

# Impact: Results & Use of Results Reported by Goal



## Annual Program Plan Teaching & Learning Ctr

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Strategic Direction 1 - Student-Centered Curriculum

**There are no Data Analysis and Suggested Actions for this Strategic Direction**

Strategic Direction 2 - Student Access

**There are no Data Analysis and Suggested Actions for this Strategic Direction**

Strategic Direction 3 - Student Success

**There are no Data Analysis and Suggested Actions for this Strategic Direction**

Strategic Direction 4 - Campus Safety and Wellness

**There are no Data Analysis and Suggested Actions for this Strategic Direction**

Strategic Direction 5 - Organizational Effectiveness

**There are no Data Analysis and Suggested Actions for this Strategic Direction**

Dean Signature - Dean Signature indicates review.

**There are no Data Analysis and Suggested Actions for this Strategic Direction**

# Assessment: Program Overview (SWOT)



## Annual Program Plan Teaching & Learning Ctr

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**Program Description:** The Teaching and Learning Center is composed of the Writing Center, the Math and Science Center, subject tutoring, college success support, faculty support and development services, and the COLLEGE courses. The Writing and Math and Science Centers have experienced consistent increases in their usage since 2007. The Writing Center offers tutoring, workshops, and other resources to students for writing and reading/study skills across the curriculum. The Writing Center has also started offering support workshops and embedded writing coaches for English 1A students in response to AB 705. The Math and Science Center offers high quality tutoring in mathematics, chemistry, physics, accounting. We also send tutors to the engineering department student lounge. The TLC offers course embedded tutoring (CET); peer-assisted learning sessions (PALs), which are study sessions lead by a tutor; and subject tutoring in a variety of subjects including languages, history, psychology, and anatomy. The TLC reaches out beyond the physical building of the Library to send out math, science, and writing tutors to EOPS, Vet Center, ACCESS, EATM, and Athletics.

**Program Plan Writer/Editor/Contact Person:** Tracy Tennenhouse - Beth Gillis-Smith - Deborah Brackley - Rena Petrello - Esther Kim

**Dean/Manager:** Matt Calfin

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# Program Plan



## Annual Program Plan Teaching & Learning Ctr

**Program Description:** The Teaching and Learning Center is composed of the Writing Center, the Math and Science Center, subject tutoring, college success support, faculty support and development services, and the COLLEGE courses. The Writing and Math and Science Centers have experienced consistent increases in their usage since 2007. The Writing Center offers tutoring, workshops, and other resources to students for writing and reading/study skills across the curriculum. The Writing Center has also started offering support workshops and embedded writing coaches for English 1A students in response to AB 705. The Math and Science Center offers high quality tutoring in mathematics, chemistry, physics, accounting. We also send tutors to the engineering department student lounge. The TLC offers course embedded tutoring (CET); peer-assisted learning sessions (PALs), which are study sessions lead by a tutor; and subject tutoring in a variety of subjects including languages, history, psychology, and anatomy. The TLC reaches out beyond the physical building of the Library to send out math, science, and writing tutors to EOPS, Vet Center, ACCESS, EATM, and Athletics.

**Program Plan Writer/Editor/Contact Person:** Tracy Tennenhouse - Beth Gillis-Smith - Deborah Brackley - Rena Petrello - Esther Kim  
**Dean/Manager:** Matt Calfin

### Initiative: Administrative Support

Institutionalize the TSS1 position to assist with tutor time sheet paperwork, data entry, and general duties required to support the TLC tutorial centers.

**Initiative Status:** Active

**Initiative Year(s):** 2019 - 2020

**Start Date:** 09/30/2019

#### Resource Requests

**(A) Active Request** - Hire a 40-hour/week TSS1 to assist with the administrative support associated with the functioning of the Teaching and Learning Center. (Active)

**Justification:** The Teaching and Learning Center has grown rapidly in the last five years (we have nearly doubled in student usage). What's more, due to AB 705 (instituted in Fall 2019), the need for tutoring is growing even more rapidly. Further, as a response to Covid-19, tutorial services are now both online and on-campus, placing a greater burden on staff, faculty, and tutors alike. A TSS1 is crucial for assisting the TSS2 in managing administrative duties and tutor employees (80 tutors were employed in 2019-2020 academic year) for the entire Teaching and Learning Center.

**Contact Person for Request:** Rena Petrello - Deb Brackley - Emmanuel Guerrero - Matt Calfin

**Resource Category - Where does this request belong?:** (B) Classified Request

**Funding Source:** Other Funding

**What specific grant opportunities could help fund your request?:** AB 19, General Funds, SEA

**Priority:** High

**Overall / Aggregate Cost:** 54000

### Initiative: Increase Faculty Support for the Math and Science Center

Increase Faculty Support for the Math and Science Center, due to increased demand for online and on campus tutoring.

**Initiative Status:** Active

**Initiative Year(s):** 2019 - 2020, 2020 - 2021, 2021 - 2022

**Start Date:** 09/28/2019



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## Resource Requests

### (A) Active Request - Full-Time Math Faculty with 80% reassigned time to the Math and Science Center (Active)

**Justification:** We are asking for an additional math faculty member with 80% reassigned time to the Math and Science Center.

The original vision for the TLC was to have a Math Center that only helps students in math. However, in the past four years, the TLC has also expanded tutorial support for many other disciplines, including Chemistry, Physics, Computer Science, Engineering, Accounting, Biology, and much more. Due to this evolution in purpose, in the Spring of 2019, we began calling the "Math Center" the "Math and Science Center" (this is still not an accurate title, but we agree it is a better description than "Math Center" and we will use this new title to describe our services moving forward).

In 2018-2019, the growth was impressive with 2,829 unique visits (83.6% increase from 2014), 13,335 total visits (78.8% increase from 2014-2015), and 24,951 hours logged in (98.5% increase from 2014-2015)! What's more, due to the implementation of AB 705 in Fall 2019, there is an increased demand on the Math and Science Center in the area of Intermediate Algebra, College Algebra, and Statistics. During high impact times of the day, the Math and Science Center is completely full with standing room only.

The original plan to support the Math and Science Center with one full time faculty member assigned 80% load (28 hours/week) is not enough. Since Spring 2019, the center has been operating with two faculty members, one at 80% load (28 hours) and another with 40% load (14 hours). This additional support of equivalent 1.2 load has helped to meet some of the growing need, but still is not enough. Since the start of the pandemic we began offering tutoring online; now that we're back on campus, we have two centers: online and on-campus. We need even more faculty support to sustain the need; a growing program means that more tutors must be hired and supervised.

**Contact Person for Request:** Rena Petrello - Matt Calfin

**Resource Category - Where does this request belong?:** (A) Faculty Request

**Funding Source:** General Fund

**Priority:** High

**Overall / Aggregate Cost:** 125000

**Related Documents:**

[Visits by subject list, S19.pdf](#)

[Math n Science Center usage data 2014-2019.xlsx](#)

### (C) Pending/Future Need - Secure Office Space for TLC Faculty and Staff (Active)

**Justification:** Currently, there is a shortage of office space for those who support the TLC. When the new math faculty with 80% release time is hired, an office will need to be designated for him/her. The Project Impacto director works closely with the TLC and could use an office nearby. A redesign and perhaps a re-designation of office space is necessary.

**Contact Person for Request:** Rena Petrello - Deb Brackley - Matt Calfin - Beth Gillis Smith - Tracy Tennenhouse

**Resource Category - Where does this request belong?:** (E) Review for Space Allocation

**Funding Source:** General Fund

**Priority:** High

## Initiative: Expand TLC Services

Increase number of tutors for the Math and Science Center and the Writing Center to match with increased demand for services. Redesign the LLR 3rd Floor to maximize the TLC and general student study space.

**Initiative Status:** Active

**Initiative Year(s):** 2017 - 2018, 2018 - 2019, 2020 - 2021, 2021 - 2022

## Resource Requests

### (A) Active Request - Increase Current Budget to Support the TLC (Active)

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**Justification:** The TLC may only operate efficiently and consistently with the expectation that funds are stable from year to year. In years past we have needed to scramble to find funding and/or needing to cut services when the budget is low. The 2019-2020 budget was at a healthy amount: \$293,000. The TLC is requesting to increase the level of funding support to accommodate for increase in minimum wage.

It is important to note our significant growth over the past 4-5 years. In 2018-2019, we had 2,829 unique visits (83.6% increase from 2014), 13,335 total visits (78.8% increase from 2014-2015), and 24,951 hours logged in (98.5% increase from 2014-2015)! What's more, due to the implementation of AB 705 in Fall 2019, there is an increased demand on the Math and Science Center in the area of Intermediate Algebra, College Algebra, and Statistics. During high impact times of the day, the Math and Science Center is completely full with standing room only. We are making very good use of the money we are given, supporting students in multiple subjects in the center and in other venues across the campus.

**Contact Person for Request:** Deb Brackley - John Dobbins - Matt Calfin

**Resource Category - Where does this request belong?:** (F) Other

**Funding Source:** Existing Program Funds

**What specific grant opportunities could help fund your request?:** SEA Grant, General Funds, AB-19, other grants

**Priority:** High

**Overall / Aggregate Cost:** 300000

**Related Documents:**

[Math n Science Center usage data 2014-2019.xlsx](#)

## (A) Active Request - Renovate LLR 318 for hyflex use (Active)

**Justification:** The Teaching and Learning Center has an increased need to host hyflex staff meetings and group tutoring sessions. LLR 318 currently is not equipped with the proper technology to facilitate such meetings. The room needs a projector/equipment designed for hyflex Zoom sessions, a computer/monitor, telephone, and speakers/microphone.

**Contact Person for Request:** Rena Petrello, Deb Brackley, Tracy Tennenhouse, Beth Gillis-Smith, Matt Calfin

**Resource Category - Where does this request belong?:** (D) Technology Need

**Funding Source:** Categorical Fund

**What specific grant opportunities could help fund your request?:** HERF

**Priority:** High

**Overall / Aggregate Cost:** 10000

**Building and Room #:** LLR 318 (Library, 3rd floor)

## (A) Active Request - Renovate the Third Floor of the Library to Accommodate Increase in Math and Science Center Usage (Active)

**Justification:** Due to AB 705, there is an increased student demand for services in the Math and Science Center. Prior to the pandemic, the Math and Science Center was completely full, with standing room only. In order to meet the demand, we need more room and furniture to devote to drop-in tutoring for specific subject matters and more tables and chairs for general studying. Ideally, the entire third floor will be renovated to allow the book stacks to be moved out and more tables and chairs are put in their place to accommodate increased tutorial services, general studying, and a dedicated space for eating food while studying. Remediation for high volume of noise may be required.

This Resource Request Includes multiple items, which may be completed in various phases:

1. Find a new home for the book stacks
2. New Flooring: Replace carpet except in food areas which will need vinyl flooring.
3. New furniture for general studying and food areas to create more studying space where the book stacks are.
4. Noise mitigation to ensure that the volume on the third floor of the Library is at a healthy level.
5. Air return, to ensure food smells are filtered out well.
6. Electrical outlets installed in the floors or charging stations throughout.
7. Purchase 10 modular study rooms (that seat 3-4 each) in the location where the book stacks will be removed.

**Contact Person for Request:** Rena Petrello

**Resource Category - Where does this request belong?:** (C) Facilities Need

**Funding Source:** Categorical Fund

**What specific grant opportunities could help fund your request?:** Unknown

**Priority:** Medium

**Overall / Aggregate Cost:** 350000

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**Replacement Item:** No

**Building and Room #:** LLR, Entire Third Floor

**Related Documents:**

[Math and Science Center Floor Plan F2019.pdf](#)

[Math and Science Center at Capacity.jpeg](#)

## Initiative: Enhance Tutor Training with Conference Attendance

Enhance tutor training and resources for tutors and faculty who work in the Learning Center.

Purchase several guides about Writing Center theory and practice.

Send several tutors each year to the Southern California Writing Centers Association Tutor conference and the 3CSN Learning Assistance Project Regional Meeting.

Purchase several books about Math and Writing tutoring methods, theory, and technique.

Invite several tutors each year to attend different tutoring conferences (e.g. SoCalIWCA, 3CSN Tutor Explo, CMC^3-South, MAA, AMS).

**Initiative Status:** Active

**Initiative Year(s):** 2021 - 2022

### Resource Requests

**(A) Active Request** - Course books for all course embedded tutors:

Writing Center Theory and Practice, by Barnett and Blumner

The Harcourt Brace Guide to Peer Tutoring, by Capossela

A Tutor's Guide: Helping Writers One to One, by Rafoth

St. Martins Sourcebook for Writing Tutors, by Murphy and Sherwood

A Mind for Numbers, by Oakley

How to Solve It, by Polya (Active)

**Contact Person for Request:** Deborah Brackley, Tracy Tennenhouse, or Beth Gillis-Smith

**Resource Category - Where does this request belong?:** (A) Faculty Request

**Funding Source:** General Fund

**Priority:** Medium

**Replacement Item:** No

**(A) Active Request** - Conference Travel (Active)

**Justification:** To allow tutors to gain first-hand experience at professional conferences and help foster their personal and professional development as a young professional. This resource request will fund travel costs and allow tutors to attend relevant conferences (e.g. ACTLA, CMC^3, SoCal Writing Centers Association, etc.) within a reasonable distance.

**Contact Person for Request:** Beth Gillis-Smith, Tracy Tennenhouse

**Resource Category - Where does this request belong?:** (A) Faculty Request

**Funding Source:** General Fund

**Priority:** High

**Overall / Aggregate Cost:** 1500

**Replacement Item:** No

## Initiative: Improve Productivity with Software Support

Managing the availability and working schedules of 65+ tutors is a time consuming task. Software like "When I Work" has greatly improved the efficiency of scheduling tutors on a weekly basis. One -on-one tutoring sessions may be booked in an easy, streamlined fashion with Appointy.

**Initiative Status:** Active

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**Initiative Year(s):** 2019 - 2020, 2020 - 2021, 2021 - 2022

## Resource Requests

**(A) Active Request** - Purchase a yearly subscription to staff scheduling program called, "When I Work". (Active)

**Justification:** The TLC (and library staff) have been using the free version of "When I Work" since March 2019 and while it has been quite helpful, the free version has limited capabilities where we may only post a schedule for a tutor 10 days in advance and we may not see the schedule beyond that 10 day window. What's more, the free version only allows you to see the previous 10 days in the schedule so using the software to verify tutor time sheet accuracy for the month is impossible. The upgraded version will maximize productivity for scheduling staff, help tutors better plan their schedules, and better assist the TSS1 in verifying tutor time sheets.

**Contact Person for Request:** Emmanuel Guerrero, Deb Brackley

**Resource Category - Where does this request belong?:** (D) Technology Need

**Funding Source:** General Fund

**Priority:** High

**Overall / Aggregate Cost:** 1200

**(A) Active Request** - Purchase a yearly subscription to a one-on-one private tutoring scheduler called, Appointy. (Active)

**Justification:** Students in Basic Skills courses like Math M01 and Math M03 may schedule an appointment to have a one-on-one tutoring session with a Math and Science Center tutor. Appointy streamlines one-on-one tutoring requests. Students may book the appointment directly on the Writing Center and Math and Science Center websites or via a link to the corresponding Appointy pages. Instantly, the tutor, student, and Center directors receive a notification that the appointment has been booked. Appointy sends text reminders to students and tutors to remind them of the appointments. This system has decreased the number of no-shows for one-on-one tutorial support.

**Contact Person for Request:** Emmanuel Guerrero, Deb Brackley

**Resource Category - Where does this request belong?:** (D) Technology Need

**Funding Source:** General Fund

**What specific grant opportunities could help fund your request?:** Basic Skills

**Priority:** High

**Overall / Aggregate Cost:** 600

## Initiative: Increase in supplies budget

The current amount of \$1200 for the growing needs of the TLC is not sufficient. We would like to request \$2000.

**Initiative Status:** Active

**Initiative Year(s):** 2021 - 2022

**Start Date:** 01/07/2019

## Resource Requests

**(A) Active Request** - Increase Supplies Budget (Active)

**Justification:** The current amount of \$500 for the growing needs of the TLC is not sufficient. We would like to request \$2000. With over 70 tutors, we need more supplies for white board markers, resource materials, signage, outreach, tutor-faculty social event. Each year, we provide tutors with their uniform: Tutor t-shirts. We also need new signage for the Math and Science Center.

**Contact Person for Request:** Deb Brackley

**Resource Category - Where does this request belong?:** (F) Other

**Funding Source:** General Fund

**Priority:** High

**Overall / Aggregate Cost:** 2000