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Student Affairs Assessment Plan/Report for Math Center: 7 May 2004 - 6 May 2005

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

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ASSESSMENT RECORD FOR
DEPARTMENT/UNIT
OF
MATH CENTER
USF St. PETERSBURG

May 7, 2004 – May 6, 2005
(Assessment Period Covered)

August 30, 2004
(Date Submitted)

Submitted by: Diane L. McKinstry
(Unit Assessment Representative)
Math Center USF St. Petersburg
(Administrative or Educational Support Unit and Campus)

May 7, 2004 – May 6, 2005
(Assessment Period Covered)

August 30, 2004
(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

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

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 USFSP, 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. Students will evaluate tutors favorably

3. Math Center hours will be convenient for students
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>Type</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcome statements</td>
<td>Students learn how to use library resources.</td>
</tr>
<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 respond to an evaluation that they can complete on-line

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

A minimum of 75% of students will agree (strongly or somewhat) that tutoring improved their grade on the assignment. 75% will also agree that tutoring improved their grade in the course.

**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 respond to an evaluation that they can complete on-line.

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

A maximum of 25% will disagree (strongly or somewhat) that tutoring improved their grade on the assignment and in the course.

**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?

Eighteen students provided a rating for the items “Tutoring directly improved my grade on the test/assignment” and “Tutoring directly improved my grade in the course”.

83% strongly agreed with these statements.

17% agreed somewhat with these statements.

**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?

Next year final grades in selected math courses will be compared for students who participated in tutoring versus students who did not seek tutoring.
Objective #2

What process, service, or outcome will be assessed?

Students will evaluate tutors favorably.

ASSESSMENT PLAN - The completed assessment plan is e-mailed to Oaplan@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 respond to an evaluation that they can complete on-line.

Criteria for Success: Describe the criteria for success related to this means of assessment.
A minimum of 75% of students will agree (strongly or somewhat) that their tutor:
-“possessed good communication skills”
-“was courteous and respectful”
-“encouraged me to talk about my understanding of the assignment”
-“made useful suggestions”
-“helped me better understand the topic.”

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 respond to an evaluation that they can complete on-line.

Criteria for Success: Describe the criteria for success related to this means of assessment.
A maximum of 25% of students will disagree with the above statements.
Findings: What findings resulted from assessment activities?
100% of students agreed (strongly or somewhat) that the tutor:
   - “possessed good communication skills”
   - “was courteous and respectful”
   - “encouraged me to talk about my understanding of the assignment”
   - “made useful suggestions”
   - “helped me better understand the topic”
No students disagreed with these statements.

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?
Student evaluations were favorable again this year, but the response rate for the on-line evaluation this year was 62% vs. 10% last year. A new data management system will be in place next year that will enable us to ask for student evaluations at the end of each tutoring session.
Objective #3

What process, service, or outcome will be assessed?

Math Center hours will be convenient for students.

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 respond to an evaluation that they can complete on-line.

Criteria for Success: Describe the criteria for success related to this means of assessment.
A minimum of 75% of students will agree (strongly or somewhat) that “the Math Center was available at times that were convenient for me”.

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 respond to an evaluation that they can complete on-line

Criteria for Success: Describe the criteria for success related to this means of assessment.
A maximum of 25% of students will disagree that the Math Center times were convenient.

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?
95% of students agreed that the Math Center hours were convenient. 6% disagreed.

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?

In setting tutor schedules next year, a variety of hours and days will be sought that don’t conflict with the math course schedule.