**Palomar College – Program Review and Planning**

**Instructional Support and Other Units**

Includes: Instructional Services Office, Division Dean’s Offices, Occupational & Noncredit Administrative Office, Workforce and Community Development and Extended Education (Centers and Site Operations), KKSM, PCTV, Library, Telescope, Boehm Gallery, Academic Technology, Tutoring, Planetarium, Service Learning, etc.

**YEAR 1**

**Academic Year** **2012-13**

**Purpose of Program Review and Planning:** The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.)

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| --- | --- |
| **InstSuppt&Other: Tutoring Center (in Main Campus Library)** | **09/14/2012** |
| **Instructional Support Unit Reviewed (Each Unit is required to complete a Program Review)** | **Please Add Date (00/00/2012)** |

**STEP I. Describe Your Unit**

| **I. A. Mission:** |
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| **To promote the educational and general development of Palomar students and to provide a positive environment for the functioning and professional development of its tutors and staff.** |

| **I. B. Personnel Assigned (Include names and titles):** |
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| **Ruth Barnaba - Coordinator Vacant - 100% Tutorial Assistant Tom Denny - 45% Tutor**  **Greg Thomas - Tutorial Specialist Patricia Robinson - 45% Tutorial Assistant Vacant - 45% Spanish Tutor**  **Leticia Murillo - Tutor/Proctor Richard Sauerheber - 80% Tutor** |

| **I. C. Current Operating Budget (Do not include permanent salaries):** |
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| **Only $60,302: 31% less than 2011 and 21% less than 2010** |

| **I. D. Source(s) of Funding:** |
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| **District, EOP&S, TRiO/SSS, CalWorks** |

| **I. E. Location of Office(s):** |
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| **Library Building, Rooms LL-105, LL-106, LL-107** |

**STEP II. PLANNING**

| **II. A. Discuss your unit’s alignment with the college’s** [**Strategic Plan 2013**](http://www.palomar.edu/strategicplanning/STRATEGICPLAN2013.pdf) **(http://www.palomar.edu/strategicplanning/STRATEGICPLAN2013.pdf)** |
| --- |
| **Tutoring addresses the College's Goal #2, #4, #5 and #6. Studies have shown that students seeking either an associate degree or higher, who start at a two-year institution, have a lower chance of achieving their educational goals than students who start at a four-year institution. With this in mind, retention is our key issue and focus. Tutoring not only provides students with one-on-one and group tutoring, but also with opportunities for development of study skills, time management, test preparation skills, and opportunities to exchange ideas in a friendly environment - with the goal of preparing them to succeed at the two-year college and beyond, whether they transfer to a university or begin a career.** |

| **II. B. Discuss the planning assumptions that will guide your unit’s activities during this plan period. Your discussion should include expected demand, funding trends, pedagogical and technological trends, anticipated trends in student needs and/or demographics, advisory groups, etc.** |
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| **In this economy, it goes without saying that a person's economic success is directly related to his/her skills and education. Students are seeing that advanced skills are needed just to cope with the increasing complex situations of day-to-day living. Jobs which were considered "low-tech" jobs such as those in manufacturing, construction, landscaping, household and food services have experienced a big jump in the amount of technology required to properly accomplish them. Many of these jobs involve the use of computers and highly specialized electronic systems. Many businesses and industry leaders are listing higher education competencies from their applicants. People with higher education levels tend to enjoy greater job stability and satisfaction, especially in a down economy.**  **Palomar College has been able to recruit and attract students to this campus. Retaining students once they have come across the door is the challenge. Student retention is directly related to academic success. The passing on of knowledge can take place in many ways. The services provided by our Tutoring Center has proven to be one factor that can contribute to a students' success.** |

| **II. C. Discuss any challenges your unit is facing. Include your response to these challenges.** |
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| **Our tutoring services are directly controlled by the amount of money we are allocated. For each dollar assigned to our student/short-term account, a dollar is directly used to hire a tutor for students. The demand for services has not gone down. On the contrary, I have had to turn down requests from faculty to add tutoring for classes we don't currently cover.**  **We have had to cut the number of hours our Center is open and also capped the number of hours a tutor can work. This Fall semester, I and our other administrative staffer have had to add ourselves to the tutoring schedule, thus reducing the amount of time available on time-intensive assessment projects.**  **We currently have three vacancies in our department, 2 tutors and one support staff.** |

| **II. D. What are the strengths of your unit?** |
| --- |
| **Tutoring Services:**  **Increase mastery of academic skills**  **Improve self esteem and confidence**  **Improve students' attitudes toward school**  **Decrease drop out rates**  **Break down social barriers and create new friendships**  **Promote emotional support and positive role models**  **Provide a cohesive proctoring service to support college faculty and promte distance learning**  **For Tutors:**  **A sense of pride and accomplishment for having helped someone else**  **Increased academic mastery**  **Increased self esteem and confidence**  **Enhanced sense of connection to their community**  **Valuable career related experience**  **Improved communication skills, both verbal and written**  **For Instructors:**  **Reduced time spent on repetitive work – more time to focus on technical and professional tasks**  **Increased monitoring of individual students, specifically EOPS, TRIO, CalWorks, Athletic students and our deaf population**  **Personal gratification in witnessing the success of their students**  **The percentage increase of the Tutor/Proctor position allows us to increase the number of hours available for exam proctoring. Proctoring services for the Summer 2012 semester were expanded from six weeks to eight weeks. The increase also ensures that exams are closely monitored and students are accurately screened.** |

| **II. E. What can your unit do better?** |
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| **Our waiting times for tutoring services has increased from an average of 17 minutes to 28 minutes per session. The number of tutors available during each hour block has been reduced, as has the subjects available for tutoring services. We can no longer hire tutors for lower demand courses if the tutor is unable to tutor a high demand course.** |

| **II. F. List at least one major accomplishment that you’d like to share with the college community.** |
| --- |
| **Awaiting a response on our application for Level 1 National Tutor Training Certification from the College Reading & Learning Association (CRLA).**  **We started a campus-wide initiative by hosting reviews for two math classes, MATH 56/60 and MATH 110. These are the two class levels for which we have the greatest demand. A general information email was sent out about a week before finals publishing the class levels, location, and times of the sessions. Sessions were open to any student in either MATH 56/60 or MATH 110 attending Palomar College. We held two sessions on different days for each class level to allow maximum student attendance due to change finals times. Each session was two hours in length. The tutor fielded questions from students focusing on in-depth explanations of concepts and applications to develop student subject comprehension leading to a successful SLO for the student class level.**    **We also expanded our instructor specific, semester long effort in support of basic skills math classes to include six associate professors (Cindy Anfinson, Mark Clark, Wendy Metzger, Cindy Torgison, Karen Mifflin, and Robert Jones) covering sixteen class sessions. The day before each class test, a review session was held using review materials developed by the instructor. After the session, an email was sent to the instructor detailing names of students attending, topics raised during the session by students and a short evaluation of students capabilities and primary strengths and weaknesses. Up to six review sessions were held throughout the semester for each class section depending on the number of tests each instructor gave.** |

| **II. G. What are your goals for the next year? Include your method of assessment and a timeline for each goal.** |
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| **Expand math reviews to other levels of math focusing on basic skills levels**  **Continue to work with the Basic Skills/HSI Committee**  **Apply for Level 2 National Tutor Training Certification from the College Reading & Learning Association (CRLA)** |

**STEP III. RESOURCES: What resources will you need to accomplish your unit’s mission?**

| **a. Equipment (per unit cost is >$500) *Enter requests on lines below.*** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Resource** | **Describe**  **Resource**  **Requested** | **Priority** | **Strategic Plan 2013 Goal/ Objective Addressed by This Resource**  **(**[**Link**](http://www.palomar.edu/strategicplanning/STRATEGICPLAN2013.pdf)**)** | **Provide a detailed rationale for the requested resource. The rationale should refer to your unit’s mission and goals, an analysis of appropriate data, planning assumptions and/or the College’s Strategic Plan** | **Estimated Amount of Funding Requested** | **Will this be one-time or on-going funding?** | **Funding Source: G=General Fund R=Restricted (Be specific)  D=Designated(Be specific)** |
| **a1.** | **Video Surveillance system** | **1** | **5** | **To provide constant visual monitoring of testers to protect against the misuse and alteration of testing materials under the center’s control.**  **A visual monitoring system is a tool that will discourage students from cheating.** | **$800.00** | **One-time** | **G** |
| **a2.** |  |  |  |  |  |  |  |
| **a3.** |  |  |  |  |  |  |  |
| **a4.** |  |  |  |  |  |  |  |
| **a5.** |  |  |  |  |  |  |  |

| **b. Technology (computers, data projectors, document readers, etc.) *Enter requests on lines below.*** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
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| **b1.** | **Macintosh Computer** | **1** | **5** | **This Mac computer will allow Tutoring to provide student support in varied formats. Many students have become familiar with the Apple platform in their previous schools. The Apple operating system provides unique and helpful features that are easy to learn. The potential use of technology in tutoring and its structure is huge. If we limit ourselves to tutoring using the same old systems, in the same old way, we will miss the potential that technology has to offer** | **$2827.00** | **One-time** | **G** |
| **b2.** | **Windows laptop computer** | **2** | **5** | **To be used for tracking of group sessions using college wide system. . Computer needs to be portable as we rely on various open classrooms to hold workshops and review sessions** | **$1986.00** | **One-time** | **G** |
| **b3.** |  |  |  |  |  |  |  |
| **b4.** |  |  |  |  |  |  |  |
| **b5.** |  |  |  |  |  |  |  |

| **c. Budget for 4000s (per unit cost is <$500)(supplies) *Enter requests on lines below.*** | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Resource** | **Describe**  **Resource**  **Requested** | | **Priority** | | **Strategic Plan 2013 Goal/ Objective Addressed by This Resource**  **(**[**Link**](http://www.palomar.edu/strategicplanning/STRATEGICPLAN2013.pdf)**)** | | **Provide a detailed rationale for the requested resource. The rationale should refer to your unit’s mission and goals, an analysis of appropriate data, planning assumptions and/or the College’s Strategic Plan** | | **Estimated Amount of Funding Requested** | | **Will this be one-time or on-going funding?** | | **Funding Source: G=General Fund R=Restricted (Be specific)  D=Designated(Be specific)** |
| **c1.** |  |  | |  | |  | |  | |  | |  | |
| **c2.** |  |  | |  | |  | |  | |  | |  | |
| **c3.** |  |  | |  | |  | |  | |  | |  | |
| **c4** |  |  | |  | |  | |  | |  | |  | |
| **c5.** |  |  | |  | |  | |  | |  | |  | |

| **d. Budget for 5000s (printing, maintenance agreements, software license etc.) *Enter requests on lines below.*** | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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| **d1.** |  |  | |  | |  | |  | |  | |  | |
| **d2.** |  |  | |  | |  | |  | |  | |  | |
| **d3.** |  |  | |  | |  | |  | |  | |  | |
| **d4.** |  |  | |  | |  | |  | |  | |  | |
| **d5.** |  |  | |  | |  | |  | |  | |  | |

| **e. Classified staff position (contract) *Enter requests on lines below.*** | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Resource** | **Describe**  **Resource**  **Requested** | | **Priority** | | **Strategic Plan 2013 Goal/ Objective Addressed by This Resource**  **(**[**Link**](http://www.palomar.edu/strategicplanning/STRATEGICPLAN2013.pdf)**)** | | **Provide a detailed rationale for the requested resource. The rationale should refer to your unit’s mission and goals, an analysis of appropriate data, planning assumptions and/or the College’s Strategic Plan** | | **Estimated Amount of Funding Requested** | | **Will this be one-time or on-going funding?** | | **Funding Source: G=General Fund R=Restricted (Be specific)  D=Designated(Be specific)** |
| **e1.** | **Reinstate Tutorial Assistant position** | **1** | | **5** | | **Position has been vacant since 2008 when previous employee left. This position is critical to our every day operations: greeting students, registering students into our system, monitoring tutor sign-in lists, clerical support, proctoring support.** | | **$62,996.00** | | **On-going** | | **G** | |
| **e2.** | **Reinstate 45% Tutor position** | **2** | | **2** | | **Spanish tutor position has been vacant since 2010 (officially since 2011) when our long-time tutor left due to health concerns. The demand for tutoring in Sanish is constant and on-going.** | | **$19,857.00** | | **On-going** | | **G** | |
| **e3.** | **Increase 80% Tutor position to 100%** | **3** | | **2** | | **Tutor currenly in this position tutors all levels of chemistry, biology, physics, and math. The demand for his services is constant and on-going** | | **$8,826.00** | | **On-going** | | **G** | |
| **e4.** | **Reinstate 45% Tutor position**  **NOTE:**  **The above position requests do not include any that may be needed when moving into the new building. In order to accommodate further growth in tutoring and proctoring, an additional support staff position is necessary** | **4** | | **2** | | **Position shared funding with EOPS and was not refilled once former employee left in 2006.** | | **$19,857.00** | | **On-going** | | **G** | |
| **e5.** |  |  | |  | |  | |  | |  | |  | |

| **f. Classified staff position (temporary or student workers) *Enter requests on lines below.*** | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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| **f1.** | **Hourly tutors** | **1** | | **2** | | **Reinstate 25% of Tutor Hourly budget to provide additional tutoring hours in specialized subjects such as foreign languages, chemistry, accounting, fine arts. As instructional departments lose funding, they turn to our department for tutors in their subject matter.** | | **$18,000.00** | | **On-going** | | **G** | |
| **f2.** |  |  | |  | |  | |  | |  | |  | |
| **f3.** |  |  | |  | |  | |  | |  | |  | |
| **f4.** |  |  | |  | |  | |  | |  | |  | |
| **f5.** |  |  | |  | |  | |  | |  | |  | |

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| **Please identify faculty and staff who participated in the development of the plan for this department:** | | |
| ***Name*** | ***Name*** | ***Name*** |

|  |  |  |
| --- | --- | --- |
| ***Name*** | ***Name*** | ***Name*** |

**Department Chair/Designee Signature Date**

**Division Dean Signature Date**

* **Provide a hard copy to the Division Dean no later than September 14, 2012**
* **Provide a hard copy with the Dean’s sign-off to Instructional Services by September 28, 2012**
* **Email an electronic copy to** [**jdecker@palomar.edu**](mailto:jdecker@palomar.edu) **by September 28, 2012**