

## Academic Services Outcomes Assessment Report Fall 2005

### Academic Services Summary

1. Program Name:

- Summer Bridge Program (SBP)
- Learning Assistance Resource Center (LARC)
- Student Advising Center (SAC)

Academic Year: 2004-2005

Date submitted: October 31, 2005

2. Each of the above programs has identified and completed the assessment for at least one Student Learning Outcome using data collected in Fall 2004. Working with the assessment facilitator, the timeline for data collection and full sets of outcomes for these programs have also been identified.

The outcome information will be posted on Academic Services website at:

<http://www.sjsu.edu/academicservices/slo>

Report completed by: \_\_\_\_\_ Alice Ting \_\_\_\_\_

Date: October 26, 2005

AVP (Signature): \_\_\_\_\_

Date: \_\_\_\_\_

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## Summer Bridge Program

1. The Student Learning Outcomes assessed will be posted in Spring 2006 on the Academic Services website at: <http://www.sjsu.edu/academicsservices/slo>
2. The Student Learning Outcomes assessed for review this fall:  
Data on academic standing and enrollment retention were collected for the 2004 Summer Bridge (SB) program participants and used to demonstrate program impact by comparing with a cohort of Education Opportunity Program (EOP) special admits students who did not participate in the Summer Bridge program, and with the overall university first-time freshmen who are neither EOP nor SB participants.
3. Direct measures collected:  
The data were collected by the Summer Bridge Program at Academic Services department using university PeopleSoft data collected on 32 students who participated in the 2004 Summer Bridge program and compared with a Fall 2004 cohort of 17 EOP program and 1904 San José State University students who did not participate in the Summer Bridge program.
4. The summary and analysis was prepared by Alice Ting, Acting Director of Academic Services. Further discussion of the information will take place in Spring 2006.
5. Findings emerged from the analysis of data collected:
  - Overall, Summer Bridge program participants demonstrated better performance in their academic standing in Spring 2005 (67.86% was in clear academic standing) compared with the cohort of EOP special admits who did not participate in SB (37.50% with clear academic standing), but lower in academic standing compare with SJSU overall performance (80.28% with clear academic standing)
  - Enrollment retention rate of Fall 2004 Summer Bridge participants in Spring 2005 appeared to be lower (87.50%) than both the EOP special admits cohort (94.12%) and the SJSU overall rate (94.01%)
  - The sample number of both Summer Bridge and EOP are small. Large sample group need to be collected with data accumulated over several years to show significant results
  - This instrument did not provide information on the type of remediation needed by cohort. More detailed measurement of these specific areas will provide data for further and improved analysis of the impact of the program
6. Actions taken: No action is taken at the present time. Discussion plan is made for Spring 2006. Action(s) will be determined following the discussion and analysis.
7. The next outcome to be assessed would be class performance and retention. Grades and scores obtained by 2005 Summer Bridge students in the classes they are placed will be used to compare with the grades and scores obtained by a group of comparable cohort.

## Learning Assistance Resource Center

1. The Student Learning Outcomes were published on the Learning Assistance Resource Center (LARC) annual report. It will also be posted in Spring 2006 on the LARC website at: <http://www.sjsu.edu/academicservices/slo>
2. The Student Learning Outcomes assessed for review this fall:
  - Students were surveyed at the Learning Assistance Resource Center to determine the area of success achieved as a result of the tutorial services they received at the center
  - Student survey was conducted to demonstrate the comprehension of materials learned in the Writing Skills Test (WST) workshop provided by the Learning Assistance Resource Center
3. Indirect measures collected:
  - The Learning Assistance Resource Center surveyed student responses to questions regarding the impact of tutorial services on their academic performance. Data was collected in Fall 2004 from 94 students who received regular weekly scheduled tutorials from assigned tutors in specific courses they requested.
  - 82 Students were surveyed in response to materials they learned after they participated in the Writing Skills Test (WST) workshop conducted at the Learning Assistance Resource Center
4. The data were collected by the Learning Assistance Resource Center through program evaluation surveys. Summary and analysis were prepared by Alice Ting, Acting Director of Academic Services. Further discussion of the information will take place in Spring 2006.
5. Findings emerged from the analysis of data collected:
  - For the 94 students who received tutorial assistance, results indicated that all have experienced improvements (27 students gained confidence, 19 students improved their course grades and 12 students passed the classes and 36 students indicated in improvement in all three areas (gaining confidence, improved course grades and successfully completed the class))
  - The majority surveyed in response to materials they learned in the WST workshops indicated better comprehension of the subject matter (Of 82 students surveyed, 45 indicated excellent understanding of the materials, 30 indicated above average, 5 indicated average and 2 indicated below average of the materials covered. In the same survey, 70 students also indicated excellent or above average assistance in fulfilling their academic goals
6. Actions taken: No action is taken at the present time. Discussion plan is made for Spring 2006. Action(s) will be determined following the discussion and analysis.
7. The next outcome to be assessed would be the retention data of students who received academic support services at the Learning Assistance Resource Center.

## Student Advising Center

1. The Student Learning Outcomes assessed will be posted in Spring 2006 on the Student Advising Center (SAC) website at:  
<http://www.sjsu.edu/academicservices/slo>
2. The Student Learning Outcomes assessed for review this fall:  
The outcomes are measured to demonstrate program impact using GPA and retention rate of Fall 2004 students who have received advising services at Student Advising Center in comparison with the university data of similar cohort who did not go through the Student Advising Center services
3. Direct measures collected:  
Fall 2004 data (08/02/04 to 12/23/04) on enrollment retention and average cumulative SJSU GPA were collected on 194 first-time freshmen and 114 first-time transfer students in the Educational Opportunity Program (EOP) and Summer Bridge (SB) program who received advising services at the Student Advising Center and compared with the data of 128 first-time freshmen and 112 first-time transfer EOP/SB cohorts who did not receive any advising from the Student Advising Center
4. Summary of data:  
The student advising services data was collected by the Student Advising Center at Academic Services. Summary and analysis were prepared by Alice Ting, Acting Director of Academic Services. Further discussion of the information will take place in Spring 2006.
5. Findings emerged from the analysis of data collected:
  - EOP and SB students who received advising services at the Student Advising Center demonstrated overall better retention in the data collected in Spring 2005 (96.39% for first-time freshmen and 98.25% for first-time transfer students) than their cohorts who did not receive any advising services (87.50% for first-time freshmen and 84.82% for first-time transfer students)
  - EOP and SB students who received advising services at the Student Advising Center also obtained better GPA in the data collected in Spring 2005 (2.44 for first-time freshmen and 2.81 for first-time transfer students) than their cohorts who did not receive any advising services (2.37 for first-time freshmen and 2.43 for first-time transfer students)
6. Actions taken:  
No action is taken at the present time. Discussion plan is made for Spring 2006. Action(s) will be determined following the discussion and analysis.
7. The next outcome to be assessed would be the GPA and retention for students who received services at the Student Advising Center in comparison with the GPA and retention rate of a group of comparable SJSU cohort.