Eileen Pierce, Program Manager for Supplemental Instruction (SI)
List of Accomplishments for 2019-20

The academic year of 2019-20 has been like no other with extraordinary challenges that no one could have envisioned. Supplemental Instruction (SI), in its scaled-down version of 40 SI Leaders, continued with diligence to serve faculty and students in Programmatic Gateway courses (including first-year Math/English) with impressive participation numbers from students in STEM courses. Then the world as we knew it went into quarantine, and within the space of approximately a week, all of us were 100% virtual. Wow!

2019-20 Accomplishments—Supplemental Instruction (SI) Program

1. **Stay on the Path**
   1. Implemented Online SI Support for ALL Courses (both previously online and in-person).
      a. Gathered data from personal research and 1 SI Leader who had experience using group meeting software.
      b. Mastered the basics of Zoom (ConferZoom) with all SI Leaders and Program helpers in a week’s time when the campus physically closed

2. **Ensure Learning**
   1. Developed a better understanding (and appreciation) of process in making online documents accessible to students with disabilities.
      a. Attended Making Documents Accessible trainings through Lynda/worked with Aricia
      b. Successfully performed an accessibility check through MS-Word on an SI-related file, tweaked it, and was able to have it posted on one of the SI webpages.
      c. Attempted to modify more complex documents but ran into tagging issues—need more training and more practice.
   2. Investigated ways of making SI more efficient from the backend (behind the scenes)
      a. Met several times with Kim Arbolante (Writing Center Lead who uses Starfish) to discuss SI using Starfish to track attendance, but issue was Starfish’s inability to handle recurring group drop-in sessions (in other words...SI sessions).
      b. Streamlined SI course registration (for apportionment) by setting up a self-serve, assembly-line style table near the SI front desk (for use when no one was working at the front desk)

3. **Other—Increase Visibility of Academic Support Services/Promote Closer Working Relationships among Colleagues**
   1. Created customized t-shirts for anyone in Dept. who wanted one
   2. Regularly referred students to other support services, such as Tutoring & Writing Center
   3. Coordinated Dept. presentations to students on Academic Probation
      a. Organized Presentation planning and rehearsal meetings with other Support Service Leads
      b. Prepared PowerPoint and communicated with event organizers on behalf of our Department
      c. Coordinated handouts associated with our presentation
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4. Participated with Department Colleagues in staffing tables to represent our Dept. at various events on campus: Career Day, Student Success Day, etc.
   a. Excellent way to promote Support Services together and get to know one another and the valuable work provided to students

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Make it a habit