

# Spotlight on: Smarthinking Online Tutoring

*Are your students accessing tutoring services that could boost their academic performance and persistence?*

As part of a commitment to continuous improvement, [Valencia College](#) conducted a thorough evaluation of all aspects of tutoring, including face-to-face tutoring, campus writing centers and math labs, and Smarthinking™ online tutoring. **Takeaways?**

- Students who used both face-to-face and online tutoring had the highest success rates (figure 1).
- Students who used tutoring appeared to be more likely to be retained while students who used both types of tutoring appeared to have the highest rates of retention term-to-term and year-to-year.
- Students identified the prompting of an instructor as the most influential factor in their seeking tutoring assistance.

## Who benefits from tutoring intervention, and in what circumstances?

[Chestnut Hill College](#) in Philadelphia wanted to gather meaningful data about the impact of Smarthinking tutoring in order to learn which students benefit and under what circumstances. That intelligence would help the institution deploy Smarthinking to generate the strongest possible outcomes.

**The results?** Returning adult students specifically noted the benefit of Smarthinking online tutors' help in strengthening rusty math and writing skills. Administrators and faculty noted that promoting Smarthinking early in students' academic journey enables them to form a healthy habit of accessing support services. End-of-term student survey results were as follows:

- 75% of students indicated that they had more confidence in their academic skills after working with Smarthinking tutors.
- 100% of students indicated that they would access Smarthinking tutors for other courses.

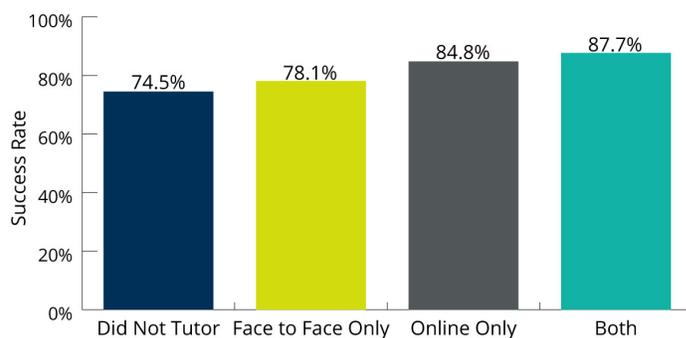


Figure 1. Valencia College Success Rates Fall 2014–Fall 2016 (N=263,246)

## Would your students benefit from additional instruction from trained writing tutors?

[Morgan State University](#) looked specifically at the impact of Smarthinking online tutoring in writing-intensive courses where students submit multiple drafts before a final grade is assigned. Instructors required students to submit one or more drafts to Smarthinking writing tutors for feedback. **What were the results?**

- Instructors reported that students' writing skills, confidence, and work quality improved as a result of interaction with Smarthinking tutors.
- Students expressed appreciation for the fast turnaround and expert grammar and writing assistance provided by Smarthinking tutors.

“Students are positive about Smarthinking. Some are even upset that they didn't know about Smarthinking before taking my course!”

—Professor Crosby, Morgan State University

Offer your students expert academic help — when, where, and how they need it — with Smarthinking online tutoring. Find out more at [www.pearson.com/smarthinking](http://www.pearson.com/smarthinking)