Eileen Pierce, Program Manager for Academic Support

Accomplishments for 2021-22

The previous year has been unique as Academic Support has grappled with the challenge of finding our way back to a more normal existence after the heavy impact of nearly 2 years of isolation and a complete move to Zoom-based services. Realizing that the online tutoring component was going to be a permanent fixture, we were able to add a new full-time member to our staff. However, having 3 physical tutoring sites and one consolidated online service has presented our team with logistical challenges, which we have been addressing at multiple meetings and via a recent Team Retreat. We continue to explore creative ways to rebuild our in-person tutoring at all 3 of our sites. Our Student Success Lab has also faced similar hurdles and is striving to encourage both in-person and virtual use of its services, including its helpful test prep activities. Staff have kept busy with a long-term project that continues to absorb their time.

2021-22 Accomplishments

1. Stay on the Path

Student Success Lab

Long-Term Project:

- Staff have been scanning old handouts from earlier days of the Success Lab, covering a wide range of topics such as grammar tips, study skills, and basic math.
- After scanning a document, they use Adobe DC to do some light editing, like changing the headers to be more pronounced and adding in some appealing graphics.
- These pdfs are then being saved in a joint folder with the eventual goal of making them all accessible and featuring them on a Study Skills webpage that faculty and students can access.
- The hope is that this webpage can also reintroduce some of the fantastic Habits of Mind concepts that were so popular within our campus community several years back.

Tutoring Centers (Main Campus, Delano, Southwest, Online)

Acoustic Paneling installed at all 3 physical sites

Acoustic Paneling
Recently Installed at Main Campus Tutoring in CSS-203
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Accomplishments for 2021-22

- Was able to tap into HEERF funds to better soundproof all 3 Tutoring centers
- Sound-absorbing panels will make noise levels less distracting to staff/students as they conduct Zoom and in-person tutoring sessions simultaneously

New Online Lead, Grace Torres, hired!
- Online continues to be a very popular mode for tutoring
- In-person Leads cannot tend to both the online & in-person domains at the same time
- Hence, in March of 2022, Grace Torres joined our team and is proving to be a valuable contributor

2. Ensure Learning

Tutoring Centers (Main Campus, Delano, Southwest, Online)
- Regular observations of Online Tutoring main lobby
- Site visits to connect with Leads
- Recognition of vital work of desk helpers
- Repeated efforts to update Line of Sight job description
- Encouragement of efforts to connect with faculty

3. Other—Enhance Department Collegiality

Tutoring Team Retreat
- Held on July 25, 2022 in one of the conference rooms of the beautiful Campus Center Bldg.
- All staff but one attended
- Engaged in a team building activity and made progress on developing a mission statement, discussing a makeover of our website, ways to improve our Line of Sight structure, creating more effective avenues of communication, and appreciation gifts for our student desk helpers