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

> **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	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. 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 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.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Number of students served. Number of students who return for services. Number of students who persisted. Number of faculty that collaborate.
Responsible Person and/or Unit (Data collection, analysis reporting)	ARC-Math, Science, and Business (Coordinator of Tutoring and Academic Assistance) Writing Center (Writing Center Coordinator)
Milestones (Identify Timelines)	Initiatives will start Fall 2016.
Desired Outcomes and Achievements (Identify results expected)	ARC-Math, Science, and Business Assistance Students who attend tutoring and/or supplemental instruction will improve their grades and persist. Writing Center Students who receive writing assistance will improve their writing and persist.

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Objective 2:	Develop and implement class specified workshops for upper-division and graduate students.
Action Items	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. Writing Center Offer additional writing/research workshops for upper level/graduate students. Workshops will be offered through classroom presentations and student success workshops.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Number of students who attend workshops.
Responsible Person and/or Unit (Data collection, analysis reporting)	ARC-Math, Science, and Business (Coordinator of Tutoring and Academic Assistance) Writing Center (Writing Center Coordinator)
Milestones (Identify Timelines)	Workshops will be implemented starting Fall 2016.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to increase utilization of workshops and student persistence.