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 4: Enhance academic support resources and facilities to serve students as all levels (undergraduate and graduate) and modes (on campus, online, and hybrid) of instruction.

Objective 1:	Collaboration with other departments, centralizing writing services for students located in the Library and Academic Resource Center. (Library, English Department Services, and Writing Services)
Action Items	Utilize various facilities in partnership with the Library and Writing Department as central locations to provide writing and research assistance to all division students. Library Writing Center partner with Library to house a Writing tutor in the Library for assistance. In addition, the Library and Writing Center partner in facilitating student success workshops, if warranted. Writing Center The Writing Center work in partnership with the Writing Department to offer the Writing Center as an alternative location to house (not permanent) Writing Fellows, if warranted
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Number of students utilizing writing assistance services in the Library.
Responsible Person and/or Unit (Data collection, analysis reporting)	Writing Center (Coordinator of Writing Center)
Milestones (Identify Timelines)	Writing assistance offered in the Library during AY 16-17. Each year the Library, Writing Center, and Writing Department will collaborate and increase services offered to all students until it establishes a well-rounded writing assistance service/program.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have centralized locations for writing assistance service/program involving the Library, Writing Center, and the Writing Department.

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Objective 2:	Extend support services to address students' needs by offering services/workshops in other facilities on campus. (ARC, Cube, classrooms, departments, and Prairie Place)
Action Items	ARC-Math, Science, and Business Assistance Extend support services by offering online math resources and workshops; host workshops in the Cube; and offer ARC support in classrooms, such as supplemental instruction and learning strategies support; and Prairie Place. ARC will continue to offer Math assistance in the Math Department, if warranted. Writing Center Expand on services offered in ARC and Prairie Place, especially for lower division students. Hire tutors who live in Prairie Place to address late night and weekend services. Also extend services to incorporate into classroom assistance such as Smart Start and upper level assistance.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Number of students utilizing services. Assess times, days, and location of greatest support needs.
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)	Continual expansion of services and/or provide services in other facilities on campus to start in Fall 2016. Increase services provided in other facilities each year.
Desired Outcomes and Achievements (Identify results expected)	To have ARC and Writing Center services more accessible to students to increase student persistence.

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Objective 3:	Increase productivity and utilization of ARC's facility through workshops, tutoring, walk-in and other services.
Action Items	Increase services offered by Academic Resource Center and Writing Center. • Additional research and writing workshops • Implement learning strategy workshops • Implement math resource workshops • Additional supplemental instruction • Increase tutoring services linked to academic recovery and support programs.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Number of students attending academic recovery/support programs. Number of students attending workshops. Number of students utilizing ARC/Writing Center services.
Responsible Person and/or Unit (Data collection, analysis reporting)	Academic Recovery/Support Programs (Director of Academic Resource Center) ARC-Math, Science, and Business Assistance (Coordinator of Tutoring and Academic Assistance) Writing Center (Coordinator of Writing Center)
Milestones (Identify Timelines)	Implementation of workshops, support programs, and additional supplemental instruction will begin Fall 2016. Services and workshops will increase each year until programs are established.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to increase the utilization of ARC/Writing Center services and its effectiveness.