



Winter Park Learning Support Services (LSS)



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Community College

Academic Initiative Review Overview (Tutoring)

- The Academic Initiative Review of Tutoring was a comprehensive data analysis completed in 2017 of the College's tutoring services including: general tutoring, reading, writing and speech centers, EAP and foreign language labs, Bridges labs, mobile writing centers, AS labs, and Smarthinking. This seven month process included discussion of data, analyses by team members, and feedback from an external evaluator.
- Findings:
 - students who were tutored tended to have more success on nearly every outcome that was analyzed, including retention, grades, and credits earned.
 - This success was similar for all subgroups of students including students of different races and ethnicities, genders, full-time/part-time status, exempt/non-exempt status, and location on different campuses.
 - Additionally, students describing their experiences with the tutoring services in the fill-in comments tended to be very positive about the tutoring centers
 - Students surveyed commented on the personal relationship they developed with a tutor or noting how the person they worked with helped them feel more comfortable working through a challenging problem”



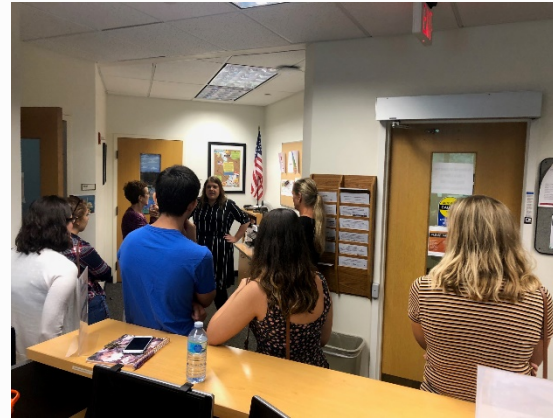
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How did Winter Park LSS generate more student **interest** and increase student **engagement**?



Timeline - Highlights

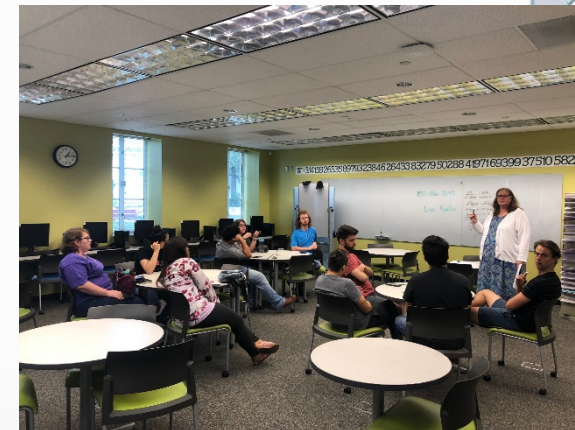
Hired first Learning Support Services Manager



First Winter Park LSS division team meeting



First LSS Leadership Team Meeting



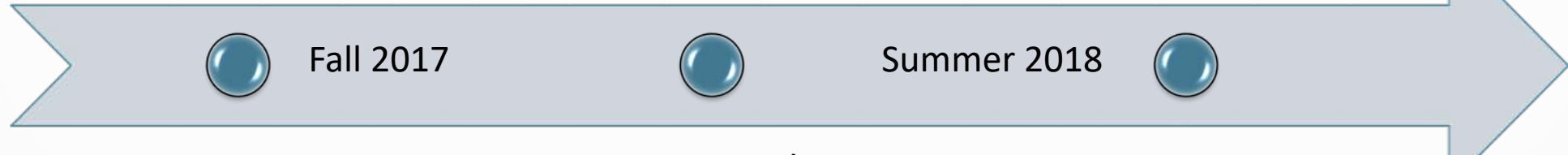


Timeline - Highlights

Hired first Teaching Lab Supervisor and first Emerging Technology Library Assistant



Created Learning Support Lab and Production Studio



Integrated Supplemental Learning to LSS and new Employee Guide



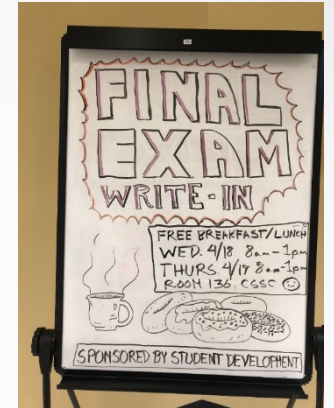
Library

- Partnered with Peace and Justice Institute, Student Development, tutoring centers, faculty, and student clubs
- Created interactive displays using **Augmented Reality (AR)**
- Updated technology for student use: iPads and graphing calculators
- AccuSQL for student metrics
 - Maximized space utilization
 - Focused on student needs
- *On-going: Surveying students*



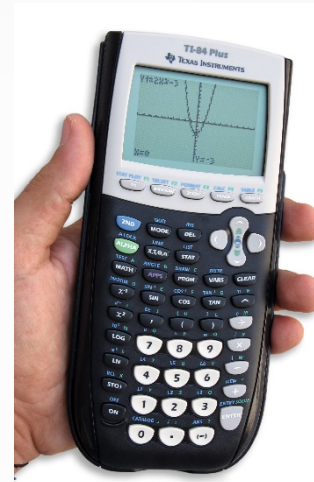
Communication Student Support Center

- Completely renovated
 - Open environment that is more welcoming and dynamic
- Started *Valencia Press* and *Gay-Straight Alliance* – student led clubs
- Expanded services:
 - Online writing consultations
 - Writing contests
 - Improved workshop series
- *On-going: Researching marketing strategies to promote our services*



Math Support Center

- Completely renovated
 - Dynamic learning environment
 - Glassboards
- New **semester-loan graphing calculator program**
- *On-going: Expanding services to include additional subjects*



Supplemental Learning

- Relocated to tutoring centers within disciplines
- Improved access to resources and subject-matter experts
- *On-going: Embedding CARE+*



Expanding Academic Support

- Hired first biology and A&P tutors
- Created first inventory of campus science supplies
- Offered first A&P open labs
- *On-going: Researching computer science and psychology support*



A Promising Future for Winter Park LSS

- A look at the numbers from 2018 to 2019:
 - 39% increase in use of tutoring centers
 - 28% increase in use of online writing consultations
 - 29% increase in funding (FTE calculated)
- Students feel welcomed and supported
 - Spend more time in our centers
 - Enjoy our family-team atmosphere
- LSS employees feel “valued”
 - Increase in job satisfaction
 - Interest in promotion and skill development



A Promising Future for Winter Park LSS

- Meet one of our students – Gavin Hannah





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Questions?

