Maria Wright, Director of Academic Support Services

2017-2018 Accomplishment

1. Clarify the Path
   1. Served on the Starfish Implementation Core Team.
      a. Engaged in conversations regarding systemic changes that will positively affect student success via the Starfish tool.
      b. Developed best practices for the utilization of this tool for various stakeholders.
      c. Participated in training faculty and campus staff on the use of Starfish.
   2. Directed the management of the $589.5K in Basic Skills Initiative and $1M in Basic Skills Student Outcome Transformation (BSSOT) funding.

3. Enter the Path
   1. Actively gathered data on Extend the Classroom efforts for ENGL B53, Math B60, 65, and 70.
      a. Partnered with ENGL B53 faculty for a student showcase.
      b. Collaborated with the Math department to provide the Math Crunch summer program.
         i. This program focused on providing students that had previously failed a math course, (Math B60, 65, and 70) and were enrolled in the same course in the following term, a “boot camp” experience a week prior to the start of the term.
   2. Gathered data for the 2017-18 AY and compared the findings with that of the 2016-17 baseline year.
      a. Data revealed that students that received support in the targeted courses, on average, had higher success rates than students that did not attend support services.

3. Stay on the Path
   1. Revamped the funding model for Support Services by aligning pathway critical gateway courses as priority in the funding formula.
   2. Led the efforts to break down intradepartmental silos to implement a Learning Center Model for Academic Support Programs.
   3. Collaborated with other support programs, like EOP&S and Athletics, to ensure that students were receiving timely support.
      a. Actively reached out to students in these programs to invite them to participate in support programs.
b. Provided attendance reports to Coaches and Directors that detailed students’ attendance to support services for the identified groups.

4. Ensure Learning

1. Led the discovery conversations for an online tutoring software.
   a. Contacted a number of software providers and assisted in the facilitation of demos.
   b. Led conversations with academic support service teams to identify which software would best meet the needs of the department.
   c. Identified a software that provides comprehensive support to our students 24/7.

2. Collaborated with English and Math faculty to provide embedded support to students in transfer-level math and English.
   a. Re-structured support services to allow for timely and intrusive interventions.
   b. Worked in partnership with faculty to ensure that learning gaps were identified and addressed during the tutoring sessions.
   c. Led discussions about expanding tutoring ideology to include a holistic approach to tutoring and deployment of campus referrals to other services like Financial Aid, EOP&S, Counseling, etc.