The Professionalization of Tutoring: Focusing on Our Why – A Brief Overview

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What, How, Why, & WHO

Start with our Why
Why (do we do it) → How (do we do it) → What (do we do)

Be Cognizant of Assumptions
The Danger of the Single Story

We Can’t Forget About Our WE
“It’s not just what you know; it’s who you know it with”

Empathy vs. Sympathy
JANUARY 2016

3CSN: MISSION, THEORY OF CHANGE, AND NETWORK BUILDING
Mission

Develop leaders in California community colleges who have the capacity to facilitate networks of faculty, staff, and students for curricular and institutional redesigns in support of increased student access, success, equity, and completion.
Theory of Change

If we provide training on networking and we use action research methodologies, community college professionals will transform their environments and identities to create communities of practice (such as LAP) that will produce powerful learning and working across campuses. This will lead to greater student success.
Building Networks that Work

• Identify a Shared Problem
• Create a Shared Vision of Possible Solutions
• Build a Sustained Community of Practitioners
Tutoring Community of Practice:
Learning Assistance Project (LAP)
Shared vision of the possible:

• If it makes faculty/staff feel engaged and energized, it will do the same for tutors

• If tutors see themselves as educators and professionals, they will improve themselves AND deliver better services to students

• Tutors our future colleagues and bosses!
LAP: Mission and Principles

Mission: Professionalization of Tutoring

Principles:
1. Tutors are educational professionals.
2. Training should be rigorous, practical, and sustainable.
3. Instructors and tutors have different yet equitable roles.
4. Tutoring is about student empowerment.
5. Tutoring contributes to student success.
MT2C Updates

Mesa Tutoring And Computing Centers
Tutor and Coordinator Inspired

Providing clear and accurate explanations, the tutee is at the heart of good tutoring.
Tutors Leading Conversations
Tutors Sharing Expertise
Tutors Leading Tutors
Working with Institutional Research
Introduced Bill Peters
Tutor of the Year Award
Professional Focus

• We defined/worked on SIX areas for MT2C:
  – Community of Practice
  – Evaluation
  – Online Tutoring
  – Rigorous Tutoring Training
  – Tutoring
  – Professionalization of Tutoring

• We also did some visioning: *We just won an award for our outstanding Tutoring program. All of our colleagues are standing and clapping.*
  – What is our award for?
  – What have we accomplished
FLASH FORWARD TO OCTOBER 2016
Fostering Professional Learning
IESI Conference: Riverside, CA
Moving Forward

• Based off of retreat and work with the MT2C leadership team....
Based off of your input…name is now
Mesa Tutoring and Computing Centers (MT2C)

Floors
- LRC 1st Floor: MT2C General Tutoring (for subjects other than writing, languages, math, and science) and Computing
- LRC 2nd Floor: MT2C Writing & Languages
- LRC 4th Floor: MT2C Math & Science Tutoring and Computing

Expanded Tutoring Hours
- Monday-Thursday 9AM-8PM
- Friday-Saturday 9AM-2PM
- Embedded and Online
MT2C Lenses

- State
- District/Regional
- Departments/School
- LRC
- MT2C
- Role
# Program Feedback Loop

## MT2C Evaluation Cycle

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Professional Program Certification: CRLA

- Going for three levels of certification
- Helps review what is going well and what needs improvement with a Tutoring Program
**Logic Model and Mission Statement Creation**

**Theory of Change**: If we provide professionalized training on networking as well as engage in action research, community college professionals will transform their environments and identities to create communities of practice (CoPs). These CoPs will produce powerful learning and innovation across the state, which will lead to greater student success. The MT2C believes that this transformation will take place at Mesa College if we share impactful, relevant professional learning with tutors and other learning assistance professionals, thus fostering our CoP among tutors, faculty, staff, & administrators. Then, when we start with our MT2C:

- Tutors and other learning assistance educators will recognize themselves as empowered professionals who are an integral, equitable part of the institution;
- This professionalization of tutoring will yield improved services to our students and contribute to a campus wide culture of student success;
- The learning assistance domain will become a more central part of the institution;
- Tutors will develop a strong foundation necessary to become successful professionals.

**Our Mission**: Promote independent learning and confidence through empowering relationships. Support the learning process by continually creating a welcoming and safe space. Foster a community of learners. At the heart of our mission is cultivating professionalism in order to help students, tutors, staff, and faculty succeed and reach their goals.

**Resources (Inputs)**

- Staff
- DSPS
- EOPS
- Vets
- Faculty
- Admin
- Counseling
- Tutors
- ASG
- Athletics
- Honors
- Social Media
- Grants
- Bridges
- Coordinators
- 3CSN
- LAP

**Activities**

- Regular and Consistent Training
- Conference Attendance and Presentations
- Classroom/Department Outreach
- Student Orientations/Open Houses/Meeters
- Online Tutoring Development
- Website Development
- Faculty Recruitment
- Workshops
- Regularly work with Student Services
- Develop MT2C Infrastructure
- Investigate how to improve MT2C services

**Deliverables (Outputs)**

- Multiple trainings during first 2 weeks
- All hands trainings FSP, including retreat
- Mesa tutors attend and present at least two local conferences
- Pilot Athlete Study-Hall
- Develop Tutor Feedback Form
- Onsite tutoring
- Tutors lead on-site tutor training
- MT2C PL for Coordinators by Fall 16
- Start Online Tutoring for 1 of 2 subjects
- Tutoring available more hours/days
- Acquire signage for each floor
- Expand embedded tutoring to more subjects, classes, and types as compared to 2015-2016.
- Create Evaluation plan with IR

**Outcomes**

- Continue to develop definition for Professionalization of Tutoring
- Strategically increase the number of students who utilize tutoring services, including athletes, vets, DSPS
- Help improve success, retention, and persistence rates
- Increase the number of tutors, staff, and coordinators
- Increase hours and tutoring modalities (face-to-face, embedded, online synch, online asynch)
- CRLA Certification
- Computing Aspects Integrated with Tutoring

**Assumptions**: Tutoring is for everyone. Students, faculty, staff, and campus want a robust tutoring program. MT2C is the primary campus resource for tutoring and computing.

**External Factors**: Marginalization of tutoring centers. Funding. Cohesive tutoring practices. Infrastructure. Removing tutoring stigma and developing a definition for "Professionalization of Tutoring."
DRAFT Mission Statement

• **Promote** independent learning and confidence through empowering relationships. **Support** the learning process by continually creating a welcoming and safe space. **Foster** a community of learners. At the heart of our mission is cultivating professionalism in order to help students, tutors, staff, and faculty succeed and reach their goals.
Where We Are Now

MT2C now has….

• Thriving Professional Learning Opportunities for Tutors
• Developed Professional Learning for Leadership Team
• Programmatic Support for Conference Attendance and Participation
  – Over 30 tutors going to Riverside
• Utilization of Growing Space in LRC
• Developed a Program Evaluation Cycle:
  – Faculty Program Perceptions Spring 2016
  – Student Program Perceptions Fall 2016
• Growing Leadership Team: Tutor Reps, More IAs, and More Tutors
• Expanded Hours
• Expanded Embedded Tutoring
• Expanded Online Tutoring
What’s Still to Come…

MT2C will…

• Complete Theory of Change, Mission, Short/Long Goals (Spring 17)
• Represent Mesa as the Model Tutoring Program at Tutor Expo (Spring 17)
• Develop Deeper and Individualized Tutor Feedback
  – Pilot 1: Fall 2016
  – Pilot 2: Spring 2017
• Grow the Leadership Team: More Faculty Participation (2017)
• Embed Counseling into MT2C (2017)
• Expand Tutoring Services in class, out of class, and online (ongoing)
• Provide Even More Professional Learning Opportunities (ongoing)
  – First two weeks of semester, All Tutor Training, and Tutor Expo
• Develop a Tutor Mentorship Program (2017)
• Complete International Program Certification (CRLA) (2017…hopefully!)
• Develop Computing aspect of MT2C