

**Woodland Community College**

**Student Services Review**  
**2007 – 2008**

**Executive Summary**

Campus Life  
Tutoring Center

Submitted May 19, 2008

**Yuba Community College District**

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**Student Services Review**  
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**Executive Summary**

**Overview**

Student Services Review is one of five components of the Yuba Community College District's (YCCD) Institutional Effectiveness Model. Student Services Reviews are periodic formal evaluations designed to bring about systematic improvements and enhancements in Student Services programs and services. The reviews are completed every four years.

Reviews involve the critical self-evaluation of the program or service as well as the use of appropriate internal and external data, including the use of student surveys, to support the evaluation, conclusions, and recommendations. The goal of the reviews is to provide administration and staff with information to help guide program and service decisions by assessing the following:

- Areas that need improvement;
- Curriculum needs, where such apply;
- Staffing needs;
- Priorities for addressing identified facility additions and/or modifications;
- Priorities for addressing identified equipment needs; and
- Student satisfaction with programs and services.

During 2007-2008, the following two (2) Woodland Community College (including the Colusa County Outreach Operation) program/services completed a Student Services Review:

- **Campus Life**
- **Tutoring Center**

Both Woodland Community College (WCC) programs/services completing a Student Services Review did a conscientious job in completing the review. Reviews generally provided relevant information and reasonable recommendations. There seemed to be some confusion as to the date by which these reviews should have been completed. This needs to be clarified in the future.

As part of the Program Review process, each program/service submitted an Executive Summary of its program review. The summaries, as presented on the following pages, include a program/service description for each program/service, current status information, and the program's/service's areas of improvement/future direction that are

expressed through the recommendations/specific actions that emerged from each review.

## **Campus Life**

**Program Review Committee Members:** Shirley Evans, Ester Felix, Kay Gasson, Minerva Lemus, Barbara Rhode, Loretta Richard, Tim Newman, Hanan Souki, Cay Strode, Inna Tikhonov, Jeanine Weigt

**Dean of Program Area:** Stacey Cook

### **Program Description and Current Status**

Currently, Woodland Community College does not have a developed Campus Life program.

### **Program Analysis**

#### **Program and Curriculum, if Applicable, Direction**

- **Strengths**
  - WCC is planning to hire a Campus Life Coordinator and space has been identified for Campus Life programming in the renovated Student Services building (Building 700).
  
- **Areas for Improvement/Future Direction**
  - WCC needs to establish, maintain, and sustain a viable Campus Life program.
  - Sufficient funding and effective operating systems are needed for the Campus Life program.
  - Development of a Campus Life program to serve Colusa County students needs at the Colusa County Outreach Operation needs to occur.

#### **Staffing**

- **Strengths**
  - Not applicable; there are no staff assigned to Campus Life at this time.
  
- **Areas for Improvement/Future Direction**
  - Sufficient staffing and resources are needed to meet students' needs. To begin, at a minimum, the aforementioned Campus Life Coordinator needs to be hired.
  - Consideration needs to be given to staff for a Campus Life program at the Colusa County Outreach Operation.

#### **Equipment**

- **Strengths**
  - Not applicable; there is no equipment designated for Campus Life at this time.

- **Areas for Improvement/Future Direction**
  - Strategic development of a Campus Life Program needs to take place. As part of the plan that evolves, necessary equipment will be identified.

### **Facilities**

- **Strengths**
  - There are plans to include a Campus Life office in the Building 700 renovation.
- **Areas for Improvement/Future Direction**
  - Space for a Campus Life Program needs to be reserved in the planned Colusa County Outreach Operation facility.

### Recommendations/Specific Actions

- Develop Campus Life and Leadership programs that infuse diversity as a core value.
  - Action: Charge the new Campus Life Coordinator with the responsibility to research and implement successful programs.
- Hire a Campus Life Coordinator for WCC.
  - Action: Work with the College President to secure approval for the position.
- Develop identified space for the program and identify and purchase necessary equipment.
  - Action: Work with the College President to develop the space identified on campus for Campus Life and prepare a list of necessary furniture and equipment for the office.
- Begin planning for expanding the Campus Life program to the Colusa County Outreach Operation facility.
  - Action: Monitor growth at the Colusa County Outreach Operation facility and develop a plan for the implementation of a Campus Life program.

## Tutoring Center

**Program Review Committee Members:** Loretta Richard, Jose Vallejo, Hanan Souki, Dustin Dennis, Roozbeh Ghaffarzadeh, Danielle Robicheau, Jonaiza Simbre, Renee Calderon, Christina Aldrich, Jan Ponticelli,

**Dean of Program Area:** Stacey Cook

### Program Description and Current Status

The Tutoring Center provides learning support and peer tutoring for students in the WCC service area. Tutoring services are available in one-to-one and small group formats, as well as via technology with “virtual” tutoring using the CCC Confer platform and computer-based skill building programs. The center is staffed by a full time Tutoring Center Specialist with support from Work Study and Cal-WORKS students and approximately 23 peer tutors that are hired each semester. The operating budget of \$17,000 is augmented by approximately \$5,000 in Basic Skills funding.

In Fall 2007, the center was relocated to the new Learning Resource Center into a much larger space with separate study rooms and new computer equipment. This expansion readies the center to accommodate the enrollment growth and increasing demand for services at WCC.

### Program Analysis

#### **Program and Curriculum, if Applicable, Direction**

- **Strengths**
  - The program collaborates well with instructional faculty and other support services, such as DSP&S and EOPS.
  - There is interest and support for developing new tutoring methodologies. An example of this is the introduction of “virtual” tutoring to reach students who may not be able to come to campus.
  
- **Areas for Improvement/Future Direction**
  - The Tutoring Center plans to develop training modules for tutors and will purchase updated orientation materials.
  - A drop-in tutoring program also will be developed.
  - New materials and computer-based applications will be purchased to support self-paced, individualized skill building tutorials.

#### **Staffing**

- **Strengths**
  - The Tutoring Center Specialist is very committed to providing quality services. The Specialist works hard on her own professional development and participates in the Association of Colleges for Tutoring and Learning Assistance (ACTLA).

- **Areas for Improvement/Future Direction**
  - The center will assess staffing needs to expand services and hours of operation and to accommodate growth.

### **Equipment**

- **Strengths**
  - The majority of the equipment in the Tutoring Center is new and meets current needs.
- **Areas for Improvement/Future Direction**
  - A timeline to replace/upgrade computers and software applications needs to be developed.

### **Facilities**

- **Strengths**
  - The center is housed in a brand new facility and has more space than the former location.
  - The space is designed to allow for future expansion.
- **Areas for Improvement/Future Direction**
  - None are indicated at this time

### **Recommendations/Specific Actions**

- Develop tutor training courses to strengthen tutor preparation and to better serve students.
  - Action: Research and propose the new classes to the Curriculum Committee for approval.
- Provide and maintain up-to-date materials and software applications for multiple disciplines.
  - Action: Research appropriate materials and request budget support.
- Establish drop-in tutoring hours.
  - Action: Research students' needs for drop-in tutoring (particular courses and hours of convenience) and develop a tutoring schedule. Assess impact on budget and request funds, as necessary.
- Establish a computer-based tracking system to monitor and document tutoring hours.
  - Action: Research suitable software applications and submit a budget request for technology funds (LRC Group II allocations).
- Develop a staffing plan to address future growth.
  - Action: Assess service needs and identify skills required to meet those needs.