DEPARTMENT MISSION STATEMENT:
The mission of The University Learning Center is to provide all Cal State Fullerton students with academic support that will assist them in becoming independent learners in an inviting and contemporary environment. We believe that all learners need support that extends beyond the classroom to reinforce and amplify daily lessons. We create learning opportunities outside of the classroom that involve collaborative activities for students, faculty and staff; we strive to support the academic enterprise and ensure that every student has the opportunity to succeed.

PROGRAM/SERVICE OVERVIEW:
Pine Hall University Learning Center ‘Express’
PHE is a partnership with Freshman Programs and the University Learning Center to provide drop in tutoring for students residing in the Pine resident hall for math assistance. 2 tutors were available on Tuesday from 4-6 pm in the Pine Hall Resource Center.

TYPE OF ASSESSMENT:  Program Evaluation
PROJECT SAMPLE:  49

DATA COLLECTION METHODS:  Qualitative survey
LIMITATIONS:  18% response rate

SUMMARY OF RESULTS for 2013:
Considering the math course for which students received tutoring, none indicated that their level of understanding prior to tutoring was excellent. 71 % stated it was “good” or “average” and 29% stated it was “below average” or “poor”.

KEY FINDINGS: Comparison of Campus Labs Survey 2012 & 2013

<table>
<thead>
<tr>
<th></th>
<th># of Attendees</th>
<th># of respondents</th>
<th># of sessions 1-5</th>
<th># of sessions 6-10+</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>50</td>
<td>49</td>
<td>15</td>
<td>3</td>
</tr>
<tr>
<td>2012</td>
<td>40</td>
<td>39</td>
<td>10</td>
<td>2</td>
</tr>
</tbody>
</table>

Number of Student Responses

level of understanding after tutoring

good/excellent.

level of understanding after tutoring

below/ave.

Comparison of Campus Labs Survey 2012 & 2013
• 1/3 of the 2013 respondents were not Pine Hall residents.
• 1 respondent indicated that they would be “very” unlikely to seek help at the University Learning Center if tutoring was not available in the Pine Hall Resource Center; a significant decrease from the 2012 survey.
• A gift card was offered in 2012 by Freshman Programs to increase the response rate.

APPLICATIONS OF FINDINGS:
• The qualitative feedback indicated that the service was helpful but needed to include other math courses, which are available in the ULC.
• In 2013, 33% of attendees indicated that after attending math tutoring in Pine that the students did not “strongly or agree” that they had a better understanding of course content, concepts or material.
• It should be noted in comparing the 2012 to 2013 survey data that 1) because of the low request for English tutoring, it was not offered in 2013 and 2) ULC math tutors went one evening, and the Math Center covered the next. The same survey was used for both years and doesn’t ask respondents to differentiate between their sessions on Tuesday versus Wednesday.