

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Student Success

Leader(s): Amy Comparon, Director of the Academic Resource Center

Implementation Year: 2016 – 2017 Results and Findings

Goal 1: Design, implement, and assess a broad range of tutoring and academic support services for both general education and upper-division course work which nurtures the highest levels of academic success.

Objective 1:	Collaborate with faculty to incorporate academic support services within and outside of the classroom for lower division.																				
Action Items	<p>ARC-Math, Science, and Business Assistance: Work in collaboration with math faculty to assure math support in all lower division math courses by offering supplemental instruction and/or available tutoring assistance in the Academic Resource Center with walk-in and appointment services. Supplemental instruction support and tutoring support will expand in math, science, and business. To meet these demands, the ARC will hire additional tutors. In addition, the ARC will offer math workshops for first year students in MyStatsLab, math support software, the first two weeks of courses. Math support is also part of ACHIEVE students' academic study plan for students who do not pass the math component in Smart Start. Math support is available during Smart Start.</p> <p>Writing Center: The Writing Center will hire tutors (preferably sophomores) to support lower division students with their writing. Writing assistance is embedded in the Smart Start classes. Smart Start writing classes will come to the Writing Center and attend writing workshops to learn about writing and available resources. In addition, writing support is also part of ACHIEVE students' academic study plan for students who do not pass the writing component in Smart Start. Additional writing walk-in services will be added to meet the demands for writing assistance, including night and weekend hours.</p>																				
Desired Outcomes and Achievements (Identify results expected)	<p>ARC-Math, Science, and Business Assistance: Students who attend tutoring and/or supplemental instruction will improve their grades and persist.</p> <p>Writing Center: Students who receive writing assistance will improve their writing and persist.</p>																				
Achieved Outcomes and Results	<p>ARC-Math, Science, and Business Assistance: The largest initiative for AY 2016 – 2017 was the expansion of our Supplemental Instruction program. The majority of our SI efforts have directed toward the lower division with 5 (out of 6) SI supported sections in fall 2016 and 5 (out of 6) in spring 2017.</p> <p>Metrics Number of Students Served for Supplemental Instruction sessions: Fall 2016 SI numbers:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Course</th> <th>Instructor</th> <th>SI Leader</th> <th>Total Headcount</th> </tr> </thead> <tbody> <tr> <td>MATH 1423</td> <td>Thompson</td> <td>Stella</td> <td>26</td> </tr> <tr> <td>MATH 2100</td> <td>Thompson</td> <td>Anthony</td> <td>**</td> </tr> <tr> <td>BIOL 1100</td> <td>Guimond</td> <td>Jacque</td> <td>67</td> </tr> <tr> <td>BIOL 1200</td> <td>Gohde</td> <td>Axel</td> <td>31</td> </tr> </tbody> </table>	Course	Instructor	SI Leader	Total Headcount	MATH 1423	Thompson	Stella	26	MATH 2100	Thompson	Anthony	**	BIOL 1100	Guimond	Jacque	67	BIOL 1200	Gohde	Axel	31
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BIOL 1500	Grey-Avis	Beth	86
CHEM 3531	Kumar	Terin	81
Total SI Contacts			291

Spring 2017 SI numbers:

Course	Instructor	SI Leader	Total Headcount
MATH 1423	Kaufmann	Lester	20
MATH 2100	Kaufmann	Lester	27
MATH 2281	Thompson	Nour	84
BIOL 1200	Gohde	Mike	**
BIOL 1510	Grey-Avis	Beth	81
CHEM 3531	Kumar	Terin	70
Total SI Contacts			282

Writing Center

The Writing Center hired sophomore tutors in Fall 2016 and strategically placed the tutors in the Library and Prairie Place to assist lower division students' writing during evening and weekend hours. In addition, walk-in services were provided. As a result, minimal students took advantage of this service with a total of two students in attendance. Furthermore, writing assistance from the Writing Center was not embedded in Smart Start with students attending writing workshops. During that time the Writing Center hired the new Writing Center Coordinator mid-August; however, the Writing Center Coordinator did visit Smart Start courses to introduce himself and talked about the Center's services. ACHIEVE students received additional writing support through Writing Fellows; however, the Writing Center did provide a Supplemental Instructor for one course. Dr. Jarrett Neal taught an ENGL 1000 course in Fall 2016, and an ENGL 1000 repeat course in Spring 2017.

Analysis of Results
(Where outcomes met?
Exceeded? Progress
towards goal.
Implications for AY18
Objectives.)

ARC-Math, Science, and Business

The Supplemental Instruction Training Program was a great success and we increased supplemental instruction support. We plan to continue with the training program and open Si training to others on campus. Our goal is to increase supplemental support in lower division courses.

Writing Center

During AY 15-16 and AY 16-17, sophomore tutors were not utilized to their full potential due to lack of student attendance. For AY 17-18, the Writing Center will no longer hire sophomore tutors strictly for lower division support, but the Center will continue to offer the services. Furthermore, Dr. Neal has built a relationship with the English department and will continue to work on efforts to support lower/upper division and graduate writing. Dr. Neal would like to pilot a graduate writing boot camp, offer lower/upper division writing support with upper division and graduate assistant tutors, and assist the English department in implementing the WAC rubric across disciplines. Come Fall 2017, GSU ACHIEVE will no longer exist and those efforts will take place in the Mastering College course. The Academic Resource Center will collaborate with Mastering College instructors to address students' needs.

Goal 1: Design, implement, and assess a broad range of tutoring and academic support services for both general education and upper-division course work which nurtures the highest levels of academic success.

Objective 2:	Develop and implement workshops aligned with course(s) curriculum for upper-division and graduate students.									
Action Items	<p>ARC-Math, Science, and Business Assistance: Offer supplemental instruction and academic support in areas of demand. Provide study skills/test taking skills workshops for upper division students in difficult courses. Workshops will be embedded in a few course curriculums and the student success workshops.</p> <p>Writing Center: Offer additional writing/research workshops for upper level/graduate students. Workshops will be offered through classroom presentations and student success workshops.</p>									
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to increase utilization of workshops and student success.									
Achieved Outcomes and Results	<p>Results: ARC-Math, Science, and Business During this academic year, we continued to expand Supplemental Instruction into two upper division courses organic chemistry 1 and 2 (CHEM 3531 and 3533). These SI sessions had solid attendance during both the fall and spring semesters. Furthermore, we continued our workshop series on study skills and test taking strategies titled Study Skills with Patrick, which was facilitated by our TuA Patrick. It was on the Student Success Calendar for fall and spring terms. This workshop was also put online (youtube)in June 2016 in two segments (How to Be a Successful Student with 100 views and Test Taking Strategies with 46 views) We continue to pursue our Vision 2020 goal of increasing utilization of workshops and student persistence.</p> <p>Metrics Number of Students Served for Supplemental Instruction sessions (Upper Division Sections):</p> <table border="1" data-bbox="381 1375 1242 1486"> <thead> <tr> <th>Semester</th> <th>Course / Section</th> <th>Headcount</th> </tr> </thead> <tbody> <tr> <td>Fall 2016</td> <td>CHEM 3531 – 01</td> <td>81</td> </tr> <tr> <td>Spring 2017</td> <td>CHEM 3533 – 01</td> <td>70</td> </tr> </tbody> </table> <p>Number of Students attending Study Skills with Patrick Workshops: In person 9 (offered 3 times in fall and 3 times in the spring). Online 33</p> <p>Writing Center To enhance writing support, Dr. Jarrett Neal added two new workshops for upper division/graduate students, <i>Mastering Literature Reviews</i> and <i>Essay Writing for Standardized Tests</i>.</p>	Semester	Course / Section	Headcount	Fall 2016	CHEM 3531 – 01	81	Spring 2017	CHEM 3533 – 01	70
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Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18)	<p>ARC-Math, Science, and Business Supplemental Instruction in Chemistry courses was solid with attendance. We will continue to offer tutoring/Supplemental Instruction in these two courses. The Center has designated a Chemistry tutor for these difficult courses. We will also continue to offer and provide online and on campus study skills/test taking strategies workshops. Our goal</p>									

Objectives.)

is to increase utilization and student persistence.

Writing Center

Dr. Jarrett Neal will assess attendance for the new workshops and work with faculty to determine students'. In AY 2017- 2018, Dr. Jarrett Neal plans to pilot a graduate writing boot camp.