



## **Tutoring Center**

### **Instruction**

#### **Vision/Narrative**

##### Vision and Goal

It is our belief that educational success is achieved by understanding and enhancing one's own learning process. The Tutoring Center staff is committed to providing students with the opportunity to develop positive attitudes about themselves, their studies, and their learning skills. The goal of tutoring is to guide students to independent learning. This is accomplished by providing tutees with the opportunity to be actively engaged in the discussion and manipulation of course material. As an active learner, the tutee accepts responsibility for their own learning, which results in increased self-confidence and steady progression towards educational and personal goals.

#### **Feedback from Supervisor / Dean**

Student Life is currently using a scheduling program for Welcome Center that is very cost effective and easy to use. Perhaps the center would be able to use this as well.

What is the plan for Number 1 as NetTutor is not well used. What online tutoring could be done in another way? For example, the College has adopted Cranium Cafe, which could allow tutors to do online tutoring from their desktop. CCCConfer also uses Zoom for virtual meetings which is free to the college.

What assessment of student tutoring needs has been done and how are their needs being met and evaluated? Your SLOs could be addressing these issues and tracking student outcomes compared to those students who do not use the center.



**Program Objective 1: Increase the use of non-in person tutoring support for Gavilan College students.**

**Strategy and Goal(s):**

Not Applicable: RESUBMITTED: Copied from Academic Year 2016-17

**IEC Program Review:**

No: Accreditation review recommended that the college research the provision of equitable student support services to online students. This research suggested the need for online tutoring for evening, off-site, and online students.

**Progress:**

Yes: An online tutoring service was piloted in 14/15. The usage has been limited. The center will continue to prompt and pilot alternatives.

**Activity 1: Implement new net-tutor online tutoring system in Spring 2016.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 2: Contract with vendor provide online tutoring service.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 3: Pilot the use of evening phone support tutoring services one night per week starting Spring 2018.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean	Need to communicate regarding online. No cost.	9
Vice-President		
Budget Committee		
President's Council		



**Program Objective 2: Increase the effectiveness of the tutoring scheduling system.**

**Strategy and Goal(s):**

Not Applicable: RESUBMITTED: Copied from Academic Year 2016-17

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

No: The sars system and another product were reviewed but were not able to be implemented. Reviewed with MIS staff WC online and did not meet the needs of the center. Research is continuing.

**Activity 1: Research tutoring scheduling systems.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 2: Select appropriate system**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 3: Purchase system**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		



**Program Objective 3: Expand our tutorial support services on the main campus and the off sites**

**Strategy and Goal(s):**

Not Applicable: RESUBMITTED: Copied from Academic Year 2016-17

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

Yes: Sandwich Boards have been purchased and are deployed on a regular basis. Tutoring hours have been increased at the Hollister site. Additionally, tutoring hours on the main site have been increased to 9-4. Lastly, online tutoring will supplement the in-person tutoring. Off sites have received tutoring support and evening hours will be piloted in Spring 18.

**Activity 1: Review online scheduling tools.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 2: Recruit additional tutors to allow for off-site tutoring.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 3: Schedule additional hours for offsite tutoring.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		



**Program Objective 4: Integrate location and services with Learning Commons and Writing Center.**

**Strategy and Goal(s):**

Strategy #3: Improve and expand existing facilities to enhance the learning environment.

Goal #1: Expand facilities in the north and southeast portions of the district that will allow the expansion towards educational center size (20,000 square feet).

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

No- None -

**Activity 1: Conduct meetings with relevant program representatives.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 2: Develop a operation and facility plan.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Activity 3: Train staff.**

**Personnel Request - *none***

**Non-Personnel Request - *none***

**Rankings:**

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		