

## Workgroup Progress - Highlights

Outcomes	Budget/PIE	Hiring	Training	Marketing
<p>Gathering information about tutoring centers' data collection and outcomes via a survey. Some centers responded.</p> <p>Results so far: Four largest centers collect data on tutoring and impact on student retention and success:</p> <ul style="list-style-type: none"> <li>Academic Support &amp; Achievement Center (ASAC)</li> <li>Math Activities Resource Center and T-MARC</li> <li>Speech and Sign Success Center (SSSC)</li> <li>The Writing Center</li> </ul> <p>Data elements include:</p> <ul style="list-style-type: none"> <li>Success over time</li> <li>Demographics</li> <li>Overall retention</li> <li>Course grade</li> <li>Grade distribution of tutored vs. non-tutored</li> <li>Hours logged in tutoring</li> </ul>	<p><i>Budget</i></p> <ul style="list-style-type: none"> <li>identifying accounts that fund tutoring (general and categorical)</li> <li>discovering how accounts are used on hiring documents to pay tutors</li> </ul> <p><i>PIE</i></p> <p>Identify tutoring centers' participation in the PIE process</p>	<ul style="list-style-type: none"> <li>Review tutoring job descriptions and pay rates used at tutoring centers</li> <li>Review supervision of tutors at tutoring centers</li> </ul>	<ul style="list-style-type: none"> <li>Provide integrated tutor training, e.g. employee orientation, sexual harassment awareness, emergency protocols, and cultural sensitivity</li> <li>Explore a non-credit tutoring certificate as the standard tutor training</li> <li>Articulated a need for standard practices on hiring and compensation across tutoring centers</li> </ul>	<ul style="list-style-type: none"> <li>Tutoring Day (Fair) in third week of fall and spring terms to promote all centers with student volunteers talking about tutoring; students can make appointments with counselors and tutors.</li> <li>Survey tutoring centers for resource needs to participate in Tutoring Day Fair.</li> </ul> <p>Additional ideas:</p> <ul style="list-style-type: none"> <li>Integrate tutoring centers info and a tour in New Faculty Seminar</li> <li>Use centralized calendar (LiveWhale) for events and workshops</li> <li>Use Student Ambassadors to reach students</li> </ul>

## Next Steps

Outcomes	Budget/PIE	Hiring	Training	Marketing
<ul style="list-style-type: none"> <li>Follow up with tutoring centers that have not responded to the survey</li> <li>Analyze results and present thematic findings for recommendations on shared standards and practices</li> </ul>	<ul style="list-style-type: none"> <li>Deploy the PIE survey and analyze results by 1/31/19.</li> <li>Ascertain the total investment in tutoring by 1/31/19</li> </ul>	<ul style="list-style-type: none"> <li>Identify spectrum of pay rates used at 12/5/2018 meeting</li> <li>Develop recommendations at 12/5/2018 meeting</li> </ul>		<ul style="list-style-type: none"> <li>Identify tutoring centers' resource needs by 1/31/2019 for Tutoring Day</li> <li>Plan Tutoring Day Fair for week of 3/11/19.</li> </ul>

Academic Support Leaders	Chen	Arballo
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Workgroups	Primary	Backup
Outcomes	Plesetz	Lowentrout
Budget/PIE	Lara	Salinas
Hiring Procedures	Sampat	Salinas
Training	Hoover	Pearson
Marketing	Becker	Vitullo

### The Big Group's Next Steps:

1. Hold two meetings (January & February) to share each group's work progress and any results including recommendations for reaching alignment and consistency
2. Take action on what we can do now to connect students to tutoring
3. Invite experts from areas related to the groups' work to participate as appropriate; continue to welcome additional participants in the groups
4. Leaders of the five groups need to meet to ensure clarity of work scope, to address overlap, and to have a shared understanding of our work