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: **2015 – 2016**

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, tutors, writing consultants, and TuAs in the Writing Center.**
Action Items	Writing Center Train writing consultants in various areas such as Graduate Assistance Training, leadership/mentoring professional development, supplemental instruction, and subject based training.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Evaluations assessing tutors, TuAs, and writing consultants' effectiveness based on coordinators' assessment and tutee's feedback.
Responsible Person and/or Unit (Data collection, analysis reporting)	Writing Center (Coordinator of Writing Center)
Milestones (Identify Timelines)	TuAs attend the Graduate Assistance orientation on August 19th; some training and planning will begin Fall 2015 and will increase throughout the academic year. Review of specific training needs will occur at mid-year.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors, writing consultants, and TuAs to market the Writing Center's services, increase utilization of services, and increase student persistence.

Objective 2:	**Provide professional, general, and subject specified training to all SI, tutors, and TuAs in ARC Math, Science, and Business.**
Action Items	ARC- Math, Science, and Business Assistance Train tutors/GAs in various areas such as supplemental instruction, Graduate Assistance Training, leadership/mentoring professional development, and subject based training.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Evaluations assessing tutors and TuAs' effectiveness based on coordinators' assessment and tutee's 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)	TuAs attend the Graduate Assistance orientation on August 19th; some training and planning will begin Fall 2015 and will increase throughout the academic year. Review of specific training needs will occur at mid-year.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors and TuA's to market the Academic Resource Center, increase utilization of services, and increase student persistence.

Objective 3:	**Increase efforts to recruit qualified first year students to become sophomore tutors for Writing Center, Math, Science, and Business.**
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. Writing Center: Recruit first year tutors who will be sophomores through faculty/staff recommendation and train students to provide 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) Writing Center (Coordinator of Writing Center)
Milestones (Identify Timelines)	Sophomore tutors will be introduced in the ARC and Writing Center starting Fall 2015 term.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors to market the Academic Resource Center/Writing Center's Services, increase utilization of services, expand tutoring assistance offered, and increase lower division student persistence.

Objective 4:	**Develop mentoring programs for collaboration between upper-division consultant/tutors and sophomore tutors.**
Action Items	ARC-Math, Science, and Business Assistance: GA's and upper division tutors mentor the sophomore tutors. Mentoring may take form in group discussion and/or workshops/training. Writing Center: Writing Consultants mentor sophomore tutors. Mentoring may take form in group discussion and/or workshops/training.
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 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)	Mentoring will begin at tutor orientation starting Fall 2015 and increase mentoring initiatives each year.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors to market the Academic Resource Center/Writing Center's services, increase utilization of services, have effective tutors, and have sophomore tutors grow as leaders as they become upper classmen to mentor incoming lower division tutors.