Overview of Montgomery College Learning Centers Report 2020:
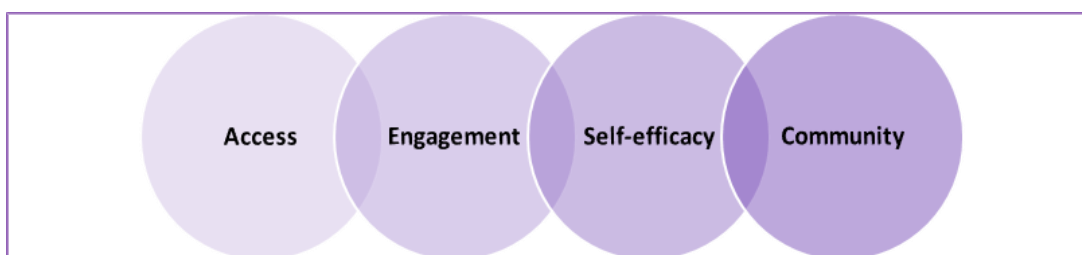### *Learning Centers Lead*

Vision Statement

In support of Montgomery College's commitment to cultivate a common student experience, Montgomery College Learning Centers will strive to be a national model for learners that creates an **inviting**, **learner-centered**, and **supportive environment** to engage students, faculty, and staff in collaborative learning.

Social Justice Promise 2020

Montgomery College learning centers are **committed to equity and anti-racism in policy and practice**. We strive to be welcoming and affirming spaces. We believe Black lives matter and stand with our DACA and Dreamer students. We seek to ensure equal access for students with disabilities and provide a brave space for the LGBTQ+ community. We promote a growth mindset and **commit to meeting students where they are.**

Common Measures of Student Success that Unify the Learning Centers

Spotlight on Access and Engagement during Remote Teaching and Learning at MC
MC Learning Centers Support Student Success in 2020

Inclusive Environment: Despite COVID-19, MC Learning Centers provided a **positive, welcoming, inclusive, antiracist environment to support students** in subjects including accounting, biology, chemistry, computer science, economics, ELAP, engineering, English, languages, mathematics, physics, and psychology.

Increase in Virtual Tutoring and Workshops: When the college transitioned to remote operations, every learning center **adapted quickly** to create **virtual tutoring** spaces. Each center saw **increased utilization** (often up to 100% capacity, with students waiting), resulting in **serious staffing challenges**.

Weekend Hours: While some centers have always had substantial availability on Saturdays and occasional availability on Sundays, other centers have *increased* **appointments on Saturdays** and have *added* **Sunday** hours.

Even More Collaboration: In order to promote **student success** *despite continued* resource constraints, the five STEM Learning Centers collaborated to *create* the **new Virtual STEM Learning Center** (with the **Talent Share Program providing help**), and the ASC and the three WRLCs collaborated with the **Libraries** to *share* **virtual resources**, including **workshops**.

Table 1. Number of Students Who Received Tutoring Support* Academic Year 2020

Date	Spring 2020	Summer 2020	Fall 2020
Number of Students Who Received Tutoring Support	5,724**	5,160	13,082
Total College Enrollment (Credit Classes)	19,220	12,927	20,037

*all visits were virtual
**Includes tutoring and workshop attendance; March 13-May 15 due to COVID-19 campus restrictions

Table 2. Number of Students Who Received Workshop Support* Academic Year 2020

Semester	Number of Students Served by Workshops
Spring 2020**	908
Summer 2020	145
Fall 2020	1,634

*all visits were virtual
**March 13- May 15 due to COVID-19 campus restrictions

Table 3. Most Popular Months to Receive Tutoring Support* Academic Year 2020

Semester	Month
Spring 2020**	April
Summer 2020	July
Fall 2020***	October

*All visits were virtual
**March 13-May 15 due to COVID-19 campus restrictions
***December 1-19

Table 4. Most Popular Time of Day to Receive Tutoring Support* Academic Year 2020

Semester	Time of Day
Spring 2020**	1:00 pm
Summer 2020	1:00 pm
Fall 2020	3:00 pm

*All visits were virtual
**March 13-May 15 due to COVID-19 restrictions

Learning Center Leadership at Montgomery College

        Academic Support Workgroup
        Antiracist Institution Workgroup
        Applying Principles and Practices for Effective Learning Corps (APPEL)
        Committee for Assessment, Placement and Developmental Issues (CAPDI)
        Compliance and Ethics Advisory Committee
        Employee Services Council
        English Composition College Area Review Committee
        English, Language for Academic Purposes Software Committee
        Global Leadership Cohort
        Germantown SA Building Renovation
        Open Computer Lab Workgroup
        MC Management
        Montgomery College Confluence Committee
        Perkins V Strategy Leadership Committee
        Presidential Advisory Committee on Equity and Inclusion
        Presidential Innovation and Leadership Fellowship
        Pride + student group
        Science Technology Engineering and Math Academic Unit Leadership Team (STEM AULT)
        TPSS Campus Council
        TPSS E-learning, Innovation, Teaching, Excellence Workgroup
        Virtual Campus Strategic Planning Committee
        Women and Gender Studies Scholarship Event

Quotes from Key Literature

First-year student support: "students who passed their first writing class visited the writing center more than students who failed." (Pfrenger, Blasiman, & Winter, 2017).

Post Pandemic Academic Support: Key features of the post-pandemic community college include "effective holistic student supports" (Stout, 2020, p. 54) and providing academic support to students "wherever they are and whenever they need it" (p. 57).

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