

The University Learning Center – Student Academic Services

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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 students, faculty and staff; we strive to support the academic enterprise and ensure that every student has the opportunity to succeed.

SERVICE OVERVIEW: ULC Online Appointment Application

Beginning with the Fall 2013 semester, students who wished to use our service could make appointments online for the course and time they desired. In addition, students could upload a paper for a writing tutor to review and provide feedback

TYPE OF ASSESSMENT: Program Evaluation

TIMEFRAME: August 2014 – May 2015

DATA COLLECTION METHODS: Quantitative

SUMMARY OF RESULTS:	Fall 2014	Spring 2015
No. of Tutors	17	14
No. of Courses (tutored)	79	64
No. of Students	692	524
No. of Appts scheduled	3163	1653
No. of Appts completed	2197	1269
No. of Cancellations	515	289
No. of No Shows	241	95
No. of OLW Papers	20	11
IRAS % better than peers:	60%	67%
BOTTLENECK COURSES:	# of appts. completed:	# of appts. completed:
BIOL 101	21	78
MATH 115	249	204
HIST 110A	12	10
POSC 100	10	14
GEOL 101	21	73
MATH 125	138	56
PSYC 101	13	6
MATH 150B	23	7
MATH 135	0	47

Findings:

Institutional Research and Analytical Studies provided analysis of the data that is referenced in the chart above. For the fall semester 2014, there were 23 undergraduate courses for which 14 students came for tutoring at least 14 times (once a week average). Their success rate compared to their classmates was 60%. In Spring 2015, there were 15 courses for which 11 students attended tutoring 14 times or more for a 67% successes rate. (Note: one student repeating a class opted for C/NC)