Student Center for Academic Achievement
Mid-Year Report (Fall 2023)

Prepared by Rachel Brunson, SCAA Director

STUDENT CENTER *for* ACHIEVEMENT

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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 Student Center for Academic Achievement (SCAA) is to provide CSUEB 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. Foundational academic skills development
4. Quality professional development and growth opportunities
5. Collaborative cross-campus engagement efforts

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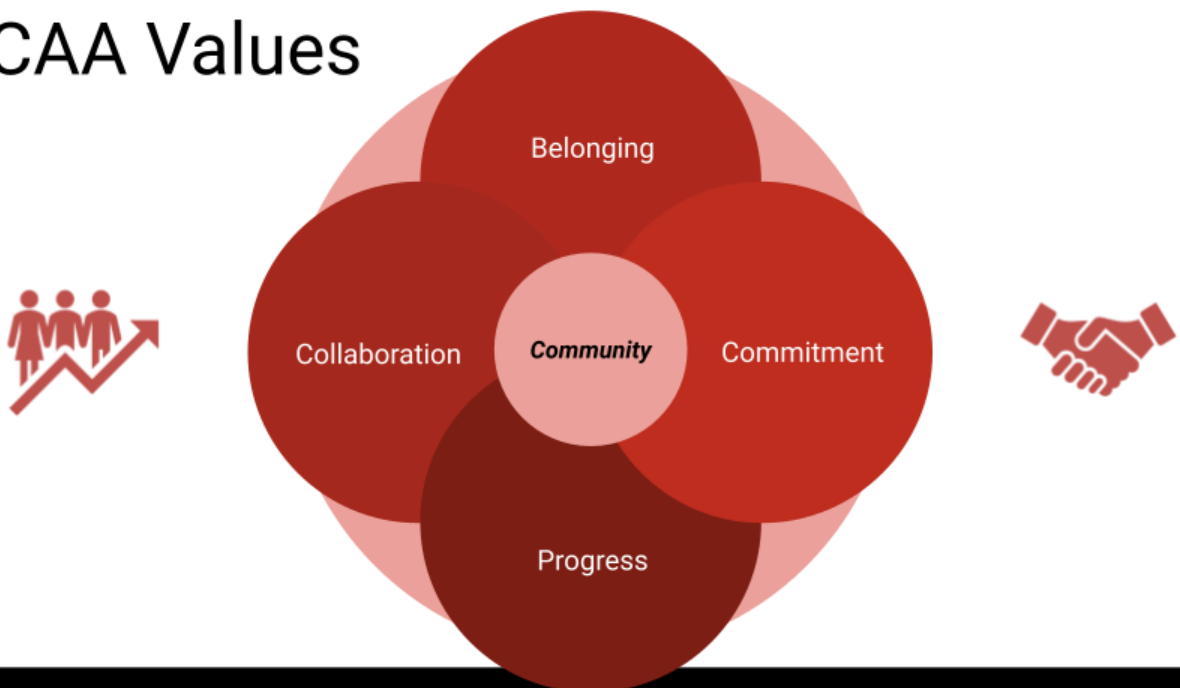
SCAA Peer Leaders - Fall 2023 - Photo by Garvin Tso

SCAA Goals & Initiatives

- **Goal 1:** To improve subject comprehension and performance and support student learning through academic skills development efforts
  - Subject Tutoring
  - Supplemental Instruction (SI)
- **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)
- **Goal 3:** To increase student persistence and self-regulation by providing individual and small-group academic skills development initiatives focused on independent learning strategies
  - Peer Academic Coaching (PAC)
- **Goal 4:** To foster student engagement and cultivate leadership skills through intentionally-designed co-curricular employment opportunities
  - SCAA Learning Community (Peer Leadership)
- **Goal 5:** 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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SCAA Leadership

The SCAA Admin Team

Rachel Brunson, SCAA Director

Marissa Damphousse, Coordinator of Peer Academic Coaching
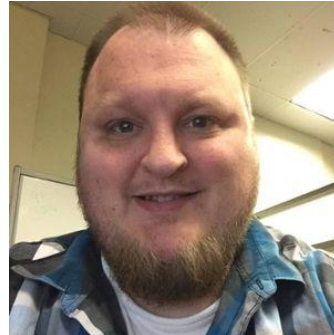
Brandon Everett, Administrative Support Coordinator

June Mertens-Barber, Coordinator of the Online Writing Lab

Dr. Sara Schupack, Coordinator for the Writing Tutor Programs

Matthew Tener, Coordinator of Supplemental Instruction (SI)

Virginia Davis, Graduate Assistant - Subject Tutoring
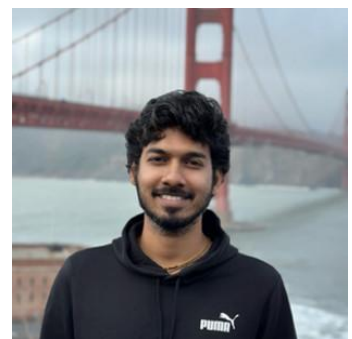
Mahesh Mokale, Graduate Assistant - Subject Tutoring

More *About Us*
More about *Academic Support Programs at CSUEB*

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Fall 2023 *at a glance*

The SCAA served the CSUEB community as a comprehensive one-stop shop for academic support that provided 90+ peer leadership (employment) opportunities to East Bay students.

Highlights & Successes

1. Promoting collaboration and critical thinking through *subject-specific academic support*
   a. Supplemental Instruction (SI)
   b. Subject Tutoring
2. Supporting written communication outcomes through *writing skills development*
   a. Writing Tutoring
   b. Writing Associates
   c. Online Writing Lab (OWL)
3. Promoting academic confidence and learning strategies through *foundational academic skills development*
   a. Peer Academic Coaching (PAC)
4. Promoting collaboration, leadership, and teamwork through providing *quality professional development and growth opportunities* (student employment opportunities and intensive training through the "SCAA Learning Community")

Mid-Year Progress Report (Fall 2023 Summary)

- Students employed (across 5 peer leadership positions)
  - Fall 2023: <u>92 students</u>
- Students served: <u>4,017 total visits</u> (across all programs)
  - Supplemental Instruction: 1,117
  - Subject Tutoring: 715
  - Writing Tutor Programs: 953
  - Peer Academic Coaching: 1,232
- Students served: <u>1,373 unique students</u> (across all programs)
  - Supplemental Instruction: 239
  - Subject Tutoring: 189
  - Writing Tutor Programs: 421
  - Peer Academic Coaching: 705

Fall 2023 Analysis/Effectiveness Data

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

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SCAA Program Spotlight: <u>Supplemental Instruction</u>

SCAA Supplemental Instruction (SI) provides regularly-scheduled group study sessions to support student learning in high-DFW/high-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 2023**	**Spring 2024**
# of visits to SI Sessions	1,117 visits	TBD
# of contact hours (SI Sessions are typically 75 min)	1,396 hours	
Average # of visits / student	4.67	
# of <u>unique</u> student participants	239	
% of <u>repeat</u> student participants	63% (150/242)	
# of courses/sections on the supported-course list	10 (31 sections)	
# of SCAA SI Leaders	16	
# of faculty partners	19	

Points of pride
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 106%**.   *F22: 668 students enrolled in SI-supported courses / F23: 1,378 students enrolled in SI-supported courses*
5 SI-supported courses are on <u>the "Top 20 D/F/WU Course" list</u>   (PHIL 100 / ECON 200 / ECON 380 / PSYC 100 / ACCT 210)
53% of SI participants were underrepresented minority (URM) students

SCAA Supplemental Instruction (SI) Student Learning Outcomes (Fall 2023)
As a result of SCAA SI sessions…
98% of survey respondents (44/45) indicated SI helped with *development of self-confidence*
100% of survey respondents (46/46) indicated SI helped with *learning challenging content*
98% of survey respondents (44/45) indicated SI helped with *developing critical thinking skills*
96% of survey respondents (44/46) indicated SI helped with *developing quantitative reasoning skills*
100% of survey respondents (46/46) indicated SI helped increase *[collaboration] with peers*
96% of survey respondents (44/46) indicated SI helped increase *sense of belonging on campus*

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SCAA Supplemental Instruction Leaders - Fall 2023 - Photo by Garvin Tso

"The greatest growth experience as a Peer Leader was witnessing the positive impact of mentorship on students' academic journeys. Seeing students gain confidence and overcome hurdles has been immensely fulfilling."
–SCAA Supplemental Instruction Leader, Fall 2023

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SCAA Program Spotlight: <u>Subject Tutoring</u>

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 (Fall 2023)		
Data Points	**Fall 2023**	**Spring 2024**
# of visits (appointments and drop-in)	715	TBD
Average # of visits / student	3.78	
# of <u>unique</u> student participants	189	
% of <u>repeat</u> student participants	57% (108/189)	
# of courses on the supported-course list	67	
# of SCAA Subject Tutors	25	
Points of pride		
Student utilization of SCAA Subject Tutoring increased by 24% from F22 to F23 *F22: 358 visits (all supported courses combined) by <u>153 unique students</u>* *F23: 715 visits (all supported courses combined) by <u>189 unique students</u>*		
36% (68/189) of students met with the same peer tutor 3 or more times		
44% of subject tutoring participants were underrepresented minority (URM) students		
SCAA Tutoring provided course-specific support for a number of subjects in all 4 CSUEB colleges		
2 tutoring-supported courses are on the "Top 20 D/F/WU Course" list (STAT 100 / KIN 162)		
SCAA Subject Tutoring Student Learning Outcomes (Fall 2023)		
As a result of SCAA tutoring sessions…		
94% of survey respondents (47/50) indicated *increased understanding of course content*		
94% of survey respondents (47/50) indicated *increased confidence in ability to succeed*		
92% of survey respondents (46/50) indicated *increased preparation to meet the goals of the course*		
86% of survey respondents (43/50) indicated *increased use of study/learning strategies*		
80% of survey respondents (40/50) indicated *increased sense of belonging on campus*		
96% of survey respondents (48/50) positively rated their SCAA tutor(s) on *content knowledge*		

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SCAA Subject Tutoring Participant Testimonials

- "[My SCAA tutor] is an awesome tutor. She has **made me confident in understanding the concepts of my classes**. The way she explains things is very clear." –Fall 2023 Participant
- "The help that is received…makes things clear. [My SCAA tutor] has helped me understand concepts that are difficult or confusing. She has a very good way of explaining concepts and solving problems together." –Fall 2023 Participant
- "[My SCAA tutor] is amazing. She has been a great help and through her tutoring, I have [been] able to stay in the class...Thanks to SCAA for all the help. Everyone is great here." –Fall 2023 Participant
- "Firstly, thank you to SCAA for their support in my studies. I struggled with statistics, scoring poorly in Statistics 100. With SCAA's help, I connected with [SCAA tutor name]...Her deep knowledge and effective teaching style, **using simple contexts and personal examples, significantly improved my understanding**. Grateful to SCAA for providing quality tutors and aiding students like me." –Fall 2023 Participant
- "[My SCAA tutor] is so helpful and genuine in everything he does. He has a calm demeanor which **really helps to alleviate stress and calms me down**." –Fall 2023 Participant

SCAA Subject Tutors - Fall 2023 - Photo by Garvin Tso

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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 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 (Fall 2023)		
Data Points	**Subject Tutor SCAAlars** (Fall 2023)	**Writing Tutor SCAAlars** (Fall 2023)
# of <u>unique</u> student participants	7	6
# of appointments completed	35	31
Average # of appointments per SCAAlar	5	5.12
Points of pride		
The average number of appointments by SCAAlar participant has increased from 3 visits (SP23) to 5 visits (F23)		

"As a peer leader this semester, I've grown through the satisfaction of helping fellow students grasp challenging concepts…Managing diverse personalities and learning styles…has taught me patience and adaptability. This experience has boosted my self-confidence and reinforced my passion for teaching, benefiting me both personally and professionally."
–SCAA Subject Tutor, Fall 2023

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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 (Fall 2023)		
Data Points	**Fall 2023**	**Spring 2024**
# of visits (appointments)	623	TBD
Average # of visits / student	5.6	
# of <u>unique</u> student participants	223	
% of <u>repeat</u> student participants	46% (102/223)	
# of SCAA Writing Tutors	17	
Points of pride		
The average number of writing tutoring visits per unique student has increased from 2.69 visits (F22) to 5.6 visits (F23)		
The % of repeat student participants to writing tutoring is up from 38% (F22) to 46% (F23)		
Student utilization of SCAA Writing Tutoring increased by 12% from F22 to F23 *F22: 536 visits by <u>199 unique students</u> / F23: 623 visits by <u>223 unique students</u>*		
46% of writing tutoring participants were underrepresented minority (URM) students		
The SCAA provided writing support for a number of courses in all 4 CSUEB colleges		
5 ENGL courses supported by SCAA Writing Tutor Programs are on the "Top 20 D/F/WU Course" list (ENGL 100, 101, 102, 109, 200)		

SCAA Writing Tutoring Student Learning Outcomes (Fall 2023)
As a result of SCAA writing tutoring sessions…
80% of survey respondents (32/40) indicated *increased awareness of writing as a process*
78% of survey respondents (31/40) indicated *that tutoring introduced communication skills in regards to their own writing and/or the tutoring process*
100% of survey respondents (40/40) indicated *that the tutor was responsive to individual needs*
85% of survey respondents (34/40) indicated *increased understanding of college-level writing*
85% of survey respondents (34/40) indicated *increased confidence in ability to succeed*

80% of survey respondents (32/40) indicated *increased confidence in asking for help*
85% of survey respondents (34/40) indicated *increased utilization of writing-related resources*
88% of survey respondents (35/40) indicated *increased belief that writing improves with continued work and practice*

SCAA Writing Tutoring Participant Testimonials
"...I really enjoy this service, will continue to use it, and will recommend [it] to others." –Fall 2023 Participant   "Even though philosophy is slightly different from english, **my tutor really helped me answer some of the more confusing questions** I had and the way she broke down how the structure of a sentence, as well as the words used can affect whether a collection of premises is as an argument or not was the most valuable lesson I learned from my session with her!" –Fall 2023 Participant   "[My SCAA writing tutor] was most **helpful in aiding me in returning to collegiate writing**. I hope to reconvene with her [in the] Spring semester." –Fall 2023 Participant   "[My SCAA writing tutor] is the best! I was accepted to my graduate program with his help on my personal statements." –Fall 2023 Participant   "I am the biggest advocate for this program. It saved my education." –Fall 2023 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 (Fall 2023)		
Data Points	**Fall 2023**	**Spring 2024**
# of visits (submissions)	330	TBD
Average # of submissions / week	22	
# of <u>unique</u> student participants	229	
% of <u>repeat</u> student participants	29% (67/229)	
Points of pride		
Student utilization of the Online Writing Lab increased by 47% from F22 to F23 *F22: 155 unique students submitted <u>224 times</u> / F23: 229 unique students submitted <u>330 times</u>*		
At the midpoint of the term (week 8), 49 assignments were submitted to OWL by students		

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SCAA OWL Student Learning Outcomes (Fall 2023)
As a result of the SCAA Online Writing Lab…
83% of survey respondents (19/23) indicated that OWL *increased preparation to meet the expectations of the assignment prompt*
57% of survey respondents (13/23) indicated that OWL helped them earn a *higher grade on an assignment* (39% indicated neutral/"no impact")
83% of survey respondents (19/23) indicated an *increase in self-confidence as a college-level writer*
91% of survey respondents (21/23) *positively rated their OWL tutor on knowledge of the writing process*

SCAA Program Spotlight: Writing Associates

The SCAA Writing Associates (WA) Program is unique in its structure and impact. Because each WA develops their own relationship with the faculty member, the program offers powerful flexibility and adaptability to individual teaching styles and pedagogies.

The 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).

Faculty often report that their teaching methodologies and strategies improve with the assistance of a WA, either because of new insights and creative approaches of the WA, or because the faculty member is freed up to offer more assistance to struggling students. Differentiated instruction is enhanced.

SCAA Writing Associates Summary (Fall 2023)		
Data Points	**Fall 2023**	**Spring 2024**
# of students enrolled in WA-supported courses	194	TBD
# of courses (total) supported with a WA pairing	4	
	ENGL 100 / ENGL 303W / HIST 301W / PSYC 300W	
# of Writing Intensive (UWR) courses supported	3	
# of faculty partners	6	
Points of pride		
DFW rates for WA-supported sections were 9% lower than DFW rates for sections without an embedded WA		

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- **ENGL 100**: 20.34% avg for supported sections versus 30.12% avg of non-supported sections
- **PSYC 300W**: 5.6% rate for the supported section versus 14.99% avg of non-supported sections
- *ENGL 303W: 2/2 sections supported*
- *HIST 301W: Only one section*

The WA Program is supporting ENGL 100, which is on the "Top 20 D/F/WU Course" list

3 Writing Intensive (UWR) courses were on the WA supported-course list in Fall 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 (Fall 2023)
As a result of the Writing Associates Program…
90% of survey respondents (38/42) indicated that the WA was *helpful in generating ideas*
95% of survey respondents (40/42) indicated that the WA was *helpful with understanding assignments*
88% of survey respondents (37/42) indicated that the WA was *helpful with organizing ideas*
93% of survey respondents (39/42) indicated that the WA was *helpful with connecting course readings to writing assignments*
93% of survey respondents (39/42) indicated that the WA was *helpful with thesis and argument*
88% of survey respondents (37/42) indicated that the WA was *helpful with grammar and mechanics*
93% of survey respondents (39/42) indicated that the WA was *helpful for support with the writing process*

Writing Associate (WA) Program Student/Faculty Testimonials

- "[My SCAA WA] **motivates me to write to my best potential**!! I appreciate her just being around because she's super nice and kind!!" –Student enrolled in a F23 section with an embedded WA
- "Very helpful with occasional diagrams and graphs to explain the material in greater depth." –Student enrolled in a Fall 2023 section with an embedded WA
- "[My SCAA WA] was very helpful when it came to brainstorming ideas/concepts for the essays." –Student enrolled in a Fall 2023 section with an embedded WA
- "[My SCAA WA] was very supportive and constantly checked up with everyone in class to see how they were doing with the assignment we were working on at that time." –Student enrolled in a Fall 2023 section with an embedded WA
- "I really enjoyed having [my SCAA WA] in class because she was very eager to help whenever I had a question and would always appreciate me for speaking out in class which made me want to speak up more." –Student enrolled in a Fall 2023 section with an embedded WA

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- "[My SCAA WA] was **very helpful in talking through assignments and working them out to a level where I could better understand them.** She would often approach first and offer any help with whatever I couldn't understand. I really appreciated her help." –Student enrolled in a Fall 2023 section with an embedded WA
- "Was very nice to work with [my SCAA WA] during class time, and peer review. **She gave me a lot of confidence** when it came to my essay ideas and gave me ideas on how to improve my writing as well." –Student enrolled in a Fall 2023 section with an embedded WA
- "I was very happy with my WA. She allowed my class to have more contact time with an advanced writer than they would have had if I were the only one helping them. I would really like to have her in my class in the future as she helped me with the students and with ways to design some assignments and class discussions!" –Faculty member paired with a WA during Fall 2023
- "**WAs are amazing…This is such a great program**, and having a WA who is interested in trying out new ideas to help reach students and make things easier for them to understand has been so great!" –Faculty member paired with a WA during Fall 2023
- "It was helpful to move more writing activity into class meetings to help improve student contact with the WA." –Faculty member paired with a WA during Fall 2023

SCAA Writing Tutors - Fall 2023 - Photo by Garvin Tso

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SCAA Program Spotlight: Peer Academic Coaching

The Peer Academic Coaching (PAC) Program provides weekly appointments to support student learning. PACs are also embedded in transition courses. In one-on-one sessions, the coach and student develop and execute plans for a successful academic journey. Coaching sessions are centered around four pillars: time management, planning and prioritization, navigating campus resources, and communication (e.g. with professors).

SCAA Peer Academic Coaching (PAC) Summary (Fall 2023)		
Data Points	**Fall 2023**	**Spring 2024**
# of visits (appointments)	1,232	TBD
Average # of visits / student	1.75	
# of Enrollment Support sessions with students	52	
# of unique student participants	705	
% of repeat student participants	31% (217/705)	
# of SCAA Peer Academic Coaches	23	
Points of pride		
59% of PAC participants were underrepresented minority (URM) students		
2 PAC-supported courses are on the "Top 20 D/F/WU Course" list (GS 101A / GS 101B)		
SCAA PAC Student Learning Outcomes (Fall 2023)		
As a result of meeting with a PAC…		
93% of survey respondents (77/83) indicated *increased confidence in ability to succeed*		
88% of survey respondents (73/83) indicated *increased confidence in ability to start difficult assignments*		
84% of survey respondents (70/83) indicated *improved organization in managing time and priorities*		
86% of survey respondents (71/83) indicated *increased ability to evaluate effectiveness of academic strategies* (77% – 64/83 – indicated *feeling more confident studying for tests and quizzes*)		
92% of survey respondents (76/83) indicated *increased awareness of academic strengths, challenges, and goals*		
75% of survey respondents (62/83) *indicated increased communication with faculty, staff, or other supporters on campus* (71% – 59/83 – indicated *increased use of academic resources*)		
81% of survey respondents (67/83) *indicated increased confidence in asking for help*		
99% of survey respondents (82/83) *positively rated their coach's ability to make it easier to understand the*		

relevant concepts or skills

SCAA Peer Academic Coaches - Fall 2023 - Photo by Garvin Tso

"Being a Peer Academic Coach increased my well-being incredibly. I found a community…It also helped me make the most of my college experience by exposing me to a majority of the CSUEB resources available."
–SCAA Peer Academic Coach, Fall 2023

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SCAA Peer Academic Coaching Participant Testimonials
"[My SCAA coach] was very helpful and insightful when I met with her. She helped me plan out goals for my future years at CSUEB." –Fall 2023 Participant   "**I was helped in ways I did not know I needed.**" –Fall 2023 Participant   "[My SCAA coach] was someone I looked forward to seeing because of the advice and feedback she gave me. She was always very kind and sincere towards me…" –Fall 2023 Participant   "Absolutely loved having [my SCAA coach]. Her passion for helping others truly shows in her attitude and I can't wait to continue my PAC journey with her. **She has made me feel more confident that I can graduate.**" –Fall 2023 Participant   "...I enjoyed the accountability and increased awareness of my academic situation which allowed me to succeed." –Fall 2023 Participant   "[My SCAA coach] pushed me to do better and to tell me things that I needed to hear versus what I wanted to hear. **I was able to push myself to do better** and to not doubt myself because of the motivation that I got." –Fall 2023 Participant   "[My SCAA coach] **made me feel very comfortable talking about my struggles with classes**, as well as helped me produce a game plan to commit to my goals for the term." –Fall 2023 Participant

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 (Fall 2023)		
Data Points	**Fall 2023**	**Spring 2024**
# of Peer Leaders	92	
# of Graduate Assistants	2	
# of Subject Tutors	25	
# of Supplemental Instruction Leaders	16	
# of Writing Tutors	17	TBD
# of Peer Academic Coaches	23	
# of Reception Team members	9	
% of NEW Peer Leaders* *Returning Peer Academic Coaches marked as "new" since PAC joined the SCAA in August 2023*	55%	

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% of RETURNING Peer Leaders	45%	
# of majors represented by SCAA student employees	46	
# of training and development hours provided to SCAA Peer Leaders (approximate/minimum)	12	

Points of pride
27% of SCAA Peer Leaders in Fall 2023 were underrepresented minority (URM) students
The SCAA Peer Leader community has students from 46 different majors from all four CSUEB colleges
The SCAA offered students 6 different PAID Peer Leadership opportunities in Fall 2023
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)
82% of Fall 2023 SCAA Peer Leaders (72/88 YES survey responses) indicated intent to return in their SCAA Peer Leadership role in the Spring 2024 term (16/88 NO; 10 of the 16 were graduating from CSUEB)

SCAA Peer Leadership Student Learning Outcomes (Fall 2023)
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"*
<u>SLO 1:</u> Students will gain leadership skills through participation in training sessions and through facilitating appointments/sessions

- **97%** (264/273) 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 2023: 98.9% (87/88) of respondents
    - Spring 2024: TBD
  - (Q8_2) Being accountable to myself and my supervisor
    - Fall 2023: 94.3% (83/88) of respondents
    - Spring 2024: TBD
  - (Q8_3) Being reliable/dependable for students (Subject Tutors and Writing Tutors only)
    - Fall 2023: 97.6% (41/42) of respondents
    - Spring 2024: TBD
  - (Q8_4) Being reliable/dependable for students, staff, and/or faculty (SI Leaders, Peer Academic Coaches, Writing Associates, and Receptionists only)
    - Fall 2023: 96.3% (53/55) of respondents
    - Spring 2024: TBD

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- **95%** (365/383) of responses indicated a gain and/or improvement in ***interpersonal communication*** through their position
    - (Q9_1) Managing group dynamics/facilitation (SI Leaders, Peer Academic Coaches, and Graduate Assistants only)
        - Fall 2023: 95% (38/40) of respondents
        - Spring 2024: TBD
    - (Q9_2) Catering to individual student/participant needs (excludes Receptionists)
        - Fall 2023: 100% (79/79) of respondents
        - Spring 2024: TBD
    - (Q9_3) Being confident promoting the SCAA
        - Fall 2023: 89.7% (79/88) of respondents
        - Spring 2024: TBD
    - (Q9_4) Giving and receiving feedback/reflecting on growth areas
        - Fall 2023: 95.4% (84/88) of respondents
        - Spring 2024: TBD
    - (Q9_5) Being culturally responsive/aware
        - Fall 2023: 96.5% (85/88) of respondents
        - Spring 2024: TBD

- **99%** (265/267) of responses indicated a gain and/or improvement in ***partnering with students*** through their position
    - (Q10_1) Motivating/encouraging students
        - Fall 2023: 100% (88/88) of respondents
        - Spring 2024: TBD
    - (Q10_2) Providing an individualized customer service experience (Receptionists only)
        - Fall 2023: 100% (9/9) of respondents
        - Spring 2024: TBD
    - (Q10_3) Fostering a collaborative learning environment (SI Leaders, Peer Academic Coaches, and Graduate Assistants only)
        - Fall 2023: 95% (38/40) of respondents
        - Spring 2024: TBD
    - (Q10_4) Contributing to a collaborative learning environment (Subject Tutors and Writing Tutors only)
        - Fall 2023: 100% (42/42) of respondents
        - Spring 2024: TBD
    - (Q10_5) Supporting the development of confidence
        - Fall 2023: 100% (88/88) of respondents
        - Spring 2024: TBD

- **97%** (257/264) of responses indicated a gain and/or improvement in ***problem-solving*** through their position
    - (Q11_1) Engaging in strategic/critical thinking
        - Fall 2023: 98.9% (87/88) of respondents
        - Spring 2024: TBD
    - (Q11_2) Fostering creativity in myself and others
        - Fall 2023: 96.6% (85/88) of respondents
        - Spring 2024: TBD
    - (Q11_3-4-5) Being adaptable/flexible during my appointments/sessions/shifts
        - Fall 2023: 96.6% (85/88) of respondents
        - Spring 2024: TBD

- **98%** (250/255) 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 2023: 97.7% (86/88) of respondents

- - - Spring 2024: TBD
  - ○ (Q12_2) Connecting students to additional campus resources
    - ■ Fall 2023: 96.6% (85/88) of respondents
    - ■ Spring 2024: TBD
  - ○ (Q12_3) Integrating study skills and/or learning strategies to increase students' effectiveness (excludes Receptionists)
    - ■ Fall 2023: 100% (79/79) of respondents
    - ■ Spring 2024: TBD

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

- **91%** of Peer Leaders (80/88 responses) indicated that SCAA training sessions increased their ***confidence in applying leadership skills***.
  - ○ Fall 2023:
    - ■ 28 of 88 respondents "strongly agree"
    - ■ 41 of 88 respondents "agree"
    - ■ 11 of 88 respondents "somewhat agree"

SCAA Peer Leader Testimonials

What has been your greatest growing experience as a SCAA Peer Leader this semester?

"My greatest growing experience this semester has been being able to work with students from various backgrounds, knowledge levels and understanding of the topics that I tutor. From this, I have **learned how to deal with challenging situations appropriately** and communicate with the student in an efficient manner." –SCAA Subject Tutor, Fall 2023

"My most significant growth as a Physics Tutor this semester has been in enhancing my **leadership and communication skills**. This development has not only boosted my confidence but has also allowed me to effectively guide and support students. Witnessing the positive impact on my peers has been truly rewarding." –SCAA Subject Tutor, Fall 2023

"Reflecting on my experience as a Peer Leader this semester, my most significant growth came from **learning to facilitate student collaboration**. This challenge significantly enhanced my communication skills, patience, and adaptability. On a personal level, navigating these challenges has **fostered greater resilience and empathy**. These skills are invaluable in any career path, showing firsthand how overcoming complex challenges can lead to substantial personal and professional growth." –SCAA SI Leader, Fall 2023

"My greatest growing experience were the improvements in both communication and…problem-solving. During the semester, I was **able to enhance my communication skills** by actively listening to students towards their difficulties…and cooperating with my [faculty member] to improve overall results of the class." –SCAA SI Leader, Fall 2023

"Having in depth sessions in person helped me to grow into my **communication skills**, as well as my **self awareness** in different areas." –SCAA Peer Academic Coach, Fall 2023

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"My greatest growing experience as a Peer Academic Coach is that I get to be the guide for incoming students here [at] East Bay and **serve as their role model** to help them navigate through their time in college." –SCAA Peer Academic Coach, Fall 2023

"Working as a receptionist at SCAA has been an enriching experience allowing me to connect with a diverse range of students, offering support tailored to their academic needs. Witnessing their progress and contributing positively to their academic journey has been **incredibly fulfilling**." –SCAA Receptionist, Fall 2023

"Every student comes with a unique set of challenges, and by being patient, I've been able to tailor my approach to meet them where they are in their academic journey. This has **not only enhanced my adaptability but has also deepened my empathy** as I navigate through the various learning curves my tutees face." –SCAA Writing Tutor, Fall 2023

"My greatest growing experience had to be in my communication skills. Growing up, I had terrible social anxiety …**I've been thriving ever since I started this job**. I feel more confident in my approach to students with each new tutee I get." –SCAA Writing Tutor, Fall 2023

How has your experience as a SCAA Peer Leader impacted your overall experience as a student at CSUEB?

"I have **developed and enhanced my leadership skills** (people skill, soft skill, collaboration, communication) which can be valuable not only in my current role but also in future endeavors and career opportunities. …Interacting with diverse groups of students and mentoring others can lead to **improved communication skills** in any contexts." –SCAA SI Leader, Fall 2023

"Being a Peer Leader **enhanced my sense of belonging and connection to the university community**. It allowed me to develop leadership skills, expand my network, and deepen my understanding of campus resources and support services." –SCAA SI Leader, Fall 2023

"My experience as a Peer Leader has **completely transformed me as a student at CSUEB**. Working in this position has given me perspective on many issues that students, including me, happen to face during their academic journeys. These issues are not limited to just academic ones, but also psychological ones. This perspective and knowledge has helped me in my own journey and aided me in helping my tutees as well." –SCAA Subject Tutor, Fall 2023

"Overall, my experience at CSUEB has been enhanced by my role as a Peer Leader in SCAA. I like being a part of something at school and making friends that share similar interests and goals. **I also like the academic environment that SCAA promotes** because I feel motivated to do well in my courses and keep pursuing education." –SCAA Subject Tutor, Fall 2023

"My position as a Physics Tutor has greatly enhanced my college experience. It has provided me with a strong sense of purpose, strengthened my connection to the university community, and **allowed me to develop skills that will be valuable in my future career. It has become an integral part of my college journey**." –SCAA Subject Tutor, Fall 2023

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"As a transfer student, it **helped me feel not only that I belong but that I am a part of the university**."
–SCAA Subject Tutor, Fall 2023

"It has overall been a positive experience. I believe I have strengthened my leadership skills, connections with the community, and **I feel like I have made a difference on campus**." –SCAA Peer Academic Coach, Fall 2023

"I feel much **more confident to reach out to faculty and utilize resources**. My communication skills have greatly improved." –SCAA Peer Academic Coach, Fall 2023

"**My grades have improved** since I have joined a community of like-minded individuals. Their support and teachings have made me more confident both in and outside the classroom." –SCAA Peer Academic Coach, Fall 2023

"Being a Peer Leader at the SCAA has expanded my knowledge about the resources available to me as a student at Cal State East Bay. …Before working at the SCAA, I would rarely seek out help, especially when it came to my classes…This was especially prevalent with me being a commuting student, rather than living on this campus. Working at the SCAA has allowed me to meet many new people and…has **made me feel more comfortable at CSUEB**." –SCAA Receptionist, Fall 2023

"My experience as a Peer Leader has significantly enriched my journey as a student at CSUEB. Balancing the responsibilities of leadership alongside my academics has refined my time management skills, allowing me to handle tasks more efficiently. Moreover, the role has improved my communication and collaboration abilities, **enabling me to engage effectively with peers and faculty**." –SCAA Receptionist, Fall 2023

"Being a Writing Tutor and Writing Associate has **made me a better student, leader, and educator**."
–SCAA Writing Tutor, Fall 2023

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SCAA Peer Leaders - Fall 2023 - Photo by Garvin Tso

SCAA Marketing, Outreach, & Communications / Operations

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 smooth operations as well as targeted, consistent, and intentional campus-wide marketing, outreach, and communications.

SCAA Outreach Summary (Fall 2023)		
Data Points	**2023-2024 AY (as of Feb 2024)**	
# of Bay Advisor referrals/alerts from CSUEB faculty, staff, and advisors	348	TBD
# of Ambassador Appearance/Resource Overviews (10-15 minutes)	19	
# of Library/SCAA Overview + Resource Workshops (30-45 minutes)	2	
# of SCAA Study Skills Workshops (1) Time Management (2) Planning and Prioritization (0) Campus Communication (1) Campus Resources (3) Study Skills (0) Self-Care (4) Writing Skills	11	

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Points of pride
Utilization of the online referral options in The Bay Advisor increased by 143% from F22 to F23 *The SCAA received <u>143 referrals</u> from staff/faculty in Fall 2022 and <u>348 referrals</u> from staff/faculty in Fall 2023.*
The SCAA is proud to be located on the Third Floor of the CORE Building (CB) 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. 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 and coaching appointments. CB 342 is primarily utilized for Supplemental Instruction (SI) Sessions.

CB 343

CB 341

CB 350

CB 342

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Focus Areas & Future Directions

2023-2024 AY *and beyond*
- Support of Area A - English Language Communication & Critical Thinking
  - Course-specific support (SI and Subject Tutoring) and/or Writing support for Area A courses on the "Top 20 D/F/WU Course" list
    - Continued focus on A2 (ENGL 101) completion rates
  - Prioritization of 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
  - Course-specific support (SI and Subject Tutoring) for Area B courses on the "Top 20 D/F/WU Course" list
    - Prioritization of high-DFW/high-impact courses
    - Continued focus on B4 (Mathematical Concepts) completion rates in partnership with the STEM LAB

- Support of first-year students / foundations of success
  - Specific focus on the reduction of 4-year stop-out rate of first-year (frosh) students
  - Support for transition-focused/pathways/GS courses on the "Top 20 D/F/WU Course" list as well as SCI 130, BIOL 130, and CLAS 105
    - *Adjusting when the California General Education Transfer Curriculum - CAL-GETC - impacts our campus, Fall 2025*

- Support of the retention and performance (success) of underrepresented minority (URM) students, in partnership with Institutional Strategy & Effectiveness.

Contact Us

Student Center for Academic Achievement

CORE Building, Third Floor (Room 343) 510-885-3674
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Hayward, CA 94542 csueastbay.edu/scaa

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Appendix A: SCAA Supplemental Instruction (SI) Summary, Fall 2023
Analysis completed by Institutional Effectiveness & Research

SI Course Outcomes (includes courses with unique headcount of ~10 or more)					
Course	Top 20 DFWU course	Unique # of students served by SI	% Non-passing SI	% Non-passing all course Students	% of all students in course served by SI
PHIL 100	Y (1)	24	13%	13%	6%
ECON 200	Y (9)	5	0%	7%	4%
PSYC 100	Y (14)	9	0%	15%	5%
ACCT 210	Y (19)	53	0%	19%	23%
SLHS 301	N	45	7%	16%	14%
CHEM 111	N	34	18%	24%	29%
BIO 310	N	50	18%	22%	44%

SCAA Supplemental Instruction Participant Demographics (n=239)			
COLLEGE	SCAA Frequency	Percent	Fall 23 Campus population
CBE	66	28%	24%
CEAS	8	3%	6%
CLASS	52	22%	30%
CSCI	112	47%	38%
UNI	1	< 1%	2%
Total	239		
LEVEL	SCAA Frequency	Percent	Fall 23 Campus population
Frosh	58	24%	12%
Soph	52	22%	7%
Junior	68	29%	23%
Senior	49	21%	37%
Grad/Postbac	12	4%	22%
Total	239		
RACE	SCAA Frequency	Percent	Fall 23 Campus population
Asian	60	25%	22%
Black	17	7%	9%
Hawaiian/PI	1	< 1%	1%
International	5	2%	2%
Latinx	109	46%	41%
Multirace	7	3%	5%
Unknown	4	2%	4%
White	36	15%	15%
Total	239		
URM	SCAA Frequency	Percent	Fall 23 Campus population
N	113	47%	50%
Y	126	53%	50%
Total	239		

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Appendix B: SCAA Subject Tutoring Summary, Fall 2023
Analysis completed by Institutional Effectiveness & Research

Tutoring Course Outcomes (includes courses with unique headcount of ~10 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 (#3)	13	23%	20%	3%
CHEM 111	N	19	26%	23%	17%
KIN 301	N	15	27%	25%	16%
KIN 306	N	13	31%	27%	27%
CS 301	N	10	10%	5%	7%
PHYS 304	N	10	0%	5%	17%

SCAA Subject Tutoring Participant Demographics (n=186)			
College	SCAA Frequency	Percent	Fall 23 Campus population
CBE	6	3%	24%
CEAS	47	25%	6%
CLASS	18	10%	30%
CSCI	109	59%	38%
UNI	6	3%	2%
Total	186		
Level	SCAA Frequency	Percent	Fall 23 Campus population
Frosh	29	16%	12%
Soph	23	12%	7%
Junior	51	27%	23%
Senior	78	42%	37%
Grad/ Postbac	5	3%	22%
Total	186		
Race	SCAA Frequency	Percent	Fall 23 Campus population
Asian	56	30%	22%
Black	24	13%	9%
International	16	9%	2%
Latinx	57	31%	41%
Multirace	8	4%	5%
Unknown	6	3%	4%
White	19	10%	15%
Total	186		
URM	SCAA Frequency	Percent	Fall 23 Campus population
N	105	56%	50%
Y	81	44%	50%
Total	186		

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Writing Support Course Outcomes (includes courses with unique headcount of ~10 or more)					
Course	Top 20 DFWU 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
BIO 140B	N	50	4%	5%	81%
ENG 102	Y (#4)	30	3%	27%	9%
ENG 200	Y (#2)	20	0%	10%	6%
ENG 204	N	39	3%	12%	67%
ENG 238	N	13	8%	12%	52%

SCAA Writing Support Participant Demographics (n=417)			
College	SCAA Frequency	Percent	Fall 23 Campus population
CBE	24	6%	24%
CEAS	33	8%	6%
CLASS	167	40%	30%
CSCI	185	44%	38%
UNI	8	2%	2%
Total	417		
Level	SCAA Frequency	Percent	Fall 23 Campus population
Frosh	119	29%	12%
Soph	70	17%	7%
Junior	85	20%	23%
Senior	108	26%	37%
Grad/Postbac	35	8%	22%
Total	417		
Race	SCAA Frequency	Percent	Fall 23 Campus population
Asian	95	23%	22%
Black	36	9%	9%
Hawaiian/PI	3	1%	1%
International	31	7%	2%
Latinx	154	37%	41%
Multirace	22	5%	5%
Unknown	11	3%	4%
White	65	16%	15%
Total	417		
URM	SCAA Frequency	Percent	Fall 23 Campus population
N	227	54%	50%
Y	190	46%	50%
Total	417		

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Appendix D: SCAA Peer Academic Coaching Summary, Fall 2023
Analysis completed by Institutional Effectiveness & Research

SCAA Peer Academic Coaching Course Outcomes				
Course	Unique # of students served by PAC	% Non-passing PAC	% Non-passing All Students	% of all students in course served by PAC
GS 101A	131	5%	12%	16%
BIOL 130	17	12%	19%	40%
SCI 130	27	7%	7%	26%

SCAA Peer Academic Coaching Participant Demographics (n=668)			
College	SCAA Frequency	Percent	Fall 23 Campus population
CBE	124	19%	24%
CEAS	40	6%	6%
CLASS	128	19%	30%
CSCI	350	52%	38%
UNI	26	4%	2%
Total	668		
Level	SCAA Frequency	Percent	Fall 23 Campus population
Frosh	565	85%	12%
Soph	30	4%	7%
Junior	25	4%	23%
Senior	41	6%	37%
Grad/ Postbac	4	1%	22%
Total	668		
Race	SCAA Frequency	Percent	Fall 23 Campus population
Asian	142	21%	22%
Black	72	11%	9%
Hawaiian/PI	8	1%	1%
International	15	2%	2%
Latinx	320	48%	41%
Multirace	33	5%	5%
Unknown	17	3%	4%
White	61	9%	15%
Total	668		
URM	SCAA Frequency	Percent	Fall 23 Campus population
N	276	41%	50%
Y	392	59%	50%
Total	668		

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Appendix E: SCAA Peer Leader Group Summary, Fall 2023

SCAA Peer Leadership Overview

SCAA Position	# of student employees in the position	% of overall positions offered
Peer Academic Coach	23	25.00%
Receptionist	9	9.78%
Subject Tutor	25	27.17%
Supplemental Instruction (SI) Leader	16	17.39%
Writing Tutor	17	18.48%
Graduate Assistant	2	2.17%
Total	92	

College	# of unique majors of SCAA Peer Leaders employed (enrolled in this college)
CBE	7
CEAS	3
CLASS	14
CSCI	22
Total	46

SCAA Peer Leader #	CSUEB College Enroll-ment	Major(s)	Minor(s)	SCAA Position
SCAA Peer Leader 1	CBE	Business Analytics		Math/Stats Tutor
SCAA Peer Leader 2	CBE	Business Analytics		Math/Stats Tutor
SCAA Peer Leader 3	CSCI	Computer Science		Math/Stats Tutor
SCAA Peer Leader 4	CSCI	Computer Science		Math/Stats Tutor
SCAA Peer Leader 5	CSCI	Computer Science		Math/Stats Tutor
SCAA Peer Leader 6	CSCI	Computer Science		Math/Stats Tutor
SCAA Peer Leader 7	CSCI	Computer Science		Math/Stats Tutor
SCAA Peer Leader 8	CSCI	Statistics		Math/Stats Tutor

SCAA Peer Leader 9	CSCI	Statistics		Math/Stats Tutor
SCAA Peer Leader 10	CSCI	Statistics - Data Science		Math/Stats Tutor
SCAA Peer Leader 11	CBE	Business Admin - Finance		Peer Academic Coach
SCAA Peer Leader 12	CEAS	Hospitality and Tourism - Event Planning and Management		Peer Academic Coach
SCAA Peer Leader 13	CEAS	Kinesiology		Peer Academic Coach
SCAA Peer Leader 14	CLASS	English - English Language & Literacies		Peer Academic Coach
SCAA Peer Leader 15	CLASS	Theatre Arts - Thea Perform: Acting & Musical		Peer Academic Coach
SCAA Peer Leader 16	CSCI	Biological Science - Cell & Molecular Biology		Peer Academic Coach
SCAA Peer Leader 17	CSCI	Biological Science - Forensic Science		Peer Academic Coach
SCAA Peer Leader 18	CSCI	Biological Science - Microbiology & Biomed Lab Sci		Peer Academic Coach
SCAA Peer Leader 19	CSCI	Biological Science - Physiology / Psychology		Peer Academic Coach
SCAA Peer Leader 20	CSCI	Computer Engineering		Peer Academic Coach
SCAA Peer Leader 21	CSCI	Health Sciences - Health Policy		Peer Academic Coach
SCAA Peer Leader 22	CSCI	Nursing - Prelicensure Nursing		Peer Academic Coach
SCAA Peer Leader 23	CSCI	Nursing - Prelicensure Nursing		Peer Academic Coach
SCAA Peer Leader 24	CSCI	Psychology		Peer Academic Coach
SCAA Peer Leader 25	CSCI	Psychology		Peer Academic Coach
SCAA Peer Leader 26	CSCI	Psychology / Sociology		Peer Academic Coach
SCAA Peer Leader 27	CSCI	Psychology - Organizational Psych		Peer Academic Coach
SCAA Peer Leader 28	CSCI	Undeclared-Interest in Nursing		Peer Academic Coach

SCAA Peer Leader 29	CSCI	Undeclared-Interest in Nursing		Peer Academic Coach
SCAA Peer Leader 30	CSCI	Undeclared-Interest in Nursing		Peer Academic Coach
SCAA Peer Leader 31	CSCI	Undeclared-Interest in Nursing		Peer Academic Coach
SCAA Peer Leader 32	CBE	Business Admin - HR & Organizational Behavior		Receptionist
SCAA Peer Leader 33	CBE	Business Analytics		Receptionist
SCAA Peer Leader 34	CBE	Business Analytics		Receptionist
SCAA Peer Leader 35	CBE	Business Analytics		Receptionist
SCAA Peer Leader 36	CBE	Business Admin - Marketing		Receptionist
SCAA Peer Leader 37	CEAS	Kinesiology	American Sign Language	Receptionist
SCAA Peer Leader 38	CSCI	Biological Science - Cell and Molecular Biology / Sociology		Receptionist
SCAA Peer Leader 39	CSCI	Engineering Management		Receptionist
SCAA Peer Leader 40	CLASS	Art - Graphic Design		Receptionist
SCAA Peer Leader 41	CSCI	Health Sciences		Receptionist
SCAA Peer Leader 42	CLASS	History		Receptionist
SCAA Peer Leader 43	CBE	Business Analytics		Science Tutor
SCAA Peer Leader 44	CBE	Business Analytics		Science Tutor
SCAA Peer Leader 45	CEAS	Kinesiology		Science Tutor
SCAA Peer Leader 46	CEAS	Kinesiology		Science Tutor
SCAA Peer Leader 47	CEAS	Kinesiology		Science Tutor
SCAA Peer Leader 48	CEAS	Kinesiology		Science Tutor
SCAA Peer Leader 49	CSCI	Biological Science		Science Tutor
SCAA Peer Leader 50	CSCI	Biological Science		Science Tutor

SCAA Peer Leader 51	CSCI	Biological Science	Chemistry	Science Tutor
SCAA Peer Leader 52	CSCI	Chemistry	Education	Science Tutor
SCAA Peer Leader 53	CSCI	Computer Science		Science Tutor
SCAA Peer Leader 54	CSCI	Computer Science		Science Tutor
SCAA Peer Leader 55	CSCI	Computer Science		Science Tutor
SCAA Peer Leader 56	CSCI	Computer Science		Science Tutor
SCAA Peer Leader 57	CSCI	Statistics - Data Science		Science Tutor
SCAA Peer Leader 58	CBE	Accounting		Supplemental Instruction Leader
SCAA Peer Leader 59	CBE	Business Admin - Economics		Supplemental Instruction Leader
SCAA Peer Leader 60	CBE	Business Admin - Marketing		Supplemental Instruction Leader
SCAA Peer Leader 61	CBE	Business Admin - Accounting and Finance		Supplemental Instruction Leader
SCAA Peer Leader 62	CBE	Business Analytics		Supplemental Instruction Leader
SCAA Peer Leader 63	CSCI	Biological Science - Microbiology & Biomed Lab Sci	Chemistry	Supplemental Instruction Leader
SCAA Peer Leader 64	CSCI	Biological Science - Microbiology & Biomed Lab Sci	art studio concentration	Supplemental Instruction Leader
SCAA Peer Leader 65	CSCI	Biology		Supplemental Instruction Leader
SCAA Peer Leader 66	CSCI	Psychology		Supplemental Instruction Leader
SCAA Peer Leader 67	CLASS	Art	Video and Animation	Supplemental Instruction Leader
SCAA Peer Leader 68	CSCI	Construction Management		Supplemental Instruction Leader

SCAA Peer Leader 69	CEAS	Educational Technology		Supplemental Instruction Leader
SCAA Peer Leader 70	CLASS	Art - Graphic Design		Supplemental Instruction Leader
SCAA Peer Leader 71	CLASS	Philosophy	Religious Studies	Supplemental Instruction Leader
SCAA Peer Leader 72	CLASS	Speech & Hearing Science		Supplemental Instruction Leader
SCAA Peer Leader 73	CLASS	Speech & Hearing Science		Supplemental Instruction Leader
SCAA Peer Leader 74	CLASS	English		Writing Tutor
SCAA Peer Leader 75	CLASS	English		Writing Tutor
SCAA Peer Leader 76	CLASS	English		Writing Tutor
SCAA Peer Leader 77	CLASS	English - Creative Writing	Japanese	Writing Tutor
SCAA Peer Leader 78	CLASS	English - Creative Writing		Writing Tutor
SCAA Peer Leader 79	CLASS	English / Ethnic Studies		Writing Tutor
SCAA Peer Leader 80	CLASS	English - Creative Writing		Writing Tutor
SCAA Peer Leader 81	CLASS	English	Chinese	Writing Tutor
SCAA Peer Leader 82	CSCI	Biological Science - Microbiology		Writing Tutor
SCAA Peer Leader 83	CSCI	Psychology		Writing Tutor
SCAA Peer Leader 84	CLASS	Art - Graphic Design		Writing Tutor
SCAA Peer Leader 85	CLASS	Communication	Biological Sciences	Writing Tutor
SCAA Peer Leader 86	CLASS	Criminal Justice / Political Science		Writing Tutor
SCAA Peer Leader 87	CSCI	Health Sciences		Writing Tutor
SCAA Peer Leader 88	CLASS	History		Writing Tutor

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SCAA Peer Leader 89	CLASS	Liberal Studies	English	Writing Tutor
SCAA Peer Leader 90	CLASS	Liberal Studies - Teaching Credential Candidate		Writing Tutor
SCAA Peer Leader 91	CSCI	Biological Science		SCAA Graduate Assistant
SCAA Peer Leader 92	CSCI	Computer Science		SCAA Graduate Assistant

SCAA Peer Leader Group Summary (continued), Fall 2023
Analysis completed by Institutional Effectiveness & Research

SCAA Peer Leadership Participant Demographics (n=90)			
College of enrollment (based on major)	# of SCAA student employees	Percent	Fall 23 Campus population
CBE	16	18%	24%
CEAS	9	10%	6%
CLASS	20	22%	30%
CSCI	45	50%	38%
UNI	0	0	2%
Total*	90		
Level	# of SCAA student employees	Percent	Fall 23 Campus population
Frosh	4	4%	12%
Soph	14	16%	7%
Junior	14	16%	23%
Senior	37	41%	37%
Grad/Postbac	21	23%	22%
Total*	90		
Race	# of SCAA student employees	Percent	Fall 23 Campus population
Asian	20	22%	22%
Black	5	6%	9%
International	27	30%	2%
Latinx	19	21%	41%
Multirace	6	7%	5%
Unknown	2	2%	4%
White	11	12%	15%
Total*	90		
URM	# of SCAA student employees	Percent	Fall 23 Campus population
N	66	73%	50%
Y	24	27%	50%
Total*	90		

*Does not include 2 Graduate Assistants

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Appendix F: Top 20 D/F/WU Courses at CSU East Bay
Course list confirmed by Institutional Effectiveness & Research, March 2024

Top 20 D/F/WU Courses at East Bay		
Rank	**Course**	**Correlating SCAA Service(s)**
1	PHIL 100	Supplemental Instruction (SI)
2	ENGL 200	Writing Tutor Programs
3	STAT 100	Subject Tutoring
4	ENGL 102	Writing Tutor Programs
5	GS 101A	Peer Academic Coaching (PAC)
6	GS 101B	Peer Academic Coaching (PAC)
7	ENGL 100	Writing Tutor Programs
8	ENGL 109	Writing Tutor Programs
9	ECON 200	Supplemental Instruction (SI)
10	FIN 300	*Subject Tutoring***
11	ENGL 101	Writing Tutor Programs
12	KIN 162	Subject Tutoring
13	ITM 300	
14	PSYC 100	Supplemental Instruction (SI)
15	ECON 380	Supplemental Instruction (SI)*
16	COMM 104	
17	COMM 100	
18	KIN 461	
19	ACCT 210	Supplemental Instruction (SI)
20	HIST 111	

*Unplanned vacancy of leader/tutor for Fall 2023; recruiting for 2024-2025 AY
**Planned support for 2024-2025 AY

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Appendix G: Academic Support Programs at CSU East Bay

ACADEMIC SUPPORT PROGRAMS

DEPARTMENT	ACADEMIC SUPPORT PROGRAM	DESCRIPTION	SUPPORTS	LOCATION	PROGRAM CONTACT
STUDENT CENTER *for* ACADEMIC ACHIEVEMENT	PEER TUTORING: SUBJECTS	Provides appointment-based and drop-in tutoring in 1:1 and small-group settings for various subjects across the curriculum	All Colleges	CORE 343 & Online	Brandon Everett brandon.everett@csueastbay.edu (510) 885-3932
	SUPPLEMENTAL INSTRUCTION (SI)	Provides regular group study sessions by embedded peer SI Leaders in targeted high-impact courses to increase retention and improve performance	All Colleges	CORE 342 & Online	Matthew Tener matthew.tener@csueastbay.edu (510) 885-3789
	PEER ACADEMIC COACHING (PAC)	Provides embedded coaching in college transition courses and 1:1 appointments to help students access resources and develop academic skills	All Colleges	CORE 343 & Online	Marissa Damphousse marissa.damphousse@csueastbay.edu (510) 885-2474
	PEER TUTORING: WRITING	Provides one-hour appointments or 30-minute drop-in sessions for 1:1 support with any writing task for courses across the curriculum	All Colleges	CORE 343 & Online	Sara Schupack sara.schupack@csueastbay.edu (510) 885-2304
	WRITING ASSOCIATES (WA)	Provides embedded writing tutors who collaborate with faculty to support students in all stages of the writing process	All Colleges	CORE 343 & Online	Sara Schupack sara.schupack@csueastbay.edu (510) 885-2304
	ONLINE WRITING LAB (OWL)	Provides feedback and suggested revisions to written assignments to students from Writing Tutors via email, typically within 72 hours of submission	All Colleges	Online	June Mertens-Barber june.barber@csueastbay.edu (510) 885-4511
STEM LAB	LEARNING ASSISTANTS (LA)	Provides embedded support in specific STEM-based courses and drop-in office hours to help students develop mathematical and scientific skills	College of Science	Science S142 & Online	Michele de Coteau michele.decoteau@csueastbay.edu (510) 885-3404
SPEECH LAB	SPEECH LAB TUTORS	Assists students with preparing presentations, developing public speaking skills, and other communication-related assignments	All Colleges	Meiklejohn Hall 3012 & Online	Christeen Kelley christeen.kelley@csueastbay.edu (510) 885-3143
CSUEB ONLINE CAMPUS	NET TUTORS	Provides 24/7 tutoring for various Cal State East Bay subject areas and courses via Canvas	All Colleges	Online	Student Support & Services stsc@csueastbay.edu (510) 885-4152

CALIFORNIA STATE UNIVERSITY, EAST BAY