

**BC eTutoring Steering Committee
October 21, 2016 10:00-11:30 am**

In attendance:

Lyn Benn, Kwantlen Polytechnic University (Chair)
Amanda Goldrick-Jones, Simon Fraser University, Member at Large
Julie Mitchell, Irving K. Barber Learning Centre Assistant Director
Anita Cocchia, BC ELN Executive Director
Megan Robertson, WriteAway Coordinator, *Recorder*

In attendance by phone:

Shahida Rashid, College of the Rockies, *Colleges Representative*
Sara Wolfe, Thompson Rivers University, *Regional and Small Universities Representative*

Regrets:

Meghan Aubé, University of British Columbia, *Medium and Large Universities Representative*
Denise Goudy, BCcampus
Nancy Squair, Douglas College, *Member at Large*
Paul Stephenson, Okanagan College, *Member at Large*

1. Adoption of Agenda

The agenda was adopted with no changes.

2. Steering Committee Membership Update

L. Benn welcomed Julie Mitchell as Irving K. Barber Learning Centre Representative and Meghan Aubé as Medium and Large University Representative.

L. Benn will renew for a second year as Chair.

3. Math Tutoring

L. Benn provided a reminder of the history of BC eTutoring's consideration of Math tutoring and then offered a summary of her meeting with eTutor Alberta staff regarding how BC might follow and adapt the model they have used when piloting synchronous math tutoring. eTutor Alberta can continue to offer insight into their procedures and practices.

To better evaluate the current demand for synchronous Math tutoring and the ability of institutions to offer tutoring, surveying post-secondary institutions about their needs and potential contributions will be valuable. Being able to describe the potential framework of synchronous Math tutoring that BC eTutoring would follow can also help institutions assess if the service would be a good fit for them.

ACTION – Representatives from eTutor Alberta will be invited to a future Steering Committee meeting to share their experiences with synchronous Math tutoring.

ACTION – The WriteAway Administrative Centre will develop a survey for institutions currently participating in WriteAway to gauge interest in and support for synchronous Math tutoring.

ACTION – The WriteAway Administrative Centre will draft a preliminary project proposal that outlines BC eTutoring’s plan for synchronous Math tutoring and seek feedback from the Steering Committee.

4. Experienced Tutor Rubric

At the last meeting the WriteAway Administrative Centre provided information on and rationale for developing a more streamlined rubric for evaluating experienced tutors. The rubric is now complete and will allow for a significant savings in time for both the WriteAway Administrative Centre when conducting evaluation and institutional coordinators when reviewing feedback with their tutors.

A. Goldrick-Jones offered to provide a stylistic review and proofreading

MOTION - That the experienced tutor rubric, following minor editing, be used to evaluate and provide feedback for tutors with more than two semesters with WriteAway and that procedural manuals be updated to reflect the implementation of the new rubric

Moved: J. Mitchell
Seconded: S. Rashid
Opposed: None
Motion carried.

5. New WriteAway Website

M. Robertson provided an overview of the new WriteAway website (writeaway.ca) and described the features and advantages of transferring to a new content management software. Designed with service providers in mind, the new website makes training, resources, and reporting information easy accessible to tutors and coordinators.

6. WriteAway Administrative Centre Update

L. Benn invited M. Robertson to provide an overview of the WriteAway Administrative Centre activities. M. Robertson noted that May-August 2016 saw the most submissions of a WriteAway summer semester. Presentations at the Canadian Writing Centre Association conference in May, developing the new website, and creating the experience tutor rubric were key tasks for the Admin Centre over the summer.

After two years of day-set shifts, this September-December semester marks the first time that tutoring hours have been extremely low over the weekends. This has led to backlogs, particularly during long weekends when tutors are not scheduled to work on statutory holidays. As the service continues to grow, identifying if this issue of proportionally low tutoring hours on weekend is an anomaly or a trend will be important. Tracking tutor shifts and requesting auxiliary hours have made an impact in preempting and alleviating more significant backlogs and the Admin Centre will continue to monitor submission patterns and turnaround times.
Aberration

Committee members noted that as the service has developed, it may be time to reflect on adjusting how tutoring hours are allocated across participating institutions according to potential for usage.

ACTION – The WriteAway Administrative Centre will continue to monitor turnaround times and backlogs this semester and report back to the Steering Committee. Steering Committee members can forward ideas about allocating tutoring hours to the Administrative Centre for discussion at a future committee meeting.

7. Steering Committee and Coordinator In-Person Meeting

L. Benn suggested that an in-person meeting of all members of the Steering Committee and institutional coordinators could lead to productive discussion and planning for the future of WriteAway. Coordinating a meeting in conjunction with other professional development opportunities in May 2017, could allow for minimized travel and time costs.

ACTION: L. Benn to continue to identify possibilities for dates. Committee members who know of upcoming professional development opportunities that may overlap with an in-person meeting for BC eTutoring and WriteAway can forward dates to the WriteAway Administrative Centre.

8. New Business

There was no new business

9. Next Meeting

The next BC eTutoring Steering Committee meeting will take place in the early 2017. The WriteAway Administrative Centre will send out a poll for the next meeting.