

Section II & III Unit Planning Goals/Initiatives

Tutoring Services

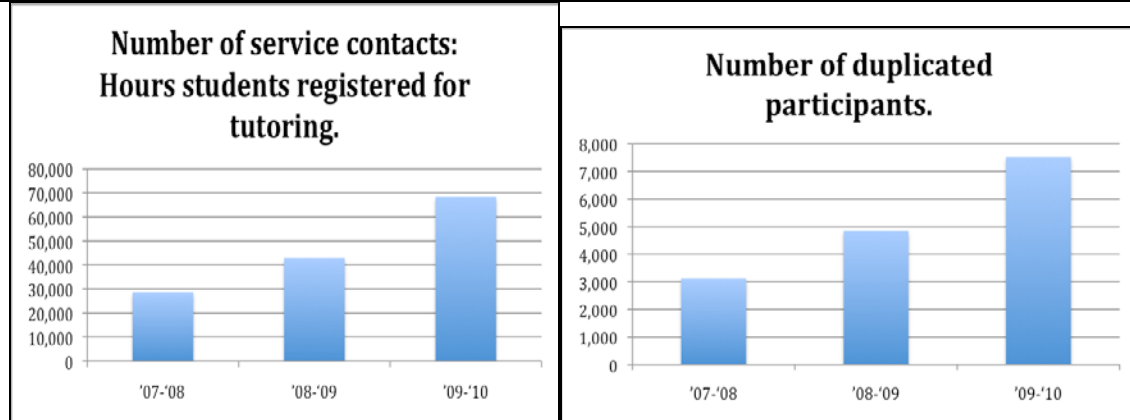
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Section II: Tutoring Services Data Elements

Data Elements for Student Affairs and Student Learning:

Enhances student engagement:

Detail	07/08	08/09	09/10
Number of service contacts: Hours students registered for tutoring.	28,742	42,975	68,473
Number of <i>duplicated</i> participants.	3,124	4,850	7,520



Enhances Student Learning:

One of the five CCSSE benchmarks for student learning includes “active & collaborative learning, student effort, faculty and student interactions, academic challenge, support for learners.” To increase the learning for peer tutors, Tutoring Services set the goal last year to hire more student workers to tutor. Peer tutors strengthen their own learning by helping others learn.

Detail	08/09	09/10
Percent of tutors hired who are students	30%	72%

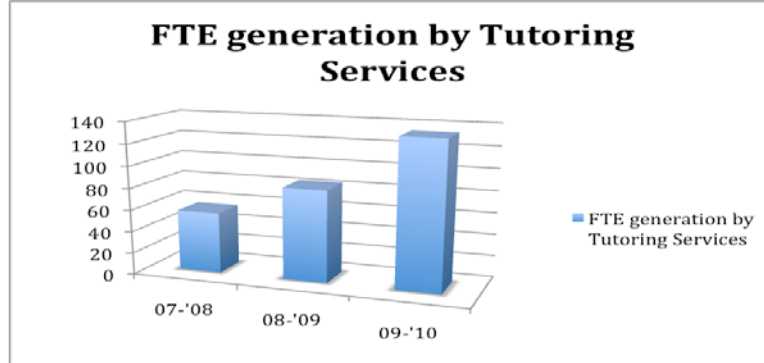
Unit Efficiency:

Detail	07/08	08/09	09/10
Faculty/staff ratios- FTE generated through student registration in Continuing Education non-credit, tuition-free supplemental studies classes for tutoring.	56.36	84.26	134.22

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Demand:

- The computer lab in Tutor Central is filled to 100% capacity almost all open hours.
- Wait lists for writing tutors exceed 45 minutes, during the morning hours.
- The Science Resource Room has approximately 100 individuals studying during day. This exceeds capacity.
- The Math Resource Room is filled to capacity, and has expanded into a group study room.
- 16% of Continuing Education FTE reflects Tutoring Services Supplemental Instruction

Budget:

Detail	07/08	08/09	09/10
Total General Fund	\$165,659.52	\$165,659.62	\$172,406 *
Budget from other sources	\$15,000 CP \$5,737 Learn and Earn student workers	\$15,000 CP \$5,737 Learn and Earn student workers \$800 Foundation for pencil purchase	\$15,000 CP \$3,782 Learn and Earn student workers \$19,635 SWAT increase

Notes: 10 community volunteer tutors contribute their time and expertise at no cost to the college.

* 09/10 included additional funds requested for tutoring because of enrollment increases

Unit Essentialness:

Tutoring is a proven best practice to enhance student success and retention. Students evaluate tutors every term with great satisfaction and comments regarding the effectiveness in helping to learn the material and succeed in coursework at an extremely higher level.

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Tutoring Services Goals: 2010-11 and 2011-12

Goal	Activities	Timeline	Budget Impact
Improve hiring instructions for Tutor Coordinators using the LEO hiring system. This will improve efficiency of using the competitive hiring practice.	Distribute updated communications and instructions to coordinators.	May, 2011	
Maintain access to tutors for all, including students enrolled in career-technical programs including Computer Sciences.	Hire 2 experienced tutors at \$9.20/hr for 30 hours per week for 41 weeks.	Initiative submitted January 25, 2011. Tutors begin working July 2011.	\$16,000 from Carl Perkins initiative request.
Create a systemic way for students to evaluate tutors and the service.	Add the tutor evaluation form to Tutoring Services Website. Continue to add Tutoring satisfaction questions to the CCSSE survey administered every other year.	April 2011 March 2011	
Collaborate with SAGA and subcommittees, to assure that tutoring is in all new students' experiences.	Continue work with First Year Experience and add Placement, Preparedness and Progression. (3-P's)	Ongoing	
Increase and improve communication and student resources	Update Tutoring Services website each term to include schedules, evaluations and free on-line tutoring links. Promote Tutoring through Lane Preview Night. Distribute Tutoring Services pencils.	April 2011 February 2011 September 2011	\$800 – Foundation grant.

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Advocate for full-time, year- round tutor coordinator in the Writing Center	Support LLCs efforts to explore strategies to find funding and support Writing Center coordinator.	Ongoing	Cost in coordinator personnel. Savings in administrative and security, judicial advisors and public safety
Contribute to field through professional development organizations.	Submit a proposal to present a workshop on tutor training activities at the CRLA National Conference.	Submit proposal April 2011 Present at conference Nov. 2011.	Travel budget and FPD.