

Total request funded for FY2017: Peer Tutoring by Instructional Student Assistants and Front Desk Operation by Student Assistants

Personnel and Other Expenditures	Base Budget	One-Time Funding
Student Assistants (SAs)	0	14,900 (MSFT)
Instructional Student Assistants (ISAs) or Peer Tutors	0	58,000 (MSFT)
IRA Grant (for Studio Hours, paying for Special Consultants) for two semesters	0	8950
Center for Multicultural Engagement (CME) for Open Mic Event in Spring 2018	0	500
Extended University (for summer tutoring of Extended University students: June, July, August)	0	3276
General Operations (for Office supplies, Special Consultant pay)	10,000	
SUBTOTAL FROM MSFT	0	\$72,900 (MSFT)
SUBTOTAL	\$10,000	\$85,626
FY 2016 TOTAL BUDGET	\$95,626	

Please describe how the use of MSFT funds for this project or activity will benefit the CI student body.

Please provide the following in your application. You may attach additional pages and materials (applicants may be requested to meet with the committee to discuss proposals):

- 1. Brief Project Description.** Describe the project and its benefits to the educational or co-curricular experience of students at CI. Please provide specific information about how MSFT funds will be used and their impact on the campus. Please describe how this project benefits CI students? Please describe items and provide justification if your request includes the purchase of computers, equipment, furniture or other materials. Please provide a timeline for implementation of the proposed project. If physical improvements are requested please describe need, scope and impact of work to be completed. If the project includes provision of services please indicate the type of service, personnel costs and level or quantity of service to be provided with project funds.

The Writing & Multiliteracy Center has been providing students with one-to-one peer tutoring on academic writing for all students across disciplines since its inception in 2003. Starting 2015, the Writing & Multiliteracy Center (WMC)'s multiliteracy initiatives added new services including tutoring oral presentations and visual/multimedia arguments as well as adding writing help through online consultations. Our shift to becoming a "multiliteracy" center has significantly impacted the way the Center is serving students: we aim to support students working with a range of communication formats but also to increase our support of students on and off campus. Moreover, we have piloted new programs to support student writing and communication in a variety of disciplines (Embedded Multiliteracy Tutors) and to offer opportunities for productive writing spaces with special consultants on hand through Studio Hours. Finally, we also hope to be a hub of student creative expression and have begun hosting Open Mic Nights every semester.

This year (FY 2017-2018) with the generous support of MSFT funds, we expanded the coverage of the front desk with six Student Assistants. We employed an average of fifteen Instructional Student Assistants per semester. With this team, the WMC was open seven days a week, and we found that weekends were popular. During our open hours, we provide written, oral, and multimedia consultations in the Center, online consultations, workshops, in-class tutoring, Embedded Multiliteracy Tutor support, and videotaping of presentations in classes or in our multiliteracy room.

Last year (AY2016-2017, the WMC had tremendously increased the number of visits, with a record number of 3776 visits by 1334 unique students (20% of total CI students enrolled). This year (AY 2017-2018), we anticipate that the Center will continue the trend to substantially increase the total number of visits and support of unique student users. Fall semester logged 2216 consultation visits by 972 unique students. A comparison to last Fall indicates we increased visits by 135%.

According to our Tutoring Survey from Fall 2017 (n=693), students felt strongly that the consultants had the knowledge and skills to help them solve their problems (4.6 out of 5.0) and that overall they found the consultants helpful (4.62 out of 5).

In addition to providing one-to-one tutoring services, ISAs or peer tutors use their hours to provide in-class tutoring for Composition courses (103, 104, 105, and 330). Senior tutors work as Embedded Multiliteracy Tutors (EMTs) supporting writing and oral presentations in upper-division courses in Psychology, Marketing, Business, Communication, ESRM, and Sociology. Finally some of their hours (8.5-18 hours/semester) are used for professional development and training throughout the year.

Student Assistants are vital for the smooth and efficient operation of the WMC. The SA works as a receptionist and makes appointments (online and in person tutoring). In addition, the SA pitches the Center's activities and programs to visits. The SA job includes coordinating promotional activities, decorating the center, providing data entry for assessment reports and surveys. Some SAs are hired to support publicity (designing flyers, distributing, etc.) The SA increases the efficiency of the Center, which, in turn, directly and indirectly impacts CI students. Without the Student Assistants, our front desk would be without personnel. Since increasing our operational hours and the having increased requests for tutoring, it is even more important that we have qualified, trained Student Assistants. Student assistants also use hours (8.5-11 hours/semester) for professional development and training throughout the year.

We are requesting MSFT funding to:

1. Provide high quality writing, oral, online consultations through trained peer tutors (ISAs) for CI students on campus and off campus
2. Provide front desk hours with Student Assistants to adequately run our Center and help students schedule appointments;

Increasing funds for Instructional Student Assistants (ISAs or Tutors): \$63,648.

Need: We are requesting a total of \$63,648 for FY 2018 to hire and professionally train an average of 17 WMC tutors per semester (two more than last year) to effectively support written, oral, and multimedia communication for CI. Because requests for tutoring consistently increase every year, we would like to hire two more tutors to provide adequate coverage and support student demand. In addition, we plan to expand our Saturday and Sunday hours by two hours. Finally, the CSUEU (collective bargaining union) have raised the minimum wage for ISAs to \$13.00/hr. Without MSFT funds every year, we cannot be in operation. Continued support of MSFT funds in AY 2018 will ensure that the WMC can provide enough tutors for the demand, and expand weekend hours of operation.

Benefit for Students: \$63,648 will provide 4800 hours of tutoring and training for two semesters. The total hours include about 15 hours of tutor development and education per tutor per semester (about 510 hours of professional development for all tutors for the entire year). Training and education opportunities for tutors help them be more effective in supporting the various communication needs of CI students. We hope to hire 17 ISAs per semester.

With the funding, we will continue to provide students with flexible tutoring hours for written, oral, multimedia, and online consultations. In AY 2018, tutors will cover the following hours:

- 9am to 8pm, Mondays to Thursdays
- 9am to 2pm, Fridays
- 12noon to 6pm, Saturdays
- 12noon to 6pm, Sundays

Increasing funding for Student Assistants (SAs): \$16,896

Need: For AY2017-2018, MSFT funded the Center \$14,900, allocated for SAs. We anticipate that this fund will cover the total cost of Student Assistants to work all the hours in the Center. However, the pay rate for Student Assistants have increased from \$10.50 to \$11.00, and we will need more funds to cover their raise. In addition, Student Assistants support the hours of operation for Studio Hours (112 hours per semester), which is an addition to our regular tutoring hours. Studio Hours run from 8pm to 10pm and are led by Special Consultants. Finally, we need the increase in funds for SAs to support the extended hours for Saturday and Sunday.

Benefit for Students: Tutoring and workshops in the Center require coordination and support from our office team of Student Assistants (SAs). Student Assistant base pay is \$11.00/hr. \$16,896 pays for 1090 hours of staffing the front desk of the Center each semester or 2,180 hours for the entire academic year. Without SAs, the Center would need to use tutors to work the front desk, but this is an ineffective use of trained tutors. Moreover, it is not financially efficient since tutors cost more per hour than Student Assistants.

Total request from MSFT: \$80,544

- 2. Project/Activity Budget.** Please enclose a complete detailed budget of the entire project. Indicate (in **bold**) specific items of requested MSFT funding including (where applicable) a schedule and priority of project items to be considered if the project is funded at a reduced level. Were other, less costly, approaches considered when preparing the budget for the project? Are there elements that could be eliminated or deferred if funding is not available for the entire project?

Please refer to AY18 MSFT Project Budget for WMC for details.

As mentioned in the Project Description, are ISAs (tutors) will need to be paid at the minimum required wage of \$13.00/hr. Starting January 1, 2018, SAs are required to be paid \$11.00/hr. ISAs are paid more than SAs because of their extensive training in instruction (tutoring seminar and practicum), responsibility, and leadership. There are no other funds that can pay for ISA or SA services.

Student Assistants are paid \$11.00/hr. Their work supports the tutoring, workshops, programs in the WMC. There are no other funds that would pay for SA services in the WMC.

Project Assessment. Describe how the effectiveness of the project will be assessed and measures that will be used to determine if it has attained its objectives. Please note a report will be due at the end of the semester (or fiscal year for annual projects). If funded, how will the project acknowledge the use of student funds so

that students are aware that their student fees made (or helped to make) it possible? If appropriate, indicate how the project or activity promotes sustainability at CI.

The quality of tutoring service in the Center is measured through student surveys taken immediately following a tutorial session. In addition to measuring the session, we collect workshop and in-class tutoring surveys. Our website acknowledges that the WMC services (tutoring and front desk) are supported by MSFT (student fees).

3. Sources of Project Support. Please list the other sources of funding, and additional support for the activity. If this project or activity has been conducted previously please indicate how it was funded. Please explain if MSFT is the only source of support for the project.

MSFT is the only source of one-time funding for ISAs (Tutors) and SAs (Student Assistants). MSFT funded ISAs for \$58,000 last year. MSFT funded SAs 14,900 last year.

Fiscal Management: Project sponsor's unit or department may be responsible for incurred over and above what is funded through the MSFT. If support is requested for costs beyond initial award, or for use on activities or materials not included in approved proposals, the project sponsor must seek approval from the MSFT committee. The project sponsor will be responsible for managing purchases and transfers of funds related to approved projects.

Please review MSFT web page for information about the fund and its objectives before submitting your application.

Requestor

Signature

Date

AVP / Dean

Signature

Date