



UA Recommendations:

Increasing Tutor Center Awareness

47th Session

2019 - 2020

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BACKGROUND

Overview

There has arguably been a lack of sufficient acknowledgement of the services that the tutoring center provides for undergraduate students at the University of Pennsylvania. The need for tutors has always been a significant need among students at Penn, who may be facing difficulties in their introduction classes or may have trouble balancing a difficult course load. Similarly, there are difficulties in navigating the website, which could use some reform as well. Ultimately, I am working on an initiative to start Tutoring Awareness Week in October, which can be used to increase the knowledge regarding the services provided by this center to the students at Penn. Also, I am potentially working towards creating a guide that will allow for easier navigation of the tutoring website, which has been a source of confusion for many students as well.

Current Status

There are a plethora of services the tutoring service provides which many students are unaware of:

1. Free individual tutoring contracts for up to two classes
2. Satellite tutoring for many introductory classes, and classes that have proven to be historically difficult
 - a. Seen for classes like Math 104/114, Chem 101/102, Biol 101/102, and so on
3. Weekly tutoring workshops tailored specifically for classes which have been difficult for students in the past
 - a. Seen for classes like Organic Chemistry, Introduction to Neuroscience, and so on
4. Scholar Athlete Program
 - a. Tailored for athletes to aid them in balancing their studies and sports

Undergraduate Assembly Updates

The Undergraduate Assembly has met with the following administrative offices and faculty to discuss the expansion and promotion of faculty training:

1. KCECH House Dean - Krino Bokreta
 - a. Date
 - i. October 26, 2019
 - b. Recommendations
 - i. KCECH's House Dean advised for more exposure towards the satellite tutoring program which occurs in Kings Court English and other freshman dorms that is often under-utilized. These freshmen dorms typically have tutors come in for a designated time weekly in order to assist in introductory classes, and it is a great resource to utilize in order to succeed in these classes. Getting the word out regarding these would be beneficial to the students.
 2. Associate Director of Weingarten Center - Valerie Wrenn
 - a. Date
 - i. December 5, 2019
 - b. Recommendations
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STUDENT PERSPECTIVES

PennLabs

1. Constituent Experience
 - a. When discussing the possibility of implementing an app to increase the amount of people who utilize tutoring services, it was relayed that often, there
2. Recommendations
 - a. Rather than creating an app, it would be wiser to work on increasing the supply of tutors through advertising out information regarding the tutoring center. Some apps do not have the proper demand for them, and it would be unfortunate if we went through the hard work of creating and developing an app only for it to not have the proper demand of student usage.

UA RECOMMENDATIONS

Recommendations

The Undergraduate Assembly recommends the following in order to increase the presence of the tutoring center on campus:

1. Plan Tutor Appreciation Week for October 2020, and hopefully create it into a program that will continue on for years
2. Create a guide which will help new students in how to book a tutor or an intake appointment if they are working on this for the first time
3. Administer incentives that will allow more people to sign up as tutors to then combat the growing demand for tutors

Proposal

1. Plan Tutor Appreciation Week for October 2020, and hopefully create it into a program that will continue on for years
 - a. Work with Associate Director of the Tutoring Center to create a plan for this week, and plan the first version for this upcoming fall semester.
 2. Work on establishing certain incentives for working at the Tutoring Center, or to get the same effect find a way to advertise the perks of becoming a tutor.
 - a. Work with Associate Director and the Assignments Coordinator of the Tutoring Center to develop possible incentives for increasing supply of tutors
 - b. Find a way to develop more forms of advertisement of the Tutoring Center's perks
 3. Potentially create a guide for navigating the Tutoring Website, which is hard to follow at times and thus could have possibly deterred students from getting help
 - a. Discuss with Tutoring Center Administration if this would be a resource that they believe would be helpful
 - b. Figure out where on the website this guide would be posted in order to provide easy access to students.
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