



## Tutor Committee Minutes October 5, 2017

MEETING TYPE:

X

Staff  
Product/Project  
Special

Date: October 5, 2017  
Start Time: 2:30 p.m.  
End Time: 3:30 p.m.  
Location: H-306

**Facilitator:** Katy Farrell

**Recorder:** Mario Martinez

**Members Present:** Avila, Debra; Barnaba, Ruth; Farrell, Katy; Glassman, Joel; Gutierrez-Aguero, Mireya; Horn, Jessica; Martinez, Mario; Pedroza, Carlos; Sivert, Shayla; Thompson, Craig; Towfiq, Fariheh; Van Dyke, Leigh Ann; Waite, Lori

**Members Absent:** Chen, Lee

**Guests:** Anfinson, Cindy; Garceau, Jeannette; Hudson, Aaron; Williamson, Emily

### Agenda Item

1. Information and Updates
  - a. Meeting with 3CSN LAP co-coordinator Mark Manasse
    - i. Mark met with Fari, Cindy, Shayla, Craig, and Katy, Lee, Debra.
      1. The meeting went well.
      2. He shared some feedback on NetTutor. They use it as well at Mesa. They have cap on sessions at 30 minutes.
      3. We may consider putting a daily max on sessions with NetTutor. We will ask them what their daily max is.
  - b. Online Tutoring Report
    - i. Business is going well.
    - ii. Last month's percentage has gone up.
    - iii. Spring 2017: 23 sessions. Fall 2017: 102 sessions.
    - iv. English and Math have the lion share of tutoring sessions.
    - v. Most sessions are under 30 minutes.
    - vi. We should look in to cost and pedagogical reasons on limitations on session time limits. This may be determined by each department.
    - vii. Will look into World Languages being added to the list for online tutoring through NetTutor.
    - viii. There was a question on the amount of DRC students using online tutoring. Fariheh says that about 11% of DRC students use the MLC. STAR allows DRC students one hour tutoring appointments due to equity funds.
    - ix. Should we decide to set time limits on NetTutoring sessions, Katy will research the logistics of having students re-enter the queue for multiple sessions in one day.
  - c. Starfish
    - i. Cindy presented on the Starfish software and pilot. She is a part of the Starfish implementation team.
    - ii. *Starfish Early Alert* is a tool that facilitates two-way communication between the student and the college faculty, staff, and

departments. The goal of the tool is to improve student retention.

- iii. In the future, faculty and staff can refer students to a variety of services, such as:
  - 1. Faculty Office Hours
  - 2. Financial Aid
  - 3. DRC
  - 4. EOPS/TRIO
  - 5. Campus Food Bank
  - 6. Counseling
  - 7. Behavioral Health
  - 8. Tutoring
  - 9. Etc.
- iv. In the future, a student can ask a question or raise a flag such as "I need help paying for college." This will be forwarded to the appropriate department, who will then reach out to the student.
- v. In the future, students can communicate with their faculty member, counselor or a staff member through Starfish.
- vi. The *goal* is to connect students with campus resources to help them be successful in college.
- vii. The Fall 2017 pilot is very narrow in scope.
  - 1. 3 areas are involved in the pilot: the math department, the 9 students in the pilot STEM Academies, and math tutoring referrals for athletes.
  - 2. Faculty with students in math classes, STEM Academies, and athletes taking math (subset of math students) have received a progress survey. For the students in their classes, they can refer a student to math tutoring, or send them kudos (praise or recognition of their performance in class).
  - 3. Students are receiving an email either informing them about the math tutoring referral or the kudo. (Show emails to group.)
  - 4. Once a week, the math faculty get an email from Starfish, informing them which of their students referred to tutoring actually went.
- viii. We have spoken with Los Medanos College, and they report that their adjunct faculty have been very pleased to have an easy way to refer students to campus resources.
- ix. Decisions that need to be made over the next several years:
  - 1. Expand referrals out to other service areas (other than tutoring)
  - 2. Decide who is responsible for what work
  - 3. Decide when Nancy Moreno's retention office contacts a student. One college has their retention office call a student who has received 3 or more referrals.
  - 4. Etc.
- d. All Tutors Blog Feedback
  - i. Emily from ASG mentioned that they use SLACK as a platform instead of using a blog. SLACK is good for office teams.
  - ii. Jeannette says the Writing Center created a canvas class to create a blog for their tutors to use.
  - iii. We will revisit this project at our next meeting.

## 2. PRP

- a. PRP deadline is 11/8.
- b. There are limited general funds this year.
- c. Include department needs in the PRP
- d. There was a discussion about the non-instructional PRP form.

<ul style="list-style-type: none"> <li>i. Staffing needs should be address in the PRP.</li> <li>ii. There's a need for additional questions on this form.</li> <li>iii. There was a request to get a Google folder set-up for the tutoring centers' PRPs by the next meeting.</li> </ul>
<ul style="list-style-type: none"> <li>3. Annual Goals <ul style="list-style-type: none"> <li>a. Tabled until next meeting</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>4. Online Tutoring Usage Parameters <ul style="list-style-type: none"> <li>a. Tabled until next meeting</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>5. Approve September Minutes <ul style="list-style-type: none"> <li>a. Motioned by Craig</li> <li>b. Second by Lori</li> <li>c. Motion carried</li> </ul> </li> </ul>

**Next Meeting**  
**Thursday, November 2, 2017 at 2:30 pm**