9-15-2003

Student Affairs Assessment Plan/Report for Math Center : June 2003 - May 2004

University of South Florida St. Petersburg. Division of Student Affairs.

Diane McKinstry

Follow this and additional works at: https://digital.usfsp.edu/studentaffairs_reports

Recommended Citation
https://digital.usfsp.edu/studentaffairs_reports/10

This Other is brought to you for free and open access by the Student Affairs at Digital USFSP. It has been accepted for inclusion in Divisional Reports and Assessments by an authorized administrator of Digital USFSP.
ASSESSMENT RECORD FOR DEPARTMENT/UNIT OF

Math Center (USF St. Petersburg)

June 2003- May 2004

Submitted by: Diane L. McKinstry, Ph.D.

Submitted by: Diane L. McKinstry, Ph.D.

(Date Submitted)
Math Center - USF St. Petersburg  
(Administrative or Educational Support Unit and Campus)

June 2003- May 2004  
(Assessment Period Covered)

9/15/03  
(Date Submitted)

Expanded Statement of Institutional Purpose Linkage:

**Institutional Mission/Goal(s) Reference:** Enter all or part of the USF mission statement that relates to this administrative service. The mission is located here: [http://usfweb.usf.edu/president/vis_val.html](http://usfweb.usf.edu/president/vis_val.html)

USF St. Petersburg Goal: Increase the enrollment of students with the credentials and commitment to excel and provide them with the instructional support and services to allow them to realize their fullest potential.

**Administrative or Educational Support Unit Mission Statement:** Include or write the unit’s mission. Some mission statement for USF administrative offices are located here: [http://www.acad.usf.edu/ie/missionadmin.htm](http://www.acad.usf.edu/ie/missionadmin.htm)

USF St. Petersburg Math Center Mission: The Math Center provides services that enhance the academic and personal growth of all students by providing learning assistance in mathematics for individuals at all levels of study. The Center helps students to achieve their academic goals by developing their understanding and skills in mathematics and by mastering the learning strategies to become independent, self-confident and efficient learners. To this end, the Center provides free individual and small group tutoring in all undergraduate math courses, and assists students to prepare for required academic achievement tests and for graduate admissions examinations. In keeping with the mission and values of USFSF, the Center helps students realize their fullest potential by striving to best meet the needs of students by maintaining a positive and caring learning environment.

**Intended Administrative Objectives:**

Write at least three objectives that will be the focus of assessment activities.

1. Students will be satisfied with Math Center services
2. Math Center hours of operation will suit students’ schedules.
ASSESSMENT PLAN/REPORT
FOR
Student Affairs-
Math Center

(Administrative or Educational Support Unit and Campus)

(Assessment Period Covered)                          (Date Submitted)
June 2003 - June 2004        9/15/03

Planning Instructions:

Identify at least three administrative objectives for assessment and complete the following portions of this plan. Objectives define a service, or a work process, or an outcome resulting from services. The completed plan is e-mailed to Oaplans@acad.usf.edu

Here are some examples of different types of administrative objectives.

<table>
<thead>
<tr>
<th>Outcome statements</th>
<th>Students learn how to use library resources.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Students will be able to write a resume.</td>
</tr>
<tr>
<td>Process statements</td>
<td>The library is efficient in book acquisitions.</td>
</tr>
<tr>
<td></td>
<td>The career center provides career development workshops for students.</td>
</tr>
<tr>
<td>Satisfaction statements</td>
<td>Students are satisfied with library circulation services.</td>
</tr>
<tr>
<td></td>
<td>Vendors report that they are promptly paid.</td>
</tr>
</tbody>
</table>

Reporting Instructions:

At the end of the assessment period, the assessment report is prepared and e-mailed to: Oareports@acad.usf.edu The report contains a summary of assessment findings identified. In addition, the report describes what changes (if any) were made as a result of a review of assessment findings. The discussion on use of results should, at the very least, indicate that faculty members reviewed the assessment findings.
Objective #1

*What process, service, or outcome will be assessed?*

Students will be satisfied with Math Center services

**ASSESSMENT PLAN** - The completed assessment plan is e-mailed to Oaplans@acad.usf.edu at the beginning of the assessment period.

It is recommended that **two means** of assessment be prepared for each objective. **One means of assessment may be sufficient.**

**Means of Assessment #1:** Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

| Students will be asked to complete an evaluation of their tutoring session each time they visit the Center |
| Criteria for Success: Describe the criteria for success related to this means of assessment. |
| A minimum of 80% of students will rate their tutoring experience as excellent or above average (A or B rating) |

**Means of Assessment #2:** Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

| Students will be asked to complete an evaluation of their tutoring session each time they visit the Center |
| Criteria for Success: Describe the criteria for success related to this means of assessment. |
| Fewer than 3% of students will rate their tutoring experience as below average or failing (D or F rating) |

---

**ASSESSMENT REPORT** - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

**Findings:** What findings resulted from assessment activities?

Means of assessment #1: Evaluations were completed by 20 individuals, representing 10% of the tutoring sessions conducted at the Math Center.

90% of responses rated the Math Center's services as excellent or above average.

Means of assessment #2: One respondent rated the tutoring experience as below average. This resulted in a dissatisfaction level of 5%, exceeding the 3% criteria for success.

**Use of Results:** What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?
Although over 90% of responses were favorable, the response rate to the evaluation instrument was very low. Students did not complete an evaluation each time they used the Center.

The evaluation method will be revised next year. Each student will be contacted by e-mail after their third tutoring session or at three weeks after their last visit. Students will have the option of completing the instrument online. Survey software provided by the Office of Institutional Research will be used to publish the evaluation.
Objective #2

What process, service, or outcome will be assessed?

Math Center hours of operation will suit students' schedules

ASSESSMENT PLAN - The completed assessment plan is e-mailed to Oaplans@acad.usf.edu at the beginning of the assessment period.

It is recommended that **two means** of assessment be prepared for each objective. **One means of assessment may be sufficient.**

**Means of Assessment #1:** Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

Students will be asked to evaluate the center's hours of operation on an evaluation form completed each time they visit the Center

**Criteria for Success:** Describe the criteria for success related to this means of assessment.
A minimum of 80% of students will give an A or B rating to items reflecting: The degree to which the center's schedule was convenient for them, and their overall rating of the Math Center's hours of operation

---------------------------------------------------------------------------------------------------------

**Means of Assessment #2:** Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

Same as above

**Criteria for Success:** Describe the criteria for success related to this means of assessment.
Fewer than 3% of students will give a D or F rating to two questions relating to the convenience of the center's hours and the overall rating of the Math Center's hours of operation

---------------------------------------------------------------------------------------------------------

ASSESSMENT REPORT - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

**Findings:** What findings resulted from assessment activities?

Means of assessment #1:

85% of respondents rated the convenience of the hours of the Math Center as excellent or above average.
80% of respondents rated the hours of operation as excellent or above average. These results met or exceeded the criteria for success.

Means of assessment #2:
One respondent (5%) rated the Center's hours of operation as below average.
Use of Results: What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?

Although the favorable ratings for the Center's hours of operation was at an acceptable level, items reflecting hours of operation and the convenience of the hours to students' schedules showed more "average ratings". In addition, responses to open ended questions showed an interest in expanding Center hours on the weekend.

Therefore, in the 2004-2005 academic year, more than one tutor will be scheduled during weekend hours to increase access.
**Objective #3**

*What process, service, or outcome will be assessed?*

The utilization rate for use of Math Center services will increase during 2003-2004

**ASSESSMENT PLAN** - The completed assessment plan is e-mailed to Oaplans@acad.usf.edu at the beginning of the assessment period.

It is recommended that **two means** of assessment be prepared for each objective. **One means of assessment may be sufficient.**

**Means of Assessment #1:** Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

The Math Center will maintain records of the number of students who use the center and the number of tutoring sessions conducted per day.

**Criteria for Success:** Describe the criteria for success related to this means of assessment.

The number of students who use the Math Center during Fall 2003 will be 10% higher than the number who used the service during Spring 2003.

The number of students who use the Math Center during Spring of 2004 will be 10% higher than the number who used the service during Fall 2003.

**Means of Assessment #2:** Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

The Math Center will maintain records of the number of students who use the center and the number of tutoring sessions conducted per day.

**Criteria for Success:** Describe the criteria for success related to this means of assessment.

The number of tutoring sessions conducted during the Fall of 2003 will be at least 10% higher than the number of sessions conducted during the Spring of 2003.

The number of tutoring session conducted during the Spring of 2004 will be 10% higher than the number of sessions conducted during the Fall of 2003.
**Findings:** What findings resulted from assessment activities?

Means of Assessment #1: The number of students who used the Math Center during Fall 2003 was 108% higher than the number who used the service during Spring 2003 (77 vs. 37).

The number of students who used the Math Center during Spring of 2004 was 46% higher than the number who used the service during Spring 2003 (54 vs. 37) but lower than the number who used the service in Fall 2003. This is likely a reflection of the lower enrollment in math classes during the spring semester.

Means of assessment #2: The number of tutoring sessions conducted during the Fall of 2003 was 30% higher than the number of sessions conducted during the Spring of 2003 (214 vs. 164).

The number of tutoring sessions conducted during the Spring of 2004 was 24% higher than the number of sessions conducted during the Spring of 2003 (203 vs. 164), but lower than in the Fall of 2003 (214).

**Use of Results:** What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?

The Center will continue to advertise its' services and work with faculty to encourage students to use tutoring services. In the future, the utilization rates for the service will also be examined in relation to the overall enrollment in math classes.