

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: 2017 – 2018 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	<p>Utilize various facilities in partnership with the Library and Writing Department as central locations to provide writing and research assistance to all division students.</p> <p>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.</p> <p>Writing Center The Writing Center Coordinator is collaborating with Writing faculty to implement Creative Writing course(s). The Coordinator is scheduled to teach a Creative Writing course in Spring 2017. Furthermore, the Writing Center Coordinator serves on the WAC Advisory Board. The WAC Advisory Board plans to examine writing objectives across the various disciplines. These findings will help the Writing Center assist students with course writing expectations.</p>
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 continued its collaborations with both the library in AY 2017-18. Writing Center staff monitored the desk located on the library's balcony throughout the year, answering quick questions from a total of 446 students. Additionally, the Writing Center took part in Library Jam, offering a workshop titled Finishing Touches.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	In AY 18-19, the Writing Center will continue to collaborate with the Library to address students' writing needs. The Center will also continue to serve on the English department's WAC Committee to address writing across the curriculum.

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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: The Writing Center will extend services in the Library and conduct classroom presentations such as Smart Start and graduate/upper division courses.</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 We 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 2 students per week. We collaborated with Dean Lydia Morrow-Ruetten on the semi-annual Library Jam with four tutors 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. A new Test of Academic Proficiency (TAP) math practice page will be added to the ARC student success page in the near future and will be available to all GSU students who are preparing for this test.</p> <p>Writing Center The Writing Center was able to accommodate students at all hours of the business day, with optimum scheduling for face-to-face appointments occurring Wednesday through Friday from 3:00p.m. to 7:00p.m.</p>
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	<p>ARC-Math, Science, and Business We did meet the outcome of providing service in various locations across campus. Tutoring services were utilized in all locations; therefore, the math center will continue to provide services in the Library, Cube, and Prairie Place. Our goal is to increase the number of students utilizing these services. The Math Tutoring Coordinator met with the new Resident Hall Director in both fall and spring semesters to discuss additional support for Prairie Place students.</p> <p>Writing Center The Writing Center plans to continue offering face-to-face appointments Wednesday through Friday to meet student timely needs. Writing assistance will continue in the Writing Center and Library. Staff will continue to participate in Library Jam to assist students with finals.</p>

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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"> • Continue research and writing workshops and restructure and/or combine workshops. • Implement Starfish student support workshops • Continue math resource workshops • Expand supplemental instruction • Increase tutoring services linked to academic recovery and support programs through Starfish.
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 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 2017 – 2018 (or in AY 2018 – 2019).</p> <p>CRLA Level 1 Certification Complete the CRLA Level 1 application in the coming days to ensure a positive response early in the fall 2018 semester. All of the groundwork for this process is complete. This will provide a formal training framework for new and continuing tutors.</p> <p>Implement math resource workshops Establish formal calculator / technology workshops to be offered several times a semester (along the lines of Study Skills with Patrick). Also include a test taking workshop geared toward first year / introductory math courses Ideally we this workshop will appear on the student success calendar each term.</p> <p>Additional Supplemental Instruction (SI) Continue offering SI in as many lower division math courses as possible and support organic chemistry 1 and 2 at the upper division during AY 2018 – 2019.</p> <p>Writing Center Workshop totals for AY 2017-18 were 210. Scheduling workshops at optimum times is a continual concern for the Writing Center. During AY 2017-18, workshops were scheduled at 3:00p.m. and 6:00p.m. to align with students' and staff members' availability. Going forward, the Writing Center will strive to schedule workshops at a time most convenient for all participants and to utilize more effective advertising methods.</p>

	<p>ARC-Student Support During AY 17-18, the ARC along with CJY visited all FYS courses to facilitated workshops on GSU STAR’s purpose and utilization. Come Spring 2018, GSU STAR was promoted in ROAR and Transfer Orientations. The GSU STAR team attended faculty based meetings and committees to promote GSU STAR and introduce Early Alert Progress Surveys. In Spring 2018, Peer Mentors were introduced to GSU STAR to address Early Alert flags. Students addressed concern flags and the ARC developed a workshop on student success and the importance of attendance. The workshop was not well received with 0 students in attendance. It was a challenge for Peer Mentors to address flags and certain Peer Mentors were responsible to respond to specific flags. During Fall 2017, faculty completed 164 Early Alert Surveys and 91 surveys were completed in Spring 2018.</p>
<p>Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)</p>	<p>ARC-Math, Science, and Business The math center has provided and increased utilization in math workshops and supplemental instruction support. We hope to have improved attendance in our calculator and math exam prep workshops in AY 18 – 19.</p> <p>Writing Center The Writing Center plans to increase student utilization of services by promoting services in personalized e-blasts targeting specific groups tailored to the workshop’s goals. In addition, the Writing Center will reevaluate workshop times to meet students’ demands.</p> <p>ARC-Student Support For AY 18-19, we will continue to promote GSU STAR utilization among students and faculty. The ARC plans to increase GSU STAR outreach with the assistance of Peer Mentors. Peer Mentors will be asked to triage new students who are flagged at-risk (by Early Alert Progress Surveys) in Mastering College and First year Seminar courses. Mentors will communicate with faculty and students through GSU STAR.</p>