

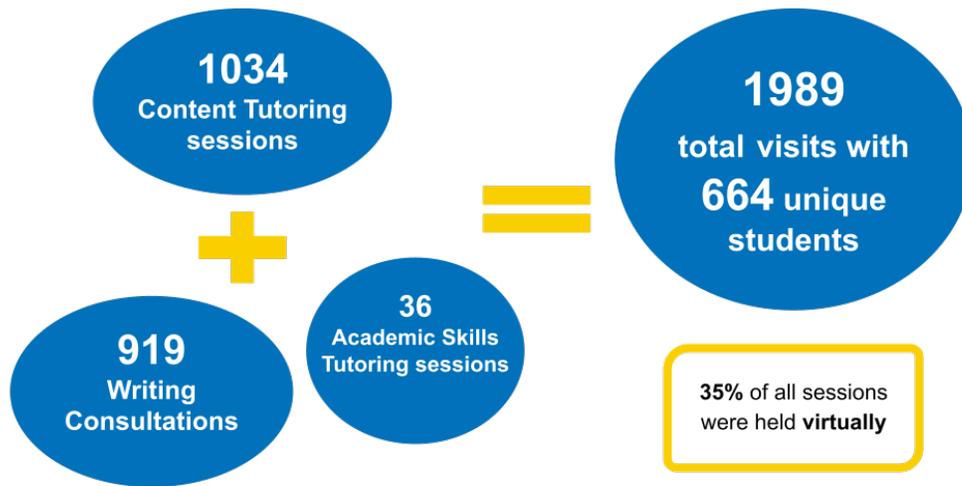


Fall 2021 End of Semester Report

Dr. Layne Porta, Coordinator of the Tutoring and Writing Center

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Fall 2021 by the numbers



Please join us in celebrating the 44 members of our student staff in fall 2021:

Abbey Matusik	Kelsey Eelman
Alana Goodwin	Kyra Bauske
Allie Pinkerton	Lauren Rouse
Ana Fujiwara	Lily Denneen
Angel Colon	Mickayla Grasse-Stockman
Anna Voicu	Mitchell Shiffer
Annie Murray-Campbell	Rahmat Rashid
Cayla Thomas	Rebecca Kuehn
Charlotte Kelly	Riley Steege
Connor Kaplan	Rory MacLeod
Cora Burkley	Samantha Alenius
Dar Bejerano	Sanjula Rajat
Elena Hoang	Sara Mehdinia
Emilio Fernandez	Shae Patrick
Emily O'Malley	Shemiah Grant
Emily Curran	Shivana
Ghina Fawaz	Kalliecharan
Gus Temple	Sofia Pinheiro
Jay Forsythe	Sofia Blasser
Jessika Linnemeyer	Sophia Maehl
Jurel Mua	Steph Valladares
	Sydney Willis
	Tyler Nagy
	Victor Gnani
	Ernesto

In addition to individual tutoring sessions, our staff also:

- * Conducted **19 workshops** and in-class visits
- * Held regular **study groups** for classes including PHI 223, ARH 120, MAT 109, SWAG 205, and BUS 230
- * And **facilitated eight weekly academic accountability groups** (called THE OFFICE) during the final 6 weeks of the semester.

Repeat Visits

- * Some students choose to use our services only at key points of need, but many integrate their sessions with a tutor into their learning throughout the semester. This fall, roughly half of the students who visited the TWC met with a tutor multiple times.
- * Number of students who visited:
 - 2 or more times: **330**
 - 3 or more times: **207**
 - 4 or more times: **142**
 - 5 or more times: **91**

Workshops

During the fall 2021 semester, TWC administrators and peer tutors facilitated **19 workshops and class visits** in a range of courses including BACS 512, COM 200, ENGW 140, ENV 189, RCC 100, and Pre-Health Mentoring students.

5 of these workshops included peer tutors as facilitators!

Workshop topics included:

- * Effective Time Management
- * Guided Brainstorming
- * Understanding your Writing Process
- * Using and Citing Sources
- * Writing at the College Level

What was new in fall 2021?

ACADEMIC SKILLS TUTORING

We added a new tutoring category for Academic Skills Tutoring. These sessions are designed to support students in developing effective academic habits pertaining to time management, note-taking, and reading academic texts.

THE OFFICE

- We collaborated with Dr. Amy Armenia (Associate Dean of Advising) and Tiffany Griffin (Director of Undergraduate Academic Advising Support Services) to implement **eight regular academic accountability groups** for the last six weeks of the semester. In these study-hall style sessions, peer tutors acted as Office Coordinators, welcoming students into the shared workspace and helping connect them with resources as needed.

THANK YOU to our Office Coordinators: Sanjula Rajat, Sophia Maehl, Sofia Pinheiro, Shivana Kalliecharan, Emily Curran, Angel Colon, Emily O'Malley, and Shemiah Grant.

ADDITIONS to our TRAINING CURRICULUM

We implemented two **new required trainings** for all members of our student staff:

- **Anti-Racism and Peer Tutoring**
During this session, tutors completed a race/ethnicity implicit bias test and discussed ways that implicit bias may manifest in our tutoring practices and how the TWC can contribute to Rollins becoming an anti-racist institution.
- **Emotional Labor, Boundary-Setting, and Title IX**, facilitated by Sarah Laake, Director of Title IX, and Carrie Glatting, Assistant Director of Student and Family Care.

Post-Visit Survey

We received **92 responses** to our post-visit survey (which is sent to all students who meet with a tutor each week).

KEY TAKEAWAYS: **94%** of respondents indicated that they **learned something** during their session that **they will use in the future**. Respondents also tended to leave their session **feeling more confident** and **encouraged** in their academic work.

In order to assess our efficacy in creating a welcoming environment in which students feel a sense of belonging, we ask respondents to indicate how they felt before, during, and after their session with a tutor:

- * **Before** their visit, students tended to feel: **nervous, hopeful, and overwhelmed**
- * **During** their visit, students tended to feel: **welcome, understood, and respected**
- * **After** their visit, students tended to feel: **relieved, encouraged, and confident**



Our full post-visit survey report is available by request.

This semester, we added a **new set of survey questions pertaining to inclusivity and equity**.

Responses to these questions indicated that students tended to agree or strongly agree with the following:

- * The TWC is a safe and supportive space for students from historically disempowered populations.
- * TWC services are accessible to all Rollins students equally.
- * I feel that I can relate to the peer tutors in the TWC.

However, most of the respondents to our survey selected Caucasian as their race/ethnicity, and we would like to learn more about the perceptions of students of color pertaining to inclusion in the TWC. In spring 2022, we are interested in pursuing additional ways to evaluate the accessibility and inclusivity of our services.

Additional Usage Information

Courses with **10 visits** or greater:

*some appointment reports, particularly those for writing consultations, may not include a course number.



*Students met with a tutor for support in **99 different courses** in spring 2021!*

Course Name	Course number	Number of visits	Course Name	Course number	Number of visits
Financial/Managerial Accounting	BUS-230	92	Micro & Macro Economics	BUS-233	16
Chemistry I	CHM-120	86	Editing Essentials	ENGW-374	16
Precalculus Mathematics	MAT-109	71	Statistical Reasoning	MAT-103	16
Intro to Computer Science	CMS-120	49	Intro to Formal Logic	PHI-223	15
Statistics for Business	BUS-236	39	Elementary Hebrew	HBR-101	14
Stats & Data Analysis Soc Sci	SOC-215	35	Topics in PHI	PHI-395	13
General Biology II	BIO-121	31	Rollins College Conference	RCC-100	13
Applied Calculus	MAT-110	31	Probability and Statistics	MAT-219	11
Organic Chemistry I	CHM-220	30	Statistics and Rsrch Methods II	PSY-257	11
Writing About...	ENGW-140	30	Intermediate Spanish I	SPN-201	11
Intro to Discrete Mathematics	MAT-140	28	Economics in Historical Perspective	ECO-202	10
Elementary Chinese I	CHN-101	25	Data Visualization	IFT-130	10
Calculus I	MAT-111	22			
Interpersonal Communication	COM-220	18			

Number of Cancellations: 623

- * Late-cancel no-shows: 227 (36% of no-shows)
- * Cancellations were significantly higher in fall 2021 than in spring 2021 (351) or fall 2020 (447). We attribute this increase in cancellations to students' need to reschedule appointments due to illness as well as overall demands on student mental bandwidth during the continued COVID-19 pandemic.

Number of Appointment Requests (submitted through EAB Navigate): 203

- * Why do students submit appointment requests?
 - They cannot find an available appointment at a time that works for their schedule.
 - They want to schedule an appointment sooner than 18 hours in advance.
 - We do not have a tutor in place for their course.

As we look toward spring 2022, we will:

- * Pursue additional ways to elicit feedback from students, particularly regarding inclusivity and equity in the TWC. For example, we plan to encourage students to leave feedback on one of our large whiteboards in the space, and we will display posters with a QR code that links to our post-visit survey.
- * Enhance the TWC space by displaying new artwork and resources. We are excited about the opportunity to display art by Rollins students and to showcase the resources that our tutors have developed.
- * Continue to assess how our services are meeting the needs of students in the Rollins community and explore ways that we can continue to innovate our offerings.