

Academic Support Centers Update
Quarterly Report to President's Cabinet 7.14.2020

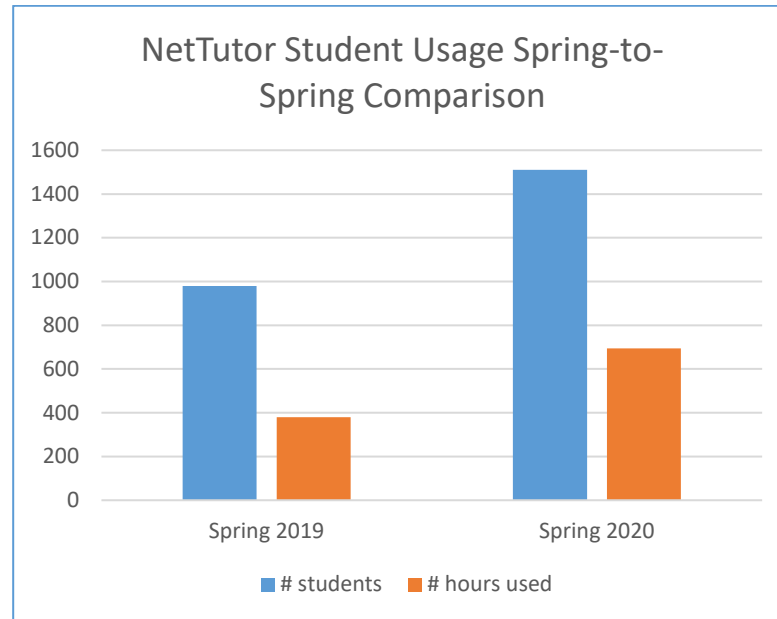
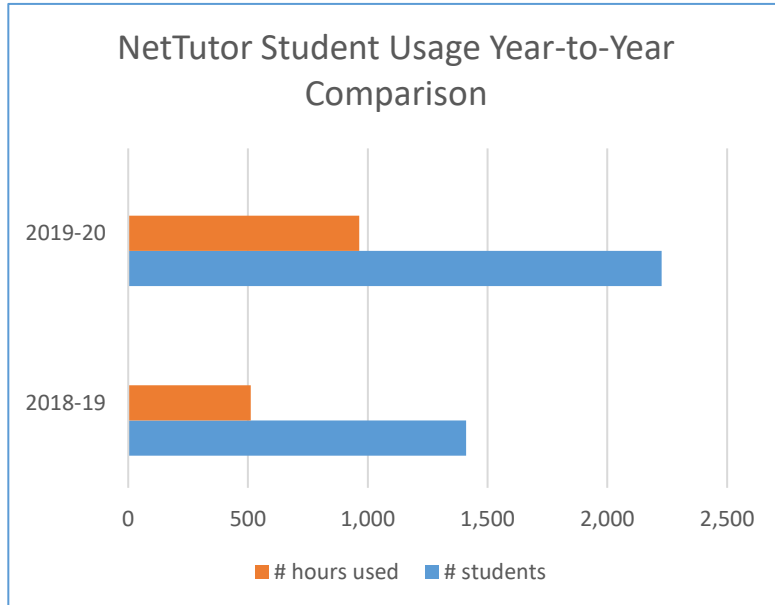
Spring 2020 Online Tutoring and Academic Support Usage

Most tutoring labs and support centers began offering online support between two to three weeks after the state Stay-at-Home order was issued. Although difficult to establish the technology to meet the immediate student needs, all centers were able to offer support. The usage across the centers/labs declined significantly from past terms. The data below provides the year-to-date activity and also reflects spring academic support before the shut-down and during remote support.

	Summer 2019			Fall 2019			Winter 2020			Spring 2020		
	Hours	FTES	Students	Hours	FTES	Students	Hours	FTES	Students	Hours	FTES	Students
ACCESS	470	0.9	57	8311	15.8	252	1011	1.9	65	1172	2.2	194
ASAC	2756	5.3	942	44836	85.4	3638	3927	7.5	654	6460	12.3	1551
Design Lab	0			0			0			2488	4.7	397
EOPS	352	0.7	23	2432	4.6	147	228	0.4	27	443	0.8	93
HCRC	1202	2.3	427	4149	7.9	586	1286	2.4	400	1083	2.1	306
LLC CR	2464	4.7	312	18925	36.0	2420	1493	2.8	747	2961	5.6	1522
LLC NC	1608	3.1	583	7659	14.6	1765	1830	3.5	319	1831	3.5	2388
Makerspace	0			0			0			1417	2.7	186
MARCS	7962	15.2	685	32094	61.1	2720	6640	12.6	657	4748	9.0	1487
SSSC	416	0.8	156	1749	3.3	651	814	1.6	231	1334	2.5	420
STEM	0			17757	33.8	1253	0		292	3061	5.8	674
TERC	3045	5.8	160	10159	19.4	1139	1333	2.5	179	3517	6.7	600
WC	4298	8.2	778	23688	45.1	4231	4204	8.0	889	6211	11.8	2003
WIN	206	0.4	46	16108	30.7	716	1401	2.7	160	1802	3.4	437
Sem Totals	24780	47.2	4169	187868	357.8	19518	24167	46.0	4620	38529	73.4	12258
19-20 TTLS	275344	496.4	40565									

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Complementing Mt. SAC's local tutoring centers is NetTutor, the CVC funded online tutoring service. NetTutor provides tutoring in subjects for which tutors are hard to find and evening and weekend hours. In Spring 2020, NetTutor served 1,510 students for 964 hours. The following charts show the spring-to-spring and year-to-year comparison of number of students who used NetTutor and the number of hours used.



SEAP Allocations

Academic Support Centers (Instruction) were each provided with their SEAP allocations, budget structures, and account strings, along with some initial guidelines for spending (12-month budget, approval cues, and line items). Human Resources and Fiscal Services provided support and direction on hiring hourly tutors and staff. Instructional managers responsible for center budgets were invited in addition to those providing day-to-day oversight. Attendees were informed that further discussions on reporting and research would follow.

Virtual Student Lab Check-in System

Students will soon have the ability to check-in to tutoring centers/labs via a virtual “swipe system.” Lab staff will have “remote access” to oversee and walk the students through this virtual check-in system. Security and access rights protocol are in place and include only permanent employees. The system is web-based and basically replaces the current lengthy authentication process and can be done in a VPN-free environment. The look and feel of the system will be as if the student were entering a lab in person. Further:

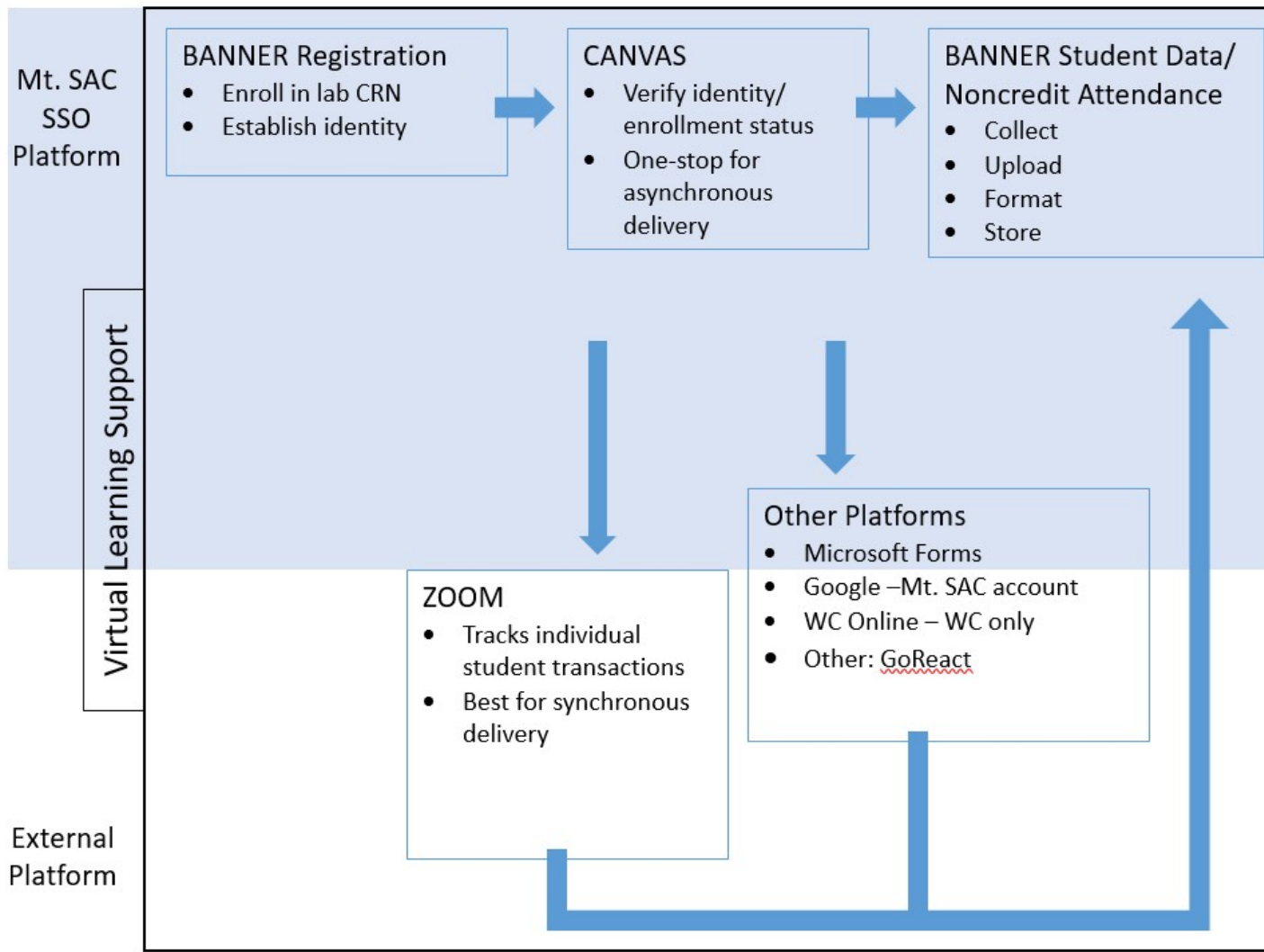
- Staff will confirm enrollment status and the identity of the student using an ID and even a scanner
- New students will enroll immediately with the help of the staff
- Staff will need to check-out the students after tutoring to ensure attendance collection
- A back-up system will be needed to ensure those who leave before “checking out.”

The Academic Support and Achievement (ASAC) team is piloting this process, and all tutoring centers will be included in the next couple of weeks in that set up. The goal is to be prepared for a more streamlined check-in/out process for students starting in Fall 2020. The virtual check-in system is the work of the IT network staff led by Chris Schroeder.

Collection of Noncredit Positive Attendance

Noncredit attendance collection for online tutoring is improving with small changes in business processes. The rapid implementation of online tutoring in spring 2020 resulted in some gaps in terms of attendance collection. Cumbersome sign-in processes and the ability for some students to bypass the point-of-entry systems led to losses of attendance. Those issues are being addressed. The majority of tutoring is delivered synchronously for which positive attendance is collected. There is a small percentage of asynchronous support provided by the center faculty. Attendance for these “courses” must use the noncredit distance education alternative attendance model, which is tedious and very complex. Noncredit faculty are working with lab faculty to count and document these types of instructional deliveries and student interactions which will be reported using the alternative formula.

Academic Support Labs



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Student Outreach

Academic Support Centers/Programs are utilizing various methods for reaching students. Common methods include registration and Canvas links on the support center website, departments' websites, faculty dissemination in Canvas course shells, counseling, emails, etc. Uyen Mai from the Marketing Department noted that a banner could be placed on the Mt. SAC website's main page. Programs serving cohorts are communicating through faculty, counseling, campus-wide announcements, social media, and websites.

Canvas Student Support Center

Join this Canvas Student Support Center to receive weekly announcements from us to support your use of Canvas and your success as a student. We welcome your questions and feedback.

CANVASADORS

"Students: We're here to support you in Canvas!"



We are Canvas Ambassadors, students dedicated to support our peers' success in their classes. We will share our knowledge of Canvas and other services and resources to give you every advantage at Mt. SAC.

"Please note that due to the stay at home orders, we are not currently offering in-person support"

[ASK US A QUESTION](#) [CANVAS FEEDBACK](#)

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Check out the Mt. SAC Mountie Student Hub today!

[MOUNTIE STUDENT HUB](#)

FOLLOW US ON SOCIAL MEDIA!



Students: Welcome to the Mountie Student Hub!

Looking for online support services? Visit [Mt. SAC Thrive Online](#) for current online services, and check back often as additional services are preparing for online release.

Your One-Stop Hub for Mt. SAC Student Resources!


Click on a Button or Tile below, or click on Modules to see all topics and services:

[Online Counseling](#)

[Canvasadors](#) [Canvas Tech Support](#)


[Calendar of Events](#) [Mt. SAC Health Alerts](#)

[Student Hub Feedback](#)




LEARN ABOUT CANVAS

MT. SAC'S LEARNING MANAGEMENT SYSTEM
YOUR COURSES ARE HOSTED IN CANVAS




DISCOVER SERVICES FOR STUDENTS

MT. SAC OFFERS SERVICES
DESIGNED TO HELP YOU
MAKE THE MOST OF YOUR
COLLEGE EXPERIENCE



LEARN MORE ABOUT MT. SAC

CHECK OUT THIS
OVERVIEW
BET YOU DISCOVER
SOMETHING NEW!



TAKING AN ONLINE COURSE?

CHECK OUT GUIDES &
RESOURCES
TO HELP YOU
LEARN ONLINE

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Continuity of Noncredit Learning Support

Even though online delivery of noncredit instruction has never existed at Mt. SAC, faculty have been proactive in delivering remote learning support courses to provide as much continuity in students' pathways. For example, competency-based online learning support is continuing with AIME, Math for Healthcare Professionals, noncredit co-requisite for Anatomy students, preparation for nursing program readiness, and English for Special Uses which is a co-requisite for vocational courses that ESL students take. Moreover, noncredit advisors and counselors are embedding outreach into noncredit online instruction.

Report presented by Co-Leads of the Academic Coordination and Alignment Project, Guided Pathways
Dr. Madelyn Arballo, Associate Vice President, School of Continuing Education
Dr. Meghan Chen, Dean, Library & Learning Resources