7-28-2005

Student Affairs Assessment Plan/Report for Academic Success Center: June 2005 - May 2006

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

Diane McKinstry

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### ASSESSMENT RECORD FOR DEPARTMENT/UNIT OF

**Student Affairs – Academic Success Center**

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

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<tbody>
<tr>
<td>(Assessment Period Covered)</td>
<td>(Date Submitted)</td>
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</tbody>
</table>

Submitted by: **Diane McKinstry**

(Unit Assessment Representative)
Student Affairs – Academic Success Center
(Administrative or Educational Support Unit and Campus)

June 2005 – May 2006
(Assessment Period Covered)

July 28, 2005
(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)

To 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 potential.

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**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)

The mission of the Academic Success Center (ASC) is to encourage academic excellence by providing support services to all students who wish to improve their academic skills and attain their educational goals. The Center helps students develop personally and educationally by increasing their learning effectiveness, understanding themselves in relation to the university environment, and taking responsibility for their learning experience. The Center helps students become confident, efficient and effective learners by providing individual and small group tutoring, workshops and seminars, credit courses, supplemental instruction, an academic resource library, and academic counseling.

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**Intended Administrative Objectives:**

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

1. Utilization of tutoring services in 2005-2006 will increase over 2004-2005
2. Tutoring will help students increase their understanding of the subjects they are studying.
3. Tutoring will help students get better grades.
4. Students will evaluate tutors favorably.
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>Process statements</th>
<th>Satisfaction statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students learn how to use library resources.</td>
<td>The library is efficient in book acquisitions.</td>
<td>Students are satisfied with library circulation services.</td>
</tr>
<tr>
<td>Students will be able to write a resume.</td>
<td>The career center provides career development workshops for students.</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?

Utilization of tutoring services in 2005-2006 will increase over 2004-2005

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 number of students using tutoring services will be counted.

Criteria for Success: Describe the criteria for success related to this means of assessment. The number of students using tutoring services will increase by 20% over 2004-2005.

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

The number of individual tutoring sessions will be counted

Criteria for Success: Describe the criteria for success related to this means of assessment. The number of individual tutoring sessions will increase by 20% over the number in 2004-2005.

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?

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?
Objective #2

What process, service, or outcome will be assessed?

_____ Tutoring will help students better understand course material.

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 complete an evaluation of tutoring.

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

80% of students will strongly agree or agree that tutoring helped them better understand their assignment.

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 complete an evaluation of tutoring.

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

No more than 20% of students will disagree that tutoring helped them better understand their assignment.

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?

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?
Objective #3

What process, service, or outcome will be assessed?

____ Tutoring will help students get better grades.

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.

<table>
<thead>
<tr>
<th>Students will complete an evaluation of tutoring services</th>
</tr>
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</table>

**Criteria for Success:** Describe the criteria for success related to this means of assessment.
80% of students will report that tutoring helped improve their grade.

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

<table>
<thead>
<tr>
<th>Students will complete an evaluation of tutors</th>
</tr>
</thead>
</table>

**Criteria for Success:** Describe the criteria for success related to this means of assessment.
No more than 20% of students will disagree that tutoring improved their grades.

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?

**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?
Objective #4

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 complete an evaluation of tutors

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

75% of students will agree that their tutor:
- possessed good communication skills
- was courteous and respectful
- encouraged them to talk about their understanding of the assignment
- made useful suggestions

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

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

No more than 20% of students will disagree with the above statements.

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?

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?