

Peer Review for Learning Assistance Centers (provided by David Reedy)

Rationale: In order to get an informed, unbiased view of identified areas of the center.

Participants: Learning Center leaders from 2 or 3 institutions working collaboratively to review each center. The process begins by using a simple SWOT to identify areas you perceive as weaknesses for the peers from 2 other institutions to objectively review. If weaknesses are many, identify the 2-3 which are most likely to impact the learning of students whether they are administrative or direct support. Invite others to your campus, at their own institution expense, then return the review for each of the others.

Process:

1. Once SWOT has been completed, identify institutions within 50-75 miles of your location. Identify if you want like individuals or institutions to collaborate with in your region. Regional or statewide issues may impact the outcomes.
2. Consider individual leaders who are currently active or recently retired who have LCLC certification. Those credentials help with validity for administration.
3. Reach out to those you have selected and invite them to the process.
4. Have at least 1 online meeting to discuss what should be investigated as well as possible dates.
5. Create a basic framework for your specific review. When do others arrive? Will they be housed overnight? How is the travel paid? What food is needed? Who do you want interviewed on your campus? What authorizations does your specific institution require? What type of report-out will occur and who is included?

Possible items for review – Certainly not exhaustive!

- Marketing of whole center – Print? Website? Email? Word of Mouth? In Class?
- Marketing of specific services – Tutoring, Supplemental Instruction, Academic Coaching, Study Groups, Exam reviews.
- Student impressions – Level of awareness, favorable, unfavorable, place to hang?
- Faculty impression and support – Share service availability, provide course specific material, expect you to do too much/less?
- Staff impression and support – Understand who should come and why, aware of all services offered?
- Administration impression and support – Recognize importance and outcomes? How success is measured? Funding stable?
- Online support issues/goals
- Possible collaborations on campus/region/online
- Organization of your center – Need more staff for XXX? Need to reorganize training? Needs identified for new growth area? Need to reallocate staff from less productive areas to most productive?