

Program Assessment Plan

University Writing Center

Mission: The University Writing Center is committed to improving writing across the university. Consultants work with writers of all disciplines and levels, at the Ellensburg campus and the University Centers, primarily through one-on-one consultations but also group discussions and workshops. Consultants serve all CWU students, everywhere, through a variety of campus locations and via the Internet.

Vision: Central Washington University is a community of writers, facilitated by the University Writing Center. Writing consultants guide their peers toward communication that will be effective in a global and diverse environment, during and after their studies at CWU.

Program Goals	Related Divisional Goals, Academic Affairs Strategic Plan	Method(s) of Assessment (What is the assessment?)	Who/What Assessed (population, item)	When Assessed (term, dates)	Criterion of Achievement (Expectation of how good things should be?)
1. Through one-on-one consulting, help students communicate effectively in writing.	Strategic Objective #1: Student-Centered Learning: To cultivate a creative and challenging learning environment. Strategic Objective #2: Programs and Curriculum: To advance challenging and innovative academic programs that prepare students for their personal and professional lives and for lifelong learning.	a)Faculty survey b)Student Feedback Forms c)E-mailed comments d)Database figures on repeat appointments e)Database figures	a)Faculty who received Session Summary reports b)Students who use the center c)Faculty, students d)Students who use the center e)Students who use the center	a)March 2008 b)Ongoing c)Ongoing d)Ongoing e)Ongoing	a)Overall positive feedback from faculty b)Overall positive feedback from students c)Overall positive comments and requests for repeat consultations d)At least half the number of consultations are repeats e)Serve at least 10 percent of the student population.
2. Serve students on all campuses		Database figures on consultations at University Centers in Lynnwood, Des Moines, and Pierce County	Students who use the center	Ongoing	Database shows we serve at least 10 percent of the student population at the University Centers that we staff currently.

3. Plan ways to reach all students, everywhere, through online methods.	Strategic Objective #7: Learning Technologies: To provide technologies that enhance the learning and working environments, and ensure the optimal delivery of academic programs.	a) Investigating and trying out various software b) Review our website resources	a) Various software b) Our website homepage and links	a) Throughout this academic year	a) Complete a determination of the best software/s for consulting. And plan a survey of students' needs and access to technology b) User-friendly links to handouts, other resources created by center staff. Links to other resources on the web.
4. Reach students throughout all campuses, including open study areas.		a) Database figures on location of consultations b) Student reports of location preference d) Survey of students at new locations	Students	Ongoing	Demand was normal to high at alternate locations.
5. Provide useful workshops and other group writing discussions.		a) Surveys after some workshops b) E-mailed comments. c) Records of workshops d) Record of events.	a) Students in group sessions b) Faculty and students c) Students d) Staff and students	a) Occasional b) Ongoing c) Ongoing d) Ongoing	a) Positive comments on survey b and c) Positive comments and requests for repeat workshops d) The hosting of readings, similar events, led by student consultant staff, that promote writing across campus.
6. Serve students of all ethnic backgrounds, all disciplines and all levels.	Strategic Objective #5: Enrollment Management: To recruit and retain well-qualified, diverse and motivated students that will benefit from the CWU educational experience. Strategic Objective #6: Diversity: To recruit, support, and retain a diverse student body, faculty, and staff.	Data from student profiles on electronic database	Students who use the center	Ongoing	Less than half are freshmen. We serve students of a variety of majors. We serve students whose first language is not English.

<p>7. Effectively publicize services.</p>		<p>a)Collect data from student profiles on students reached through Orientation tables, introductory presentations, signs, web site, etc. b)Comments about how people heard of center.</p>	<p>Students</p>	<p>Ongoing</p>	<p>a)Comments that students heard about center through signs, Orientations, other publicity b)Comments about the signs, other publicity</p>
<p>8. Writing Across the Curriculum</p>		<p>a)Data on services to professors, students. b)National Survey of Student Engagement</p>	<p>Faculty and students</p>	<p>Ongoing</p>	<p>Helping faculty improve the teaching of writing, and their own writing and scholarship</p>
<p>9. Staff that is well-trained, diverse, and cohesive.</p>	<p>Strategic Objective #4: Faculty and Staff: To support and reward the professional growth of the faculty and staff.</p>	<p>a)Staff satisfaction survey b)Annual evaluations c) Demographic data on consultants</p>	<p>a)Ellensburg staff. b)University Center staff c)All staff</p>	<p>a)December 2007 b)End of year c)Ongoing</p>	<p>a)Overall positive, with a comfort level such that suggestions are made by staff b)Overall positive, with collaboratively derived suggestions c) Not all of the same race, ethnicity, gender, age, discipline, or level</p>
<p>10. Leadership and involvement in professional organizations and conferences</p>	<p>Strategic Objective #3: Teacher-Scholar Model: To promote the highest standards of teaching excellence informed by active faculty scholarship and creative activity. Strategic Objective #4: Faculty and Staff: To support and reward the professional growth of the faculty and staff.</p>	<p>Record of participation in conferences and organizations</p>	<p>All staff</p>	<p>Ongoing</p>	<p>Leadership and representation at conferences and in organizations</p>