

# Fall 2021 End of Semester Report

Conducted 19 workshops and in-class visits!

- \* Held regular study groups for classes including PHI 223, ARH 120, MAT 109, SWAG 205, and BUS 230!
- \* And facilitated eight weekly academic accountability groups (called THE OFFICE) during the final 6 weeks of the semester.

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Effective Time Management!

- \* Guided Brainstorming!
- \* Understanding your Writing Process!

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Writing at the College Level



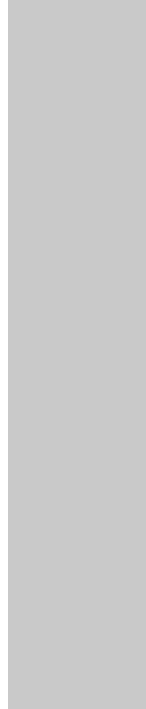
## Additional Usage Information

Courses with 10 visits or greater:

\*some appointment reports, particularly those for writing consultations, may not include a course number.



Students met with a tutor for support in 99 different courses in spring 2021!



Number of Cancellations: 623!

- \* Late-cancel no-shows: 227 (36% of no-shows)!
- \* Cancellations were significantly higher in fall 2021 than in spring 2021 (351) or fall 2020 (447). We attribute this increase in cancellations to students' need to reschedule appointments due to illness as well as overall demands on student mental bandwidth during the continued COVID-19 pandemic. !

Number of Appointment Requests (submitted through EAB Navigate): 203!

- \* Why do students submit appointment requests?!
  - o They cannot find an available appointment at a time that works for their schedule.!
  - o They want to schedule an appointment sooner than 18 hours in advance.!
  - o We do not have a tutor in place for their course.!

As we look toward spring 2022, we will:

- \* Pursue additional ways to elicit feedback from students, particularly regarding inclusivity and equity in the TWC. For example, we plan to encourage students to leave feedback on one of our large whiteboards in the space, and we will display posters with a QR code that links to our post-visit survey. !
- \* Enhance the TWC space by displaying new artwork and resources. We are excited about the opportunity to display art by Rollins students and to showcase the resources that our tutors have developed. !
- \* Continue to assess how our services are meeting the needs of students in the Rollins community and explore ways that we can continue to innovate our offerings.