

In-Person Strategies in a Post-Covid World

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Outcomes

After this presentation, participants will be able to

- Rally around a common vision to develop strategies for student success
- Consider student needs to develop their areas as destinations for student success
- Learn strategies for adapting on-the-fly

What 2020-2021 Taught Us

Observed needs from 2020-2021

- Academic
- Social
- Technology (wifi, hardware, software)
- Environment conducive to learning

Based on those needs, the South Campus ILC:

- Sought to honor student travel
- Followed Covid protocol mandates
- Took advantage of our building's layout

Vision

2021-2022

The South Campus ILC will seek to identify, reach out to, remove barriers in front of, and offer support for students seeking academic assistance, particularly in gateway courses and for those who may otherwise “fall through the cracks.”

Strategies to Meet Student Needs

- Removing Barriers Intentionally
- Expanding Tutoring
- Building Relationships
- Changing Physical Spaces
- Engaging Students

Removing Barriers Intentionally

Removing barriers was a priority to come out of our summer meeting and an integral part of our vision.

- Student ID policy
- Getting students to answers before sending them elsewhere
- Technology

4. Type of barrier

- Policy (ID, appointment limits, etc)
- Personal (transportation, access to food, etc)
- ILC could not serve student (no tutor for the subject, insufficient software, appointments full, etc)
- College services (unaware of financial aid rules, can't get advising help, etc)
- Support (family not supportive, lacks social skills, etc.)
- Little contact with WT representative (don't hear back from faculty, etc)
- Academically underprepared
- Technology (connectivity, having correct software, etc)
- Self-efficacy
- Language/Cultural
- Other

5. Please summarize the barrier the student encountered.

Enter your answer

6. Is addressing the barrier within the South Campus mission: The South Campus will seek to identify, reach out to, remove barriers, and offer support for students seeking academic assistance, particularly in gateway courses and for those who may otherwise "fall through the cracks."

- Yes
- No

7. What might the ILC do to address this issue?

Enter your answer

Submit

Expanded Tutoring

Instead of limited services, we committed to expanding our services to meet in-person need:

- Math Center provided tutoring for SEP courses and chemistry during all hours of operations
- All Centers opened Saturdays based on pre-Covid Friday usage
- Math and Computer Centers shifted away from appointments
- All tutors from South expected to be in-person
- Math and Computer Center gained 15-week contracts for adjuncts

Building Relationships

Noting the lack of connection and support of the last year, the South ILC sought to develop closer relationships throughout the college:

- Faculty
- SEP
- Students (171-172-271-272 cohort, SGD cohort)

Changing Physical Spaces

The South Campus ILC is uniquely arranged, each center having at least two rooms available.

- Revamped computer lab
- Added walk-in writing lab services
- Purchased (and used!) additional whiteboards

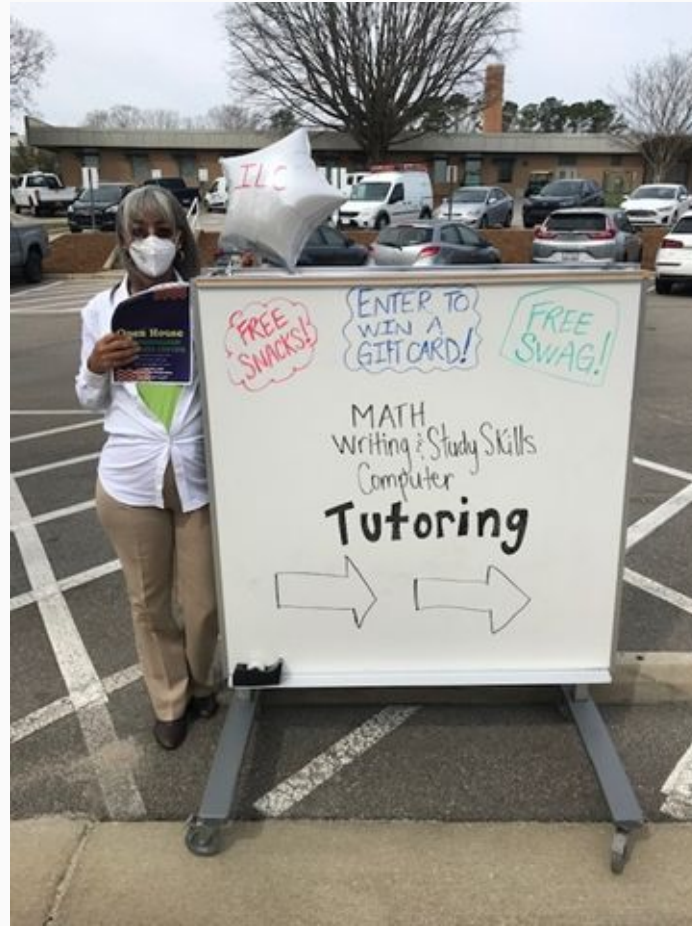


Computer Center Re-organization

Engaging Students

Using funding support from Wake Tech's SGA Collaboration Fund, the South ILC sought to reach out to students and provide opportunities for celebration and success

- Open House with raffles
- Writing Contest, Resilient Student Awards, and Celebration Ceremony





2021-2022 ILC Writing Contest Winners

Why the Strategies Worked

Through these strategies, the South Campus ILC nurtured a sense of belonging for students by:

- Normalizing help
- Welcoming students upon entry
- Prioritizing a culture of care over policy barriers
- Being present while there were still limits on other campus services
- Being a haven for students desperate for in-person instruction

Plans for 2022-2023

The South ILC used Summer 2022 to reflect, plan and prepare for the upcoming year, so that we could be more proactive rather than reactive.

But we were reactive anyway!

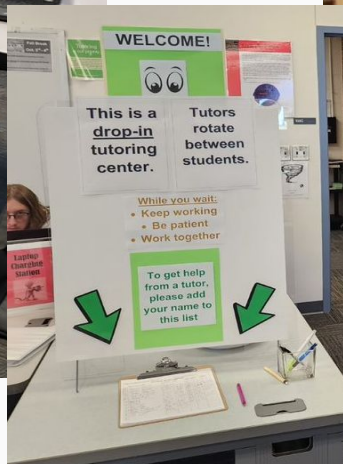
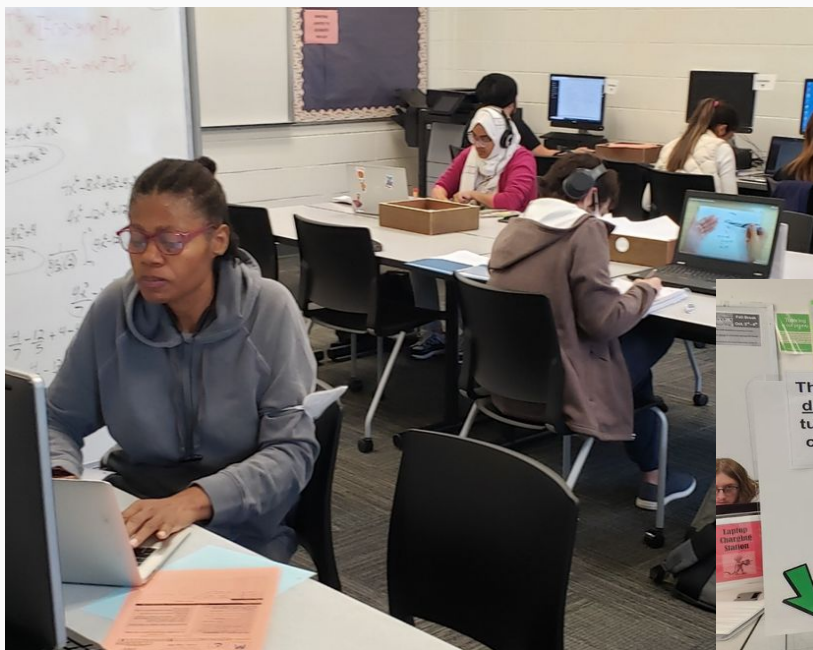
- Innovation Fund Grants
 - Resource Pantry
 - Calculators
- Expanded student awards
- Marketing
- Technology support



Then Fall 2022 Happened...

Surprises of 2022-2023

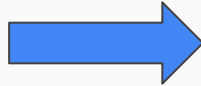
- College push to provide in-person services
- Regular SEP student users continue using the center in higher-level courses
- Math Center up 66% from August 2019 to August 2022
- South ILC up 7% from Aug/Sept 2019 to Aug/Sept 2022
- Major staffing concerns
 - Limited staff available
 - Staffing hours identical to covid and pre-covid
- Increased interest in study skills and strategies



Moving Forward

Initiatives to Keep

- Student awards
- Outreach events
- Safe space for belonging



Challenges to Solve

- Need for staffing
- Avoiding burnout
- College marketing us more
- Strained resources
- Increasing independence

Strategies for Adapting to New Demand

1

Providing Training in Boundaries

Appropriate Boundaries aren't Barriers

2

Revising Structure

Math Center Flow

3

Grounding Actions in Policy

Setting Expectations on Students

4

Saying "No"

Using our vision to guide what we say yes and no to

Vision

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Strategies to Adapt

- Providing training in boundaries
- Revising structure
- Grounding actions in policy
- Saying “no”

Questions?