

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: 2015 – 2016

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	Utilize Library's facilities in partnership with the Library as one central location to provide writing and research assistance to GSU students.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Number of lower division students utilizing writing assistance services in the Library, including tutoring assistance.
Responsible Person and/or Unit (Data collection, analysis reporting)	Writing Center (Coordinator of Writing Center)
Milestones (Identify Timelines)	Lower division writing assistance located in the Library will start Fall 2015. Each year the Library, Writing Center, and English Department will collaborate and increase services offered to lower division students until it establishes a lower division writing assistance service/program.
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.

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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: Expand on services offered in ARC and Prairie Place, especially for lower division students. Hire tutors who live in Prairie Place to address late night and weekend services. Also extend services to incorporate into classroom assistance such as Smart Start and upper level assistance.</p>
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<p>Number of students utilizing services.</p> <p>Assess times, days, and location of greatest support needs.</p>
Responsible Person and/or Unit (Data collection, analysis reporting)	<p>ARC-Math, Science, and Business Assistance (Coordinator of Tutoring and Academic Assistance)</p> <p>Writing Center (Coordinator of Writing Center)</p>
Milestones (Identify Timelines)	Initial expansion of services and/or provide services in other facilities on campus to start in Fall 2015. Increase services provided in other facilities each year.
Desired Outcomes and Achievements (Identify results expected)	To have ARC and Writing Center services more accessible to students to increase student persistence.

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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"> • Additional research and writing workshops • Implement learning strategy workshops • Implement math resource workshops • Additional supplemental instruction • Structure athletic study tables • Increase tutoring services linked to academic recovery and support programs.
<p>Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)</p>	<p>Number of students attending academic recovery/support programs. Number of students attending workshops. Number of students utilizing ARC/Writing Center services.</p>
<p>Responsible Person and/or Unit (Data collection, analysis reporting)</p>	<p>Academic Recovery/Support Programs (Director of Academic Resource Center)</p> <p>ARC-Math, Science, and Business Assistance (Coordinator of Tutoring and Academic Assistance)</p> <p>Writing Center (Coordinator of Writing Center)</p>
<p>Milestones (Identify Timelines)</p>	<p>Implementation of workshops, support programs, and additional supplemental instruction will begin Fall 2015. Services and workshops will increase each year until programs are established.</p>
<p>Desired Outcomes and Achievements (Identify results expected)</p>	<p>Desired outcome is to increase the utilization of ARC/Writing Center services and its effectiveness.</p>