**Unit Strategic Plan**

**2021-2023**

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 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 currently includes one open computer lab and one scheduled computer lab at the Jefferson and Shelby-Hoover Campuses. The open lab allows students, instructors, 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. Monday through Thursday, and 8:00 a.m. – 4:00 p.m. on Friday. In 2018, the Learning Success Center at the Jefferson Campus was moved from Lurleen Wallace Hall to the Allen Library along with developmental Math and English tutors in the fall of 2018. A door was installed linking the library and LSC at the Shelby-Hoover Campus. Students now have LSC, library, and tutoring resources in one area for easy student access.

The scheduled labs provide access to computers and the Internet for faculty members to conduct laboratory, instructional activities, and presentations. This includes AL-111 and AL-112, at the Jefferson Campus. GSB 320, at the Shelby-Hoover Campus.

A Learning Success Center was implemented at the Shelby-Hoover 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. Monday through Thursday, and 8:00 a.m. – 4:30 p.m. on Friday. The open and scheduled labs are utilized by faculty members needing access to computers for laboratory and instructional activities.

Students at the St. Clair/Pell City Campus and the Clanton/Chilton Campus can contact LSC staff via JSCC website thru e-mail, an interactive form, or live chat.

The Learning Success Centers at both campuses were closed March 19, 2020 to February 8, 2021 due to COVID-19 restrictions. During this time, staff worked remotely providing resources for students. After February 8, 2021, labs were again open to students and the public following applicable COVID-19 protocols.

**Internal Conditions:**

1. **Technology**

Equipment is replaced as funds are available. Computers in the LSC open labs were replaced in the Allen Library in 2018 and General Studies Building, room 120, in 2019. Computers in the LSC scheduled labs were replaced in AL-112 in 2017, and GSB-320 in 2020. Computers in the labs at the St. Clair/Pell City Campus and the Clanton/Chilton Campus are maintained by staff at those sites.

1. **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.

1. **Staffing**

Staffing for the Learning Success Centers includes a full-time director, six part-time lab assistants and six part-time tutors. Staff members are assigned to the Jefferson Campus and Shelby-Hoover Campus. The Learning Success Center utilizes students in the Federal Work-Study program for supplemental staffing.

1. **Resources**

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

1. **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.

1. **Facilities**

The Learning Success Center at the Jefferson Campus consists of one open computer lab and one scheduled computer lab, and a scheduled theater classroom. The Learning Success Center at the Shelby-Hoover Campus consists of one open computer lab and one scheduled lab. The open lab allows students and community members to access computers, Internet, document printing (students only), and online resources. The scheduled labs provide access to computers and the Internet for faculty members to conduct laboratory, instructional activities, and presentations.

1. **Equipment**

The Learning Success Center has computers, printers, scanners, and an ADA workstation at the Jefferson Campus and Shelby-Hoover Campuses. Computers in both Learning Success Centers were replaced in the open and scheduled labs at the Jefferson and Shelby-Hoover Campuses. Computers for AL-112 are in need of replacement in 2021.

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

SACSCOC 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 SACSCOC accreditation.

# \*2019-2020 Accomplishments

* 229 students participated in 722 tutoring sessions using Smarthinking.com
* 304 students utilized available computer resources for developmental support for a total of 45,396 sessions
* 6,631 students utilized available computer resources for college-level support for a total of 12,139 sessions. The closing of the physical labs on campus due to COVID-19 resulted in a reduction of these numbers.
* 1,800 students participated in study skills courses and seminars for a total of 1,496 sessions. The closing of the physical labs on campus due to COVID-19 resulted in a reduction of these numbers.
* Scheduled labs were utilized to provide laboratory and instructional activities for total of 5,506 sessions. The closing of the physical labs on campus due to COVID-19 resulted in a reduction of these numbers.
* 265 proctored exams were administered to Jefferson State students. The closing of the physical labs on campus due to COVID-19 resulted in a reduction of these numbers.
* Unduplicated count of 1,417 students and community members utilized the services of the LSC. The closing of the physical labs on campus due to COVID-19 resulted in a reduction of these numbers.

\*The Learning Success Centers at both campuses were closed March 19, 2020 to February 8, 2021 due to COVID-19 restrictions. During this time staff worked remotely providing resources on demand for students.

# \*2020-2021 Accomplishments

* 194 students participated in 267 tutoring sessions using Smarthinking.com
* 146 students utilized available computer resources for developmental support for a total of 21,371 sessions utilizing Edmentum courseware. As of Spring 2021 the college discontinued using Edmentum as a platform for developmental courses.
* 151 students utilized available computer resources for college-level support for a total of 177 sessions. The closing of the physical labs on campus due to COVID-19 resulted in a reduction of these numbers.
* 980 students participated in study skills courses and seminars for a total of 1,292 sessions. The closing of the physical labs on campus due to COVID-19 resulted in a reduction of these numbers.
* Scheduled labs were utilized to provide laboratory and instructional activities for total of 266 sessions. The closing of the physical labs on campus due to COVID-19 resulted in a reduction of these numbers.
* No proctored exams were administered to Jefferson State students due to COVID-19 restrictions and the discontinued use of Edmentum courseware as a platform for developmental math.
* Unduplicated count of 73 students and community members utilized the services of the LSC.

The closing of the physical labs on campus due to COVID-19 resulted in a reduction of these numbers.

\*The Learning Success Centers at both campuses were closed March 19, 2020 to February 8, 2021 due to COVID-19 restrictions. During this time staff worked remotely providing resources for on demand for students.

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. The database developed to record utilization of program services has been updated to better capture the high volume of students using the services. Continue to collaborate with the Library to make available to students the vast selection of online-services available in the Learning Success Center and Library. Advertise the services available through the Learning Success Center via e-mail, social media, and college app. Hire a part time L-19 position to be a Learning Success Center representative at the Pell City and Clanton Campuses.

1. 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-Hoover Campus, St. Clair/Pell City Campus, and Chilton/Clanton Campus.
* 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 Center will provide open, convenient, and free access to computers and the Internet.

1. 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.

1. 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.

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

Providing adequate staff, support, and training will 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 2020-2021**

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

**Measurable Objective**: A Learning Success Center or open/scheduled labs at each location will be maintained or accessible through the college’s website.

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

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

**Estimated Cost:** Replacement of three computers in the Allen Library, $4,000.

$3,000 needed to purchase supplies. $65,000 needed to fund director position. $62,244 needed to fund six L-19, LSC lab assistant positions @ $10.50 per hour. $86, 340 needed to fund six L-19, LSC Tutor positions @ $14.56 per hour.

**Goal 2:** Set up Edmentum Courseware so that students can self-enroll into selected resources.

**Measurable Objective**: Complete by September 15, 2021.

**Method of Assessment:** Students visiting the LSC will have their accounts set up in Edmentum Courseware and PrepStep. Students will be emailed instructions on how to self-enroll into selected Edmentum Courseware resources and access PrepStep.

**Resources Needed**: Use existing Edmentum Courseware and PrepStep software platforms.

**Estimated Cost**: Current funding.

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

**Measurable Objective**: Offer a minimum of 1,000 students computer-based instructional software at Jefferson State’s Jefferson Campus, Shelby-Hoover Campus, St. Clair/Pell City Campus and Chilton/Clanton Campus to improve performance in the enrolled courses.

**Method of Assessment**: Program staff will document the number of students offered computer-based instructional software.

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

**Estimated Cost:** Current funding.

**Goal 4:** The Learning Success Center 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-Hoover 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.

**Resources Needed**: Continue to provide funding for staff and equipment.

**Estimated Cost**: Current funding.

**Goal 5:** Purchase a total of three webcams to be available in the Learning Success Center at the Jefferson and Shelby-Hoover Campuses. Cameras are to be an alternative for students that need a camera for testing.

**Measurable Objective**:. Have cameras available prior to the Fall 2021 Midterm exams.

**Method of Assessment**: Purchase webcams, advertise availability.

**Resources Needed:** Three webcams.

**Estimated Cost:** $400.00

**Unit Goals for 2022-2023**

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

**Measurable Objective**: A Learning Success Center or open/scheduled labs at each location will be maintained or accessible through the college’s website.

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

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

**Estimated Cost:** Replace 27 computers in AL-112, @ $1500.00 a piece for a total cost of $40,500. $3,000 needed to purchase supplies. $67,600 needed to fund director position. $62,244 needed to fund six L-19, LSC lab assistant positions @ $10.50 per hour. $86, 340 needed to fund six L-19, LSC Tutor positions @ $14.56 per hour.

**Goal 2**: Students enrolled in college-level courses will be offered computer-based instructional software to improve their performance in the enrolled courses.

**Measurable Objective**: Offer a minimum of 1,200 students computer-based instructional software at Jefferson State’s Jefferson Campus, Shelby-Hoover Campus, St. Clair/Pell City Campus and Chilton/Clanton Campus to improve performance in the enrolled courses.

**Method of Assessment**: Program staff will document the number of students offered computer-based instructional software.

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

**Estimated Cost:** Current funding.

**Goal 3:** Work with Dual Enrollment to determine the feasibility in enrolling students in an Academic Success course through Edmentum Courseware.

**Measurable Objective**: Have in place for the Fall 2022 semester

**Method of Assessment**: Document students enrolled.

**Resources Needed**: 20 additional Edmentum Courseware licenses

**Estimated Cost**: $7,000 for 20 additional concurrent licenses.

**Goal 4:** The Learning Success Center 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-Hoover 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.

**Resources Needed**: Continue to provide funding for staff and equipment

**Estimated Cost**: Current funding.