

Support Services Review Update form AY2013

Update Year: 2013 SSR Review Year: AY2011

Unit Name: AY11 - Learning labs

Unit Review Leader: Jim Nelson

Data Update: (Please enter and update information)

Improvement	Measure	Baseline	Target	Current
Increase of communication with students at the beginning of each semester in order to increase use of and to receive benefits of the Learning Lab.	Our studies have shown that the students who make use of the tutors and other resources in the Learning Labs make better grades.	30% of the classes were visited.	The target was an increase to 60%; new target is an increase to 75% of the classes.	Percentage of classrooms visited has increased to 65.

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<p>Improvement of quality and quantity of services to the disabled student community via increased use of knowledgeable tutors and staff with hands-on experience with assistive equipment for use by the students.</p>	<p>This is measured by the number of students using the Learning Labs and the availability and variety of assistive equipment.</p>	<p>One Accommodation Assistant for eight Learning Labs; a good beginning funding equipment.</p>	<p>Review and additional equipment; address and remediate the growing need for Braille and text chapters and resource materials throughout all Learning Labs.</p>	<p>Second Accommodations Assistant was hired and in place; additional equipment (little, but some) has been purchased.</p>
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<p>Improvements and expansion of assessment and placement testing review and preparation.</p>	<p>Measure is made by the very difficult to measure data concerning the proper placement of students. College is currently dealing with this challenge.</p>	<p>Less than satisfactory communication with advising, counseling and placement personnel.</p>	<p>Complete and install the software for use by pre-testing student for review and post-tested student for retesting.</p>	<p>Much improved communications with the various parts of the college in order to expand and improve the resources provided to pre-assessment prospective students. Additionally, efforts in regard to the modules and both assessment and diagnostic test preparation.</p>
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				tion are being identified and developed in order to be consistent with and to exceed the State Coordination Board standards for the placement of students.

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)

We are pleased to report that our improvement of services is helping to bolster the College Mission of persistence and student retention. Our student surveys continually reflect the attitude of students that the services and the tutoring resources of the Learning Labs not only improve academic performance, but also are one of the strongest support systems available to students. This is particularly true in the Developmental courses, in the math and science courses, and in the composition studies.