## Plan for improvement:

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<th>Resources Needed</th>
<th>Cost</th>
<th>Timeline</th>
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| 1 Student evaluations of the tutoring process done by survey instrument/tool at the end of each semester/session. | Director or Coordinator of the Tutoring Center          | • Appropriate survey tool  
• Tabulation and interpretation of results                                               | Estimate from The Cambridge Stratford Study Skills Institute: $2000.00/yr | Develop tool and tabulation process through summer and Fall 2007; first student evaluation process end of Spring, 2008 |
| 2. Tutor Evaluations using MCCC agreement forms (College Service Activities, Student Advisement Log, Student Evaluations) | Appropriate Administrator                               | Current MCCC Part Time Professional Staff Summary Evaluation form XIII-E8.        | Appropriate tutor supervisor                                         | Beginning Fall 2007 and the end of each semester or session thereafter (fall, spring, summer) |
| 3. Expand communications between faculty and the tutors. Create a Tutoring Faculty Liaison Program. | Director or Coordinator of the Tutoring Center          | • Cooperation of academic administrators  
• Faculty and tutor participants                                                                                            | Participants’ time                                                        | Develop program summer and fall 2007 and spring 2008; implement Fall 2008 |
| 4. Increase awareness among faculty and students of the tutoring services by having tutors do presentations to classes during the first week of classes. | Director or Coordinator of the Tutoring Center          | • Tutors to visit classes.  
• Faculty to allow class time for the presentations.                                                                           | Presenters’ salaries; approx. $2000.00 a semester.                     | Develop classroom presentations summer and fall 2007; implement Spring 2008 |
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<td>5. More space for growth.</td>
<td>Appropriate Administrator</td>
<td>Space negotiation for anticipated growth</td>
<td>Unknown</td>
<td>Open; be ready when needed.</td>
</tr>
</tbody>
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| 6. Peer Tutoring Program organized to the current professional standards for tutoring. | Director or Coordinator of the Tutoring Center in cooperation with appropriate administrator. | • More space to accommodate more tutors  
• Faculty to teach course(s). | • Tuition waiver for student  
• Section assignm ent for faculty.                | Develop course and program structure summer and fall 2007, spring 2008; implement Fall 2008. |
| 7. Promote regular interaction and collaboration between all tutoring programs on campus. | Appropriate Administrator                                                           | The time and cooperation of the leaders of all the tutoring programs on campus.   | Time commitment     | Fall 2007                                    |
| 8. Update the student referral form; reinstate and reinvigorate the student referral process to give faculty a more formal way of getting students to a tutor when needed. | Director or Coordinator of the Tutoring Center in cooperation with appropriate administrators. | New referral form.  
Campaign to invigorate faculty use of the form | Negligible printing costs.               | Fall 2007                                    |
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<td>9. Formation of a CCCC tutoring oversight committee with representatives from all groups on campus: Administration, faculty, staff, student.</td>
<td>Appropriate Administrator</td>
<td>Institutional commitment for committee development similar to Advising/Counseling Committee.</td>
<td>Committee meeting times.</td>
<td>Organize summer and fall 2007 and spring 2008; implement fall 2008.</td>
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<td>10. Join, attend conferences, and get training offered by professional organizations for support of academic support services professionals. CRLA LAANE NADE Join the listserv created for leaning assistance professionals. LRNASST Each January, send a small group from CCCC learning support services to the nationally recognized Winter Institute for Learning Assistance Professionals currently held at the University of Texas at Austin.</td>
<td>Appropriate Administrator with the oversight committee or the Director or Coordinator of the Tutoring Center</td>
<td>Membership fees, conference registration fees, travel expenses, for those joining and/or attending the events. Appropriate mix of people on campus to be involved from administrator, support staff, and tutor.</td>
<td>Winter Institute is approximately $1200 a person (transportation, lodging, meals included) Memberships are usually less than $100.00 a year. Printed materials are $50 to 100 each.</td>
<td>Begin the process Fall 2007.</td>
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