Student Success Center, Macon

Semester reporting: Spring Semester 2020

Academic and Student Support Assessment

Details about the Academic or Student Support Area

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By:	brock.giddens@mga.edu
Email of person responsible for this report:	brock.giddens@mga.edu
Type of support services offered:	Both Academic and Student Support
For which campus are these assessments being submitted? A separate assessment report is needed for each location a program is offered.	Macon
Approximately how many students were served in this center/area this year?	1929

Data and Reporting of Student Learning

SLO 1

SLO 1: What is the first Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to......)	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.
SLO 1: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability,)	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.
SLO 1: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on.....).	The target outcome was set at a minimum of 10% increased participation.
SLO 1: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	64
SLO 1: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	This assessment year, the SSC was greatly affected by COVID-19. Based on the headcount of 1929 appointments, the SSC was down by 36% participation from the previous year of 3031 appointments. Students were no longer on campus and engagement was greatly reduced due to the pandemic.

SLO2

SLO 2: What is the second Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to......)	The overall satisfaction of students that use the services of the SSC will be captured and measured by completing the voluntary tutor evaluation survey
SLO 2: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	Voluntary Tutor Evaluation Survey
SLO 2: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	As close to a 5.0 as possible, as 5.0 is the highest rating.
SLO 2: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	4.87
SLO 2: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	The above percent is based on 19.6 percent of the student body participating in the voluntary survey. Based on their participation, those surveyed rated the SSC at a 4.87 out of a possible score of 5.0.

SLO3

SLO 3: What is the third Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to......)	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.
SLO 3: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	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.
SLO 3: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	Students should have access to a minimum of 75 courses through the SSC and obtain a minimum of 70% of their tutoring requests met.
SLO 3: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	113
SLO 3: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	Based on completed client report forms, the SSC had 62.2% of their tutoring requests met and the SSC offered 113 courses . The SSC exceeded their objective in courses offered, but was below their objective in tutoring requests met.

SLO4

SLO 4: What is the fourth Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to......)	NA
SLO 4: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	NA
SLO 4: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	NA
SLO 4: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	0
SLO 4: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	NA

Additional Assessment Information

Additional Assessment Open Text Comment Box	This assessment is based on all campus totals, and not ONE specific campus, even though Macon is selected for this assessment. The SSC will keep separate campus records during the next fiscal year.
27. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	During the previous fiscal year, the pandemic affected the SSC greatly. Most students want tutoring services face to face. The SSC's resources were not available face to face due to COVID-19. Most students did not attempt to utilize services once the pandemic hit. The SSC did make their resources available online and marketed the center through surveys, emails and texts to the student body.