Mission of the Pirate Tutoring Center (PTC) is to provide support for students through peer academic tutoring, academic success strategies, individual assessment and consultations, and outreach initiatives, programs and services that promote retention, meeting academic requirements, and timely graduation.

**Pirate Tutoring Services:**
- Daytime Tutoring Appointments
- Evening Walk-In Tutoring
- Digital Tutoring Services
- Test Reviews
- Course Content Workshops
- Academic Success Coaching
- Study Skills Workshops
- STARFISH Response Program
- Freshman Immersion Program

**PTC Staff Members:**
- Elizabeth Coghill, Director, coghille@ecu.edu
- Donna Davis, Peer Tutor Coordinator, davisdon@ecu.edu
- Robin Melendez, Technology Learning Specialist, melendezr@ecu.edu
- Victoria Martin, Learning Specialist, martinvi14@ecu.edu
- Aisha Powell, Academic Mentoring Specialist, powellai@ecu.edu
- Monique Barrett, Administrative Assistant, barrettk@ecu.edu
- Joshua Branch, Technology Support Specialist, branchj14@ecu.edu

**2013-2014 Center Achievements:**
- 402 Tutors
- 5,274 individual students tutored for a total for 27,975 tutoring visits
- 1,905 students utilized digital tutoring for a total of 18,575 digital sessions viewed
- 49% (n=2,364) of students visited 3 or more times

**Tutoring Services:**
Tutoring services are provided by daytime appointment, 11am to 5pm Monday to Friday and night walk in sessions 6:30pm to 9pm, Monday to Thursday.

Digital tutoring is offered on Black Board. The combination of digital and face to face tutoring has been found to be the most effective tutoring method, resulting in increased student course passage rates (earning an A, B, or C grade).

**PTC Face to Face Tutoring Services:**

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Number of Tutors</th>
<th>Number of Tutees</th>
<th>Number of Tutoring Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-2014</td>
<td>402</td>
<td>5,274</td>
<td>27,975</td>
</tr>
<tr>
<td>2012-2013</td>
<td>472</td>
<td>4,785</td>
<td>23,792</td>
</tr>
<tr>
<td>2011-2012</td>
<td>369</td>
<td>4,305</td>
<td>13,651</td>
</tr>
<tr>
<td>2010-2011</td>
<td>299</td>
<td>4,109</td>
<td>11,412</td>
</tr>
<tr>
<td>2009-2010</td>
<td>186</td>
<td>2,366</td>
<td>6,324</td>
</tr>
<tr>
<td>2008-2009</td>
<td>99</td>
<td>1,254</td>
<td>2,344</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subject</th>
<th>Number of Students</th>
<th>Number of Videos Viewed</th>
<th>Number of Hours Viewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIOL 2140/2150</td>
<td>394</td>
<td>5,483</td>
<td>2,206.24</td>
</tr>
<tr>
<td>CHEM 1120/1130</td>
<td>483</td>
<td>5,084</td>
<td>1,075.71</td>
</tr>
<tr>
<td>CHEM 1150/1160</td>
<td>519</td>
<td>3,733</td>
<td>684.14</td>
</tr>
<tr>
<td>MATH 2283</td>
<td>64</td>
<td>221</td>
<td>18.58</td>
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<tr>
<td>PHYS 1250/1260</td>
<td>429</td>
<td>4,013</td>
<td>650.87</td>
</tr>
<tr>
<td>Study Skills</td>
<td>16</td>
<td>41</td>
<td>2.51</td>
</tr>
</tbody>
</table>
**Tutor Crew**

The PTC Tutor Crew reached 402 tutors for AY 2013-2014 and consisted of paid tutors, volunteer tutors, and tutors sponsored by academic departments and specific grants.

The PTC worked in collaboration with College Star grant, Title III grant and UNC-GA special funds to hire Embedded, Daytime, and Student Veteran tutors.

Tutors were selected by faculty recommendation, academic standing, and interview process. All PTC tutors are required to participate in CRLA Training, levels 1-3.

- 94% of Tutors completed certification in 2013-2014.

Tutor training processes are coordinated by PTC staff member, Donna Davis.

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**STARFISH**

STARFISH is an early academic alert and retention tool that facilitates communication among faculty, students, and support personnel.

- 33% increase in STARFISH notifications
- 77,441 notifications were raised
- 949 faculty participated
- 53,611 PTC service referrals were sent to students

The STARFISH early alert program is coordinated by John Trifilo.

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**Technology Expansion**

The PTC has expanded tutoring delivery options for tutors as a part of an effort to infuse elements of Universal Design for Learning into tutoring services.

Tutors utilize a variety of technology tools including:

- iPads
- Think Pad tablets
- Tegrity Lecture Capture
- LCD Display Monitors
- Computers

Technology services are coordinated by PTC staff member Robin Melendez.

Tutor training sessions for technology devices have been conducted by PTC staff member Joshua Branch.