Strategic Goal Team 3

Sub-Group: Lawrence Campus Tutoring Space

December 17, 2012

On July 1, 2013, the Academic Resource and Tutoring Center, math center, developmental reading, writing and ESL labs will become one unified Tutoring Center. Services in Lawrence are currently spread out over three locations, the Dimitry Building on Franklin Street (L200 and the lower level lobby outside the bookstore), Amesbury Street (L103) and in limited space at the Riverwalk campus. Combined, these centers service hundreds of students per semester for both curricular requirements and walk-in based tutoring.

As the college strives to meet the demands of a growing urban campus and to provide equitable services that mirror the Haverhill Campus, the Strategic Goal 3 Team has developed a sub-group to make space recommendations for a new tutoring center in Lawrence. Led by Donna Bertolino, the team consists of Lynne Nadeau, Betsy Pardo, Margaret Pothier and Rebecca Rose. In compiling recommendations, the team has evaluated current space, services and functionality, and has also taken into consideration the thoughts and feedback from Strategic Goal 3 members which is comprised of faculty and staff from key areas of the college.

As a baseline, the total square footage of these areas as they currently exist in Lawrence is approximately 4,000 square feet. The areas also have a combined total of 28 student computers. In comparison, tutoring on the Haverhill Campus has 72 computers (in all of the existing labs) for student use.

Given the above, we recommend that the new Tutoring Center should include:

- One area to house all tutoring services; minimum 4,000 - 5,000 Square Feet.
- Close proximity to Student Success Center to complement services.
- One main entry point for entry/exit (with other exit points for code). Exits would be equipped with alarm for any books/materials that may be tagged.
- One central sign-in/sign-out area at entry point for TutorTrac sign-in. Preferably two or three stations and a triage desk next to or behind the sign-in area.
- A central staff work-station area in the middle of the room and close to the triage/sign-in area. Workstations for (4) staff/tutors; optimal number would be 8. Stations should face the tutoring areas for full visibility. An area for staff storage, materials, files.
- Central printing area behind the staff work area (for controlled printing and to monitor usage).
- One fully enclosed smart-room with 20 computers, a staff work station and large windows for visibility (for use by required labs (BR/CR), tutor trainings, workshops, other). Windows would need to be equipped with blinds for optional privacy. Computer/table mix if possible.

- One small fully enclosed room/lab, equipped with 10 computers for small-group tutoring, language lab, ESL lab, other private sessions, accommodated tutoring sessions, etc.
- Four tutoring areas that are sectioned off but not fully enclosed, with ¾ walls or dividers separating the areas and windows between each area. At least two of the four areas equipped with computers along one or two walls, 10 computers each. (Tutoring areas should also have mix of white boards and tables.)
- Storage and resource area for files, bookshelves and materials within accessible range of the four tutoring areas. This could be one central location or in four separate areas outside of the tutoring areas.
- One open area with no walls or computers for study groups. This area would contain a few tables and one or two cubicles for one-on-one tutoring.
- Infrastructure to accommodate up to 75 computers (including student computers, staff computers and Tutor Trac sign-in).
- Wireless capability.
- Phone/computer hookups.
- Design that includes some computer stations, tables, chairs, etc., that meet ADA requirements. One or two per tutoring area for assistive technology and one in the student sign in area.
- Lighting that is conducive to meet the needs of DHH students. Some wall space and some window space to balance.
- Soundproofing as appropriate and acoustics taken into consideration for noise levels.