

## Tutoring Center – Student Support and Retention

### **1. Department Purpose and/or Mission Statement**

The tutoring program is a retention-focused academic support program aimed at supporting all MSU Denver students. We help students persist and excel by offering peer tutoring for a wide variety of courses. We focus on high DFW courses for which students have historically needed more support.

### **2. List of Major Departmental Programs**

- Tutoring for a variety of courses
- Academic Skills Workshop Series
- General Academic Skills Tutoring
- Math Accuplacer Tutoring
- Specialized satellite locations across campus
- Reading Support “Beyond Words” program.

### **3. Departmental Fast Facts**

- **Number of employees:** 1 full-time administrator, 2 faculty members at the College of Business Tutoring Center, 45 student employees (Tutors).
- **Accreditations/distinctions:** College Reading and Learning Association (CRLA) in progress.
- **Number of students served per year:** ~8,000 students throughout various services.

### **4. Unique departmental attributes/characteristics**

The Tutoring Center’s effectiveness relies on hiring students who have excelled academically and who come from diverse backgrounds and academic focus areas. The Tutoring Center has been proven to help students develop professionally and personally through their work in guiding other students to academic success, which will help them in their future careers.

### **5. Noteworthy accomplishments/highlights**

The Tutoring Center has a significant impact on the retention rate of students.

- Tutoring for a variety of courses
  - Total of 198 Course
  - 38 DFW Courses
- Academic Skills Workshop Series
- General Academic Skills Tutoring
- Math Accuplacer Tutoring
  - Quantitative Reasoning Algebra and Statistics – QAS
  - Advanced Algebra & Functions -AAF
- Specialized satellite locations across campus
- Reading Support-Beyond Words in collaboration with the English Department.

### **6. Most salient departmental challenges**

- Effectively navigating partnership with other academic programs and departments on campus.
- Accurately measuring the program’s impact.
- Staffing.

### **7. Brief description of how program impact/efficacy is assessed**

The assessment structure in the Tutoring Center is measured by:

- Periodic data pulls from the Student Success Collaborative (SSC).
- Comparing DFW rates of students participating in tutoring sessions to non-participants in the same course.
- Student retention rates of those who utilized the Tutoring Center as opposed to those who did not utilize the Tutoring Center.