Assessment: 2006 - 2007: Educational Support:
Writing Center

| 4 Goals | 7 Objectives | 12 Indicators | 12 Criteria | 12 Findings | 5 Actions |
### GOAL: Knowledge And Skills

#### Objective

<table>
<thead>
<tr>
<th>Evaluation Of The Writing Center</th>
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<tbody>
<tr>
<td>To provide assessment tools to determine the effectiveness of the tutorial process.</td>
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<tr>
<td>Associated Goals: Knowledge And Skills, Provide Quality Writing Support And Instruction</td>
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#### Indicator

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<th>Survey Of Writing Center Clients</th>
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<td>Writing Center clients will be asked to evaluate the effectiveness of the tutorial process.</td>
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#### Criteria

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<th>Client survey</th>
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<td>The Writing Center will survey a representative sample of clients each semester.</td>
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#### Finding

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<th>Writing center survey</th>
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<td>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.</td>
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#### Actions for Objective:

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<td>Non-returning client survey</td>
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**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:

**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**

Train undergraduate and graduate tutors

**Tutors**

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

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<tr>
<th>Indicator</th>
<th>Client Survey Of Tutor Skills</th>
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<tr>
<td>Criteria</td>
<td>Client perception of tutor's skills.</td>
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<tr>
<td>Finding</td>
<td>Client survey data of tutor skills</td>
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<td>The Writing Center will keep its tutor training program certified by the College Reading and Learning Association by providing the required topics and hours</td>
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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

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<td>Client Use</td>
<td>Each client logs into a writing center tracking database linked to the university database and also completes a tutor session form.</td>
<td>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.</td>
<td>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.</td>
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<td>Departmental And College Use</td>
<td>Students who have brought a class assignment for tutoring indicate the class on the tutor session report and in the writing center tracking database.</td>
<td>The Writing Center should serve writing enhanced courses in all departments.</td>
<td>The Writing Center worked with students on course assignments in departments in each college.</td>
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### 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

### 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: Provide Quality Facility

Objective
Provide quality tools and resources and appropriate facility
Associated Goals: Provide Quality Facility

Indicator
Instructional Materials
Creation and purchase of instruction materials by and for tutors and clients.

Criteria
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.

Finding
Instructional Materials
We purchased books and DVDs. We updated our tutor handbook and created handouts.

Indicator
Select New Technology
Acquisition of laptops and other technologies to assist writers, tutors, and staff.

Criteria
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.

Finding
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.

Actions for Objective:

Action
Solicitation of funding
Solicit funding from other departments, colleges to support necessary resources.
## GOAL: Provide Quality Writing Support And Instruction

### 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 effectiveness 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: Provide Quality Writing Support And Instruction**

**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*

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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**

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**Criteria**

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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

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**

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**

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**

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**

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