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: ULC Student Staff Survey
This survey was designed to assess peer tutors and receptionists. The purpose of this survey is to gain feedback on student satisfaction and learning outcomes as a result of their training and experiences providing academic support services to students of diverse backgrounds and learning abilities.

TYPE OF ASSESSMENT:  DATA COLLECTION METHODS:
Program Evaluation  Quantitative survey

PROJECT SAMPLE:  LIMITATIONS:
24  Many questions may seem more relevant to tutors than to reception staff

DATA COLLECTION TIMEFRAME:
May 9, 2014

SUMMARY OF RESULTS:
The top two responses (Strongly and moderately agree; a great deal and considerably or always and often) are noteworthy for ability, confidence, or frequency:
- Identify different learning styles - 83%
- Articulate why teamwork is important – 100%
- Improved problem solving skills – 88%
- Improved critical thinking skills – 92%
- Listen thoughtfully to others – 100%
- Encourage others to believe in themselves – 100%

COMMENTS:
• Learning that in tutoring, I've also learned from them about myself, the material and several soft skills.
• I am able to work with a variety of people with different values, attitudes, etc.
• I found a family.
• I am grateful for all of the support and kindness I have received from my co-workers and supervisors here at the ULC. I will never forget all of the good times and experiences working here. Thanks for everything!
• My best job so far, I learned a lot as an individual and as a tutor.

APPLICATIONS OF FINDINGS:
This survey was first administered in 2011-12 when the survey included study groups, workshops and SI. We may want to go back and revisit for applicability to student employment as an HIP.