1. **Proposal Title:** Pilot Project for Online Tutoring

2. **Initiator:** John Whitman, Director Student Center for Academic Achievement (SCAA)/University Library

3. **Cost:** $30,000
   The project cost includes compensation for tutors, their training, and the project administration, publicity, and outreach. In order to participate in the type of online tutoring consortia being considered, the CSUEB SCAA would need to identify and pay tutors who would participate as online tutors. Training for tutors and program administrators is also included in most consortium pricing. Additional funds will be used to support the growing administrative and operational needs of the SCAA OWL.

4. **Description - Online Tutoring:**
   The CSUEB Student Center for Academic Achievement (SCAA) prides itself on offering excellent one-on-one tutoring for students in writing, math, and statistics. The SCAA has also recently developed an online writing laboratory (OWL) that grows in popularity each quarter. Current budget constraints, however, make it impossible for the SCAA to serve all the students who seek assistance in-person or through the online service (OWL). If the SCAA could additionally offer access to an online tutoring service, resources for students would be supplemented to an extent that could make a significant difference to those who cannot visit the SCAA M-Th 9-5, or who need more assistance than can be offered through the current, brief OWL feedback. Also, students enrolled in online courses and distance education programs would benefit from this access.

   We propose to pilot a project to subscribe to an electronic tutoring service (e.g. etutoring) that will not only supplement the tutoring currently offered for writing, math, and statistics, but also include access to assistance for Accounting, Anatomy and Physiology, Biology, and Physics, and other subjects. Additionally the pilot will provide funding for additional OWL tutoring and added compensation for the OWL coordinator to oversee the online tutoring efforts, both in the consortium and the SCAA OWL.

5. **Expected outcomes/target audience:** Outcomes: The expected outcomes would be that more CSUEB students could access tutoring services and as a result perform better in their classes. This could be assessed with analysis of the course grades of students who received tutoring compared to a population of students from the same class that did not. Also, assessments of student satisfaction of the online tutoring will be made at the end of each quarter using email surveys.
Target audience: The target audience would be the CSUEB students enrolled in courses covered by the tutoring services offered both in person at the SCAA (writing, math, and statistics) and online via the electronic tutoring service (courses TBD, but may include sciences, business, etc.). The audience would also include distance learners enrolled in the courses that are covered by the online consortium tutoring subjects.

6. **Strategic impact/benefits:** The pilot would demonstrate the usefulness of expanded tutoring, both in terms of the additional subjects covered and the increased accessibility to tutoring via the online platform. The enhanced access to these resources would contribute to student success and eventual program completion and graduation.

7. **Timeline:** Establishment of online tutoring consortium membership: Summer 2010; identification and training of online and additional OWL tutors: August-Sept. 2010; OWL coordinator to be trained in new online protocols and revise online tutoring processes: August, 2010; development and distribution of promotional materials; prior to start of each quarter.

8. **Potential barriers to success:** The potential lack of student participation is the major potential barrier. The SCAA will utilize a variety of outreach and promotional approaches, including online notices presented on the SCAA web site and delivered through the Student Life email announcements, and regular information about the augmented services shared with departments and faculty. Faculty will be asked to inform students of the augmented and new services and to encourage their use.