

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 Results and Findings**

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

Objective 1:	Collaboration with other departments, centralizing writing services for lower division students located in the Library. (Library, English Department Services, and Writing Services).
Action Items	Utilize Library's facilities in partnership with the Library as one central location to provide writing and research assistance to GSU students.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have a centralized lower division writing assistance service/program involving the Library, Writing Center, and the English Department.
Achieved Outcomes and Results	The Writing Center hired sophomore tutors to support lower division students, housed in the Library. Sophomore tutors worked with the WC/Library TuA to collaborate on services. Even though the Writing Center promoted lower division support through classroom presentations and marketing materials, during Fall 2015, 1 student received writing assistance for lower division. Furthermore, the Writing Center and Library were collaborated to centralize services in one area, but this was a challenge involving the English Department. During Spring 2016, the Writing Center collaborated with the English Department to support lower division students repeating Writing courses, but that initiative was centralized in a location outside of the classrooms.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	The outcome did not meet the Writing Center's expectations. Yes, there was collaboration between the Library and English Department, but all three services were not centralized in one area. Also, the low attendance for lower division tutoring in the Library did not meet our expectations. For AY 17, we will continue to collaborate with Library Services, by offering a split TuA position, if the budget allows, but also, we would like to strengthen collaboration with the English Department in a centralized location such as the Writing Center. Possibly working with the Writing SI and having them utilize the Writing Center.

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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, and Prairie Place)
Action Items	<p>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.</p> <p>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.</p>
Desired Outcomes and Achievements (Identify results expected)	To have ARC and Writing Center services more accessible to students to increase student persistence.
Achieved Outcomes and Results	<p>ARC-Math, Science, and Business The Math Center offered walk-in (math) tutoring services at Prairie Place one night a week (for 3 hours) during the fall and spring terms in which we averaged 4 students per week. In addition, we offered a couple student success workshops in Prairie Place that we well attended. We collaborated with Dean Lydia Morrow-Ruetten on the semi-annual Library Jam with two tutors (and Daniel) participating each term. Our graduate assistant (Patrick) was available in the CUBE during Smart Start to assist students in setting up their My Math Lab and My Stat Lab programs. Daniel facilitated SPSS study groups in the CUBE for the advanced statistics class (STAT 8260) during the spring semester.</p> <p>Writing Center The Writing Center offered walk-in tutoring services at Prairie Place for evening and weekend hours with a total of 8 students who received writing assistance. In addition, the Writing Center offered support during the Library Jam for Fall 2015 and Spring 2016, presented classroom presentations in Smart Start and had classes visit the Writing Center, and presented writing support in upper level courses upon instructors' requests.</p>
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	For both ARC (Math, Science, and Business) and the Writing Center the outcomes were met. The goal was to expand and provide the services mentioned above. In looking toward AY 17, we would like to expand on services offered in other locations and/or increase services offered.

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Objective 3:	Increase productivity and utilization of ARC's facility through workshops, study tables, tutoring, walk-in and other services.
Action Items	<p>Increase services offered by Academic Resource Center and Writing Center.</p> <ul style="list-style-type: none"> • Additional research and writing workshops • Implement learning strategy workshops • Implement math resource workshops • Additional supplemental instruction • Structure athletic study tables • Increase tutoring services linked to academic recovery and support programs.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to increase the utilization of ARC/Writing Center services and its effectiveness.
Achieved Outcomes and Results	<p>ARC-Math, Science, and Business</p> <p>The three action items that the Math Center needs to accomplish are listed below, along with what we did (or are doing) to accomplish them during AY 2015 – 2016 (or in AY 2016 – 2017).</p> <ul style="list-style-type: none"> • Implement learning strategy workshops <u>Study Skills with Patrick</u> during AY 2015 – 2016 and will continue for AY 2016 – 2017. • Implement math resource workshops Design a combination technology workshop (calculator + My Math / Stat Lab) for students enrolled in Math 1423 (college algebra) and MATH 2100 (elementary statistics). This will be an improvement on what we offered during AY 2015 – 2016 • Additional Supplemental Instruction (SI) We continue to offer tutoring for PHYT / OCCT 6601 (Human Anatomy) for incoming DPT and OPT graduate students during the summer. <p>Writing Center</p> <p>The Writing Center added additional student success workshops for both lower division and upper division/graduate level students. The workshops were well attended with 33 students attending lower division workshops and 103 students attending upper division/graduate workshops. In addition, the Writing Center offered additional support for Writing course repeaters located outside of the classroom.</p> <p>ARC-Student Support</p> <p>The ARC developed and expanded student success workshops focused on student learning and resources. These workshops were required as part of the Lower Division Academic Recovery Program student success workshop checklist. To make these workshops more available to students, the ARC offered several workshops, including Save My Semester at Prairie Place. The ARC tried to link tutoring services as a requirement for ACHIEVE students, but that did not turn out as expected. ACHIEVE students meeting with advisors to enforce tutoring was a challenge. Another challenge</p>

	<p>for the AY 2015-2016 goal was to structure Athletic tables. Tables were divided, juniors and seniors studied in the ARC, while freshmen and sophomores studied in the Student Life/Deans Lounge area. Due to behavioral challenges in the ARC, athletic study tables were relocated to the Athletics Department.</p>
<p>Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)</p>	<p>ARC-Math, Science, and Business All of the outcomes were met and will continue for AY 17. The Math Center will a calculator workshop component to the My Stats Lab workshop next year.</p> <p>Writing Center The Writing Center was delighted to see the attendance for both lower division and upper division/graduate and this exceeded our expectations. We will continue to provide these workshops.</p> <p>ARC-Student Support The outcome for developing and expanding student success workshops, including attendance exceeded our expectations. The ARC will continue to offer these workshops in conjunction with Lower Division Academic Recovery requirements. For AY 17, some workshops will also be offered online to accommodate students.</p> <p>The outcomes for required tutoring with ACHIEVE students and structured athletic study tables did not meet our expectations. Services were offered, but we experienced challenges in both objectives. Advisors tried their best to meet with ACHIEVE students who did not successfully pass Smart Start., but many students did not attend scheduled meetings. Advisors linked students to tutoring services, but students did not attend. Looking at the persistence rate for students who did not successfully pass Smart Start, 17/23 (74%) either dropped out during or were suspended after Fall 2015. For AY 17, the ARC will look at other avenues on how to support Smart Start students.</p> <p>Furthermore, the outcome to structure athletic study tables did not meet our expectations. As mentioned, the ARC had behavioral challenges with athletes and met with athletic coaches to discuss issues. Athletic study tables will not be in the AY 17 plan; study tables will be under the supervision of the Athletic Department.</p>