

1067-Z1-1162      **Rachel Esselstein\*** ([resselstein@csumb.edu](mailto:resselstein@csumb.edu)), 100 Campus Center Dr., Building 53, Seaside, CA 93933. *Improving Support for Undergraduate Math Tutors*. Preliminary report.

Like many universities, California State University, Monterey Bay, has a campus-run student service center where undergraduate tutors provide support for lower-division mathematics courses among other things. It used to be that the mathematics department had very little interaction with the tutoring center and no control over affairs such as the hiring or assigned classes for student tutors. As part of a larger College Cost Reduction and Access Act (CCRAA) grant, the mathematics department was suddenly invited to participate in the strengthening and development of the mathematics tutoring program.

In this talk I will outline the changes we made including the creation of a hiring and interview process, course-specific manuals for the student tutors, and a course required of the student tutors covered under the grant. Each of the changes we made were easy to implement and cost-effective. Furthermore, the data we collected after one year of implementation of these changes showed a significant improvement over the student, faculty and tutor satisfaction with the mathematics tutoring program. (Received September 19, 2010)