

Job Description/Title: Assistant Coordinator, ASC → Coordinator, Academic Support Center
Approved, Bargaining Unit President: March 26, 2012
Approved, MPC Associate Dean, Human Resources: March 26, 2012
Board Approved: June 27, 2012

MONTEREY PENINSULA COLLEGE

COORDINATOR, ACADEMIC SUPPORT CENTER

JOB SUMMARY

Under general supervision, coordinate and organize the Academic Support Center; assist students in the acquisition and reinforcement of specific skills by providing supplemental instruction and tutoring services. Recruit, evaluate, supervise and monitor tutors. Receive limited supervision within a broad framework of standard District policies and procedures. Perform varied instructional support services in a classroom environment to meet the needs of small groups or individual students.

EXAMPLES OF FUNCTIONS

Essential Functions

Coordinate and oversee the Academic Support Center; implement, monitor and evaluate the operational procedures and activities of the Center; design and oversee production of informational materials regarding the Center, including the tutoring handbook.

Recruit, supervise, evaluate and direct the day to day activities of the tutors; advise tutors with respect to appropriate student management including subject matter and study skills; coordinate with other college staff and faculty to provide tutoring to best meet individual students' needs; interview, assess specific tutoring needs and place students requesting tutorial assistance; match abilities and skills of tutors to needs of individual students to maximize student success; collaborate with tutors and tutees to determine scheduling preferences; adjust tutoring schedules, subjects covered and other activities as necessary to provide optimal and efficient tutorial service to students.

Develop tutor training and orientation; design and produce handouts and orientation materials; train, orient and supervise tutors. Train and supervise other temporary staff.

Prepare notices of employment (NOEs) and work schedules; prepare and maintain payroll records for student tutors, work study students and temporary staff.

Design, oversee production, and disseminate program information regarding services and promote services to faculty, administrators, students and others; research and respond to inquiries and complaints.

Collaborate with other campus learning support centers to coordinate services.

Coordinate communications between students and tutors, faculty and between the Academic Support Center and college departments; research and respond to complaints; refer students to counselors and other college services as needed.

Update and maintain the Academic Support Center webpage.

Plan, organize, and assume responsibility for small groups of students in assigned subject(s). Provide supplemental instruction to individual and/or group tutoring in assigned subject(s); attend assigned courses to establish relationships with students. Attend classes to assist with classroom assignments when requested by faculty in assigned discipline(s).

Maintain currency on new and different training practices and tutoring techniques; implement as appropriate.

Maintain required records of student progress.

Confer with supervisor and/or instructors concerning programs and materials to meet student needs.

Participate in meetings related to the needs of students in the Academic Support Center.

Collect and evaluate data regarding students' progress; provide feedback to supervisor and faculty.

Perform related tasks such as writing letters, and taking attendance.

Serve as a resource person to faculty; recommend appropriate materials for subject area; share knowledge of particular subject area; use web based programs and internet search skills as appropriate.

Select, requisition and maintain an inventory of instructional supplies and materials; set up work areas and prepare materials and equipment needed; arrange for and operate special classroom equipment as needed.

Administer tests or assist students with self administered assessments; confer with instructors and supervisor as requested.

Develop creative methods and teaching techniques within the guidelines of program.

Develop, monitor and maintain program budget.

Participate in scheduled program review, recommend annual program review updates and participate in program reflections for Academic support Center.

Recommend annual action plans for program; identify budgetary needs through action plans.

Prepare semester end reports including but not limited to tutoring hours by student, month and subject; keep other routine records of the business of the program.

Other Duties

Serve on college committees as assigned.

Perform other related duties as assigned.

Attend staff development and in-service training programs as appropriate.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education, experience and training which would indicate possession of the required knowledge, skills, and abilities listed herein. For example, completion of two years of college level course work in a subject tutored in the Academic Support Center (Associate degree preferred) with demonstrated specific knowledge and skills, and two years of recent experience coordinating a tutoring or learning center or three years of recent experience assisting in the coordination of a tutoring or learning center, at a community college, including recent experience working with community college basic skills students. Completion of advanced coursework in a subject tutored in the Academic Support Center is desirable.

Knowledge

Knowledge of: all aspects of a tutoring or learning center at the community college level; the educational challenges of basic skills students; the content of and instructional materials for assigned courses from basic through transfer level; student anxiety; training methods, tutoring/learning theory, learning styles, learning disabilities, and successful tutoring techniques, basic functions and procedures associated with a classroom environment including learning, motivation and perceptions; instructional materials and objectives used at specific levels; application of curriculum as it applies to individual differences; basic needs and requirements of students; methodology for individualized instruction; basic

clerical skills; word processing, spreadsheet programs, web based learning programs and internet search skills as needed to fulfill requirements of the job.

Abilities

Ability to: successfully assist students in the acquisition and reinforcement of skills in assigned subject(s); understand the educational needs of basic skills students; successfully train and oversee tutors; deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise and firmness; interpret, apply, and explain rules, regulations, policies and procedures; demonstrate an understanding, patient and receptive attitude toward student learning; demonstrate required skills associated with the tasks of the job in assigned subject area; perform clerical tasks; use efficiently various types of office and classroom equipment; use web based learning programs and internet skills as needed; learn and successfully use new software programs as required; use good judgment in recognizing the scope of authority as delegated; analyze situations and make decisions on procedural and detail matters; work independently with little supervision; maintain confidentiality; use appropriate and correct English spelling, grammar and punctuation; communicate satisfactorily in both oral and written form; use accurately and efficiently word processing and spreadsheet programs as needed; establish and maintain effective work relationships with those contacted in the performance of required duties; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

PHYSICAL EFFORT/WORK ENVIRONMENT

Light to moderate physical effort; occasional standing or walking; periodic handling of lightweight parcels of up to 15 pounds. Indoor work environment.