

Academic Support Coordination Report

Quarterly Update to President's Cabinet - 2/22/2022

Dr. Madelyn Arballo, Provost & Dr. Romelia Salinas, Dean of Library & Learning Resources

Tutoring Center Usage Data

Student usage in academic support labs has increased from fall 2021, with most increases coming from in person services. Usage is still below the pre-COVID levels with less students and transactions. Net Tutor and Mt. SAC online tutoring services show some need for online academic support.

See separate handout for fall 2021 usage data (Source: Banner table SZPLABT; Argos SHR0114, SSR0037)

Net Tutor Usage					
2019-2020	Summer 2019	Fall 2019	Winter 2020	Spring 2020	2019-2020
Unduplicated Students	57	166	41	343	607
# of sessions	5,552	716	161	1,510	7,939
# of hours	92.53	270.42	61.42	693.57	1,117.93
2020-2021	Summer 2020	Fall 2020	Winter 2021	Spring 2021	2020-2021
Unduplicated Students	92	340	110	446	988
# of sessions	524	1,476	620	2,082	4,702
# or hours	219.08	661.20	266.28	858.37	2,004.93
2021-2022	Summer 2021	Fall 2021	Winter 2022	Spring 2022	2021-2022
Unduplicated Students	63	242	79		384
# of sessions	249	1,506	243		1,998
# of hours	97.50	573.10	80.03		750.63
Key:		Pre-Covid	Return to Campus		

Academic Support Workgroup Restructuring

Workgroups being restructured to include direct line of supervision staff as group leaders (coordinators, faculty, and managers). Some groups have not met during the pandemic and

others met regularly. Tutor Training workgroup and Hiring workgroup have both made significant progress with recommendations ready for a wider sharing in the very near future. Some highlights are:

Tutor Training Workgroup

- LRN faculty developed a local certificate for tutor training consisting of noncredit short-term vocational courses (10A, 10B, 10C, 10D).
- Faculty in collaboration with the workgroup developed online modules for students unable to attend in person or online noncredit classes.

Hiring Workgroup

- Worked with HR to propose job duties for tutors along with appropriate alignment to existing pay scales.
- Will be shared with academic support center larger group and leaders

Workgroups	Purpose
Planning & Outcomes	To align planning and shared outcomes across the centers to the extent possible.
Hiring	To create equity in the hiring and placement process of tutors across the centers.
Tutor Training	To create a shared training program for tutors.
Marketing	To promote academic support services to our campus.

EAB Navigate-Early Alert Pilot

- ✓ Early Alert Pilot set for Spring 2022 with English and Math
- ✓ Will pilot the “Refer to Tutoring” option via Navigate alerts starting week 2
- ✓ ASAC will be the tutoring center to be part of the pilot to figure out a process for all other centers.

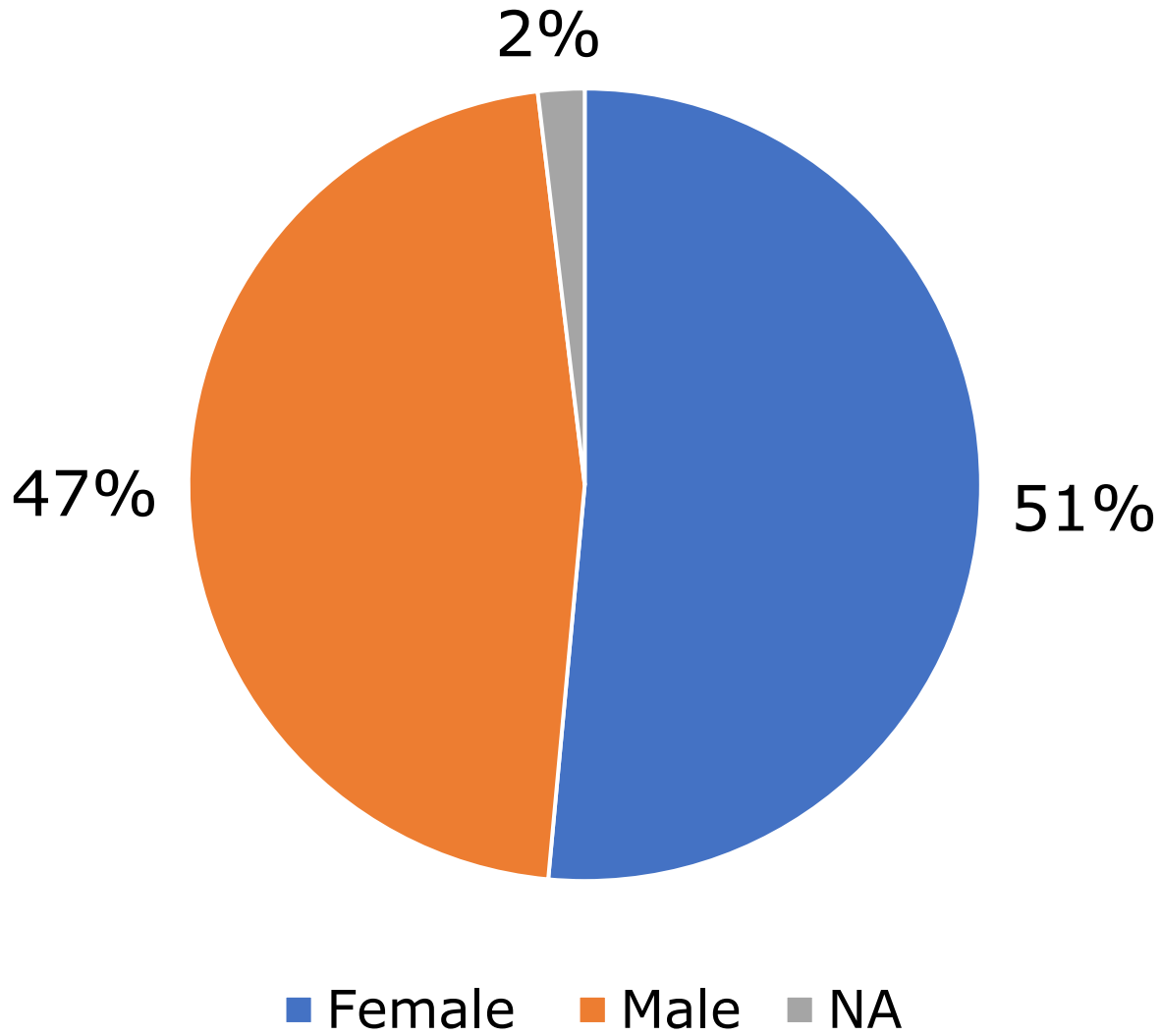
Tutoring Center & College Vaccination Process

Vaccination guidelines for students accessing services in tutoring labs are the same as for all campus classrooms and locations. Students are expected to have a Cleared4 pass to use academic support labs. This also applies to student assistants working in academic support centers/labs.

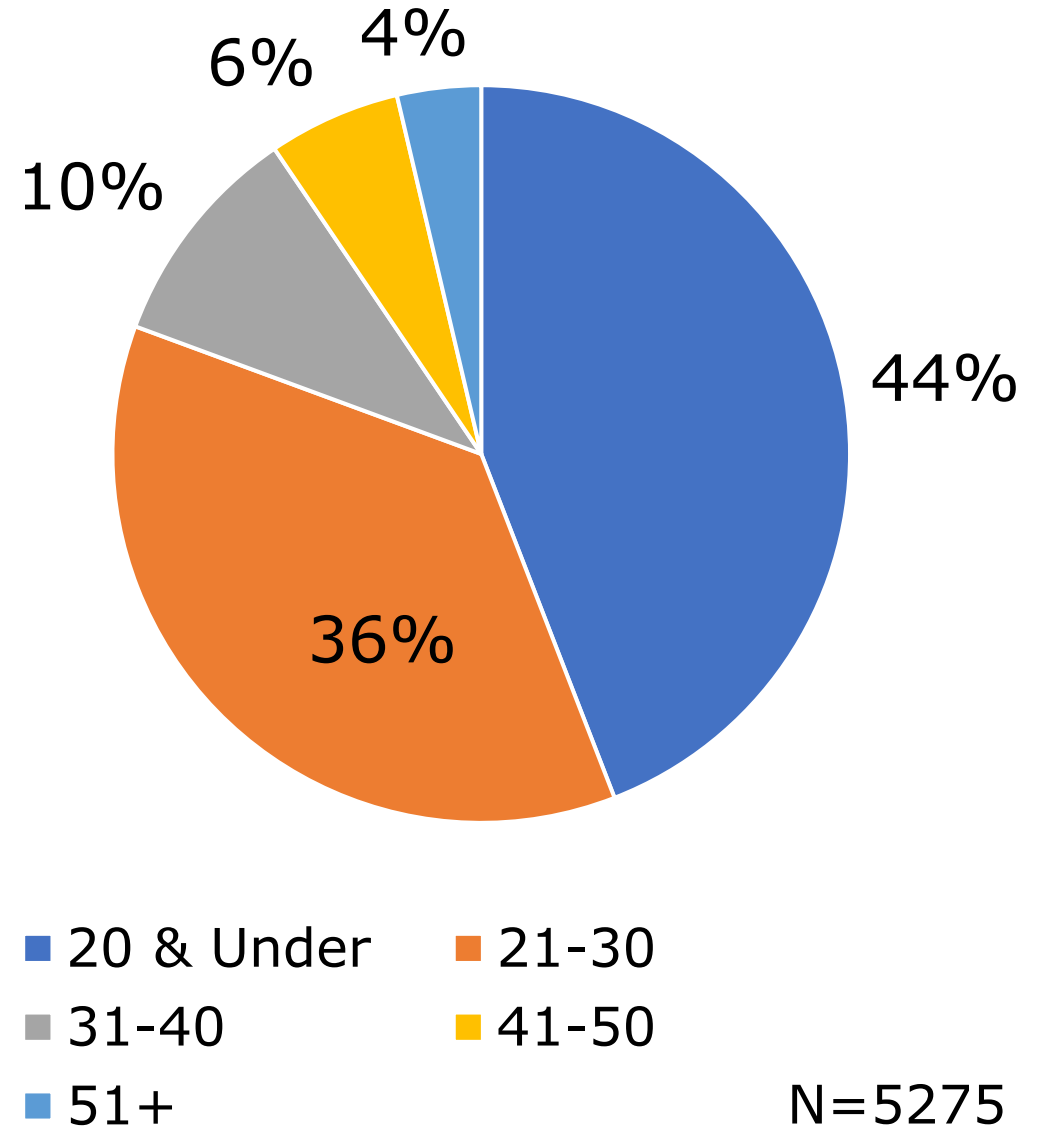
Student Support Centers

Student Data
2021-22

**Gender
2021-22**

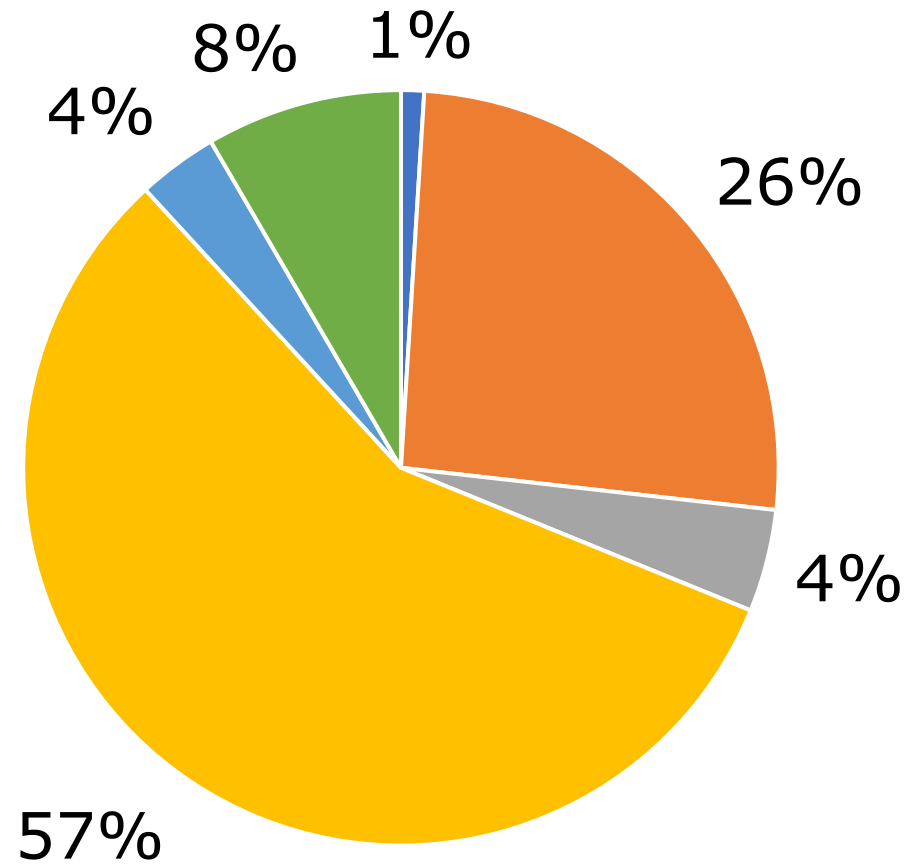


**Age
2021-22**



N=5275

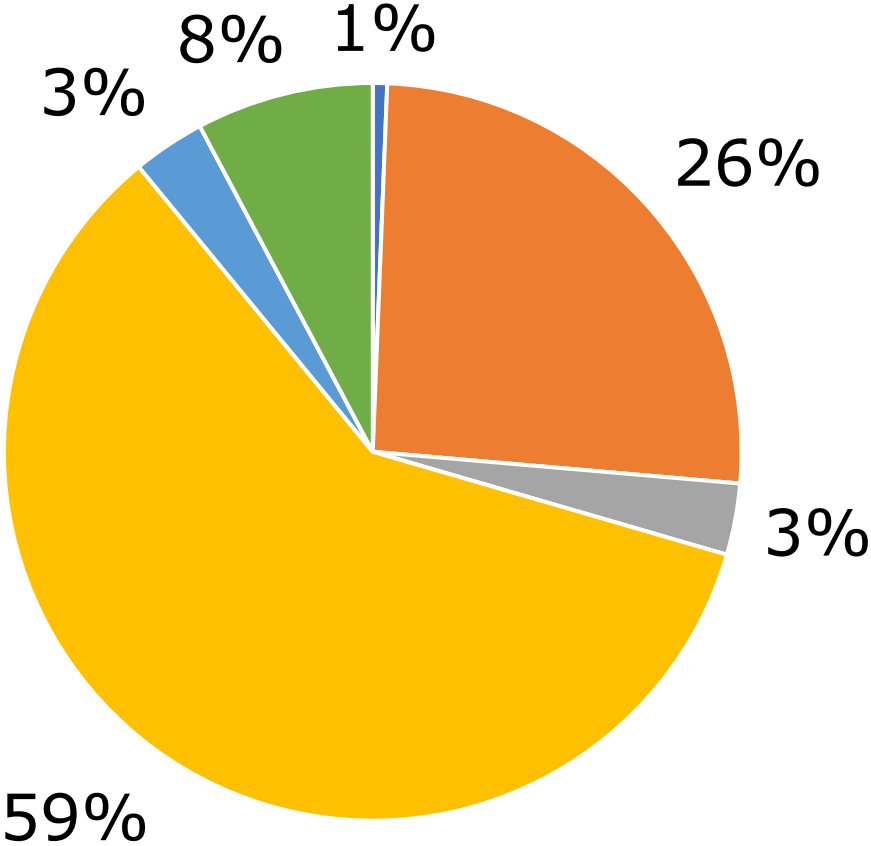
Ethnicity 2021-22



- American Indian or Alaska Native, Middle Eastern, Native Hawaiian or Other Pacific Islander, X - Unknown
- Asian
- Black or African American
- Hispanic, Latino
- Two or More Races
- White

N=5275

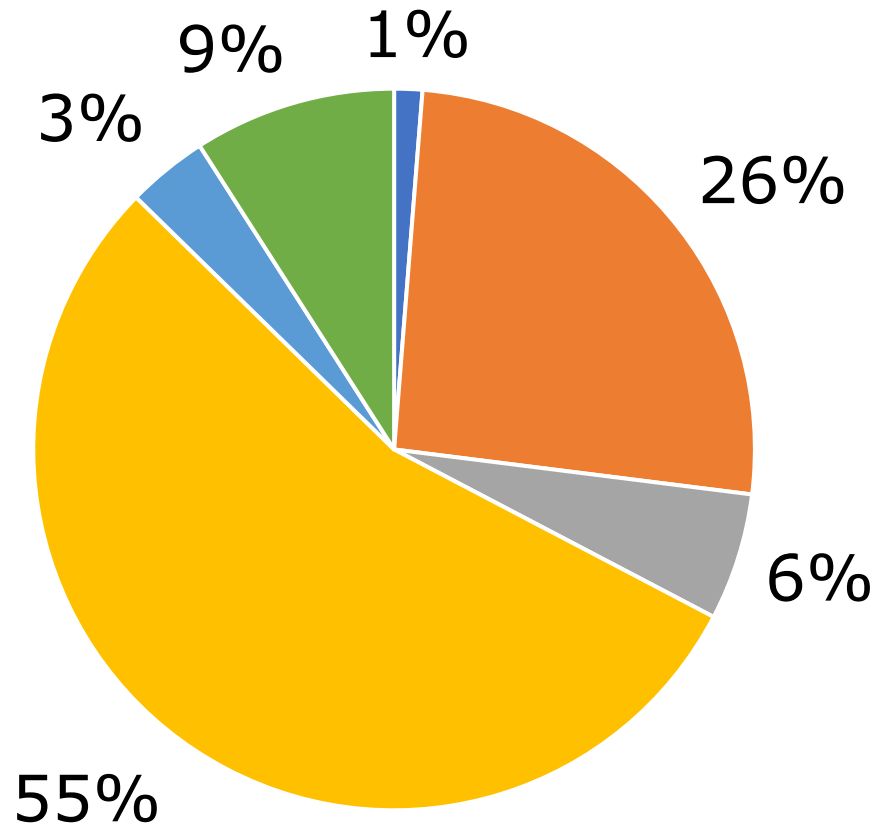
Female
2021-22



- American Indian or Alaska Native, Middle Eastern, Native Hawaiian or Other Pacific Islander, X - Unknown
- Asian
- Black or African American
- Hispanic, Latino
- Two or More Races
- White

N=2715

Male 2021-22



■ American Indian or Alaska Native, Middle Eastern, Native Hawaiian or Other Pacific Islander, X - Unknown

■ Asian

■ Black or African American

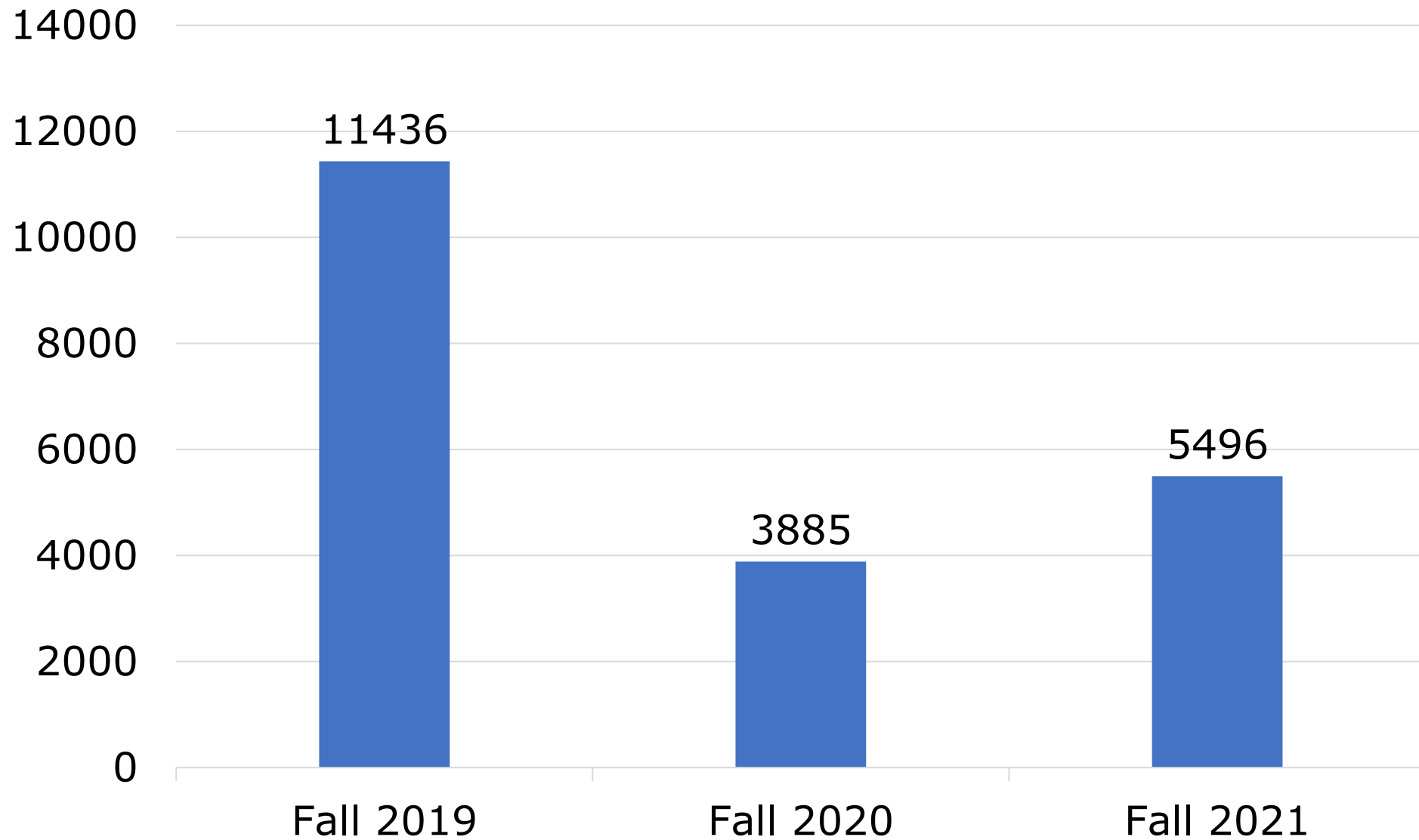
■ Hispanic, Latino

■ Two or More Races

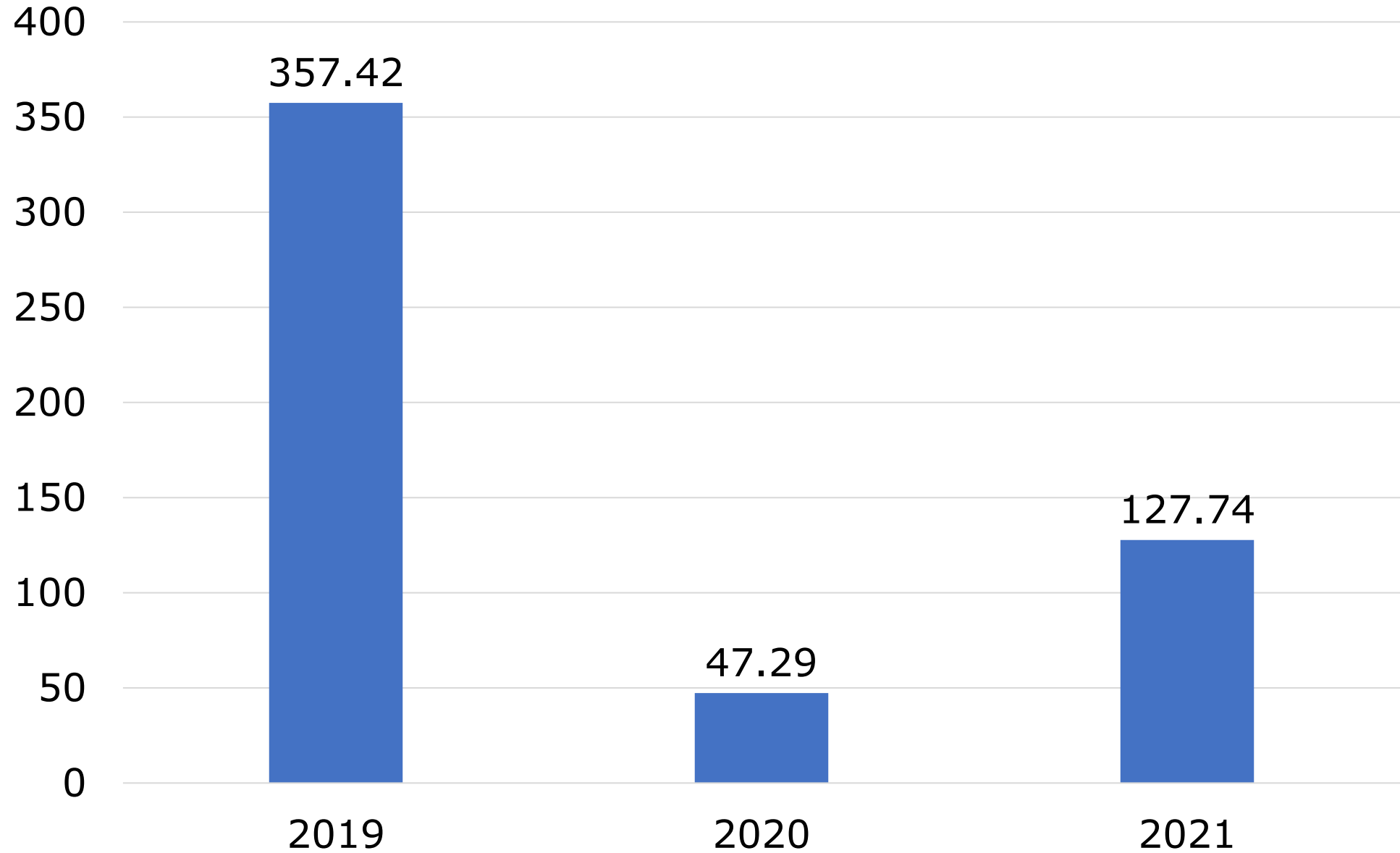
■ White

N=2460

Unduplicated Students

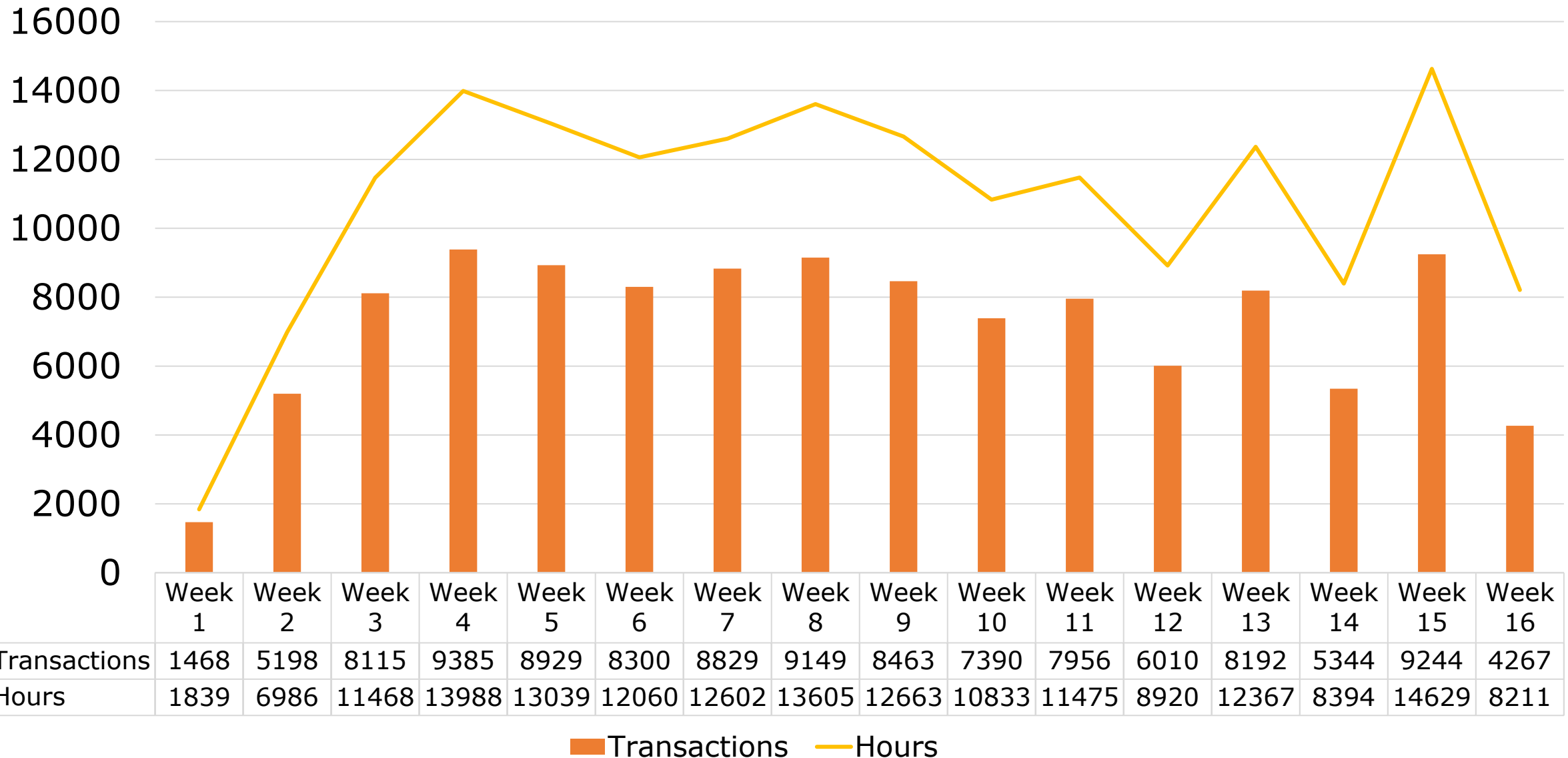


Lab FTES Comparison by Year



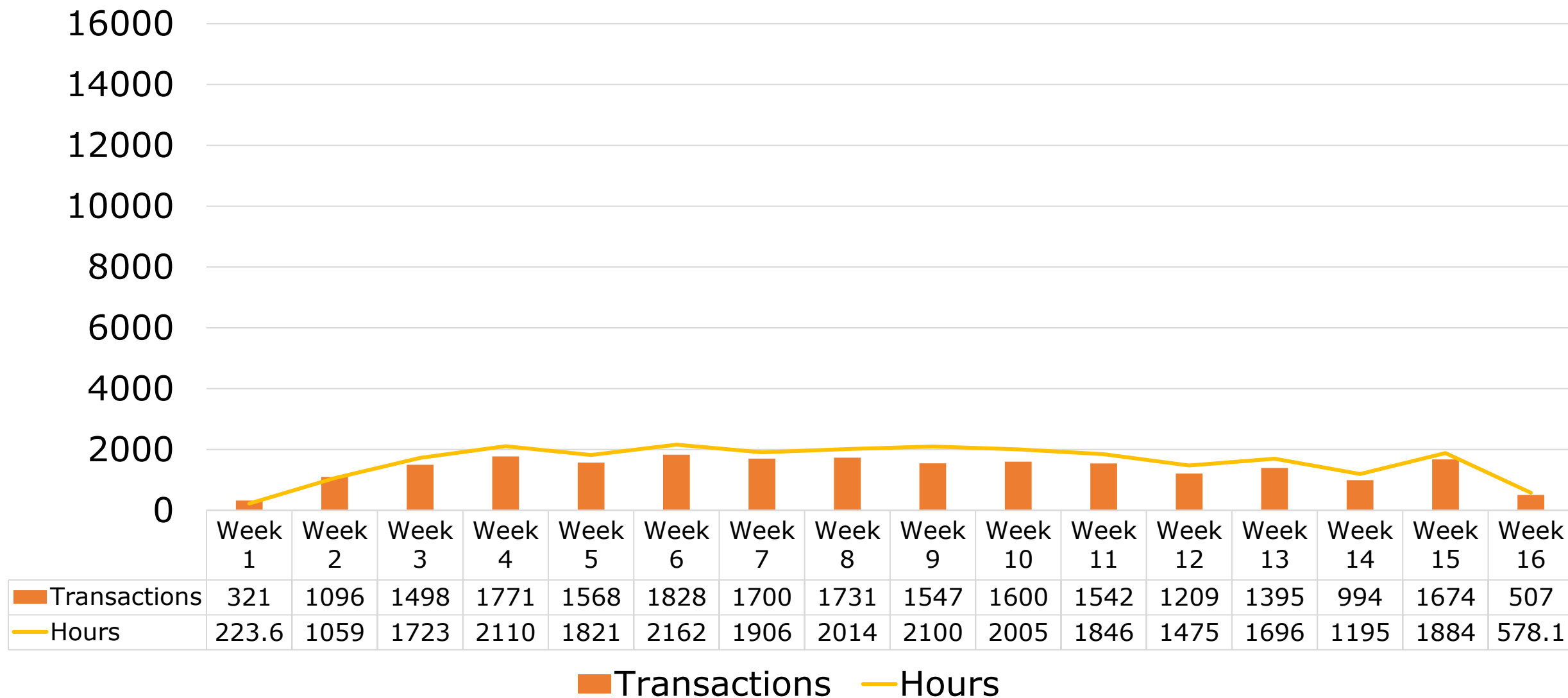
Fall 2019

Transactions & Hours



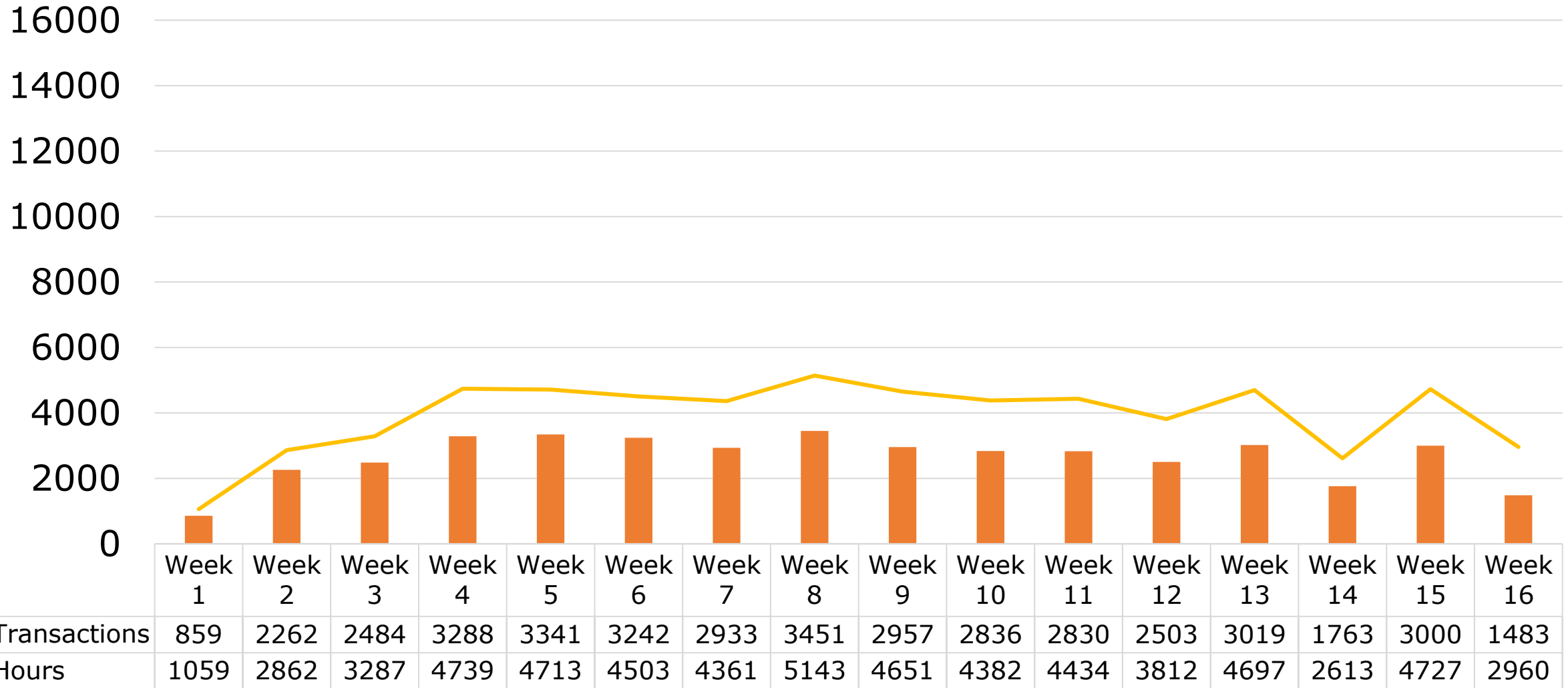
Fall 2020

Transactions & Hours



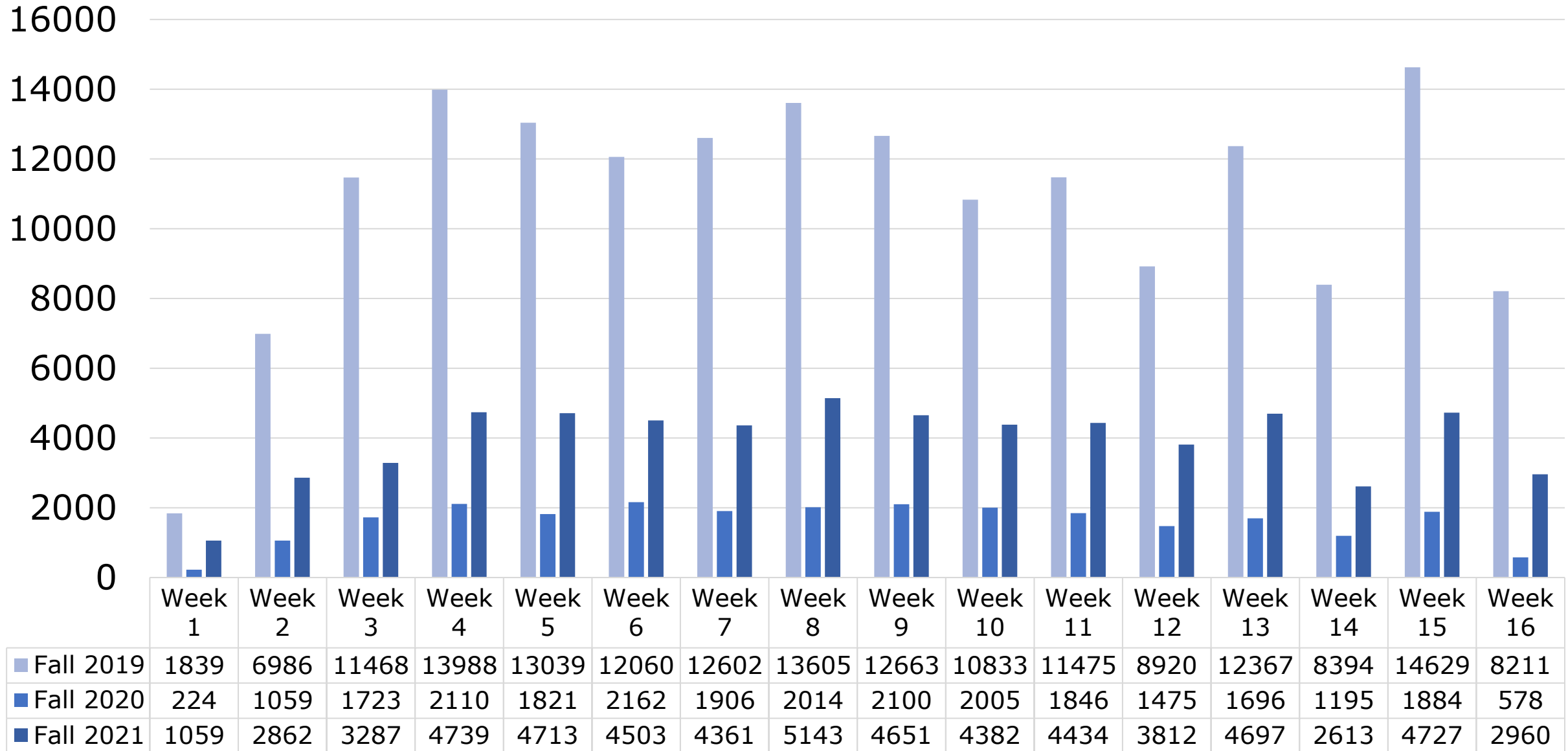
Fall 2021

Transactions & Hours



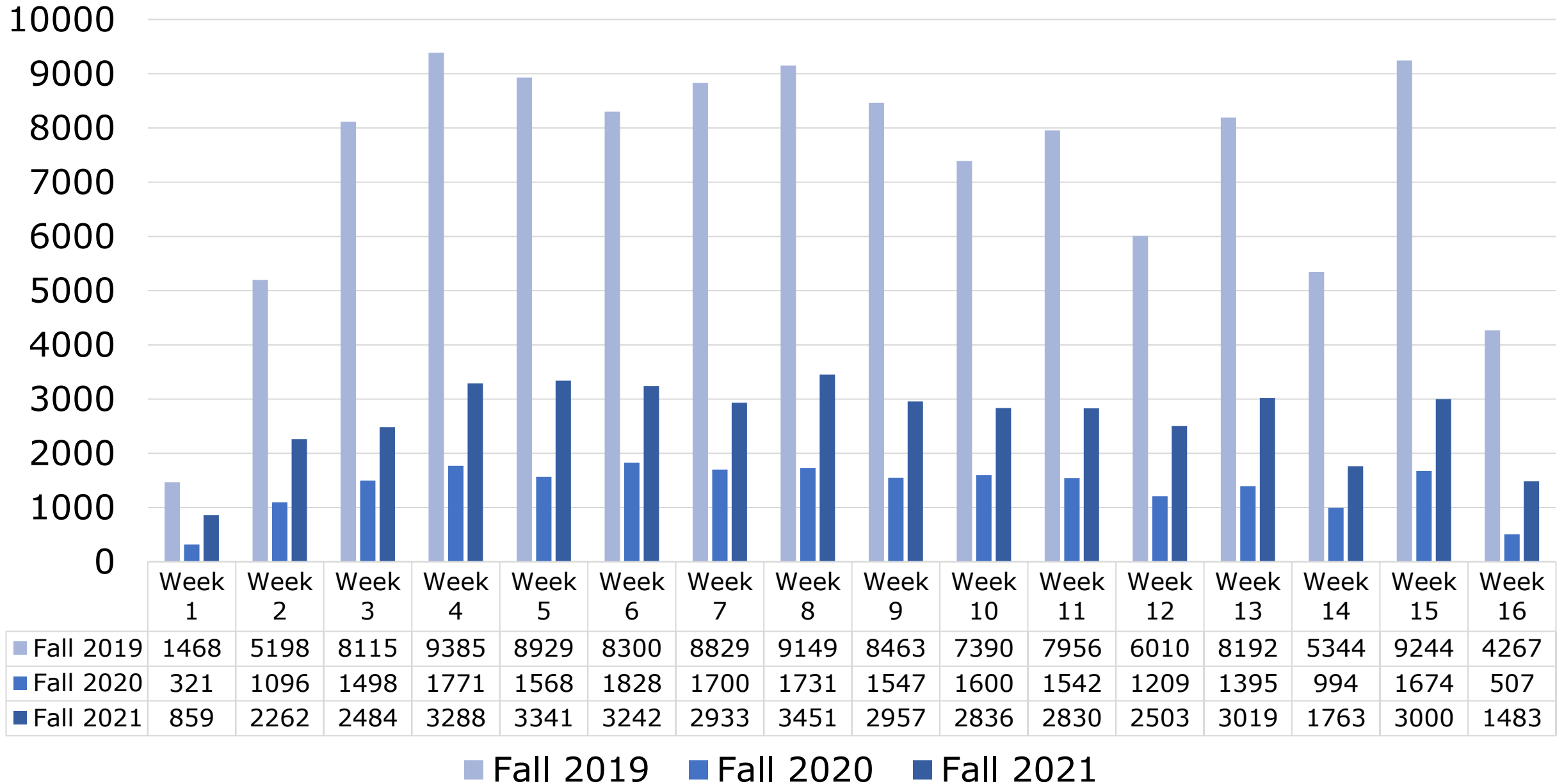
Transactions Hours

Fall 2019 – 2021 Hours



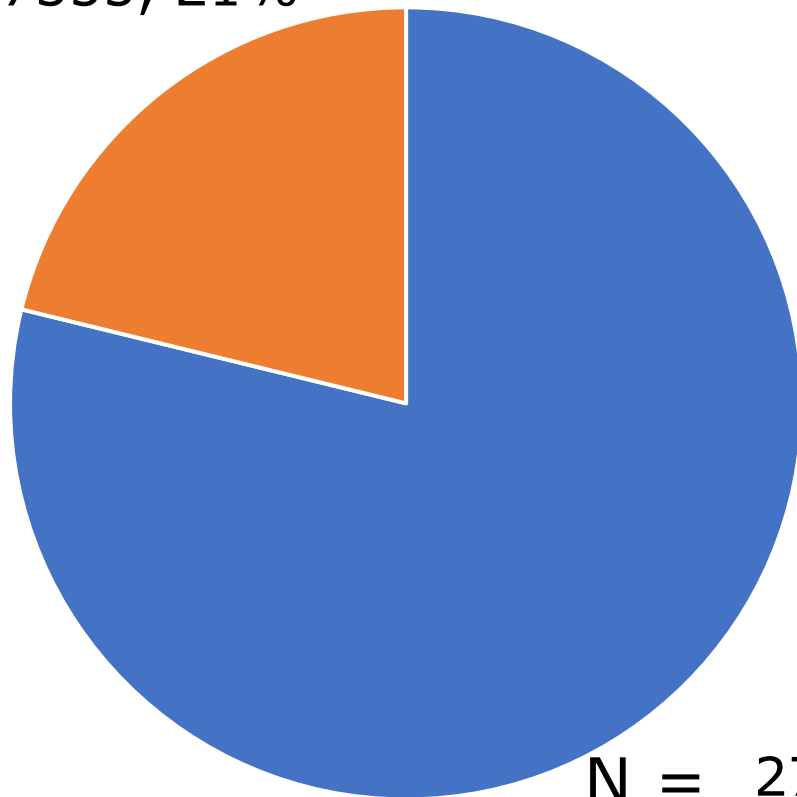
■ Fall 2019 ■ Fall 2020 ■ Fall 2021

Fall 2019 – 2021 Transactions



Labs with Online (7) Fall 2021 Transactions

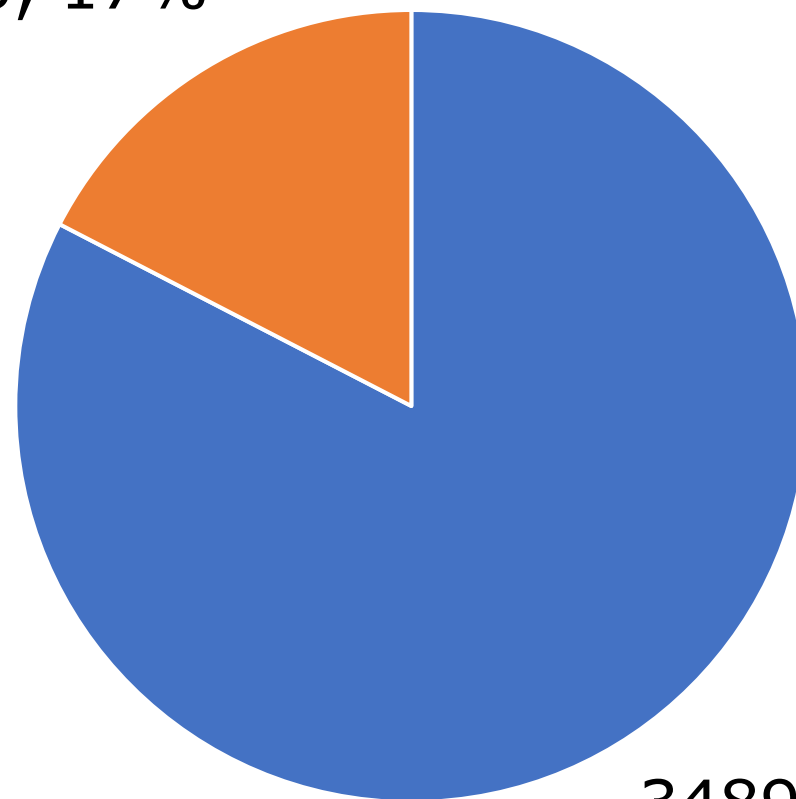
N = 7355, 21%



■ In Person ■ Online

All Labs (13) Fall 2021 Transactions

N = 7355, 17%



N = 34897, 83%

■ In Person ■ Online