

Non-Instructional Program Review – Annual Update Template

Service Area/Administrative Unit Name

Service Area/Administrative Unit Name: Teaching and Learning Support Center (Formerly Tutorial Lab and Computer Commons)

Submitter: Bryan Asdel

I. Annual Update Form: Progress towards Achieving Goals

An Annual Update must be submitted each year that a Program Review is not submitted.

For Existing Goals, copy and paste each goal from your Program Review.

Goal 1

Provide environment conducive to tutoring and studying

Progress

Noise has been reduced with the purchasing of sound-reducing acoustic panels; however, they still need to be installed. New spaces have been identified and allocated for tutorial sessions, faculty-led workshops, proctored exams, video appointments, the math & writing center and more. We are in the process of cleaning out the storage room to utilize for virtual tutoring lab. New equipment, furniture, and other physical resources have been provided, but more is still needed for both main campus and especially Fort Irwin. Space has already been provided, as well as furniture and teaching materials, to L-13 in the TLSC. This is the anticipated location where the Math and Writing Center will physically open.

Resource Requested?

Yes

Goal 2

Enhance data-based decision making through more efficient tracking of student clients

Progress

Several support technologies have been integrated with Banner. SARS and Starfish were implemented; however, those have recently been replaced with Cranium Café. Cranium Café is fully integrated with Banner and provides supports to students including tutoring and data tracking. It is an all-encompassing platform that allows data tracking, self-service appointments, scheduling for staff, video conference options and more. However, it does not include an Early Alert program.

Resource Requested?

Yes

Goal 3

Expand tutoring and learning resources provided by Tutorial Lab

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Progress

Both the Writing Center and Math Lab are currently being developed with faculty support and an anticipated launch date of Spring 2022. We have expanded to include 6-12th grade student support, and we are working CTE to work with students concurrently enrolled at the high schools for 0 unit courses. During the physical closure our virtual presence has increased substantially. Cranium Café Appointment management system allows for easy access to video appointments for students Faculty have provided subject-specific study skills and career skills workshops to students in both face-to-face and remote formats. Additionally, the launch of the BCC Resource Hub on Canvas in fall 2020 and the creation of a faculty-led workshop library for students in spring 2020, have all contributed to a newly revamped and improved remote student experience. In an effort to collaborate with faculty and improve instruction in face-to-face and online formats, the “Scholarship of Teaching Series” was created. This series of workshops is hosted by the TLSC and is led by faculty, for faculty, on a semi-monthly basis. Future improvement of the academic support services at the College will include the continued development of our College Reading & Learning Association (CRLA) Certification Program for tutors.

Resource Requested?

Yes

Goal 4

Protect the academic integrity of testing materials and processes while providing outstanding Proctored Testing services

Progress

Proctoring for online courses are currently suspended since the beginning of the pandemic. There is currently no foreseen date when proctoring will resume. Previously proctoring materials were kept secure and shredded after use. Proctor codes to enter test were not shared with anyone but TLSC LSS Specialist staff. Students electronics and personal items were stored securely while they took the tests.

Resource Requested?

No

Goal 5

Foster student academic success with an outstanding level of student technical support in open computer lab

Progress

We hold Orientations for computer basics both online and in-person that cover navigation of BCC applications prior to the start of and during the first week of each 9-weeks within the semester. Tutors are vetted to help with both technical skills and subject matter during interviews. Presentations are given to concurrently enrolled high school students on navigation and technical support. We can now help students with technical issues through video appointment using the share screen feature.

Resource Requested?

No

For New Goals, complete the below information.

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GOAL #1

Development of a college writing center, math lab, STEM lab, and ESL lab

Objective 1

Allocate funding for and hire a TLSC Faculty Coordinator

Actions, Tasks

Approve draft of job description, identify hiring committee and hire candidate

Request funding for position in program review

Outcomes, Measures, Assessment

Functional student academic success centers, including adequate hours of operation to ensure accessibility to a diverse student population

A broad array of programming designed to supplement classroom instruction specific to academic programs including STEM, English, ESL and more

Objective 2

Designate/hire faculty leads for each center and lab and hire supporting faculty and tutoring support accordingly

Actions, Tasks

Draft job descriptions, approve drafts, identify and hire part-time faculty or allocate full-time instructor load toward coordinator positions

Outcomes, Measures, Assessment

Functional student academic success centers, including adequate hours of operation to ensure accessibility to a diverse student population

A broad array of programming designed to supplement classroom instruction specific to academic programs including STEM, English, ESL and more

Objective 3

Designate clear space and hours of operation for each center and lab

Actions, Tasks

Staggered schedules for faculty and tutors to cover adequate hours of operation

Move tutorial services and computer lab to larger space as new centers and labs are created

Designate temporary and long-term full-time spaces for remote tutoring, including study rooms or back offices in Library

Outcomes, Measures, Assessment

Well-equipped facilities of adequate size to encourage maximum utilization

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Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Strategic Priority 3: Build Community

Strategic Priority 4: Achieve Sustainable Excellence in all Operations

GOAL #2

Improved tutoring program with enhanced services provided by and improved training for tutors

Objective 1

Improved embedded tutoring program and development of SI (Supplemental Instruction) program

Actions, Tasks

Collaborate with faculty and educate faculty on the advantages of embedded tutoring and SI programs

Hire appropriate tutor staffing to sustain embedded and SI models, including quantity and variety of disciplinary qualifications

Research and develop comprehensive plans to implement sustainable and high-quality embedded tutoring and SI programs

Outcomes, Measures, Assessment

Increased student success and completion rates in students who attend SI study sessions

Increased student success and completion rates in courses with embedded tutors

Objective 2

CRLA Certification

Actions, Tasks

Develop tutorial training that fulfills CRLA certification requirements and provides tutors with soft skills to help develop their capacity for compassionate and successful tutoring sessions which improve students both academically and provide personal fulfillment

Outcomes, Measures, Assessment

Improved student feedback

Improved tutorial sessions satisfaction for both the tutor and tutee

Development of skills proficiency in tutors and tutees that are applicable beyond the college experience

Objective 3

Increased faculty availability for tutor training

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Actions, Tasks

Discipline and soft skills training provided by faculty, professional experts in their respective areas, to tutors

Organize tutoring schedules accordingly to provide congruent and equitable training opportunities for all tutors

Outcomes, Measures, Assessment

Increased faculty sense of belonging, participation and contribution

Improved student feedback

Improved tutorial sessions satisfaction for both the tutor and tutee

Development of skills proficiency in tutors and tutees that are applicable beyond the college experience

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Strategic Priority 3: Build Community

Choose an item.

GOAL #3

Enhancement of support services resources for all locations, including Fort Irwin and online tutorial and research assistance

Objective 1

Improved furniture and equipment for each location, including remote support

Actions, Tasks

Acquire ergonomic and aesthetic furniture for Teaching and Learning Support Center — Fort Irwin (TLSCFI), as well as an open view into computer lab where testing takes place

Provide appropriate equipment, including webcams and headphones with microphones, and designate spaces and software (Proctorio) for long-term sustainable proctoring models that help alleviate Learning Support Services Specialist proctoring duties to free time for direct student assistance

Acquire appropriate equipment for enhanced remote services, including webcams, microphones, headphones, IPEVO document cameras, and more

Outcomes, Measures, Assessment

Increased remote tutoring client satisfaction

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Increased efficacy of remote tutoring appointments, including in student success and completion rates in online courses by those students who utilize remote tutoring

Objective 2

Improved faculty and tutor training in remote technology for distance tutorial and research assistance

Actions, Tasks

Utilize scholarship of teaching series and tutor training to improve faculty understanding of remote education technology

Collaborate with Instructional Design team to share out information on and acquire remote technology to improve online faculty instruction and mentoring

Outcomes, Measures, Assessment

Increased remote tutoring client satisfaction

Increased efficacy of remote tutoring appointments, including in student success and completion rates in online courses by those students who utilize remote tutoring

Increased access, scheduling, and ease of use for remote tutoring appointments, increasing overall number of appointments

Objective 3

Re-establish proctoring procedures for exams taken in the TLSC; Implement proctoring for Pearson Vue, TABE testing, DSST, CASAS, Accuplacer ETB within the main campus TLSC

Actions, Tasks

Provide appropriate equipment, including webcams and headphones with microphones, and designate spaces and software (Proctorio) for long-term sustainable proctoring models that help alleviate Learning Support Services Specialist proctoring duties to free time for direct student assistance

Provide appropriate training to staff on main campus for certification, with aim to implement Pearson Vue, TABE testing, DSST, CASAS, Accuplacer ETB within the main campus TLSC

Outcomes, Measures, Assessment

Increased testing numbers on main campus for Pearson Vue, TABE testing, DSST, CASAS, Accuplacer ETB

Acquisition of appropriate equipment to enhance remote tutorial services

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Choose an item.

Choose an item.

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GOAL #4

Improved and increased faculty scholarship and involvement opportunities at Teaching and Learning Support Center (TLSC)

Objective 1

Reestablish consistent scholarship of teaching workshop opportunities

Provide faculty support in development and implementation of “Reading Apprenticeship” and “Growth Mindset” models

Actions, Tasks

With faculty, schedule Scholarship of Series slate for Spring 2022 and Fall 2022

Identify and work with TLSC Writing Center coordinator and other faculty tutorial coordinators on including “Reading Apprenticeship” and “Growth Mindset” pedagogical development events in Scholarship series or elsewhere

Outcomes, Measures, Assessment

Increased faculty involvement at TLSC and faculty events

Reading apprenticeship and growth mindset measurable outcomes included in curriculum throughout college

Objective 2

Cultivate improved relationship and awareness of TLSC services with faculty

Actions, Tasks

Create videos that increase awareness of services offered and tutorial best practices

Create tutor shadow program with TLSC faculty

Provide appropriate opportunities for faculty appreciation

Outcomes, Measures, Assessment

Faculty will be more apt to refer students

Faculty will utilize the facility and bring their classes to orientations

Faculty will use the early alert system

Faculty will give extra credit opportunities to students for using facility, participating in TLSC events and/or tutoring

Objective 3

Acquire speakers and professionals for faculty development

Actions, Tasks

Ask Dr. Banton to be a guest speaker in the facility, partner with SPS to create these workshops as an option for their SPS requirements

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Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Strategic Priority 3: Build Community

Choose an item.

Choose an item.

GOAL #5

Increase awareness of Teaching and Learning Support Center programs and services

Objective 1

Assess and determine clientele base to target in awareness campaigns

Actions, Tasks

Brainstorm and survey students on needs and relationship to TLSC and tutorial programming

Outcomes, Measures, Assessment

Attain measurable data on student needs

Objective 2

Work collaboratively as staff to create a clear story surrounding the TLSC and what it can do for students which appeals to audience

Actions, Tasks

Hosting more workshops that are geared toward life skills; Responsible Finance Workshop series; mental health, basic needs and soft skills

Create an on-campus presence of career opportunity through tutoring program

Record videos that capture the story of students who use the TLSC

Outcomes, Measures, Assessment

Increased attendance and use

Objective 3

Rebrand TLSC accordingly based on student feedback

Actions, Tasks

Brand TLSC mission and design based on needs of students

Outcomes, Measures, Assessment

Student numbers will increase

Student success will increase in subjects with additional support

Attendance in workshops and study sessions will be steady

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Strategic Priority 1: Innovate to Achieve Equitable Student Success

Strategic Priority 3: Build Community

Choose an item.

Choose an item.

II. Resource Requests: What does the area need to meet its goals and objectives?

Areas can submit their requests for resources by utilizing the Resource Request Form. Requests should be evidence-based and tied to goals and objectives.

This form may also be updated and submitted in Years Two and Three if needed.