



Student Center for Academic Achievement
University Libraries
Annual Report, 2022-2023 AY

STUDENT CENTER *for* ACADEMIC ACHIEVEMENT

Established in 2001, the Student Center for Academic Achievement (SCAA) is a comprehensive learning center serving and employing students from all CSUEB colleges.

SCAA Mission

The mission of the SCAA is to provide students with individual and collaborative learning opportunities within an inclusive environment fostering independent growth. The SCAA strives to cultivate adaptability, self-direction, and self-confidence through peer-to-peer support programs. SCAA services help students set achievable goals, develop academic skills, and improve subject comprehension.

SCAA Core Functions

1. Subject-specific academic support
2. Writing skills development
3. Quality professional development and growth opportunities
4. Collaborative cross-campus engagement efforts

SCAA Goals (with correlating initiatives):

1. Goal 1: To improve subject comprehension and performance and support student learning through academic skills development efforts
 - Subject Tutoring
 - Supplemental Instruction (SI)
2. Goal 2: To improve communication skills and support students' development of academic self-efficacy through process-oriented writing programs
 - Writing Tutoring
 - Online Writing Lab (OWL)
 - Writing Associates (WA)
3. Goal 3: To foster student engagement and cultivate leadership skills through intentionally-designed co-curricular employment opportunities
 - SCAA Learning Community (Peer Leadership)
4. Goal 4: To enhance the network of support available for students through the development of relationships with campus partners
 - SCAA Workshops
 - SCAA Marketing, Outreach, & Communications

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“The SCAA has some of the best views on campus, looking out over San Francisco Bay. The space is filled with sunlight, but more important to us is the enlightenment exchanged between our tutors and tutees.”

– Dr. John Wenzler, Dean of the Libraries

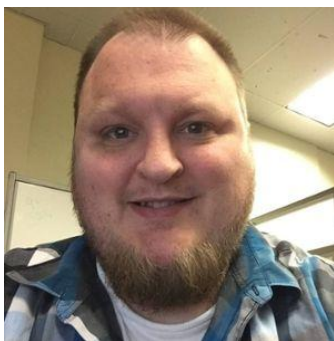
Note from the SCAA Director



Rachel Brunson

The 2022-2023 academic year was a monumental time for University Libraries. We moved into the brand new CORE Building, which introduced countless opportunities for growth and advancement. It was such a pleasure to join the East Bay community in the SCAA Director role during such an exciting chapter of SCAA’s storied history.

We are proud to have served over 1,100 CSUEB students and to have employed over 70 peer leaders across our programs this year. I express gratitude to each of the SCAA Admin Team members (pictured below) for their dedication and teamwork in support of student success, retention, and persistence. [More About Us](#)



Brandon Everett,
Administrative Support
Coordinator



June Mertens-Barber,
Coordinator of the
Online Writing Lab
and eTutoring



Dr. Sara Schupack,
Coordinator for the
Writing Tutor Programs



Matthew Tener,
Supplemental
Instruction (SI)
Coordinator

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2022-2023 AY *at a glance*

The SCAA served the CSUEB community as a comprehensive one-stop shop for academic support that provided 70+ peer leadership (employment) opportunities to East Bay students.

Highlights & Successes

1. Promoting collaboration and critical thinking through *subject-specific academic support* (two main programs):
 - a. Supplemental Instruction (SI)
 - b. Subject Tutoring
2. Supporting written communication outcomes through *writing skills development* (three main programs):
 - a. Writing Tutoring
 - b. Writing Associates
 - c. Online Writing Lab (OWL)
3. Promoting collaboration, leadership, and teamwork through providing *quality professional development and growth opportunities* (student employment opportunities and intensive training)
 - a. SCAA Peer Leadership (“SCAA Learning Community”)

SCAA Summary

- Students employed (across 4 peer leadership positions)
 - 2022-2023 AY: 79 students (71 finished the term)
- Students served: 4,712 total visits (across all programs)
 - Supplemental Instruction: 2,517
 - Subject Tutoring: 590
 - Writing Tutor Programs: 1,605
- Students served: 1,114 unique students (across all programs)
 - Supplemental Instruction: 422
 - Subject Tutoring: 230
 - Writing Tutor Programs: 665

Data Analysis

- [Appendix A: Supplemental Instruction Summary](#)
- [Appendix B: Subject Tutoring Summary](#)
- [Appendix C: Writing Tutor Programs Summary](#)
- [Appendix D: SCAA Peer Leader Group Summary](#)

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SCAA Program Spotlight: **Subject Tutoring**

SCAA Subject Tutoring provides weekly appointments in both individual and small-group settings to support student learning in high-need and/or high-impact courses. CSUEB students can make one-on-one appointments or visit drop-in hours. All support is provided in in-person and virtual formats.

SCAA Subject Tutoring Summary (2022-2023 AY)		
Data Points	Fall 2022	Spring 2023
# of visits (appointments and drop-in)	358	232
Average # of visits / student	2.34	2.39
# of <u>unique</u> student participants	153	97
# of <u>repeat</u> student participants	70	48
# of courses on the supported-course list	52	58
# of SCAA Subject Tutors	21	29
Points of pride		
24% of students met with the same peer tutor 3 or more times		
45% of subject tutoring participants were underrepresented minority (URM) students		
Provided course-specific support for a number of subjects in all 4 CSUEB colleges		

SCAA Subject Tutoring Student Learning Outcomes (2022-2023 AY)
<i>As a result of SCAA tutoring sessions...</i>
80% of survey respondents (31/39) indicated <i>increased understanding of course content</i>
74% of survey respondents (29/39) indicated <i>increased confidence in ability to succeed</i>
77% of survey respondents (30/39) indicated <i>increased preparation to meet the goals of the course</i>
72% of survey respondents (28/39) indicated <i>increased awareness of study/learning strategies</i>
67% of survey respondents (26/39) indicated <i>increased use of study/learning strategies</i>
64% of survey respondents (25/39) indicated <i>increased sense of belonging on campus</i>
90% of survey respondents (35/39) positively rated their SCAA tutor(s) on <i>content knowledge</i>
97% of survey respondents (38/39) positively rated their SCAA tutor(s) on having a <i>positive attitude</i>

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Subject Tutoring Participant Testimonials

- “[My SCAA Subject Tutor] is the most interactive and well-instructed tutor I had for my computer science class. She explains ideas and processes [for] the asynchronous classes.” –Spring 2023 Participant
- “[My SCAA Subject Tutor] is the best! He helped me succeed in O Chem 2 and I would not understand this subject without his wonderful teaching, enthusiasm and knowledge.” –Spring 2023 Participant
- “I always share the SCAA services around campus; seeing students engaging with [SCAA Subject Tutors] is nice.” –Spring 2023 Participant
- “I met with [my SCAA Subject Tutor] multiple times and he was really helpful and nice. Was always there when I needed advice.” –Spring 2023 Participant

SCAA Program Spotlight: SCAAlar Appointments Program

In Spring 2023, the SCAA re-launched a pilot of its previous “standing appointments” option for students. The redesigned SCAAlar (a wordplay, pronounced “Scholar”) Appointments Program was in response to students and advisors communicating a desire to build SCAA tutoring into their study routines.

Currently-enrolled CSUEB students can now apply for the privilege of having 4 pre-scheduled weekly appointments in a row, which is an exception to regular SCAA policies. These pre-scheduled, repeat tutoring sessions are with the same tutor, on the same day/time, and in the same location. SCAA Coordinators and SCAA Tutors partner with students to individualize support to address long-term and/or short-term goals.

This program has been particularly helpful in supporting our intentional campus partnerships with Accessibility Services Counselors and Educational Opportunity Program (EOP) Counselors.

SCAAlar Appointments Program Summary (2022-2023 AY)

Data Points	Subject Tutor SCAAlars (Spring 2023)	Writing Tutor SCAAlars (Spring 2023)
# of <u>unique</u> student participants	8	7
# of appointments completed	32	40
Average # of appointments per SCAAlar	3	3

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SCAA Program Spotlight: Supplemental Instruction

SCAA Supplemental Instruction (SI) provides regularly-scheduled group study sessions to support student learning in high-DFW/-impact courses. SI Leaders are embedded in every section of their assigned supported courses and facilitate structured study sessions (in-person and/or online).

SCAA Supplemental Instruction (SI) Summary		
Data Points	Fall 2022	Spring 2023
# of visits to SI Sessions	1,275 visits	1,242 visits
# of contact hours (SI Sessions are typically 75 min)	1,594 hours	1,553 hours
Average # of visits / student	6	6
# of <u>unique</u> student participants	215	205
% of <u>repeat</u> student participants	73% (158/215)	146
# of sessions offered	184	261
# of courses/sections on the supported-course list	8 (15 sections)	12 (24 sections)
# of SCAA SI Leaders	10	14
# of faculty partners	14	25
Points of pride		
<p>The SCAA made data-driven decisions on which courses to support with the SI program in 2022. Based on strategic changes, student access to SI support increased by 126%. <i>F22: 668 students enrolled in SI-supported courses / SP23: 1,510 students enrolled in SI-supported courses</i></p>		
<p>53% of SI participants were underrepresented minority (URM) students</p>		

SCAA Supplemental Instruction (SI) Student Learning Outcomes (2022-2023 AY)
<i>As a result of SCAA SI sessions...</i>
94% of survey respondents (51/54) indicated SI helped with <i>development of self-confidence</i>
98% of survey respondents (54/55) indicated SI helped with <i>learning challenging content</i>
93% of survey respondents (28/30) indicated SI helped with <i>development of critical thinking skills</i>
93% of survey respondents (27/29) indicated SI helped with <i>development of quantitative reasoning skills</i>
87% of survey respondents (26/30) indicated SI helped increase <i>[collaboration] with peers</i>
95% of survey respondents (57/60) indicated SI helped increase <i>sense of belonging on campus</i>

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SCAA Supplemental Instruction (SI) Support by College (2022-2023 AY)								
Department	Courses	SI Visit Summary	FALL Course enrollment	F22 DFW Rates		SPRING Course enrollment	SP23 DFW Rates	
				SI DFW*	Non-SI DFW**		SI DFW*	Non-SI DFW**
College of Business and Economics								
Economics	ECON 380	13 visits	209	N/A	12.9%	196	0%	8.2%
Accounting	ACCT 210	21 visits	148	N/A	16.2%	108	0%	21.3%
	ACCT 215	10 visits	91	N/A	19.8%	95	1.1%	15.8%
	ACCT 311	104 visits	56	5.4%	8.9%	31	0%	6.5%
College of Education and Allied Studies								
Kinesiology	KIN 162	5 visits	188	N/A	19.1%	154	0%	10.4%
College of Letters, Arts, and Social Sciences								
Philosophy & Rel. Studies	PHIL 100	67 visits	435	N/A	19.5%	432	0.2%	14.8%
Speech, Language, and Hearing Sciences	SLHS 301	105 visits	38	10.5%	18.4%	Fall Term Course		
	SLHS 303	187 visits	Spring Term Course			57	5.3%	12.3%
	SLHS 401	23 visits	40	2.5%	20%	Fall Term Course		
College of Science								
Biological Sciences	BIOL 101	35 visits	118	N/A	5.1%	122	0%	2.5%
	BIOL 310	1015 visits	106	8.5%	13.2%	72	10%	31.9%
Chemistry and Biochemistry	CHEM 111	222 visits	86	N/A	30.2%	68	5.9%	13.2%
	CHEM 112	341 visits	62	8.1%	9.7%	84	0%	19%
Physics	PHYS 304	234 visits	42	2.4%	4.8%	Fall Term Course		
Psychology	PSYC 100	130 visits	168	2.4%	18.5%	91	0%	12.1%
	PSYC 381	5 visits	156	0%	4.5%	91	N/A	4.3%

-“*SI DFW*” refers to the % of enrolled students with 1 or more visits to SI who received a D grade, received an F grade, or withdrew from the course by the end of the term

-“*Non-SI DFW*” refers to the % of enrolled students with 0 visits to SI who received a D grade, received an F grade, or withdrew from the course by the end of the term

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SCAA Program Spotlight: Writing Tutoring

SCAA Writing Tutoring provides weekly appointments to assist students with all writing at all stages of the writing process. CSUEB students can make one-on-one appointments or visit drop-in hours. All support is provided in in-person and virtual formats.

SCAA Writing Tutoring Summary (2022-2023 AY)		
Data Points	Fall 2022	Spring 2023
# of visits (appointments)	536	533
Average # of visits / student	2.69	2.32
# of <u>unique</u> student participants	199	230
% of <u>repeat</u> student participants	38% (76/199)	81
# of SCAA Writing Tutors	15	13
Points of pride		
18% of students met with the same writing tutor 3 or more times		
46% of writing tutoring participants were underrepresented minority (URM) students		
Provided writing support for a number of courses in all 4 CSUEB colleges		
3 supported courses are on the "Top 20 D/F/WU Course" list (ENGL 101, ENGL 102, and ENGL 200)		

SCAA Writing Tutoring Student Learning Outcomes (2022-2023 AY)
<i>As a result of SCAA writing tutoring sessions...</i>
89% of survey respondents (64/72) indicated <i>increased awareness of writing as a process</i>
82% of survey respondents (59/72) indicated <i>that tutoring introduced communication skills in regards to their own writing and/or the tutoring process</i>
99% of survey respondents (71/72) indicated <i>that the tutor was responsive to individual needs</i>
82% of survey respondents (59/72) indicated <i>increased understanding of college-level writing</i>
90% of survey respondents (65/72) indicated <i>increased confidence in ability to succeed</i>
90% of survey respondents (65/72) indicated <i>increased confidence in asking for help</i>
82% of survey respondents (59/72) indicated <i>increased utilization of writing-related resources</i>
89% of survey respondents (64/72) indicated <i>increased belief that writing improves with continued work and practice</i>

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Writing Tutoring Participant Testimonials

- “I am glad the campus provides this kind of resources to students. It is super helpful. [My SCAA Writing Tutor] is very patient, friendly, and gives his best efforts with supporting students on writing. He raises my confidence that I can succeed.” –Fall 2022 Participant
- “[My SCAA Writing Tutor] was knowledgeable, kind and he made sure I answered the prompt correctly. He was very helpful!” –Fall 2022 Participant
- “Great resource and efficient access to it.” –Fall 2022 Participant

SCAA Program Spotlight: Online Writing Lab

The Online Writing Lab (OWL) provides asynchronous peer writing assistance focusing on global, whole-text writing concerns (i.e. ideas, content, genre, thesis, development, clarity, etc.). Students can submit papers via email to receive feedback from SCAA writing tutors within 72 hours.

SCAA Online Writing Lab Summary (2022-2023 AY)

Data Points	Fall 2022	Spring 2023
# of visits (submissions)	224	312
Average # of submissions / week	14.9	20.3
# of <u>unique</u> student participants	155	178
% of <u>repeat</u> student participants	27% (42/155)	38% (67/178)

Points of pride

Student **utilization of the Online Writing Lab increased by 39.3% from Fall to Spring**

F22: 155 unique students submitted 224 times / SP23: 178 unique students submitted 312 times

SCAA OWL Student Learning Outcomes (2022-2023 AY)

As a result of the SCAA Online Writing Lab...

78% of survey respondents (21/27) indicated that OWL *increased preparation to meet the expectations of the assignment prompt*

56% of survey respondents (15/27) indicated that OWL helped them earn a *higher grade on an assignment* (41% indicated neutral/“no impact”)

78% of survey respondents (21/27) indicated that OWL *increased self-confidence as a college-level writer*

93% of survey respondents (25/27) *positively rated their OWL tutor(s) on knowledge of the writing process*

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SCAA Program Spotlight: Writing Associates

The Writing Associates (WA) program provides an embedded tutor structure whereby the writing tutor becomes part of a classroom community and offers contextualized support for students at all stages of the writing process. WAs meet students where they are in their written communication skill development, directly in the classroom. WAs also provide support outside of the classroom in the form of office hours, tutoring appointments, and paper reviews (in-person and/or online).

SCAA Writing Associates Summary (2022-2023 AY)

Data Points	Fall 2022	Spring 2023
# of students enrolled in WA-supported courses	197	119
# of courses (total) supported with a WA pairing	4	5
	<i>ENGL 100 / ENGL 305 / HDEV 499 / PSYC 350</i>	<i>ENGL 109 / ENGL 205 / ENGL 303 / HIST 101 / HIST 301</i>
# of Writing Intensive (UWR) courses supported	0	3
# of faculty partners	4	5
Points of pride		
DFW rates for WA-supported sections were 9.5% lower than DFW rates for sections without an embedded WA <i>Fall and Spring WA-supported course sections combined</i>		
2 WA-supported courses are on the "Top 20 D/F/WU Course" list (ENGL 100 and ENGL 109)		
3 Writing Intensive (UWR) courses were added to the supported-course list in Spring 2023. The SCAA aims to continue increasing support for UWR courses across the curriculum.		
WA Faculty reported that the WA Program enhanced their teaching practice , with the strongest effect in allowing them more time to help struggling students, helping them to be more effective with differentiated instruction, and allowing more opportunities for higher level thinking		

SCAA WA Student Learning Outcomes (2022-2023 AY)

As a result of the Writing Associates Program...

67% of survey respondents indicated that the WA was very helpful in *helping them generate ideas* (18% indicated N/A)

72% of survey respondents indicated that the WA was very helpful with *helping them understand assignments* (20% indicated N/A)

75% of survey respondents indicated that the WA was very helpful with *organizing ideas*

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(17% indicated N/A)

60% of survey respondents indicated that the WA was very helpful with *connecting course readings to writing assignments* (22% indicated N/A)

63% of survey respondents indicated that the WA was very helpful with *thesis and argument* (25% indicated N/A)

68% of survey respondents indicated that the WA was very helpful with *grammar and mechanics* (22% indicated N/A)

68% of survey respondents indicated that the WA was very helpful for *support with the writing process* (18% indicated N/A)

Writing Associate (WA) Program Student/Faculty Testimonials

- “[My SCAA WA] gave clear ideas building upon the writer’s thesis and suggestions to make our writing stronger.” –Student enrolled in a section with an embedded WA
- “It was great to have someone to share ideas with when my other peers are working on their own things. The help was very much needed and I appreciated it a lot, thank you.” –Student enrolled in a section with an embedded WA
- “[My SCAA WA] helped me with my major essay to really dive under the surface in order to help me to make my writing more well thought out and professional.” –Student enrolled in a section with an embedded WA
- “[Partnering with a SCAA WA] helped me think about more in-class experiential modes of learning.” –Faculty member paired with a WA
- “[My SCAA WA] and [the Coordinator of SCAA Writing Tutor Programs] were very passionate and helpful for my students’ learning and engagement.” –Faculty member paired with a WA

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SCAA Peer Leadership

The SCAA is a comprehensive learning center, with an array of support programs for students *by* students. The SCAA provides CSUEB undergraduate and graduate students with on-campus employment opportunities and engages them in intentional, centralized peer leadership recruitment, supervision, training, evaluation, and recognition practices.

SCAA Peer Leadership Summary (2022-2023 AY)		
Data Points	Fall 2022	Spring 2023
# of Peer Leaders	58	70
# of Graduate Assistants	2	2
# of Math/Stats Tutors	9	11
# of Science Tutors	12	18
# of Supplemental Instruction Leaders	10	14
# of Writing Tutors	15	13
# of Reception Team members	10	12
% of NEW Peer Leaders	64%	35%
% of RETURNING Peer Leaders	36%	65%
# of majors represented by SCAA student employees	39	
# of training and development hours provided to SCAA Peer Leaders (minimum)	10	10
Points of pride		
The SCAA Learning Community includes the institutional learning outcomes (ILOs) of COMMUNICATION, COLLABORATION, and THINKING AND REASONING in its curriculum design processes for Peer Leader training		
The SCAA is certified by the College Reading and Learning Association (CRLA) – International Tutor Training Program Certification (ITTPC)		
86% of Fall 2022 SCAA Peer Leaders (43/50 YES survey responses) indicated intent to return in their SCAA Peer Leadership role in the following semester (12/55 NO; 5 of 12 were graduating from CSUEB)		
98% of Spring 2023 SCAA Peer Leaders (51/52 YES survey responses) indicated intent to return in their SCAA Peer Leadership role in the following semester (18/69 NO; 17 of 18 were graduating from CSUEB)		

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SCAA Peer Leadership Student Learning Outcomes (2022-2023 AY)

Peer Leadership Student Learning Outcomes (SLO) & Key Performance Indicators

Data below is self-reported by students in the "SCAA Peer Leader Intent to Return/Reapplication Survey"

SLO 1: Students will gain leadership skills through participation in training sessions and through facilitating appointments/sessions

- **98%** (356/363) of responses indicated a gain and/or improvement in **professional standards** through their position

- (Q8_1) Meeting job expectations described in my position description
 - Fall 2022: 100% (52/52) of respondents
 - Spring 2023: 99% (68/69) of respondents
- (Q8_2) Being accountable to myself and my supervisor
 - Fall 2022: 98% (51/52) of respondents
 - Spring 2023: 96% (66/69) of respondents
- (Q8_3) Being reliable/dependable for students (Tutors and SI Leaders)
 - Fall 2022: 98% (41/42) of respondents
 - Spring 2023: 98% (56/57) of respondents
- (Q8_4) Being reliable/dependable for students, staff, and/or faculty (Receptionists only)
 - Fall 2022: 100% (10/10) of respondents
 - Spring 2023: 100% (12/12) of respondents

- **96%** (474/493) of responses indicated a gain and/or improvement in **interpersonal communication** through their position

- (Q9_1) Managing group dynamics/facilitation
 - Fall 2022: 100% (8/8) of respondents (SI Leaders only)
 - Spring 2023: 91% (21/23) of respondents (SI Leaders + SCAA Lead Employees only)
- (Q9_2) Catering to individual student/participant needs (Tutors and SI Leaders)
 - Fall 2022: 98% (41/42) of respondents
 - Spring 2023: 98% (56/57) of respondents
- (Q9_3) Being confident promoting the SCAA
 - Fall 2022: 90% (47/52) of respondents
 - Spring 2023: 93% (64/69) of respondents
- (Q9_4) Giving and receiving feedback/reflecting on growth areas
 - Fall 2022: 100% (52/52) of respondents
 - Spring 2023: 97% (67/69) of respondents
- (Q9_5) Being culturally responsive/aware
 - Fall 2022: 96% (50/52) of respondents
 - Spring 2023: 99% (68/69) of respondents

- **98%** (358/366) of responses indicated a gain and/or improvement in **partnering with students** through their position

- (Q10_1) Motivating/encouraging students
 - Fall 2022: 98% (51/52) of respondents
 - Spring 2023: 96% (66/69) of respondents
- (Q10_2) Providing an individualized customer service experience (Receptionists only)
 - Fall 2022: 100% (10/10) of respondents

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- Spring 2023: 100% (12/12) of respondents
- (Q10_3) Fostering a collaborative learning environment
 - Fall 2022: 100% (8/8) of respondents (SI Leaders only)
 - Spring 2023: 88% (14/16) of respondents (SI Leaders + SCAA Lead Employees only)
- (Q10_4) Contributing to a collaborative learning environment (Tutors only)
 - Fall 2022: 100% (34/34) of respondents
 - Spring 2023: 98% (43/44) of respondents
- (Q10_5) Supporting the development of confidence
 - Fall 2022: 100% (52/52) of respondents
 - Spring 2023: 99% (68/69) of respondents

- **97%** (353/363) of responses indicated a gain and/or improvement in ***problem-solving*** through their position
 - (Q11_1) Engaging in strategic/critical thinking
 - Fall 2022: 96% (50/52) of respondents
 - Spring 2023: 99% (68/69) of respondents
 - (Q11_2) Fostering creativity in myself and others
 - Fall 2022: 96% (50/52) of respondents
 - Spring 2023: 99% (68/69) of respondents
 - (Q11_3-4-5) Being adaptable/flexible during my appointments/sessions/shifts
 - Fall 2022: 98% (51/52) of respondents
 - Spring 2023: 96% (66/69) of respondents

- **94%** (319/341) of responses indicated a gain and/or improvement in ***resourcefulness*** through their position
 - (Q12_1) Providing students, staff, or faculty with program-specific resources
 - Fall 2022: 90% (47/52) of respondents
 - Spring 2023: 93% (64/69) of respondents
 - (Q12_2) Connecting students to additional campus resources
 - Fall 2022: 90% (47/52) of respondents
 - Spring 2023: 93% (64/69) of respondents
 - (Q12_3) Integrating study skills and/or learning strategies to increase students' effectiveness (Tutors and SI Leaders)
 - Fall 2022: 98% (41/42) of respondents
 - Spring 2023: 98% (56/57) of respondents

SLO 2: Students will increase confidence in applying skills during appointments/sessions/shifts through participation in training sessions

- **79%** of Peer Leaders (96/121 responses) indicated that SCAA training sessions increased their ***confidence in applying leadership skills***.

SCAA Peer Leader Testimonials

- "...I significantly improved in asking guiding questions to promote idea generation. It is challenging for me to simplify my thinking, but at the SCAA I have been put into situations where I need to break down complicated ideas into simple terms so that tutees fully comprehend and understand how to apply their learning towards these difficult concepts."

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–SCAA Writing Tutor, Fall 2022

- “...I have learned how to improve my leadership skills, become more confident, [and make] amazing friendships and connections with the staff and peers! This job really helped me grow out of my comfort zone and learn how to better work with other students and use more of the school's resources!” –SCAA Receptionist, Fall 2022
- “My experience has made me truly reflect on how I approach learning. I have found myself needing to re-evaluate how I can articulate the knowledge I have.” –SCAA Supplemental Instruction (SI) Leader, Fall 2022
- “[My experience as a SCAA Peer Leader] has allowed me to be more present on campus, thus improving my attitude and raising my level of professionalism.” –SCAA Writing Tutor, Fall 2022
- “[My experience as a SCAA Peer Leader] really helped me meet and connect with students outside of my major and I felt more like a part of the CSUEB community.” –SCAA Receptionist, Fall 2022
- “The primary things I feel that I have gained from [my experience as a SCAA Peer Leader] have been an increased confidence in my own understanding of chemistry and a stronger connection to the university chemistry faculty...” –SCAA Subject Tutor, Fall 2022
- “I love it, I feel a part of something great. What I've learned is ...we do not have to struggle alone and in silence. There are many resources to help us become successful at CSUEB and SCAA is one of those resources.” –SCAA Supplemental Instruction (SI) Leader, Fall 2022
- “I enjoy being a part of a diverse, inclusive and collaborative working environment. Working at SCAA improved my network of connections I have on-campus and helped in having meaningful conversations with people I never thought I could talk to.” –SCAA Receptionist, Fall 2022
- “[My experience as a SCAA Peer Leader] has improved my communication skills. Before working at the SCAA, I never took the initiative of being a leader, but now I like to take that role whenever I have group projects because I feel more confident.” –SCAA Receptionist, Fall 2022
- “[My experience as a SCAA Peer Leader] made me a better student in the sense that I saw myself as a role model to other students and that pushed me to work on myself.” –SCAA Supplemental Instruction (SI) Leader, Fall 2022

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SCAA Marketing, Outreach, & Communications / Workshops

The SCAA aims to enhance the network of support available for students through the development of relationships with campus partners. With this objective in mind, the SCAA strives to provide targeted, consistent, and intentional campus-wide marketing, outreach, and communications.

SCAA Outreach Summary (2022-2023 AY)		
Data Points	Fall 2022	Spring 2023
# of Bay Advisor referrals/alerts from CSUEB faculty, staff, and advisors	143	144
# of Ambassador Appearance/Resource Overviews (10-15 minutes)	7	
# of Library/SCAA Overview + Resource Workshops (30-45 minutes)	6	
# of SCAA Study Skills Workshops (some in partnership with Peer Academic Coaching)	7	
# of SCAA Writing Skills Workshops	3	
Points of pride		
<p>The SCAA is proud to be located on the Third Floor of the CORE Building on campus. The SCAA Front Desk is located within the main entrance at CORE, Room 343. There is an open space for program delivery (CB 350) which also serves as the main location for SCAA Peer Leader trainings.</p> <p>Additionally, the SCAA utilizes two dedicated classroom/meeting rooms in the building. CB 341 is primarily utilized for trainings, meetings, and workshops. It also serves as the “Quiet SCAA” for tutoring appointments. CB 342 is primarily utilized for Supplemental Instruction (SI) Sessions.</p>		

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SCAA Spaces in the CORE Building (CB)



CB 343



CB 341



CB 350



CB 342

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Goals & Future Directions

The SCAA completes an annual assessment cycle in two phases. PART I, the *Planning Blueprint*, is completed prior to the start of the academic year, typically finalized by the first day of the Fall term. PART II, the *Performance Blueprint*, is completed at the conclusion of the academic year, typically after Spring term grades are posted. The SCAA's blueprint document outlines the description, scope, learning outcomes, measures/key performance indicators, and assessment methods for each initiative within the department. The structure of the document ties each initiative to its correlating goal within the organization. The document also begins by describing the mission, vision, values, and core functions of the department.

Focus Areas for 2023-2024 AY

- Support of Area A - English Language Communication & Critical Thinking
 - Specific focus on A2 (ENGL 101) completion rates and writing-intensive (UWR) courses
 - Prioritization of inter-departmental partnership-building to increase the development of written communication skills on campus
- Support of Area B - Scientific Inquiry and Quantitative Reasoning
 - Specific focus on B4 (Mathematical Concepts) completion rates
- Support of first-year freshman / foundations of success
 - Specific focus on the reduction of 4-year stop-out rate of first-year (frosh) students
- Support of the retention and performance (success) of underrepresented minority (URM) students, in partnership with [Institutional Effectiveness & Research](#).

Contact Us

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Appendix A: SCAA Supplemental Instruction (SI) Summary, AY 22-23

Analysis completed by Institutional Effectiveness & Research

Course Outcomes (includes courses with unique headcount of ~10 or more)

Course	Top 20 D/F/WU Course	Unique # of students served by SI	% Non-passing SI	% Non-passing all course Students	% of all students in course served by SI
ACCT 311 (fall)	N	21	14%	10%	14%
ACCT 311 (spring)	N	9	0%	12%	27%
BIOL 310 (fall)	N	62	18%	20%	49%
BIOL 310 (spring)	N	41	19%	39%	52%
CHEM 111 (spring)	N	40	10%	18%	55%
CHEM 112 (fall)	N	39	13%	17%	58%
CHEM 112 (spring)	N	21	0%	13%	20%
PHIL 100 (spring)	Y (#1)	29	3%	12%	7%
PHYS 304 (fall)	N	31	3%	5%	50%
PSYC 100 (fall)	Y (#14)	17	24%	12%	9%
PSYC 100 (spring)	Y (#14)	8	13%	14%	8%
SLHS 301 (fall)	N	27	15%	20%	46%
SLHS 303 (spring)	N	23	13%	18%	40%

SI Participant Demographics

College	SCAA Frequency	Percent	Fall 22 Campus population
CBE	60	17%	22%
CEAS	12	3%	11%
CLASS	59	17%	29%
CSCI	215	62%	35%
UNI	2	1%	3%
Total	348		

Level	SCAA Frequency	Percent	Fall 22 Campus population
Frosh	56	16%	10%
Soph	56	16%	6%
Junior	122	35%	24%
Senior	114	33%	37%
Grad/Postbac	0	0%	22%
Total	348		

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Race	SCAA Frequency	Percent	Fall 22 Campus population
Asian	94	27%	22%
Black	24	7%	9%
Hawaiian/PI	6	2%	1%
International	4	1%	7%
Latinx	160	46%	36%
Multirace	8	2%	5%
Unknown	11	3%	4%
White	41	12%	16%
Total	348		

URM	SCAA Frequency	Percent	Fall 22 Campus population
N	164	47%	55%
Y	184	53%	45%
Total	348		

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Appendix B: SCAA Subject Tutoring Summary, AY 22-23

Analysis completed by Institutional Effectiveness & Research

Course Outcomes (includes courses with unique headcount of ~6 or more)

Course	Top 20 DFWU Course	Unique # of students served by Tutoring	% Non-passing Tutoring	% Non-passing All Students	% of all students in course served by Tutoring
STAT 100	Y	8	38%	17%	2%
CHEM 111	N	13	39%	27%	12%
CHEM 112	N	6	0%	9%	9%
CHEM 331	N	7	43%	27%	7%
CHEM 332	N	6	50%	16%	12%
CS 301	N	6	33%	8%	4%

Subject Tutoring Participant Demographics

College	SCAA Frequency	Percent	Fall 22 Campus population
CBE	13	7%	22%
CEAS	16	9%	11%
CLASS	14	7%	29%
CSCI	141	75%	35%
UNI	3	2%	3%
Total	187		

Level	SCAA Frequency	Percent	Fall 22 Campus population
Frosh	29	15%	10%
Soph	29	15%	6%
Junior	42	23%	24%
Senior	76	41%	37%
Grad/Postba c	11	6%	22%
Total	187		

Race	SCAA Frequency	Percent	Fall 22 Campus population
Asian	51	27%	21%
Black	19	10%	9%
Hawaiian/PI	3	2%	1%
International	16	9%	8%
Latinx	65	35%	37%
Multirace	5	3%	5%
Unknown	6	3%	4%
White	22	12%	16%
Total	187		

URM	SCAA Frequency	Percent	Fall 22 Campus population
N	103	55%	55%
Y	84	45%	45%
Total	187		

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Appendix C: SCAA Writing Tutor Programs Summary, AY 22-23

Analysis completed by Institutional Effectiveness & Research

Course Outcomes (includes courses with unique headcount of ~10 or more)

Course	Top 20 D/F/WU Course	Unique # of students served by Writing Support	% Non-passing Writing Support	% Non-passing All Students	% of all students in course served by Writing Support
BIOL 140B fall	N	47	0%	5%	70%
BIOL 140B spring	N	37	3%	3%	47%
ENGL 101 fall	Y (#11)	5	20%	33%	10%
ENGL 101 spring	Y (#11)	16	12%	22%	9%
ENGL 102 fall	Y (#4)	14	14%	20%	5%
ENGL 102 spring	Y (#4)	30	10%	23%	12%
ENGL 103 fall	N	14	7%	16%	44%
ENGL 103 spring	N	14	21%	16%	56%
ENGL 200 fall	Y (#2)	8	0%	18%	2%
ENGL 200 spring	Y (#2)	15	0%	15%	4%

Writing Support Participant Demographics

College	SCAA Frequency	Percent	Fall 22 Campus population
CBE	24	6%	22%
CEAS	33	8%	11%
CLASS	167	40%	29%
CSCI	185	44%	35%
UNI	8	2%	3%
Total	417		

Level	SCAA Frequency	Percent	Fall 22 Campus population
Frosh	119	29%	10%
Soph	70	17%	6%
Junior	85	20%	24%
Senior	108	26%	37%
Grad/Postbac	35	8%	22%
Total	417		

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Race	SCAA Frequency	Percent	Fall 22 Campus population
Asian	95	23%	22%
Black	36	9%	9%
Hawaiian/PI	3	1%	1%
International	31	7%	7%
Latinx	154	37%	36%
Multirace	22	5%	5%
Unknown	11	3%	4%
White	65	16%	16%
Total	417		

URM	SCAA Frequency	Percent	Fall 22 Campus population
N	227	54%	55%
Y	190	46%	45%
Total	417		

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Appendix D: SCAA Peer Leader Group Summary, AY 22-23

SCAA Peer Leadership Participant Demographics

College of enrollment (based on major)	# of SCAA student employees	Percent
CBE	15	18.99%
CEAS	5	6.33%
CLASS	18	22.78%
CSCI	41	51.90%
Total	79	

Level	# of SCAA student employees	Percent
Frosh	5	6.33%
Soph	7	32.91%
Junior	11	13.92%
Senior	30	37.97%
Grad/Postbac	26	8.86%
Total	79	

College	# of unique majors of SCAA Peer Leaders employed (enrolled in this college)
CBE	8
CEAS	1
CLASS	15
CSCI	15
Total	39

SCAA Position	# of student employees in the position	% of overall positions offered
Math/Stats Tutor	12	15.19%
Science Tutor	20	25.32%
Supplemental Instruction (SI) Leader	15	18.99%
Writing Tutor	17	21.52%
Receptionist	13	16.46%
Graduate Assistant	2	2.53%
Total	79	

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SCAA Peer Leader	CSUEB College Enrollment	Majors	Minors	Class Standing	SCAA Position
SCAA Peer Leader 1	CBE	Business Analytics		Graduate student	Math/Stats Tutor
SCAA Peer Leader 2	CSCI	Computer Science		Graduate student	Math/Stats Tutor
SCAA Peer Leader 3	CSCI	Computer Science		Graduate student	Math/Stats Tutor
SCAA Peer Leader 4	CSCI	Statistics		Junior	Math/Stats Tutor
SCAA Peer Leader 5	CBE	Business Analytics		Graduate student	Math/Stats Tutor
SCAA Peer Leader 6	CSCI	Computer Science		Graduate student	Math/Stats Tutor
SCAA Peer Leader 7	CSCI	Computer Science		Graduate student	Math/Stats Tutor
SCAA Peer Leader 8	CSCI	Computer Science		Sophomore	Math/Stats Tutor
SCAA Peer Leader 9	CSCI	Computer Science		Freshman	Math/Stats Tutor
SCAA Peer Leader 10	CSCI	Computer Science		Graduate student	Math/Stats Tutor
SCAA Peer Leader 11	CSCI	Computer Science		Graduate student	Math/Stats Tutor
SCAA Peer Leader 12	CSCI	Computer Science		Graduate student	Math/Stats Tutor
SCAA Peer Leader 13	CSCI	Biological Sciences		Freshman	Science Tutor
SCAA Peer Leader 14	CSCI	Biological Sciences		Freshman	Science Tutor
SCAA Peer Leader 15	CSCI	Biology (Forensic Science)	Communications	Senior	Science Tutor
SCAA Peer Leader 16	CSCI	Biology	Chemistry	Senior	Science Tutor
SCAA Peer Leader 17	CSCI	Biology (Microbiology and Clinical Lab Sciences)		Senior	Science Tutor
SCAA Peer Leader 18	CBE	Business Analytics		Graduate student	Science Tutor
SCAA Peer Leader 19	CSCI	Chemistry		Senior	Science Tutor
SCAA Peer Leader 20	CSCI	Chemistry		Junior	Science Tutor
SCAA Peer Leader 21	CSCI	Computer Science		Sophomore	Science Tutor
SCAA Peer Leader 22	CSCI	Computer Science		Sophomore	Science Tutor

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SCAA Peer Leader 23	CSCI	Computer Science		Graduate student	Science Tutor
SCAA Peer Leader 24	CSCI	Computer Science		Graduate student	Science Tutor
SCAA Peer Leader 25	CSCI	Computer Science		Graduate student	Science Tutor
SCAA Peer Leader 26	CSCI	Computer Science		Graduate student	Science Tutor
SCAA Peer Leader 27	CSCI	Healthcare Administration		Graduate student	Science Tutor
SCAA Peer Leader 28	CEAS	Kinesiology		Junior	Science Tutor
SCAA Peer Leader 29	CEAS	Kinesiology		Senior	Science Tutor
SCAA Peer Leader 30	CEAS	Kinesiology		Senior	Science Tutor
SCAA Peer Leader 31	CEAS	Kinesiology		Junior	Science Tutor
SCAA Peer Leader 32	CSCI	Statistics - Data Science		Graduate student	Science Tutor
SCAA Peer Leader 33	CBE	Accounting		Senior	Supplemental Instruction Leader
SCAA Peer Leader 34	CLASS	Art		Freshman	Supplemental Instruction Leader
SCAA Peer Leader 35	CSCI	Psychology		Senior	Supplemental Instruction Leader
SCAA Peer Leader 36	CSCI	Psychology		Senior	Supplemental Instruction Leader
SCAA Peer Leader 37	CSCI	Biological Science (Microbiology)		Senior	Supplemental Instruction Leader
SCAA Peer Leader 38	CSCI	Biology		Freshman	Supplemental Instruction Leader
SCAA Peer Leader 39	CSCI	Biology and Physiology	Music	Senior	Supplemental Instruction Leader
SCAA Peer Leader 40	CSCI	Computer Science		Sophomore	Supplemental Instruction Leader
SCAA Peer Leader 41	CBE	Economics		Senior	Supplemental Instruction Leader
SCAA Peer Leader 42	CLASS	Graphic Design		Sophomore	Supplemental Instruction Leader
SCAA Peer Leader 43	CBE	Marketing Management		Senior	Supplemental Instruction Leader

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SCAA Peer Leader 44	CLASS	Philosophy		Junior	Supplemental Instruction Leader
SCAA Peer Leader 45	CSCI	Psychology	Liberal Arts	Senior	Supplemental Instruction Leader
SCAA Peer Leader 46	CLASS	Speech Pathology		Graduate student	Supplemental Instruction Leader
SCAA Peer Leader 47	CLASS	Speech Pathology & Audiology		Senior	Supplemental Instruction Leader
SCAA Peer Leader 48	CLASS	Art History		Senior	Writing Tutor
SCAA Peer Leader 49	CBE	Business Administration: General Management	English	Senior	Writing Tutor
SCAA Peer Leader 50	CSCI	Computer Science		Senior	Writing Tutor
SCAA Peer Leader 51	CLASS	Criminal Justice		Junior	Writing Tutor
SCAA Peer Leader 52	CLASS	Criminal Justice		Senior	Writing Tutor
SCAA Peer Leader 53	CLASS	English		Junior	Writing Tutor
SCAA Peer Leader 54	CLASS	English (Creative Writing)	Ethnic Studies	Senior	Writing Tutor
SCAA Peer Leader 55	CLASS	English (Creative Writing)	Japanese	Senior	Writing Tutor
SCAA Peer Leader 56	CLASS	Human Development		Senior	Writing Tutor
SCAA Peer Leader 57	CLASS	Liberal Studies		Senior	Writing Tutor
SCAA Peer Leader 58	CLASS	TESOL		Graduate student	Writing Tutor
SCAA Peer Leader 59	CSCI	Psychology		Senior	Writing Tutor
SCAA Peer Leader 60	CSCI	Psychology		Junior	Writing Tutor
SCAA Peer Leader 61	CSCI	Psychology	Political Science	Senior	Writing Tutor
SCAA Peer Leader 62	CSCI	Public Health		Senior	Writing Tutor
SCAA Peer Leader 63	CSCI	Public Health		Senior	Writing Tutor
SCAA Peer Leader 64	CLASS	Sociology		Senior	Writing Tutor
SCAA Peer Leader 65	CBE	Business Administration	Marketing	Junior	Receptionist
SCAA Peer Leader 66	CBE	Business Administration: HR & Organizational Behavior		Junior	Receptionist

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SCAA Peer Leader 67	CBE	Business Administration: Information Technology Management		Senior	Receptionist
SCAA Peer Leader 68	CBE	Business Analytics		Graduate student	Receptionist
SCAA Peer Leader 69	CBE	Business Analytics		Graduate student	Receptionist
SCAA Peer Leader 70	CBE	Business Analytics		Graduate student	Receptionist
SCAA Peer Leader 71	CSCI	Cell and Molecular Biology	Sociology	Sophomore	Receptionist
SCAA Peer Leader 72	CSCI	Construction Management		Graduate student	Receptionist
SCAA Peer Leader 73	CLASS	Graphic Design		Junior	Receptionist
SCAA Peer Leader 74	CEAS	Kinesiology	American Sign Language	Sophomore	Receptionist
SCAA Peer Leader 75	CLASS	Spanish	Communications	Senior	Receptionist
SCAA Peer Leader 76	CBE	Business Analytics		Graduate student	Receptionist
SCAA Peer Leader 77	CLASS	Speech, Language and Hearing Sciences		Graduate student	Receptionist
SCAA Peer Leader 78	CSCI	Biological Sciences		Graduate student	SCAA Graduate Assistant
SCAA Peer Leader 79	CBE	Business Analytics		Graduate student	SCAA Graduate Assistant