LINKS (Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below:

BOARD OF REGENTS MASTER PLAN:

LSUE STRATEGIC PLAN: (Blueprint for the Future)
4.1.5 Provide assistance to students in investigating career opportunities, selecting majors, registering for courses, and reviewing academic regulations and requirements.

LSUE OPERATIONAL PLAN (FY 2001-2002):
II.1.1: Expand student support at off-campus sites to include . . . library and instructional computer networking and other technological support.

OTHER:

EXPECTED RESULTS:

- Improve access for part-time and off-campus students to obtain academic advising
- Increase participation in tutorial and academic support services among part-time and off-campus students.

ASSESSMENT PROCEDURES: Survey after-hours and off-campus students to determine levels of participation and inventory unmet special needs. Monitor student involvement and participation in after-hours support service programs.

RESPONSIBILITY FOR ASSESSMENT:
USE OF ASSESSMENT FINDINGS: Inform decisions for providing support services to students unable to access traditional on-campus services.
SUMMARY OF ASSESSMENT FINDINGS: Survey results specifically pertaining to satisfaction with student support services from 2002-03 are unavailable.

The Smarthinking online tutoring services piloted in Spring 2003 resulted in 245 student interactions with the 24/7 services, but Smarthinking’s reports provide no means for separating evening and off-campus users from full-time day-student users.

Smarthinking usage results and were regarded as sufficiently favorable to renew the Smarthinking agreement for 2003-04.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION IMPROVEMENT:

- Promote Smarthinking use among evening and off-campus students.
- Promote bibliographic instruction sessions for after-hours classes so students can receive training in the use of digital library resources.
Note: Side 2 of this form is to be completed by the department head by September 15. Assessment results and departmental recommendations will be reviewed by the Administrative Council prior to the end of September.