

Learning Enhancement Center

Action Update

August 2010

III. Description of Program/Department Capacity

In June of 2009, the Learning Enhancement Center relocated to its current space on the second floor of the Campus Center. The main space houses three administrative offices for the IT Specialist (103.5 square feet), the Assistant Director (114 square feet), and the Director (137.5 square feet). Tutoring appointments primarily take place in the open area (1554 square feet) which includes several tables and chairs as well as 15 private computer workstations. For workshops and group tutoring sessions, students and staff have access to two enclosed tutoring rooms equipped with white board, tables, and chairs (114 square feet and 252 square feet, respectively). Finally, the LEC shares a small, enclosed work space (144 square feet) with the Director of Services for Students with Disabilities for individualized tutoring, placement examinations, access to specialized software, and/or student conferences. In addition to the main location, the LEC also has a computer lab (also on the second floor) with fifteen semi-private computer workstations and a supervisor workstation (696 square feet). The computer lab also contains a printer, whiteboards, and printer card generator.

Tutor Training

The Learning Enhancement Center is CRLA (College Reading and Learning Association) certified. The center recruits and trains peer tutors and serves as an instrument to connect students in need with capable tutors to aid them in mastering course subject matter. The average tutor receives 10.15 hours of training in the fall, which includes our extended fall training, and 6 hours of training in the spring.

Monthly Training Meetings: All tutors are required to participate in at least two of the four available tutor staff meeting/training sessions per semester. The training sessions are offered at varying times and days of the week to accommodate the tutors' personal, academic, and tutoring schedules. Tutor training covers a wide range of relevant topics including tutoring protocol, tutoring as a process, limits of a tutor's role, learning styles, cultural sensitivity, confidentiality and ethics, etc. Training hours combined with tutoring hours qualify peer tutors to progress through the three levels of the College Reading and Learning Association certification process.

Summer Training: Before the start of the fall semester, all tutors participate in a Tutor Orientation. New tutors are required to participate for the entire day (6 hours) to learn basic foundations of tutoring and LEC policies and procedures. In the afternoons, returning tutors join the orientation to learn about changes to LEC policies or procedures for the next academic year and to participate in discussion. In these sessions, experienced tutors are a valuable resource for orienting and training new tutors in their tutoring responsibilities.

Tutor Observation Feedback: An additional, one critical aspect of the professional development process for tutors is the performance assessment process, completed each semester by the Director and Assistant Director. Tutors are observed during one or two tutoring sessions (with the tutor's and student's permission) and assessed on their ability to explain concepts

clearly, remain sensitive to each student's individual approach to learning, demonstrate enthusiasm and interest, use of tutoring strategies, and follow through with administrative processes. Within one week of the session observations, each tutor meets with the Director or Assistant Director to receive feedback including suggestions for future sessions. These observations take place during weeks six through eight of the semester in order to give tutors time to develop their tutoring styles and subsequent time to implement suggestions.

Supplemental Instruction

LEC Supplemental Instruction Leaders (SI Leaders) lead several Supplemental Instruction (SI) sessions in Math 102 and Math 172 courses. [...]

SI Leaders also receive training during the breakout sessions during orientation on basic peer-to-peer instruction relationships, managing productive SI sessions, and small group tutoring techniques.

College Preview

College Preview was offered again in the summer of 2010 as a three-day, residential program for first generation and low-income students. Due to budgetary constraints, the program could not accommodate general First Year Resource Program students. Many of the key elements of the program remained consistent with previous years including the diversity workshop with Multicultural Services, the academic club fair, mock courses, and participant prizes (La Verne key chains, t-shirts, school supplies, and flash drives). Based on observations from previous year programs, a networking workshop to equip attendees with the social tools needed to converse with professors and administration was incorporated. Feedback from the previous years' participants resulted in a redesign of the Tour of Majors activity, additional mock courses, and the elimination of sessions rated only marginally successful. Future program revisions may include additional collaborations with academic departments in program planning and execution, additional mock classes (for variety), additional social activities, an expansion of the Tour of Majors activity, truncating the program to two days (instead of three), and reformulating the guest day portion of the program.

Computer Lab and Computer Assistance

As a result of the LEC's relocation to the Campus Center in June 2009, the asset holdings of the LEC have changed. Currently, the LEC main tutoring area also serves as one of the campus computer labs with 13 individualized PC workstations and another 15 PC workstations in the Campus Center 216 lab. Two printers are available for student use, one in each of the two lab locations. A scanner is also available in the Campus Center 227 office. Unique to the LEC is our full-time Instructional Technology Specialist, available Monday through Friday to assist students with computer program use (Microsoft Office products), academic paper formatting concerns, use of LEC equipment, and general troubleshooting.

Of the 13 PCs in the general LEC lab, 5 are reserved for Title V students who have priority use of these computers.

Staffing and Personnel

In August 2010, the LEC Director submitted a proposal to the Director of Financial Aid and Student Employment Coordinator requesting a revision to the existing tutor pay structure. Currently, peer tutors are paid according to the existing Student Employment pay structure and are classified as Specialist Student Assistants, yielding a higher pay rate than the wages earned by those classified as Regular Student Assistants. Tutors are paid according to their time in the student employment system. Fall 2010 Specialist Student Assistant pay rates are as follows: \$8.80/hour during the student's first year of employment, \$8.95/hour during the student's second year of employment, \$9.10/hour during the student's third year of employment, and \$9.30/hour during the student's fourth or subsequent years of employment.

Although the LEC is a CRLA-certified learning center program, many of its tutors have not earned individualized CRLA tutor certification. In an effort to entice tutors to pursue and earn CRLA certification (concurrently increasing their knowledge and skills as tutors), the Director has requested an adjustment to the pay structure for those tutors who are CRLA level I, level II, or level III certified. The following outlines the proposed pay structure and certification level requirements:

<i>Level I Certification</i>	
<ul style="list-style-type: none"> • 10 hours of training • 25 hours of tutoring • Formal selection • Formal performance evaluation 	\$9.10/hour
<i>Level II Certification</i>	
<ul style="list-style-type: none"> • Level I Certification • 10 additional hours of tutor training (20 hrs total) • 25 additional hours of tutoring (50 hrs total) • Formal performance evaluation 	\$9.50/hour
<i>Level III Certification</i>	
<ul style="list-style-type: none"> • Levels I & II Certification • 10 additional hours of tutor training (30 hrs total) • 25 additional hours of tutoring (75 hrs total) • Formal performance evaluation 	\$10.00/hour

Department Workspace and Equipment

There are a total of 28 computers in the LEC Campus Center labs; 15 PCs in the CC 216 lab, 13 PCs in the LEC general lab area, 5 of which are reserved for Title V students. A scanner is available in the CC 227 office which is connected to the IT Specialist's workstation. Two printers are available for students in each LEC lab and print card dispenser is available in the CC 216 lab. Students may also use the dispenser to add funds to their existing print card accounts.

Two PCs reside on the front desk, an older Dell for tutoring sign-in and a new HP PC for the student workers. The director of the LEC has a PC in her office and the Instruction Technology Specialist has a PC at his desk. Both of these staff PCs, as well as the student worker PCs, are connected to the department's shared directory. The Assistant Director has a Mac min

that is also connected to the department's shared directory. A laptop is also available for staff and Title V use. This laptop is often used for presentations and training. The LEC has a total of 5 phones, 3 computer pods, 15 computer workstations, 12 tables, 31 plastic chairs, 29 desk chairs with wheels, and 5 cabinets.

The workspace and equipment available in the new Campus Center location has proved to be sufficient to serve the growing population that the department currently services; however, successful promotional efforts to increase patronage of center services could result in space related issues. Often during peak period in the LEC (i.e., the weeks before midterms and finals), students are forced to find alternative locations for group study sessions when LEC tutors occupy the general tutoring lab area as well as the enclosed group tutoring areas (CC 224 & CC 225). However, the LEC acknowledges that the two combined spaces (the 216 lab as well as the general tutoring area) in the Campus Center provide a more efficient and effective use of space for tutors and students than the LEC's previous location in the Student Resource Center. Because the use of this space is still relatively new, the department is implementing data gathering tools to measure use of the space to anticipate future needs.

Departmental Budget

During the application period for the 2010-2011 academic year, the University of La Verne experienced a 140% increase in applications (approximately). While the university was cautiously optimistic about the number of actual enrollees this increase would generate, the number of first-year freshmen to begin attending fall of 2010 increased significantly. As a result, the Provost was provided with a contingency budget whose funds were designated specifically to meet the needs of these incoming students. As a result, the Learning Enhancement Center submitted and received approval for a \$20,760.00 budget increase to provide additional tutoring and supplemental instruction services in mathematics, writing (including online and specialized tutors for international students, science, and general education courses) (see Appendix O). These funds will provide an estimated 1,000 additional hours of tutoring for the year and allow the LEC to meet its anticipated tutoring need of 3,600 hours of tutoring for AY10-11. These funds and the resultant tutoring services will be tracked accordingly and reported in next year's program review.