Academic Support Center Office:

• Program Review Non-instructional Cycle F 2015
Academic Support Center

SI Section Templates: PR Section 1.0, PR Section 4.1 - 4.2,
PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource
Requests

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Sorted by: Program

Academic Support Center Office

PR Section 1.0

Program Review Non-instructional Cycle F 2015 Academic Support Center

1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

Mission:
The Academic Support Center's mission supports Fullerton College's mission, vision, core values, and goals by providing diverse, flexible instructional services for all Fullerton College community. These services are designed to meet all students' learning needs in an inviting and appropriately-designed space throughout its Centers. The Academic Support Center pursues these goals through current technology, campus-wide communication and collaboration, staff development, and allocation of adequate resources to develop and assess all of its programs.
Core Values:
    Providing leadership to the Skills Center, Tutoring Center, and Writing Center to:

- Building skills that promote independent learners with an interest in lifelong learning,
- Student-centered learning
- Increasing critical thinking skills and applying information to new situations and setting,
- Developing effective study skills based on tutor's role-modeling skills
- Promoting access and effective use of the tutoring services on campus.
- Developing an environment of collaboration

College Goals:
        Goal 1: Fullerton College will increase student success.
The Academic Support Center will provide the leadership to its Centers that will support Goal 1 by:

- providing outreach to students, faculty, and departments who historically do not use or seldom use the resources at the Centers
- providing new and efficient technology for students
- identifying trends that affect student lab usage and increase the rates of retention,

success, and persistence
  • distributing an adequate budget to each Center to complete their goals

Goal 2: Fullerton College will reduce the achievement gap.
The Academic Support Center will provide the leadership to its Centers that will support Goal 2
by:

  • creating innovative programs and services that enhance student success and reduce the
achievement gap
  • distributing an adequate budget to each Center to complete their goals

PR Section 4.1 - 4.2

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4.1 - 4.2

4.1 List your SAOs and complete the expandable table below.

	Service Area Outcomes (SAO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1.	Identify and obtain resources to meet the demands of students and faculty served in the Centers.	Fall 2012, Spring 2013, Fall 2013, Spring 2014 Fall 2014, Spring 2015	Spring 2013, Fall 2013, Spring 2014 Fall 2014, Spring 2015	Spring 2013, Fall 2013, Spring 2014 Fall 2014, Spring 2015	3
2	Build collaborative relationships within the campus community to increase funding for upgrades and technology.	Fall 2012, Spring 2013, Fall 2013, Spring 2014 Fall 2014, Spring 2015	Spring 2013, Fall 2013, Spring 2014 Fall 2014, Spring 2015	Spring 2013, Fall 2013, Spring 2014 Fall 2014, Spring 2015	3

4.2 Assessment: Complete the expandable table below.

Service Area Outcomes Assessment for the Administrative/Operations Division of Fullerton College			
Intended Outcomes	**Means of Assessment & Criteria for Success**	**Summary of Data Collected**	**Use of Results**
1. Obtain adequate resources for the Centers to be able to effectively serve the needs of students and faculty.	Use one or a combination of the following assessment methods: • Tracking of student use data • Completion of projects • Improvements to an operational process that impacts institutional effectiveness • Satisfaction surveys	• Steady increase in the total number of students, hours and visits in each of the Centers. • Data shows an increase in the rates of retention and success for programs student participants when compared to non-participants. • Monthly meetings with Dean of Humanities helped identify faculty needs	• Modify funding projections, enhance physical environment, increase hourly staffing, increase classified contracts, adjust operating hours, and modify/create new programs. • Updated the Center websites • Created ASC newsletter
Build collaborative relationships within the campus community to increase funding for upgrades, software, and new technology.	Use one or a combination of the following assessment methods: • Tracking of student use data • Increase in the student rates of retention, success, and persistence • Satisfaction surveys • Observations	• Steady increase in the total number of students, hours and visits in each of the Centers. • Data shows an increase in the rates of retention and success for programs student participants when compared to non-participants.	• Modified funding projections • Purchased student use computers for new pilot • Purchased software for student use • Upgraded ADA computers

PR Section 4.3 - 4.6

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4.3 - 4.6

4.3 How has assessment of SAOs led to improvements <u>in services</u> provided to the consumer by this department/office?

- secured categorical funding from EOPS and DSS
- increased student usage in the Centers
- purchased 30 laptops on a cart located in room 808A for student use, i.e., workshops, study hall, and Reading classroom use
  - added additional computers for student use in the Skills Center
  - space usage is closely monitored to meet the needs and demands of staff and faculty.

4.4 What challenges remain to make your SAOs more effective?

Funding, staffing, space, and the physical environment of the Centers remain a challenge.

4.5 Describe how the SAOs are linked to the college's goals. (*See http://programreview.fullcoll. edu/*)

The Academic Support Center provides leadership and administrative support to the Skills Center, Tutoring Center and Writing Center to support programs that specifically address Fullerton College Goals and Objectives:

Goal 1: Fullerton College will promote student success.
The Skills Center will support Goal 1 by:

- providing students with the materials listed on their lab contracts for reading and ESL classes with a required lab time component
- providing faculty with the opportunity to offer make-up exams to students who are not able to take exams during the scheduled class time
- providing other lab users assigned to the Skills Center by their instructors (non-required lab time) the print and software materials needed to develop specific academic skills
- promoting students' independence and success by requiring drop-in students to chart their improvements in academic skills ranging from optimal study behavior to improved grammar and basic math/science skills
- providing an academic, professional and friendly environment for students to work on various skill-building assignments

The Tutoring Center will support Goal 1 by:

- providing an academic, professional and friendly setting for students to work and receive tutoring for most subjects
  - providing opportunities for student tutors to receive tutor training, and
  - providing opportunities for student tutors to receive experience in tutoring.

The Writing Center will support Goal 1 by:

- providing an academic, professional and friendly setting for students to work on all types of writing assignments,
  - promoting students' independence and success as writers both in and out of class,
  - providing opportunities for student tutors to receive tutor training, and
  - providing opportunities for student tutors to receive experience in tutoring.

Goal 2: Fullerton College will reduce the achievement gap.
The **Skills Center** will support Goal 2 by:

- informing students about helpful resources available on campus and other areas in the Academic Support Center, including the Tutoring and Writing Centers;
- providing support for the Incite, academic success program for student athletes, and Student Diversity Success Initiative; and
- improving student success in coursework and increasing students' transferability

The Tutoring Center will support Goal 2 by:

- informing students about helpful resources available on campus and other areas in the Academic Support Center, including the Writing and Skills Centers, and
- improving student success in coursework and increasing students' transferability.

The Writing Center will support Goal 2 by:

- informing students about helpful resources available on campus and other areas in the Academic Support Center, including the Tutoring and Skills Centers, and
- improving student success in coursework and increasing students' transferability.

4.6 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

The Academic Support Center provides the leadership to the Skills Center, Tutoring Center, and Writing Center to increase student rates of retention, success, and persistence. Methods used by the ASC to assess the effectiveness of the population it services includes:

- number of students served, hours, and visits
- rates of retention, success, and persistence
- student demographics
- achievement gaps primarily in the areas of basic math and English
- faculty surveys
- anonymous satisfaction surveys
- monthly projected budgets
- cost effectiveness of Centers
- promote student success, reduce the achievement gap

Additionally, the Director schedules individual monthly meetings with staff, Dean of Library, Dean of Humanities, and Coordinators

     B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

Assessment results for the Skills Center, Tutoring Center, and Writing Center indicate increasing cost effectiveness and rates of retention, success, and persistence. However, funding and space is not sufficient to support the population that they interact with.

     C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples.

The assessment results were used to locate categorical funds from Student Equity, Student Success and Support Program (SSSP), and other sources to support the Centers:

- Skills Center
  - purchase computers and software
  - partner with CalWORKS and hire hourly staff
  - modify lab schedules to support SDSI and Incite student overflow
  - partner with DSS to enhance ADA resources
- Tutoring Center
  - modify the tutoring environment by adding five computers and carrels
  - modify the tutoring environment by converting two appointment rooms into SDSI
offices
  - Writing Center
    - pilot online tutoring during fall 2014 and spring 2015

PR Section 6.0 SAP w/o Resource Requests

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Action Plans

SAPs for this three-year cycle:

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name: (formerly called short-term goal)	Additional clerical support for the Director and Office Coordinator to strengthen the performance of the Academic Support Center (ASC)
List College goal/objective the plan meets:	College Goal #1: Increase student success Objective #1: Address the needs of under-prepared students Objective #2: Increase course retention and success Objective #6: Increase the persistence rate of students Additional funding will allow expansion of support staff which will strengthen the services provided to students.
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Hire a 50%, 10 month Clerical Assistant I. This position must be approved by the Dean of LLRISPS and supervised by the Director of Academic Support Programs and Services. Responsible persons are Dean of LLRISPS and Director of ASC. Projected timeframe is fall 16.
What *Measurable Outcome* is anticipated for this SAP?	Additional support will enable the Director to place additional efforts towards assessing, evaluating, and enhancing current and future programs. This in turn will allow us to offer greater service efficiency to support the Centers.
What specific aspects of this SAP can be accomplished without additional financial	None

| resources? | |