



Language Arts and Learning Resources Division

Paul Starer, Division Dean

Tutorial Center

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I. Department/Program Mission

<p>1. State the department name and everyone who participated in creating the comprehensive program plan.</p>	<p>Tutorial Center Anne Johnson, Program Coordinator Judy Gucker, Administrative Assistant Julie Riggins, Instructional Associate, Media Center/ Tutorial Center</p>
<p>2. State the program's mission. If you don't have one, create one.</p>	<p>The Tutorial Center exists to promote student success through access to outstanding tutorial services, which Foothill College has identified as being essential to the support of learning and educational opportunity for all.</p>
<p>3. Explain how the program/department mission is aligned with the college mission?</p>	<p>We provide a service which promotes student success, support of student learning and educational opportunity for all.</p>

II. Department and Program Description & Data			
1. Indicate all locations and service delivery options available.	Locations offered: <input checked="" type="checkbox"/> FH Main Campus <input checked="" type="checkbox"/> Middlefield <input type="checkbox"/> Off campus	Delivery options offered: <input checked="" type="checkbox"/> In-person <input type="checkbox"/> Telephone <input checked="" type="checkbox"/> Email/ Online	
2. List current positions and descriptions for all personnel in your area on the chart below (include position titles only, not individual names).			
Faculty Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
N/A	0	0	
Management Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
N/A	0	0	
Classified Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
Program Coordinator	1	0	Under the direction of the Dean of Language Arts and the Learning Resources Center, provide direction and guidance to the day-to-day operations, problem solving and limited decision making regarding an assigned program; implement program policies and guidelines; provide for program reporting and accountability; provide work direction and guidance to other program personnel; limited monitoring of the program budgets.

Administrative Assistant	1	0	Under the direction of the Tutorial Center Coordinator, perform a variety of secretarial and administrative duties, including taking full responsibility for a number of specific administrative tasks.	
Instruction Associate	0	1	Under the direction of the Tutorial Center Coordinator and the Media Center Supervisor, assist in the instructional program by performing technical work in an instructional learning environment for a vocational or academic subject area. Coordinate lab class programs and other instructional facilities and materials of the assigned area of learning; select and supervise the performance of student tutors and others.	
Student Worker Positions	Hours per Week	Months per Year	Brief Description of duties	
Instructional Assistants (combination of District paid peer tutors, work-study paid peer tutors and community volunteers)	~114.00	11	Provide tutoring and learning support.	
Clerical Assistants (typically work-study paid students)	~49.50	11	Reception, monitoring of student log-in employee attendance.	

<p>3. Given available data, describe the trends in overall student usage (# served by total headcount, amount served through telephone, amount served through online communication). Are there changes in overall usage? What are the implications for your department/program?</p>	<p>Overall student usage number served by total headcount face-to- face interactions</p> <table border="1" data-bbox="1058 316 1875 577"> <thead> <tr> <th>Quarter</th><th>Fall 2008</th><th>Winter 2009</th><th>Spring 2009</th><th>Summer 2009</th><th>Fall 2009 (*as of 24 Nov 2009)</th></tr> </thead> <tbody> <tr> <td>Headcount</td><td>720</td><td>659</td><td>659</td><td>147</td><td>*514</td></tr> <tr> <td>Hours</td><td>12,182</td><td>12,316</td><td>12,000</td><td>1,265</td><td>*5,165</td></tr> </tbody> </table> <p>Usage has dramatically decreased this Fall term due to drastic budget cut leading to a decrease in the number of tutors.</p> <p>Implications are lower numbers of students served due to decrease in budget for the Center.</p>	Quarter	Fall 2008	Winter 2009	Spring 2009	Summer 2009	Fall 2009 (*as of 24 Nov 2009)	Headcount	720	659	659	147	*514	Hours	12,182	12,316	12,000	1,265	*5,165	
Quarter	Fall 2008	Winter 2009	Spring 2009	Summer 2009	Fall 2009 (*as of 24 Nov 2009)															
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Hours	12,182	12,316	12,000	1,265	*5,165															
<p>4. Scheduling of services: Given available data, describe the patterns in usage (times of day, times of year, weekend usage). Are there changes in when students access services? What are the implications for your department/program?</p>	<p>Anecdotally, we are busiest 11:00 a.m. to 5:00 p.m. Monday through Thursday. Since we have reduced our hours due to budget cuts we are now closed Fridays and evenings. The implication is that we no longer serve students who are only available to receive assistance evenings and Friday. One of our Operational Goals is to make improvements to our log-in system in order to identify tutee demographics, subjects and courses. System improvements will also allow us to track student usage patterns.</p>																			
<p>5. Student Demographics: Given available data, describe the trends with respect to student demographics and underrepresented students. Are there changes in access to and use of services? How will your program address any needs/challenges indicated by the data?</p>	<p>Current log-in system does not allow for tracking of student demographics.</p>																			
<p>6. Student Academics: Given available data, describe the trends with respect to the academic characteristics of students, such as transfer or basic skills status. Are there changes in access to and use of services? What are the implications for your</p>	<p>Current log-in system does not allow for tracking of student academics.</p>																			

department/program?		
7. International Students : Given available data, describe the trends with respect to international students . Are there changes in access to and use of services? What are the implications for your department/program?	Current log-in system does not allow for tracking of international student data. Anecdotally, many international students are employed as peer tutors and also use our services.	
8. Optional: Provide any additional data relevant to your program. (Indicate the source of the data).		
9. Are you seeing trends that are not reflected in the data cited above? If yes, please explain.	Due to budget reductions we are able to hire fewer tutors, tutor in fewer subjects and remain open fewer hours, therefore fewer students are able to access our services.	

Summary of Planning Goals & Action Plans				
10. Identify 1-3 operational goals for the next 3 years and link them to one or more college strategic initiatives or to your operations.				
Department Operational Goals	College Strategic Initiatives			
Identify 1-3 operational goals	Building a Community of Scholars	Putting Access into Action	Promoting a Collaborative Decision-making Environment	Operations Planning
Improve training of tutors	X			
Enhance Log-in system		X		X
Increase number of tutors available, hours and subjects offered	X	X		
11. What is your plan for accomplishing your goals?				
Dept/Program Operational Goals	Activities		Measures	Timeframe
Improve training of tutors	Apply for College Reading and Learning Association tutor training certification.		Tutor Certification Level 1 is implemented.	Spring 2011
Enhance Log-in system.	Request tech time to make improvements to log-in system to identify tutee demographics, subjects and courses. This will also allow us to track student usage patterns.		Update/improvements to log-in system completed.	Fall 2010
Increase number of tutors available, hours and subjects offered.	Request additional college funding, explore outside resources for financial support and use such support to increase number of tutors available, hours and subjects offered.		Increase student support, number of tutors available, hours and subjects offered and improved user satisfaction as demonstrated by our enhanced student survey.	Fall 2010

12. Are additional resources needed to accomplish your department operational goals? If yes, identify the resource, as well as the purpose and rationale for each resource.		
Identified Resource	Purpose	If requesting funding, provide a rationale of how each request supports one or more college strategic initiative and/or supports student learning & success.
\$150.00 Tutor Training Certification	Funding for College Reading and Learning Association tutor training certification.	Improving tutoring standards is supported by the college strategic initiative Building a Community of Scholars and supports student learning and success.
No financial impact. Tech Time	Tech time needed to make improvements to log-in system to identify tutee demographics, subjects and courses. System improvements will also allow us to track student usage patterns.	Supported by the college strategic initiative of Building a Community of Scholars and Operations Planning. No financial impact.
\$20,000.00 Budget Augmentation	Increase number of tutors available, hours and subjects offered.	Supported by the college strategic initiative of Building a Community of Scholars, Putting Access into Action and supports student learning and success.

<h3 style="text-align: center;">III. Service Evaluation</h3> <p style="text-align: center;"><i>Service Evaluation Overview</i></p>	
1. Student Services Survey: Given results of the Fall Student Services Survey, describe any trends with respect to student knowledge of and use of program services . Are there changes over time? What are the implications for your department/program?	Data not available
2. “Internal” Evaluation: Given results of the Internal Evaluation, describe any trends with respect to internal perceptions of program effectiveness . Are there changes over time? What are the implications for your department/program?	Data not available
3. “External” Evaluation: Given results of the External Evaluation, describe any trends with respect to external perceptions of program effectiveness . Are there changes over time? What are the implications for your department/program?	Data not available
4. Point of Service Surveys: Given results of the Point of Service Survey, describe any trends with respect to student evaluations of service . Are there changes over time? What are the implications for your department/program?	Improved student point of service survey in progress
5. Optional: Provide any additional data relevant to service satisfaction or perceived effectiveness of your program. (Indicate the source of the data).	N/A
6. Are you seeing trends in service satisfaction or perceived effectiveness that are not reflected in the data cited above? If yes, please explain.	N/A

Summary of Planning Goals & Action Plans			
7. Identify 1-3 goals for the next 3 years related to service evaluation and provide action plans for accomplishing your goals.			
Dept/Program Operational Goals	Activities	Measures	Timeframe
Improved point of service survey	Work with Daniel Peck to improve existing survey	Survey available for distribution to end users of tutorial services	Fall 2010
8. Are additional resources needed to accomplish your department service evaluation goals? If yes, identify the resource, as well as the purpose and rationale for each resource.			
Identified Resource	Purpose	If requesting funding, provide a rationale of how each request supports one or more college strategic initiative and/or supports student learning & success.	
Daniel Peck Several hours of his time	Improved Tutorial Center point of service survey	No financial impact. Supports College strategic Initiative of Building a Community of Scholars and Supports student learning and success.	

IV. Service Area Outcomes		
<i>Student Learning Outcome Assessment</i>		
<p>1. Be sure and complete your service area outcomes. SAOs are listed in a separate document. Please refer to your SAOs to complete this section, but do not-relist the SAOs themselves.</p> <p>2. Are additional resources needed to accomplish your service area outcome goals? If yes, identify the resource, as well as the purpose and rationale for each resource.</p>		
Identified Resource	Purpose	If requesting funding, provide a rationale for how each request supports one or more college strategic initiative and/or supports student learning & success.
N/A		Already stated in sections I, II, and III above.

V. Resource Planning: Personnel, Technology, Facilities, and Budget	
<i>Faculty</i>	
1. What staffing needs do you anticipate over the next four years. (Consider: retirements , PDL , reassigned time , turnover , growth or reduction of the program)	If the College desires to collect apportionment for tutoring, a faculty position may need to be created. For example, at DeAnza College this position is Instructor/Coordinator Tutorial and Academic Skills Center.
<i>Classified Staff</i>	
2. What staffing needs do you anticipate over the next four years. (Consider: retirements, PDL, reassigned time, turnover, growth or reduction of the program)	Uncertain at this time.
<i>Technology and Equipment (see definitions below)</i>	
3. Are the existing equipment and supplies adequate for meeting the needs of the program? If no, explain.	Student and Staff computers will need to be replaced within the next 3-4 years.
4. Do you have adequate resources to support ADA needs in your physical and/or online services? If no, explain.	Yes.
<i>Technology & Equipment Definitions</i>	
<ul style="list-style-type: none"> Non-instructional Equipment and Supplies: includes equipment for “office use” that is non-instructional and that is not used in a lab or classroom – it includes non-programmatic equipment for individual instructors and staff, such as a desktop computer for office use. Desktop technology (computers, printers, scanners, faxes) and software requests are processed through your Dean or Director. Instructional Equipment and Supplies: includes technology, software, and supplies used in courses or labs, including occupational program equipment. Instructional program equipment requests are prioritized by the department and then by the Dean or Director. Durable Equipment and Furniture: includes non-instructional, non-technology equipment (chairs, tables, filing cabinets, vehicles, etc.) necessary to improve the operational functioning of the program/department. Note: It is recommended that divisions perform and maintain an inventory of all their technology and equipment. 	
<i>Facilities</i>	
5. Are your facilities accessible to students with disabilities? If no, explain.	Yes.
6. List needs for upgrades for existing spaces.	Sound attenuation, improve lighting and HVAC

7. List any new spaces that are needed.	If student support services are centralized as has been proposed in the Learning Resource Center renovation plan, existing Tutorial and Media spaces will need modification.	<i>Budget</i>
8. Identify any long-term maintenance needs.	Routine painting and carpet cleaning.	
9. Are available general use facilities, such as student spaces and office/work space adequate to support the program? Please explain.	Yes, as the Program exists in its current configuration.	
10. Are work orders, repairs, and support from district maintenance adequate and timely? Please explain.	Yes.	
Summary of Planning Goals and Action Plans		
14. What are your goals with respect to resource planning and how will those goals be measured?	Implement and complete as many of the above personnel, technology, facility actions as allowed by our 2010-2011 budget.	
15. Are additional resources needed to accomplish your resource planning goals? If yes, identify the resource, as well as the purpose and rationale for each resource.		

Identified Resource	Purpose	If requesting funding, provide a rationale for how each request supports one or more college strategic initiative and/or supports student learning & success.	
1 Faculty Full-time headcount	Collect apportionment for tutoring	Supports Building a Community of Scholars and student learning and success. Uncertain cost.	
Student and staff computers	Replace student and staff computers within the next 3-4 years.	Supports Operation Planning and Student success and learning. Uncertain future cost.	
Inadequate budget to fulfill program goals and mission.	To hire additional tutors, to tutor in a greater number of subjects. Keep the Center open for more hours, thereby providing additional students access to our services.	Supports Building a Community of Scholars and student learning and success.	

VI. Final Summary of Goals, Commitments to Action, and Resource Requests

- Upon completion of this program plan, provide a comprehensive summary of your goals and action plans for the next 3 years.

The goal of the Tutorial Center is to provide well-trained tutors in a variety of subjects which span the curriculum and who are responsive to student needs at various levels of accomplishment. This is accomplished in a friendly, welcoming and supportive environment for students of all ethnicities, backgrounds, abilities, and levels of preparation.

To sustain and advance this goal, we plan to improve tutor training and become a College Reading and Learning Association certified program. And, when funding permits, we will hire students able to tutor a larger number of subjects. To make services more accessible to students, we also plan to return to having tutors available in the evening. In addition, the requested upgrades to our log-in system will allow us to better understand and identify tutee demographics, levels of demand for subject and course assistance and student usage patterns.

Because of greatly diminished state funding, we assume that no changes in lighting, sound attenuation, or HVAC will occur in the next 3 years, but we assume that these improvements will be included in the work completed during the Learning Resources Center remodel. These enhancements will allow us to provide our students with a more comfortable, quiet, appropriately lit environment in which to receive services, learn and study.

<p>2. Final Resource Request Summary: When the program planning and review form is online – the section below will automatically fill in with your responses from each section. Until this is ready, these sections will be cut and pasted from previous sections.</p>	<p>Note: If you are requesting resources this year, these items have to be included in your current program review. If you want the college to understand your full range of need, then list every current and upcoming resource need in each section above.</p>		
Resource	Purpose	Rationale	Estimated Cost
Tutor Training Certification	Funding for College Reading and Learning Association tutor training certification.	Improving tutoring standards is supported by the college strategic initiative Building a Community of Scholars and supports student learning and success.	\$150.00

Tech Time	Tech time needed to make improvements to log-in system to identify tutee demographics, subjects and courses. System improvements will also allow us to track student usage patterns.	Supported by the college strategic initiative of Building a Community of Scholars and Operations Planning.	No financial impact.	
Budget Augmentation	Increase number of tutors available, hours and subjects offered.	Supported by the college strategic initiative of Putting Access into Action and supports student learning and success	\$20,000.00	
Improved Point of Service Survey	Improved point of service survey available for distribution to end user of tutorial services	Work with Daniel Peck to improve existing survey	No financial impact.	
<i>Supervising Administrator Signature</i>		<i>Completion Date</i>		