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Application Summary

Competition Details

Competition Title: MSFT Applications for 2021-2022

Category: Internal Funding

Award Cycle: 2021-2022

Submission Deadline: 03/16/2021 10:00 AM

Application Information

Submitted By: SoHui Lee

Application ID: 823

Application Title: Support for Writing & Communication Tutoring Programs in the WMC

Date Submitted: 02/18/2021 12:55 PM

Personal Details

Applicant First Name: SoHui

Applicant Last Name: Lee

Applicant Department: Writing and Multiliteracy Center

Email Address: sohui.lee@csuci.edu

Phone Number: (415) 297-9305

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

Staff Support email: Marisa.Ortega@csuci.edu

Application Details

Proposal Title

Support for Writing & Communication Tutoring Programs in the WMC

Brief Project Description

For AY2021, MSFT is requested so that the Writing & Multiliteracy Center (WMC) can provide writing and communication tutoring services that help students achieve educational excellence and success. MSFT pays for a range of tutoring support as well as student assistants who help coordinate schedules and promote our services.

The WMC has been providing students with one-to-one peer tutoring on academic writing 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 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. MSFT also pays for specialized training for tutors 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 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 and 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 count individual students who make the WMC visit. Tracking the total visits and unique visitors are some 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%
AY2019	4947	1557	23%	-2.4%

During the last two academic years (2018, 2019) including this year, our university students endured a range of campus, regional, or national emergencies; despite these emergencies, the WMC has managed to draw and support CI students. For instance, in Fall 2018 the fire/campus emergencies resulted in a dip in visits; nonetheless, WMC recorded 5069 tutorial visits to the Center by 1772 unique students (this is 25% of the total CI student headcount of 6969). In Spring 2019, due to the COVID-19 pandemic, we also noticed a dramatic drop in visits when the campus turned to online instruction; however, this drop in numbers was offset by the largest number of visits we have had to date for one semester (Fall 2019, 3421 visits). Consequently, for AY2019, WMC dropped in total visits by only 2.4% (year over year). Our historical data indicates upward trend of visits (despite or in spite of emergencies) and that CI students and faculty strongly value the quality of the writing and communication support that the WMC offers.

Embedded Tutoring: WMC tutors are assigned to work with faculty as embedded tutors in first year composition courses (ENGL 103, 105), and upper-division writing intensive or communication intensive courses, included required GWAR classes. Some of these courses include: BUS 310, CHS 331, COMM 310, MGT 307, ESRM 329, PSY 312, POLS 499, COMM 499, SOC 305, and MKT310. 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 moving to online tutoring only, it is even more important that we have qualified, trained Student Assistants to troubleshoot zoom appointments, technology questions, and answer emails. Student assistants also use hours (8.5-11 hours/semester) for professional development and training throughout the year.

Amount of MSFT Funding Requested

143,256

Project/Activity Budget Detail

In order to expand and improve tutoring accessibility for CI students who take courses over the summer and winter session, WMC will now be providing writing and communication support all year around. As a result, we are moving from making funding requests for the academic year (AY) to the fiscal year (FY): this means we included in this proposal funding for three summer months (June, July, and August 2021). While June 2021 is technically part of FY2020, student work conducted during this month is paid in the new fiscal year. This situation also causes a problem for June 2022, which also requires funds to be drawn from the next fiscal year. We thought it would work better for our budget to include, then, the cost that hits the WMC during the fiscal year (add June 2021 with FY2021-2022).

WMC has been data-driven and 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 support for the Fiscal Year of 2021 as well as provide 7-day a week access to tutors during academic semesters.

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 online and in-person support.
2. Provide embedded tutors for the first-year composition embedded tutoring program (FYC-EMT) and Embedded Multiliteracy Tutors (EMT) 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 training for continued improvement of tutor and student assistant education through a 3-unit course (multiliteracy seminar), orientations, training days, and professional development meetings.

Funds for Instructional Student Assistants (ISAs or Tutors) for FY 2021: \$105,720

Need: We are requesting a total of \$94,920 for FY 2021 to hire and professionally train an average of 24 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) WMC needs approximately 23 WMC tutors to meet the growing demand of embedded tutors in upper division courses and first year writing courses; it will also help us meet the demand for tutoring in the center covering seven days and evenings.
- 2) Increased base wage for student instructors and assistants mandated by CSUEU. Tutors are paid \$15.00 per hour for FY2021. SAs will be paid \$14.00 in Fall 2021 and \$15.00 beginning January 2022.
- 3) WMC is providing additional tutoring services during the summer and winter session: this means 312 additional hours for tutors and 156 additional hours for student assistants.
- 4) WMC is mandated by CSUEU to pay for hours of training, which includes hours in a training course (UNIV 299). The proposed total includes live instruction of 15 new tutors in a 3-unit seminar in Spring 2022.

The estimated budget for ISAs is presented in the FY21 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. Without MSFT funds every year, we will not be able to pay for peer tutors or their training. Continued support of MSFT funds in FY 2021 will ensure that the WMC can provide enough trained tutors for the demand, provide embedded tutor support for both first year and upper-division courses, and provided consistent service during summer and winter sessions.

Benefit for Students: \$105,720 will provide approximately 7048 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) and 720 hours of training for all new tutors in the training course. 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, and online consultations. During the academic semesters, 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

Increasing funding for Student Assistants (SAs): \$31,488

Need: In FY2021 the pay rate for Student Assistants will increase to \$15.00 to meet the minimum wage requirement for the State of California, and we will need more funds to cover their raise. Moreover, we are increasing our availability to include summers and winter session, and we will need student assistants to help run appointment services during these days that we are open.

Benefit for Students: Tutoring and workshops in the Center require coordination and support from our office team of Student Assistants (SAs). \$31,488 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.

Total request from MSFT: \$143,256.00

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

Yes

Other Funding Sources

Instructionally Related Activities (IRA) Funds: approximately **\$24,000** for Fall 2021 and Spring 2022

We will be applying for IRA funds to pay for professional consultants (degreed staff with expertise/experience in teaching academic writing in higher education). They cannot be paid via MSFT (which pays for only student employees).

General Operations (base budget): \$10,000

This is our base budget for the FY that pays for printing/paper supplies and equipment in the office as well as provide materials needed for tutors, student assistants, and faculty for teaching.

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 FY2021

Writing and Multiliteracy Center

2020-2021		
Personnel and Other Expenditures	Base Budget	One-Time Funding Requested
Instructional Student Assistants (ISAs)--paid 15/hr	0	105,720
Student Assistants (SAs)--paid 15.00/hr	0	31,488
TOTAL MSFT FUNDS REQUESTED		137,208
Other Funds		
IRA for Professional Tutors (Special Consultants), Fall-Spring 2022 for graduate student tutoring	0	24,000
General Operations (Office Supplies)	10,000	0
SUBTOTAL OF BASE AND ONE-TIME FUNDS	10,000	161,208
TOTAL BUDGET (PROJECTED FY 2021)	171,208	

Student Assistants					
Term/Session	#	Pay Rate	Hours per Wk	Wk in Period	Estimate
Summer (June*-Aug 2021)	1	\$14.50	12	11	\$1,914.00
Fall 2021	1	\$14.50	63	16	\$14,112.00
Spring 2022	1	\$15.00	63	16	\$15,120.00
Winter Session	1	\$15.00	12	2	\$360.00
Total Hours	2172				
Total Cost	\$31,488.00				

* June is added to the FY2021-2022, even though it is the end of FY2020-2021. Payment to students working in June is pushed in

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.

ISA					
Term/Session	#	Pay Rate	Hours per Wk	Wk in Period	Estimate
Summer II (July to Aug)	2	\$15.00	12	7	\$2,520.00
Fall 2021	19	\$15.00	8	16	\$36,480.00
Spring 2022	28	\$15.00	8	16	\$53,760.00
Winter Session (2 wks) Jan 4-13, 2022	2	\$15.00	12	2	\$720.00
Summer I (June 2022)	2	\$15.00	12	4	\$1,440.00
Tutor Education (UNIV 299)	15	\$15.00	3	16	\$10,800.00
Total Hours	7048				
Total Cost	\$105,720.00				

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. University is also required per labor union agreement to pay for hours students spend in tutor training education course (UNIV 299).

to July, the new fiscal year.

