# Student Success Center

**Office or Department of Academic Affairs**
**Administrative Unit Assessment**

## 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

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| **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: Detail how your department measured 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? (1.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)** | During FY 20, the SSC had a 19.6% completion rate. |
| **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?** | The SSC will continue to emphasize the importance of encouraging tutees to fill out the tutor evaluation form prior to exiting their 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 1-5 on surveys) with the tutoring services provided by the SSC. |
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| Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | An online Client Report Form (CRF) was emailed |

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 a 70% of tutoring requests met per academic year (June-July). |
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| Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | The department utilizes the WCOnline software to record and track courses as they are selected by students during their appointment registration. Each time a student requests a tutoring session, the student must select their course and professor for the course being tutored. |
| Objective 3: What was your target outcome for this objective? (1.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 maintain a |

Objective 4

## 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.**

1. As MGA continues to build its relationships with the online community, the SSC will create a stronger online presence by conducting embedded tutoring in online course offerings. A pilot study will be conducted during FY21.

2. The SSC will work to increase its involvement with faculty by conducting in class discussions about the SSC's functions and resources. The recent COVID-19 pandemic may play a role in the continued efforts of this objective.

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