

Academic Support Center Alignment

Following a tutoring coordinators' retreat, five workgroups were formed to address consistency and alignment on five key themes. Deans and assistant deans volunteered to lead each group, and student services staff, faculty, and administrators are being encouraged to participate.

Tutoring Outcomes/Assessment for Effectiveness:

Leaders: Sarah Plesetz (primary), Mark Lowentrout (backup).

- a. inconsistency across tutoring centers: methods for tracking students, metrics, outcomes, etc
- b. funding drives assessment

Budget/PIE:

Leaders: Madelyn Arballo (budget), Meghan Chen (PIE)

- a. not all tutoring centers do PIE (no PIE = no slice of PIE)
- b. some good data but not consistent or aligned institutionally
- c. unclear tie between PIE and resource allocation; decisions not transparent, no feedback loop to units

Hiring Policies and Procedures:

Leaders: Michelle Sampat (primary), Romelia Salinas (backup)

- a. no consistent hiring documents and processes across centers; paper-heavy – digitize hire documents
- b. lack of clearly defined roles and responsibilities for centers' staff and HR related to document verification (e.g., I-9)
- c. inconsistent pay rates used, creates inadvertent pay differences among centers for the same work

Tutor Training:

Leaders: Karelyn Hoover (primary), David Charbonneau (backup)

- a. lack of coordination on trainings; not all centers require their tutors to be trained.
- b. a culture of silos

Marketing:

Leaders: Liza Becker (primary), John Vitullo (backup)

- a. information and messages (methods) are not reaching the audience; too many webpages, broken links
- b. need to focus on positive messaging, not deficit-minded messages to students
- c. integrate success data; highlight student success stories; increase student voices