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

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

Diane McKinstry

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ASSESSMENT RECORD FOR
DEPARTMENT/UNIT
OF
Writing Center (USF St. Petersburg)

June 2003 - May 2004
(Assessment Period Covered)

9/15/03
(Date Submitted)

Submitted by: Diane L. McKinstry, Ph.D.
(Unit Assessment Representative)
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 Writing Center Mission:** In keeping with the needs of students, faculty, and the University, our primary goal is to facilitate an improved writing process for all USF St. Petersburg students and faculty.

**Intended Administrative Objectives:**

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

1. Students will be satisfied with Writing Center services

2. Writing Center hours of operation will suit students' schedules.

3. The Writing Center will assist students' writing in multiple academic disciplines
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 Writing Center services

**ASSESSMENT PLAN** - The completed assessment plan is e-mailed to [Oaplans@acad.usf.edu](mailto: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 consultation 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 consultation 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 consultation 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 consultation 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](mailto:Oareports@acad.usf.edu)

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

Means of assessment #1: Ten evaluation reports were completed by students. All (100%) rated the consultation services of the Writing Center as above average or excellent.
Means of assessment #2: No student rated the consultation services as below average or failing.

**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 student responses were favorable, only 10 evaluations were completed, representing only 11% of the number of consultation sessions provided. In order to increase the rate of response next year, students will be asked to complete an evaluation only once -- after the third consultation or three weeks after their last consultation. Also, students will be contacted personally by e-mail and will have the opportunity to complete their evaluation on line.

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**Objective #2**

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

Writing Center hours of operation will suit students’ schedules

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**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 met their preferred appointment time, and their overall rating of the writing 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 center’s hours of operation
**Findings:** What findings resulted from assessment activities?

All but one student (90%) rated the overall Writing Center hours as above average or excellent. One respondent (10%) rated the WC hours as below average, exceeding the 3% limit identified as the criteria for success.

In response to the question about how convenient the hours of operation were for them, one student (10%) rated the convenience of the hours as below average. This exceeded the 3% limit identified as the criteria for success. Only 7 students (70%), however, rated the convenience of hours as above average or excellent. Two students (20%) gave this feature only an "average" rating. Thus, the percent of favorable responses did not attain the level identified as the criteria for success (80%).

**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 Writing Center was staffed for only 30 hours a week, yet it is located in the Library which is open 79 hours a week. This may have caused some frustration for students who dropped in as compared to students who made appointments. The tutoring schedule will be re-evaluated next year with the goal of broadening the hours of operation and including evening hours. In addition, students will be asked to identify their available hours when they request a consultation as a means of identifying students' preferred hours of operation.

As with the Objective # 1, only 10 evaluations were completed, representing only 11% of the number of consultation sessions provided. In order to increase the rate of response next year, students will be asked to complete an evaluation only once -- after the third consultation or three weeks after their last consultation. Also, students will be contacted personally by e-mail and will have the opportunity to complete their evaluation on line.
Objective #3

What process, service, or outcome will be assessed?

The Writing Center will assist students’ writing in multiple academic disciplines

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 academic discipline of the students’ writing assignments will be recorded

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

Writing assignments will represent a minimum of 20 academic disciplines.

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

N/A

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

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?

Students sought writing consultation for 21 academic disciplines over the course of the academic year, although the majority of students continued to ask for assistance with English assignments.
**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?

Outreach efforts with students and faculty will continue next year to increase the visibility of the Writing Center and encourage students to seek assistance with any writing assignment. The advertising materials produced by the Writing Center will continue to emphasize that its' services are "for writers at all levels and in all academic disciplines".