Learning Services SAOs 2019-2020

Email- You will receive a copy of this.	josue.verduzco@imperial.edu
Academic Year	19-20
Department Name	Learning Services
Enter the SAO number	SAO #1
Enter the SAO description here.	Students will receive help to enhance their academic goals through our services at the Study Skills Center and find all services satisfactory

Assessment Tool
Survey conducted via MachForms. The surveys are completed anonymously.

Criteria for Assessment
90% of students will find our tutors to be knowledgeable, or recommend our tutors to someone else, or show enthusiasm, or notice that tutoring was beneficial in their academic endeavors.

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Academic Year	19-20
Department Name	Learning Services
Enter the SAO number	SAO #2
Enter the SAO description here.	Students will have increased access to academic help through the Embedded Tutoring Program. Students and faculty will find services satisfactory.

Assessment Tool
Survey conducted via MachForms. The surveys are completed anonymously.

Criteria for Assessment
Surveys will demonstrate that both faculty and students find the embedded program satisfactory by 90%.

Moreover, we predict at least 30% new students will be made aware of free tutoring.

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Academic Year	19-20
Department Name	Learning Services
Enter the SAO number	SAO #3
Enter the SAO description here.	Through the Embedded Tutoring Program we predict that embedded courses overall will have an increased success rate by an average of 7%.

Assessment Tool
Institutional Research report

Criteria for Assessment
Embedded to non embedded courses will be compared.