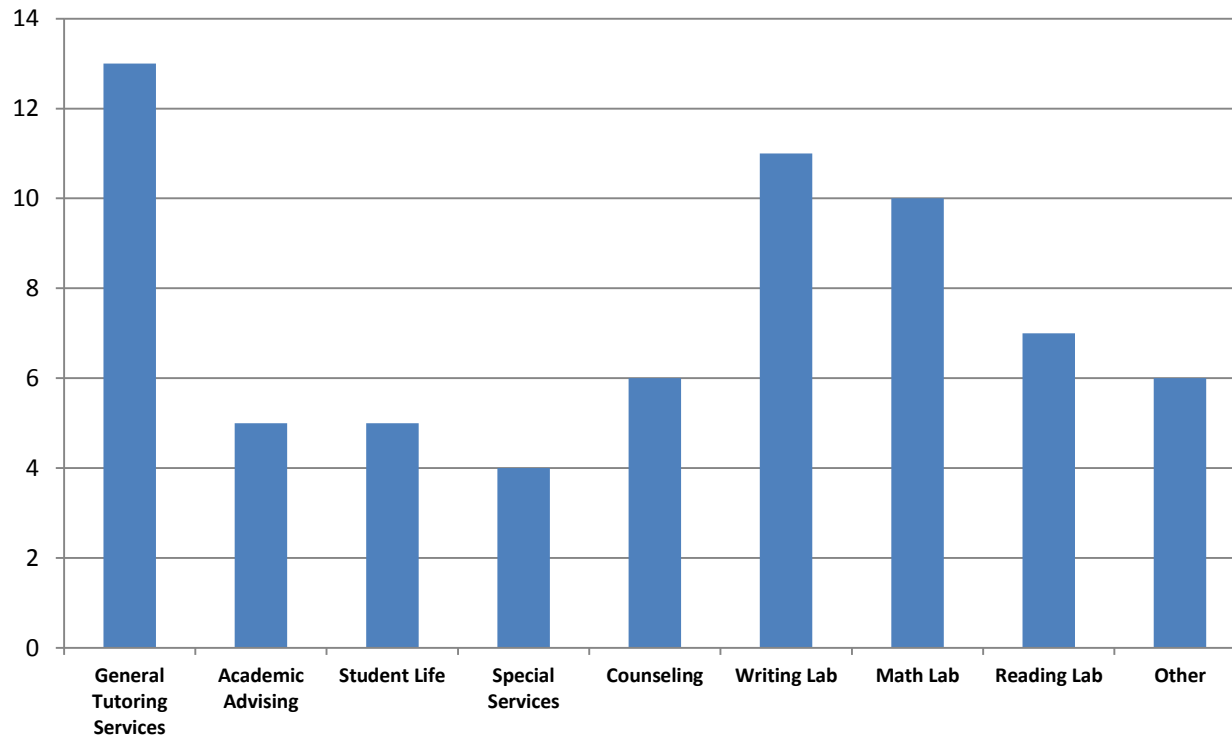# CUNY ACADEMIC SUPPORT SERVICES FORUM
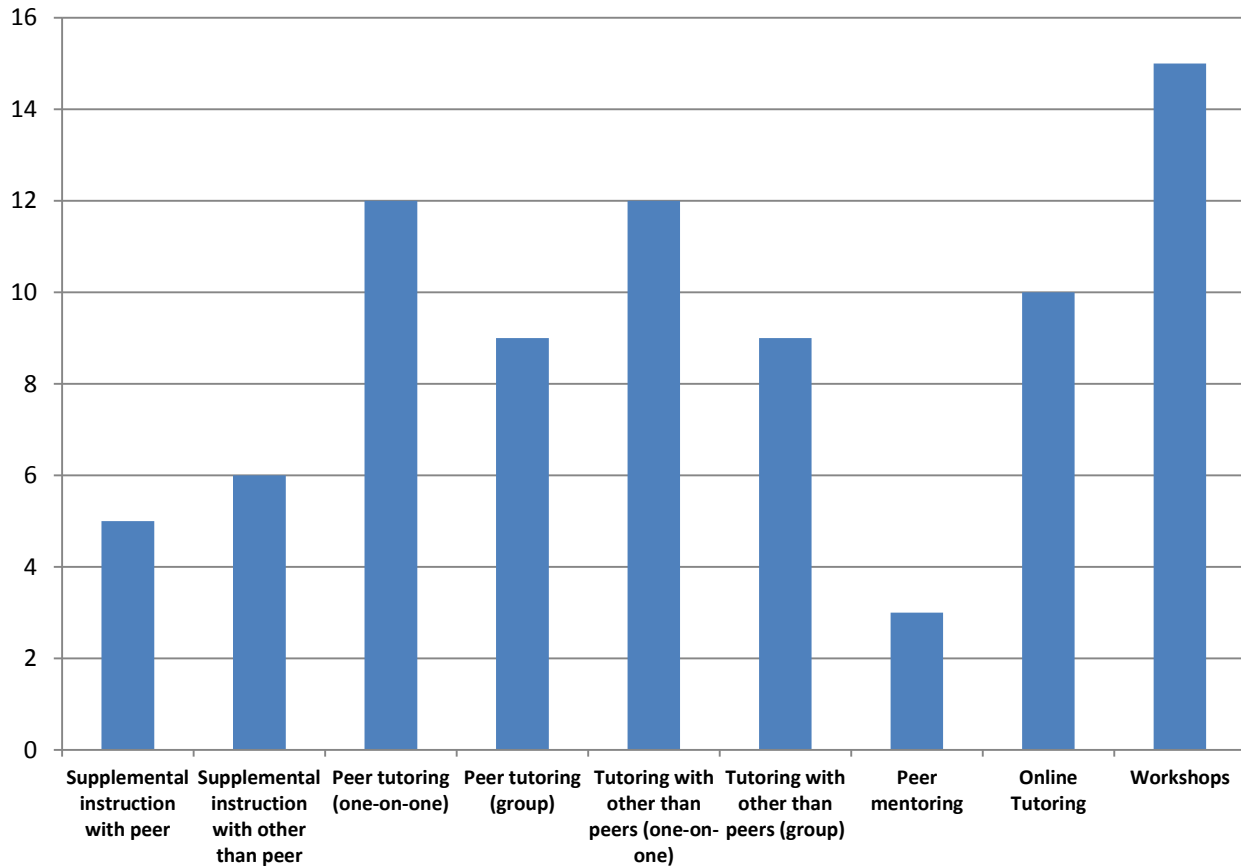
March 15, 2012

Academic Support Services Survey Summary

Comprehensive Academic Services Center

13 Colleges have comprehensive academic services centers or co-located services

Writing Lab/Center

16 colleges have dedicated writing labs/centers

Writing Lab/Center

- Average 1,424 students in fall and 1,340 in spring

- Provide 630-17,000 sessions in fall and 575-20,000 sessions in spring

- Center staff ranges from 1-6 FT, 1-46 PT, 4-40 peer tutors/ work study

- 4 Centers report to provosts, 5 to deans, 3 to English department, and 4 to directors

- Funding sources: CUE, Tax Levy, Perkins, Title III or V, internal budgets

- Online tutoring: WC Online interactive, Vyew, Lotus Notes, Google Docs or Chat, Skype, OWL, Blackboard, IPASS
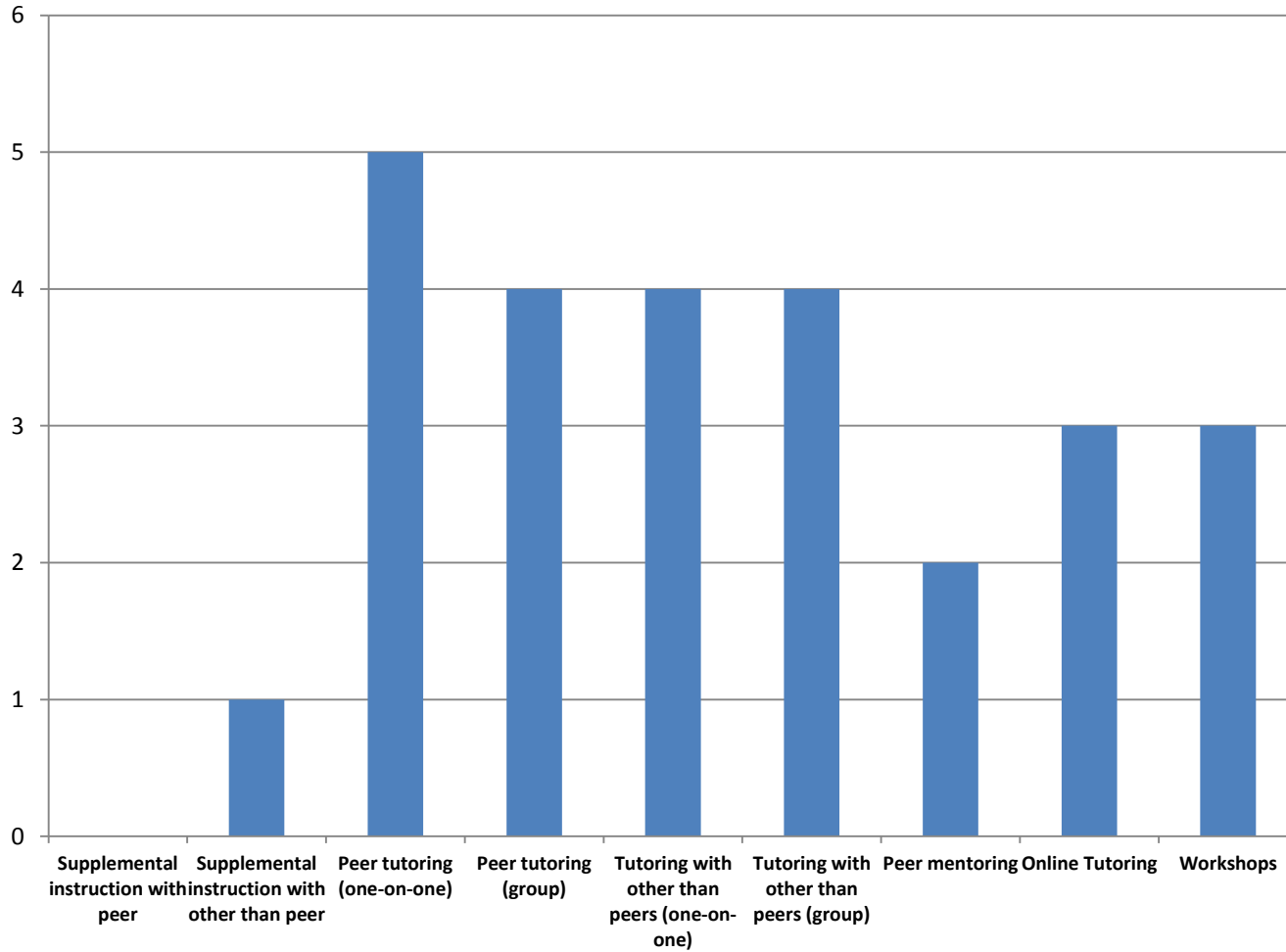
Math Lab/Center
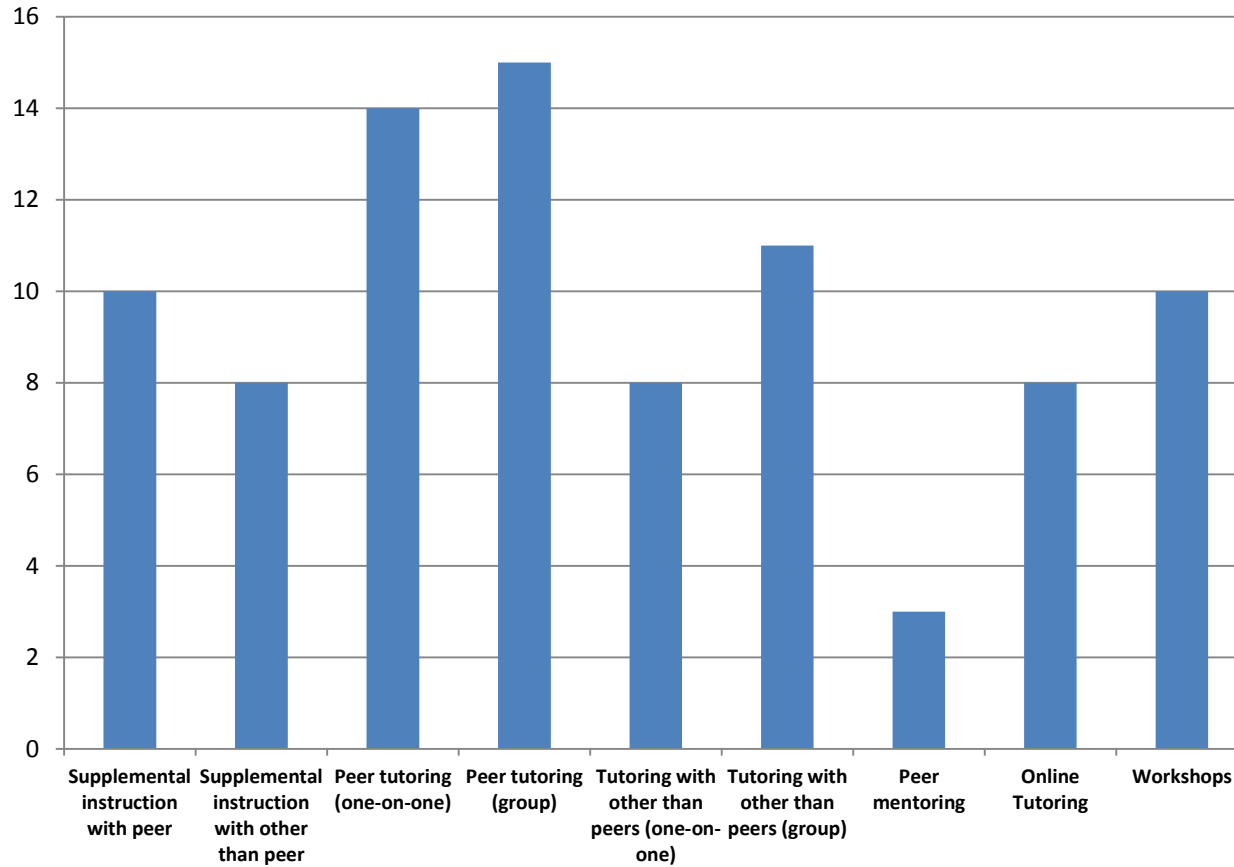
16 colleges have dedicated math labs/centers

Math Lab/Center

- Average 1,182 students in fall and 1,100 in spring

- Provide 787-22,000 sessions in fall and 712-18,000 in spring

- Center staff ranges from 1-5 FT, 1-60 PT, 7-24 peer tutors/ work study

- 4 Math Lab/Centers report to provosts, 1 to dean, 8 to math or science departments, and 2 to director

- Funding sources: CUE, Tax Levy, Perkins, Title III or V grants, grants for special programs (e.g. PBI), internal budgets

- Online tutoring: ALEKS, PLATO, Webassign, MyMathLab, MyMathTest, MATHXL, MAPLE, STATDISC

Reading Lab/Center

| Category	Value
Supplemental instruction with peer	0
Supplemental instruction with other than peer	1
Peer tutoring (one-on-one)	5
Peer tutoring (group)	4
Tutoring with other than peers (one-on-one)	4
Tutoring with other than peers (group)	4
Peer mentoring	2
Online Tutoring	3
Workshops	3

9 colleges have dedicated reading labs/centers

Reading Lab/Center

- Average 1,399 students in fall semester and 1,219 in the spring

- Provide 100-10,000 sessions in fall and 75-8,300 sessions in spring

- Center staff ranges from 1-2 FT, 5-13 PT, 1-7 peer tutors/ work study

- 6 Centers report to reading, communication or other related departments; 1 reports to a director

- Funding sources: CUE, Tax Levy, Perkins, grants for special programs (e.g. BMI), internal budgets

- Online tutoring: ConnectRead, Pearson Learning, internally developed software

# Lab/Center for Other Content Area
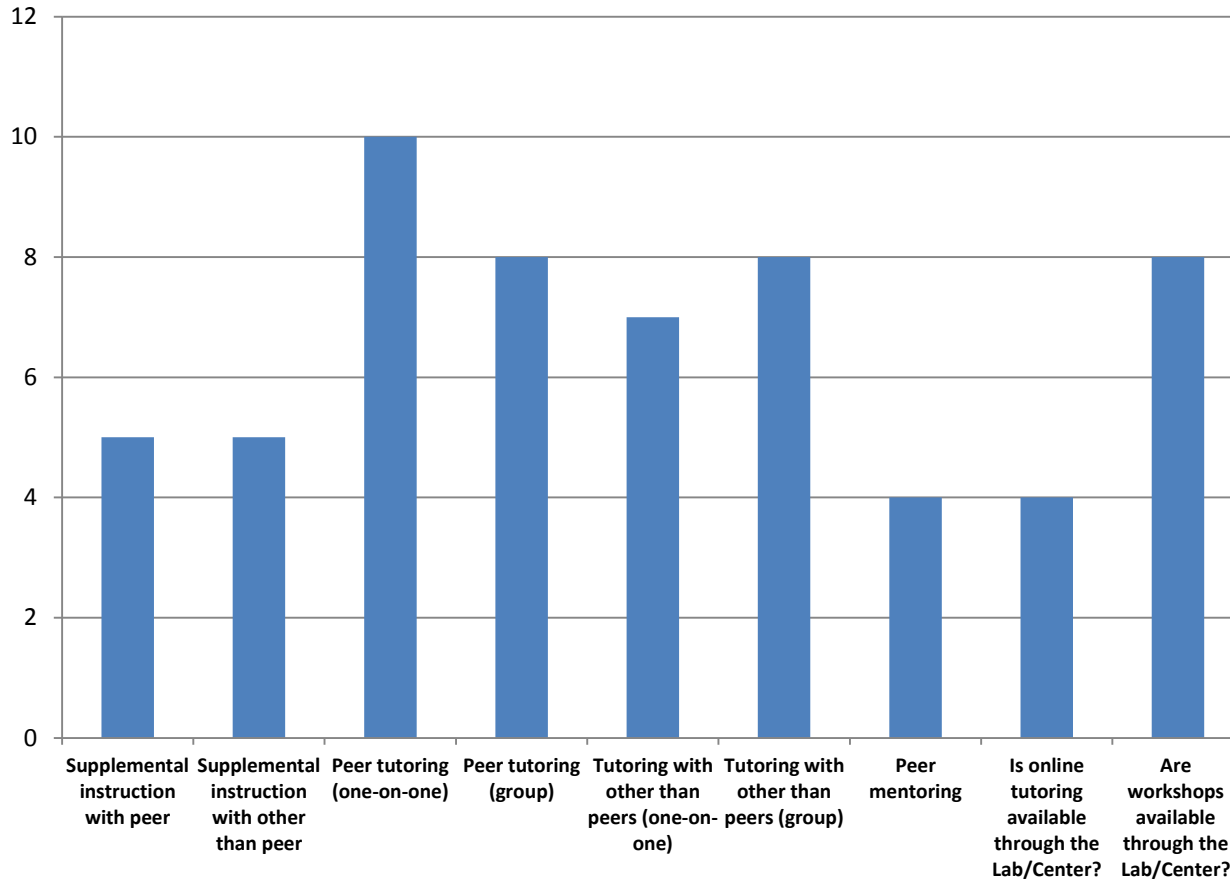
14 colleges have dedicated labs/centers for other content area(s)

Lab/Center for Other Content Area

- 6 ESL/Language, 7 science (physics, chemistry, biology), 1 business, 1 nursing

- Average 971 students in fall and 930 in spring

- Provide 600-6,928 sessions in fall and 405-7,938 in spring

- Center staff ranges from 1-2 FT, 1-81 PT, 2-8 peer tutors/work study

- 5 Centers report to a related departments, 2 to provost, 3 to a director

- Funding sources: CUE, Tax Levy, Perkins, grants for special programs (e.g. CSTEP, CASA), internal budgets

- Online tutoring: Wiki, Blackboard

Additional Tutoring Center/Lab
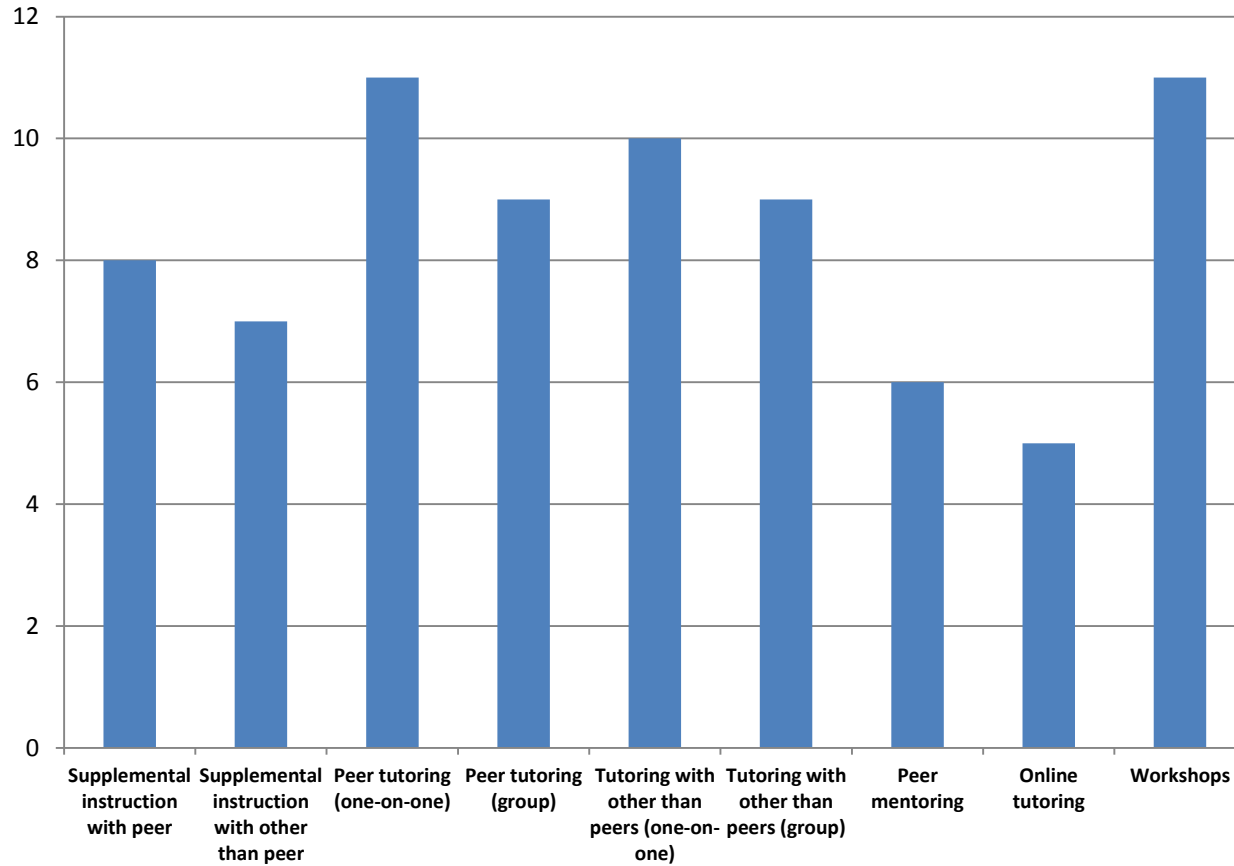
13 colleges have additional tutoring centers/labs
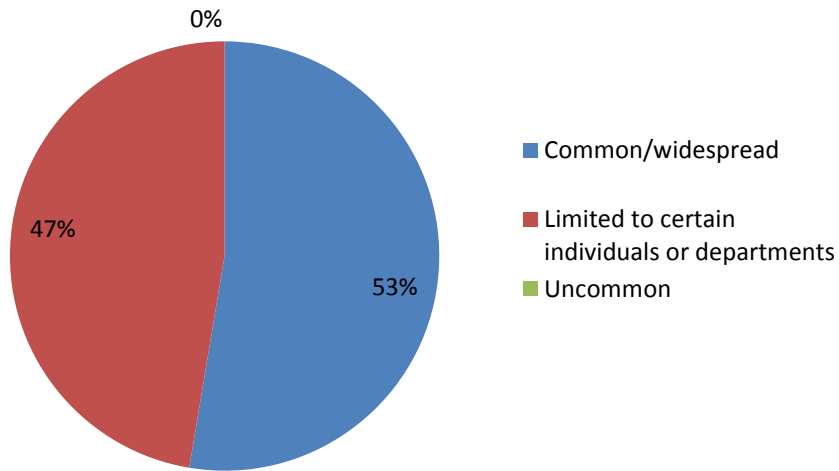
Additional Tutoring Center/Lab

- Average 837 in fall and 745 in spring

- Center staff ranges from 1-6 FT, 1-130 PT, 4 peer tutors/ work study

- 4 Centers report to provosts, 1 to dean, 6 to director

- Funding sources: CUE, Tax Levy, Perkins, grants for special programs (e.g. SEEK), internal budgets

- Online tutoring: Quickbooks, American Accent, Adobe, Breeze, myskilltutor.com, CELS

Training/Certification for Tutors

College	Training Required	Certification Offered	CRLA	CAS	Other	
Baruch	✓	✓	✓			
BMCC	✓	✓				
Bronx	✓	✓	✓			
Brooklyn	✓	✓	✓			
City	✓					
Hostos	✓					
Hunter	✓					
John Jay	✓	✓	✓		✓	MSRC: CRLA & ATP. SEEK: CRLA; CELS: MA in TESOL
KBCC	✓					
LaGuardia	✓			✓		
Lehman	✓	✓	✓			
Medgar Evers	✓				✓	SI Training Protocol from UMKC
New C.C.	✓					
NYCCT	✓		✓			
QBCC	✓					
Queens	✓					
SPS	✓	✓				
Staten Island	✓		✓			
York	✓		✓			

Faculty Involvement

Faculty Referrals

0%

- Common/widespread
- Limited to certain individuals or departments
- Uncommon

47%

53%

19 colleges reported faculty referrals

Faculty Collaboration

0%

- Common
- Limited
- Uncommon

44%

56%
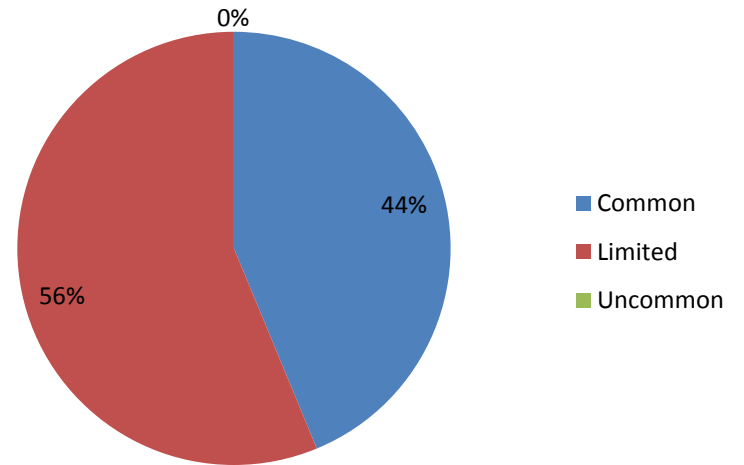
13 colleges reported faculty collaboration

Evaluation of Academic Support Services

College	Standard rubric, nationally developed (e.g., CAS)	Standard rubric, internally developed	Student satisfaction surveys	Faculty surveys	Student grades	Student retention rates	Student graduation rates	Focus groups	Cost/benefit analysis	Certification by external body (CAS, CRLA, other)
Baruch		✓	✓		✓	✓	✓	✓		✓
BMCC			✓		✓	✓	✓			✓
Bronx										
Brooklyn		✓	✓		✓	✓	✓	✓	✓	✓
City		✓	✓		✓	✓	✓		✓	
Hostos			✓		✓	✓	✓	✓	✓	
Hunter		✓	✓		✓	✓		✓	✓	
John Jay	✓	✓	✓	✓	✓	✓	✓			✓
KBCC		✓	✓							
LaGuardia		✓	✓	✓						
Lehman			✓	✓	✓					✓
Medgar										
New C. C.										
NYCCT			✓		✓			✓		
QBCC			✓		✓	✓	✓			
Queens			✓	✓	✓					
SPS			✓	✓						
Staten Island			✓		✓	✓	✓			
York	✓	✓	✓		✓	✓	✓		✓	

16 colleges formally evaluate academic support services
13 colleges track student visits and hours using Tutortrac, Access, or Excel

CUNY ACADEMIC SUPPORT SERVICES PROMISING PRACTICE
As Reported by Campuses March 2012

Bronx	tutors embedded in math gateway courses
Hostos	College Enrichment Academy for ESL students
Kingsborough	allocating different time periods for one-on-one tutoring in the Reading and Writing Center
LaGuardia	Writing Centers repeaters program including one-on-one tutoring
Queensborough	use of faculty coordinators to consult on content area tutoring
Baruch	intensive support model for students who have failed College Algebra (repeaters)
Brooklyn	tour of the learning center for all students in Freshman Seminar
City	mandatory homework labs in gateway math tutoring
City Tech	CATW support workshops
CSI	CUNY Assessment Test Prep Workshops
Hunter	in-class early writing diagnostic in English, history and political science to identify students in need of supplemental support
John Jay	FYE Early Start Workshop Series for students with marginal scores on writing placement exam
Lehman	Peer-Led-Team-Learning
Medgar	supplemental instruction
Queens	synchronous online tutoring in writing
York	supplemental instruction

CUNY ACADEMIC SUPPORT SERVICES CHALLENGES
As Reported by Campuses March 2012

Baruch	Finding qualified instructors
BMCC	Increasing student participation in tutoring services
Brooklyn	Changing profile of students (higher academic standards at Brooklyn)
Bronx	Funding
City	Funding and facilities
CSI	Facilities (lab space, administrative office space, computer labs)
Hostos	Funding
Hunter	Meeting increased demand for services; need for more full-time staff
John Jay	Funding
KBCC	Increasing students' awareness of services/ benefits
LaGuardia	Obtaining and retaining qualified staff
Lehman	Funding to support proven programs
Medgar Evers	Coordinating efforts across departments and strengthening supervision of tutoring
NYCCT	Hiring and managing large part-time staff
Queens	Funding and facilities
QBCC	Evaluating student learning outcomes as a result of visits to learning centers
SPS	Increasing students' awareness of services/ benefits
York	Funding and adequate staffing