Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## BACKGROUND:

**Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.**

**Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.**

## SUBMISSION:

**Program:**

Academic Support Center

**Principal Author(s):**

Kristine Nikkhoo

**Manager:**

Dani Wilson

**Submission Date:**

11/26/2024 6:49:56 PM

**Author Signature:**

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| Electronically signed by Kristine Nikkhoo on 11/26/2024 5:48:23 PM |

**Manager Signature:**

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| Electronically signed by Dani Wilson on 11/26/2024 6:49:56 PM |

# Part 1: Review of Data

1. **List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year?**

The outcomes from the ASC Fall 2022 self-study are:

1. As a result of the ASC’s increased promotion efforts and stronger ties across campus, a greater percentage of students will use the ASC’s services. (CONTINUING)

2. As a result of regularly using individualized tutoring sessions in the Academic Support Center, overall student success in their courses will increase. (CONTINUING)

3. As a result of regularly using individualized tutoring sessions in the Academic Support Center, course success for DI student groups will increase. (NEW)

We have continually assessed outcomes over the past year and will continue to assess in 2025. Based on updated data from OIRP in spring 2024, we see a marked increase in course success for students who attend tutoring sessions in the Writing and Tutoring Centers versus students who do not access the centers, in some cases as high as 20%.

We also evaluate disaggregated data and see similar trends in student success. For example, Black or African American students who accessed the Writing Center passed at a rate 0f 80% versus 52.3% for those who did not access tutoring. For Hispanic/Latino students, the rate is 79.2% success versus 59.4%.

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

Our data shows that less than 10% of all students access tutoring services. In order to increase access and participation, the ASC has increased our partnerships with other support programs such as the new MESA program/center and the Promise program. These collaborations are an effort to support more students on campus and increase student success. We provide specialized tutoring support (beyond our existing services) for various programs such as Math, Paralegal Studies, Cosmetology, Natural Sciences (via the PAL program), and now MESA.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

All of our data is disaggregated by the OIRP. Our tutoring appointment system is synced with Banner to collect student data, which is then reviewed and disaggregated by the OIRP.

# Part 2: Additional Resource Request Reasoning and Support

**We have reviewed our most recent self-study and have not identified any significant changes that necessitate resource requests for the upcoming academic year.**

**We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

The ASC provides tutors and specialized tutoring services to programs such as MESA, PAL (Natural Sciences), Paralegal Studies, Cosmetology, and Math. These tutoring services are above and beyond our existing Academic Support Center appointments and are specialized to each program. While we have expanded our offerings in order to support students, we do not receive additional funds for these activities. The ASC needs additional funds in order to continue to support students in these programs without reducing overall hours in the centers. This is particularly urgent for the new MESA program, which launched in fall 2024 and will need tutors to start working in spring 2025.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

The ASC is working to hire and train new tutors to work in the MESA center in spring 2025. As the demand for more tutoring support increases, so does the need for more immediate funding. We cannot delay requesting these funds, as they are needed for this fiscal year.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

The additional funds will allow us to provide more tutoring support for students across campus. By working with special programs such as MESA and Promise, we are expanding our services beyond the ASC and the classroom. These efforts will allow more students access to support and will increase their course success.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

Yes - the funds would pay for hourly tutors. The amount requested would support up to 10 tutors, depending on factors such as hours per week worked and program assignments.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

Primarily, the additional allocation for the ASC supports Goal 1: Promote success for every student. Fullerton College will prepare students for success through the development and support of exemplary programs and services.

The Academic Support Center will support Goal 1 by:

• providing an academic, professional and friendly setting for students to work on all types of assignments for most subjects

• promoting students’ independence and success both in and out of class

• providing opportunities for student tutors to receive equity-focused tutor training

• providing opportunities for student tutors to receive experience in tutoring a diverse student population

• providing students with the materials listed on their lab contracts for ESL classes with a required lab time component

• providing faculty with the opportunity to offer make-up exams to students who are not able to take exams during the scheduled class time

• providing other lab users assigned to the Skills Center by their instructors (non-required lab time) the print and software materials needed to develop specific academic skills

• providing an academic, professional and friendly environment for students to work on various skill-building assignments

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Hourly |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $20,000 |

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| **Is the funding requested ongoing or one-time funding?**  Ongoing |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  Yes |

**For each separate resource request:**

1. **Briefly describe your resource request.**

The ASC needs more funding for ASC Ambassadors (front-desk student workers) and to increase baseline ASC general budget to account for incremental wage increase over the last several years.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

Every year, the ASC needs supplemental funding in order to meet basic student tutoring demands. The ASC base budget has not changed in years (pre-Covid), while wage and benefit costs and student demand continue to increase.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

This funding will allow us to maintain an appropriate level of tutoring support for students in order to increase course success.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

Yes. This request is to sustain and increase hourly tutors in order to support students and meet tutoring demands.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

College Goal #:1 & 4 -Promote Success for Every Student Commit to Accountability and Continuous Quality Improvement AND Goal 2: Cultivate a Culture of Equity

Objective #: 1 and 3 – Enhance Workforce training opportunities, Ensure financial physical, and technological resources are available to maintain necessary services and programs AND Provide professional and career development opportunities for students, faculty and staff AND Objective #3: Increase equity in hiring and training

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Hourly |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $60,000 |

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| **Is the funding requested ongoing or one-time funding?**  Ongoing |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  Yes |

**For each separate resource request:**

1. **Briefly describe your resource request.**

Hire Administrative Assistant I (new position – 12 months) to provide consistent and timely support to students at all points of service in the ASC (check-in/front desk, scheduling, etc). We need classified support in the Tutoring Center in particular, however, this position would support all areas of the ASC.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

We have requested administrative support in the Tutoring Center for years. With the current expansion of program collaborations such as MESA, this position is especially needed in order to keep the center running smoothly and to provide support for the coordinator.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

This position will help to ensure student satisfaction with ASC services and an increase in the number of students who return to the ASC for repeat visits.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

Yes - this is a full-time classified professional position requested due to program growth and expansion.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

College Goal #: 1, 2, 4 – Promote Success for Every Student, cultivate a Culture of Equity, and Commit to Accountability and Continuous Quality Improvement

Objective #: Remove institutional barriers to student equity and success, and Ensure financial, physical, and technological resources are available to maintain necessary services and programs

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Classified |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $75,000 |

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| **Is the funding requested ongoing or one-time funding?**  Ongoing |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  No |