Academic Support Coordination
Quarterly Update to President's Cabinet

Dr. Madelyn Arballo, Provost, SCE & Dr. Romelia Salinas, Dean, LLR

September 27, 2022

HIGHLIGHTS

- Tutoring usage significantly increased compared to last academic year.
- Academic Support Kickoff Event, October 13, 2022, 11:00-2:00.
- Appointed new leadership for workgroups and provided with charge letters setting parameters and expectations for their work.
- MS Teams was set-up with channels for each workgroup.
- Coordinated with Financial Aid to promote FASFA applications across tutoring centers during Spring 2022 term.

TUTORING CENTER DATA

Student usage in academic support labs has increased significantly compared to last academic year. Transactions for the year were up by 58% compared to last year. The data shows that most of the usage is in-person services. Online tutoring continues to be used, but at much lower rate than in person services. See attached handout for usage data.

WORKGROUPS UPDATES

PIE & Outcomes (Michelle Sampat & John Cardenas, co-chairs)

- Created and administered a survey to all academic support centers to identify most important goals and outcomes for the group.
- Working on perfecting potential over-arching goals for all centers to include in their unit PIEs and share with larger group this fall.
- Drafting two AUOs for consideration by the larger group. Plan to conduct a common outcomes assessment across all centers in the coming spring.

Tutor Training (Kristina Alvarado-Grassmann & Trista Payte, co-chairs)

- Harmonizing core tutor training practices across tutoring centers that focus on shared principles of equity, accessibility, and student-centeredness.
- Working on how to increase enrollment if the Tutor 10 courses.

- Drafting survey questions to understand campus-wide training practices for tutoring in all areas/centers.

Marketing (Nicole Blean, chair)

- Drafted a marketing plan and timeline.
- Created a logo in collaboration with campus marketing to be used as part of a marketing campaign.
- Working with Eric Turner in IT to find better integration of academic support services to the campus website.
- Mounted wooden stakes laminated flyer advertising tutoring on campus.
- Increased use of social media to reach students.

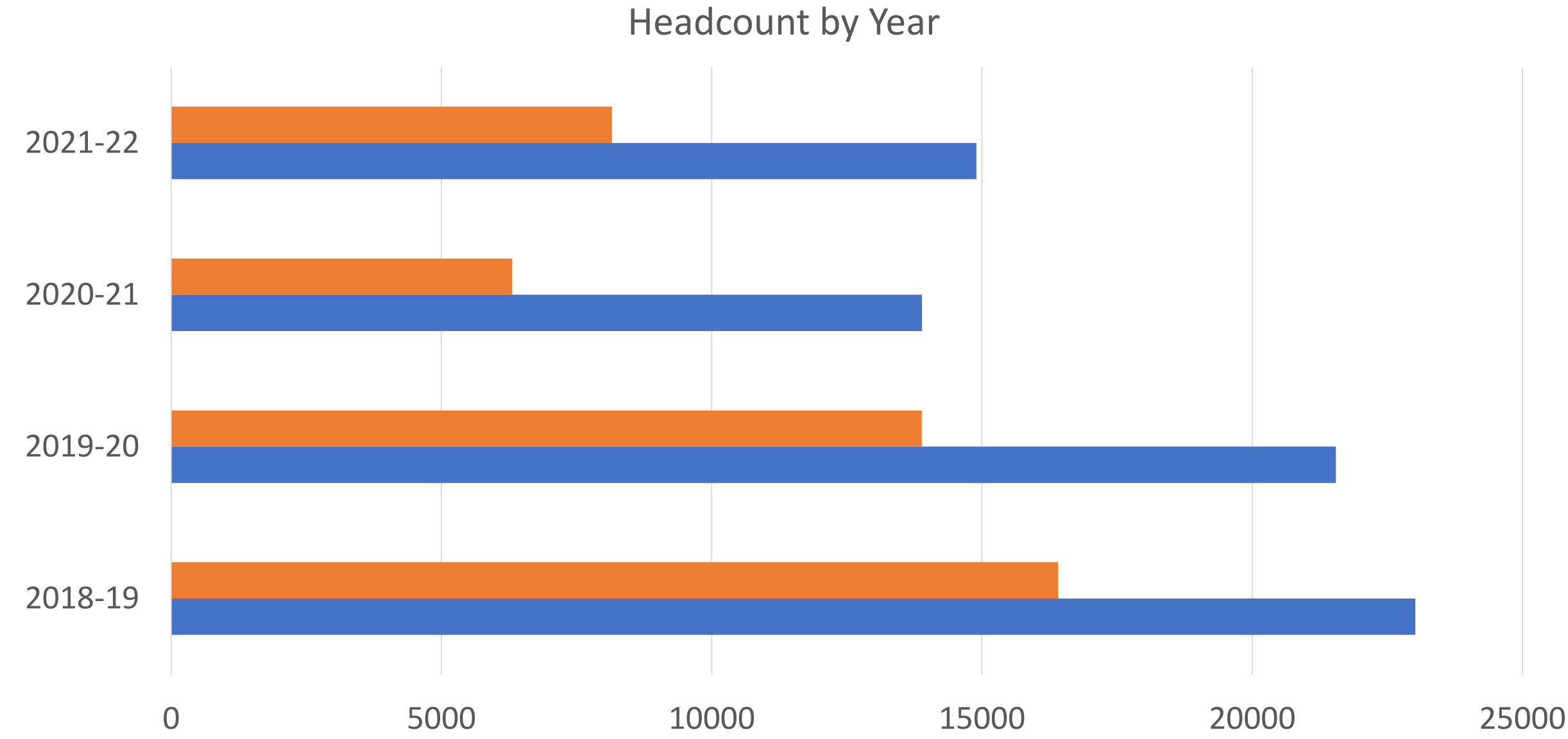
Faculty Advisory Board for Academic Support (Dianne Rowley & Pauline Swartz, co-chairs)

- Drafting a Senate recommendation encouraging faculty to embed academic support centers and the Library into their course design
- Invited Equity coach to shared and discussed equity data, and discussed actions and resources needed to address issues.
- Identified strategizes on how best to increase academic support to students taking Math in a post AB 705 environment.
- Invited guest speaker, Professor Monika Chavez (Library), to share PrepSTEP, an online library resource for Math, English, college success, computer skills, job preparation, career exam study and practice. Provided ideas on how resource can support tutoring.

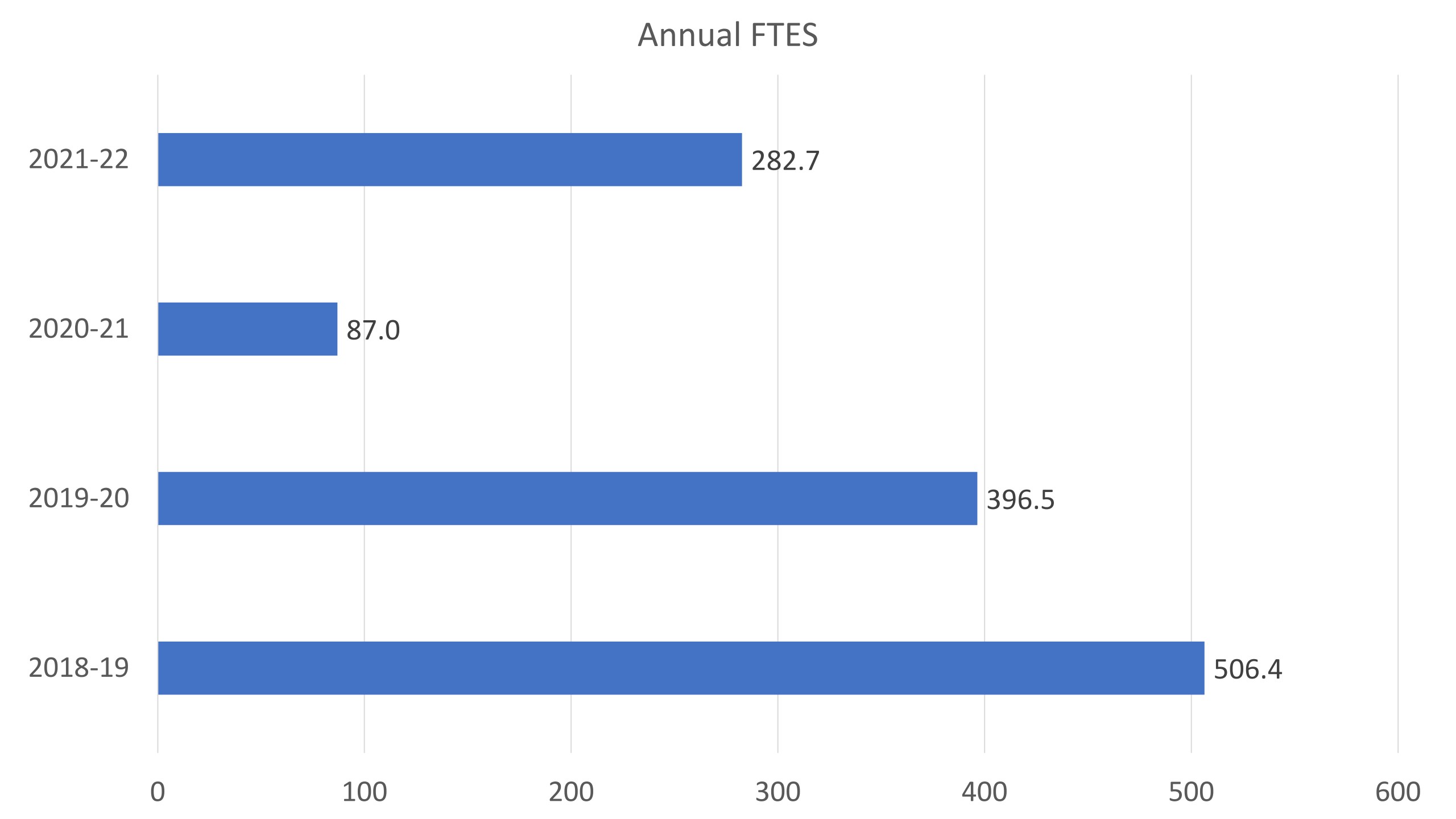
Academic Support Centers

Student Data

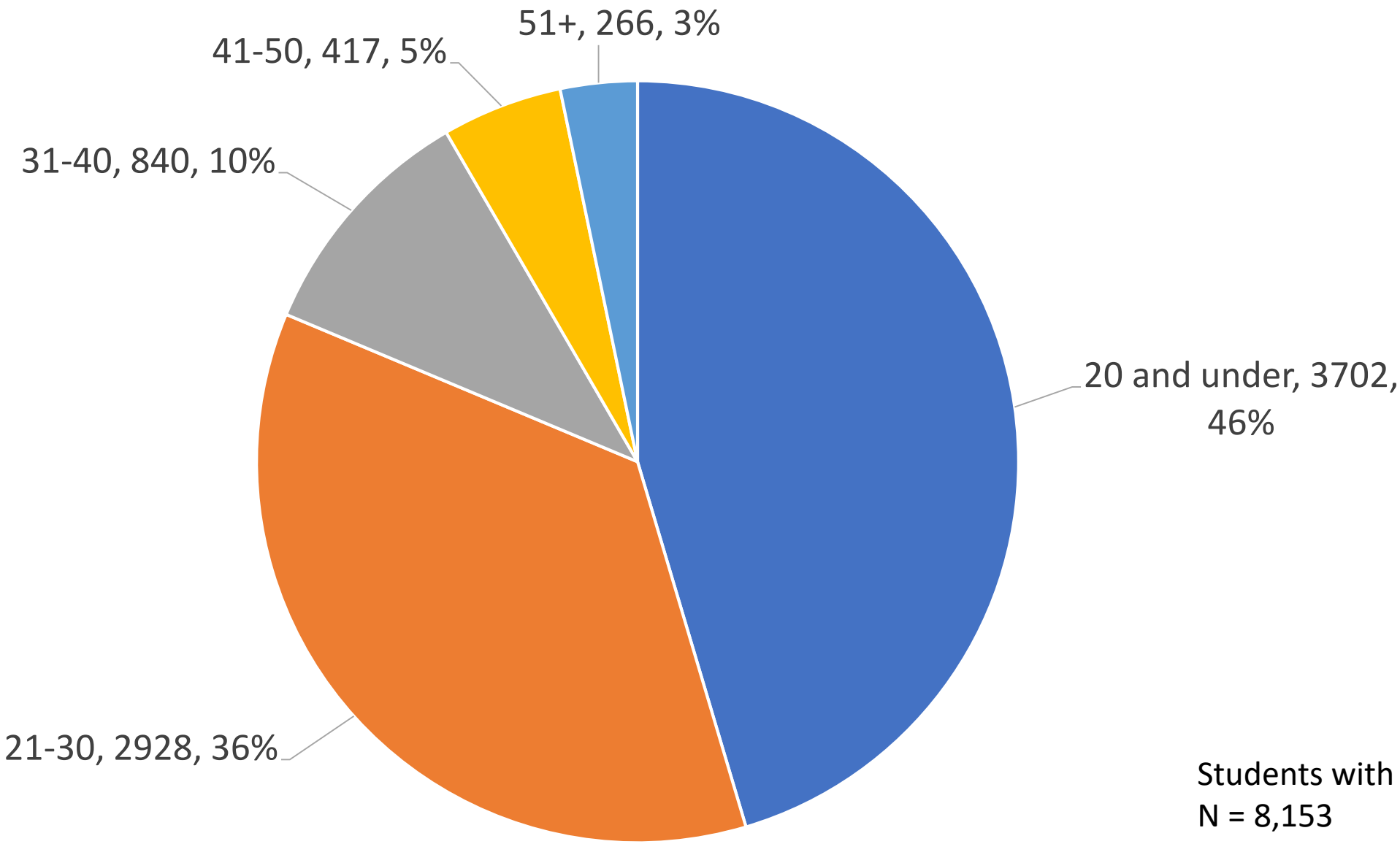
2021-22



	2018-19	2019-20	2020-21	2021-22
W/Hours	16408	13887	6310	8153
Enrolled	23018	21547	13888	14898

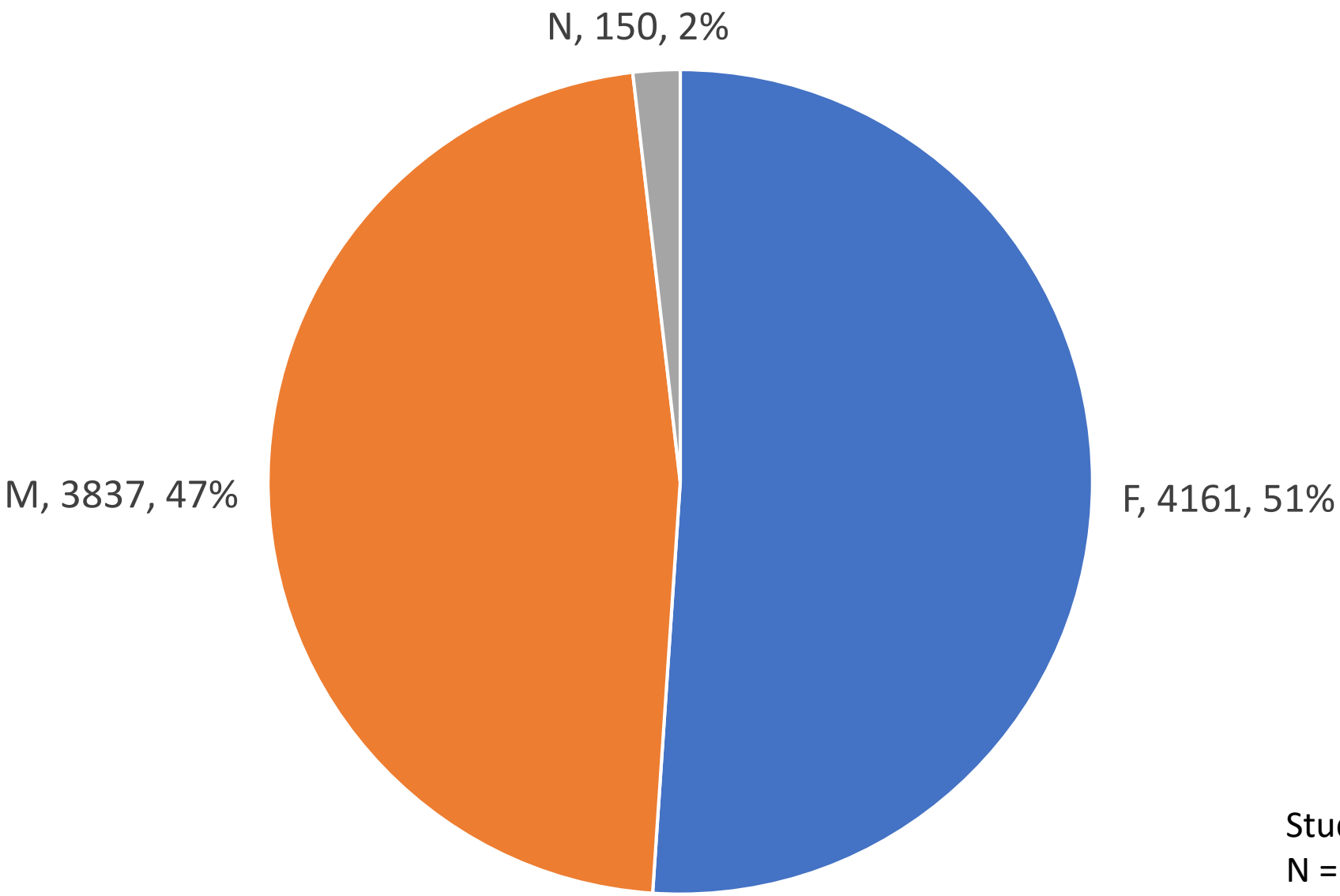

Annual FTES
2021-22
282.7
2020-21
87.0
2019-20
396.5
2018-19
506.4
0
100
200
300
400
500
600

Age
2021-22

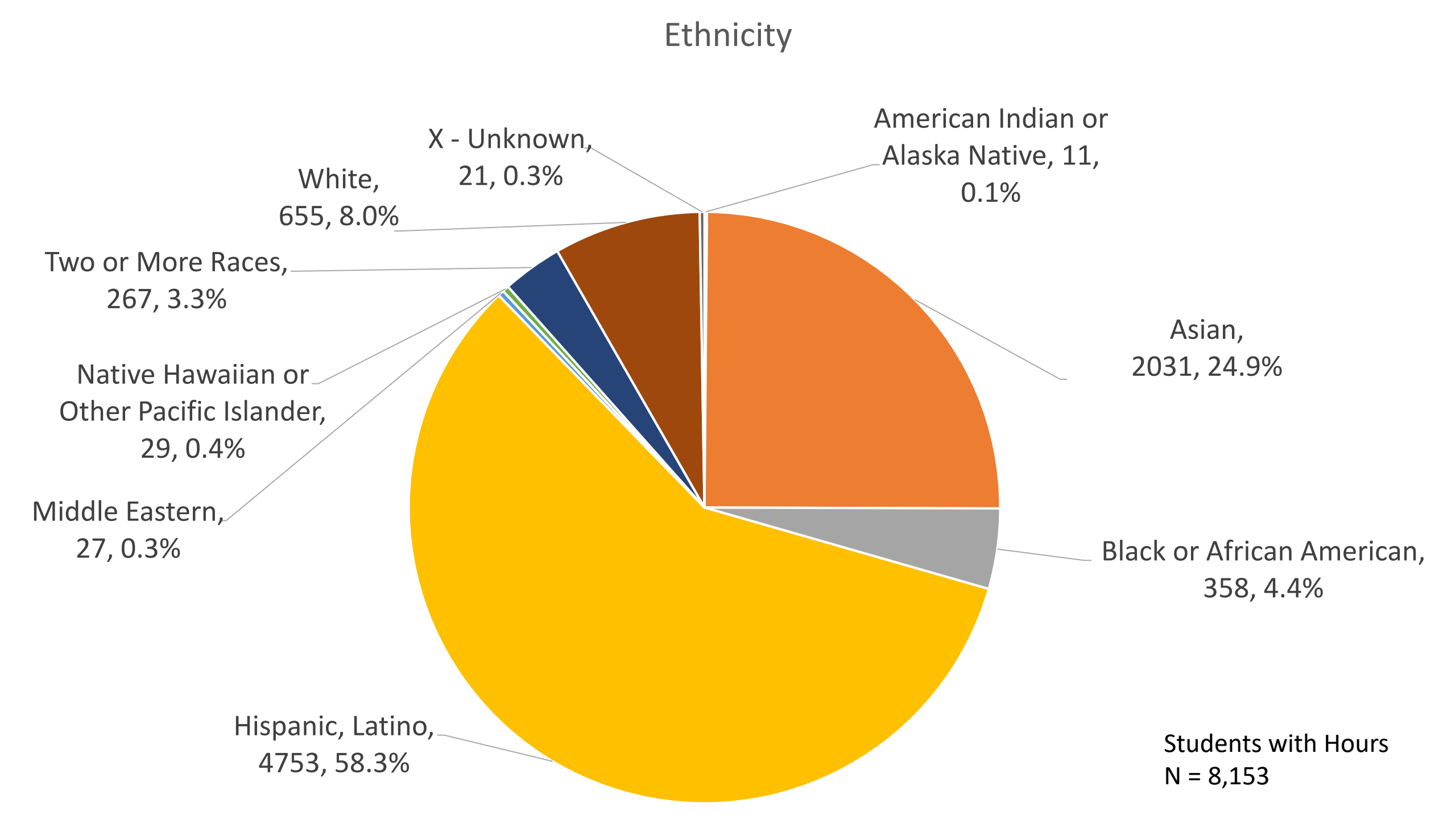


Students with Hours
N = 8,153

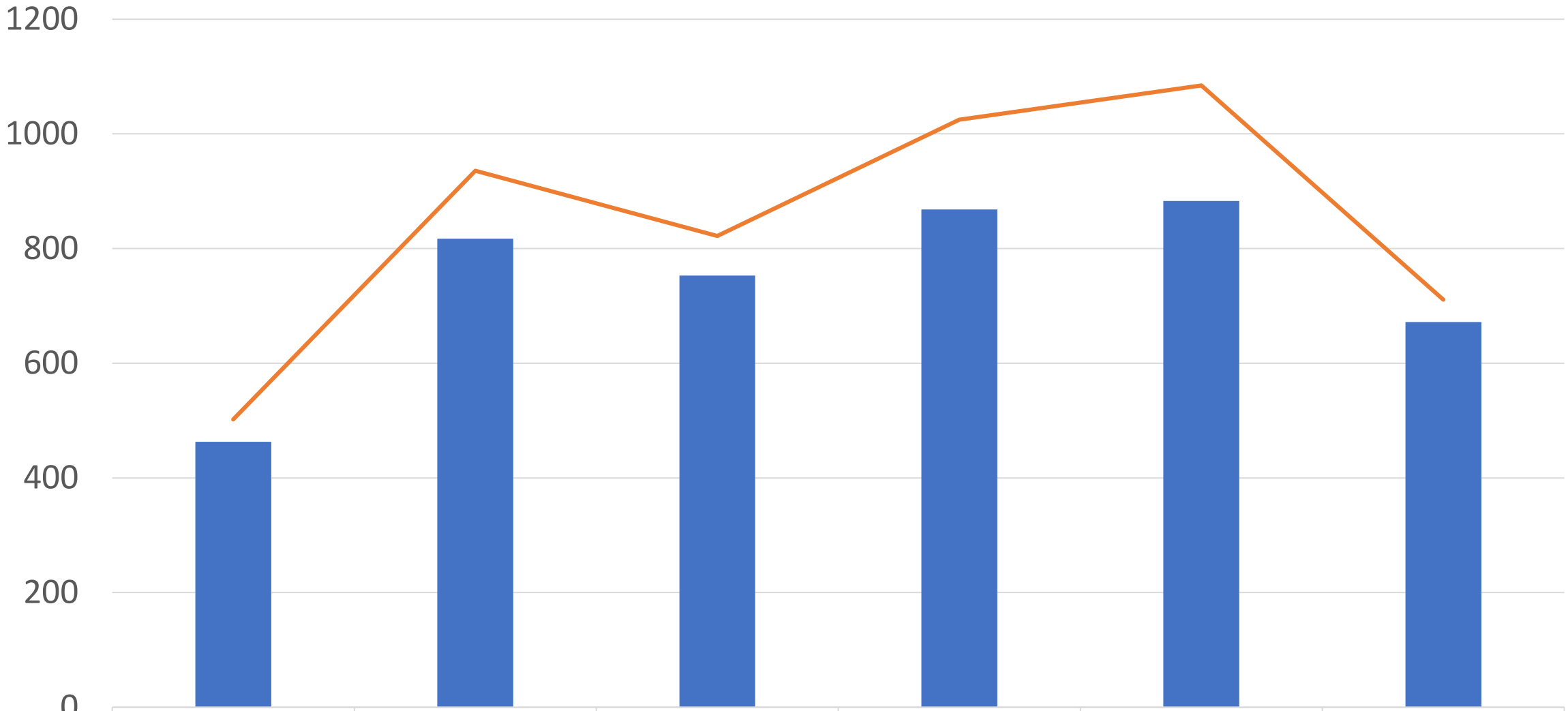
Gender
2021-22



Students with Hours
N = 8,153

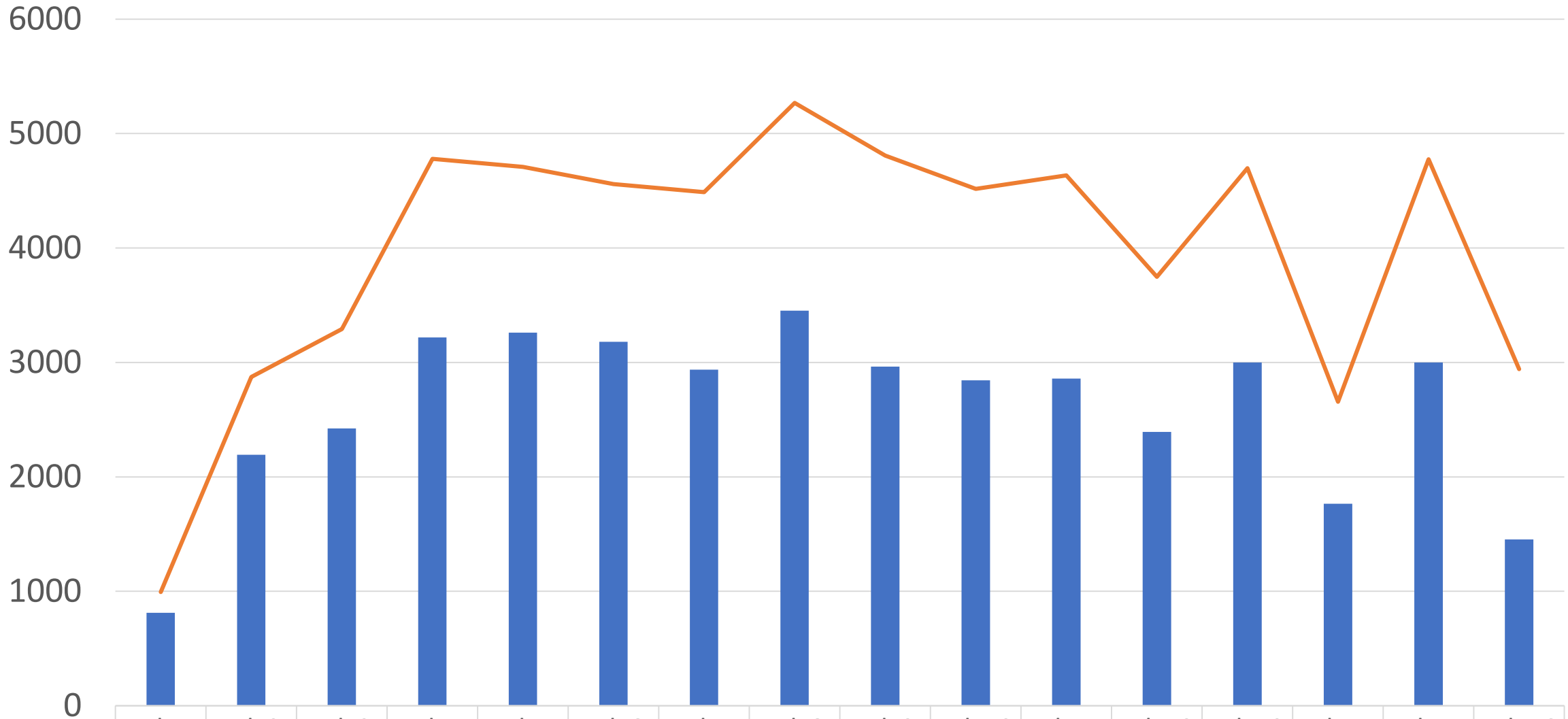

Ethnicity
American Indian or Alaska Native, 11, 0.1%
Asian, 2031, 24.9%
Black or African American, 358, 4.4%
Hispanic, Latino, 4753, 58.3%
Middle Eastern, 27, 0.3%
Native Hawaiian or Other Pacific Islander, 29, 0.4%
Two or More Races, 267, 3.3%
White, 655, 8.0%
X - Unknown, 21, 0.3%
Students with Hours
N = 8,153

Summer 2021
Transactions and Hours



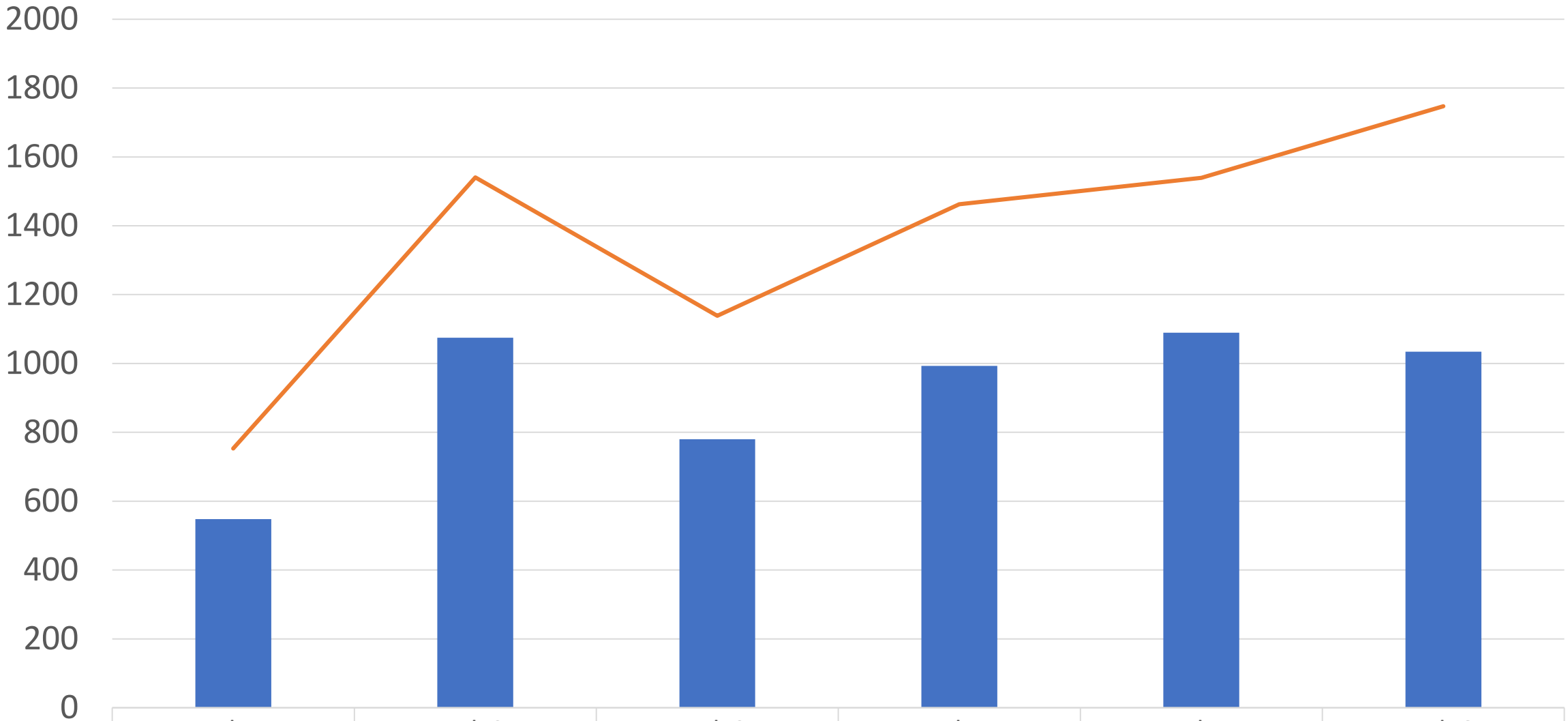
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6
Transactions	463	817	753	868	883	672
Hours	502	936	822	1025	1084	711

Fall 2021
Transactions and Hours



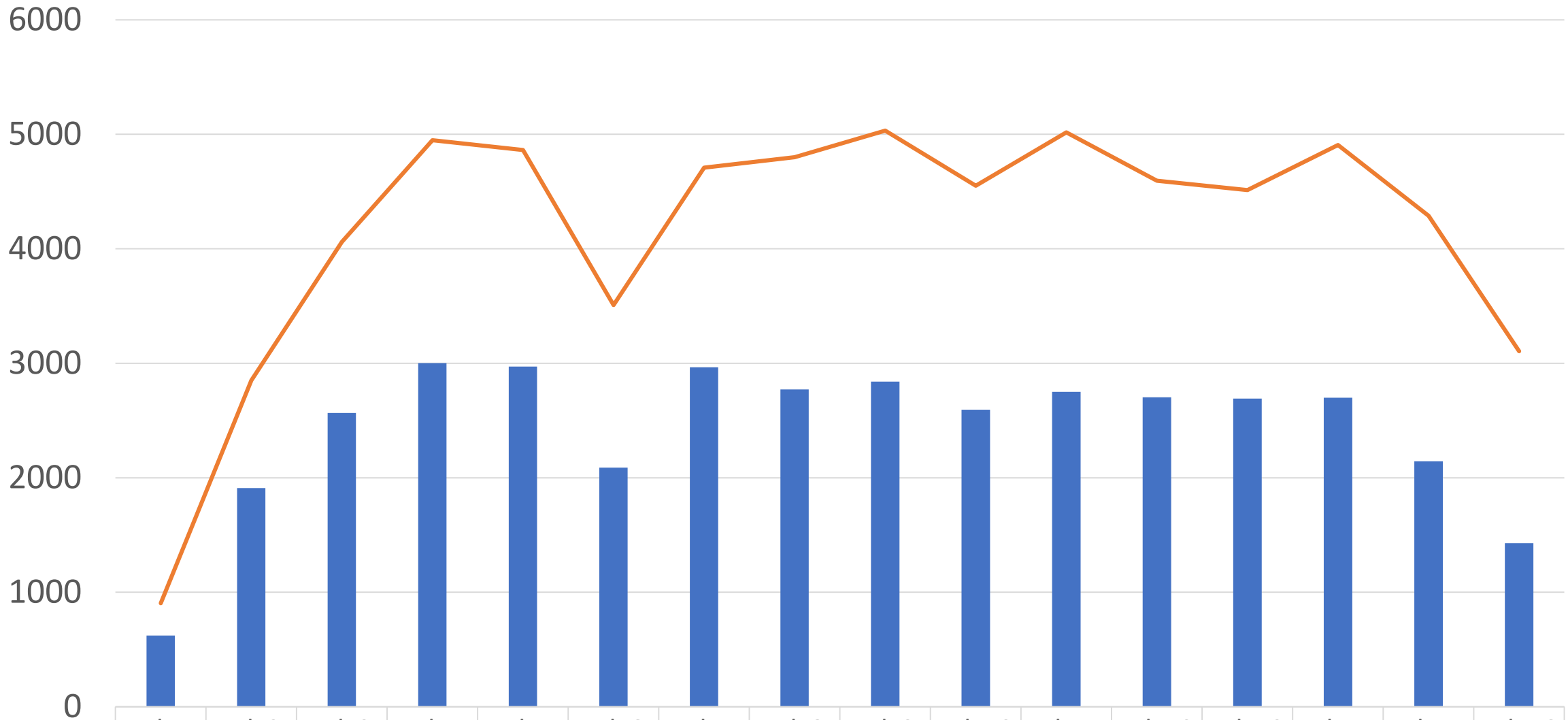
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6	Wk 7	Wk 8	Wk 9	Wk 10	Wk 11	Wk 12	Wk 13	Wk 14	Wk 15	Wk 16
Transactions	813	2193	2424	3219	3260	3181	2937	3452	2963	2844	2858	2392	3000	1765	2999	1454
Hours	993	2873	3291	4778	4708	4559	4487	5268	4807	4517	4634	3748	4697	2656	4775	2941

Winter 2022
Transactions and Hours

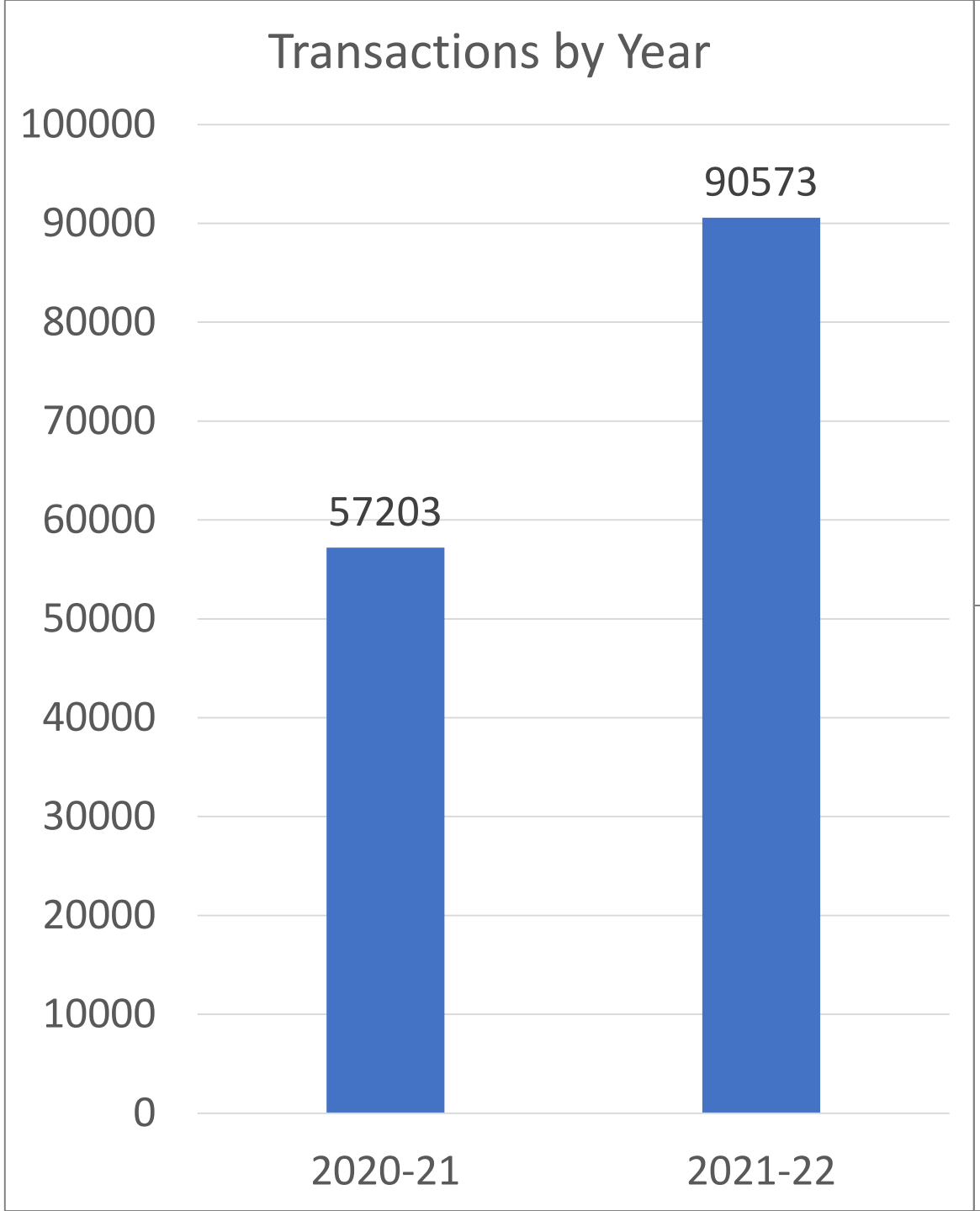


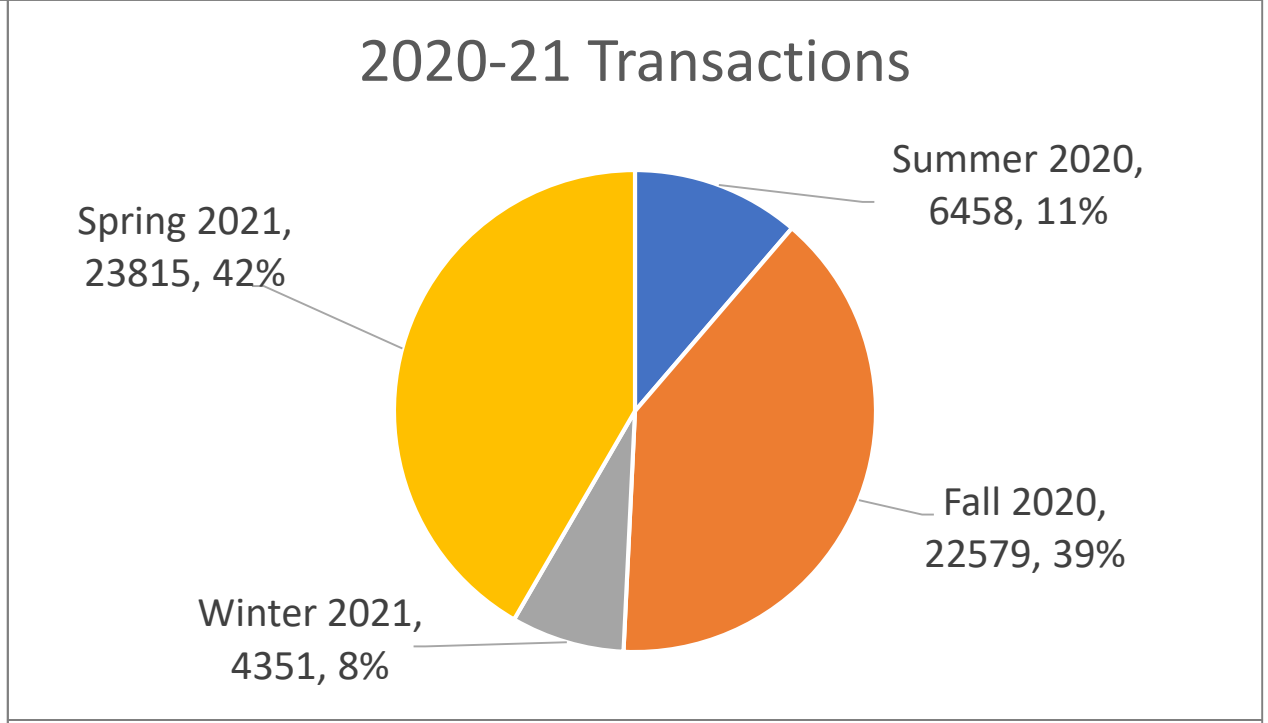
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6
Transactions	548	1075	780	993	1089	1034
Hours	753	1540	1138	1462	1539	1747

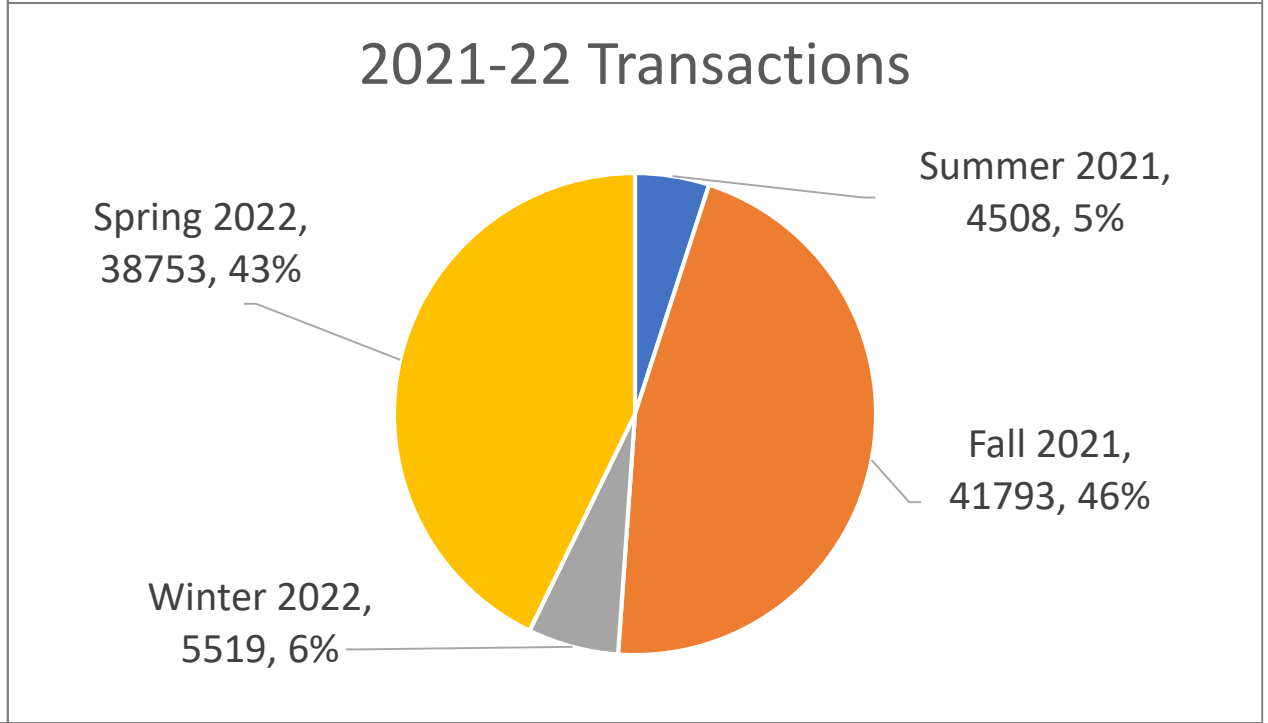
Spring 2022
Transactions and Hours



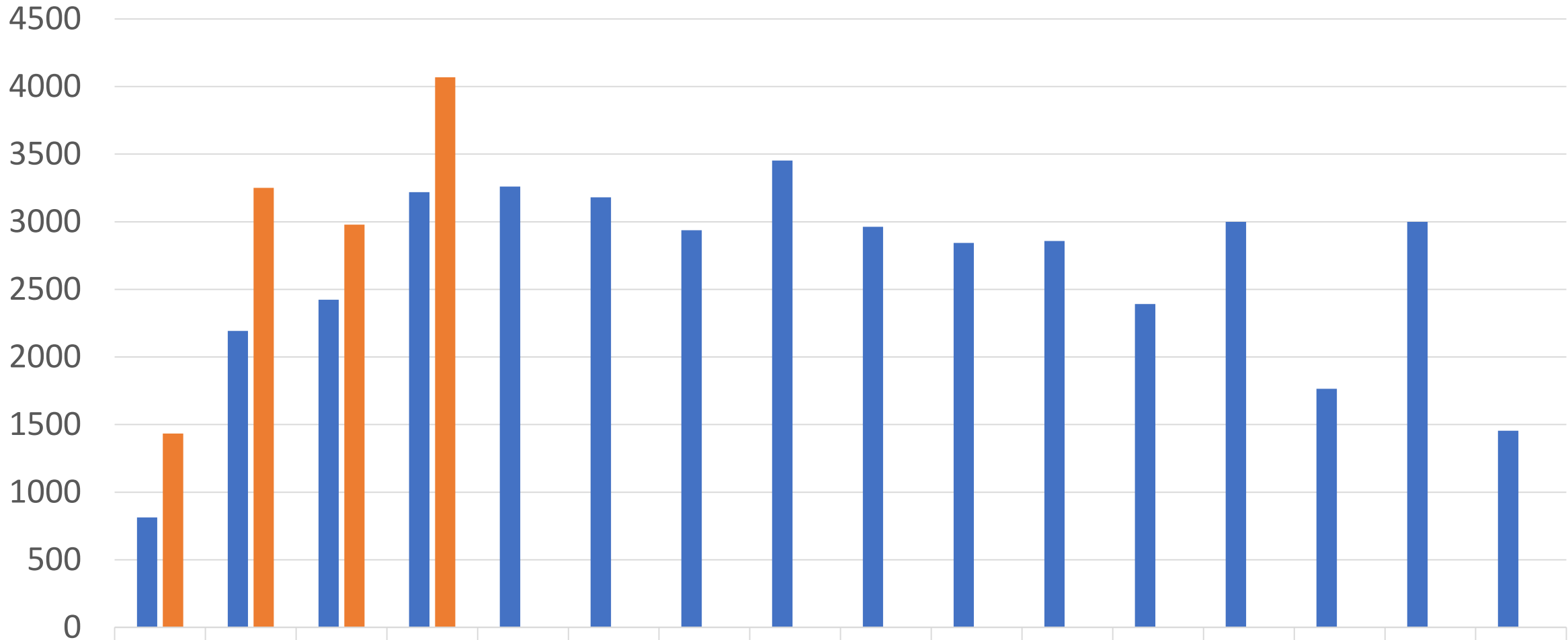
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6	Wk 7	Wk 8	Wk 9	Wk 10	Wk 11	Wk 12	Wk 13	Wk 14	Wk 15	Wk 16
Transactions	622	1909	2566	3001	2972	2089	2966	2772	2840	2595	2750	2703	2692	2699	2144	1429
Hours	905	2851	4060	4947	4863	3509	4709	4800	5033	4551	5016	4595	4513	4906	4288	3106


Transactions by Year
100000
90000
80000
70000
60000
50000
40000
30000
20000
10000
0
57203
90573
2020-21
2021-22


2020-21 Transactions
Summer 2020, 6458, 11%
Fall 2020, 22579, 39%
Winter 2021, 4351, 8%
Spring 2021, 23815, 42%

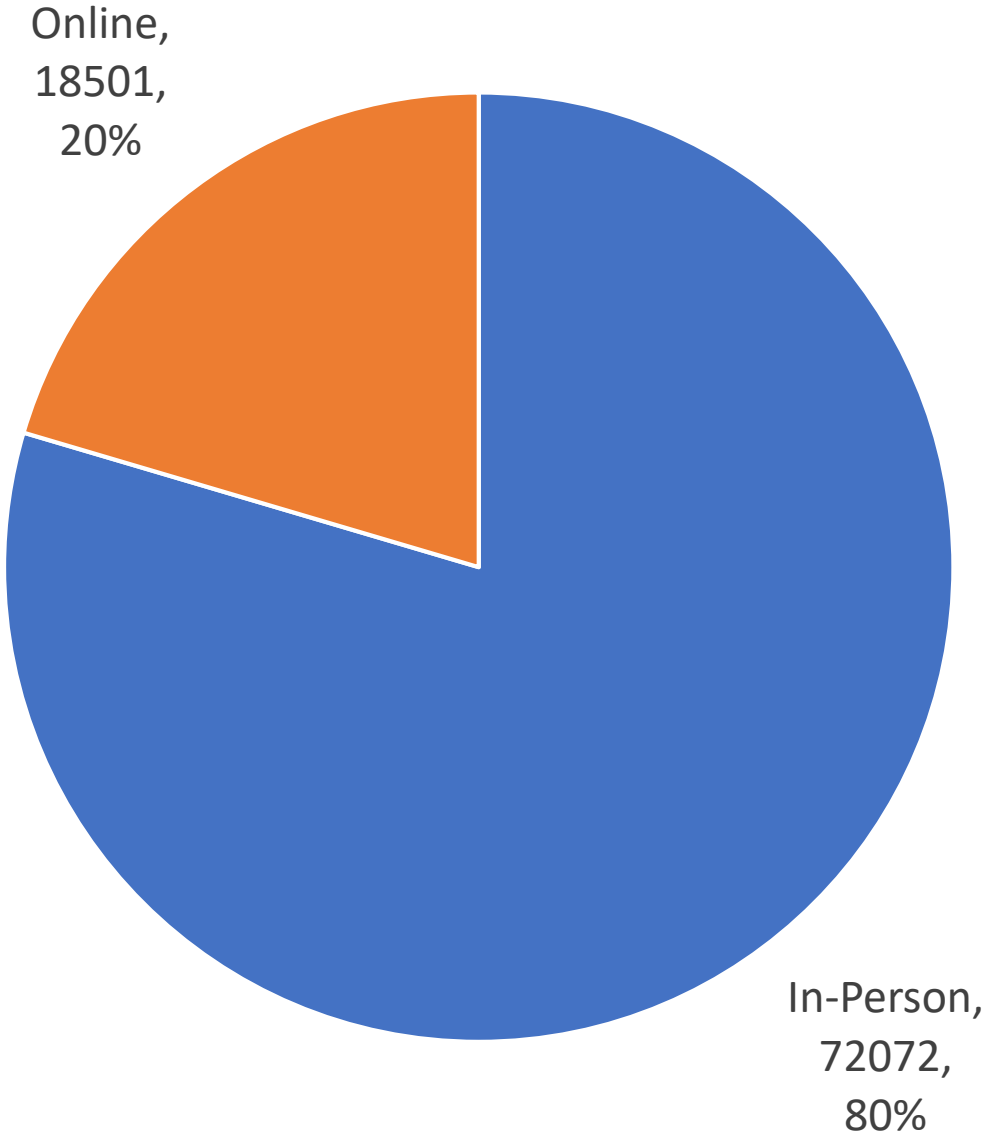

2021-22 Transactions
Summer 2021, 4508, 5%
Fall 2021, 41793, 46%
Winter 2022, 5519, 6%
Spring 2022, 38753, 43%

Fall Weekly Transactions
2021-22 vs 2022-23

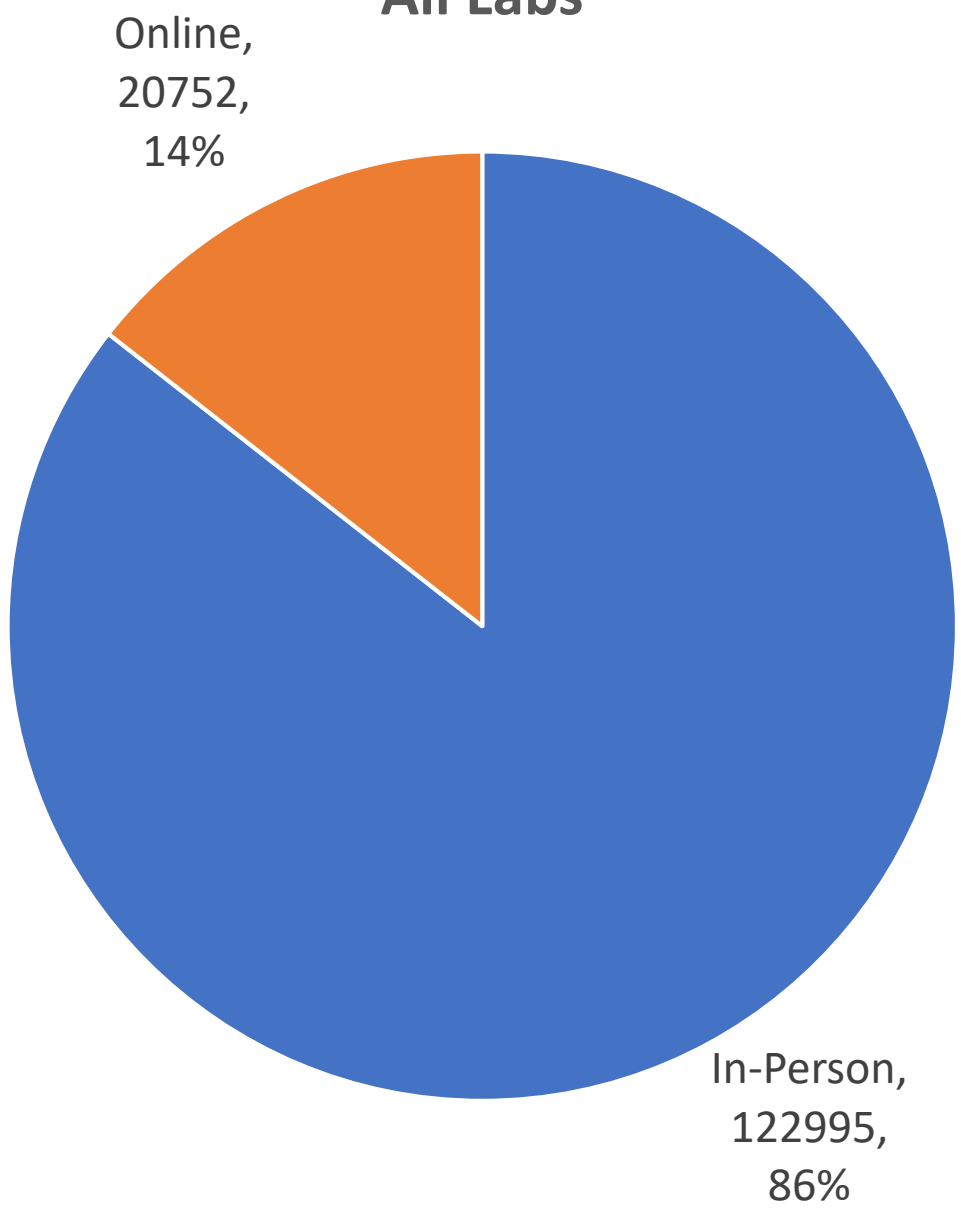


	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16
Fall 2021	813	2193	2424	3219	3260	3181	2937	3452	2963	2844	2858	2392	3000	1765	2999	1454
Fall 2022	1434	3251	2978	4068												

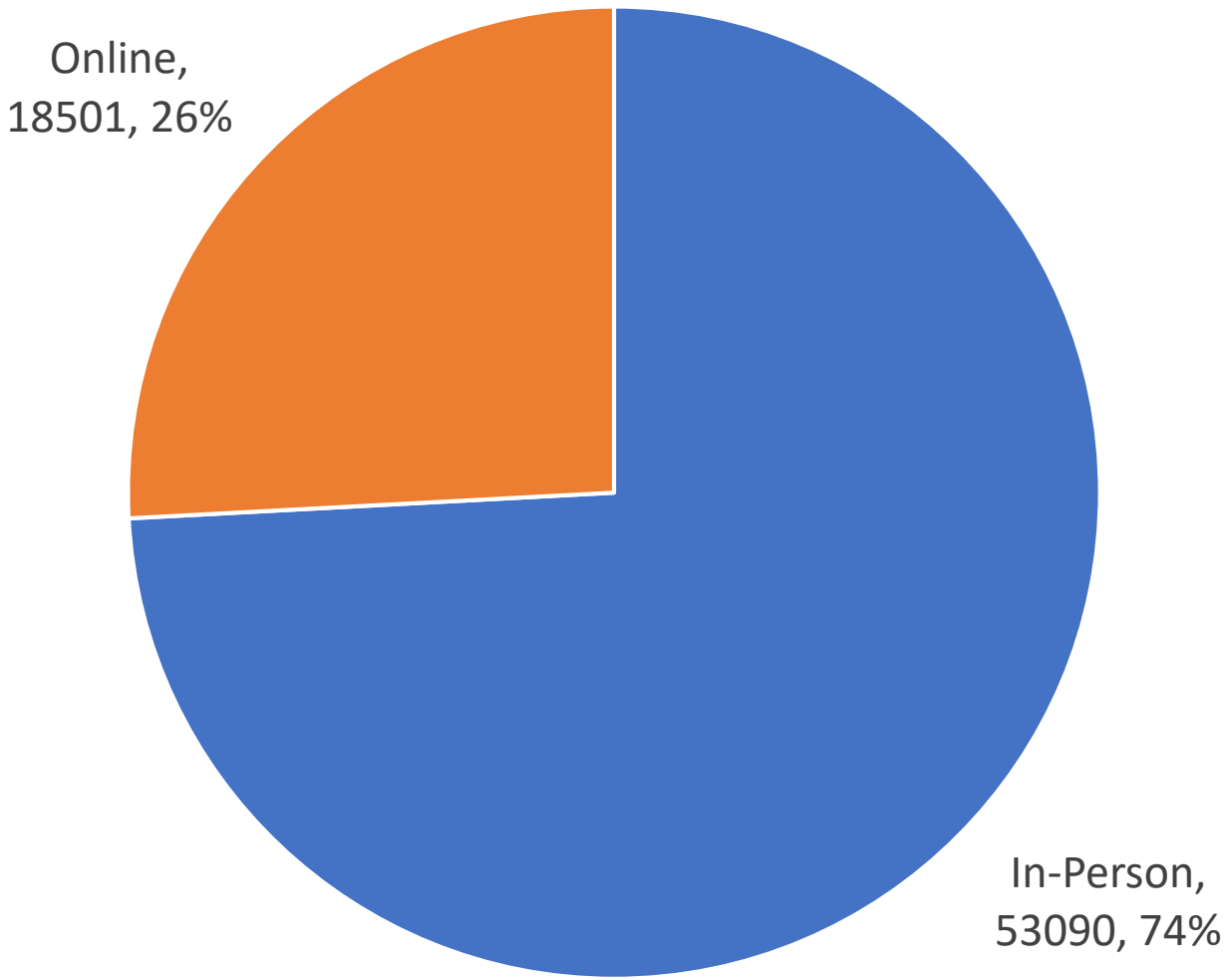
Transactions 2021-22
Online vs In-Person
All Labs



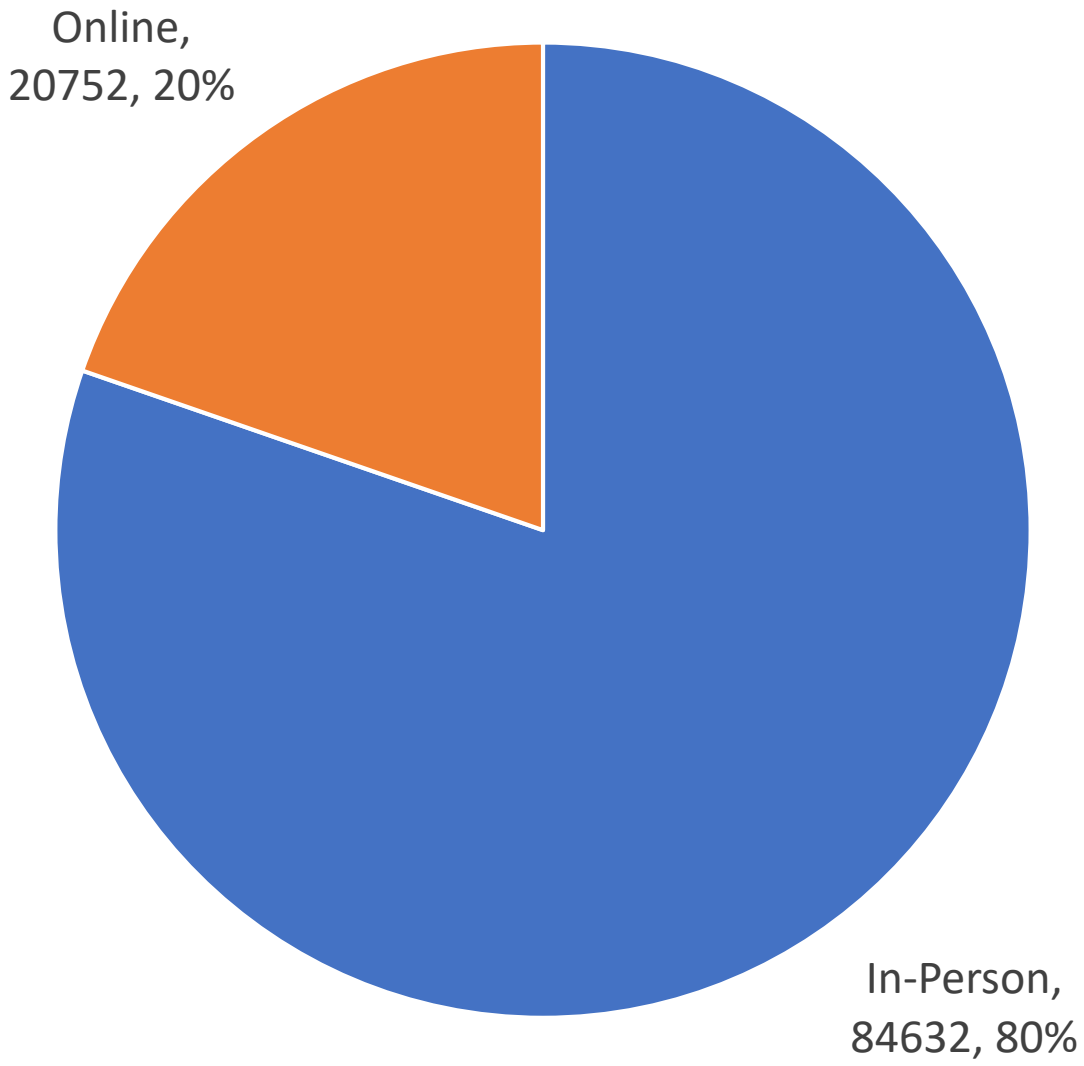
Hours 2021-22
Online vs In-Person
All Labs



Transactions 2021-22
Online vs In-Person
Labs with Online

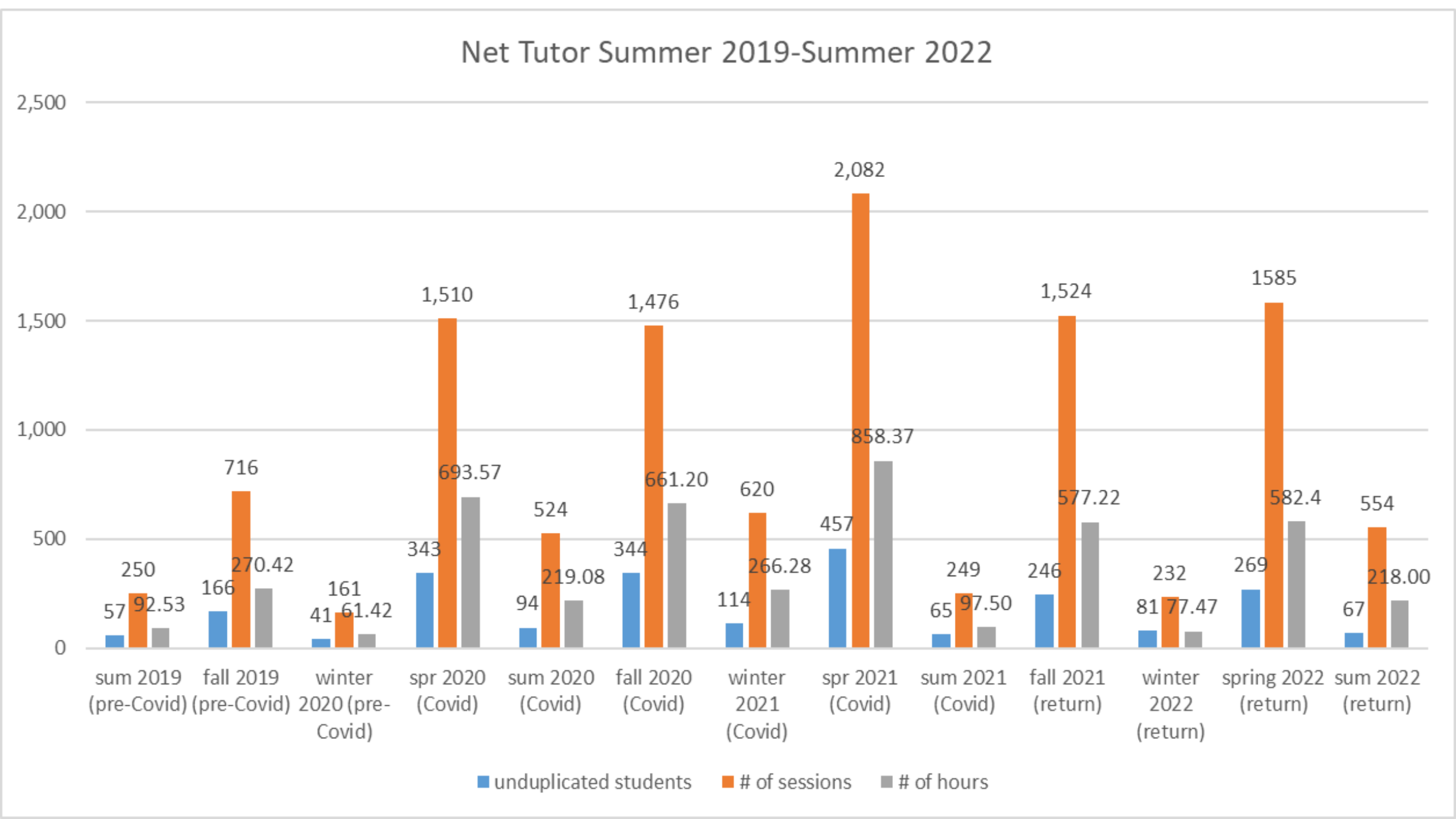


Hours 2021-22
Online vs In-Person
Labs with Online



Net Tutor Data

Net Tutor	sum 2019 (pre-Covid)	fall 2019 (pre-Covid)	winter 2020 (pre-Covid)	spr 2020 (Covid)	sum 2020 (Covid)	fall 2020 (Covid)	winter 2021 (Covid)	spr 2021 (Covid)	sum 2021 (Covid)	fall 2021 (return)	winter 2022 (return)	spring 2022 (return)	sum 2022 (return)	fall 2022 (return)	winter 2023 (return)	spring 2023 (return)
unduplicated students	57	166	41	343	94	344	114	457	65	246	81	269	67			
# of sessions	250	716	161	1,510	524	1,476	620	2,082	249	1,524	232	1585	554			
# of hours	92.53	270.42	61.42	693.57	219.08	661.20	266.28	858.37	97.50	577.22	77.47	582.4	218.00			
avg session length	0.370133333	0.377677	0.381469979	0.459316	0.418098	0.447967	0.429489	0.41228	0.391566	0.378751	0.333908	0.367445	0.393502	#DIV/0!	#DIV/0!	#DIV/0!


Net Tutor Summer 2019-Summer 2022
2,500
2,000
1,500
1,000
500
0
57
250
92.53
166
716
270.42
41
161
61.42
343
1,510
693.57
94
524
219.08
344
1,476
661.20
114
620
266.28
457
2,082
858.37
65
249
97.50
246
1,524
577.22
81
232
77.47
269
1585
582.4
67
554
218.00
sum 2019 (pre-Covid)
fall 2019 (pre-Covid)
winter 2020 (pre-Covid)
spr 2020 (Covid)
sum 2020 (Covid)
fall 2020 (Covid)
winter 2021 (Covid)
spr 2021 (Covid)
sum 2021 (Covid)
fall 2021 (return)
winter 2022 (return)
spring 2022 (return)
sum 2022 (return)
unduplicated students
# of sessions
# of hours