

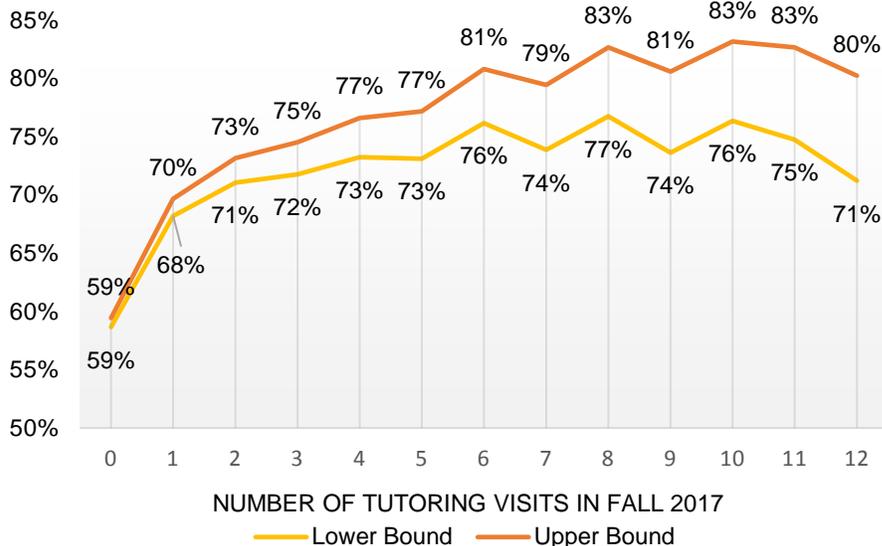
Upshot BMCC Learning Resource Center



September 2018

Frequent Visits to Tutoring Centers Relate to Course Success

Predicted Range for % of Tutored Students Earning C or Better Based on Number of Visits and Fall 2017 Results



IN THIS ISSUE: LRC

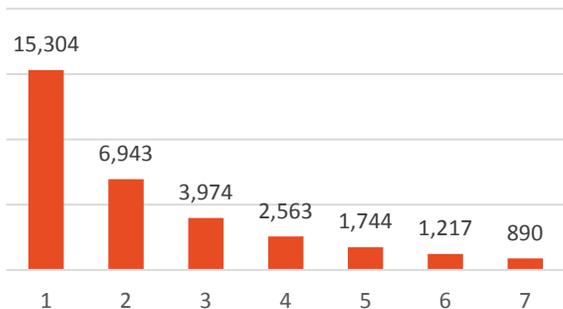
BMCC OFFICE OF INSTITUTIONAL EFFECTIVENESS AND ANALYTICS

Using Services to Improve Course Outcomes

Successful Students Use LRC

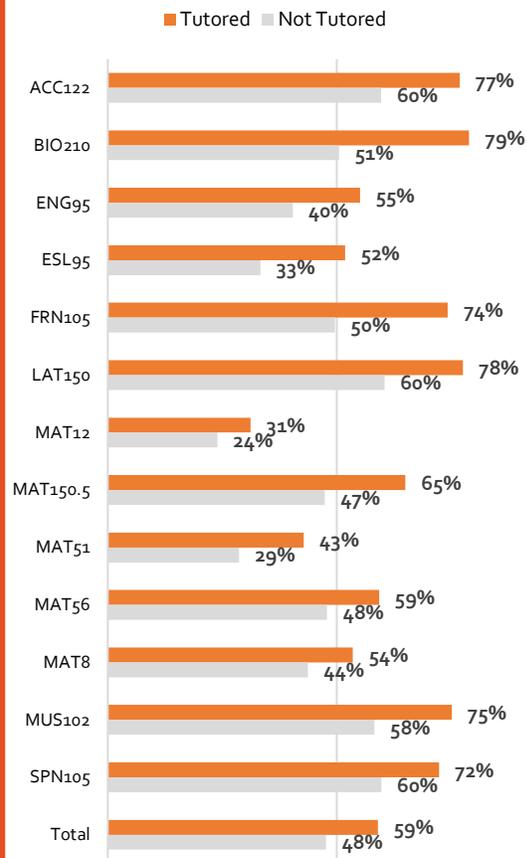
The chart heading this Upshot shows that even **one** visit to an LRC lab or tutoring center is related to an increase in the % of students earning a C or better in that course. Those who made a habit of using the Center and attended 6 or more times showed even better results. The upper and lower bounds marked in the chart show the range of the success rate by number of visits as predicted by the fall 2017 data. Analysis showed that *each visit was associated with 9% greater odds for earning a C or better in the course*. In fall 2017, 13,693 individuals engaged with the Learning Resource Center or a tutoring lab, most visiting just once. Only 126 students made 30 or more visits, and one anomalous student made 93 visits to the LRC for the same course—and passed!

Count of Students Grouped by # of Tutoring Center Visits
(Students attending tutoring for more than one course are counted for each course)

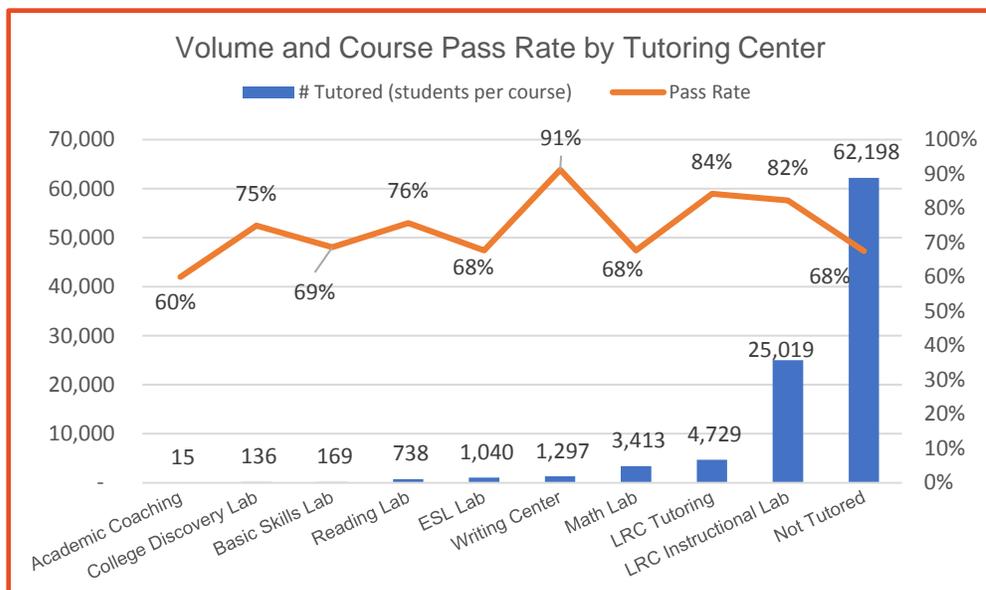


In large courses with high fail rates, students who used the LRC had significantly higher pass rates than those who did not. The chart on the right compares course pass rates for students who did and did not receive tutoring for courses with multiple sections and at least 500 students and an overall pass rate less than 65%. In these tough courses, those who went to tutoring were much more likely to pass. All differences shown are significant and substantial.

Pass Rates in Large High-Fail Courses (Fall 2017)



Variation by Tutoring Center



The chart above depicts the number of students who participated in each of the LRC’s service centers and the pass rates of these students in the course for which they sought help. The Writing Center had the highest pass rate for students who went for course-related help, predominantly in ENG 101 and ENG 201. However, many students also go to the

Writing Center for non-course-related support so the number of students served is actually higher. Both receiving LRC tutoring and swiping in to the LRC Instructional Lab were associated with course pass rates of over 80%. Labs with lower pass rates, such as ESL, Basic Skills and Math labs served a larger share of students seeking help in developmental

courses that tend to have low pass rates. However, among 193 ESL students who had advanced to a credit-bearing English course, specially trained ESL Lab tutors helped 98% pass their course. The Reading Lab pass rate of 76% is notable considering 86% of visits were for help in developmental courses.

Who Uses the LRC?

Students who engaged with tutoring resources exhibited higher course pass rates than those who did not. A look at student GPAs highlights that attending tutoring is a habit of successful students – among continuing students with GPAs of 1.0 or below, only 22% utilized tutoring resources, compared to 46% of students with GPAs of 3.0 or above.

Student Satisfaction

In the spring 2018 CUNY experience survey, 872 respondents indicated that they used BMCC tutoring services that semester. Of those who did, over three quarters indicated that they were satisfied with tutoring staff and the services they received. (See Fast Facts, below.)

At the BMCC Learning Resource Center (LRC), students can participate in walk-in or scheduled small group tutoring with faculty certified tutors as well as utilize instructional resources and software in the LRC Instructional Lab. The LRC hosts workshops and works closely with faculty to ensure high quality resources and tutors are provided. There are a number specialized tutoring labs within the larger LRC umbrella that are differentiated by subject and student need as well as funding source and management. Online tutoring is not considered for this report.

Center Name	Description	% of Visits for Developmental Courses
LRC Instructional Lab	Designated student work space with instructional resources and software to support independent or collaborative study	7%
LRC Tutoring	Walk-in or scheduled small group tutoring with faculty certified tutors	7%
Math Lab	Specialized tutors for all developmental math courses & several college level courses	40%
Writing Center	Writing support for students struggling with academic & non-academic writing tasks	5%
ESL Lab	Subject specific- ESL tutoring at all levels	68%
Basic Skills Lab	Tutoring for students in ENG 85 or ENG 95	96%
Reading Lab	Tutoring for students in ACR 94 or ACR 95	86%
CD Lab	Tutoring for CD program participants	13%
Academic Coaching	Academic skill development for students flagged by the Early Alert process	20%

FAST FACTS



78%

Agree or strongly agree: "I am satisfied with the services I received."



80%

Agree or strongly agree: "Tutoring staff was knowledgeable and helpful."

FOR MORE INFORMATION

CONTACT: BMCC OFFICE OF INSTITUTIONAL EFFECTIVENESS AND ANALYTICS
ins@bmcc.cuny.edu

with support from Danielle Jarvis