Tutor Training: A Collaborative Approach

Case Brief

Student employment is a high impact practice across the nation and our path toward effective training has been fruitful. Three years ago the Learning Center started conversations with other tutoring programs and departments that provided tutoring. The need for training was apparent. Training gives students access to a consistent experience and provides vital skills to student employees who tutor.

Case Study

The Learning Center Tutor Training assesses knowledge, application, and mindset online and in person. The training is certified by the College Reading and Learning Association Many programs and departments benefit from the training.

Learning Outcomes

- Tutors will be able to identify core tutoring strategies with 80% accuracy as evidence by a comprehensive exam.

  - Tutors exceeded this outcome by 9.84% over 4 semesters with a mean score of 89.84% on the comprehensive exam.

- 80% of tutors will feel more self-confident in their tutoring abilities as evidence by a post-survey.

  - Results = Pre: 96% agreement Post: 94% agreement

The Future

The hands free nature of the training model using Blackboard can be adapted to other areas of campus. We propose to create a comprehensive student staff development training across campus. Imagine if Human Resources covered content or pedagogy training for different positions on campus. What if student employees had a consistent customer service training? How much better would be as a campus? How would students, alumni, and donors view us differently?