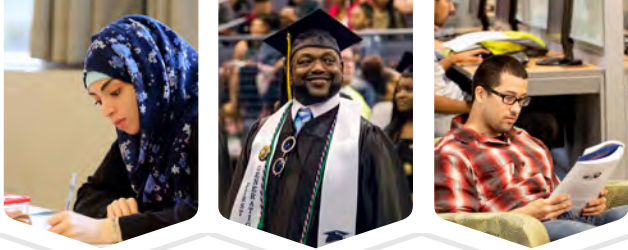
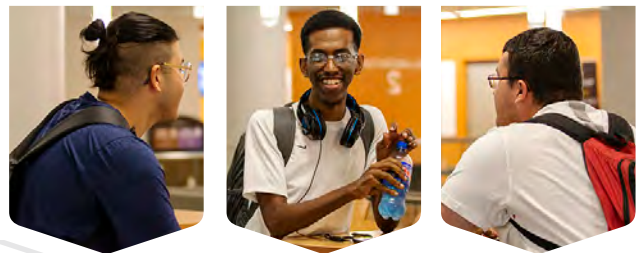
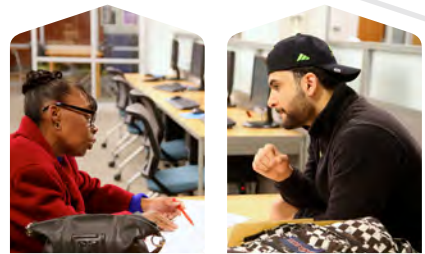




Learning Support Systems



Learning Support Systems *Annual Summary* *2021-2022 Academic Year*



Learning Support Systems

2021-2022 Academic Year

Under the scope of Learning Support Systems, the department provides critical supports to all students enrolled at Monroe Community College (MCC). Our learning assistance programs include but are not limited to our TRIO Student Support Services (SSS), collegewide tutoring services, academic coaching, course-based learning assistance, and various activities designed with intention to engage students in the academic process. Over the years, we have expanded modalities to improve access for students seeking support online and face-to-face. Our team has worked to develop and implement a communication plan not only intended to highlight and promote services provided, but to invite campus collaboration. Our learning assistance programs are designed to enhance student academic experience while optimizing an environment that fosters independence throughout the learning process in a safe and inclusive space.



I just wanted to let you know how much I appreciated Learning Support Systems this semester. The dialogue and support have been unmeasurable. As I have worked hard and had the full support of the learning system that includes my wonderful tutor Emidio Maiorani. Emidio was patient, knowledgeable and flexible with helping me to be successful during my sessions. I acquired knowledge that was not simple for me, however with the reoccurring sessions it built my self-confidence. Emidio never gave up on me and continued to help me persevere.

— Pamela Watson

TRIO has been very helpful in my academic path because I feel supported. I have an academic coach that has been very helpful, available to walk with me through every unknown step in my career, and has shared with me valuable information. I appreciate the program for the academic, financial, and emotional support I have received, for helping me with any question and for the space on campus available to do school work. Thank you very much!

— Yessica Arvizu Martinez, MCC Class of 2022

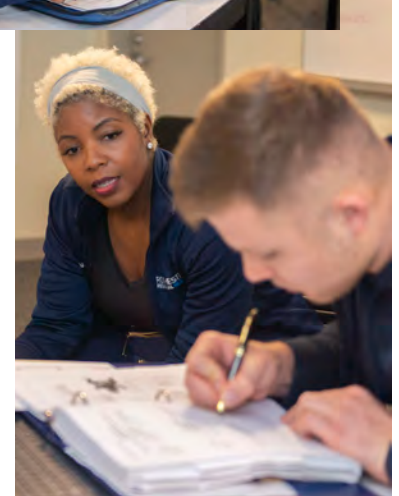
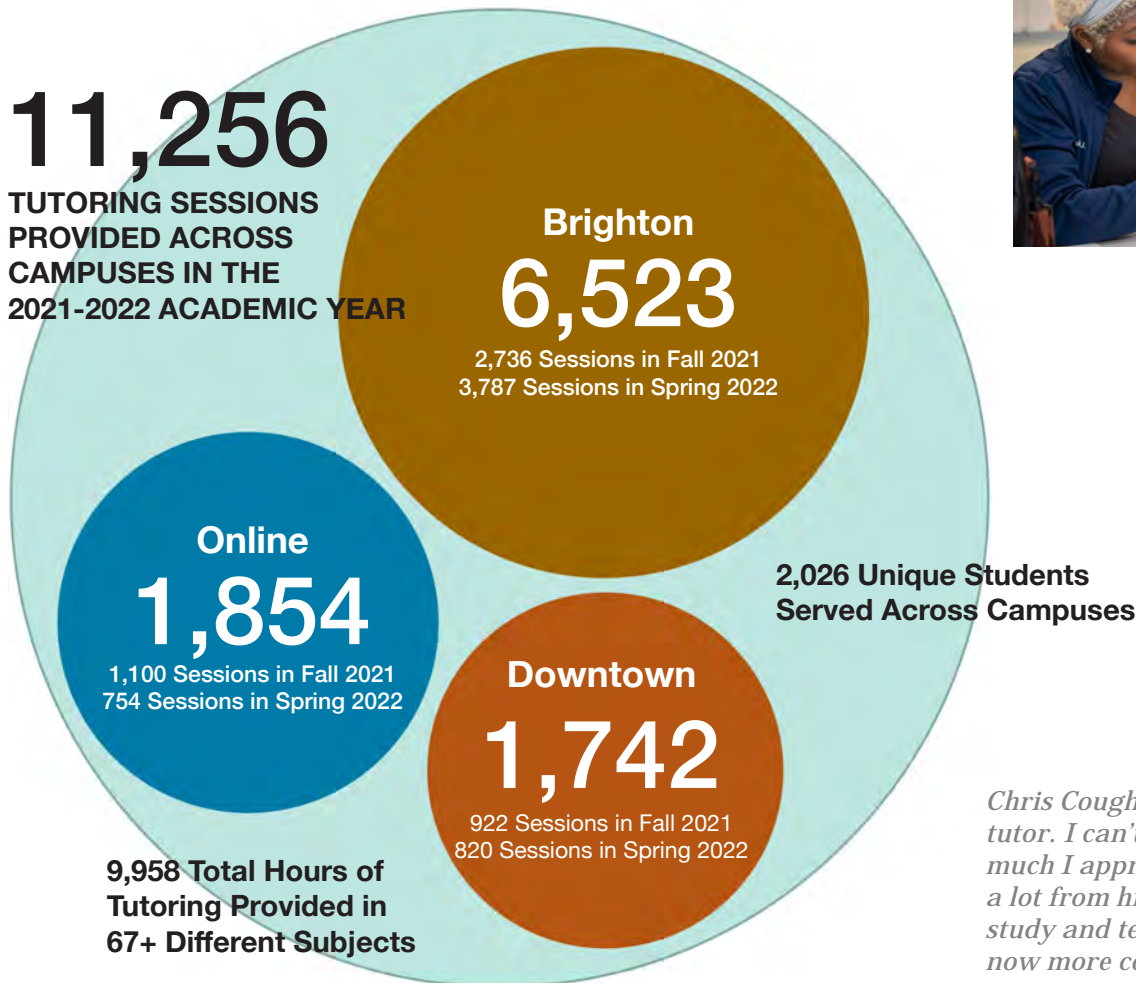


Tutoring & Academic Assistance Center

Brighton | Downtown | Online

Upon returning to campus, the Tutoring and Academic Assistance Center (TAAC) expanded the format of tutoring sessions to both online and face-to-face. By offering both modalities, we ensured that the Center could maintain critical access to services for those engaging both online and face-to-face, thereby presenting enhanced opportunities for students to engage with writing consultants, academic coaches, and content tutors on course work and academic skills. In addition to services traditionally provided by the TAAC, our area led and underwent a host of changes to further improve access and strengthen the ethos of our learning centers while further lamenting our pursuit in assisting students in becoming more independent learners.

During the 2021-22 academic year, collegewide tutoring services were centralized and managed under the TAAC. As part of the consolidation of tutoring services, Learning Support Systems was relocated to a larger space on the Brighton campus, making services more accessible to students while keeping stringent protocols aimed at reducing the risk of the spread of COVID and prioritizing the health and safety of all in the Center. Other notable improvements would include but are not limited to implementing a new electronic tracking system, securing Anatomy and Physiology Models, launching in-person academic workshops, working to optimize Center space (SUNY Consortium on optimizing tutoring space), instituting electronic session evaluations, initiating a lead tutor pilot, and continuing tutor training in accordance with the National College Reading and Language Association (CRLA) standards.



Chris Coughlin is really an amazing tutor. I can't express in words how much I appreciated his help. I learned a lot from him. He assisted me in my study and test taking strategies, I am now more confident with my studies.

— Niyaz Pordel

Tutoring Subjects & Courses

Provided in 21-22 Academic Year

67+ Different Subjects Supported

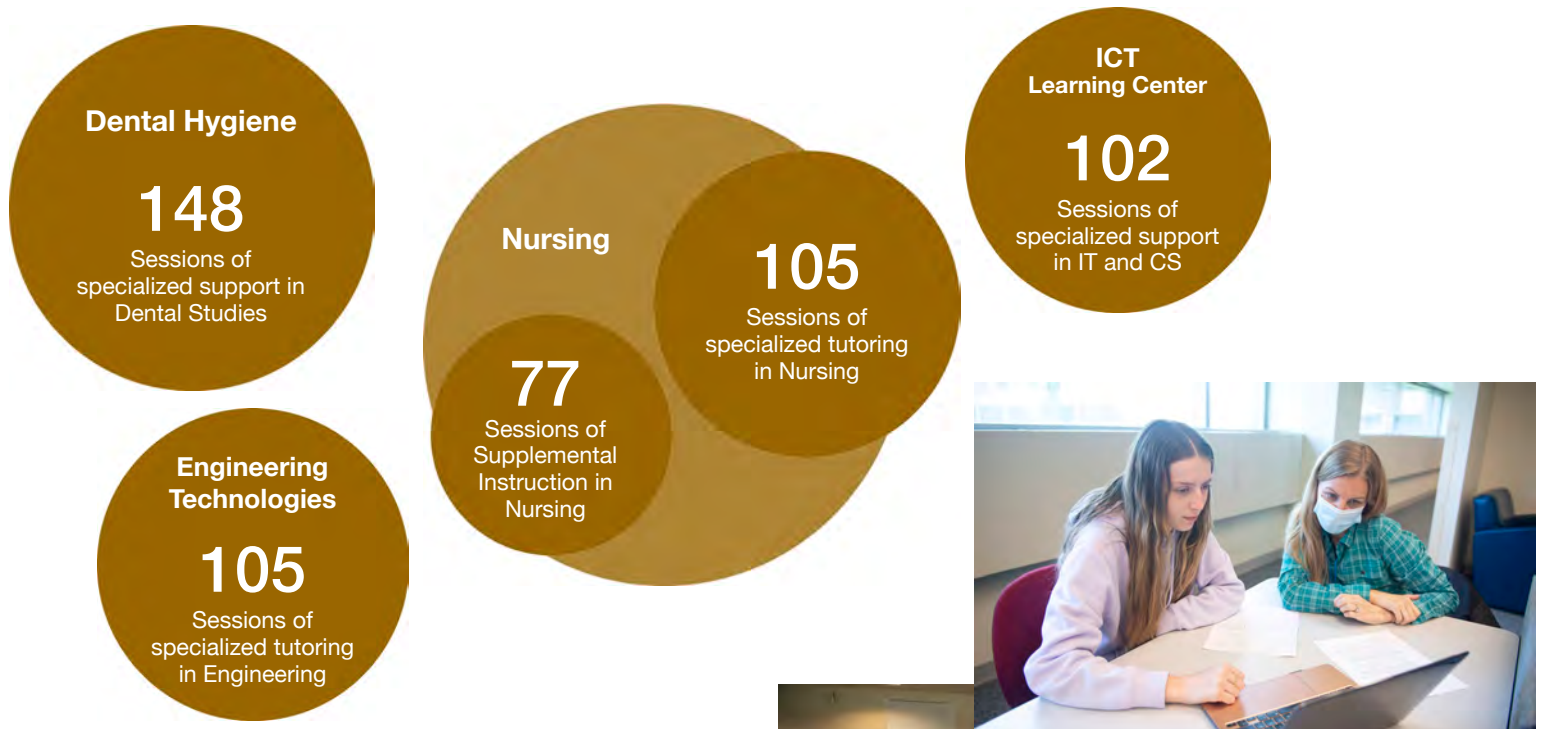
248 Course Sections Supported

ACC	ASL	ATP	BIO	BUS	CHE	COS	CPT	CRC	CRJ
CSC	DEN	ECO	ENG	ESL	GEG	HED	HON	HUM	HVA
MTH	NUR	PHL	PHY	PSY	SOC	SPA	SPC	TAM	TRS

Career & Technical Education Support

Provided at Brighton Campus TAAC in 21-22 Academic Year

* Figures included in sessions total for Brighton Campus TAAC



Dear Emidio, I just want to tell you that I appreciate you helping me throughout my spring semester with my Statistics course. I had passed the course with a B+ and I am satisfied with it because I was struggling with the material and you are the one who guided me so I could better understand what to do. Thank you! I know you will continue to be a great tutor and I will surely recommend any student to get your tutoring.

— Shanna Chung, MCC Class of 2022

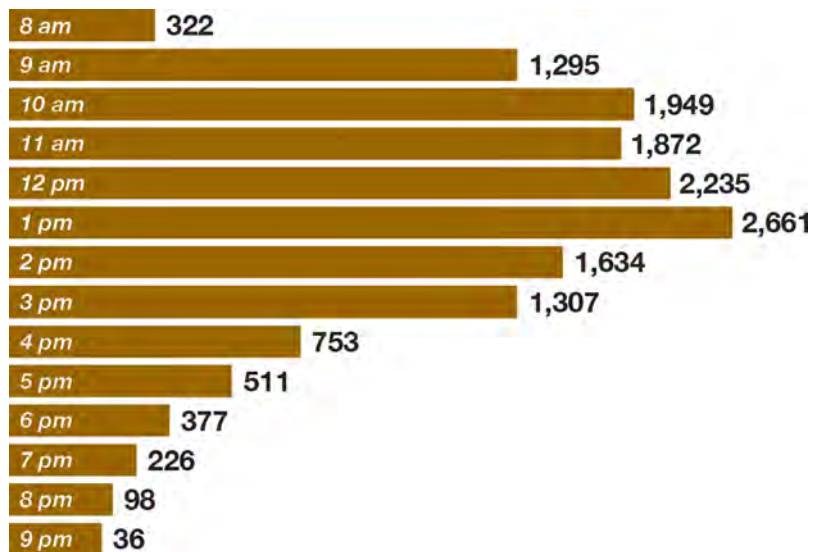
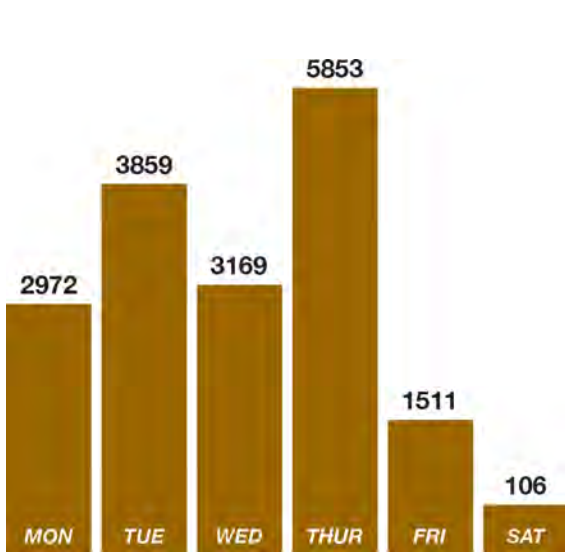


ThinkingStorm Supplemental Support

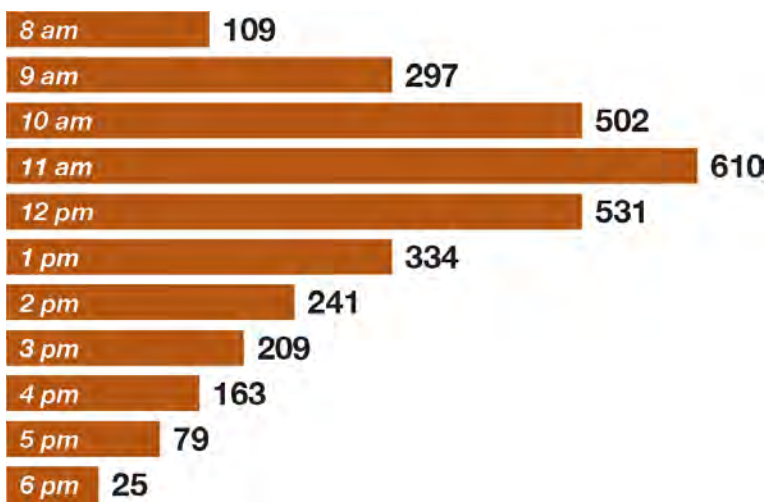
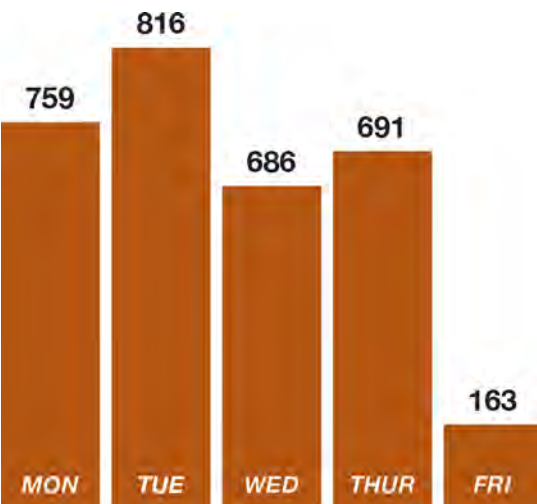
626 Sessions of Supplemental After Hours Online Support

Fall 2021	Spring 2022
454 Sessions	172 Sessions

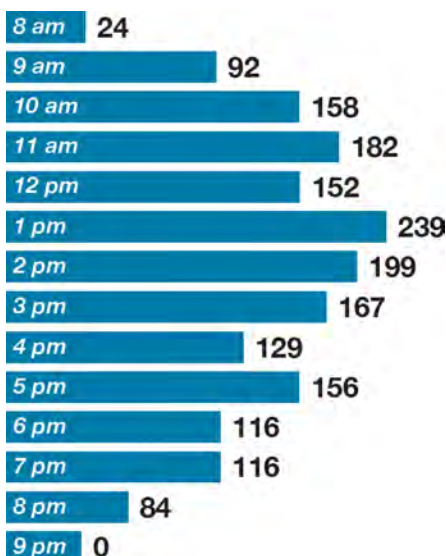
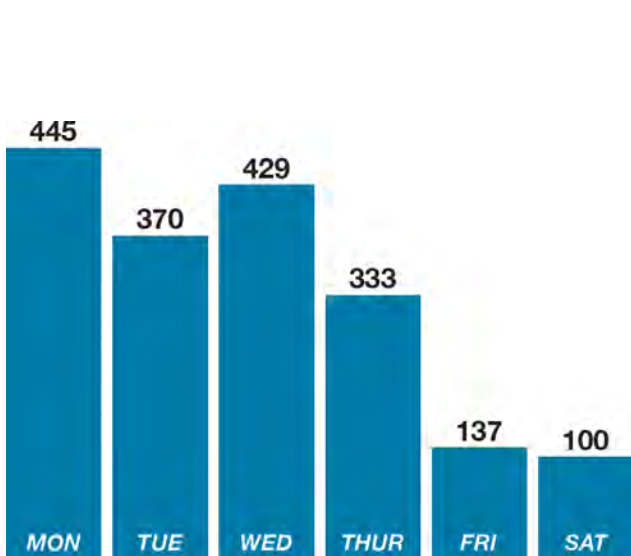
Brighton TAAC | Student Traffic *8am to 9pm, Monday-Saturday, Academic Year 2021-2022*



Downtown TAAC | Student Traffic *8am to 6pm, Monday-Friday, Academic Year 2021-2022*



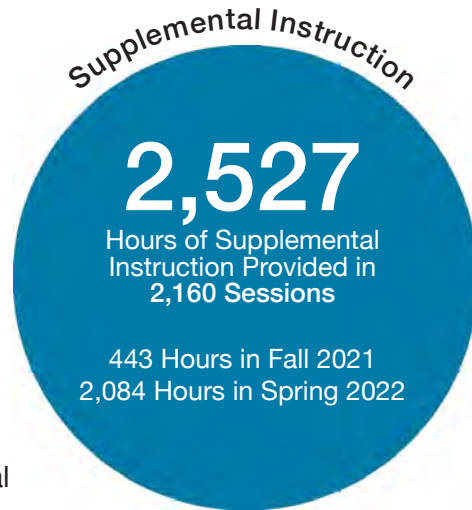
Online TAAC | Student Usage *8am to 9pm, Monday-Saturday, Academic Year 2021-2022*



Course-Based Learning Assistance Supplemental Instruction

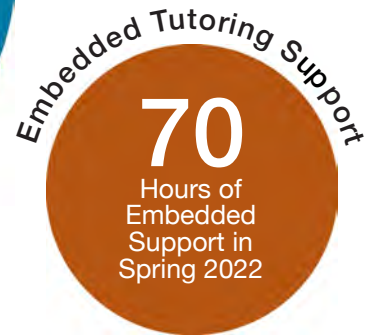
In fall 2021, the College began transitioning to in-person instruction and requested a significant expansion of Supplemental Instruction (SI), and subsequently, we were charged with targeting partitioned courses for SI. In these courses, SI support was simultaneously offered in person and online, just as the course functioned both online and in person. We not only embedded Supplemental Instruction into certain partitioned courses, but continued to push SI into Remote and Reduced Remote sections, while also reintroducing Supplemental Instruction into Hybrid and face-to-face course sections once again. Despite embedding SI in some in-person classes, Supplemental Instruction still occurred more often online in the same manner it had throughout the pandemic—via Zoom and in CircleIn. In these instances, SI Leaders attended their online courses, held office hours and sessions outside of class via Zoom, and checked into CircleIn regularly to engage students and offer support.

In total, there were 10 Supplemental Instruction Leaders in fall 2021: Supplemental Instruction was embedded into 13 unique courses and 22 sections in total (see chart below). The TAAC ultimately experienced significant traffic in the Center for both Supplemental Instruction sessions and office hours. Supplemental Instruction Leaders attended online training, since protocols did not yet allow for face-to-face training, and Leaders further attended weekly professional development meetings and underwent regular observations. Overall, Supplemental Instruction courses continued to have higher C or better rates than non-SI courses in the same subject.



The games the SI Leader creates makes it so much easier to understand the material. It gave me a sense of how to study, and I was able to study on my own later.

— SI Student

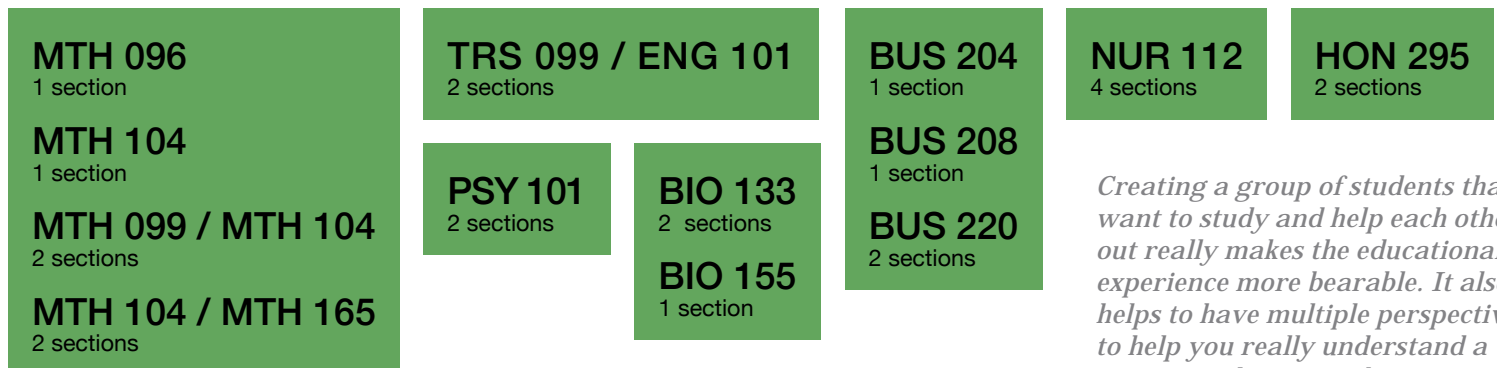


Overall, faculty spoke to increased retention and engagement with Supplemental Instruction embedded into their course(s) compared to what they had experienced without Supplemental Instruction. Of the 13 unique courses with SI, 11 courses showed an increase in C or better rates: 9 courses reflected C or better rates against other non-SI sections of the same course running in fall 2021, and 2 courses, which could not be compared against other non-SI course sections in the same term (since all sections of both courses in fall 2021 were embedded with SI), saw an increase in retention and C+ or better rates compared to what these courses have reflected historically. Ultimately, across all course formats, the impact of Supplemental Instruction remains positive.

Supplemental Instruction Provided in 21-22 Academic Year

13 Unique Courses

22 Total Sections



Creating a group of students that want to study and help each other out really makes the educational experience more bearable. It also helps to have multiple perspectives to help you really understand a concept or learning objective.

— SI Student

TRIO Student Support Services

47 Students Graduated with an Associates in 21-22 Academic Year

During the 2021-22 academic year, MCC's TRIO Student Support Services (SSS) program recruited and provided critical support to a cohort of 300 students. In transitioning back to campus, our SSS team supported program participants by providing a broad range of services in person and online. General services provided to students included but were not limited to academic advisement, transfer advisement sessions, financial literacy and FAFSA assistance, academic workshops, loaner laptops, and supplemental grant aid. Throughout the academic year, program staff engaged with program participants through regularly scheduled meetings to assess their progress towards meeting their intended outcomes, develop academic plans, and link students to program and campus resources.

TRIO SSS Workshops

Provided in 21-22 Academic Year

Time Management & Study Strategies	Stress Management	Budgeting & Money Management
Transferring to a 4-Year College	Writing Resumes & Cover Letters	Understanding Financial Aid
How to Write a Research Paper		

August 2022

1 Student

May 2022

24 Students

December 2021

18 Students



Starting school online the summer of 2020, I was completely unprepared or unaware of how to use the resources available at MCC. I spend more time on my class work than the average student and combined with my extremely busy schedule as the president of the Phi Theta Kappa honor society, it makes it really difficult to keep up with the logistical aspects of being a student. Chris Powell has been a tremendous help with discussing transfer options, academic advising, and connecting me with other MCC applicable personnel and resources. Chris helped me understand and navigate my challenges with financial aid and remaining eligible for the Excelsior scholarship. As a single adult learner, paying all my bills has been a struggle, and the grants made available through the program has been a huge support. Participation in the TRIO SSS program has been a key component to my support network and success at MCC.

— Kris Hendrickson, MCC Class of 2022

Supplemental Grant Aid

TRIO SSS awarded grant aid to Pell-eligible low-income students through a competitive application and selection process based on participation, need, and personal narratives related to the significance of financial literacy.

\$32,250 AWARDED TO **36** TRIO SSS Students

Fall 2021	Spring 2022
\$11,250	\$21,000
\$750 grants awarded to 15 participants	\$1000 grants awarded to 21 participants

