

Unit Effectiveness Plan for 2003-2004

Department(Unit): Cost-Share Tutorial Services

College (Division): Assistant Vice President for Academic Affairs and Director of Assessment Services

Unit Mission or Purpose:						
Our mission is to provide services which will allow UT-Arlington students to develop their full academic and personal potential. The support services we provide serve to retain and graduate student participants as well as prepare them for post-baccalaureate life decisions.						
Articulation of how unit mission/purpose relates to University mission:						
SOAR Learning Services is committed to a supportive learning environment that enhances student success.						
Unit Functions:						
Intended outcome	Related Institutional Goal/Objective/Strategy	Action Steps	Method of Assessment (Who, What, When)	Results of Assessment	Proposed Changes and Recommendations for Improvement	Resources Needed for Proposed Changes
1. 80% of SOAR tutor users will be retained from one fall semester to the following spring semester.	Strategy 1: Closing the Gap in Participation; A. Recruitment & Retention; 5) Student Retention	SOAR will provide quality peer tutoring in both entry-level and in higher-level challenge courses. Tutoring in Student Support Services will be offered in small groups on a scheduled basis. Tutoring in Cost-Share will be individualized with flexible scheduling.	Student Support Services and Cost-Share staff will track enrollment of fall tutor users at the beginning of the following spring semester after census date.	83% of Fall'03 SSS tutor users returned to UTA in Spring'04 (140 of 168 students). 89% of Fall'03 Cost-Share tutor users returned to UTA in Spring'04 (429 of 483 students).	Provide additional training for SSS tutors to address specific SSS issues: tutoring in small groups, tutoring disabled students, tutoring SSS eligible students who are first-generation and low-income.	SSS counselors will conduct the training for SSS tutors. Additional and SSS-specific training materials will be required. Continue improving ALL SOAR tutor training.
2. 80% of student users will express satisfaction with SOAR tutoring as indicated by an acceptable rating of 4 to	Strategy 1: Closing the Gap in Participation; A. Recruitment & Retention; 5) Student Retention Strategy 2:	Cost-Share Tutorial staff will recruit and hire, and both Student Support Services and Cost-Share staff will train and monitor	Student users evaluate tutor performance each semester on user evaluation forms showing level of satisfaction.	98% of SSS tutor users expressed an average satisfaction rating of 4.69 where 1=poor/5=excellent.	Continue efforts to improve assessment methods/instruments.	Consultation with Institutional Research Associate and

<p>5 on Likert survey instruments. Tutors will score an acceptable rating of 4 to 5 on staff conducted Likert evaluations.</p>	<p>Closing the Gap in Success; A. Integration of Technology Into Instruction; 3) Internet Resources; B. Student Centered Academic Community; 1) Customer Service; 4) Learning and Tutorial Center</p>	<p>the 75-90 qualified, faculty recommended upper- level and graduate student tutors.</p>	<p>SOAR staff evaluate tutor performance throughout the school year through on-site evaluations.</p>	<p>88% of C-S tutor users expressed an average satisfaction rating of 5.31 where 1=poor/6=excellent. 95% of on-site staff C-S tutorial evaluations indicated an average of 4.0 where 1=poor/5=excellent.</p>		<p>IRP.</p>
<p>3. At least 80% of student participants will express satisfaction with SOAR counseling/advising as indicated by an acceptable rating of 4 to 5 on Likert survey instruments.</p>	<p>Strategy 2: Closing the Gap in Success; B. Student- centered Academic Community; 1) Customer Service; 10) Advising</p>	<p>The Student Support Services assistant director/counselor and counseling specialist, and the assistant director of the McNair Scholars Program will meet, respectively, with each program participant to assess student need, prescribe improvement plans and monitor ongoing student progress regularly throughout each semester.</p>	<p>At the end of each semester, student participants in Student Support Services and McNair will evaluate program counseling/advising they have received through satisfaction surveys and student/counselor interviews.</p>	<p>98.8% of SSS participants expressed an average satisfaction rating of 4.80 (1= strongly disagree/5=strongly agree)for counseling/advising received. 95.8% of McNair participants expressed an average satisfaction rating of 5.68 (1=strongly negative/6=strongly positive) for program services and advising received.</p>	<p>Efforts to improve assessment instruments and methods of conducting the surveys are ongoing.</p>	<p>Consultation with Institutional Research Associate and IRP.</p>
<p>4. At least 80% of student users will express satisfaction with SOAR group support services as indicated by an acceptable rating of 4 to 5 on Likert survey instruments.</p>	<p>Strategy 1: Closing the Gap in Participation; A. Recruitment and Retention; 3) Faculty Involvement; 5) Student Retention</p>	<p>Provide group instruction through Student Support Services seminars; McNair seminars, Research Institute, and GRE classes; and Supplemental Instruction sessions.</p>	<p>Student participants will perform ongoing satisfaction evaluations of group support services throughout the school year using Likert scale instruments.</p>	<p>100% of SSS seminar user respondents expressed an average satisfaction rating of 3.69 (1=very dissatisfied/4=very satisfied). 97.2% of McNair group user</p>	<p>Improve and standardize SOAR group support services evaluation instruments across all three offices.</p>	<p>Consult with Institutional Research Associate and IRP.</p>

				respondents expressed an average satisfaction rating of 5.57 (1=strongly negative/6=strongly positive). 90% of SI user respondents expressed an average satisfaction rating of 5.25 (1=strongly disagree/6=strongly agree).		
5. 80% of Supplemental Instruction participants will be retained from one fall semester to the following spring semester.	Strategy 1: Closing the Gap in Participation; A. Recruitment and Retention; 3) Faculty Involvement; 5) Student Retention	SOAR will provide Supplemental Instruction (SI) for selected courses which have a 30%-40% D/F/W grade distribution. The assistant director of Cost-Share Tutorial will meet with academic department representatives to select courses and receive recommendations for SI leaders. Cost-Share staff will select and train SI leaders.	Cost-Share staff will track enrollment of fall Supplemental Instruction participants at the beginning of the following spring semester after census date.	92% of Fall '03 Supplemental Instruction users returned to UTA in Spring '04 (1,557 of 1,695 students).	Continued efforts will be made to streamline follow-up of SI users.	Consultation with Institutional Research Associate.

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