Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
2	Increase *Total Students With Tutoring Appointments*, including tutoring and academic workshops, which will increase retention and four-year graduation rates	Total students with tutoring appointments	Direct outreach via EAB platform to students regarding tutorial services Campus-wide marketing In-class workshops that not only provide academic support but facilitate an awareness of tutorial services	1,096	*Total Students with Tutoring Appointments* during FY2017 was slightly higher than FY16. (FY17 at 1,096; FY16 at 1,071) Despite the loss of STEM tutoring, the *Total Students with Tutoring Appointments* has increased which documents a demand for writing and mathematics tutoring. 2016-2017 was a transitional year as tutorial services continued to centralize—the Writing Center moved to The Hub—for cohesiveness and effectiveness as indicated through best practices research. While centralization has proven effective, limitations in budget and space were apparent as the demand for tutoring increased.	Continued best practices research, academic support training, campus-wide marketing, and student outreach along with additional funding for administrative and tutorial staff. Continued, holistic support from the offices of the VP of Student Affairs and Provost is essential, as well as the transparency of achievements, shortcomings, and needs of the center. All of which are in-progress, as the director is diligent in best practice research and has been collaborating on program development and student success initiatives.
2	Increase *Total Tutoring Appointments*, including tutoring and academic workshops, which will increase retention and four-year graduation rates.	Total tutoring appointments	Direct outreach via EAB platform to students regarding tutorial services Campus-wide marketing In-class workshops that not only provide academic support but facilitate an awareness of tutorial services.	7,554	The *Total Tutoring Appointments* have decreased which is due to the loss of grant funded STEM tutoring. (FY17 at 7,554; FY16 at 8,536,) However, significant that mathematics and writing tutoring appointments have	Continued best practices research, academic support training, campus-wide marketing, and student outreach along with additional funding for administrative and tutorial staff. Continued, holistic support from the offices of the VP of

Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
					narrowed the gap created by the loss of grant funded STEM tutoring to within 982 appointments.	Student Affairs and Provost is essential, as well as the transparency of achievements, shortcomings, and needs of the center. Seeking additional funding for the implementation of STEM tutorial services.
2	Increased *Total Students with Tutoring Appointments and CGPAs Less Than 2.0*, which will increase retention and four-year graduation rates.	Total students with tutoring appointments and CGPAs less than 2.0		139	*Total Students with Tutoring Appointments and CGPAs less than 2.0* has increased. (FY17 at 139; FY16 at 106)	The center continues its outreach efforts to students with CGPAs below 2.0; however, supporting the total students with CGPAs below 2.0 strains resources and initiates a waitlist. Thus, addition funds are required. With additional funding, a mandatory tutoring program with academic coaching for students with CGPAs below 2.0 is possible and will aid in our student success and retention efforts.
2	Increase *Total First-time Students with No Standing GPA and Tutoring Appointments*, which will increase retention and four year graduation rates.	Total fist-time students with no standing GPA and tutoring appointments	Collaborate with The Office of Student Outreach and Retention (SOAR), Enrollment management, Dean of Students, and Academic Deans to target first time student populations. Raise awareness of tutorial support via direct message (EAB platform), campus-wide marketing, and during	606	*Total first-time students with no standing GPA* has increased. (FY17 at 606; FY16 at 527)	Campus-wide collaborations have helped to increase the number of first-time students tutored. The implementation of the EAB platform has helped to target student populations which has led to an increase of students

Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
			new student orientation, campus tours, and in-class workshops for foundation courses. Discuss the importance of tutoring and the presupposition of the tutoring stigma, i.e. shame, that may hinder students usage.			tutored. An increase in campus-wide communications and initiatives to support first time students is underway and can be further developed to include faculty. Best practices research and in-house data have shown that students who are introduced to the tutoring center early and are required by faculty to attend tutoring are more likely to succeed as they would continue to utilize tutoring services throughout their academic career. While the center seeks to increase the number of first-time students tutored, additional funding is necessary to accommodate this population as the number of first-time students enrolled in foundational courses is increasing.