



Smarthinking Usage Summary

2013-14

Table of Contents

Smarthinking Usage Summary – AY 2013-14	1
Smarthinking Usage Summary - Summer 2013	3
Smarthinking Usage Summary - Fall 2013	5
Fall 2013 Student Demographic Data	6
Fall 2013 Tutoring Outcomes	7
Smarthinking Usage Summary – Spring 2014	8
Spring 2014 Student Demographic Data	9
Spring 2014 Tutoring Outcomes	10

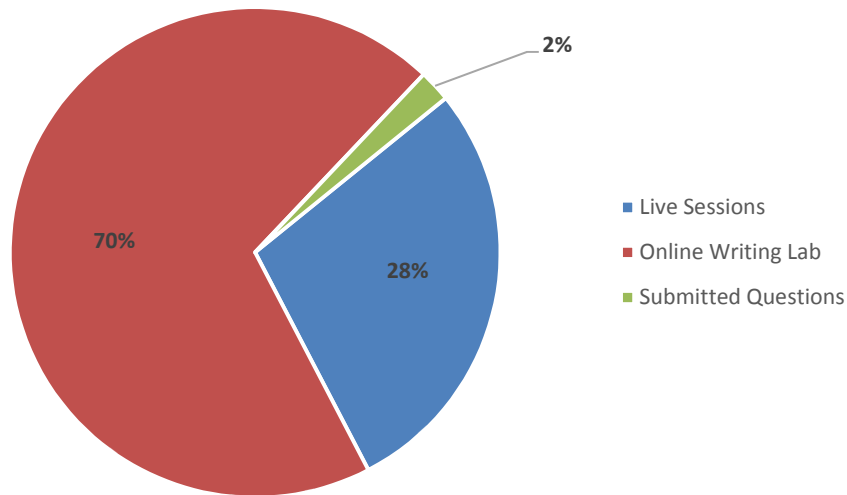
Smarthinking Usage Summary – AY 2013-14

A total of **468 students** used Smarthinking during the **2013-14 academic year**. These students participated in **1188 sessions** totaling **805.13 hours'** worth of tutoring.

Type and number of sessions used				
	Summer 2013	Fall 2013	Spring 2014	Total
Live Sessions	38	130	167	335
Online Writing Lab	65	357	406	828
Submitted Questions	2	13	10	25
Total Sessions	105	500	583	1188
Total Hours	64.1	341.6	399.43	805.13

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

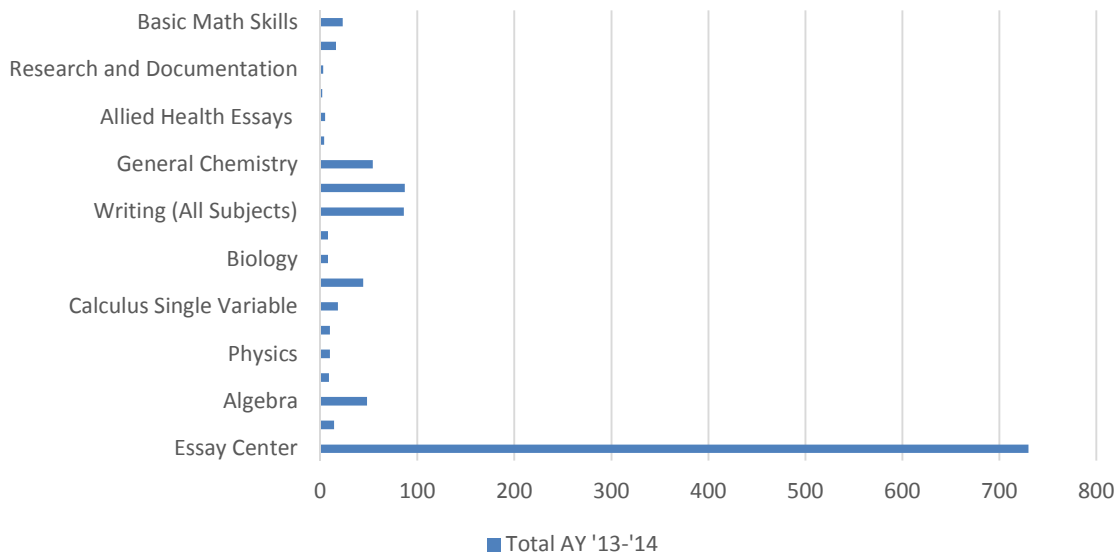
Smarthinking Usage AY '13-'14 6/1/13 - 5/26/14



Subject Usage Summary - AY 2013-14				
Subject	Summer 2013	Fall 2013	Spring 2014	Total Sessions
Essay Center	50	320	360	730
Microeconomics Principles	0	14	0	14
Algebra	4	11	32	47
Algebra w/Audio	0	1	0	1
Geometry & Trigonometry	0	9	0	9
Physics	0	9	1	10
Intro Accounting	6	2	1	9
Advanced Accounting	0	0	1	1
Introductory Finance	1	0	0	1
Cost Accounting	1	0	0	1
Calculus Single Variable w/Audio	0	0	2	2
Calculus Single Variable	1	1	14	16
IT Support Access	0	0	1	1
Statistics	14	24	5	43
Statistics w/Audio	0	1	0	1
Biology	2	5	1	8
Organic Chemistry	0	0	1	1
Career Writing	0	4	4	8
Writing (All Subjects)	2	25	36	63
Writing (All Subjects) w/Audio	0	0	23	23
Grammar & Documentation Review	10	23	29	62
Live Essay Review w/Audio	0	0	25	25
General Chemistry	0	28	26	54
Resume or Cover Letter	1	1	2	4
Allied Health Essays	0	4	1	5
Nursing Mental Health & Psychiatric Nursing	0	1	1	2
Research and Documentation	0	2	1	3
Paragraph Submission	0	5	11	16
Liberal Arts Math	0	1	0	1
Basic Math Skills	9	9	0	18
Basic Math Skills	0	0	5	5

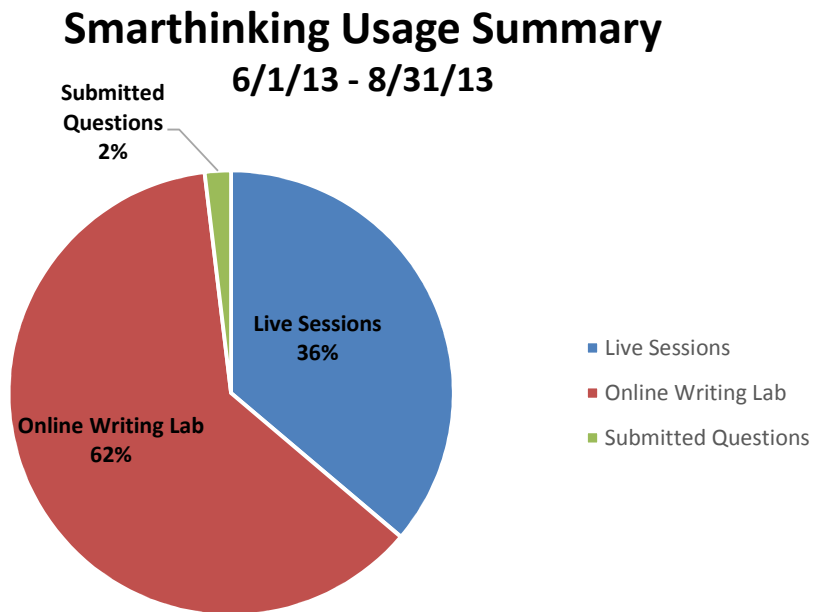
The chart below illustrates the subject usage for the entire academic year:

Total AY '13-'14

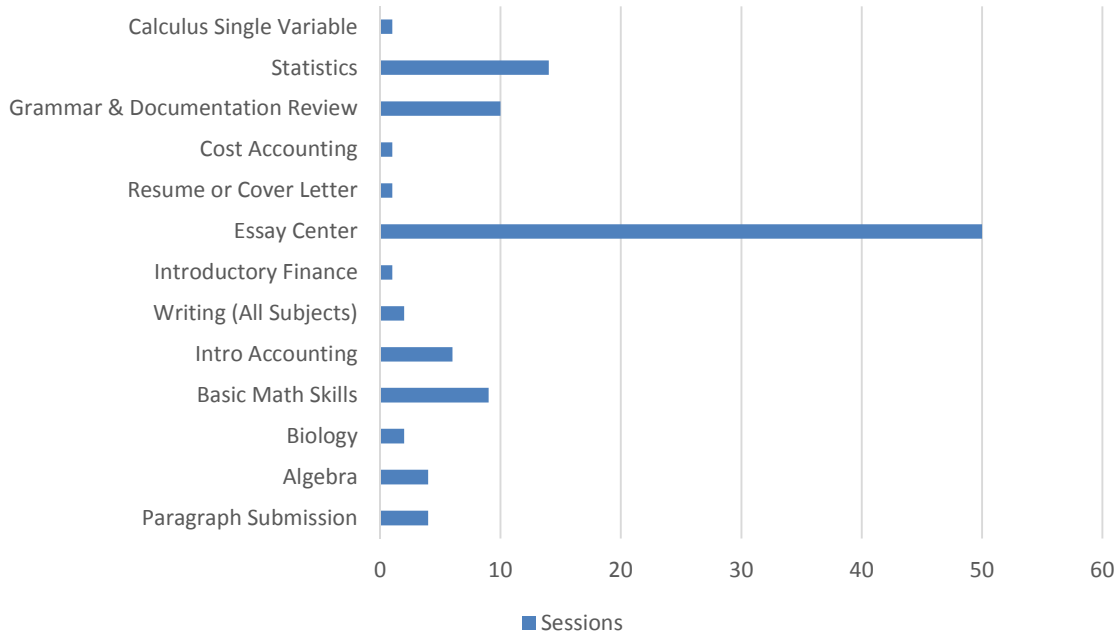


Smarthinking Usage Summary - Summer 2013

42 students used 105 sessions for a total of 64.1 hours during the first term Smarthinking was offered.

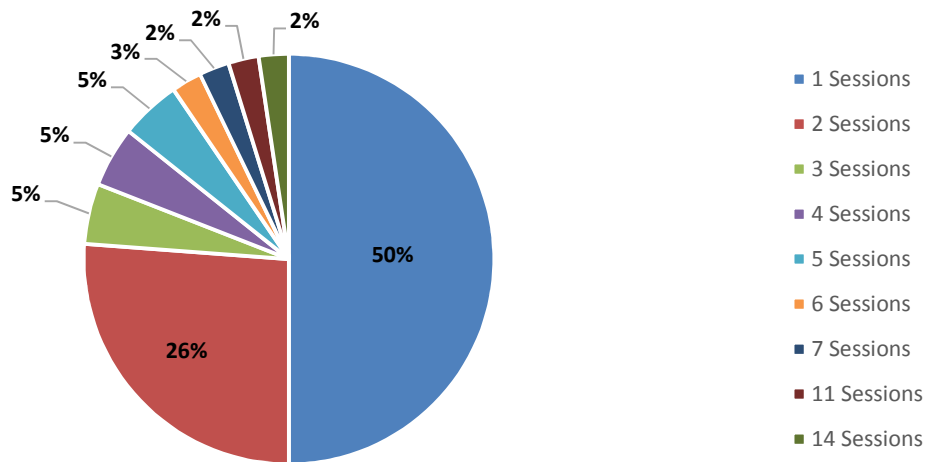


Smarthinking Usage by Subject



. The online writing lab (essay center) was the subject area most utilized during the summer of 2013.

Smarthinking Usage by Number of Sessions

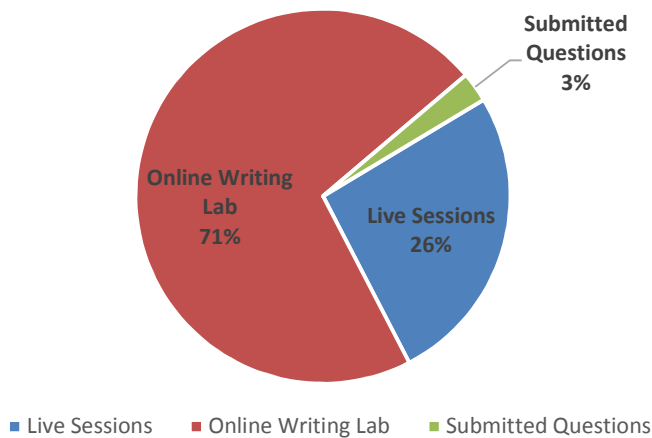


Half of students only used Smarthinking once during the summer term 2013

Smarthinking Usage Summary - Fall 2013

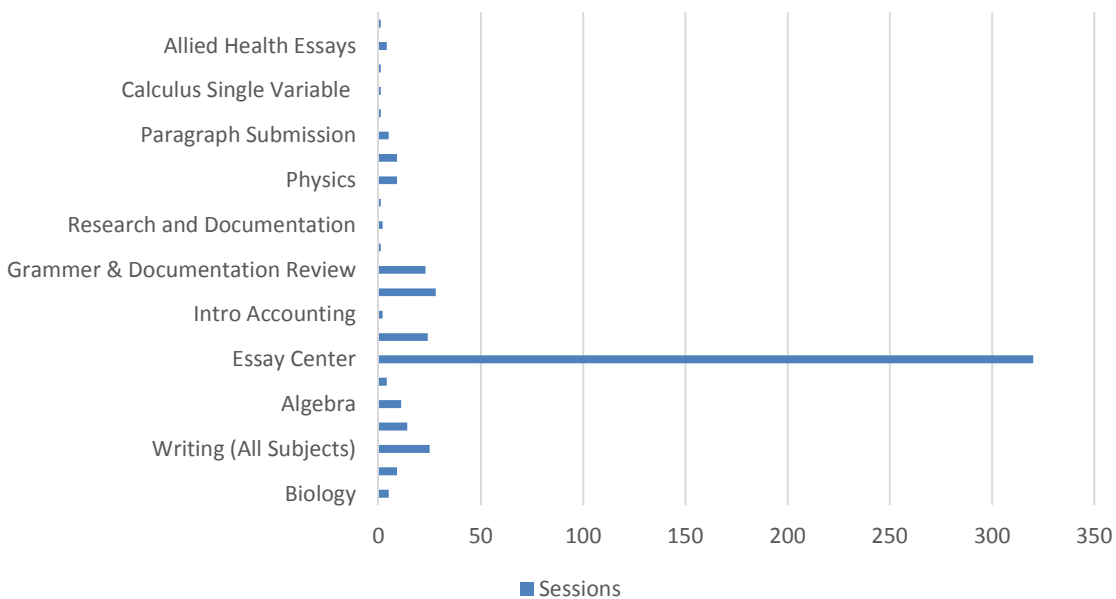
224 students used **500 sessions** for a total of **341.6 hours** between September 1st and December 31st, 2013. During the fall 2013 term, online writing lab was more highly utilized than synchronous (real-time) tutoring by almost a 3 to 1 ratio.

Smarthinking Usage Summary

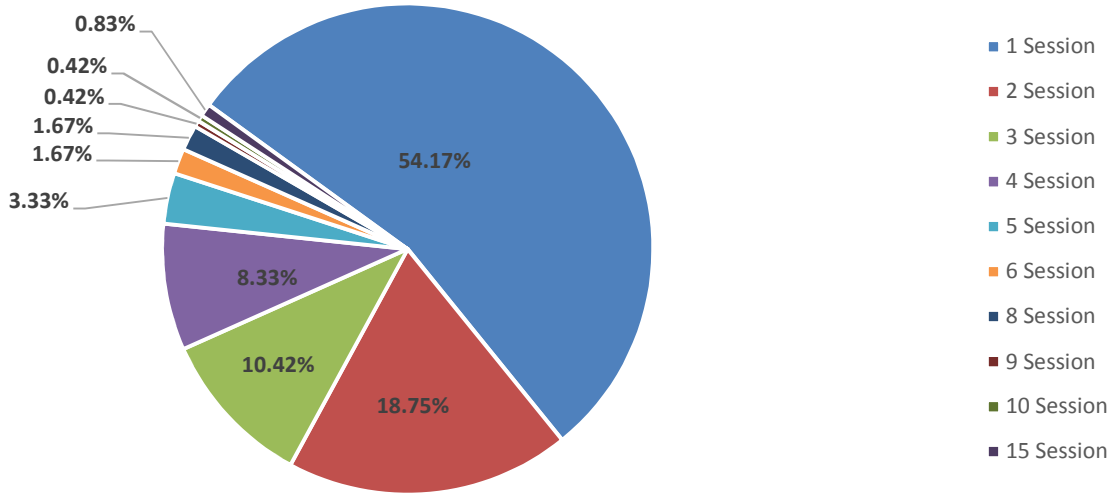


The online writing lab (essay center) was the subject area most utilized during the fall of 2013:

Subject Usage
9/1/13 - 12/31/13



Smarthinking Usage by Number of Sessions

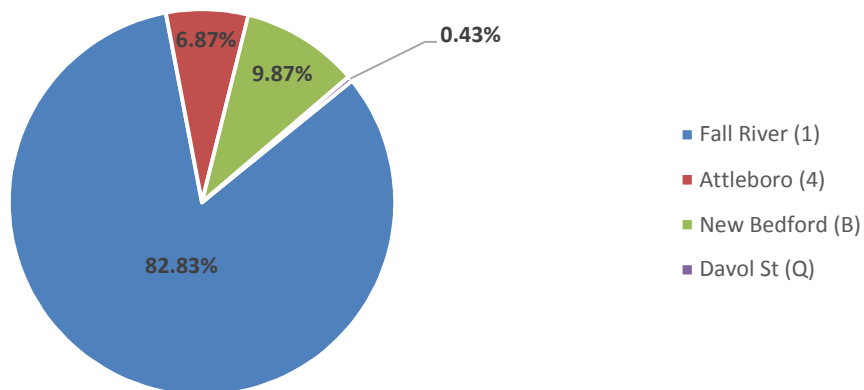


The majority of students (54%) only used Smarthinking once during the fall term. 37.5% of students used Smarthinking 2-4 times. Three (3) students used the system 10 or more times.

Fall 2013 Student Demographic Data

- 82.83%** of students who used Smarthinking were affiliated with the **Fall River campus**
- 6.87%** were identified as **Attleboro** students
- 9.87%** were **New Bedford** students
- 0.43%** were **BCC Workforce Davol St** students

Smarthinking Usage by Campus



Fall 2013 Tutoring Outcomes

Students who took advantage of tutoring services (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 201309	% C or better
No tutoring	6266	2.54792	72%	72%
Smarthinking	193	3.05	82%	83%

Attleboro

Use of Tutoring	# Students	Avg gpa	% Persist 201309	% C or better
No tutoring	990	2.57598	75%	73%
Smarthinking	16	2.75563	88%	81%

New Bedford

Use of Tutoring	# Students	Avg gpa	% Persist 201309	% C or better
No tutoring	1267	2.41811	72%	69%
Smarthinking	23	2.60348	78%	72%

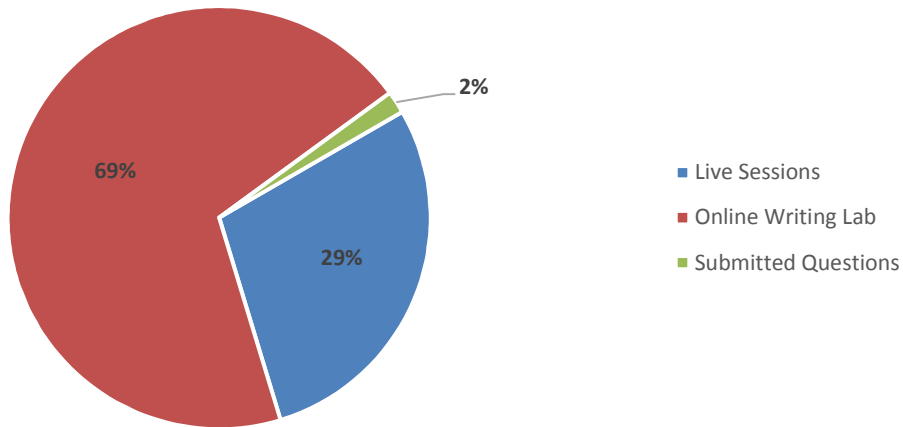
BCC Workforce Center Davol St

Use of Tutoring	# Students	Avg gpa	% Persist 201209	% C or better
No tutoring	3	1.82	67%	86%
Smarthinking*	1	2.45	100%	75%

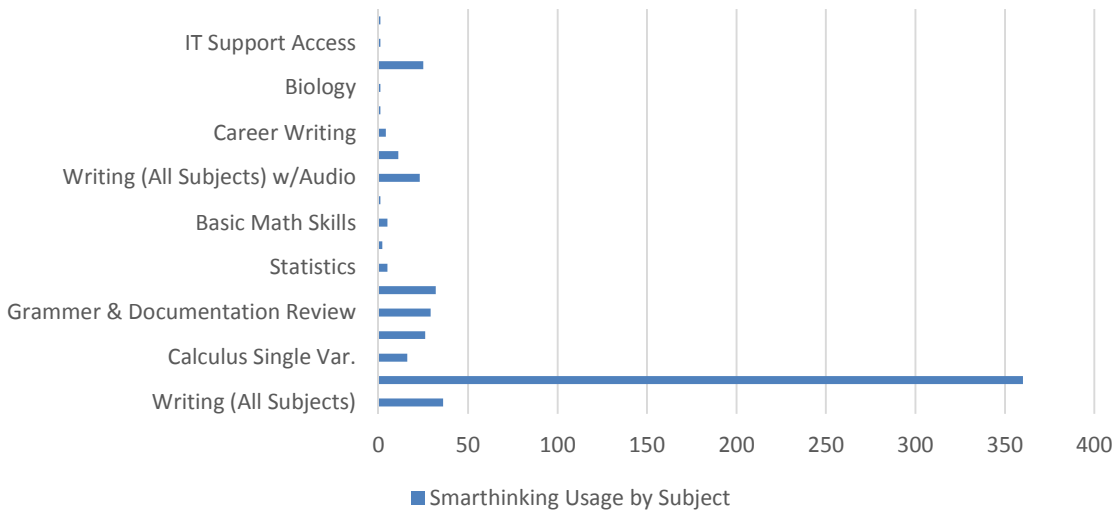
Smarthinking Usage Summary – Spring 2014

202 students used **583 sessions** for a total of **399.43 hours** between January 1st and May 26th, 2014. The **majority of usage** during the spring was for the **online writing lab**.

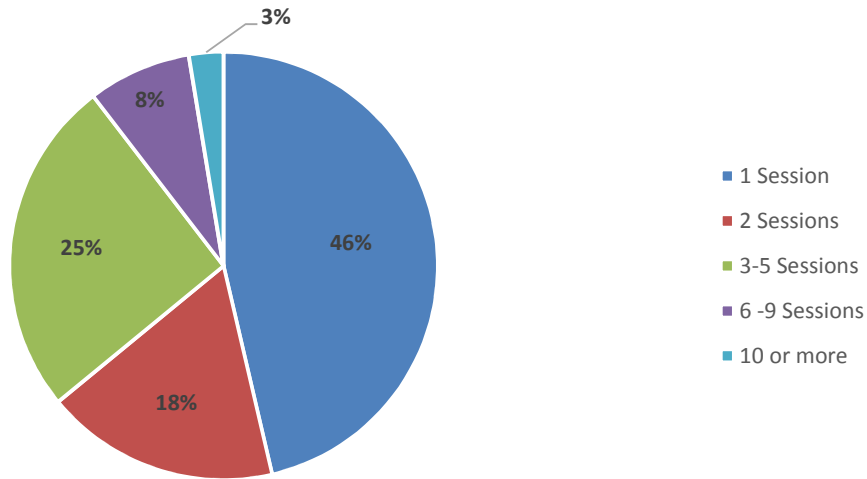
Smarthinking Usage Spring 2014
1/1/14 - 5/24/14



Smarthinking Usage by Subject
1/1/14 - 5/24/14



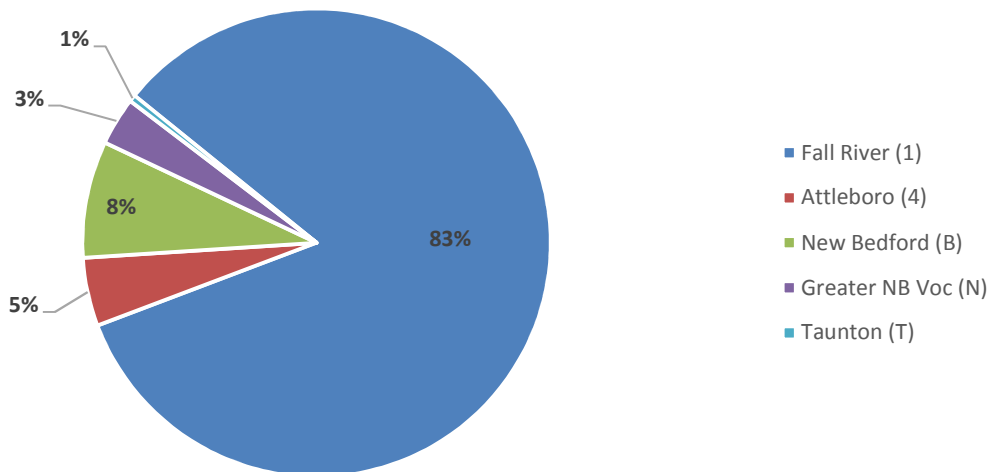
Number of times students used ST 1/1/14 - 5/24/14



Spring 2012 Student Demographic Data

- 83% of students** who used Smarthinking were affiliated with the **Fall River campus**
- 5%** were identified as **Attleboro** students
- 8%** were **New Bedford** students (3% eHealth)
- 3%** were **Greater New Bedford Vocational** students
- 1%** were **Taunton** students

Smarthinking Usage by Campus



Spring 2014 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 201401	% C or better
No tutoring	6056	2.57107	55%	72%
Smarthinking	176	2.83813	77%	80%

Attleboro

Use of Tutoring	# Students	Avg gpa	% Persist 201209	% C or better
No tutoring	875	2.50561	59%	73%
Smarthinking	10	3.02000	90%	78%

New Bedford

Use of Tutoring	# Students	Avg gpa	% Persist 201209	% C or better
No tutoring	1237	2.53330	52%	71%
Smarthinking*	17	2.59235	71%	68%

Taunton

Use of Tutoring	# Students	Avg gpa	% Persist 201209	% C or better
No tutoring	149	2.80698	61%	76%
Smarthinking	1	3.50000	100%	100%

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

Smarthinking Usage Comparison AY 12-13 and AY 13-14

A total of **468 students** used Smarthinking during the **2013-14 academic year**. These students participated in **1,188 sessions** totaling **805 hours'** worth of tutoring. This was an **increase of 4.9%** in students since last year.

Smarthinking Usage Comparison AY 12-13 and AY 13-14			
Academic Year	# Students	# Sessions	# Hours
2012-2013	445	1,261	836
2013-2014	468	1,188	805

Comparison of Session Types by Academic Year

Total type and number of sessions - Academic Year		
	Total (2012-2013)	Total (2013-2014)
Live Sessions	292	335
Online Writing Lab	935	828
Submitted Questions	34	25
<i>Total Sessions</i>	1261	1188
<i>Total Hours</i>	836	805

Comparison of Session Types by Term

Total type and number of sessions – by Term		
	Summer 2012	Summer 2013
Live Sessions	23	38
Online Writing Lab	132	65
Submitted Questions	11	2
<i>Total Sessions</i>	166	105
<i>Total Hours</i>	108	64
	Fall 2012	Fall 2013
Live Sessions	151	130
Online Writing Lab	384	357
Submitted Questions	16	13
<i>Total Sessions</i>	551	500
<i>Total Hours</i>	364	342
	Spring 2013	Spring 2014
Live Sessions	118	167
Online Writing Lab	419	406
Submitted Questions	7	10
<i>Total Sessions</i>	544	583
<i>Total Hours</i>	363	399