

**Assessment Based Improvement Report**  
**Department(Unit): Cost-Share Tutorial Services**

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

<b>Assessment Result from UEP that Indicated Need for Improvement</b>	<b>Improvements Implemented</b>	<b>Semester</b>
		Fall-2002
Intended Outcome #2 1. Participant responses to the counseling/advising satisfaction survey in Student Support Services and McNair Scholars Program did not provide adequate information.	1. Staff in both Student Support Services and McNair Scholars Program consulted with the Institutional Research Associate and expanded the Likert scale on the survey to include more options.	Fall-2003
		Fall-2004
Intended Outcome #1 1. The Student Support Services survey of tutor user satisfaction was too general and needed to be clarified. 2. There has been ongoing difficulty in getting satisfaction survey responses in a timely manner from Student Support Services tutor users. Intended Outcome #4 3. Supplemental Instruction staff determined that retention of SI users should be assessed as is retention of Student Support Services and Cost-Share users.	1. The wording and the Likert scale in the SSS tutor user satisfaction survey were reworked. 2. SSS staff worked with the SOAR technical assistant and developed an online tutor satisfaction survey instrument. 3. Retention of Fall 2002 SI users who returned in Spring 2003 was assessed.	Spring-2003
Intended Outcome #1 1. The expense of multiple mailings of tutor evaluations, the limited student response rates, limited written comments, and long wait times for students to return the	1. Cost-Share staff worked with Assessment Services to develop and implement an online tutor satisfaction survey.	Spring-2004

evaluations led Cost-Share staff to develop a more effective method of tutor user satisfaction.		
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