

Action Project

Institution: Concordia University
Submitted: **Contact:** Manfred Boos
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Timeline:

Planned project kickoff date: November 1, 2010
Target completion date: September 1, 2012
Actual completion date: --

A. Give this Action Project a short title in 10 words or fewer:

Resources for Graduate and Undergraduate Students

B. Describe this Action Project's goal in 100 words or fewer:

After completing a two year Action Project to establish an undergraduate Academic Assistance Resource Center, it was determined that additional resources are needed to meet the needs of the graduate and undergraduate students. The majority of our graduate students are in off-campus cohorts and require different resources than the on-campus undergraduate students. Last spring a task force of graduate faculty conducted a review of the resources available for graduate students and concluded that our current resources are not adequate for the graduate students. Also with a changing undergraduate population new resources are required, especially for first generation and under-represented students populations.

C. Identify the single AQIP Category which the Action Project will most affect or impact:

AQIP Criterion 1: Helping Students Learn

D. Describe briefly your institution's reasons for taking on this Action Project now -- why the project and its goals are high among your current priorities:

Completion of the two-year AQIP Action Project on an Academic Assistance Resource Center has generated momentum with faculty and staff on student resources (as evidenced by the graduate task force reviewing graduate resources and the development of ACE – Academic Center for Excellence). In addition a year-long university Strategic Enrollment Planning process has highlighted the lack of resources available for our changing undergraduate population (first generation and under-represented population students). Both the graduate and undergraduate populations have grown the past few years emphasizing the need for additional resources.

E. List the organizational areas - -institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project:

Academic Cabinet, College of Arts and Sciences, College of Business, College of Education , College of Graduate and Innovative Programs, the Academic Center for Excellence (ACE), Student Services, and the Committee on Student Success

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

Implementation of nontraditional resources for off-campus graduate students to support our current Graduate Program Support Services and Learning Management Systems (LMS); and expansion of undergraduate

resources through our Academic Center for Excellence (ACE).

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):

The first year of the project will involve a review of the graduate task force work on graduate resources and best practices for working with first generation and under-represented student populations. New resources will be identified by faculty and staff. During the second year of the project, new resources and practices will be implemented and methods for evaluating their effectiveness will be developed. Expansion of the services and resources available through Academic Center for Excellence will be applied.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

The Committee on Student Success will collect retention data for first generation and under-represented student populations and Student Services will conduct the Student Satisfaction Inventory (SSI). The Office of University Research (OURS) will collect data from the graduate program surveys.

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

For first generation and under-represented student populations an increase in the university retention rate will be used to monitor the effectiveness of the resources and best practices. For the graduate students feedback from their program evaluation surveys will be used to monitor the success of our efforts.

J. Other information (e.g., publicity, sponsor or champion, etc.):

K. Project Leader and contact person:

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