Bi-Weekly reflection implementation plan

1. Student workers feel as if they can improve on the way they conduct business but were not sure how to go about it.
2. A bi-weekly reflection sheet was implemented in which student workers had to answer 4 questions at the end of their shift for the week.
   1. What went well
   2. What could have gone better
   3. What takes priority the next week
   4. What was your favorite part of the week
3. I read the responses and build individualized supplements to help. This could come in the form of an “assignment,” conversation, or opportunity (for example: a classroom visit or a pairing of 2 tutors to help each other).
4. We discuss if the supplement was helpful after they have tried it for a week

Observations to the process

1. Initially, all of the items that tutors said they wanted to work on were content related such as reviewing material for a specific class
2. As time went by, the requests turned away from content and moved toward instruction support such as alternative vocabulary to explain a subject or a way to explain a relationship with words instead of a math formula

Observations to the student workers

1. They told me they felt more confidence in the work they were doing
2. The workers were more proactive in approaching struggling students
3. The overall environment of the center became more optimistic
4. Tutors began creating challenges for themselves and asking me to challenge them