Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

**O/O 1: Increase awareness of existing programs**
Increase awareness of existing programs through web page, fliers, class visits to center, and center personnel visits to classes.

**Related Measures**

**M 1: Report number of classroom visits & presentations conducted**
Report number of classroom visits to center and the number of presentations conducted by center personnel outside of LRC.

Source of Evidence: Administrative measure - other

**Target:**
Number of classroom visits to center each year = 50. Number of presentations conducted by center personnel outside of LRC each year = 10.

**O/O 2: Student satisfaction**
Increase student satisfaction by maintaining an organizational structure for making appointments and addressing walk-in tutor requests in order to maximize tutor uses as requested by departments.

**Related Measures**

**M 2: Survey - Helpfulness of LRC staff**
Student satisfaction survey addressing helpfulness of LRC staff.

Source of Evidence: Administrative measure - other

**Target:**
90% overall satisfaction rate.

**O/O 3: Enhance communication**
Enhance communication between departments and units on campus in an attempt to share ideas and develop new partnerships.

**Related Measures**

**M 3: Department/unit participation**
Department/unit participation at annual meeting conducted by LRC director.

Source of Evidence: Administrative measure - other

**Target:**
Participation by at least 3 units outside LRC.