Academic Support Coordination Quarterly Update to President's Cabinet

September 14, 2021

Dr. Romelia Salinas, Dean, Library & Learning Resources

Carlos Santana, Manager, Academic Support Coordination

Dr. Meghan Chen, Associate Vice President, Instruction

Dr. Madelyn Arballo, Provost

Agenda

1. Introductions
2. EAB Alignment - Romelia
3. Tutoring Usage Data - Carlos
4. SEAP Dashboard - Romelia
5. Faculty Advisory Board for Academic Support (FABAS) – Meghan
6. Fall 2021 RTC – Madelyn/ Carlos/ Romelia
    a. Tutoring Services Overview - Carlos
    b. Vaccination Verification Project Update-Romelia/Madelyn

EAB ALIGNMENT

- Academic Support Coordination Manager and Dean of Library & Learning Resources Division are participating in the planning an implementation workgroup for the EAB Early Alert Project by representing the academic support centers.

- Early Alert will positively impact increases in student traffic into academic support centers via faculty referrals that can be tracked for more accountability

- Early alerts will create additional visibility and awareness for academic support centers in students that could benefit the most if they get help

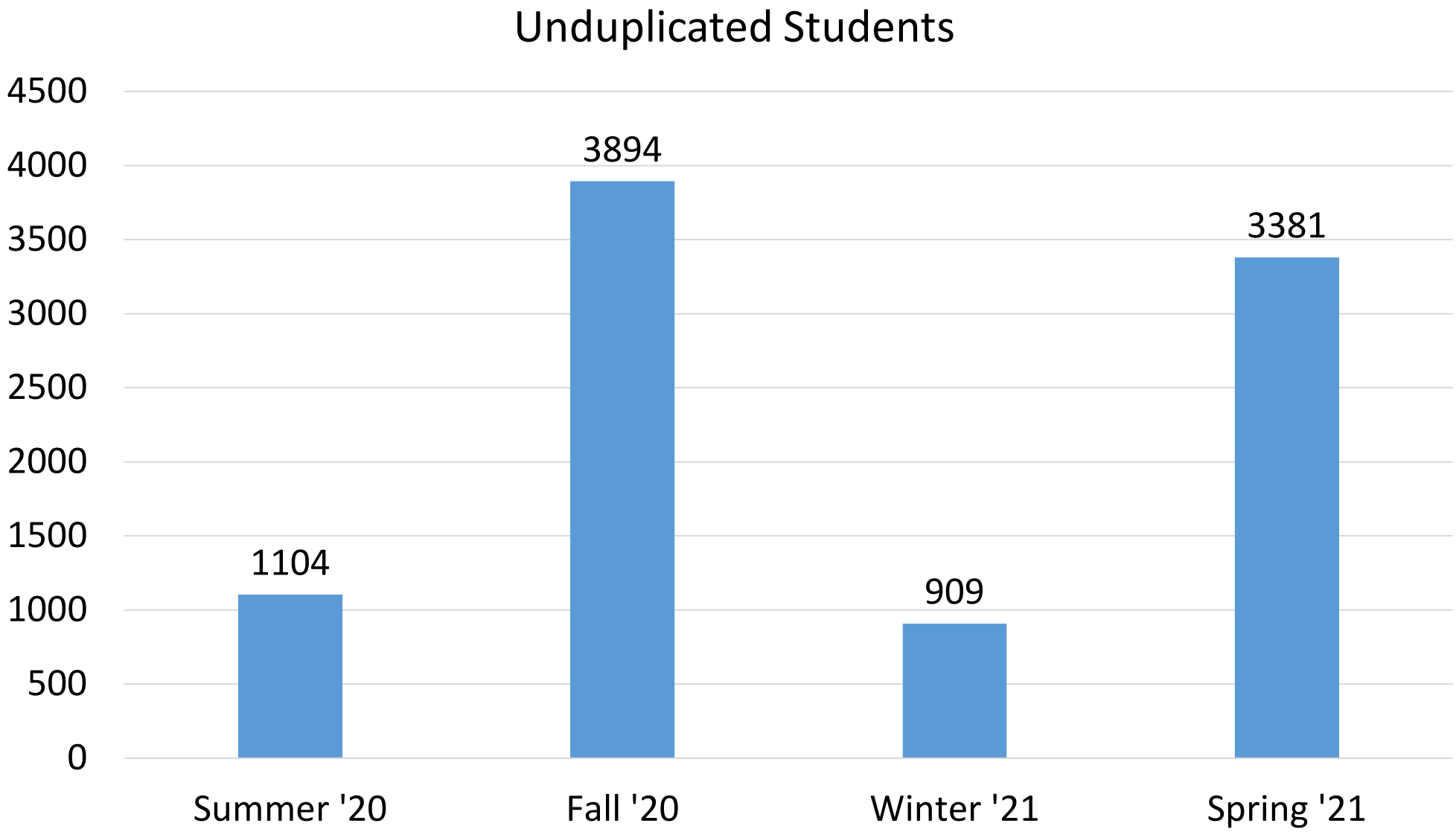
- Adds additional collaboration between faculty and academic support centers that will be observed by the students

Tutoring Usage Data

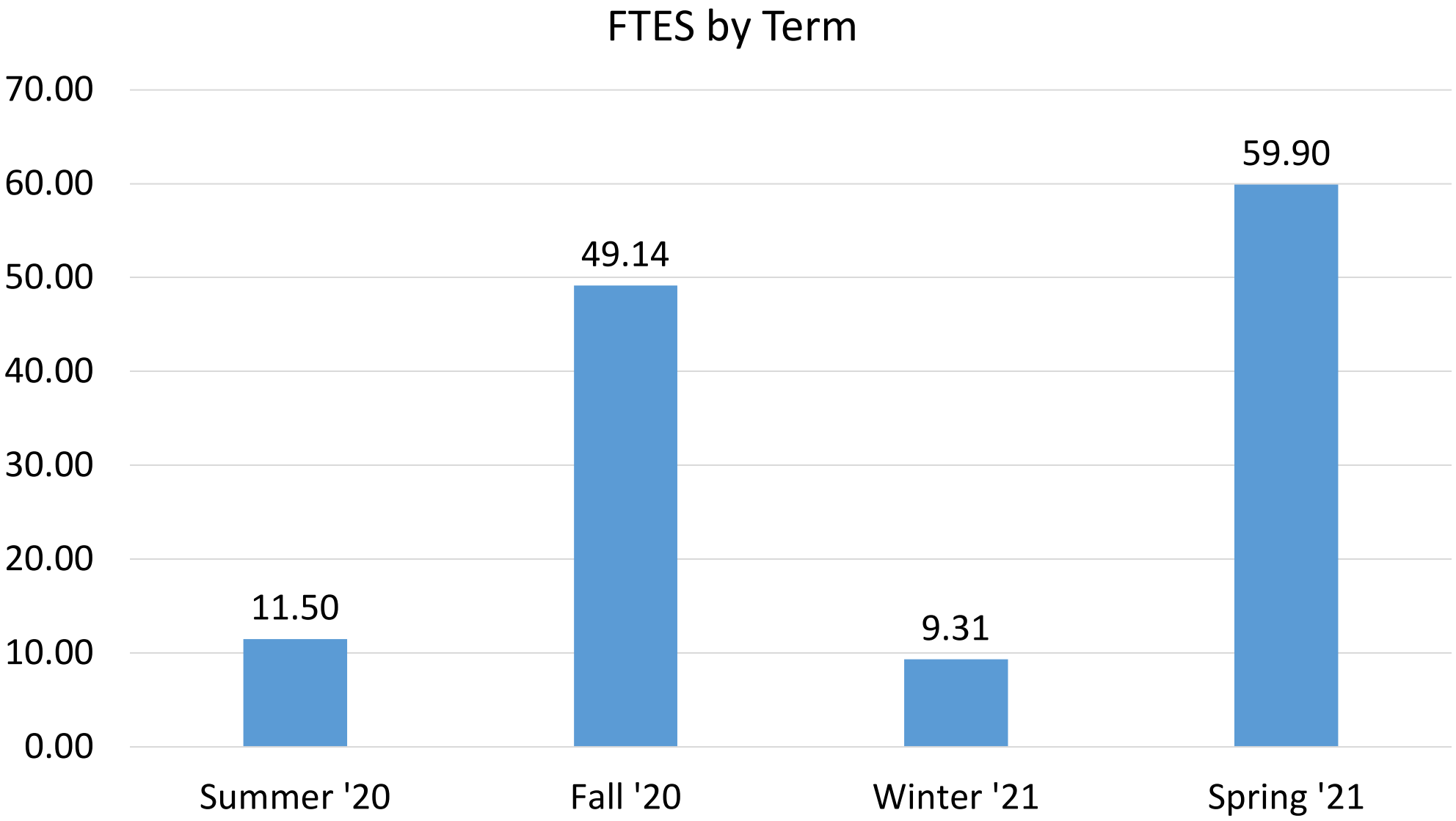
OVERALL TOTALS & AVERAGE WEEKLY TRANSACTIONS AY 2020-2021

Term	Total Transactions	Total Hours	Avg. Weekly Transactions
Summer 2020	5211	6037.87	869
Fall 2020	21981	25796.63	1374
Winter 2021	4328	4889	721
Spring 2021	27085	29262	1693

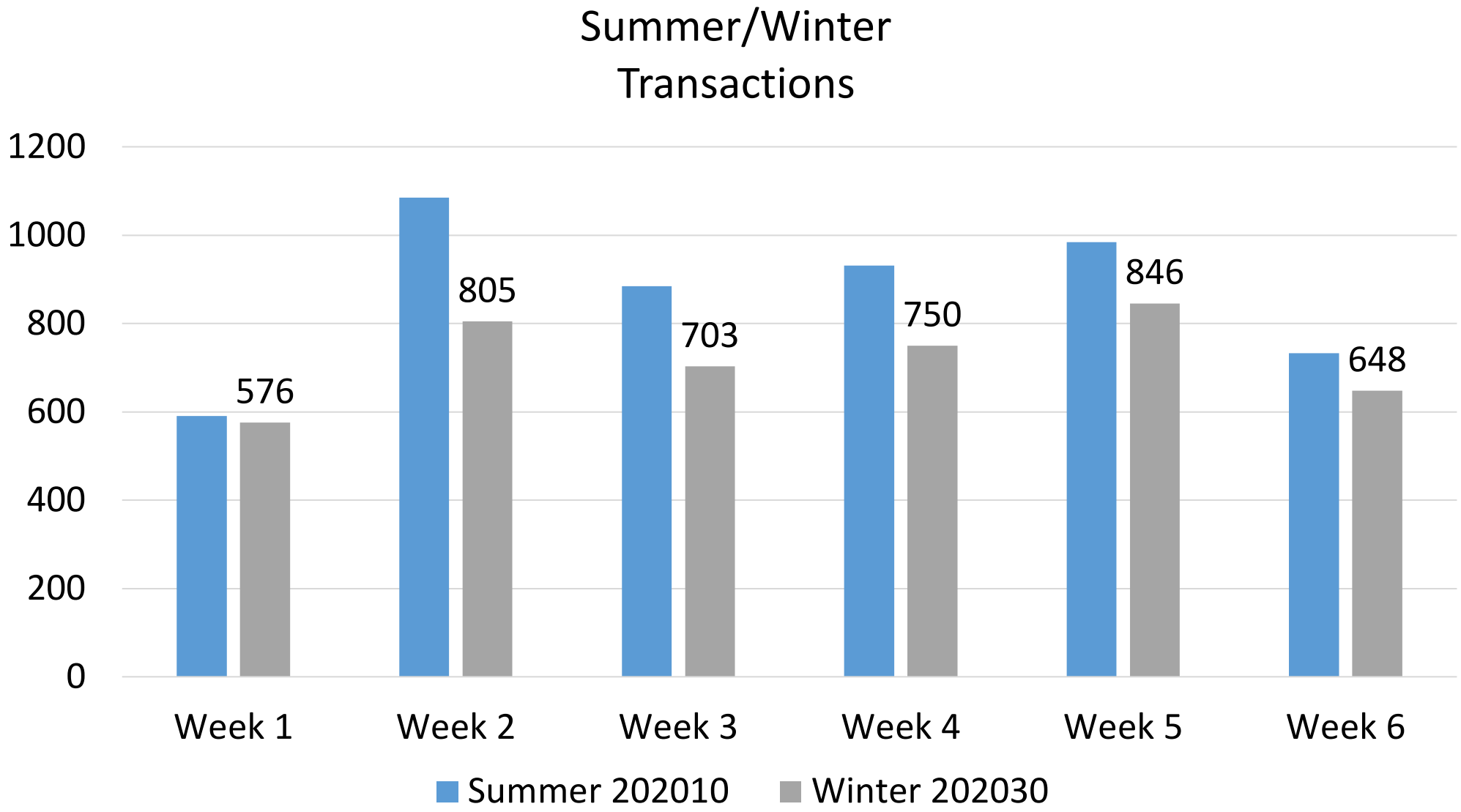
Usage Data


Unduplicated Students
4500
4000
3500
3000
2500
2000
1500
1000
500
0
1104
3894
909
3381
Summer '20
Fall '20
Winter '21
Spring '21

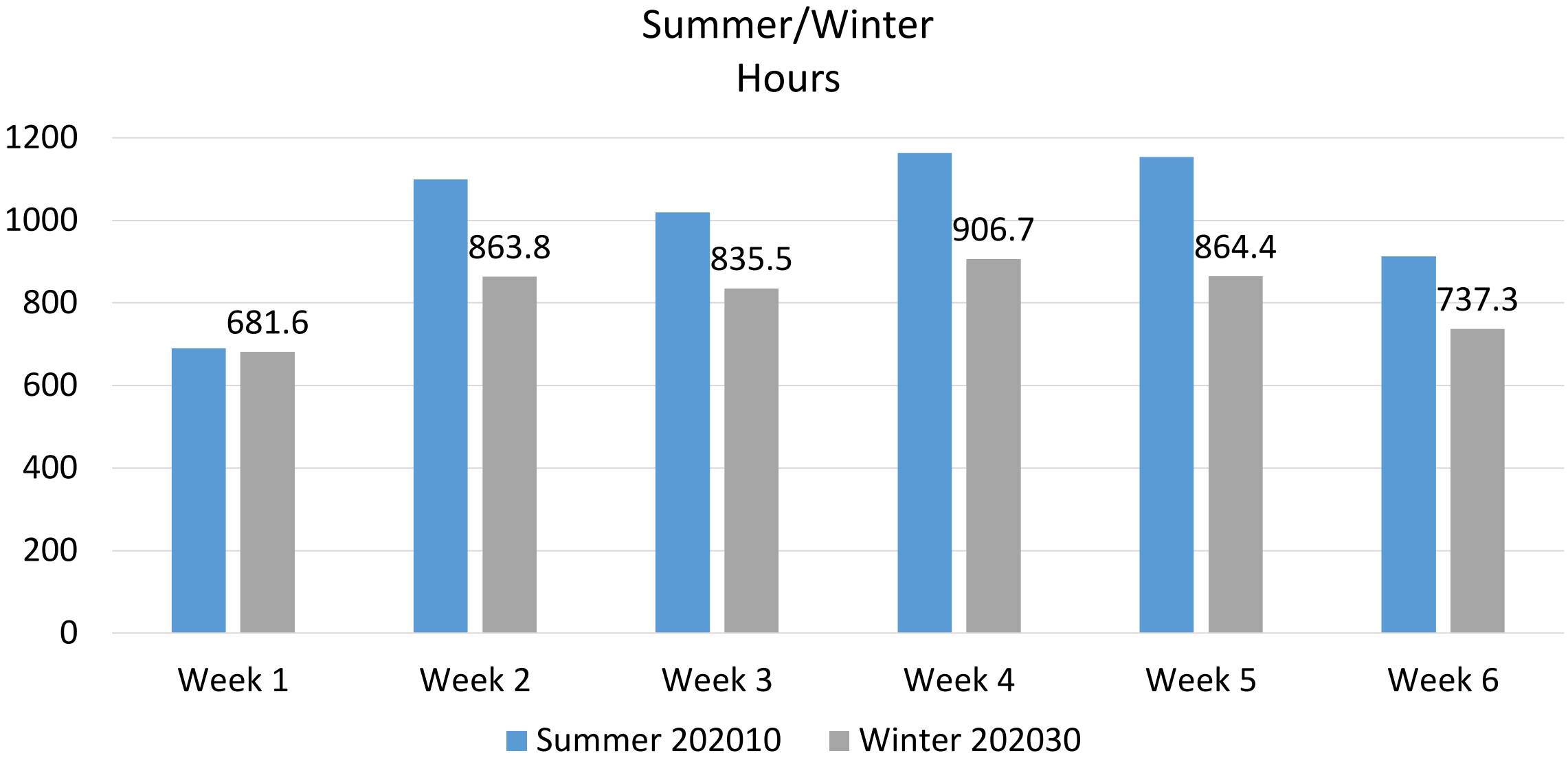
Usage Data


FTES by Term
70.00
60.00
50.00
40.00
30.00
20.00
10.00
0.00
11.50
49.14
9.31
59.90
Summer '20
Fall '20
Winter '21
Spring '21

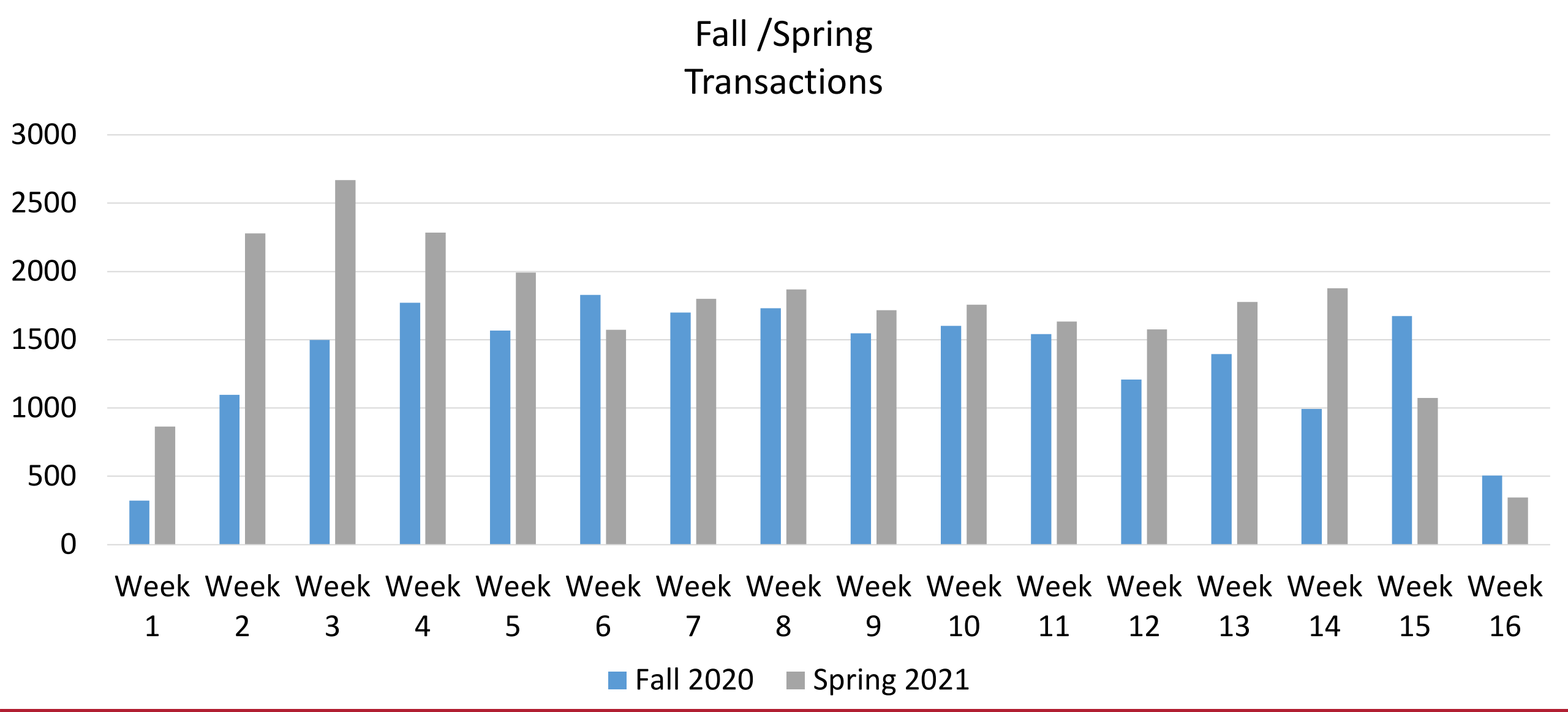
Usage Data


Summer/Winter
Transactions
1200
1000
800
600
400
200
0
576
805
703
750
846
648
Week 1
Week 2
Week 3
Week 4
Week 5
Week 6
Summer 202010
Winter 202030

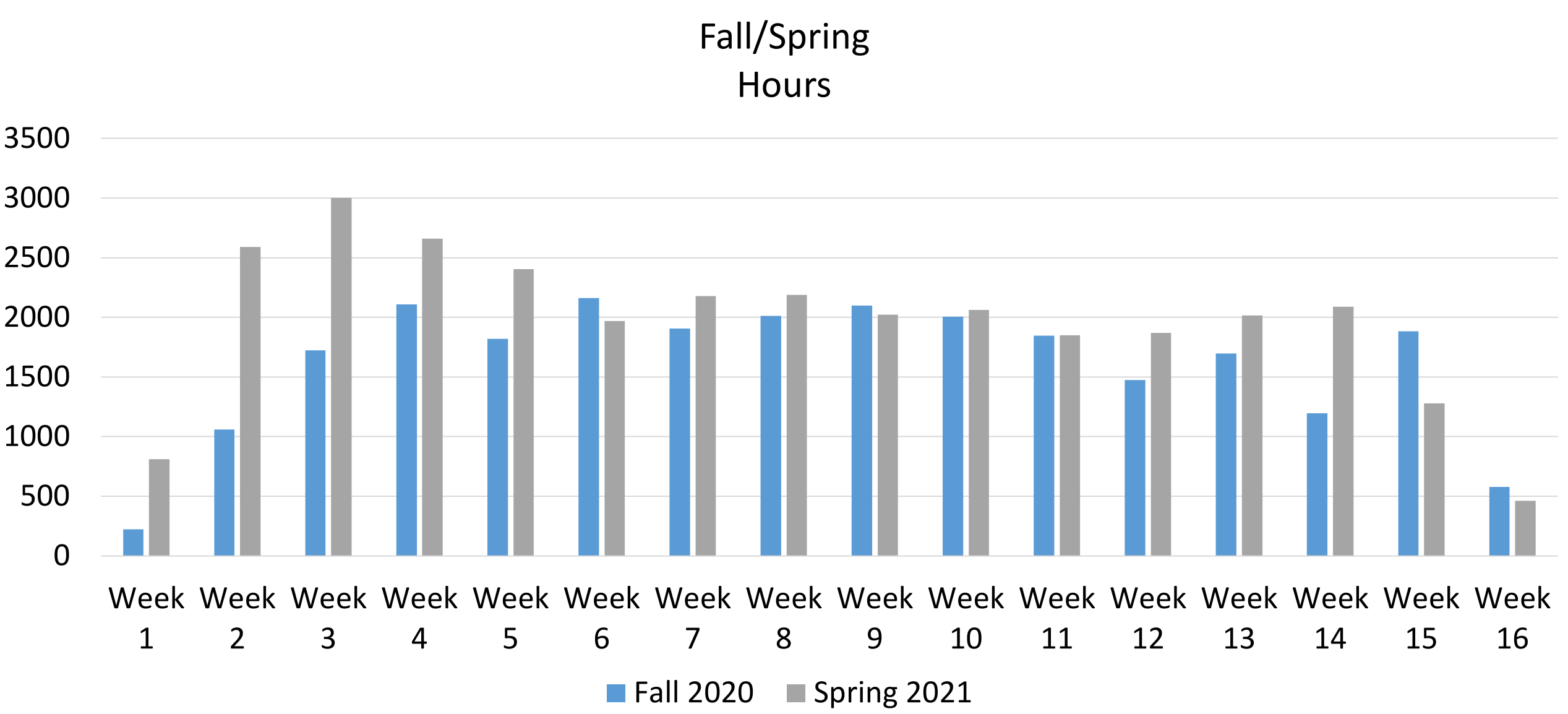
Usage Data


Summer/Winter
Hours
1200
1000
800
600
400
200
0
681.6
863.8
835.5
906.7
864.4
737.3
Week 1
Week 2
Week 3
Week 4
Week 5
Week 6
Summer 202010
Winter 202030

Usage Data


Fall /Spring
Transactions
3000
2500
2000
1500
1000
500
0
Week 1
Week 2
Week 3
Week 4
Week 5
Week 6
Week 7
Week 8
Week 9
Week 10
Week 11
Week 12
Week 13
Week 14
Week 15
Week 16
Fall 2020
Spring 2021

Usage Data


Fall/Spring
Hours
3500
3000
2500
2000
1500
1000
500
0
Week 1
Week 2
Week 3
Week 4
Week 5
Week 6
Week 7
Week 8
Week 9
Week 10
Week 11
Week 12
Week 13
Week 14
Week 15
Week 16
Fall 2020
Spring 2021

SEAP Retention Dashboard

- Centers are measuring two common metrics as part of the SEAP workplans
  - Retention
  - Completion of transfer English or math

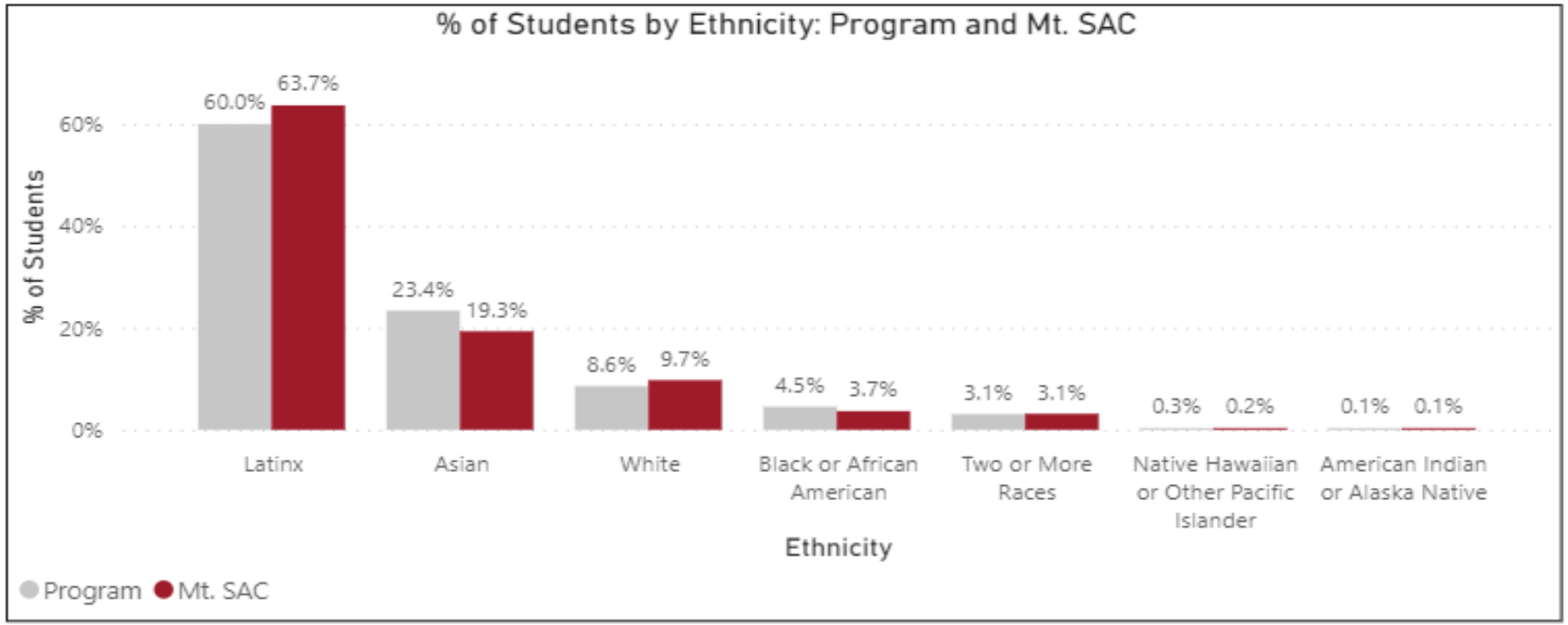
- RIE created dashboard to generate preliminary outcome data to Centers in August 2021

- Excellent work by RIE on alignment of metrics and equity-focused outcomes

- Preliminary outcome data provides gender and ethnicity by term with additional demographics being added for 21-22 workplan to include age, 1st gen status, and pell grant data.

Demographic Profile Comparison

-ARTS--ASAC--MARCS--SSSC--STEM Center--TERC--WC--WIN-



Term

- Select all
- Fall 2018
- Fall 2019
- Fall 2020

Gender

- Select all
- Female
- Male
- Unknown

Program ⓘ

All

Program

Ethnicity	Selected Program	Selected Program %
American Indian or Alaska Native	38	0.1%
Asian	7003	23.4%
Black or African American	1355	4.5%
Latinx	17982	60.0%
Native Hawaiian or Other Pacific Islander	93	0.3%
Two or More Races	921	3.1%
White	2567	8.6%
Total	**29959**	**100.0%**

Mt. SAC

Ethnicity	Mt. SAC	Mt. SAC %
American Indian or Alaska Native	122	0.1%
Asian	17118	19.3%
Black or African American	3250	3.7%
Latinx	56388	63.7%
Native Hawaiian or Other Pacific Islander	217	0.2%
Two or More Races	2789	3.1%
Unknown	43	0.0%
White	8622	9.7%
Total	**88549**	**100.0%**

Note: Groups with less than 10 students are not shown. Therefore, the percentage totals may not equal 100%.

Return

Fall to Spring Retention

-ARTS--ASAC--MARCS--SSSC--STEM Center--TERC--WC--WIN-

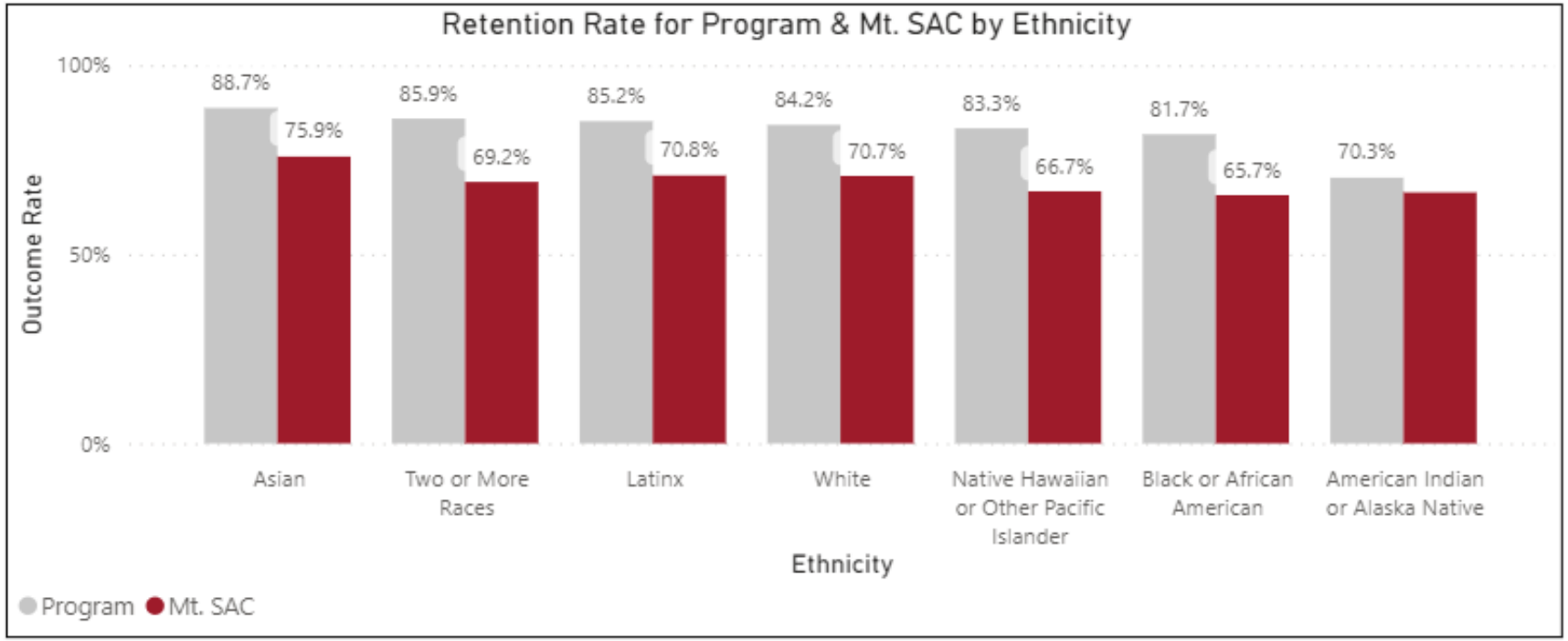
Overall Program Retention
85.8%

Overall Mt. SAC Retention
71.5%

Percentage Point Difference in Retention
14.3%

Overall Rates: Show | Hide

Click for Counts & Rates



Academic Year
- Select all
- Fall 18 to Spr 19
- Fall 19 to Spr 20
- Fall 20 to Spr 21

Gender
- Select all
- Female
- Male
- Unknown

Program
All

Program

Ethnicity	Program Retention	Overall Program	Program PPG
American Indian or Alaska Native	70.3%	85.8%	-16%
Asian	88.7%	85.8%	3%
Black or African American	81.7%	85.8%	-4%
Latinx	85.2%	85.8%	-1%
Native Hawaiian or Other Pacific Islander	83.3%	85.8%	-2%
Two or More Races	85.9%	85.8%	0%
White	84.2%	85.8%	-2%
Total	**85.8%**	**85.8%**	**0%**

Mt. SAC

Ethnicity	Mt. SAC Retention	Overall Mt. SAC	Mt. SAC PPG	Gap Count	DI
American Indian or Alaska Native	66.4%	71.5%	-5%	5.66	N
Asian	75.9%	71.5%	4%	-647.60	N
Black or African American	65.7%	71.5%	-6%	166.51	Y
Latinx	70.8%	71.5%	-1%	334.72	N
Native Hawaiian or Other Pacific Islander	66.7%	71.5%	-5%	9.45	N
Two or More Races	69.2%	71.5%	-2%	57.46	Y
Unknown	27.0%	71.5%	-44%	16.46	Y
White	70.7%	71.5%	-1%	57.34	N
Total	**71.5%**	**71.5%**	**0%**	**0.00**	**N**

Note: Groups of less than 10 students are not shown. Therefore, the total for "Program Retention" may not match "Overall Program" Retention Rate.

Note: Groups are highlighted in red if disproportionate impact (DI) exists.

https://mtsac0.sharepoint.com/SitePages/SEAP-Dashboard-for-Instruction-Programs.aspx

Faculty Advisors for Academic Support

Faculty Advisory Board for Academic Support (FABAS)

- Established in Spring 2021
- Appointed by Academic Senate: co-chaired by Dianne Rowley (Learning Assistance) and Pauline Swartz (Library)
- Diversity of disciplines represented: Maya Staylor-Boehner (Communication), James Thomas (English), Jimmy Tamayo (Math), Phil Wolf (Physics), Donna Necke, Michael Ngo (Continuing Ed), Shazia Aziz (Tech Ed.), CLS Feguson (Speech Com), John Miller (Physics)
- Working on promoting academic support as part of learning and normalizing help-seeking behaviors
- Connecting Academic Support work to Retention and Persistence Committee thereby becoming part of the shared governance process
- Engage FABAS in Early Alert messaging/ training to promote positive/affirmative experiences for students

Tutoring Services Overview

- 11 Unique Academic Support Centers captured in data
  - 2 additional centers will complete workplans and be added to the data collection this fall:
    - Health Careers Resource Center & Mountie MakerSpace

- Getting to know the centers and their operational structures, spend time with the staff/ faculty to get to know the key players, and facilitated information sharing in the return to campus process.

- 10 of the academic support centers are offering online services this Fall in addition to face-to-face services to prepare for COVID issues and large numbers of students still taking classes online.

- 11 academic support centers are available for face-to-face tutorial services at this time.

- NetTutor continues to be available 24/7 as an additional resource for our students.

- Future of online tutoring at Mt. SAC

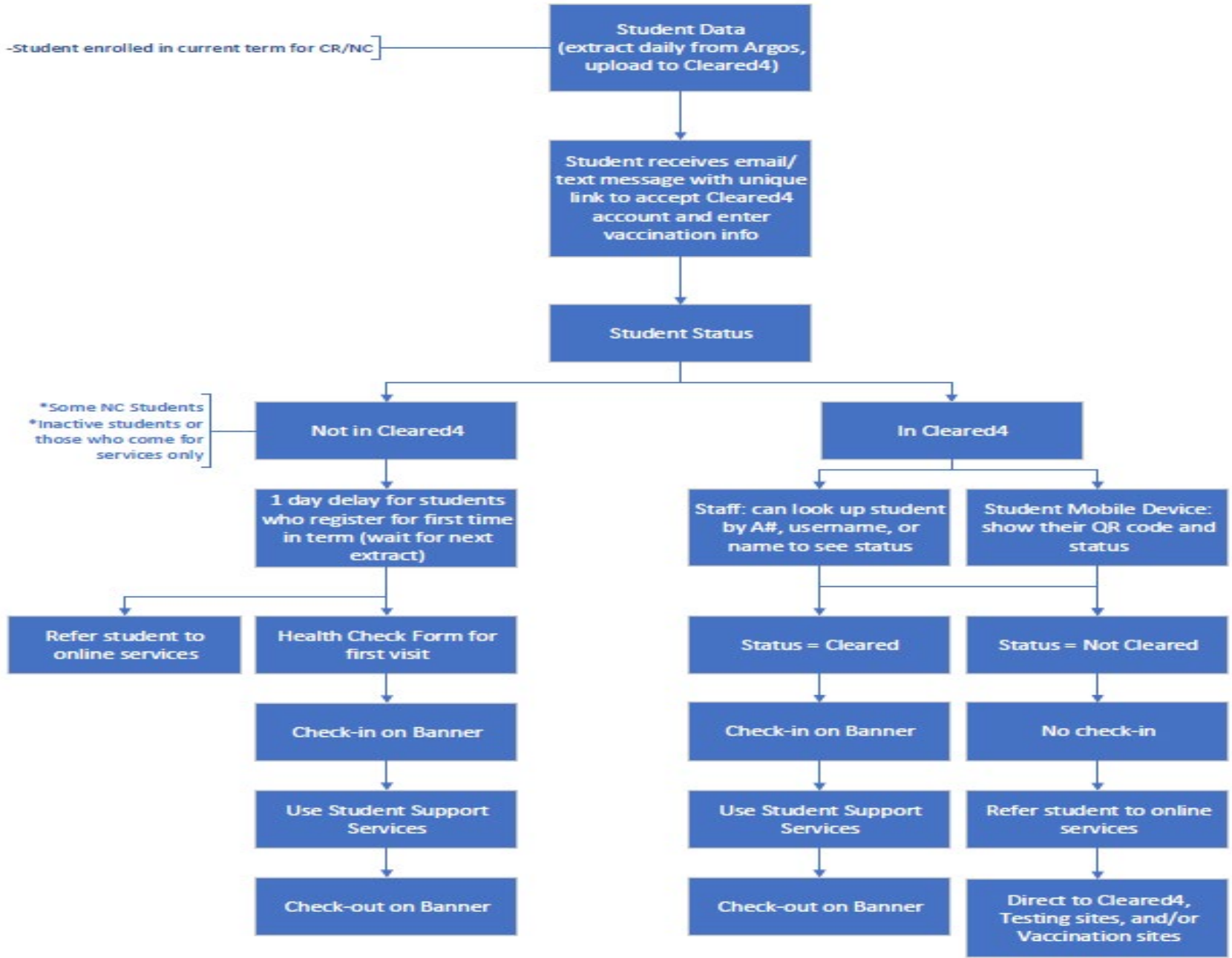
FALL 2021 RTC

Vaccination Verification Implementation – CLEARED4

- Scheduled pre-training meetings with each tutoring center to discuss CLEARED4 implementation; Instruction, SCE, Student Services, IT, Marketing, and Events Services involved
- Scheduled 2 training sessions on 9/9/21 & 9/10/21 (75+ attendees at both sessions)
- Training session attendees were a combination of representatives from academic support centers, library, student services centers, and other points of entry.
- Technology and HEERF funding for staffing may be needed to support implementation.
- Currently collaborating with the Marketing Team to implement a communication strategy that includes flyers, posters, and social media.

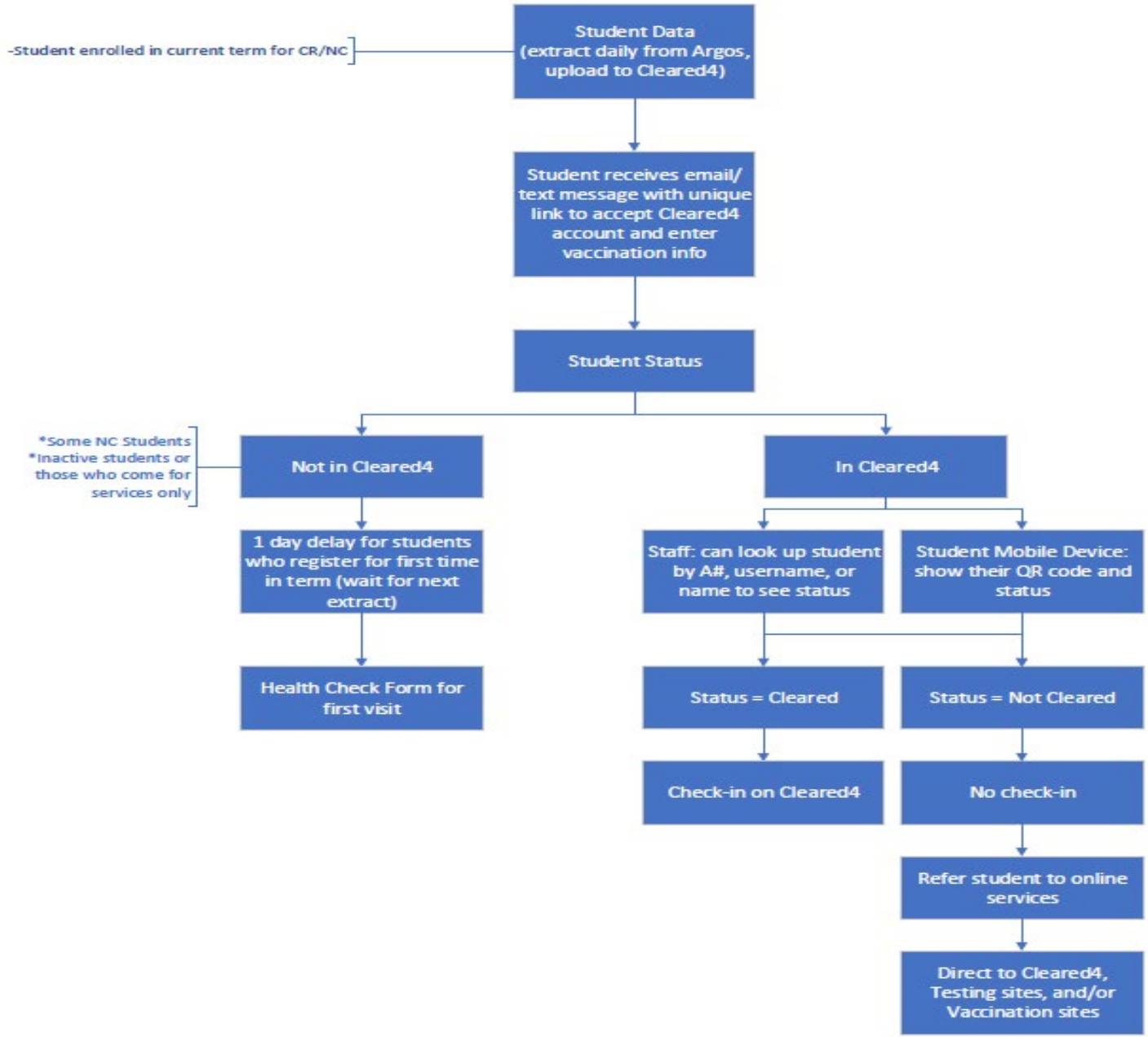
Vaccination Verification Flowchart – Student Support Centers

9.9.21



Vaccination Verification Flowchart – Library, Student Services, Other Points of Entry

9.9.21



THANK YOU!