North Seattle Community College
All Campus Tutoring Inventory
Spring 2009

Executive Summary

The following is a comprehensive snapshot of tutoring services at North Seattle Community College (NSCC) as of the spring 2009 quarter. The purpose of this report is to get a bird's eye or balcony view of tutoring on campus in order to begin identifying areas of improvement and start developing a master plan for tutoring services at NSCC in the future.

Currently, tutoring at NSCC is decentralized with each division providing its own service to students. While some divisions have established centers with relatively stable budgets and management like the Loft Writing Center and the Math/Science Learning Center (MLC), other divisions like Business, Electronics, and Information Technologies (BEIT) and Health and Human Services (HHS) have tutoring programs that are still in a "developmental stage" where resources and funding are less stable.

In order to get the broadest possible view of tutoring at NSCC, the Tutoring Advisory Committee (TAC) asked representatives from each division to provide a brief narrative about the tutoring services they offer as well as vital statistics about their program including:

• Funding Sources
• Space Usage
• Students Served
• Training Policies

We have also asked participants to reflect on the strengths of their programs and offer recommendations for improving their own program as well as tutoring services in general across the campus.

I. Program Descriptions
**Loft:** The Loft offers group and one-to-one tutoring in English and world language skills. Tutors work with students from all disciplines on campus. However, our primary clients tend to be ESL, developmental English, and English composition students. In addition to assisting clients with their homework assignments, writing consultants also help students with personal statements for university entrance, financial aid, and scholarships. Through these sessions, tutors help students develop writing, reading, speaking, listening, grammar, and study skills. The emphasis is on teaching students to assess and improve their own work rather than just fixing or editing one paper or completing one assignment. Students can also engage in self-directed language study by using a variety of software programs, exercise books, and specialized Web sites.

Finally, the Loft also provides **online tutoring** services through the Northwest eTutoring Consortium. Currently, the Distance Education program at NSCC pays the annual $2,500 fee to participate and the Loft commits to proving one writing tutor to the consortium for 5 hours a week. In return, NSCC students get 150 tutoring sessions from the consortium in a variety of subject areas including writing, math, accounting, Spanish, and chemistry to name just a few. Presently, NSCC has 120 registered users on the etutoring.org Web site. These students have received 44 tutoring sessions spring quarter in writing and Spanish.

**Loft tutoring hours**

<table>
<thead>
<tr>
<th>Days</th>
<th>Times</th>
<th>Hours per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday</td>
<td>8:30-1:30</td>
<td>5 hours</td>
</tr>
<tr>
<td>Monday - Thursday</td>
<td>8:30-6:30</td>
<td>32 hours</td>
</tr>
<tr>
<td>Sunday</td>
<td>12:30-4:30</td>
<td>4 hours</td>
</tr>
</tbody>
</table>

**World Language tutoring hours**

<table>
<thead>
<tr>
<th>Subject</th>
<th>Days</th>
<th>Times</th>
<th>Hours Per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASL</td>
<td>M/W</td>
<td>1:00-1:50</td>
<td>2 hours</td>
</tr>
<tr>
<td>Chinese</td>
<td>Tues Fri.</td>
<td>11:30-12:30</td>
<td>2 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10:00-11:00</td>
<td></td>
</tr>
<tr>
<td>French</td>
<td>Tues/Wed Fri Wed Thu. Tues/Th</td>
<td>12:00-1:00</td>
<td>7 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9:00-10:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>10:00-11:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>12:00-1:00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>4:30-5:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Days</td>
<td>Times</td>
<td>Hours</td>
</tr>
<tr>
<td>--------------</td>
<td>------------</td>
<td>------------------</td>
<td>-------</td>
</tr>
<tr>
<td>German</td>
<td>Tues/Th</td>
<td>5:00-5:50</td>
<td>2 hours</td>
</tr>
</tbody>
</table>
| Japanese     | Mon/Tue
Wed/Th
Fri      | 11:00-12:30
12:00-1:30
11:00-12:00 | 7 hours |
| Spanish      | Mon
Th
Mon/Wed
Tue/Th | 4:30-6:00
3:30-5:30
1:00-3:00
10:30-12:00 | 11 hours |

**MLC:** The Math/Science Learning Center is a study center for math, physics, chemistry, and computer science students. The center has space where students can work alone or in groups, use computers, consult reference books and solutions manuals. The center is staffed by peer tutors; students get help on an as-needed basis. Biology tutoring (specifically anatomy & physiology, microbiology, and general biology) tutoring is also available on a quarterly basis; scheduled in a biology lab (currently AS 1615).

<table>
<thead>
<tr>
<th>Days</th>
<th>Times</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>8:30 am - 7:00 pm</td>
<td>42 hours</td>
</tr>
<tr>
<td>Friday</td>
<td>8:30 am - 4:00 pm</td>
<td>7.5 hours</td>
</tr>
<tr>
<td>Saturday</td>
<td>12:00 pm - 4:00 pm</td>
<td>4 hours</td>
</tr>
<tr>
<td>Sunday</td>
<td>12:00 pm - 4:00 pm</td>
<td>4 hours</td>
</tr>
</tbody>
</table>

**Biology Tutoring Schedule**

<table>
<thead>
<tr>
<th>Days</th>
<th>Times</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>2:00 pm - 6:00 pm</td>
<td>16 hours</td>
</tr>
<tr>
<td>Friday</td>
<td>12:00 pm - 4:00 pm</td>
<td>4 hours</td>
</tr>
<tr>
<td>Sunday</td>
<td>12:00 pm - 3:00 pm</td>
<td>3 hours</td>
</tr>
</tbody>
</table>

**Computer Science tutoring hours**

These vary from quarter to quarter. We typically offer approximately 2 hours of tutoring per computer science section, per quarter. These tutors are located in the MLC.
In addition to tutoring, the MLC offers 5 study skills workshops each quarter, in conjunction with the Counseling Center. These workshops focus on skills such as time management, test anxiety, note taking and textbook strategies, particularly as they apply to studying math.

The Loft and MLC both administer credit-bearing courses, ENG 080, MAT 089, and MAT 198, which require students to spend tutor-assisted and self-directed study time in these respective tutoring centers. The courses both complement and supplement work the students are doing in their concurrent English and Math classes, serving to “link” classroom activity with tutoring support.

**BEIT:** The Business, Electronics, and Information Technology (BEIT) Division offers peer tutoring for the students in all program areas including Accounting, Business, International Business, Project Management, Watch Technology, HVAC, Electronics, Industrial Power and Control, Broad-Band Cable, Bio-Medical, Architectural Drafting and Engineering, Construction Management, Legal Administrative Assistant, Retail Management, and the newest programs Entrepreneurship and Interactive Digital Technology. The tutoring for these programs are currently housed in different classrooms and the time varies according to program resources and needs. Tutors assist with homework assignments, exam preparation, study strategies, and class projects. In addition, tutors deliver both computer-based tutorials and in-person tutorial sessions in Excel, CAD, and other software applications. The tutoring issues that we are currently facing as a division include: increased overall enrollment, changing student demographics due to increases in worker retraining demand and shifts in the diversity mix.

**BEIT tutoring hours**

<table>
<thead>
<tr>
<th>Subject</th>
<th>Days and Times</th>
<th>Hours Per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting</td>
<td>Monday - Friday 1:00 PM - 5:00PM</td>
<td>20 hours</td>
</tr>
<tr>
<td>Real Estate</td>
<td>Wednesday 12:00 PM - 4:30 PM</td>
<td>4.5 hours</td>
</tr>
<tr>
<td>CAD Lab</td>
<td>Monday - Thursday 12:45 PM - 5:30 PM, Thursday 6:30 PM - 9 PM, Friday 1:00 PM - 5:00 PM</td>
<td>24.3 hours</td>
</tr>
</tbody>
</table>
**Electronic Lab**
Monday - Thursday 2:00 PM - 4:30 PM
Friday 9:00 AM - 3 PM
16 hours

**A+ Certification Lab**
Monday & Wednesday
12:00 PM - 1:00 PM
MW 2:00 PM - 4:00 PM
16 hours

**Unix Lab**
Tuesday 1:30 PM - 3:30 PM
2 hours

**Quickbooks**
Thursday 10 AM - 2 PM
4 hours

**Nursing**: The nursing program offers group and one-to-one tutoring in all quarters of the LPN and LPN to RN ladder programs. Tutors help with study strategies and they facilitate the development of study groups in the first quarter of the LPN program. Tutors help with all of the theory nursing program classes. The tutors are LPN graduates, RN students and RN graduates of our programs. The student can request the tutoring help from their instructor or the program director. The director sends out an email to all nursing program students that tutoring is available to all students enrolled at NSCC.

**WORKFORCE EDUCATION**: The Workforce Education Department provides resources for private, one-on-one tutoring for its students (up to 10 hours per week). Students must communicate with their instructors and Workforce Education staff, attend class, and take advantage of the other tutoring resources on campus.

**II. FUNDING**

<table>
<thead>
<tr>
<th>Area</th>
<th>Funding for tutors '08-'09 (all sources)</th>
<th>Funding for coordination '08-'09</th>
<th>Tutor Pay</th>
</tr>
</thead>
</table>
| Loft          | • $158,950 College
• $42,295 S&A
• $15,000 Perkins
• World Languages: | • Full-time administrator paid for through state funds. | $9.00 - $12.00/hr depending on experience and degree attained. |
<table>
<thead>
<tr>
<th></th>
<th>Funding</th>
<th>Personnel</th>
<th>Rate</th>
<th>Notes</th>
</tr>
</thead>
</table>
| MLC    | $14,000 (S&A funded) | • $29,100 college  
       |                    | • $30,780 S&A  
       | Faculty coordinator  
       | 20% reassign time for MLC coordination  
       | 1/3 teaching load for Math 089/198 (MLC related courses) | $9.50 - $10.00/ hr depending on experience and degree attained. |
| BEIT   | $18,764 S&A  
       | $ 7,000 Perkins  
       | None                | $9.00/hr for all tutors   |
| Nursing| $6,000 Perkins  
       | None                | $ 12.50-15/hr depending on educational level |

### III. SPACE

The Loft and MLC have dedicated spaces for their operations. The space used for tutoring biology is not included in the square footage below, but has seating for up to 40 students.

BEIT currently has no dedicated tutoring space. Tutoring takes place in various classrooms and labs assigned each quarter.
Nursing does not have any designated tutoring space. Tutoring takes place in classrooms, the conference room or rooms in the library, whatever is available.

<table>
<thead>
<tr>
<th>Location</th>
<th>Current Square Footage</th>
<th>Tables</th>
<th>Chairs</th>
<th>Computer Terminals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loft</td>
<td>1545</td>
<td>14</td>
<td>35</td>
<td>25</td>
</tr>
<tr>
<td>MLC</td>
<td>3 rooms ~2100 ft²</td>
<td>32</td>
<td>81</td>
<td>22</td>
</tr>
<tr>
<td>BEIT</td>
<td>variable</td>
<td>variable</td>
<td>variable</td>
<td>variable</td>
</tr>
<tr>
<td>Nursing</td>
<td>variable</td>
<td>variable</td>
<td>variable</td>
<td>0</td>
</tr>
</tbody>
</table>

### IV. STUDENTS SERVED

The Loft uses a program called Time Keeper from Academic Programmers to track student usage. The MLC uses a locally written program that records student IDs/time in the MLC. BEIT and HHS are manually keeping time sheets and records of tutors, students and tutoring sessions.

<table>
<thead>
<tr>
<th>Area</th>
<th>Metric</th>
</tr>
</thead>
</table>
| Loft   | • 8414 student contacts fall quarter  
• Served 994 individual students  
• 3597 individual tutor contacts for a total of 3449 hours of tutoring  
• 5110 contacts for computers use for a total of 4899 hours of computer usage  
• Includes WL tutoring                                                                                 |
| MLC    | • over 6000 student visits per quarter to the MLC  
• over 160 class sections served per quarter (math, physics, chemistry, computer science, biology)  
• biology tutoring averages 213 individual visits per month                                                  |
| BEIT   | • 1,339 students served from Summer 08 through April 09.  
• 19 Tutors provided services in this time period                                                                  |
| Nursing | • probably 10 students are helped each quarter |

V. TRAINING

**Loft:** Loft tutors are required to engage in continuous training. Every tutor must complete 5 hours of training per quarter. They can complete this training by attending monthly training meetings, training intensives at the start of each quarter, or another reasonable training event offered on campus. In addition, they can do peer observations which are followed up by written reflections. World Language (WL) tutors have historically received little training, but we are working to address this by having two mandatory training meetings with WL tutors a quarter.

**MLC:** The MLC holds an orientation for new hires at the beginning of every quarter. Biology tutors are provided with information about their responsibilities, and have access to faculty and staff should they need help. There is no on-going tutor training at this time.

**BEIT:** The division secretary supervisor coaches the tutors in the administrative process. Due to the variety of professional technical programs in BEIT there is no single formalized orientation at this time. The instructors provide specialized orientation to tutors based on the needs of each individual program.

**Nursing:** The tutors are current students or recent grads of one of our two programs.

VI. VISIBILITY (MARKETING, etc)

**Loft:** The Loft has high visibility. In addition to marketing with class presentations and informational bookmarks, the Loft staff organizes writing contests to increase our visibility on campus as well. The Loft director also networks and communicates with faculty - our best marketing resource on campus.

**MLC:** The MLC prints a bookmark with the Loft every quarter. In addition, there is an MLC website with hours and locations for all math and science tutoring. The MLC also advertises and runs the Math Success Workshops with the Counseling Center.

**BEIT:** Due to not having a centralized location, marketing must be done by individual departments on a quarter by quarter basis. Current marketing efforts include: posting of tutor specialties and available hours in division office, open computer labs, advising, worker retraining offices, the Loft, online classrooms and DL office, and various campus
classrooms. Designated tutors visit classes at the beginning of the quarter based on instructor request to introduce themselves, share specialties and availability.

**Nursing:** The Nursing Director sends an email out and the instructors advise the students to get tutoring helps if they are struggling.

**VII. STRENGTHS**

**Loft:** The Loft has a fairly stable budget, an experienced staff, a strong connection to campus culture, and high approval ratings from students. Usage of Loft services has also been directly linked to student retention and success.

**MLC:** The MLC provides a comfortable space for students to study, whether on their own or in groups. It has been documented that the MLC helps to increase student retention and it always receives good feedback via student surveys. It is an integral part of the math/science culture on campus.

**Biology Tutoring:** This is a vital resource for students taking the anatomy and physiology courses (BIOL& 241-242, as well as the one quarter introductory course). Students in these courses must spend time outside of class in order to adequately learn the histology, bones, muscles, etc. Additionally, these tutoring hours are essential to students in other Biology classes who need extra time with lab materials and/or access to tutors in these disciplines. Without the biology tutors and access to study resources, student success in these courses would be negatively impacted.

**BEIT:** Although we have no centralized tutoring facility, we offer a range of tutoring services across the many program areas within BEIT. We provide tutors knowledgeable in a wide range of disciplines as well as non-English language skills. In addition to assisting in homework assignments, tutors deliver presentations and tutorials supporting/enhancing class learning. This has proven to lead to increased student success, retention, and recruitment.

**VIII. AREAS OF IMPROVEMENT (wish list)**

**CAMPUS WIDE:**

1. Consistent training of tutors campus-wide
2. Equitable funding for all tutoring, both for tutors and coordination
3. Dedicated space for all tutoring
4. Unified marketing

**Loft**
• Improve facilities. We have spilled out of our designated space and into the library.
• Attract more transfer level students.
• Develop a program that will bring in more qualified peer tutors.

MLC
• Find a stable source for funding both the MLC coordinator and the MLC tutors. Funding for both of these has shifted for next year ('09 - '10) to a grant.
• Expand funding for coordination.
• Develop more consistent tutor training.
• Establish a consistent method to advertise positions to consistently attract quality tutors.

BEIT
• Find permanent budget for tutoring (both coordination and tutors). Funding for both of these for next year ('09 - '10) is from a grant.
• Establish a dedicated, centralized location with program specific technological support (equipment, software, licensing)
• Fund and select a coordinator (centralized management, scheduling, recruitment, training, administration, etc...)

Nursing
• Continue growth of tutoring program
• Use Nursing ESL students and graduates as tutors
• Develop more consistent tutor training

Accessibility Plan

As we move forward in visioning an integrated tutoring center, we imagine a place that will be accessible to all students at NSCC. This includes room for students in wheelchairs or who use other mobility aids to comfortably move through the spaces between chairs and tables. We envision a space that has flexibility of use, so students who are easily distracted by a lot of noise or motion around them can have a quiet workspace and still access the drop-in tutors. The space will also make it easy to find specific disciplinary resources, and computers will be available with accessibility features (such as Jaws or ZoomText) for students who need to access them in non-traditional ways. We will apply the principles of universal design to the space and services to insure use by the greatest diversity of students.