



## **The Professionalization of Tutoring: Learning About Learning Assistance -- An MT2C Overview**

**MARK MANASSE, Ph.D.**  
**MT2C TUTORING PROGRAM COORDINATOR**  
**MESA TUTORING AND COMPUTING CENTERS**  
**3CSN's LEARNING ASSISTANCE PROJECT (LAP) Co-COORDINATOR**



# Who Does MT2C Support?

# Modalities of Tutoring

- On the Floor: MT2C LRC and Hotspots
- Embedded: MT2C CT/GT Programs
- Online: Includes 24/7/365  
Math/English/ELAC/FYE + more!

# Programs Supported Inside LRC

Athlete Tutoring

High Tech Center/DSPS

STEM Center

Writing Center (ESOL/Communication/GT)

Language Center

Embedded (Think Tank/CT)

Math/Science/Tech/Account/Econ

Mentor Tutors



# Programs Supported Outside LRC

Veterans

EOPS

Music

Legacy (High School)

Allied Health

Personal Training

Honors

Architecture/Interior Design

# **Learning Assistance Theoretical Frameworks**

## **State and Local**

# **Learning Assistance Project (LAP)**

**Statewide PL Org for Learning Assistance**

**A 3CSN Community of Practice (CoP)**

**Annual Learning Assistance Project Leadership Institute (LAPLI)**



# LAP: Vision and Principles

Vision: Professionalization of Tutoring (i.e. Tutors are educational professionals)

Principles:

1. Training should be rigorous, practical, and sustainable. (Sheets, 2012)
2. Instructors and tutors have different yet equitable roles. (Dawson, et al, 2014)
3. Tutoring is about student empowerment. (Paulson, 2012)
4. Tutoring contributes to student success. [California Ed Code, §88810(a)(5)]

# Shared vision of the possible:

- If it makes faculty/staff feel engaged and energized, it will do the same for tutors
- If tutors see themselves as educators and professionals, they will improve themselves AND deliver better services to students
- Tutors are our future colleagues and bosses!



# **Mesa Tutoring and Computing Centers** **(MT2C)**

**Theoretical Framework for Learning Assistance**

“Be Kind”

–*MT2C Motto #1*

“We don’t know yet, but let’s find out together.”

(Normalization of Confusion)

–*MT2C Motto #2*



# MT2C Vision

To Become *the* Model Tutoring Program in California



Tutors, Faculty, and Classified Professionals at 2018 MT2C Tutor Training/Appreciation

*It's not what you know...it's who you know it with!*

# MT2C Theory of Change

If we provide professionalized training on networking as well as engage in action research, community college professionals will transform their environments and identities to create communities of practice (CoPs). These CoPs will produce powerful learning and innovation across the state, which will lead to greater student success. The MT2C believes that this transformation will take place at Mesa College if we share impactful, relevant professional learning with tutors, faculty, staff, & administrators. Then, when we start with our *WHY*:

- Tutors and other learning assistance educators will recognize themselves as empowered professionals who are an integral, equitable part of the institution;
- This professionalization of tutoring will yield improved services to our students and contribute to a campus wide culture of student success;
- The learning assistance domain will become a more central part of the institution;
- Tutors will develop a strong foundation necessary to become successful professionals.

# Our MT2C Values

## Process:

- *This is who we are*
- Summer 2018: MT2C Campus-wide Retreat
- Early Fall 2018: MT2C Leadership Team
- Mid Fall 2018: MT2C Survey
- End Fall 2018: MT2C Survey

*Collaboration*  
*Empathy*  
*Empowerment*  
*Equity*  
*Kindness*  
*Leadership*  
*Mindfulness*  
*Professionalism*  
*Respectfulness*





# MT2C Mission Statement

Our mission is to...

**Promote** independent learning and confidence through empowering relationships. **Support** the learning process by continually creating a welcoming and safe space. **Foster** a community of learners. At the heart of our mission is cultivating professionalism in order to help students, tutors, staff, and faculty succeed and reach their goals.

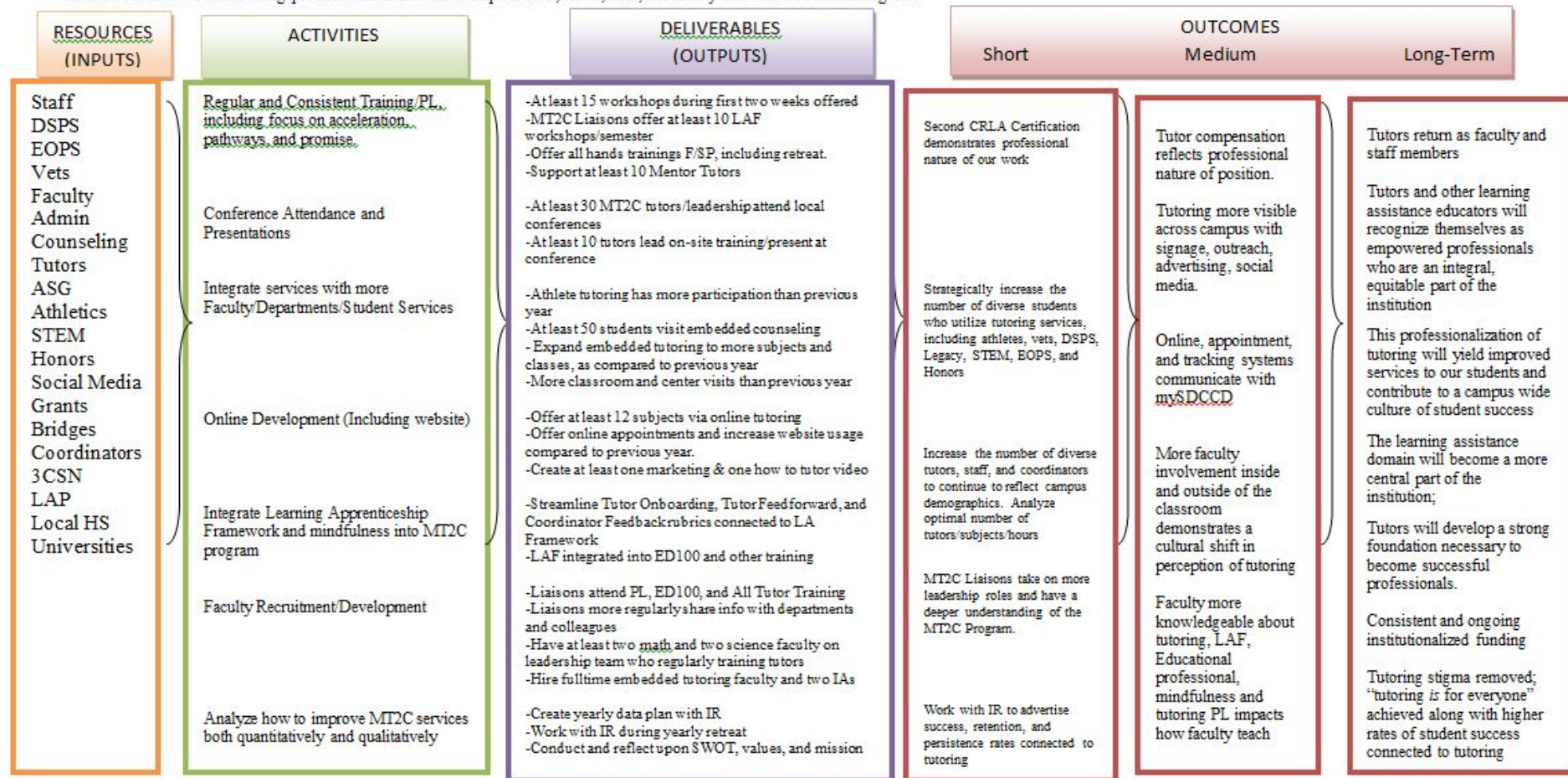
This mission was also reviewed at 2018 campus-wide retreat and will be updated by Spring 2019 semester

# 2018-2019 Logic Model, TOC, and Mission

## Mesa Tutoring and Computing Center (MT2C) Logic Model

**Theory of Change:** If we provide professionalized training on networking as well as engage in action research, community college professionals will transform their environments and identities to create communities of practice (CoPs). These CoPs will produce powerful learning and innovation across the state, which will lead to greater student success. The MT2C believes that this transformation will take place at Mesa College if we share impactful, relevant professional learning with tutors and other learning assistance professionals, thus fostering our CoP among tutors, faculty, staff, & administrators.

**Our Mission:** Promote independent learning and confidence through empowering relationships. Support the learning process by continually creating a welcoming and safe space. Foster a community of learners. At the heart of our mission is cultivating professionalism in order to help students, tutors, staff, and faculty succeed and reach their goals.



Assumptions: Tutoring is for everyone. Students, faculty, staff, and campus want a robust tutoring program. MT2C is the primary campus resource for tutoring and computing.

External Factors: Marginalization of tutoring centers. Funding. Infrastructure. Removing tutoring stigma and developing a definition for "Professionalization of Tutoring."

~~I'm just a tutor.~~

*I'm a tutor, d\*mn it!*

I will  
continue  
to learn  
how  
adults  
learn.

I will  
become  
more  
equitable.

## BECOMING AN MT2C EDUCATIONAL PROFESSIONAL

I will  
develop  
my  
leadership  
capacity.

I will  
strive to  
become a  
better  
tutor every  
day.



# The MT2C Tutoring Cycle

*We don't know yet,  
but let's find out together...*

Welcome

How Can  
I Help  
You?

What's  
Next?

**Mindfulness**  
Be Kind  
Be Present  
Set Intention  
Foster Metacognition

Teach it  
Back

Guide

# The Expert and Apprentice Relationship





# Affective Domain

- Creating safety
- Investing in learning
- Sharing
- Sharing and soliciting
- Noticing and appropriating others' ways of learning

• Developing:

- Assessing performance and setting goals

## Metacognitive Conversations

### Cognitive Dimension

- Getting "the big picture"
- Breaking it down
- Monitoring
- Using
- Setting learning processes

### Knowledge-Building Dimension

- Mobilizing/building knowledge structures/schemata

# Cognitive Domain

- Knowledge and use of text structures
- Discipline- and discourse-specific knowledge

# Attending to the Whole Student

Use of Learning Apprenticeship (LA) as the foundation for tutor training,  
especially when coupled with the Tutor Cycle  
(Be Present + Greet → Self-Diagnose → Tutor → Reflect → Next Steps)

- Establishes a holistic framework
- Builds metacognition to strengthen self-awareness
- Emphasizes that tutors aren't
  - Teaching content or
  - Giving answers or
  - Appropriating student work/thinking
- Encourages questions and takes a strengths-based, inquiry-based approach
- Normalizes *and* acknowledges confusion

*I don't know...yet → We don't know yet. Let's find out. Together!*

# **Our Rad MT2C Team and MT2C Commitment to PL**

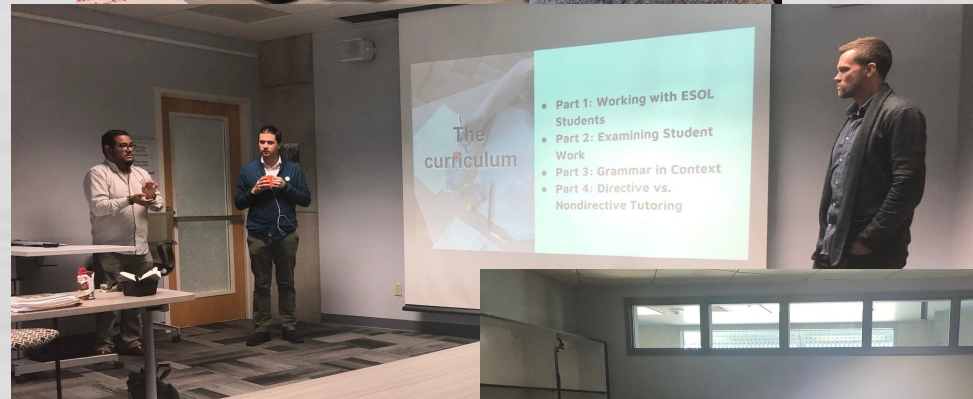
# MT2C Leadership Team





# Leadership Team (Tutors, Faculty, Staff) Professional Learning

- Fall 16: *Back to School*
- Spring 17: *Whistling Vivaldi*
- Fall 17: *For White Folks Who Teach in the Hood and the Rest of Y'all Too*
- Spring 18: *Reading for Understanding*
- Fall 18: *Reading for Understanding: Training Creation*
- Spring 19: *Training Rollout and Next Texts*



# PL Leads to Innovation

## Tutor Certification/Training Creation

- ELAC (ESL) Training Across Curriculum
- Study Skills Certification
- Social and Professional Etiquette in Action
- Using Questioning During Tutoring Sessions



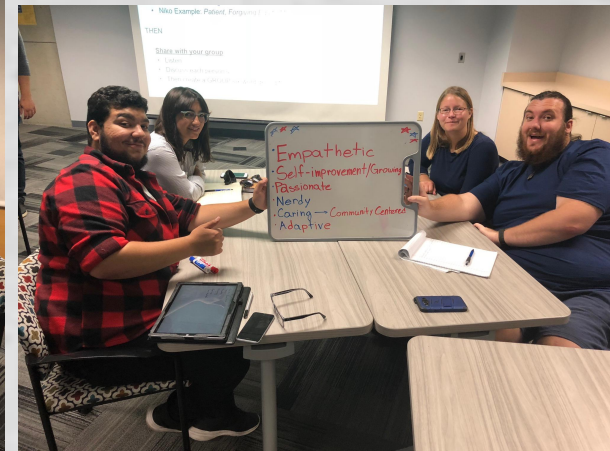
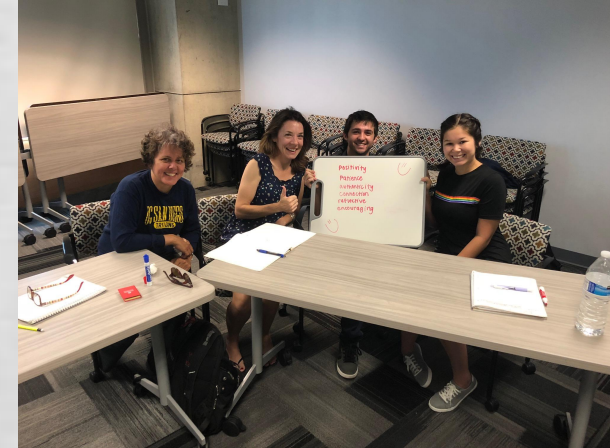
# MT2C Mentor Tutors 2018





# MT2C Mentor Tutors PL

- Cooperrider: Appreciative Inquiry
- Senge: The Learning Organization
- Burns: Transformational Leadership
- Schoenback/Greenleaf: Learning Apprenticeship



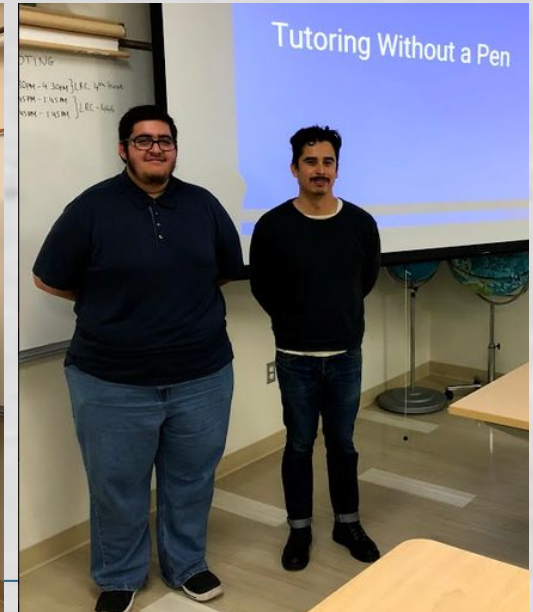


# MT2C All Tutor Training 2018 Highlights



# MT2C All Tutor Training 2018 Highlights

- Guest Speakers This Past Year:
  - Judy Sundayo (Counseling)
  - Amber Alatorre (Counseling)
  - Alison Gurganus (Library)
  - Monica Romero (CTE)
  - Joseph Newell (AS)
  - UCSD PAL Program (TT)
- Mini Conferences on Campus
- Defining Mindfulness
- Introduction to AB705, Pathways, and CA Promise
- Focus on Intro/Conclusion of Tutor Cycle
- Value of Setting Intentions





# MT2C Workshop Series 2018 Highlights

- First Two Weeks and Friday Afternoon
- Faculty, Classified Professionals, AND Tutors Present
- *ELAC Certification*
- *Communication Strategies for Excellent Customer Service*
- *Introduction to Leadership Theory*
- *Directive vs. Nondirective Tutoring*
- *Exploring Appreciative Inquiry in Tutoring*
- *Building Bridges Between Languages*
- *Closing the Gap: Intersectionality in STEM Tutoring*



# Tutors, Faculty, and Staff Conference Attendance



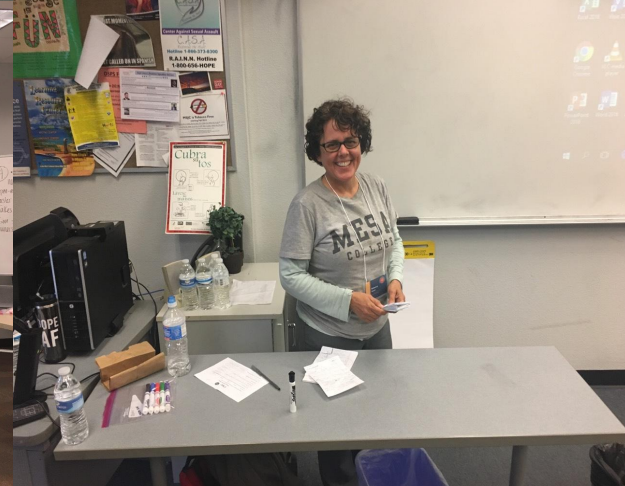
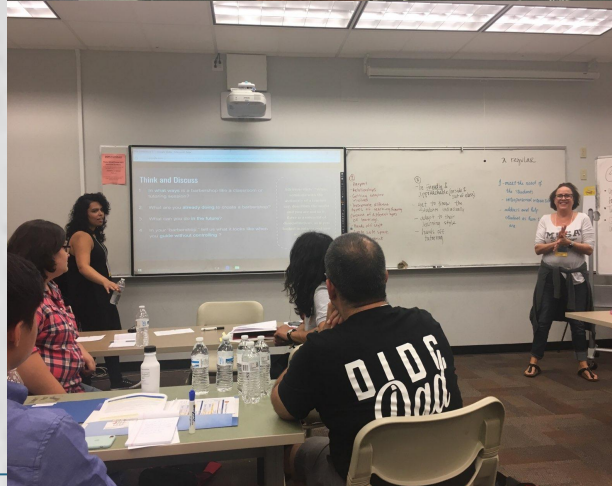
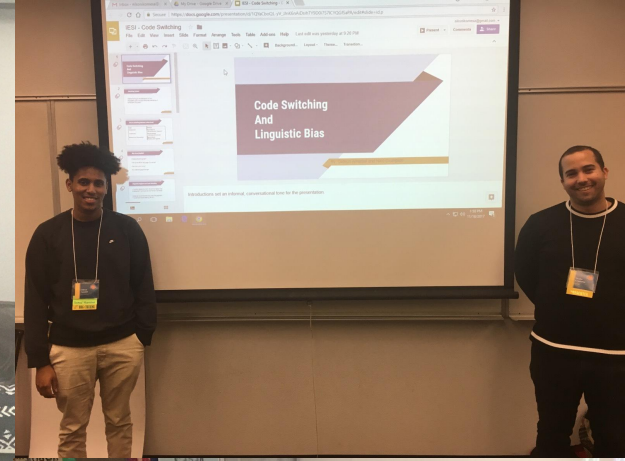
**2018 IESI Conference  
Riverside City College**





# Tutors and Staff Present at Conferences

- Jose and Ramzy: A Growth Mindset Through an Interdisciplinary Lens
- Niko and Gideon: Code Switching and Linguistic Bias
- Mariam and Nicole: A Little off the Top: A Barbershop Model for [CT] Programs
- Becky: Working with Nontraditional Student Tutees: Uncovering Assumptions.



# New Stuff Highlights

# New Hires!

- MT2C Embedded Tutoring Faculty
- MT2C Classified Professionals (x2)

# Tutor Cohorts

- Previously: Tutors rolled in one at a time and just showed up
- Now (Think NFI-light):
  - Come in with cohort
  - Receive ED100 Refresher Training
  - Assigned Mentor Tutor
  - Work with Mentor at ATT and Thereafter
- Outcomes
  - Welcomed to team
  - Less Overwhelming
  - Point of Contact



# Website

[www.sdmesa/mt2c](http://www.sdmesa/mt2c)

Can see where tutoring is offered at all times  
including modality, schedule, drop-in, and  
appointments

# Outcomes

# Programmatic Recognition

## ACCJC Commendation

*The team commends the College's tutoring services for its committed employees and collaborative team oriented environment that includes professionalized student tutors. (II.B.1,II.B.3)*

## Achieved 3 Levels of CRLA Programmatic Training Certification



# Tutors of the Years State and Local



**Helena Almassy**

3CSN Learning Assistance Project  
2017 California Tutor of the Year



**Jose Franco Rojo**

Mesa MT2C Bill Peters  
2017 Tutor of the Year



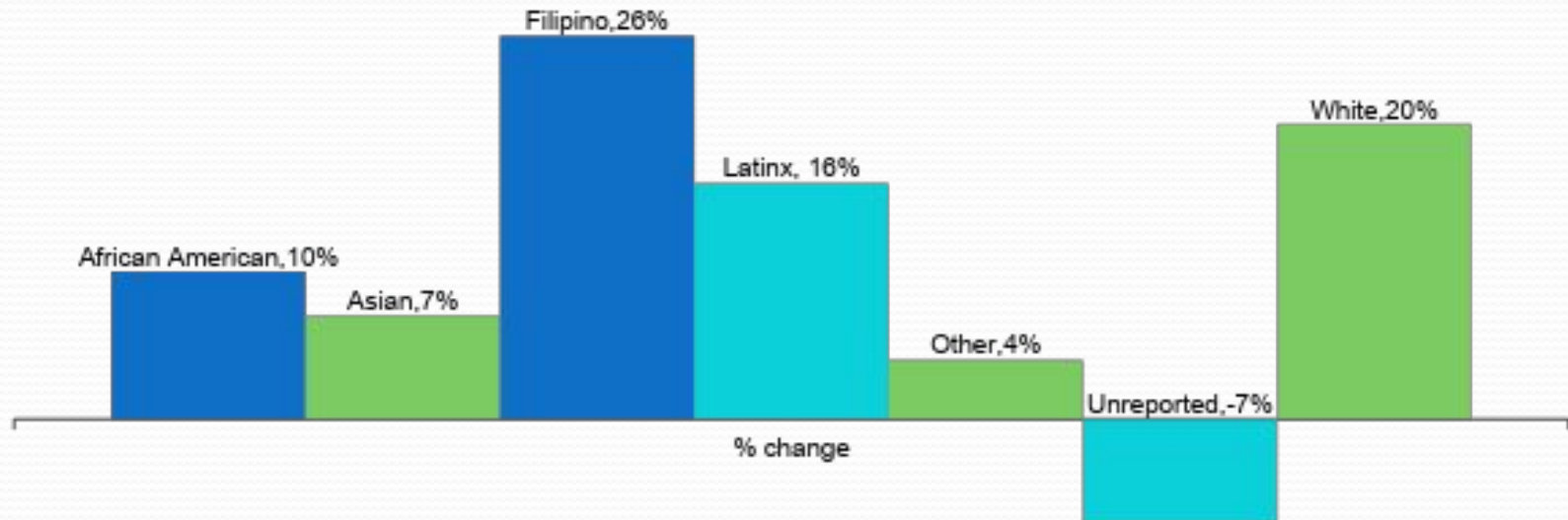
**Joe Lunsford**

Mesa MT2C Bill Peters  
2018 Tutor of the Year

# MT2C Classroom Tutoring (CT)

Success Rate changes for each Ethnic Group in courses with Embedded Classroom Tutor based on whether students had outside contact with the CT (Used CT – Did not Use CT).

Used CT = 1,025; Did not use CT = 2,255

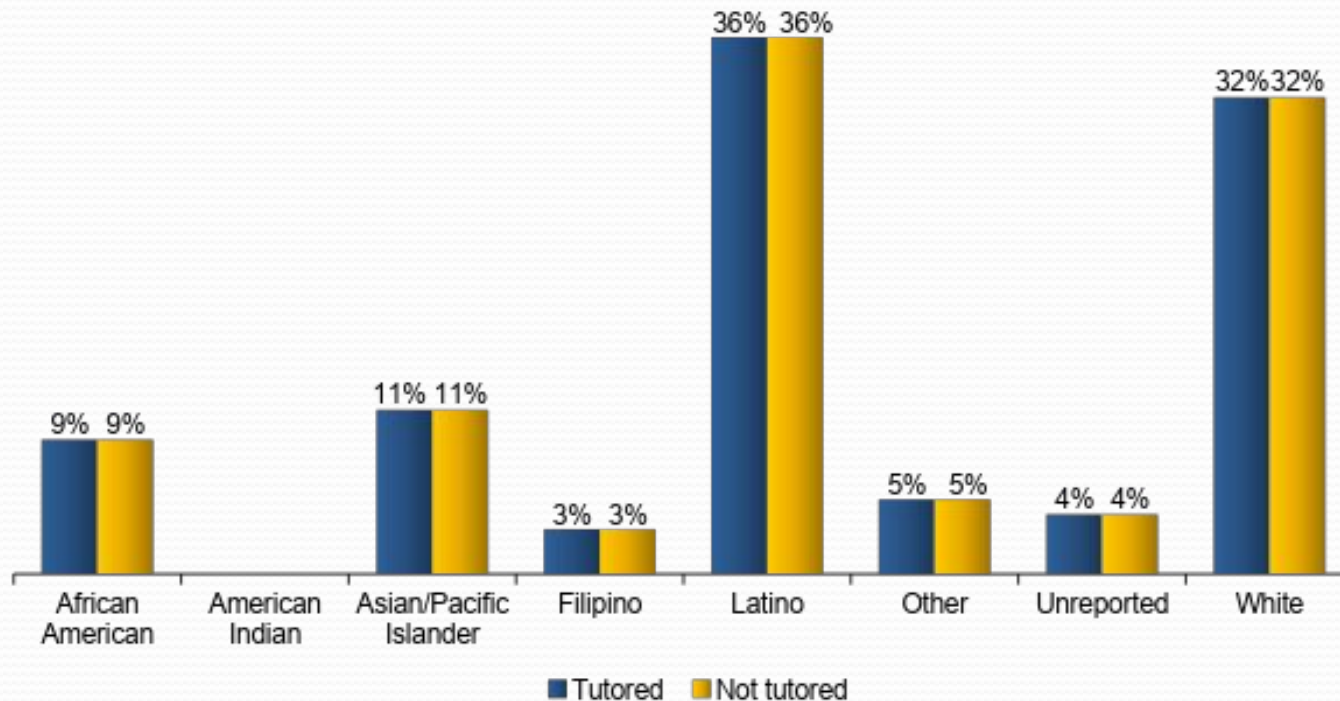


Note: Only includes Ethnic groups with 10 or more students in both Groups (Used the CT, did not use the CT)



# MT2C “On the Floor” Visitor Demographic (Fall 2017)

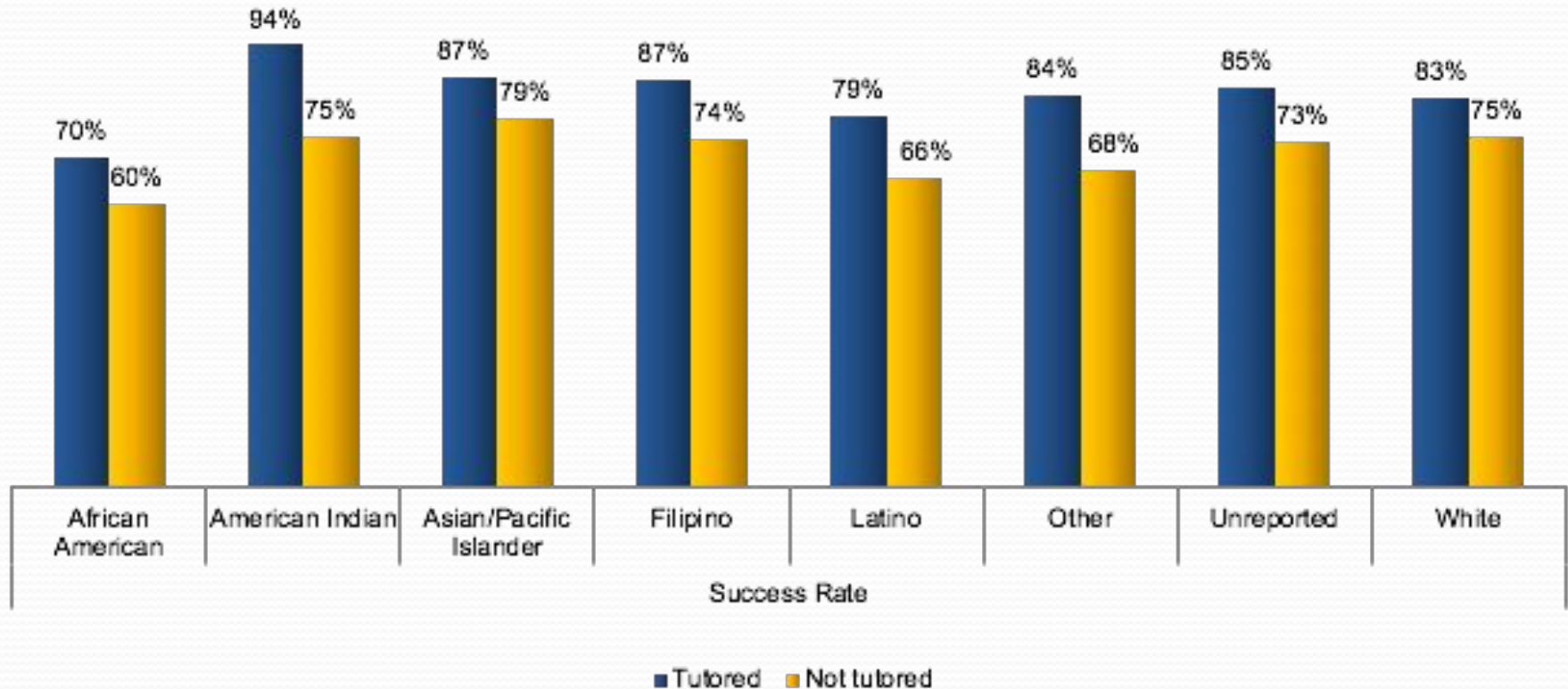
n = 1545 visited; 21,991 did not visit



- No different ethnicity pattern was noted between students who visited Mesa Tutoring and Computer Centers (MT2C) and who did not visit MT2C.

# MT2C “On the Floor” Visitor Outcomes (Fall 2017)

**Figure 10. Success Rate Comparison by Ethnicity**



- Students who visited MT2C have consistently higher course success rate.

# A Few Student Quotes

*It is perfect! Everyone is friendly and eager to help. There is always someone available when I need help. I have logged in about 30 hours this semester and I would not have passed my math class without the Tutor Center.*

*I was super nervous but [my tutor] helped me and was super kind. And made it super clear for me to understand! Will be back!*

# Tutor Response to ATT

*I value the camaraderie, the sense that we are doing our best together to create positive results for tutees, the ideas--the four pillars, the tutoring cycle, the LA framework--that get reinforced, as well as new ideas, the enthusiasm and care all the presenters bring, the sincerity of the tutors, coordinators, and staff, the grace under pressure shown during the hiccups. Underlying everything is an enormous positive force powering MT2C's evolution and development, and I appreciate hearing future plans. I can't wait to sign up for the study skills certification program.*



# Tutor Response to ATT

*I've learned how to be an inner coach to guide myself while dealing with stress from "Stress" session. I will use this experience to help more students because they are not alone. I've also learned something new from "How to Tutor without a Pen." In the past 6 weeks, I've always reminded myself of not taking a pen with me, but I made a mistake that I did take the prompts to look at it while the tutees handed it to me. I will let the tutees explain more about their prompts in the future. I will encourage them and let them take control of their work.*

# Summary

# Where We Are Now

MT2C now has....

- More **full time** support
- **Centralized** into LRC with growing campus/area partnerships
- Expanded Tutoring Services **in class, out of class, and online**
- **Expanded Hours**, including late night, Friday and Saturday
- Expanded **Online Appointments and Drop in Appointments**
- **Growing Leadership Team**: Tutors, Classified Professionals, and Faculty
- Developed a Programmatic and Student Success **Evaluation Cycle with IR**
- **Thriving Professional Learning** Opportunities for Tutors/Classified Prof/Faculty
- Programmatic Support for **Conference Attendance and Participation**
- Established **website**/social media/resources
- Created **more leadership roles** for tutors, including **mentor tutor** level
- **Connected to Mesa Programs**: Athletes, HS, vets, honors, CTE, EOPS, DSPS
- **Aligned** our training practices for embedded and on the floor

## Contact

Mark Manasse, PhD  
MT2C Tutoring  
Program Coordinator  
mmanasse@sdccd.edu

## Questions

... about this picture  
or anything else...

