**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, teams will complete an End of Season Survey which will look at the 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
- Study hall facility
- Degree program

**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 study hall facility as the best or excellent.
- 75% of students will agree that their academics were supported.

**DATA COLLECTION AND ANALYSIS**
Athletic Academic Services provides year-round academic support to CSUF’s student athletes, which requires much collaboration with the teams and the coaches. Although much assessment is conducted throughout the year to support this collaboration and assure that the athletic policies 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 173 students responded to the survey during the AY (July 1, 2016 - June 30, 2017). 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 & Field, Women's & Men's Outdoor Track & Field, Baseball, Softball, and Men's & Women's Basketball.

The DEGREE survey was utilized in the spring semester to capture students' experience with the new pilot program, the 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. Those who were enrolled were prompted to complete survey specific to the DEGREE program after completing the End of Season survey. A total of 9 students took the survey from March 31 - May 31, 2017.

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 Athletic 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.

- 86.79% of student-athletes rated their experience with general education advisement as the best or excellent. (End of Season survey)
- 84.91% of student-athletes will rate their experience with academic support counseling as the best or excellent. (End of Season survey)
- 67.92% of student-athletes will rate their experience with the tutoring services as the best or excellent. (End of Season survey)
- 83.02% of student-athletes rated the availability of the study hall facility as the best or excellent. (End of Season survey)
- 88.89% of students agreed that their academics were supported appropriately. (DEGREE survey)
  - 88.89% agreed that the number of hours that they were required to spend in the "Study Hall" were appropriate/fair for their academic success.
  - 88.89% agreed that the tutors assisted them with their academic success.
  - 88.89% agreed that the mentors kept them accountable for completing their academic game plan.
  - 88.89% 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. 4 out of the 5 criteria were met and surpassed the criteria for the AY. About 76% of students shared that their experience with the tutoring was best/excellent, just 4% less than the criteria for the AY. Athletic Academic services will analyze the qualitative data related to tutoring service in order to better understand where improvements to the tutoring service can be made. It is important to note however that the DEGREE Program was implemented in the Spring semester; this transition could have impacted some students' experience being that the changes occurred in the middle of the AY instead of during the summer.