



UNIVERSITY of HOUSTON



*Learning &
Assessment
Services*

SFAC Base Budget Request

2009 - 2010

- 1. Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.**

The mission of *Learning and Assessment Services (LAS)* is to foster a conducive, stimulating and supportive learning environment to promote the success of UH students, the university, and the greater Houston community. LAS identifies needs, provides assessment and evaluative services, promotes healthy choices via outreach activities, and facilitates student learning.

How LAS accomplishes its mission and Justification of Request:

Three units and LAS, in part, are funded through student service fees (Learning Support Services, Urban Experience Program and UH Wellness), which provide direct services to students. Wellness has also been awarded additional grant funds which enhance its Program. Two units are primarily grant-funded, one of which (Challenger Program) again provides direct service to students including the provision of counseling, academic tutoring and learning strategies support to students in a high risk group for retention. These services are supported primarily through grant dollars and supported through designated fees.

Two other units within LAS (University Testing Services and the Measurement and Evaluation Center) are funded through self generated and designated fees. These units also provide support for students. University Testing Services provides academic placement tests (i.e., Language Placement) for minimal fees and administers the credit by exam program (Advance Placement, International Baccalaureate (IB), CLEP, etc.) for the University. Currently the credit is processed for students at no charge. Since Spring '08, University Testing Services has taken on the additional task of reviewing student requests for providing a Foreign Language required waiver.

The Measurement and Evaluation Center (MEC), which also does not receive any student service fees, provides services to support students. Graduate and professional students can utilize the expertise of MEC staff for data collection. The data forms or answer sheets used for data collection are scanned at no cost to these students to support their research. SFAC funded units must meet institutional effectiveness and other program evaluation needs, and the MEC staff provide support for these units when requested. In addition, this unit supports students through many of its other services (e.g. exam grading, faculty evaluations, and research support). MEC also administers the online Student Government and Staff Council elections for a minimal fee.

Finally, LAS central staff provide major support for SFAC units within LAS (Learning Support Services, Urban Experience Program, UH Wellness) including financial management, budgeting, personnel, technology (computer support, web design, programming) and data analysis. Non-SFAC LAS units also support LAS SFAC units through provision of materials, furniture, equipment, computers, and even student staff when those units could not otherwise afford these necessary support services.

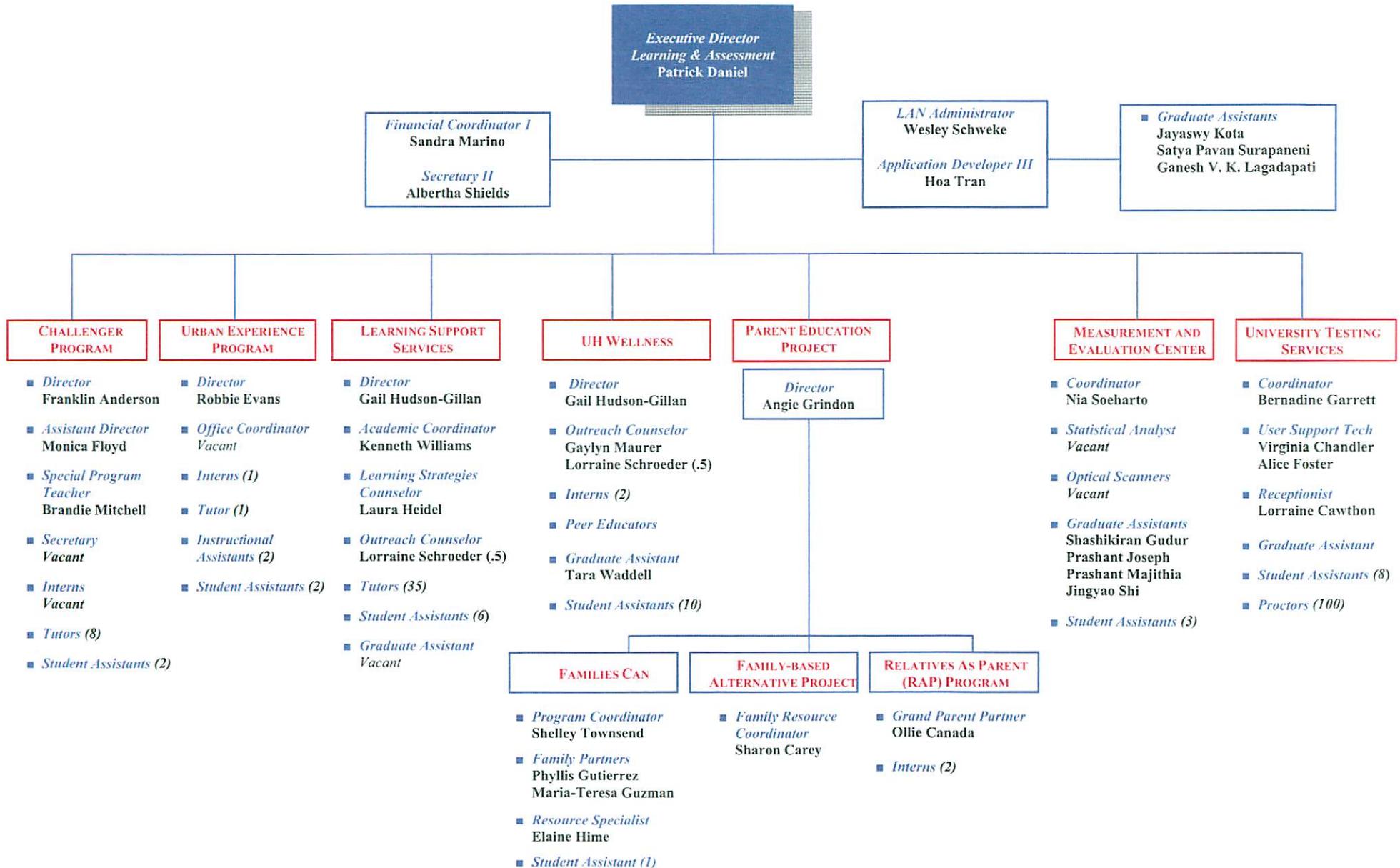
As a result of the administrative structures, Learning and Assessment Services has been able to offer many services to the University community at minimal cost. This in turn allows for many units on campus not to initiate new or increase current fees. In addition, the University, and its diverse units, increasingly call upon LAS for its expertise in accountability measures, outcome assessment, surveys and focus groups.

- 2. Provide an organization chart for your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, custodian, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.**

See attached Organizational Chart.

Learning & Assessment Services

2009



3. List the objectives that you provided with your 2008-2009 SFAC request. Please comment on your success in achieving those objectives. If an objective changed during the year, please note this and explain. Also, list any new objective, the rationale for the addition, and comment on your success in achieving these objectives.

LAS Objectives:

In addition to continuing LAS objectives (listed below: #1-4), we wish to report LAS is responding to an increase in demand for accountability and outcome assessments from both the University and individual departments and units. LAS has become central in the development of accountability measures for several UH departments and within Student Affairs. We are also experiencing an increase in demand from the UH community for LAS expertise in the areas of outcome assessment and program evaluation.

Lastly LAS is receiving an increase in grants. This is accompanied by each funding source increasing its requirements for measurable outcomes, financial and program accountability. Further, these requirements are different for each grant and often change year to year.

1. To facilitate student learning

Learning assistance programs are composed of tutoring services, learning strategies counseling, wellness and parenting education, cultural enrichment activities, computer-aided instructional resources, and workshops on academic learning strategies and personal development. The division also offers three academic courses in social health and learning strategies.

LAS supports graduate and professional education with research services and consultation for data collection, survey design, coordination of focus groups, introduction to Statistical Package for Social Sciences (SPSS), learning strategies counseling, and workshops on topics such as American Psychological Association writing style, scholarly writing, presentations, learning styles, and time management.

2. To promote a supportive learning environment

All 7 LAS Units promote a supportive learning environment. Examples of this include Learning Support Services : Learning styles and strategies assessment, workshops and counseling, tutoring, library and resource materials including books, computer software, and videos on learning and other topics; Challenger Program: Counseling, Tutoring, Academic, career, and personal counseling; Reading, Writing, and Study Skills credit courses; Financial Aid Advising and Assistance; Social support and cultural enrichment; Urban Experience Program: Internships, Tutoring, Community service, Mentoring Cultural enrichment activities, Career and personal development activities.

3. To provide comprehensive assessment services

Learning and Assessment Services provides comprehensive assessment services to the UH community and local public and private organizations. Assessment services include program evaluation via focus groups, faculty-course evaluation, and institutional research, including administration of staff needs assessment, student satisfaction, and student needs assessment.

Additional assessment activities include administration of psychological and vocational batteries, course placement tests, credit by examination, college admission tests, licensure/certification examinations, and scoring of departmental and course examinations. LAS also provides consultation for outcome assessment.

4. To provide prevention and education outreach activities

LAS offers a variety of workshops on personal development, healthy choices and decision making, academic success, and parenting support groups. UH Wellness offers outreach and educational programs for the campus and community and provides referral information and resources on a wide range of health related topics including stress management, alcohol, drugs, and sexual health. The department co-sponsors large-scale prevention campaigns including Alcohol Awareness Month, the Texans' War on Drugs, Red Ribbon Week, Safer Sex Awareness Week, Eating Disorders Awareness Day, the Great American Smokeout, and the Safe Spring Break Campaign. The department also involves student peer educators in the development and implementation of service learning projects. Community based programs include the Relatives As Parents Program, Services for Families with Children with Disabilities. Success: Very substantive data exists to verify LAS' success in achieving these objectives. For this, please see #4.

4. Please discuss the means that you are utilizing to evaluate both your success in achieving your aforementioned objectives and their importance as compared to other objectives that you might pursue. Where data exist, discuss the number of persons served by each of your programs and the satisfaction levels of those served. Please provide the method for collective these data.

Learning Support Services (LSS)

Tutoring Sessions	9,846	(1,035 Unique in Fall '07)
Learning Strategies Counseling	558	(37% Unique)
Learning Strategies Workshops	9,466	
Outreach/ Information Fairs	510	
Total Number of Service Contacts	19,870	

Tutoring retention/graduation rate (1 year)	82.61%
Tutored students in good academic standing	87.92 %

Challenger Program (CP)

Participants served	163
<i>(* maximum number the funding source allowed is 215, which must be low income and first generation college student)</i>	
Retention Rate	89.57%
Good Academic Standing	82.82%
Graduation Rate (based on 5 year cohort group)	50%
Total Graduates	23
Total Dean's List Honors	34

Urban Experience Program (UEP)

Students/Participants (Jan 2008-Jan 2009):	
Percent of UEP students with GPA more than 2.0	89.61%
Success Rate of UEP Students (% Graduated + % Retained)	92.21%

University Testing Services (UTS)

Institutional Tests	10,305
Credit By Exams	1,071
Placement Tests	915
Community Tests	21
Distance Education/Correspondence Tests	551
National Tests	6,444
Computer Based Tests	6,628
Total Tests Administered	25,731

Measurement & Evaluation Center (MEC)

Academic:	
Class Exam Scoring	232,528
Institutional Testing	1,417
In-House Developed Tests	20
Faculty/Course Evaluation	109,493
Research	30,288
Psychological/Vocational Testing	151
Administrative	7,383
Special Project	220

UH Wellness (UHW)

Outreach Programming	
- Workshops/Classroom Training	15,245
- Informational Services	19,083
Special Programs	1,358
Walk In/Consultations	12,982
Total Contacts for UH Wellness	48,668
Additional: Brochures/flyers/other	10,534

Parent Education Program (PEP)***Families CAN**

- On-going casework services:	718 Total individuals served with ongoing services
287 (Unique) Children with disabilities served	
431 (Unique) Parents of children with disabilities served	
- Parent Groups:	
Parents of children with disabilities served	45 (Unique individuals)
- Information & Referral	
Parents of children with disabilities served	340 (Unique individuals)
- <u>GRAND Total clients served by Families CAN:</u>	<u>1,103 TOTAL (Unique individuals)</u>

***Relatives As Parents Program**

- Relatives As Parents served:	174 (Unique)
- Kin Children served:	26 (Unique)
- <u>GRAND Total clients served via RAPP</u>	<u>200 (Unique Individuals served)</u>

***Family-Based Alternatives/Every Child Project**

-Total clients served (Unique)	188 (158 w/ongoing services)
-Total community agency collaborators/partners	61
<u>GRAND Total clients served:</u>	<u>188 (Unique) Individuals served</u>

Total (Unique) Individual clients served by PEP: 1,491

5. **Please discuss any budget changes from your last (FY 2009) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections. In addition, if your unit concluded FY 2008 with a Ledger Fund Equity balance, please describe the conditions which cause the fund balance.**

LAS request the same funding as FY '09 with the addition of one new full time position to support the department. (See Basic Augmentation Request).

6. Please list your 2009-2010 objectives in priority order. Larger units may wish to group your response by subprogram. Under each objective, state the specific programs, activities, and/or services that you plan to implement to meet your objectives.

Note: New Objective: Expansion of 1st bullet of # 3

LAS Objectives:

1. To facilitate student learning
 - Learning Support Services
 - Challenger Program
 - Urban Experience Program

2. To promote a supportive learning environment
 - LAS overall and all 7 Units

3. To provide comprehensive assessment services
 - Measurement & Evaluation Services
 - To increase support to departments to assist them in meeting their assessment needs.
 - University Testing Services

4. To provide prevention and education outreach activities
 - Wellness Program
 - Parent Education Project

- 7. What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)?**

Due to the diversity of services LAS provides, it generates funding from many different sources: the Provost's Office, UH Central Administration, \$649, 631.00 in Grants & Contracts, Gifts, Designated Fees and SFAC. LAS serves every constituency in the UH community (students, faculty, staff and departments) as well as providing services to the Greater Houston community. Thus, LAS requires, pursues and obtains many different types of funding from a variety of funding sources.

8. Please describe any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

LAS (Learning & Assessment Services) is unique in what it provides the University community, and thus there is no overlap with other units. In addition it is the philosophy of LAS to promote a supportive learning environment based upon a guiding principle of collaboration and support for the various entities on campus.