Assessment Plan for Online Services Offered Through the Student Success Center.

In an effort to ensure we are meeting student need and ensure continuous improvement in the services offered through the Student Success center (SSC), the College will conduct an annual assessment of the three electronic support services offered through the SSC- TutorTrack, Smarthinking, and Student Lingo. These services were initiated to help meet the needs of an ever growing diversity of student learners and help meet the demand for reaching different learning modalities and well as fit the busy lives the nontraditional and online learner.

Smarthinking- With this electronic resource, students can connect with our online tutors to get help with just about every subject we offer. The service is available 24 hours a day, 7 days a week, so students can get help when it is convenient to them.

Student Lingo- This electronic resource offers a variety of workshops that cover just about every aspect of student life. Whether it is study skills or time management to test taking skills and interview tips, it’s all there.

TutorTrack- This is another online resource available to our student. The service enables students to schedule tutoring time in the Student Success Center from anywhere. Students just log-in and pick the day and time they want tutoring.

Beginning in May 2013, a web-based survey will be given to users of the services to gauge their satisfaction with the services, as well as to solicit ways to improve what we are offering. Every student that has used the services will be asked to participate in the survey. These surveys will be developed through the Institutional Research Office and will gather a variety of demographic information, as well as information on the quality of and satisfaction with the services being offered. The additional demographic data will be used to see if we need to tailor specific interventions or offer specific online services to particular groups of students. In addition to the survey data, we will look at other data such as the percentage of students using the services, the amount of hours the programs have been accessed, and the use-to-cost ratio of the services. The results of this assessment will be used in decision making as whether to maintain the programs as-is, increase the services, or to modify, limit, or discontinue the services. The results of this assessment will be share with the campus community.