
Strategic Plan - Office of Academic Services - Fall 2009

Major Objective: Continue to enhance functionality of facilities

Tutorial Center

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Enhance the functionality of the Tutorial Center	Mount larger white boards on select walls for group instruction	Jan 2010	
	Purchase table-top white boards for tutor use	Sep 2010	
	Create a more formal reception desk area	Sep 2010	

Writing Center

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Enhance the functionality of the Writing Center	Decorate the walls with materials that create a positive socio-emotional environment for writing instruction and for learning	Sep 2009	
	Furnish the Center with a white board for group sessions and workshops	Dec 2009	

Major Objective: Continue to expand professional service efforts

Disability Services

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Raise profile of Disability Services, both on and off campus	Propose and conduct presentations at regional or national conferences		
	Convene a meeting for disability service providers in Rhode Island	Dec 2009	
	Establish partnerships with other agencies on campus (e.g., faculty, Career Services, and Health Services)	May 2010	

Overall Office

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Continue to enhance the entire office's regional and national profile	Contribute to listserv discussions		
	Collaborate with other higher education institutions to address common challenges in the field of academic support services		
	Conduct presentations at regional and national conferences		

Write and publish articles in refereed journals
and other professional publications

Become a hub of collaborative activity for
writing center administrators at the other
colleges and universities in the state of
Rhode Island

Major Objective: Enhance and expand assessment efforts

Academic Skills/Programs

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Implement new assessment measures to gain students' perspective on the academic skills area and to improve services	Determine efficacy of current assessment measures	Jun 2009	
	Design new assessment measures	Oct 2009	
	Implement new assessment measures as necessary and appropriate (e.g., focus groups)	Apr 2010	
	Add reporting capability of workshop attendees into AIR platform	May 2010	
	Based on assessment results, implement new strategies to improve academic skills programming	Sep 2010	

Disability Services

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Better demonstrate how Disability Services help to improve academic performance and self-efficacy	Create an incentive for graduating students with disabilities to participate in exit interviews	Jan 2010	

Implement and finalize exit interviews earlier in the spring semester Mar 2010

Overall Office

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Implement more rigorous qualitative methods to demonstrate how OAS services help to improve academic performance and promote self-efficacy skills	Work with administrative staff to develop knowledge of qualitative methods (e.g., reading an assessment handbook)	Jan 2010	
	Meet with administrative staff to discuss ways in which a single qualitative method (e.g., case studies) might be adopted across the various office units	Apr 2010	
	Select subset of students for inclusion in qualitative study	Aug 2010	
	Launch group qualitative study to demonstrate how OAS services help to improve students' academic performance and promote self-efficacy skills	Sep 2010	

Student-Athlete Services

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Improve assessment efforts for student-athlete support services	Revise the hours-based study hall survey	Aug 2009	
	Assess summer bridge program for student-athletes by evaluating the percentage of student-athletes succeeding at mid-semester	Nov 2009	

Create assessment for new summer bridge program by evaluating the extent to which student-athletes apply techniques learned in the program

Dec 2009

Design survey for objectives-based study hall

Jan 2010

Administer survey for student-athletes participating in objectives-based study hall

May 2010

Tutorial Center

Goal

Related Actions

Action Deadline

Outcomes/Further Actions

Better demonstrate how Tutorial Center services help to improve academic performance

Have tutors start wrapping up each session by asking tutees to give a verbal reflection of how they have been helped

Sep 2009

Plan focus group assessment of tutorial services

Nov 2009

Record students' verbal feedback in database and analyze for similar responses

Dec 2009

Implement focus group assessment of tutorial services

Jan 2010

Writing Center

Goal

Related Actions

Action Deadline

Outcomes/Further Actions

Better demonstrate how Writing Center services help to improve academic performance

Develop a rubric to assess student writing both before and after Writing Center interventions

Sep 2009

Gather drafts of student essays before and after they visit the Writing Center

Dec 2009

Have readers use rubric to score drafts and assess overall student improvement

Feb 2010

Explore methods to include quantitative feedback from faculty in the overall assessment of Writing Center services

Sep 2010

Major Objective: Enhance or expand existing programs and partnerships
--

Academic Skills/Programs

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Advertise workshops and services more effectively	Advertise on channel 47 (PCTV)	Sep 2009	
	Advertise on Slavin/Ray Hall cafeteria table tents	Sep 2009	
	Create an incentive program for attending more than one workshop/program (e.g., "Freshman Fifteen" initiative)	Sep 2010	
Improve workshop menu content and methods of delivery	Add new topics to workshop menu (e.g., How to Succeed in Quantitative Courses, Technology Etiquette)	Jun 2009	
	Create a literal menu of workshops from which campus constituents (i.e., faculty, students, administrators) can select	Jul 2009	
	Circulate workshop menu to campus constituents	Aug 2009	
	Invite tutors to lead workshop presentations for their peers	Aug 2009	

Consult with faculty and administrators on campus to further enhance workshop menu content (e.g., partnering with Carol Crafts on a pre-med workshop panel)

Dec 2009

Deliver workshops that are individually tailored to the needs of student sub-populations (e.g., MSP students, note takers, student-athletes)

May 2010

Adapt current workshop material to include up-to-date technology gadgets (i.e., iphone, blackberry)

Sep 2010

Disability Services

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Further enhance note taking services	Pilot Brendan Shean's (GA) program requiring only Student ID's and CRN's	May 2009	
	Create a large PC email account to handle note taking demand for students with disabilities	Aug 2009	
	Transmit all notes via email	Sep 2009	
	Implement required training session for all hired note takers	Oct 2009	
Improve contact and services to "at-risk" students with disabilities	Continue to monitor grades at midpoint and semester end to identify students who should receive extra attention		

	Utilize credentials of incoming students with disabilities to identify those who should meet weekly/bi-weekly with AD for Disability Services to discuss progress	Sep 2009
	Based on Fall 2009 grades, identify 10-15 students in need of intensive services to meet weekly/bi-weekly with AD for Disability Services	Jan 2010
Improve employment outcomes for PC graduates with disabilities	Organize a planning meeting with PC Career Services	Aug 2009
	Organize an informational meeting with State Vocational Rehabilitation	Aug 2009
	Initiate career-development programming for students with disabilities	Jan 2010

Student-Athlete Services

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Develop a comprehensive developmental curriculum for student-athletes called "The Friar Crusade" that prepares them for challenges during and after college	Propose idea to Athletics Department to gather support and suggestions	Jun 2009	
	Incorporate existing programs and seminars under one cohesive and identifiable slogan	Aug 2009	

	Create programs that are class-specific (i.e., first-year money skills, senior resume book)	Aug 2009
	Earmark or request funds to provide a budget for the Friar Crusade	Sep 2009
	Recruit faculty/staff/coaches to lead Friar Crusade seminars (e.g., Dean Ingram to educate on transitional issues)	May 2010
Implement an objectives-based study hall program	Identify subset of student-athletes to participate in objectives-based pilot program	Aug 2009
	Pilot objectives-based program with subset of student-athletes	Sep 2009
	Create a study hall task force to assess objectives-based pilot and make recommendations for future practice	Apr 2010
	Present revised study hall model in open forum	Aug 2010
	Invite coaches to participate in study hall	Sep 2010

	Invite academically successful student-athletes to objectives-based study hall who may welcome a new approach	Sep 2010
Redesign and implement a new travel accommodations letter for home and away games for student-athletes	Meet with the Dean's Office to discuss revising the travel letters	Aug 2009
	Update language of travel letter to better reflect its purpose	Aug 2009
Strengthen DWC study group for student-athletes	Expand DWC study group initiative to include more athletic teams	Sep 2009
	Enhance collaborations with DWC professors (i.e., have DWC professors come to OAS for evening review sessions)	Sep 2009
	Develop additional training for tutors for working with student-athletes in a group setting	Oct 2009
	Identify possible funding to increase tutor payment and tutoring pool for group sessions	Sep 2010

Tutorial Center

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Continue to build up the sense of community among the tutors with no sense of separation between writing tutors and tutors of other disciplines	Integrate all writing and content area tutors in a common orientation	Sep 2009	

	Include a Writing Center tutor on Tutor Cabinet	Sep 2009
	Hold open forum with tutors and OAS administrators to discuss community building	Sep 2009
Continue to develop the depth of training for new and returning tutors	Consult CRLA guidelines to identify potential workshop/topics	Sep 2009
	Invite professionals from content areas to instruct tutors	May 2010
	Offer workshops several times a semester to accommodate tutors' schedules	May 2010
	Renew CRLA certification for the Tutorial Center	Jun 2010
Strengthen existing tutoring initiatives	Invite DWC students (through faculty) to attend and partake in weekly group instruction with a tutor facilitator	Sep 2009
	Add Sunday tutorial hours in an organized manner	Sep 2009

	Increase participation in dedicated study groups in general chemistry, organic chemistry, psychology, math, economics, and accounting	May 2010
Study and implement pilot program for Supplemental Instruction (SI)	Research University of Kansas SI program and other places where SI is being used	May 2010
	Determine courses for which the SI model might work at Providence College	Jun 2010
	Pilot Supplemental Instruction program	Jan 2011
	Assess Supplemental Instruction pilot program	May 2011
	Based on assessment results, implement broad-based Supplemental Instruction program	Sep 2012

Writing Center

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Continue to enhance the training program for peer Writing Consultants	Acquire print and electronic resources, as necessary and appropriate, to align tutor training with new trends in writing center pedagogy		
	Identify faculty members and administrators whose areas of expertise coincide with prospective training topics	Jun 2010	

	Invite faculty, administrators and veteran writing consultants to facilitate training meetings	Aug 2010
Enhance the functionality and efficiency of the Writing Center	Purchase print and electronic resources as necessary and appropriate	
	Implement a laptop sign-out system for peer writing consultants	Dec 2009
Expand the existing Writing Fellows initiative	Formalize and publicize guidelines for faculty participation	Dec 2009
	Attend academic department meetings to discuss the program with interested faculty members	Jan 2010
	Rigorously assess and publish assessment results for ongoing Writing Fellow initiatives	May 2010
	Ultimately establish a cohort of 25-30 faculty members who participate in the Writing Fellows Program each year	May 2012
Expand writing tutorial volume to an average of 1000 sessions per year	Expand/enhance advertising efforts	Sep 2009

Increase usage of the online writing lab and expand staffing if necessary May 2010

Increase attendance at Writing Center sponsored workshops Gather feedback from constituents (students, faculty, and administrators) regarding workshop needs and preferences Dec 2009

Design workshops that target the needs and preferences of constituents May 2010

Offer workshops on days and during times that will maximize student attendance Sep 2010

Major Objective: Enhance or expand use of technology to deliver services

Academic Skills/Programs

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Improve academic skills offerings online	Add new academic skills material to the Academic Help Stop	May 2010	
	Determine whether academic skills material should be transferred to Angel or the PC Wiki	Sep 2010	
	Create an electronic form for students to sign up for academic skills assistance	Sep 2010	

Disability Services

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Convert the Disability Services manual to web-based platform	Create a hyperlinked document of student and faculty handbooks; add to OAS web page	May 2010	
	Add "FAQ" list to disability handbook	May 2010	
Integrate disability information onto AIR platform to facilitate reporting and data tracking	Input current data into AIR	Aug 2009	

Begin entering new data for new students into AIR as necessary and appropriate Sep 2009

Tutorial Center

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Create electronic systems to manage and assess tutorial services	Create an electronic evaluation for tutorial sessions	Sep 2009	
	Create an electronic form to determine study group interest	Jan 2010	
	Create an electronic appointment system which includes an automatic email reminder to reduce no-shows	Sep 2011	
Increase awareness of Tutorial Center through electronic media	Implement a "Quick Questions" forum on Angel	Dec 2010	
	Inquire with appropriate campus constituents about creating a separate Tutorial Center website	Jan 2011	
	Have tutors offer NEPTA presentations to select student sub-populations	Apr 2011	

Major Objective: Implement new services and programs

Academic Skills/Programs

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Create a reach-out program for "academically at-risk" students	Research and design an academic peer mentor program to provide guidance for students who may struggle in their first semester	Dec 2009	
	Seek feedback on peer mentor proposal from campus constituents	Jun 2010	
	Pilot peer mentor program	Sep 2010	
	Fully implement peer mentor program and train peer mentors	Aug 2012	

Student-Athlete Services

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Create a bridge program for student-athletes to introduce academic and social aspects of college life during Summer Session II	Organize seminars on time management, goal setting, effective communication, study skills and understanding Providence College curriculum	Jun 2009	
	Launch seminar series	Jul 2009	

Develop a comprehensive action plan for revisiting seminar lessons each month during the fall semester
 Sep 2009

Writing Center

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Become a hub for contests that formally and publicly recognize superior writing by undergraduates	Assemble a task force to determine the types of writing contests that might be appropriate	Jan 2010	
	Consult with the English Department Chair to determine interest in co-sponsoring writing contests	Mar 2010	
	Organize receptions to formally recognize contest winners and others deserving honorable mention	Nov 2010	
	Publish essays written by winners and others deserving honorable mention in a yearly publication sponsored by the Writing Center and/or in the Library's Digital Commons	Feb 2011	
Collaborate with other faculty members and administrators to expand faculty development programs in writing instruction	Meet regularly with the CTE Director, Dr. Laurie Grupp, to explore collaborative programming opportunities		
	Meet regularly with the Coordinator of Instructional Development Programs, Siobhan Ross-Humphries, to explore collaborative programming opportunities		
	Establish a community group for faculty members who are teaching the Freshman Writing Seminar	Sep 2012	

Establish a Read/Write Series	Assemble a Task Force to determine the complexion of the Read/Write Series	Jan 2011
	Offer a minimum of two Read/Write Series programs during the 2011-2012 academic year	May 2012
	Sustain the Read/Write Series by offering a minimum of four programs per academic year	May 2013
Establish collaborative peer writing seminars for students who are working on papers in DWC	Meet with faculty to assess interest and gather recommendations	Mar 2010
	Find applications for software in new electronic classroom to enhance collaboration	Aug 2010
	Advertise, early and often, group meeting times and format	Sep 2010
	Pilot program with one or two DWC teams in Fall 2009	Sep 2010
	Assess results of program upon completion	Dec 2010

Initiate writing workshop series
for PC staff

Assess campus-wide interest in a writing
workshop series

May 2010

Pilot writing workshop series for staff

Aug 2010

Major Objective: Improve publicity and communication efforts

Overall Office

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Educate the campus community regarding OAS services and the special populations served	Employ the technological capacities of the new electronic seminar room in efforts to educate the campus community		
	Advertise OAS services during orientation with unique "twist" (e.g., role playing skits)	Aug 2009	
	Organize a brownbag luncheon series for campus community on topics pertaining to academic support (e.g., helping students with Aspergers Syndrome, working with high-profile student-athletes, etc.)	Jan 2010	

Tutorial Center

<i>Goal</i>	<i>Related Actions</i>	<i>Action Deadline</i>	<i>Outcomes/Further Actions</i>
Improve publicity and communication of tutorial center	Advertise on Channel 47 (PCTV)	Apr 2009	
	Create subject-specific posters to be placed in high-traffic areas on campus and rotated twice a semester	Sep 2009	
	Train panels of tutors for Residence Life programs at start of each school year	Sep 2009	

Create new bookmarks for Tutorial Center advertising Sep 2009

Create incentives for visits to the Tutorial Center (e.g., 50/50 raffle) Sep 2009

Order new batch of pencils with Tutorial Center contact information Oct 2009

Create magnets for Tutorial Center advertising Oct 2009