



# Serving the 21<sup>st</sup> Century Learner

A case study of Rogers State University and Tutor.com, with contributions from Dr. Gary Dotterer, Director for the Center of Teaching and Learning at RSU and and Dr. Earlene Washburn, Training Coordinator at the Center for Teaching and Learning at RSU | 2016

## BACKGROUND INFORMATION

Rogers State University was the first university in Oklahoma—and among the first in the nation—to offer bachelor’s and associate degrees entirely online. With four degrees and over 1,100 courses available online, RSU has partnered with Tutor.com to become an innovator in online education.

### Institution Snapshot

- Enrollment: 4,300
- Institution Type: Public 4-Year University
- Tutor.com Partner Since: 2013
- Students access Tutor.com through the University’s Learning Management System
- Subjects available 24/7
- Close to 7,000 tutoring sessions served since program inception

## SERVING DISTANCE LEARNERS

With such a large number of distance learners, the faculty and administrators at Rogers State University work hard to ensure online students have equal opportunity and world-class resources offered to the students on RSU’s three Oklahoma campuses. For RSU, Tutor.com is an integral component of this offering, allowing online students to have access to tutoring services even if they are unable to access the tutoring services available on-ground.

“Thank you RSU for providing this service. As a non-traditional student I don’t always study when the school is open so **this is a life saver!**”

—RSU Statistics Student



[Rogers State University’s integrated tutoring brochure](#)

“It has been a fantastic journey. Daily we hear from the students how thankful they are that Tutor.com is available and that they appreciate RSU going the extra mile to offer tutoring services in the virtual world,” says Dr. Gary Dotterer, Director for the Center of Teaching and Learning at Rogers State University.

Although Rogers State University originally sought out Tutor.com services for their online students, they’ve expanded their offerings to all students—both on-ground and online. “Now Tutor.com has become a great resource for all of our students, and the trends show that once the word got out to everyone that this is a viable, helpful resource, we’ve seen our usage rates jump up drastically,” says Dr. Dotterer.

## INTEGRATING TUTOR.COM WITH THE ON-GROUND TUTORING CENTER

The implementation of Tutor.com for on-ground students led to questions from the on-ground tutors about whether the service was meant to replace them. Once they saw that the introduction of Tutor.com was about expanding, and not about a substitution, a unique bond was created where the two services “take care of each other.” The partnership of both tutoring options strengthened the whole tutoring service, whether virtual or face-to-face.

RSU is currently working with Tutor.com to integrate contact information throughout the campus and in online courses to make Tutor.com easily accessible and readily available as an immediate solution to subject content experts.

### REPORTING FROM TUTOR.COM

Like all Tutor.com clients, Rogers State University has access to monthly reports, which are sent to deans and department heads who in turn forward it on to faculty. “When looking at overall gains and trends, not only as a whole, by category, it allows us to see what’s happening in this specific field. If there is an influx of students needing assistance in College Algebra, can we work with faculty to see why?” says Dr. Dotterer. “Do we need to adjust the messaging in our course? Is it not getting through to the students? So, it helps us to determine areas of need, and then how we teach, and methods of delivery.” The same statistical usage data informs faculty about how the tutoring influenced student’s learning and for writing research.

### THE FUTURE OF TUTOR.COM AT RSU

“As RSU focuses its growth on expanding online course enrollment, we’ll have students all over the country, and when they need a tutor, it will have to be Tutor.com—the Tutoring Center won’t be an option” explains Dr. Earlene Washburn, Rogers State Alum and Training Coordinator at the Center for Teaching and Learning. ■

**“The tutor was very helpful with my question and also showed me a few things on my calculator that will help. He made me feel better about getting through this class. Thanks RSU for providing this service!”**

—RSU Statistics Student



**99%**

OF STUDENTS SAY THEY ARE GLAD ROGERS STATE OFFERS TUTOR.COM\*

**98%**

OF RSU STUDENTS WOULD RECOMMEND TUTOR.COM TO A FRIEND.\*

**98%**

OF RSU STUDENTS SAY TUTOR.COM HELPS THEM IMPROVE THEIR GRADES.\*

\*Compiled from RSU student post-session surveys during the 2016 calendar year.

For more information, visit [tutor.com/higher-education](https://tutor.com/higher-education).