

## FY 2016 Embedded Tutor Activities

The following table represents the embedded tutor activities for FY 2016. Embedded tutors were placed in all eCore math and science classes for all three semesters.

Summer 2015, Fall 2015, and Spring 2016: CHEM 1211K, CHEM 1212K, ENVS 2202, GEOL 1011K, MATH 1101, MATH 1111, MATH 1113, MATH 1401, MATH 1501, and PHYS 1211K.

Embedded tutors monitor the Tutor Talk discussion board topics, respond to questions, and make substantive posts on a weekly basis. The faculty member can also post on the Tutor Talk topic for student assistance. Embedded tutor postings can be useful for increasing student engagement inside the classroom.

Local embedded tutoring differs from Smarthinking Online Tutoring in these areas:

- 1) The embedded tutor is enrolled in the class and can respond to direct assignment questions.
- 2) In addition to the embedded tutoring responses, the professor can monitor the questions and respond, and other students can also monitor and respond.
- 3) The original question and responses are transparent and available to all students in the classroom.

Because of the transparency that the discussion board location lends, posts can be viewed by all students in the classroom and all students have an opportunity to benefit from the embedded tutor responses.

Embedded Tutor Posting Activities	Summer 2015	Fall 2015	Spring 2016	Total FY 2016
Total number of eCore Sections	109	297	322	728
Number of STEM Sections	25	79	81	181
Embedded Tutor Posts only in the Tutor Talk Discussion Topics	141	471	437	1049
All Posts in Tutor Talk Discussion Topics	610	1821	1199	3630

## eCampus Helpdesk

The eCampus Helpdesk supports eCore and eMajor prospective and current students, faculty, and staff. The Helpdesk is open during normal business hours and offers comprehensive support, including telephone, email, and instant message chat service. In FY2016, the call center answered over 9100 phones calls and approximately 450 chats.

Caller Type	Number of Calls	Percentage of Calls
Other	21	0.23%
Prospective Student	98	1.07%
Test Proctor	141	1.54%
Faculty	313	3.41%
Staff	1033	11.25%
Current Student	7575	82.51%
<b>Total</b>	<b>9181</b>	<b>100.00%</b>

