

| PAST PROGRAM GOALS (Describe past program goals.) | | INSTITUTIONAL GOAL(S) (Check all that apply.) |
|---|--|---|
| 1 | PAST PROGRAM GOAL #1 | INSTITUTIONAL GOAL(S) |
| | <p>Identify Program Goal from Last Program Review: Enhance tutor training to expand each tutor's capabilities in order to save money by reducing the number of tutors needed and yet still give students the help that they need.</p> <p><input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: The change in lab programs (from a lab-administered program to a teacher-administered assignment) and a decline in requests for tutoring have required a reduction in tutoring staff. The goal of saving money has been reached, but not in the way proposed. The change has been organic rather than imposed, which is better.</p> | <input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 |
| 2 | PAST PROGRAM GOAL #2 | INSTITUTIONAL GOAL(S) |
| | <p>Identify Program Goal from Last Program Review: Save money by reducing student load and tutor hours in the labs by making tutoring a one-unit contract. Fewer tutors would be needed and would tutor only their students. There would be no walk-in tutoring. Students would probably be more motivated by working for the unit and so would probably do better in their classes.</p> <p><input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> | <input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 |

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| | <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: Making tutoring a one-unit contract is not yet feasible. However, a tighter tutor/student ratio has been achieved through decreased demand for tutoring.</p> | |
| 3 | PAST PROGRAM GOAL #3 | INSTITUTIONAL GOAL(S) |
| | <p>Identify Program Goal from Last Program Review: Expand/modify lab facilities to accommodate small-group tutoring in place of one-on-one tutoring. The labs could serve more students without increasing the tutoring cost.</p> | <input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4 |
| | <p> <input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met </p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: Expansion/modification of lab facilities is not feasible in the current economic circumstances. Also, while some small-group tutoring occurs, students seem to prefer and benefit more from one-on-one attention. Therefore, the focus should be on how to accommodate more one-on-one tutoring rather than reducing it. Such expansion/modification was included in the initial plans for the new library (discussed a few years ago) that is to be built sometime in the unforeseen future. Perhaps by then the needs of both students and Learning Services will have changed in a way that makes the new accommodations suitable to those needs.</p> | |

Comments: The past goals were projections based on conditions within Learning Services and California's budget crisis. We tried to develop ways in which Learning Services could cut costs and still fulfill its mandate to give students the best possible service. Unfortunately, as time went on and conditions changed, many of those goals proved to be undoable.