1. Support Services Report Template

Report Info
Name of the person completing this report: John Whitman
Title of the person completing this report: Director, Student Center for Academic Achievement
Supervisor/dean reviewing report: John Wenzler, University Librarian
Service: Peer tutoring and services

3. Mandated Service

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

Provide a brief explanation, if necessary, in < 60 words.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using < 120 words

The Student Center for Academic Achievement is the university tutoring and learning support program located in the Library. Its purpose and primary function is to provide free academic support using peer tutoring for all matriculated students in the areas of writing across the curriculum, mathematics and statistics. The SCAA provides supplemental instruction groups (PLUS - Peer Led Undergraduate Study groups) currently available for large Biology and Chemistry lecture classes and offers online tutoring for writing, using the SCAA-staffed OWL (Online Writing Lab), and access to online synchronous and asynchronous tutoring for additional subjects via eTutoring. Each quarter the SCAA also offers a series of Academic Skills workshops, which include sessions that provide preparation for the WST.

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 100%
Total: 100%

2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td></td>
<td>☑</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td></td>
<td>☑</td>
</tr>
<tr>
<td>Area</td>
<td>Narrative</td>
<td>Evidence Submitted to Support the Chosen Selection</td>
</tr>
<tr>
<td>------</td>
<td>-----------</td>
<td>----------------------------------------------------</td>
</tr>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>SCAA staff participate in university outreach and orientation programs and support specific initiatives (Summer Bridge, Puente Project, Smooth Transitions, etc) that target specific populations.</td>
<td></td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>The fundamental purpose of the SCAA is to provide academic support to contribute to student success in the form of tutoring and workshops.</td>
<td></td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>SCAA tutors and receptionists receive valuable training and benefit from the experience of direct contact with others which develops interpersonal communication skills that they draw on in the workplace. Also tutors help students prepare graduate school and employment applications.</td>
<td></td>
</tr>
</tbody>
</table>

**Link to Scoring Rubric**

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th></th>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
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<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td></td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your choice.

<table>
<thead>
<tr>
<th>Area</th>
<th>Narrative</th>
<th>Evidence Submitted to Support the Chosen Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>SCAA’s participation in outreach is supplemental to the recruitment activities and provides a positive enhancement for prospective students. Students benefit from obtaining the information provided.</td>
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</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>SCAA directly supports the university’s mission to provide academically rich learning experiences by helping students perform to their potential.</td>
<td>The SCAs direct support of the university’s mission to provide academically rich learning experiences by helping students perform to their potential.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>While SCAA staff and tutors regularly assist students as described, the many students who work as SCAA tutors and reception staff would miss an important development opportunity that can assist them in later life.</td>
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</tr>
</tbody>
</table>

**Link to Scoring Rubric**

2.4 Alignment with Shared Strategic Commitments

How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?

<table>
<thead>
<tr>
<th>SSC</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</td>
<td>The SCAs encourage student success and excellence in all endeavors and emphasizes improvement and self-efficacy. The online tutoring services are innovative formats to support the mission.</td>
</tr>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>The SCAA supports our community by including specific training elements that address working with diverse populations and has hired a Multilingual Specialist to support the writing and general academic needs of non-native speakers and international students. Also, the SCAA staff is very reflective of the diverse make-up of our student body.</td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner</td>
<td>The SCAA’s entire purpose is to help students achieve academic success. It’s services are free and available to all matriculated CSUEB students.</td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td>the SCAA’s location in the University Library places the services within the hub of learning at the institution. Sunday hours offer increased access to tutoring, and the SCAA Academic Skills Workshop series provides assistance for preparing for the WST.</td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td>The SCAA tries to minimize its paper use by providing an extensive web site that contains important support resources and uses recycled paper for most of its tutoring activities.</td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>The SCAA staff meets regularly to discuss matters of student satisfaction and efficiency. By making our scheduling software, TutorTrac more versatile, we implemented computer-based solutions to provide more efficient and accountable services.</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td>Through our collegial associations with EOP, SSOS, and Student Life, the SCAA participates in outreach and recruitment activities.</td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td>The purpose of the SCAA is to help develop motivated, self-directed learners and to support the 21st c. learning goals of our students. Online tutoring is an innovative service which supports new learning paradigms and the PLUS groups for chemistry and biology are the initial efforts to expand SCAA support across the curriculum, especially in STEM areas.</td>
</tr>
</tbody>
</table>

**Link to Scoring Rubric**

**2.5 How might the demand for this service change over the next five years? (Please choose one category below).**

*Likely to stay the same*

**Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.**

Last week the College Board published an article citing that over half of entering college freshmen are under prepared to succeed in college level work. This unfortunate fact has not changed much over the past decade or more and is unlikely to improve in the foreseeable future. As a result, learning support services like the SCAA will remain critical assets for the university in order to assist students in overcoming this deficit. While not all students who use the SCAA’s services are academically challenged, a large percentage are students are enrolled in developmental courses and benefit from the support the SCAA provides.

**5. Quality of Service**

**Link to Scoring Rubric**

**3.1 Do you assess the quality of the service you provide?**

*Yes*
quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

The SCAA annually prepares a usage report that shows student visits by subject which is accompanied by a quarterly paper survey of student satisfaction. Last year (2012-13) the SCAA worked with the IR dept. and produced an analysis of student success in developmental math classes that suggested a positive correlation between tutoring and improved grades. Also last year, the SCAA received a higher than average score on the student survey of campus services and activities regarding the overall quality of the program and its services (SCAA score: 4.28; mean 4.06). We also have an anonymous suggestion box to receive student recommendations.

Link to Scoring Rubric

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

Thanks to recent new funding, the SCAA has been able to make important new hires with an Online Services Coordinator and a Multilingual Specialist. Both positions will enable the SCAA to provide better services to a broader range of students. Also new funding has allowed us to create study groups (PLUS groups) for large science lecture classes.

Link to Scoring Rubric

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in < 120 words.

With new staff members, the SCAA is better positioned to do more outreach to faculty and other programs on campus to develop more productive relationships. While plans are currently being developed, we anticipate more "intrusive" service features (i.e. presenting workshop elements in classrooms at instructor request, sending text message reminders to students about upcoming SCAA appointments) that will place the SCAA services more visibly throughout the university community.

Link to Scoring Rubric

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

With appropriate funding, I envision the creation of a true learning commons that would house the Library and other academic and student support services within one facility. Without the capital outlay for a new building, a more modest proposal would be the creation of discrete math and writing centers within the SCAA with faculty liaisons working at the SCAA as part time coordinators and tutor trainers.

Link to Scoring Rubric

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

The SCAA distributes a paper student satisfaction survey at the end of each quarter. We attempt to receive at reasonable sample of student opinions. The results are shared at staff meetings. Also the SCAA was included by the campus wide student assessment of services conducted in Spring 2013.

Link to Scoring Rubric

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

The SCAA placed well in terms of perceived program quality and mean importance, but I hope to improve the overall usage with
additional advertising and more "intrusive" activities (i.e. presenting information directly to classes at an instructor's request). I will also submit a request for funds to install additional quiet study cubicles within the current SCAA area.

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?

Yes

If yes, please describe in <120 words. If no, please explain

The SCAA staff regularly discuss the comments from the student satisfaction survey and the suggestion box. Student employees receive a SCAA Handbook that talks about customer service and the ethics of tutoring. Each of these areas are covered in the orientation that is held at the start of each quarter.

3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

No

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

There is currently no regular planning procedure to focus on quality. In the past, the SCAA has been asked by the University Librarian to identify possible focus areas or goals for each upcoming year and these have been included in the University Library planning process.

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?

No

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

There is currently no regular planning procedure to focus on quantity. In the past, the SCAA has been asked by the University Librarian to identify possible focus areas or goals for each upcoming year and these have been included in the University Library planning process. As our budget funding has been relatively level, we regularly check to see that current expenditures are remaining consistent with previous year spending.

6. Efficiency of Service (cost effectiveness)

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

311382

Attach your allocated spreadsheet here.

AA - SCAA - 2010-11 Expenses.xlsx

Link to Scoring Rubric
4.2 Using the spreadsheet provided, please distribute your department's annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

8824

Link to Scoring Rubric

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

6651

Attach your allocated spreadsheet here.

Space AA Library.xlsx

Link to Scoring Rubric

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

No

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

The SCAA budget has remained level which has allowed us to serve approximately the same number of students each year. When additional funds became available from the A2E2 fees we expanded our service hours and created group tutoring for sciences that students indicated they appreciated. Also each quarter there is a waiting list for our standing appointments which means that there are students that we are unable to serve, so reducing services to create efficiencies has not been considered.

Link to Scoring Rubric

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

Current funding could allow the SCAA to expand group services (the PLUS program) through greater outreach and advertising, encouraging more students to attend the existing groups without incurring additional cost.

Link to Scoring Rubric

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided? Please describe your idea(s) in <120 words.

With additional funds, the PLUS program group tutoring could be expanded across the curriculum for large lecture courses.

Link to Scoring Rubric

4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?

No

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.
Although it would involve an overall budget increase, we could reach more students more efficiently by expanding the PLUS science lecture study groups. As previously stated, the SCAA budget has remained level which has allowed us to serve approximately the same number of students each year. When additional funds became available from the A2E2 fees we expanded our service hours and created group tutoring for sciences that students indicated they appreciated. Also each quarter there is a waiting list for our standing appointments which means that there are students that we are unable to serve, so there are currently no plans to reduce services.

Link to Scoring Rubric

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

For year 2011-2012, the SCAA has three categories of service that are annually accounted. The SCAA tutoring service had 10,113 visits from 2847 students, eTutoring had 1247 visits, and the SCAA OWL (Online Writing Lab) received 1499 student papers.

7. Other

Link to Scoring Rubric

5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

Yes

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in < 60 words.

Limited tutoring is provided by SAS/EOP and Excel but is only available to their identified populations. Certain departments periodically provide study groups or supplemental instruction.

Link to Scoring Rubric

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

The SCAA is the main source for academic support on the CSUEB campus. It’s services are available to all matriculated students, and purposeful actions have developed supports for the growing online campus as well. Additionally, working at the SCAA as a tutor or a receptionist provide special employment opportunities for students that give them the convenience of an on campus job and the satisfaction of helping their peers. To many SCAA employees, the experience is invaluable, especially those who are considering eventual careers in education.

Link to Scoring Rubric

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.