

Support Services Review Template

Student
Support
Unit Name: Services -
Learning
Labs

Unit Review Leader: James Nelson
Today's Date: 8/29/2014

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

1.1 What is your Mission?

(What is the purpose of the unit? What do you do?)

The mission and purpose of the Learning Labs is to help students become independent and active learners and to achieve academic success. Students are the central focus of the labs, and we are responsive to their individual needs. This includes all levels from developmental to higher credit course assistance.

1.1.1 How does the mission of the unit support the mission of the college?

The Learning Labs serve all ACC students, placing emphasis on developmental and at-risk students. The labs provide tutorial services and tailored individual instruction to a diverse student population in an open-access lab setting available seven days per week. Modes of delivery include traditional an/or computerized on-on-one assistance and small group instruction, skills review workshops, guided study groups, self-paced independent study, and online tutoring. The Learning Lab staff includes highly educated, highly experienced, well trained and certified professional tutors, peer tutors, faculty, computer technicians, managers and support staff. All are dedicated to providing quality services in a welcoming learning environment in support of ACC's mission and our students' academic success.

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1.2 Please tell us who you serve.

(Faculty, staff, external partners, distance learning, students, etc.)

The Learning Labs serve all students within the district, including distance learning students enrolled at ACC. In addition, faculty and staff are served with computer technical issues and processes as well as academic collaboration.

1.3 What services or products does the unit provide?

The labs provide individual and group tutoring by professionals and peers. We have specialized workshops, e.g., Math Camp on Saturdays and Sundays to provide an extra boost and opportunity for the Developmental Math students. We also have computer-based tutoring services in more than seventeen subject areas to students college-wide. The labs create a special environment for students who need extra resources and attention, as well as providing a setting to give mentoring and role-modeling.

1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

Students gain not only competence but also confidence in themselves and with the subject matter. This is consistently shown by our POS surveys. The result is that students gain problem-solving abilities as well as study skills in order to participate and succeed in college-level work independently. The impact is that the students improve in retention and in persistence. The impact of the labs increases, even as the number of student visits increase. This is true even with the total enrollment leveling in the current environment. On an annual basis, the labs have student visit in excess of 400,000.C1

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1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes

Student Success Initiatives

- SSI1 *Increase persistence (term-to-term & fall to fall)*
- SSI2 *Complete developmental and adult education course progression to credit courses*
- SSI3 *Increase completion of all attempted courses with a "C" or better*
- SSI4 *Increase degree/certificate graduates and transfer rates*
- SSI5 *Increase success equity across all racial/ethnic/gender/income groups*

Institutional Effectiveness

- IE1 *Balanced instructional offerings among the College's mission elements;*
- IE2 *A teaching and learning environment that encourages students to be active, life-long learners;*
- IE3 *Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;*
- IE4 *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;*
- IE5 *Job placement from career workforce programs into family-wage careers;*
- IE6 *Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.*

| Goal # | Unit Goal (description) | Board Policy A-1 | | | | | | | | | | | |
|--------|--|------------------|------|------|------|------|-----|-----|-----|-----|-----|-----|--|
| | | SSI1 | SSI2 | SSI3 | SSI4 | SSI5 | IE1 | IE2 | IE3 | IE4 | IE5 | IE6 | |
| | <i>Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i> | | | | | | | | | | | | |
| UG1 | The Learning Labs unit (Student Learning Services) support student success through one-on-one and group tutoring, giving attention to the college credit students, developmental students, SAS students, and pre-college students (for testing). | X | X | X | X | X | | X | X | X | X | X | |
| UG2 | | | | | | | | | | | | | |
| UG3 | | | | | | | | | | | | | |
| UG4 | | | | | | | | | | | | | |
| UG5 | | | | | | | | | | | | | |

➤ *this table will link to other areas in this report*

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1.3.2 What are Unit Outcomes and Unit Measures?

► Each unit may have up to 2 separate measures to support each Unit Outcome

| Goal # | Unit Goal (description) | Outcome # | Unit Outcome (description) | Measure # | Unit Measure (description) |
|--------|--|-----------|---|-----------|--|
| | <i>Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i> | | <i>Example outcome: Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making.</i> | | <i>Example measure: Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i> |
| UG1 | The Learning Labs unit (Student Learning Serices) support student success through one-on-one and group tutorin, giving attention to the college credit students, developmental students, SAS students, and pre-college students (for testing). | UO1.1 | Maintain staff and facilities required to provide more than adequate groups and individual tutoring. Continue to develop and enhance the electronic and hard copy material for individual students. | UM1.1.1 | Keep records of attendance, participationand frequency of student usage of the tutors and the labs. Work with data analysis experts to measure academic achievement of those participants. |
| | | | | UM1.1.2 | |
| | | UO1.2 | | UM1.2.1 | |
| | | | | UM1.2.2 | |
| | | UO1.3 | | UM1.3.1 | |
| | | | | UM1.3.2 | |
| | | UO1.4 | | UM1.4.1 | |
| | | | | UM1.4.2 | |
| | | UO1.5 | | UM1.5.1 | |
| | | | | UM1.5.2 | |
| UG2 0 | | UO2.1 | | UM2.1.1 | |
| | | | | UM2.1.2 | |
| | | UO2.2 | | UM2.2.1 | |
| | | | | UM2.2.2 | |
| | | UO2.3 | | UM2.3.1 | |
| | | | | UM2.3.2 | |
| | | UO2.4 | | UM2.4.1 | |
| | | | | UM2.4.2 | |
| | | UO2.5 | | UM2.5.1 | |
| | | | | | |

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| Goal # | Unit Goal (description) | Outcome # | Unit Outcome (description) | Measure # | Unit Measure (description) |
|--------|-------------------------|-----------|----------------------------|-----------|----------------------------|
| | | | | UM2.5.2 | |
| UG3 | 0 | U03.1 | | UM3.1.1 | |
| | | | | UM3.1.2 | |
| | | U03.2 | | UM3.2.1 | |
| | | | | UM3.2.2 | |
| | | U03.3 | | UM3.3.1 | |
| | | | | UM3.3.2 | |
| | | U03.4 | | UM3.4.1 | |
| | | | | UM3.4.2 | |
| | | U03.5 | | UM3.5.1 | |
| | | | | UM3.5.2 | |
| UG4 | 0 | U04.1 | | UM4.1.1 | |
| | | | | UM4.1.2 | |
| | | U04.2 | | UM4.2.1 | |
| | | | | UM4.2.2 | |
| | | U04.3 | | UM4.3.1 | |
| | | | | UM4.3.2 | |
| | | U04.4 | | UM4.4.1 | |
| | | | | UM4.4.2 | |
| | | U04.5 | | UM4.5.1 | |
| | | | | UM4.5.2 | |
| UG5 | 0 | U05.1 | | UM5.1.1 | |
| | | | | UM5.1.2 | |
| | | U05.2 | | UM5.2.1 | |
| | | | | UM5.2.2 | |
| | | U05.3 | | UM5.3.1 | |
| | | | | UM5.3.2 | |
| | | U05.4 | | UM5.4.1 | |
| | | | | UM5.4.2 | |
| U05.5 | | UM5.5.1 | | | |
| | | UM5.5.2 | | | |

➤ this table will link to other areas in this report

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2.5.2 Unit Outcomes Assessment

| Measure # (linked from 1.3.2) | Unit Measure (description) (linked from 1.3.2) | Unit Baseline data (for the unit measure) | Unit Current Data (for the unit measure) | Unit Target data (for the unit measure) | Unit Current Status (% of target data) | Outcome # (linked from 1.3.2) |
|----------------------------------|---|--|---|--|---|----------------------------------|
| | <i>Example unit measure: Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i> | | | | | |
| UM1.1.1 | Keep records of attendance, participation and frequency of student usage of the tutors and the labs. Work with data analysis experts to measure academic achievement of those participants. | | | | | UO1.1 |
| UM1.1.2 | 0 | | | | | UO1.1 |
| UM1.2.1 | 0 | | | | | UO1.2 |
| UM1.2.2 | 0 | | | | | UO1.2 |
| UM1.3.1 | 0 | | | | | UO1.3 |
| UM1.3.2 | 0 | | | | | UO1.3 |
| UM1.4.1 | 0 | | | | | UO1.4 |
| UM1.4.2 | 0 | | | | | UO1.4 |
| UM1.5.1 | 0 | | | | | UO1.5 |
| UM1.5.2 | | | | | | UO1.5 |
| UM2.1.1 | | | | | | UO2.1 |
| UM2.1.2 | | | | | | UO2.1 |
| UM2.2.1 | | | | | | UO2.2 |
| UM2.2.2 | | | | | | UO2.2 |
| UM2.3.1 | | | | | | UO2.3 |
| UM2.3.2 | | | | | | UO2.3 |
| UM2.4.1 | | | | | | UO2.4 |
| UM2.4.2 | | | | | | UO2.4 |
| UM2.5.1 | | | | | | UO2.5 |
| UM2.5.2 | | | | | | UO2.5 |
| UM3.1.1 | | | | | | UO3.1 |
| UM3.1.2 | | | | | | UO3.1 |
| UM3.2.1 | | | | | | UO3.2 |

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| Measure # (linked from 1.3.2) | Unit Measure (description) (linked from 1.3.2) | Unit Baseline data (for the unit measure) | Unit Current Data (for the unit measure) | Unit Target data (for the unit measure) | Unit Current Status (% of target data) | Outcome # (linked from 1.3.2) |
|----------------------------------|---|--|---|--|---|----------------------------------|
| UM3.2.2 | | | | | | U03.2 |
| UM3.3.1 | | | | | | U03.3 |
| UM3.3.2 | | | | | | U03.3 |
| UM3.4.1 | | | | | | U03.4 |
| UM3.4.2 | | | | | | U03.4 |
| UM3.5.1 | | | | | | U03.5 |
| UM3.5.2 | | | | | | U03.5 |
| UM4.1.1 | | | | | | U04.1 |
| UM4.1.2 | | | | | | U04.1 |
| UM4.2.1 | | | | | | U04.2 |
| UM4.2.2 | | | | | | U04.2 |
| UM4.3.1 | | | | | | U04.3 |
| UM4.3.2 | | | | | | U04.3 |
| UM4.4.1 | | | | | | U04.4 |
| UM4.4.2 | | | | | | U04.4 |
| UM4.5.1 | | | | | | U04.5 |
| UM4.5.2 | | | | | | U04.5 |
| UM5.1.1 | | | | | | U05.1 |
| UM5.1.2 | | | | | | U05.1 |
| UM5.2.1 | | | | | | U05.2 |
| UM5.2.2 | | | | | | U05.2 |
| UM5.3.1 | | | | | | U05.3 |
| UM5.3.2 | | | | | | U05.3 |
| UM5.4.1 | | | | | | U05.4 |
| UM5.4.2 | | | | | | U05.4 |
| UM5.5.1 | 0 | | | | | U05.5 |
| UM5.5.2 | 0 | | | | | U05.5 |

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| Measure # <small>(linked from 1.3.2)</small> | Unit Measure (description) <small>(linked from 1.3.2)</small> | Unit Baseline data <small>(for the unit measure)</small> | Unit Current Data <small>(for the unit measure)</small> | Unit Target data <small>(for the unit measure)</small> | Unit Current Status <small>(% of target data)</small> | Outcome # <small>(linked from 1.3.2)</small> |
|--|---|--|---|--|---|--|
|--|---|--|---|--|---|--|

2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

AY14 -
 This percentage does not include students participating in various other programs of the lab.

AY13 -
 Unit measure of operational success is based upon student academic success, which is defined as a successful course grade. The student frequency of visits is compared to the A, B, C, D, F, or W grade in the academic records files. This is analyzed by the Institutional Effectiveness and Accountability office. The first year's analysis showed plainly that the students with the highest number of visits were the most successful students who attended the lab.

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3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

| Objective # | Objectives (Improvements) | Objective Measure | Objective Baseline data | Objective Target data | Opportunity or challenges identified | Responsible person | Related Unit Outcome # | Related Unit Outcome |
|-------------|---|---|---|--|---|--------------------|------------------------|---|
| | <i>Example: Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i> | <i>Example: Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i> | | | <i>Example: Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.</i> | | | |
| OB1.1 | Increase in the number and frequency of visitations to class-rooms instructing in the subject matter tutored in the Learning Lab. | Measure the number of reactions and faculty members to whom are given | Originally, this was done on an invitation-only basis from the faculty. This resulted in approximately 30% of the classes being visited by Learning Lab tutors. | This was changed to a proactive means of contact with the faculty at each campus. The labs estimated an increase to 50% of classes, and the results are approximately 60%. | Increase the percentages of students succeeding with a passing grade where there has been a unit provided. | Director | UO1.1 | Maintain staff and facilities required to provide more than adequate groups and individual tutoring. Continue to develop and enhance the electronic and hard copy material for individual students. |
| OB1.2 | | | | | | | UO1.2 | 0 |
| OB1.3 | | | | | | | UO1.3 | |
| OB1.4 | | | | | | | UO1.4 | |
| OB1.5 | | | | | | | UO1.5 | |
| OB2.1 | | | | | | | UO2.1 | |

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| Objective # | Objectives (Improvements) | Objective Measure | Objective Baseline data | Objective Target data | Opportunity or challenges identified | Responsible person | Related Unit Outcome # | Related Unit Outcome |
|-------------|---------------------------|-------------------|-------------------------|-----------------------|--------------------------------------|--------------------|------------------------|----------------------|
| OB2.2 | | | | | | | UO2.2 | |
| OB2.3 | | | | | | | UO2.3 | |
| OB2.4 | | | | | | | UO2.4 | |
| OB2.5 | | | | | | | UO2.5 | |
| OB3.1 | | | | | | | UO3.1 | |
| OB3.2 | | | | | | | UO3.2 | |
| OB3.3 | | | | | | | UO3.3 | |
| OB3.4 | | | | | | | UO3.4 | |
| OB3.5 | | | | | | | UO3.5 | |
| OB4.1 | | | | | | | UO4.1 | |
| OB4.2 | | | | | | | UO4.2 | |
| OB4.3 | | | | | | | UO4.3 | |
| OB4.4 | | | | | | | UO4.4 | |
| OB4.5 | | | | | | | UO4.5 | |
| OB5.1 | | | | | | | UO5.1 | 0 |
| OB5.2 | | | | | | | UO5.2 | 0 |
| OB5.3 | | | | | | | UO5.3 | 0 |
| OB5.4 | | | | | | | UO5.4 | 0 |
| OB5.5 | | | | | | | UO5.5 | 0 |

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| Objective # | Objectives (Improvements) | Objective Measure | Objective Baseline data | Objective Target data | Opportunity or challenges identified | Responsible person | Related Unit Outcome # | Related Unit Outcome |
|-------------|---------------------------|-------------------|-------------------------|-----------------------|--------------------------------------|--------------------|------------------------|----------------------|
|-------------|---------------------------|-------------------|-------------------------|-----------------------|--------------------------------------|--------------------|------------------------|----------------------|

3.2 Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES NO

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

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3.3 Objectives and Key Strategies with Timeline and Costs

➤ (NO more than 3 strategies for each objective (improvement))

| Objective Key Strategy # | Objective Key Strategy | Timeline | Related Facilities Needs (details) | Related Staffing Needs (details) | Related Equip/Tech Needs (details) | Other Related Needs (details) | Total costs | Related Objective (Improvements) | Related Objectives (Improvements) |
|--------------------------|---|--------------------------------------|------------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------|----------------------------------|--|
| Example | OIEA staff will develop content for a new TIPS training workshop. | Year 1 | | | | | \$ 100 | OB1.1 | |
| Example | OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS. | Year 2 | | | | | \$ 1,500 | OB1.1 | |
| Example | OIEA staff will offer at least one new workshop through Professional Development Office. | Year 3 | | | | | \$ 20,000 | OB1.1 | |
| OKS1.1.1 | Inclusion of visits to classrooms outside the disciplin tutored, e.g., classes requiring research skills and essay preparation. | Managers. Tutoring Spec. and tutors. | | | | | \$ - | OB1.1 | Increase in the number and frequency of visitations to classrooms instructing in the subject matter tutored in the Learning Lab. |
| OKS1.1.2 | | | | | | | | | |
| OKS1.1.3 | | | | | | | | | |
| OKS1.2.1 | | | | | | | | OB1.2 | 0 |
| OKS1.2.2 | | | | | | | | | |
| OKS1.2.3 | | | | | | | | | |
| OKS1.3.1 | | | | | | | | OB1.3 | 0 |
| OKS1.3.2 | | | | | | | | | |
| OKS1.3.3 | | | | | | | | | |
| OKS1.4.1 | | | | | | | | OB1.4 | |
| OKS1.4.2 | | | | | | | | | |
| OKS1.4.3 | | | | | | | | | |
| OKS1.5.1 | | | | | | | | OB1.5 | |
| OKS1.5.2 | | | | | | | | | |
| OKS1.5.3 | | | | | | | | | |

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| Objective Key Strategy # | Objective Key Strategy | Timeline | Related Facilities Needs (details) | Related Staffing Needs (details) | Related Equip/Tech Needs (details) | Other Related Needs (details) | Total costs | Related Objective (Improvements) | Related Objectives (Improvements) |
|--------------------------|------------------------|----------|------------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------|----------------------------------|-----------------------------------|
| OKS2.1.1 | | | | | | | | OB2.1 | |
| OKS2.1.2 | | | | | | | | | |
| OKS2.1.3 | | | | | | | | | |
| OKS2.2.1 | | | | | | | | OB2.2 | |
| OKS2.2.2 | | | | | | | | | |
| OKS2.2.3 | | | | | | | | | |
| OKS2.3.1 | | | | | | | | OB2.3 | |
| OKS2.3.2 | | | | | | | | | |
| OKS2.3.3 | | | | | | | | | |
| OKS2.4.1 | | | | | | | | OB2.4 | |
| OKS2.4.2 | | | | | | | | | |
| OKS2.4.3 | | | | | | | | | |
| OKS2.5.1 | | | | | | | | OB2.5 | |
| OKS2.5.2 | | | | | | | | | |
| OKS2.5.3 | | | | | | | | | |
| OKS3.1.1 | | | | | | | | OB3.1 | 0 |
| OKS3.1.2 | | | | | | | | | |
| OKS3.1.3 | | | | | | | | | |
| OKS3.2.1 | | | | | | | | OB3.2 | |
| OKS3.2.2 | | | | | | | | | |
| OKS3.2.3 | | | | | | | | | |
| OKS3.3.1 | | | | | | | | OB3.3 | |
| OKS3.3.2 | | | | | | | | | |
| OKS3.3.3 | | | | | | | | | |
| OKS3.4.1 | | | | | | | | OB3.4 | |
| OKS3.4.2 | | | | | | | | | |
| OKS3.4.3 | | | | | | | | | |
| OKS3.5.1 | | | | | | | | OB3.5 | |
| OKS3.5.2 | | | | | | | | | |
| OKS3.5.3 | | | | | | | | | |
| OKS4.1.1 | | | | | | | | OB4.1 | |
| OKS4.1.2 | | | | | | | | | |
| OKS4.1.3 | | | | | | | | | |

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| Objective Key Strategy # | Objective Key Strategy | Timeline | Related Facilities Needs (details) | Related Staffing Needs (details) | Related Equip/Tech Needs (details) | Other Related Needs (details) | Total costs | Related Objective (Improvements) | Related Objectives (Improvements) |
|--------------------------|------------------------|----------|------------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------|----------------------------------|-----------------------------------|
| OKS4.2.1 | | | | | | | | OB4.2 | |
| OKS4.2.2 | | | | | | | | | |
| OKS4.2.3 | | | | | | | | | |
| OKS4.3.1 | | | | | | | | OB4.3 | |
| OKS4.3.2 | | | | | | | | | |
| OKS4.3.3 | | | | | | | | | |
| OKS4.4.1 | | | | | | | | OB4.4 | |
| OKS4.4.2 | | | | | | | | | |
| OKS4.4.3 | | | | | | | | | |
| OKS4.5.1 | | | | | | | | OB4.5 | |
| OKS4.5.2 | | | | | | | | | |
| OKS4.5.3 | | | | | | | | | |
| OKS5.1.1 | | | | | | | | OB5.1 | 0 |
| OKS5.1.2 | | | | | | | | | |
| OKS5.1.3 | | | | | | | | | |
| OKS5.2.1 | | | | | | | | OB5.2 | |
| OKS5.2.2 | | | | | | | | | |
| OKS5.2.3 | | | | | | | | | |
| OKS5.3.1 | | | | | | | | OB5.3 | |
| OKS5.3.2 | | | | | | | | | |
| OKS5.3.3 | | | | | | | | | |
| OKS5.4.1 | | | | | | | | OB5.4 | |
| OKS5.4.2 | | | | | | | | | |
| OKS5.4.3 | | | | | | | | | |
| OKS5.5.1 | | | | | | | | OB5.5 | 0 |
| OKS5.5.2 | | | | | | | | | |
| OKS5.5.3 | | | | | | | | | |

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| Objective Key Strategy # | Objective Key Strategy | Timeline | Related Facilities Needs <small>(details)</small> | Related Staffing Needs <small>(details)</small> | Related Equip/Tech Needs <small>(details)</small> | Other Related Needs <small>(details)</small> | Total costs | <i>Related Objective</i> <small>(Improvements)</small> | <i>Related Objectives</i> <small>(Improvements)</small> |
|--------------------------|------------------------|----------|--|--|--|---|-------------|---|--|
|--------------------------|------------------------|----------|--|--|--|---|-------------|---|--|

3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

AY14 - We are tracking students by ID number, so that we can analyze the effect of the services on student retention progress and success.

3.5 Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

AY14 - Director is hosting departmental division level meetings to discuss the results.

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4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

4.1 Evaluation of Implemented Objectives

(some data linked to table 3.1)

| Objective # | Objectives (Improvements) | Objective Measure (conditions/ criteria) | Objective Baseline data | Objective Current data | Objective Target data | Current data (as % of target) | Related Unit Outcome |
|-------------|---|---|--|------------------------|--|-------------------------------|----------------------|
| Example | Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS. | Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year. | | | | | UO1.1 |
| OB1.1 | Increase in the number and frequency of visitations to class-rooms instructing in the subject matter tutored in the Learning Lab. | Measure the number of reactions and faculty members to whom are given | Originally, this was done on a invitation-only basis from the faculty. This resulted in approximately 30% of the classes being visited by Learning Lab tutors. | | This was changed to a proactive means of contact with the faculty at each campus. The labs estimated an increase to 50% of classes, and the results are approximately 60%. | #VALUE! | UO1.1 |

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| Objective # | Objectives (Improvements) | Objective Measure (conditions/ criteria) | Objective Baseline data | Objective Current data | Objective Target data | Current data (as % of target) | Related Unit Outcome |
|--------------------|----------------------------------|---|--------------------------------|-------------------------------|------------------------------|--------------------------------------|-----------------------------|
| OB1.2 | 0 | 0 | 0.00 | | 0.00 | #DIV/0! | U01.2 |
| OB1.3 | 0 | 0 | 0.00 | | 0.00 | #DIV/0! | U01.3 |
| OB1.4 | | | | | | #VALUE! | U01.4 |
| OB1.5 | | | | | | #VALUE! | U01.5 |
| OB2.1 | | | | | | #VALUE! | U02.1 |
| OB2.2 | | | | | | #VALUE! | U02.2 |
| OB2.3 | | | | | | #VALUE! | U02.3 |
| OB2.4 | | | | | | #VALUE! | U02.4 |
| OB2.5 | | | | | | #VALUE! | U02.5 |
| OB3.1 | 0 | | | | | #VALUE! | U03.1 |
| OB3.2 | | | | | | #VALUE! | U03.2 |
| OB3.3 | | | | | | #VALUE! | U04.3 |
| OB3.4 | | | | | | #VALUE! | U03.4 |
| OB3.5 | | | | | | #VALUE! | U03.5 |
| OB4.1 | | | | | | #VALUE! | U04.1 |
| OB4.2 | | | | | | #VALUE! | U04.2 |
| OB4.3 | | | | | | #VALUE! | U04.3 |
| OB4.4 | | | | | | #VALUE! | U04.4 |
| OB4.5 | | | | | | #VALUE! | U04.5 |
| OB5.1 | 0 | | | | | #VALUE! | U05.1 |
| OB5.2 | | | | | | #VALUE! | U05.2 |
| OB5.3 | | | | | | #VALUE! | U05.3 |
| OB5.4 | | | | | | #VALUE! | U05.4 |
| OB5.5 | 0 | | | | | #VALUE! | U05.5 |

Support Services Review Template

| Objective # | Objectives (Improvements) | Objective Measure (conditions/ criteria) | Objective Baseline data | Objective Current data | Objective Target data | Current data (as % of target) | Related Unit Outcome |
|-------------|---------------------------|--|-------------------------|------------------------|-----------------------|-------------------------------|----------------------|
|-------------|---------------------------|--|-------------------------|------------------------|-----------------------|-------------------------------|----------------------|

4.2 Briefly summarize the degree to which the targets were met.

➤ *Note the key strategies or activities designed to implement the objectives (improvements)*

AY14
 Again, this past year, the number of attendees to the lab has increased. Also, the number of workshops conducted by the labs has increased.

4.3 What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

AY14
 As stated above, the impact will be shown upon the review of the Effectiveness Dept. upon their review of attendees success in the course. The labs do not have direct access to the academic records needed to make this assessment.

4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.