

**Student Achievement Description**  
**Student Affairs – Athletic Academic Services**

### **Step 1: Student Learning Outcome**

Student-athletes will receive quality academic support services.

### **Step 2: 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. An End of Season Survey and a DEGREE survey are used to capture students' experience and satisfaction with support services.

End of Season Survey: All teams complete an End of Season Survey which examines the quality of academic support services through the student experience and students' satisfaction with the availability of the service. The survey captures data related to the following: General education academic advisement, Academic support counseling major/career exploration, etc., Tutoring services, Computer lab facilities, DEGREE program academic support services, using a 0-5 point scale with 5 being the best experience to rate academic advising and components of the DEGREE Program (academic counseling, tutoring, and mentoring).

DEGREE Survey: Administered at the end of the spring semester to capture students' experience with the DEGREE program from the entire academic year using a 4-point, Likert scale (Strongly Disagree = 1, Strongly Agree = 4) to capture level of agreement.

### **Step 3: Criteria for Success**

#### End of Season Survey:

- Each team of student-athletes will score a mean of 4.0 or higher for their experience with Athletics Academic Advising.
- Each team with student-athletes enrolled in the DEGREE Program will score a 4.0 or higher with all three DEGREE Program components: academic counseling, tutoring, and mentoring.

#### Degree Survey:

- 80% of student-athletes participating in the DEGREE Program will agree or strongly agree to being supported in the development of their organizational and planning skills.
- 80% of student-athletes participating in the DEGREE Program will agree or strongly agree that the services received helped them feel connected and supported their sense of belonging.

- 80% of student-athletes participating in the DEGREE Program will agree or strongly agree the services received helped to build their confidence.

## Step 4: Results

End of Season survey: Administered to 366 student-athlete after their season ended. A total of 357 students responded to the survey during the AY (July 1, 2023 - June 30, 2024). This includes students from 18 teams: Women's Volleyball, Women's Soccer, Men's Soccer, Men's Cross Country, Women's Cross Country, Women's Tennis, Women's Golf, Men's Golf, Women's Indoor Track and Field, Men's Indoor Track and Field, Women's Outdoor Track and Field, Men's Outdoor Track and Field, Baseball, Softball, Men's Basketball, Women's Basketball, Women's Water Polo, and Men's Water Polo.

A total of 14 of 18 teams of student-athletes scored a mean of 4.0 or higher when rating their experience with Athletics General Education Academic Advising, while 4 teams scored below 4.0: Women's Basketball (2.85, n = 13), Men's Cross Country (3.4, n = 15), Women's Outdoor Track and Field (3.97, n=35), Tennis (3.5, n=8).

180 of 352 student-athletes were enrolled in the DEGREE program at some point in the 23-24 AY and rated their experience with the DEGREE Program, including academic counseling with adviser, tutoring, and DEGREE Mentoring components on a scale 0 to 5, with 5 being the best experience on the End of Season Survey.

Breakdown of DEGREE Program components:

- **Academic counseling with adviser:** 17 of 18 teams scored a mean over 4.0, with 1 team, Women's Basketball, scoring below the target with 2.71.
- **Tutoring:** 11 of 18 teams scored a mean over 4.0, while 7 teams scored a mean less than 4.0, ranging from 2.86 to 3.94.
- **DEGREE Mentoring:** 15 of 18 teams scored a mean over 4.0, while 3 teams fell below the target with means ranging from 3.14 to 3.88.

DEGREE survey: The DEGREE Survey was sent out to 263 student athletes who were enrolled in the DEGREE program. A total of 70 student-athletes completed the DEGREE survey resulting in 26.6% response rate. The DEGREE Program focused on supporting students with a cumulative GPA below 2.5, students enrolled in Early Start and/or support courses, and/or students of concern.

Survey results revealed:

- 92.8% of student athletes enrolled in the DEGREE Program who participated in the survey Agree or Strongly Agree that DEGREE program has helped them effectively organize and prioritize assignments (70 responses).

- 95.5% of student-athletes enrolled in the DEGREE Program who participated in the survey Agree or Strongly Agree that DEGREE program has helped them know where to go for help (68 responses).
- 94.7% of student-athletes enrolled in the DEGREE Program who participated in the survey Agree or Strongly Agree DEGREE program has helped me build confidence to be academically successful at Cal State Fullerton (68 responses).

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. Overall, the experience student athletes had with the department is a positive one with 3 out of the 5 criteria fully met.

### **Step 5: Improvement Actions**

Academic Advising meetings with all the Athletics Academic Services Counselors will move from bi-weekly to weekly so that the Assistant Director and Director will be available to provide more ongoing training with respect to academic advisement.

The DEGREE Program Coordinator will develop curriculum to ensure all tutors are delivering the same tutoring techniques and pedagogy so that student-athletes have similar experiences when being tutored by various student staff in the department.

In addition, all future DEGREE Program Tutor and Mentor trainings will include strategies utilizing CRLA techniques.

Implement the DEGREE Survey being conducted at the conclusion of each semester, instead of just at the end of the academic year.