Bakersfield College Work Plan 2022-2023
Academic Support—Tutoring Centers and Student Success Lab
Eileen Pierce, Program Manager

2022-2023 Goals:

The goals I have outlined below are the most pressing ones for the upcoming academic year, and if we can come together as a team to iron out some of our differences, we will be able to better streamline our current logistics of having 3 in-person tutoring sites as well as a consolidated online branch. Moreover, we can help Tutoring escape the confines of its dusty silo by increasing faculty and community exposure to the great work that the Tutoring Team produces. And, of course, ultimately, these moves will benefit our students and increase the numbers of those we are able to assist.

Strategic Direction #2: Student Progression and Completion

Initiative 2.22
Discuss the arrangement for post-Pandemic Tutoring with 3 physical sites and now a permanent 4th component, Tutoring Online, and draw up a plan before mid-summer 2021.

Accomplished Thus Far:
✓ New Tutoring Services Team Leader hired in March 2022
✓ Have 3 physical sites supervised by 3 in-person Leads plus the 4th component of Online Tutoring
✓ Approximately 70% of all tutoring sessions are taking place online
✓ Please see diagram developed by Academic Support Program Manager below:
Remaining Goals for Initiative 2.22:

- Hire Short-term, Temp Tutors to stabilize frequent turnaround in staffing (drop-in tutors and desk helpers). Aim to hire 2 for Main Campus and 1 for Delano Center (SW location currently has 2 in place)
- Consult with our new Dean and Education Dept. faculty to make some changes to our Line of Sight function; hopeful outcome will be a clear job description that allows for a wider range of tasks as part of their role
- Market in-person tutoring in earnest: Leverage current tutors for participation in on-campus events, using social media, making classroom visits and presentations, and passing out fliers. Continue with our Tutor Ambassador Program.
- Improve Tutoring Team dynamics, as evidenced by not only have meetings, retreats, and social events, but also measured by positive feedback received on End-of-Semester Satisfaction Survey