The past year has been one of many changes, including the inactivation of Supplemental Instruction (SI) and the beginning of my new role as Program Manager for Academic Support, namely BC’s Tutoring Centers and the Student Success Lab. As part of this new arrangement, our previous Academic Support Programs department was decentralized with the Writing Center being placed within the Humanities division and our Director position being dissolved. Added to the upheaval was the presence of the COVID-19 pandemic, but through it all, I and the staff for Academic Support have remained steadfast in our commitment to students, using these experiences to grow into better versions of who and what we were before.

**2020-21 Accomplishments**

1. **Stay on the Path**

   **Student Success Lab**

   1. Began exploring a Competency Based Education (CBE) model for the Success Lab
      a. Have attended multiple FLEX workshops on CBE with an eye for integrating it into the Lab
      b. Asked classified staff member, Ruby Thomas, to begin researching CBE and create a PowerPoint presentation on the topic to deliver to myself and Kim Nickell at end of Fall 2021
      c. Most recent update: the Success Lab will most likely be supporting Culinary Arts students with CBE assessments

2. Created a promotional flyer for the Student Success Lab:

   ![Student Success Lab Flyer](image)

   **Tutoring Centers (Main Campus, Delano, Southwest, Online)**

   1. **Biggest Accomplishment**—at start of COVID-19 pandemic after the College closed, I worked with staff from all 3 tutoring sites in order to consolidate all their services into 1 single Zoom venue that worked effectively for 3 full semesters and 2 summers before we came back in-person for Fall 2021
2. Coordinated the installation of “health shields” (i.e. plexiglass) in the Main Campus Tutoring Center in keeping with safety protocols
3. Completed all paperwork and hiring steps to obtain a short-term, temporary Lead to run the online arm of Tutoring, since it has grown so popular
2. Ensure Learning

_Tutoring Centers (Main Campus, Delano, Southwest, Online)_

1. Every 4 weeks, I process the Starfish Report for all 4 Tutoring areas  
   a. Break down spreadsheet into 11 different tabs indicating areas needing attention and FYI areas  
   b. Complete a Stats at a Glance tab with data on each site’s total hours of tutoring provided, cancellation rate of scheduled tutees, and % of appointments occurring online…just to name a few key stats.  
   c. Share processed spreadsheet with all key players in our Dept. for corrections and to keep everyone in the loop  
2. Always striving to obtain signage, name badges, and other materials to encourage students to attend Tutoring and create sense of pride among the tutors

3. Other—Enhance Department Collegiality

1. Weekly staff meetings on Zoom with all Tutoring Leads required and faculty trainers as optional guests  
2. Numerous email discussions and surveys on pertinent topics, such as supervision of tutors when working away from the Center, how to handle student registration in our services in a way that satisfies A&R requirements, etc.  
3. Recognition of staff birthdays :=)