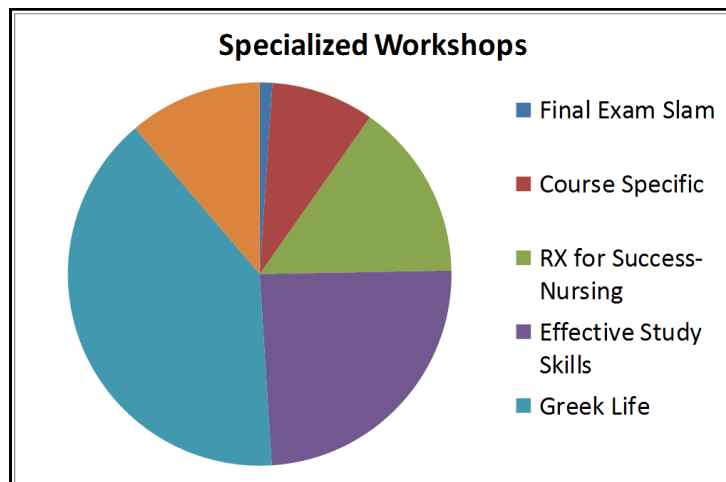
Tutoring Referrals: The PTC maintains up to date information on campus tutoring assistance for ECU students. Students desiring assistance receive an academic resources referral guide each semester, resources by email and class presentations.

Class Presentations: PTC staff members presented study skills information and lectures to **66 COAD 1000 sections**, provided study skills support services for **4 student organizations**, and presented academic skills for **8 specific courses** both Fall and Spring Semesters.

Outreach: The Pirate Tutoring Center maintains one tutoring website and Academic Success Resources via a Blackboard course for the campus community. In addition, ECU academic assistance resources are promoted by PTC staff at Residence Hall events, Orientation, Open House, student information fairs, classroom presentations, on plasma screens, posters, APR and Starfish identification, and direct email invitations.

Tutee Survey Results	Fall 2010 323 student surveyed	Spring 2011 349 students surveyed
Use of Campus Tutoring Resources	84% Utilized only PTC 17% Utilized both PTC and other resources	84% Utilized only PTC 16% Utilized both PTC and other resources
Return for Services	98% Plan to use PTC services again	97% Plan to use PTC services again

SPECIALIZED WORKSHOPS



PTC sponsors academic support workshops serving specific student populations.

933 students attended one or more of the PTC sponsored academic support workshops.

PTC sponsored workshops.

- **Survivor GPA:** end of semester workshop is devoted to providing end of the semester GPA answers to students.

106 students attended one of 8 sessions

- **Effective Study Skills:** co-sponsored by Student Affairs, and Student Government Association.

229 students attended one of 5 sessions

76% were Freshmen, 17% Sophomores

43% were from the Greek Community

- **Rx for Success:** conducted by Lisa Bennett and co-sponsored by the School of Nursing, these sessions share academic success tips for new intended nursing students.

Over 141 intended nursing students attended one of 5 sessions.

- **Course Specific Success:** Learning Specialist staff provide key tips to succeeding in specific subjects each semester.

82 students attended course specific workshops.

- **Greek Life Academic Support Workshops:** Six academic success workshops were held focusing on Effective Study Skills, True Colors, Graduate School planning, Getting Connected to Campus Organizations, and Becoming a Successful Alumnus.

Attendance totaled 474 for Greek Life Workshops.

CAMPUS COLLABORATIONS STUDENT AFFAIRS



Connect at the Cupola had an estimated attendance of 1000 students.

PTC services and programs have reached many arenas on the ECU campus. As retention and graduation issue awareness grows, so do the requests for PTC involvement in activities and events across campus.

- **Connect at the Cupola:** Event included 12 tents representing Arts and Sciences, First Year Experiences, Academic Resources, Fine Arts & Communication, Health and Human Performance, Technology, Education, Human Ecology, Allied Health and Pre-Professional Programs, Nursing, Undecided majors, Pirate Tutoring Center, Laupus Library, Joyner Library, University Writing Program, and Deans, Department Chairs and faculty members.

733 students signed in at the event, an estimated 1000 students attended.

- **Effective Study Skills Workshops, 299 students served**
- **Greek Life Academic Support** including supervising 3 student support specialists, creating an a Greek Life academic support workshop series, Chapter presentations, offering Chapter GPA reviews, and serving as a resource to chapter scholarship chairs and chapter advisors.

10 Chapters provided transcript reviews

61 “Greek Tutees” served Fall 2010 (74 tutoring sessions)

213 “Greek Tutees” served Spring 2011 (578 sessions)

- **Committee Support:** including Foundations of Excellence, Transfer Students, African-American Males, COAD 1000/University 1000, and ECU Parent’s Council.
- **Residence Halls:** PTC staff support residence hall programming, provides final exam packs, participate in Residence Hall academic committees, and provides academic resource materials to RAs and Coordinators.

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CAMPUS COLLABORATIONS ACADEMIC AFFAIRS

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Tutor/ Graduate Program Dinner, Fall 2010 featured
Faculty / Representatives from ECU Graduate Programs

Tutoring Collaborations:

In academic year 2010-2011, PTC tutoring has expanded to include academic department collaborations in response to student academic needs. These departments included Anthropology, Economics, Music, Geography, College of Human Ecology, and Engineering.

Starfish and Academic Progress Reports:

Starfish and Academic Progress Reports (APR) students were identified and contacted by PTC staff, members. Students were offered campus tutoring support resources both Fall and Spring semesters following the by faculty.

40% of students who received Spring 2011 Starfish poor academic progress flags came to tutoring

Freshman Immersion Program (FIP):

PTC staff supported one FIP COAD 1000 class and assisted in the development, recruitment, and academic progression of the FIP participants.

Financial Aid:

Under the direction of Julie Poorman, the Financial Aid academic appeals process has been updated to include tutoring and study skills support from the Pirate Tutoring Center. PTC staff work with referred students and verify hours served by our services.

Academic Advising:

PTC staff continue to support the efforts of the ECU Advising Collaborative. Staff members serve on advising committees, present to advisors as well as students, and respond to programming needs when requested.

PTC TUTOR CREW

The **PTC Tutor Crew** consists of Volunteer Tutors, paid Lead Tutors, and Departmental Tutors. All combined this year to total 299 students.

PTC student organization is under the leadership PTC Learning Specialist, Lisa Bennett. The goal of the PTC Crew goal is to foster tutor leadership, heighten personal communication skills, and promote student government involvement.

Fall 2010 Activities:

- ECU Open House
- Presentation to the ECU Parent's Council
- Graduate School Dinner
- Final Exam Party

Spring 2011 Activities:

- MERCI Dental Clinic, New Bern
- Honor Society Night
- ECU Relay for Life — raising \$1106.00
- Tutor End of the Year Party
- ECU Open House
- Senior Breakfast



Tutor Profile	299 Total Tutors
Tutor Type	269 Volunteer 6 Department 24 Lead Tutor
Classification	9% Freshmen 25% Sophomore 29% Junior 25% Senior 13% Graduate
Grade Point Average	61% 3.5-4.0 GPA 16% 4.0 GPA
Campus Affiliations	25% Accounting Honors 15% Teaching Fellows 12% Honors 2% Project Heart
Total Tutor Crew by Term	209 Fall 2010 226 Spring 2011
Tutors Receiving Scholarships	135 Fall 2010 115 Spring 2011
Total Volunteer Hours 8132 Hours	4668 Hours Fall 2010 3464 Hours Spring 2011

WHAT'S NEXT FOR THE PTC?



One of the strengths of the PTC has been the ability to identify student academic needs and respond quickly with services and programs. As we enter the fourth year of tutoring, the following new services will be added:

- **CRLA Tutor Certification:** A new process for tutor training and orientation will be developed and submitted to the National College Reading and Learning Association for certification on tutor levels one, two and three.
- **Learning Differences Awareness:** Incorporating tutoring techniques to assist in the successful academic progress of students with learning disabilities. This will include collaboration with Disability Services, Project STEPP and Oak Foundation grant programming.
- **Expansion of courses offered:** Academic Advising Center Directors have been surveyed to identify 3000 level gateway courses to their college's majors. Identified courses will be added to the PTC course offerings in order to assist in student major progression and graduation.
- **PTC on the Hill:** Starting Fall 2011, a satellite location will be established in the Galley area on College Hill. This location will feature specific course study groups with an imbedded PTC Tutor.
- **Greek Life Academic Support:** Academic support services will continue to be expanded to the Greek Community. This includes two student staff members, Chapter presentations, academic workshop series, and collaboration with Chapter Advisors.
- **Athletic Tutoring Partnership:** PTC tutoring services have been utilized by student athletes. PTC tutors will be trained to better serve athletes and mirror Athletic Tutoring standards and training practices.