

Focus Area: Student Success

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

Implementation Year: 2018 ---- 2019

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.
Action Items	Writing Center Train writing consultants in various areas such as Graduate Assistance Training, Para-Professional Leadership Training, Supplemental Instruction, and subject based training. The Writing Center plans to implement tutor's writing skills training and introduce the CRLA training in Spring 2019.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Evaluations assessing tutors, GA's, and writing consultants' effectiveness based on coordinators' assessment and faculty/student feedback.
Responsible Person and/or Unit (Data collection, analysis reporting)	Writing Center (Coordinator of Writing Center)
Milestones (Identify Timelines)	GAs and TuAs attend the Graduate Assistance orientation and the Para-Professional Leadership Training Day. Review of specific training needs will occur throughout the academic year.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors, writing consultants, and TuA's to market the Academic Resource Center/Writing Center's services, increase utilization of services, and increase student persistence.
Achieved Outcomes and Results	The Writing Center continues to employ competent, responsible staff who are open to enhancing their skills. Tutees speak highly of the instruction, guidance, and service they receive in the Writing Center, prompting them to return to the Writing Center for more assistance with their written work.

Focus Area: Student Success

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

Implementation Year: 2018 ---- 2019

Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY19 Objectives.)	The Writing Center will continue to offer GSU students the same level of service and seek innovations to its praxis.
--	--

Objective 2:	Provide professional, general, and subject specified training to all Supplemental Instructors, tutors, and TuAs in Math, Science, and Business.
Action Items	ARC- Math, Science, and Business Assistance Train tutors/GAs in various areas such as Supplemental Instruction (SI), Graduate Assistance Training, Para-Professional Leadership Training, CRLA, and subject based training. <ul style="list-style-type: none">• SI Training Program The Coordinator of Tutoring and Academic Assistance will continue the Supplemental Instruction Training Program open to all GSU supplemental instructors and faculty supervisors.• Introduction of CRLA training.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Contact First Year instructors and honors instructors for recommendation of tutors at mid-term. Interview and hire tutors. Train tutors to specifically work with First Year students. Mentor and supervise tutors throughout term. Assess tutors through evaluations and student feedback.
Responsible Person and/or Unit (Data collection, analysis reporting)	ARC-Math, Science, and Business Assistance (Coordinator of Tutoring and Academic Assistance)

Focus Area: Student Success

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

Implementation Year: 2018 ---- 2019

Milestones (Identify Timelines)	Training will start in Fall 2018 for CRLA and continue throughout the academic year.
Desired Outcomes and Achievements (Identify results expected)	Desired outcome is to have effective tutors to market the Academic Resource Center's services, increase utilization of services, expand tutoring assistance offered, and increase lower division 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 2017. This training was well attended with 8 faculty and 6 tutors in attendance. We anticipate a follow-up training sometime in August 2018 with hopefully some faculty attending who have not done so in the past.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY19 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.

Objective 3:	Develop mentoring programs for collaboration between graduate assistants/tutors and new undergraduate tutors.
Action Items	ARC-Math, Science, and Business Assistance: GA's and upper division tutors typically mentor the sophomore / junior tutors. Mentoring may take form in group discussion and/or workshops/training. This will evolve into a formal training program in AY 19 – 20 as we continue CRLA Level 1 certification.

Focus Area: Student Success

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

Implementation Year: 2018 ---- 2019

	<p>Writing Center</p> <p>Need to reform mentoring and training of writing consultants. Due to hiring of new staff, mentoring and training will be introduced by the Coordinator.</p>
<p>Indicators and Data Needed</p> <p>(Measures that will appraise progress towards the strategic objective)</p>	<p>Evaluations assessing tutors, GA's, and writing consultants' effectiveness/leadership skills based on coordinator's assessment.</p>
<p>Responsible Person and/or Unit (Data collection, analysis reporting)</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</p> <p>(Identify Timelines)</p>	<p>Mentoring will begin at tutor orientation(s) starting Fall 2018 and evolve throughout the academic year.</p>
<p>Desired Outcomes and Achievements</p> <p>(Identify results expected)</p>	<p>Desired outcome is to have effective tutors to market the Academic Resource 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 Assistance:</p> <p>We still do not have a formal mentoring program was in place between new and experienced tutors. This will change as we pursue CRLA certification. A fair amount of informal mentoring continues throughout the year and I believe we had a more cohesive staff which resulted in improved tutor retention.</p> <p>Writing Center</p> <p>The Writing Center continued to support graduate students upon their entry to the university through presentations on graduate-level writing at various grad school orientations. Additionally, the Writing Center continued to offer the Graduate Writing Boot Camp to provide students a distraction-free space to</p>

Focus Area: Student Success

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

Implementation Year: 2018 ---- 2019

	generate work and receive mentoring. In addition, the Writing Center is pursuing CRLA certification with the pilot program in Spring 2019.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY19 Objectives.)	ARC-Math, Science, and Business Assistance: TuA's did provide informal mentoring with undergraduate tutors, and the Center will continue to do so in AY 19 goals. Writing Center The Writing Center will form a more engaged partnership with graduate programs (particularly those housed within Health and Human Services and Arts and Sciences, where most of the graduate students who utilize the Writing Center's services are enrolled) to better accommodate grad students and make them aware of the many services the Writing Center offers. The Writing Center is continuing to work on CRLA certification and is hoping to achieve Level I certification in AY 19.20.