



A Holistic Approach to Student Success

A case study of Texas A&M University Central Texas (TAMUCT) and Tutor.com, with contributions from Kim Wood, Assistant Director of Academic Support at TAMUCT | 2016

INSTITUTION SNAPSHOT

- **Enrollment:** 2,400 full-time students
- **Institution Type:** Upper-division, offering junior- and senior-level coursework
- **Tutor.com Partner Since:** 2011 (~10,000 sessions served)
Students access Tutor.com through the University's Learning Management System, Blackboard, 24 hours a day, 7 days a week.

MEETING STUDENTS' EVER-CHANGING NEEDS

At universities across the country, students rely on tutoring services to help them master core skills and succeed in difficult courses. In recent years, tutoring services come in a variety of forms to meet students' ever-changing needs. Kim Wood, Assistant Director of Academic Support at Texas A&M University, Central Texas recognizes that face-to-face tutoring and Tutor.com's live online tutoring, "meet different needs at different times."

Central Texas' on-the-ground tutoring services and Tutor.com are considered to be one unit: "Whenever I mention one, I mention the other," says Wood. The goal is to ensure that students are aware of all available resources that can work with their specific needs. Even on-ground peer tutors find Tutor.com helpful in studying for areas outside of their academic expertise, with one Advanced



"I appreciate all the help and **all of the tutors are courteous, not to mention highly knowledgeable.**"

— TAMUCT English Student

Math tutor citing Tutor.com as a factor in his success in one of his tougher courses. Wood explains, "It just goes to show that someone who is academically strong in one area may need support in another."

BUILDING AWARENESS

Wood's primary responsibility is to increase awareness of support services like tutoring—both online and on-the-ground. To do this, she speaks to faculty and students alike to encourage the use of free tutoring available through the on-ground tutoring center and Tutor.com.

Faculty buy-in was critical to building a strong student success program—Wood meets with many faculty and department chairs in hopes that the faculty recognizes a connection between online tutoring and an overall successful classroom experience.

While faculty involvement is a major factor in a successful Tutor.com program, it's also important to market to the students themselves. In each student success workshop she runs, Wood explains that tutoring services are "not just for those who are struggling, but a great way for students to keep up with their workload." When sending campus-wide emails and visiting classes to raise awareness of the free academic support programs available to students, Wood encourages students to use Tutor.com.



“I am taking an Excel class online. **I don’t think I could get through the class without the tutors’ help.**

Thanks!”

— TAMUCT Technology Student

LEVERAGING TUTOR.COM’S ACTIONABLE DATA

All Tutor.com partners have access to data based on their students’ tutoring sessions, giving them insight on knowledge gaps. As part of their overall student success strategy, the TAMUCT Office of Student Success reviews this reporting to identify and follow up with students who may benefit from additional support like individual success coaching.

THE IMPORTANCE OF ONLINE TUTORING

Wood believes that both on-the-ground tutors and the Tutor.com service are integral to providing holistic student support, an important factor in student retention. “We want to keep students here, not just for retention statistics, but we want students to make the most of their opportunities at TAMUCT.

If I’d had opportunities like this when I was at university, I would’ve used them too—but nothing like this was available.”

Wood goes on to say that resources like Tutor.com are “so important—it could make the difference between someone staying in university and dropping out, and being full of debt with no degree. So, we feel very strongly about it.”

Students agree that Tutor.com is important to them, too. “We generally hear very, very positive feedback,” Wood says. “Honestly, the feedback is really good.” ■

97%

OF STUDENTS SAY THEY ARE GLAD TAMUCT OFFERS TUTOR.COM*

95%

OF TAMUCT STUDENTS WOULD RECOMMEND TUTOR.COM TO A FRIEND.*

94%

OF TAMUCT STUDENTS SAY TUTOR.COM HELPED THEM IMPROVE THEIR GRADES.*

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

For more information, visit tutor.com/higher-education.