



Learning &  
Assessment  
Services

Fostering a vibrant, stimulating, and  
supportive learning environment

*Living. Learning. Leading.*

University of Houston  
210 Student Service Center 1  
Phone: 713.743.5498  
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[www.las.uh.edu](http://www.las.uh.edu)



The University of Houston is a leader in Texas higher education. The university stands on the forefront of education, research, and community service. The largest and most comprehensive component of the University of Houston System, our campus incorporates thirteen colleges and a host of schools and programs serving more than 34,000 students from across the United States and around the world.



Learning and Assessment Services offers programs and services to foster a vibrant, stimulating, and supportive learning environment.



UNIVERSITY OF HOUSTON

Learning. Leading.



Learning and Assessment Services supports the mission of the University of Houston in teaching, research, and community service. Our clientele include students, faculty, staff, academic and administrative departments, and the greater Houston community. We are supported by multiple funding sources including grants and gifts, student service fees, state funds, and self-generated dollars.

There are many ways that Learning and Assessment Services can assist you, your department, or your organization.

*Patrick Daniel*  
*Executive Director, Learning & Assessment*

Fostering a vibrant, stimulating, and  
supportive learning environment



## LEARNING & ASSESSMENT SERVICES

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### OUR MISSION



Learning and Assessment Services (LAS) fosters a vibrant, 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 outreach activities, and facilitates student learning.

LAS consists of seven units with a common goal: superior service to promotes student learning. Learning and Assessment Services is the hub for seven key university programs: Learning Support Services, Challenger Program, Urban Experience, Measurement & Evaluation Center, University Testing Services, UH Wellness, and Parent Education Program.

### GOALS:

- Facilitate student learning
- Promote a supportive learning environment
- Provide comprehensive assessment services
- Provide outreach activities

### 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.



### ASSESSMENT

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.

### **OUTREACH**

Outreach activities are offered on and off campus. Community based programs include the Grandparents Raising Grandchildren Program, Service Provider for Families with Children with Special Health Care Needs, and UH Wellness coordination of the Houston/Galveston Consortium on Wellness. LAS also offers a variety of workshops on personal development, healthy choices and decision making, academic success, and parenting support groups.

### **TRAINING**

Learning and Assessment Services (LAS) is a multi-faceted department, with opportunities for multi-disciplinary training. Internships and practicum opportunities also are available.

Students from psychology, counseling psychology, social work, or health education may apply for placement at LAS. The guiding principle for training at LAS is to apply psychological, sociological, counseling, and learning theories to training opportunities.

Students who are interested can apply for a practicum or internship opportunity in a specific unit within LAS or a multi-unit. Some of the possible training activities include:

- Research and outcome assessment
- Test administration and interpretation
- Program planning and evaluation
- Training and supervision of peer educators and peer tutors
- Counseling for learning strategies, vocational services, and some personal concerns
- Group facilitation in learning strategies, alcohol education, and health and wellness concerns
- Development and presentation of psycho-educational workshops



## LAS AT A GLANCE 2007—2008

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### LEARNING SUPPORT SERVICES (LSS)

Walk-in/Assigned Tutoring	9,846
Learning Strategies Counseling	558
Learning Strategies Workshops	9,466
Outreach/Information Fairs	510
<i>Total Number of Sessions/Contacts</i>	<b>19,870</b>
Tutoring retention/graduation rate (1 year)	82.6%
Tutored students in good academic standing	87.9%

### 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	89.6%
Good Academic Standing	82.8%
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 2007-Jan 2008):	75
Percent of UEP students with GPA greater than 2.50	89.6%
Success Rate of UEP Students	92.2%
<i>(success rate = % Graduated + % Retained)</i>	

### UNIVERSITY TESTING SERVICES (UTS)

Institutional Tests	10,305
Credit By Exams	1,071
Placement Tests	711
Community Tests	21
Distance Education/Correspondence Tests	551
National Tests	6,444
Computer Based Tests	6,628
<i>Total Tests Administered</i>	<b>25,731</b>

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### MEASUREMENT & EVALUATION CENTER (MEC)

#### Academic:

Class Exam Scoring	233,790
Institutional Testing	4,079
In-House Developed Tests	20
Faculty/Course Evaluation	109,493
Research	30,288
Psychological/Vocational Testing	151
Administrative	7,383
Special Project	220
<i>Total Service</i>	<b>385,424</b>

### UH WELLNESS (UHW)

Outreach Programming	
- Workshops/Classroom Training	15,245
- Informational Services	19,083
Special Programs	1,358
Walk In/Consultations	12,982
Handouts	10,534
<i>Total Contacts for UH Wellness</i>	<b>59,202</b>

### PARENT EDUCATION PROGRAM (PEP)

Families CAN	1,103
On-going casework services: 718 total individuals served	
- 287 Children with disabilities and 431 Parents of children with disabilities served	
Parent Groups: 45 (unique individuals)	
<i>Parents of children with disabilities served</i>	
Information and Referral 340 (unique individuals)	
<i>Parents of children with disabilities served</i>	
Relatives Serving As Parents	200
- Relatives As Parents served: 174 (unique)	
- Kin Children served: 26 (unique)	
Family-Based Alternatives/Every Child Project	
Total clients served	188
Total community agency collaborators/partners	61
<i>Total Individual clients served by PEP</i>	<b>1,552</b>



## LEARNING SUPPORT SERVICES

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### MISSION



Learning Support Services (LSS) aims to increase graduation rates by improving student retention. LSS offers learning strategies counseling and workshops, tutoring, and resource materials to enhance academic performance.

### GOALS

- Facilitate student learning
- Provide tutoring for selected courses
- Provide multimedia resources to support student learning
- Offer workshops and seminars on learning strategies
- Provide learning style assessment and counseling

### SERVICES

- Learning styles and strategies assessment
- Graduate student support including instruction and tutoring in scholarly writing, presentation skills, and learning styles
- Seminars and workshops on learning strategies
- Tutoring in a wide range of subjects
- Library and resource materials including books, computer software, and videos on learning and other topics



The focus of LSS is on learning how to learn. Through learning strategies counseling, tutoring, learning resource materials, workshops, and faculty consultation the assessment of learning styles facilitates optimized student learning. Tutoring is provided in most subjects on a walk-in basis. LSS provides over 11,000 service sessions each year including approximately 8,000 tutoring sessions.

LSS provides ongoing learning strategies seminars and, upon request, supplemental instructional groups. Students also can request individual assessment of learning strategies and obtain counseling and referrals. Individualized educational plans may also be developed.





Learning resources are available to all enrolled students. Computers, videos, and software may be used for practice and instruction in course work, test preparation, and learning strategies. The library of written materials includes reference books and handouts on learning techniques.



In collaboration with and consultation with faculty, LSS provides academic enhancement activities, to promote student learning.

Beginning counselors enrolled in the UH Educational Psychology Department can register for internships and practicum training.

Finally, LSS supports graduate and professional education with learning strategies counseling and workshops on topics such as American Psychological Association writing style, scholarly writing, presentations, learning styles, and time management.

#### **CERTIFICATION**

Tutors are certified by the International College Reading and Learning Association and the tutoring program is certified by the National Association of Developmental Educators.

Learning Support Services also provide the training for certifying tutors in their departments.

## CHALLENGER PROGRAM

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### MISSION



The Challenger Program, funded by the U.S. Department of Education, provides support to students who either are first-generation college students, come from economically disadvantaged families, or have a physical disability.

The Challenger Program is designed to assist students in completing a post-secondary education at the University of Houston.

### GOALS

- Provide academic and financial support to targeted populations
- Offer social and cultural enrichment activities
- Facilitate student learning by offering structured courses and workshops
- Provide tutoring

### SERVICES

- **Tutoring:** Tutors are available to assist students in a wide range of academic subjects. Students are encouraged to seek tutoring assistance as needed.
- **Counseling:** Academic, career, and personal counseling is available on an individual or group basis.
- **Academic Instruction:** A Reading, Writing, and Study Skills college credit course is available to provide academic support, and to enhance basic learning skills.
- **Financial Aid Advising:** Staff will help ensure that students' financial needs are met.
- **Financial Aid Assistance:** Eligible participants may receive grant funding for their education.
- **Social support and cultural enrichment:** Supportive programs such as campus social gatherings and opportunities to attend cultural events are available.





### **SPECIFIC BENEFITS OF THE CHALLENGER PROGRAM**

The Challenger Program offers an array of unique programs that are educationally and intellectually enriching. The program also helps to develop a positive attitude toward academic and personal goals, and help participants balance their lives as college students.



### **REQUIREMENTS FOR ADMISSION**

Interested applicants must:

- Be currently enrolled at the University of Houston
- Be faced with academic or financial obstacles; or has a disability; or comes from a home where neither parent has earned a college degree
- Be a U.S. citizen or a permanent resident
- Be willing to attend a scheduled orientation prior to registration
- Have a sincere desire to complete a degree program at the University of Houston

### **CERTIFICATION**

Tutors are certified by the International College Reading and Learning Association.





### **STUDENT PROFILE**

Participants are selected on the basis of their demonstrated or potential ability for campus leadership, community service, and academic achievement. The selection process includes consideration of the following: an application, an essay, an interview with both candidates and their parents or guardians, demonstrated financial need, and exceptional life challenges in pursuing higher education. Participants must be full-time, degree-seeking UH students who contractually agree to abide by the terms of the program and participate in all evaluation activities.

## MEASUREMENT & EVALUATION CENTER

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### MISSION



The Measurement and Evaluation Center (MEC) promotes excellence through evaluative services. Services include administration of university faculty/course evaluations, design of research and survey methodologies, instrumentation, data analysis, program evaluation, exam scoring, and consultation for outcome assessment. The center also forges public-private partnerships with Houston business and non-profit organizations.

### GOALS

- Provide consultation for program evaluation
- Evaluate customer satisfaction
- Support needs assessment endeavors
- Assist in data collection and analysis
- Provide state of the art scanning services

### SERVICES

- Research support, consultation for data collection, focus groups, interviews, and assistance in survey design and research
- Faculty support through course evaluation, exam scoring, and consultation
- Improved programming through outcome assessment, data analysis, and evaluation of goals and objectives

### FACULTY/COURSE EVALUATION

MEC offers consultation and design of evaluation questionnaires. At the conclusion of each semester, MEC processes all course evaluations, generates individual faculty reports, and provides various statistical reports for colleges or departments.

### EXAM SCORING

MEC scores most of the university-scheduled course examinations. The center can generate reports such as student score reports and item analyses according to the instructor's specifications. Exams received by 2 p.m. are available for pick-up after 9 a.m. the following business day.





## **ELECTRONIC GRADEBOOK**

The electronic gradebook is helpful to professors who teach large classes. MEC merges test and quiz grades on the class roster and provides the gradebook to professors. Following each exam, professors receive an updated gradebook file and a list of non-matched students to aid in file clean-up.

## **FOCUS GROUPS**

MEC provides trained focus group leaders for the university community and external entities. Staff assist in developing the script and compile a report summarizing the findings.

## **PROGRAM EVALUATION**

MEC offers assessment and evaluation services to assist organizations in evaluating their goals, objectives, and performance outcomes.

## **SURVEY RESEARCH**

MEC offers consultation with design and administration of survey research projects. MEC can assist with the development of customized scannable forms for all types of projects, as well as the administration of large-scale, university-wide and community surveys.

## **ACCOMPLISHMENTS IN SEARCH OF EXCELLENCE**

### **Forms Scanned**

MEC performs a large volume of scanning for various constituencies on and off campus. This includes scanning for academic, research, and administrative purposes, as well as for other university/community support, averaging 41,000 documents per month.

### **Major Projects**

MEC has coordinated the administration of a number of major surveys and focus group projects for the University of Houston and greater Houston communities.

Completed major projects include:

- Student Satisfaction and Needs Assessment
- Staff Needs Assessment
- Graduating Student Surveys: Bachelor's and Graduate/Professional
- Procurement and Auxiliary Services Survey
- Major Texas Bank Leadership and Team Feedback Questionnaire
- University of Texas Health Science Center Client Satisfaction Survey
- Texas Psychological Association Continuing Education Program Survey
- Fort Bend County Opinion Questionnaire

## UNIVERSITY TESTING SERVICES

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### MISSION



The University Testing Services (UTS) provides comprehensive testing and assessment services through administration of institutional, diagnostic, psychological, academic, and professional licensure examinations.

### GOALS

- Provide comprehensive assessment services
- Administer the credit by exam program
- Support student placement into appropriate courses
- Provide consultation for test development and validation
- Meet licensing and certification needs of UH and the Houston community

### SERVICES

- Administration of admission and placement exams
- Administration of credit by exam program
- Administration of professional certification and licensing exams
- Administration of psychological batteries
- Delivery of computer based testing for exams such as the GRE, GMAT, THEA, CLEP, and TOEFL
- Test development and validation
- Scholarly review of tests and materials



As one of the largest national testing centers in the United States, UTS serves nearly 40,000 clients per year through more than 200 testing and assessment programs. UTS has developed and validated assessment tools for selection of participants in nursing programs and was one of twelve national test sites to pilot the computerized Graduate Record Examination test.

### ASSESSMENT SERVICES

UTS offers assessment services by administering vocational, psychological, and educational batteries. These instruments help students identify their learning styles, vocational interests, and academic strengths and weaknesses. These assessments may also assist students in developing their academic, career, and personal goals.



### COMPUTER-BASED TESTING

University Testing Services offers computer-based versions of the Graduate Record Examination (GRE), Graduate Management Admission Test (GMAT), Test of English as a Foreign Language (TOEFL), Texas Higher Education Assessment (THEA), College Level Entrance Program (CLEP), Computerized SAT, and PRAXIS Series tests. Students can register on the web or by telephone for all of these tests. Placement tests such as French, Russian, and Spanish are offered on a daily basis.

### CONSULTATION

UTS offers a wide range of consultation services including, credit by exam selection consultation, consultation for placement test validation, and consultation related to standardized testing.

### CORRESPONDENCE/DISTANCE EDUCATION TESTING

Students attending other universities or institutions may have their examinations administered at the University of Houston. The tests may be in the traditional paper and pencil format or delivered on the web. Distance education tests can be faxed, e-mailed, or mailed to UTS.

### COURSE TESTING SUPPORT

UTS administers make-up exams, exams requiring special accommodation, and special program tests such as certifications.

### INSTITUTIONAL TESTING

UTS offers institutional tests for prospective and enrolled students including the Institutional SAT, Institutional TOEFL, Miller Analogies Test (MAT), SPEAK test, and the TExES Qualifier examination.

### PLACEMENT TESTING

UTS administers placement tests to assess students' level of mastery and to assist in placing students in appropriate courses. Placement tests do not allow the students to receive credit unless otherwise specified. Tests offering include English, foreign language, math and music placement tests.

### CREDIT BY EXAMINATION

UTS offers Credit by Examination options enabling students to receive credit for prior learning. Credit is offered for the following programs:

- Advanced Placements (AP) (*offered only in High School*)
- College Level Entrance Program (CLEP)
- Defense Activity for Non-Traditional Education Support (DANTES)
- Departmental Credit Program, and
- Scholastic Aptitude Test SAT II



## PARENT EDUCATION PROGRAM

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### MISSION



The Mission of the UH Parent Education Program (PEP) is to enhance the lives of at-risk children and families in the Greater Houston area. The approach to this have changed over the 25+ years that PEP has been in operation.

PEP is a grant-funded Project and a component of UH Learning & Assessment Services which provides PEP in-kind support.

### GOALS

- Provide consultation and referrals for families with children with disabilities
- Offer support groups for grandparents raising grandchildren
- Provide parenting information

### PROGRAMS

- Families Can
- RAP Program (Relatives as Parents Program)
- Family-Based Alternative/Every Child Project

### FAMILIES CAN

Families Can is a parent-to-parent casework service for families of children (up to 18 years) with physical/medical disabilities and/or chronic illness. These children meet the Texas Department of Health's definition of children with special health care needs. Families Can serves more than 130 children each year.

Parents are educated, supported, and empowered in the process of accessing resources for their child. Caseworkers are parents or family members of a child with special health care needs and understand the families' struggles.

The program also offers a support group, resource information, a quarterly newsletter, and equipment exchange for families in the program. Referrals can be made by family, school, or any service provider.



*Funded by Texas the Department of Health/ Children with Special Health Care Division.*



### **R.A.P. PROGRAM (RELATIVES AS PARENTS PROGRAM)**

Today, the numbers of grandparents and relatives raising their kin-children is on the rise. The program involves information, and referral and support services for grandparents and relatives raising children. A weekly support group meets from 9 a.m. to noon Wednesday mornings at Thompson Elementary School and once a month meeting meet at Foster Elementary School.

*Funded by a grant from the Brookdale Foundation with in-kind support from UH-LAS.*

### **FAMILY-BASED ALTERNATIVES/EVERYCHILD PROJECT**

This project is a part of a statewide effort to create new opportunities for children with disabilities, now living in institutional settings in Texas. The contract between EveryChild, Inc. and the University of Houston allows the project to assist in developing a system of family-based alternatives for children and families in the southeast Texas area. Research supports that children with developmental disabilities do best in a home-based setting as long as the family is adequately supported with resources; that enduring relationships are vital to healthy development. Financial resources are becoming more available for families. This project joins parents and certified community-based agencies to facilitate children's return to their own family or to a qualified Support Family that shares in their upbringing, on either a full or part-time basis. The Family-based Alternatives Project offers a new choice for families and a new life for children.

*Funded by a contract with EveryChild, Inc., Austin, from their contract with Texas Health and Human Services Commission.*

### **INTERNSHIPS AND STUDENT PLACEMENTS**

The UH-PEP accepts a limited number of student placements in its programs. Its first commitment is to students of the University of Houston. Supervision is provided by the Project Director, Angie Grindon, LMSW-ACP, LPC, LMFT.

## UNIVERSITY OF HOUSTON WELLNESS

### MISSION STATEMENT

University of Houston Wellness, a campus-wide education and prevention program, promotes healthier choices and a healthier, safer learning environment.

### GOALS

- Provide quality outreach programs on wellness topics
- Promote major events in campus-wide programming
- Create quality peer involvement in promoting health and wellness
- Provide consultation to students, faculty, and staff, as well as provide a clearing house of information on health and wellness



### SERVICES

Provides outreach, education, and support including:

- Certified Peer Educator Program
- Academic Coursework: Social Health and Wellness Course (three semester credit hours)
- Health and wellness workshops and psycho-educational support
- Major campus programming and national wellness campaigns
- Information & consultation to students, faculty, and staff
- Electronic newsletters and web-based wellness services
- The Houston-Galveston Consortium for Health and Wellness Promotion

UH Wellness offers outreach and educational programs for the campus and community. UH Wellness also 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.

The Peer Education Program offers students the opportunity to provide prevention and wellness education activities and workshops to their peers. Peer educators are trained in a three-credit hour course led by the UH Wellness program director. They may test to become certified peer educators upon course completion.



Currently funded by Student Services Fees, the program evolved from a two-year, \$151,000 comprehensive substance abuse prevention and education grant from the Fund for the Improvement of Post Secondary Education (FIPSE).

#### **CERTIFICATION**

The peer educators are certified through the National Bacchus and Gamma Peer Educator Program.





## DIRECTORY

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### Learning and Assessment Services

Student Services Center 1, Room 210  
713.743.5498

Executive Director: Patrick Daniel, 713.743.5434  
[www.las.uh.edu](http://www.las.uh.edu)

### Learning Support Services

Graduate School of Social Work Building, Room 321  
713.743.5411

Director: Gail Gillan, 713.743.5461  
[www.las.uh.edu/lss](http://www.las.uh.edu/lss)

### The Challenger Program

Student Services Center 1, Room 319  
713.743.5420

Director: Frank Anderson, 713.743.5422  
<http://www.las.uh.edu/cp>

### Urban Experience Program

Oberholtzer Hall, Room 215  
713.743.6032

Director: Robbie Evans, 713.743.6032  
[www.las.uh.edu/uep](http://www.las.uh.edu/uep)

### University Testing Service

Student Services Center 1, Room 212  
713.743.5444

Coordinator: Bernadine Garrett, 713.743.5447  
[www.las.uh.edu/uts](http://www.las.uh.edu/uts)

### Measurement and Evaluation Center

Student Services Center 1, Room. 206  
713.743.5440

Coordinator: Nia Soeharto, 713.743.5441  
[www.las.uh.edu/mec](http://www.las.uh.edu/mec)

### The University of Houston Wellness

University Center, Room 35  
713.743.5455  
Campus Recreation and Wellness Center, Room 1035  
713.743.5430

Director: Gail Gillan, 713.743.5461  
[www.las.uh.edu/wc](http://www.las.uh.edu/wc)

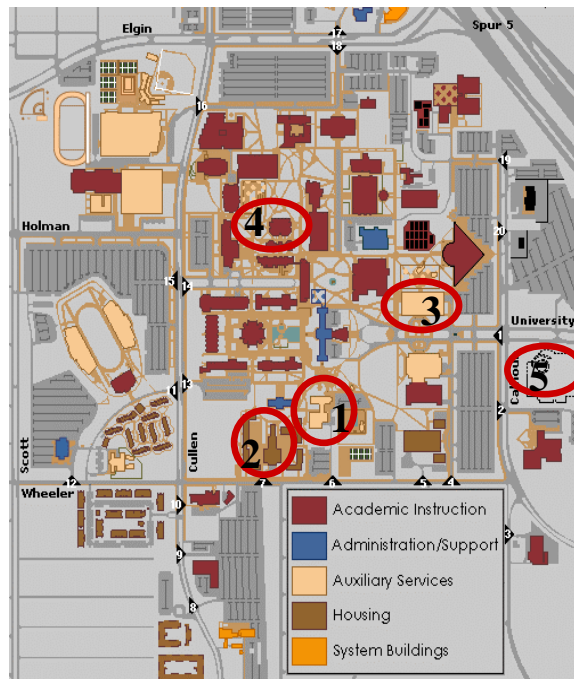
### Parent Education Program

Student Services Center 1, Room 301  
713.743.5435

Director: Angie Grindon, 713.743.5491  
[www.las.uh.edu/pep](http://www.las.uh.edu/pep)

**LEGEND:**

1. Student Service Center 1 Building (**SSC 1 – Bldg 524**)
  - Learning and Assessment Services
  - University Testing Services
  - Measurement and Evaluation Center
  - Challenger Program
  - Parent Education Program
2. Oberholtzer (Residence) Hall (**OB – Bldg 559**)
  - Urban Experience Program
3. University Center (**UC – Bldg 565**)
  - UH Wellness
4. Social Work Building (**SW – 549**)
  - Learning Support Services
5. Campus Recreation and Wellness Center (**SW—549**)
  - UH Wellness



# *Learning & Assessment Services*

One of twelve test sites nation wide  
to pilot computerized GRE test

Nationally certified  
peer educator program

One of the original three  
institutions nationwide to have tutoring  
program certified by National  
Association of Developmental  
Educators

Developed major parent resource  
manual for Children with Disabilities

Half a million dollar in grants

Tutor certification through the  
International College Reading and  
Learning Association

Golden Apple Award  
from American College Personnel  
Association for innovative program  
for Wellness



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