**CSCC Continuous Improvement Team Award Application**

**Project Name:** Tutoring Advisory Committee (TAC for Title III Grant)

**Date Project Began:** May 5, 2010  **Date Project Completed:** Ongoing

1) **TEAM MEMBERS:** on attached page.

2) **SUMMARY OF PROJECT:** The desired goal of the TAC is to support learning assistance for students at the college in order for them to attain their educational goals. The TAC supports the college goals addressing excellence in learning and teaching, providing a learner-centered environment; providing educational programs and services to meet changing student needs; providing lifelong educational programming for personal and professional growth, providing quality educational services within available resources; and enhancing learning opportunities for students, faculty staff, and administrators through effective use of technology. Over 18 hours of volunteer service by each member of TAC as a whole, in addition to service on subcommittees, has resulted in exemplary support and guidance for the tutoring activities at CSCC.

3) **SPONSOR/SUPPORT:** Title III Grant: Strengthening Institutions  
Dr. Tom Erney, Dean, Institutional Services, ex. 2532, terney@csc.edu  
Teddi Lewis-Hotopp, Director, Inst. Serv. Title III, ex. 5104, tlewisho@csc.edu

4) **APPLICATION SUBMITTED BY:** Dr. David Reedy, Title III Grant, Program Coordinator, ex. 2232- dreedy2@csc.edu
SUMMARY OF PROJECT

Background
Columbus State Community College is working to build a tutoring infrastructure for all students. Through the Federal Title III program—Strengthening Institutions—Columbus State has been charged with standardizing administrative policies, procedures, qualifications, job descriptions and compensation for tutors; conducting professional development activities; training tutors; recognizing processes that inform students of class performance and encourages persistence; building systems to track and assess tutoring effectiveness; and coordinating the implementation of on-line tutoring models. As a result, CSCC faculty and staff are being asked to engage in “innovations” and pilots in the area of student tutoring. Some of these innovations include, but are not limited to:

- Research, review and implement different models of tutoring, including but not limited to Supplemental Instruction, to differentiate tutoring practices for CSCC students;
- Develop and implement an online tutoring model;
- Evaluate and recommend resources related to tracking and scheduling tutoring services, implementing online tutoring, and broadcasting tutoring services across the college.

Mission Statement
The tutoring Advisory Committee is made up of faculty, administrators, and staff college-wide with leadership provided by the Title III staff. The mission of the Tutoring Advisory Committee is to:

1. Streamline tutoring processes across campus and ensure that all students have access to quality tutoring experiences that help them develop as life-long learners;
2. Promote tutoring practices that help students reflect on their own learning styles;
3. Provide effective teaching and learning environments for tutors and students.
Activities this year

The Tutoring Advisory Committee (TAC) is an integral component of the Title III Grant: Strengthening Institutions. This voluntary group of 18 individuals began working together in May of 2010 growing to nearly 35 currently, and has helped plan and guide the work of the Title III office with regard to the tutoring initiative of the grant. Planning components of the grant addressed the core problems of low retention, persistence, graduation rates, and success rates in key courses; and a need for effective coordination, promotion, implementation, and access to or standardization of quality measures as they relate to tutoring. To begin addressing these concerns the committee reviewed several tutoring models, tracking systems, and online tutoring vendors. As the group continued the work set forth, a professional development opportunity was held in August 2010 culminating in more than 120 tutors becoming certified as Level 1 Tutors through the National Tutoring Association. Additional professional development travel opportunities for 15 tutor and 7 members of the TAC were supported by the Title III grant. With the guidance of TAC, Brown Bag Discussions are beginning to be held to share the information across campus that was gleaned from the conferences. Following are the identified link with campus values and strategic planning goals along with the resulting recommendations of the TAC.

The mission of CSCC is supported through the Title III grant and TAC especially to provide quality educational programs through its dynamic curriculum. Specific goals supported include (B1) recognize, develop, and support excellence in learning and teaching; (B2) learner–centered environment; (B5) educational programs and services to meet changing needs; (B6) provide
*lifelong education programming for personal and professional growth; (B10)*
collaborate to provide quality educational services within resources; (B12) enhance learning opportunities for students, faculty, staff, and admin through effective use of technology.

- **B1, B2, B5, B10**: Review of tutoring methods/models included peer tutoring, adjunct/faculty tutoring, Supplemental Instruction, online tutoring, the use of teaching assistants in tutoring, online vendors. Plans resulted in bringing to campus a professional development activity (training program) that resulted in 120+ certified tutors and provided guidance toward supporting all students who look for assistance. In January 2011, 137 tutors and administrators participated in a Supplemental Instruction workshop on campus. A pilot for an SI program was planned and implemented this spring. TAC proposed an increased number of available times and staff for tutoring primarily in Arts and Sciences and created a listing of tutoring services available college wide.

- **B1, B10, B12**: A review of online tutoring programs and tracking systems was conducted for the following systems. OLN eTutoring, Ask Online, Tutor Trac 4.0, and TutorFile. A rubric was developed and used and after careful consideration, the TAC recommended the use of TutorTrac 4.0. The TAC, Title III and the IT department have collaborated to begin a pilot this spring. This system will allow users to register their sessions very simply while providing access to robust reports for decision makers. Funding for the system came through Title III. Through the system, access to tutoring and its effect will be readily accessible to
all students, and the college can use the resulting reports as a decision-making tool to support the tutoring infrastructure.

- **B1, B5, B6, B10, B12**: Individuals from TAC and their colleagues were sent to conferences which were identified for professional development. 22 tutors and TAC members attended the following conferences: College Reading and Learning Association, National College Learning Center Association, Teaching Academic Survival Skills, Supplemental Instruction International Conference, Association for the Tutoring Profession, US Conference on Teaching Statistics, International Writing Center Association (IWCA) Summer Institute and as a presenter for the IWCA annual conference. Each attendee has been requested to participate in one Brown Bag Discussion to share what was learned at the conference and strategies they are implementing as a result.