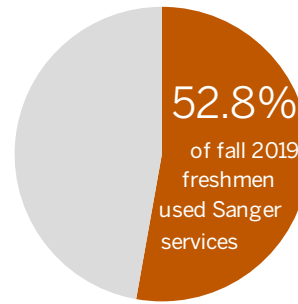


## STUDENT POPULATION SERVED

11,522  
unique students  
served



372  
student  
educators

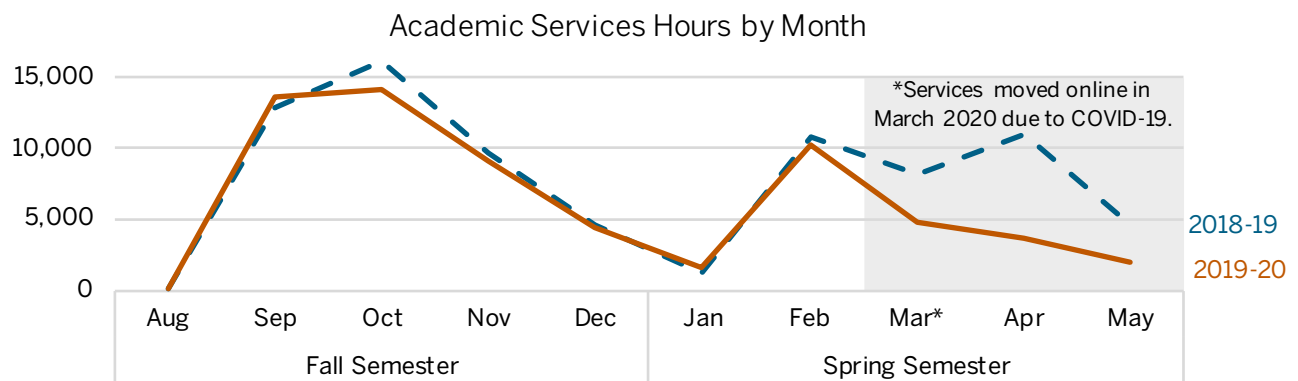


28%  
of Sanger users were  
first-generation college  
students

## SERVICES OFFERED

70,424 total academic service hours

838 hours of training to prepare 349 student educators to move online in March 2020



## OUTCOMES

Indicators of Online Tutoring Quality  
(n=76)

96% of students agreed/strongly agreed that the session was conducted in a manner that encouraged their active participation.

95% of students agreed/strongly agreed that their tutor asked appropriate questions to determine if they understood the material.

97% of students agreed/strongly agreed that their tutor listened attentively.

93% of students agreed/strongly agreed that their understanding of the material for which they needed tutoring improved as a result of this tutoring session.

"I was impressed this spring with how quickly Sanger adapted to online learning. The training that was put together for the Supplemental Instruction leaders was very useful and got them up to speed quickly."  
-Faculty Member

"I'm really thankful that Sanger tutors are still offering services online. This session was so helpful and it lowered my stress about the assignment I was having trouble with!" -Student

"This semester wasn't what I was expecting from my senior year but having our [training] meetings and seeing your emails made it a little easier." -Student Educator