Focus Area: Student Success

Leaders: Amy Comparon, Executive Director of the Academic Resource Center

Implementation Year: 2018 ---- 2019

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 will continue to partner with Library to house Writing services in the Library and offer workshops in the Library, if warranted. Writing Department The Writing Center Coordinator is collaborating with Writing faculty to implement Creative Writing course(s). The Coordinator is scheduled to teach Writing courses in Fall 2018 and Spring 2019. Furthermore, the Writing Center Coordinator serves on the WAC Advisory Board and the Composition Steering Committee. 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. The charge of the Composition Steering Committee is to examine English Smart Start, ENGL 1000, and ENGL 1010 courses and their effectiveness.
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 will continue in the Library during AY 18-19. 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.

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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.
Achieved Outcomes and Results	**Writing Center** The Writing Center maintains space within both the Student Success Commons and the Library. The GSU community recognizes these spaces as the centralized locations for our services.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY19 Objectives.)	**Writing Center** The Writing Center will continue to partner with the library to support students' learning. Tutors will be installed in the library at regular shifts to answer students' questions and direct them toward additional services.

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. A new Test of Academic Proficiency (TAP) resource/practice page will be added to the ARC Student Success page and available to all GSU students who are preparing for this test. **Writing Center** The Writing Center will extend services in the Library and conduct classroom presentations such as Smart Start and graduate/upper division courses. In addition, the Writing Center will accommodate students during all hours of the business day with optimum scheduling face-to-face appointments occurring Wednesday through Friday from 3:00pm – 7:00 pm.
Indicators and Data Needed	Number of students utilizing services. Assess times, days, and location of greatest support needs.

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(Measures that will appraise progress towards the strategic objective)	
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 2018.
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	**ARC-Math, Science, and Business** Due to lack of student interest, we suspended walk-in (math) tutoring services at Prairie Place during the fall 2018 term and did not continue into spring 2019. We will certainly revaluate for fall 2019. We collaborated with Dean Lydia Morrow-Ruetten on the semi-annual Library Jam with four tutors participating during the fall term. We did not participate during the spring term due to lack of students visiting during the fall Library Jam Our former graduate tutor (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 was added to the ARC student success page. The TAP Exam was discontinued by the state on 6-30-2019. **Writing Center** Due to conflicts in various tutors' schedules, the Writing Center offered hours at the library desk at different times on different days. However, this approach benefited GSU students, offering them a sliding schedule to times they could visit the desk and receive assistance. The Writing Center plans to continue this practice in the 2019-20 academic year.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal.	**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

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Implications for AY19 Objectives.)	the new Resident Hall Director in both fall and spring semesters to discuss additional support for Prairie Place students. **Writing Center** As stated in Objective 1, the Writing Center will continue to service student writers in the same regard as AY 18.

Objective 3:	Increase productivity and utilization of ARC's facility through workshops, academic recovery workshop series, tutoring, walk-in, and other services.
Action Items	Increase services offered by Academic Resource Center and Writing Center. • Continue research and writing workshops and restructure and/or combine workshops. • Implement GSU STAR student support open lab • Continue math resource workshops • Expand supplemental instruction • Increase tutoring services linked to academic recovery and support initiatives through GSU STAR.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Number of students attending Pathways to Academic Recovery/support initiatives. Number of students attending workshops. Number of students utilizing ARC/Writing Center services.
Responsible Person and/or Unit (Data collection, analysis reporting)	Pathways to Academic Recovery/Support Initiatives (Executive 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)	Workshop series (Spring 2019), support programs, and additional supplemental instruction will continue in Fall 2018. GSU STAR student open labs, training, and/or outreach will increase each year until system is established.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to increase the utilization of ARC/Writing Center services and its effectiveness.

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Achieved Outcomes and Results	**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 2018 – 2019 (or in AY 2019 – 2020). **CRLA Level 1 Certification** The application for Level 1 certification was submitted in late July 2018 and we were finally approved in March 2019. During that time, we had 6 tutors complete the requirements for level 1 certification. With the assistance of our returning tutors, we hope to submit an application for level 2 certification along with our level 1 renewal. **Implement math resource workshops** Calculator and Stat Crunch workshops are sporadically offered and usually see 1 or 2 students in attendance. As part of our CRLA Certification, we are completing a major revision of the former Study Skills with Patrick workshops. Tutors who have already completed level 1 certification will present a workshop centered on 1 or 2 study skills topics throughout the Fall 2019 semester. This may also serve as a project for the prospective level 2 application. **Additional Supplemental Instruction (SI)** Resume offering SI in as many lower division math courses as possible and support organic chemistry 1 and 2 at the upper division during AY 2019 – 2020. **Writing Center** Although few Pathways students voluntarily sought assistance in the Writing Center, plans for more aggressive outreach to this population are in the works. This includes encourage instructors to make more student referrals to the Writing Center. **Academic Resource Center** During AY 18.19, 0 students attended the 16 GSU STAR open labs, facilitated by the GSU STAR Graduate Assistant. The open labs were promoted each week in the "This Week in the SSC" e-blasts. In addition, students who received midterm alerts were sent GSU STAR referrals for tutoring; however, not many students responded to the referrals/communication
Analysis of Results (Where outcomes met? Exceeded? Progress	**ARC-Math, Science, and Business**

towards goal. Implications for AY19 Objectives.)	The math center has provided and increased utilization in math workshops and supplemental instruction support. We hope to have improved attendance in our calculator, Stat Crunch, and study skills workshops in AY 19.20. **Writing Center** In the coming year, the Writing Center will strive to make learners aware of the support it can provide. It is particularly important that learners seek support in the Writing Center early in their coursework and to integrate regular visits to the Writing Center into their academic careers. New and sustained partnerships with various departments within the GSU structure can aid in achieving this goal. **Academic Resource Center** For AY 19.20, GSU STAR information sessions will be implemented in every Mastering College course, facilitated by the NSP peer mentor. Peer mentors will do an overview on GSU STAR, show students how to access it, discuss the importance of connect and early alert system, and have students complete an Intake survey in GSU STAR. In addition, the GSU STAR Success Team is changing the message templates in flags to an action plan format. Instead of students receiving a flag stating the concern, the message will now tell the student action steps on what they need to do.