

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: 2016 – 2017 Results and Findings

Goal 3: Recruit, train, and evaluate student employees and paraprofessionals; staff focused on providing high quality academic support services.

Objective 1:	Provide professional, general, and subject specified training to all, tutors, writing consultants, and TuAs in the Writing Center.
Action Items	Writing Center Train writing consultants in various areas such as Graduate Assistance Training, leadership/mentoring professional development, supplemental instruction, and subject based training.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors, writing consultants, and TuAs to market the Writing Center's services, increase utilization of services, and increase student persistence.
Achieved Outcomes and Results	Writing Center During AY 2016- 2017, the Writing Center's writing consultants and tutors attended various training sessions. The Graduate Assistants attended GA training facilitated by Darcie Campos. Writing Consultants attended Professional Leadership Training offered by Student Affairs, and specialized Writing Center training by Dr. Jarrett Neal. This year we added Supplemental Training facilitated by Daniel Ferry and the Writing Center was able to provide Supplemental Instruction in one English course that did not have Writing Fellow support. During AY 2016-2017, the Writing Center saw an increase in face to face appointments (989, 18% increase) and GROWLs with 756 (29% increase) submissions. Compared to AY 15-16, there was a significant drop in workshop attendance by 60%. Please note, with the change in Writing Center Coordinator position, this number may not be accurate and could be higher.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	Writing Center Training outcomes were met and the Writing Center plans to continue with the above training each semester. Both the Writing Center and Tutoring/Academic Assistance Coordinators will look into CRLA training. The Academic Resource Center is in the research phase of implementing CRLA training. There are many challenges that need to be resolved before we move forward such as: budget for training, tutor pay, and CRLA yearly renewal/process; longevity of tutors; time constraints; and renewal of training. The Writing Center has made gains in Writing Center appointments and GROWL submissions; however, the Center needs to increase workshop attendance. The Writing Center will reassess workshops offered to meet students' and academic demands.

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Objective 2:	Provide professional, general, and subject specified training to all SI, tutors, and TuAs in ARC Math, Science, and Business.
Action Items	ARC- Math, Science, and Business Assistance Train tutors/GAs in various areas such as supplemental instruction, Graduate Assistance Training, leadership/mentoring professional development, and subject based training.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors and TuA's to market the Academic Resource Center, increase utilization of services, and increase student persistence.
Achieved Outcomes and Results	ARC- Math, Science, and Business Assistance We facilitated a joint SI training session with both SI leaders and cooperating faculty in August 2016. This training was well attended with 8 faculty and 6 tutors in attendance. We hope to do a follow-up training sometime in August 2017.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	ARC- Math, Science, and Business Assistance We were happy to see an increase of faculty requesting Supplemental Instruction support for their classes from attending the Supplemental Instruction Training. We will continue to offer training and expand invitations to other faculty. Our goal is to increase faculty attendance and SI utilization.

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<p>Objective 3:</p>	<p>Increase efforts to recruit qualified first year students to become sophomore tutors for Writing Center, Math, Science, and Business.</p>
<p>Action Items</p>	<p>ARC-Math, Science, and Business Assistance: Recruit first year tutors who will be sophomores and/or juniors through faculty/staff recommendation. Tutors will be trained to provide one-on-one and walk-in services for lower division students.</p> <p>Writing Center: Writing Consultants mentor new tutors. Mentoring may take form in group discussion and/or workshops/training.</p>
<p>Desired Outcomes and Achievements (Identify results expected)</p>	<p>Desired outcome is to have effective tutors to market the Academic Resource Center/Writing Center's services, increase utilization of services, have effective tutors, and have sophomore/undergraduate tutors grow as leaders as they grow in their academic career.</p>
<p>Achieved Outcomes and Results</p>	<p>ARC-Math, Science, and Business The math center hired 2 sophomore tutors during the 2016 – 2017 academic year. One served as an SI leader for applied calculus (MATH 2281) during the spring semester.</p> <p>Writing Center In Fall 2016, the Writing Center hired two sophomore tutors. Tutors were trained by Dr. Neal and were mentored by Dr. Neal and the Graduate Assistant, April Moran. Though mentoring was informal, April worked with sophomore tutors as they become acclimated to the Writing Center's expectations.</p>
<p>Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)</p>	<p>ARC-Math, Science, and Business During AY 16-17, the math center was able to hire two qualified sophomore math tutors. We plan to keep the sophomore tutors and groom them as they grow academically. The math center will continue to hire sophomore tutors, if a position is warranted. The Center's first priority is to meet the students' tutoring needs from math, science, and business.</p> <p>Writing Center For AY 16 -17, the new writing consultants have adapted well in the Writing Center. We will no longer push for sophomore tutors, but we will continue to hire undergraduate tutors to groom into Graduate Assistants positions/responsibilities, if possible. The Writing Center plans to formalize a mentoring program for AY 17-18.</p>

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Objective 4:	Develop mentoring programs for collaboration between upper-division consultant/tutors and sophomore tutors.
Action Items	<p>ARC-Math, Science, and Business Assistance: GA's and upper division tutors mentor the sophomore tutors. Mentoring may take form in group discussion and/or workshops/training.</p> <p>Writing Center: Writing Consultants mentor sophomore tutors. Mentoring may take form in group discussion and/or workshops/training.</p>
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors to market the Academic Resource Center/Writing Center's services, increase utilization of services, have effective tutors, and have sophomore tutors grow as leaders as they become upper classmen to mentor incoming lower division tutors.
Achieved Outcomes and Results	<p>ARC-Math, Science, and Business We employed two sophomore tutors during AY 2016 – 2017. We still do not have a formal mentoring program was in place between new and experienced tutors. This may change if we pursue CRLA certification. A fair amount of informal mentoring took place throughout the year and I believe we had a more cohesive staff which resulted in improved tutor retention.</p> <p>Writing Center The Writing Center hired sophomore tutors in Fall 2016. Due to writing support embedded in freshman writing courses, sophomore tutors were not utilized. Since sophomore tutors are limited to lower division writing support, the Writing Center struggled to meet to the needs of upper division/ graduate support, the Center's greatest demand. In Fall 2016, a total of two students utilized sophomore tutors. In Spring 2017, the Writing Center relieved the sophomore tutors and hired upper division/graduate tutors to address all of the Center's demands.</p>
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	<p>ARC-Math, Science, and Business TuA's did provide informal mentoring with undergraduate tutors, and the Center will continue to do so in AY 18 goals. Also, we plan to pursue CRLA certification if possible.</p> <p>Writing Center As mentioned above, the Writing Center hired sophomore tutors and provided informal mentoring, but the sophomore initiative was not a success. For AY 18, the Writing Center TuA's will continue to mentor undergraduate tutors, but we do not anticipate hiring sophomore tutors. The Center will focus its energy on providing services to all students by hiring upper division/ graduate students. Also, we plan to pursue CRLA certification if possible.</p>