

# STUDENT SUCCESS CENTER

## ASSESSMENT PLAN

### SSC Mission:

"To help Oregon Institute of Technology undergraduate students persist and attain their educational goals by means of staff and programming support."

### SSC Tag Line:

"Empowering Student Success".

### SSC Vision

"SSC helps students succeed by providing effective academic assistance, support, and resources through promotion of student learning, personal growth, and programs designed to enhance involvement, satisfaction, achievement, retention, persistence, graduation, and postgraduate success."

## OVERALL SSC GOALS FOR 2015-16

### Goal 1: Complete all training for all new staff.

Objective	Timeline	Action Plan	Outcome Measure
Work closely with Coordinator of Peer Consulting Services, Coordinator of Testing Services and Office Manager positions for the remainder of the academic year.	6 Months - 1 year	Meet weekly to discuss all issues within their respective areas. Discuss issues and concerns that each member may be experiencing. Discuss areas of concern and evaluate areas that can be improved with each member.	Success is determined by the ability of each member to effectively perform their daily tasks with little to no intervention or assistance from Director.

<p>Encourage each position to research development possibilities that will continue their learning within their respective areas.</p>	<p>On-Going</p>	<p>Work with each team member to help find professional development opportunities within their individual fields. Help evaluate each opportunity to ensure they will be beneficial to their long term development. Work with each team member to help ensure that the material learned is properly assimilated into their individual areas.</p>	<p>Success will be determined by each member attending at least one to two professional development opportunities each year.</p>
---	-----------------	---	--

**Goal 2: Work towards clarifying all policies and procedures of the SSC and attempting to go paperless with as many processes as possible in all areas of SSC.**

	Objective		Timeline		Action Plan		Outcome Measure	
	<p>Create a new Policies and Procedure manual for the SSC and attempt to move as many processes as possible to a paperless system.</p>		<p>On-Going</p>		<p>Start with the overall policies and procedures for SSC. Collect and evaluate each policy, refine if needed and place on T drive for all SSC staff. Upon completion of this process, proceed to the individual areas to find any internal processes that might need to be included. As I am working through the process of creating a new policy and procedure manual, I will evaluate each process to see how it might be condensed or moved to a paperless process.</p>		<p>Success will be determined by the completion of the SSC Policies and Procedural Manual. Ongoing updates will be required as policies and procedures are updated.</p>	

### Goal 3: Work to improve the placement and assessment process.

	Objective		Timeline		Action Plan		Outcome Measure	
	Work to improve and streamline the communication process with students who are registering for the Winter and Spring terms.		On-Going		Create procedure manual so I can see what the current process is from all aspects. Evaluate what pieces are critical. Determine how communication might be improved or become more automatic.		Success will be determined by a quicker and more efficient communication process to every student with less involvement from staff and potentially more automatic.	
	Work with ITS to create new assessment process utilizing the new database.		On-Going		Continue to work with ITS to finish the creation of the process that will allow us to properly assess a student for the Winter and Spring terms. Once created, use this new process to build the same process to properly assess a new student coming for the Fall term.		Success will be determined by the completion of a process built whereby students can be assessed and placement made within the new system. The hope will be that more of this process will be able to become more automatic and less manual.	
	Continue to evaluate and improve the placement process for the summer New Wings process.		On-Going		Sit down with SSC team and walk through the complete New Wings assessment and placement process. Determine what is working and what needs to change. Evaluate areas that need adjustments or re-evaluation. Make recommendations to Admissions for consideration.		Success will be determined by a smoother assessment and placement process during the New Wings events. Ultimately, the goal will be to have more automation and less of a manual processes.	

# DISABILITY SERVICES GOALS FOR 2015-16

## Goal 1: Work to improve relationships between DS, Faculty, Staff and Students.

Objective	Timeline	Action Plan	Outcome Measure
1. Start Building relationships between DS and Faculty and collaborate with departments across campus in order to promote inclusion across campus.	On-Going	Provide opportunities for Departmental Meetings and Presentations and training sessions across campus. Continue to be available through an open door policy to meet and support faculty regarding students in their classes.	Use ongoing input and survey information from Faculty on performance and services being provided to faculty. Increase of attendance to training sessions during each term.
2. Build an advisory committee consisting of staff/faculty and DS students to improve services.	On-Going	Planning on having at least two students, two staff members and 4-5 faculty members. Committee will meet once a term to discuss new policies, procedures, ADA law and issues presented by faculty and students.	Have advisory committee built by the beginning of the winter term. Meet with the advisory committee once each term and be able to show physical signs of improvement to services, relationships and processes.

## Goal 2: Work to create new and improve current policies, procedures and practices that will insure that Oregon Tech remains compliant and up-to-date on all ADA law.

Objective	Timeline	Action Plan	Outcome Measure
1. Maintain and expand assistive technology resources.	On-Going	Work with ITS to continually evaluate the Oregon Tech Website to make sure we are fully compliant. Train faculty to think about compliance when posting information on any website or Blackboard.	Be able to indicate that all pages on the Oregon Tech website are fully compliant. Additionally, be able to indicate the increase in faculty seeking direction from DS to ensure website compliance.

2. Review CAS standards for DS and evaluate our current practices against the CAS standards.	On-Going	Read and understand the CAS standards and how they apply to our DS policies and procedures. Determine what CAS recommendations are appropriate for Oregon Tech and make sure they are applied.	Meeting all of the CAS standards that are possible, giving the DS office a level of standardization that will help stabilize all functions and offerings that are provided.
3. Review, revise and maintain the institutional DS standards considering AHEAD's guidance and the DOJ requirements.	On-Going	Review all standards while taking input from various experts from the field. Make changes and recommendations that will improve services being provided to students and faculty.	Publish the updated standards and guidelines on the DS website for students and faculty to view.

## TOP GOALS FOR 2015-16

### GOAL 1: Build TRiO connections with other District II TRiO programs within the state of Oregon.

	Objective		Timeline		Action Plan		Outcome Measure	
1.	Continue to serve as the District II Representative for the State of Oregon TRiO program.		2 year commitment		Continue to hold the annual student leadership conference for District II. Send out communications to program directors throughout the district to increase involvement of all TRiO district II programs.		Successful completion will be determined by the increased involvement in the annual Student Leadership Conference. Increase representation of TRiO members to 3 representatives attending each event.	
2.	Visit other TRiO programs across the district, state or country.		On-Going		Locate one or two TRiO programs that are doing well. Schedule a time during the year to have at least one of the Oregon Tech TRiO staff visit the program for professional and program development.		Successful completion will be determined by visiting at least one TRiO program each year to learn from their program and techniques.	

3. Serve as a mentor to other TRiO programs.	On-Going	Continue to remain available to any TRiO program to serve, direct, advise, etc. Letting all programs know through email, list serve and other communications that we are available for assistance.	Success would be measured by being able to help at least one school or director to be more successful within their program.
--	----------	--	---

**GOAL 2: Invigorate Blackboard with more resources and workshops for students to access.**

	Objective		Timeline		Action Plan	Outcome Measure	
	1. Continue to upload new resources for the TRiO students to Blackboard		On-Going		Upload discovered resources, videos, trainings and any other helpful resource into the Blackboard system for students to take advantage of.	Successful completion is determined by TRiO program reaching more TRiO students through Blackboard. The goal would be to have a 5% increase in student use over the next year.	
	2. Continue to work with On-Line learning for any additional training needed to further improve services being provided through Blackboard.		On-Going		Work with On-Learning for additional training through videos, group and individual training. Work on additional training when updates are installed. Continue to develop strong relationship with On-line learning for further advancement of Blackboard for the TRiO students.	Success is determined by remaining up-to-date with all new updates and being more progressive when using the Blackboard tool to reach TRiO students.	

**GOAL 3: Create a student group that feels connected and part of the TRiO family.**

	Objective		Timeline		Action Plan	Outcome Measure	
	1. Continue to meet with students through individual meetings and through an open door policy to serve the students specific needs.		On-Going		Schedule regular meetings with students. Continue to maintain an open door policy that will allow students to drop by when in crisis. Increase group activities to allow students to get to know each other more.	Success is determined when TRiO students are getting to know each other better within the program. This is usually measured by student involvement. The goal will be an increase in the average attendance for all group activities to a 25% attendance rate.	

2. Work with TRiO staff through training and support to ensure that all professional staff have the tools needed in order to adequately serve their caseload of students.	On-Going	Help provide personal and professional development opportunities for the professional staff members. Provide additional program Director support through weekly meetings, trainings, etc.	Meeting professional goals and expectations set forth by the Program Director as indicated in yearly reviews.
---	----------	---	---

**GOAL 4: Renewal of the TRiO Grant.**

	Objective		Timeline		Action Plan		Outcome Measure	
	1. Obtain the renewal approval of the TRiO Grant for the university for another 5 year cycle.		On-Going		Ensure that we are following all of the stipulations of the grant and following all DOJ guidelines and stipulations. Follow and manage the cohort tracking for all of the students within the TRiO program. Evaluate surveys obtained from students to ensure all needs are being met.		Successful completion is determined by the renewal of the grant for another 5 year cycle.	

**TESTING SERVICES GOALS FOR 2015-16**

**GOAL 1: Complete the NCTA certification.**

	Objective		Timeline		Action Plan		Outcome Measure	
	1. Maintain our NCTA membership and manage the professional standards and guidelines for this NCTA certification.		By the end of Spring Term		Join the NCTA membership, work with NCTA to complete the application and approval process. Work with on-site auditors for their site visit.		Completion is determined by the final application approval and award of the certification.	
	2. Ensure that the Oregon Tech name is added to the NCTA consortium of college testing centers.		By the end of Spring Term		Once application is approved, add the Oregon Tech name onto the NCTA Consortium list.		Completion is determined by application approval and the Oregon Tech name added to the NCTA Consortium list.	

## GOAL 2: Upgrade testing administration process to new electronic process and software.

Objective	Timeline	Action Plan	Outcome Measure
1. Work with ITS to fine tune software so it will be able to properly help us administer all types of exams in all types of various testing situations.	End of Winter Term	Continue meeting with ITS to fine tune administration software. Once Software has been finalized, use most of the winter term for testing. Work out all bugs and issues during the winter term with the intent of operating completely on the new system at the beginning of the Spring term.	Completion is determined when the Testing Center test administration process is completely electronic.
2. Purchase tablets and any other needed equipment in order to properly administer exams and track student use of all testing services.	End of Winter Term	Work with ITS to purchase 4 tablets and 6 card swipes. Move faculty check in station to a better location, out of the way of student check in. Purchase a new laptop to run the check in process for students coming into the center.	Completion is determined when the Testing Center test administration process is completely electronic.

## GOAL 3: Work to get all computers updated with proper software.

Objective	Timeline	Action Plan	Outcome Measure
1. Work with ITS to formulate the proper image for the Testing Services Computers that will have all of the required software for each computer.	3 months	Continue working with ITS to discuss what programs are needed for Testing Services. Determine what outside programs are needed and where they are to be located.	Completion is determined when the Testing Center has determined the perfect image(s) needed for installation.
2. Work with ITS to create a plan of administration of the image upload so not to adversely affect any of the Testing Services being provided.	3 months	Work with ITS to determine the best solution for installation that will have the least amount of impact on faculty and student use of the center.	Completion is determined when the Testing Center has completed the installation of the image and all computers are ready for use.

**GOAL 4: Make sure that my staff and I are fully trained and are experts regarding all testing policies.**

Objective	Timeline	Action Plan	Outcome Measure
1. Continue to train with Director on policies, procedures and practices of Testing Services. Continue to require that all students go through an ongoing training program.	On-Going	Maintain weekly meetings with Director to discuss ideas, policy changes, and procedure updates. Utilize the Directors open door policy to ensure that all actions are appropriate and all issues resolved as soon as possible.	Completion is determined when the Coordinator and Director feels that they have experienced all aspects of the position and that they can successfully complete all tasks.
2. Stay abreast on professional development opportunities that will improve testing services.	On-Going	Look for development opportunities that will help further education this person to improve testing procedures and techniques.	Success will be measured by the following: Attempt to attend NCTA Conference and two additional professional development opportunities for the year.

**PEER CONSULTING SERVICES GOALS FOR 2015-16**

**GOAL 1: Expand the presence/hours of peer consulting services across campus. .**

Objective	Timeline	Action Plan	Outcome Measure
1. Extended hours in the peer consulting center Mondays-Thursdays to 9:00 pm and continually manage and adjust hours according to measured need and use. Consider weekend hours based on student need and interest.	On-Going	Use survey information and input taken from students and faculty on their needs and desires on what the hours of Peer Consulting should be in order to provide the best service possible. Also, will take into consideration ability to meet said need due to consultant availability and budget stipulations.	Completion is determined by the expansion of more hours each week being created. For additional measurements, we will use survey data and student input which will help determine if students are happy with the services and hours being provided or if further adjustments need to be considered.

2. Increase our presence in the Residence Hall and Village by having at least one math consultant, one writing consultant, and one health science consultant available from 7:00 pm - 9:00 pm.	On-Going	Work with Career Services to advertise and locate qualified on-campus consultant applicants. Additionally work with Housing and Res. Life to provide adequate space, equipment and atmosphere.	Completion is measured by the presence of the indicated consultants in the indicated locations.
3. Increase our presence in DOW by allowing MIT consultants to hold appointments inside the DOW building. I will also hire one more consultant for PHY 217 (Physics of Medical Imaging) to meet increased demand in the DOW building.	Beginning of the winter term	Work with Registrar's Office and the MIT department to find the best locations for consultants within DOW. Also work with MIT students, MIT consultants and the MIT department to determine the best days and times for consulting appointments.	Completion is measured by the hiring and the placement of the indicated consultants.

**GOAL 2: Update resources in the consulting center and provide growth opportunities for the peer consultants.**

	Objective		Timeline		Action Plan	Outcome Measure	
1. Determine which text books are current for core subjects and replace all outdated or damaged text books.			On-Going		Work with instructors, departments and the book store to determine what books are still in use. Also investigate the possibility of a renting situation with the bookstore for the books used by the consultants.	Completion is measured by the books being up-to-date and an ongoing process established to keep the books updated each term.	
2. Compose academic and learning aid handouts for student use.			On-Going		Work with academic departments on any material that is in the handouts. Work with Marketing to produce a handout that can be used for all handouts. Place all handouts on the website as links as well as in the Peer Consulting Center.	Completion is measured by the handouts being produced, up-to-date and located in Peer Consulting Services as well as online for all students.	

3. Investigate new resources such as Anatomy and Physiology models for student use in Peer Consulting Services.	In place by the beginning of Spring term	Work with MIT to determine what are the best, most affordable options available. Work with Director to purchase items and get them in place. Create a safe location for use and storage to protect from damage and theft.	Completion is measured by the purchase and placement of items in the Peer Consulting Center for student use.
4. Become a NTA certified center and be able to certify each of your consultants who are interested in becoming nationally certified tutors.	On-Going	Work with the NTA association to become a certified trainer. Create a training program for the Peer Consultants so they can all become nationally certified through Peer Consulting training.	Completion is measured by the Coordinator of Peer Consulting becoming a Nationally Certified Tutor Trainer. The goal will also be to have at least 50% of the Peer Consultants certified as Nationally Certified Tutors through NTA.

**GOAL 3: Build new and lasting relationships with faculty and departments.**

	Objective		Timeline		Action Plan	Outcome Measure	
1.	Participate and manage all classroom visits to ensure faculty that I am available to support them as much as possible and that the Peer Consulting Center is here to help.		On-Going		Correspond with professors, schedule visits with as many departments as possible. Train Peer Consultants to properly handle a class room visit as well.	Completion is measured as successful by hitting the goal of 35 visits per term by the end of this academic year.	
2.	Listen to feedback from faculty and be open to compromise to find a solution that benefits the academic department, the Peer Consulting Center, and most importantly the students.		On-Going		Continuing to maintain an open door policy, host one information meeting for faculty to visit each term	Completion will be measured by increased faculty participation with Peer Consulting Services and by increased classroom visits that come by invitation.	
3.	Ask faculty to come to the Peer Consulting Center and hold training workshops with the consultants. These could be refresher workshops for math, chemistry, physics, etc., and would help the consultants stay on top of the course material and their tutoring skills, and would assure faculty that course material is being taught the same way in the center as it is in their classroom.		On-Going		Schedule meetings with faculty to discuss the invitation and schedule time for these workshops.	Completion will be measured by increased faculty participation in the training workshops and overall increased involvement by faculty in Peer Consulting Services.	

## GOAL 4: Create a marketing program.

	Objective		Timeline		Action Plan		Outcome Measure	
1. Make a new Facebook page for the Peer Consulting Center.			On-Going		Create Facebook page. Create a plan on how the page will be regularly updated and by whom.		Success will be measured by the creation of the page and how the page is managed. The goal will be that the page is managed on a daily basis.	
2. Improve and increase services and communication to the on-campus community in reference to Peer Consulting Services.			Beginning of the Winter Term and On-Going		Create a bookmark flier to hand out at class visits which will have our hours, location, and contact information. Create posters to hang in the Residence Hall, Village, CU, and other bulletin boards on campus. Target specific majors with study group options. Create an ad to appear on the TV screens around campus. Make sure that any changes or updates to center hours or availability are communicated in a timely manner.		Success is measured by the successful completion of each action plan and the ongoing timely management of each plan.	