Proposed SBVC Academic Support Infrastructure: Supporting Student Access and Success

-Data- Driven Allocation of Resources
-Collaborations with Affected Stakeholders

- **Student Success Center** (formerly the Math & Science Success Center)

- **Computer Information Technology Lab**
  Location: Business Building

- **Writing Center**
  Location: Liberal Arts Building

- **Health Science/ Nursing Resource Center**
  Nursing Skills Lab
  Location: HLS Building

What we have

No coordination or collaborative efforts between centers

No designated Student Success entity to collectively track input resources, and analyze output results

Fragmented line-of-sight supervision and discipline training for student tutors is lacking

Minimal to no content specialist involved in academic support operations & activities

- **STAR Program Tutoring**

- **Reading Lab**
  Location: Liberal Arts Building

- **Sun Room Lab**
  Location: Sun Room

- **Technical Learning Center**
   Location: Technical Building

What you may not know…

Other programs that offer student academic support function with little or no institutional support

Computer lab access is lacking

Print stations for students are minimal

- **Reading Lab**
- **Writing Center**
- **Sun Room Lab**
- **Technical Learning Center**
- **Computer Information Technology Lab**
- **Mathematics and Science Center**
- **Multi-Disciplinary Center and Modern Languages Lab**
- **Health Science/ Nursing Resource Center Nursing Skills Lab**

- **Special Programs Academic Support**
- **Library Services**

What you have recommended

Designated party/parties to facilitate collaborative/clearinghouse efforts

Regular meetings with representatives from academic support areas to discuss data and to strategize about best pedagogical practices for learning centers

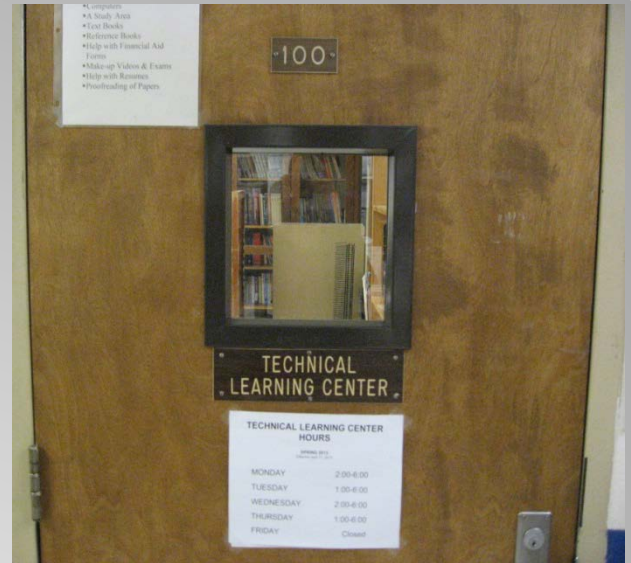Coordination of data collection and analysis

Content coordinators assigned to each learning center w/ appropriate clerical assistance

Data driven decision-making

Technical Learning Center

Currently:
- Student Service Technician II
  (grant funded) trains peer tutors
- All tutors are grant funded; hours vary
  Limited hours

Recommendations
**Location: Tech Building
Student Service Technician II**

**Tutors: 5
Tutor III and/or Adjunct: Line-of-sight
supervision**

**Primary need: Basic Skills applicable to VOC/
TECH disciplines; hours of operation vary**

Writing Center

- Lead instructor (English Dept. faculty) w/0.265 load.

- General funds budget: $66,918 for 13 tutors w/varying hours (15 max)

- Online Writing Center available

- Services for all campus disciplines who have writing assignments

- Hours: M: 9-4, T: 9-8, W: 9-3, Th: 9-4:30, F: 9-3

Location: Liberal Arts

Lead Instructor: 1 (full load)

Tutors: 20-25

Events/workshops

Computers/Print Station

Extend Open Hours

Reading Lab

◦ **Misconception:**

Open to all students

◦ **Reality:**

- Open only to students enrolled in a reading class

- Staffed by 1 Instructional Assessment Technician and 1 reading tutor

- 1/3 of the space is designated for an open computer lab and is managed by the Instructional Assessment Technician

Recommendations

**Reading Lab
Location: LA 203**

1 Full-time Instructional Assessment Technician (not the same person who staffs the lab for the courses)

3 Reading tutors

Campus-wide services offered:
- Study skills
- One-on-one tutoring
- Reading Workshops
- Appropriate reading software

Computer Information Technology Lab

- **No dedicated space**
- Limited services housed in Student Success Center

Recommendations

Computer Information Technology Lab

Location: Business Building

Coordinator: 1- 1.5 (CIT/ CS/ Business faculty position)

Tutors: 6 (multiple disciplines to cover in addition such as accounting, real estate, etc.)

Computers/Print Station

Appropriate software

Operational Hours:
8 am- 8 pm M-F, Sat hours based on demand and data

Sun Room Lab

Location: Sun Room

- **Tutors volunteer**

Sunroom Lab

Tutors: 3-5

Multi- Disciplinary Center And Modern Languages Lab

Recommendations

- **Non-existent**

- **Currently, some** services are housed in the Student Success Center

- Some faculty help set up group activities outside of class on their own

Location: North Hall

Services to be provided for the following divisions:
- Social Sciences
- Human Development
- Physical Education
- Arts & Humanities

Tutorial Coordinator: 1-1.5

Clerical: 1-1.5

Tutors: 10-20 depending on data and depth of services offered

Hours of Operation: 8-8 M-F, Sat (possibly); data-driven

Health Science
Nursing Resource Center and Skills Lab

Recommendations

Location: HLS Building

Currently: 1 Coordinator

Additional research is needed to update the center to current Nursing Association standards.

Coordinator: 1 (faculty)

Simulation Coordinator/ Technician: 0.5- 1

Counselor: 0.5- 1

Computers

Student Success Center

Location: Physical Science Building
Services are primarily grant funded

- The majority of services support STEM
  - 94 Student Success Workers
  - 26 non-STEM
  - 68 STEM
- Challenges
  - Personnel: Need for discipline specific coordinator
  - Space
  - Noise
  - Decision-making has not historically been data driven
- No content experts throughout the day

Recommendations

Math & Science Success Center

2 Faculty Coordinators

Counselors: 3

Clerical Support: 2

Lead (Faculty) Instructors: 6

Non instructional adjunct : 4-5

Tutor III: 10

Peer Tutors: 55

Institutionalization of Key Components:

Coordinators Technicians*
Lead Instructor (Writing Center) *
Academic Support Lead Instructors*
Clerical*
Counselors*
Tutors (at Tutor I, II, or III) *
Non-instructional time*
Library*
Campus Technology Services*
***Bargaining units may need to be involved**

Funds for:
Materials
Software
Computers
Print Stations for each Center and Lab

Program Review Needs Assessment:
Include a section about academic support

Research, Planning & Institutional Effectiveness

- Dr. James Smith, Dean

- Christie, research assistant (50% HSI/ STEM grant funded)

- Administrative Secretary: Craig (only support staff for Craig), James, PD (Dena: 80/ 20)

- Under-staffed

- Grants Writer/ Manager?

Recommendations

Research Analyst: 2-3

Research Assistant: 2

Full-Time Administrative Secretary: 1

The institution needs to plan for the demands for, and use of data, software, and queries

Currently, CHC has higher levels of staffing as compared to SBVC despite being ½ its size.

Moving Forward

- Establish a Collaborative Clearing House
- Supported by designated Student Success Manager
    - Ensures consistency in academic support
    - Works with all centers/lab
    - Assists in coordinating centers' data gathering, reports, etc.

    - Addresses both access and success & passage of Student Success Act:
        - Increase the counselor to student ratio
        - Restore critical student support services

Recommendations

Designated manager for Student Success
- reports to the President

Staffing Needs:
- **Analyst**
- **Research Assistant**

http://asccc.org/resolutions/student-success-infrastructure-act-2012