Rochester Public Library (RPL)
TASC and ESOL and Citizenship Tutoring
After school Tutoring
September 2018 – June 2019

Summary
Use of certified instructors as independent contractors began in 2012 at the Maplewood Branch. Funding was initially provided by Senator Joseph Robach, with current instruction services funded from New York State Senate Bullet Aid, branch operating and grant funds. In 2018-19 English as a Second Language (ESOL) and Test Assessing Secondary Completion (TASC) tutoring occurred at six branch locations. From September through June 1st, the RPL served 301 unique individuals for 3,647 hours of instruction. Below is additional detail for the RPL’s adult tutoring services in fiscal year 2018-19.

Locations
Adult TASC: Arnett, Lincoln, Lyell, Maplewood
English as a Second Language & Citizenship: Maplewood (also several outreach locations)
After school Tutoring: Wheatley

Instructors
The RPL maintains a roster of independent contractors referred from various partner organizations, many serving with the RPL since inception in 2012. The average tenure of service with the RPL is four years. Instructors are compensated at a rate of $28 per hour for services including classroom preparation, instruction, and maintaining statistics of attendance and hours with monthly reporting to RPL staff.

Tutoring Outputs
Lyell and Maplewood have the most TASC hours served with 392 and 418, respectively, for the year, with Arnett following at 360. Lincoln began TASC classes in late February 2019 and recorded 78 hours for this year. Maplewood is our sole ESOL and citizenship location, with 446 citizenship hours and 1,821 ESOL hours of tutoring recorded. Wheatley is our sole after school tutoring with RPL-paid tutor services, with 132 hours recorded. Private and RCSD-sponsored tutoring in RPL locations is not currently captured by hours served.

Tutoring Survey
Arnett, Lincoln and Lyell administered surveys developed by the RPL based on questions developed through Project Outcome, a Public Library Association initiative to measure service impact. Eight students took the survey from RPL staff. 100% of students surveyed agreed or strongly agreed that:

- They felt more confident about what they learned from RPL instruction
- That they intend to apply what they learned from instruction
- That they are more aware of resources and services provided by the RPL

Students surveyed also provided useful feedback on hours of instruction and additional ways the RPL can support their learning. Feedback on instructors was universally excellent.
**Tutoring Impact - Instructor Stories**

As we see with the longevity of instructor tenure, multi-year relationships enable library users to achieve their goals at a pace that works with their schedule. In many cases, students have worked for several years with instructors to finish portions of exams. The instructors and their relationships with their students and with other class providers have a substantial impact. Examples of information shared by RPL instructors during the year include:

- **Damon B.** is from Baltimore, MD; he has a daughter age 10 living with the child’s mother in Georgia. Damon’s mission involved his being able to role model for his daughter regarding education and the importance of such. Damon was enrolled in REOC’s TASC Program when he came to me in February. In addition to working with me at both Lyell and Lincoln, Damon additionally joined the BOCES TASC Program, for even more involvement. Damon took the TASC Exam for the first time May 28th, 2019 and passed all five sub-tests with the scores ranging from 530’s to 560’s (500 is passing score). Congratulations to Damon for his accomplishment!

- **Deborah T.** passed her “TEAS” test this week, and came to Arnett to share her success! Deborah came to TASC Tutoring for help with Math; she had an IEP Diploma (academically challenged) and needed to pass this TEAS test to be admitted to a Nursing Program. Deborah referred Shaquanda L., a friend of hers, who will take TEAS test in June, for Math Tutoring due to her success. Proud of Deborah and wanted to share.

- **Yesterday I received a text message from Kathy G.; she passed her TASC Math sub-test with a score of 507. Kathy worked with me at Arnett Branch last season and Math was her remaining subject to pass! Now her TASC HSE Diploma is in the mail on its way! Kathy endured spine surgery last season, wherein I provided YouTube videos (TASC) to ensure her downtime during recovery could be well spent. Congrats to Kathy for her hard work!**

**Full-time New Americans Librarian**

For the 2018-19 fiscal year, Evanna DiSalvo was temporary full-time to support New Americans at the Maplewood branch and surrounding community. Evanna spent the year expanding on her existing networks and increasing classes both on-site and at shared community partner sites. Going forward, English classes at the Maplewood Library are promoted as **ENL (English as a New Language)** tutoring instead of ESOL classes. For some, English might be their third or fourth language; in addition, ENL is recommended terminology from NYSED and the Rochester City School District to designate English language learners. In addition to ENL, Evanna offers citizenship preparation classes; examples of success with the naturalization exam are below. As part of the 2019-20 budget, Evanna is permanently full-time.

- **Two citizenship students, Miraj J. and Chandra A., passed the Naturalization exam. Jan Owen from USCIS (United States Citizenship and Immigration Service) conducted a mock interview with Chandra at the November program. Chandra worked so hard, came to every regular class and early class too, studied at home – and was successful! [Three of Evanna’s students took the oath to become citizens in January 2019]**

Below are comments received by the Rochester Regional Library Council from Maplewood patrons during the annual “Library of the Year” nomination process regarding ENL and citizenship support:

- **I love the library because is quiet place and we can learn English comfortable and safe for us**
- **I want to improve English. I want to speak nicely. Teachers are good. I feel good learning here.**
- **This library has a lot of good programs for kids, people who need to learn English and helps citizen test! How amazing they are!! Also they tells me lots of information about neighborhood. I everyday come here to learn English and really enjoyed their programs that they offered. Sometimes we watch a very good old classic movie!!!!! I really appreciate all people’s who work at Maplewood library!!!!! <3**
Because I feel all time came to library am happy I meet some people take with them and I have some friends and my kids loves the library and the library help me learn English thank you all people and all teachers work in the library

I feel comfortable. I want to speak nicely. I want speak well and easily. I want improve English and I am enjoying in library class.

Goals for 2019-20
The RPL met most goals established for the 2018-19 year for adult instruction, including inclusion on the Rochester Education Foundation FAFSA sub-committee, improved partnerships with Adult Educational Opportunity Center (AEOC) staff, and informal assessments for students by instructors surveying their satisfaction with individual progress and personal goals. While several grants were applied to this fiscal year, no additional funds were secured for TASC/ENL instruction. We are grateful to the City for additional tax support to maintain a full-time New Americans Librarian at Maplewood in 2019-20, as bullet aid funding to libraries did not materialize for the upcoming fiscal year.

The RPL has increased and outreach for classes to students with the full-time position; Evanna is developing goals for additional outreach and classwork beginning in September. Goals for 2018-19 include the following:

- Securing additional grant or private/donor resources to add Test for Adult Basic Education (TABE) tutoring at branch locations, as a bridge program to TASC certification (TABE measures progress while the TASC test measures a final outcome)
- Securing additional grant or private/donor resources for additional after school tutoring
- Determine methodology for counting private tutoring support in RPL locations, potentially through the meeting room reservation software to be released fall 2019
- Include RPL staff on the Census Complete Count sub-committee for New Americans, to plan for Maplewood and RPL support of improved counts in Rochester