Online vs. On-Campus Tutoring
Spring 2022 – Spring 2024

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4/17/2024

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Usage Data

- Between the Spring 2022 and Spring 2024 terms, students have been more likely to attend on campus tutoring sessions over those offered on Tutor.com during three out of the five terms, excluding summer, as shown in Figure 1.
- Sometimes students are recorded as receiving tutoring sessions through Tutor.com for courses in which they are not enrolled. In these instances, the student is usually taking other coursework within the same subject area, so there may be cases of students using the service to review material.
- This phenomenon peaked in Spring 2023 when 27.6% of Tutor.com sessions were for courses in which the student was not enrolled. One of the main driving factors was a single student enrolled in CHEM 4220 and 4510 who participated in 22 Tutor.com sessions for CHEM 1120.
- Tutor.com usage appears to be heavily driven by a small number of "super-users". Even though there were more Tutor.com sessions in Spring 2024 than on-campus ones, more unique students utilized on-campus tutoring. Nearly one-quarter of all Tutor.com sessions in Spring 2024 were for just three students.
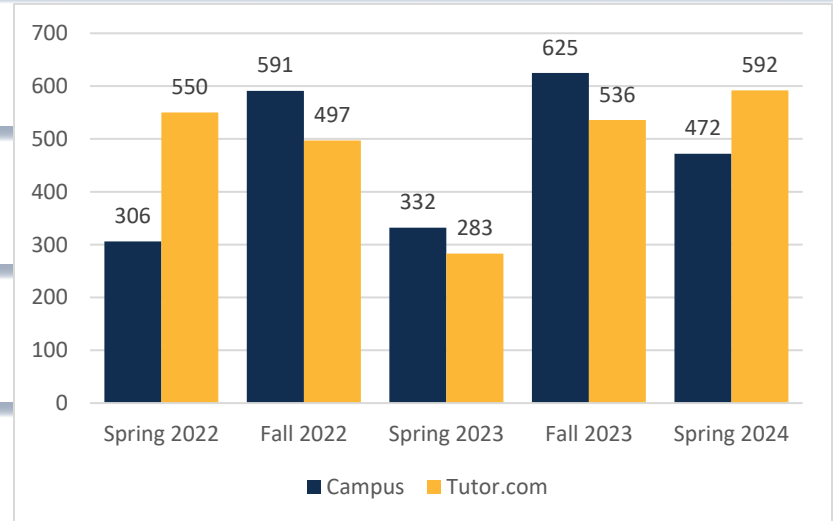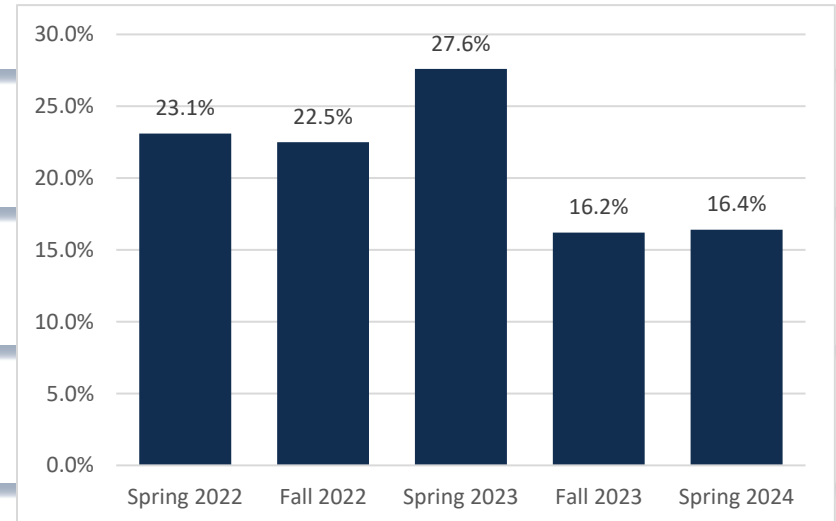
Figure 1. Number of Tutoring Appointments

Figure 2. Percentage of Tutor.com Sessions where Student was not Enrolled in the Listed Course

Usage Data Contd.

- In Spring 2024, nearly half of Tutor.com sessions began between 12:00 AM and 4:59 PM. This proportion is down slightly from earlier terms.
- All on-campus tutoring sessions have a check-in time between 7:50 AM and 5:10 PM.
- Tutor.com sessions that start after 5:00 PM tend to run longer than ones that start earlier in the day. While 49.8% of Spring 2024 sessions were before 5:00 PM, those sessions made up 46.8% of the total minutes.

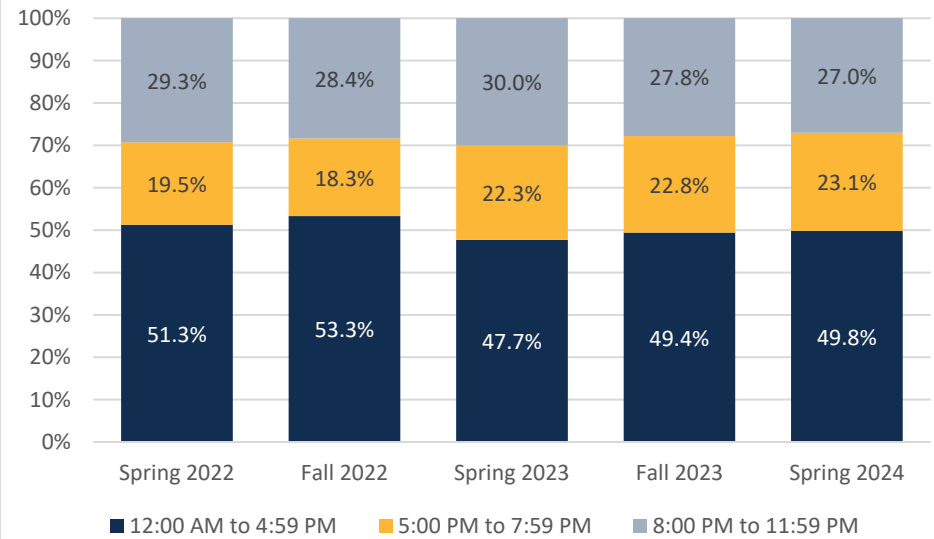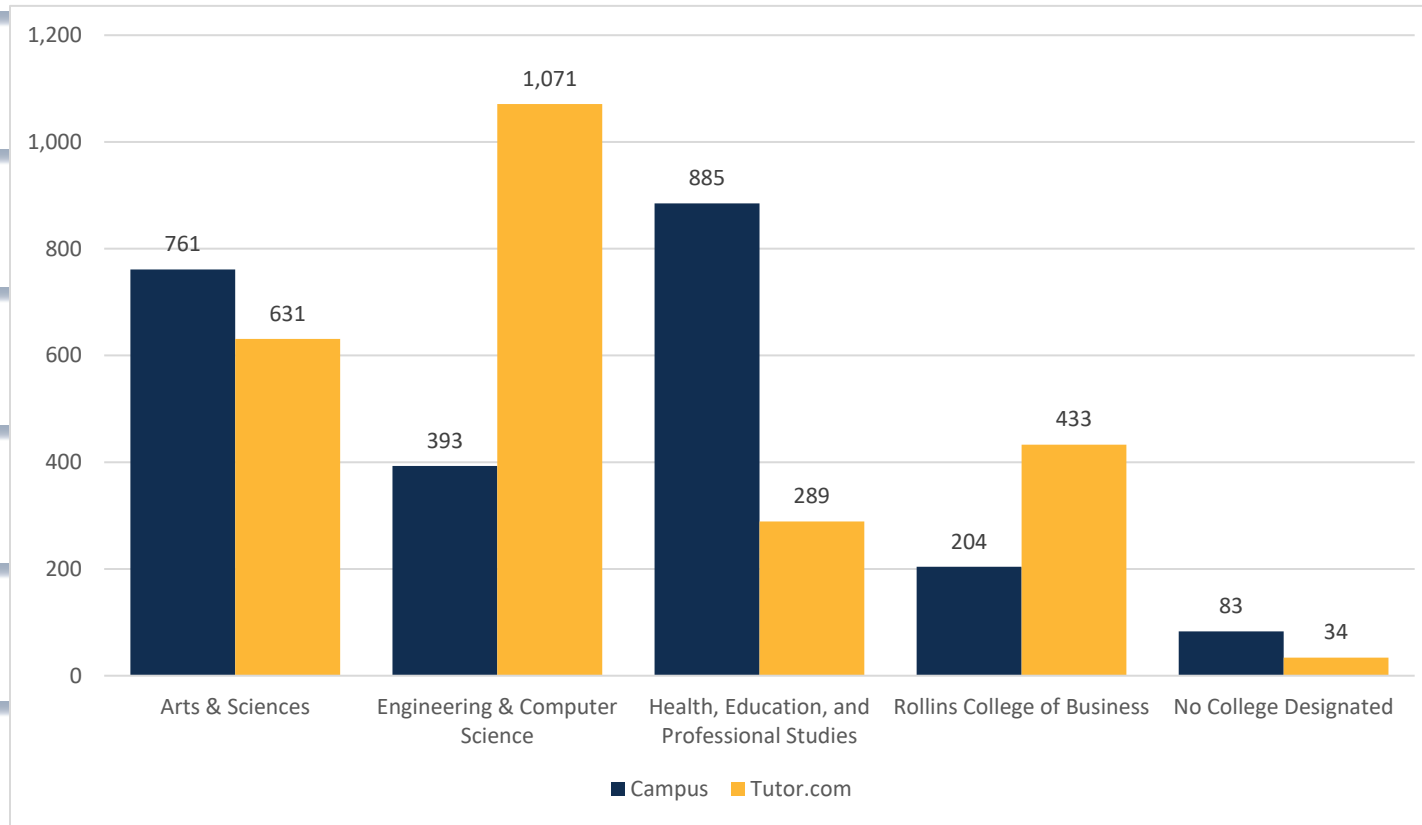Figure 3. Distribution of Tutor.com Sessions by Start Time

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	Spring 2022	Fall 2022	Spring 2023	Fall 2023	Spring 2024
8:00 PM to 11:59 PM	29.3%	28.4%	30.0%	27.8%	27.0%
5:00 PM to 7:59 PM	19.5%	18.3%	22.3%	22.8%	23.1%
12:00 AM to 4:59 PM	51.3%	53.3%	47.7%	49.4%	49.8%

Legend: ■ 12:00 AM to 4:59 PM ■ 5:00 PM to 7:59 PM ■ 8:00 PM to 11:59 PM

Figure 4. Tutoring Sessions by Student's Home College - Spring 2022 to Spring 2024 (Summer Excluded)

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Usage Demographics

- There is not a clear usage pattern regarding the age for students who participate in tutoring sessions. As shown in Figure 5, for the Spring 2022, Spring 2023, and Fall 2023 terms, students using on-campus tutoring services had a higher average age than those using Tutor.com. For Fall 2022, the average age was higher for Tutor.com, and in Spring 2024, the averages were equal.
- When taken across all five terms, the percentage of distinct tutor participants who were adult learners was higher for Tutor.com than for on-campus tutoring, 11% versus 5%, with an adult learner being defined as a student who is 25 or older.
- Tutor.com users are less likely to be female than students using on-campus tutoring. This is likely because Tutor.com users are concentrated in the CECS programs which tend to have a higher proportion of male students.

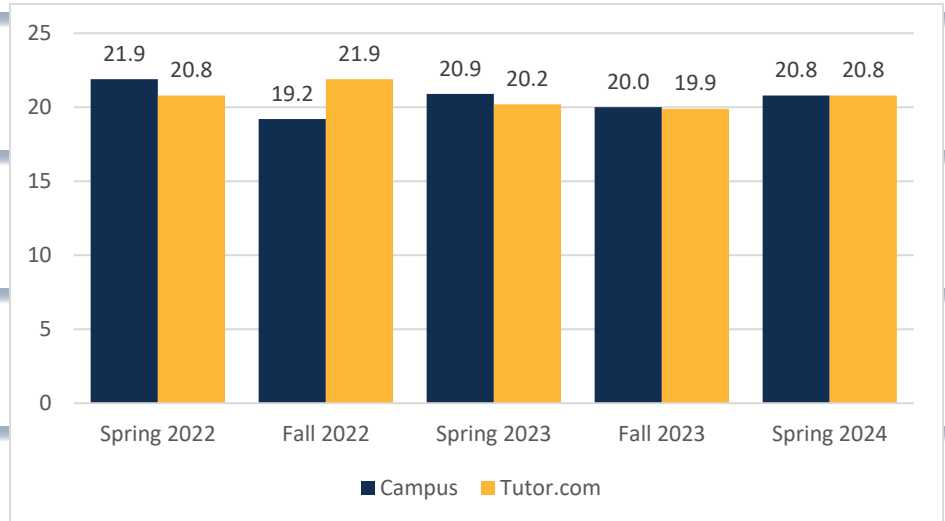Figure 5. Average Age of Tutor Session Participants

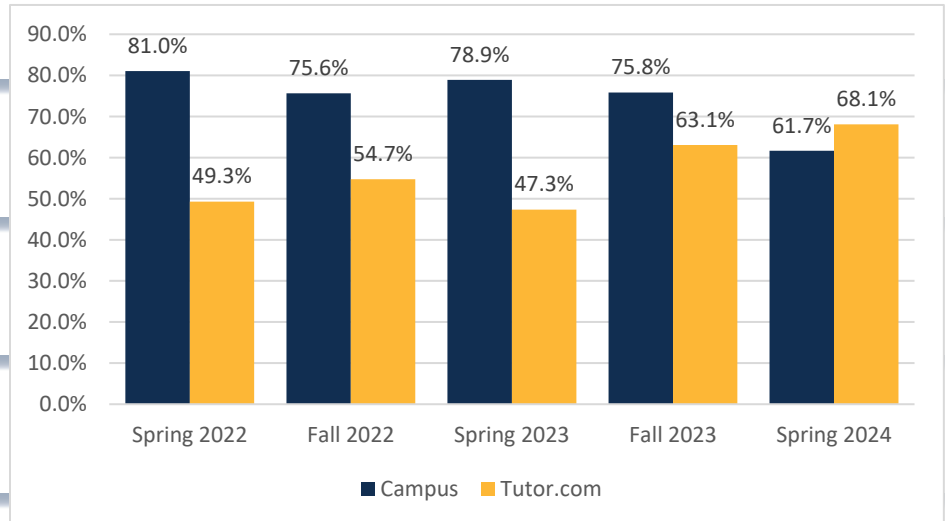Figure 6. Percentage of Tutoring Sessions Attended by Female Students

Table 1. Distribution of Unique Students Receiving Tutoring by Race/Ethnicity

| Race/Ethnicity | Spring 2022 – Spring 2024 (Summer Excluded) | | Spring 2024 |
	On-Campus	Tutor.com	Undergraduate Total
American Indian	1	2	18
% American Indian	*0.1%*	*0.5%*	*0.2%*
Asian[1]	23	32	306
% Asian	*2.8%*	*7.7%*	*3.4%*
Black or African American	129	56	874
% Black or African American	*15.6%*	*13.6%*	*9.6%*
Hispanic	45	26	591
% Hispanic	*5.4%*	*6.3%*	*6.5%*
International	4	4	61
% International	*0.5%*	*1.0%*	*0.7%*
Two or More	22	12	377
% Two or More	*2.7%*	*2.9%*	*4.2%*
White	568	272	6,688
% White	*68.5%*	*65.9%*	*73.7%*
Unknown	37	9	158
% Unknown	*4.5%*	*2.2%*	*1.7%*
Total	**829**	**413**	**9,073**

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[1] The Native Hawaiian or Other Pacific Islander IPEDS category has been combined with Asian.

Subject Areas

- For both on-campus and Tutor.com, math is the subject area that had the most tutoring sessions, with 822 on-campus sessions and 853 online.
- In contrast, mechanical engineering was the second most common subject area for Tutor.com, but there were relatively few on-campus sessions. All the Tutor.com sessions were for ENME 1030 Basic Engineering Science which is an entry level course required for all engineering majors.
- The large discrepancy between the two modalities of tutoring for mechanical engineering and physics might suggest a level of unmet need for in-person tutoring in those subjects.

Figure 7. Total Tutoring Sessions for the Tutor.com Top Five Subject Areas
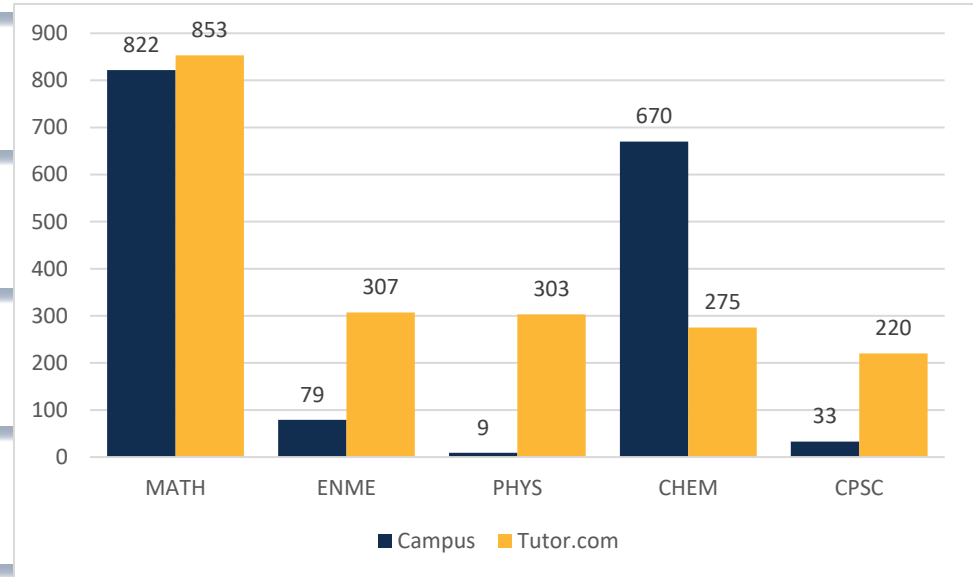
Usage Overlap

- CHEM 1110 General Chemistry I and MATH 2100 Introductory Statistics are two of the most common courses for which students utilized both tutoring services.

Figure 8. Total Students Using Both Tutoring Services for the Same Course

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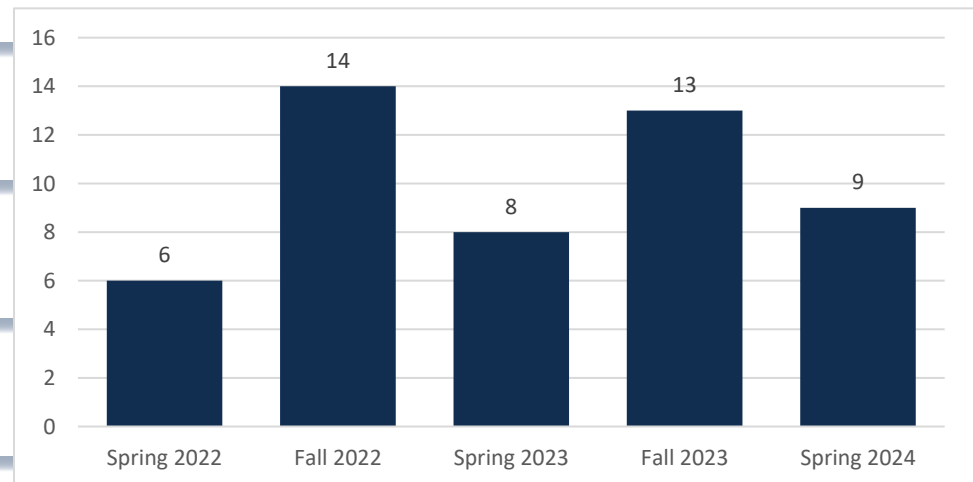Office of Planning, Evaluation, and Institutional Research

Figure 9. DFW Rates for Students Using Tutor.com for Courses with the Highest Utilization
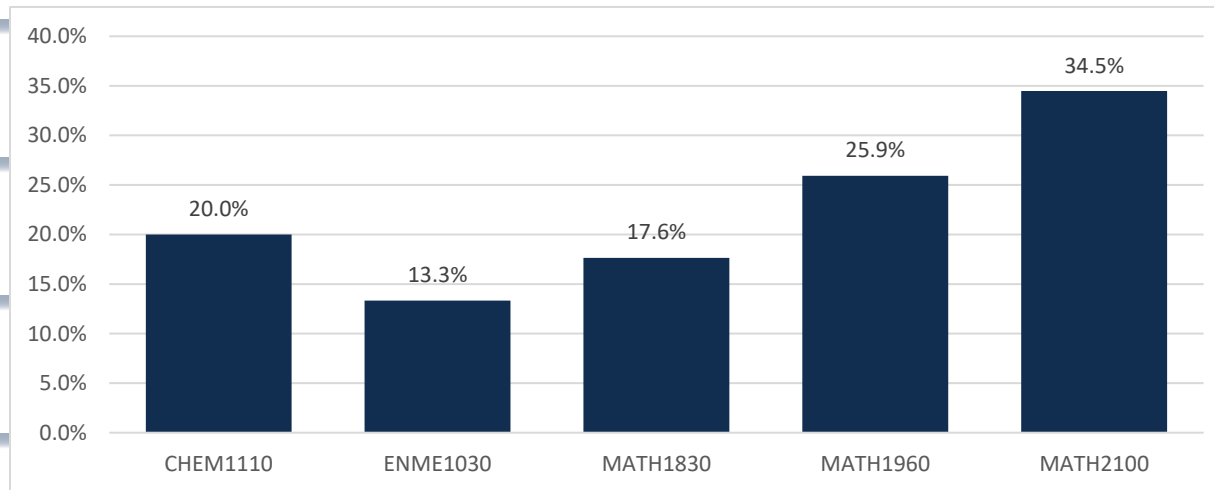
Figure 10. DFW Rates for Students Using On-Campus Tutoring for Courses with the Highest Utilization

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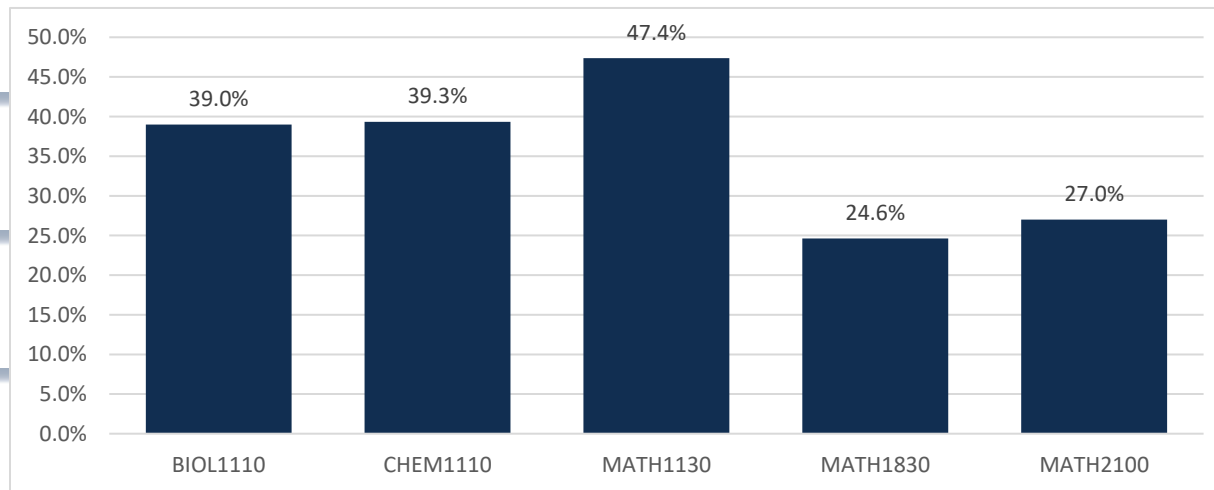
Conclusions

- A higher number of students use the on-campus tutoring services, but the number of tutoring appointments is sometimes higher for Tutor.com due to a small number of super-users driving a significant amount of the usage.
- Students who self-identify as Black or African American make up a higher proportion of students receiving tutoring than they do of the overall undergraduate population.
- Adult learners were more likely to use Tutor.com than the on-campus tutoring service.
- Students majoring in degree programs from the College of Engineering and Computer Science, or the Rollins College of Business are more likely to use Tutor.com while those in the College of Arts and Sciences or the College of Health, Education, and Professional Studies favor on-campus tutoring.
- The imbalanced usage of Tutor.com for mechanical engineering and physics courses might be an indication that additional options for on-campus tutoring in those subjects are needed.

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