

## AQIP Action Project Declaration

### Timeline:

Kick-off date: September 1, 2008

Target Completion Date: June 30, 2010

#### A. Title:

Academic Assistance Resource Center

#### B. Description:

Currently Concordia has many resources available to help students learn but these are scattered across the campus and their location and hours of operation are not well known to the campus community. It is important that current resources be identified and communicated to the faculty, staff and students. A review of the current study skills program needs to be completed and recommendations made for the enhancement of the program. The University needs to identify additional resources that will help students succeed academically. Finally an Academic Assistance Resource Center will be developed including the current resources as well as the newly identified resources.

#### C. AQIP Category:

1 – Helping Students Learn

3 – Understanding Students' and Other Stakeholders' Needs

8 – Planning Continuous Improvement

#### D. Reasons for taking on this Action Project:

During the past year the Admissions and Student Services Departments of Concordia have been working with Noel Levitz to improve student enrollment and retention. One area of concern identified by the consultant is the availability of academic resources for students. There is a lack of coordination of and communication about the availability of current resources. An Admissions task force of the Faculty Senate recommended that the senate establish a Task Force to review the study skills program during 2008-2009. This will be an appropriate time to review all the student academic resources and establish an Academic Assistance Resource Center.

#### E. Organizational Areas Impacted by the Action Project:

Student Services (study skills program), Academic Departments (Mathematics, English, Natural Sciences, Social Sciences), Academic Advising, Faculty Advisors, Career Services, Writing Center, Academic Assistance (peer tutoring)

#### F. Key Organizational Processes to Change:

How students will identify available resources; where resources will be located; how students will access resources; how the center will be staffed; how staff will be trained.

G. Rationale for Time Frame of Project:

Year 1 – investigate current resources and how they are utilized; identify needed additional resources; identify how other institutions coordinate their academic assistance resources; start implementing re-organization of current resources and adding new resources

Year 2 complete re-organization of current resources and addition of new resources; assess the effectiveness of the Academic Assistance Resource Center

H. How will you Monitor Success:

Once the Academic Assistance Resource Center is established, data will be collected tracking the number of students using the center and various resources as well as the number of students tutoring at the center. A student satisfaction survey will also be given to monitor the satisfaction / success of the center.

I. Overall Outcome Measure:

Monitoring the course progress of students who use the center and resources will give evidence of the success of the Academic Assistance Resource Center.

J. Other Information:

K. Project Leaders:

Senior Vice President for Academics  
Vice President for Student Services  
Director of Academic Support  
Department Chairs