

# St. Petersburg College

## Outcomes Assessment Review Report

Report Completion Date: \_\_2/6/07\_\_

### Introduction

While the institutional effectiveness and planning process is a continuous endeavor, operationally the process begins with a series of meetings by four oversight groups (Educational, Educational Support Services, and Student Services and Administrative Oversight Groups) at the beginning of the calendar year.

The four oversight groups are charged with the following key tasks: (i) evaluate whether the institution successfully achieved its desired outcomes from the previous institutional effectiveness and planning cycle, (ii) identify key areas requiring improvement that were identified in the assessment analysis, and (iii) develop strategies and recommendations to formulate quality improvement initiatives for the next institutional effectiveness and planning cycle.

*Check the Appropriate Oversight Group:*

	<b>Student Services Oversight Group</b>
<b>x</b>	<b>Educational Support Services Oversight Group</b>
	<b>Administrative Services Oversight Group</b>
	<b>Educational Oversight Group</b>

### Educational Support Services Oversight Group

The Educational Support Services Oversight Group is an ad hoc working group. Their focus area is to review key information concerning the effectiveness of library services, information commons, and tutoring services. The group leader/chairperson is the Director of Library Services.

### Status of each item identified in this report last year:

There were \_\_3\_\_ action plan items that were recommended as a result of last year's review of assessments by the Educational Support Services Oversight Group. Of the \_\_3\_\_ recommended action items, \_\_0\_\_ were completed during the calendar year. Table 1 contains a description of each of the \_\_3\_\_ action items along with their current completion status and relevant details.

**Table 1 – 2005-2006 Action Plan Item Status**

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
<p><b><u>Objective 1</u></b>  <b><u>To improve students' overall "Satisfaction Rating" on the Enrolled Student Survey in the area of "Outside of class access to computers" by 2% on the 2006-2007 Enrolled Student Survey.</u></b></p>	<p><i>Completed or In-progress</i></p>	<p>In Progress  Comments:  The goal was not met. The negative performance gap increased from -.07 to -.15. The rating of importance went from 5.91 to 6.16. The rating of satisfaction increased from 5.91 to 6.01. Although the rating of satisfaction increased, the negative gap increased because the rate of importance also increased by .25. We continued with the IC/LSC standing committee meetings and had feedback from the Program Chairs and the Title III representatives who attended some of our meetings. Their feedback, along with the in-house surveys, provided us with important information for unit planning in regard to ordering computers and in making sure that they are serviced and upgraded in a timely fashion. The most recent rating of 6.16 indicates that there is still a documented interest in outside of class access to computers. Smarthinking is one of SPC's new 24/7 tutorial services that will assist distance learning and those who use out of class computers. The development of blended and hybrid courses is also a consideration for increases in the use of out of class computers.</p>
<p><b><u>Objective 2</u></b>  <b><u>To improve students' "Satisfaction Rating" by 2% on the Enrolled Student Survey in the area of LSC/IC tutoring services because there was a negative performance gap of -0.28.</u></b></p>	<p><i>Completed or In-progress</i></p>	<p>In Progress  Comments:  This goal was not met. The negative performance gap increased from -0.28 to -0.36. The intercampus committee of Information Commons and Learning Support Center coordinators continued to share best practices and to discuss ways to provide students with more effective services. The IC/LSC meetings were held in February, July, and December. The in-house surveys were administered in Session II of 2006. The information from the IC/LSC in-house surveys provided assistance in unit planning and in making changes/improvements based on student feedback. All of the results were sent to all of the IC/LSC campuses so that each campus could benefit from the data from all of the other campuses. Members communicated by face-to-face meetings, by email, and by phone. New members were introduced in the December meeting. The committee coordinators contacted all</p>

		<p>appropriate new members so that they could attend the next meeting available after becoming a member of the committee. Collaborative labs, training sessions, and SPC's In-Service Day provided opportunities for IC/LSC staff to attend a variety of sessions. The online tutoring, implemented by the Clearwater Campus in 2005, was continued and meetings were held to access more tutoring resources. In July, 2006, Who's Next, a system for tracking students' visits to the IC/LSCs and their use of various IC/LSC services, was demonstrated and staff training was provided. Pilot testing began in the fall of 2006. Smarthinking, an asynchronous and synchronous 24/7 tutoring program was also added in the fall of 2006. The IC/LSCs are continuing efforts to provide face-to-face tutoring, supplementary computerized tutoring, and various other academic resource materials. Title III team members have attended our IC/LSC meetings as well as various Program Chairs. Committee members are interested in discussing more about the potential uses and applications of the SPC WTIS Online Survey to assess the tutorial needs of distance learning students, as well as to assess the tutorial needs of students on individual campus sites. We invited departmental representatives to attend our meetings and gathered student comments from our in-house surveys. We have also discussed possible revisions to submit for future ENSS form so that the wording will more specifically reflect the academic services provided in the IC/LSCs.</p>
<p><b>Objective 3</b> <b><u>To improve the quality of the in-house Commons and LSC surveys</u></b></p>	<p><i>Completed or In-progress</i></p>	<p><b>In Progress</b> <b>Comments:</b></p> <p>This objective is not on the ENSS, but the committee wanted to start the process of monitoring the in-house IC/LSC surveys and looking at ways to improve them so that they thoroughly capture the various needs and concerns of the students who use the IC/LSCs for learning support. This past year we have discussed the current paper-pencil surveys, which the students complete anonymously inside the IC/LSC centers, as well as plans for an additional online in-house survey that would not be completed on the premises. We are also reviewing the survey items. The WTIS Survey</p>

		Builder is available for creating the online survey.
	<i>Completed or In- progress</i>	
	<i>Completed or In- progress</i>	

**Areas that need improvement:**

*Identify areas identified as a result of analysis.*

**For each area that needs improvement, identify objectives and action steps that will lead to improvement** (*these should be included in individual Unit Plans in the upcoming year*)

**I. Area Needing Improvement: Student access to computers outside of class**

**Objective for Upcoming Year:**

**Objective 1**

**To improve students' "Satisfaction Rating" by 2% on the Enrolled Student Survey in the area of "Outside of class access to computers" to where Level of Satisfaction exceeds importance in the 2005-2006 Survey.**

**Action Steps:**

- Continue an intercampus standing committee of Commons and Learning Center coordinators to share best practices and to discuss common concerns.
- Continue to review questions regarding access to computers on the Enrolled Student Survey and on the IC/LSC In-house surveys.
- Follow-up on communication with SPC departments offering distance learning courses to determine what tutorial services are needed and how they can effectively be implemented.
- Continue sharing ideas and inviting students as well as departmental representatives to discuss results and to implement strategies for outside of class computer access.
- Have training session and pilot online survey to accompany the in-house hardcopy survey that is completed inside the IC/LSCs.
- Continue discussions about the implications of blended and hybrid courses and their impact on outside computer uses so that we can more effectively meet our students' needs.
- Discuss the topic of current computers available in the IC/LSCs and the usage needs of who visit the centers.

## **II. Area needing improvement: Improve Student Satisfaction with Commons/Learning Support Center and Tutoring Services.**

### **Objective for Upcoming Year:**

#### **Objective 2**

**To improve students' "Satisfaction Rating" by 2% on the Enrolled Student Survey in the area of LSC/IC tutoring services because there was a negative performance gap of -0.36.**

#### **Action Steps:**

- Continue an intercampus standing committee of Commons and Learning Support Center coordinators to share best practices and to discuss common concerns.
- Maintain contact with members of 2007-2008 intercampus standing committee members and provide them with updated information via e-mails, phone communication, and the in-person annual meeting.
- Collect data and discuss progress of the online tutoring initiated by the Clearwater Campus in October 2005 as well as SPC student use of Smarthinking.
- Combine efforts for potential uses and applications of the WTIS Survey online survey to assess the tutorial needs of distance learning students, as well as the tutorial needs of students on individual campus sites with the efforts to expand the IC/LSC surveys to include online and in-house versions.
- Maintain communication with student representatives, departmental representatives, and other SPC services to receive input on strategies for successfully provide tutoring services for SPC students monitor the IC/LSCs.
- Continue to provide services and information for Title III students and staff as well as to be supportive of the First Year Experience Initiative (FYE).

## **III. Areas Needing Improvement: Improve survey instrument used for in-house assessment in Learning Support Centers and Commons**

### **Objective for Upcoming Year:**

#### **Objective 3**

**To improve the quality of the in-house Commons and LSC surveys**

#### **Action Steps:**

- Continue to monitor the in-house IC/LSC surveys and to look for ways to improve them so that they provide relevant feedback regarding the various needs and concerns of the students who use the IC/LSCs for learning support.
- Continue with the discussion of the current paper-pencil surveys and the plans for an additional online in-house survey that would not necessarily be to be completed on the premises.
- Use the WTIS Survey Builder to compose an online IC/LSC pilot survey
- Continue intercampus standing committee of Commons and LSC coordinators. Continue to discuss the common and unique information gathered from the in-house campus IC/LSC surveys and to analyze the information to assist in unit planning and in cross campus efforts to meet students' learning needs

**Completion and Review Process Information**

This Outcomes Assessment Review report was prepared by:

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Diane Reese

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Date  
1/27/07

This Outcomes Assessment Review report was brought forth to the President's Cabinet by:

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Date