MEETING OF THE BOARD OF TRUSTEES
HEARTLAND COMMUNITY COLLEGE
Community Commons Building Room 2012
1500 W. Raab Road, Normal Il
November 19, 2024, 5:00 pm

BOARD WORKSHOP/DINNER

Members Present: Becky Ropp, Josh Crocket, Janet Hood, Mary Campbell, Jeff Flessner, Auston Koch, Tom Whitt, Cecelia Long (present after roll call)

Others Present: Keith Cornille, Nora Dukowitz, Oli Crutcher, Aemun Lopeyok, Emily Nakamura, Claire Kuhlman, Jen O'Connor, Hannah Houston, Sarah Tipton, Ella Brownlee, Parker Newton, Jaxon Henrichs, Antonio Castillo, Kaitlyn Cope, Luis Buzan, Payton Wilz, Kaylee Lewis, Laurie Bergner

Chair Becky Ropp called the meeting to order at approximately 5:09 pm.

The Student Government Association began with and introduction of officers and reviewed their goals. SGA entertained questions from the attendees.

Ms. Jenny Crones gave a presentation regarding tutoring services at Heartland Community College. Then tables broke out for discussion and group work.

Below reflects the notes from the various tables:

Have you used tutoring services?
- Luis: No, Payton: Yes, Janet: Yes.
- No, just haven't taken that step yet. The thought of reaching out for help and realizing it is difficult. Don't want to be seen as the weak link.
- Claire: Yes, embedded tutor (not in office). Aemun: Yes, enjoyed it."
- Parker: Has not used tutoring, but was a peer tutor. He saw more older students.
- Both students said yes. Student #1 used the embedded tutor in Math 109 Student #2 used the tutor for Digital Media.
- Kaylee: Yes, used an embedded tutor and then went in for more tutoring. Help with long commute and quick question- used online tutor. Felt more comfortable going to the tutor than the instructor (related more). Had a negative interaction with the instructor, so the tutor is the first response.

Where is Tutoring Services located and how does our location help attract or dissuade students from using our service?

- All: Library. Luis: Does not encourage use because of the library's hours (not readily available) and suggested a more visible indication of the library's hours at a school. kiosk/directory at entrances detailing buildings' offerings and hours would be useful.
- Students need to really seek it out.
- Tutoring services are in the library, but the location is relatively tucked away/hard to find. This may dissuade shyer students.
- Library location isn't very visible but has good access by being in the library.
- In the library and WDC, as well as online. Good, but keep a presence in WDC.
- Online lab and library. Library location can be intimidating to a new student- the library can be overwhelming. Knows about the Pontiac tutor- the tutor gets busy. Talked about tutoring for other subjects or writing, students will get the instructor to help with math. Could use more math support and maybe English too. Sometimes they go to tutoring on how to use the tools in online courses. Some course materials are inaccessible.

What do you think prevents students from coming in to work with a Tutor?
- Luis: Shame/stigma/knowledge. Payton: Motivation and drive to succeed are diminished.
- Intimidation and scheduling, No connections on campus/go to classes and then go home.
- Location, shame, community difficulties.
- Students are embarrassed to go in and/or think they have to pay.
- Can be a stigma; perhaps high school students who didn't have tutoring services aren't accustomed to having it as part of their team.
- Asking for help makes them feel weak. The first experience can be scary. Tutoring will help with doing the work- understanding how it works- and enjoying learning. Tutors taught Kaylee to tutor herself and made her love learning. There are a lot of online tools out there for students to help themselves, but when that doesn't work it may be a challenge to admit you need help. Tutors can promote learning and understanding. When (one table member) went to college, they didn't know how to study, take notes, or create success strategies. Tutors can help students develop themselves. One of the best things to learn about in an academic setting is how to learn. Tutors can make learning fun (basic algebra was hard and boring before).

What barriers to student success do you see at HCC and how do you see tutors helping with these barriers?
- Payton: Lack of involvement in student organizations and leadership. Luis: Knowledge of hours and offerings and more focus on tutoring for hybrid classes.
- Faculty could encourage students to use tutoring and other services. Hearing it from instructors would provide needed affirmation.
- Math is difficult for many students, but tutors often can help with explaining it from a different viewpoint (e.g., math as a language). ESL is also a major barrier. ESL classes exist but are not supported by tutoring as far as this table knows. Cultural challenges

overall can be barriers to both international and domestic students and holistic evaluation can help.

- Older students have a harder time with the new way of learning and technology. Embedded tutor in chemistry class was utilized. They provide more time for students. If a teacher wants an embedded tutor, they should have one because it would be a better way to connect students to tutoring services.
- For international students, language is a major barrier. They won't go to tutoring because they can't understand the tutor. Could we have Spanish-speaking (and/or bilingual/multilingual with other languages) tutors?
- Challenge of location and times. How are we incorporating Pontiac and Lincoln? Offering drop-in support helps people who need a flexible schedule. Helping students who are parents by providing flexible scheduling supports students. How can email be used for asynchronous support? My embedded tutors respected my time and schedule.

What do students need the most from tutors?
- Luis: Showing care, empathy, and customer service.
- Beyond subject knowledge, support and encouragement.
- Affirmation is important so that students don't feel dumb. Affirming students that they aren't alone and are capable is invaluable to retention and student self-esteem. Stigma against non-linear/non-traditional paths to a college education can be majorly impactful to students and needs to be addressed.
- Most students just want tutors to give them the answer. Tutors should be encouraging. Tutors should teach the process (tutors are trained to do this).
- Availability. Students often do homework in the evening. Could they be available until 8 PM, or early in the morning before work/classes? Options: students may understand/connect with some tutors but not others. More tutors. Help students differentiate between certain services: tutoring, success coaching, mental health counseling, career services, etc., Difficult for students to know where to go for what. (Seems like tutoring should be located near these services).

Trustee Auston Koch and Chair Becky Ropp shared their appreciation for the participants.

Trustee Janet Hood made a motion to adjourn. Trustee Tom Whitt seconded. The meeting adjourned at approximately 5:56 pm.

2024-11-19

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Becky Ropp, Chair

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Trustee Josh Crockett, Secretary

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