

Learning Resources Division
Staff Position Request
2015-16

We are requesting one full-time Instructional Support Technician (IST) for the Math and Science Tutorial Center. The need for this position has been acknowledged in Student Success Center Program Review documents.

Rationale

The Student Success Center lost an Instructional Support Technician position during the 12-13 budget cuts. Student Success Center programs struggled to redistribute work to accommodate the loss of positions, but the area remains severely understaffed, particularly in math/science, which comprises more than 60% of total SSC tutoring hours. We have a dire need for another IST in the math/science area: an additional IST would allow the program to offer more comprehensive support such as workshops, scaling up of current successful support efforts that have increased success rates for basic skills math classes. This, coupled with significant increases in the number of students who utilize tutoring services, means we can greatly increase our ability to continue equitable services for students who are primarily in developmental courses.

Instructional Support Technician positions were intended to provide direct instructional support to students. This has not been possible due to large coordination demands and sheer volume of student employees and students who are engaged in tutoring services. In 2011-12 the SSC had 235 unduplicated student employees and 254 in 2012-13. Interviewing, hiring, training, scheduling and supervising this high number of student employees requires many staff hours. An additional IST will increase the quality and types of direct instructional support to students for the math and science areas. Currently the SSC depends on community volunteers and employs temporary employees to meet student and workload demand in all areas based on the shortage in staffing and growing student demand.