

2007-2008 Assessment Plan
UNDERGRADUATE TUTORIAL CENTER
Division of Undergraduate Academic Programs
(Last update: 9/19/07)

Mission:

The Undergraduate Tutorial Center (UTC) contributes to NC State students' academic success by hiring and training qualified and motivated students to provide a variety of effective and efficient tutorial services and by interacting with on and off-campus partners to share expertise about the tutoring field.

Objective I: Tutoring

Students will be aware of and take advantage of tutorial services that are grounded in sound educational theory and as a result will perform better in their courses because they are taking responsibility for their own academic achievement.

Outcome 1: NC State students will be aware of the different forms of academic assistance available to them.

Measures:

- Classroom visits
- Website
- NSO info fairs

Outcome 2: NC State students will use individual tutoring by appointment to the extent that budget and space allow.

Measures:

- Number of hours offered
- Efficiency in sign-up program
- Number of orientations offered
- Number of students served
- Number and/or percentage of unfilled weekly assigned requests
- % of students in certain subject receiving tutoring

Outcome 3: Students will develop the skills necessary to succeed in their courses through individual tutoring by appointment experiences.

Measures:

- ECI 210 tutor self-reflections
- End-of-semester and mid-semester tutee evaluations (rehiring and program/space decisions)
- Reports from staff observations of tutoring sessions (focusing on common issues)
- Tutor reports of tutees' improvements in study skills

- ❑ MSLQ motivation study

Outcome 4: Students will feel welcome and encouraged to attend SI and as a result will attend in large enough numbers to make SI more cost-effective than individual tutoring.

Measures:

- ❑ Qualitative summary of advertising efforts
- ❑ Percent attending (per course)
- ❑ Average # of sessions per user (per course)
- ❑ Average session size (per course)

Outcome 5: Students who embrace the philosophy of SI will be satisfied with their experience and in general, students attending SI will have increased success in their SI course in comparison with non-attenders.

Measures:

- ❑ Qualitative feedback from SI supervisors and faculty
- ❑ SI leader self-evaluations
- ❑ End-of-semester student survey
- ❑ Correlation between SI attendance and SI attendees' course grades
- ❑ Comparison of attendees' vs. non-attendees' course grades
- ❑ Correlation between SI attendance and self-reported improvement of study skills from end-of-semester student survey

Outcome 6: Provide WSTS tutoring to as many students as possible within the limits of the program budget.

Measures:

- ❑ Number of classroom visits
- ❑ Efficiency at different locations
- ❑ Number served
- ❑ Previous year comparison

Outcome 7: Provide high-quality tutoring in WSTS.

Measures:

- ❑ Tutor self-reflections
- ❑ End-of-semester and tutee evaluations
- ❑ Reports from staff observations of tutoring sessions

Outcome 8: Provide tutoring to as many students as possible in the PMTC within the limits of the program budget.

Measures:

- ❑ Number of students using PMTC
- ❑ Percentage of PY 205N, 208N, 211, and 212 students using PMTC
- ❑ Efficiency (number of students vs. number of tutors)
- ❑ Previous year comparison

Outcome 9: Provide high-quality tutoring in the PMTC.

Measures:

- ❑ Student surveys
- ❑ Tutor self-evaluations
- ❑ Faculty feedback
- ❑ Return rate of students (average number of visits per user)

Outcome 10: A diverse group of NC State students will use UTC's tutorial services.

Measures:

- ❑ Levels of academic achievement, including average GPA of students who seek services
- ❑ Ethnicity and gender comparisons with appropriate general population group

Objective II: Training

A diverse group of UTC tutors will learn and embrace research-supported tutoring methods and implement those methods to help their tutees become independent learners.

Outcome 1: The UTC will employ a diverse group of tutors.

Measures:

- ❑ Track advertising efforts
- ❑ Compare ethnicity and gender of UTC tutors and SI leaders with all undergraduate students with an overall GPA of 3.0 or greater
- ❑ Qualitative summary of advertising efforts, particularly relating to targeting tutors for high-demand courses

Outcome 2: The UTC will offer continued employment opportunities to tutors and SI leaders with demonstrated competence.

Measures:

- ❑ Instructor/supervisor recommendation
- ❑ Tutee feedback
- ❑ Self-evaluations
- ❑ % of tutors in ECI 210 who return in a subsequent semester

Outcome 3: Tutors and SI leaders will improve their understanding of course material.

Measures:

- ❑ Self-evaluations

Outcome 4: Tutors and SI leaders will improve their communication skills.

Measures:

- ❑ Self-evaluations
- ❑ SI Supervisor evaluations

Outcome 5: SI leaders will improve their group facilitation skills.

Measures:

- ❑ SI leader self-assessment
- ❑ Supervisor feedback
- ❑ Student survey

Outcome 6: Tutors will improve their awareness and use of study skills strategies during tutoring sessions.

Measures:

- ❑ Tutor self-evaluations
- ❑ Course evaluations

Outcome 7: ECI 210 will be an effective course for tutor training.

Measures:

- ❑ ECI 210 tutor self-reflections
- ❑ Course evaluations
- ❑ End-of-semester and mid-semester tutee evaluations
- ❑ Reports from staff observations of tutoring sessions (focusing on common issues)
- ❑ Instructor reflection in weekly meetings

Outcome 8: UTC Staff will provide ample and effective continued training opportunities for individual tutors.

Measure:

- ❑ Number of students reaching different levels of CRLA certification

Objective III: On-Campus Initiatives

To develop partnerships and share expertise with on-campus constituents

Outcome 1: The UTC staff will develop partnerships with members of the campus community.

Action step: Track on-campus partnerships (i.e. PackStudy, Housing, academic departments, etc.)

Outcome 2: The UTC staff will share their expertise in content area with members of the campus community through consultations, presentations, and workshops.

Action step: Track efforts, ways that we influence the campus culture

Objective IV: Engaging in the Tutoring Field

To engage in the tutorial field through promotion and development of UTC tutor-training products as well as active participation in other professional development opportunities.

Outcome 1: The UTC staff will promote and develop the UTC tutor-training products.

Action steps:

- ❑ Continue to market original tutor-training products
- ❑ Develop new material

Outcome 2: The UTC staff will share and develop their expertise in the tutoring field through professional development opportunities.

Action steps:

- ❑ Attend and present at online workshops and national and regional conferences related to the tutoring field
- ❑ Host site visits and phone calls to assist other tutoring programs
- ❑ Share information regarding NC State's programs with other tutoring professionals as requested