

Learning Center Program Review

Mission Statement: The GHC Learning Center works in collaboration with faculty to provide learning support, enabling GHC students to become effective independent learners who meet their academic goals.

GOAL 1: All students are informed about services available through the GHC Learning Center

Intended Outcome: LC staff offers to talk to FYE classes and any other class as requested by the instructor	Indicators of Achievement with measures: 1) Numbers of class visits will be recorded
Intended Outcome: LC staff participates in New Student day, Online Workshops, and other orientation-type activities	Indicators of Achievement with measures: 1) Participation in orientation activities will be documented
Intended Outcome: LC staff coordinate quarterly Student Success Conference	Indicators of Achievement with measures: 1) Records of participants in Student Success Conferences will be maintained

GOAL 2: Academic support services are available to all GHC students

Intended Outcome: In addition to services for Aberdeen campus students, provide services for online and off-campus students, for example: eTutoring, Learning Links, ModuMath, presentations and handouts available on website	Indicators of Achievement with measures: 1) Lists of academic support available will be maintained, including a list of support for off-campus students 2) Website will include accurate, up-to-date, active links to ModuMath, eTutoring and Learning Links
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GOAL 3: Students are satisfied with GHC Learning Center services

Intended Outcome: Overall student satisfaction of Learning Center users with Learning Center services will be 90% or above	Indicators of Achievement with measures: 1) Conduct quarterly survey of Learning Center users to assess satisfaction with tutoring – goal: 85% satisfied 2) Conduct quarterly survey of Learning Center users to assess satisfaction with the Learning Center and other services – goal: 90% satisfied 3) Conduct ongoing training and evaluation of tutors. Tutor trainings and evaluations will be documented
Intended Outcome: GHC students, in general will be surveyed annually regarding the Learning Center	Indicators of Achievement with measures: 1) A Learning Center survey will be administered annually to the general student population. The survey, survey results, and changes made based on results will be documented 2) The Learning Center will participate in the Student Services survey. Results specific to the LC will be maintained and changes made based on feedback will be documented.

GOAL 4: The Learning Center partners with faculty

Intended Outcome: Cull tutor recommendations from faculty	Indicators of Achievement with measures: 1) Faculty will continue to recommend quality tutors. Records of recommendations will be maintained
Intended Outcome: Faculty participate in the Student Success Conference	Indicators of Achievement with measures: 1) Faculty will volunteer and be scheduled as presenters in each Student Success Conference. Schedules will be maintained
Intended Outcome: Communicate with faculty regarding individual tutoring arrangements	Indicators of Achievement with measures: 1) Faculty will be informed, in a timely manner, when individual tutors are scheduled via email and/or phone. Communications will be documented.
Intended Outcome: Keep faculty informed of Learning Center services available so they can refer students to appropriate resources	Indicators of Achievement with measures: 1) Faculty will be informed, quarterly, of Learning Center services via email. Email records will be maintained.
GOAL 5: Plan ahead to meet the changing needs of GHC students	
Intended Outcome: Develop a growth and improvement plan for the Learning Center and its services	Indicators of Achievement with measures: 1) A 5-year LC development plan that anticipates needs and challenges will be created 2) Documentation on progress of the development plan will be maintained