Country Meets Rock-n-Roll

Blending Online and Face-to-Face Tutoring

Crystal Faulkner
Distance Education

Martin Golson
Academic Support Center

Session Outline

- Needs versus Wants

  - Assessing needs

  - Evaluation and selecting a tool

- Blending F2F and online tutoring services

- Being responsibly restrictive

- Sharing Responsibility

  - Funding, management, and adoption efforts

AP **Austin Peay**
**State University**

Student Needs

- SACS best practice for electronic degrees

- F2F limited by infrastructure

- Student preferences and demographics

  - Tennessee Reconnect

- DFW report and high risk courses

DFW Report

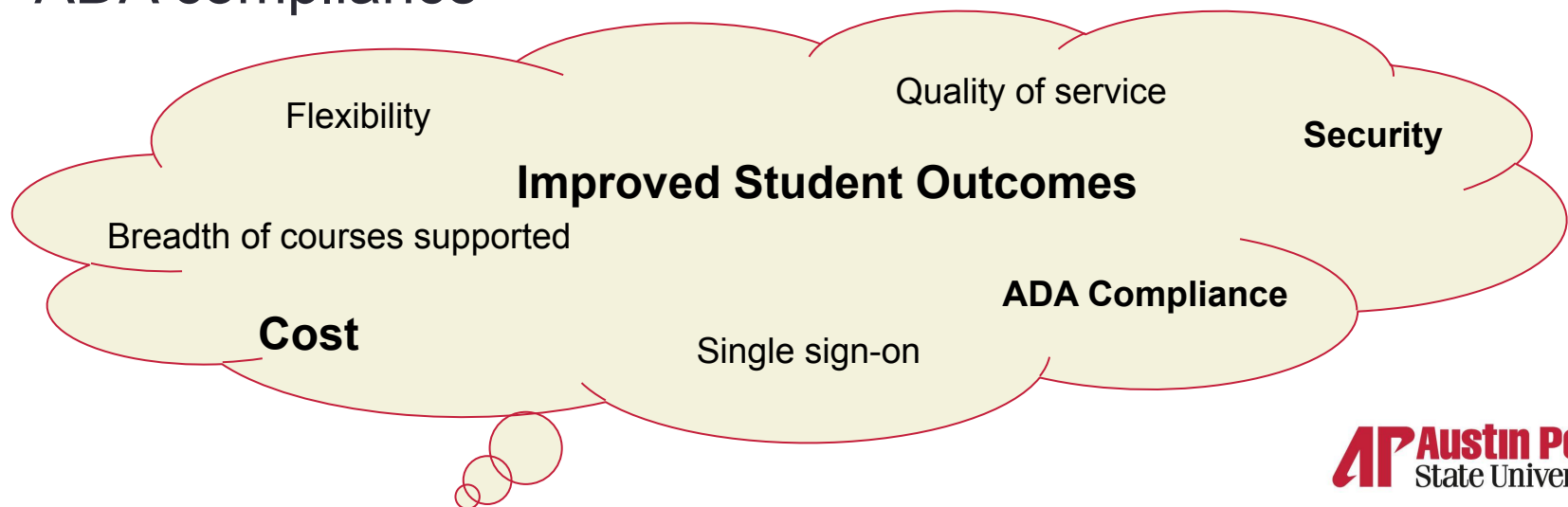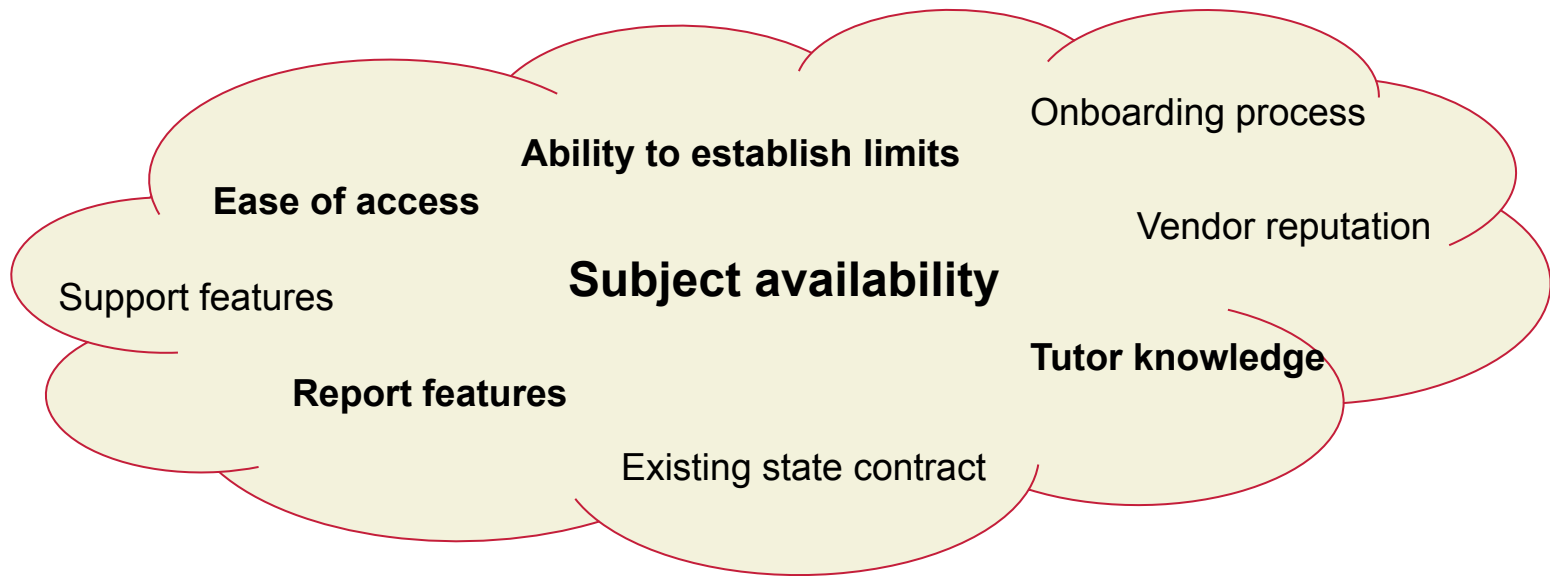| Subject	Course	Enrolled	DFW	DFW Rate	Risk Factor	Hrs Provided		Dept. Avg. workload
MATH	1530	1816	766	42.2%	323.104	1156.5		0.920
HIST	2010	2231	650	29.1%	189.377	186.9		0.735
ENGL	1010	2008	580	28.9%	167.530		Writing Center	
BIOL	2010	767	336	43.8%	147.192	529.5		0.959
APSU	1000	2519	576	22.9%	131.709	1.3	Writing Center	
ENGL	1020	1788	422	23.6%	99.600		Writing Center	
MUS	1030	1560	369	23.7%	87.283	83.8		1.527
HIST	2020	1579	370	23.4%	86.700	64.8		0.735
PSY	1010	1650	372	22.5%	83.869	87.5		0.299
BIOL	1110	450	194	43.1%	83.636	222.4		0.959
BIOL	1111	450	194	43.1%	83.636			0.959
ART	1035	1779	371	20.9%	77.370	7.9	#DIV/0!	
BIOL	1010	802	246	30.7%	75.456	108.4		0.959
BIOL	2011	714	220	30.8%	67.787	12.1		0.959
MATH	1710	795	223	28.1%	62.552	242		0.920
MATH	1010	550	185	33.6%	62.227	86.1		0.920
ENGL	2030	1215	273	22.5%	61.341		Writing Center	
THEA	1030	1273	268	21.1%	56.421	2.1	#DIV/0!	
MATH	1730	517	168	32.5%	54.592	357.4		0.920

Student Wants

- Student survey
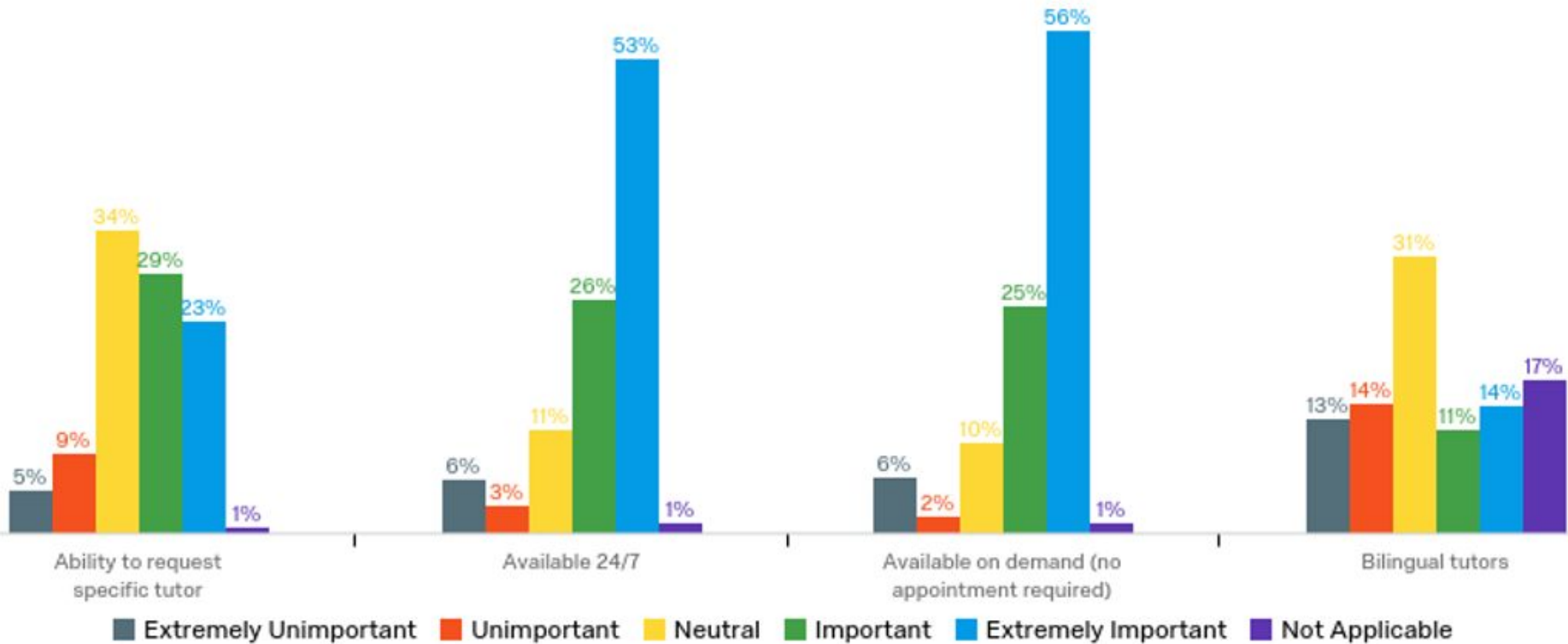
Institutional Wants & Needs

- Improved student success and retention

- Cost effectiveness

- Works well with existing infrastructure

- Data security

- ADA compliance

Flexibility

Quality of service

Security

Improved Student Outcomes

Breadth of courses supported

ADA Compliance

Cost

Single sign-on

Austin Peay
State University

Evaluation

- Vendor Comparison Tool

Ability to establish limits

Ease of access

Onboarding process

Vendor reputation

Support features

Subject availability

Report features

Tutor knowledge

Existing state contract

Austin Peay
State University

Vendor Comparison Tool

- List wants and needs

CAT #	Category/Question	Needs	Wants
Category 1	**Compatibility & Compliance**		
	Is the system able to integrate with multiple LMS	Single server sign-on through LMS or One-Stop portal	
	Is the system a fully hosted solution	Yes	
	Is the system compatible with all major browsers	Supports IE, Firefox, Chrome, & Safari	
	Is the entire system fully ADA compliant (WCAG 2.0)	Company has plan to be fully compliant within one year	Company is fully compliant

Austin Peay
State University

Vendor Comparison Tool (cont.)

- Transform list into a vendor questionnaire

Phone	(646) 619-8214
Email	Jim.Barnes@tutor.com
Website	https://tutor.com/

		Compatibility and Compliance				PASS	
	Question	Response	Need	Want		Needs	Wants
1	Is the system able to integrate with multiple LMS	Yes	Single Server Sign-on Through LMS or One-Stop		☑ Needs met ☑ Wants met	TRUE	TRUE
2	Is the system a fully hosted solution	Yes	Yes		☑ Needs met ☑ Wants met	TRUE	TRUE
3	Is the system compatible with all major browsers	Yes	supports IE, Firefox, Chrome & Safari		☑ Needs met ☑ Wants met	TRUE	TRUE
4	Is the entire system is fully ADA compliant (WCAG 2.0)	Yes	Company has plan to be in full compliance within one year	Company is fully compliant	☑ Needs met ☑ Wants met	TRUE	TRUE

Austin Peay
State University

Vendor Comparison Tool (cont.)

- Compile the responses into a Summary Report

Vendor	Tutor.com	Option 2	Option 3	Option 4	Option 5
Meets all Needs	YES	NO	YES	NO	YES
# Needs	38	38	38	38	38
# Needs not met	0	1	0	1	0
# Wants	32	32	32	32	32
# Wants not Met	1	0	1	1	3
Compatibility and Compliance	PASS	PASS	PASS	PASS	PASS
Installation and Maintenance	PASS	PASS	Concerns	FAIL	PASS
Security	PASS	PASS	PASS	PASS	PASS
Tutor Selection, Training & Capabi	PASS	PASS	PASS	PASS	Concerns
Data Management & Storage	PASS	PASS	PASS	PASS	PASS
Subjects Supported	Concerns	FAIL	PASS	PASS	PASS
Scheduling & Session Managemen	PASS	PASS	PASS	PASS	PASS
Appointments	PASS	PASS	PASS	PASS	PASS
Reports	PASS	PASS	PASS	PASS	PASS
Look and Feel	PASS	PASS	PASS	PASS	PASS
Cost	PASS	PASS	PASS	PASS	PASS
Other	PASS	PASS	PASS	PASS	PASS

Comparison Tool Download

https://bit.ly/2PJXoG4

Selection

tutor.com™

3000+ Tutors

Short Wait Time

System Customization

Dedicated Contact

Wide Subject Selection

Computer or Mobile Device

One-to-One Support

On-Demand or Scheduled

Ease of Contracting & Implementation

Available 24/7/361

Austin Peay State University

Student Experience

⏰ **32.44**
avg. session length

🎛 **4.49/5**
avg. student rating

" I was on the verge of crying because I couldn't get an answer from ANYONE. Not even Google! Johan was very great and helpful. I will definitely use this in the future AND recommend to everyone. "

👍 **96.2 %**
recommend rate

☑ **44.0 %**
survey response rate

AP Austin Peay State University

Questions?

Blending Services

F2F Strengths

Strength
1. Understanding of course expectations
2. Communication/ assessment
3. Personal connection
4. Lower cost/hour
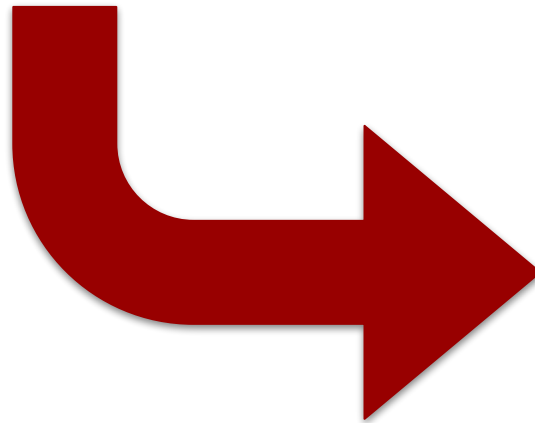
Application
1. Course specific guidance
2. Using non-verbal cues for struggling students
3. Environment of trust for ongoing support
4. Reducing overall tutoring support costs
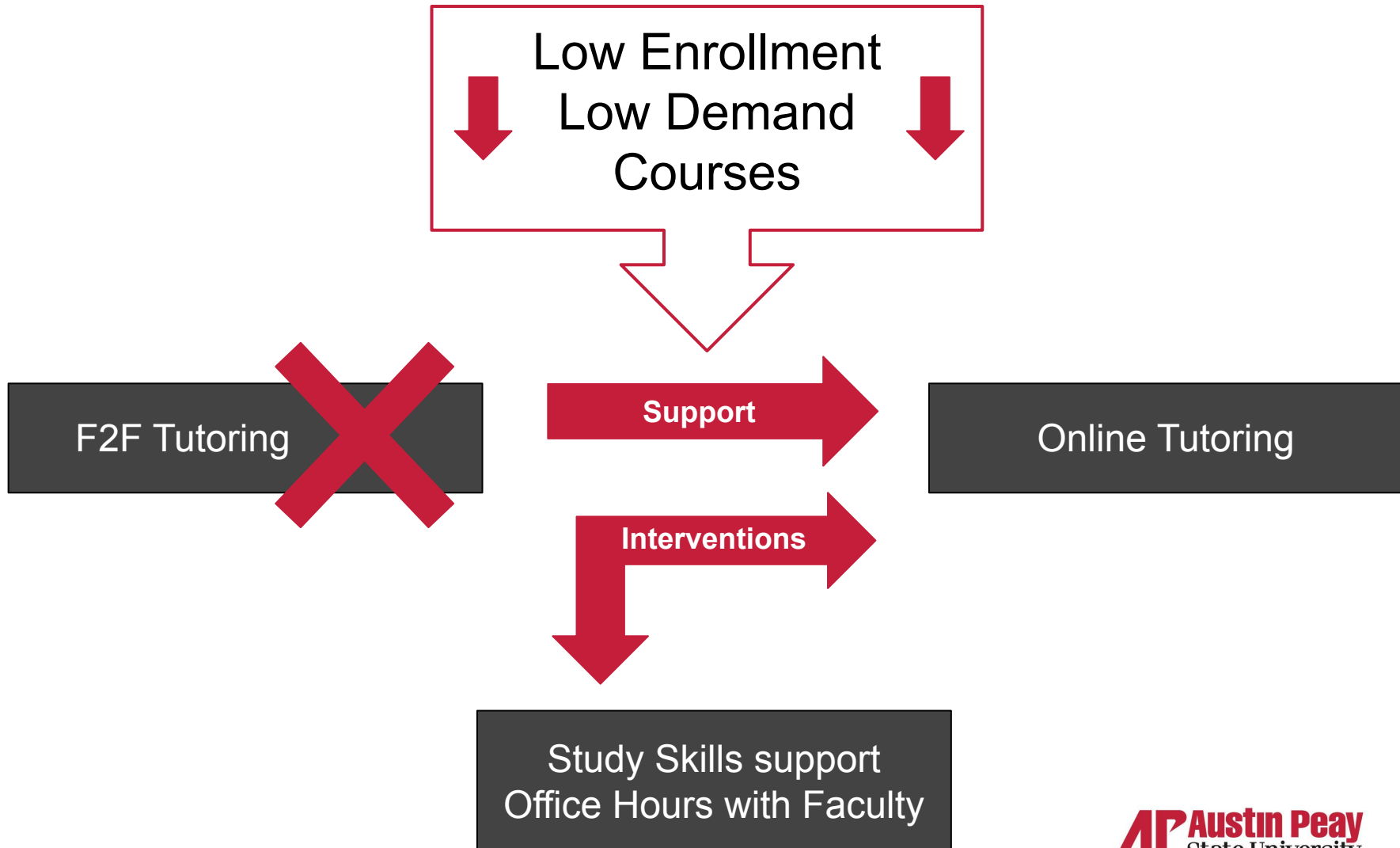
Online Strengths

Strength
1. Ease of access
2. Anonymity
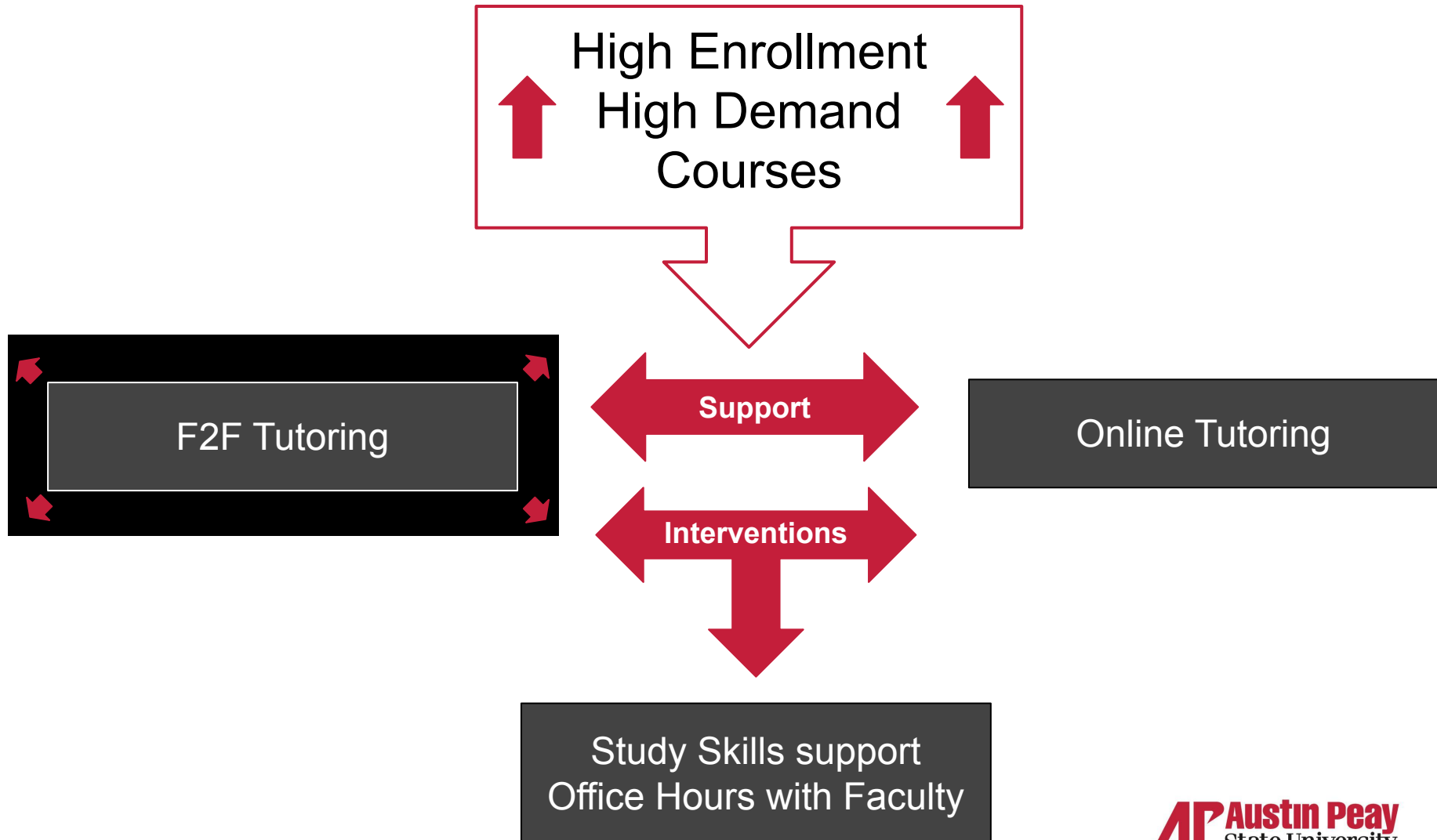3. Subject availability
4. Administrator Alerts and Reporting
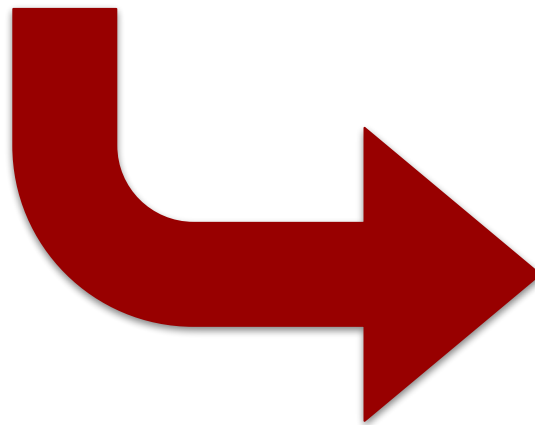
Application
1. Availability to a variety of students on demand
2. Decrease anxiety, increase likelihood of use
3. Increased breadth of support to students
4. Helps identify at-risk students

Achieving Synergy

Achieving Synergy (cont.)

High Enrollment High Demand Courses

Support

Interventions

F2F Tutoring

Online Tutoring

Study Skills support
Office Hours with Faculty

AP Austin Peay
State University

Questions?

Austin Peay
State University

Responsibly Restrictive

Reduce Student Hours
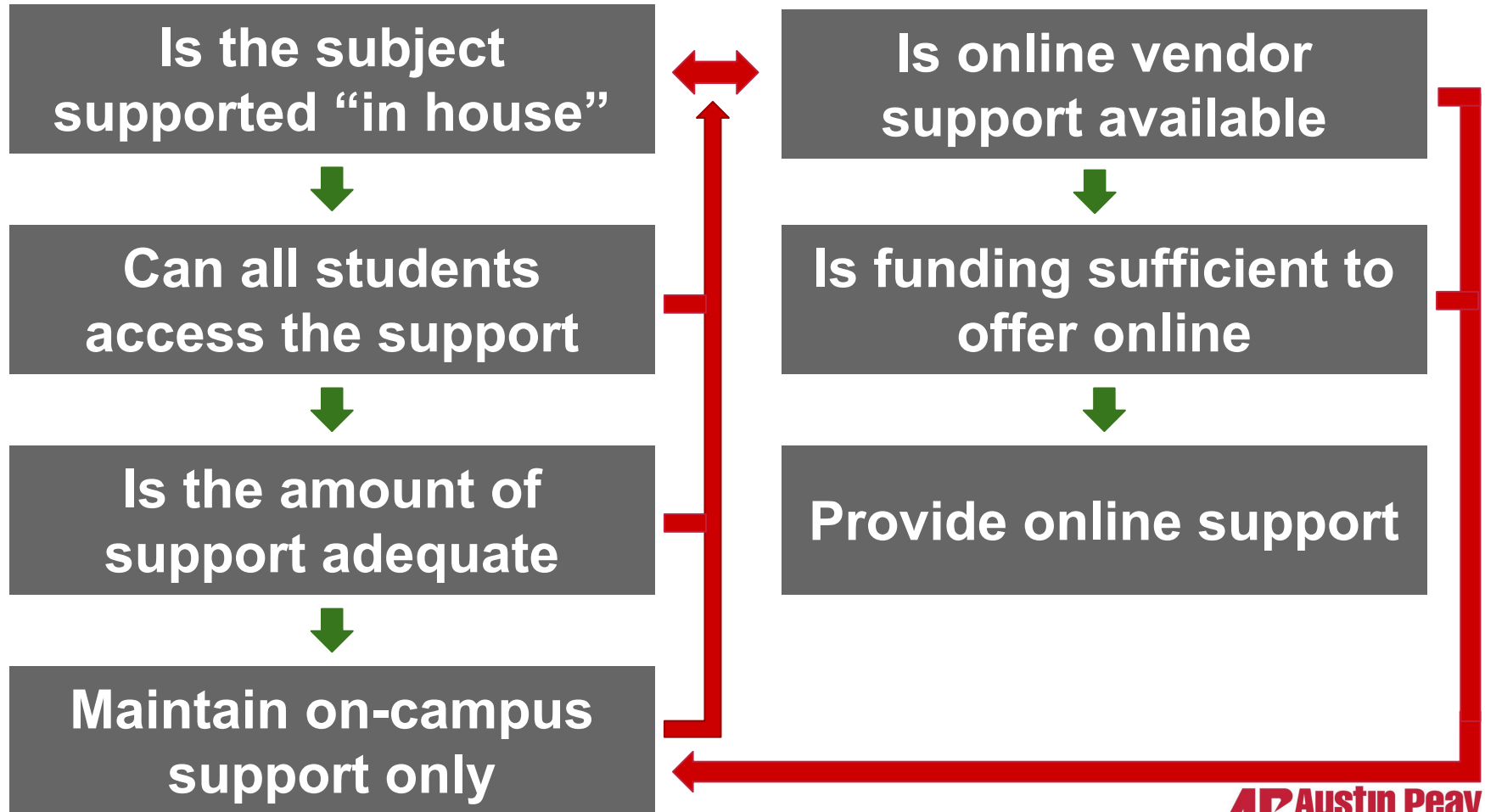
Students Stay w/ in Hours

Students Need More Hours

Manage Contract & Cost

Mandatory Connection

Intervention

Limit Subject Offerings

Is the subject supported "in house" ↔ Is online vendor support available

Can all students access the support

Is funding sufficient to offer online

Is the amount of support adequate

Provide online support

Maintain on-campus support only

Austin Peay State University

Example of Limiting 1

Situation: Online writing support was available through the Writing Center at a cost of $9.00 per hour. Service has an average response time of less than 24 hours.

Solution: Online writing support continues to be provided by the Writing Center.
- Savings on $19 per hour
- Tutors are familiar with expectations of professors
- Students receive timely, quality service

Example of Limiting 2

Situation: 5 hours of F2F ECON 2010 tutoring was available weekly, but typically, only 1 or 2 hours were used by students.

Solution: Eliminate F2F ECON 2010 tutoring and shift support to online tutoring. Shift the F2F hours previously allocated for ECON 2010 tutoring to MATH 1530 (Statistics) tutoring, a very high demand course.

Questions?

Sharing Responsibility

Funding

- Pilot: DE provided funds for pilot using left-over funds
- Data Collection:
    - Tutor.com provided initial estimates based on:
        - services requested
        - institution demographics
- Perpetual Funding: TAF
    - "This is exactly what TAF is for"
- Unused hours: All unused hours rollover to the next year

Management

Academic Support
- Student Connection & Interventions
- Managing Hours
- Funding

Distance Education
- Training
- Tech Support
- Marketing
- Data

Austin Peay State University

Adoption

Student Focus + Faculty Adoption = ⬆ Student Adoption

Academic Support

- Support students
- Shift first line of defense
- Teach diverse students
- Maintain course progress

At Risk Intervention

- Automatic
  - Frequent Subject
  - Long Session
- Manual
  - Prereq Knowledge
  - Content Mastery

Data Trends

- Class Progress Intervention
- Informed Course Adjustments

Questions?

Key Points

Tutoring is a pivotal service that supports all students in all majors and is essential to student success.

Key Points (cont.)

- Assess needs/wants before evaluating & selecting

- Be responsibly restrictive

  - Customization is key!

- Share Responsibility

  - Where can you find money for a pilot?

  - Who can you partner with to manage?

  - How can you leverage faculty-student connection?

AP Austin Peay State University

Contact Us

Crystal Faulkner

Instructional Technology
Support Manager
Distance Education

faulknerc@apsu.edu

Martin Golson

Director
Academic Support Center

golsonm@apsu.edu

FMI - www.apsu.edu/onlinetutoring

Slides - https://bit.ly/2VTt3dM