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Program Effectiveness Report

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**Program/
Unit:** Instructional Support Services

Location: Troy

Date: May 01, 2006

Division: Division of Academics (Provost)

Person Completing Report: [Eleanor Lee](#)

Title: Dean

The purpose of Instructional Support Services is to assist students in improving their academic skills and to enhance student retention through services provided by ComputerWorks, the Natural Science Center, and the Writing Center. Additionally, the University orientation course, TROY 1101, assists entering students in acquiring the necessary knowledge and skills to manage effectively the Troy University campus environment in order to maximize their potential for success at the University, in their careers, and throughout their lives.

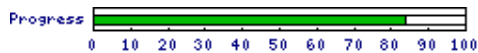
Mission and Relation to University Mission:

The programs of Instructional Support Services support the following components of the University's mission:

"Academic programs are supported by a variety of student services which promote the welfare of the individual student."

"Troy University's dedicated faculty and staff promote discovery and exploration of knowledge and its application to life-long success through effective teaching, service, creative partnerships, scholarship and research."

Achieved:



Edit	Worklog	(1) Expected Outcomes/ Student Learning Outcomes with Assessment Measures	(2) Actual Assessment of Expected Outcomes/Student Learning Outcomes with Improvements Noted	(3) Outcome Achieved Yes/No	(4) If No, Plans for Improvement (PFI) Objectives (If outcomes were not met)	(5) Projected Cost to Implement PFI
Edit		EO 1: A minimum of 80% of students who use the Natural Science Center will be satisfied with the tutorial assistance received and will express a desire to revisit the Center as reported on the following assessment tools:	On the Tutorial Assistance Form, 90% of the students responded yes in regard to the questions "Were you satisfied with the assistance received? and "Will you visit the Natural Science Center again?" On the Natural Science Center Questionnaire, 90% of the students queried responded they were satisfied with the tutorial assistance received.	Yes	<u>Move to Plan for Improvement</u>	\$0.00
Delete	Worklog	1. The Tutorial Assistance Form 2. The Natural Science Center Questionnaire				
History		EO 2: More than 80% of the students surveyed using the Tutor Assistance Form will respond "yes" to the question, "Has your tutoring experience today substantially improved your command of the math and/or science material covered by the tutoring session?"	On the Tutor Assistance Form, 95% of the students queried responded that the tutoring experience had			

Edit Delete History	Worklog	<p>More than 80% of students responding to the Natural Science Center Questionnaire will answer "yes" to the question, "Do you believe your grade achievement prospects in your natural science courses have been substantially improved by you NSC visits?"</p> <p>Assessment instruments:</p> <ol style="list-style-type: none"> 1. Tutor Assistance Form 2. Natural Science Center Questionnaire 	<p>substantially improved their command of the subject covered during the tutoring session. On the Natural Science Center Questionnaire, 92% of the respondents believed that their final grade potential had been substantially improved by the tutorial visits.</p>	<p>Yes</p>	<p>Move to Plan for Improvement</p>	<p>\$0.00</p>
Edit Delete	Worklog	<p>EO 3: Of the instructor contacts achieved, 80% of those queried will indicate that tutorial assistance by NSC staff has enabled a significant number of students to achieve a substantial improvement in their command of the subject in which they were tutored by responding "yes" to the question: "Do you perceive that usage of the NSC has assisted a significant number of students to achieve substantial</p>	<p>On the Instructor Questionnaire, 82% of the instructors questioned responded "yes" that usage of the NSC tutorial assistance program had assisted a significant number of students in achieving substantial improvement in the area in which they were assisted. Responses on the</p>	<p>Yes</p>	<p>Move to Plan for Improvement</p>	<p>\$0.00</p>

History		<p>improvement in their command of the natural science matter in the student's coursework?"</p> <p>Assessment Instruments:</p> <ol style="list-style-type: none"> 1. Instructor Questionnaire 2. Instructor Evaluation 	<p>Instructor Evaluation indicated that 82% of the instructors queried noted that their usage of the NSC had been of substantial assistance in aiding students to improve their coursework.</p>			
Edit		<p>EO 4: 80% of the tutorial sessions conducted by student tutors will improve the tutored student's knowledge of the subject matter covered in the tutorial.</p>	<p>On the Tutor Assistance form, 95% of the tutors answered "yes" that the tutorial session had substantially improved the tutored student's knowledge of the subject matter covered. On the Natural Science Center Questionnaire, 95% of the student respondents answered "yes" that their tutorial experience in the NSC was a profitable use of their time and had improved their command of the subject in which they were tutored.</p>	<p>Yes</p>	<p>Move to Plan for Improvement</p>	<p>\$0.00</p>
Delete	<p>Worklog</p>					
History		<p>Assessment Instruments:</p> <ol style="list-style-type: none"> 1. Tutor Assistance Form 2. Natural Science Center Questionnaire 				

Edit		<p>EO 5: A minimum of 80% of the students who visit the NSC will rate their visit to the NSC as a positive experience that will lead to an overall improvement in their knowledge and their grades in math and/or science courses.</p>	<p>On the Tutor Assistance Form, 95% of the students rated their experience in the NSC as positive and indicated that they improved their performance in math/science classes. On the Natural Science Center Questionnaire, 94% of the students rated their visit to the Center as helpful in their understanding of math/science as it related to their particular courses.</p>	<p>Yes</p>	<p>Move to Plan for Improvement</p>	<p>\$0.00</p>
Delete	<p>Worklog</p>					
History		<p>Assessment Tools:</p> <ol style="list-style-type: none"> 1. Tutor Assistance Form 2. Natural Science Center Questionnaire 				
Edit		<p>EO 6: Tutor Performance:</p> <p>80% of student tutors in the Writing Center will demonstrate their ability to work with a variety of students in a manner geared toward each individual student.</p>	<p>95% of students completing the Writing Center survey rated the tutor as knowledgeable and helpful. 100% of the tutors evaluated by the Writing Center Coordinator were judged as efficient and capable.</p>	<p>Yes</p>	<p>Move to Plan for Improvement</p>	<p>\$0.00</p>
Delete	<p>Worklog</p>	<p>Assessment Tools:</p> <ol style="list-style-type: none"> 1. Writing Center Survey (Questions 2,3,and 7) 				
History		<p>Additional information regarding assessment instruments and data</p>				

		can be found at website to be announced				
		2. Writing Center Coordinator's Evaluation				
Edit		EO 7: Student Improvement: At least 50% of the students who visit the Writing Center will show improvement in their writing skills.	Improvements: During the 2006-07 AY, the Writing Center expanded its services by increasing online tutorials by 600%, doubling the number of in-class workshops, and increasing the services to international students (44% of all tutorials). Results: 89% of the students completing the WC Survey noted that during the tutoring session, they learned or improved a writing skill that they can use in the future.	Yes	Plan for Improvement	\$0.00
Delete	Worklog	Assessment Tools:				
History		1. Writing Center Survey (Question 5) 2. Progress Report Forms 3. Faculty Survey				
Edit		EO 8: Data will show that 70% of students sampled will have learned or improved a writing skill or showed marked improvement in their writing skills.	89% of students completing the Writing Center Survey reported that during the tutoring session they learned or improved a writing skill.	Yes	Plan for Improvement	\$0.00
Delete	Worklog	Assessment Tools:				
History		1. Writing Center Survey 2. Progress Reports 3. Faculty Follow-Up				

Edit	Worklog	EO 9: At least 90% of students requesting assistance pertaining to the operation of computer hardware and software will receive the help needed.	Surveys were not available to measure satisfaction with the assistance received.	No	Plan for Improvement	\$0.00
Delete		Assessment Tools:				
History		1. ComputerWorks Survey				
Edit	Worklog	EO 10: 90% of lab assistants and tutors will achieve a job rating of satisfactory.	Although informal evaluations by the Coordinator indicate that lab assistants and tutors performed their job satisfactorily, two survey forms are needed to meet the stated criteria.	No	Plan for Improvement	\$0.00
Delete		Assessment tools:				
History		1. Employee Evaluation Form				
Edit	Worklog	EO 11: 70% of students who complete TROY 1101, University Orientation, will improve their knowledge of University policies, procedures, resources, and strategies for succeeding in college. This outcome will be assessed using the grades assigned on the Grade Distribution Reports and the Course Evaluation (Question 2), which asks	Data for the fall Semester 2006 indicate that 89.5% of the students were successful in the course as evidenced	Yes	Move to Plan for Improvement	\$0.00
Delete						
History						

History		<p>students to rate their satisfaction with course components on a scale of 1 (lowest) to 4 (highest).</p> <p>Assessment Tools:</p> <ol style="list-style-type: none"> 1. Final Grade Distribution Reports 2. Course Evaluations 	<p>by a final grade of C or higher.</p>		
Edit		<p>EO 12: 70% of the students who complete TROY 1101, University Orientation, will rate the course as helpful to very helpful on a scale of 1 to 4, with 4 being very helpful and 1 being not helpful on the Course Evaluation. On the Instructor and Course Assessment from the Office of the Provost, the students will rate the course positively on items 10-18.</p> <p>Assessment Tools:</p> <ol style="list-style-type: none"> 1. Course Evaluations 2. Provost's Instructor Evaluations 	<p>On the Course Evaluations for Fall 2006, 81% of the students rated the course as very helpful to helpful.</p>	<p>Yes</p>	<p>Move to Plan for Improvement</p>
Delete	<p>Worklog</p>				<p>\$0.00</p>
History					