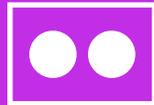




PLUS One-on-One Tutoring 2013-14



One-on-One
Individualized support



Holistic
Developing the entire student



Executive Summary



Learning Commons

PLUS One-on-One Tutoring

Executive Summary

2013-14 Academic Year



Mitchell Colver, PLUS One-on-One Tutoring Coordinator

Program Leading to University Success (PLUS) One-on-One Tutoring
JFK Library Learning Commons
Eastern Washington University

**Submitted to: Dr. Mary Cullinan, Dr. Rex Fuller,
Dr. Charles Lopez, and Verlinda Washburn**

“It is beyond helpful to get extra help that is also free. Being college students if I did have to pay for a tutor I would not have sought after help. I hope this continues for future students.”

– Student Feedback, 2013

EXECUTIVE SUMMARY

The Program Leading to University Success (PLUS) One-on-One Tutoring program is a student centered program designed to enhance the quality of student scholarship and to assist students in achieving academic goals and career goals through individualized tutoring sessions.

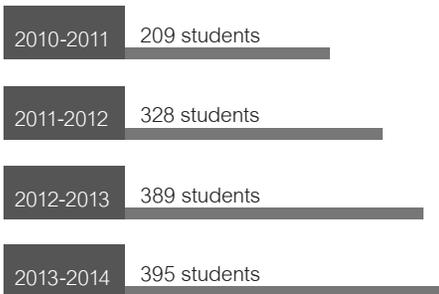
The PLUS One-on-One Tutoring program pairs students with qualified tutors who have previously taken the appropriate courses and performed well in them. Through the newly established environment of the Learning Commons, PLUS One-on-One Tutoring promotes relationships of trust, holistic academic development, individualized academic support, and personal responsibility

2013-2014 TUTORING OBJECTIVES

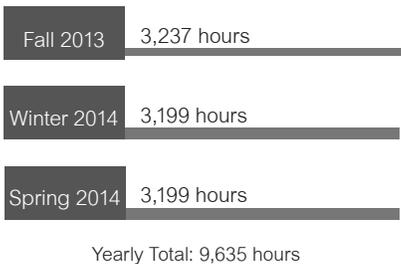
- Maintain 200 student/tutor pairings each quarter
- Complete and publish research related to effectiveness of the peer tutoring program
- Provide holistic academic support that facilitates the development of generalized academic study skills
- Students who meet the contract by having at least 15 hours of tutoring and who strive to achieve 15 hours of tutoring through consistent attendance will achieve higher course grades relative to students who initiate tutoring, but do not meet the contract

Since its inaugural year in 2010, the PLUS One-on-One Tutoring program has achieved consistent and progressive increases in the number of students served each year and the quality of the service provided. With the creation of the Learning Commons, PLUS One-on-One Tutoring saw significant and marked increases in the number of students making requests for tutoring and an increase in their level of commitment to the services. The program has also enjoyed increased visibility due to its new location and a groundswell of interest in the program from students across campus. Students who responsibly engage with One-on-One Tutoring are consistently showing outstanding academic outcomes and personal satisfaction with their progress.

Number of Students Served



Total Hours of Tutoring



RESULTS

During the 2013-2014 academic year, PLUS One-on-One Tutoring served 395 unique students through 651 student/tutor pairings. The program also employed 70 individual Tutors who served these students and without whom the program would not have been successful. These tutors are also an integral part of the population that we ultimately serve, since we return the dollars that fund our program directly into the hands of these student employees.

Through the dedicated collaboration of the program coordinator and a graduate research assistant named Trevor Fry, our program was, for the first time, able to run statistical analysis to investigate the *causal* impact that tutoring can have on course grades. Through a year long effort, a 47 page research article was prepared and submitted for publication. The results of this student indicate that tutoring is not only beneficial and well received by the students, but that it significantly improves their course grades. A more detailed summary of these findings has been provided in a separate report entitled: *Peer Tutoring at the Post-Secondary Level: Evidence to Support Undergraduate Peer Tutoring Programs*.

The PLUS program is certified by the College Reading and Learning Association (CRLA) and continues to provide quality training to our outstanding student tutors. During the 2013-14 academic year, PLUS tutors completed a total of over 800 individual hours of intensive training. These hours of training met the CRLA certification requirements to result in the program issuing thirty-two Level I Certificates, twenty-eight Level II Certificates, and eighteen Level III Certificates at the Annual Recognition Celebration in June.

CONCLUSION

The continued support of the Program Leading to University Success (PLUS) by Eastern Washington University's executive level administrators has been an integral component of this past year's success. As always, we look forward to the coming academic year and continued collaboration with the many different programs and departments that make our university so successful. As the year unfolds, we also anticipate continued innovation of the program and utilization of research-based best practices to help students achieve success.

Sincerely,

Mitchell Colver, PLUS Tutor Coordinator

PLUS 1-on-1 Tutoring Annual Comparison

COMPARISONS OF 2012-13 VS. 2013-14

Category	Fall 2012	Winter 2013	Spring 2013	Fall 2013	Winter 2014	Spring 2014	2013-2014 Totals
Individual Students Served	187	174	196	197	198	187	395 Unique
Total Hours of Tutoring	2,919	3,454	3,714	3,237	3,199	3,199	9,635
Mean Hours Per Student	15.61	19.85	18.95	16.43	16.16	17.11	16.57
Student/Tutor Pairings	207	194	225	217	227	207	651
Students Who Met Contract &	125 60.4%	156 80.4%	159 70.7%	144 66.4%	136 59.9%	140 67.5%	420 64.5%
Associated Average Grade	2.44	2.53	2.37	2.46	2.54	2.61	2.54
Students Who Did Not Meet Contract &	52 25.1%	15 7.7%	35 15.5%	35 16.1%	55 24.2%	29 14.1%	119 18.3%
Associated Average Grade	2.13	2.23	1.81	2.05	2.52	2.53	2.38
Withdraws/ Drops/ Other Cases	30 14.5%	23 11.9%	31 13.8%	38 17.5%	36 15.9%	38 18.4%	112 17.2%

providing quality services for student success



Strengthening EWU's reputation with research-based programing

Your support makes us stronger. Thank you.