GAUGING UNIT PERFORMANCE

1. Mission and Strategic Position

1. The Math Learning Center (MLC) strives to offer appropriate academic support based on the individual student’s learning needs, using all the resources available. The MLC contributes to the opportunity, quality, and integrity of the institution as evidenced by our student success rates and the stability in the number of students being tutored, both reported annually.

2. The Math Learning Center’s primary strengths are:
   • the quality of the tutors and its operating hours,
   • the patience and eagerness of the tutors which encourages consistent use of the MLC,
   • the personal connection with the students, and
   • the feedback from students on their progress. Our success is determined by the student survey responses.

3. Prior to 1998, the MLC functioned with a limited number of tutors and was open few hours. Now, due to the number of tutors available, we are able to open the MLC for more hours. Subsequently, the number of students using the MLC has increased gradually.

2. Strategic planning

1. The MLC planning method is to hire the existing professional tutors and to keep recruiting peer tutors. The MLC coordinator and Dean of Learning Support Services are immediately involved in the short-term decisions and there is no long-term planning at this time.

2. The MLC uses a student sign-in-and-out log sheet for every day. The data helps to determine the prime times and days used by students. This information is used to decide scheduling and staffing requirements.

3. The part-time staff of the MLC changes every semester, therefore, there is no formal plan. The challenge is to constantly recruit students to be peer tutors and training them well so they are hired as tutors.

4. No strategic plan.
3. Leadership

1. The coordinator of the MLC is available to the staff to discuss any issue that arises on a daily basis. The staff knows that we all work as a team, and that their contributions and expertise are key to the success of the MLC.

2. The coordinator of the MLC makes sure that he is available any time, and trusts the tutors’ skills and abilities. He encourages open communications and creativity.

3. Not applicable.

4. The coordinator is always available to meet with individuals. He has supported employees and students in their personal improvement endeavors. He responds positively to requests for tutoring support materials such as books, software, or other media material. He encourages the use of technology. He responds immediately to environmental situations that interfere with providing tutoring services to the students.

4. Programs and Services

1. The MLC’s goal is to hire the existing professional tutors and to keep recruiting peer tutors that perform better each semester.

2. Not applicable.

3. The MLC has been very effective at covering student needs by scheduling more hours and adding more staff.

4. The Math Learning Center uses all means of communication available. Help is on a walk-in basis and is readily available the first day of classes – no appointment needed. The Math Learning Center is welcoming and friendly. There is a lot of face-to-face interaction between students, tutors, and staff. The students are informed about the MLC services in several ways:
   • by other offices on campus such as advising and counseling office, assessment center office, tutoring center, and registrar office;
   • during advising, orientation, and open house; and,
   • by faculty members and the Main Sheet (campus newspaper).

5. Complaints are made to coordinator and staff. Apparently, no major complaint has been made so far.

6. There is no formal plans for the Math Learning Center.
7. Not applicable
8. No duplicate programs.

5. Diversity

The Dean for Learning Support Services hires the professional tutors.

1. Not applicable
2. Not applicable.

6. Measurement, Analysis and Information Management

1. We have no competitors on campus.
2. The student survey response, student feedback and student success help as to determine our unit's performance. From the survey, we found out that some students wish to have the MLC open late afternoons and weekends.
3. Not applicable.
4. Not applicable.
5. None.
6. Not applicable.
7. There is no formal assessment method to determine staff satisfaction. Informally, the Coordinator sees everyone almost everyday and uses face-to-face communications to assess everyone's current well being.
8. The sign in and out log sheet is provided to the Tutoring Center on a daily basis. Anyone who wants the data about the Math Learning Center asks the coordinator or the Dean of the Tutoring Center and it will be provided.

7 & 8. Human and Financial Resources

Not applicable. Dean for Learning Support Services handles these resources.

9. Facilities Technology and Equipment

1. The MLC uses all the facilities and the equipment effectively.
2. The MLC has 5 computers that are used regularly by students and staff.
10. Outreach and Engagement

1. Not applicable
2. Not applicable.

11. Legal and Ethical Responsibility

Not applicable. Dean for Learning Services responsibility.