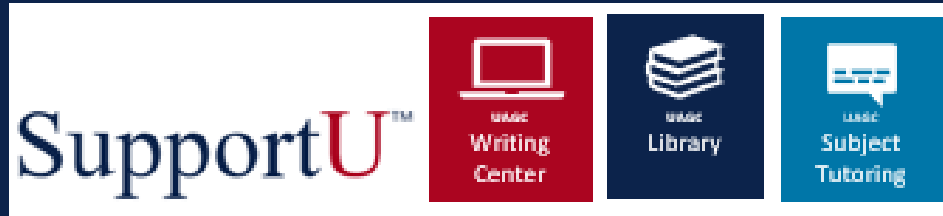THE UNIVERSITY OF ARIZONA
GLOBAL CAMPUS

ENCOURAGING EFFECTIVE USE OF TUTORING SUPPORTS

Dec. 2020

SupportU is the student-facing, 24/7 online supports offered by the Student Success Team.

SupportU services align with, and complement, curriculum instruction.

TUTORING SUPPORTS

The SupportU tutoring offerings include…

 Subject Tutoring

 UAGC Library Tutoring

 UAGC Writing Center Tutoring

WHAT? WHY? WHO? HOW?

1.	**What tutoring is available?**
2.	**Does it work?**
3.	**What do students think?**
4.	**How can you encourage & prepare students to use it?**

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Subject Tutoring

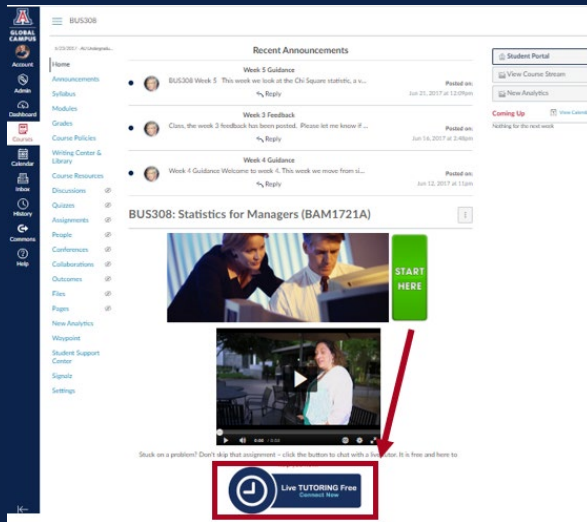Subject-matter expertise from tutors, 24/7

SUBJECT TUTORING

- Tutoring On Demand in 40+ high-need courses

- Faculty email nudges available in 160+ courses
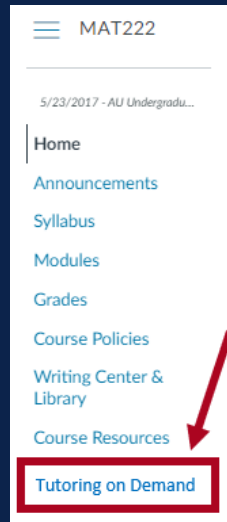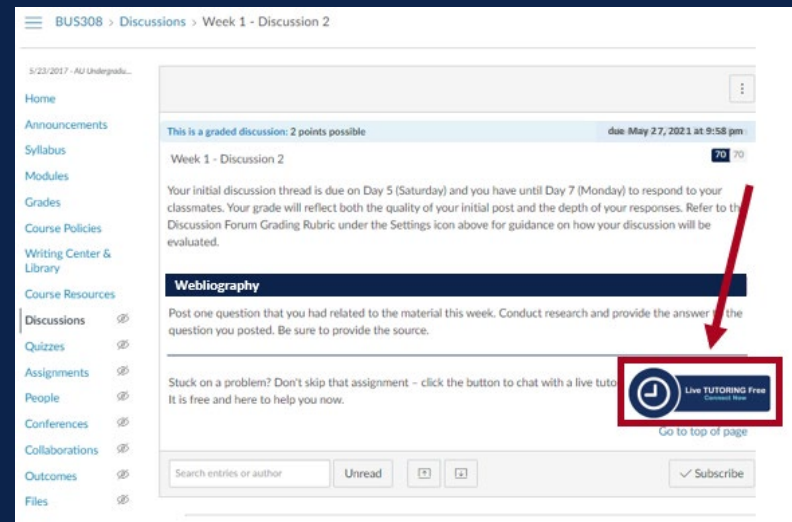
- Available, in some form, in 200+ classes!

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TUTORING ON DEMAND – In Class

LOOK FOR "CONNECT NOW" BUTTON!

On the course home page

In course navigation bar

In assignments

TUTORING ON DEMAND – Faculty Nudge

UAGC Library Tutoring

—

Research and resource help, 24/7

UAGC LIBRARY TUTORING

Library tutoring can help with…

- Finding resources for students' assignments
- Evaluating search results and resources with students
- Locating particular resources in the library
- Troubleshooting library access issues
- Any other library or research related question!

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UAGC LIBRARY TUTORING - Access
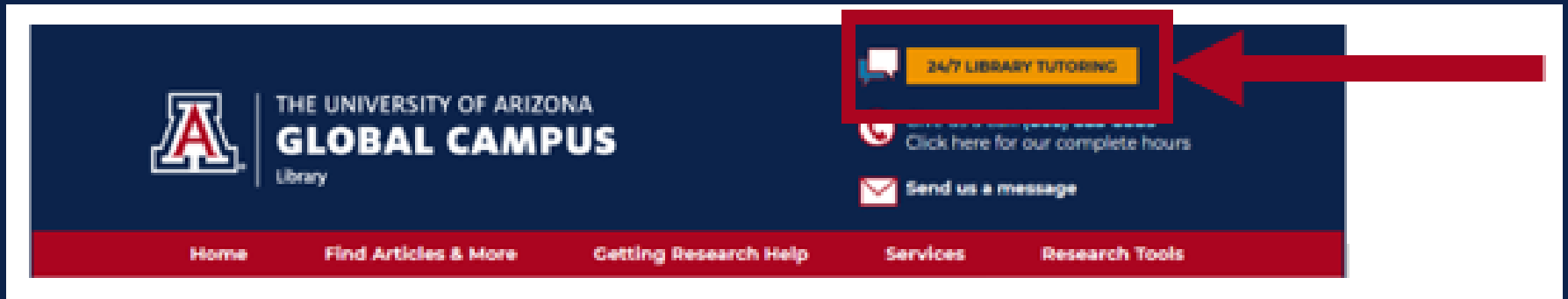
UAGC Library Home Page

UAGC Writing Tutoring

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Writing and formatting help, 24/7

UAGC WRITING CENTER SUPPORTS

THE UNIVERSITY OF ARIZONA GLOBAL CAMPUS
Writing Center

WHEN AND WHY TO USE...

24/7 Live Writing Tutor
Immediate help from a writing expert!

- Addressing a specific question
- Understanding assignment instructions
- Receiving feedback on short element of writing, such as thesis statement or paragraph

Website Guides
Help yourself!

- Use the search bar for quick searching
- See writing guides, videos, and samples
- Understand how to avoid plagiarism
- See APA Style rules and samples

Paper Review
Get feedback on your rough draft !

- Receive revision suggestions
- Get help with paragraph development, integrating research, academic voice & style, and overall organization

Grammarly
Get immediate grammar help!

- Add to Microsoft Word and internet browser for immediate grammar checking
- Learn how to correct common mistakes so you can avoid them in the future!

DOES TUTORING WORK?

Our studies reveal that using **ANY** and **ALL** tutoring support leads to:

- Higher pass rates

- Lower fail rates

- Higher persistence rates

STUDENT TESTIMONIALS

"I sent an email to my professor regarding the question and then it came to my memory of [Tutoring On Demand] being available 24 hours a day. **This is important for me as I work my 3rd shift.**"

SUBJECT TUTORING

STUDENT TESTIMONIALS

"I was having some issues with finding good keywords and **with the help of the library, I was able to get the help to locate some keywords.**"

LIBRARY TUTORING

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STUDENT TESTIMONIALS

"I had a **hard time citing something without an author.** I completely forgot I could use the company that published the article. [A writing tutor] reminded me! Thank you so much!"

WRITING TUTORING

STUDENT TESTIMONIALS

"**It's so hard to remember the rules of grammar and writing** after a 20-year hiatus from school... However, I did learn about using Grammarly during that course, and the grades for my discussion posts improved significantly."

GRAMMARLY

HOW TO ENCOURAGE STUDENTS TO USE TUTORING

1. Share outcomes of using tutoring

Let students know how effective these supports can be!

- For example:

"Those who use Library Tutoring have a 12% higher pass rate than non-users!"

2. Collect & post student testimonials

Share what past students have said about their experience

- For example:

"I would be dropping my finance class without [subject tutoring]!"

"I got a fast response with feedback that will make my draft stronger!"

3. Set an auto-reply email to your students

Tutors supplement instructors by being available 24/7

- For example:

"Thank you for reaching out. I will respond as soon as possible. In the meantime, please remember you can use [list the tutoring and where they can find it]."

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HOW TO ENCOURAGE STUDENTS TO USE TUTORING

4. Post a ready-made announcement

There are many HTML announcements *created for you* about tutoring!

5. "Nudge" students through Signalz

Personalize instruction by sending a student one to two areas they can work on

The Faculty Referral Form, found on the UAGC Writing Center website under "Faculty Services," is another good way to help students reach out for support!

6. Create a "Success Checklist" for students

You know what it takes to succeed in your course – share it with students!

Include Tutoring as one item on the checklist, and answer student questions such as:

What is this service? Why do I need it? How will it benefit me?

How to Prepare Students for a Tutoring Session

WHAT TO <u>AVOID</u> DOING…

- **Avoid overly broad statements, such as "Get tutoring" or "Go to the Writing Center"**

- **Avoid giving students laundry lists of areas that need improvement**

- **Avoid assuming students know exactly what to ask a tutor – or *how* to ask a tutor – for what they need**

GIVE STUDENTS AN "ACTION PLAN"!

- **Specify exactly what the student needs help with**

- **List 1 to 2 issues at a time –** *learning is incremental!*

- **Give students keywords to use with tutors, such as "ask them for help integrating research" or "mention developing keywords"**

- **When possible, give the student a resource to review first so they can plan some questions beforehand!**

SAMPLE SUBJECT TUTORING SCENARIO

Instead of…

"Go get Excel tutoring"

Say…

"Ask the tutor to help you with entering formulas, using Excel functions, and getting add-ins"

SAMPLE LIBRARY TUTORING SCENARIO

Instead of…

"Go ask the Library to help you research"

Say…

"Ask the Library tutor for help developing keywords" or "Ask the tutor for help limiting your research to certain date ranges and peer-reviewed articles"

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Instead of…

"Go ask the Writing Center about APA"

Say…

"You have a few incorrect citations. Review this resource, and then ask a tutor to go through your examples if you still need help"

SupportU@staff.uagc.edu

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Need more help? Contact us with questions!

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