Decentralized, But Highly Coordinated (Sometimes with Snacks)

By Bailey K. Smith
Director, Learning Assistance Center

Background

An ad hoc group of faculty, staff, and administrative coordinators of the tutoring and academic support centers on campus started meeting in Spring 2009 to discuss common issues affecting tutoring as well as sharing resources, getting to know each other’s programs, improving coordination of academic support for students, and strengthening our ability to work on a common enterprise as interdependent centers. We dubbed our group the Tutoring Coordinators Group.

After a couple of meetings, it became clear there was plenty for the group to do in addition to information and resource sharing. We quickly realized there were opportunities for us to do collaborative and cross-disciplinary projects allowing us to draw upon the resources we have in our areas. We’ve also received a lot of help along the way. For instance, Lisa DiDonato from the Research and Institutional Effectiveness Department has helped us in getting preliminary data for online tutoring. Chuong Tran in the Information Technology (IT) Department has been our guru when it comes to Argos reports. Margie Whalen, English Department professor, is always supportive of our tutoring efforts. And Rick Nguyen, now an employee of the IT Department, created the original designs for both the Tutoring Centers brochure and the Tutoring channel for the Mt. SAC portal.

To date the Tutoring Coordinators Group has accomplished the following:

1. Implemented a pilot project for online tutoring with the support of the Title V grant.
2. Created a report for faculty, with the help of IT, to find out if their students are participating in tutoring.
3. Created a comprehensive brochure describing all of the Mt. SAC Tutoring Centers (see the Centers’ information starting on page 3).
4. Developed a tutoring channel on the portal with information about campus tutoring (see the example on page 2).
5. Worked with supportive faculty to propose an ultimately successful resolution in the Mt. SAC Academic Senate to form a task force looking into tutor hiring policies, which became Resolution #2010-12 (http://www.mtsac.edu/administration/committees/academic/ uploads/10_12_Tutor_Hiring_Task_Force.pdf).
6. Started a process called Logic Modeling to create a unified plan for tutoring at Mt. SAC.

Challenges and Logic Modeling

Currently, the group is working to address a number of challenges that impact tutoring including:

1. already limited resources in terms of funding, space, and staffing;
2. constant changes in budget news;
3. increased student demand for tutoring; and
4. restrictions on tutor hiring.

Because of these challenges, the group believed it was important to establish a unified sense of where we are heading and how to get there. That’s why we started our latest project, a Logic Model for tutoring, which is in its draft stage. The Logic Model process helps create a
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plan by describing resources, activities, immediate outcomes, and long-term goals. For us those long-term goals involve maintaining a high quality tutoring workforce, strengthening our campus presence, and developing clear and meaningful data to help assess and continually improve our services.

If you are interested in Logic Modeling, a couple of links to refer to are:

http://bsili.3csn.org/files/2010/06/Program-Evaluation-template.pdf

Tutoring and the PIE Process

Each Center uses ePIE (the electronic version of the Planning for Institutional Effectiveness process or PIE) as part of their department or division. We all have SLOs and AUOs that we assess and we use those results for reports and resource requests. At this time, we don’t have a unified approach among the Centers with the PIE process; however, we are starting to talk about it.

Conclusion

Many of us in the Tutoring Coordinators Group serve different student populations and work in different disciplines and even divisions, but we all have the same purpose — to help students become successful, independent learners.

We will continue our planning, and snacking, with that goal in mind.

The Tech Ed Resource Center (TERC) is located in Building 28B, Room 106.

Learning Assistance Center (LAC) Tutorial Services is located in Building 6, Room 109.
Mt. SAC Tutoring Centers

The following represent the current college tutoring and academic support centers on campus.

**ACES Program**
The ACES (Achieving in College, Ensuring Success) is designed to assist low-income, first to attend college in family and/or disabled students obtain an Associate’s degree and transfer from Mt. San Antonio College to a four-year institution. ACES services focus on a holistic approach to student development and success. ACES services help students gain knowledge and skills necessary to achieve their educational goals and ultimately obtain a Bachelor’s degree.
Location: Bldg 9B, Student Services Building (2nd floor across from Financial Aid)
Contact: x4411, [http://www.mtsac.edu/students/aces/about.html](http://www.mtsac.edu/students/aces/about.html)

**American Language (AmLa) Tutoring**
AmLa Tutoring is for students in all American Language (credit ESL) classes. Tutors are certificated teachers of English as a Second Language. Two locations: Bldg 66-243 and by appointment in the Writing Center.
Location: Bldg 66 Room 243 and Bldg 26B Writing Center
Contact: x3432, [http://www.mtsac.edu/instruction/humanities/ama](http://www.mtsac.edu/instruction/humanities/ama)

**EOPS Tutoring**
Extended Opportunity Programs & Services (EOPS) tutoring is for students in the EOPS program, and assists students with all subjects. Tutoring is by appointment or drop-in. Monthly potlucks for participating students!
Location: Bldg 6 Room 108
Contact EOPS: x4500, EOPS Tutoring: x4690, [http://www.mtsac.edu/students/eops/](http://www.mtsac.edu/students/eops/)

**Language Learning Center (LLC)**
The LLC offers a wide variety of language learning materials for independent study, such as software, videos, recording equipment and other resources supplementing in-class textbooks and instruction. These are available for AmLa, Arabic, Chinese, ESL, French, German, Japanese, Sign Language, and Spanish.
Location: Bldg 6 Room 264
Contact: x4580, [http://llc.mtsac.edu](http://llc.mtsac.edu)

**Learning Assistance Center (LAC) Tutorial Services**
The LAC’s Tutorial Services provides one-on-one and group tutoring in multiple subjects, including math, writing, languages, science, and business. Students can drop in or make an appointment to see a tutor.
Location: Bldg 6 Room 109
Contact: x6605, [http://lac.mtsac.edu](http://lac.mtsac.edu)

**Math Activities Resource Center (MARC)**
The MARC offers free math tutoring to Mt. SAC students currently enrolled in Math 50 through Math 71. Various resources are available for in-lab and/or take-home use.
Location: Bldg 61 Room 1318
Contact: x5014, [http://marc.mtsac.edu](http://marc.mtsac.edu)

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Speech and Sign Success Center (SSSC)
The SSSC provides students with resources and technology to help them succeed in Speech and Sign Language and Interpreting classes. Students can videotape and review their speeches, meet with tutors for assistance with researching and writing speeches, use the computers, and complete sign language and interpreting exercises and assessments.
Location: Bldg 26B Room 1551
Contact: x6297, http://www.mtsac.edu/instruction/humanities/speechsign

Tech Ed Resource Center (TERC)
The Tech Ed Resource Center offers basic math, reading, and writing assistance to all students enrolled in any technology or health course as well as those enrolled in many of the Career Technical Education courses. In-center check out materials include: text books, calculators, rulers, and paper supplies.
Location: Bldg 28B Room 106
Contact: x4597, http://www.mtsac.edu/instruction/tech-health

Transfer-Math Activities Resource Center (T-MARC)
The Transfer-Math Activities Resource Center (T-MARC) offers free math tutoring to Mt. SAC students currently enrolled in Math 100 through Math 285. Various resources are available for in-lab use and/or take-home use.
Location: Bldg 61 Room 1314
Contact: x5389, http://marc.mtsac.edu

WIN (Student Athlete Tutorial Program)
The WIN Program is a tutorial center and study hall where student-athletes have the opportunity to complete homework assignments either individually, with a group, or with the assistance of a tutor. The program is specifically designed to prepare students to transfer to a four-year university and assist them in maintaining academic eligibility.
Location: Bldg 40 Room 103
Contact: x4239, http://athletics.mtsac.edu

The Writing Center
The Writing Center offers tutorial services and workshops that will improve your writing skills and help you with your assignments. Computers in the lab feature the latest word processing, Excel spreadsheet, and Internet search software, as well as access to library databases to support your research needs.
Location: Bldg 26B Room 1561A, (Behind the Wall Clock)
Contact: x5325, http://writingcenter.mtsac.edu