

Support Services Review Update Template

Suggested template for SSR annual update submission

Update Year: 2012

Unit Name: Student Learning Services, Learning Labs

Today's Date: March 1, 2012

Unit Review Leader: Jim Nelson

Data Update: (Please enter and update information)

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Collaboration with faculty and staff	Increase in the number and frequency of classroom visitations	To increase communication and the number of students and faculty who can improve their academic lives by use of the Learning Labs	Originally this was done by invitation and then awaiting responses from faculty. The approximate classes visited, which classes taught subjects tutored by the learning labs was approximately 30% of those classes.	To move to a proactive means of communication by organized assignment to tutor to make faculty contact. Goal was to increase these visits by 100%.	The increase in classroom visits has been more than 100%.
Collaboration with staff and student study groups with existing and new partners	To increase the use and availability of the Learning Labs for study groups as well as individual tutoring use	Increase the number of working study groups organized by the Learning Labs.	This was previously done on a request basis; all Learning Lab which have space did offer rooms for study groups, but not all labs organized and/or led these groups.	Have the labs devise, develop, and publicize study groups with tutoring offered for these groups.	75% of the labs successfully established and marketed these groups, including Dev. Writing, MOD program, Veterans Groups, Dev. Math "Camps", Statistics and assessment test prep.
Improvements and expansion of assessment and	Achieve a more up-to-date and effective set	Examination of online offerings and update of	Communication with the offices working with advising,	Review the existing programs; research other	Review of the existing programs and the current

Support Services Review Update Template

placement testing review and preparation.	of online offerings for student use and success.	programs and approaches for assessment.	counseling and placement was beneficial but warranted discussions at a greater depth.	opportunities; share these in tandem with the offices dealing with preparation for Assessment testing for Developmental.	license contracts are complete; research into available software is complete, but this is never-ending due to technological innovation in this area. This important part of the journey continues.
Services to the disabled student community	Increase services and assistive technology in order for more students to have access to academic support.	Increase in staff and Learning Lab management and staff to accommodation needs.	Only one Accommodations Assistant was attempting to serve the needs and address issues for all of the Learning Labs. Equipment was insufficient to meet the student needs.	Have in place another Accommodations Assistant in order for the eight labs to be served. Examine the services provided --especially at the labs which did not have the accommodations assistant; conduct a review of the technology available and supplement existing technology.	The second Accommodations assistant is in place, and all eight Labs now have access to this expertise. A review of the services has been conducted, with information from various OSD offices; equipment has been identified and will be in the upcoming review of equipment; also there has been an expansion of the Braille program and availability to students who need this.
Increased use of data driven decisions	To achieve a more effective and efficient decision-making process by the use of data measuring our	The measure and goal is to be able to identify performance of students using Learning Lab services	Although collection of certain data has been conducted, the measurement and the use of the results has	Establishment of criteria to show not only student performance but also the type of help received by the	An increase in the information collected by the Learning Labs as to time, subjects, frequency of

Support Services Review Update Template

	<p>own effectiveness and impact upon student success.</p>		<p>not been utilized fully for planning and execution purposes.</p>	<p>student which was the most effective for increasing persistence and decreasing attrition. This is especially important in the arena of Developmental coursework and tutoring.</p>	<p>both tutoring and computer visits has occurred. The key to effective use of these data is the Having and the analysis of statistical data to identify what actually yields results. Discussions with OIEA have continued in order to focus and concentrate on the most effective measures. While such efforts have more complexity than anticipated, the Learning Labs have put into effect innovations that seem to be at the heart of our reading of data and student and faculty responses to Lab inquiries and surveys.</p>
--	---	--	---	--	--

Enter the information from last year's report into the corresponding fields and fill in the updates

Narrative Update: (Please supply a narrative explanation on the progress of your improvement)

Support Services Review Update Template

- 1.** The Learning Labs are key elements in reducing attrition, increasing persistence, the achieving of degrees and certificates, and in the completion of developmental courses. The labs and the leadership of each lab is committed to all the initiatives. We take seriously the challenges and our strengths in order to improve the success of all students.
- 2.** Each of the above-mentioned service issues ties to the original review with emphases on the SSI goals. They come heavily from the Program Review Questions as presented in the Support Services Review 2011. The collaboration with faculty, students, and staff is especially important so that the Learning Labs can complement the efforts of all parts of the college body.
- 3.** There is additional information on the various ways to interpret and use the data in regard to measurement of student participation and student success. Our plan is to supplement this update as we move through that process and not wait until another annual review to provide this activity.
- 4.** The Learning Labs serve all ACC students, placing emphasis on developmental and at-risk students. The total number of student visits to Learning Labs during the reporting period was over 400,000. By expanding our partnerships and tracking our data, we are confident of even more positive impacts.
- 5.** The impact of the Learning Labs is growing in the number of students we actually personally encounter. The attached chart shows the total student visits for FY10, FY11, and the first six months of FY12. This growth shown indicates on an annual basis, that the Labs could have approximately 400,000 in the current year.