

LEARNING RESOURCES CENTER

Mission

The Learning Resources Center enhances student success by providing beneficial services and resources to improve academic performance and retention.

Vision

The Learning Resources Center will be recognized as an academic learning environment that empowers students to achieve academic excellence in English, Math, and academic success skills.

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.

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.

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

Stewardship of Resources - We are dedicated to the efficient and effective use of our 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. Provide instructional services and programming that support academic growth and excellence at OSU-Tulsa.

Critical Success Factors:

- 2% increase in students utilizing the LRC to gain new academic success skills
- 80% of those who use LRC will improve in the areas of writing and math
- 2 new Student Orientation presentations annually

Objectives:

Objective 1.1: Provide effective writing and math skills to enable student academic success.

Strategies:

- Develop writing and math programs that will enhance student success.
- Provide effective learning assistance for students.
- Develop a highly effective tutoring program.
- Develop an OSU-Tulsa Learning Services Task Force consisting of faculty, staff and students.
- Create measures to provide effective assistance to international students.
- Develop strategies to effectively assist non-traditional students.
- Provide survival skill workshops, such as time-management, effective note taking, and test taking strategies.

Objective 1.2: Provide graduate and post-graduate students additional assistance, which will increase student retention.

Strategies:

- Develop workshops on how to successfully complete graduate and post-graduate comprehensive exams.
- Partner with academic advisors to stay abreast of the needs of graduate students.
- Assist in institutional research, including measuring success of the LRC.
- Hire graduate and post-graduate students as tutors and instructional aides.

Goal Two. Assist in enhancing OSU-Tulsa's image in the community through

outreach and exceptional service.

Critical Success Factors:

- 80% of student utilizing LRC services will be satisfied or very satisfied with services provided
- 3 marketing brochures
- 2 needs analysis surveys per year
- 1 satisfaction survey to each student after utilizing services at LRC

Objectives:

Objective 2.1: Promote the Learning Resource Center through faculty, staff and students.

Strategies:

- Collaborate with marketing department to develop brochures and literature.
- Include LRC in prospective student services new student orientation and campus tours for prospective students.
- Utilize OSU-Tulsa events as marketing opportunities for LRC.
- Develop new literature and brochures to market LRC.
- Conduct in-class presentations about services offered through the LRC.
- Develop a new LRC web site.
- Maintain and existing learning resource materials and make them available to faculty, tutors, staff and students.

Objective 2.2: Assist in establishing OSU-Tulsa as the university of choice for students in the greater Tulsa metropolitan area.

Strategies:

- Market the Learning Resources Center as an OSU advantage.
- Evaluate student needs and respond to them – meet or exceed expectations.
- Publicize LRC at Tulsa Community College and other area colleges.
- Provide presentations at community events outlining services and recruit students.
- Work with Adopt-A-Schools in providing assistance in English and Math.

Objective 2.3: Maximize the use of technology in the delivery of services to students.

Strategies:

- Develop and implement online tutorial assistance.
- Provide up to date software for the use of English, math and learning skills.

- Develop and create meaningful links with other institutions through distance learning and interaction.

Goal Three. Maximize partnerships and effectively leverage resources conscientiously.

Critical Success Factors:

- 2 meetings per year with TCC's writing and math lab directors
- 1 presentation annually at TCC's New Student Orientation
- 2 outreach presentations to community
- 2 meetings with Stillwater's math and writing lab directors

Objectives:

Objective 3.1: Build partnership with Tulsa Community College.

Strategies:

- Facilitate partnership with TCC writing and math lab directors.
- Coordinate services in order to maximize opportunities for prospective and current students while leveraging resources for both campuses.
- Develop partnerships with students and staff.
- Provide TCC students with reciprocal services.
- Partner with department heads to share information on services available.

Objective 3.2: Develop stronger ties with OSU-Stillwater staff and departments.

Strategies:

- Coordinate services in order to maximize opportunities to students of OSU-Tulsa.
- Allow staff to attend training opportunities in Stillwater.
- Meet with lab coordinators to stay abreast on up-to-date information and services.
- Increase efficiencies by evaluating processes and services.
- Shared web-based resources with Stillwater writing and math centers.
- Periodic meetings and interaction with staff.

Objective 3.3: Develop seamless relationships with other departments at OSU-Tulsa.

Strategies:

- Partner with OSU-Tulsa's International Student Organization.
- Partner with career services to help students develop effective job search skills.
- Collaborate with faculty in referring students requiring additional assistance.

- Partner with minority support students in reaching multicultural students.
- Collaborate with marketing in developing promotional items.
- Partner with CIT in developing online tutorial assistance.
- Partner with Student Disability Services.

Goal Four. Provide services, programs and educational opportunities that will help students develop life long learning strategies and skills.

Critical Success Factors:

- 5% increase in non-traditional usage of the LRC
- 3 new LRC workshops per year
- 1 new service per year
- 1 student/faculty happy hour program per month

Objectives:

Objective 4.1: Create and present instructional workshops and classes to further academic skills.

Strategies:

- Develop and present workshops on basic college survival skills.
- Facilitate faculty interaction with students requiring additional assistance.
- Host group discussions that provide students the opportunity to enhance their English and math performances.
- Conduct workshops based on requests from students and faculty.
- Disseminate information to faculty and staff about services and workshops offered through the LRC.
- Effectively utilize the O'Collegian to reach all students.
- Provide seminars, professional workshops and publication opportunities.

Objective 4.3: Provide exemplary customer service.

Strategies:

- Be intensely student centered.
- Provide an environment where adults can gain confidence and a new understanding of certain academic requirements.
- Expand upon current knowledge to build higher level learning skills.
- Support and encourage students in their efforts to improve.
- Develop programs and services that target non-traditional students.
- Respond to request in a timely and accurate manner.
- Seek input and feedback from faculty in order to strive for excellence.
- Evaluate and monitor students' progress.
- Allow students and faculty to assess tutor performance.

Goal Five. Provide quality services and assistance to all OSU students while recognizing the specialized needs of diverse students.

Critical Success Factors:

- All staff will participate in diversity training and workshops
- 5% increase in usage by minority student
- 5% increase in usage by International students
- 5% increase in usage by students with disabilities
- 1 visit per semester to multicultural student organizations
- 1 focus group per semester on how to effectively serve diverse students

Objectives:

Objective 5.1: Develop plans and strategies to better serve underrepresented student population.

Strategies:

- Develop a plan to encourage diverse students to utilize Learning Resources Center.
- Document and analyze utilization from diverse student backgrounds.
- Increase the percentage of diverse students usage of the LRC to equal or exceed the same percentage of the population at OSU-Tulsa.
- Train staff on culturally sensitive issues.
- Provide non-threatening environment to returning/non-traditional students who need refresher tutorials on basic writing and math skills as a foundation to learning higher level academic skills.
- Provide writing workshops specifically tailored to the needs of ESL students.
- Make handouts available that will serve as a reference to the needs of special students.
- Develop effective strategies on how to best serve students with physical and learning disabilities.
- Work with minority, career and student disability services to promote LRC in their informational material.

Objective 5.2: Promote services for diverse students through various student services departments.

Strategies:

- Collaborate services with Minority Support Services to reach minority students and minority student activities and organizations.
- Collaborate services with Student Disability Services to effectively and efficiently serve students with limitations.

- Collaborate services with Career Services to prepare students for employment opportunities.
- Collaborate services with International Student organizations to reach ESL students.

Goal Six. Recruit and retain staff that is technically competent, diverse, and innovative and student centered.

Critical Success Factors:

- Retain 80% of staff
- 1% staff turnovers
- 100% participating in staff development training opportunities
- 100% of staff participating in annual performance evaluation
- 100% of staff student centered
- Diverse staff

Objectives:

Objective 6.1: Ensure that staff has the necessary skills and information to provide quality services.

Strategies:

- Staff will participate in cultural diversity training and/or workshops.
- Promote participation in local, state, regional and national organizations.
- Send new staff to Stillwater for general tutor training sessions during orientation week.
- Provide opportunity for staff to attend international writing and math conferences to stay abreast of new developments, technology and methodology.
- Encourage staff to attend departmental meetings in Stillwater.
- Create general LRC procedures manual in addition to writing and math tutor handbooks.
- Develop self-assessment and evaluation guidelines, procedures, forms and schedules.
- Provide training in the LRC library that staff can access as needed.
- Innovation and professional growth are encouraged and supported.

Objective 6.2: Encourage and support staff to deliver services in a timely and efficient manner.

Strategies:

- Coordinate staffing so that students may be seen on a walk-in basis.
- Add staff as needed to support the growing needs.
- Hire qualified staff and graduate students.
- Develop a compensation and reward plan for exceptional performance.