

## The University Learning Center – Student Academic Services

Lea Beth Lewis, Ed.D. *Assistant Director, The University Learning Center* June 6, 2014 <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 2013 – May 2014

**DATA COLLECTION METHODS:** Quantitative

<b>SUMMARY OF RESULTS:</b>	<b>Fall 2013</b>	<b>Spring 2014</b>
No. of Tutors	23	20
No. of Courses	100	92
No. of Students	692	524
No. of Appts scheduled	4478	3655
No. of Appts completed	3299	2716
No. of Cancellations	920	759
No. of No Shows	259	179
No. of OLV Papers	67	60
IRAS % better than peers:	59%	68%
<b>BOTTLENECK COURSES:</b>	<b># of appts. completed:</b>	<b># of appts. completed:</b>
BIOL 101	44	97
MATH 115	536	271
HIST 110A	14	21
POSC 100	42	21
GEOL 101	88	42
MATH 125	103	76
ISDS 361A	0	0
ISDS 361B	0	0
PSYC 101	52	6
MATH 150B	98	20
MATH 135	62	89

### Findings:

Institutional Research and Analytical Studies provided analysis of the data that is referenced in the chart above. For the fall semester 2013, there were 39 undergraduate courses for which 23 students came for tutoring at least 15 times (once a week average). Their success rate compared to their peers was 59%. In Spring 2014, there were 37 courses for which 25 students attended tutoring 15 times or more for a 68% success rate. In addition, IRAS provided this data:

**Chronological Grade by term of students who received tutoring between fa11 and sp14 (5 terms):**

Year Term	Course_Section	Last 4 CWID	GRADE	PASS
spring 2014	ENGL101 75	6467	A	Pass
spring 2014	GEOL101L16	467	A+	Pass
spring 2014	CHEM200 03	5619	B	Pass
spring 2013	CHEM301A01	6384	D-	Fail
spring 2014	CHEM301A01	6384	A	Pass
spring 2014	BIOL101 51	5381	I	Fail
spring 2014	MATH280 01	2473	B	Pass
spring 2014	SOCI308 03	4030	A	Pass
fall 2013	MATH115 43	9659	F	Fail
spring 2014	MATH115 14	9659	C	Pass
fall 2013	MATH115 26	7153	D	Fail
spring 2014	MATH115 11	7153	C	Pass
spring 2014	MATH130 05	0039	B	Pass
fall 2013	MATH115 06	8559	F	Fail
spring 2014	MATH115 06	8559	B	Pass
spring 2014	CHEM123 03	2916	B-	Pass
spring 2014	MATH115 10	1347	C+	Pass
spring 2014	MATH125 10	0933	B	Pass
spring 2014	MATH115 13	5726	C	Pass
spring 2014	MATH135 06	1848	B-	Pass
spring 2014	BIOL273 39	4591	A+	Pass
spring 2014	CHEM301B02	4591	A+	Pass
spring 2014	COMM334 01	2235	C+	Pass
spring 2014	COMM362 01	2235	C	Pass
spring 2014	ART 101 05	2396	B	Pass
spring 2014	MATH250A07	1623	B	Pass
spring 2014	PHYS227 02	1623	B+	Pass
spring 2014	CHEM120A52	7838	A-	Pass
fall 2013	MATH115 02	893264291	D	Fail
spring 2014	MATH115 01	893264291	C	Pass
spring 2014	MATH 30B04	6816	CR	Pass
fall 2013	ENGL 99 01	9986	NC	Fail
spring 2014	ENGL 99 01	9986	CR	Pass
spring 2014	MATH307 01	0947	A	Pass
spring 2014	BIOL273 27	6078	B-	Pass
spring 2014	MATH250B06	3018	D	Fail
spring 2014	KNES349 07	3328	B	Pass
spring 2014	CHEM115 17	7890	A-	Pass
spring 2014	CHEM120B03	0350	C	Pass
spring 2014	MATH150A08	0350	F	Fail
spring 2014	PHYS211 04	6600	B	Pass
spring 2014	CPSC121 03	5210	B-	Pass
spring 2014	CPSC121 01	8079	C+	Pass
spring 2014	MATH125 01	8079	D	Fail
spring 2014	HUSR201 50	2035	B-	Pass