

## Center for Student Success

### **Mission Statement**

The Center for Student Success is a learning environment that extends outside of the classroom and aims to promote student achievement of academic goals. Through a holistic approach to education, the Center provides a unique range of support programs including math and writing consultations, academic support services, counseling services, disabilities services, peer mentoring support and workshops to enhance overall personal and academic development in a welcoming space. The Center encourages AUA students to challenge and support one another, to accept responsibility and to collaborate in serving the best interests of all students.

### **Counseling Services**

***To develop, launch and promote awareness of counseling services.***

- Promote awareness of the services (posters, CSS website, workshops, Facebook, newsletter)

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### **Workshop Series**

***To increase user satisfaction of workshops.***

- Assess the workshop series to identify areas needed for further growth and development. Identify workshop topics that could be offered frequently.
  - Extrapolate information from workshop surveys and 2015-2016 focus group results.

### **Math & Writing Center**

***To increase user satisfaction of math and writing support***

- Increase user satisfaction and performance of math and writing center.
  - Review and revise the post-session survey tools
  - Identify themes and concerns addressed from post-session surveys and results from the 2015-2016 focus groups.
- Identify the specific needs of undergraduate and graduate students
  - Evaluate and analyze post-session surveys, MWC data, and the 2014-2015 Graduate Student Exit Survey Report.

### **Disability Support Services**

***To promote student awareness of the services and processes for Disability Services.***

- Produce informational materials to distribute around campus and Facebook page posts to explain procedure and ways to seek support.

### **Peer Mentoring Program**

***To develop and launch a peer mentoring support program.***

- Conduct a preliminary study to understand the needs' of undergraduate students to be incorporated in a peer mentoring program - consulting students, faculty and student services staff.
- Determine structure of the program and resources needed to provide services.
- Organize a structure to facilitate and monitor services.

#### **New Student Orientation Program**

***To assess the quality of the program's strengths and weaknesses and develop plan to improve by February 2016.***

#### **Space**

***To restructure and expand CSS space by April 2016.***

- Calculate approximate expenses and the feasibility of redesigning the space.

<b>Counseling Services</b>	
<b>Topic of Investigation</b> <i>Objective(s) to be assessed</i>	To develop, launch and promote awareness of counseling services.
<b>Rationale</b> <i>Why is this important to the unit at this time?</i>	Counseling Services was launched as of the beginning of the 2015-2016 academic year. In order for students to be aware of this new student service, an awareness campaign must take place in order to inform the student body about the availability and accessibility of the counseling services.
<b>Alignment to university and unit mission statement</b> <i>How does this objective align with the university's and unit's mission?</i>	This objective aligns with the university's mission as it supports students' ability to contribute to service and society. Moreover, this objective aligns with the unit's mission of a holistic approach to education as it enables students to enhance their overall and personal academic development.
<b>Assessment Timeline</b> <i>What assessment tools (surveys, data, reports, focus groups) will be utilized and when will the review take place?</i>	Assessment tools that will be utilized to measure this objective include: post-counseling session surveys, workshop surveys, Facebook data, and focus groups. The review will take place throughout the 2015-2016 academic year.
<b>Description of Assessment Methods:</b> <i>A brief explanation of the tools noted above.</i>	The following tools will be used to assess this objective: 1. Workshop surveys – after each workshop, students will be able to provide feedback about their experience at the workshop, what they enjoyed about it and how they learned about this workshop. 2. Facebook data – posts about counseling services will be made on the CSS Facebook page to help raise awareness. Engagement with Facebook will help us generate information about what topics are being noticed and if any comments about the activities are provided. 3. Focus group – as part of improving the first year experience, a focus group consisting of undergraduate students will be asked to share their opinions and any insights about Counseling Services 4. Post counseling session surveys
<b>Assessment Team</b> <i>Who will engage in the review process?</i>	Center for Student Success Staff and students.
<b>Closing the loop</b> <i>Findings will be used to:</i>	Findings will be used to gauge an understanding of the utilization of counseling services.

<b>Workshop Series</b>	
<b>Topic of Investigation</b> <i>Objective(s) to be assessed</i>	<ul style="list-style-type: none"> <li>• Assess the workshop series to identify areas needed for further growth and development. Identify workshop topics that could be offered frequently. <ul style="list-style-type: none"> <li>○ Extrapolate information from workshop surveys and 2015-2016 focus group results.</li> </ul> </li> </ul>
<b>Rationale</b> <i>Why is this important to the unit at this time?</i>	AUA attaches great importance to students' success promotion and increase of student retention which presupposes a number of points that should be taken into consideration. Student services can be found among these points. Thus, assessing workshop series - the most widely and frequently used service - will allow us to improve and develop to meet the needs of AUA students and increase the effectiveness of CSS as a whole.
<b>Alignment to university and unit mission statement</b> <i>How does this objective align with the university's and unit's mission?</i>	As an institution of higher learning AUA values and develops academic excellence, free inquiry, integrity, scholarship, leadership, and service to society. Workshop series provided by CSS aims to promote student achievement of academic goals, and as stated in the Mission statement of CSS, workshops are to enhance overall personal and academic development in a welcoming space.
<b>Assessment Timeline</b> <i>What assessment tools (surveys, data, reports, focus groups) will be utilized and when will the review take place?</i>	To assess our objectives, surveys and focus group data will be utilized. The review will take place during the academic year 2015-2016.
<b>Description of Assessment Methods:</b> <i>A brief explanation of the tools noted above.</i>	As mentioned, the tools to assess workshop series are workshop survey data and focus group data.  After each workshop, students fill in surveys that provide information on the workshop content, learning materials and presenter. There are also open-ended questions, which are aimed to discover the reasons students attend

	workshops, how they learn about the workshop and additional comments. The Focus group, as part of the Academic Affairs Strategic Plan 2015-2016, aims to understand the needs of students, the strong and weak points of CSS and feedback from students. The focus group will provide data on nearly all the services of CSS including workshop series. The data for the latter will therefore be used for assessment.
<b>Assessment Team</b> <i>Who will engage in the review process?</i>	The review will be carried out by the CSS staff.
<b>Closing the loop</b> <i>Findings will be used to:</i>	Findings will be used to find areas needed for further growth and development specifically to identify new workshop topics and those that could be offered frequently.

<b>Math and Writing Center - Objective #1</b>	
<b>Topic of Investigation</b> <i>Objective(s) to be assessed</i>	Increase user satisfaction and performance of math and writing center. <ul style="list-style-type: none"> <li>● Review and revise post-session survey tools;</li> <li>● Identify themes and concerns addressed from post-session surveys and results from the 2015-2016 focus groups.</li> </ul>
<b>Rationale</b> <i>Why is this important to the unit at this time?</i>	Identifying key factors that lead to students' satisfaction and to better performance of Math and Writing Center (MWC) is a long-term priority; however, at this time a significant factor makes this investigation a necessity. For MWC 2015-2016 academic year has been marked with an expanded team of consultants, two of whom are full-time staff members, which

	<p>has made it possible to offer consistent and professional support to undergraduate students. It is, therefore, essential to find out how the availability of regular and professional assistance in math and writing will affect students' satisfaction and the overall performance of MWC. Only accurate and well-researched data can enable the Center to come up with informed decisions for future amendments. Timely and professional solutions, will contribute to the fulfillment of larger-scale goals.</p>
<p><b>Alignment to university and unit mission statement</b> <i>How does this objective align with the university's and unit's mission?</i></p>	<p>CSS is committed to enhancing students' personal and academic development in a supportive learning environment by exercising a holistic approach to education. Math and Writing Center, being part of CSS, shares the responsibility of accomplishing this mission by helping students to hone their skills in math and writing through consulting sessions and workshops.</p> <p>Consulting sessions aligns with the university's mission as it aims to achieve academic excellence and integrity.</p>
<p><b>Assessment Timeline</b> <i>What assessment tools (surveys, data, reports, focus groups) will be utilized and when will the review take place?</i></p>	<p>Post-session surveys and focus groups will be the two tools utilized in the assessment process. The review of the focus group survey will take place in January, 2016, and the post-session surveys will be analyzed by April, 2016.</p>
<p><b>Description of Assessment Methods:</b> <i>A brief explanation of the tools noted above.</i></p>	<p><i>A post-session survey</i> is an assessment tool meant for evaluating the effectiveness of math and writing consulting sessions. It contains 7 questions and is completed after each session. Apart from providing information on students' satisfaction of the session, the survey identifies the purpose of a visit, main areas of concern, as well as the year and program of students</p>

	<p>who schedule appointments.</p> <p><i>A focus group</i> is being conducted as part of the Academic Affairs Strategic Plan which includes 9-10 undergraduate students. The Focus group aims to identify data to help improve the CSS.</p>
<b>Assessment Team</b> <i>Who will engage in the review process?</i>	The CSS will engage in the review process during the 2015-2016 academic year.
<b>Closing the loop</b> <i>Findings will be used to:</i>	<p>The findings of the assessment will be used to:</p> <ul style="list-style-type: none"> <li>• Identify factors that contribute to user satisfaction;</li> <li>• Develop new tutoring strategies to improve mwc performance.</li> </ul>

<b>Math and Writing Center - Objective #2</b>	
<b>Topic of Investigation</b> <i>Objective(s) to be assessed</i>	<p>Increase user satisfaction and performance of the math and writing center.</p> <ul style="list-style-type: none"> <li>• Identify the specific needs of undergraduate and graduate students</li> </ul>
<b>Rationale</b> <i>Why is this important to the unit at this time?</i>	<p>Increasing user satisfaction and the quality of performance of the MWC will allow the unit to attract more students and provide high-quality services to a larger target audience, promoting equal learning opportunities for all AUA students, regardless of their year or program of study. Knowing students' specific learning needs will let the unit make informed decisions in order to empower students with the skills and knowledge necessary for their academic and personal development.</p> <p>Given the fact that the overwhelming majority of the current clientele of MWC is limited to undergraduate students, primarily freshmen, this objective is particularly important at this time.</p>
<b>Alignment to university and unit mission statement</b> <i>How does this objective align</i>	Improving the performance of MWC may result in increased user satisfaction. This will make it possible to facilitate the accomplishment of students' academic

<p><i>with the university's and unit's mission?</i></p>	<p>goals more effectively, as well as to enhance their overall development as lifelong learners and responsible citizens, eager to serve the society not only during their study years but throughout life. Realizing this objective will allow the unit to foster among students a value system comprised of such core foundations as academic excellence, free inquiry, integrity and scholarship.</p>
<p><b>Assessment Timeline</b> <i>What assessment tools (surveys, data, reports, focus groups) will be utilized and when will the review take place?</i></p>	<p>Assessment tools to be utilized – post-session surveys, MWC data, focus groups and 2014-2015 Graduate Student Exit Survey Report review date – end of the 2015-2016 educational year</p>
<p><b>Description of Assessment Methods:</b> <i>A brief explanation of the tools noted above.</i></p>	<p>After math and writing consultations, students complete a post-session survey to evaluate the quality of the consultation. The results of the surveys form part of MWC data. Upon their graduation, graduate students complete the Graduate Student Exit Survey the results of which are incorporated in the Graduate Student Exit Survey Report. 2014-2015 Graduate Student Exit Survey Report will be used as an assessment tool. It contains valuable information on a number of issues, including students' degree of satisfaction with their academic programs, instructional methods, overall educational experience at AUA, University services and the contribution of graduate studies to students' development. A few focus group interviews will be realized so as to find out graduate students specific learning needs connected with writing. A thorough review and analysis of the data obtained through the above-mentioned assessment tools will be performed so as to identify specific student needs. The needs assessment will allow the unit to identify areas of improvement in its performance, determine if any new educational services/resources are necessary to address student needs and in what ways the existing ones can be made more accessible and useful to all students.</p>
<p><b>Assessment Team</b> <i>Who will engage in the review process?</i></p>	<p>The staff of the Center for Student Success will engage in the review process. The results of the assessment will also be shared as an open source so</p>

	that all interested parties can have an access to it.
<b>Closing the loop</b> <i>Findings will be used to:</i>	<ul style="list-style-type: none"> <li>• increase the productivity of the unit</li> <li>• take proper steps to improve/extend services offered by the Center for Student Success so as to meet the needs of its stakeholders</li> <li>• evaluate available resources/add new resources in case of insufficiency of the current ones</li> </ul>