8-30-2004

Student Affairs Assessment Plan/Report for Writing 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

WRITING CENTER, USF ST. PETERSBURG

(Name of Administrative or Educational Support Department/Unit and Campus)

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

August 30, 2004
(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

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

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-Saint Petersburg students and faculty. The USF – Saint Petersburg Writing Center will provide consultations for writers of all levels and in all disciplines in a standardized, student-centered format designed to focus on improving the writing process for each individual writer.

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. Students will evaluate tutors favorably.

3. Writing 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.

| Outcome statements       | • Students learn how to use library resources. |
|                         | • Students will be able to write a resume.     |
| Process statements       | • The library is efficient in book acquisitions. |
|                         | • The career center provides career development workshops for students. |
| Satisfaction statements  | • Students are satisfied with library circulation services. |
|                         | • Vendors report that they are promptly paid.   |

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 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?

90% of students “strongly agreed” or “agreed” with the item “Tutoring directly improved my grade on the test/assignment”. One student (10%) strongly disagreed with the statement. Two students had no opinion about this statement.

89% of students “strongly agreed” or “agreed” with the statement “Tutoring directly improved my grade in the course”. One student (11%) strongly disagreed. Three students had no opinion about this statement.

**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 student who disagreed with these statements reported that she/he did not get sufficient help how to cite references in research papers. On-going tutor training will regularly review citation methods next year. In addition, we will partner with faculty to conduct workshops on citation methods.
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 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 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 improve my writing”

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

Form B
**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”

83% of students agreed that the tutor
- “made useful suggestions”
17% strongly disagreed with this statement

91% of students agreed that the tutor
- “helped me improve my writing”
9% strongly disagreed with this statement

**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?

On-going tutor training will regularly address the use of direct feedback and evaluating students’ expectations of and response to suggestions.
Objective #3

What process, service, or outcome will be assessed?

Writing 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 Writing 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 Writing 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?
90% of students agreed that the Writing Center hours were convenient. 9% 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, care will be taken to provide a variety of available hours and days in order to suit students’ schedules