2012-2013 Student Academic Services Annual Report

The Student Academic Services Department experienced several transformative changes toward the end of the 2012-2013 year. The fall 2012 semester included two interim directors leading the University Learning Center (ULC) and Student Academic Services in addition to the Associate Dean of Students overseeing the Educational Opportunity Program (EOP) Admissions office and the University Testing Center. With the re-engineering of the Division of Student Affairs, the departments were united under one permanent director in the spring. The units and programs in the re-engineered Student Academic Services Department include: ULC, EOP and EOP Admissions, University Testing Center, Intensive Learning Experience, Student Support Services, Summer Bridge, Links Mentoring Program, Student Diversity Services, Project Reclaim, and the Future Scholars. The Center for Academic Support in Engineering and Computer Science (CASECS) unit was moved to the College of Engineering and Computer Science.

Highlights/accomplishments from the 2012-2013 year include:

- In January 2013, the Interim Director of the University Learning Center developed a Strategic Plan for the ULC.

- The ULC partnered with Titan Student Union to provide tutors during Mid-term Madness and All Night Study,

- ULC math and English tutors provided support in Pine Hall during the late afternoon. This was funded by a Mission and Goals initiative and co-sponsored with Freshman Programs.

- The ULC provided volunteer opportunities for graduate students in TESOL as part of the Project Shine program.

- The Learning Assistance Committee consisting of representatives from various tutoring centers across campus was formed and met to develop a common web-page, learn about on-line tutoring options, discuss collaborative assessment tools, and solidify plans for increased visibility at New Student Orientation during the Parent Resource Fair.

- The ULC received $450,000 from the Chancellor’s Office to support Supplemental Instruction. This is the first significant step to fund SI as an institutionalized program.

- An on-line appointment system was developed by IT for the ULC that will be fully operational in the fall 2013 semester.
• An analysis of the 2012 Summer Bridge student academic progress showed that 79 students (out of 88) required remedial classes; 48 completed all remediation requirements during the summer program, an increase of percentage completion of 60.8% from 2011’s 50.8%.

• With Early Start Program efforts in its second year, CSUF is showing a higher number of students who are GE proficient in English and math going into the fall term compared to years past. There was a high completion rate after the fall term as well as an 82% overall completion rate – the highest ever as well. Overall, indications are, there will be a decline in the total number of students who will need developmental course work in the coming years.

• The Testing Center participated in the Educational Testing Services Test Taker Survey. This survey gauges the satisfaction of ELM/EPT test takers. Results show a 5% difference when comparing the number of students who ranked “reporting instructions” excellent at CSUF (74%) versus all of the other CSUs combined (69%). There is a 6% difference when comparing the number of students who ranked Examiner/Proctor excellent at CSUF (79%) versus all other CSUs combined (73%).

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2013 Test Taker Survey Fullerton

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<th>Pretest Process</th>
<th>Verbal Instructions</th>
<th>Examiner/Proctor</th>
<th>Room Temperature</th>
<th>Lighting</th>
<th>Test Environment</th>
<th>Test Date(s)</th>
<th>Access to the Bulletin</th>
<th>Understandability of Bulletin</th>
<th>Ease of On-Line Registration</th>
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