Eileen Pierce, Program Manager for Supplemental Instruction (SI)
List of Accomplishments for 2017-18

The academic year of 2017-18 has been a great one for SI! The Accomplishments and Work Plan Report I prepared for last year’s Admin Council were peppered with “I” this and “I” that. One will notice immediately that this report uses “we” because a monumental barrier was overcome as of January 2018, an issue which had been plaguing me for 8 semesters prior since the beginning of SI: hitherto, I had run the SI Program single-handedly in a state of constant exhaustion and utter depletion, but now at long last I have help in the form of Megan “Marley” Wynn, a Professional Expert working under the title of Academic Support Services Specialist. What a difference her contributions have made!

While we bask in the glory of our achievements, we are also careful not to allow our pride to puff us up too highly. There is much work to be done for 2018-19 within all areas of our Academic Support Services Department, especially since the passage of AB 705. And Marley and I are excited to meet the challenge.

2017-18 Accomplishments—Supplemental Instruction (SI) Program

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<tr>
<th>Nature of Accomplishment</th>
<th>Supporting Evidence</th>
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<tr>
<td>Hired Academic Services Support Specialist, Megan Wynn</td>
<td>PE contract permitting 1,000 hours per AY</td>
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| Created and implemented Peer Mentoring layer within SI Program | Mentor Binder for Each SI Mentor--
  - Lesson plans and handouts to facilitate
    8 Mentor Meetings (i.e. Trainings) for New SI Leaders
  Curriculum Topics:
    1. First Week Issues
    2. The Power of the SI Session Plan (SP)
    3. Warm-up & Cool-down Ideas for Your Sessions
    4. Putting Your Students in Groups for Better Learning
    5. Embedding Study Skills in Your Sessions
    6. Clever Ways to Engage Students More Deeply
    7. Maintaining Healthy Boundaries with Students
    8. Getting Students Ready for Finals |
| Made SI Leader observations more thorough and more comprehensive | Marley and I divided observation responsibilities and were able to observe all 89 SI Leaders running sessions and provide constructive feedback for future improvement. |

Strategic Direction #1 Student Learning
Strategic Goal #5: Increase Trust and Create a Collaborative Culture
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| Developed stricter policy on SI Leader warnings and implemented them with firmness, fairness, and compassion | • List of SI Leader responsibilities and types of negligence that merit a warning  
• Clear communication that 5 warnings = termination  
• Had to terminate 5 SI Leaders, sadly—hope that valuable lesson was learned  
• Ultimate outcome—teaching Leaders professionalism that will serve them well over their lifetime in various careers |

**Strategic Direction #1 Student Learning**

**Attitudinal Factors**

- Worked hard to maintain positive outlook despite myriad of challenges outside of my control
- Strove to be flexible, open-minded, and charitable toward all: my Leaders, my staff, my colleagues, faculty, and any students crossing my path
- Pondered the psychology behind what motivates students to seek academic support

**Strategic Direction #2 Student Progression and Completion**

**Strategic Goal #5: Increase Trust and Create a Collaborative Culture**

- Ask my Director, Maria Wright! She witnessed me in an agitated state many times and let me vent when I needed.
- You can survey anyone who interacted with me and solicit their opinion as to whether or not I achieved this goal :=).  
- Tried to engineer our SI policies so that the basic elements of human nature are taken into account and students develop confidence in their abilities along with a true zeal for learning.