

Materials, Services, Facilities and Technology Fee Fiscal Year 2019-2020 Budget Request Form

DUE: Friday, January 25th, 2019

If you have questions about this form, please contact David Daniels at david.daniels@csuci.edu

For additional information please consult the MSFT web page

▼ Application

Project or Activity Title

Writing & Multiliteracy Center--Peer Tutoring and Front Desk Operation

Requestor

SoHui Lee

Requestor Phone Number

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Requestor Email

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Staff Support Member for Activity

Marisa Ortega

Staff Support Member Email

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Amount of MSFT Funding Requested

82200.00

Date Funding Needed By

1/21/2019

Are you a member of the Division of Student Affairs?

- No
 Yes

Please select your AVP/Dean

Stratton, Steve - Interim Dean of the Library

Require_DSA_AVP_Review

Will you receive funds from any other source(s)?

- No
 Yes

Please detail amount requesting from other source(s) as well as your total request for fiscal year 2019-2020 (including request from MSFT)

We received \$6488 through the Instructionally Related Activities (IRA) Grant for FALL 2018 and we anticipate receiving \$8420 from the IRA grant for Spring 2019. This fund pays for special consultants (professional tutors with Masters Degrees and experience teaching college writing courses) to run our popular Studio Hours program and Writing Boot Camps. This fund cannot be used to pay for student workers (tutors or student assistants). For FY 2019, we anticipate that we will be requesting approximately \$15,000 from the IRA for professional tutors.

Has this project or activity previously received MSFT funding?

- No
 Yes

Please list the 4-digit MSFT sequence and Title

18.25 Writing & Multiliteracy Center -- Peer Tutoring and Front Desk Operation

Please attach a copy of report

[17-18 MSFT Summary Report - 17.13 Writing and Multiliteracy Center.docx](#)

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 files as needed (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.

2. Project/Activity Budget

Please enclose a complete detailed budget of the entire project. Indicate 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?

3. 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.

4. 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.

Brief Project Description

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. 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, we received last minute funding from the Provost's Office to acquire a sound room, which students have been using to record voice-overs for slideshows and videos. Finally, we hire professional tutors who work Studio Hours (weekends and late nights) to help students be productive writers and provide drop in tutoring. Finally, we also hope to be a hub of student creative expression and have begun hosting Open Mic Nights.

This Fall 2018 semester has been extremely challenging. We had requested \$80,544 from MSFT for FY2018, but we discovered a few weeks before the start of semester that we received only \$65,000. This situation has negatively impacted us in the following ways:

- While in the previous year we were open 7 days a week, this Fall, we closed our popular Saturday hours and cut hours on Fridays; cancelled Studio Hours on Mondays.
- We could not offer extended hours during the pre-final weeks, when student demand was highest.
- We offered less tutors during finals week.
- We scaled back the number of tutors who were available to work during our operational hours.
- We offered less in-class tutors (some composition classes could not be supported because we did not have enough tutors working the hours)
- Student assistants had less hours of coverage at the front desk: this caused less timely responses to appointment requests and inefficient use of tutors' time (they needed to answer questions and calls when they could tutor).

In summary, we responded to the budget shortfall by cutting hours, availability of tutors, and front desk support. This last Fall, CI students did not receive the benefit of a fully-funded Writing & Multiliteracy Center, because we could not meet the demands of students who wanted more hours and more tutor availability.

Over the last three years, the WMC has been consistently increasing the total number of student visits. For instance, in AY2015, we recorded 2750 student visits; in AY 2016, we had 3776 visits. Finally last year (AY2017), we recorded a whopping 5110 visits from 2715 unique visitors, which is 40% of the total CI student population. While the series of emergencies and events have impacted the number of visits this last fall, students visit to the WMC remain high, despite the cut we took in hours and tutor availability as well as class cancellations and campus closures. The number of student visits in the WMC during Fall 2018 is, in fact, close to last Fall: we had 2136 visits compared to 2219 in Fall 2017.

According to our surveys, students are very satisfied with the writing and communication support they received from the WMC. In Fall 2018 (n=898), students felt strongly that the consultants had the knowledge and skills to help them solve their problems (4.87 out of 5.0) and that, overall, they found the consultants helpful (4.85 out of 5). The comments below are typical anonymous feedback we receive about our tutors:

"She understood my problem and helped me figure out an outline to finish my paper. She didn't just give me the answers."

"I thoroughly enjoyed the respect you had for my writing and my ideas, especially when you made comments and suggestions. It made me feel like I was in a safe environment to express my concerns and struggles with the essay. Especially since the subject was very personal to me, it felt great to be in a welcoming environment."

"Good listener and as a result of he had really good tips for me to get me started."

"Jennifer was beyond helpful and professional, I would not have been able to finish my paper without her assistance."

"Leah did such a great job with critiquing our presentation. She did not try to offend us but simply gave us advice on how to better our oral/visual presentation."

"At the end I felt very confident leaving with my paper"

"I really like how the consultant helped reorganize my ideas, so my assignment became more clear [sic] to understand."

"I really liked how the consultant not only helped me with grammar and spelling, but she also helped me come up with ideas on how to create a more developed research paper."

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, and 105). More experienced 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. It is more obvious how important they are when we don't have them working sufficient hours (as we did this Fall semester). 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 wish to do more to support students in their pursuit of academic excellence and improve graduation rates; with the support of MSFT, we believe we continue to recruit more quality tutors and provide the 7-day a week access to tutors that that been so appreciated by both students and faculty.

We are requesting MSFT funding to:

1. Provide hours of availability and access to high quality writing, oral, online consultations with 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) for FY 2019: \$66,000.

Need: We are requesting a total of \$66,000 for FY 2019 to hire and professionally train an average of 19 WMC tutors per semester (17 in Fall and 21 Spring with new hires) to effectively support written, oral, and multimedia communication needs at CI. The estimated cost for tutors includes the increase rate for tutors (minimum wage mandated by CSUEU for ISAs are now \$13.50 per hour), 12 hours of tutoring support on weekends, and hiring adequate number of students to support student demand that increases every academic year. 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: \$66,000 will provide 5510 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 be effective in supporting the various communication needs of CI students.

With the funding, we will continue to provide students with flexible peer tutoring hours for written, oral, multimedia, online consultations, and sound booth use.

In AY 2019, WMC aims to be open 68 hours per week online and in person:

- 9am to 8pm, Mondays
- 9am to 10pm, Tuesdays to Thursdays
- 9am to 3pm, Fridays
- Noon to 6pm, Saturdays
- Noon to 6pm, Sundays

Furthermore, WMC hopes to provide some tutoring during four weeks of CI's 2019-2010 Winter Session.

In addition to tutoring, we estimate that WMC tutors will provide:

920 hours of in-class tutoring help in 35 Stretch Composition classes per semester

41 hours of in-class tutoring help as EMTs in 12 writing intensive/communication courses per semester

64 pitches in classrooms per semester

Increasing funding for Student Assistants (SAs): \$16,200

Need: For AY2017-2018, MSFT funded the Center \$14,900, allocated for SAs. This amount covered 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 (in 2017) to \$12.00, and we will need more funds to cover their raise. In addition, Student Assistants support the hours of operation for Studio Hours (232 hours per semester), which is an addition to our regular tutoring hours. Studio Hours run from 8pm to 10pm on Tuesdays, Wednesdays, and Thursdays as well as Saturdays and Sundays; they provide tutoring by professional consultants and a peer tutor.

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 \$12.00/hr. \$16,200 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: \$82,200

Brief Project Description Additional Documents

Project/Activity Budget

Please refer to FY19 MSFT Project Budget for WMC for details. As mentioned in the Project Description, our ISAs (tutors) will need to be paid at the minimum required wage of \$13.50/hr. SAs are required to be paid \$12.00/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.

Project/Activity Budget Additional Documents

[FY19 MSFT Project Budget for WMC .xlsx](#)

Project Assessment

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).

Project Assessment Additional Documents

[FA2018 Center Survey All Tutors.pdf](#)

Sources of Project Support

MSFT is the only source of one-time funding for ISAs (Peer Tutors) and SAs (Student Assistants). As noted earlier, WMC also applies for one-time funding from IRA every semester, but this fund only supports professional tutors, not student/peer tutors.

Sources of Project Support Additional Documents

Accounting String to Fund Any Overage Above MSFT Award

GD901

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, transfers of funds, and all transactions related to approved projects

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

▼ AVP/Dean Review

- I recommend approval of the MSFT Funds Request described on this page
- I DO NOT recommend approval of the MSFT Funds Request described on this page

Comments

 Stephen Stratton Mar 5 2019

Total MSFT Funds Requested for FY2018

Writing and Multiliteracy Center

2019-2020		
Personnel and Other Expenditures	Base Budget	One-Time Funding Requested
Instructional Student Assistants (ISAs)--paid 13.50/hr	0	66,000
Student Assistants (SAs)--paid 12.00/hr	0	16,200
IRA Grant		14,908
General Operations (Office Supplies)	10,000	
TOTAL MSFT FUNDS REQUESTED		82,200
TOTAL BUDGET (PROJECTED FY 2019)	107,108	

ISA (Tutor)	Avg #	Pay Rate	Hrs/Wk	Weeks in Sem	AY (# of Sem)	Est Total
	19	\$13.50	8	16	2	\$65,664.00

Student Assistant	Avg #	Pay Rate	Hrs/Wk	Weeks in Sem	AY (# of Sem)	Est Total
	6	\$12.00	7	16	2	\$16,128.00

ISAs (Tutors)

In addition to providing one-to-one tutoring services, tutors use their hours to provide in-class

Student Assistants

Student Assistants are vital for the smooth and efficient operation of the WMC. The SA works

Default Report

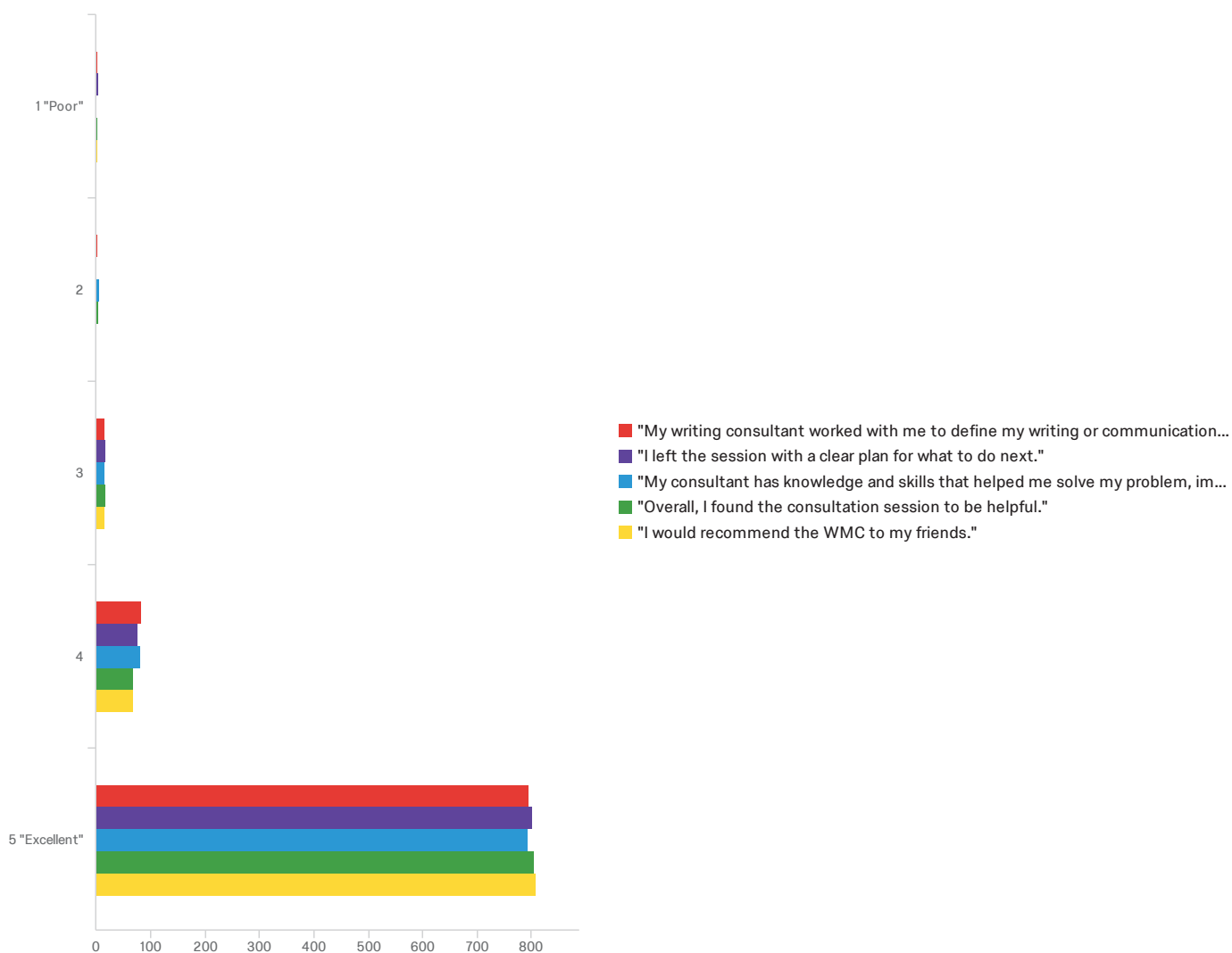
Fall 2018 WMC Consultation Survey

November 15, 2018 9:58 AM PST

Q2 - Please rate the quality of your experience with the consultation session in response

to the statements below. The responses are using a rating scale of 1 to 5 stars: 5 stars

indicating the highest score or excellent, and 1 star indicating the lowest score or poor.



#	Field	1 "Poor"	2	3	4	5 "Excellent"	Total
1	"My writing consultant worked with me to define my writing or communication concerns."	0.33% 3	0.22% 2	1.67% 15	9.24% 83	88.53% 795	898
2	"I left the session with a clear plan for what to do next."	0.45% 4	0.00% 0	1.89% 17	8.46% 76	89.20% 801	898

#	Field	1 "Poor"	2	3	4	5 "Excellent"	Total
3	"My consultant has knowledge and skills that helped me solve my problem, improve my thinking, or improve my work."	0.11% 1	0.67% 6	1.67% 15	9.13% 82	88.42% 794	898
4	"Overall, I found the consultation session to be helpful."	0.33% 3	0.45% 4	1.90% 17	7.58% 68	89.74% 805	897
5	"I would recommend the WMC to my friends."	0.22% 2	0.11% 1	1.68% 15	7.61% 68	90.38% 808	894

Showing rows 1 - 5 of 5

End of Report

17-18 MSFT SUMMARY REPORT:

- [#17.13](#) Writing and Multiliteracy Center

Provide a summary report of your submission and how MSFT funding has helped improve resources and experiences for students at CI? If your submission has a sustainability element, how has this contributed to CI's sustainability efforts? Feel free to add photos.

In AY2017, MSFT awarded the WMC with \$72,900. \$58,000 was assigned to paying for Instructional Student Assistants (ISAs) or WMC tutors; \$14,900 for Student Assistants (SAs). In Fall 2017, we employed and trained 12 ISAs and SAs. In Spring 2018, we employed and trained 19 ISAs (9 new) and 6 SAs (1 new). See picture of our team below.



Thanks to MSFT, we were able to open seven days a week, including Saturdays and Sundays 2pm to 6pm. Consequently, WMC has significantly increased the numbers of students who visited our Center. In fact we had a record number of student visits with 5,110 visits by 2713 unique students (40% of total CI student population). We provide individualized one-to-one tutoring as well as group tutoring in all disciplines. See pictures below.



In addition to providing tutoring, the funds help pay for in-class tutoring, supporting first year composition students who are learning academic writing as well as embedded multiliteracy tutoring, supporting upper-division student writers and communicators (Juniors and Seniors) as they work on discipline-specific work in areas such as ESRM, Sociology, Psychology, Marketing, Management, Communications, and English.

Provide a summary of the status of your budget. Were you within budget? Was the entire allocation spent by end of FY? Overspent? An extension requested due to scope/materials change?

We have spent our entire allocation of \$72,900. ISAs cost us more than we anticipated, due to a Union raise to \$13/hour. In the end, we used MSFT to pay for ISA cost of \$68,129. We spent the remainder of \$4771 for Student Assistants. Total cost of SAs were more, but we used part of other one-time funds to pay for SAs. See table below.

Position	MSFT Fund	Other One-Time Funds	Total
WMC Tutor (ISA)	\$68,129	\$0	\$68,129
Student Assistant	\$4,771	\$10,824	\$15,595
	\$72,900	\$10,824	\$83,724

Final Comments?

Additional Statements: