Integrated Learning Support: Greater Than the Sum of its Parts

The TCC Learning Commons
The Connections Conference
Orlando, May 14th, 2009
Overview

• The Way We Were
• Paradigm Shift
  • Planned Use of Resources
  • Service Model
• Faculty Pilot
• Assessment
The Way We Were

Separate Services

- English Skills Center
- Math Center
- Reading Center
- Writing Center
- Student Success Center
- Computer Labs
- Library
What We Did

- Set curriculum for English and Reading
- Math tutoring
- Limited science and accounting tutoring
- Paper grading for Gordon Rule courses
- Writing conferences
- Open access computing
- Library and database orientations and instruction
- Advising
Who They Were

- Reading and English – developmental
- Math – developmental and credit
- Writing – mostly credit
- Computer access – mostly credit
- Library – mostly credit
When They Came

- After they failed
- After they wrote a bad paper
- Right before exams
- Usually too late
Expanded Services

Provide support for

- Math
- Science
- Business
- Communications
- Information Literacy
- Technology
- Student Success
Resources

- Trained staff
- One-on-one and small group tutoring
- Resource guides
- Information handouts
- Online resources
- Smarthinking
- Research and information literacy support

- Science resources – models, slides, etc.
- Study rooms
- Study skills
- Workshops
- Software and project support
- Open access computers
Paradigm Shift

Focus on planned use of resources

- Inclusive
- Integrated
- Proactive
- Collaborative
- Responsive
Planned Use of Resources

Inclusive – resources available to all students and faculty, meets needs campus-wide.

Proactive – students and faculty plan learning resource usage.
Planned Use of Resources

Integrated

- Cross training in all areas of communications - reading, writing, grammar, research, information literacy
- Cross training for all areas with a quantitative component – leverage talent and expertise.
- Instructional technology - open access and instructional support
- Student Success staff to provide support for students.
Planned Use of Resources

Collaborative

- Students, faculty, and staff work together.
- Staff collaborate with faculty to integrate use of resources into courses and syllabi.
Planned Use of Resources

Responsive

• Meet faculty needs
• Meet student needs
• Commitment to training and continuous improvement
Levels of Service

• Self-Help
• Brief Staff-Assisted
• Intensive Staff-Assisted
Self-Help

Resource Guides

Information Handouts

Online Resources
Brief Staff-Assisted

- Brief Diagnostic or Discussion
- Guided help
- Independent work
- Check back
Intensive Staff-Assisted

- In-depth diagnostic and assessment
- Academic Success Plan
- Intervention and follow-up

http://www.youtube.com/watch?v=z2ycU_I7T7Q
Lessons Learned from Blackadder

• Meet students where they are
• Try multiple approaches
• Provide the resources and the support
• Stick with the students
• Empower students to take control of their learning
A Case in Point

Faculty and Student Success Advocate collaborated to:

- Identify students repeating elementary algebra
- Monitor and track progress and attendance
- Follow-up on classroom issues and early alerts
Interventions

- Out-of-class assignments in the Learning Commons
- Saturday Help-Sessions
Lessons Learned from Pilot

• Closer collaboration needed to ensure students develop and follow Success Plan

• Better communication between Learning Commons and faculty

• 70% of the students who passed attended help sessions.
Assessment and Tracking

Log in system – in place
Tied to student schedule – in place
Track resource use – in place
Academic Success Plans – in place but not electronic
Track activities – fall 09
Track results – fall 09
If you build it, they will come....

- Increased student use of resources
- Faculty input and engagement – math, science, English, business, programming, reading
- Increased use of online resources
Spring 2009 Sample Data

- 141,635 logged visits
- 8515 students
- 375 unique courses
  - Chemistry 3919 (295% inc.)
  - Physics 2248 (154% inc.)
  - Biology 4194 (new)
  - Other Sc. 1669 (new)
  - Basic Math 1224 (168% inc.)
  - Elem Alg. 2887 (93% inc.)
  - Int. Algebra 2993 (156% inc.)
  - College Alg. 2940 (75% inc)
  - Accounting 1991 (115% inc.)
  - Writing conf. 2266 (19% inc.)

  - Smarthinking:
    - Sessions 8507 (215% inc.)
    - Hours 4760 (212% inc.)
Assessment Plan

- Assess Student Needs
  - General
  - Specific

- Program Outcomes:
  - Students
  - Faculty
  - Staff

- Institutional Outcomes

- Interventions
- Resources
- Services

- Review data
- Revise Services

Documentation of services related to student needs, interventions and resources
Greater Than the Sum of its Parts: The Key

Vision, collaboration, cooperation, faculty integration, common goals and commitment……synergy.
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