**Strategic Direction 1: Student Learning**

1.3 Expand online instruction and improve online services.
1.17 Develop and implement ‘study halls’ with embedded tutoring to ensure student engagement.
1.18 Increase participation in academic support services, including Supplemental Instruction.
   1. Improve the attendance and support provided to students in the Extend the Classroom (ETC) courses (Math B60, 65, and ENGL B53).
      a. Enhance the collaboration with faculty in the math and English department through professional development sessions prior to and at the end of each term.
      b. Develop a schedule of classroom presentations for ETC courses.
   2. Engineer methods for increasing student visits to academic support services.
      a. Use the 2016-17 AY data as a baseline to improve the way that we invite students to engage with our centers.
      b. Provide visits data to Completion Teams on a weekly basis.
      c. Continue to provide weekly reports to all faculty.
      d. Continue to careful track and close the loop on faculty-initiated referrals.

**Strategic Direction 2: Student Progressions and Completion**

2.10 Enhance academic support services for online students.
2.11 Increase student participation in academic support services.
   1. Plan, implement, and evaluate an online tutoring service.
      a. Pilot an online tutoring service in the Su’17 for math courses.
      b. Collaborate with a third party option (e.g. NetTutor) in F’17 to provide tutoring services across the curriculum, 24/7).
      c. Evaluate online services at the end of S’18 to address areas of concerns and establish best practices.
   2. Expand the support provided to students in rural and satellite locations.
      a. Collaborate with AEBG grant managers to extend services to participants in the program.
      b. Partner with Dual Enrollment managers to ensure that support is provided to students in designated courses.
      c. Desegregate the data for online tutoring to assess which students, in which courses are utilizing the services most frequently.

**Strategic Direction 3: Facilities**

3.4 Utilize technology to automate processes and augment student support programs.
   1. Continue to work with the Starfish implementation team to explore and implement software that will enhance the tracking of student visits to support services.
a. Transition from AccuSQL to Starfish to reduce the duplication of data and end-user responsibilities.
b. Provide professional development to front-desk staff on the functionality of the new system to ensure a smooth transition into Starfish.

**Strategic Direction 4: Oversight and Accountability**

4.1 *Monitor student learning and student achievement.*

1. Redesign the Academic Support Services website to ensure that it is easily accessible for students and the campus community.
2. Reinstitute the BSI work group in F’17.
3. Create an annual calendar for monthly staff meetings and professional development opportunities.
4. Schedule quarterly meetings with the English and Math department to enhance the collaboration and efforts for the Extend the Classroom initiative.

**Strategic Direction 5: Leadership and Engagement**

1. Lead the efforts in the first program review for the Academic Support Services department.
2. Continue to engage in the tracking, monitoring, and reporting of the BSI and BSOTT budgets.
   a. Collaborate with the SS&E department for the integrated planning budget.
3. Participate in the Pathways Completion Team planning group.
4. Continue to engage in my role as a data coach by attending meetings and trainings related to this role.
5. Engage in the Starfish implementation team by attending weekly meetings and collaboratively strategize about the planning, implementation, and evaluation of Starfish.