



Tutoring Center ADMINISTRATIVE UNIT REVIEW: DEPARTMENT PLAN

Part 1: Department Mission Statement

Tutoring Center Mission Statement: The COCC Tutoring Center promotes student success by empowering learners to build skills, confidence and autonomy.

Part 2: Strategic Plan Connection

- ☐ [Access](#)
- ☐ [College Sustainability](#)

Part 3 and 4: Goals/Outcomes and Activities

Goal 1: Improve term-to-term student retention by providing access to trained tutors, study groups, online tutoring, technology and resources.

Activities:

- Recruit, hire and train tutors for expanding programs.
- Emphasis on growing Madras Campus tutoring.
- Focus on expanding chemistry, nursing and writing tutoring.
- Market Tutor Availability in-person and online.
- Coordinate with Faculty to develop ancillary materials and tutoring practices in alignment with course curriculum and defined AI practices.
- Evaluate Tutor Effectiveness.

Goal 2: Expand tutoring services beyond traditional credit-seeking students by offering tutoring services to ABS and College Now students.

Activities:

- Provide ABS & College Now Students access to *Western eTutoring Consortium®* tutoring to increase available hours during weekends and evenings.
- Create awareness of tutoring services available for ABS & College Now students.
- Develop IT system to record and report College Now Students and ABS Students.
- Work with ABS Instructors to develop tutoring support outside of the typical class structure.

Goal 3: Provide consistent, appropriate student support by ensuring certification of tutors by the College Reading & Learning Association (CRLA) or other recognized professional development programs.

Activities:

- Offer CRLA Training to develop Tutors' Professionalism in Tutoring.
Access unique Tutor Expertise to lead training of peers following CRLA best practices.
- Foster CRLA training that models developing tutor skills via sharing of tutor experiences/practices.
- Continue to maintain CRLA certification or equivalent qualification for the Tutoring Department.

Part 5: Measurement Tool and Timeline

Goal 1: To improve term-to-term student retention by providing access to trained tutors, study groups, online tutoring, technology and resources.

Measurement: Students utilizing tutoring services are retained at a rate equal to or more than students who are not participating in tutoring on a term-to-term basis.

Measurement Tools and Timelines:

- Term-to-term retention report generated by Institutional Effectiveness from data reports generated in *TracCloud* prepared at the end of each term.
- Kiosk survey in *TracCloud* for tutees to self-report their experience.
- COCC Graduate report results (annual).

Goal 2: To expand tutoring services beyond traditional credit-seeking students by offering services to ABS students and College Now students.

Measurement: ABS and College Now students within the college receive access to tutoring services similar to traditional credit-seeking students.

Measurement Tools & Timelines:

- Kiosk survey in *TracCloud* for each tutee visiting tutoring to self-report their experience.
- Improved use of Tutoring Services by College Now Students and ABS Students as measured by attendance in *TracCloud*.

Goal 3: To provide consistent, appropriate student support by ensuring certification of tutors by the College Reading & Learning Association or other recognized professional development programs.

Measurement: All COCC Tutors are certified by the College Reading & Learning Association.

Measurement Tools & Timelines:

- COCC tutors will attain a CRLA Level I certification within the first year of their service as a tutor.
- Professionals will participate in Tutoring organizations and professional meetings and complete an annual documentation of learning outcomes.
- Maintain/Recertify the Tutoring Center's College Reading & Learning Association Certification.