

Assessment : 2006 - 2007 : Educational Support :
Writing Center

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GOAL: Knowledge And Skills

Objective

Evaluation Of The Writing Center


To provide assessment tools to determine the effectiveness of the tutorial process.
Associated Goals: Knowledge And Skills, Provide Quality Writing Support And Instruction

Indicator

Survey Of Writing Center Clients 

Writing Center clients will be asked to evaluate the effective of the tutorial process.

Criteria

Client survey 

The Writing Center will survey a representative sample of clients each semester.

Finding

Writing center survey

After 1072 tutoring sessions, clients were asked to fill out a survey about the writing center and their tutoring experience. This represents slightly more than 10% of the total tutoring sessions.

Actions for Objective:

Action

Non-returning client survey

Survey students who did not use the writing center services in the following semester to learn why they did not return to determine goals for retention.

GOAL: Knowledge And Skills

Objective

Increase Client Knowledge Of Writing Principles And Skills

Provide services that facilitate the client learning and applying writing principles and skills.



Associated Goals: Knowledge And Skills

Indicator

Client Survey Of Learned Skills  

A survey of clients'™ perceptions of the skills they have learned by using the Writing Center's™ services.

Criteria

Client learning  



A representative sample of clients will complete a writing center evaluation form each semester to indicate student learning of writing skills and principles. Of the clients surveyed, 80% will indicate that they can apply principles learned in the tutoring session, and that the tutoring session has improved their writing skills.

Finding

Client survey data of perception of learning


Of the 1072 clients surveyed, 1032 strongly agreed or agreed that "I can apply the principles discussed in this session to future writing/ foreign language situations." 1002 clients strongly agreed or agreed that "I can now identify and correct my writing/foreign language errors more easily." 1003 clients strongly agreed or agreed that "The Writing Center has helped me improve my writing /foreign language skills."

Indicator

Tutor Assessment  

Assessment of tutors' knowledge and skill in tutoring by the tutor, peers, and supervisor.

Criteria

Tutor assessment 

The Writing Center director will assess each tutor each semester using the Tutor Evaluation Form. All tutors will receive an overall rating of 3 or above to maintain their position.

Finding

Assessment of tutors

All tutors were assessed by the writing center director. 99% of all tutors received a rating of 3 or better.

Actions for Objective:

This objective has no actions associated with it.

GOAL: Professional And Personal Development**Objective****Conference Opportunities**

To increase staff development through participation in regional, national, and international conferences

Associated Goals: Professional And Personal Development

Indicator

Identify Conference Participation

An accounting of the number of conferences attended and papers presented at regional, national, and international conferences

Criteria

Conference Participation

Tutors will present research at professional conferences and will attend other conference presentations.

Finding

Conference participation

17 tutors and 4 supervisors attended the International Writing Center Association Conference in April 2007. 6 tutors and 3 supervisors were invited to make presentations.

Actions for Objective:

Action

Conference presentations

Encourage more tutors to give presentations at Writing Center conferences.

GOAL: Professional And Personal Development**Objective****Provide Stable Funding For The Writing Center**

The Writing Center will be provided with stable funding in sufficient amount to cover our expenses.

Associated Goals: Professional And Personal Development, Provide Quality Facility, Provide Quality Writing Support And Instruction

Indicator

Stable Funding

A budget to provide adequate salaries, resources, and development funds without the need for emergency supplementation and changes of budget accounts.

Criteria

Budget

A required stable budget of \$225,000 that is available in budget accounts accessible to the Writing Center director to cover salaries, operating expenses, professional development, and capital equipment.

Finding

Budget

For FY 07, the Writing Center was provided a budget of \$193,000. Many changes of budgets and accounts were required to receive this level of funding. Tutor payroll account was underfunded at one pay period.

Actions for Objective:

Action

Stable funding



Request a dedicated student fee to provide for a stable and adequate budget.

GOAL: Professional And Personal Development**Objective****Tutors**



Train undergraduate and graduate tutors

Associated Goals: Professional And Personal Development, Provide Quality Writing Support And Instruction

Indicator

Client Survey Of Tutor Skills  
Client perception of tutor's skills.



Criteria

Client perception of tutor skills  
A representative sample of clients will complete a writing center evaluation form each semester to indicate that their tutor had appropriate skills. Of the clients surveyed, 80% will indicate that the tutor they worked with asked about their concerns and gave clear explanations.


Finding

Client survey data of tutor skills
Of the 1072 clients surveyed, 1047 strongly agreed or agreed that "The tutor asked what my concerns were." 952 clients strongly agreed or agreed that "The tutor gave clear explanations."

Indicator

Tutor Assessment  
Assessment of tutors' knowledge and skill in tutoring by the tutor, peers, and supervisor.

Criteria

Tutor assessment 
The Writing Center director will assess each tutor each semester using the Tutor Evaluation Form. All tutors will receive an overall rating of 3 or above to maintain their position.


Finding

Assessment of tutors
All tutors were assessed by the writing center director. 99% of all tutors received a rating of 3 or better.

Indicator

Tutor Certification
An accounting of the number of tutors who have reached the Regular, Advanced, or Master™s Level in the College Reading and Learning Association international tutor Certification program.


Criteria

Tutor Certification 
The Writing Center will provide 30 hours of in-house training and additional training for tutors to reach College Reading and Learning Association certification levels. The Writing Center will keep documentation of tutors'" training and tutoring hours. 10% of all tutors will reach Master level certification.


Finding

Certifications
7 tutors received certification. 5 tutors received Master level certification and 2 tutors received regular level certification.

Indicator

Tutor Training 
Outline of initial tutor training and continued in-house training.

Criteria

Tutor Training 
The Writing Center will keep its tutor training program certified by the College Reading and Learning Association by providing the required topics and hours

of training.

Finding

CRLA certification

Our training program follows the guidelines of the CRLA and is certified through May 2009.

Actions for Objective:

Action

Additional training for tutors

Improve and update the training materials for writing and foreign language tutors.

Purchase additional resources to fulfill the need for different modes of training required by CRLA.

GOAL: Provide Quality Facility

Objective

Increase Writing Center Impact

Provide services within both the university and the community


Associated Goals: Provide Quality Facility, Provide Quality Writing Support And Instruction

Indicator

Client Use 

Each client logs into a writing center tracking database linked to the university database and also completes a tutor session form.

Criteria

Client use 


The writing center tracking database will show population demographics of writing center use. For a writing center which serves the entire university community, a 10% use is standard according to the Writing Center Research Project.

Finding

Client data

In the fall semester, the Writing Center provided services to 15.3% of the total student body, a total of 2438 clients. In the spring semester, the Writing Center provided services to 14% of the student body, 2066 clients. The demographics of student served matched the demographics of the student population in terms of ethnicity and gender. We served a higher percentage of freshman and graduate students.

Indicator

Departmental And College Use 

Students who have brought a class assignment for tutoring indicate the class on the tutor session report and in the writing center tracking database.

Criteria

Departmental and College Use

The Writing Center should serve writing enhanced courses in all departments.

Finding

Departmental and College Use

The Writing Center worked with students on course assignments in departments in each college.

Actions for Objective:

This objective has no actions associated with it.

GOAL: Provide Quality Facility**Objective****Provide Stable Funding For The Writing Center**

The Writing Center will be provided with stable funding in sufficient amount to cover our expenses.

Associated Goals: Professional And Personal Development, Provide Quality Facility, Provide Quality Writing Support And Instruction

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Actions for Objective:

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Request a dedicated student fee to provide for a stable and adequate budget.

GOAL: Provide Quality Facility

Objective	<p>Resources Provide quality tools and resources and appropriate facility <i>Associated Goals:</i> Provide Quality Facility</p>
Indicator	<p>Instructional Materials  Creation and purchase of instruction materials by and for tutors and clients.</p>
Criteria	<p>Instructional Materials The Writing Center will purchase new editions of citation guides, new editions of tutor training materials, will create new training materials, and will provide current editions of freshman composition textbooks.</p>
Finding	<p>Instructional Materials We purchased books and DVDs. We updated our tutor handbook and created handouts.</p>
Indicator	<p>Select New Technology Acquisition of laptops and other technologies to assist writers, tutors, and staff.</p>
Criteria	<p>Technology The Writing Center will provide state of the art technology to support writing and learning. All computers will be upgraded to system requirements, flat panel monitors will be provided for all computers, and the classroom will be equipped with laptop computers.</p>
Finding	<p>Technology All of the computers had memory upgrades and new monitors were purchased. A classroom set of laptops was not able to be purchased as requested.</p>
Actions for Objective:	
Action	<p>Solicitation of funding Solicit funding from other departments, colleges to support necessary resources.</p>

GOAL: Provide Quality Writing Support And Instruction**Objective****Evaluation Of The Writing Center**


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GOAL: Provide Quality Writing Support And Instruction**Objective****Increase Writing Center Impact**

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GOAL: Provide Quality Writing Support And Instruction

Objective **Provide Stable Funding For The Writing Center**
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Associated Goals: Professional And Personal Development, Provide Quality Facility, Provide Quality Writing Support And Instruction

Indicator Stable Funding
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Criteria Budget
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Finding Budget
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Actions for Objective:

Action Stable funding
 Request a dedicated student fee to provide for a stable and adequate budget.

GOAL: Provide Quality Writing Support And Instruction

Objective	Tutors Train undergraduate and graduate tutors <i>Associated Goals:</i> Professional And Personal Development, Provide Quality Writing Support And Instruction
Indicator	Client Survey Of Tutor Skills   Client perception of tutor's skills.
Criteria	Client perception of tutor skills   A representative sample of clients will complete a writing center evaluation form each semester to indicate that their tutor had appropriate skills. Of the clients surveyed, 80% will indicate that the tutor they worked with asked about their concerns and gave clear explanations.
Finding	Client survey data of tutor skills Of the 1072 clients surveyed, 1047 strongly agreed or agreed that "The tutor asked what my concerns were." 952 clients strongly agreed or agreed that "The tutor gave clear explanations."
Indicator	Tutor Assessment   Assessment of tutors' knowledge and skill in tutoring by the tutor, peers, and supervisor.
Criteria	Tutor assessment  The Writing Center director will assess each tutor each semester using the Tutor Evaluation Form. All tutors will receive an overall rating of 3 or above to maintain their position.
Finding	Assessment of tutors All tutors were assessed by the writing center director. 99% of all tutors received a rating of 3 or better.
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Finding	Certifications 7 tutors received certification. 5 tutors received Master level certification and 2 tutors received regular level certification.
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