

## Student Success Centers

### Academic Affairs

### Administrative Unit Assessment

FY 18 (July 2017-July 2018)

### Department and Assessment Report Information

Prepared on:7/26/2018 4:04:06 PM	By:brock.giddens@mga.edu
For which department or area are you reporting?	Student Success Centers
What is the name and MGA email address of the person responsible for this report?	Brock Giddens brock.giddens@mga.edu

### Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	The mission of the Student Success Center is to positively impact retention and progression by providing academic assistance and support to students and faculty at Middle Georgia State University.
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<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	The ongoing goal of the Student Success Center is to provide MGA students with tutoring services to support their academic success and to promote its services and resources to MGA faculty, staff and students.
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## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Students will gain independence and knowledge in course material and study skills competence by attending in-person and online tutoring at MGA's Student Success Centers (SSC) and by increased participation in scheduling appointments on WC Online.
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	The instrument used to measure this objective is WC Online, which is the SSC's appointment scheduler, record-keeper and reporting tool to track data crucial to the success of the center.
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	The target outcome was set at a minimum of 10% increased participation.
<b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	The SSC's combined session count from all campuses in booked appointments for FY18 was 3321. The total session count for FY17 was 2867. This was an increase of 454 sessions reported, a 15.8% increase.
<b>Objective 1: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Going forward, SSC tutor training will emphasize the importance of encouraging tutees to advertise tutoring services in the classroom to increase visibility. The SSC would like to achieve a minimum of 10% session increase for the next fiscal year.

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	The overall satisfaction of students that use the services of the SSC will be captured and measured by completing the voluntary tutor evaluation survey and receive a score as close to 5.0 as possible.
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Successful student satisfaction is measured by an overall average of 3.5 or above out of a scale of a possible 5.0
<b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	Successful student satisfaction is measured by an overall average of 3.5 or above out of a scale of a possible 5.0. The average SSC student satisfaction for FY18 was 4.87.
<b>Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	The average SSC student satisfaction for FY18 was 4.87.
<b>Objective 2: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	The SSC will continue to emphasize this survey in trainings to increase the overall participation percentage by 10%.

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Students will have access to tutoring in a variety of courses with a goal of 75 courses tutored per year and 70% of the tutoring requests met per academic year.
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Internal SSC WC Online data will provide the number of courses tutored per year. Percentage of tutoring requests met is measured by taking the total number of tutoring sessions and dividing the number by the hits on the "Book an Appointment" link on the Student Success Center's webpage.
<b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	The target outcome is 75 tutored courses while maintaining 70% of tutoring requests fulfilled
<b>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	A total of 175 courses were tutored during the academic year. 63.2% of tutoring requests were met (3532 sessions divided by 5605 website hits). However, both numbers could be diluted by the fact that 488 "orphaned" appointments from tutors who did not fill
<b>Objective 3: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Due to incomplete data based on the website redesign, requests satisfied could not be calculated with a reasonable certainty. Courses tutored did exceed expectations. Data should be complete during this next fiscal year and the outcome should be exceeding the objective by 5%

**Objective 4**

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	
<b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	
<b>Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	
<b>Objective 4: Did your department meet this objective?</b>	
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	

## Future Plans

<p><b>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</b></p>	<p>1. Increase class visits by 5%. 2. Conduct two study skills workshops each semester, which will assist students attending face-to-face and online tutoring by 10%. 3. Increase the number of surveys completed by 10%. 4. Provide number of courses tutored by 5%.</p>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>The Student Success Center has solidified its organization and methodology since the consolidation of Middle Georgia College and Macon State College five and a half years ago. An electronic booking and tutoring platform, WC Online, was adopted three and a half years ago. A 5 year recertification of the SSC's College Reading and Learning Association certification was accomplished in June 2018. Recertification is scheduled again in 2023. Tutor training is hosted in Cochran each fall for non-certified tutors. Looking forward, the SSC plans to continue serving the needs of University students through tested means, and new initiatives such as the Polydemia: Essential Academic Skills for Success events in Fall 2018 and Spring 2019.</p> <p>We will continue to use embedded tutors; in fall 2017 there were three in MATH 1101/MATH 1200 and in spring 2018 were five in MATH 1101/MATH 1200.</p> <p>Unique tutoring opportunities in spring 2018 included one MATH 1101 class having the opportunity to earn extra points if they met with a tutor. The SSC maintained an attendance log, which was provided to the faculty member.</p> <p>Additional qualitative and quantitative (not tracked now) goals include expanding tutoring services to include assisting aviation students, expanding online tutoring study skills services to include assistance in online classes, such as Discussion Posts and online etiquette, increasing on being a Campus presence in order to improve customer service relations among faculty, staff, and students, and collaborating with fellow departments to increase the number of students informed on university resources.</p>

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