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 student’s faculty and staff. We strive to support the academic enterprise and ensure that every student has the opportunity to succeed.

PROGRAM/SERVICE OVERVIEW:
University Learning Center Express
ULC Express is a collaboration between Freshman Programs and the University Learning Center to support the academic progress of freshmen in Pine Residence Hall. Math and English tutors were available during the fall semester on Tuesdays and Wednesdays from 4:00 p.m. to 6:00 p.m. in the Pine Hall Resource Center. This program was funded by a Mission and Goals Initiative.

TYPE OF ASSESSMENT:
☑ Program Evaluation

DATA COLLECTION METHODS:
Qualitative survey

PROJECT SAMPLE:
14

DATA COLLECTION TIMEFRAME:
December 2012 – January 2013

SUMMARY OF RESULTS:
Considering the subject for which respondents most frequently received tutoring, none of the students 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”. After the semester was over, 14% of respondents indicated their level of understanding of the course material was “excellent”, and 86% stated it was “good” or “average”.

KEY FINDINGS:
- 79% of respondents indicated that they “strongly agreed” or “agreed” the service contributed to their understanding of course content, concepts, and material.
- 36 % of respondents indicated that they would be “moderately” or “very” unlikely to seek help at the University Learning Center if tutoring was not available in the Pine Hall Resource Center.

APPLICATIONS OF FINDINGS:
Tutoring was provided in the residence halls through a pilot program in the fall of 2011, yet fall 2012 was the first time a student survey was conducted through Campus Labs. Based on the responses and sign in sheets collected in the Resource Center, the English tutoring should be discontinued due to a lack of utilization. Freshman Programs provided two $25.00 gift cards to the Titan Shops as incentives for taking the survey. Based on the survey results, along with continued discussions between the leadership of the ULC and Freshman
Programs, it will be determined if the program should continue despite the fact that the Mission and Goals Initiative is no longer providing financial support. A meeting is scheduled in July to discuss the future of the program.