LEARNING CENTER

Mission

The Learning Center provides support services for Oklahoma State University-Oklahoma City, enabling students to achieve academic success and develop lifelong learning skills.

Vision

The Learning Center will provide quality services to meet the academic achievement needs of students.

Core Values

Excellence-We seek excellence in all our endeavors and we are committed to continuous improvement.

Intellectual Freedom- We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Diversity-We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

Integrity-We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service – We believe that serving others is a noble and worthy endeavor.

Stewardship of Resources- We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One. Increase the number of students utilizing the Learning Center.

Critical Success Factors:

- 35% increase in students utilizing the Learning Center
- 1 new staff position for General Educational Development/administrative assistance

Objective 1.1: All areas of the Learning Center will be used for student learning.

Strategies:

- Identify areas of the Learning Center currently under-used and develop strategies for more productive use of these areas.
- Reconfigure the Math/Nurse lab with computer desks and a white board for multiple uses.
- Remove unused tables from west end window area.
- Move computer pods from Math/Nurse to main lab west end tutoring area.
- Project Realizing Educational and Career Hopes (REACH) will be relocated away from the Learning Center.

Objective 1.2: Implement new methods for increasing student knowledge of services in the Learning Center.

Strategies:

- Utilize tutoring staff during the first 2 weeks of classes to speak to Student Success classes about tutoring services.
- Participate in Student Services Day during Howdy Week activities.
- Emphasize the Learning Center as "heart of the campus" in all communication and advertisement.
- Purchase Learning Center pencils for distribution to students.
- Identify key areas to keep supplied with tutoring schedules.
- Utilize funds in Oklahoma State University Foundation account to rent helium tank for Learning Center Heart balloons already in the Learning Center possession.

Objective 1.3: Preparation for the General Educational Development exam will be expanded.

Strategies:

- Establish ongoing scheduling for Public General Educational Development classes utilizing partnership with Mid-Del Adult Learning Center.
- Continue linkage with the Latino Community Center, Integris Baptist, and the Department of Human Services for General Educational Development referrals.

- Train new staff to administer the Destinations General Educational Development program.
- Offer ongoing writing class for General Educational Development students.

Goal Two. Provide superior academic assistance to students through tutoring and computer-aided instruction.

Critical Success Factors:

- Student use of existing tutors and/or computer aided instruction will increase 30%
- The Learning Center will provide access to 100% departmentally provided instructional software
- Student use of testing file will increase by 50%
- Increase in tutor competency requirements
- Provide "Top Tutor" recognition

Objective 2.1: *Develop an effective method of tracking tutor-subject/student use to project future growth.*

Strategies:

- A "card swipe" reader will be installed at the entrance to the Learning Center.
- Establish a method of issuing identification cards to all General Educational Development students.
- Purchase Accutrack software to link with swipe reader.

Objective 2.2: *Update the contents of the test file.*

Strategies:

- Discard out of date test files.
- Solicit test file assistance during weekly Division Heads meeting.
- Contact Department Heads and Lead Instructors for contributions to test file.
- Email campus and encourage instructors to contribute to old test file.

Objective 2.3: *Solicit interaction with Academic Divisions with regard to Computer Aided Instruction software needed and additional software requirements for computers.*

Strategies:

- Contact Academic Divisions at each semester interim for software updates.
- Continue to upgrade computers as possible.
- Purchase software to enhance student opportunities for use in the Learning Center.

Goal Three. Provide opportunity for professional development for full-time and part-time staff.

Critical Success Factors:

- Staff training opportunities will increase 30%
- Establish training for all tutoring staff
- 95% of tutors receive training

Objective 3.1: Identify staff training needs and provide opportunities to meet these needs.

Strategies:

- Solicit input as to training needs from all the Learning Center staff.
- Identify needs for staff.
- Locate and share training opportunities to meet these needs.
- Assist Project Realizing Educational and Career Hopes (REACH) staff with training opportunities.

Objective 3.2: Develop training for tutoring/front desk staff.

Strategies:

- Conduct once a semester tutor training meetings.
- Enhance/rewrite the current Tutor Handbook.
- Prepare a checklist for front desk staff duties.

Goal Four. The Learning Center Student Satisfaction Surveys will guide improvements in the Learning Center.

Critical Success Factors:

- A mean of 3 or higher in total student satisfaction
- Survey in both the Learning Center and Student Success classes
- Conduct surveys both Fall and Spring semesters

Objective 4.1: Improve and administer the Student Satisfaction Survey.

Strategies:

- Expand the current survey to include a numerical satisfaction system.
- Identify peak the Learning Center use periods through new tracking system to administer survey.
- Revise questions as needed on the current survey.

Objective 4.2: Coordinate Satisfaction Survey responses into a meaningful plan for expansion of services.

Strategies:

- Evaluate Satisfaction surveys at the end of each semester.
- Determine strategies for improving services to meet student needs.
- Implement changes each semester as needed.