**Unit Strategic Plan**

**2019-2021**

Every two years, during the 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 the 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, and 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 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. – 4:30 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 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 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. 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 St. Clair/Pell City Campus and the Clanton/Chilton Campus can contact LSC staff via the JSCC website thru e-mail or live chat.

**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 lab, General Studies Building, room 320, are to be replaced in 2019-20. 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 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 seven part-time tutors. Staff members are assigned to the Jefferson Campus and Shelby Campus.

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 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. 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, the Internet, document printing, and online resources. The scheduled labs provide access to computers and the Internet for faculty members to conduct laboratory and instructional activities.

1. **Equipment**

The Learning Success Center has computers, printers, scanners, and an ADA workstation at the Jefferson Campus and Shelby Campus. Computers in both Learning Success Centers were replaced in the open labs and the scheduled lab at the Jefferson campus. The computers in the scheduled lab at the Shelby Campus are outdated and in need of replacement. The Shelby computers will be requested for replacement in 2019.

**External Conditions (such as state funding, accrediting agencies, advisory committees, and 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.

# 2017-2018 Accomplishments

* 396 students participated in 910 tutoring sessions using SMARTHINKING
* 799 students utilized available computer resources for developmental support for a total of 150,570 sessions
* 5,700 students utilized available computer resources for college-level support for a total of 8,976 sessions.
* 3,041 students participated in study skills courses and seminars for a total of 2,331 sessions
* Scheduled labs were utilized to provide laboratory and instructional activities for a total of 6,492 sessions.
* 1,377 proctored exams were administered to Jefferson State students.
* Unduplicated count of 6,492 students and community members utilized the services of the LSC.
* The Learning Success Center Website had 10,652 views.

# 2018-2019 Accomplishments

* 272 students participated in 602 tutoring sessions using SMARTHINKING.
* 390 students utilized available computer resources for developmental support for a total of 41,924 sessions.
* 10,594 students utilized available computer resources for college-level support for a total of 8,858 sessions.
* 2,651 students participated in study skills courses and seminars for a total of 1,965 sessions.
* Scheduled labs were utilized to provide laboratory and instructional activities for a total of 4,952 sessions.
* 587 proctored exams were administered to Jefferson State students.
* An unduplicated count of 3,899 students and community members utilized the services of the LSC.
* The Learning Success Center Website experienced 8,862 views.

Considerations for the 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 the 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 the 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 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 in 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 SLOs)**
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 2019-2020**

**Goal 1:** Jefferson State will promote access to instructional assistance and support services at the Jefferson Campus, Shelby 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 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 GSB-320 at the Shelby Campus, $39,906. Replacement of three computers in the Allen Library, $3,690. Replacement of three computer monitors in AL-112, $600.00.

$3,000 is needed to purchase supplies. $65,000 is needed to fund the director position. $65,850 needed to fund seven L-19, LSC lab assistant positions @ $9.52 per hour. $86, 340 needed to fund six L-19, LSC Tutor positions @ $14.56 per hour.

**Goal 2**: LSC lab director and lab tutors will train on how to use and manage Springshare LibGuides and LibApps software offered through the Library.

**Measurable Objective**: Complete by June 26,2220.

**Method of Assessment:** Demonstrate knowledge of JSCC Library resources.

**Resources Needed**: Use the existing Springshare software platform used by JSCC libraries.

**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 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 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.

**Unit Goals for 2020-2021**

**Goal 1:** Jefferson State will promote access to instructional assistance and support services at the Jefferson Campus, Shelby 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 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:** $3,000 is needed to purchase supplies. $68,900 is needed to fund the director position. $65,850 needed to fund seven L-19, LSC lab assistant positions @ $9.52 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 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:** Hire two L-19 part-time tutor positions @ $14.56hr to staff the Learning Success Center at the St. Clair/Pell City and Chilton/Clanton Campuses.

**Measurable Objective**: Have in Place for the Fall 2020 term.

**Method of Assessment**: Document the start date of new hires.

**Resources Needed**: funding for staff and equipment.

**Estimated Cost**: $30,000

**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 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.