








The  **WAUBONSEE**
COMMUNITY COLLEGE

TUTORING CENTER

ANNUAL REPORT 2023

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INTRODUCTION

A note on the year and thanks...

The 2023 calendar year marked a number of new opportunities, innovations, and connections in the Tutoring Center as we strove to continue to meet students where they're at and engage them in academic wellness. This is the first Annual Report that captures the success, the triumphs, and the growth of the Tutoring Center. Understanding that typically the Annual Report comes out at the end of the Academic Year, we wanted this report to reflect the calendar year for a few different reasons. The primary reason is that this calendar year saw a level of consistency not felt since pre-2020. The consistency stretched across multiple arenas, including leadership of the Tutoring Center, student acclimation in a "post"-COVID environment, and how we as part of the institution were able to connect with students. In short, a foundation is being laid, and we wanted to capture it before moving onto the typical Academic Year for the time range of the Annual Report.

With that said...

The purpose of this report is to inform the college at-large of the accomplishments, achievements, and academic successes found in the Tutoring Center. As we set off each year, we set, admittedly, ambitious goals for ourselves and for our students. The work we do each day in the Tutoring Centers sets students up for success and we're incredibly proud of that fact. We want to thank the faculty and staff who support us, the students who work with us, and the administrators who give us the room to grow, try new things, and create a space where students not only find academic success, they find an illuminated path along their academic journey.

Thank you.

Jessica Moreno

Dean for Academic Support

Dr. Chassie Sherretz

Academic Support Manager

Robert Galuski

Academic Support Coordinator

Mary Mills

Lead Academic Support Coach



LOCATIONS

Sugar Grove

The Tutoring Center at Sugar Grove is located in Collins Hall 144. There, students can meet with tutors and academic coaches one-on-one, in small study groups, or via Zoom. Supplemental Instruction Leaders and Peer Mentors also work out of this campus. We support most of our subjects in Sugar Grove.



Aurora Downtown



Our other physical Tutoring Center is located on the Aurora Downtown campus, in Room 215 and Room 217. Primarily, we tutor for Math, English, CIS, and Biology out of this center. We also have academic coaches available each day of the week we're open to support students who are at Aurora Downtown.

Aurora Fox Valley

There is not a physical Tutoring Center located in Aurora Fox Valley, but we do offer nursing tutoring there, as well as academic coaching for students in Health Professions and Public Service classes. Students can meet with either our tutor or coach in a private space or in the Aurora Fox Valley Library.



Plano



While there isn't also a physical Tutoring Center located at our Plano campus, there are still opportunities for students to receive support from us. We have had requests for appointments in various subjects, and an Academic Coach visits classes, puts on workshops, and meets with students by appointment at Plano.

Online

Our final "location" is online. Help asynchronously and on Zoom await students who cannot make the trip to campus. We have tutors and academic coaches on Zoom during our open hours, and we also have flexible appointments in the off-hours. We also a 24/7 online tutoring service provided free to students.



SERVICES

The Tutoring Center provides a number of services for students. While the services offered may vary based on the campus, the benefits of this Tutoring Center is our flexibility and versatility. If there's ever a question of if we can help or not, it's always best to reach out and see what we can do.

Subject-Specific Tutoring

We have tutors who can assist in more than **200 of the courses** offered at Waubesa. Those courses are part of these subjects:



Accounting



Anatomy & Physiology



Biology



Business



Chemistry



Communications



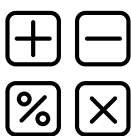
Computer Info. Systems



Economics



History



Mathematics



Nursing



Physics



Psychology



Sign Language



Spanish



Sociology



Writing Across the College

The Tutoring Center offers what we call "writing across the college"—which aims to support the mechanics of writing in any class or area students might need assistance. Our writing services include:

Anthropology **College Success Topics** **Communications**
Criminal Justice **Early Childhood Education** **Earth Science**
Economics **Education** **English** **Film Studies** **Geography**
Health Information Technology **History** **Humanities**
Marketing **Mass Communication** **Music** **Philosophy**
Political Science **Psychology** **Religious Studies**
Scholarship Essays **Sociology** **Transfer Essays** **Theater**



Academic Coaching

Our Academic Coaches are available to assist with overcoming challenges and barriers on students' academic journey. These include:



Academic Motivation



Course Navigation



Study Strategies



Test Strategies



Time Management

Supplemental Instruction & Peer Mentors

As part of the NOYCE scholarship program, we have embedded supplemental instruction leaders in various science classes, including Anatomy & Physiology and Biology. Our SI Leaders work with students from their class in group sessions that reinforce material that has been brought up in class. SI Leaders also work closely with faculty to engage students and keep them on track for success.

Embedded Academic Support Services

Another service that we offer is our embedded academic support services. We can embed a **tutor or academic coach** into select courses. The staff member would be in the classes the faculty needs them to be in, working in partnership with the faculty to provide additional support to their students. Tutors and academic coaches can be embedded in-person, virtually, or asynchronously.

Interested in having an embedded tutor or academic coach in the upcoming semester? Scan here to fill out the quick interest form!



MEET THE TUTORING CENTER STAFF



JESSICA MORENO
Dean for Academic Support



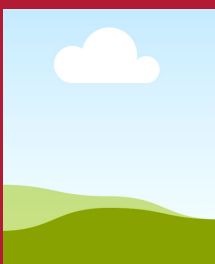
CHASSIE SHERRETZ
Academic Support Manager



ROBERT GALUSKI
Academic Support Coordinator



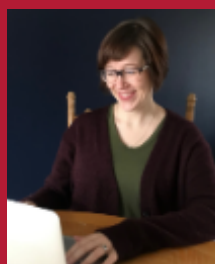
MARY MILLS
Lead Academic Support Coach



BETHANY ANDERSON
Peer Mentor



LARRY BECKER
Professional Math Tutor



SUZELLE BORES
Professional Writing Tutor



CINDY BOWMAN
Academic Support Coach



BREANNA CARR
Paraprofessional Biology Tutor



JACKIE CHAVEZ
Paraprofessional Math Tutor



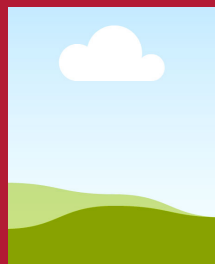
ANDREA CLADIS-HODGE
Professional Writing Tutor



CHRISTINA CLARK
Professional Biology Tutor



DEVLIN COLLINS
Academic Support Coach



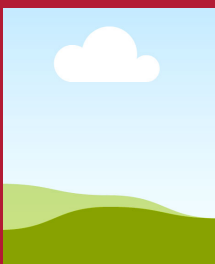
LUZ CRUZ ZAMORA
Peer Writing Tutor



AUDREY FARRELL
Professional Biology Tutor



DAVE FENNEL
Professional Math Tutor



ALLI FRIEDLAND
Academic Support Coach



CAYLA GAVIN
Paraprofessional Economics Tutor



LAUREN GINN
Professional Writing Tutor



SANDY GONZALEZ
Academic Support Coach



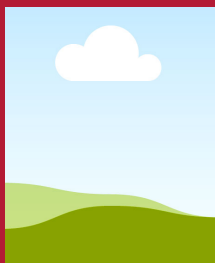
HENRY GRANHOLM
Peer Mentor



JAKE GUERNON
Peer Writing Tutor



FARID HACENA
Professional Math Tutor



JACQUI HART
Peer Mentor



LILY HARTLE
Peer Math Tutor



DANNY HERNANDEZ
Academic Support Coach



YOUNG HUH
Professional Math Tutor



DAVID KING
Professional Math Tutor

MEET THE TUTORING CENTER STAFF



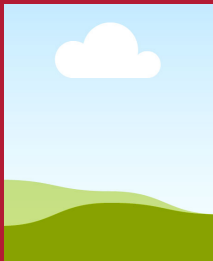
MELISSA LECLAIRE
Professional Math Tutor



JOE LOCONTE
Professional Math Tutor



JOHN MASON
Professional Writing Tutor



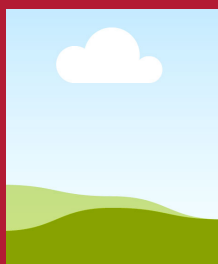
KUKA MATHIALAKAN
Professional CIS Tutor



MASON MCKEE
Peer Writing Tutor



THATO MTHETHWA
Peer CIS Tutor



TOBI OLUPEKAN
Peer Nursing Tutor



DANI PADILLA
Peer Biology Tutor



STACEY RETTENMEIER
Academic Support Coach



CHRISTIAN REYNOLDS
Professional Writing Tutor



JOANNA SANCHEZ
Paraprofessional Biology Tutor



MARK SCHADER
Academic Support Coach



LEXI SINGLETON
Paraprofessional Writing Tutor



JENN SIRKIN
Paraprofessional Biology Tutor



KATHY SNYDER
Professional Spanish Tutor



AMUTHA SUBRAMANI
Professional Chemistry Tutor



KATHY SWAIN
Professional Writing Tutor



PRACHI THAKKAR
Professional CIS Tutor



JANET TROWBRIDGE
Professional Writing Tutor



TRICIA TROYER
Professional Writing Tutor



CHARLIE VAZQUEZ ACOSTA
Peer Math Tutor



MARIO VELAZQUEZ
Professional Math Tutor



JANEL VENEGAS
Paraprofessional Biology Tutor



LARRY WHITE
Professional Math Tutor



ERIN WILHELM
Professional Writing Tutor



HANNAH WOLTMAN
Paraprofessional ASL Tutor



WILLIAM WRAGE
Peer Writing Tutor



GLORIA YUI
Professional Writing Tutor



MISSION STATEMENT

The mission of the Waubonsee Community College Tutoring Center is to empower students to be independent learners by providing them with the resources, skills, and abilities to do so, while adhering to the instructor's curriculum. The Tutoring Center improves and changes the lives of students by nurturing independent growth, promoting a learner-centered approach, and creating a welcoming, engaging, and inclusive environment for all who wish to learn. The Tutoring Center achieves this mission through diverse types of course-related academic support, such as professional tutoring, academic coaching, peer-to-peer support, mentorship, and supplemental instruction.

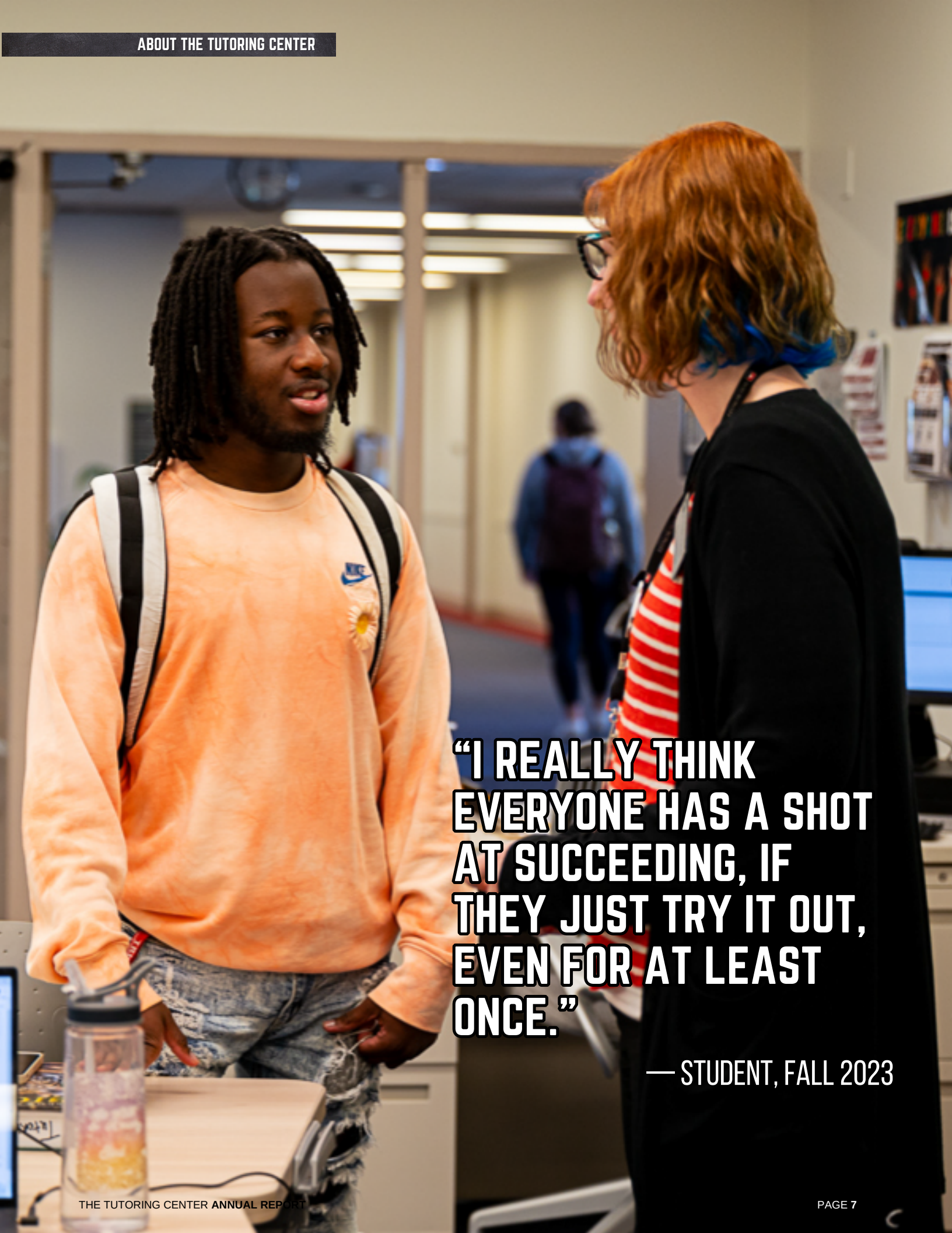


VISION STATEMENT

The Tutoring Center is committed to providing equitable and accessible academic support to ensure all students have the opportunity to achieve their academic goals. Through this support, students become active participants in their own academic success and the academic success of their peers. Learners engage in the material, and those who offer academic support are expected to be role models for academic excellence.

TUTORING CENTER PHILOSOPHY

The Tutoring Center cultivates a secure and safe, non-judgmental space where students feel welcomed and accepted. Academic Support staff upholds a commitment to uplift our students through the process of tutoring and coaching. We uphold the belief that all students are capable of learning and that the right support system gives students the potential to succeed. As learning the material can be tailored to the student's needs, it is our responsibility to find the right approach to help a student succeed. These two ideas—inclusion and access—are at the heart of what we do. Every student has a right to feel safe, to feel accepted, to feel valued, and to feel like they have the opportunity to succeed. We accomplish this by providing resourceful learning techniques and strategies, offering empowering motivation, and by truly understanding that “meeting students where they're at” expands to more than just an educational style, but to a holistic one as well. Our holistic hospitality takes shape in our interactions with our students and how we assist them in their success.

A photograph of two students in a school hallway. On the left, a Black male student with dreadlocks, wearing an orange sweatshirt and a backpack, is looking towards the right. On the right, a white female student with red hair and glasses, wearing a black shirt over a red and white striped shirt, is looking back at him. In the background, another student is walking away. The hallway has fluorescent lights and bulletin boards.

**“I REALLY THINK
EVERYONE HAS A SHOT
AT SUCCEEDING, IF
THEY JUST TRY IT OUT,
EVEN FOR AT LEAST
ONCE.”**

— STUDENT, FALL 2023

TUTORING CENTER

6,466
tutoring sessions

1,371 
Appointments

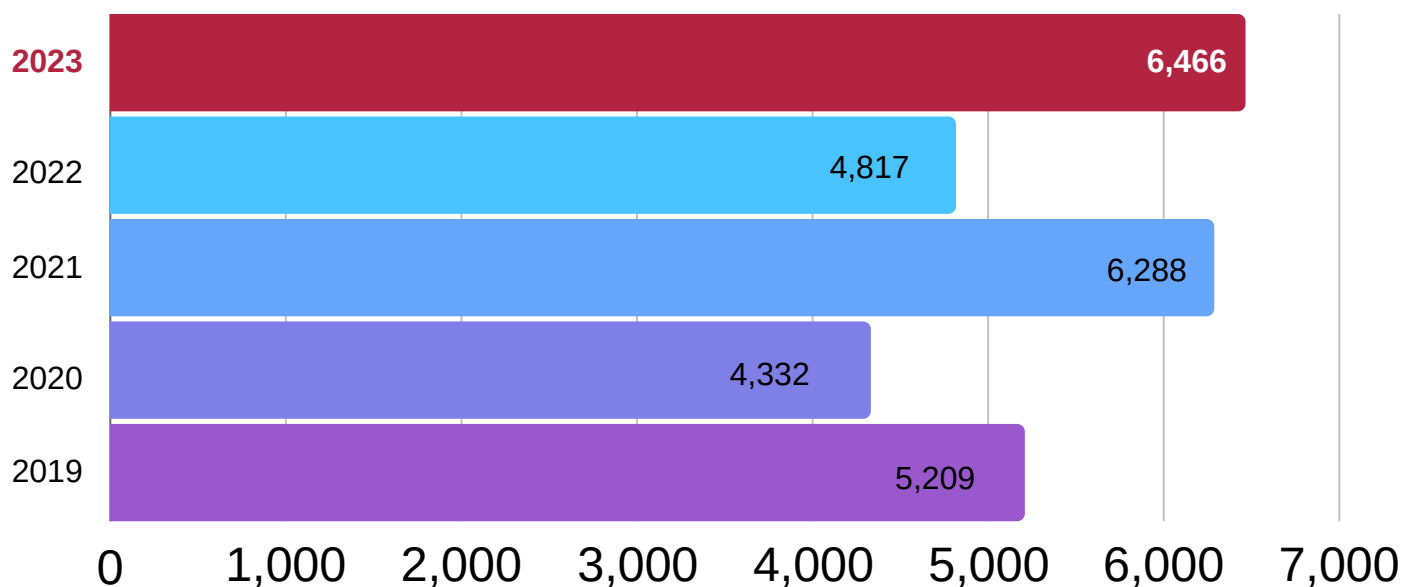
 **5,098**
Drop-in sessions



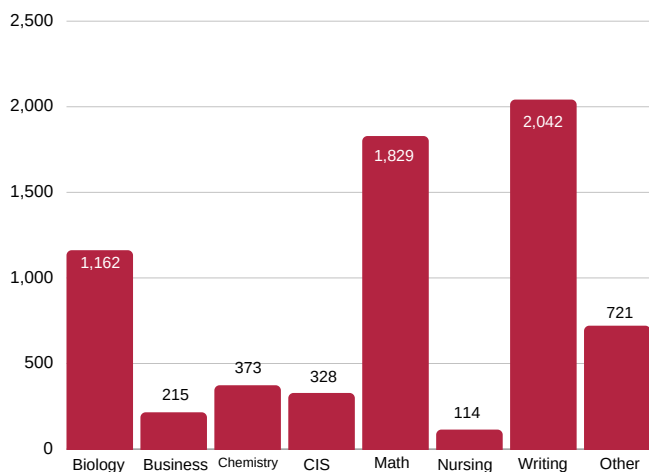
01:04
THE AVERAGE
SESSION LENGTH

FALL 2023
had more sessions than
any semester in five
years!

TUTORING SESSIONS BY CALENDAR YEAR



POPULAR SUBJECTS BY SESSIONS



TOP 5 MOST FREQUENTED CLASSES

1 ENG102: First-Year Composition II



2 BI0270: Anatomy & Physiology I



3 MTH107: Basic Statistics



4 ENG101: First-Year Composition I



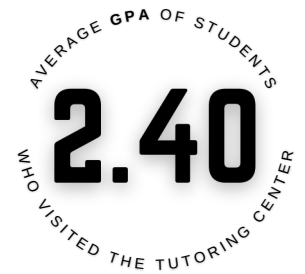
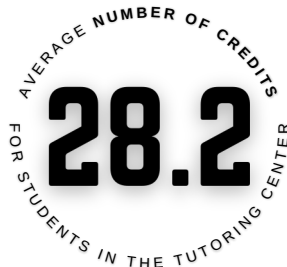
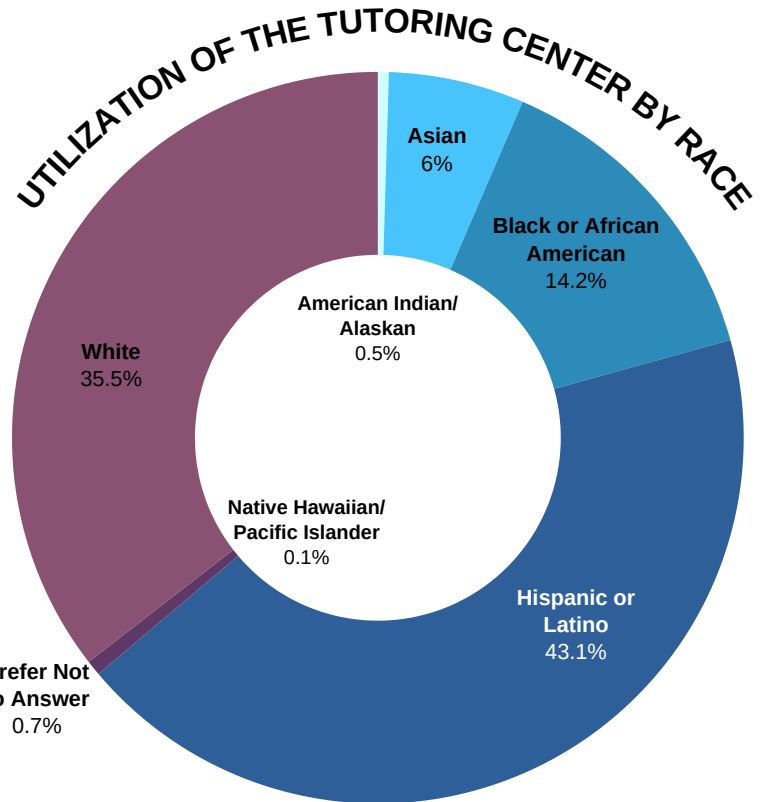
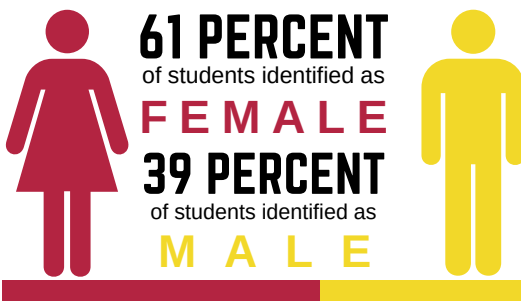
5 BI0272: Anatomy & Physiology II



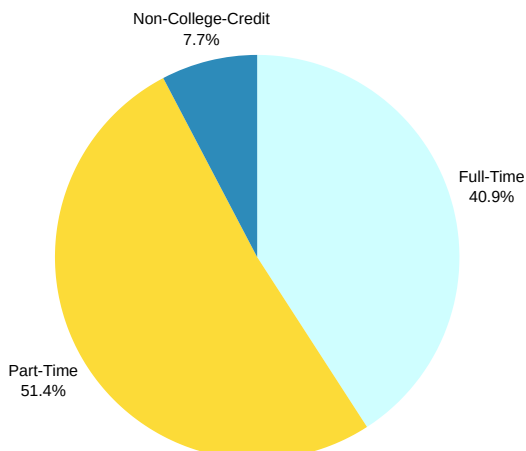
BY THE NUMBERS

1,035

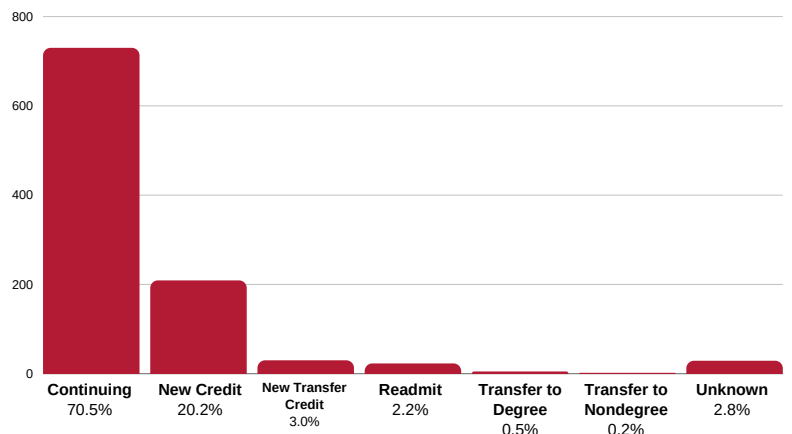
Unique Students
MET WITH A TUTOR



Full-Time or Part-Time Students



Utilization of the Tutoring Center by Student Type



SUGAR

3,364

tutoring sessions



141%
increase

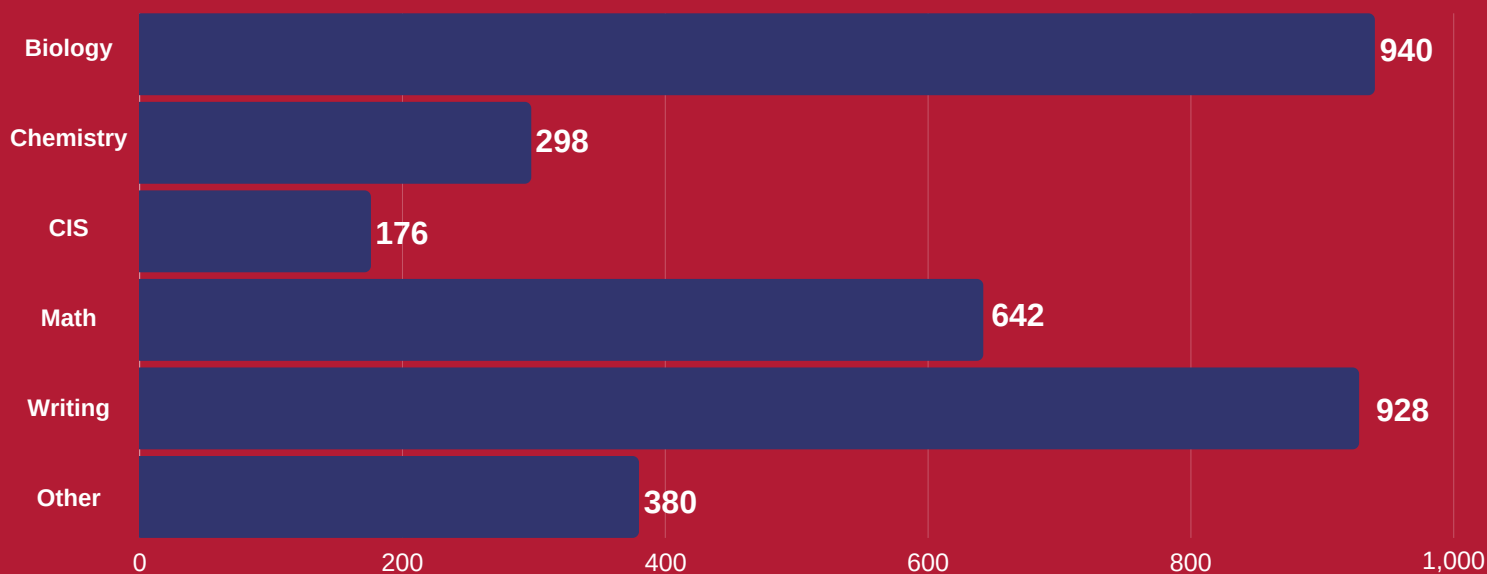
COMPARED TO
JANUARY -
DECEMBER 2022

363
Appointments

3,001
Drop-in sessions

01:25
1 HOUR &
25 MINUTES
Session length

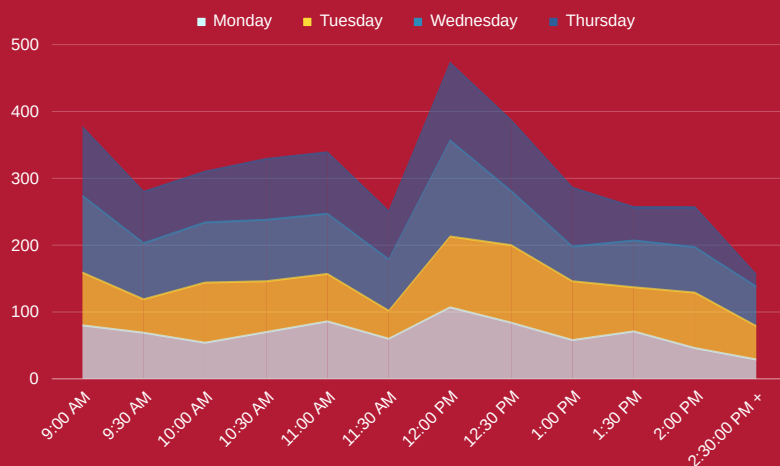
TUTORING SESSIONS BY SUBJECT



TOP 5 MOST FREQUENTED CLASSES

- BIO270: Anatomy & Physiology I**
- ENG102: First-Year Composition II**
- BIO272: Anatomy & Physiology II**
- ENG101: First-Year Composition I**
- CHM121: General Chemistry**

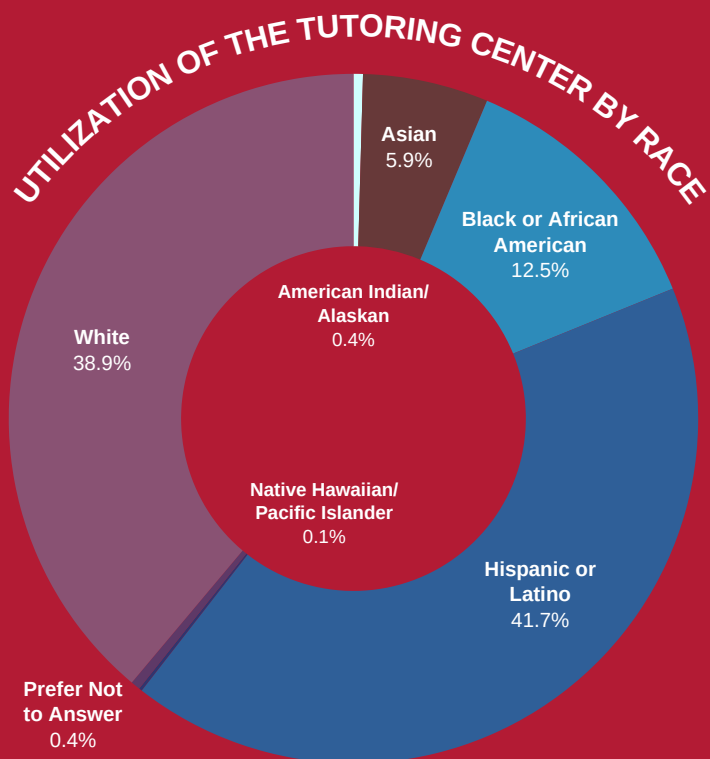
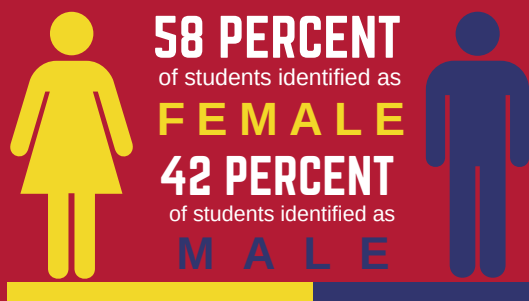
AVERAGE BUSY TIMES IN THE SUGAR GROVE TUTORING CENTER



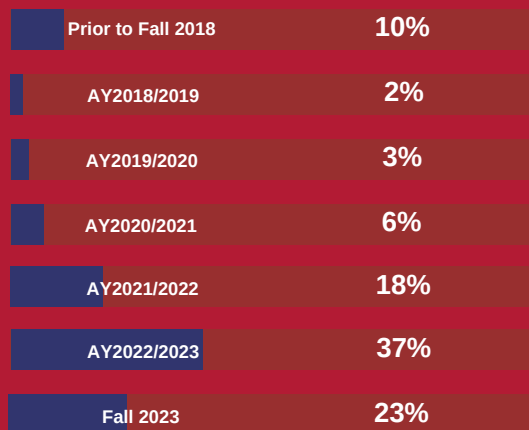
G R O V E

679

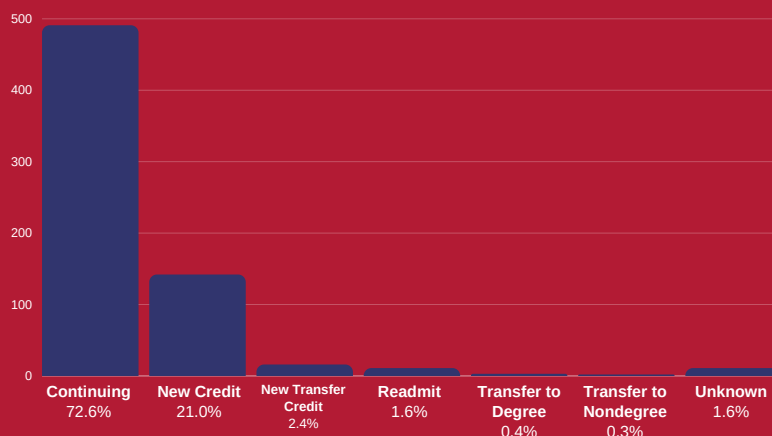
Unique Students
MET WITH A TUTOR



Utilization of the Tutoring Center
by Starting Enrollment Term



Utilization of the Tutoring Center by Student Type



AVERAGE AGE OF STUDENTS
WHO VISITED SUGAR GROVE

23.0



AVERAGE NUMBER OF CREDITS
FOR STUDENTS IN THE TUTORING CENTER

28.15



AVERAGE GPA OF STUDENTS
WHO VISITED THE TUTORING CENTER

2.40

AURORA

948

tutoring
sessions



92%
increase

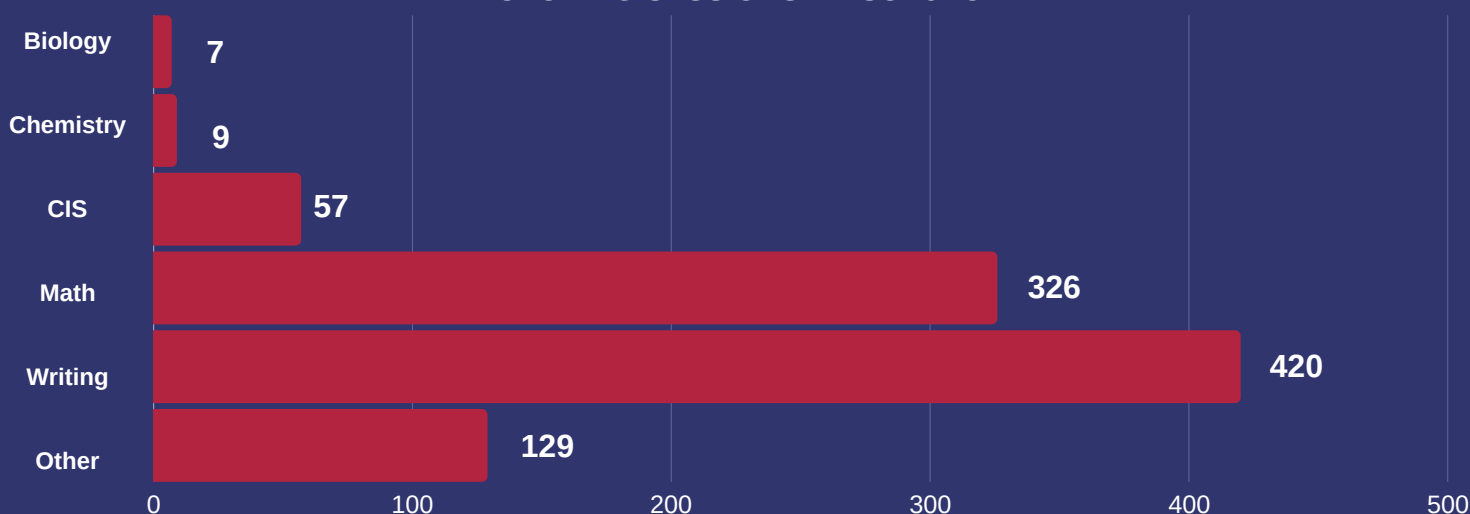
COMPARED TO
JANUARY -
DECEMBER 2022

193
Appointments

755
Drop-in sessions

01:14
1 HOUR &
14 MINUTES
Session length

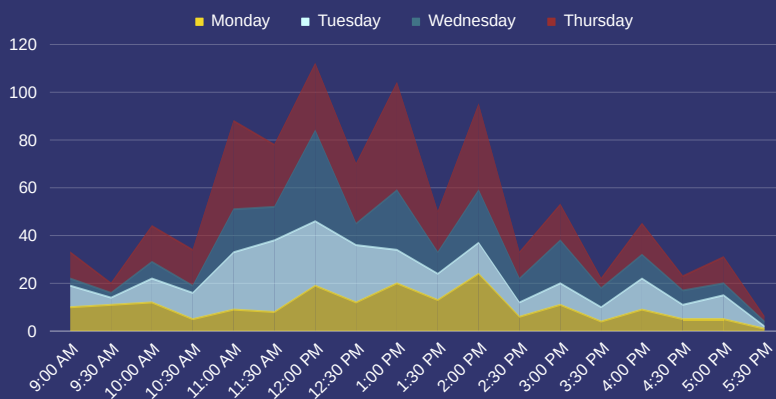
TUTORING SESSIONS BY SUBJECT



TOP 5 MOST FREQUENTED CLASSES

- 1 ENG102: First-Year Composition II
- 2 ENG101: First-Year Composition I
- 3 MTH107: Basic Statistics
- 4 MTH101: College Mathematics
- 5 MTH129: Precalculus 1

AVERAGE BUSY TIMES IN THE AURORA DWNTN TUTORING CENTER



DOWNTOWN

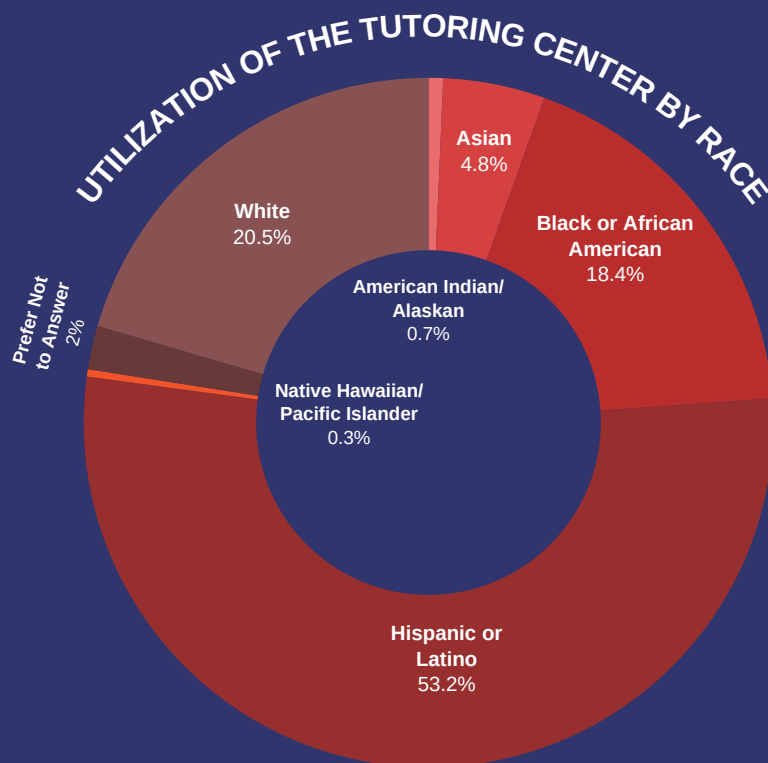
293

Unique Students
MET WITH A TUTOR



62 PERCENT
of students identified as
FEMALE

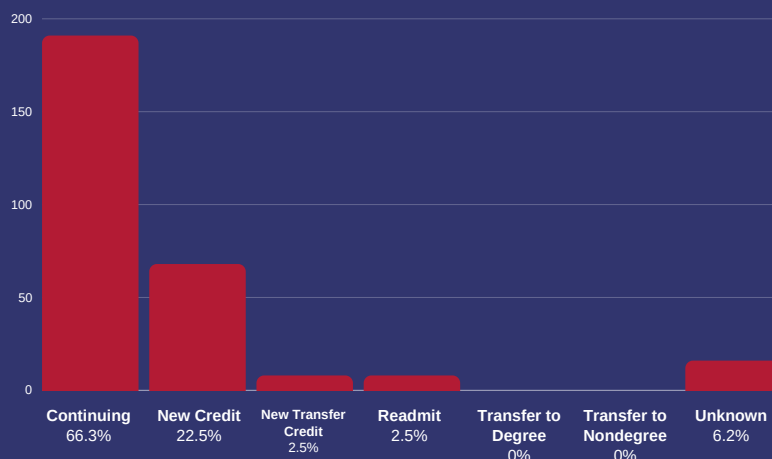
38 PERCENT
of students identified as
MALE



Utilization of the Tutoring Center
by Starting Enrollment Term

Prior to Fall 2018	16.25%
AY2018/2019	3.25%
AY2019/2020	6.14%
AY2020/2021	6.50%
AY2021/2022	13%
AY2022/2023	28.52%
Fall 2023	26.35%

Utilization of the Tutoring Center by Student Type



AVERAGE AGE OF STUDENTS
WHO VISITED SUGAR GROVE
25.1



AVERAGE NUMBER OF CREDITS
FOR STUDENTS IN THE TUTORING CENTER
26.6



AVERAGE GPA OF STUDENTS
WHO VISITED THE TUTORING CENTER
2.17

ONLINE

2,154 *tutoring sessions*

26% *decrease*

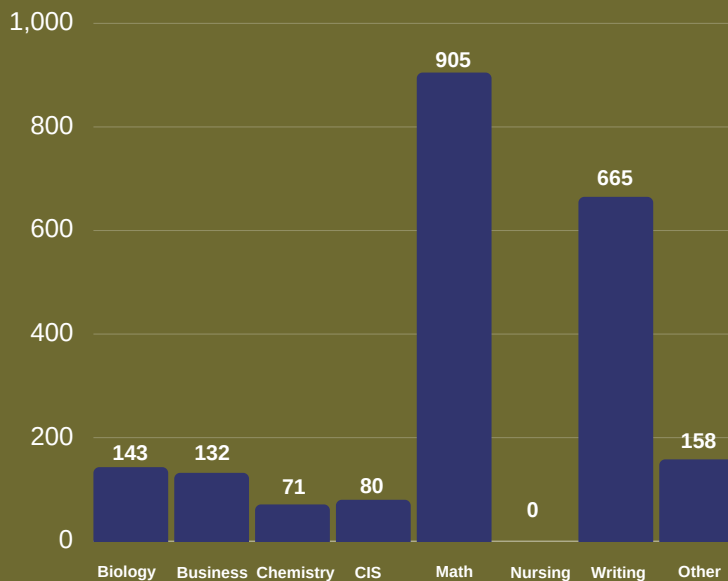
812 
Appointments

1,342 
Drop-in sessions






00:58 
Session length
58 MINUTES

COMPARED TO
JANUARY -
DECEMBER 2022

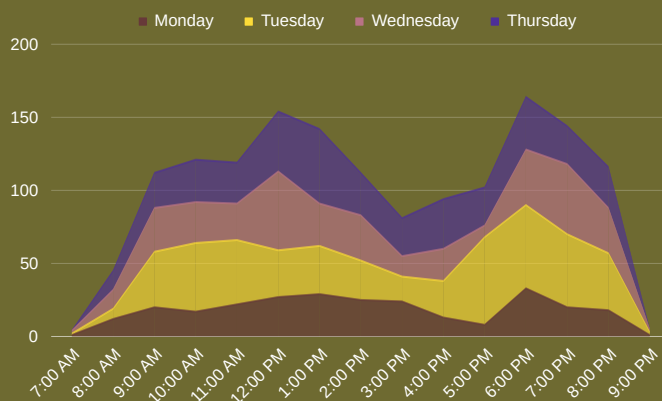
TUTORING SESSIONS BY SUBJECT



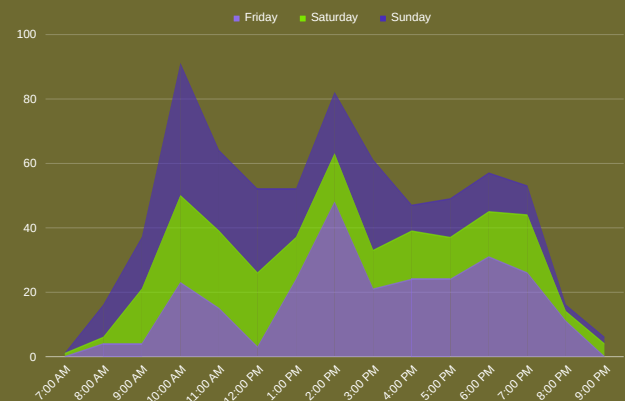
TOP 5 MOST FREQUENTED CLASSES

- 1 MTH107: Basic Statistics 
- 2 ENG102: First-Year Composition II 
- 3 ENG085: Basic Reading and Writing 
- 4 MTH050: Basic Math Skills 
- 5 ENG101: First-Year Composition I 

AVERAGE BUSY TIMES ONLINE, MONDAY - THURSDAY



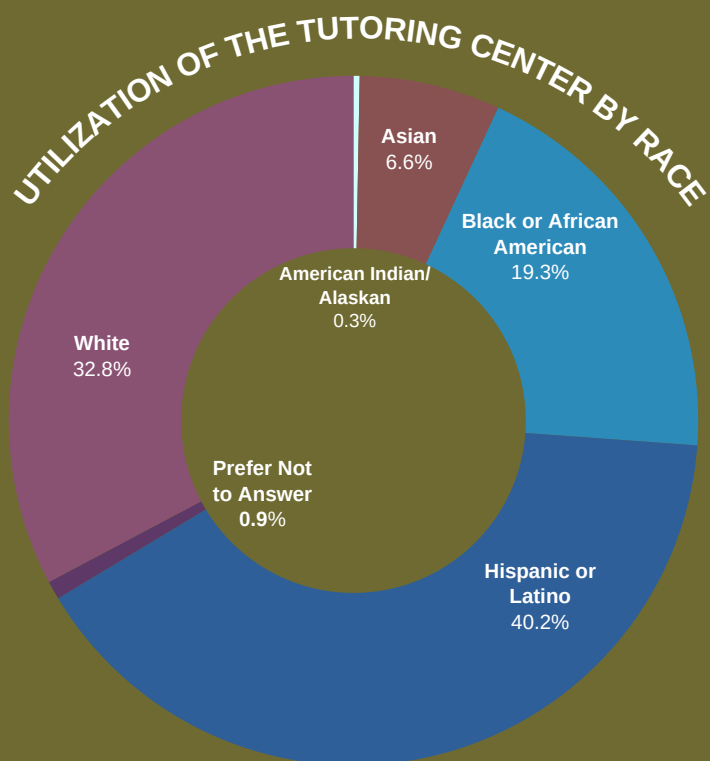
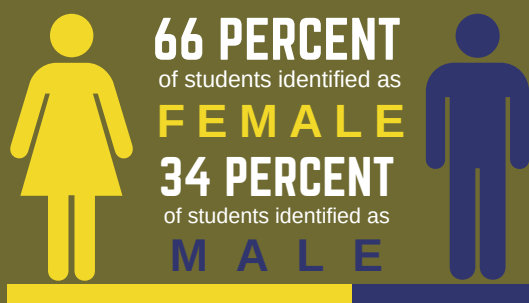
AVERAGE BUSY TIMES ONLINE, FRIDAY - SUNDAY



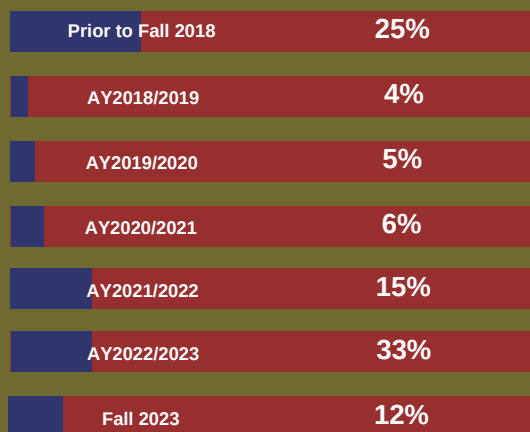
TUTORING

348

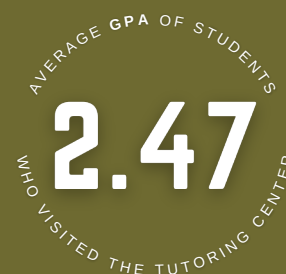
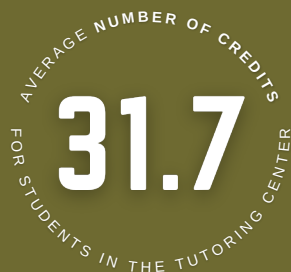
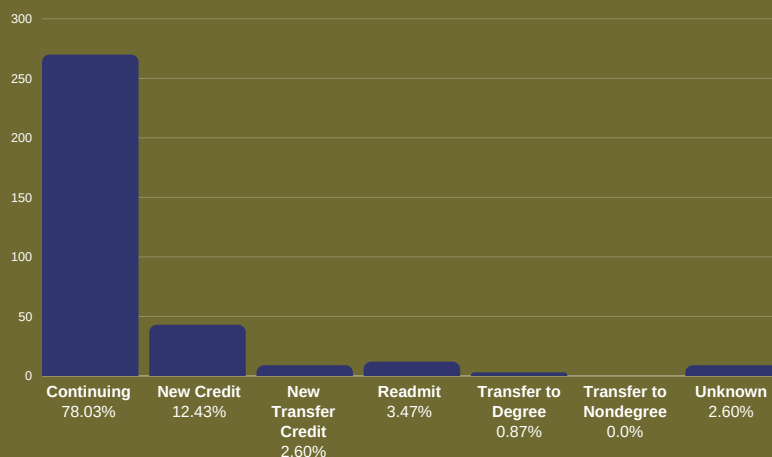
Unique Students
MET WITH A TUTOR



Utilization of the Tutoring Center
by Starting Enrollment Term



Utilization of the Tutoring Center by Student Type



ACADEMIC

2,075
coaching sessions



371%
increase
COMPARED TO JANUARY -
DECEMBER 2022

“ACADEMIC COACHING ENABLES COLLEGE STUDENTS TO TAKE CHARGE OF ALL ASPECTS OF THEIR ACADEMIC LIVES.”

Marc A. Howlett & Kristen Rademacher
Academic Coaching: Coaching College Students for Success (2023)

TOP 5 MOST FREQUENTED ACADEMIC COACHING TOPICS

1 Time Management



2 Course Navigation



3 Test Strategies



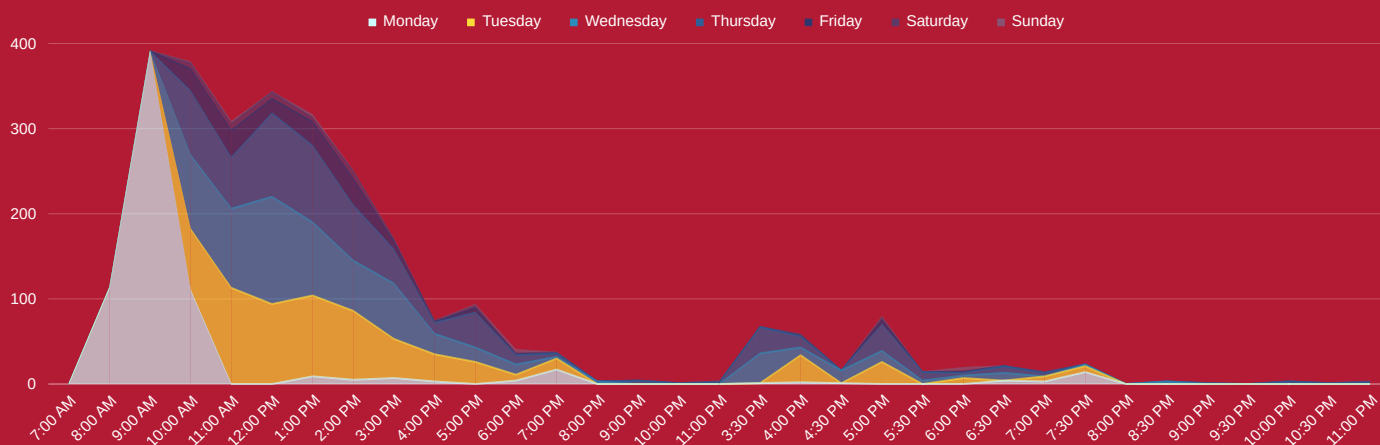
4 Study Skills



5 Note Taking Skills



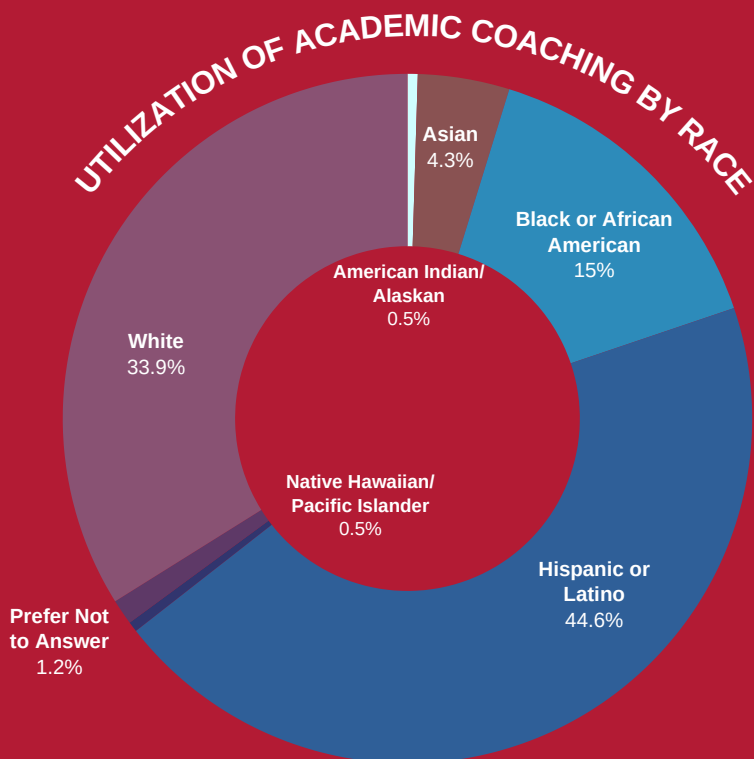
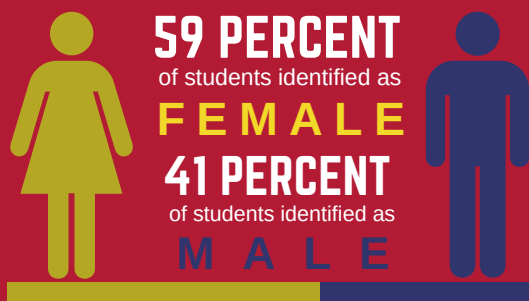
AVERAGE BUSY TIMES FOR ACADEMIC COACHING SESSIONS



COACHING

419

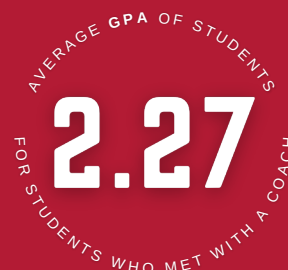
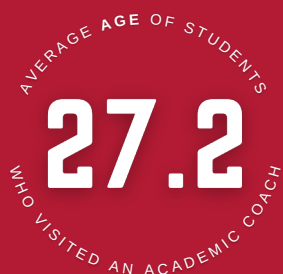
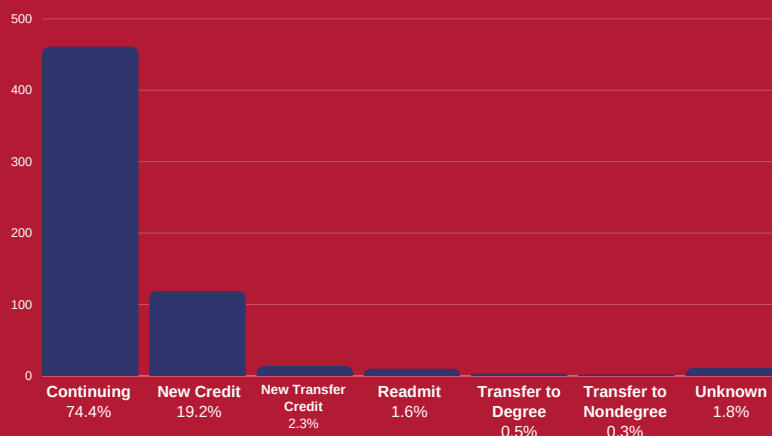
Unique Students
MET WITH A COACH



Utilization of Academic Coaching
by Starting Enrollment Term



Utilization of Academic Coaching by Student Type



AURORA FOX VALLEY

While there is no physical Tutoring Center at Aurora Fox Valley, our Tutors have a presence there through our amazing nursing tutors. Our nursing tutors, often peers, are partnered with our Academic Coach who specializes in Health Professions and Public Services in order to give the most robust support to our students as possible.

103

tutoring sessions

0
Appointments



103
Drop-in sessions



01:53
1 HOUR &
53 MINUTES
Session length



368%

increase

COMPARED TO
JANUARY -
DECEMBER 2022

27

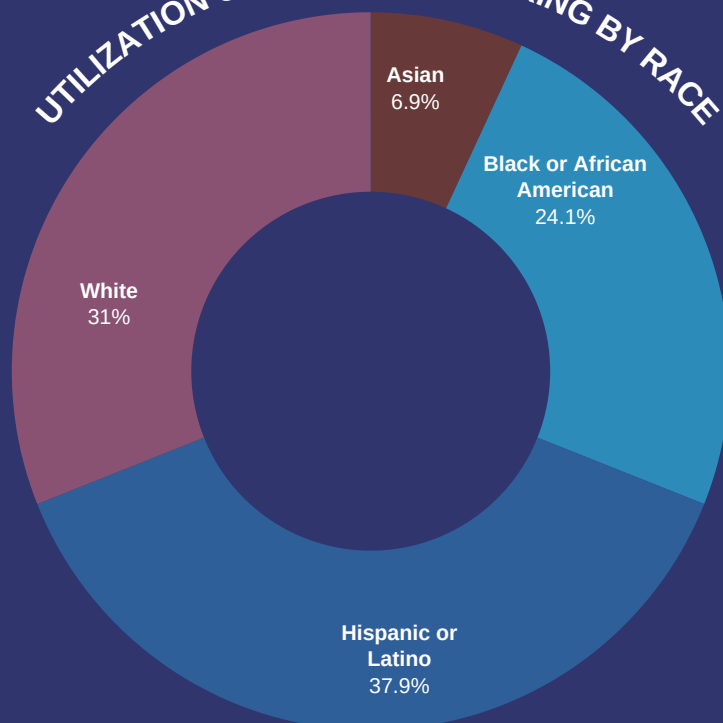
Unique Students
MET WITH A TUTOR



86 PERCENT
of students identified as
FEMALE
14 PERCENT
of students identified as
MALE



UTILIZATION OF NURSING TUTORING BY RACE



AVERAGE AGE OF STUDENTS
WHO VISITED FOX VALLEY
34.7



AVERAGE NUMBER OF CREDITS
FOR STUDENTS IN THE TUTORING CENTER
66.7



AVERAGE GPA OF STUDENTS
WHO VISITED THE TUTORING CENTER
2.9

SUPPLEMENTAL INSTRUCTION

Another way that the Tutoring Center works to support students is through the Supplemental Instruction Leader program. This program, as detailed below, helps students in specific courses. While the program has been at Waubonsee for a while, thanks to the NOYCE grant, the SI Leader program is rapidly growing, starting this past year.

WHAT IS SUPPLEMENTAL INSTRUCTION?

Supplemental Instruction is an internationally recognized, evidence-backed model that aims to help students successfully complete historically difficult classes (those with high D, F, or Withdraw rates) through weekly peer-assisted study sessions.

SI sessions are open to all students in the course section and are attended on a voluntary basis, free of charge.

Students who attend SI sessions discover appropriate application of learning strategies, (e.g. note taking, graphic organization, questioning techniques, vocabulary acquisition, problem solving, and test preparation) as they review difficult course content.

Students have the opportunity to become actively involved in the course material as the SI Leaders use the text, lecture notes, and supplementary readings as vehicles for refining learning skills.


WHAT IS AN SI LEADER?

SI Leaders are students themselves and are prepared to share with you what they have learned over the years about how to study. They have taken this course, have done well in the course, and can be a valuable resource.

They know the course content and are anxious to help guide you through it. They are in class with the students every day, hearing what they hear, and reading what they read.

SI Leaders receive ongoing training which covers such topics as how students learn; strategies aimed at strengthening student academic performance; data collection; and session management tips.

Their job is to help students think about the lectures they hear and the books they read, and then put it all together during the SI review sessions. SI can help students learn difficult course material more efficiently.

15 *Supplemental Instruction Sessions* 



73 PERCENT

of students identified as

FEMALE

27 PERCENT

of students identified as

MALE



11

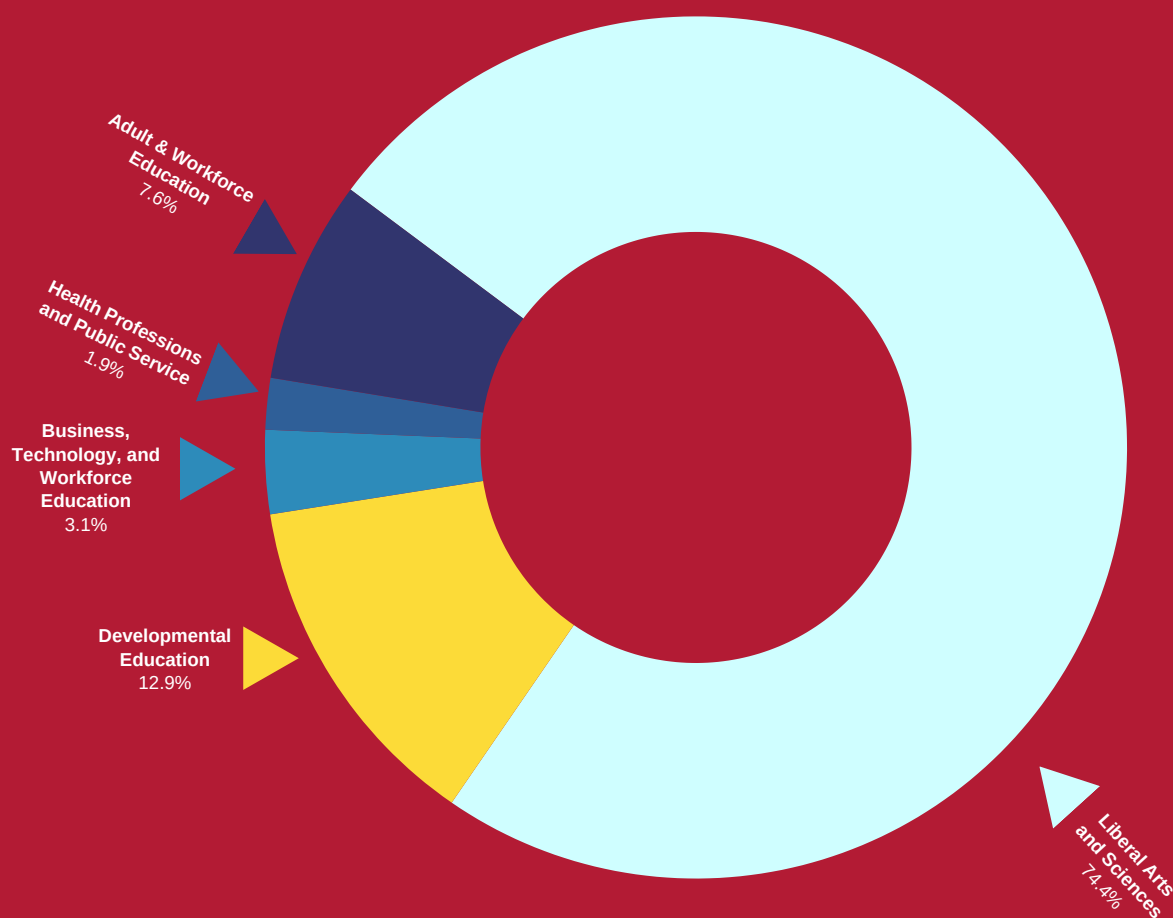
Unique Students

MET WITH
AN SI
LEADER

A REFLECTION OF

PERCENTAGE OF STUDENTS IN THE TUTORING CENTER BASED ON EACH DIVISION

The Waubonsee Tutoring Center strives to create a dynamic, evolving space for students to feel comfortable and supported. One of the main goals of the Tutoring Center, from a leadership standpoint, is to ensure the space is reflective of the students who attend Waubonsee. This means we look at the data to see if we are actually a reflective space in all of the areas that would give students a better reason to visit the Tutoring Center. This page and the next shows how the student usage at the Tutoring Center compares to the overall demographics and registration information at Waubonsee.



COMPARISON OF STUDENT REGISTRATION TO STUDENTS IN THE TUTORING CENTER

ARTS, DESIGN, AND HUMANITIES | 31%

Compared to the **2.5%** of students seen in the Tutoring Center.

BUSINESS | 25.82%

Compared to the **2.84%** of students seen in the Tutoring Center.

COLLEGE SUCCESS TOPICS | 3.69%

Compared to the **0.24%** of students seen in the Tutoring Center.

COMM. AND WORLD LANGUAGES | 53.61%

Compared to the **22.60%** of students seen in the Tutoring Center.

DEVELOPMENTAL ENGLISH | 5.06%

Compared to the **6.59%** of students seen in the Tutoring Center.

DEVELOPMENTAL MATH | 12.37%

Compared to the **6.10%** of students seen in the Tutoring Center.

EDUCATION | 10.86%

Compared to the **0.66%** of students seen in the Tutoring Center.

HEALTH SCIENCES | 18.79%

Compared to the **3.99%** of students seen in the Tutoring Center.

INDUSTRY & MANUFACTURING | 20.76%

Compared to the **.30%** of students seen in the Tutoring Center.

PUBLIC SAFETY & SERVICE | 11.32%

Compared to the **1.75%** of students seen in the Tutoring Center.

SCIENCE, TECH., ENGIN. & MATH | 82.77%

Compared to the **40.42%** of students seen in the Tutoring Center.

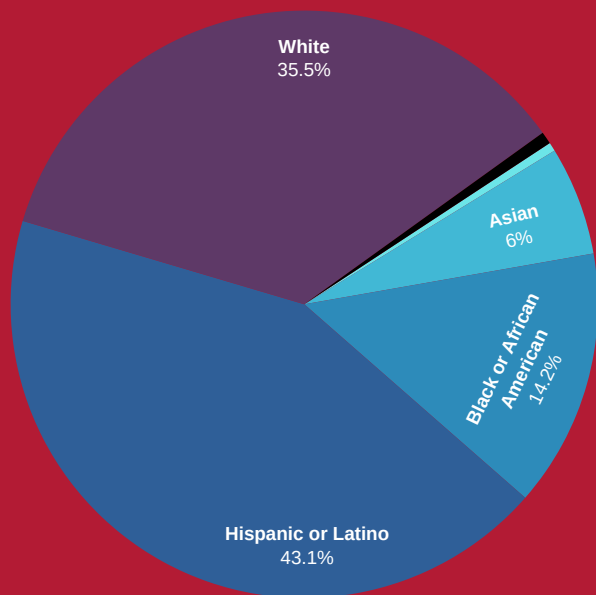
SOCIAL AND BEHAVIORAL SCIENCES | 53.61%

Compared to the **8.16%** of students seen in the Tutoring Center.

WAUBONSEE

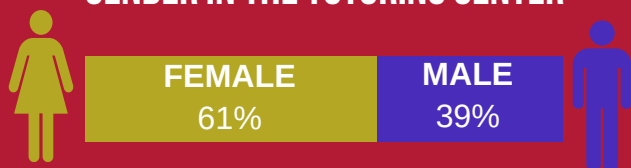
BREAKDOWN OF STUDENTS IN THE TUTORING CENTER VS. AT WAUBONSEE

The TUTORING CENTER

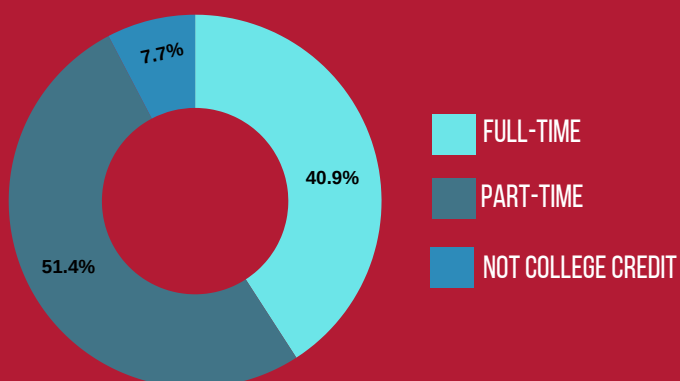


Prefer Not to Answer 0.7%
American Indian/ Native Alaskan 0.5%
Native Hawaiian/Pacific Islander 0.1%

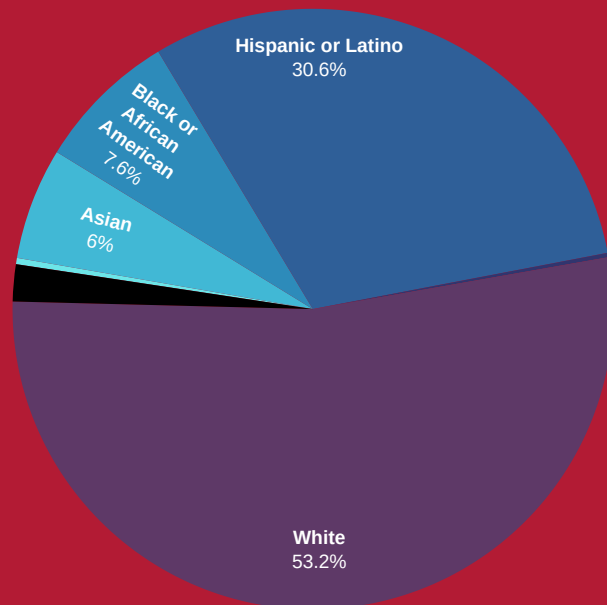
GENDER IN THE TUTORING CENTER



FULL TIME OR PART TIME IN THE TUTORING CENTER

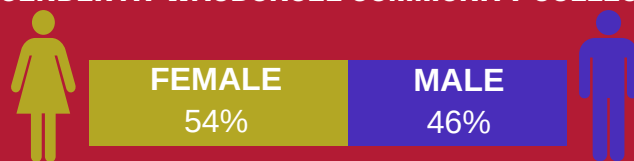


WAUBONSEE COMMUNITY COLLEGE

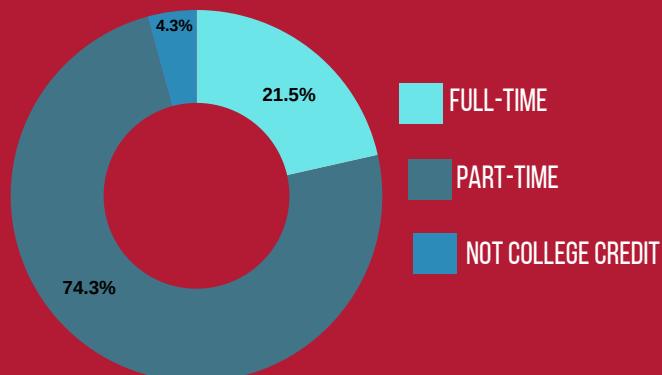


Prefer Not to Answer 2%
American Indian/ Native Alaskan 0.3%
Native Hawaiian/Pacific Islander 0.2%

GENDER AT WAUBONSEE COMMUNITY COLLEGE



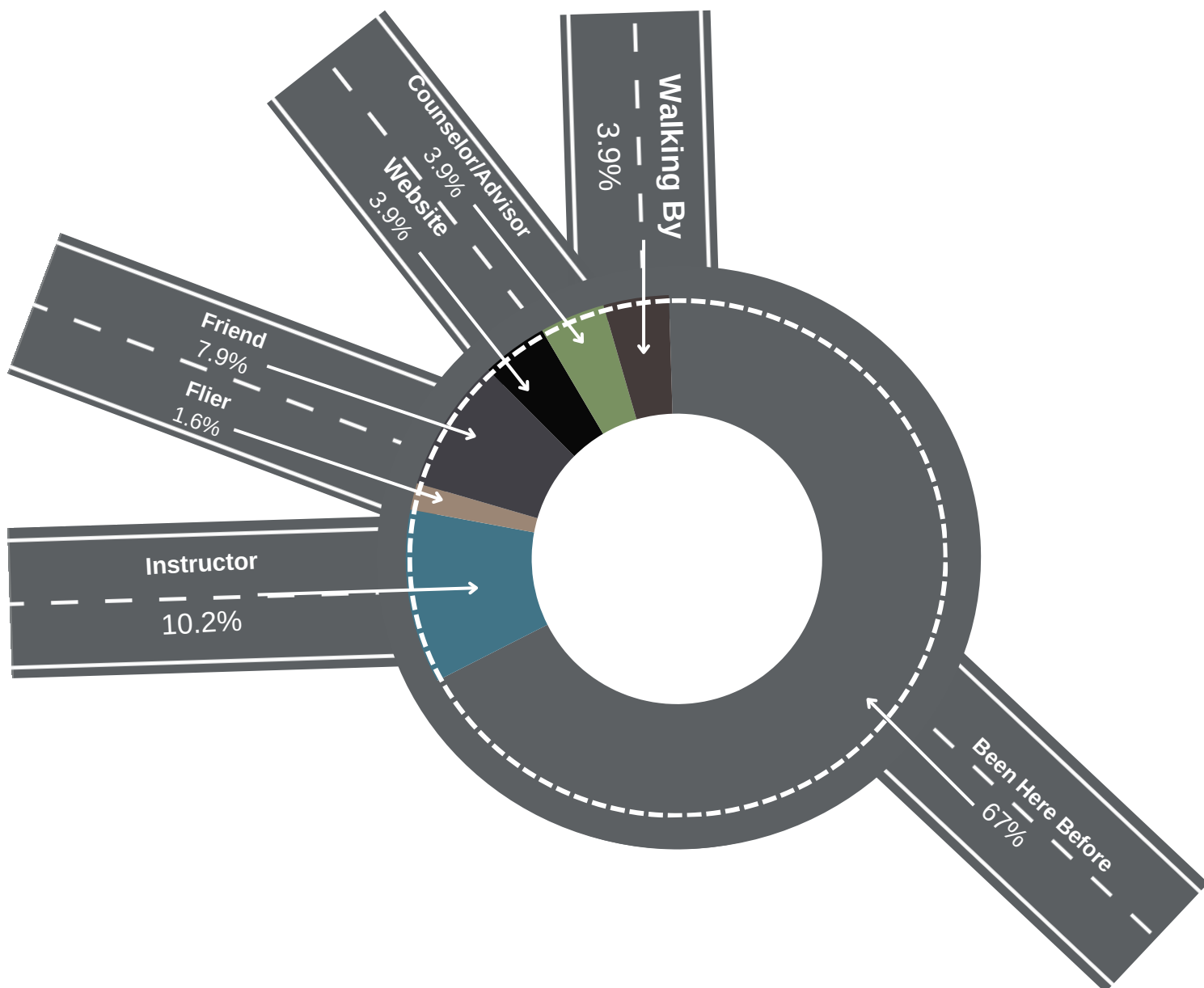
FULL-TIME OR PART-TIME AT WAUBONSEE



Which road brings you to



There are many different ways that students find out about the Tutoring Center and our services. We do a lot of promotion, but, as detailed in the chart below, the best ways our students find out about us are through word-of-mouth and instructors telling them about the Tutoring Center.





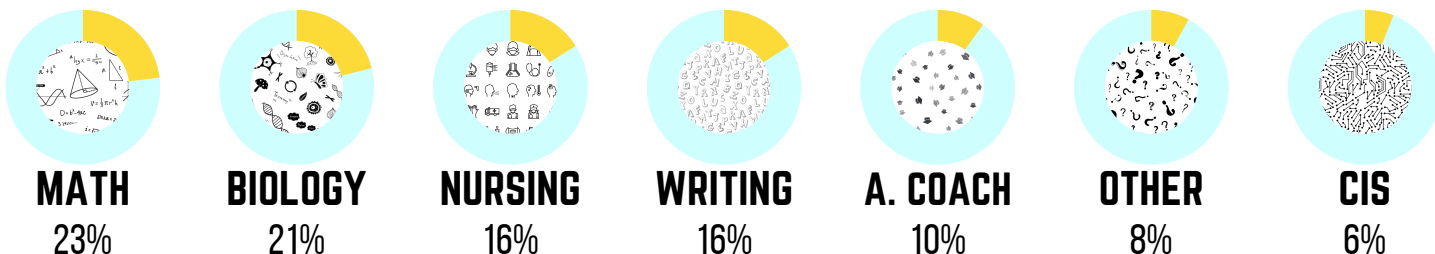
THE TUTORING CENTER BY THE NUMBERS



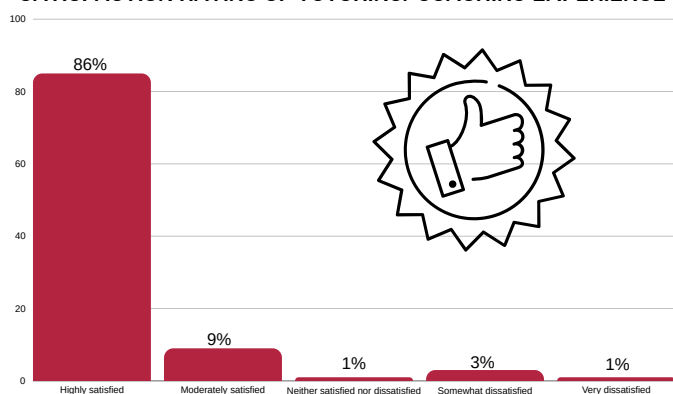
THE TUTORING CENTER QUALITATIVE SURVEY RESULTS

In Spring 2023, the Tutoring Center sent out a post-semester survey to all students who took part in tutoring or coaching that semester. The goal was to evaluate overall services. In Fall 2023, the Tutoring Center sent out more frequent post-session surveys, focusing on the experience in the Tutoring Center and how it related to the students' courses.

BREAKDOWN OF SUBJECTS & ACADEMIC COACHES WHO WERE EVALUATED BY STUDENTS



SATISFACTION RATING OF TUTORING/COACHING EXPERIENCE



★ 99% ★

LIKELY TO RECOMMEND
the Tutoring Center to a friend or peer.

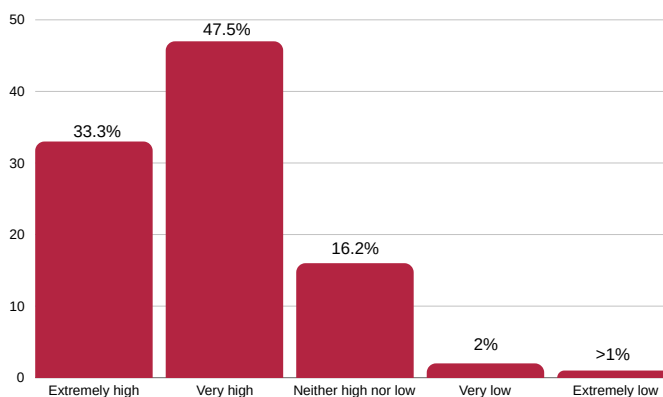
94% **STRONGLY OR SOMEWHAT AGREED**
that the help they received from the Tutoring Center
CONTRIBUTED TO THEIR SUCCESS DURING THE SEMESTER.

OF STUDENTS SURVEYED IN SP2023

COMMONLY NOTED AREAS TO IMPROVE

1. Later hours at the Sugar Grove Tutoring Center
2. Easier ways to make appointments.
3. More nursing tutors.
4. Higher number of tutors near finals.
5. More current textbook offerings.

PLEASE RATE YOUR LEVEL OF CONFIDENCE IN YOUR KNOWLEDGE OF THE SUBJECT YOU NEEDED HELP WITH.



97%

OF STUDENTS SURVEYED RATED THEIR TUTOR OR ACADEMIC COACH'S CONTENT KNOWLEDGE AS

EXTREMELY OR VERY HIGH

VOICES OF WAUBONSEE COMMUNITY COLLEGE

What students are saying about our Tutoring Center services



THE TUTORING CENTER HAS BEEN AN AMAZING TOOL. I TRULY APPRECIATE THE HARD WORK AND DEDICATION OF THE TUTORS. THEY HAVE HELPED ME SO MUCH WITH MY ACADEMIC SUCCESS. THANK YOU!

STUDENT SURVEYED,
FALL 2023



THEY TAKE THEIR TIME TO EXPLAIN THE SUBJECTS TO YOU. NOTHING IS A DUMB QUESTION. WONDERFUL STAFF AND STUDENTS. THE STUDENT WORKERS ARE ALSO GREAT.

STUDENT SURVEYED,
SPRING 2023

I REALLY APPRECIATE THAT WE HAVE A TUTOR FOR THE NURSING DEPARTMENT BECAUSE THAT WAS ONE OF MY MAIN ISSUES WHEN I STARTED.

STUDENT SURVEYED,
FALL 2023



I WAS ABLE TO GET GREAT HELP FOR MY SPEECHES AND TUTORING HAS BEEN VERY HELPFUL FOR DIFFERENT SUBJECTS IN THE PAST AS WELL.

STUDENT SURVEYED,
SPRING 2023



[ASL TUTOR] IS A SPECTACULAR TUTOR WHO IS ENCOURAGING, KIND AND SUPER COMPETENT. SHE DEFINITELY GIVES ME CONFIDENCE IN MY ABILITIES!

STUDENT SURVEYED,
FALL 2023



THE TUTORING SESSION WAS INCREDIBLY HELPFUL WHEN IT CAME TO REFRESHING MY MEMORY ON WHAT I NEEDED TO KNOW FOR A MATH PLACEMENT EXAM.

STUDENT SURVEYED,
FALL 2023

TUTORING CENTER PROGRAMMING '23

Workshops, Presentations, and Student Connections

WRITE ALL NIGHT

62
ATTENDED

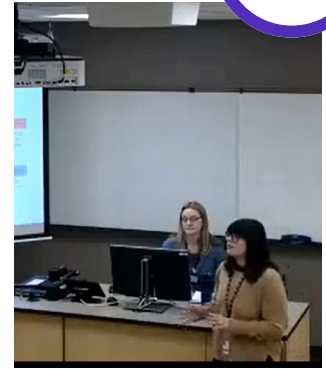
Write All Night is a semesterly event where, over the course of two nights, students can come into the Tutoring Center until 9 PM and write their final essays. Tutors are there to provide guidance and support throughout the night. Students get to have a space and a place to write while eating pizza in a low-stakes environment.



S.M.A.R.T. WORKSHOPS

48
ATTENDED

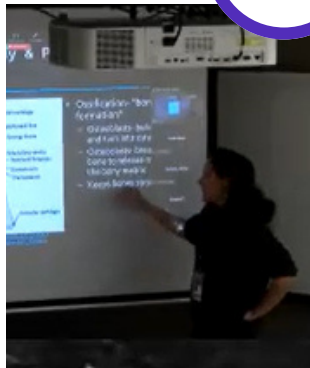
Students Maximizing Academic Resources and Training, or **S.M.A.R.T.** was a series of workshops aimed at giving students resources and information relating to their academic journeys at Waubonsee and beyond. Students could come in-person or virtually and learn about the different ways the resources at Waubonsee work to help them succeed.



TEAS REVIEW SESSIONS

40
ATTENDED

The Tutoring Center's **TEAS review sessions** offered comprehensive guidance across the various topics covered on the TEAS for hopeful nursing students. These included anatomy and physiology, biology, math, chemistry, and reading. Students who attended were preparing for the TEAS and this offered a just-in-time refresher.



EXTENDED TUTORING HOURS

25
ATTENDED

Every midterm and finals weeks at Waubonsee, the Sugar Grove Tutoring Center **extends its hours** and brings in some form of student appreciation, including mocktails, appetizers, and more, to keep students motivated and going with their studies. We love helping to support our students during these often stressful times.



TAKE CONTROL OF FINALS

100+
IMPACTED

Students at Waubonsee might see our Academic Coaches roving the campuses, handing out information and tips on how to **succeed at preparing for their final exams**.

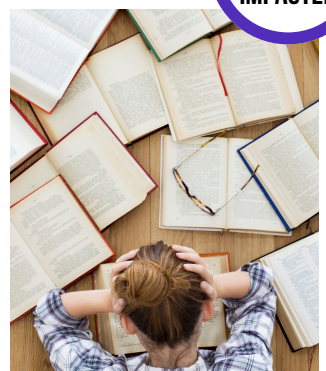
Academic Coaches spark conversations and strategies in short, microlearning-styled bursts throughout important milestones of the semester.



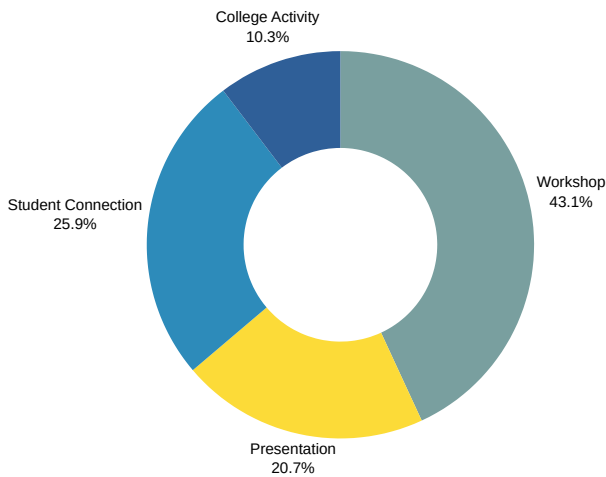
COACHING WORKSHOPS

50+
IMPACTED

Academic Coaches work on presenting material related to **time management, study skills, setting goals, success skills, note taking, and more** to so many different groups on campus, including those in the Access Center, TRIO, and our athletes. Each presentation is custom-designed for the audience for maximum impact.

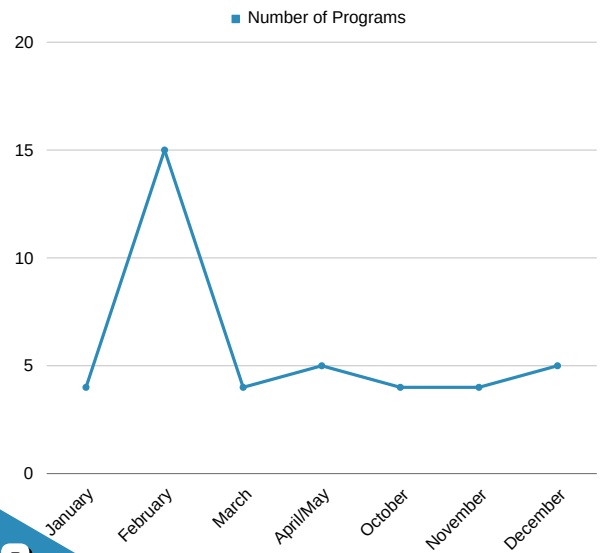


TUTORING CENTER PROGRAMMING



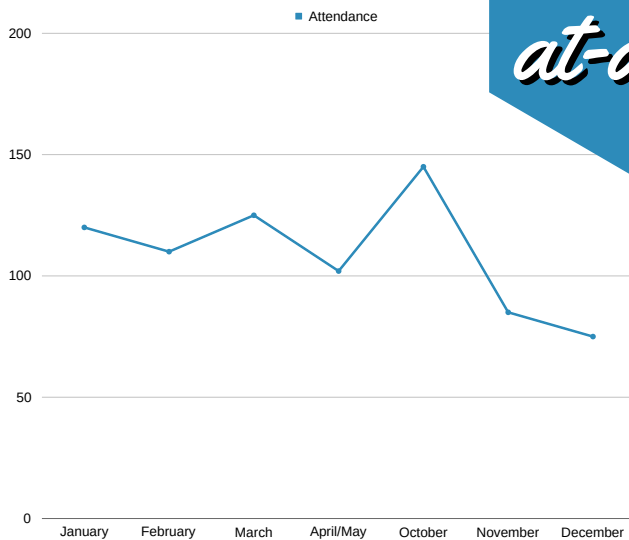
Variety of Programs Offered Since January 2023

Student Connection: Relationship building with students, such as the AMAs and Midterm Mocktails
College Activity: College events that Academic Support is part of, such as the Engagement Fair.
Workshop: Events by Academic Support for students to work on skills.
Presentation: Put on by Academic Support to discuss and present skills or ways of understanding material.



Number of Programs Offered Since January 2023

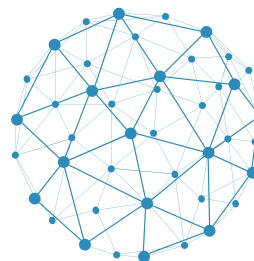
TUTORING CENTER PROGRAMMING *at-a-glance*



Attendance at Programs Offered Since January 2023

675 STUDENTS IMPACTED*

83.5 PLANNING HOURS

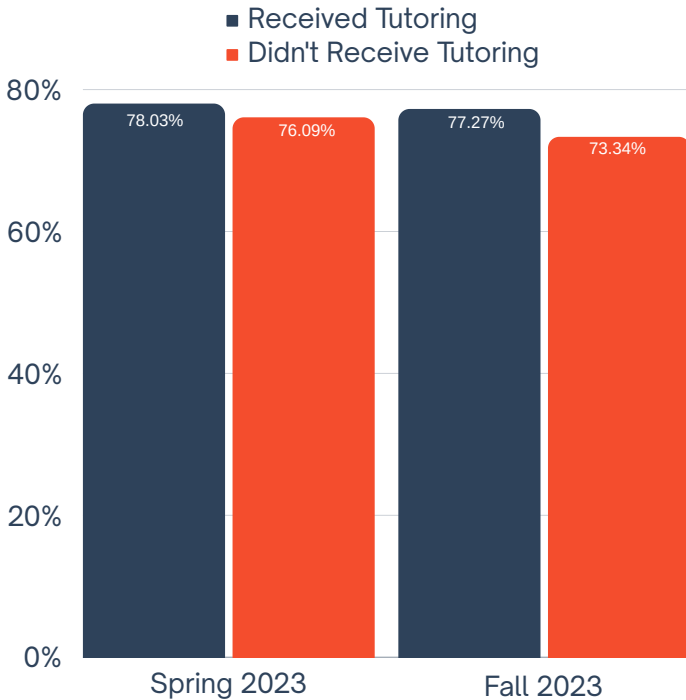


1,320 CONNECTIONS MADE**

*Includes Academic Support events and programming, such as Write All Night and SMART.
 **Includes events such as NSO, Resource Fairs, and other College-wide programs.

SUCCESS & RETENTION IN THE TUTORING CENTER

SUCCESS RATES OF STUDENTS IN THE TUTORING CENTER VS. ACROSS THE COLLEGE



This represents a comparison of success rates for students who visited the Tutoring Center for certain subjects and the counterparts in those subjects who did not during that semester.

FINDING SUCCESS IN THE TUTORING CENTER



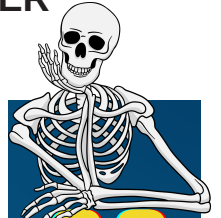
95
PERCENT

of students who participated in at least one night of **Write All Night** earned an **A, B, or C** in their English classes in 2023.



90
PERCENT

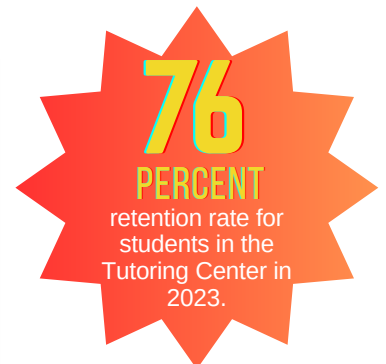
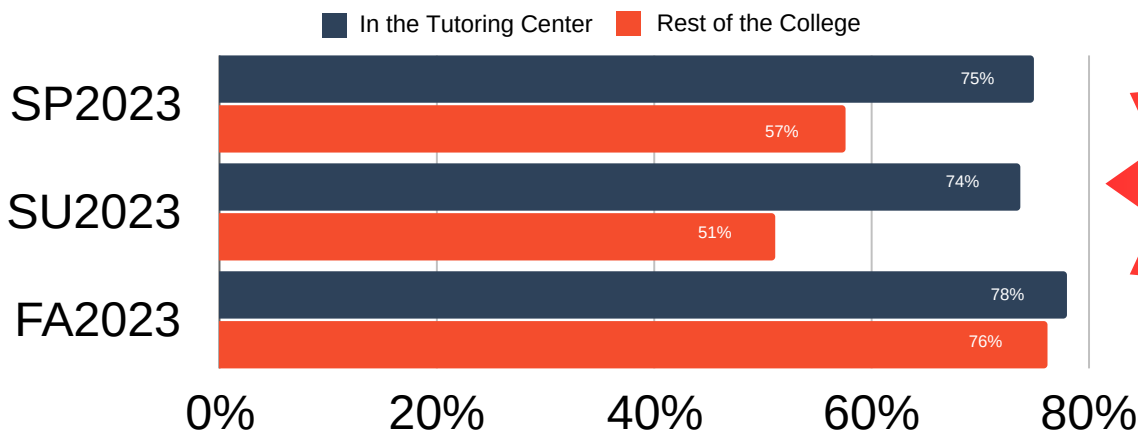
of students who visited the Tutoring Center and met with a tutor **3 or more times** earned an **A, B, or C** in all of their courses in 2023.



88
PERCENT

of students who visited with our **Anatomy & Physiology** tutors at least once earned an **A, B, or C** in their A&P classes in 2023.

END OF TERM RETENTION RATES OF STUDENTS IN THE TUTORING CENTER VS. ACROSS THE COLLEGE



RETENTION EFFORTS IN THE TUTORING CENTER

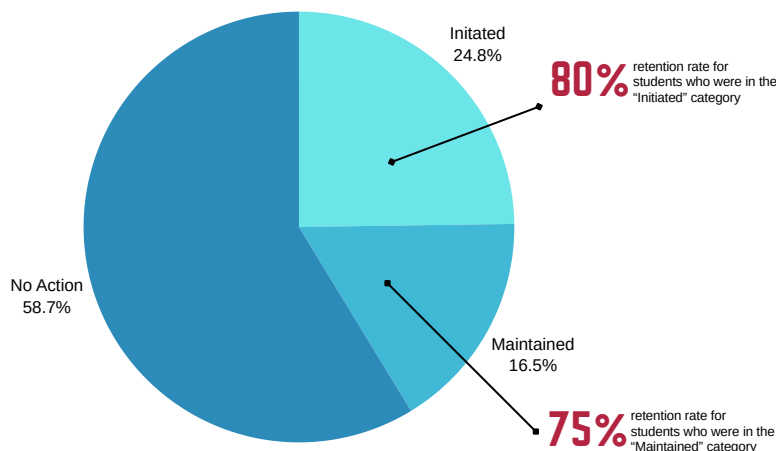
Studies show that several factors are needed for a healthy retention of students in college. These include ensuring that our students have the support to be successful, are able to experience a sense of belonging, and receive the necessary support as they attempt to balance work, school, and life—all of which can seem very overwhelming. Here are some of the ways that the Tutoring Center has supported retention efforts in 2023.

TAKING ACTION ON EARLY ALERTS FOR STUDENTS

In Fall 2023, the Tutoring Center was involved in the implementation of two different “Early Alert” procedures for students. First, “Needs Tutoring” is now an option for instructors to select on EAB Navigate. Tutoring Center leadership is also now able to communicate with students and instructors through Navigate. The second procedure came from Tutor.com, our new 24/7 online tutoring program, which flagged students who needed additional support based on certain criteria.

Through these measures, we reached out to students and invited them to work with our tutors and academic coaches. The students fell into one of three categories:

1. Initiated: Students in this category have not visited to the Tutoring Center before contact. This **initiated** their visit.
2. Maintained: Students had already been in the Tutoring Center and continued to do so.
3. No Action: Students did not respond to the outreach nor did they visit the Tutoring Center after the initial contact.



INCREASED FOCUS ON STUDY GROUPS AND SPACES FOR OUR STUDENTS

Throughout the year, the Tutoring Center has worked to create a more comfortable, inviting space for students while also promoting other measures to create a sense of belonging at the college for our students. One such way is by moving all of our Anatomy & Physiology models into the room across the hall. A simple move like that has **not only increased the number of students we see, but it helps create a welcoming atmosphere**. Just walking in, students feel more at ease and because of that, study groups have formed and bonds have been forged.

Likewise, with an increased emphasis on Supplemental Instruction, there are connections to study groups. Each SI session is planned as a study group session. The students are tutored or lead by peers, which supports the idea of peer-to-peer assistance, another key aspect in developing a sense of belonging. The relationship between the SI Leader and the student becomes one of mentorship and gives the student more stake in the college as a whole.



CONTINUED COMMITMENT TO FLEXIBILITY AND SUPPORT FOR OUR STUDENTS

One of the defining features of the Waubesa Tutoring Center is its commitment to meeting students where they're at. That doesn't just mean in terms of skill or ability or knowledge. It means understanding that the needs of the student change each semester. We are there to meet those needs. For example, we continue to **offer flexible, virtual appointments outside of our usual open hours**. These hours coincide with data that shows when students are most likely to be available and needing help. We have **reinvested in a 24/7 online tutoring program** to ensure students who need help with subjects we might not offer are still being met. Finally, in Fall 2023, we **changed the hours at our Aurora DWNTN Tutoring Center** to better reflect the needs of the students who go there for assistance. This continued commitment means working to fill gaps for students so that there is always support for them available.

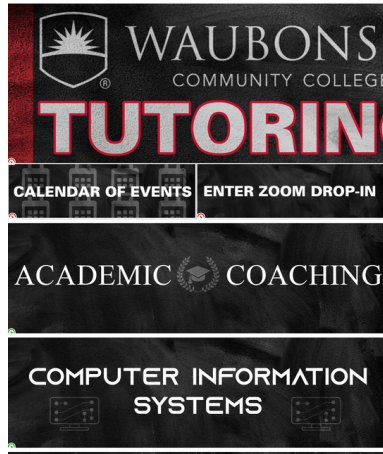
A YEAR IN REVIEW

2023 proved a very productive year for the Tutoring Center. Amid leadership changes, new programs, and fun activities, the Tutoring Center gave students a lot of different options, outside of the usual offerings. There were a lot of different things we've done differently, we've changed, or that we have improved upon based on survey and listening session findings. This is not a comprehensive list, as we're always improving and changing, but it does highlight some of the most important moments from the past year.

A NEW COORDINATOR

January

In the last week of the semester for 2022, and starting in January 2023, the Tutoring Center welcomed its new coordinator, Robert Galuski, to the role. Robert was previously the lead writing tutor and has taught English at other colleges.



CANVAS SHELL LAUNCHES

January

The Tutoring Center's Canvas shell officially launched at the start of Spring 2023. As of the end of Fall 2023, there are currently 430 students enrolled, all of whom have access to hundreds of pieces of resources and assistance across dozens of Waubesa subjects. The link to enroll is on our website!

VALENTINE'S DAY

February

The Tutoring Center brought a little bit of the seasonal festivities as we showcased our love of learning and why our students are the sweetest around throughout the day.



EARLY MILESTONES

March/April

Tutoring sessions broke **2,000** in late March/early April. This kind of number is usually seen toward the middle of April/end of the semester, owing a great deal to the amazing work our tutors have put in with students!

FINALS EVENTS

April/May

The Tutoring Center launched a few different ways for students to receive help for Finals, including **Write All Night, Take Control of Your Finals**, and a workshop on **Math Anxiety**.



2023

BRIDGING GAPS

Summer

Tutors worked with Academic Support's Math Summer Bridge program to help students who placed in Developmental Education Math move through those courses quicker in an intensive 9-day course.

tutor.com
A Service of The Princeton Review

TUTOR.COM ARRIVES

August

The Tutoring Center's former 24/7 online service, Smarthinking, ended in August, and we replaced it with Tutor.com, a free 24/7 online service that gives students access to 250+ subjects, academic coaching, and test preparation.

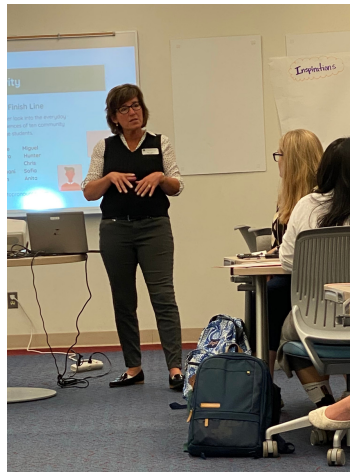


Scan here or go to <https://shorturl.at/cyNV5> to see the full 2023 report on Tutor.com!

ENHANCED PROFESSIONAL DEVELOPMENT

August

To kick off the semester, the Tutoring Center hosted its first Training Days, facilitated by the Academic Support Coordinator and Lead Academic Support Coach. The sessions included working with students with disabilities, metacognition, the holistic student, and criteria for success.



A NEW SPACE FOR A&P STUDYING

Fall

Thanks to an increase in Anatomy & Physiology students looking for assistance and to work with the models, we were able to move everything to COL137, creating a better space for students to study.



NATIONAL TUTORING CENTER WEEK

*October*

The National Tutoring Association's National Tutoring Week brought our amazing academic coaches and tutors to the centerstage in a week of fun-filled activities, capping off with a "Nacho Average Academic Coach" nacho bar and "Let's Taco 'Bout our Tutors" tacos!

RECORDS SMASHED
IN ALMOST EVERY AREA*Fall*

Tutoring sessions were the highest they've been since in 5 years. Academic Coaching sessions increased far beyond what they used to be. And we saw an increase in workshop attendance throughout the year! The work throughout the semester helped give us more opportunities to assist students in their studies and support faculty in their curriculum as we strive to fill in gaps of knowledge and create a better experience for our students.



WHAT TO EXPECT IN 2024

SPOTLIGHT: *Enhanced Embedded Academic Support*

Having direct, right-in-time support for students is an important and necessary component to academic success. Through the past few years, especially as we've reviewed the Navigator initiative, one thing is clear: students want that kind of direct support. Therefore, we're expanding our embedded services into general support, embedded Academic Coaches, embedded tutoring, peer mentors, and Supplemental Instruction Leaders. We're also encouraging instructors to "embed" academic support into their syllabi.



WHAT ELSE TO LOOK FORWARD TO IN 2024

As the needs of our students grow and evolve, so do we. We strive to "meet students where they're at" and, through this mission, we work to understand that ever changing needs of our students and our faculty. Here are some of the things to expect in 2024!

INCREASED TOOLS FOR MORE ACCESS

One of the terrific aspects of partnering with the Access Center for Disability Resources and Library Services is being able to work on adding more tools to our toolbelt to help students. At the end of this year, we put **Kurzweil**, a text-to-speech program, on all of our laptops and computers to better help our students who might require that particular assistance. We will continue adding more programs and resources to our toolkit as appropriate, with more planned in the coming year.

TUTORING WHERE THE STUDENTS ARE

A small pilot program, in conjunction with Liberal Arts and Sciences, will see a **math tutor** working outside of Collins Hall. In this pop-up tutoring model, we will have a math tutor available at **Bodie Hall 243 on Tuesdays and Wednesdays from 12 PM - 2:00 PM**. Each of the math tutors placed in Bodie have the widest variety of math course skills and they offer a lot of different styles and techniques for helping students. Alongside that tutor, math faculty will be encouraged to use that space for office hours.

MORE STUDENT-FOCUSED WORKSHOPS

In our programming world, the Tutoring Center always tries to focus on what's best for the student. We will increase our programming offerings with more student-focused workshops, including **for neurodivergent learners, those with math anxiety, and microlearning sessions**. Many of these will also be in collaboration with other departments. We are also going to be working on focusing on **Aurora DWNTN** as a place for workshops and events, tailoring specific programming for the student populations that take classes in that space.

MORE WRITING FOCUSED SPACES

Coming out of the pandemic, we found that so many more students want to be meeting in-person. For some subjects, such as Anatomy & Physiology, it made sense. But a frequent note for improvement we receive is a quieter space for students to write and work on writing. Over the next year, we'll be working with other areas on potential spaces in Collins Hall to put our writing students in order to help them maximize the most out of their time with us. We understand that writing can be difficult and a quieter area is a must for those students.



The **TUTORING CENTER**

Collins Hall 144

Aurora DWNTN 215

tutoring@waubonsee.edu

(630) 466-2408

Data and information pertaining to the institution as a whole and information pertaining to students who did and did not receive Tutoring Center service was obtained through Advance as of December 18, 2023

Data and information pertaining to students who utilized Tutoring Center services was obtained through TutorTrac as of December 18, 2023.