

# Tutoring Services Department

## Skills Specialists

Math Learning Center—Leo Harman

Reading Learning Center—Yvonne Richardson

Science Learning Centers—Ed Gildemeister

Writing Assistance Center—Laurie Ann Guerrero

## Coordinator

Thomas Murguia

# Initiatives

- Student satisfaction surveys
- Tracking the number of lab visits
- Increasing outreach to faculty and students
- Tutor training manual
- Smarthinking online tutoring

# Student Satisfaction Surveys

Spring 2011 results, on a scale of 1-5  
(5 being most satisfied):

Math Learning Center: 4.72

Science Learning Centers: 4.76

Reading Learning Center: 4.52

Writing Assistance Center: 4.72

# Tracking Student Visits

Fall 2010 through Summer II 2011 visits:

Math Learning Center: 25,826

Science Learning Centers: 17,461

Reading Learning Center: 12,582

Writing Assistance Center: 2,224

**Total: 58,093**

# Outreach to Faculty and Students

- For Fall 2011 and Spring 2012, our goal is to increase retention rates and PGRs for students who attend the centers while taking the following high-risk courses:
  - Math 0301-1314
  - Biology 2401, Chemistry 1311
  - English 0301-1301
  - Government 2305, History 1301
- We will consult with instructors to review and revise existing supplemental materials.
- Workshops will be created to target traditionally difficult concepts.

# Tutor Training Manual

- Created this spring and summer by skills specialists and tutors
- Addresses tutoring best practices, lab-specific duties, code of ethics, etc.
- Conforms with CRLA certification requirements

# Smarthinking

- Free online tutoring in most subjects
- No registration required by the student
- Accessed through “My Courses” tab in ACES
- Several options available: “real-time” tutoring session, schedule an appointment, or submit a question

# ACES

Alamo Colleges Educational Services



SAN ANTONIO COLLEGE  
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PALO ALTO COLLEGE  
NORTHWEST VISTA COLLEGE  
NORTHEAST LAKEVIEW COLLEGE

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Groups



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H

Home Student My Courses Employee NLC NVC PAC SAC SPC My Library My Resources

August 11, 2

## My Courses

August 11, 2010

### Student Resources

SMARThinking - On-line Tutoring

### Course Schedule for:

Fall 2010

### Courses I'm Attending:

Fall 2010:	Section	Department	Instructor(s)
Ballet Folklorico I	KINE-1161-003		Jeanette Chavez <a href="mailto:jchavez98@alamo.edu">jchavez98@alamo.edu</a>
First Aid	KINE-1306-004		Alexis Leticia Lowe <a href="mailto:alowe9@alamo.edu">alowe9@alamo.edu</a>
Mexican American Literature	ENGL-2351-004		Rafael C. Castillo <a href="mailto:rcastillo3@alamo.edu">rcastillo3@alamo.edu</a>
Microbiology - Allied Health	BIOL-2420-047		Cecilia V. Gonzales <a href="mailto:cgonzales1@alamo.edu">cgonzales1@alamo.edu</a>
Water Aerobics I	KINE-1157-003		Juanita D Sibson <a href="mailto:jsibson@alamo.edu">jsibson@alamo.edu</a>



# ACES

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August 11, 2010

 PALO ALTO COLLEGE  
ONE OF THE COMMUNITY COLLEGES

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 My Home Page 

Welcome



**connect with an e-structor now!**

Select an active subject and meet with an e-structor for a private session. [Tell Me How.](#)

Select a Subject



**schedule a personal session**

Pre-schedule a live session with an e-structor of your choice. [Tell Me How.](#)

Select a Subject



**submit your writing**

Submit your writing and receive the tutor's comments from your inbox (usually within 24 hours). [Tell Me How.](#)



**submit a question**

Choose a subject below and submit your question. Get the e-structor's response from your inbox, usually within 24 hours. [Tell Me How.](#)

# Smarthinking Usage

From Fall 2010 through Summer II 2011, PAC students used Smarthinking online tutoring 1,372 times for a total of 767 hours.

Most popular subjects:

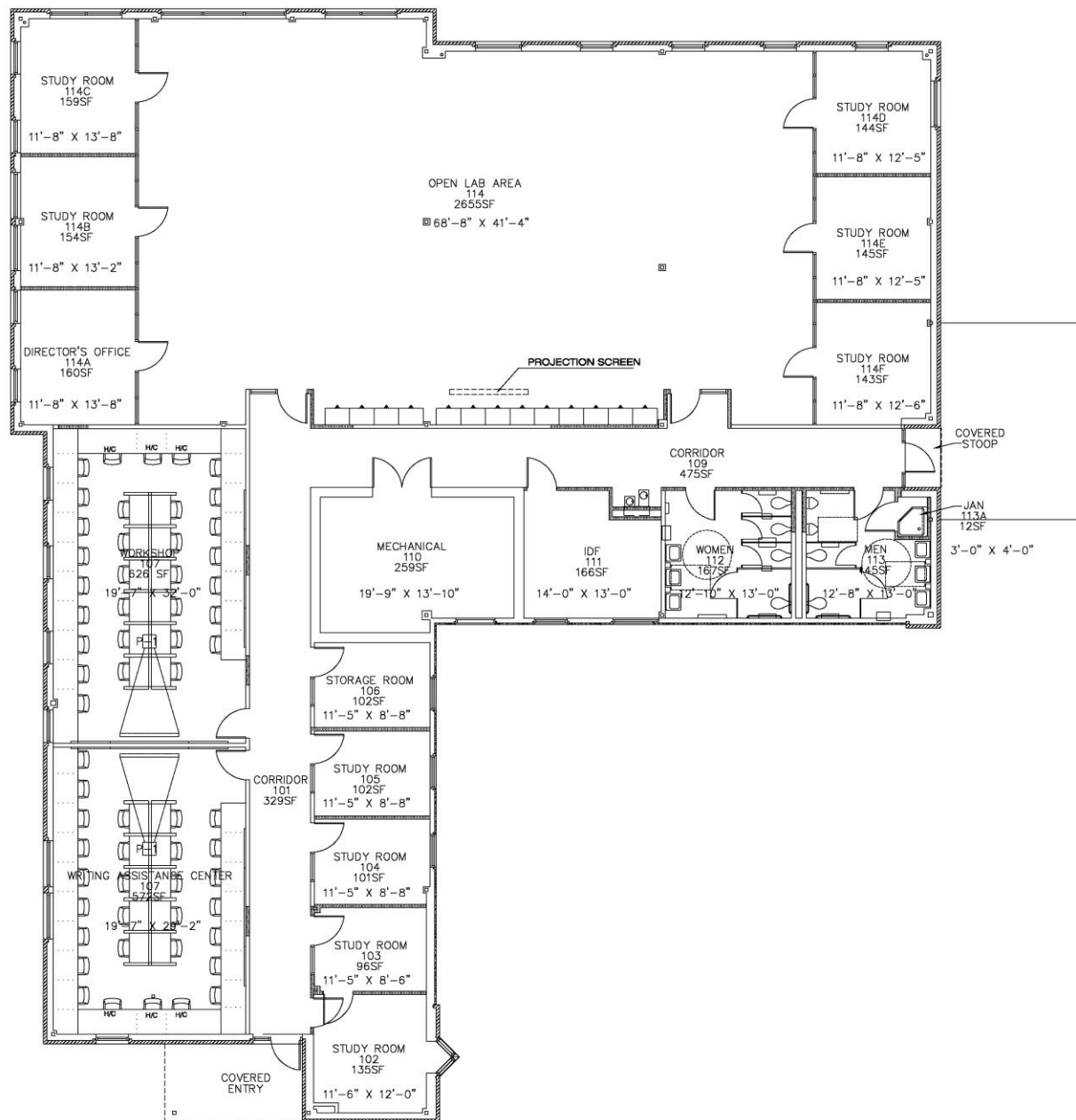
- Essay Center - 524 visits
- Algebra - 306 visits
- General Chemistry - 129 visits

# Relocations/Renovations

- Science Learning Center has moved from GLL to Frio Hall 111
- Reading Learning Center has moved from GLL to Nueces Hall 114
  - Math Learning Center will take over the vacated space
- Writing Assistance Center now has two rooms in GLL—119 and 121

# Relocations/Renovations

- When GLL is renovated:
  - Math Learning Center will gain 5 study rooms
  - Writing Assistance Center will gain 4 study rooms
  - Both centers will share a new workshop room



# Math Learning Center

## Gutierrez Learning Labs 105



# Services Provided

- Tutoring on a walk-in basis
- Assistance with all math content
- TI-83/84/85 calculators available for checkout
- Reviews for all remedial and College Algebra final exams

# Computer Software

## Network-Based

- Maple
- Algebrator

## Internet-Based

- Aleks
- MyMathLab
- Interact Math
- Math Zone



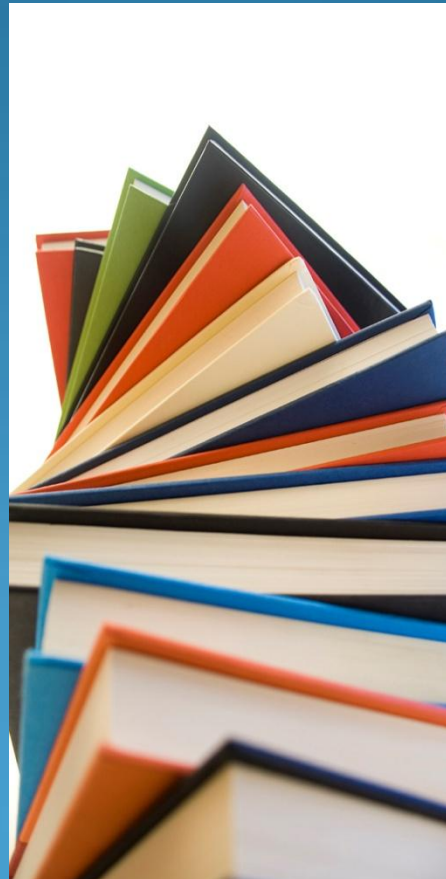
# Contact Us!

Leo Harman

- In the Math Learning Center at ext. 6-3280
- Email: [lharman1 @alamo.edu](mailto:lharman1@alamo.edu)

# Reading Learning Center

Nueces Hall 114



# Reading Learning Center

The primary function of the Reading Learning Center is to support the students who are enrolled in our Developmental Reading classes.



# Services Provided

## **Tutoring**

**Increase reading skills** in the following areas:

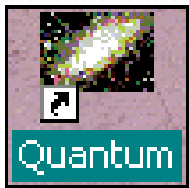
- Reading comprehension
- Increase reading rate or speed
- Reading vocabulary development

**Computers and software** to support one-hour weekly lab requirement

# Reading Lab Software



- Weaver Software: vocabulary and reading comprehension components



- EDL Quantum and Reading Strategies has a reading comprehension component.



- PassKey Software Program: develops critical thinking and comprehension skills



- Kurzweil Electronic Reader: A computer software program that reads text once material has been scanned into software.

# Contact Us!

Yvonne Richardson

- In the Reading Learning Center at ext. 6-3262
- Email: [yrichardson2@alamo.edu](mailto:yrichardson2@alamo.edu)

# Science Learning Centers

Frio Hall 111 & Brazos Hall 126







# Science Learning Center

Two Locations:

**Frio Hall 111**

**Brazos Hall 126**

Anatomy and Physiology, Biology, Chemistry,  
Physics, Geology, Genetics, Nutrition,  
Microbiology



# Resources & Tools

## Frio Hall 111 & Brazos Hall 126

- ▣ Study space
- ▣ Whiteboards
- ▣ Computers
- ▣ Textbooks
- ▣ Chemistry molecular models
- ▣ LCD projector
- ▣ Models
- ▣ 7 microscopes/various slides
- ▣ Rocks, minerals, and maps

# Textbooks & Study Guides

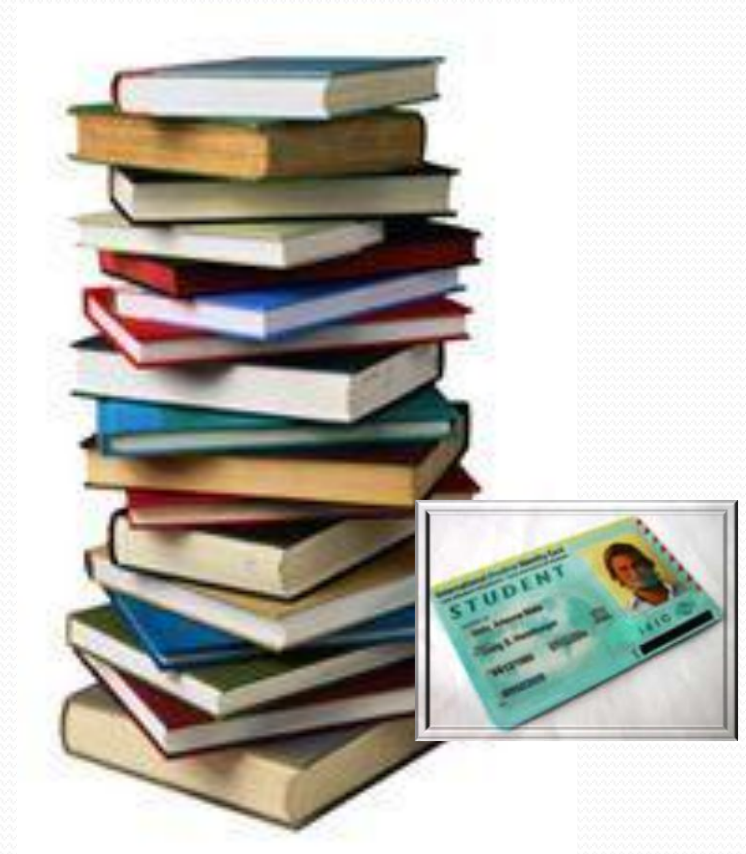
## ▣ Textbooks

- Some current
- Available for check out and use in the Science Learning Center
  - ▣ Photo I.D. required

## ▣ Study guides

## ▣ Solution manuals

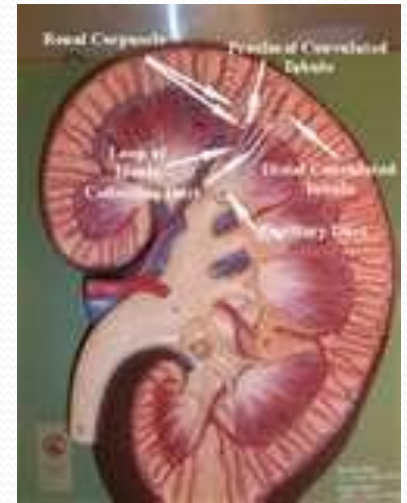
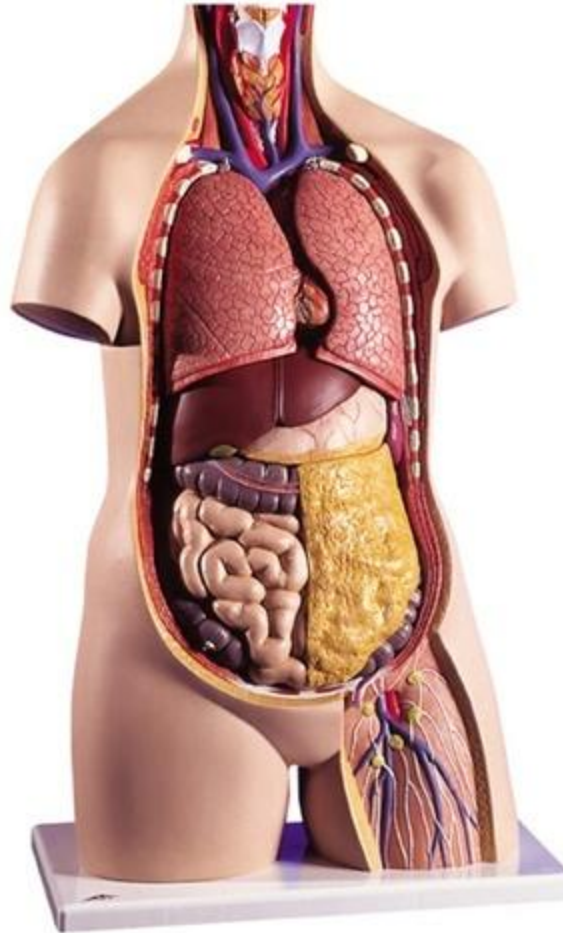
- For extra practice problems



# Chemistry

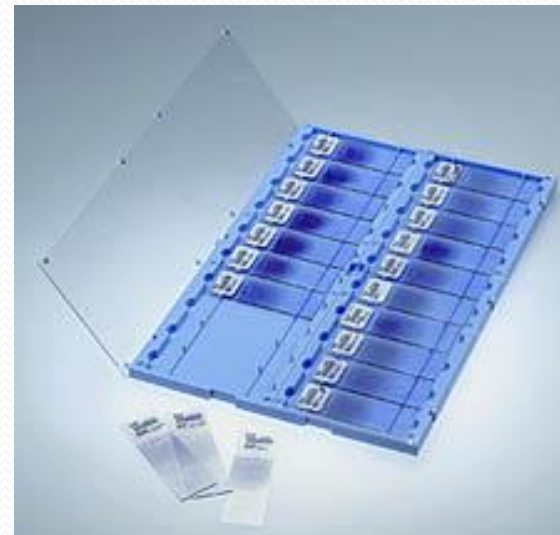
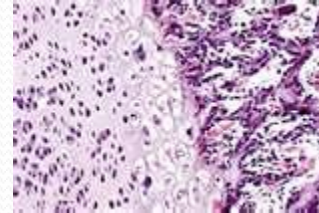


# Biology Models



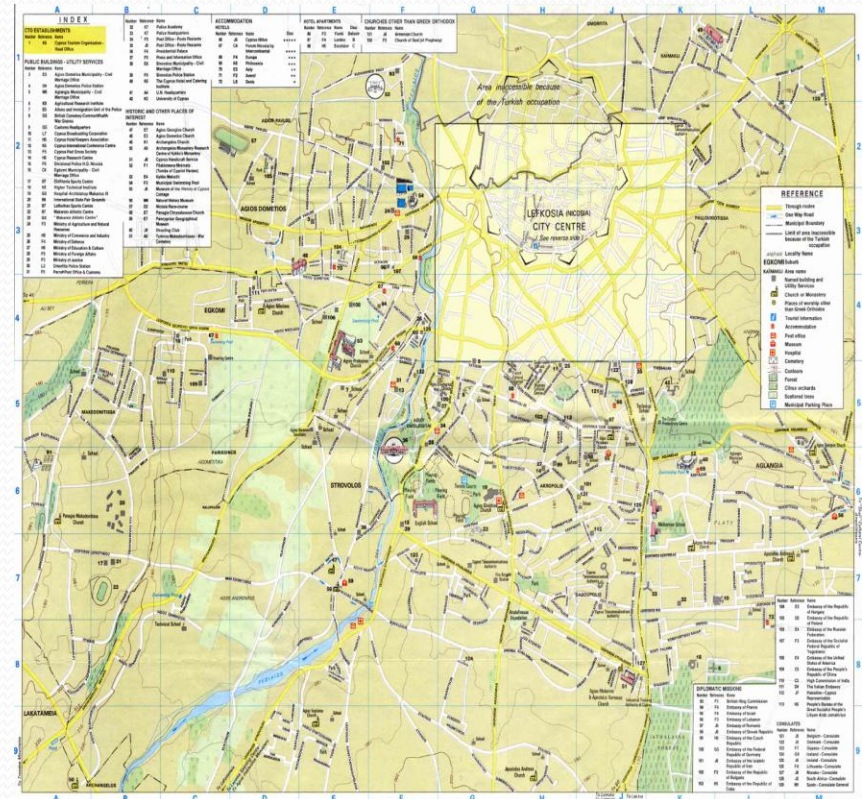
# Microscopes and Various Slides

- ▣ Microbiology
  - Bacterial
  - Fungal
- ▣ Anatomy and Physiology
  - Blood cells
  - Various tissue samples
- ▣ Biology
  - Plant roots and stems
- ▣ And others...





# Rocks, Minerals, & Maps



# Workshops

- Conversions 101
- Problem Solving 101, 102, & 103
- The Formal Lab Report
- Bond , Chemical Bond (Organic Chemistry in the Body)
- Cracking the Code: The Enigma of Nucleic Acid  
Transcription and Translation
- Impractical Muscles (Muscle Contraction at the  
Molecular Level)
- The Body Electric: Membranes, Nerves and Electrical  
Charges



# Contact Us!

Ed Gildemeister

- In the Science Learning Center at ext. 6-3281
- Email: [egildemeister@alamo.edu](mailto:egildemeister@alamo.edu)

# Writing Assistance Center

Gutierrez Learning Labs 119 & 121





# Overview

- Tutoring service to help students with any writing task
- Help from brainstorming to final draft
- Work on writing across the disciplines
  - Essays, research papers, scholarships, college application essays, resumes, MLA/APA formatting, etc.
- Offer 20 minute one-on-one sessions

# Using the Writing Assistance Center

- Schedule an Appointment
  - Call or visit to reserve a spot
  - Preferred method and strongly suggested, especially during busy times during the semester!

# Using the Writing Assistance Center

- What Students Should Bring
  - Assignment, if provide by professor
  - Printed draft, if at the drafting stage, or notes, outline
    - If students don't have draft yet, notes or an outline, etc. is okay
  - Pen and paper to take notes
- Please Note:
  - The WAC does not offer printing services (use Go Print in Math Learning Center)
  - USB drives are not used to upload papers

# Using the Writing Assistance Center

- Classroom Visits and Visits to the Center
  - General information sessions about services
  - Good way to familiarize students with the center and get them in the door
- Can be coordinated with advance notice
  - Contact Laurie Ann Guerrero at 486-3257 or [lguerrero84@alamo.edu](mailto:lguerrero84@alamo.edu)

# Workshops

- Writing Workshops
  - Writing Process
    - Steps of the writing process, prewriting strategies
  - Critical Thinking
    - Paragraph development, details and analysis
  - Grammatical Sentences
    - Review sentence structure, fragments and run-ons
  - Four English 1301 Workshops:
    - Citations, Summary, Synthesis, and Argument
    - Available in-person or online
- Reservation required, limited seating

# Updates

- Exit Exam Reviews
  - English 0301 and 1301
    - Review guidelines and tips for 0301 exit and 1301 final
  - Held towards end of semester
- GLL 121 will have PCs students can use for writing assignments
- GLL 119 will be used for individual tutoring and for workshops

# Updates

- Policies are available online and in center
  - Provide a detailed overview of the WAC
- Handouts available online and in center
  - Address common writing issues and outline the basics of frequently assigned essay types
  - Intended to provide general writing help
- Visit [www.alamo.edu/pac/tutoring](http://www.alamo.edu/pac/tutoring)

# Contact Us!

Laurie Ann Guerrero

- In the Writing Assistance Center at ext. 6-3257
- Email: [lguerrero84@alamo.edu](mailto:lguerrero84@alamo.edu)



# Web Pages

[www.alamo.edu/pac/tutoring](http://www.alamo.edu/pac/tutoring)

[Prospective Students](#)[Current Students](#)[Alumni & Community](#)[Faculty/Staff](#)

## Tutoring and Lab Services

Tutoring Services in math, reading, science and writing are FREE to all Palo Alto College students. There is also FREE online tutoring called Smarthinking that is available 24/7.

### TUTORING LABS

- [Foreign Language Lab](#)
- [Math Learning Center](#)
- [Reading Learning Center](#)
- [Science Learning Center](#)
- [Writing Assistance Center](#)

### LOCATION

- [Maps & Directions to PAC](#)

### SMARTHINKING

- [Smarthinking - Check it out!](#)

### EARLY ALERT

- [Early Alert and Tutoring Labs](#)

### BALDRIGE

- [Baldridge White Paper: Tutoring Impact on Student Success](#)

### QUICK LINKS

- [President's Welcome](#)
- [About Palo Alto](#)
- [Academics](#)
- [Admissions](#)
- [Alamo Colleges](#)
- [Campus Maps and Directions](#)
- [Catalog and Schedule](#)
- [Corporate & Community Education](#)
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