

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Student Success

Leader(s): Amy Comparon

Implementation Year: 2017 ---- 2018

Goal 3: Recruit, train, and evaluate student employees and paraprofessionals; staff focused on providing high quality academic support services.

Objective 1:	Provide professional, general, and subject specified training to all SI, tutors, writing consultants, and TuAs/GAs.
Action Items	<p>ARC- Math, Science, and Business Assistance Train tutors/GAs in various areas such as Supplemental Instruction (SI), Graduate Assistance Training, Para-Professional Leadership Training, and subject based training.</p> <ul style="list-style-type: none"> • SI Training Program The Coordinator of Tutoring and Academic Assistance will continue the Supplemental Instruction Training Program open to all GSU supplemental instructors. Training will begin resume Fall 2017. <p>Writing Center Train writing consultants in various areas such as Graduate Assistance Training, Para-Professional Leadership Training, Supplemental Instruction, and subject based training.</p> <p>The ARC and Writing Center coordinators are researching CRLA and Supplemental Instruction certifications. To enhance tutor development, both coordinators will start tutor observations in Fall 2017.</p>
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Evaluations assessing tutors, GA's, and writing consultants' effectiveness based on coordinators' assessment and student feedback.
Responsible Person and/or Unit (Data collection, analysis reporting)	ARC-Math, Science, and Business Assistance (Coordinator of Tutoring and Academic Assistance) Writing Center (Coordinator of Writing Center)
Milestones (Identify Timelines)	GAs and TuAs attend the Graduate Assistance orientation and the Para-Professional Leadership Training Day. SI training will resume Fall 2017. Review of specific training needs will occur at mid-term.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors, writing consultants, and GA's to market the Academic Resource Center/Writing Center's services, increase utilization of services, and increase student persistence.

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Objective 2:	Increase efforts to recruit qualified first year students to become sophomore tutors.
Action Items	ARC-Math, Science, and Business Assistance Recruit first year tutors who will be sophomores and/or juniors through faculty/staff recommendation. Tutors will be trained to provide one-on-one and walk-in services for lower division students.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Contact First Year instructors and honors instructors for recommendation of tutors at mid-term. Interview and hire tutors. Train tutors to specifically work with First Year students. Mentor and supervise tutors throughout term. Assess tutors through evaluations and student feedback.
Responsible Person and/or Unit (Data collection, analysis reporting)	ARC-Math, Science, and Business Assistance (Coordinator of Tutoring and Academic Assistance)
Milestones (Identify Timelines)	Sophomore tutors will continue in subject tutoring for Fall 2017, if warranted.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors to market the Academic Resource Center's services, increase utilization of services, expand tutoring assistance offered, and increase lower division student persistence.

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Objective 3:	Develop mentoring programs for collaboration between graduate assistants/tutors and new undergraduate tutors.
Action Items	<p>ARC-Math, Science, and Business Assistance GA's mentor new tutors. Mentoring may take form in group discussion and/or workshops, training, and tutor orientation.</p> <p>Writing Center GA's mentor new tutors. Mentoring may take form in group discussion and/or workshops, training, and writing orientation.</p>
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Evaluations assessing tutors, GA's, and writing consultants' effectiveness/leadership skills based on coordinator's assessment.
Responsible Person and/or Unit (Data collection, analysis reporting)	<p>ARC-Math, Science, and Business Assistance (Coordinator of Tutoring and Academic Assistance)</p> <p>Writing Center (Coordinator of Writing Center)</p>
Milestones (Identify Timelines)	Mentoring will begin at tutor orientation(s) starting Fall 2017 and evolve throughout the academic year.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors to market the Academic Resource Center's services, increase utilization of services, have effective tutors, and have sophomore/undergraduate tutors grow as leaders as they grow in their academic career.