Filling a Need
The Strategic Enrollment Management Task Force (SEMTF) at East Carolina University identified “Improving Student Retention and Graduation” as one of the four most critical issues impacting the university. For the last five years, the retention rate (freshman-to-sophomore year) for first-time, full-time freshmen has consistently been 77% - 78% and four-year graduation rates hover around 28%.

To assist in retention and graduation support efforts the Pirate Tutoring Center (PTC) was established in February 2008. Ms. Elizabeth Coghill led the effort to provide campus-wide tutoring to students. She researched UNC institutions to identify successful academic assistance programs targeted to freshman/sophomore students. Peer-tutoring was determined to be an effective and affordable system. Seven months after initiating the PTC, the center began providing evening tutoring services along with other programs.

PTC Mission
The PTC programming encompasses several program components designed to assist in the retention of ECU students. These include:
- Peer Tutoring at Joyner Library
- Individual Student Consultations and Tutoring Referrals
- Specialized Workshops
- Residence Hall Outreach
- Campus Collaborations
“Helped me understand concepts in Biology and improved my grade to a B!”
—Student Tutee, Fall 2008

Peer Tutoring at Joyner Library
Currently, the PTC operates in Joyner Library and is open on Tuesdays and Wednesdays from 6:30 to 9:30 P.M. Peer Tutors provide one on one tutoring for the following subjects:

- English 1100/1200 and upper level writing assistance
- Biology 1050/1060/1100/1200/2140
- Chemistry 0150/ 1150/1160/1120/1130
- Geology 1500/1550
- Physics 1250/1260
- Math 0045/0001/ 1065/ 1066/2283
- History 1030/1031/1050/1051
- Psychology 1000
- Political Science 1010
- Sociology 2110
- Accounting 2401/2521
- Economics 2113/2133
- Finance 2244
- French 1001-1004
- German 1001-1004
- Japanese 1001-1004 (Fall 2008 only)
- Russian 1001-1004 (Fall 2008 only)
- Spanish 1001-1004
“PTC was the difference between a C and B in chemistry for me, so I consider it to be a great success. THANK YOU!!”
—Tutee, Fall 2008

Class and Ethnicity of Tutees

<table>
<thead>
<tr>
<th></th>
<th>Fall 2008</th>
<th>Spring 2009</th>
<th>Total 2008-2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Tutoring Visits</td>
<td>1,062</td>
<td>1,282</td>
<td>2,344</td>
</tr>
<tr>
<td>Freshman</td>
<td>637 (60%)</td>
<td>731 (57%)</td>
<td>1,368 (58%)</td>
</tr>
<tr>
<td>Sophomore</td>
<td>255 (24%)</td>
<td>320 (25%)</td>
<td>575 (25%)</td>
</tr>
<tr>
<td>Junior/Senior</td>
<td>170 (16%)</td>
<td>231 (18%)</td>
<td>401 (17%)</td>
</tr>
<tr>
<td>Caucasian</td>
<td>765 (72%)</td>
<td>856 (66%)</td>
<td>1,621 (69%)</td>
</tr>
<tr>
<td>Students of Color</td>
<td>256 (24%)</td>
<td>397 (31%)</td>
<td>653 (28%)</td>
</tr>
<tr>
<td>Not identified</td>
<td>41 (4%)</td>
<td>29 (2%)</td>
<td>70 (3%)</td>
</tr>
</tbody>
</table>
Very Positive Student Response
In the tutoring-session evaluation surveys, students using PTC tutoring services have responded very positively.
- 52% of students using PTC tutoring services attended four or more times.
- 80% report using the PTC and no other tutoring service on campus.

What Tutees are Saying About the PTC
Students could write additional comments on the PTC survey.

“A huge impact would not have passed chemistry! Really appreciate it.”
—Student Tutee, Fall 2008

“Coming on a regular basis has allowed me to be able to keep up in class and keep up with my homework in my more difficult classes as well as the classes that I may not find as challenging.”
—Student Tutee, Spring 2009

“I feel much more confident and prepared because of this service. My math tutor was very nice and helpful to me and I really appreciated how she worked one on one with me on my work.”
—Student Tutee, Fall 2008

“It helped boost my grade by a lot. I’m happy with the results.”
—Student Tutee, Fall 2008
Volunteer Peer Tutors
The PTC is the only center on campus with volunteer tutors—all other tutoring or course consulting centers use paid tutors. Student volunteers are recruited to serve as peer tutors.

Potential tutors are vetted through an application process and must meet these criteria:
- Minimum overall GPA of 3.0 in 30 semester-hours at ECU
- Full-time student with a desire to serve
- Three ECU faculty references from selected course areas
- A grade of A or B earned at ECU in selected courses that they tutor
- Excellent communication skills

<table>
<thead>
<tr>
<th></th>
<th>Fall 2008</th>
<th>Spring 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Tutors</td>
<td>81</td>
<td>96</td>
</tr>
<tr>
<td>Number of Volunteer Tutoring Hours</td>
<td>1,262</td>
<td>1,794</td>
</tr>
<tr>
<td>Tutors with a 3.5+ GPA</td>
<td>60%</td>
<td>60%</td>
</tr>
<tr>
<td>% Teaching Fellows</td>
<td>55%</td>
<td>55%</td>
</tr>
<tr>
<td>% Honors Students</td>
<td>47%</td>
<td>47%</td>
</tr>
</tbody>
</table>
Individual Student Consultations and Tutor Referrals

The PTC offers individual student study skills consultations with students by appointment. Learning Specialists and COAD department graduate assistants meet with students to build success strategies, enhance student study skills, provide GPA projections and provide tutor referrals to other campus resources.

<table>
<thead>
<tr>
<th></th>
<th>Fall 2008</th>
<th>Spring 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Individual Student Appointments</td>
<td>57</td>
<td>66</td>
</tr>
<tr>
<td>% Freshman</td>
<td>61%</td>
<td>69%</td>
</tr>
<tr>
<td>% Sophomore</td>
<td>27%</td>
<td>17%</td>
</tr>
<tr>
<td>% Also Attending PTC peer tutoring</td>
<td>60%</td>
<td>43%</td>
</tr>
</tbody>
</table>
Specialized Workshops
The PTC sponsored several workshops throughout the year designed to reach specific cohort of students. These included GPA Survivor, Residence Halls, Study Skills, final exam preparation, and COAD 1000 class presentations.

<table>
<thead>
<tr>
<th>Attendees</th>
<th>Survivor May 2008</th>
<th>Survivor Fall 2008</th>
<th>Survivor May 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of students who did not take COAD 1000</td>
<td>69%</td>
<td>Not available</td>
<td>69%</td>
</tr>
<tr>
<td>Freshman</td>
<td>54%</td>
<td>58%</td>
<td>70%</td>
</tr>
<tr>
<td>Upperclassmen</td>
<td>46%</td>
<td>42%</td>
<td>30%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Residence Hall January 2009</th>
<th>COAD 1000</th>
</tr>
</thead>
<tbody>
<tr>
<td>69 Attendees</td>
<td>26 Presentations</td>
</tr>
<tr>
<td>96% Freshmen</td>
<td>255 Student Follow-Up</td>
</tr>
<tr>
<td>4% Upperclassmen</td>
<td>100% Freshmen</td>
</tr>
<tr>
<td>71% Caucasian Students</td>
<td></td>
</tr>
<tr>
<td>29% Students of Color</td>
<td></td>
</tr>
</tbody>
</table>
Residence Hall Outreach
Coordinated by Jennifer Abbott, residence hall outreach initiatives included academic probation workshops, final exam prep dining hall outreach, RA “Program in a Bag” series, website resources for RA’s and an email campaign designed to educate Residence Hall Coordinators and Residence Hall Assistants of key academic dates and advising information.

Campus Collaborations
The PTC has been active in many campus arenas. These include:
- Joyner Library programming and tutoring nights
- Establishment of Tutoring website for all campus tutoring centers
- Semester meetings with ECU tutoring resources
- Weeks of Welcome Committee with Student Life
- Faculty/Tutor Dinners interacting faculty with peer tutors
- Nursing grant submission with ECU School of Nursing
- Three grant submissions with Dr. David Conde for Latino students
- University Writing Center tutoring nights
- Grant submission with Kimberly Baker-Flowers, Office of Institutional Diversity
- Featured Speakers in Orientation sessions and COAD 1000 classes
Contact Information

Mrs. Elizabeth Hand Coghill
Associate Director, Pirate Tutoring Center
hande@ecu.edu

2500 Old Cafeteria Complex
Moving to: Joyner Library August 2009
East Carolina University
Greenville, NC 27853-4353

Phone: 252.737.2011
Fax: 252.328.6657