
More than Usage

Assessing the Impact of Academic Support Programming

Keigh-Cee Bell & AJ Young
Tutoring and Reading Center



About Us & the TRC



Keigh-Cee Bell
(she/they)

Director of CLAS Tutoring



AJ Young
(any with respect)

SLA Specialist



33,909

Tutoring and SLA Visits 2023-24

5,273

Unique Students

130+

Courses Supported

How we collect data



Navigate

Usage data collection
Appointment scheduling



Surveys

Anonymous Qualtrics surveys
End of semester, mid-semester,
post-semester



Institutional Analysis

Student demographic data
Course grade data
GPA data



Observations

Completed by professional and
trained peer staff

Why collect data & What data is important?

- Transparency and accountability
- Program evaluation
- Data-informed budgeting & scheduling
- Student-informed initiatives



Transparency & Accountability



Usage Reporting

Visits & Unique Students
Disaggregation by key
demographic categories

Who are we serving?
Who are we missing?



Surveying

Tutees
Tutors & Facilitators
Faculty (SLA)
Non-users



Observation

All student staff are observed
for quality assurance, on-going
training, and program
improvement

Program Evaluation



Goals

Academic success
Sense of belonging
Peer support and connection

More visits=higher GPA
Retention: FTW 96.95% for all services; 89.74% FTF



Tutoring

Retention Rates
Repeat Usage
GPA x # of visits
Student Surveys

91.51% recommend TRC to a friend
81.7% likely to use TRC next semester
70.97% believe tutoring helped their grade a great deal/quite a bit (F23-W24 surveys)



SLA

Course GPA Comparisons
DFW Rates
Student, Facilitator, and Faculty Surveys

76% of students found SLA sessions valuable or very valuable
More than half would enroll in another SLA course (60%) or recommend SLA to a friend (69%) (F24 survey, n=1079)

Data-informed Budgeting & Scheduling



Tutoring

Scheduling based on previous usage data – by subject/class x day x time



SLA

Which courses supported
Supporting requests for pilots/expansion

Student-informed Initiatives

01

Training

Expanded pre-semester training and additional opportunities

02

Staff Resources

Shared supply purchases
Content resources

03

Outreach

Social media
Course specific outreach

04

Student Resources

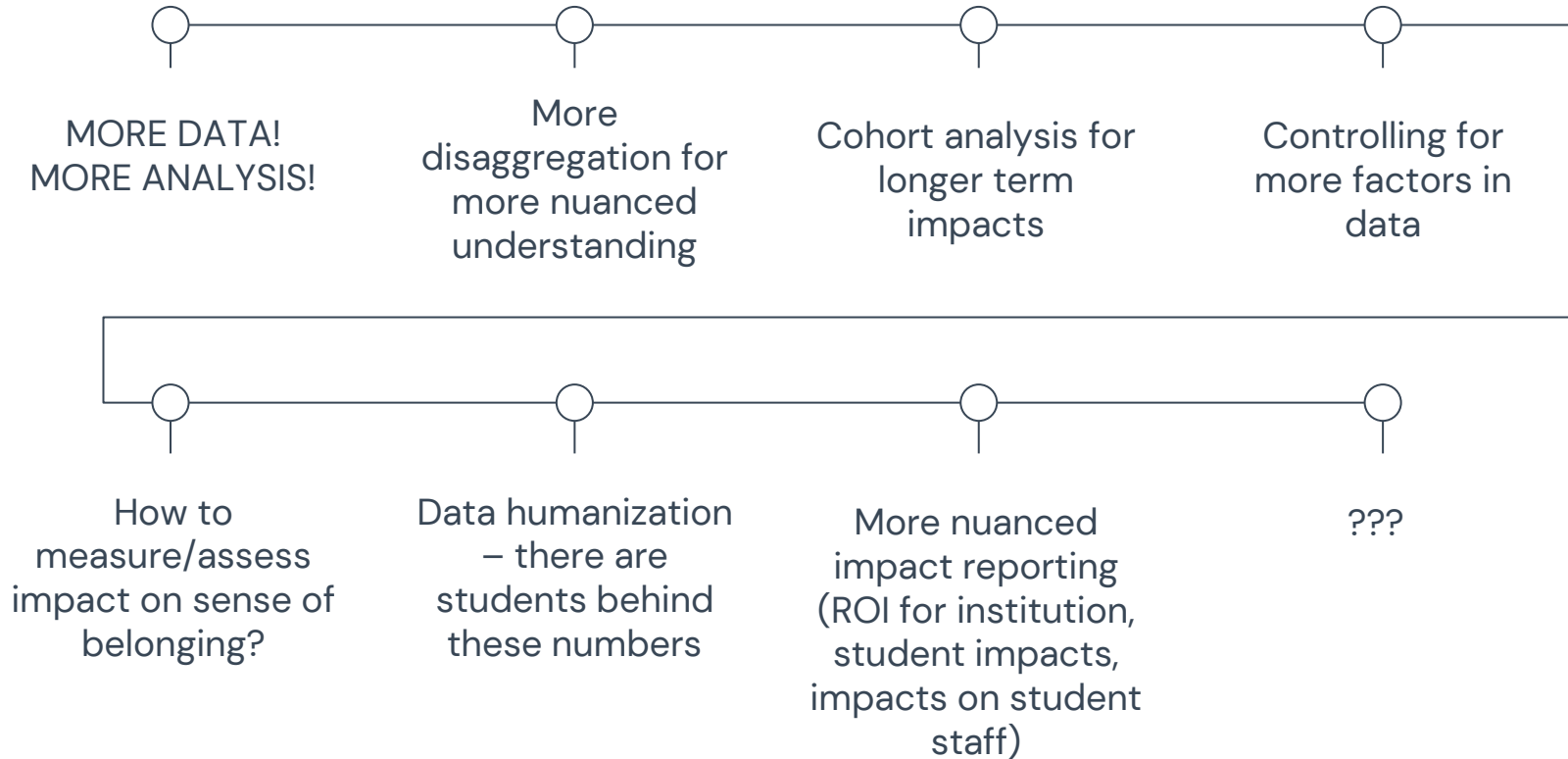
Additional services or access points

05

Revised Policies

What isn't working well?
What needs to be updated?

Future Plans





Questions?

Ask us anything!

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