

DIVISION OF INSTRUCTIONAL SUPPORT SERVICES ANNUAL REPORT 2003-2004

INTRODUCTION

This annual report for the Division of Instructional Support and Services (DISS) is designed to foster an awareness of the practices and programs within the division that support both the learning community at Montgomery College and the public community at large. DISS is comprised of four departments: The Extended Learning Center (ELC), The Testing Center, the Human Development course program (HUMD), and The Blue Star C.A.F.E. (Center for the Advancement of Faculty and Staff Excellence). Each department, while maintaining separate tasks and responsibilities, functions in unison with the other in order to provide Montgomery College and the surrounding community with effective services that help foster a proactive academic environment. Some of our most vital goals are as follows:

1. Provide direct support to students in achieving their academic goals;
2. Improve student success of Montgomery College students through facilities and services;
3. Support the curriculum of Montgomery College instructors through facilities and services;
4. Offer and maintain state-of-the-art technology to support current curriculum;
5. Develop and publish annual reports and other communiqué that reflect the practices of the division and communicate the educational opportunities that we make available.
6. Create and maintain a team environment with opportunities for recognition, communication, and development;
7. Provide efficient and effective stewardship of Carl D. Perkins funds which support Montgomery College initiatives.

The following information covers the period between June 1, 2003 and May 31, 2004, and reflects both statistical and contextual data designed to convey the continued success and growth of the departments within **DISS**.

EXTENDED LEARNING CENTER

The **Extended Learning Center (ELC)**, located on the first floor of Building C, strives to provide services and resources to students that foster academic development and increase learning skills. The **ELC** works in conjunction with faculty in order to enhance classroom instruction and support the academic standards and requirements of Montgomery College. The department is

comprised of three areas: **Reading, Writing, and Languages; Mathematics, Business, and Science;** and **Computers.** Below are some, but not all, of the primary services provided to students and faculty.

- Individual and group tutoring
- Facilitated study groups
- A variety of print, audio, video, and online instructional resources
- Online tutorial and informational services
- Student Success workshops and seminars

Reading, Writing, and Languages

The Reading, Writing, and Languages service area provides comprehensive tutorial assistance across a wide spectrum of areas. Students requiring writing assistance can receive aid during all parts of the writing process, from planning to revision. We also offer extensive reading assistance and ESL assistance for both students and community.

In the Fall of 2003, language tutoring, previously under the administration of the computer department, was transferred to the Reading and Writing service area. We have now increased our language tutoring capacity so that we offer assistance in Spanish, French, and Italian throughout the year.

During the period covered by this report, the Reading and Writing service area had **2,630** student visits for live writing and reading conferences with tutors. Further, reading and writing tutors assisted **1,607** students with technical questions concerning computer programs and software. In addition, there were **545** visits for **ESL (English as a Second Language)** services.

In Language tutoring, our tutors worked with **187** students in Spanish, **47** students in French, and **20** students in Italian. In addition, language tutors also assisted with **35** technical questions.

Mathematics, Business, and Science

Students taking math courses at MC may come in for study and/or tutor assistance in the following areas: Algebra, Trigonometry, Finite Math, Foundations of Mathematics, and Calculus. In Business and Science services, tutoring is available in Accounting I and II, Economics, Physics, Chemistry, Biology, Microbiology, and Geology. Students attending other institutions who reside in the district may also visit the lab for help.

Based on data collected from the ELC computer log-in system, Math services had **16,350** visits, while Business and Science had approximately **1200** visits.

Computers

Our Computer Services area maintains and monitors computer activity throughout the entire ELC. They provide assistance to students for any of a multitude of computer tasks, from formatting, to printing, to creating research projects, to countless other computer-related issues. Additionally, the staff compiles user statistics for traffic in the ELC. Since many students use our facilities to work on assignments but do not get any structured tutorial assistance, the ELC relies on the bi-hourly surveys conducted by computer staff in order to gauge the amount of total usage by students. The following figures for the period of this report are a reflection of these surveys:

- Students working on English assignments—**18,195**
- Students working on Math assignments—**23,348**
- Students working on Science/Health & Wellness—**3,104**
- Students working on Psych/Philo/Soci/Anthro—**1,111**
- Students working on Music/Arts/Graphics—**568**
- Students working on Computer assignments—**12,112**
- Students working on Language assignments—**2,085**
- Students working on ESL assignments—**272**
- Students working on Econ/Govt/History—**1,793**
- Students working on Speech/Drama—**180**
- Students doing Internet Research—**30,613**
- Students checking email/visiting chat rooms—**13,870**
- Students using computers for recreational purposes—**3,770**

Total Student Visits—110,021

Seminars

In addition to regular tutorial services, each area of the ELC offers seminars throughout the Fall and Spring semesters as part of our **S.M.A.R.T. Series** (Students Managing Academic Resources and Time). These seminars, normally scheduled once a month, are also available as classroom presentations, should faculty request them. Topics cover a wide array of subjects, including, but not limited to: Writing a Research Paper; Managing Reading; Test Anxiety; Powerpoint Basics; Writer's Block; Survivor: Island of Math; Preparation for THEA; Math Anxiety; and E-Tools for Students. The total number of attendees for these seminars in Fall, 2003 and Spring, 2004 was **550**.

THE TESTING CENTER

Located on the second floor of Building C, The Testing Center offers facilities that allow students flexibility and convenience when taking tests. Some of the services offered include assessment testing, advanced placement testing,

correspondence testing, and assigned classroom testing. Special accommodations are made with appropriate documentation. Computers are also available for on-line testing, and specially trained staff monitor and administer tests in a carefully controlled environment that maintains the integrity of academic standards. During the time period covered by this report, patrons visited the Testing Center a total of **20,001** times.

HUMAN DEVELOPMENT COURSE PROGRAM (HUMD)

The DISS division also administers the HUMD program, a program designed to provide classes featuring innovative approaches to learning to students who, for various reasons, have yet to acclimate themselves successfully to a college learning environment. The idea behind the program is to communicate to these students the necessary skills they will need to acquire in order to advance in their educational goals. Examples of classes offered include: Career Development; Strategic Learning Systems; Learning Math and Science; and College Success. In the Fall of 2003 and Spring of 2004, the HUMD program served **111** students.

THE BLUE STAR C.A.F.E.

Located on the first floor of Building C, the Blue Star C.A.F.E. (Center for the Advancement of Faculty and Staff Excellence), dedicates its services to providing opportunities for faculty and staff to enhance their professional development. The Blue Star offers a myriad of programs designed around a relaxed atmosphere and casual setting; it endeavors to provide flexible and convenient opportunities for faculty and staff to create a communal academic atmosphere of shared goals and vision. Many of their programs reach beyond the immediate campus community to the entire district, thereby fostering a collaborative spirit with other campuses within the district as well. Some of the Blue Star's programs include: The In The Classroom Series; The Blue Star Speaker Series; The Academic Leadership Series; Lunch & Learn; New Employee Orientation; and Party-on-the-Patio. Further, several times annually the Blue Star allocates supplemental funds to be used by either faculty or staff for professional development conferences.

The total number of participants in Blue Star activities for Fall, 2003 and Spring, 2004 was **817**.

CONCLUSION

The **DISS** division remains dynamic, with new programs and services under development on a continual basis. These changes reflect the ELC's commitment to a continual exploration of innovative techniques that allow us to remain at the forefront of academic excellence and enable us to serve students, faculty, staff, and community by the most effective means available.

DIVISION OF INSTRUCTIONAL SUPPORT SERVICES STAFF

Dawn Baxley	Director, DISS
Cheri Riggs	Division Coordinator, DISS
Terrie Ruppert	Assistant II, DISS
Tani Traver	Counselor, Coordinator—HUMD, S.M.A.R.T. Series
Daryl Herring	Program Coordinator, Reading, Writing, & Languages
Sonny King	Program Coordinator, Math, Business, and Science
Winnie Cheng	Specialist V, Math
O'Brien Hughes	Coordinator II, Computers
Trudy Burke	Specialist IV, Computers
Shari Tracey	Testing Center Coordinator
Pam Zeberg	Testing Center Clerk
Mary Ann Mendoza	Manager, Blue Star C.A.F.E.
Tracye Howell	Staff Assistant II, Blue Star C.A.F.E.