UNIT:	**Learning Support Services*** (Su Senapati)
MISSION:	The mission of the University of South Florida Sarasota-Manatee Learning Support Services is to connect students and faculty to collaborative tutoring services. The aim of Learning Support Services is to support and enhance student success, student engagement and student retention.
2015-20 USFSM STRATEGIC PLAN GOALS:	**STRATEGIC GOAL #1: Student Success** Ensure student retention, timely completion, employment success, and student satisfaction. **STRATEGIC GOAL #2: Campus Life** Foster an intentional culture of campus engagement. **STRATEGIC GOAL #3: Intentional Enrollment Management** Strategically recruit and retain students by growing existing programs and creating new programs of strategic emphasis or demonstrated demand. **STRATEGIC GOAL #4: Teaching and Learning** Explore and implement innovative technologies and pedagogical methods that increase student engagement in the learning process and improve student learning outcomes. **STRATEGIC GOAL #5: Scholarly Activity** Recognize and support diverse faculty and student research activities. **STRATEGIC GOAL #6: Community Engagement** Build and be known for a community engagement identity in partnership with a variety of organizations throughout the service area. **STRATEGIC GOAL #7: Resources** Preserve, grow, and diversify the human, physical, financial, private, and other resources, aligning them to support the strategic goals.

| UNIT GOALS: | 1. Encourage students to become active participants in their own learning process through academic services. (Aligns with USFSM Goals 1,2,4,5)
2. Increase student awareness of additional academic resources outside of USFSM such as the Ringling Museum Library, Mote Marine Library in addition to archives and special collections. (Aligns with USFSM Goals 1, 2, 4, 6)
3. Provide faculty support in maintaining the rigor, standard, and integrity of their courses by providing students with course-specific tutoring, course support, and resource materials for their students. (Aligns with USFSM Goals 4,5)
4. Provide all users with excellent customer service and support, fostering an inviting environment that encourages active learning. (Aligns with USFSM Goal 1,2,4,5)
5. Provide student tutors with learning experiences via ongoing training, education, and professional development in tutoring theory and practice that hone their subject matter expertise, communication skills, and collaborative abilities. (Aligns with USFSM Goals 1,2,4,5)
6. Create a safe haven where a deeper, more substantial approach to education takes place, a place where students abandon poor academic habits and attitudes, replacing them with conscious engagement in their own learning process. (Aligns with USFSM Goals 1,2,4) |
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OUTCOMES	Unit Goal	Means of Assessing Outcomes	Assessment Data	Plan Resulting from Analysis of Assessment (6/1/2016 deadline to IR)	Vice Chancellor Response (Dr. Terry Osborn)
Outcome 1. Increased usage and satisfaction of the Information Commons space and services provided by the Academic Resource Desk.	1,2	1. Learning Support Services will use WC Online reports to determine number of tutoring sessions by subject. 2. Learning Support Services includes a section of "Helpful Links" on their website.	Fall 2015: Total # of appointments/tutoring sessions = 560 Spring 2016: Total # of tutoring sessions = 424 Summer 2015 total# of appointments/tutoring sessions = 199 Created Biology Lab Report and Abstracts style sheet – waiting for Tech Dept. to upload to "Helpful Resources" link on tutoring webpage	Need for Statistics tutoring has gone up which is expected with new STEM school, so will recruit and train more stats tutors. Spring semester numbers are typically low, but need to figure out ways to increase numbers. Also had fewer tutors but kept LSS open for longer hours 9 am -7 pm- will continue keeping the 9-7 hours and recruit more tutors Helpful links provides	Continue to monitor and respond to need.

				simplified style sheets at all hours -need to find ways to cut time it takes to upload new docs onto our tutoring webpage through Tech ticketing system	
Outcome 2 Qualified student tutoring training program and implementation.	3,4	Develop in-house tutor training that students will access through Canvas. Students will need to successfully complete the training course prior to tutoring students.	In Fall 2015, 74 clients took the survey and in Spring 2016, 65 clients. All but three (2 in fall and one in spring) clients found the services provided very helpful and would highly recommend the services to their friends. Two out of the three disgruntled clients did not read the instructions to locate the draft they had uploaded and hence complained they did not get their papers back. The third did not provide a reason for the dissatisfaction.	Peer tutors go through a rigorous vetting process and training; faculty consultants are very approachable and courteous. All tutors are clients of Terrific Tutors CANVAS course which houses all relevant training materials Goal is to have zero unhappy clients Provided GRE workshops and placed materials used in a CANVAS course for students to access.	Continue to improve services.
Outcome 7. Increase awareness of Learning Support Services among students, faculty, and staff.	1	Use WC Online to track tutoring sessions by tutor and subject.	Fall 15 had 175 New client and Spring 16 added 104 new clients, a total of 280 new clients.	Goal is to have all students know about LSS services. With new location starting in Fall 2016 will implement different kinds of open houses to increase faculty and student awareness of services.	Consider additional ways to increase success and awareness.

| Outcome 8. Learning Support Services Integrated within the Information Commons. | 1 | Identify integrated activities and procedures. | Work with IC in using their multi-media room and space for tutoring. Volunteer Physics professor uses the space to help students and the Summer bridge program will use the space for study hall and | | No plan provided. |

Chancellor's Response (Dr. Sandra Stone):

Would like to explore how we might improve tutoring services. Do we have a good indication of areas of need? Do we have a good indication of demand for services? We need to get peer tutors certified (I believe there is a formal certification process?) Should we see about expanding hours since campus is open later? Have we looked at an online tutoring service that would supplement what we offer in person and would be available to students 24/7? Is this an area we could explore as an additional shared service with New College? I have heard from students they need more assistance with writing. How can we increase that service? Academic support helps increase retention and graduation. We need to determine how we can best provide assistance to our students, albeit with the understanding that we do not have unlimited resources.