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| jscc logo | **Assessment Record** |

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| **Program:** | **Learning Success Center** |  **Assessment period:** | **2017 - 2018** |

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| **Program or Department Mission:**  |

The Learning Success Center is designed to promote access to computer technology, online resources and instructional programs to college students and community residents in support of achievement of their academic, career or life goals. |
| **Service Unit Outcomes & Assessment Plan** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Provide online tutorial and remedial support in the areas of reading, math and English, as well as computer-based reinforcement for a variety of other subjects. | Availability of day and evening access to online tutorial and remedial support. | A minimum of 200 students per semester will utilize the services and complete a survey indicating the impact of the services.  | 396 students participated in 910 tutoring sessions using SMARTHINKING. 799 students utilized available computer resources for remedial support for a total of 150,570 sessions. Exams were proctored for 1,377 students. Utilization of available resources exceeded expectations.  | The number of students utilizing online tutoring increased 44.45% in 2017-2018. Each semester, continue to send out emails to Math and English students who have access to Smarthinking. Provide handouts and fliers in the LSC. Libraries, ORI classes, and Fall New student orientations. |
| Provide open, convenient, and free access to computers and the internet. | Availability of day and evening access to computer labs. | A minimum of 500 students and community residents per semester will utilize the computer labs. | 6,492 students and community residents accessed computers and the internet for a total of 8,976 sessions. Computer labs were utilized a total of 6,492 times to support instructional activities, such as nursing and EMS simulations, biology lab experiences, and exams. Utilization exceeded expectations. | Advertise LSC on College’s social media. Provide handouts and fliers on resources available in the LSC and Libraries to ORI classes, and Fall New student orientations.Made the LSC open lab accessible for instructors.  |
| Provide Access to PLATO resources. | Number of students that have access. | A minimum of 900 students per year will have access to PLATO. | The director for the college’s Learning Success Center (LSC) utilized the college’s PLATO site license by enrolling over 3000 students who visited the LSC in a PLATO Academic Success Course.  Students completed over 2,300 sessions, comprising over 400 hours on task. | Each student that visits the LSC is enrolled in an Academic Success Course in PLATO and enrolled in PrepStep offered through the LRC. Students are e-mailed additional information about the resources available through the LSC and LRC. The number of students enrolled in PLATO and PrepStep is documented.The LSC was represented at the Fall NSO at each campus, and Pioneer Day. Work-studies periodically manned tables at the Jefferson and Shelby Campuses during the year to hand out information about resources available through the LSC and LRC.Proposed to move the LSC to the LRC at Jefferson Campus and a door between the LSC and LRC at Shelby Campus. Proposed to move the English and Math tutors to the same area to increase use of the LSC and LRC resources.Met with Nursing advisors about the availability of ACT prep courses in Plato and PrepStep to help prepare nursing students for the residual ACT. Spoke to new international students. Spoke to advisors and Jeff Coaches at the Jefferson and Shelby Campuses about available resources and student assistance offered by the LSC and LRC. |
| **Plan submission date:** September 17, 2018 | **Submitted by:** Michael Payne |