

Best Practice Process

Question: Who should use the *Best Practice Process* form and for what purpose?

Answer: RLC employees use this form to document external *best practice* benchmarking. Benchmarking includes researching exemplary practices of external institutions, discussing internal application of these practices with RLC faculty and staff, and planning for the budget implications of instituting the practices.

Step 1 : Complete #'s 1 - 7 and submit this document electronically to Gloria Washington in the Department of Institutional Research and Effectiveness for RLC Thunder Team's review and approval and posting on the Intranet.

Step 2: After approval, you will receive this document to complete #'s 8 - 11.

Step 3: After you complete #'s 8 – 11, please resubmit electronically to Gloria Washington.

PLEASE NOTE: Input information in the grey highlighted areas. Boxes will expand as you type.

- 1. Briefly describe the *best practice*: In order to determine the most successful approach towards online tutoring, the Center for Tutoring and Learning Connections will study three institutions similar to ourselves who have already implemented online tutoring programs. Each of these colleges has gone about online tutoring differently. The three methods we will study are outsourced online tutoring via SmartThinking, the use of the third party platform AskOnline, and an in-house creation through BlackBoard. After evaluating the success to cost efficiency, we will determine the best practice available to the Center for Tutoring and Learning Connections.**
- 2. How was this best practice identified (select all that apply)?**
 - a. participation in a local, state, or national conference
 - b. participation in the National Community College Benchmark Process (NCCBP)
 - c. networking opportunity
 - d. professional reading
 - e. participation in consortia
 - f. environmental scanning
- 3. What is the rationale for benchmarking this best practice (select all that apply)?**
 - a. low performance to KPI target at RLC
 - b. NCCBP comparison relative standing
 - c. environmental scanning
 - d. other: specify The Center for tutoring and Learning Connections is planning on providing online tutoring in the future; however, because there are a number of different online tutoring options, we are to determine what will be most effective for our tutoring center.
- 4. Identify the institution(s) to be benchmarked: Austin Community College, Cedar Valley Community College, and Alfred State University**
- 5. Will site visits be necessary? Yes No**
- 6. If yes, estimate the cost of the site visit? Cost of mileage to Cedar Valley Community College**
- 7. Estimate the timeline for completion of the research: April 30**
(STOP at this point and submit to Gloria Washington ... see STEP 1 above)

8. Identify the groups with whom you have discussed incorporation of the best practice:

9. What is your final recommendation (choose one)?

- a. Adopt the best practice at Richland College.
- b. Adopt the best practice with revisions.
- c. Delay adoption while further research is conducted (estimated date:)
- d. Do not adopt this best practice.

10. Briefly explain your decision:

11. SPP Goal: (select all that apply).

- Goal #1: Identify and Meet Community Educational Needs
- Goal #2: Enable All Students to Succeed
- Goal #3: Enable All Employees to Succeed
- Goal #4: Improve Efficiency and Effectiveness of College Programs and Operations

Date:

***Process Owner:* Jason Wright**