Fostering a Collaborative & Feedback-Driven SI Team
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In recent years, the SI Team at Carroll University has put an emphasis on increasing the amount of collaboration among the team, and the feedback and support given. The need to observe more sessions in order to provide more consistent and effective feedback was noted, as were the logistical challenges of doing so with only one professional staff member. The increased need for support that SI Leaders require during their first semester in the position was also noted and became an area of focus. These findings led to the development and implementation of a robust observation model, mentor program, and meeting structure that are shared during this poster presentation. These are the three primary methods which have fostered a collaborative and feedback-driven SI Team at Carroll University.

Observation Types:
1. Announced Observations
   - Full session
   - Feedback given in narrative form
   - Debrief immediately following session
2. Walkthrough Observations
   - 10-15 minute pop-in observations
   - Checklist/short narrative form
   - Feedback e-mailed & discussed at 1-on-1 meetings
3. Peer Observations
   - 1 in subject area, 1 outside of subject area
   - Narrative Form
   - Debrief after and share feedback via e-mail

Session observations tripled from FA’16 to FA’17 with inclusion of walkthrough observations.

Semester Observation Schedule:
- 1-2 announced observations (SI Coordinator)
- 6-8 walkthrough observations (SI Coordinator/Mentors)
- 3 Peer Observations (Peer SILs)

New SIL Mentor Program Schedule:
- Weeks 1 & 2
  - Attend 1st day intro
  - Pre-1st session meeting
  - Attend 1st session & debrief

- Weeks 3-6
  - Complete 3-4 walkthroughs
  - Session plan review
  - Meet w/ mentees during week 7

- Weeks 8-11
  - Complete 3-4 walkthroughs
  - Session Plan Review
  - Meet w/mentees during week 11

- Weeks 12-13
  - Mentor & New SI Leader Wrap-up Event

SI LEADER FEEDBACK ON METHODS EMPLOYED
“Our meetings, observation hours, mentor check-ins, and everything else do a wonderful job in ensuring we properly reflect on our work and continue to grow as Leaders”.

“Constantly being walked through and being observed helped break down areas of improvement and is a great skill to have in the future!”

“1-on-1 meetings and observation feedback is very encouraging, especially when you feel some strategies did not work as well, it helps to get an outside opinion.”

“We met before each exam to plan a review session, talk about future plans for the rest of the semester, and create an exam review. Our team was very successful in collaborating.”

HANDOUTS AVAILABLE UPON REQUEST:
1. Mentor Job Description
2. New SI Leader Mentor Program Sheet
3. Observation & Session Plan Review Forms
4. Sample Meeting Agendas

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