



Continuous Improvement Plan (CIP) Documentation

Date: 06/16/2011 Name of Administrative or Educational Support Unit: Math Centers

Contact names: Deans Brenda Carter, Cameron Neal & Jon Hardesty Unit Name: Math Centers

Mission:

The Math Centers' mission is to support student success, academic excellence, and a passion for learning by providing instruction for the lab portion of mathematics courses, providing additional mathematics tutoring, including preparation for achievement and placement testing, and providing tutoring for Chemistry, Physics and other sciences with large math components.

Primary functions: Listen to students' request for assistance, pair them with appropriate support services, empower them to acquiring specific knowledge and skills needed to successfully complete assignments while building the foundation for future academic success.

Key Institutional Outcome Indicators: Overall Satisfaction, Completers, Efficiency, Effectiveness

PART I: Might not change from year to year

A. Outcomes(s) Results expected in this department/program	B. Measure(s) The instrument or process used to measure results	C. Target(s) The level of success expected
1. Increase Student awareness of the Math Center/Lab	IE Student Survey of Service Units	60%
2. Increase the overall success rate in Mathematics courses (Success means a grade of C or better.)	Math Center end-of-semester report on number of students served	65% success rate
3. Increase the overall student satisfaction with the Math Labs	IE Student Survey of Service Units	Rating of 4 on 5 pt scale



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PART II: For academic year 2011-12 (enter year i.e. 2011-12)

From Part I

A. Outcomes(s) Results expected in this department/program	D. Action Plan Years 5 & 2 Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses.	E. Implement Action Plan Years 1 & 3 Implement the action plan and collect data	F. Data Results Summary Years 2 & 4 Summarize the data collected	G. Findings Years 2 & 4 What does data say about outcome?
1. Increase student awareness of the Math Lab and its services.	<p>Work with PR to publicize the Math Lab via the college website and e-mails to students.</p> <p>Increase instructor and student awareness of math lab services in STEM division departments by marketing effectively to faculty and students in division meetings, student orientations, classrooms, etc.</p>	Implement action plan and collect data.	<p><u>2010</u> Student Survey of Support Services: 62.4% of students indicate awareness of the Math Lab (383 responses);</p> <p><u>2012</u>: 67.7% (1038 responses); a modest increase observed.</p>	<p><u>2010</u>: Need to educate students about availability of these services. Met 60% awareness target; raised target to 65%.</p> <p><u>2012</u>: Met 65% target; raise target for student awareness off Math Lab to a reasonable 75% for next round.</p>



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<p>2 Increase the overall success rate in Mathematics courses (Success means a grade of C or better.)</p>	<p>2a We will better coordinate our tutors' skills with students' visits. For example, we will advertise when tutors for Statistics are available. 2b We will encourage more full-time faculty involvement in lab activities. 2c Revisit lab assignments for College Algebra to see if they can be more effective</p>	<p>Implement action plan and collect data.</p>	<p>2011: 61.4% success rate in Mathematics courses; 2012: 59.52% Mathematics success rate 2013: 60.35 % Mathematics success rate</p>	<p>Target of 65%; Fell short of target. No substantive change across years. Multi-pronged approach needed.</p>
<p>3 Increase the overall student satisfaction with the Math Labs</p>	<p>3a Give more training to tutors 3b Adjust schedules to give better access to tutors & to provide more comprehensive coverage 3c Enlist more full-time faculty to provide coverage in the Math Lab 3d Let students know when staff with specific expertise (statistics, calculus) will be present (consistent hours) 3e Provide additional training and support for staff</p>	<p>Implement action plan and collect data.</p>	<p>2010: 4.26 out of 5 pt rating of satisfaction (n=130) 2012: 4.36 out of 5 pt rating of satisfaction (n=417)</p>	<p>Although fairly high satisfaction, we will address problem areas identified from student comments.</p>