Student Success Center

Academic Affairs
Administrative Unit Assessment
FY 19 (July 2018-July 2019)

Department and Assessment Report Information

Prepared on:7/31/2019 6:41:21 PM	By:brock.giddens@mga.edu
For which department or area are you reporting?	Student Success Center
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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.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	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.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	To provide MGA students with tutoring services to support academic success and to promote the services and resources of the SSC to MGA faculty and students.

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 FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Students will gain knowledge in course material and competence in study skills by attending in-person/online tutoring at MGA's Student Success Centers (SSC).
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	An online Client Report Form survey is emailed to each student after attending a tutoring session, consisting of 6 questions and a free response comment field, requesting a measure of evaluation for the tutoring session's academic success. Students are provided as much time as needed to complete the online evaluation.
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	10% participation (all of which is completely voluntary)
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)	16.5% (Previous FY18 percentage was 12.5%).
Objective 1: Did your department meet this objective?	The department exceeded this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	SSC tutor training will continue to emphasize the importance of encouraging tutees to fill out the tutor evaluation form prior to exiting the session to increase overall participation.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Students are satisfied (measured by an overall average of 3.5 or above, on a scale of 1 to 5 on surveys) with the tutoring services provided by the SSC.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	An online Client Report Form Survey (CRF) was emailed to each student after attending a tutoring session. The survey consists of 6 questions and a free response comment field. The six questions are; "The tutor treated me with respect", "The tutor focused on the subject", "The tutor was enthusiastic about the subject", "The tutor presented material clearly", "The tutor helped my study skills", "I would recommend this tutor", "Comments (What was most helpful in the session? Any suggestions for improvement or resources you may need?).
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome was to score a minimum satisfaction of 3.5% on the CRF.
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)	The SSC scored a 4.81 which exceeded the target outcome.
Objective 2: Did your department meet this objective?	The department exceeded this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The lowest ranked question was in regards to "Helped my study skills". This particular question was ranked at a overall average of 4.75. The prior year it was ranked at 4.8. Emphasis will be placed on study skills within the next fiscal year within tutor training and workshops.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Students will have access to tutoring in a variety of courses with a goal of 75 courses tutored per year and 70% of tutoring requests met per academic year (June - July).
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The SSC was unable to account for each tutoring request due to software issues within "MyWCOnline". The percentage was calculated using the number of unique SSC website "hits" (8189) then subtracting the most used SSC page (SSC Resources) of 2693 "hits" and leaving the total number of anticipated tutoring sessions at 5496. The total number of actual sessions booked were 3031, thus giving the SSC a 55.1% calculated total. If an accurate account could have been given, the SSC could have seen results in the 60-69% range. The annual goal is 70%.
Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective is to reach a minimum of 75 courses tutored and maintaining a service level of 70% of tutoring requests being met.
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)	The SSC tutored a total of 118 courses during FY19, surpassing the goal of 75 courses while showing 55.1% of tutoring requests met versus the annual goal of 70%. Again, this percentage could be higher, if accurate records could be given.
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	While meeting half of the objective, the SSC will work to ensure that the data can be accurately counted for the next fiscal year. Tutors will be expected to attend all appointments in a timely manner and record the appointments with the MyWCOnline software.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Faculty and students will be aware of the SSC services and resources that are available to them through in class visits at the beginning of the semester and through unique page views on the SSC webpage.
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Class visits will be calculated by summing the total visits to each classroom on all 5 campuses.
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome of this objective is to reach a minimum of 20 visits per semester, totaling a minimum of 60 per academic year.
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)	The SSC was able to reach a total of 158 class visits during FY19.
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The SSC will work to expand its class visits to additional classrooms and advertise its services more clearly on all 5 campuses. Banners have already been purchased to display the SSC services on each of its 5 campuses, beginning Fall 2019.

Future Plans

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.	1. As MGA continues to build its relationships with the online community, the SSC will create a stronger online presence by creating links within D2L to its resources and by creating a chat function allowing online students to receive live assistance within a defined time period. 2. The SSC will increase its involvement with faculty by conducting in class discussions about the SSC's functions and resources. The SSC will reach a minimum of 150 class visits during FY20. 3. The SSC will continue to broaden its courses tutored and reach a minimum of 80 courses tutored and maintaining a service level of 70% of tutoring requests being met. 4. Students will gain knowledge in course material and competence in study skills by attending in-person/online tutoring at MGA's Student Success Centers (SSC). Client Report Forms will continue to be used to measure the tutoring session's academic success by having 15% participation in completing the report forms.
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	As MGA continues to grow in populations such as MGA Direct, the SSC will increase its involvement in online tutoring services.

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