



Smarthinking Usage Summary 2011-12

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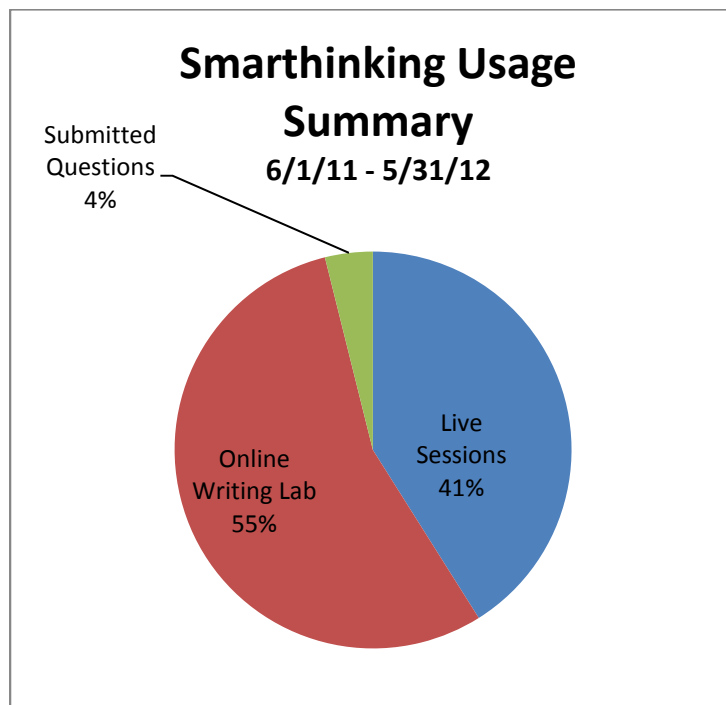
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Smarthinking Usage Summary – AY 2011-12

A total of **425 students** used Smarthinking during the **2011-12 academic year**. These students participated in **1,364 sessions** totaling **824 hours'** worth of tutoring.

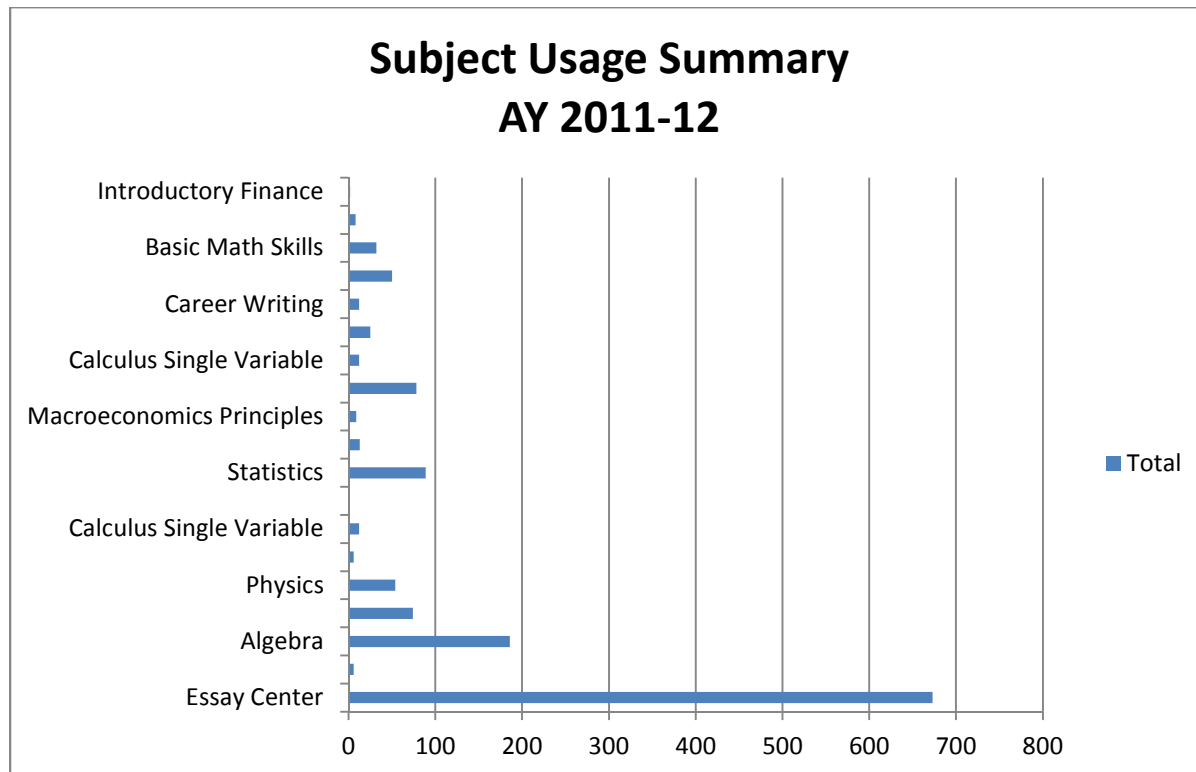
Type and number of sessions used				
	Summer 2011	Fall 2011	Spring 2012	Total
Live Sessions	31	374	155	560
Online Writing Lab	73	302	376	751
Submitted Questions	15	26	12	53
Total Sessions	119	702	543	1364
Total Hours	71	408	345	824

The usage summary for the year shows that the **online writing lab** had the most usage of the tools that Smarthinking offers:



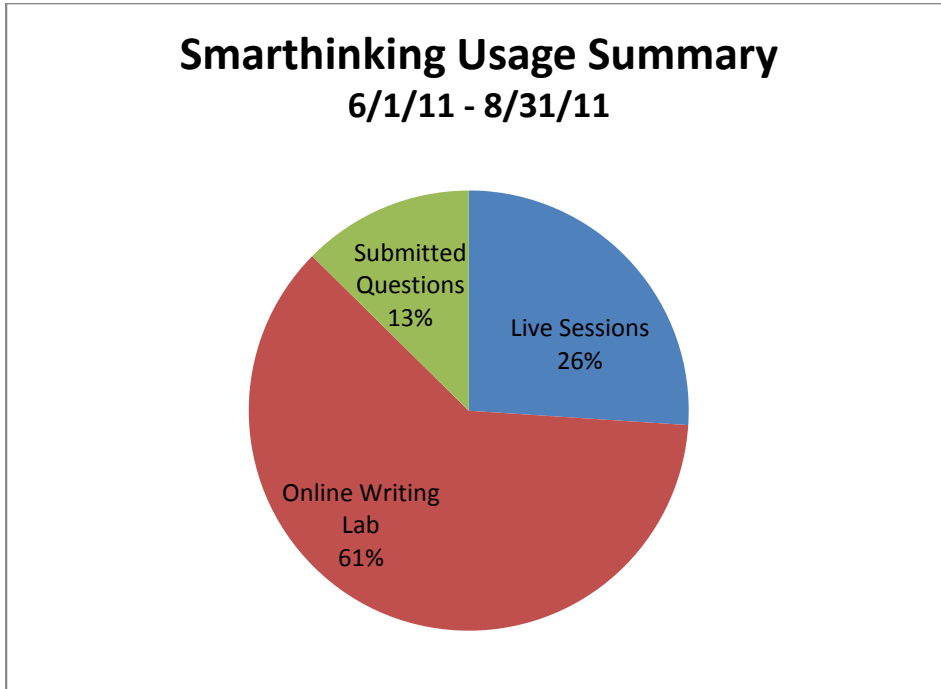
Subject Usage Summary - AY 2011-12				
Subject	Summer 2011	Fall 2011	Spring 2012	Total Sessions
Essay Center	70	258	345	673
Microeconomics Principles	2	4		6
Algebra	10	154	22	186
Geometry & Trigonometry	1	27	46	74
Physics		46	8	54
Intro Accounting	2		4	6
Calculus Single Variable	4	4	4	12
IT Support Excel		1		1
Statistics	5	56	28	89
Biology	4	9		13
Macroeconomics Principles	7	2		9
Writing (All Subjects)	8	38	32	78
Calculus Single Variable		12		12
General Chemistry	1	24		25
Career Writing	3	9		12
Paragraph Submission		35	15	50
Basic Math Skills	2	23	7	32
Reading			8	8
Introductory Finance			2	2

The chart below illustrates the subject usage for the entire academic year:

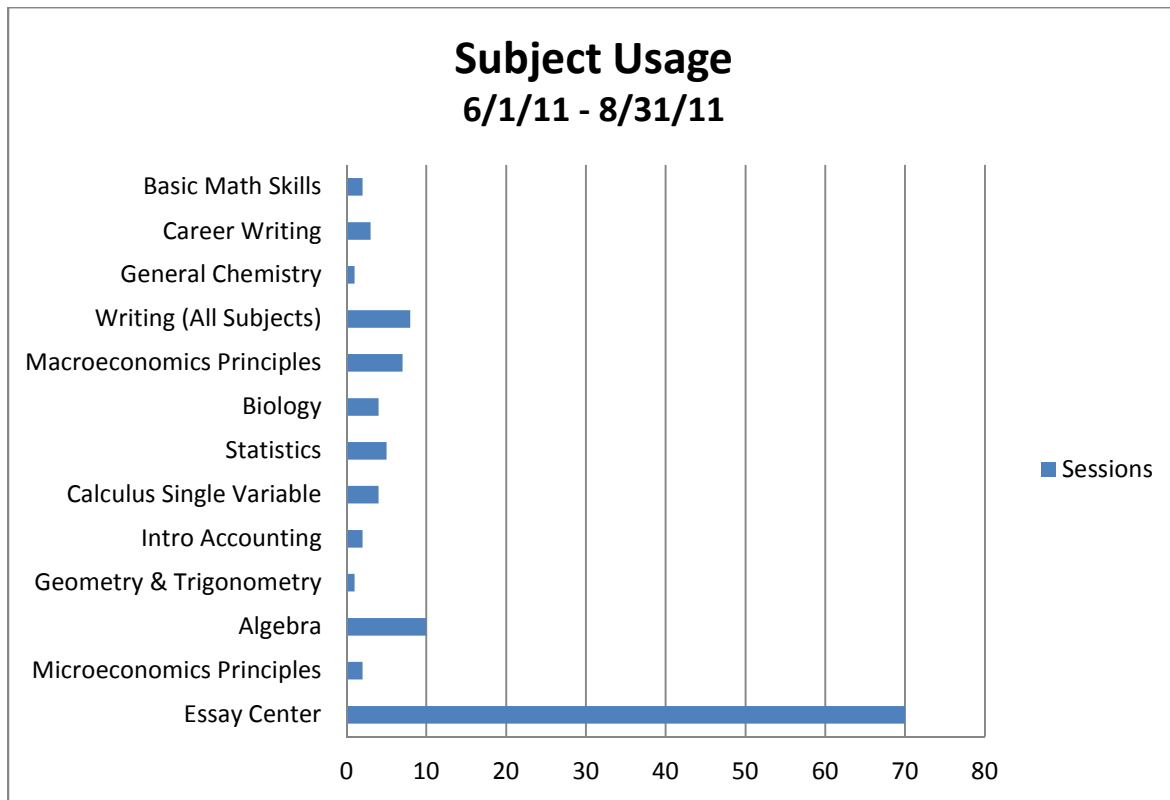


Smarthinking Usage Summary - Summer 2011

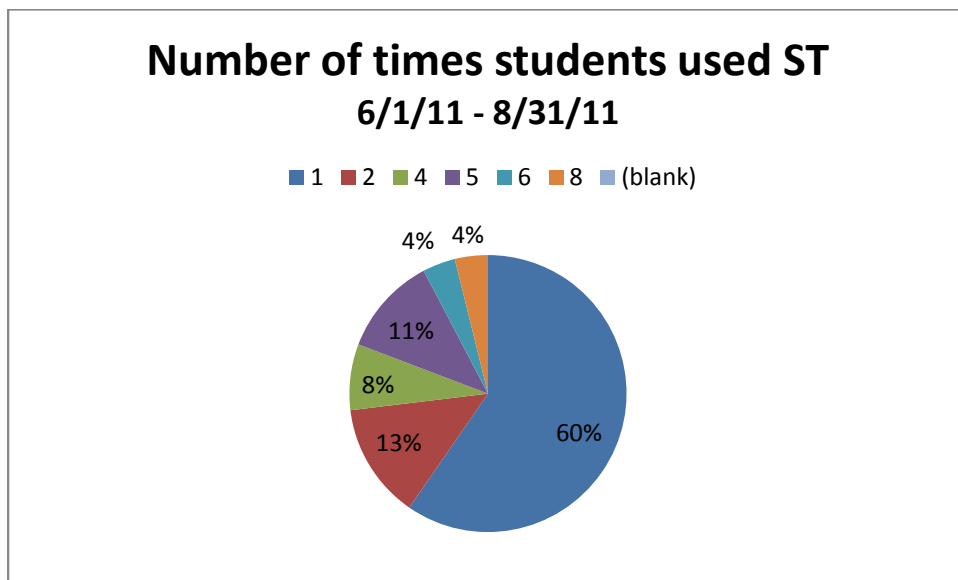
48 students used **119 sessions** for a total of **71 hours** during the first term Smarthinking was offered.



The online writing lab (essay center) was the subject area most utilized during the summer of 2011:

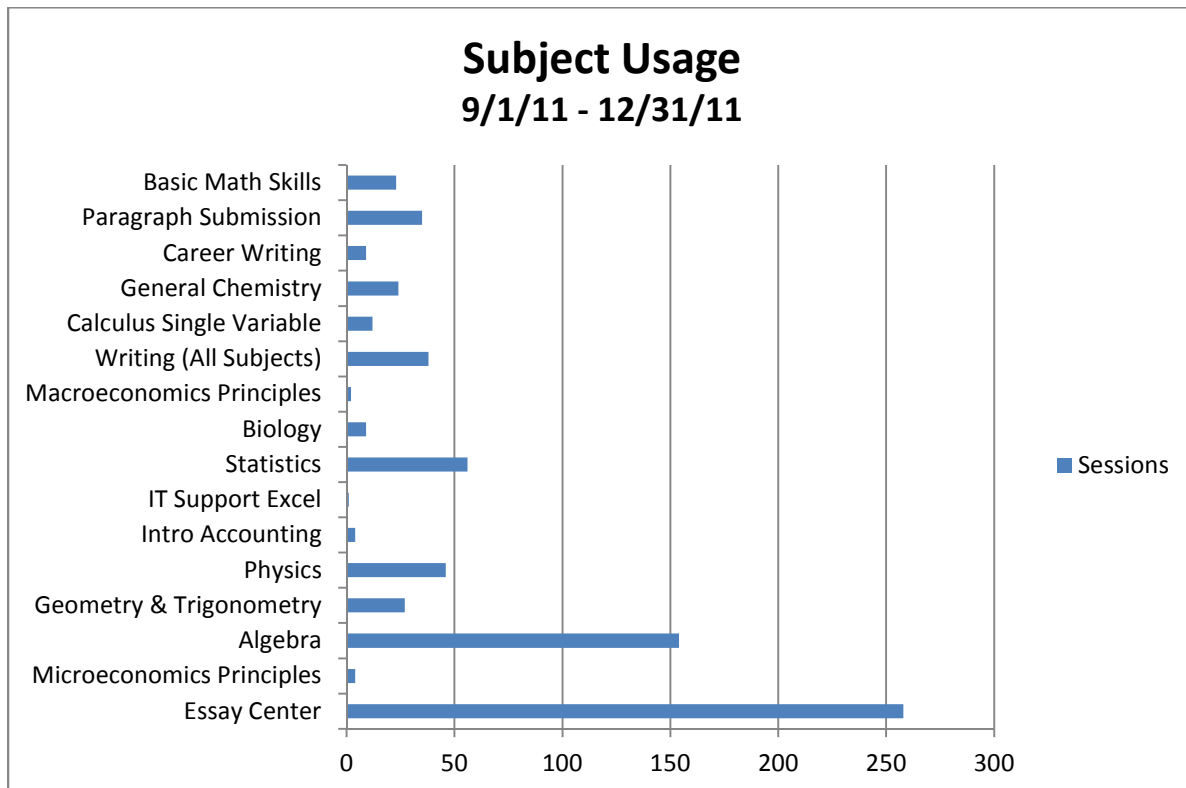
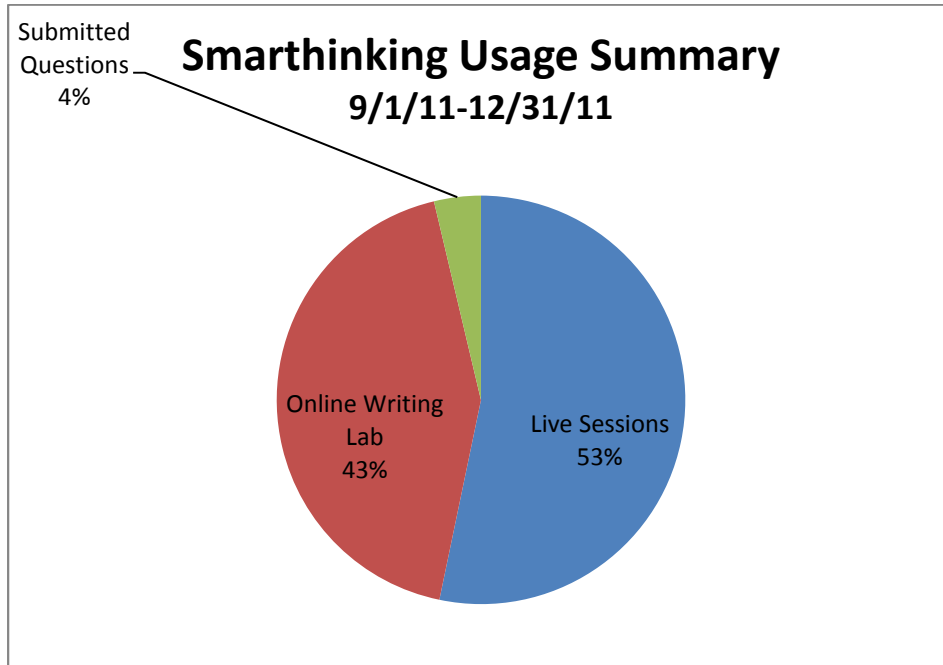


The majority of students only used Smarthinking once during the summer term.



Smarthinking Usage Summary - Fall 2011

195 students used 702 sessions for a total of 408 hours between September 1st and December 31st, 2011. During the fall 2011 term, synchronous (real-time) tutoring was more highly utilized than the online writing lab.



The majority of students (51%) only used Smarthinking once during the fall term. Ten (10) students used the system 10 or more times. In October, we instituted a 10 hour cap after noticing that two students have used the system heavily.

Welcome to SMARTHINKING Online Academic Support through Bristol Community College. Please note that you have 10 hours of tutoring time through the school, after which you can request time extensions. You may always click on "My Account" to see how time gets deducted from your account and to keep track of how much time you have remaining.

Only one student contacted us to extend the 10 hours of time, and that particular student was the highest user of the system with a total of 79 sessions during the fall term, primarily for algebra help.

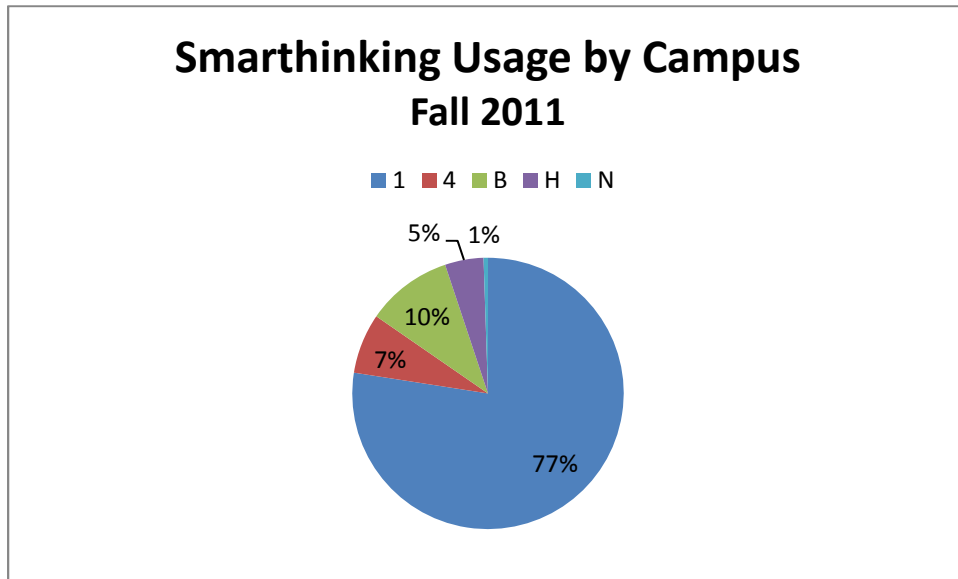
Fall 2011 Student Demographic Data

10% of students who used Smarthinking during the fall 2011 term **were fully online students.**

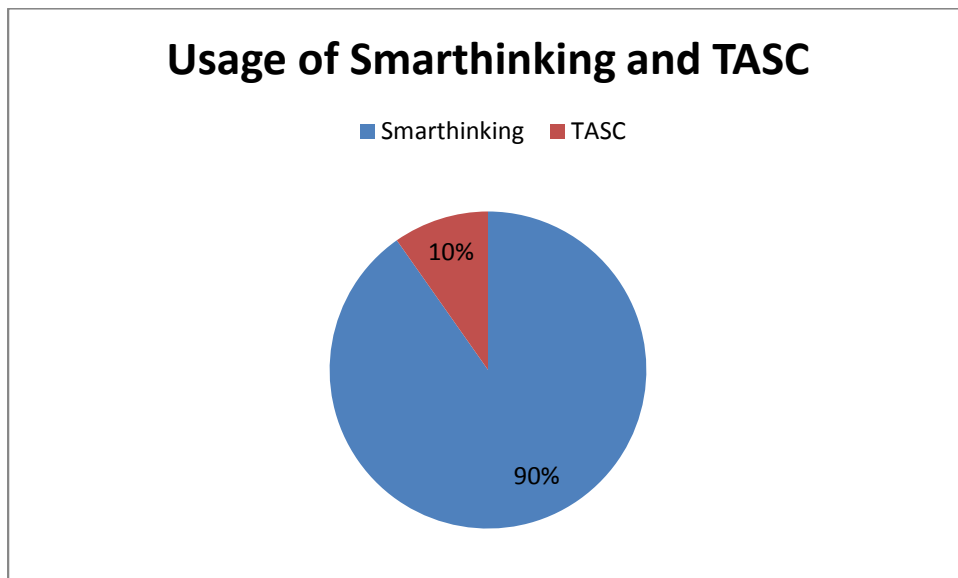
77% of students who used Smarthinking were affiliated with the **Fall River campus**

7% were identified as **Attleboro** students

16% were **New Bedford** students (5% eHealth)



Only **10% of students** who used Smarthinking **also used TASC.**



Fall 2011 Tutoring Outcomes

Students who took advantage of tutoring services (TASC or Smarthinking) were more likely obtain a C or better, more likely to persist and had a higher average GPA than students who did not use any tutoring services.

Fall River

8% of Fall River students took advantage of tutoring services (TASC or Smarthinking) during the fall 2011 term. These students had both a higher term GPA and a higher overall GPA than students who did not use any tutoring services.

Returning students who used Smarthinking had the best term and overall GPA out of all the groups.

Student Type	Tutoring	# of Students	Avg Term GPA	GPA
NEW	N	1320	2.35863	2.32408
NEW	S	49	2.52163	2.44265
NEW	T	75	2.51333	2.44
RET	N	4532	2.61223	2.87232
RET	S	102	2.96059	3.04608
RET	T	251	2.75797	2.94299

NEW = new students

RET = returning students

N = no tutoring

S = Smarthinking

T = TASC

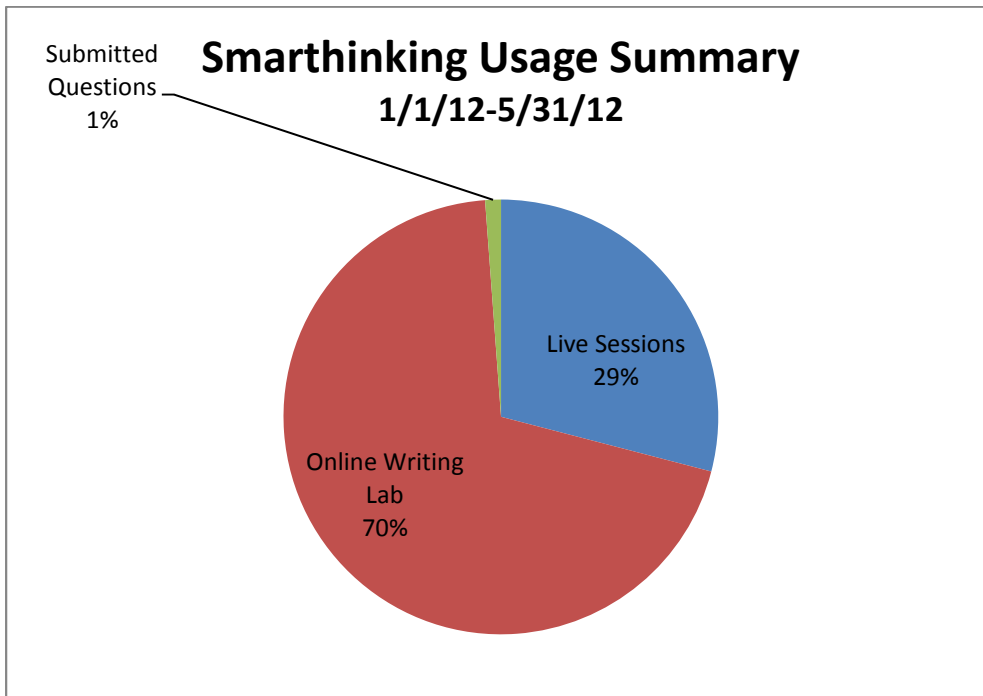
Students who took advantage of tutoring also had a higher persistence and retention rate. **New students who used TASC had the highest rates of both persistence and retention.** Returning students who used Smarthinking were more likely to continue at BCC than their peers.

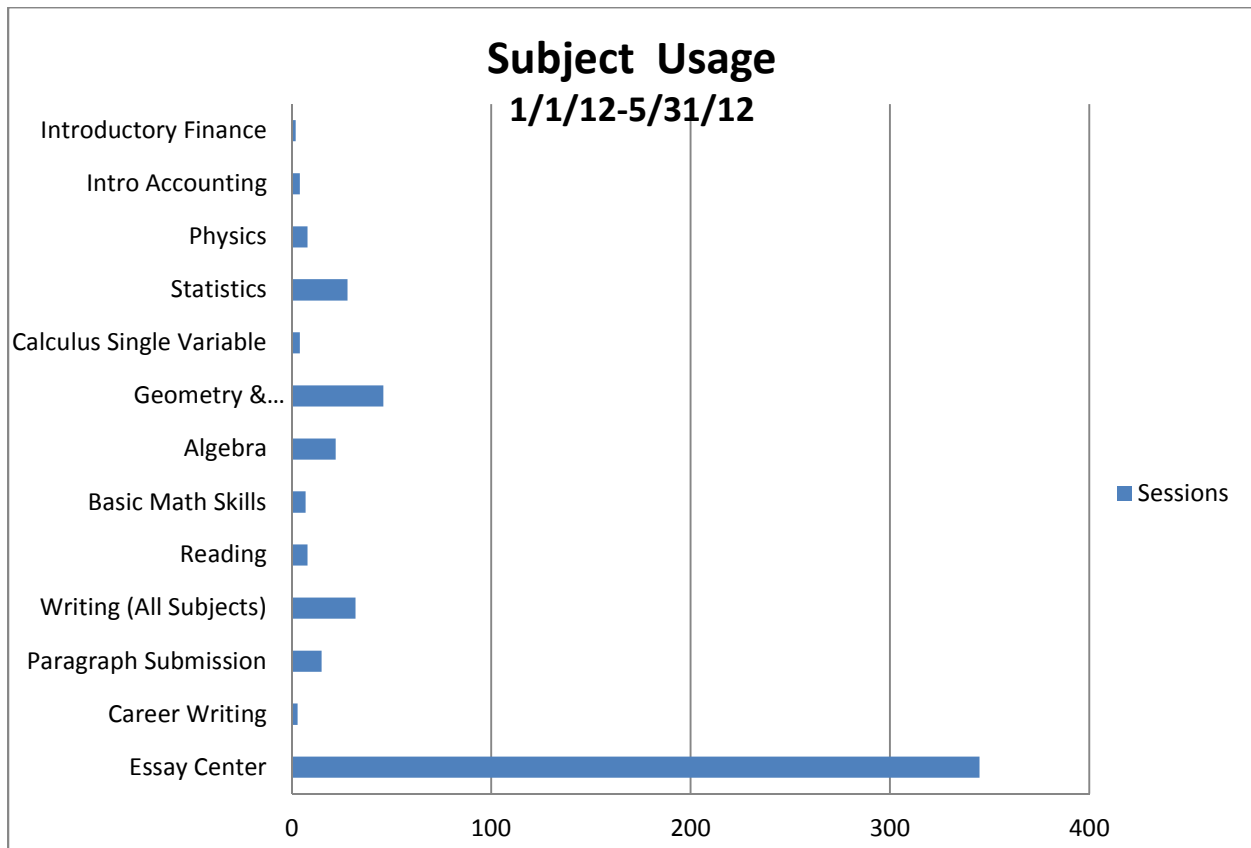
Student Type	Tutoring	Persist 201201	%	Retent 201209	%
NEW	N	956	72.42	507	38.4
NEW	S	41	83.67	28	57.14
NEW	T	66	88	49	65.33
RET	N	3260	71.93	1471	32.45
RET	S	91	89.21	59	57.84
RET	T	212	84.46	119	47.41

Only 6% of students who used ST also used TASC services so it does appear that these services are being used by discrete populations.

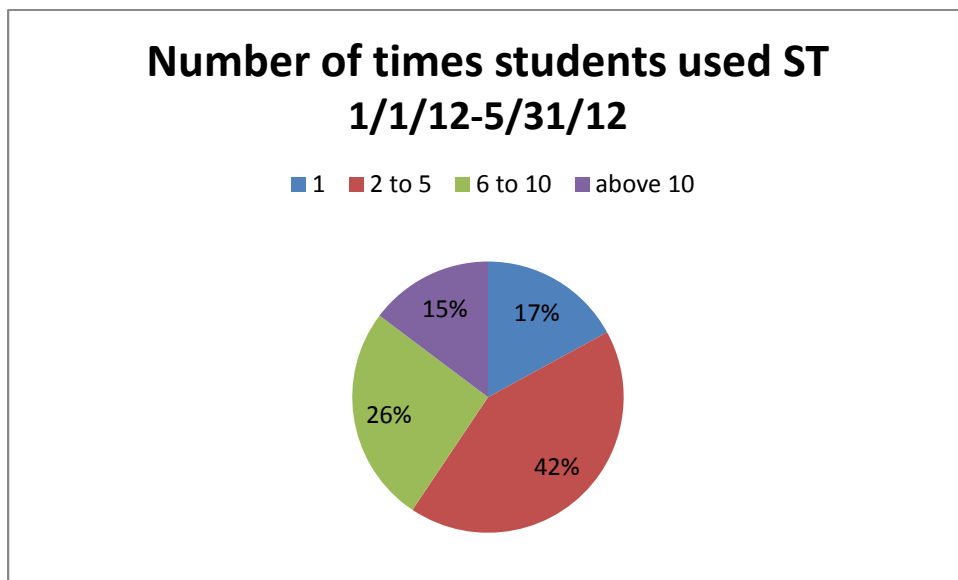
Smarthinking Usage Summary – Spring 2012

182 students used **543 sessions** for a total of **345 hours** between September 1st and December 31st, 2011. The **majority of usage** during the spring was for the **online writing lab**.





The spring 2011 term saw an increase in the number of students who used the system multiple times. No students requested an increase in the 10 hour cap but a higher number of students were repeat users.



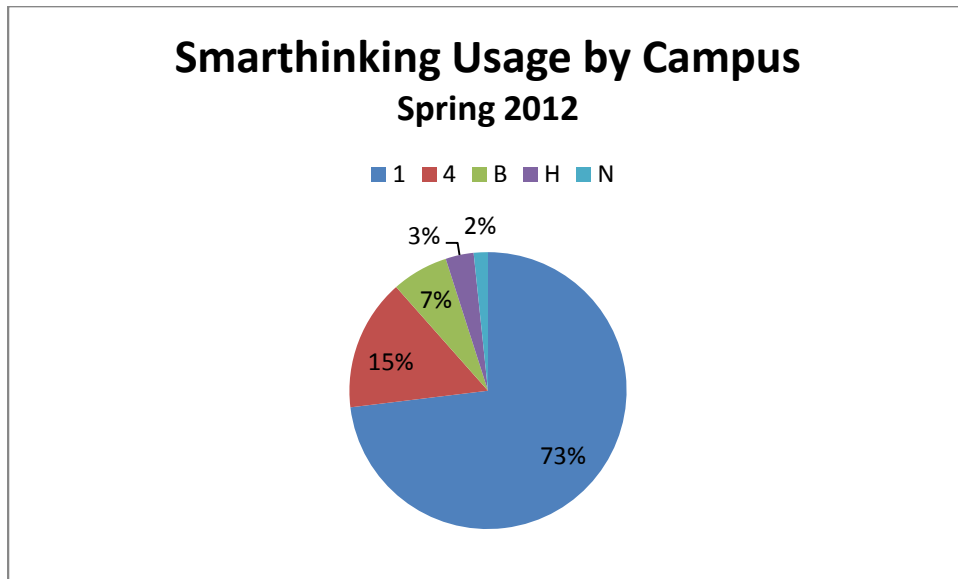
Spring 2012 Student Demographic Data

10% of students who used Smarthinking during the spring 2012 term **were fully online students.**

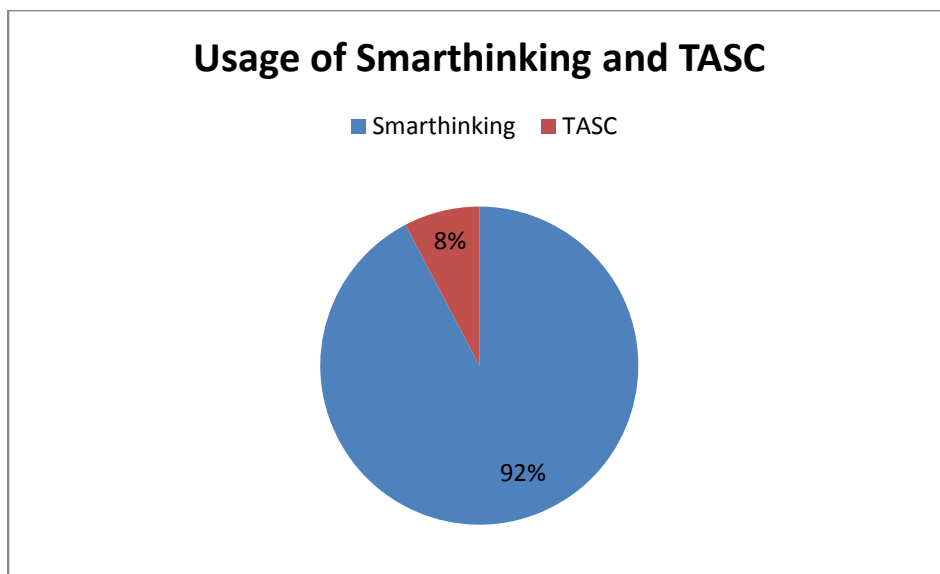
73% of students who used Smarthinking were affiliated with the **Fall River campus**

15% were identified as **Attleboro** students

12% were **New Bedford** students (3% eHealth)



Only **8% of students** who used Smarthinking **also used TASC.**



Spring 2012 Tutoring Outcomes

Students who took advantage of tutoring services (TASC or Smarthinking) were more likely obtain a C or better, more likely to persist and had a higher average GPA than students who did not use any tutoring services.

Fall River

Use of Tutoring	# Students	Avg gpa	% Persist 201209	% C or better
No tutoring	5847	2.80232	40.9%	71.71%
Smarthinking	133	2.90361	56.4%	77.95%
TASC	308	2.91055	63.3%	75.64%

Attleboro

Use of Tutoring	# Students	Avg gpa	% Persist 201209	% C or better
No tutoring	784	2.7611	32.65%	75.28%
Smarthinking	28	3.12786	50.00%	82.95%
TASC	43	2.51605	48.83%	79.43%

New Bedford

Use of Tutoring	# Students	Avg gpa	% Persist 201209	% C or better
No tutoring	921	2.56622	41.47%	65.51%
Smarthinking*	12	2.465	58.33%	72.97%
TASC	83	2.8188	62.65%	69.73%

eHealth

Use of Tutoring	# Students	Avg gpa	% Persist 201209	% C or better
No tutoring	36	3.21694	11.11%	86.36%
Smarthinking*	3	2.63333	66.66%	88.88%
TASC	1	3	100.00%	100.00%

*In New Bedford and eHealth, students using Smarthinking had a lower Avg GPA, but were more likely to persist and to obtain a C or better than their non-tutored peers.