Eileen Pierce, Program Manager for Supplemental Instruction (SI)
List of Accomplishments for 2018-19

The academic year of 2018-19 has been another exemplary one for SI! Though our Program was scaled down in response to the requirements of AB 705, we have managed to further solidify our niche in serving students in Programmatic Gateway courses, particularly the Sciences. And with my two Program Assistants at my side, one as a PE and the other as a long-term student worker, we have worked diligently to provide faculty, their SI Leaders, and their students with the best support service experience possible.

2018-19 Accomplishments—Supplemental Instruction (SI) Program

1. Stay on the Path

   1. Began exploring SI support for online courses
      a. Supervised 2 SI Leaders supporting online courses, PSYCH B1a and PHIL B12
      b. Encouraged SI Leader feedback on elements needed for online SI session success
      c. Paid 1 of the 2 SI Leaders an extra hour per week to compile notes, observations, and analyses of his experience trying online SI for Spring 2019.

   2. Promoted SI more vigorously to students
      a. Continued practice of daily motivational quotes, placing SI Leader color pictures on corkboard in SI area, emailing SI Tips of the Day/Week to SI Leaders and SI Faculty, creating SI Leader flyers and bookmarks, making SI Mentor t-shirts, Program Assistant t-shirts, and general SI t-shirts for any SI Leader desiring one
      b. Continued encouraging ALL SI Leaders to promote their SI sessions every class meeting and providing them with tried and true techniques for fun group interaction
      c. Added in new and creative methods for immersing students in learning during SI sessions: Vocabulary Bags, Questioning Techniques, and Frequently Calling Students to the Board, etc. in addition to asking the Leaders for their own novel strategies.
      d. Developed fun activities to advertise SI to students passing by while sitting at Academic Support Services table: 1) Draw a random quote on learning from a bowl and comment on it 2) Enter a drawing for an SI t-shirt (I gave out 3 shirts to students that I spray-painted in my garage)

2. Ensure Learning

   1. Improved SI Leader Training (Mentor Meeting) materials.
      a. Changed order of training topics based on Mentor feedback
      b. Incorporated activities that were much more interactive and that allowed Leaders to practice themselves the very techniques they were asked to try in their actual SI sessions
      c. Extended the length of both the trainings and my meetings with the Mentors to 90 minutes rather than 60 minutes, which allowed for much more in-depth coverage of topics

   2. Incorporated concept learned at 3 CSN Inland Empire Conference for SI and Tutoring
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a. New idea for Spring 2019—Mentor Team Bonding Competition; gave out prizes ($10 Starbuck cards and chocolates) to a team of 5 first-time SI Leaders who engaged in social activities with one another outside of the campus and sent in pictures to us to prove it :) 

3. Other—Enhance Department Collegiality

1. Created customized t-shirts for anyone in Dept. who wanted one
   a. Some said “Academic Support Services” while others had slogans referring to each of our particular services
2. Regularly referred students to other support services, such as Tutoring & Writing Center
   a. No SI Support available for a course? We referred the student to Tutoring or Writing.
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
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

Recent logo I created for AB 705
Implementation Task Force consideration