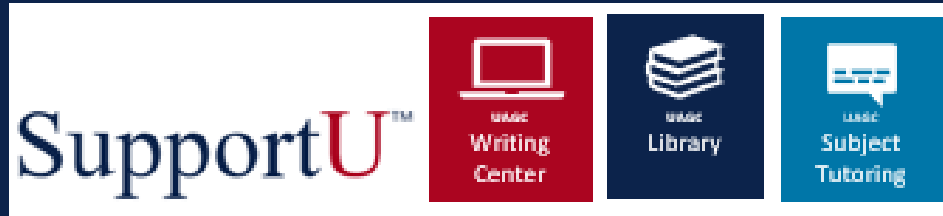




THE UNIVERSITY OF ARIZONA  
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# ENCOURAGING EFFECTIVE USE OF TUTORING SUPPORTS

Dec. 2020



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

SupportU services align with, and complement, curriculum instruction.



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# 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?



# Subject Tutoring

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Subject-matter expertise from tutors, 24/7



# SUBJECT TUTORING

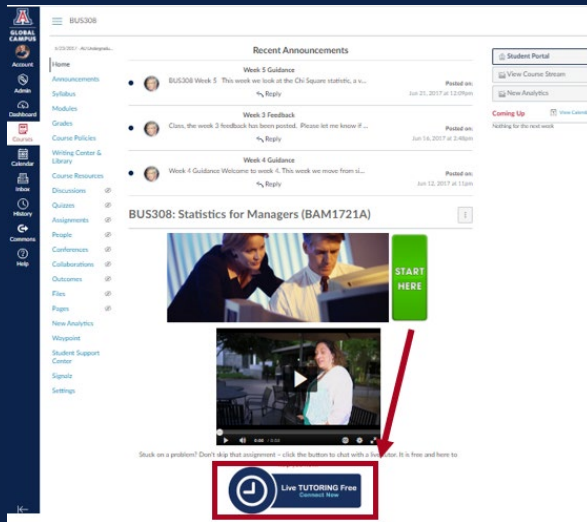
- Tutoring On Demand in 40+ high-need courses
- Faculty email nudges available in 160+ courses
- Available, in some form, in 200+ classes!



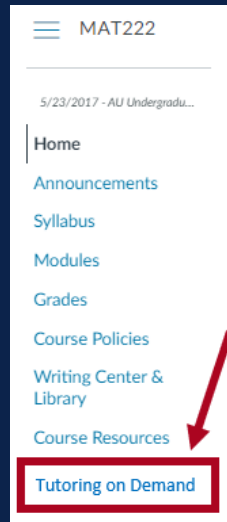
# TUTORING ON DEMAND – In Class



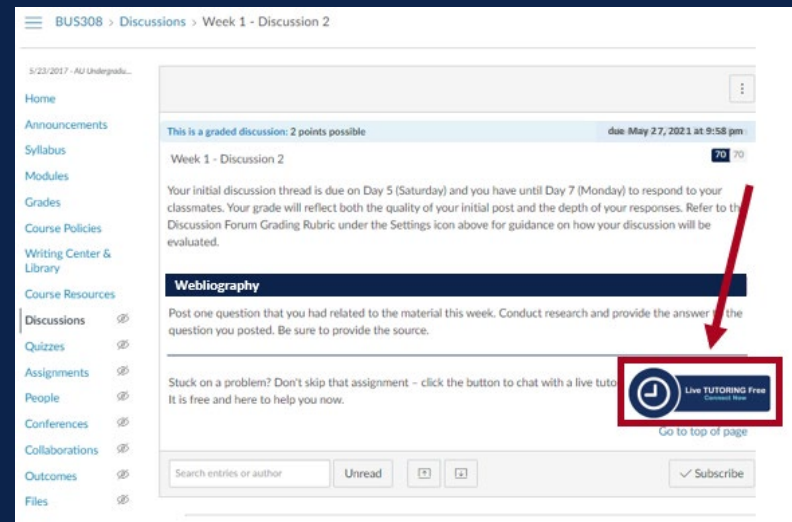
LOOK FOR “CONNECT NOW” BUTTON!



On the course home page




In course navigation bar



In assignments

# TUTORING ON DEMAND – Faculty Nudge

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Subject Tutoring Templates  
For UAGC classroom use only

Subject Tutoring Templates

Please feel free to send the templates below to students as you see fit. You will notice that there are several different versions of this content available for you. We ask that you choose a template to copy at random, so that students do not receive identical templates from multiple instructors.

Template 1

Hello!

I just wanted to reach out to you to let you know how easy it is to access free tutoring services here in class!

If you have any questions about reading, the course content, or the textbook here in class, it might be time to chat with a tutor. Tutoring is free and available 24/7, day or night.

To access [UAGC tutoring services](#), simply sign in with your student portal credentials, select your subject, ask your question, and click on "Connect Now" to start your chat session. It really is that easy!

I want to see all my students succeed, and hope that this tool allows you to get the support you deserve here!

Thanks again!

Template 2

Hello!

I wanted to reach out to thank you for all you've done here so far. I know that this class can be difficult, and I truly appreciate your efforts here!

While many students know that this journey can be challenging, not many students realize how easy it is to get tutoring for this class, and I wanted to make sure you knew about this service!

To access [UAGC tutoring services](#), simply sign in with your student portal credentials, select your subject, ask your question, and click on "Connect Now" to start your chat session. It really is that easy!

As always, please feel free to reach out to me if you have any questions or concerns regarding class.

Thanks again!

# UAGC Library Tutoring

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Research and resource help, 24/7

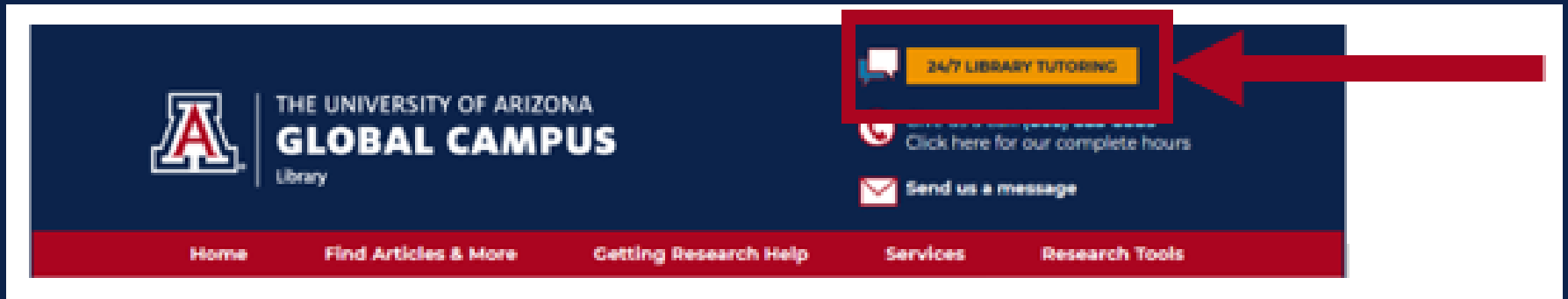


# UAGC LIBRARY TUTORING

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!

# 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



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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





## SUBJECT TUTORING

## 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 3<sup>rd</sup> shift.**”



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# LIBRARY 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.**”





## 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**





**GRAMMARLY**

## 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.”**



# 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].”*



# HOW TO ENCOURAGE STUDENTS TO USE TUTORING

## 4. Post a ready-made announcement

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

Paper Review Announcement  
Michelle Lokenkirk  
All Sections  
Jun 11 at 2:14pm

Does NOT Use Paper Review Pass Rate = 71% VS. Uses Paper Review Pass Rate = 94%

**Paper Review: The Write Way to Go!**

Did you know? You can submit any of your written coursework to the Writing Center to get feedback within 24 hours. It's free. Try it today!

- Step 1: Click on the "Writing Center & Library" link within the left navigation.
- Step 2: Click on the purple "Submit a Paper" button.
- Step 3: Select your course.
- Step 4: Click on "Drop Off a Paper."
- Step 5: Fill in the requested information, and upload your paper for review.

Within 24 hours, you will receive an email saying your paper has been reviewed. For more information on how to submit or retrieve your paper, visit the Writing Center's [Paper Review](#) page!

This announcement is closed for comments

## 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

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# WHAT TO AVOID 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”



# SAMPLE WRITING TUTORING SCENARIO

## 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!