



Wharton County Junior College

Proposed Agenda Item Board of Trustees Meeting

Complete this form and submit it to the Office of the President by noon on Friday, 11 days prior to the Tuesday evening meeting of the Board of Trustees. If this form does not provide enough space, you may use an expanded version *as long as you follow the format specified below.*

Date of Board Meeting: July 17, 2018 Date of This Proposal: July 9, 2018

SUBJECT:

Accept the proposal submitted by Pearson's Smarthinking to provide on-line tutoring services to assist students with writing assignments and homework tutoring while keeping up with individual access and hours connected at a rate of \$23.00 an hour.

RECOMMENDATION:

Accept the proposal submitted by Pearson's Smarthinking to provide on-line tutoring services to assist students with writing assignments and homework tutoring while keeping up with individual access and hours connected at a rate of \$23.00 an hour.

BACKGROUND/RATIONALE:

The College solicited proposals from on-line tutoring services. Three companies submitted proposals for evaluation. Smarthinking by Pearson's rate was \$23.00 an hour. Brainfuse proposed \$24.00 an hour and Tutor.com submitted an hourly rate of \$26.00. All three companies presented how tutors are provided and how the charges are calculated. Each company also provided explanations of how they billed for services and the different control features they have in place to monitor student usage. After evaluating all these aspects, the committee is recommending Smarthinking.

Estimated Cost & Budgetary Support (how will this be paid for?): Estimated \$55,000.00
Unrestricted Current Operating Budget for 2018 - 2019

RESOURCE PERSON(S) [name(s) and title(s)]:

Bryce D. Kocian, Vice President of Administrative Services
Leigh Ann Collins, Vice President of Instruction
Natalie Stavinoha, Retention Coordinator
Philip Wuthrich, Director of Purchasing


SIGNATURES:



Originator

7-9-18

Date



Cabinet-Level Supervisor

7-9-18

Date

PRESIDENT'S APPROVAL:



President

7-12-18

Date

Proposal criteria	Tutor.com	Brainfuse	Pearson Smarthinking
The College can secure sign-in using Wharton County Junior College authenticated accounts	Yes, through Blackboard	Yes, through Blackboard	Already have this
Your proposed system may integrate with Blackboard	Yes, has Blackboard Building Block	Yes	Already have this
24/7 availability is expected. Any comments regarding delivery of service.	Available 24/7/361; on demand and pre-scheduled; not available New Years, 4th of July, Thanksgiving and Christmas Day	Available 24/7/365; on-demand or scheduled appts; questions about live tutoring availability 24/7	Offers core tutoring services 24/7 year-round
The method must be 100% ADA compliant. What steps do you take to attempt to be ADA compliant.	Didn't fully address	Majority is compliant, accommodations could be made if needed; institutions who focus on ADA compliance use this product	Has already shown to be compliant
Tutoring for a wide variety of disciplines is desired. Please list the disciplines currently supported and any restriction on hours of availability.	70 subjects, including social sciences and career tutoring	70+ subjects, including social sciences, some test prep such as TEAS, also general study skills	50+ subjects, has online resources for many disciplines; offers career resume help

<p>There should be some sort of Writing Center for written assignment review and feedback to students. Explain</p>	<p>asynchronous review available, feedback within 12 hours; charged only for the minutes it takes to review; can impose a maximum review time</p>	<p>live or asynchronous reviews; ability to submit a paper from any mobile device; 24 hour review time</p>	<p>live or asynchronous reviews; 24 hour review time; metered to the minute</p>
<p>What ESL tutoring options are available.</p>	<p>provided in English language use, writing, reading, and speaking skills, as well as all levels of math, science and social studies during select hours</p>	<p>staff a team of tutors who have experience in every subject offered</p>	<p>Students can request review of written work by an ESL specialist 24/7; offers math in Spanish service 14 hours daily Sunday - Thursday, and 6 hours daily Friday and Saturday</p>
<p>Tutors must be able to communicate clearly with students. What steps are taken to ensure this?</p>	<p>based on student feedback, session reviews, mentor evaluation</p>	<p>offers on-demand and scheduled sessions, freehand drawing, text editing, instant messaging, screen printing, real-time file sharing, advanced math/science symbols, copy/paste, web-content sharing</p>	<p>Never had a problem with Smarthinking tutors</p>

<p>Please list the variety of monitoring/reporting options available to the College to help control usage and cost.</p>	<p>Monthly: number and length of sessions, subjects, number of sessions to a mobile device, among others; On-demand reports: Program snapshot, student usage, individual sessions, topic drilldown</p>	<p>hours used, total number of sessions by campus, zip code, or remote usage, usage trend analysis, amount of budget used, online writing lab submission and response statistics</p>	<p>Offers administrator dashboard; student satisfaction survey results; usage details; tutoring by week; student usage report; affiliate usage report; metadata reports; student taxonomy report; student alerts; student archives; will offer faculty referral</p>
<p>Please detail out all hardware and software costs associated with implementing your service complete with time estimates for installation, activation, and staff training. Estimate required lead time needed from time of order. Also state what College resources are required or needed to complete the installation.</p>	<p>10-15 day implementation; basically setting up a link through Blackboard</p>	<p>10 business days; basically setting up a link through Blackboard</p>	<p>Already installed</p>
<p>Cost or fees and maintenance for the service.</p>	<p>\$26/hour; not charged for no shows; metered to 1/100th of a minute; hours can be capped charged from beginning of session to end as noted in transcript</p>	<p>\$24/hour; only charges for interactions involving a tutor, other content and services are provided at no charge; live sessions billed in one-minute increments; writing lab submissions billed at 40 min/submission</p>	<p>\$23/hour 1st year; \$22/hour years 2 & 3; unused hours can roll over, time is metered to nearest minute; pre-scheduled sessions charged in 30-minute increments</p>