

Academic Support Coordination Quarterly Update for President's Cabinet

January 19, 2021

Dr. Meghan Chen, Library Learning Resources

Dr. Madelyn Arballo, School of Continuing Education



Agenda

1. Usage and Student Demographics (Fall 2020)

2. Data and Functionality

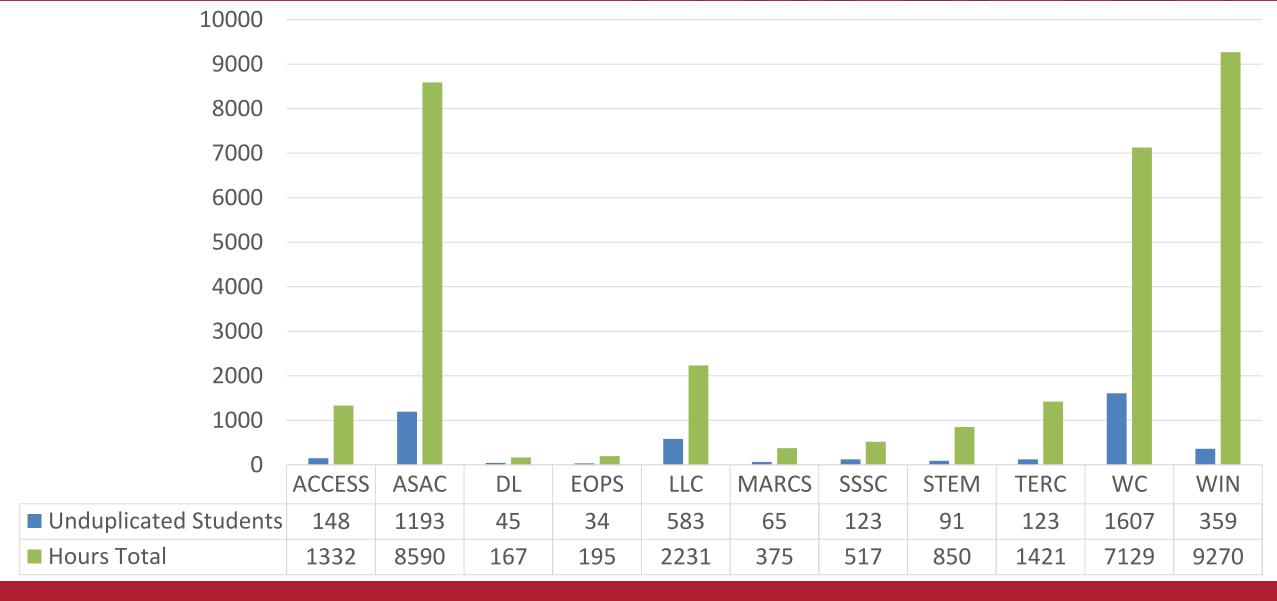
3. SEAP Work Plans and Budget Stability

4. Academic Support Manager

5. Tutor Training

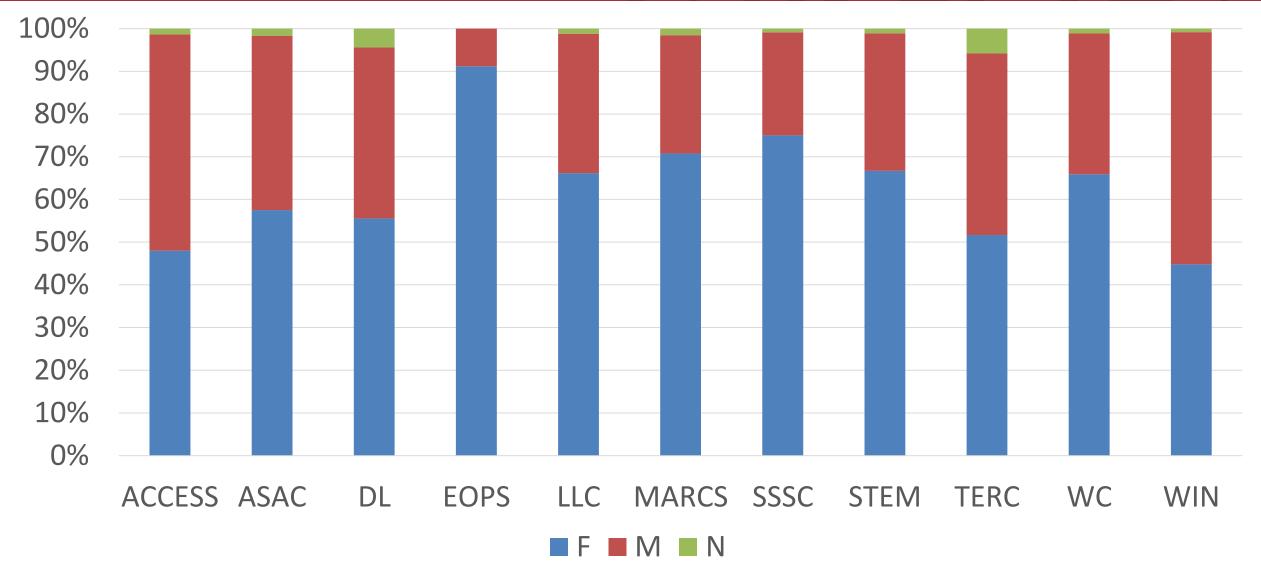


Fall 2020 Hours and Unduplicated Students



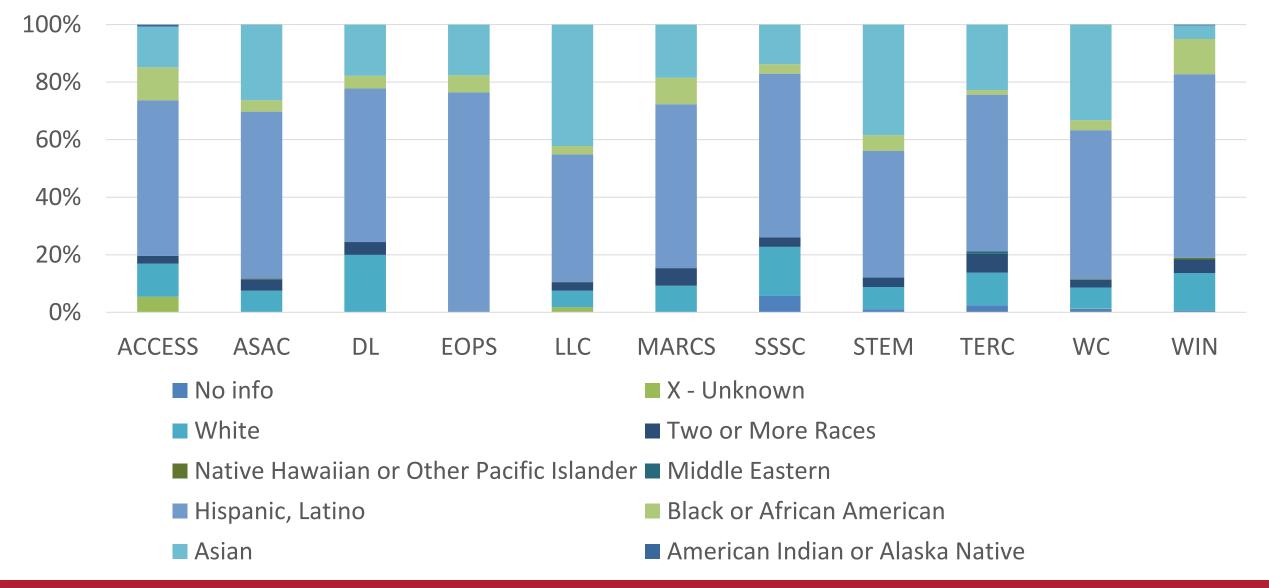


Fall 2020 Gender by Center



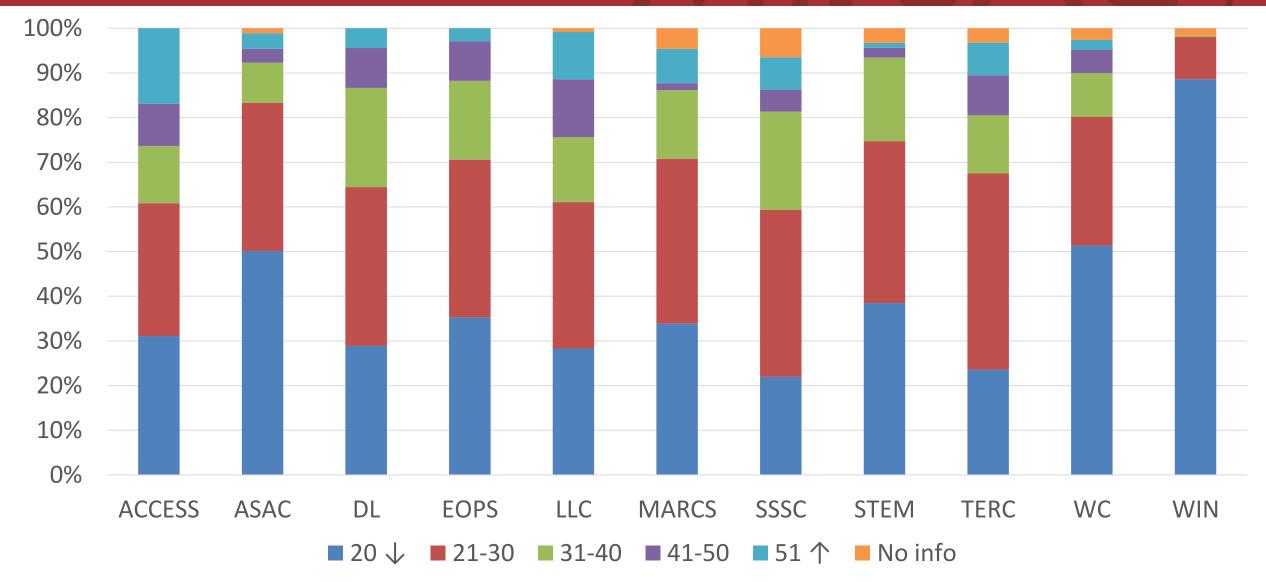


Fall 2020 Ethnicity by Center



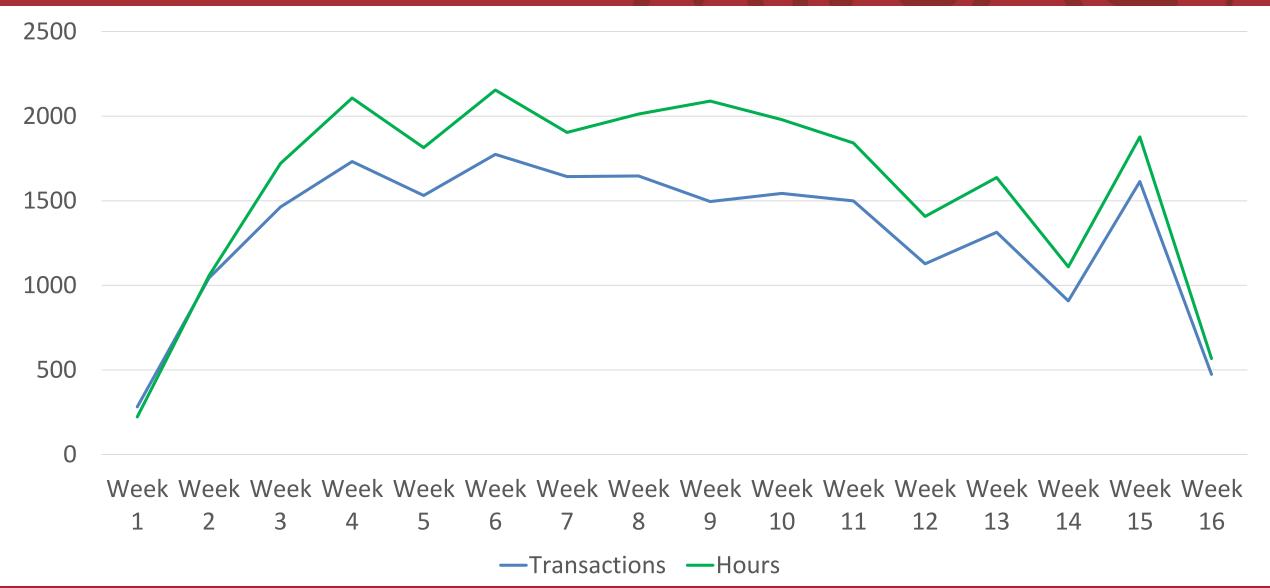


Fall 2020 Age by Center





Fall Transactions and Hours by Week



SWIPE SYSTEM FULLY ESTABLISHED AND FUNCTIONAL FOR ASAC, WIN, AND LANGUAGE LEARNING CENTER (LLC)

DATA AND FUNCTIONALITY

ATTENDANCE REPORTING PROCESS GOING SMOOTHLY AND BEING REPORTED IN A TIMELY MANNER (WEEKLY); SPIKES IN INDIVIDUAL CENTERS NOW MORE EVIDENT

COMMON DATA POINTS EXIST ACROSS CENTERS

DATA BY CENTERS NOW AVAILABLE FOR STUDENT DEMOGRAPHICS, OVERALL AND SUBJECT USAGE

SEAP Work Plans & Coordination

ACADEMIC SUPPORT CENTERS HAVE COMMON DATA POINT IDENTIFIERS

ACADEMIC SUPPORT CENTERS TO DEVELOP WORK PLANS GUIDED BY EQUITY METRICS AND SEAP ACTIVITIES

RIE LEADERSHIP IN GUIDING WORK PLAN DEVELOPMENT AND OUTCOME ASSESSMENTS

COMMON METRICS TO BE IDENTIFIED AND COORDINATED ACROSS CENTERS

OUTCOMES TARGETED AT ADDRESSING EQUITY GAPS AND SUCCESS METRICS

Budget Stability

SEAP BUDGET PROCESS ESTABLISHED WITH ACADEMIC SUPPORT BUDGET MANAGERS

FISCAL TRAINING PROVIDED IN DECEMBER 2020 WITH EXTENSIVE RESOURCES

BUDGET MANAGERS FOR EACH SUPPORT CENTER WITH FLEXIBILITY ON BUDGET DECISIONS

ACADEMIC SUPPORT CENTERS SPENDING IS LOWER THIS YEAR (THROUGH 12-31-20). SPRING HAS HIGHER EXPENSES

21-22 SEAP ALLOCATIONS FOR ACADEMIC SUPPORT CENTERS



Manager, Academic Support

- Hiring for the Manager, Academic Support is in process now.
- It is anticipated that a successful candidate may start in Spring 2021.
- This resource has been greatly needed to support our forward momentum as a group.



Tutor Training

- The tutor training proposal is nearly completed for feedback by the tutoring coordinators' group.
 - The recommendation is to continue offering the noncredit tutor training courses, which is a noncredit certificate program.
 - Also ready is a self-paced, asynchronous online training module (in Canvas) for tutors who are hired as needed throughout the academic year.



Promoting Academic Support

- Virtual Student Success & Tutoring Fair
- Strategically timed messaging to faculty and students about:
 - Support for students classroom technology, workshops navigating Canvas and commonly used tools (ASAC and IT)
 - All academic support resources exams, research papers
- Faculty resource: template content for use in Canvas
- Student resource: inside the Mountie Student Hub (continuously updating content)

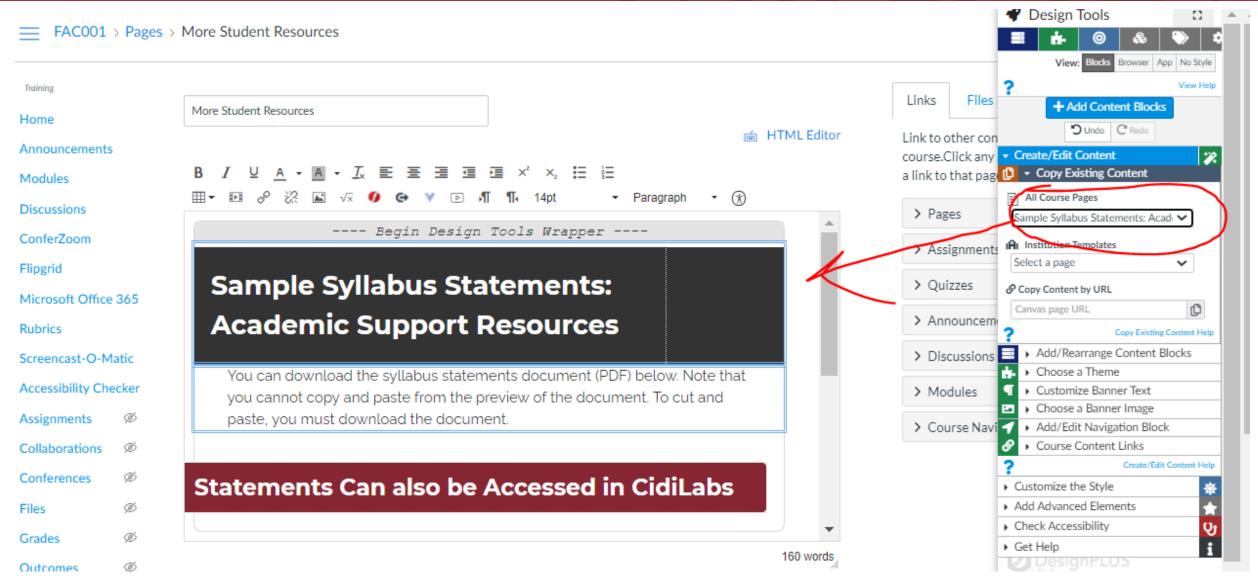


Promotion of Academic Support: Faculty

- Regular promotion of academic support resources with faculty in key milestones of the academic year (4 terms)
- Through the Canvas Faculty Center, Canvas Commons, and messaging directly to faculty, academic support information (e.g., a Canvas module specifically on academic support) is specifically shared for easy integration into their courses, syllabus, or announcements.
- CidiLabs DesignPlus: this tool enables templating of messages and look-and-feel of student-friendly designs throughout course shells.
 - Academic support resources
 - Advice about normalizing use of resources can be included in the templates.



Canvas Content for Faculty Use





Canvas Content for Faculty Use

Announcements

Modules

Discussions

ConferZoom

Flipgrid

Microsoft Office 365

Rubrics

Screencast-O-Matic

Accessibility Checker

Assignments

More Student Resources

Useful Guides for Student-Friendly Support

- Best Practices to Normalize Help-Seeking Behavior in Students *
- Students are learning more than your content from you. You can help them develop habits for success by
 encouraging them to identify services and use Mt. SAC tutoring, writing center, library and other forms of support as
 "normal" behavior of successful students!
- The Universally Designed and Equity Minded Syllabus Checklist 👲
- Sample Syllabus Statements Fall 2020.pdf •



Promotion of Academic Support: Students

Automatic enrollment in the Mountie Student Hub

Direct messaging to students: an example

- -Two weeks before the start of the semester: Canvas workshops, real-time and asynchronous help via Canvasadors
- -Library free digital textbooks on reserve
- -Counseling, library, and tutoring across the campus' centers
- -Reminder messages throughout semester

Collaboration with Student Services to reach students:

- -Start-of-the-semester Students Q&A sessions
- -Response team to faculty referrals through EAB Navigate



Mountie Student Hub & Mt. SAC/Online

Home

Announcements

Student Hub Feedback

New Analytics

Rubrics

Secure Exam Proctor

Accessibility Checker

Modules

Pages

Files

People

Discussions

Assignments

Collaborations

Conferences

Grades

Outcomes

Quizzes

Syllabus

TechConnect Zoom

Settings

Recent Announcements

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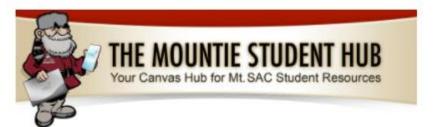
Welcome to Winter 2021

We're Mt. SAC Canvasadors, student ambassadors here to support ...

Posted on: Doc 28, 2020 at 12am

Mt. SAC Mountie Student Hub 4

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Alert: Mt. SAC has transitioned to online classes and services.

Learn more about the college's COVID-19 response at www.mtsac.edu/health.



USING CANVA

Your go-to place to learn how to novigate Corvas, submit assignments, adjust profile settings, and use integrated software.



TECHNOLOGY TOOLS FOR LEARNING Gerhelp with all your computed nology questions: Zoom and other technology-



ONLINE TUTORING

Mt. SAC has summous sutaring centers that provide free academic support in various subjects to all current Mt. SAC students.



ONLINE COUNSELING

Counselors help you identify your educational goals, create plans, and stay on track to completion.



TIPS FOR ONLINE LEARNING SUCCESS

Find information for getting started and helpful services for online students at Mr SAC.



MT. SAC

Connect to librarians for research help, visit library resources online, and learn where to get free will.

Academic Support



Accessibility and Accommodations

The Accessibility Resource Centers for Students (ACCESS) provides remote services for students with medical conditions or disabilities that affect learning. For assistance or to schedule an appointment with an ACCESS Counselor, students can contact the department by phone or email (please include your student ID# on the subject line).

Call: (909) 274-4290

Email: access@mtsac.edu

Web Resources: www.mtsac.edu/access

 Accessibility and Accommodations Online -Quick Links



Library

Phone: (909) 274-4289

Web Resources:

- Library Website
- · Chat with a Librarian 24/7
- · Online Library Search
- Library workshops for students Live through ConferZoom
- Library workshop for students Self-paced, 24/7
- ProQuest Research Companion learning modules about the research process



Tutoring

Mt. SAC offers **free Online Tutoring** services through NetTutor, 24 hours a day, 7 days a week to all currently enrolled students! Get help in major subjects such as Math, English, Science, Social Science, Writing, and more.

Web Resources:

- Tutoring Centers (Overview of all Services)
- ASAC Online Tutoring (General)
- Language Learning Center
 (ESL/VESL/AmLa and World Languages)
- MARCS (Math)
- Net Tutor (Online Service)
- Speech and Sign Success Center
- Tech Ed Resource Center (Career Education)
- Writing Center
- · WIN (multiple subjects for student athletes)