Fall 2013 Summary Report

General Use:
During the Fall 2013 semester, the SSC was open for general use during the following hours:
M-R: 7:30 AM to 7:00 PM
F: 7:30 AM to 5:00 PM
We logged the following general use numbers:

- **Log-Ins**: 18,018, which is -745 vs. Fall 2012 or a 3.9% decrease
- **Unique (Unduplicated) Visitors**: 2,281, which is +3 vs. Fall 2012 or basically even
- **Percentage of All GSC Students Who Visited the SSC At Least Once**: 54.4% or basically the same as Fall 2012 (54.6%)
- **Multiple-Visit Students (5 or more visits)**: 1,020, which is -153 vs. Fall 2012 or a 13% decrease

It should be noted that Fall 2013 enrollment was essentially the same as in Fall 2012, so these comparisons are pretty much “apples to apples.” One other possible factor is that our desk worker budget was cut from 48 hours per week in Fall 2012 to 40 hours per week in Fall 2013, which could have implications such as missed log-ins, etc.

Tutoring:
Here are our primary tutoring numbers for Fall 2013:

- **Total Tutoring Sessions**: 4,134, which is +937 over Fall 2012 or a 29.3% increase
- **Math Tutoring**: 2,447 sessions, which is +464 sessions over Fall 2012 or a 23.3% increase
- **Writing Tutoring**: 946 sessions, which is +122 sessions over Fall 2012 or a 14.8% increase
- **Science Tutoring**: 392 sessions, which is +140 over Fall 2012, or a 55.5% increase
- History, Spanish, Reading/Study Skills, and Miscellaneous Sessions (Social Sciences, Literature, etc.) also showed significant increases over fairly small samples

In Fall 2013, we set single-semester records for the following categories:

- **Unduplicated Visitors**: 2,281
- **Total Tutoring Sessions**: 4,134
- **Math Sessions**: 2,447
- **Science Sessions**: 392
Frequently Tutored Students By Class:

With our significant increase in tutoring sessions, we saw an increased number of Frequently Tutored Students (FTS) in most classes except for Learning Support classes. Here is a reminder about methodology:

- A “frequently tutored student” (FTS) is one who logged at least three tutoring sessions in a single college-level class, or five tutoring sessions for a Learning Support class.

A comparison of the number of Fall 2013 FTS to Fall 2012 FTS:

<table>
<thead>
<tr>
<th></th>
<th>Fall 2013 FTS</th>
<th>Fall 2012 FTS</th>
<th>Difference</th>
<th>Pct. Chnge</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENGL 0099</td>
<td>3</td>
<td>4</td>
<td>-1</td>
<td>25% decrease</td>
</tr>
<tr>
<td>ENGL 1101</td>
<td>62</td>
<td>53</td>
<td>+9</td>
<td>17% increase</td>
</tr>
<tr>
<td>ENGL 1102</td>
<td>22</td>
<td>18</td>
<td>+4</td>
<td>22.2% increase</td>
</tr>
<tr>
<td>MATH 0097</td>
<td>32</td>
<td>32</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MATH 0099</td>
<td>40</td>
<td>42</td>
<td>-2</td>
<td>4.7% decrease</td>
</tr>
<tr>
<td>MATH 1111</td>
<td>131</td>
<td>99</td>
<td>+32</td>
<td>32.3% increase</td>
</tr>
<tr>
<td>MATH 1113</td>
<td>29</td>
<td>18</td>
<td>+11</td>
<td>61% increase</td>
</tr>
<tr>
<td>CHEM 1211</td>
<td>15</td>
<td>10</td>
<td>+5</td>
<td>50% increase</td>
</tr>
<tr>
<td>CHEM 1212</td>
<td>8</td>
<td>4</td>
<td>+4</td>
<td>50% increase</td>
</tr>
<tr>
<td>BIOL 2210</td>
<td>8</td>
<td>2</td>
<td>+6</td>
<td>300% increase</td>
</tr>
</tbody>
</table>
Tutoring Effectiveness By Class:
Here are the pass rates for Frequently Tutored Students (FTS) in the classes for which we offer tutoring, as compared to the overall pass rates for all students in those classes. We also try to track FTS who receive mid-term F’s, to see if we were able to help them salvage their semesters:

**MATH 0097:**
Pass Rate (ABC) for FTS: **78%** *(25/32)*
Overall Pass Rate: **68.4%**
Difference: **+9.6, or a 14% improvement**
% w/Mid-Terms F’s Who Still Passed: **50%** *(5/10)*

**MATH 0099:**
Pass Rate (ABC) for FTS: **90%** *(36/40)*
Overall Pass Rate: **59.7%**
Difference: **+30.3, or a 50.7% improvement**
% w/Mid-Term F’s Who Still Passed: **75%** *(12/16)*

**Notes:**
- The Fall 2013 pass rate for Math 0099 FTS is the highest ever for this class; however, we should remember that Fall 2013 is the first semester ever that MATH 0099 students were NOT required to pass the COMPASS in order to pass the class. Thus we should expect that our numbers would be higher.

**MATH 1111:**
Pass Rate (ABC) for FTS: **58%** *(76/131)*
Overall ABC Rate: **54.5%**
Difference: **+3.5, or a 6.4% improvement**
Pass Rate (ABCD) for FTS: **69%** *(90/131)*
Overall ABCD Rate: **65.9%**
Difference: **+3.1, or a 4.7% improvement**
% w/Mid-Term F’s Who Still Passed with D or Better: **19.4%** *(7/36)*

**Notes:**
- The Fall 13 Math 1111 FTS “ABC” pass rate is just slightly lower than previous semesters, as historically it has hovered in the low 60’s
- The Fall 2013 results reflect another increase in the number of MATH 1111 FTS; in fact, the 131 is the highest number of MATH 1111 FTS ever
- It seems much more difficult to recover from a mid-term F in Math 1111, as we were able to help only 19% recover from a mid-term F
MATH 1113:
Pass Rate (ABC) for FTS: 41.3% (12/29)
Overall ABC Rate: 44.3%
Difference: -3, or 6.7% worse
Pass Rate (ABCD) for FTS: 55.1% (16/29)
Overall ABCD rate: 57.8%
Difference: -2.7, or 4.6% worse
% w/Mid-Term F’s Who Still Passed with D or Better: 16.7% (2/12)
Notes:

• These are discouraging results; the 41.3% ABC is far below what we have seen for MATH 1113 FTS in the past
• One explanation might be that we also had the highest percentage EVER of MATH 1113 FTS with mid-term F’s (12 out of the 29, or 41.9%)
• We will look very hard at our MATH 1113 tutoring this Spring

We had only 7 frequently tutored students total from MATH 1001, 1501, 1502, and 2101, so we have no valid results to report.

ENGL 0099:
Pass Rate (ABC) for FTS: 67% (2/3)
Overall ABC Rate: 78.1%
Difference: -11, or 14% worse
% w/Mid-Term F’s Who Still Passed: No FTS with mid-term F’s
Notes:

• The number of ENGL 99 FTS continues to drop. I believe the overall drop in the number of English LS students here at Gordon and the success of the co-curricular classes are the primary reasons
• With only three FTS, it is difficult to make too much of these results

ENGL 1101:
Pass Rate (ABC) for FTS: 87% (54/62)
Overall ABC Rate: 69.8%
Difference: +17.2, or a 24.5% improvement
% w/Mid-Term F’s Who Still Passed: 0% (0/3)
Notes:

• The Fall 2013 Pass Rates for English 1101 FTS is among the highest ever
• The number of English 1101 FTS was in fact the highest ever
ENGL 1102:
Pass Rate (ABC) for FTS: **63.6% (14/22)**
Overall ABC Rate: **57.9%**
Difference: **+5.7, or a 9.8% improvement**
Pass Rate (ABCD) for FTS: **86.3% (19/22)**
Overall ABCD Rate: **67.2%**
Difference: **+19.4, or a 28.4% improvement**
Notes:
- The Fall 2013 ABC rate for English 1102 students is a little lower than in past Fall semesters
- The number of English 1102 FTS is higher than in Fall 2012 (22 vs. 18, or a 22% increase)
- We had only three English 1102 FTS who did not pass with a D or higher

ENGL 2111, 2112, 2131, 2132:
Although we did not have a significant number of FTS in any one 2000-level English class, we had seven total students from these survey classes combined. Here are the results for the FTS; it is difficult to compare overall pass rates since we would be mixing results:

Pass Rate (ABC) for FTS: **85.7% (6/7)**
Pass Rate (ABCD) for FTS: **100% (7/7)**

Science Results: Although we do not have huge numbers of FTS in Science courses, and although we have no previous data to compare them to, they are something on which we can build.

CHEM 1211:
Pass Rate (ABC) for FTS: **66.7% (10/15)**
Overall ABC Rate: **61.9%**
Difference: **+4.8, or 7.7% improvement**
Pass Rate (ABCD) for FTS: **93% (14/15)**
Overall ABCD rate: **77.3%**
Difference: **+15.7, or a 20.3% improvement**
% w/Mid-Term F’s Who Still Passed with D or Better: **100% (2/2)**
Notes:
- We had by far the most CHEM 1211 FTS in SSC history
- CHEM 1211 FTS averaged 11.6 sessions this semester, a high number
CHEM 1212:
Pass Rate (ABC) for FTS: 75% (6/8)
Overall ABC Rate: 60.5%
Difference: +14.5, or a 23.9% improvement
Pass Rate (ABCD) for FTS: 100% (8/8)
Overall ABCD rate: 76.7%
Difference: +23.3, or a 30.3% improvement
% w/Mid-Term F’s Who Still Passed with D or Better: 100% (2/2)
Notes:
• A very small sample, but encouraging results and something to build on

BIOL 1107:
Pass Rate (ABC) for FTS: 71.4% (5/7)
Overall ABC Rate: 65.6%
Difference: +5.8, or an 8.8% improvement
Pass Rate (ABCD) for FTS: 85.7% (6/7)
Overall ABCD Rate: 84.4%
Difference: +1.3, or a 1.5% improvement

BIOL 2210:
Pass Rate (ABC) for FTS: 75% (6/8)
Overall ABC Rate: 63.5%
Difference: +11.5, or an 18.1% improvement
Pass Rate (ABCD) for FTS: 87.5% (7/8)
Overall ABCD Rate: 75.5%
Difference: +10, or a 13.2% improvement
## Fall 2013 Tutoring Effectiveness Summary Table

<table>
<thead>
<tr>
<th>Course</th>
<th>Frequently Tutored Pass Rate</th>
<th>Overall Pass Rate</th>
<th>Difference</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>English 99</td>
<td>67% (2/3)</td>
<td>78.1%</td>
<td>-11</td>
<td>-14%</td>
</tr>
<tr>
<td>English 1101</td>
<td>87%</td>
<td>69.8%</td>
<td>+17.2</td>
<td>+24.5%</td>
</tr>
<tr>
<td>English 1102 (C or better)</td>
<td>63.6%</td>
<td>57.9%</td>
<td>+5.7</td>
<td>+9.8%</td>
</tr>
<tr>
<td>English 1102 (D or better)</td>
<td>86.3%</td>
<td>67.2%</td>
<td>+19.4</td>
<td>+28.8%</td>
</tr>
<tr>
<td>Math 97</td>
<td>78%</td>
<td>68.4%</td>
<td>+9.6</td>
<td>+14%</td>
</tr>
<tr>
<td>Math 99</td>
<td>90%</td>
<td>59.7%</td>
<td>+30.3</td>
<td>+50.7%</td>
</tr>
<tr>
<td>Math 1111 (C or better)</td>
<td>58%</td>
<td>54.5%</td>
<td>+3.5</td>
<td>+6.4%</td>
</tr>
<tr>
<td>Math 1111 (D or better)</td>
<td>69%</td>
<td>65.9%</td>
<td>+3.1</td>
<td>+4.7%</td>
</tr>
<tr>
<td>Math 1113 (C or better)</td>
<td>41.3%</td>
<td>44.3%</td>
<td>-3</td>
<td>-6.7%</td>
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<tr>
<td>Math 1113 (D or better)</td>
<td>55.1%</td>
<td>57.8%</td>
<td>-2.7</td>
<td>-4.6%</td>
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<tr>
<td>Chemistry 1211 (C or Better)</td>
<td>66.7%</td>
<td>61.9%</td>
<td>+4.8</td>
<td>+7.7%</td>
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<tr>
<td>Chemistry 1211 (D or Better)</td>
<td>93%</td>
<td>77.3%</td>
<td>+15.7</td>
<td>+20.3%</td>
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<td>Chemistry 1212 (C or Better)</td>
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<td>60.5%</td>
<td>+14.5</td>
<td>+23.9%</td>
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<td>Chemistry 1212 (D or Better)</td>
<td>100%</td>
<td>76.7%</td>
<td>+23.3</td>
<td>+30.3%</td>
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<td>Biology 1107 (C or Better)</td>
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<td>65.6%</td>
<td>+5.8</td>
<td>+8.8%</td>
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<td>Biology 1107 (D Or Better)</td>
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<td>84.4%</td>
<td>+1.3</td>
<td>+1.5%</td>
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<tr>
<td>Biology 2210 (C or Better)</td>
<td>75%</td>
<td>63.5%</td>
<td>+11.5</td>
<td>+18.1%</td>
</tr>
<tr>
<td>Biology 2210 (D or Better)</td>
<td>87.5%</td>
<td>75.5%</td>
<td>+10</td>
<td>+13.2%</td>
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</tbody>
</table>