Tutoring Program Review – Action Plan

Recommendations for Immediate Consideration

	Recommendation	Action Plan	Timeline
1	Rewrite goals so they relate to the intent of Student Affairs mission statement – goals that are measurable with learning objectives listed directly under each goal.	Subcommittee (Amanda, Claire, Jonathan, Leslie, and Prasanna) will draft goals for discussion at retreat on July 28th.	Fall, 2011 ✓
2	Develop policies and post signs on wall or on tables stating "No Food, No Drink, No Cell Phones (No Texting"	To maintain a welcoming atmosphere, each center has different policies. They will be displayed more prominently and monitored more diligently.	Fall 2010 ✓
3	Do not allow tutors to register for tutoring more than 2 weeks ahead.	Claire and Jonathan will pilot this action first if the new tracking software is amenable.	Fall 2010 ✓
4	Dev. students should attend appointment tutoring rather than drop-in.	TERM does not allow this for Dev. Math. Dev. English will expand the ability to do an early sign-up.	Fall 2010 ✓
5	Purchase tracking software and train staff to use swipe card system.	In the works.	Fall, 2013
6	Tutors must attend ALL training sessions.	The policy on tutor attendance at training sessions meets CRLA guidelines.	NA
7	Revise and update tutor training material so it is consistent for all tutors.	After prolonged discussion, it was decided that training material is consistent for ALL tutoring programs.	NA
8	Publicize services by attending events where targeted students are present.	We currently attend several pertinent events such as Block Party. Claire, Jonathan, and Prasanna will explore other possibilities such as leadership and multicultural events.	Fall 2011 ✓
9	Set up Advisory Board.	Will do.	Fall, 2013
10	Add a training session on tutoring and codependency.	The current section on Independent Learners will be revised to include material on codependency.	Fall/Spring, 2011 ✓
11	Revamp tutoring practices in Hub – Socratic method.	Tutors are trained specifically and repeatedly to use the Socratic method of questioning even under the severe limits placed by time constraints. Observations and feed- back also emphasize the practice.	NA
12	Hold one CRLA celebratory event every semester.	Certifications are celebrated when and as they are earned. One celebratory event will be held at the end of the spring semester every year.	Spring, 2013
13	Upon CRLA certification pay tutors higher wage.	Tutors will now be required to complete all three levels	Fall 2011 ✓

		of certification at the end of which the wages they earn will be higher than those of peer service providers.	
14	Present separate budgets for more accurate picture of each center.	Separate budgets for more accurate picture have been assigned for each center.	July 1, 2011✔
15	Conduct a cost/benefit analysis of each center.	A cost/benefit analysis will be conducted each year.	June, 2013
16	Update PPM so all staff are able and willing to abide by these guidelines.	Include in the Tutor Training Manual all those policies that affect tutors. Claire and Lynnae will work on this.	Fall 2011✔
17	Revise policy regarding usage of alcohol, perfume, tobacco, etc.	The policy will be revised by Claire.	Fall, 2011✔
18	Include sexual orientation under section LL, item D.	Policy on sexual orientation will be included in PPM.	Fall, 2011✔
19	Tutors should work 6 hours a week minimum even if there are no tutees.	A cost/benefit analysis will be conducted for the financial feasibility of this practice.	Fall and Spring of 2011/2012. **Not feasible**
20	Create a separate internal review Assessment Subcommittee.	Amanda, Claire, Kathryn, Leslie, and Prasanna will form the Assessment Subcommittee.	Fall 2011✔

Recommendations for Assessment Subcommittee

	Recommendation	Action Plan	Timeline
1	Revise pre-test questions with serious answers.	Currently the pre-test and post-test are not in use.	NA
2	Clarify indicators for demonstrating improvement in academic performance of tutees.		Spring 2013
3	Compare percentage increase in student usage to WSU enrollment data.		Spring 2013
4	Use non-duplicate count when presenting program data.		Spring 2013
5	Present plausible explanation for change in usage.		Spring 2013
6	Rewrite all items on "Review by Supervisor" as statements rather than questions.		Spring 2013
7	Be consistent in use of "I" statements in Assessment of Tutor Skills Development sheet.		Fall 2011 ✔
8	Create tool to measure use of Socratic method of questioning.		Fall 2011✔
9	Present brief summaries of all key conclusions in all tables.		Spring 2013
10	Develop new assessment tools that are more effective in capturing all data.		Fall 2012✔

Recommendations for Administration

	Recommendation	Action Plan	Timeline
1	Expand ATC space.		
2	Relocate Foreign Languages to EH.		Fall 2012 ✔
3	Create more workspace in Hub.		
4	Update furniture for SS and Solution Space.		
5	Take testing away from Ogden Campus Director.		
6	Use 360 degree evaluations for all professional staff.		
7	Relocate ALL tutorial services to one location on first floor.	In our Dreams	

Other Recommendations

	Recommendation	Action Plan	Timeline
1	Incorporate Solution Space into Hub and rename.	This is currently not possible.	NA
2	Emphasize skills and self esteem - not grades - for EARS students.	This is an issue for the Student Success Center.	NA
3	WC tutors should minimize collaboration with faculty	Discuss with Claire.	Fall, 2011 ✔
4	Hire a full time, 40 hour student employee at Davis to answer calls.	Two students will be hired at the Davis Center to provide 40 hour coverage.	Fall 2011 ✔
5	Adopt a 3.0 overall GPA or 3.0 GPA for last 2 semesters for all applicants.	This is the current policy!	NA
6	Paperwork and payroll functions should be centralized.	Each center has different requirements, and for one person to check all of them will not be feasible.	NA
7	Increase tutors' hours beyond 6 hours as necessary.	This is the current policy.	NA
8	Coordinators need to meet every 2 weeks.	Coordinators meet regularly once a month, and also on an as-needed basis.	NA
9	Do not allow faculty to tutor in the Hub.	TERM design necessitates faculty presence in the Hub.	NA
10	If FLSA insists tutors be paid for conference attendance, let them pay for registration and expenses.	This policy is already in place.	NA
11	Provide actual job descriptions for every professional.	Job descriptions are available on web site.	NA
12	No more free copies at WC. Let tutees bring their copies.	Discuss with Claire	Fall 2011 ✔
13	Move reception ATC area.	Will discuss with Carl and get it done.	ASAP
14	Use student input to rename Solution Space and Dev. English.	"Solution Space" was the result of a naming contest held by the Math Department. "Developmental English Learning Center" was the name suggested by NADE.	NA
15	Track progress of dev. students for next 1-2 years.	This will be pursued by Jessica Oyler.	?