

Unit Strategic Plan

2015-2017

Every two years, during spring semester, programs/departments/service units are asked to develop Unit Strategic Plans. These plans need to be closely aligned with the Institutional Action Priorities, the College's Long Range Goals, and the College's five year strategic plan. The Strategic Plans incorporate and reflect the operation of that unit at all campuses and instructional sites. Each unit's budget needs to reflect the fiscal implications associated with the unit's identified goals and objectives.

Name of Program/Department: Learning Success Center

Mission Statement (for the program or department):

The Learning Success Center (LSC) is designed to promote access to computer technology, online resources and instructional programs to both college students and community residents in support of achievement of their academic, career or life goals.

Summary of Access, Productivity and Effectiveness (Including, but not limited to, program load, success rate, retention rate, completion rate, employer surveys, student surveys):

Jefferson State has experienced enrollment trends similar to other community colleges. Approximately sixty percent of Jefferson State students in Fall 2014 were female. Ten percent of Fall 2014 credit hour production resulted from enrollment in developmental classes. These students lacked basic skills required for college-level instruction and were in need of remediation. These enrollment trends underscore the importance of a program such as the Learning Success Center that connects students with academic resources and assistance.

Jefferson State implemented a Learning Success Center on the Jefferson Campus in 1988 using Title III funds. The program has provided academic support to thousands of students through tutoring, instructional software programs, and seminars. The original LSC consisted of one open computer lab with 20 computers and printers. This program has expanded to include one open computer lab and two scheduled computer labs. The open lab allows students and community members to access computers and the Internet five days per week. The lab is staffed from 8:00 a.m. – 8:00 p.m. Mondays through Thursday, and 8:00 a.m. – 4:30 p.m. on Fridays. The scheduled labs provide access to computers and the Internet for faculty members to conduct laboratory and

instructional activities.

A Learning Success Center was implemented at the Shelby Campus in 2008. This program includes one open lab and one scheduled lab. The open lab is staffed from 8:00 a.m. – 8:00 p.m. Mondays through Thursday, and 8:00 a.m. – 4:30 p.m. on Fridays. The scheduled labs are utilized by faculty members needing access to computers for laboratory and instructional activities.

Establishment of at least one dedicated open lab at the St. Clair/Pell City Campus and the Chilton/Clanton Campus was included in the College’s 2011 – 2015 technology plan. These labs extended access to instructional resources at all four locations.

Internal Conditions:

1. Technology

Equipment is replaced as funds are available. Computers in the LSC open lab in Lurleen Wallace Hall 204 were replaced in 2012. Computers in the LSC scheduled lab in Lurleen Wallace Hall 219 are 780 model units and are no longer under warranty. According to the College’s technical support staff, these computers should be replaced. Computers in the LSC labs at the Shelby Campus are more than eight years old and in need of replacement. Replacement parts are not available to repair these computers. Computers in the labs at the St. Clair/Pell City Campus and the Clanton/Chilton Campus are maintained by staff at those sites.

2. Budget

Institutional funds are provided to support the functions of the Learning Success Center. Funds are primarily used to support salary and benefits in order to staff the labs. Other expenditures include replacement equipment, toner cartridges for the printers, and general printing.

	Institutional Expenditures
2013-2014	\$337,002.76
2014-2015	\$277,155.14 (Through 9/11/2015)

3. Staffing

Staffing for the Learning Success Centers includes six part-time staff members. Staff members are assigned to the Jefferson Campus and Shelby Campus. A full-time director was not replaced when the previous director retired.

4. Resources

Staff members are encouraged to pursue professional development opportunities. Each staff member participates in opportunities provided by the College.

5. Enrollment

The LSC is as an open participation service for students. Utilization records are maintained. Students are provided access to the LSC through enrollment at the College.

6. Facilities

The Learning Success Center at the Jefferson Campus consists of one open computer lab and two scheduled computer labs. The Learning Success Center at the Shelby Campus consists of one open computer lab and one scheduled lab. The open lab allows students and community members to access computers and the Internet. The scheduled labs provide access to computers and the Internet for faculty members to conduct laboratory and instructional activities.

7. Equipment

The Learning Success Center has computers, printers and scanners on the Jefferson Campus and the Shelby Campus. Equipment in the Jefferson Campus open lab is adequate. Equipment in the scheduled lab is outdated and in need of replacement. Equipment in the open lab and scheduled lab at the Shelby Campus is outdated and in need of replacement.

External Conditions (such as state funding, accrediting agencies, advisory committees, postsecondary policy changes):

SACS accreditation is a high priority for Jefferson State. The Learning Success Center plays an important role in supporting the academic success of our students, and therefore, an important role in achieving SACS accreditation. Decreased funding from the state has forced the College to carefully consider how resources are allocated. Staffing for the Learning Success Center was reduced when the full-time director retired. A director was not hired and existing staff are required to supervise the services.

2013-2014 Accomplishments:

- 314 students participated in 913 tutoring sessions using SMARTHINKING
- 1,269 students utilized available computer resources for remedial support for a total of 6,543 sessions

- 6,160 students utilized available computer resources for college-level support for a total of 16,962 sessions
- 483 students participated in study skills courses and seminars for a total of 3,448 sessions
- Scheduled labs were utilized to provide laboratory and instructional activities for total of 5 0 9 sessions
- 3,985 students and community members access computers and the Internet for a total of 1 2 , 8 1 3 sessions
- 516 proctored exams were administered to Jefferson State students
- 306 proctored exams were administered to students from other colleges and universities
- Unduplicated count of 6,660 students and community members utilized the services of the LSC

2014-2015 Accomplishments

- 304 students participated in 895 tutoring sessions using SMARTHINKING
- 899 students utilized available computer resources for remedial support for a total of 3,447 sessions
- 4,032 students utilized available computer resources for college-level support for a total of 17,361 sessions
- 47 students participated in study skills courses and seminars for a total of 7 sessions
- Scheduled labs were utilized to provide laboratory and instructional activities for total of 5 8 8 sessions
- 3,096 students and community members access computers and the Internet for a total of 14,471 sessions
- 743 proctored exams were administered to Jefferson State students
- 247 proctored exams were administered to students from other colleges and universities
- Unduplicated count of 6,197 students and community members utilized the services of the LSC

Considerations for Development of Unit Strategic Plans:

1. What can be done to improve the operation of the unit?

The Learning Success Center will continue to work with college representatives to improve the services provided by the Center as resources and staffing permit. Adequate staff is needed to provide the range of services typically provided by an academic support program. The database developed to record utilization of program services has been updated to better capture the high volume of students using the services.

2. What are the desired Student Learning Outcomes/Program Learning Outcomes/Service Unit Outcomes for each unit?
 - Jefferson State will promote access to instructional assistance and support services at the Jefferson Campus, Shelby Campus, St. Clair/Pell City Center, and Chilton/Clanton Center.
 - Students enrolled in developmental math, reading and English courses will be able to utilize computer-based instructional software to improve their performance in the enrolled courses.
 - Students enrolled in college-level courses will be able to utilize computer-based instructional software to improve their performance in the enrolled courses.
 - The Learning Success will provide open, convenient, and free access to computers and the Internet.

3. What equipment/resources are needed to accomplish the unit's goals and objectives?

Equipment and resources needed to accomplish the unit's goals and objectives relate to quality personnel and equipment. The program will seek adequate funding from institutional and external sources to support the program.

4. Are there any goals or objectives that were not completed from previous years that should be included in the new plan?

The program's goals from the previous years were met.

5. Can the performance of the unit be addressed by professional development?

Providing adequate staff and support would have a positive impact on the unit.

Unit Goals (plans for the unit for the next two years):

1. **Outcome – Which program/unit outcome does this goal link to? How does it support that outcome? (Reference your outcomes document or your SLO's)**
2. **Objectives – the activities through which the goal will be achieved. Each Unit Goal should have at least one objective.**
3. **Method of Assessment – how the unit will determine if the objective has been met.**
4. **Additional Funding Requests – provide an estimate of the cost of achieving the objective. Also, include a description of how these funds will be used to accomplish the objective.**

Unit Goals for 2015-2016

Goal 1: Jefferson State will promote access to instructional assistance and support services at the Jefferson Campus, Shelby Campus, St. Clair/Pell City Center and Chilton/Clanton Center.

Measurable Objective: A Learning Success Center or open/scheduled labs at each location will be maintained.

Method of Assessment: Availability of a Learning Success Center or open/scheduled lab at the Jefferson Campus, Shelby Campus, St. Clair/Pell City campus and Chilton/Clanton Campus.

Resources Needed: Continue funding to support staff and supplies at Jefferson Campus and Shelby Campus.

Estimated Cost: Replacement of computers in one lab at the Jefferson Campus and two labs at the Shelby Campus. \$2,000 needed to purchase printer and supplies. \$25,000 needed to fund L-19 positions @ \$9.15 per hour and funding to support the hiring of an LSC director to supervise services and staff.

Goal 2: Students enrolled in developmental math, reading and English courses will be able to utilize computer-based instructional software to improve their performance in the enrolled courses.

Measurable Objective: Students will utilize computer-based instructional software at the Jefferson Campus, Shelby Campus, St. Clair/Pell City Campus and Chilton/Clanton Campus to improve performance in the enrolled courses.

Method of Assessment: Program staff will maintain a database of students who utilize the computer-based instructional software. A minimum of 100 students per semester will utilize the services and complete a survey indicating the impact of the services.

Resources Needed: Funding for licensing fees, equipment and staff.

Estimated Cost: Current funding with additional funding to hire a full-time director.

Goal 3: Students enrolled in college-level courses will be able to utilize computer-based instructional software to improve their performance in the enrolled courses.

Measurable Objective: Students will utilize computer-based instructional software at Jefferson State's Jefferson Campus, Shelby Campus, St. Clair/Pell City Campus and Chilton/Clanton Campus to improve performance in the enrolled courses.

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Goal 4: The Learning Success will provide open, convenient, and free access to computers and the Internet.

Measurable Objective: Day and evening access to computer labs at the Jefferson Campus, Shelby Campus, St. Clair/Pell City Campus and Chilton/Clanton Campus will be advertised and provided.

Method of Assessment: Program staff will maintain a log of college students and community members who access the computers and Internet. A minimum of 100 individuals per week will utilize the services and complete a survey indicating the impact of the services.

Resources Needed: Continue to provide funding for staff and equipment

Estimated Cost: Current funding with additional funding to hire a full-time director.

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Resources Needed: Continue to provide funding for staff and equipment

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