

## The University Learning Center – Student Academic Services

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<http://www.fullerton.edu/ulc>

### 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 2015 – May 2016

**DATA COLLECTION METHODS:** Quantitative

<b>SUMMARY OF RESULTS:</b>	<b>Fall 2015</b>	<b>Spring 2016</b>
No. of Tutors	15	12
No. of Courses (tutored)	47	64
No. of Students	485	524
No. of Appts scheduled	2093	1308
No. of Appts completed	1547	969
No. of Cancellations	252	235
No. of No Shows	294	104
No. of OLW Papers	5	5
IRAS % better than peers:	72%	%
<b>BOTTLENECK COURSES:</b>	<b># of appts. completed:</b>	<b># of appts. completed:</b>
BIOL 101	250	56
MATH 115	239	195
HIST 110A	1	10
POSC 100	10	14
GEOL 101	16	48
MATH 125	130	40
PSYC 101	7	7
MATH 150A	102	57
MATH 135	165	119

### Findings:

Institutional Research and Analytical Studies provided analysis of the data that is referenced in the chart above. For the fall semester 2015, there were 13 undergraduate courses for which 27 students came for tutoring at least 14 times (once a week average). Their success rate compared to their classmates was 72%. In Spring 2016, there were 14 courses for which 16 students attended tutoring 14 times or more for a 72% successes rate.