

Date of Board Meeting: April 18, 2023

Subject: Create a Unified Learning Center and Computer Lab, effective July 2023

Recommendation: Approve Reorganization & Consolidation of Learning Centers and Computer Labs

Background and Rationale: Per IR data, WCJC's student retention rates have declined from 3,912 continuing students in fall 2018 to 3,038 in fall 2022. Not only has the College had difficulty hiring and retaining tutors but the decline in retention rates requires conscientious budgeting. Since the Learning Center (tutorial services) and Computer Lab on each campus have separate staff and separate budgets, the request is to approve reorganization of positions and consolidation of services in the Learning Centers and Computer Labs to create one Center on the Richmond, Sugar Land, and Wharton campuses where all employees tutor and support computer usage thus better serving students & efficiently utilizing resources. Hence, the positions of full-time Open Computer Lab Technician and part-time Tutor will be combined into a single, part-time position.

A full-time Learning Center Facilitator position will be created on each campus to oversee the Center operations, manage the computer lab, and supervise the staff (tutors and faculty tutors). All employees in the Learning Center will be cross trained on all aspects of the Learning Center/Computer Lab. The reorganization extends the previously limited hours of tutoring services to 7:45 AM – 8:00 PM. The extended tutoring hours plus the Facilitator position expand services to include academic recovery efforts to help students persist, management of faculty tutors to broaden subject matter support, and host workshops and study groups to improve completion rates.

Depending on placement on the salary schedule for each Facilitator, the cost could be \$3,869 (A-5-0) or a \$23,870 (A-5-10). However, about \$80,000 is available by transitioning Disability Services from CART to Zoom services, which has recently proven successful.

COST DIFFERENCE

	Current Budget	Proposed	A-5-0	A-5-10
Richmond Campus	\$60,190	\$67,039 - \$73,706 + benefits	(\$6,849)	(\$13,516)
Sugar Land Campus	\$65,573	\$67,159 - \$73,826	(\$1,586)	(\$8,253)
Wharton Campus	\$120,525	\$115,959 - \$122,626	\$4,566 Savings	(\$2,101)
		Total Budget Needs	(\$3,869)	(\$23,870)

Cost and Budgetary Support: About \$23,870, dependent on hirees' experience; \$0 if transfer from Disability Services savings

Strategic Priority Alignment: Student Success Community Impact
 Resource Optimization Institutional Excellence

Resource Person(s):

Leigh Ann Collins, Vice President of Instruction
Lindsey McPherson, Dean of Student Success

Signatures:

Lindsey McPherson Digitally signed by Lindsey McPherson
DN: cn=Lindsey McPherson, o=WCJC, ou, email=mcpherson@wcjc.edu,
c=US
Date: 2023.04.05 13:04:55 -05'00'

Originator _____ Date _____

Leigh Ann Collins Digitally signed by Leigh Ann Collins
Date: 2023.04.05 15:30:24 -05'00'

Cabinet-Level Supervisor _____ Date _____

President's Approval:

Boyd A. McLeod _____

President _____ Date 4-10-23



**JOB DESCRIPTION
Human Resources Department**

JOB TITLE: Learning Center Facilitator	FLSA: Exempt GRADE: A-5-0-10
	NBAPOSN:
LOCATION: Learning Center (Wharton, Richmond, and Sugar Land Campuses)	EFFECTIVE DATE: 4-5-23
	REVISION DATE:
REPORTS TO: Dean of Student Success	

PURPOSE AND SCOPE:

The Learning Center Facilitator is responsible for providing students with academic supports that will enhance persistence, retention and completion of academic programs at WCJC. This position will directly work with students and oversee all operations of the Learning Centers / Computer Labs, creating a supportive and learning environment to aid in overall student success.

ESSENTIAL JOB FUNCTIONS:

1. This position oversees the Learning Center daily operations to include an open computer lab, tutorial services, and student success activities.
2. This position will hire, train and supervise part-time tutors and peer tutors.
3. This position will manage the faculty tutor program.
4. This position is responsible for creating and facilitating student workshops and roundtables on academic success related topics and collaborating with other student support personnel to ensure support activities are available to all students.
5. This position is responsible for organizing and offering study groups and student engagement sessions to aid in student academic success.
6. This position will work with other Student Success staff to offer career development resources including resume and letter writing.
7. This position will oversee and promote the online tutoring platform offered at the college and will assist students with all platform, software, or instructional equipment and materials as needed.

8. This position will provide tutorial services in an area qualified to tutor.
9. This position will work with faculty to ensure tutors are updated with course materials, syllabi and textbooks to best assist students.
10. This position will support the Academic Recovery Program, working with students on probation on their way to academic recovery.
11. This position will maintain student utilization records and other documentation as relevant.
12. This position maintains the integrity of the open computer lab by complying with copyright laws and college policies as they apply to the educational use of computers.
13. This position is responsible for performing other duties as assigned.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires a minimum of bachelor's degree from an accredited institution. . This position requires superior organizational and clerical skills, with current word processing software knowledge as well as other computer skills. Superior verbal and written communication skills with a commitment to service are required. The person in this position must be able to create and facilitate presentations appropriate for college-aged students. The person in this position must be able to provide continuous courteous customer service to students, staff, and administration. A criminal background check is also required.

SUPERVISION OF OTHERS:

This position will supervise part-time tutors and student staff.

SUPERVISION AND DIRECTION RECEIVED:

The Learning Center Facilitator is responsible and accountable to the Dean of Student Success for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the College and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

This position uses a personal computer workstation running in a Microsoft Windows environment, printer, photocopies, facsimile, scanner, calculator, phone, multi-line switchboard, and other general office equipment.

CONTACTS:

Internal contacts of this position are with students, faculty, staff, and administration.

External contacts of this position are with the general public.

COMPLEXITY/EFFORT:

This position requires the ability to hear and interpret departmental policies, procedures, and instructions, the ability to hear and understand applicant and employee inquiries, oral instructions from supervisor and emergency announcements, and a working knowledge of general office procedures and practices. The position requires the ability to interpret established guidelines for students and other personnel, the ability to utilize computer technology to access data, maintains records, generate reports, create and facilitate presentations and communicate with others, and the ability to work with minimal supervision.

WORKING CONDITIONS:

Work of this position is performed in an office environment readily accessible to the general public. This position involves heavy interaction with the students, staff, and faculty. This position works with light, easy to handle materials requiring little physical effort. This position has exposure to natural atmospheric conditions such as dirt, and dust, etc. and minimal exposure to hazardous situations. This position requires work characteristics supportive of collaborative work efforts in a collegial atmosphere.

MODIFIED: April 5, 2023

Employee's Signature

Date

Supervisor's Signature

Date

Initials