

# Tutoring Services Unit Plan

## DATA ELEMENTS FOR STUDENT AFFAIRS/STUDENT LEARNING

### Enhances Student Engagement

05/06

06/07

07/08

Number of service contacts :Hours students registered for tutoring.

46,557	19,461	28,742
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Number of *duplicated* participants

Using a manual system of registering	New system of registration implemented Fall '06	
6,148	2,121	3,142

Demographics of individuals served

All credit students have access to the free drop-in tutoring offered on main campus.		
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Other evidence of enhancing engagement

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Narrative

Tutoring serves over 1,000 students each term, developing successful habits and increasing student success and persistence.		
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### Enhances Student Learning

Enhances one of the five CCSSE Benchmarks

(Active & Collaborative Learning, Student Effort, Faculty/Staff and Student Interactions, Academic Challenge, Support for Learners)

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Tutoring Services provides support for learners, and enhances student persistence. The past two times CCESE has been administered, the mean result of student satisfaction with tutoring has been substantially higher than other colleges.		
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Enhanced student persistence

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Other learning enhancement data

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<p>Narrative</p> <p><b><u>Enhances Student Satisfaction</u></b></p> <p>ACT student satisfaction data Somewhat or very satisfied</p> <p>CCSSE satisfaction data / Mean score compared to other colleges</p> <p>Other evidence of enhancing satisfaction</p> <p>Survey taken by 135 student using tutoring in all centers during spring 2008</p>			
	'04	'06	'08
	93.6%	91.29%	Not available
		+.28	+.28
	<p><u>Before tutoring:</u> 37% identified themselves as earning an A or B. 15% expected to earn non-passing grades.</p> <p><u>After Tutoring</u> 81% expected to earn A's &amp; B's 1% expected to earn a non-passing grade.</p>		

**DATA ELEMENTS FOR STUDENT AFFAIRS/STUDENT LEARNING**

	05/06	06/07	07/08
<b>Unit Efficiency</b>			
Faculty/Staff to student ratios relative to benchmarks			
Demand/capacity analysis (i.e. waitlists, complaints about access, etc.)	The computer lab in Tutor Central capacity has grown from 50% usage to 100% usage with a wait list maintained weekly.		
Total general fund budget	\$171,139.23	\$166,159	\$165,659.52
Budget from other sources (i.e., student fees, grants, etc.)	\$15,000 CP	\$4,000 CP \$4,600 Chambers Grant	\$15,000 CP \$5,737.5 Learn & Earn student workers
Other evidence of efficient use of resources			
Narrative	I apply for grants and use student workers as much as possible to extend our budget.		

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Unit Essentialness				
Essential to completing a business process with students				
Essential to an effective educational experience	Tutoring is proven as a best practice to enhance student success and retention. At Lane, student satisfaction is substantially higher than and other CCSSE surveyed colleges of the same size and quality. Lane provides a valuable service to our students.			
Legally mandated				
Other evidence of essential service				
Narrative				

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### Section III: Unit Planning Goals /Initiatives (by Division)

List 08/09 and 09/10 goals for the division as needed. Please note that you already have 08/09 planning goals/ data from last year, so bring forward as appropriate. Use data elements to inform goals.

**Complete this table with faculty/staff input by October 31, 2008 to Anna Kate with a copy to your Executive Dean.**

LIST GOAL-----	ACTIVITIES-----	TIMELINE-----	BUDGET IMPACT----
Implement CRLA Master class. This includes a mentoring component.	Offer the class for all tutors who have completed the advanced course.	Attained CRLA certification WI '08 Attained Curriculum committee approval.SP '09 Teach Winter 2010	None.
Streamline and simplify the hiring system for student and advanced tutors in all departments.	Create a flow chart of activities necessary to hire students and tutors. Distribute to coordinators in all areas.	By April 2009	None
Increase access to tutors for professional technical students, including: Nursing, Fabrication Welding, Computer Sciences	Hire 20 hours per week additional tutors for CS120 students. Hire 15 hours per week for Nursing students. Hire 5 hours per week for Fabrication Welding.	Clarify needs with depts. – Nov. 08 Submit initiatives –Jan 09.	\$15,000 from Carl Perkins funds.
Create a systemic way for students to evaluate tutors and the service	Explore the use of Banner course evaluations	By June 2009	None
Cooperate with First Year Experience development, to assure that tutoring is an integral part of new students' experience.	Participate in committee work with Title III	Ongoing	None.
Support LLC's goal of hiring a full time Writing Center Coordinator.			

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