**Using TutorTrac Data to Inform and Manage Program Change**

Skye H. Mendes, University of Rhode Island

**Presentation Framework:**

1. Data you have
2. Student “wants”
3. Learning theory
4. Designing and managing change
5. Assessment

**TutorTrac Functions Mentioned in Presentation:**

* Integration with University system
* Centers
* Center Usage Data
* SI Comparison Report
* Attendance by Hour by Day Report
* Visit Export to CSV
* Consultant Specialties
* Search Appointments
* Multi-Person Availabilities
* Appointment Reminders
* E-mail Students
* Students By Appointment Status Report
* Student History
* Appointment Notes
* Search
* Lists
* Student Custom Fields
* Custom Status
* Favorite (and Automated) Reports
* Surveys
* Support and Training Package

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1. **Data you have**

What data do you have to at your disposal? What questions can you answer, and which ones remain that you would like to answer? Which pieces are you not sure how to report on? Do you know what’s working and if it is time for changes? Do you need more information and if so, what is it and how will you collect it?

1. **Student wants**

Do you know what your students really want? What are the challenges with your programs or pieces of feedback that you hear consistently? Based on the data you have, what are some ways you might better respond to the needs of students and their courses?

1. **Learning theory**

How can you navigate what students prefer while keeping in line with best practices? (Of course, in a perfect world the “wants” of students and andragogy come together!)

1. **Designing and managing change**

If it isn’t broken and doesn’t need much change, are there things you can do with TutorTrac to improve on what you’re already doing (e.g., using TutorTrac tools to increase attendance in those programs)? If you are considering changes, what are your program management concerns? Can you (or your colleagues) see any possible solutions or proactive steps to avoid pitfalls? What features in TutorTrac would help?

1. **Assessment**

What measureable outcomes are you hopeful for? How will you know if it worked? What reports can you run in TutorTrac?

**QUESTIONS FOR REDROCK:**

What are some specific questions you might address with a Redrock staff person?