OUTCOME
Student-athletes will receive quality academic support services.

OUTCOME SUPPORTS
☒ University: Goal 1
☒ Division: Goal 1
☐ Department:
☐ Other:

OUTCOME TYPE
☒ Performance Outcome
☐ Student Learning Outcome

ASSESSMENT APPROACH
☒ Direct assessment
☐ Indirect assessment

DATA COLLECTION METHODS
- Internal tracking

METHODS AND MEASURES
Athletic Academic Services provides a variety of academic support services that include life skills programming, tutoring, academic counseling, and mentorship opportunities. These services aim to support student athletes to ensure academic success and encourage timely graduation. At the end of each season, all teams will complete an End of Season Survey which will look at quality of academic support services through the student experience and students’ satisfaction with the availability of the service. The survey will collect data on the following:
- General education academic advisement
- Academic support counseling major/career exploration, etc.
- Tutoring services
- Computer lab facilities

CRITERIA OF SUCCESS
- 80% of student-athletes will rate their experience with general education advisement as the best or excellent.
- 80% of student-athletes will rate their experience with academic support counseling as the best or excellent.
- 80% of student-athletes will rate their experience with the tutoring services as the best or excellent.
- 80% of student-athletes will rate their experience with the computer lab facility as the best or excellent.
- 80% of student-athletes will rate that their sports programs are treated fairly when compared with other teams as best or excellent.

DATA COLLECTION AND ANALYSIS
Athletic Academic Services continues to provide comprehensive academic support services for CSUF’s student athletes, which requires close collaboration with Athletics Administrators, faculty, coaches, and campus support services. Although multiple assessment measures are conducted throughout the year to support this collaboration and assure that the athletic procedures and requirements are met, two surveys were used for the purpose of this outcome: End of Season Survey and the DEGREE survey.
The End of Season survey is taken by every student athlete after their season had ended. A total of 242 students responded to the survey during the AY (July 1, 2017 - June 30, 2018). This includes students from 15 teams: Women's Volleyball, Women's & Men's Soccer, Men's & Women's Cross Country, Women's Tennis, Women's & Men's Golf, Women's Indoor Track and Field, Women's & Men's Outdoor Track and Field, Baseball, Softball, and Men's & Women's Basketball.

The DEGREE survey was utilized at the end of the spring semester to capture students experience with the new full-scale DEGREE program. Not all student athletes were enrolled in the DEGREE program; the DEGREE Program focused on supporting students with a GPA below 2.5, students taking remedial classes, or students of concern.

Data from the End of Season survey and the DEGREE Program survey revealed that overall, students had a positive experience and good quality of service from Athletics Academic Services. For the End of Season survey, it is important to note that the questions used a 5-point scale with best or excellent being considered a score of either a 1 or 2. The DEGREE survey used a Likert scale to capture level of agreement.

- 82.41% of student-athletes rated their experience with general education advisement as the best or excellent. (End of Season survey)
- 80.26% of student-athletes will rate their experience with academic support counseling as the best or excellent. (End of Season survey)
- 74.25% of student-athletes will rate their experience with the tutoring services as the best or excellent. (End of Season survey)
- 87.13% of student-athletes rated the availability of the study hall facility as the best or excellent. (End of Season survey)
- 87.56% student-athletes rated that their sports program was treated fairly when compared with other teams as best or excellent (End of Season Survey)
- DEGREE Survey
  - 84.45% agreed that the number of hours that they were required to spend in the "Study Hall" were appropriate/fair for their academic success.
  - 77.77% agreed that the tutors assisted them with their academic success.
  - 84.44% agreed that the mentors kept them accountable for completing their academic game plan.
  - 80.00% agreed that the degree program assisted with their academic success.

**IMPROVEMENT ACTIONS**

Athletic Academic services found that overall, the experience student athletes are having with the department is a positive one. As with last year, 4 out of the 5 criteria were met and surpassed the criteria for the AY. Additionally, 74.25% of students shared that their experience with the tutoring was best/excellent, 5.75% less than the criteria for the AY. In analyzing the qualitative data, student-athletes requested a broader range of content/subject areas for tutoring. Given budgetary concerns and the availability of rich tutoring resources on campus, AAS staff often refer student-athletes to campus resources for content specific tutoring, outside of math and writing support provided as a part of DEGREE. Student-athletes noted that they would prefer to access all of their tutoring needs in AAS for convenience of scheduling.
We had positive results for the full-scale launch of the DEGREE program for 2017-2018. The success of this population of student-athletes is critical to our success in meeting our APR goals. Given this, the program is also assessed annually, similarly to APR. Student-athletes participating in the program will receive a possibility of four points per academic year, one for eligibility and one for retention each semester. Overall percentages will be developed based on this metric. For example, in our first semester of the full-scale program, fall 2017, 96% of student-athletes were eligible and 99% were retained for spring 2018, for the 113 student-athletes enrolled in the program. We are pleased with the success of the program to-date and look forward to additional positive outcomes, once data has been analyzed following the completion of summer courses.