

END OF YEAR REPORT FORMAT FOR ANNUAL ASSESSMENT 2015-2016

Unit Name	Student Success
Goal 1	Continue to improve the quality of tutoring in the SSC
Strategic Initiative(s) (Choose from priorities 1-5)	<p>1. Access with Excellence Gordon State College will serve the educational needs of the region and the state by maintaining its mission as an access institution, while expanding to offer wider access to baccalaureate programs and assuring excellence in its offerings and service to its constituents. By maintaining access while expanding programs, Gordon State College will open the doors to a college education to a wider audience, resulting in a more educated Georgia.</p> <p>3. Retention, Progression, and Graduation Gordon State College will increase retention (the number of students that are retained from one year to the next), graduates (the number of students who graduate from two-year and four-year programs), and the number of students who progress from Gordon State College to the next appropriate step (such as transfer to another college). By accomplishing these goals, the College will contribute to a more educated population, prepared to face the challenges and opportunities of the 21st century.</p> <p>4. Community Partnerships and Engagement Gordon State College will support and enhance pathways for the exchange of knowledge and other resources with the community, including local, regional, state, and national entities. These community partnerships will strengthen both the College and the community by increasing the resources available to each, and build a mutual respect for the benefits each brings to the partnership.</p>
Time Frame	2015-2016
Objective 1	Apply for and receive CRLA Level 2 certification
Measures	Completion and submission of application by March 2016
Target (Desired Performance and Deadline)	By Fall 2016

Data Collection (Who/Where/When)	Peter Higgins/SSC/End of each semester
Findings & Status	In progress--application complete but CRLA still not accepting applications. Spring Update--CRLA just opened up for new applications. Application needs to be reviewed and submitted.
Discussion of Results and Action Plan	Application is being reviewed because it was completed so long ago. Plan is to send it off by 8/1. The online training modules are "live" and student tutors are completing them, but they have not yet been CRLA certified.
Objective 2	Continue use of student surveys to gauge student satisfaction with tutoring services
Measures	Percentage of respondents who report a satisfactory tutoring experience in SSC
Target (Desired Performance and Deadline)	93% satisfaction rate
Data Collection (Who/Where/When)	97% satisfaction rate/Peter Higgins/SSC/End of Spring semester
Findings & Status	Fall--surveys being distributed to tutees and entered into data base. Spring--surveys being distributed and entered. Results will be tabulated at end of Spring semester.
Discussion of Results and Action Plan	Surveys indicated general satisfaction with tutoring services. The primary complaint seems to be lack of tutoring for certain subjects and in the evening. We will try to address those needs but budget realities may prevent us from doing so.
Objective 3	Include more faculty in tutor training
Measures	Number of faculty who accept invitation
Target (Desired Performance and Deadline)	4 each semester
Data Collection (Who/Where/When)	Peter Higgins/SSC/End of Spring
Findings & Status	Two so far in Fall. None so far in Spring.

Discussion of Results and Action Plan	We did not achieve our goal. We are planning to develop a Tutoring Coordinator position, which will be a faculty release position, to give the tutoring program more faculty oversight and a stronger connection to GSC faculty.
Goal 2	Continue to improve the quality of SI instruction
Strategic Initiative(s) (Choose from priorities 1-5)	<p>1. Access with Excellence Gordon State College will serve the educational needs of the region and the state by maintaining its mission as an access institution, while expanding to offer wider access to baccalaureate programs and assuring excellence in its offerings and service to its constituents. By maintaining access while expanding programs, Gordon State College will open the doors to a college education to a wider audience, resulting in a more educated Georgia.</p> <p>3. Retention, Progression, and Graduation Gordon State College will increase retention (the number of students that are retained from one year to the next), graduates (the number of students who graduate from two-year and four-year programs), and the number of students who progress from Gordon State College to the next appropriate step (such as transfer to another college). By accomplishing these goals, the College will contribute to a more educated population, prepared to face the challenges and opportunities of the 21st century.</p> <p>5. Efficiency, Accountability, and Sustainability Gordon State College is committed to providing a welcoming atmosphere that attracts a diverse community and engages through academics and culture. In a dynamic economic atmosphere, Gordon State College must constantly strive to improve operational efficiencies, ensure a commitment to performance and accountability, and advance our financial resources sustainability, in order to achieve these goals.</p>
Time Frame	2015-2016
Objective 1	Develop at least four online training modules for SI topics not covered in the face-to-face, pre-semester training session
Measures	Percentage of SI Leaders who complete the online training by mid-term

Target (Desired Performance and Deadline)	Not started
Data Collection (Who/Where/When)	Peter Higgins/SSC/End of Spring Semester
Findings & Status	By end of October, training modules had not been started. By March, still not started due to lack of staffing.
Discussion of Results and Action Plan	This goal was not met. We hope that the new planned Tutoring Coordinator position will allow the Director of the SSC to focus on this important project.
Objective 2	Increase number of SI observations from one per SI Leader to two per SI Leader/semester
Measures	Percentage of new SI Leaders who get observed twice
Target (Desired Performance and Deadline)	90%
Data Collection (Who/Where/When)	
Findings & Status	One observation so far in Fall 2015. One observation so far in Spring 2016.
Discussion of Results and Action Plan	This goal was not met. Again, with the creation of the Tutoring Coordinator position, we hope that the Director of the SSC will have more time to devote to SI. Regular and frequent observations are crucial to a successful SI program.
Objective 3	Use SI Post-Course survey to gauge student satisfaction with SI service
Measures	Percentage of students who express satisfaction with SI experience
Target (Desired Performance and Deadline)	85%
Data Collection (Who/Where/When)	
Findings & Status	Surveys to be distributed at end of semester. Surveys not yet tabulated.

Discussion of Results and Action Plan	Surveys were completed but remain untabulated. We hope that with the hiring of a new SSC program assistant, this task can be accomplished quickly.
Goal 3	Improve quality and scope of SSC advising program, with a focus on intrusive advising
Strategic Initiative(s) (Choose from priorities 1-5)	<p>1. Access with Excellence Gordon State College will serve the educational needs of the region and the state by maintaining its mission as an access institution, while expanding to offer wider access to baccalaureate programs and assuring excellence in its offerings and service to its constituents. By maintaining access while expanding programs, Gordon State College will open the doors to a college education to a wider audience, resulting in a more educated Georgia.</p> <p>3. Retention, Progression, and Graduation Gordon State College will increase retention (the number of students that are retained from one year to the next), graduates (the number of students who graduate from two-year and four-year programs), and the number of students who progress from Gordon State College to the next appropriate step (such as transfer to another college). By accomplishing these goals, the College will contribute to a more educated population, prepared to face the challenges and opportunities of the 21st century.</p> <p>5. Efficiency, Accountability, and Sustainability Gordon State College is committed to providing a welcoming atmosphere that attracts a diverse community and engages through academics and culture. In a dynamic economic atmosphere, Gordon State College must constantly strive to improve operational efficiencies, ensure a commitment to performance and accountability, and advance our financial resources sustainability, in order to achieve these goals.</p>
Time Frame	2015-2015
Objective 1	Improve and expand Always Alert intrusive advising program
Measures	Improved GSC retention rates
Target (Desired Performance and Deadline)	5%

Data Collection (Who/Where/When)	IR/Tableau/At beginning of Fall semester
Findings & Status	Retention rates not yet known. Do not have two faculty coaches per department in Fall or in Spring.
Discussion of Results and Action Plan	Retention results still not known. We will continue to run an aggressive and robust early warning system, and try to recruit faculty to be academic coaches.
Objective 2	Expand advisement opportunities
Measures	Advise and unlock students
Target (Desired Performance and Deadline)	60 per semester
Data Collection (Who/Where/When)	Peter Higgins/SSC/End of Spring
Findings & Status	Early Registration just now complete--Mobile Advising events being planned. Three mobile advising events in Fall. Three scheduled for Spring.
Discussion of Results and Action Plan	Six total advising events were carried out (three per semester), but we fell far short of our target of 60 students advised per semester. We will rethink our timing (the dates we do it) and our marketing plan. We think that starting earlier might be a good idea.
Goal 4	Build Career Services Center through focused initiatives, services and programming targeting the Career Development needs of students.
Strategic Initiative(s) (Choose from priorities 1-5)	<ol style="list-style-type: none"> 1. Access with Excellence Gordon State College will serve the educational needs of the region and the state by maintaining its mission as an access institution, while expanding to offer wider access to baccalaureate programs and assuring excellence in its offerings and service to its constituents. By maintaining access while expanding programs, Gordon State College will open the doors to a college education to a wider audience, resulting in a more educated Georgia. 2. A Diverse Academic Environment Gordon State College will advance the academic work of the College and the resources that support it. The synthesis of the intellectual, cultural and

	<p>material resources of the campus community will support the development of effective habits of mind for all participants. The College will support the physical, technological and pedagogical resources needed to achieve this goal. This focuses resources and energies on the core educational mission of the College, and promotes the ongoing development of all of the College’s stakeholders through strategic allocation of resources.</p> <p>3. Retention, Progression, and Graduation Gordon State College will increase retention (the number of students that are retained from one year to the next), graduates (the number of students who graduate from two-year and four-year programs), and the number of students who progress from Gordon State College to the next appropriate step (such as transfer to another college). By accomplishing these goals, the College will contribute to a more educated population, prepared to face the challenges and opportunities of the 21st century.</p> <p>4. Community Partnerships and Engagement Gordon State College will support and enhance pathways for the exchange of knowledge and other resources with the community, including local, regional, state, and national entities. These community partnerships will strengthen both the College and the community by increasing the resources available to each, and build a mutual respect for the benefits each brings to the partnership.</p> <p>5. Efficiency, Accountability, and Sustainability Gordon State College is committed to providing a welcoming atmosphere that attracts a diverse community and engages through academics and culture. In a dynamic economic atmosphere, Gordon State College must constantly strive to improve operational efficiencies, ensure a commitment to performance and accountability, and advance our financial resources sustainability, in order to achieve these goals.</p>
Time Frame	2015-2015
Objective 1	Creation of activities and events on campus that enhance and enrich the professional development skills of students.
Measures 1	Number of students in each camp.
Target (Desired Performance and Deadline)	30

Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	In Fall, 21 students attended. Spring 2016 not to be held.
Discussion of Results and Action Plan	We met almost our entire year's goal despite not doing a Spring program. We will continue to hold the camps as resources allow.
Measures 2	Number of organizations that are actively recruiting for our bachelor programs.
Target (Desired Performance and Deadline)	5
Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	Already have 13 organizations.
Discussion of Results and Action Plan	We met our goal and will continue to seek out new organizations to recruit our baccalaureate programs.
Measures 3	Number of students attending off campus career fairs.
Target (Desired Performance and Deadline)	40
Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	Had 28 students for Fall event. 28 in Spring
Discussion of Results and Action Plan	We exceeded our goal and will continue to try to increase the number of students attending off-campus career fairs each year.
Measures 4	Number of professional development sessions per academic year.
Target (Desired Performance and Deadline)	2
Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring

Findings & Status	For Fall, already have 4 PD sessions. In Spring, we did 3.
Discussion of Results and Action Plan	We exceeded our goal and will continue to offer as many PD sessions to students as resources and circumstances allow.
Objective 2	Provide quality Career Advisement services to students.
Measures 1	Increase initial career advisement points of contact (POC) and follow up advisement POC's
Target (Desired Performance and Deadline)	30%
Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	So far in Fall 2015, have 73; had 93 in 2015-2016.
Discussion of Results and Action Plan	
Measures 2	Train administrative assistant .
Target (Desired Performance and Deadline)	By fall 2015
Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	Not funded
Discussion of Results and Action Plan	Initiative not funded.
Objective 3	Promote services available within Career Services Center internally and externally.
Measures 1	Number of orientation and classroom visits
Target (Desired Performance and Deadline)	30%

Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	20 orientations/classroom visits in Fall 2015; 11 in Spring 2016. So 31 total vs. 23 total in 2014-2015, or a 34.7% improvement.
Discussion of Results and Action Plan	We met our goal and will continue to do class visits and orientations as resources allow.
Measures 2	Number of community partners to obtain additional resources for students.
Target (Desired Performance and Deadline)	4
Data Collection (Who/Where/When)	
Findings & Status	Already 8 community partners
Discussion of Results and Action Plan	Exceeded our goal. We will continue to seek out community partners as the CSC grows and evolves.
Objective 4	Develop robust internship program.
Measures 1	Number of bachelor programs that have formal process in place.
Target (Desired Performance and Deadline)	100%
Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	100% of Bachelor programs.
Discussion of Results and Action Plan	We will continue to develop and tweak our internship program.
Measures 2	Formal process for obtaining information available on CS website.
Target (Desired Performance and Deadline)	By fall 2015

Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	Process available on CS website.
Discussion of Results and Action Plan	We will continue to monitor and tweak our website process as needed.
Objective 5	Develop Volunteer Program to assist with skill building for students
Measures 1	Implementation of strategic plan for service learning.
Target (Desired Performance and Deadline)	2 projects with 15 students
Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	Intern currently working on project. Spring Update--rough draft of local opportunities available. Will continue to revise.
Discussion of Results and Action Plan	We did not achieve our goal. We will attempt to organize 2 projects with 15 students during the 2016-17 AY.
Measures 2	Development of service learning projects for students through CS.
Target (Desired Performance and Deadline)	2 projects with 15 students
Data Collection (Who/Where/When)	Tonya Moore/CSC/End of Spring
Findings & Status	Intern currently working on progress
Discussion of Results and Action Plan	We did not achieve our goal. We will attempt to organize 2 projects with 15 students during the 2016-17 AY.
Measures 3	Promotion of volunteer opportunities to students.
Target (Desired Performance and Deadline)	2 projects with 15 students

Data Collection (Who/Where/When)	Tonya Moore/CSC/Spring 2016
Findings & Status	Intern currently working on project
Discussion of Results and Action Plan	We did not achieve our goal. We will attempt to organize 2 projects with 15 students during the 2016-17 AY.
Goal 5	Enhance testing center services to meet the needs of the GSC and local community.
Strategic Initiative(s) (Choose from priorities 1-5)	<ol style="list-style-type: none"> 1. Access with Excellence Gordon State College will serve the educational needs of the region and the state by maintaining its mission as an access institution, while expanding to offer wider access to baccalaureate programs and assuring excellence in its offerings and service to its constituents. By maintaining access while expanding programs, Gordon State College will open the doors to a college education to a wider audience, resulting in a more educated Georgia. 3. Retention, Progression, and Graduation Gordon State College will increase retention (the number of students that are retained from one year to the next), graduates (the number of students who graduate from two-year and four-year programs), and the number of students who progress from Gordon State College to the next appropriate step (such as transfer to another college). By accomplishing these goals, the College will contribute to a more educated population, prepared to face the challenges and opportunities of the 21st century. 4. Community Partnerships and Engagement Gordon State College will support and enhance pathways for the exchange of knowledge and other resources with the community, including local, regional, state, and national entities. These community partnerships will strengthen both the College and the community by increasing the resources available to each, and build a mutual respect for the benefits each brings to the partnership. 5. Efficiency, Accountability, and Sustainability Gordon State College is committed to providing a welcoming atmosphere that attracts a diverse community and engages through academics and culture. In a dynamic economic atmosphere, Gordon State College must constantly strive to improve operational efficiencies, ensure a commitment to performance and accountability, and advance our financial resources

	sustainability, in order to achieve these goals.
Time Frame	2015-2015
Objective 1	Increase revenue stream by offering more GACE tests per semester
Measures	GACE offerings for the Academic Year
Target (Desired Performance and Deadline)	36
Data Collection (Who/Where/When)	Peter Higgins/SSC/End of Spring semester
Findings & Status	Funding for proctor not obtained. Target will not be pursued.
Discussion of Results and Action Plan	Funding obtained for 2016-2017. Will expand GACE offering for 2016-2017 but probably not to 36.
Objective 2	Survey faculty to gauge satisfaction with ADA testing program
Measures	Faculty participation in the survey
Target (Desired Performance and Deadline)	75%
Data Collection (Who/Where/When)	Peter Higgins/SSC/End of Spring semester
Findings & Status	Survey complete but not distributed. Spring update--will be distributed in April.
Discussion of Results and Action Plan	Survey was not distributed. Will start distributing it at end of Fall 2016 semester.

