



Center for Academic Support

Semester End Report

Spring 2011

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REPORT PURPOSE

This report documents student usage of the Center for Academic Support and activities in and throughout the campus.

This report may be used as a means of formal reporting, to aid in semester scheduling, to plan training meetings and to recognize achievements, successes and failures. Ultimately, this report is intended to be a tool for future planning.



**Los Medanos College
Reading & Writing Center
And
Computer Lab
Spring 2008 Contact Report**

Reading & Writing Consultation Total Contacts	1,514
Reading & Writing Center non-duplicate count	549
Online Tutoring Contacts	30
Online Tutoring non-duplicate count	18



Reading & Writing Center Contacts Snapshot

Anthropology	12	Art	7	Chdev.	25
English	1185	Humanities	44	Music	40
Psychology	10	Polsc	12		
Speech	6	History	92	MISC	75

Semester Overview and Recommendations:

This semester the Reading and Writing Consultants served 549 students for a total of 1,514 contacts. The contacts for this semester are lower than previous semesters. This waning pattern for the Spring semester is typical. When compared to other semesters, the total non-duplicate count remains near or exactly the same as other semesters. However, the Center worked with 143 fewer students this semester compared to Fall 2011 and there was a 763 less contacts from last semester. The decrease in contacts can be explained by several factors. First, our data collection is more accurate. Over the last few semesters, we have worked with SARS to improve the data collection, and the staff has focused on working with students to get them to log-in all the time etc. Also, the “professor is in” project means that students are often using the

Center to visit with their instructors. This may mean that Consultants are seeing fewer students. However, the decreased contacts do reflect the actuality of a decrease in overall contacts the consultants worked with this semester. The decreased contacts but suggests that while the Center worked with the same amount of individual students this semester, students were not returning for follow-up appointments as much. Again, the use of the Center by students who are seeking help in English courses remains as the most dominant use at 78% of usage for English courses. A notable increase in student contacts occurred in students seeking help with History courses. Several reasons for this increase can be explained by the “requirement” for History students to work with a consultant and the inclusion of History Professor Patricia Tirado as a Writing Consultant. Although contacts for History paper consultations have risen, contacts for all general education courses have decreased sharply despite increased outreach efforts. Moreover, although the Faculty Lead and Coordinator have met with the Biology faculty to increase student success in Biology reports, Biology contacts have also declined sharply to a total of 4 contacts. This may reflect the insecurity that some Biology faculty has with the Center’s abilities to help with Biological Science papers. The decline in individual student contacts and repeat contacts in the general area may be explained in part to by the increased efforts to improve the peer-tutoring program that is now a part of the Center for Academic Support and the increased numbers and contacts with peer-tutors. Also the sharp decline in numbers in some areas may also suggest the need for further outreach and the need for more professional development in certain areas specifically the Biological Science area.

Daily Contacts:

The numbers of contacts for each day demonstrate that Monday, Tuesdays, and Wednesdays were the busiest days for this semester. Thursdays were surprisingly not busy and we continued the trend of having fewer contacts on Fridays. Detailed reports from the SARS GRID show that the R&W Consultations were busiest between the hours of 10:00 am – 12:00 pm and then at 1:00 PM—2:00 PM.

Computers: A significant decrease in student computer use. This was a result of the relocation and less computers available for student use. However, students who use the computers in this area are only using the computers for school endeavors.

Brentwood Ctr.

This semester we offered nine hours of consultations on Tuesdays, Wednesdays

and Thursdays for 14 weeks. Brentwood consultants worked with 67 individual students for a total of 97 contacts. According to SARS data, the consultants were seeing between 6 and 11 appointments per week. If this is half hour appointments, this equates to 6 hours of consultations. However, consultants often go beyond 30 minutes when there are not other appointments, so this does not imply that consultants are not busy. During less busy times, Consultants worked with 6 contacts. However, the possible maximum contacts (given all consultants are on duty at all possible times) utilized this semester was only 38%. Possible reasons for the lack of usage are the location and hours. Alex Sterling reported that students seem to be unaware of where to go to get help. To address this problem, it is recommended that we work with Brentwood on signage and awareness of services. Also, the hours that consultations are offered may not be conducive to student need. It is recommended that we conduct a survey to discover student need.

Milestones

Milestones	% or numbers	Explanation/analysis
<ul style="list-style-type: none"> Creating a single budget for all activities in the Center. 		Achieving one of our goals in program review.
<ul style="list-style-type: none"> Study Slam 	100 participants for both tutoring and Reading and Writing consultants. 5 consultants took part in study slam. 10 pizzas were ordered.	An increase in students from last semester supports the notion that this is a successful event.
<ul style="list-style-type: none"> Consultant observations 		This semester we continued consultant observations.
<ul style="list-style-type: none"> Online Writing Consultation 		<ul style="list-style-type: none"> Online Writing Consultation continues to be used by about

			20-30 students
<ul style="list-style-type: none"> 			
Meetings			
<ul style="list-style-type: none"> R&W Ctr. Meetings 			Four meetings were held this semester
Project			
Project			Explanation
Professional Development <ul style="list-style-type: none"> Flex Workshop R & W Meetings Assessments 			<ul style="list-style-type: none"> Alex Sterling and Sandra Mills organized a Flex Workshop but it was cancelled due to lack of participation. Four R & W Meetings were held. Instructors from different areas were invited to attend to train consultants on papers for their areas. This semester we planned and began a small assessment by interviewing students to discover how they perceived their experiences and outcomes of the help they received from a consultant.
Evolution of Center			The Center continues to evolve as a cohesive support center for all student needs.