

THE ROLE OF A PEER TUTORING STUDENT CENTER IN STUDENT SUCCESS (FINDINGS)

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I. ONE OF THE MOST FREQUENTLY MENTIONED ISSUES: STUDENT STRESS (41)

1. Being unsure of what is expected of them or whether they are meeting those expectations.
2. Perceived lack of support on part of the faculty.
3. Hierarchical thinking (fear of approaching their professors) for support.

“I start ... I start [working on the assignment] early, but all the same, every night, I can't sleep. I have a meltdown every time there is a deadline.”

CONTRIBUTION I: CHANGING PERCEPTIONS

- Feelings of satisfaction (30)
- Lowered stress levels (29)
- Increase in self-esteem and confidence (29)

“They are more relaxed and they feel that they have things under control, and when I say ‘under control’, they feel that their work they put or are putting into writing—drafting the essay—is going well because they continually ... they go to the WARC.”

CONTRIBUTION 2: INCREASING STUDENTS' LEARNING CAPITAL

- Competencies and skills (43)
- Attainment of educational goals (28)
- Engagement in educationally purposeful Activities (14)

“It happens that you have some kind of knowledge, but it’s not systematized, and there’s this mess in your head. And here they helped with that.”



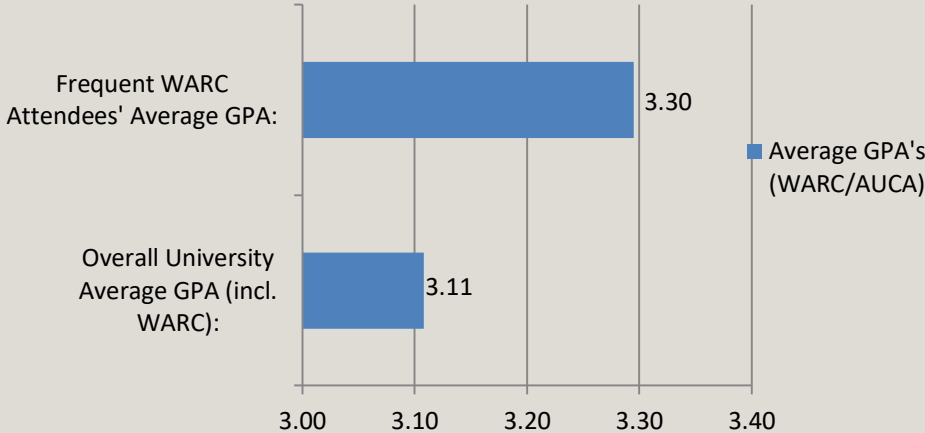
CONTRIBUTION 3: CHANGES IN *LEARNING PRACTICE*

- Metacognitive aspect of self-monitoring one's learning (19)
- Strategies of control over their own learning process (16)

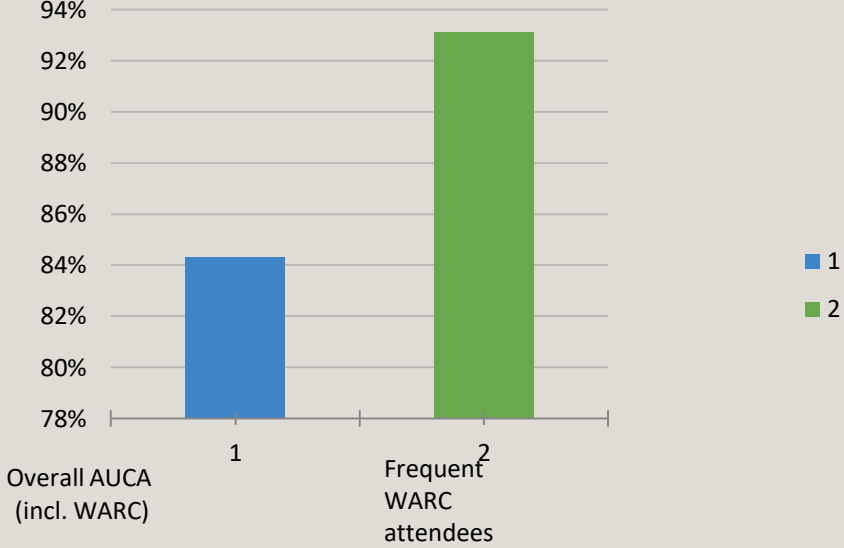
“They can fluently express what they need, like what kind of help is required, and when talking even to me they already express what problems they have with writing. When I ask them what questions they have about the essay, they express them clearly because you can see they have had previous interaction with a tutor.”

CONTRIBUTIONS 4 AND 5: HIGHER GPA AND RETENTION

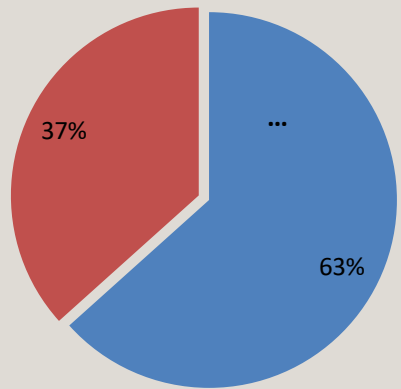
Average GPA (WARC/AUCA)



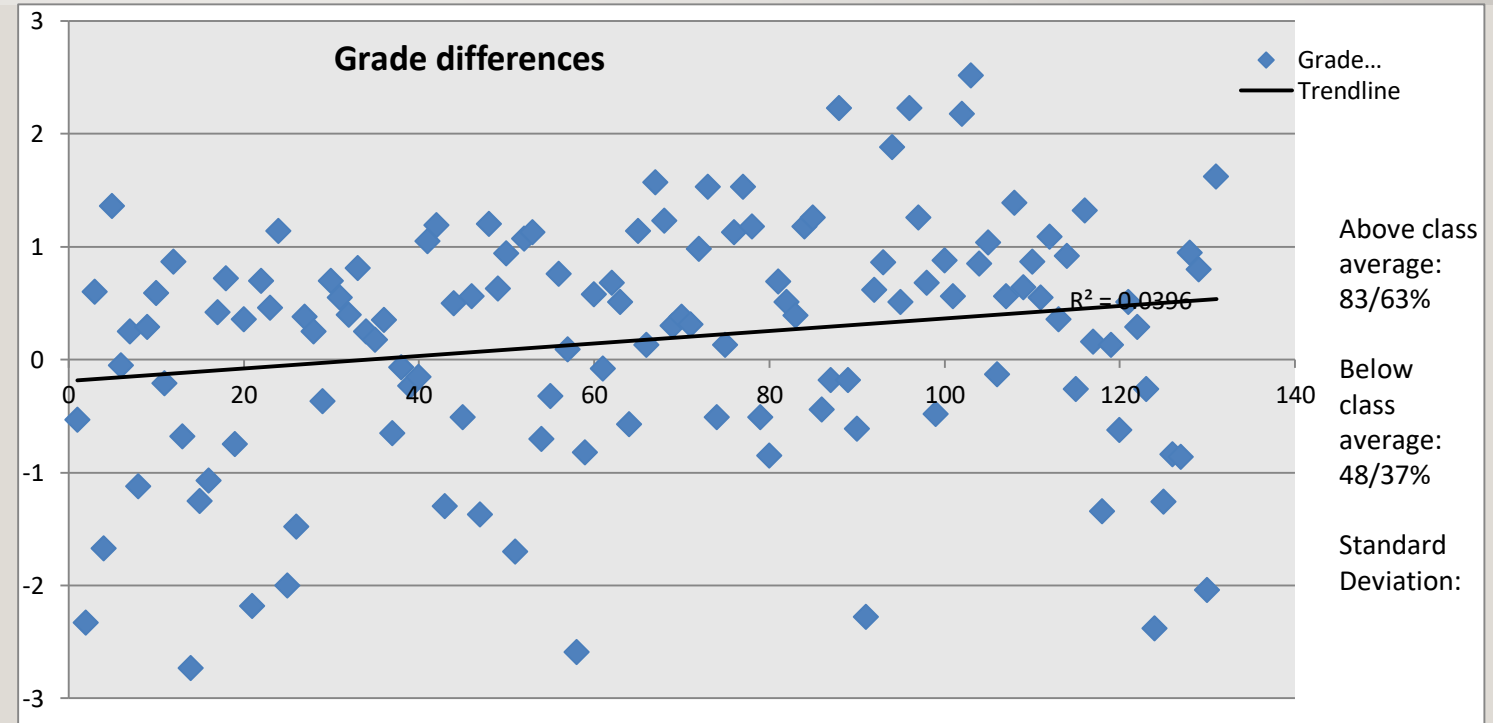
3-Year Average Retention Rate



CONTRIBUTION 6: GRADE IN THE TUTORED COURSE



■ Above:
■ Below:



MOST SUCCESSFUL TUTORING PRACTICES

- Affect (35)
- Communication (27)

“But it all turned out be in such a friendly atmosphere. If you do not know something you can easily ask any questions, and the atmosphere, the sensation is very warm and pleasant.”

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