

To: Sherri Arendt, director, The Learning Center
From: Melissa Olson-Petrie, coordinator, Sheboygan Student Success Center
Date: January 22, 2020
Subject: Fall 2019 report on the Sheboygan Student Success Center & Writing Center

Sheboygan Student Success Center & Writing Center

The combined Student Success Center (SSC) and Writing Center at UW-Green Bay, Sheboygan Campus, provides free tutoring to help students discover their strengths and reach their potential.

Staff and scheduling

Peer tutors have excelled in their classes and are ready to help students on a drop-in or by-appointment basis. In the fall 2019 semester, not only were peer tutors recommended by subject-area faculty members, but much of the SSC drop-in tutoring schedule was set based on polls conducted by those faculty members. Tutoring was scheduled as much as possible to fit within the class schedules of the students most likely to seek the help of peer tutors.

The Writing Center within the SSC is staffed by an English Department instructor. In addition to her scheduled hours for tutoring, the English instructor's office is located within the SSC, and she is often available to answer student questions as they arise (for example, file formatting issues, research tactics, thesis statement revisions, MLA, APA, and Chicago Manual of Style clarifications, and more).

Facility

The Student Success Center & Writing Center is centrally located on the Sheboygan campus, just steps from the Commons and food services. Students often bring their lunch to tutoring sessions.

The SSC, room 3108, offers space for students and tutors to meet individually or in groups. The center also offers access to whiteboards, computers, a printer/scanner, and some basic office equipment, such as staplers, three-hole punches, paper cutters, etc.

Hours

The SSC offers students access to computers when other campus facilities (such as the library) may be closed. While classes are in session the SSC is open as follows:

- Monday-Thursday: 8 a.m.-7 p.m.
- Friday: 8 a.m.-4 p.m.

Subject areas covered in fall 2019

During the fall 2019 semester, appointments and drop-in tutoring were available one-on-one and for groups in the following subjects:

- Algebra
- Biology
- Chemistry
- Writing

In addition, a peer tutor worked within the math computer labs while Hawkes classes were in session. Tutors also helped with physics/astronomy courses and advanced math courses.

Students who needed tutoring beyond what was offered in the SSC were referred to the main campus Learning Center in Green Bay or Brainfuse, online tutoring

Data from fall 2019

In fall 2019, tutors completed a “Tutoring Record” form after each tutoring session. The following table (Table 1) is based on information provided in those self-reports. It should be noted that while working to provide as accurate a picture as possible about the services provided within the Student Success Center & Writing Center in fall 2019, some discrepancies in the data may be attributed to incomplete self-reports, missing records, or data entry errors.

Table 1: Subject areas (Sheboygan)	Fall 2019 tutoring sessions sorted by subject*
Algebra	7
Biology	4
Chemistry	22
Hawkes in-class tutoring for math	19
Other (most for Astronomy)	13
Writing	15
Total	80

* Tutoring sessions for biology, chemistry, and Hawkes often served multiple students simultaneously.

Other data collected

The collection of tutoring records started in fall 2018, but the information collected was sporadic and incomplete (especially in fall 2018) and did not provide much in the way of useful results. However, the following tables do provide some insights into peak usage based on tutoring session start times (Table 2) and tutoring session durations (Table 3) that may be useful in setting up future schedules.

Table 2: Approximate start times (Sheboygan)	Tutoring sessions sorted by start time
8 a.m.	19
9 a.m.	25
10 a.m.	31
11 a.m.	25
Noon	48
1 p.m.	25
2 p.m.	27
3 p.m.	11
4 p.m.	1
Other	7
Total	219

Table 3: Approximate duration (time) per tutoring session (Sheboygan)	Tutoring sessions sorted by duration (time)
0-15 minutes	3
15-30 minutes	37
30-45 minutes	60
45-60 minutes	37
60+ minutes	83
Total	220

Arendt, Sherri

From: Koch, Jared
Sent: Thursday, December 19, 2019 12:51 PM
To: Arendt, Sherri
Subject: RE: HLC Data Asks

Hey Sherri!

Here's the data of Tutor usage for the previous semesters. To give some context, last year our budget was cut in half (as it was currently in SUFAC, students fees, budget at the time) only 2 weeks before Fall classes began.

Fall 2018

3 Tutors

- 1 English/Writing Tutor – 4hrs/wk → 4 uses
- 1 Bio/Chem Tutor – 3.5hrs/wk → 3 uses
- 1 Math Tutor – 4hrs/wk → 0 uses

Spring 2019

3 Tutors

- 1 English/Writing Tutor – 4hrs/wk → 1 use
- 1 Bio/Chem Tutor – 3.5hrs/wk → 2 uses
- 1 Math Tutor – 4hrs/wk → 1 use

Jared

Jared Koch

Library Services Assistant (Advanced)
& Learning Center Coordinator
UW-Green Bay Manitowoc Campus Library
kochja@uwgb.edu
920.663.7328 [Office]

From: Koch, Jared
Sent: Monday, December 2, 2019 2:53 PM
To: Arendt, Sherri
Subject: RE: HLC Data Asks

Hi Sherri! I can get some similar data to you for the prior semester soon.

For the 5th bullet point, it is not misinterpreted actually. You are correct, they do not *have* to have work study however we can only provide far less hours of coverage with little to no work study at all. Currently, I am not able to seek out or review any potential tutors based on work study like I used to. I only find out much later after they've been hired.

For Brainfuse: I do not have their names presently, but if I see or recognize them, I will ask for their names and/or ask them to submit feedback.

Jared

From: [Arendt, Sherri](#)

Sent: Monday, December 2, 2019 2:43 PM

To: [Koch, Jared](#)

Subject: RE: HLC Data Asks

Hello Jared,

Thank you for your reply and giving the insights as to services at Manitowoc.

Would you have some similar data on the last academic year, or at least prior semester?

One note to clarify would be the 5th bullet point in the ****Some Notes**** section---**this point must have been misinterpreted but they do not have to have a work study award to work as a tutor.** It has been a good practice to put out a feeler to the instructors in the current semester to ask for their recommendations for hires in the next regardless of the financial aid picture.

As for Brainfuse usage, the students have an option to provide feedback after each session. If you have particular names, we could ask for their feedback to help with assessing the resource. We have asked the vendor to add a registration field to include a student's home campus.

Let me know the numbers again at semester end. I'll be sharing this with my meetings with Clif.

Sincerely,

Sherri Arendt

From: Koch, Jared <kochja@uwgb.edu>

Sent: Tuesday, November 26, 2019 11:34 AM

To: Arendt, Sherri <arendts@uwgb.edu>

Subject: RE: HLC Data Asks

Hi Sherri!

Same @ end of Fall '19

Here's what I have for now. I have also included some notes and context for our tutoring at Manitowoc thus far.

We have 2 tutors this Fall 2019:

Biology/Chemistry (8hrs/wk): BIO 203-204, CHEM 201, 202, 211/213, 212/214

- 4 Tutoring sessions

Mathematics (6hrs/wk): *Up to and including Calculus I

- 1 Tutoring Session
- 2 Appointment No-shows

**Although not a part of my coordination, the following data piece is important to note alongside the above:

English/Writing (Instructional Staff) (3hrs/wk):

- 23 Tutoring Sessions by appointment

****Some Notes****

Our numbers are not a true reflection for the following reasons:

- Our Tutors didn't start until early October due to snags in the paperwork and processing of hiring.
- Not having any English/Writing Student Tutors (Which have always been the majority of our tutoring numbers as evident by the majority of tutoring this semester being of English/Writing even with only 3 hrs/wk. This could also have played a role in why there was limited interest in tutoring this semester as I was only able to find 2 Tutors thus far.)
- We've also found the course schedule this year difficult to work around as there is not as many break times between classes and much more overlap in subjects causing a fair amount of students to not be able to meet with our tutors at any time between 9am-3pm.
- Student awareness and interest of our tutoring services has also dipped in my opinion due to the previous 2 semesters (when our budget was cut in half weeks before starting the school year).
- It has also been impossible to search out tutors via their work study eligibility due to our students not receiving sufficient communication or opportunity to apply for work study before those at the home campus did (as the money was put in one pot and home campus students register sooner) putting our students on the work study wait list with no ETA. I was also not able to get a list of all work study students like we always have in previous years. All of this drastically affects hiring and number of hours of tutoring we can offer. Even though we had our budget restored from last year, we are only able to hire about the same limited hours due to this work study issue.

As far as Brainfuse:

We have had several students report to us that they find Brainfuse difficult to use and not personal enough to be able to help them with their particular classes. For writing, preferring a physical person to sit down with. For Math, preferring someone who knows the course experientially/knows the instructor's expectations.

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From: Arendt, Sherri <arendts@uwgb.edu>

Sent: Wednesday, November 20, 2019 3:35 PM

To: Koch, Jared <kochja@uwgb.edu>; Rysavy, Tracy <rysavyt@uwgb.edu>; Olson-Petrie, Melissa <olsonme@uwgb.edu>

Subject: HLC Data Asks

Importance: High

Good Afternoon,

Revisiting the request (see email below) I had sent earlier in the semester.

I am thanking you all in advance for submitting this data when semester ends. It will be our first look at numbers as our four campus university.

It would be helpful to have some comparison to what you did last semester, as well.

Again, thank you for the time spent in this work.

Sincerely,

Sherri Arendt

Hello!

As you might have heard, the Higher Learning Commission accreditation work has begun now that we are a four campus entity and reviewers of the 2017 criteria have already begun their ask for data from our learning centers now that we are one! That means that they wish to know how we are serving students on each campus and the data that goes along with that (number students served, courses supported, number of tutors hired, if they are using Brainfuse, etc.)

I'll be asking for your numbers and offerings thus far in early November realizing that the end of semester will give us a true picture. I am appeasing their inquiries until then. Please let me know if you want to chat about this or other concerns.

We've been busy on the GB campus but way too many no shows for my liking when appointments are scheduled. Usually with new student users.

Sherri L. Arendt

Director --- The Learning Center

Academic Staff Committee Vice-Chair & Representative to UW System PI

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tel: 920-465-2710 | email: arendts@uwgb.edu

web: www.uwgb.edu/learning-center



UNIVERSITY of WISCONSIN
GREEN BAY

Arendt, Sherri

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I'll be asking for your numbers and offerings thus far in early November realizing that the end of semester will give us a true picture. I am appeasing their inquiries until then. Please let me know if you want to chat about this or other concerns.

University of Wisconsin Green Bay, Marinette Campus
Fall 2019
Student Success Center

Total Students served = 97

Courses supported – Math094, 099, 101, 102

One Math Tutor was hired for approximately 10-12 hours a week.

Week 1 - No Tutoring offered

Week 2 – 6 students for Math094
1 student Math102 Total Students = 7

Week 3 – 6 students for Math094
1 student Math102 Total Students = 7

Week 4 - 8 students for Math094
1 student Math099 Total Students = 9

Week 5 - 3 students for Math094
1 student Math102 Total Students = 4

Week 6 - 4 students for Math094
3 students for Math101 Total Students = 7

Week 7 - 4 students for Math094
1 student for Math099
2 students for Math101
1 student Math102 Total Students = 8

Week 8 - 5 students for Math094 Total Students = 5

Week 9 - 6 students for Math094
2 students for Math102 Total Students = 8

Week 10 - 6 students for Math094
4 students for Math099
1 student Math102 Total Students = 11

Week 11 - 2 students Math094
2 students Math099

	3 students Math102	Total Students = 7
Week 12 -	2 students Math094 2 students Math099 3 students Math102	Total Students = 7
Week 13 -	1 student Math 102	Total Students = 1
Week 14 -	1 student Math094 1 student Math099 4 student Math101	Total Students = 6
Week 15 -	3 students Math094 2 students Math099 2 students Math101 3 students Math102	Total Students = 10

97

*Submitted by:
Tonya Estabro*

Submitted by: Nancy Kysary

<u>Date</u>	<u>Time</u>	<u>Student Name</u>	<u>Class</u>
25-Sep	25 minutes	Cat Kramer	Comp. I
10/30/2019	20 minutes	Jonah Cole	Comp. II
11/4/2019	30 minutes	Cody Fuller	FYS Romance Fiction
11/5/2019	45 minutes	Mara Allen	Comp. II
6-Nov	15 minutes	Sebastian Fortis	Comp. I
11/11/2019	20 minutes	Cody Fuller	Comp. I
11-Nov	20 minutes	Sebastian Fortis	Comp. I
11/11/2019	20 minutes	Stephanie Plotzek	Comp. I
11/20/2019	20 minutes	Sebastian Fortis	Comp. I
26-Nov	15 minutes	Mara Allen	Comp. I
11/26/2019	15 minutes	Mara Allen	Comp. II
12/3/2019	45 minutes	Sophia Dao	Intro to Literature
12/16/2019	20 minutes	Mara Allen	Comp. II
17-Dec	45 minutes	Stephanie Plotzek	Comp. I
12/18/2019	30 minutes	Mara Allen	Comp. II
18-Dec	30 minutes	Sebastian Fortis	Comp. I

Description of What You Covered During the Session

Read personal narrative for grammar and style.

Check essay for proper citations; reassure him about plagiarism checkers.

Read literary analysis paper for organization and grammar.

Check essay thesis statement. Help student interpret feedback from instructor.

Went over my feedback on his latest essay.

Went over essay for grammar and organization.

Went over essay for grammar and organization.

Went over essay for grammar and organization.

Went over essay for grammar and organization.

Went over citations and NoodleTools for essay.

Went over essay for analysis quality.

Went over essay for structure.

Went over essay for structure and analysis quality.

Went over essay for structure and analysis quality.

Went over essay for final, minor corrections.

Went over two essays for structure and analysis quality.