
Academic Support Coordination Project

Centers and Programs Report

DRAFT

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List of Centers/Programs

| Centers/Programs | Acronym |
|--|--------------------|
| Academic Support and Achievement Center | ASAC |
| Accessibility Resource Center for Students | ACCESS |
| Accessible Technology Center | ATC |
| Achieving in College, Ensuring Success Program | ACES |
| Adult Basic Education Learning Center | ABE |
| African American Student Program Inspiring Responsibility for Education | ASPIRE |
| Asian American and Pacific Islander Student Support Service Program | ARISE |
| Business Division Computer Lab | |
| Deaf and Hard of Hearing Center | DHH |
| Design Lab | |
| Dream Program | DREAM |
| Extended Opportunity Programs and Services/Cooperative Agencies Resources for Education/CalWORKs | EOPS/CARE/CalWORKS |
| Health Careers Resource Center | HCRC |
| Honors Program | |
| International Student Center | |
| Language Learning Center/Language Lab | LLC |
| Library | |
| Math Activities Resource Center | MARC |
| Math Success Lab | MSL |
| Natural Sciences Computer Lab | |
| Pride Center | |
| Reaching, Empowering, Achieving, and Completing with Heart Program | REACH |
| Science, Technology, Engineering, and Mathematics Center | STEM Center |
| Speech and Sign Success Center | SSSC |
| Tech Education Resource Center | TERC |
| Transfer Math Activities Resource Center/Math and Computer Science Lab | TMARC/MCS Lab |
| Veterans Resource Center | VRC |
| WIN Program | |
| Writing Center | |

Centers Defined

Main Tutoring Center: Tutoring is the sole or primary purpose of the center/program.

Other Academic Support: Centers and programs that provide embedded tutoring, counseling, study halls, computer labs, mentoring, and other support services.

Main Tutoring Centers (11)

ASAC
Design Lab
LLC
MARC
MSL
STEM Center
SSSC
TERC
TMARC/MCS Lab
WIN Program
Writing Center

Other Academic Support (18)

ACCESS
ATC
ACES
ABE
ASPIRE
ARISE
Business Division Computer Lab
DHH
DREAM
EOPS/CARE/CalWORKS
HCRC
Honors Program
International Student Center
Library
Natural Sciences Computer Lab
Pride Center
REACH
VRC

Summary of Each Center/Program

For a summary of the services offered please visit:

<https://docs.google.com/spreadsheets/d/1mDI4E5zb5WWnExZa4YtDrQB3xN5IkEqjZLf9jYPozXs/edit?usp=sharing>

Academic Support and Achievement Center (ASAC)

Formerly known as the Learning Assistance Center, the Academic Support & Achievement Center (ASAC) is here to help students succeed at Mt. SAC. We are located in Bldg. 6 and is accessible via the lower-level south entrance of the building as well as the south exit of the Library. The ASAC mission is to providing quality supplemental learning opportunities, instructional resources and a highly qualified and trained staff to enhance the learning process and increase academic success.

Services: Tutoring and supplemental instruction; study lab; student achievement workshops; leaning assistance courses; test preparation; textbooks; non-textbook resources (calculators, chemistry set); computer lab; printing; testing center

(909)274-6605

Bldg. 6 – Rm. 101

<https://www.mtsac.edu/asac/>

Accessibility Resource Center for Students (ACCESS)

The Accessibility Resource Center for Students (ACCESS) offers quality programs and services empowering students with disabilities to access and engage in educational activities at the College. ACCESS strives to provide comprehensive programs and services of excellent quality to assist students with disabilities to succeed in an academic environment. Students must apply to qualify for ACCESS services. ACCESS includes the Accessible Technology Center (ATC) and the Deaf and Hard of Hearing Center (DHH).

Services: Support classes; traditional student services (e.g. academic counseling, advising); in classroom services (e.g. note taker, interpreter); outside of classroom services (e.g. tram service); accommodations

(909)274-2943

Bldg. 9B

<https://www.mtsac.edu/access/>

Accessible Technology Center (ATC)

The Accessible Technology Center (ATC) is part of the ACCESS program. It is a state of the art instructional center that is comprised of the latest assistive technologies as well as professional staff to support students in achieving their academic goals. In addition to housing the Acquired Brain Injury (ABI) Program and the Alternate Media Program, the ATC also provides instructional assistance in various academic disciplines.

Services: Tutoring (Math and English); study lab; Acquired Brain Injury Program; Alternate Media Program (to convert textbooks into accessible formats)

(909)274-5650

Bldg. 9E – Rm. 1100

https://www.mtsac.edu/access/atc/accessible_technology_center.html

Achieving in College, Ensuring Success Program (ACES)

Achieving in College, Ensuring Success Program (ACES) falls under the TRiO Student Services Program. The mission of the ACES program is to provide college advisement and services in a challenging, encouraging and supportive manner to a diverse group of first-generation, and/or low income or disabled students, such that all students will graduate and/or transfer to a four-year college or university. Students must apply to qualify for ACES services

Services: Referral to resources at Mt. SAC (e.g. tutoring); financial literacy and skill development workshops; computer lab; free printing; counseling (academic, career, and financial); cultural enrichment activities; registration and transfer assistance Dream, Believe, Achieve (DBA) Club

(909)274-4411

Bldg. 9E 3rd Floor – Rm. 3100

<https://www.mtsac.edu/aces/>

Adult Basic Education Learning Center (ABE)

Adult Basic Education is where students of all ages can take free classes to earn their high school diploma and high school credits, study for a High School Equivalency exam (GED/HiSET), prepare for the military entrance exam, gain computer skills, and find services such as counseling and career development. Classes include embedded tutoring to provide additional academic support to students.

Services: Tutors in the classroom; technology-assisted learning (PLATO); study lab; skill development (e.g. test-taking skills, workplace skills); computer lab

(909)274-4845

Bldg. 30 – Rm. 101

<https://www.mtsac.edu/continuinged/noncredit/abe/>

African American Student Program Inspiring Responsibility for Education (ASPIRE)

The African American Student Program Inspiring Responsibility for Education (ASPIRE) is a dynamic program designed to provide essential educational support and services to increase the academic success, retention, degree completion, and transfer rates of African-American and other students enrolled at Mt. San Antonio College. Our aim is to develop a sense of “community” among African-American students, other students, faculty, staff and administrators. Students must apply to qualify for ASPIRE services.

Services: Workshops, counseling (academic); connecting with other African American students; learning communities

(909)274-6396

Bldg. 16E

<https://www.mtsac.edu/aspire/>

Asian American and Pacific Islander Student Support Service Program (ARISE)

The Asian American and Pacific Islander Student Support Service program (ARISE) is a community of students from diverse cultures coming together to lift up one another and rise above all sorts of challenges to reach their fullest potential. At ARISE, we have a dedicated support team empower students to achieve success academically and personally.

Services: Writing tutoring; study groups; leadership development; counseling (academic, career); connecting with other Asian American and Pacific Islander students; celebrations of Asian American and Pacific Islander cultures, history and heritage; field trips; transfer assistance

(909)274-6622

Bldg. 16E

<https://www.mtsac.edu/arise/>

Business Division Computer Lab

The Business Division maintains a state of the art computer lab equipped with the software required for all Business Division classes. The lab is also open to any registered student at Mt. SAC to do research and complete homework assignments.

Services: CIS tutoring by faculty; study lab; computer lab; printing

(909)274-4701

Bldg. 77 – Rm. 2010

<https://www.mtsac.edu/business/lab/>

Deaf and Hard of Hearing Center (DHH)

The Deaf and Hard of Hearing Center (DHH) is part of the ACCESS program.

Services: Referral to resources at Mt. SAC (e.g. tutoring); study lab; study groups; support classes; peer mentoring; field trips; interpreters; all deaf classes (in collaboration with ACCESS, ENGL, and HIST)

Bldg. 9D

<https://www.mtsac.edu/access/>

Design Lab

The Design Lab provides facilities for students to receive assistance in Commercial and Entertainment Arts courses. Tutors are available for on-on-one tutoring appointments and drop-in assistance.

Services: Tutoring for Commercial and Entertainment Arts courses; open study; non-textbook resources; equipment check out; computer lab; printing

(909)274-6893

Bldg. 13 – Rm. 1225

<https://www.mtsac.edu/arts/designlab.html>

Dream Program

The Dream Program provides support services to DREAMers (undocumented students). Its purpose is to increase the personal growth and development of DREAM students.

Services: Writing tutoring; workshops regarding DACA and other issues relative to this student population; counseling (academic, career, and personal); assistance in applying for the California Dream Act/Financial Aid and scholarship opportunities (TheDream.US); peer mentoring

(909)274-5596

Bldg. 16E

<https://www.mtsac.edu/dream/>

Extended Opportunity Programs and Services/Cooperative Agencies Resources for Education/CalWORKs (EOPS/CARE/CalWORKs)

EOPS/CARE and CalWORKs share a study center in Bldg. 6-108. Students must apply to qualify for EOPS/CARE and CalWORKs services.

Extended Opportunity Programs and Services (EOPS) is a state-funded program that provides educational and financial support services to eligible students who have historically experienced economic and educational disadvantages. Cooperative Agencies Resources for Education (CARE) is a state-funded program designed to recruit and assist single parents who are heads of household with children 13 years old and under and who are CalWORKs recipients attending community college.

The CalWORKs program provides educational/training assistance to student-parents who are receiving TANF. The program assists students in entering the workforce at the highest level possible, leading to increased self-sufficiency and individual growth. CalWORKs shares a tutoring center with EOPS/CARE in Bldg. 6-108. Students must apply to qualify for CalWORKs services.

Services: Tutoring; study lab; counseling (academic, career, and personal); financial assistance (e.g. textbooks and school supplies, grants); support groups; case management; childcare; work-study.

(909)274-4690

Bldg. 6 – 108

<https://www.mtsac.edu/eops/tutoring/index.html>

Health Careers Resource Center (HCRC)

The Health Careers Resource Center supports all healthcare students with their educational goals by providing a positive learning environment and by reinforcing the acquisition of psychomotor skills. The HCRC is available to the following health career programs: nursing, respiratory therapy, radiology technology, and psychiatric technician.

Services: Study lab; non-textbook resources (medical and hospital equipment, supplies, manikins, simulators, training aides for hands-on demonstrations); clinical skills practice and performance evaluation; health skills performance update/evaluation; clinical simulations; patient simulators

(909)274-4400

Bldg. 9E – Rm. 2300

<https://www.mtsac.edu/tech-health/hcrc/>

Honors Program

The program is intended to meet the needs of motivated students with a strong academic record. The program offers honors sections of transferable general education and major preparation courses that provide an enriched curriculum, seminar-based instruction, close interaction with honors program faculty, and special projects and activities. Honors courses strengthen students' college transcripts and increase their chances for transfer to four-year institutions. Students must apply to qualify for Honors Program services.

Services: Study lab; opportunity to present research; counseling (academic); honors courses

(909)274-4665

Bldg. 26A– Rm. 1680

<https://www.mtsac.edu/honors/>

International Student Center

International Student Center provides many resources and opportunities for international students. Students must apply to qualify for International Student Center services.

Services: Writing tutoring; workshops; explorer series; global café; conversation circles; international student club; global pals; summer institute; campus events

(909)274-5032

Bldg. 9B – Rm. Second floor

<https://www.mtsac.edu/international/student-center.html/>

Language Learning Center/Language Lab (LLC)

The Language Learning Center (LLC) serves students, faculty and staff in the area of technology-assisted language learning related to Arabic, Chinese, French, German, Italian, Japanese, Spanish, English as a Second Language and Sign Language. We emphasize customer service by being team-minded, on time, reliable, courteous even under stress, and technically competent. We encourage and facilitate effective communication, critical thinking, life-long learning, and being self-directed, independent individuals.

Services: Tutoring; technology assisted world language learning; study lab; computer lab;

(909)274-4580

Bldg. 77 – Rm. 1005

<https://www.mtsac.edu/llc/>

Library

The Library supports student success through knowledgeable and effective instruction and service to students, faculty, and staff by educating them to use appropriate resources and technologies for teaching and learning and by providing access to a comprehensive collection that supports the College's curricula and that serves the needs of our diverse college community.

Services: Tutoring; study lab; workshops; research guides; textbooks; book check out; computer lab; printing; online tutorials; ask a librarian; group study rooms

(909)274-4260

Bldg. 6 – Rm. 200

<https://www.mtsac.edu/library/>

Math Activities Resource Center (MARC)

The Math Activities Resource Center (MARC) provides a positive place where math can be discussed and investigated so that learning may be achieved, and to provide support through various means. The MARC serves students in Math 50 to Math 71.

Services: Tutoring; study lab; textbooks; non-textbook resources (e.g. calculators, solution manuals, handouts)

(909)274-5014

Bldg. 61 – Rm. #1318

<https://www.mtsac.edu/marc/>

Math Success Lab (MSL)

The Math Success Lab (MSL) provides a place where students can review before taking math classes, and study while enrolled in math classes.

Services: Tutoring; technology-assisted learning (ALEKS); study lab; study groups; textbooks; non-textbook resources (calculators)

(909)274-4784

Bldg. 16D

<https://www.mtsac.edu/msl/>

Natural Sciences Computer Lab

The Natural Sciences Computer Lab is available to students, with priority given to division assignments. The lab may be reserved for Natural Sciences Division classes.

Services: Study lab; computer lab; printing

(909)274-4430

Bldg. 61 – Rm. 3311

<https://www.mtsac.edu/computerlabs/naturalscience.html>

Pride Center

The Pride Center is a resource center and lounge space for the LGBTQ community and its allies/advocates. The Pride Center provides a safe, supportive, and educational space for students across the gender and sexuality spectrum. The Pride Center provides services that promote student success.

Services: Research assistance from a Librarian; computer lab; printing; mentoring; therapeutic support; small group discussions; academic support from faculty; professional support; lending library

(909)274-6549

Bldg. 17 – Rm. 5

<https://www.mtsac.edu/pridecenter/>

Reaching, Empowering, Achieving, and Completing with Heart Program (REACH)

Reaching, Empowering, Achieving, and Completing with Heart Program (REACH) is an educational program designed to assist current and former foster youth. REACH provides assistance and support to our Foster Youth students in their transition into college, at Mt. SAC and as they transfer to a university. Students must apply to qualify for REACH services.

Services: Referral to resources at Mt. SAC (e.g. tutoring); study lab; workshops; textbooks; non-textbook resources; book/equipment check out; computer lab; free printing; field trips; off campus resources (e.g. housing, employment); snacks

(909)274-6556

Bldg. 16E

<https://www.mtsac.edu/reach/>

Science, Technology, Engineering, and Mathematics Center (STEM Center)

The Science, Technology, Engineer, and Mathematics (STEM) Center is available to any math, science, or engineering student. It is also used by the STEM Teacher Preparation Program, Robotics Team members, and students in two of the campus engineering clubs.

Services: Tutoring; study lab; textbooks; non-textbook resources (microscopes, laptops, anatomy models); academic counseling; peer-to-peer coaching; general support services; special events

(909)274-4224

Bldg. 61 – Rm. 3318

<https://www.mtsac.edu/stem/>

Speech and Sign Success Center (SSSC)

The Speech and Sign Success Tutoring Center is designed to help you succeed in Speech & Sign classes. Only students currently enrolled in a SPCH or SIGN class may use our facilities.

Services: Tutoring; technology-assisted learning (Go React); study lab; study groups; workshops; Directed Learning Activities; textbooks; computer lab; peer mentoring; video recording rooms

(909)274-6297

Bldg. 26B – Rm. 1551

<https://www.mtsac.edu/sssc/>

Tech Education Resource Center (TERC)

The Tech Ed Resource Center (TERC) aims to prepare Career Technical Education (CTE) students to succeed academically by offering applied activities to address their basic skills needs. The Tech Ed Resource Center offers basic math, reading, writing, research methods, and study skills to all students enrolled in Career Technical Education (CTE) Programs and courses.

Services: Tutoring; study lab; workshops on demand; textbooks; non-textbook resources (calculators); computer lab; counseling (academic)

(909)274-6118

Bldg. 18C – Rm. 1105

<https://www.mtsac.edu/tech-health/terc/>

Transfer Math Activities Resource Center/Math and Computer Science Lab (TMARC/MCS Lab)

The Transfer-Math Activities Resource Center (TMARC) provides a positive place where math can be discussed and investigated so that learning may be achieved, and to provide support through various means. The TMARC serves students in Math 100 or above.

Services: Tutoring; study lab; textbooks; non-textbook resources (e.g. calculators, solution manuals, handouts); computer lab

(909)274-5389

Bldg. 61 – Rm. #1314

<https://www.mtsac.edu/marc/>

Veterans Resource Center (VRC)

The Veterans Resource Center (VRC) is an innovative, collaborative effort to ease the transition for our student Veterans as they navigate our community college system. The VRC strives to meet the needs of Student Veterans and to marshal resources to meet those needs.

Services: Tutoring; study lab; textbooks; book check out; computer lab; counseling (academic and career); portal navigation assistance; FAFSA assistance; scholarship assistance; VA educational benefits assistance; referrals (e.g. on campus, off campus); readjustment counseling

(909)274-4520

Bldg. 9E – 1st Floor

<https://www.mtsac.edu/veterans/vrc.html>

WIN Program

The WIN Program is a Student Athlete Tutorial Program that offers a variety of academic services. The program is specifically designed to assist student-athletes in maintaining academic eligibility and to prepare for transfer to a four-year university. The WIN Program aims to provide an environment in which student athletes can pursue academic success and personal growth.

Services: Tutoring; study lab; study groups; skill development (resume, email, time management); textbooks; non-textbook resources (calculators); computer lab; counseling (academic)

(909)274-4239

Bldg. 45 – Rm. 1430

<https://www.mtsac.edu/continuinged/noncredit/abe/win.html>

Writing Center

The Writing Center is dedicated to helping students across the curriculum improve their writing and critical thinking skills. We believe that our role is not to "fix" students' writing or guarantee a particular grade, but to guide them through a process of growth and development as writers. We believe that every writer needs a non-evaluating reader and that one-on-one, collaborative instruction is highly effective in meeting the unique challenges academic writing poses. We further believe that writing is at the core of critical thinking—indeed, knowledge in all disciplines is developed and verified through writing—and that the Center has a key supporting role to play in empowering students to construct knowledge both on campus and in the community at large. In this effort, we see the Writing Center as collaborating with faculty and support staff to help students develop the foundational skills that make such academic success and lifelong learning possible.

Services: Tutoring; tutors in the classroom; study lab; workshops; Directed Learning Activities; research tools; Assessment of Written English (AWE) preparation; computer lab; online tutoring;

(909)274-5325

Bldg. 26B – Rm. 1561A

<https://www.mtsac.edu/writingcenter/>

PIE

All Centers

| Centers/Programs | Have PIE | Is Currently Working on PIE | Is Part of Department PIE | No PIE | Unknown |
|---------------------------------|--------------------|--|---------------------------|----------|----------|
| ASAC | | | | | |
| ACCESS | | | | | |
| ATC | Included in ACCESS | | | | |
| ACES | | | | | |
| ABE | | | | | |
| ASPIRE | | | | | |
| ARISE | | | | | |
| Business Division Computer Lab | | | Business Div. has a PIE | | |
| DHH | Included in ACCESS | | | | |
| Design Lab | | | | | |
| DREAM | | | | | |
| EOPS/CARE/CalWORKs Study Center | | | | | |
| HCRC | | | | | |
| Honors Program | | | | | |
| International Student Center | | | | | |
| LLC | | | | | |
| Library | | | | | |
| MARC | | | ? | | |
| MSL | | | | | |
| Natural Sciences Computer Lab | | | | | |
| Pride Center | | | | | |
| REACH | | | | | |
| STEM Center | | Not a full unit PIE, could record info | | | |
| SSSC | | Not a full unit PIE, could record info | | | |
| TERC | | | | | |
| TMARC/MCS Lab | | | ? | | |
| VRC | | | | | |
| WIN Program | | | | | |
| Writing Center | | | | | |
| Total | 14 | 3 | 4 | 2 | 7 |

Main Tutoring Centers Only

| Centers/Programs (11) | Have PIE | Is Currently Working on PIE | Is Part of Department PIE | No PIE | Unknown |
|-----------------------|----------|--|---------------------------|----------|----------|
| ASAC | | | | | |
| Design Lab | | | | | |
| LLC | | | | | |
| MARC | | | ? | | |
| MSL | | | | | |
| STEM Center | | Not a full unit PIE, could record info | | | |
| SSSC | | Not a full unit PIE, could record info | | | |
| TERC | | | | | |
| TMARC/MCS Lab | | | ? | | |
| WIN Program | | | | | |
| Writing Center | | | | | |
| Total | 4 | 3 | 3 | 2 | 0 |

Other Academic Support

| Centers/Programs (18) | Have PIE | Is Currently Working on PIE | Is Part of Department PIE | No PIE | Unknown |
|--------------------------------|--------------------|-----------------------------|---------------------------|----------|----------|
| ACCESS | | | | | |
| ATC | Included in ACCESS | | | | |
| ACES | | | | | |
| ABE | | | | | |
| ASPIRE | | | | | |
| ARISE | | | | | |
| Business Division Computer Lab | | | Business Div. has a PIE | | |
| DHH | Included in ACCESS | | | | |
| EOPS/CARE/CalWORKs | | | | | |
| DREAM | | | | | |
| HCRC | | | | | |
| Honors Program | | | | | |
| International Student Center | | | | | |
| Library | | | | | |
| Natural Sciences Computer Lab | | | | | |
| Pride Center | | | | | |
| REACH | | | | | |
| VRC | | | | | |
| Total | 10 | 0 | 1 | 0 | 7 |

Improve (Formerly TracDat) – Five Column Model

Five column model

Column 1: Mission/Goals

Column 2: Intended Outcomes/Objectives

Column 3: Means of Assessment/Criteria for Success

Column 4: Summary of Data

Column 5: Use of Results

Main Tutoring Centers Only

| Centers/Programs (11) | Has Used Improve (TracDat) | Most Recent SLO/AUO Data | Not on Improve (TracDat) | Unknown |
|-----------------------|----------------------------------|---|-----------------------------|----------|
| ASAC | | 2016-2017 | | |
| Design Lab | | | | |
| LLC | | | | |
| MARC | | | | |
| MSL | | | | |
| STEM Center | | In Improve, no outcomes created | | |
| SSSC | | 2009 (outcomes created, no data entered) | | |
| TERC | | | | |
| TMARC/MCS Lab | | | | |
| WIN Program | | 2017-2018 | | |
| Writing Center | | 2015-2016 | | |
| Total | 5 | | 6 | 0 |

Other Academic Support

| Centers/Programs (18) | Has Used improve (TracDat) | Most Recent SLO/AUO Data | Not on Improve (TracDat) | Unknown |
|--------------------------------|----------------------------------|-----------------------------|--|----------|
| ACCESS | | | | |
| ATC | | 2015-2016 | ACCESS has outcomes, ATC not included | |
| ACES | | | | |
| ABE | | 2016-2017 | | |
| ASPIRE | | | | |
| ARISE | | 2016-2017 | | |
| Business Division Computer Lab | | | Business Div. has outcomes, lab not included | |
| DHH | | | ACCESS has outcomes, DHH not included | |
| DREAM | | | | |
| EOPS/CARE/CalWORKs | | 2015-2016 | | |
| HCRC | | | | |
| Honors Program | | | | |
| International Student Center | | | | |
| Library | | 2016-2017 | | |
| Natural Sciences Computer Lab | | | | |
| Pride Center | | | | |
| REACH | | | | |
| VRC | | | | |
| Total | 5 | | 4 | 9 |

SLOs and AUOs

SLOs/AUOs are a means of evaluating and validating area/program effectiveness. *Student Learning Outcomes* (SLOs) are expressed in statements of what students will be able to think, know, do, or feel because of a given educational experience. The purpose of this assessment process is to improve student learning. *Administrative Unit Objectives* (AUOs) are expressed as statements of what clients experience, receive, or understand as a result of a given service. The purpose of this assessment process is to improve the unit's service.

All Centers

| Centers/Programs | SLOs | AUOs | Neither | Unknown |
|--------------------------------|-------------------|--------------|-----------|----------|
| ASAC | | | | |
| ACCESS | In ACCESS Classes | | | |
| ATC | | | | |
| ACES | | | | |
| ABE | | | | |
| ASPIRE | | | | |
| ARISE | | | | |
| Business Division Computer Lab | | | | |
| DHH | | | | |
| Design Lab | | | | |
| DREAM | | | | |
| EOPS/CARE/CalWORKs | | | | |
| HCRC | | | | |
| Honors Program | | | | |
| International Student Center | | | | |
| LLC | | | | |
| Library | | | | |
| MARC | Through ASAC | Through ASAC | | |
| MSL | | | | |
| Natural Sciences Computer Lab | | | | |
| Pride Center | | | | |
| REACH | | | | |
| STEM Center | | | | |
| SSSC | | | | |
| TERC | | | | |
| TMARC/MCS Lab | Through ASAC | Through ASAC | | |
| VRC | | | | |
| WIN Program | | | | |
| Writing Center | In Workshops | | | |
| Total | 11 | 8 | 10 | 9 |

Main Tutoring Centers Only

| Centers/Programs (11) | SLOs | AUOs | Neither | Unknown |
|-----------------------|--------------|--------------|----------|----------|
| ASAC | | | | |
| Design Lab | | | | |
| LLC | | | | |
| MARC | Through ASAC | Through ASAC | | |
| MSL | | | | |
| STEM Center | | | | |
| SSSC | | | | |
| TERC | | | | |
| TMARC/MCS Lab | Through ASAC | Through ASAC | | |
| WIN Program | | | | |
| Writing Center | In Workshops | | | |
| Total | 6 | 6 | 5 | 1 |

Other Academic Support

| Centers/Programs (18) | SLOs | AUOs | Neither | Unknown |
|--------------------------------|-------------------|----------|----------|----------|
| ACCESS | In ACCESS Classes | | | |
| ATC | | | | |
| ACES | | | | |
| ABE | | | | |
| ASPIRE | | | | |
| ARISE | | | | |
| Business Division Computer Lab | | | | |
| DHH | | | | |
| DREAM | | | | |
| EOPS/CARE/CalWORKs | | | | |
| HCRC | | | | |
| Honors Program | | | | |
| International Student Center | | | | |
| Library | | | | |
| Natural Sciences Computer Lab | | | | |
| Pride Center | | | | |
| REACH | | | | |
| VRC | | | | |
| Total | 5 | 2 | 5 | 8 |

What is being assessed and how?

Summary

Five of the main centers assess SLOs and AUOs. Of the Centers/Programs with Embedded Tutoring five assess SLOs and four assess AUOs. Other common assessments include:

- Hours/Type of service received
- Course attempts, completion, and success (grades)
- GPA
- Certificates/Degrees Earned
- Assignments Completed
- Student Satisfaction

Breakdown by Center

Main Center (M) Other Academic Support (O)

| Centers/Programs | What is Being Assessed? | How? |
|------------------|---|--|
| ASAC (M) | Hours of Tutoring | Banner Check-In |
| | SLOs <ul style="list-style-type: none"> • As a result of Supplemental Instruction, Directed Learning Activities, study groups, tutoring, and workshops, students will be able to apply and demonstrate the subject specific area skills learned in each activity to their course assignments to improve their success and retention. • By visiting the ASAC, students will assess the connection between ASAC activities (Directed Learning Activities, study groups, Supplemental Instruction, tutoring and workshops) and successes in their classes. | ASAC staff creates a detailed report for SLOs because Improve (TracDat) was not preferred. |
| | AUOs <ul style="list-style-type: none"> • Students, faculty, and staff will be aware of ASAC Activities, resources, and services. • Students who access the ASAC will be satisfied with the facilities, services, and resources. • Students will receive support and services from a trained and professional staff. • Students will have access to and be offered numerous and varied supplemental learning opportunities, including Directed Learning Activities, tutoring, study groups, Supplemental Instruction, and workshops throughout the academic year. | ASAC staff creates a detailed report for AUOs because Improve (TracDat) was not preferred. |

| | | |
|---|---|---------------------------------------|
| ASAC (M) - Continued | <ul style="list-style-type: none"> Units of the ASAC will be provided with adequate funding and other resources to meet their needs to support student success. The ASAC will conduct outcomes and assessment that are ongoing, systematic and used for continuous quality improvement. | |
| | Heads | Headcount, Banner Check-In |
| | Hearts | Student Satisfaction Surveys |
| | Minds | Student Success and Retention |
| | | Pre-/Post- Tests |
| | | Chronological Assessment Plan |
| | | Closing the Loop Form |
| | | |
| Centers/Programs | What is Being Assessed? | How? |
| ACCESS (O) | Hours and Type of Service | SARS |
| | SLOs in ACCESS Classes | |
| | | |
| ATC (O) | Hours and Type of Service | Banner Check-In |
| | | |
| ACES (O) | Course Attempts | Pull from Banner and Analyze Manually |
| | Course Completion | Pull from Banner and Analyze Manually |
| | Course Success/Grades | Pull from Banner and Analyze Manually |
| | | |
| ABE (O) | Hours in Class (not with embedded tutor) | Banner Check-In |
| | Assignments Completed | Count |
| | Grades (P/NP/SP)/Course Completion | Banner |
| | Certificates Completed | Count (Banner) |
| | Number of Students Served | Count (Banner) |
| | Student Satisfaction | Student Surveys |
| | Did tutoring help you pass this class? | Student Surveys |
| | | |
| Business Division Computer Lab (O) | Hours | Banner Check-In |
| | | |
| DHH (O) | None | |
| | | |
| Design Lab (M) | Hours and Type of Service | Banner Check-In |
| | Course Success/Grades | Banner |
| | Course Completion | Banner |

| Centers/Programs | What is Being Assessed? | How? |
|-------------------------------|--|---|
| EOPS/CARE/CalWORKs (O) | Hours and Type of Service | SARS |
| | Course Success/Grades, Persistence, Retention, Certificates Earned, etc. | For whole EOPS program, not just tutoring. (Work with research - Data Mart) |
| | | |
| MARC (M) | Hours | Banner Check-In |
| | SLOs and AUOs | Through ASAC |
| | | |
| MSL (M) | Hours and Type of Service | SARS |
| | | |
| STEM Center (M) | Hours and Type of Service | Banner Check-In |
| | | |
| SSSC (M) | Hours and Type of Service | Banner Check-In |
| | *Starting to develop SLOs for Peer Mentors | |
| | | |
| TERC (M) | Hours and Type of Service | Banner Check-In |
| | <p>TERC Goals: CTE student populations in 3 targeted programs (Administration of Justice, Aeronautics, and Fire Technology) who have been identified as having been disproportionately impacted by the Office of Research and Institutional Effectiveness will demonstrate</p> <ul style="list-style-type: none"> • A 30% increase in earning of grade B or higher, after receiving instructional support services 4 or more times in the TERC in both the Fall 2017 and the Spring 2018 semesters, as compared to their grades in courses in the same disciplines in the two semesters prior to visiting the TERC. • A 25% increase in certificate or degree completion rates after receiving instructional support services 4 or more times in the TERC, during the Spring 2016, Fall 2016, Spring 2017, and Fall 2018 semesters, as compared to students from the same populations and disciplines, who have not visited the TERC in the same time frame. | <p>Work with Research</p> <p>*These goals are currently under revision</p> |
| | | |
| TMARC/MCS Lab (M) | Hours | Banner Check-In |
| | SLOs and AUOs | Through ASAC |
| | | |

| Centers/Programs | What is Being Assessed? | How? |
|---------------------------|--|-------------------------------|
| WIN Program (M) | Hours | Banner Check-In |
| | GPA (individual, team) | Banner/Argos |
| | Progress Checks | Faculty Submission via Banner |
| | Course Success/Grades | Banner/Argos |
| | Course Completion | Banner/Argos |
| | | |
| Writing Center (M) | Hours, type of service, student usage/attendance including unduplicated head count | Banner Check-In |
| | Impact of tutoring on student success in ENGL and AMLA (grades, completion, retention) | Work with Research |
| | SLOs <ul style="list-style-type: none"> • In targeted workshops | Workshop post-tests |
| | AUOs | Argos/Banner |
| | Student Satisfaction | Annual Survey |
| | | |

Centers not included: ASPIRE, ARISE, CalWORKs, DREAM, HCRC, Honors Program, International Student Center, LLC, Library, Natural Sciences Computer Lab, PRIDE Center, REACH, VRC

What do we want to assess?

Summary

Of the centers surveyed (17), seven did not indicate assessment objectives. Reasons included having sufficient data already, lack of familiarity with assessment and outcomes, and uncertainty who was responsible for assessments.

Centers that do not currently have consistent assessment practices expressed interest in the following:

- Hours/Type of Service
- SLOs
- Course attempts, completion, and success (grades)
- GPA
- Certificates/Degrees Earned
- Student Satisfaction

Centers that currently have strong assessment practices expressed interest in the following:

- Comparison groups – students who receive tutoring vs. students who do not receive tutoring
- Longitudinal data of completion and persistence
- Impact on first year completion rates
- Pathways
- Gateway courses and choke points
- Disaggregated student equity data

Breakdown by Center

Main Center (M) Other Academic Support (O)

| Centers/Programs | What do we want to assess? |
|---|---|
| ASAC (M) | Pathways |
| | Gateway Courses |
| | Choke Points |
| | |
| ACCESS (O) | None |
| | |
| ATC (O) | None |
| | |
| ACES (O) | Currently doing all manual analyzing of data, want faster way to get information. |
| | |
| ABE (O) | Currently, students swipe in to their class. They cannot swipe in again while they are working with an embedded tutor. So, they cannot get specific data on how tutoring improved learning other than self-reported in surveys. |
| | How could tutoring be improved? |
| | |
| Business Division Computer Lab (O) | None |
| | |

| Centers/Programs | What do we want to assess? |
|-------------------------------|--|
| DHH (O) | Hours/Type of Service |
| | Success of deaf students in all deaf classes v. mixed classes |
| | How much are deaf students using other support centers on campus? |
| | |
| Design Lab (M) | Student satisfaction |
| | What hours do the students want the lab to be open? |
| | Success of students using one on one tutoring vs. drop in hours |
| | Success of students who check out equipment |
| | |
| EOPS/CARE/CalWORKs (O) | Flag students who are receiving EOPS tutoring somehow so their data could be separated from EOPS students who are not receiving tutoring |
| | |
| MARC (M) | None |
| | |
| MSL (M) | None |
| | |
| STEM Center (M) | Success |
| | Retention |
| | Compare students (if they log 12+ hours in the center vs. if they do not) |
| | |
| SSSC (M) | Are students who use the center doing better in their classes? (Success, Retention) compared to students who do not use the center |
| | |
| TERC (M) | Create SLOs |
| | |
| TMARC/MCS Lab (M) | None |
| | |
| WIN Program (M) | Success and retention with new placement and multiple measures for student athletes |
| | Disaggregated student equity data |
| Writing Center (M) | Longitudinal data of completion and persistence |
| | Impact on first year completion rates |
| | Disaggregated student equity data (A number demographics are not enough) |
| | Productivity Levels (hours employed vs. hours of tutoring) |
| | |

Centers not included: ASPIRE, ARISE, CalWORKs, DREAM, HCRC, Honors Program, International Student Center, LLC, Library, Natural Sciences Computer Lab, PRIDE Center, REACH, VRC