

Overview:

The Speech & Sign Success Tutoring Center, or SSSC, is designed to help students succeed in both Speech & Sign classes. Located in 26B-1551, the SSSC offers students tutoring (in-person and online), practice rooms (for recording presentations or recording signing), and study areas with computers and seating to meet with classmates.

Workshops on specific subjects or skills related to Speech or Sign are given throughout the week. We also have Drop-IN tutoring where a student can simply pop in (in-person or online) to meet with a tutor if they are available. We also take appointments, but only for in-person visits. All our online Drop-In tutoring is first come, first served (with a 30-minute limit which can be extended if no one else joins).

Additionally, in the SSSC, we offer students the ability to print up to 5 pages of free printing (SPCH or SIGN related) per day. We also have physical books and textbooks (SPCH and SIGN) if students need to consult a copy while in the center.

When students enroll in one of our two CRNs (we have CRNs for SPCH and SIGN), they will get a Canvas course with links to access the Zoom tutoring and workshop schedules as well as supplemental support materials (handouts, videos, and tutorial links). We are open in Spring 2022 from 9:00am to 6:00pm Monday through Thursday. An additional Friday workshop called Trilingual ASL Workshop (online only, and SIGN-specific) allows students to join to learn and discuss issues related to English-Spanish-ASL interpreting which is led by a part-time faculty member.

The physical center is staffed during the day by either a Coordinator or a Faculty Supervisor, and students will be able to meet with a tutor in-person in the SSSC, or online via Zoom from home or even in the Center 9 (if the in-person tutor is busy and the online tutor is available).

- **Number of sections your center has embedded tutors in:**
 - 0 currently
- **Number and range of workshops offered by your center**
 - **Speech: 19 workshops**
 - Topics include: Reducing Your Anxiety, Informative Topic Selection, Determining Your Main Points, Tips for Titling Main Points, Creating Introductions. Verbal Source Citations. Choosing & Using Visual Aids, Types of Outlines, Impromptu Speaking, Improving Your Delivery, Vocal Warm Ups. Persuasive Topics, Persuasive Appeals, Effective Gestures,

Effective Previews and Transitions. Works Cited Workshop, Library Encyclopedia Databases, Library Newspaper and Magazine Databases.

- **Sign: 13 workshops (based on course/skill level)**
 - 4 workshops for ASL Level 1 & 2
 - 4 workshops for levels 4, 5 & 6
 - 5 workshops for interpreting students
- **Number of tutors in recent years in your center who have completed CRLA-certified tutor training:**
 - 0, as we do in-house training and mentoring.
- **Number of computer stations in your labs:**
 - 4 dedicated exclusively to student use, and 4 computer stations in breakout rooms where tutors work with students (but one breakout is currently being used as a faculty office). Short answer: 4 computer stations. Since we are doing online tutoring from the center, the breakout room computers are often being used by tutors. We also have 2 laptops for student use at the study tables, but often a tutor needs to use one of them when a breakout room is unavailable.
- **Computer software and other technological support available in your center**
 - No special software, just standard MS Office applications. All our computers have built-in webcams for students to record speeches/sign language, as well as Zoom with tutors who may be online. This is a priority for any technology we use in the Center.
 - 4 breakout rooms where students can perform speeches (record or perform without recording, with or without a tutor watching) and practice (and record) sign language to submit for their professor or for tutor review.
 - Headsets with mics for students to use to eliminate noise from others in the center or to work online.
 - Tablets for tutors to use while working (also used to provide end-of-session surveys).
- **Staff available in your center (full-time, part-time, permanent, hourly)**
 - **Coordinators:**
 - Full-time (professor status, not full-time coverage): Professor Franklin Reynolds (12 LHE over the fall and spring, plus 1.2 LHE during intersessions to Coordinate the Center)
 - Part-Time: Professor Yvonne Moreno, Co-Coordinator (9 LHE over the fall and spring)
 - Note: No Permanent Staff, No Full-Time staff
 - **Faculty Supervisors** (Part Time faculty paid by SCE to supervise when Coordinators are not in the office):

- SPCH and SIGN (Varies; Approximately 4-5 based on coverage needs and availability of faculty, in addition to faculty's total teaching LHE which factors into their possible hours)
 - **Professional Experts:**
 - Speech: 1
 - Sign: 6
 - **Short Term Hourly:**
 - Speech: 3
 - Sign: 1
 - **Student Assistants:**
 - Speech: 0
 - Sign: 2
 - **HERRF-funded Front Desk Workers: 2**
- **Any ongoing assessments (SLOs/AUOs) and evaluations you have going on, especially if it's a part of your PIE**
 - AUO Evaluation for Spring 2022: Students will be satisfied with tutoring instruction and/or feedback.
 - Assessment Method: A survey is provided to each student after both in-person and online visits, allowing students to provide feedback on their level of satisfaction. They also get a chance to comment on specifics of their experience. In-person students are provided the survey on a tablet handed to them at the end of the session while online students get the survey sent in the Zoom chat (and are asked to fill it out before exiting the workshop or drop-in tutoring session).
 - 3 Survey Questions for both SPCH and SIGN students using the SSSC
 1. Please rate your satisfaction with the tutor's overall service with you today.
 2. My primary reason for attending today was for (SPCH or SIGN)
 3. Please share any specific feedback about your tutor or your overall experience.
 - Speech has been doing surveys multiple semesters (using the same questions).
 - Sample of student comments on the Satisfaction Survey from Spring 2022 term include:
 - More deeply understand the anxiety of speech, and it is good to know some skills of speech.
 - Very helpful and informative with providing tips on reducing anxiety when giving speeches.
 - So awesome experience. It is more than I expected. I really appreciate the help. I believe I will come often.
 - I felt that I really learned something from these workshops. The use of slides and videos helps visualize examples and the tutor is always happy to answer my questions. Overall very helpful experience.

- Diana is really helpful. She has so much patience
- SSSC helped me with my speech outline format. The help I received from the tutoring was above and beyond my imagination. The writers block that prevents students from writing a well structured speech outline is nonexistent here. I recommend anybody who wants to develop as a writer to stop by SSSC.
- My tutor was kind and patient while also providing ample help for my impromptu speech.
- She was very nice and helpful. Made me feel comfortable being in the tutor session.
- Great tutoring session. Typically go there for sign tutoring and it was nice how welcoming the speech tutors were as well. Will be coming back.
- Phenomenal tutoring

demonstration speech description of the speech speech delivery
 speech outline great Diana is really helpful great experience
 skills of speech speech helpful help informative speech
 Best tutor helps a lot Thank tutor speech anxiety
 speech in each assignment persuasive speech impromptu speech