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Application Summary

Competition Details

Competition Title: MSFT Applications for 2020-2021

Category: Internal Funding

Award Cycle: 2020-2021

Submission Deadline: 4/10/2020 3:00 PM

Application Information

Submitted By: SoHui Lee

Application ID: 271

Application Title: Writing & Multiliteracy Center: Support for Writing/Communication Tutoring and Expanding Useable Space for Flexible Instruction

Date Submitted: 2/26/2020 12:23 PM

Personal Details

Applicant First Name: SoHui

Applicant Last Name: Lee

Applicant Department: Writing & Multiliteracy Center

Email Address: sohui.lee@csuci.edu

Phone Number: (805) 437-2057

Who is the Staff Support for Project/Activity?: Marisa Ortega

Staff Support email: marisa.ortega@csuci.edu

Application Details

Proposal Title

Writing & Multiliteracy Center: Support for Writing/Communication Tutoring and Expanding Useable Space for Flexible Instruction

Brief Project Description

For AY2020, MSFT is requested to provide the **Writing & Multiliteracy Center (WMC)** with funding to

- 1) provide tutoring services that enhance the educational experience of students,
- 2) expand useable space at the university (support & purchase of instructional equipment and/or furniture for Broome 2680, our instructional/multiliteracy room),
- 3) make purchases that enhance the student's university experience (equipping Broome 2680 for flexible instruction).

The WMC 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, WMC's multiliteracy initiatives added new services including tutoring oral presentations and visual/multimedia arguments as well as adding writing help through online consultations. During our operational 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. Finally, we offer Studio Hours (weekends and late nights) to help students be productive writers and provide drop-in tutoring. WMC aims to provide as much access to our services to as many students as possible. MSFT funds pay for WMC tutors and Student Assistant hours for services and specialized training needed to support students across disciplines using more than 6 different citation styles; students across cohort levels (Frosh to Seniors); students in embedded writing intensive or communication courses; and, students who are not college ready and need extra support in writing. In addition, WMC will officially to provide graduate-level writing and communication support previously provided by the Graduate Studies Center. In doing so, we provide support for undergraduates who are applying for graduate school as well as students working on post-baccalaureate/graduate-level writing and communication projects.

Center Tutoring: Overall, WMC has shown a history of rapid growth both in total visits and visits by unique student visitors. The table below shows the total WMC visits. 99% of all visits to the WMC are tutorial visits (as oppose to room usage, computer usage, sound booth usage, etc.) Each tutorial session is 30-minutes long. Unique visitors are students who make the WMC visit. Tracking the total visits and unique visitors one of the ways we identify usage and our reach in WMC tutoring to the total CI student population.

| | Total WMC Visits (30m tutorial session) | Unique Visitors | % of Unique Visitors of Total CI Students (Headcount) | % of Visit, year over year |
|---------|---|-----------------|---|----------------------------|
| AY 2015 | 2750 | 855 | 15% | |
| AY 2016 | 3776 | 1334 | 21% | 137% |
| AY2017 | 5110 | 2715 | 39% | 135% |
| AY2018 | 5069 | 1772 | 25% | -0.9% |

Despite the shortfall and fire/campus emergencies in AY2018, WMC recorded **5069** tutorial visits to the Center by **1772** unique students (this is 25% of the total CI student headcount of 6969). The number of visits was comparable to AY2017 total visits of 5110. Because of the upward trend of visits, it is very likely that we would have had more total visits, if we did not have the major mitigating factors described previously. Fall 2019 semester numbers indicate this very point: we received a record-breaking number of 3372 total visits.

Studio Hours: Initiated in 2016, Studio Hours provides students with a quiet, monitored writing space and access to quick writing support through drop-in tutoring outside our normal operational hours. The number of students visiting Studio Hours increased from 65 in AY2016 to **651** in AY2018. Originally, Studio Hours was staffed by a professional tutor (paid through the IRA grant). However, we can no longer apply for an IRA grant to support a professional consultant (faculty instructors). MSFT will be used to replace the professional consultant with peer tutors.

Embedded Tutoring: Last year, WMC tutors were also assigned to work as embedded tutors in over 58 first year composition courses (ENGL 103, 105), and 16 upper-division writing intensive or communication intensive courses, included required GVAR classes. Some of these courses include: BUS 310, CHS 331, COMM 310, MGT 307, ESRM 329, PSY 312, POLS 499, COMM 499, SOC 305. We were not able to provide enough tutors for all the requests we received. MSFT will provide funding to help us hire enough tutors to provide support for embedded writing tutors.

Student Assistants: 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. 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: no phone calls are picked up, no email appointments responded to. 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.

Multiliteracy Room in Broome 2680. We are requesting MSFT funding for furniture and laptops for Broome 2680. WMC will be acquiring Broome 2680, a room that is located in the WMC space but was previously used as a composition classroom for the English Department. English Department will be taking their furniture and computers when they move out of the room. Due to its rapid growth, WMC needs flexible instructional space to meet the demands of its services. With a classroom-size workshop space equipped with furniture and laptops, WMC will offer technical workshops requiring proprietary software such as Camtasia, and support multimedia/oral presentation tutoring sessions that require equipment set-up of projector, camera, green screen, and computer. Use of Broome 2680 as a dedicated Center space would also allow for increased security of digital presentation equipment and computers that can be monitored and checked.

Amount of MSFT Funding Requested

142,776

Project/Activity Budget Detail

For AY 2020 (2020-2021), we project that WMC will have approximately 6000 total visits, serving approximately a third (30-35%) of the total CI student population. WMC is strategic in meeting the needs of the growing demand on our Center for more writing/communication tutors, more hours, and service through embedded tutoring. With the support of MSFT, we can continue to recruit more tutors and provide enough hours to provide 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 existing hours of availability and access to high quality writing, oral-multimedia consultations with trained peer tutors (ISAs) for CI students through in person and online support.
2. Provide embedded tutors for the In-Class tutoring program (First Year Writing courses) and Embedded Multiliteracy Tutors programs (writing intensive/communication intensive courses)
3. Provide front desk hours with Student Assistants to adequately run our Center and help students schedule appointments
4. Provide on-going training hours for continued improvement of tutor and student assistant education

Increasing funds for Instructional Student Assistants (ISAs or Tutors) for FY 2021: \$85,376.

Need: We are requesting a total of \$85,376 for FY 2021 to hire and professionally train an average of 23 WMC tutors per semester to effectively support written, oral, and multimedia communication needs at CI. The estimated cost is calculated based on the following factors:

- 1) increased average number of tutors per semester by four. WMC needs 23 WMC tutors to meet the demand of embedded tutors in upper division courses and first year writing courses; it will also help us meet the growing demand for tutoring in the center.
- 2) increased base wage for tutors based on wage increase mandated by CSUEU for ISAs. \$14.50 per hour is required starting July 2020. Wage will increase each year until ISAs are paid \$15.00 in 2021-2022.
- 3) additional two peer tutors for Studio Hours: As we are no longer provided with a special consultant (faculty) to work Studio Hours through an IRA grant, we will need two tutors to cover a total of 28 hours of tutoring support on Tuesdays, Wednesdays, Thursdays evenings; and Saturdays and Sundays. During peak periods of Studio Hours, over 15 students visit and two peer tutors are needed for the high demand.

The estimated budget for ISAs is presented in the FY20 MFST Project Budget in the attached spreadsheet. WMC has a permanent base budget of \$10,000 which pays for paper and office supplies for the year, and \$10,000 for tutor training in UNIV 299 every Spring. Without MSFT funds every year, we will not be able to pay for peer tutors. Continued support of MSFT funds in AY 2021 will ensure that the WMC can provide enough tutors for the demand, and continue weekend hours of operation.

Benefit for Students: \$85,376 will provide approximately 5,888 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. Our goal is to be as accessible to as many students as possible: our broad range of hours and days have been successful in providing students with access to tutors whether they are at home or on campus.

With the funding, we will continue to provide students with peer tutoring hours for written, oral, multimedia, online consultations, and sound booth use. In AY 2020, WMC aims to be open 63 hours per week online and in person:

- 9am to 8pm, Mondays
- 9am to 10pm, Tuesdays to Thursdays
- 9am to 2pm, Fridays
- 2pm to 6pm, Saturdays and Sundays

We estimate that WMC tutors will provide per semester:

2,760 hours of tutoring in the WMC

600 contacts with students in 30 Stretch Composition classes per semester

41 hours of in-class tutoring help as EMTs in 10 writing intensive/communication courses per semester

60 pitches in classrooms per semester

Last year (AY2018), we recorded a total of 14,572 contacts with students and logged 5663 hours of service through all our programs.

Increasing funding for Student Assistants (SAs): \$22,400

Need: For AY2018-2019, MSFT funded the Center \$16,000 for Student Assistants. This amount covered the total cost of Student Assistants to work all the hours in the Center. However, in AY2020 the pay rate for Student Assistants will increase to \$14.00 to meet the minimum wage requirement for the State of California in 2021, and we will need more funds to cover their raise. Moreover, Student Assistants support the hours of operation for Studio Hours, 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.

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 in 2020-2021 is \$14.00/hr. \$22,400 pays for 1600 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.

Expanding useable space/making purchases to enhance students' university experience: Multiliteracy Room in Broome 2680. \$36,600

Need: We are requesting a total of \$36,600 for furniture and laptops for Broome 2680. MSFT funds will be used to purchase furniture and equipping the space with computers and technological resources as the English Department will be taking of their furniture and laptop in Fall 2020. MSFT would provide:

Desks and chairs for 24 students: \$22,000 (BKM quote)
Laptops (10): 13,000 (IT services quote)
Instructional computer (1): 1600 (IT services quote)

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

No

Other Funding Sources

There are no other funds that can pay for ISA or SA services. There are no other funds that will pay for computers or furniture.

Has this project or activity previously received MSFT funding?

Yes

Acknowledgment

Fiscal Management

Project applicant/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 applicant/sponsor will be responsible for managing purchases, transfers of funds, and all transactions related to approved projects

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

Total MSFT Funds Requested for FY2020

Writing and Multiliteracy Center

| 2020-2021 | | |
|--|----------------|----------------------------|
| Personnel and Other Expenditures | Base Budget | One-Time Funding Requested |
| Instructional Student Assistants (ISAs)--paid 14.50/hr | 0 | 85,376 |
| Student Assistants (SAs)--paid 14.00/hr | 0 | 22,400 |
| Broome 2680: Furniture (desks and chairs)--BKM Quote | 0 | 22,000 |
| Broome 2680: 10 Laptops | 0 | 13,000 |
| Broome 2680: instructional computer | 0 | 1,600 |
| TOTAL MSFT FUNDS REQUESTED | | 142,776 |
| Other Funds | | |
| Instructional Student Assistants (ISAs) paid for hrs in training course, Spring 2021 | 10,000 | 0 |
| General Operations (Office Supplies) | 10,000 | 0 |
| Provost Office: Summer tutoring for July 2020, June 2021 (\$2400); Graduate Tutoring Fall-Spring 2021 (\$9500) | 0 | 11,900 |
| SUBTOTAL OF BASE AND ONE-TIME FUNDS | 20,000 | 154,676 |
| TOTAL BUDGET (PROJECTED FY 2020) | 174,676 | |

| ISA (Tutor) | Avg # | Pay Rate | Hrs/Wk | Weeks in Sem | AY (# of Sem) |
|-------------------|-------|----------|--------|--------------|---------------|
| | 23 | \$14.50 | 8 | 16 | 2 |
| Student Assistant | 5 | \$14.00 | 10 | 16 | 2 |

ISAs (Tutors)

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

Student Assistants

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. 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.

RATIONALE

| | |
|-------------|--|
| Est Total | Change in Pay Rate: UAW Salary Increase (0.50) every year until \$15. Increase in tutors by 4. |
| \$85,376.00 | |

| | |
|-------------|--|
| Est Total | Calculation correction (increase in hours by 4 per week). Last year, we neglected to include Studio Hours. California State Law states that minimum wage is \$14.00 in January 2021. In 2022, it will reach \$15.00hr. |
| \$22,400.00 | |

MSFT SUMMARY REPORT

Writing & Multiliteracy Center

Please provide a summary of your submission and explain how MSFT funding has helped improve resources and experiences for students at CI. Feel free to add 2-3 photos.

In AY2018, MSFT award amount to the WMC was \$65,000. In Spring 2020, WMC was provided with additional \$15,000. However, the initial budget shortfall (we requested \$80,544), required the WMC to reduce hours of availability in Fall (dropped Saturday hours, did not provide expanded hours during Finals week, cut morning hours Mondays to Friday).

In Fall 2018 we employed 12 peer tutors and 5 student assistants with MSFT. In Spring 2019, we employed 21 peer tutors and 5 student assistants with MSFT. Many of the new tutors were tutors in training.

AY2018 was a difficult year. In addition to the budget shortfall, the campus experienced other emergencies and natural disasters include gun threat on campus, mass shooting in Thousand Oaks (one of our tutors had been at the Borderline Bar and Grill), and Hill/Woolsey fires. The WMC was closed due to campus closures over the course of three weeks. Despite these emergencies, the WMC recorded **5069** tutorial visits by **1772** unique students (about 25% of total CI students by headcount).

WMC's tutorial sessions are student-centered and tailored to support each student's specific writing and/or communication needs. After every tutoring session, we request that students fill out a survey on their tutorial session. This year, we collected 2678 survey responses and we received the highest satisfaction rating to date. On a scale of 5, students are asked to rate the knowledge and skills of the tutor on helping them solve their problems, improve their thinking, or improve their work. Last year, the respondents' scored our tutors at 4.78. This year, they received **4.93**. When asked to rate whether the session was helpful overall, student rated WMC tutors at 4.8 last year; this year, WMC tutors were rated **4.94**. In open comments, students often wrote enthusiastically for their tutors. The following are some examples:

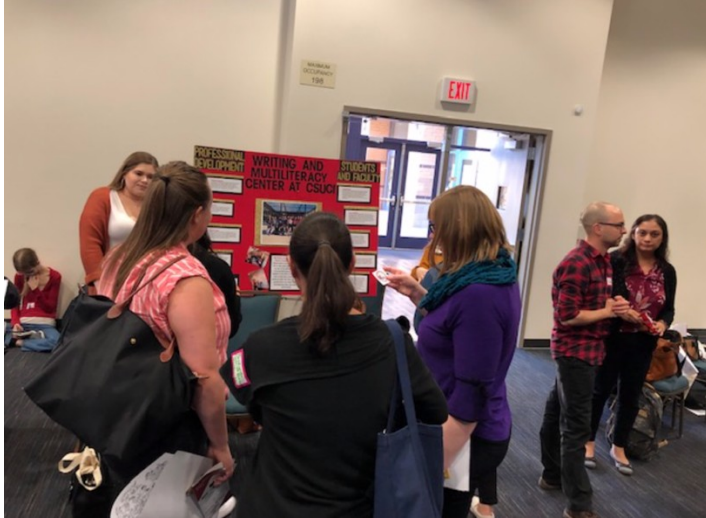
- Really understood my needs and helped guide me in the right direction for my essay
- Thank you for actually reading the content of the paper and not just doing a grammar check
- I came to this session super stressed and without an updated version of my work. I was given reassurance that its okay to get stuck sometimes and to take things one step at a time. I was directed to get help with research with the librarians.
- Shay was amazing! Incredibly dynamic individual and I am so grateful I had even 20 minutes with him to help me! 10/10 would recommend to anyone. Wouldn't have done as well on my capstone project if it was not for all of his help!! Give this guy a raise!!
- I really appreciated the consultants thorough review and suggestions. She truly attempted to understand my assignment as she was both the reader and the instructor.
- He gave a solution that solved an entirely different problem. I was so attached to my introduction and thesis that i neglected to see how the body paragraphs worked together. He however saw

that the introduction and the conclusion was the one that was inconsistent with the body paragraphs and needed to be changed You truly have a fine tutor in Nick Rada. I wish him luck in whatever it is he is doing.

- I found this session very welcoming, i came in thinking that they were gonna judge my work harshly, but they gave positive criticism.
- Great interdisciplinary knowledge. Clearly an experienced tutor with much more experience in



Spring 2019, Photo of Tutors and Student Assistants



SoCal Writing Center Conference, Spring 2019.

Our tutors presented at the conference and also offered a poster presentation about the Center.

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?

Yes, we spent all the funds at the years' end.

Additional statements or final comments you would like to provide to the MSFT committee:

We appreciate MSFT funding support for writing and communication tutoring. We hope that the MSFT committee also understands that the WMC provides more than just in-center tutoring:

WMC provides embedded writing tutoring in First Year Composition;

WMC provides embedded writing and communication tutoring for writing/communication; intensive courses, including GVAR courses and Capstone;

WMC provides workshops for students.

WMC employs and trains CI students how to be effective, professional tutors and communicators.

MSFT makes all of this possible!



816 Via Alondra
 Camarillo, CA 93012
 877.256.1256 p
 805.339.9131 f

Quote 37129

Quote Date 01/17/20
 Customer Num CAL300
 Terms BALANCE NET 30 DAYS
 bkm Account Representative BROOKE
 VOORHEES

Bill To

CALIFORNIA ST. CHANNEL ISLANDS
 ONE UNIVERSITY DRIVE
 Camarillo CA 93012












Ship To

Abigail Michelini
 CALIFORNIA ST. CHANNEL ISLANDS
 ONE UNIVERSITY DRIVE
 Broome Library, Rm 2680
 Camarillo CA 93012

Phone +1 (805) 437-3290

abigail.michelini@csuci.edu

CSUCI Library Rm 2680

| Description | Quantity | Unit Price | Extended Price |
|---|----------|------------|----------------|
| 1 VTC2460 - Verb; Table-Chevron, 24W x 60L  EDGE: 6242 VIRGINIA WALNUT  LEGS: 4799 PLATINUM METALLIC  TOP-SURF: 2535 VIRGINIA WALNUT (HPL)  LEG OPT: *OPT:LEG OPTIONS NLCASTER: STD:ACCESS LEG W/NO LK CASTERS DOCK OPT: *OPT:DOCK STORAGE OPTIONS SIDEHOOK: SIDE DOCK AND HOOK (2 PAIR) PLASTIC: PLASTIC PLASTIC: *PLASTIC:PLASTIC 6249: PLATINUM SOLID  MOD OPT: *OPT:MODESTY PANEL OPTIONS NO MOD: STD:NO MODESTY PANEL CHANOPTS: *OPT:REINFORCING CHANNEL OPTIONS CHANNEL: REINFORCING CHANNEL STE Tag For 24/60-AL | 12 | 478.06 | 5,736.72 |
| 2 VTSC3060R - Verb; Teaching station-Personal caddy, Right hand, 30D x 60W  BASIC: 7360 MERLE  EDGE: 6242 VIRGINIA WALNUT  LEGS: 4799 PLATINUM METALLIC  MOD PNL: 7360 MERLE  SURFACE: 6249 PLATINUM SOLID  | 1 | 1,067.72 | 1,067.72 |

ACCEPTANCE SUBJECT TO TERMS AND CONDITIONS.



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 805.339.9131 f

Quote 37129

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| Description | Quantity | Unit Price | Extended Price |
|---|----------|------------|----------------|
| 2 TOP-SURF: 2535 VIRGINIA WALNUT (HPL) LEG OPT: *OPT:LEG OPTIONS NLCASTER: STD:ACCESS LEG W/NO LK CASTERS CHANOPTS: *OPT:REINFORCING CHANNEL OPTIONS CHANNEL: REINFORCING CHANNEL CUP OPT: *OPT:CUPHOLDER OPTIONS CUPHOLD: CUPHOLDER STE Tag For TS/30/60-R | | | |
| 3 VWB2 - Verb; Whiteboard, 2 sides STE Tag For MB/2S | 30 | 87.97 | 2,639.10 |
| 4 VWT8 - Verb; Walltrack, 8L in ft STE Tag For WT/8' | 6 | 155.84 | 935.04 |
| 5 434111 - cobi; Chair, Swivel base, Fixed arm BACK: 5014 ROYAL BLUE PLASTIC: 6249 PLATINUM SOLID UPHLLSTRY: 5S25 GRAPHITE CASTERS: *OPT:CASTERS HARD CST: STD:HARD CASTERS STE Tag For COBI | 24 | 410.94 | 9,862.56 |
| 6 HARDWARE - Hardware BKM | 6 | Actual | Actual |

THIS QUOTE IS VALID FOR 30 DAYS FROM DATE OF ISSUE

Product Priced using Contract NJPA - National Joint Powers Alliance" Contract Number # 10Z03027

Unless otherwise specified, the agreed upon site conditions are as follows: bkm will have elevator access to all floors, access via stair carry is excluded in pricing, no building protection required by bkm and this is a non-union building.

Pricing is quoted for delivery/installation during normal business hours (M-F, 7am-4pm) unless otherwise specified on order. Product will be installed according to approved layouts.Can NOT be changed on-site.

THIS QUOTE IS NOT PRICED AT PREVAILING WAGE. PLEASE INFORM SALES PERSON IF PREVAILING WAGE IS NECESSARY.

Quote Totals

| | |
|-----------------------------|------------------|
| Sub Total | 20,241.14 |
| VENTURA COUNTY 7.25% | 1,467.48 |
| Grand Total | 21,708.62 |

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805.339.9131 f

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Select Images are provided as a preliminary color and type representation and should not be used for final color and product selection. Due to individual computer/monitor/printer settings: color, texture, pattern, size and feature rendering may vary from the actual sample. For accuracy, order and view an actual sample.

End of Quote

ACCEPTANCE SUBJECT TO TERMS AND CONDITIONS.