

Mathematics Academic Resource Center, Macon

Academic and Student Support Assessment

Year Reporting: FY 20 (July 2019-July 2020)

Details about the Academic or Student Support Area

Prepared on: 9/9/2020 9:21:06	Prepared by: jonathan.joe@mga.edu
For which department or area are you reporting?	Student Support
What is the name and MGA email address of the person responsible for this report?	Jonathan Joe, jonathan.joe@mga.edu

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.	In its current form the primary role of the MARC is to provide academic support to the students currently enrolled in a math course here at MGA—catering specifically to “lower” level courses. These courses basically range from MATH1001 (Quantitative Reasoning) through MATH2270 (Differential Equations). The MARC is willing to assist students at all skill levels, typically our clientele fall on the weaker side and require a little more help than stronger students.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	This goal does not relate directly to the objectives that follow, but I would like to spin up the online portion of tutoring the MARC provides--i.e. try to increase usage to where the rate of usage is more frequent and commonplace. The MARC just introduced online tutoring halfway through this Spring, so it is relatively new to both students, staff, and student tutors.
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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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

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.	Provide 40 hours of tutoring availability per week during the fall and spring semesters.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Scheduling Analysis.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	90% of the time, the MARC would provide 40 hours of tutoring availability.
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)	90% of the desired availability.
Objective 1: Did your department meet this objective?	The department met 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?	It is important to manage staffing (full-time staff and part-time tutors) to be able to provide the required amount of tutoring availability.

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.	Provide quality support to students in their mathematics classes.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Analysis of tutoring logs kept by the MARC.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	With the understanding that many students visit the MARC only once for assistance, we believe that the quality of the MARC's support can be measured by "repeat customers". Our target percentage is 40% of students being repeat customers.
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)	Over 40% repeat customers
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?	Though the measure of repeat customers is useful to a degree, there are limitations. Future analysis of the quality of MARC services will be conducted via student feedback.

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.	n/a
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	n/a
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	n/a
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)	n/a
Objective 3: Did your department meet this objective?	n/a
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	n/a

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.	n/a
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	n/a
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	n/a
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)	n/a
Objective 4: Did your department meet this objective?	n/a
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	n/a

Future Plans

Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.	n/a
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	The MARC currently maintains a high quality of service. In order to maintain that quality, we seek to develop additional evaluation measures.

Open Box for Additional Comments

Open Text Box For Assessment Comments:	
If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	The center had to move to an online model very quickly. We chose a primarily asynchronous model based on the time constraints and resources we had at hand. The service was not seriously utilized by students during the shutdown portion of the spring 2020 nor summer 2020 semesters. We had limited utilization of synchronous online services during those times.

