

Report Form A-2
Assessment of Program Outcomes for
Administrative or Educational Support Units

University College- Division of Academic Enhancement

(Administrative or Educational Support Unit)

2004-2008

Assessment Period Covered)

Instructions: This form should be used to report on each of your **Outcomes**. Although you may not assess every program outcome every year, you will have a report for each outcome based on the year that it *was* assessed.

- 1. Program Outcome** (What characteristic, skill, behavior, attitude, service, performance, product, system, process, output, etc., did your program intend to offer or enhance?)

Provide an effective university-wide tutoring program for courses taught at PVAMU.

- 2. Strategies Used to Meet Program Outcome** (What did you do?)

Offered tutoring in a variety of undergraduate college courses
Implemented a continuous and standardized tutor training program

- 3a. First Measure or Means of Assessment for Outcome above and Criteria for Success** (How did you determine achievement? Explain the means or measure. e.g. Satisfaction Surveys, Mock Interviews, Activity Evaluations, Focus Group Product, After-Trip Reports, Impact Statements, Internal and/or External Audit, Case Studies, Project Participation Rates, Percentage Increases, Attendance, Completion Rates, Program Reviews, etc.).

Achievement was measured by the number of courses that we provided tutoring in and the number of students that attended tutoring sessions.

- 3b. Results/ Findings** (How did you do? Summarize assessment data collected.)

The Center of Academic Support (CAS) offered tutoring in over 35 courses taught at PVAM. During the Fall 04 – Spring 08 cycle, the center conducted over 10,000 tutorial sessions. CAS had an average usage of 2500 visitors per academic year.

3c. Use of Results (How did you use the findings, e.g., maintain, improve, change, etc.)

CAS will seek additional funding from the university administration to increase the number courses tutored.

4a. Second Measure or Means of Assessment for Outcome above and Criteria for Success, if available (How did you determine achievement? Explain the means or measure. e.g. Satisfaction Surveys, Mock Interviews, Activity Evaluations, Focus Group Product, After-Trip Reports, Impact Statements, Internal and/or External Audit, Case Studies, Project Participation Rates, Percentage Increases, Attendance, Completion Rates, Program Reviews, etc.).

Achievement is measured by the student's responses on the tutor evaluations.

4b. Results/ Findings (How did you do? Summarize assessment data collected.)

During this assessment cycle CAS surveyed nearly 7,000 students on the effectiveness of their tutorial session. Based on the results, the students were very pleased with the help they received and the preparedness of the tutor.

4c. Use of Results (How did you use the findings, e.g., maintain, improve, change, etc.)

CAS will continue training tutors to meet the demand of PVAMU students.

5. Documentation (What is the evidence and where is it located? Give name, location, dates, etc., e.g., Revised Admissions Manual is located in the office of Jane Smith, Director of Undergraduate Admissions; Meeting minutes from June 4, 2006, are located in the office of Dr. James Smith, etc.)*

Copies of the sign-in sheets, student evaluation and tutor training manual is located in the office of Tata Kromah, Director of CAS, Room 209 of John B. Coleman Library

* This is a sample report only and may or may not reflect an actual unit's outcome and report.