DEPARTMENT MISSION STATEMENT:
The Adult Reentry Center (ARC) at California State University, Fullerton is dedicated to issues of the adult learner, and the successful completion of his/her educational goals. The center's mission provides support services to prospective students and current students 25 years of age or older who are returning to the college environment. The center serves as a resource to the CSUF community in providing an educational environment for adult learners’ success and retention.

PROGRAM/SERVICE OVERVIEW:
The ARC provides individual appointments, telephone consultation, discussion and support groups, and student success workshops to adult reentry students at CSUF. ARC also provides monthly verification of enrollment for students participating in the CalWORKS program. This report reflects utilization data for all related programming provided by the ARC during the 2012-2013 academic year.

TYPE OF ASSESSMENT:
(To check mark any box below, please double click on the square and select “checked”.)

☐ External Reports
☐ Needs Assessment
☐ Program Evaluation
☐ Student Learning Outcomes
☐ Student Satisfaction Assessment
☐ Student Success
☒ Utilization Data

DATA COLLECTION TIMEFRAME:
July 1, 2012 – May 21, 2013

DATA COLLECTION METHODS:
Utilization numbers and workshop evaluations.

LIMITATIONS:
The Adult Reentry Program Coordinator position is funded part-time, limiting appointments and workshops offered.

PROJECT SAMPLE:
3,476 student contacts

SUMMARY OF RESULTS:
Participation in Adult Reentry programming has continued to increase, especially in the student success workshops. Overall utilization numbers remained somewhat consistent from 2012 (3,613) to 2013 (3,476), with a slight decrease (8%) in students served via individual appointments and telephone consultations. Program staff invested resources in marketing for student success workshops, causing an increase in participants from 2012-2013.

KEY FINDINGS:
• Participation in student success workshops increased by 72%, from 203 in 2012 to 350 in 2013.
• 94% of students reported that the concepts presented in presentations and workshops assisted them with their goal of graduation (spring 2013 surveys only).
• 97% of participants felt that they knew more about and had a better understanding of the topic presented in the student success workshops (fall 2012 surveys only).
• 59% of presentation/workshop participants were female, and 41% were male.
### Adult Reentry Center Utilization Rates by Activity

<table>
<thead>
<tr>
<th>Activity</th>
<th>2012-2013</th>
<th>2011-2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone/Walk-In/Appointments</td>
<td>1,978</td>
<td>2,152</td>
</tr>
<tr>
<td>CalWORKS Student Contacts</td>
<td>947</td>
<td>1,005</td>
</tr>
<tr>
<td>Student Success Workshops</td>
<td>350</td>
<td>203</td>
</tr>
<tr>
<td>Open House Attendees</td>
<td>107</td>
<td>96</td>
</tr>
<tr>
<td>Discussion Group meetings</td>
<td>94</td>
<td>157</td>
</tr>
<tr>
<td><strong>Total Student Contacts:</strong></td>
<td><strong>3,479</strong></td>
<td><strong>3,613</strong></td>
</tr>
</tbody>
</table>

### APPLICATIONS OF FINDINGS:

Given the limited funding for the Adult Reentry program and the gradual decline in individual appointments/phone consultations, the ARC will work on developing helping systems utilizing technology, including updating the website, reaching out over social media, and offering more group-oriented programs, including additional workshops and presentations on relevant topics. ARC will also seek out new and enhance existing partnerships and collaboration with on-campus departments with similar mission and scope of work to better reach students.