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## Action Project

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**Institution:** Upper Iowa University

**Submitted:** 2008-03-28

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### Timeline:

Planned project kickoff date: 2008-04-18

Target completion date: 2009-03-31

Actual completion date:

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

Enhancing Academic Support Systems

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

To design a comprehensive academic support system for all UIU (EU, RU and International) students. The system would improve, strengthen and leverage current support services while maximizing their availability. Departments under consideration for inclusion are Academic Success, Career Development, Counseling, Disabilities, and Academic Support/Tutor Center.

Areas to be addressed: Staffing

Technology

Learning Modalities

Collaboration between the above departments, EU centers and  
programs

Marketing of services to students

Budgets

Online tutoring services

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

Primary Category: 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:

Stimulus for this project has been a growing concern on the Fayette Campus because of its current inability to serve the entire tutorial and disability needs of its students. In a University open forum, the Extended University also identified on-line tutorial services as a need for its students. It is the belief of the Office of Student Development that many students' need for tutorial assistance can be related to career indecision, depression or a weak academic skills

base. Collaboration and better communication between University support services could lead to increased referrals and student participation in those services, the end result being greater student success.

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

The institutional department most affected by this project will be our Academic Support/Tutor Center; but the Departments of Academic Success, Career Development, Counseling & Disabilities will be impacted as well.

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

The communication among academic support services professionals, faculty and staff members will be improved. The collaboration among academic student support services will facilitate students' access to services. A total university academic support system will be available to address and enhance student academic tutorial and disability needs.

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

The length of time has been set for one year. This will allow the team to evaluate our current situation, research staffing and technology to address various learning modalities and investigate ways to collaborate between departments as well as between RU & EU.

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

The team will give monthly reports to the sponsors and periodic reports to the AQIP Steering Committee.

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:

RU & EU and International students will have 24 hour access to online tutorial services in a variety of subject areas.

RU students with disabilities will have access to additional learning modalities beyond current resources.

Pre and post surveys will demonstrate increased student satisfaction with academic support services, i.e. career, counseling, tutoring, disabilities and mentoring.

Pre and post surveys will show an increase in the number of students utilizing student academic support services should increase.

Pre and post surveys will demonstrate an increased awareness by students, faculty and staff of the academic support services available to students.

Formal referral processes between academic support services will be written and distributed to the University community.

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

Sponsors:

Dr. Suzanne James, Senior V.P. for Extended University, james@uiu.edu

Louise K. Scott, Dean of Student Development, scottl@uiu.edu, (563) 425-5214

Becky Wadian, Library Director, wadianb@uiu.edu, (563) 425 5270

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Last Action Project Update:

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A. Describe the past year's accomplishments and the current status of this Action Project.

B. Describe how the institution involved people in work on this Action Project.

C. Describe your planned next steps for this Action Project.

D. Describe any "effective practice(s)" that resulted from your work on this Action Project.

E. What challenges, if any, are you still facing in regards to this Action Project?

F. If you would like to discuss the possibility of AQIP providing you help to stimulate progress on this action project, explain your need(s) here and tell us who to contact and when?

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