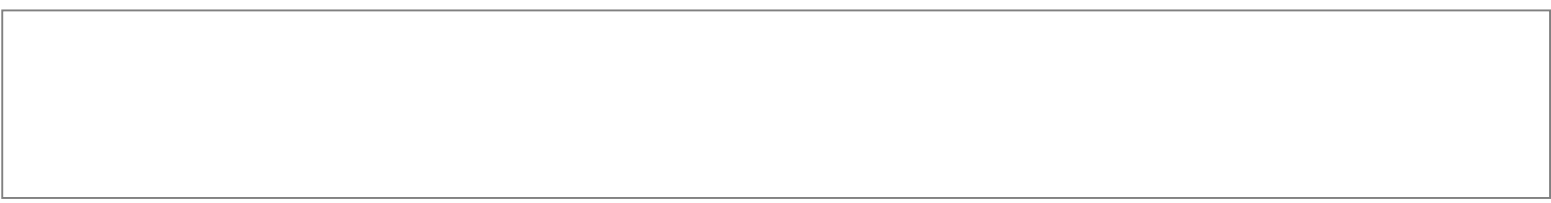


- FY 23 (July 2022-June 2023)
- FY 24 (July 2023-June 2024)
- FY 25 (July 2024-June 2025)

Office of the President

Advancement

Academic Affairs



Our method of calculating percent of tutoring requests met was not consistent over the past several years, and we never actually reached 70%, our original goal. Advising appointments were incorrectly subtracted from FY22's measure, but we now realize that the students were accessing advising from a different MGA page (thus the SSC had an inflated 88% tutoring requests met). The Director and Coordinators suggest a new metric of 40%. Take tutoring sessions divided by (total SSC website hits minus Writing Center appointments). The SSC has reached this measure four out of the past six years. Students may be utilizing our website for information, so the 40% should not be viewed negatively. A possible factor for the current unmet goal (only 35%) was the retirement of the Warner Robins Academic Resource Specialist 5 months before the fiscal year ended. A new FY24 metric for courses tutored could be 115 (not 75). The SSC has reached this figure five out of the past six years. Since FY10, the SSC has been as low as 113 courses, but usually this figure is a lot higher. The SSC double checked assessment data from the past 5 cycles while preparing FY23 results. We found incorrect data (specifically in how tutoring requests met was calculated in FY22 at 88% when it should have been 42.6%). A new metric for FY24 at 40% is proposed (met 4 out of the past 6 years). The formula includes total SSC page hits, but students check the website for information, and tutors "hit" the page to check on their schedules, so therefore not all hits equate to a tutoring request, so we believe that 40% is an appropriate metric (not 70% as originally proposed but never met). Supplemental Instruction (data from 4 Spring 2023 courses) showed positive results. A non-parametric test showed a "B" median for those who attended and a "C" median for those who did not attend SI group collaborative sessions. A parametric test showed a mean grade of 3.00 for those who attended and 2.14 for those who did not attend. The 2054 SSC peer tutoring sessions does not include the 136 SI sessions. There were 484 unique students and 2054 peer tutoring sessions without SI; there were 509 unique students and 2190 peer tutoring and SI sessions. 34 students attended SI (25 only SI; 9 both SI and peer tutoring). Including SI (136 sessions), the SI experienced a 23.4% drop compared to FY22 (not -28.2% considering only peer tutoring). Some SI students would have sought out peer tutoring if SI were not available. There was also a significance ($p = 0.011565$) between the number of online advising sessions through WC Online and total MGA enrollment over the past six years. $y = 0.254x + 7046.44$. This equation is fairly accurate at predicting the peak enrollment of 8404 in FY21.

29. 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

30. Objective 4: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

N/A

31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

N/A

32. Objective 4: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

- The department did not meet this objective.
- The department met this objective.
- The department exceeded this objective.

41. Optional Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the FY23 as well as outcomes associated with your appraisal of your schools activities.

N/A

42. Optional: The following upload portal is available to supplement your report with supportive documentation should you wish to provide any (instruments, data, etc).