All Fields

Individualized Instruction

Goals

- **1a). Provide a brief summary of your program's success and changes since your last comprehensive program review.**

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review.

II 210 Supervised Tutoring is a 0 unit non-credit course for students receiving tutoring at EVC. This course is part of the Campus Tutoring Program. To become eligible for tutoring, EVC students must add an II 210 Supervised Tutoring section. Once they have added this section, their attendance can then be tracked through SARS-TRAK, a computerized timekeeper system which tracks positive attendance hours. EVC Campus Tutoring supports the campus by providing free drop-in tutoring and learning assistance to all students enrolled in II 210 to assist in a variety of subject areas, including but not limited to: English, English as a Second Language, Accounting, Math, Science, Spanish, Vietnamese, Oral Communication, History, Psychology, Music, Ethnic Studies, and Business as needed. Subjects tutored each semester are based upon student demand and tutor availability. **The most evident success and changes to II 210 since our last Program Review have come in our online tutoring program. While we continue to successfully accommodate II 210 students through on campus drop-in tutoring, we have also been able to augment our online tutoring offerings due to student need.**

For students who cannot access Campus Tutoring during its open hours, tutoring is now provided through the Pisces and NetTutor Online Tutoring platforms. These platforms have been especially useful since March 2020 when Covid-19 began. The Campus Tutoring team comprised of student tutors, staff, and faculty maintain weekly drop-in tutoring hours for EVC students on the Pisces platform in their subject areas. The tutoring team's drop-in tutoring schedule is posted on the Campus Tutoring webpage as well as the Pisces front page upon logging in through Canvas. It is also emailed to the campus and all EVC students through the tutoring newsletter and other campus bulletins. In addition, the NetTutor online tutoring platform is offered to EVC students when the Pisces platform is closed evenings and weekends. II 210 students can access these platforms from any of their online courses on Canvas. Since fall 2021, when the campus reopened, Campus Tutoring has offered its services both online through these platforms and in person in the Learning Resources Center. Before 2020, when the campus was still open, online tutoring only produced a handful of hours per month, but since both NetTutor and Pisces have become available to EVC II 210 students after March 2020, students have averaged about 1000 hours of online tutoring per month. This has been the most significant change to our program for II 210 students, the addition of online tutoring programs, NetTutor and Pisces, which are now widely utilized by our students.

Pisces Student Usage sample (October-November, 2021)

Online Meeting   891   1023:17:28hours

- **1b). Identify which strategic initiative your program will focus on during the coming academic year.**

  For II 210 Supervised Tutoring, we would like to focus on the Student-Centered strategic initiative, particularly in regards to access. With Covid-19, the access to services landscape is ever changing, and we need to do our best to maintain services that are easily accessible to our students. As Covid-19 restrictions are lifted, and more classes return to campus, the challenge for II 210 students who have received tutoring online for nearly a year and a half is to encourage them to return to our on campus services.

Cover

Overview

Program Review Year

Year of Last Comprehensive Review

Year of Last Mini Update, if applicable 09/03/2018

Originator Nguyen, William

Area Dean Robbie Kunkel

Division

Library & Learning Resources

Department

Individualized Instruction

Subject

Is this a review for a degree/certificate or all the courses in the subject?

All Courses

Courses with no Degree or Certification

Co-Contributors

*Co-Contributor must be chosen before proposal is launched

Overview

Evergreen Valley College guides all students to pathways that reach their educational and career goals through equity-centered, innovative academic programs and support services. By creating a learning environment where everyone feels welcomed and supported, we are committed to a culture of inquiry, growth, and respect that creates an equitable society in which all can participate and prosper.

1.Student-Centered: We provide access to quality and efficient programs and services to ensure student success.

- **Access**
- **Curriculum and programs**
- **Services**

2. Community Engagement: We will transform the college image and enhance partnerships with community, business and educational institutions.

Areas of focus are:

- **Increase visibility**
- **Develop strategic partnerships**
- **Building campus community**

3.Organizational Transformation: We create a trusting environment where everyone is valued and empowered.

Areas of focus are:

- **Communication**
- **Employee development**
- **Transparent Infrastructure**

Related Assessments

Program Set Standards (Summary Tab)

Overall, EVC's Institution Set Standard for success rate is 72%, and the aspirational goal for student success is 75%.

Success Rate (completion with "C" or better) F'18-F'21 average	ProgramEVC	Program SET Standard (established during last comprehensive PR)	Program Success Goal (new)
	72.41%		

Program

Program Success Rate 83.98%

Program Set Standard **: It is recommended that programs identify a success standard. This standard should reflect the baseline success rate.**

Program Set Standard 83.98%

Recommendation: **90% of the 2 year average success rate could be your program standard (average x 0.9).**

Program Success Goal **: It is recommended that programs identify a success goal. This goal should reflect the success rate to which your program aspires.**

Program Success Goal 90%

- **2a). If your program's success rate is higher than the campus, how are you helping students succeed in and outside the classroom? If your program's success rate is lower than the campus, what are some strategies your program is implementing to improve?**

N/A Non-credit course with no grade

- **2b). How close is the program to meeting the program success goal?**

  N/A Non-credit course with no grade

- **2c). Is the current program success rate higher than the program set standard?**

  N/A Non-credit course with no grade

- **2d). Are these measures (program set standard and program success goal) still current/accurate? If not, please describe here and reset the standards.**

  N/A Non-credit course with no grade

- **2e). Discuss any changes in success rate since last comprehensive program review. If success rates have decreased discuss a plan to deal with the decrease. If success rates have increased discuss reasons for the success.**

  N/A Non-credit course with no grade

Curriculum

- **3a). State if curriculum is up to date. If curriculum is not up to date state a plan of how all courses will be in compliance.**

  Students enrolled in II 210 receive assistance from Campus Tutoring in particular courses. Tutoring is done on a self-referral basis by students. When students feel the need for tutoring, they can refer themselves for tutoring assistance and enroll in II 210 Supervised Tutoring. As such, there is no specific curriculum set forth by the II 210 instructors since the curriculum is provided by subject faculty for the courses students are receiving tutoring in.

Student Learning Outcomes and Assessment

Your program review will not be approved unless every SLO for every course in your program, and every PLO (if your program has a degree or certificate) is complete and approved by EVC's SLO Coordinator. All SLOs and PLOs must be assessed every two years.

Related Assessments

Student Learning Outcomes

Program Learning Outcomes

- **4a). Outline at least one example of adjustments in instruction as a result of SLO assessment.**

As a result of assessment through student surveys (survey results below), students have noted challenges with how to use online tutoring services. Therefore, a step by step video was created to show students how to use online tutoring services. The video is here: https://evcwebs.sjeccd.edu/downloads/lrc_video.mp4 (https://protect-us.mimecast.com/s/uSPqC9rjm9Hm0ELpTOJhGv?domain=evcwebs.sjeccd.edu) **(EVC Online Tutoring Video Instructions)**

II 210 student learning outcomes are assessed through anonymous student surveys at the end of each semester. SLO assessment results are discussed on an ongoing basis at the end of each semester between the Academic Skills Instructor, Tutoring Center Coordinator, and Dean of Learning Resources. SLO's are boldfaced in the survey results below:

Completed Survey Results of EVC Students for Tutoring

Fall 2020

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. Are the Tutoring Center's Hours convenient for you?				10
2. Are Campus Tutoring's online services on Canvas (Pisces/NetTutor) easy to access and use for you?			1	9
3. Were tutors patient with you?				10
4. Were the tutors knowledgeable of their subject area?				10
5. Were the tutors able to present ideas in more than one way?				10
6. Were the tutors helpful in improving your performance in the course and/or your grade?				10
7. Was your wait less than 20 minutes?				10
8. Was the Tutoring Program Coordinator helpful in answering any questions you had regarding tutoring services?				10
9. Would you recommend the Tutoring Center to your peers?				10
10. **Did the Tutoring Center help make a difference in your academic performance (e.g. your grade)?**				10
11. **Did the Tutoring Center/Tutors help you to become more competent and independent in the area(s) in which you needed help?**				10

Budget Planning

5a). Did you request Resource Allocation funds in your last Program Review?

No

Future Needs and Resource Allocation

Based on the areas noted below, please indicate any unmet needs for the program to maintain or build over the next Comprehensive Review. Please provide rationale on how the request connects back to SLO/PLO assessment, strategic initiatives or student success. If no additional requests are needed in any of the areas, put N/A.

Total Cost

Attach Files

Attached File
Campus Tutoring Survey results Fall 2020.pdf (/Form/Module/_DownloadFile/1891/43565?fileId=47)

IEC Reviewers

IEC Mentor
Fahmida Fakhruddin

IEC Second Reader
William Sapigao