Overview. Utah State University (USU) Academic Success Center (ASC) provides limited, one-on-one tutoring from funds provided by a grant from the State of Utah to a limited population of traditionally underserved population of students. In order to qualify for tutoring the students must be non-traditional students, students returning after a long break in college experience, be receiving assistance from the Disability Resource Center, receive Pell-Grant or other type of low-income grants or funding, be receiving Veterans benefits, or a student from an minority background. Students apply for services based on their needs and are provided with a tutor to help them in areas as diverse as English to Computer Aided Design for Landscaping Development.

Assessment Name. Assessments come from the USU ASC Tutoring Services Received and the USU ASC Tutoring Services Provided Logs. Information is additionally tracked using a Tutor and Tutee Database maintained by the USU ASC.

Analysis of Data. Comments from students receiving tutoring services on the Tutoring Services Received Logs indicate that one on one tutoring is extremely effective at raising the overall grades of students receiving these services in the classes where a tutor is available. In one instance, a student who had been doing well in chemistry labs and assignments but struggling on tests with an average in the low sixties showed a thirty point improvement in their overall test score on the exam following receipt of a tutor to assist them in their studies. During 2017, 53 students who qualified for individual tutoring received one-on-one tutoring from 36 different tutors. Comments from students receiving tutoring services are the most telling example of the success of this program. The following are quotes from Tutoring Services Received Logs turned in by tutees.

"We reviewed a test that I had an opportunity to retake. My score went up 20% the second time."

"Tutor’s name went out of his way to look for elements and compounds.....answered all questions I had and was very friendly, and told me it was okay if I didn’t understand the first time he explained himself.”

"Tutor’s name is great for slowing the explanation process down and ensuring that I understand all steps in our one-on-one sessions”

Knowledge Gained. Feedback from both students and tutors indicates that this program is very effective at assisting students seeking help who are dedicated to improving their overall academic performance.

Based on funds available and the rate that tutors are paid at, the program can support approximately 1330 hours of tutoring throughout the year. This equates to approximately forty hours of tutoring a
week for students during the Fall and Spring semesters, leaving about nine hours a week for tutoring during the summer semester when there are fewer students on campus.

**Potential methods of Improvement.** The biggest potential improvement for this program is to ensure that eligible students seek assistance early in the semester instead of late in a semester. At least 12 of the 26 students who received tutoring services in the Fall 2017 Semester did not submit any tutoring request until seven weeks of the semester had passed. This means nearly half of the semester elapsed before they began receiving any needed assistance. A goal for the future will be to target students who are eligible for services earlier in semesters and make sure they are aware of services so that they can receive help before it is too late to assist them.

**Chart 1 – EOP Classes Tutored by Subject.** The below charts shows that the classes were individual tutoring is requested is most frequently Chemistry, specifically CHEM 1210. Other frequently requested classes are Biology, Math, and Statistics.