

**Spring 2019  
Program Review Committee Report  
Conditional Reporting (from Spring 2018 efficacy review)**

**Name of Department:** Student Success Center/Tutoring

**Overall Recommendation:**

Continuation       Conditional       Probation

**Rationale for Overall Recommendation:**

The Program Review Committee reaffirmed the “conditional” rating based on the following:

**SAO/SLOs: (does not meet)** ACAD 606 SLOs have not been assessed. SAOs have been identified, but there is no mention of assessment. This is ultimately an Accreditation issue. Assessing these needs to be a priority.

**Facilities: (does not meet)** There is limited discussion regarding facilities and no analysis. Considering the limitations in space, a thorough analysis needs to be completed in order for the program to move forward in that area.

**RESPONSE:**

**Part II: Questions related to strategic initiative: Promote Student Success**

All SAOs and SLOs for the Academic Success Centers and ACAD-606 were assessed during Spring 2020.

SAO 1 is “Students who access the Student Success Center will be satisfied with the facilities, services, and resources.” SAO 1 is measured with a student satisfaction survey that was made available to students from February 3, 2020 to February 28, 2020 in both the Math and Science Success Center and the Tutoring Center. We had 408 responses to this survey. For SAO 1, 98.3% of students agreed or strongly agreed that they are satisfied with the facilities, services, and resources provided by the Academic Success Centers.

SAO 2 is “Students who access the SSC will demonstrate an increase in retention and success rates.” This SAO is measured using data requested from the Office of Research, Planning, and Institutional Effectiveness. Overall, students who utilized tutoring services had higher rates of success and retention, and in one year, up to 29% greater for Accounting. Three disciplines, Psychiatric Technology, Human Services, and Chemistry showed little to no improvement despite receiving tutoring, although in 2018-2019, the Chemistry success and retention rates increased in comparison to the past years. Overall, the data shows 73.87% of students who were tutored were successful in their courses. 70.63% of students who were not tutored were successful in their courses. Retention rates were also higher for students who attended tutoring versus those who did not. The retention rates were 91.95% and 87.81%, respectively. Noticeably, the success rates for all math courses have increased 6.2% (57.8% to 64%) from 2016-17 to 2018-19. At the course-level, the majority of students

who received tutoring had higher pass and retention rates than those who did not utilize tutoring services. The exceptions were Chemistry 101, Chemistry 150/151, Physics 201, and Math 102 and 103, although rates have improved slightly for Math 102 in 2018-2019. Biology 250 and 260 and Chemistry 104 showed the largest increase in performance for tutored students.

We expect these increases to continue as we have been adding and training more tutors. The higher-level math courses now have space designated just for those courses in the Math and Science Success Center. Math 095, 096, 102, 108, and 115 are tutored in the Tutoring Center. The decision to split the math courses between the two centers was made because math is our most popular subject for tutoring, and space was at a premium when we only had one center. Students now have more access to tutors who are dedicated to the specific math class in which they have enrolled.

SAO 3 is "Student Success Center hours conveniently fit student schedule." SAO 3 is measured by the SBVC Student Campus Climate Survey. According to the survey, 80.17% of the 474 respondents agreed that the hours conveniently fit their schedule. Besides opening an additional center, we have expanded our hours of operation to 8am-8pm Monday-Thursday and Friday and Saturday from 9am-3pm. Before 2018-2019, the Math and Science Success Center was open from 8am-6pm Monday-Thursday and 9-3 on Fridays and Saturdays with finals week having extended hours of 8am-8pm Monday-Thursday. This year, the expanded hours from finals week are now our regular hours. We also plan to expand our Summer hours based on student feedback. In Summer 2019, we were open from 10am-6pm Monday-Thursday in the Math and Science Success Center. For Summer 2020, both the Math and Science Success Center and the Tutoring Center will be open from 9am-6pm Monday-Thursday.

SAO 4, "Students will continue to receive quality services from the Student Success Center," is measured by the SBVC Student Campus Climate Survey. Of the 424 students surveyed, 54.72% indicated that they had never used Tutorial Services. 33.96% of students were satisfied with the quality of services they received while 9.91% indicated that they were neutral, and 1.42% indicated that they were dissatisfied. This means that of the 424 students surveyed, 192 students used tutorial services. Of These 192, 75% were satisfied with the services. We are working to increase satisfaction by expanding our hours, resources, courses we tutor, and the number of available tutors. According to the student survey we conducted in February 2020, 97.3% of respondents indicated that they agree or strongly agree that the centers are a comfortable, safe, and inviting place to study. 96.6% of respondents indicated that the centers have resources to help them succeed. 98.8% of respondents indicated that they would recommend the centers to a classmate. Notably, no one indicated that they would not recommend the centers. Based on this more recent data, it seems that overall students are, in fact, satisfied with the quality of services provided by the centers. We will continue to assess all SAOs each Spring semester.

We also assessed SLOs for ACAD-606, our supervised tutoring course using a survey from March 2-11, 2020. 338 students responded to the survey. For SLO 1, "using tutoring services helps me improve my ability to recall information and processes," 97% agreed or strongly agreed. For SLO 2, "Using tutoring services helps me improve my class performance and ability to demonstrate competency," 96% of students agreed or strongly agreed. For SLO 3, "using tutoring service helps reinforce the concepts I am learning in my class," 99% of students agreed or strongly agreed. In order to keep these numbers high, we

will continue to evaluate and train our staff to ensure they are providing the best possible service.

#### **Part VI: Questions Related to Strategic Initiative: Provide Exceptional Facilities**

The San Bernardino Valley College Academic Success Centers are located in Physical Science building room 121 and Language Arts building room 206.

Tutorial support is offered across the disciplines. The Math and Science Success Center in PS 121 offers tutoring in the STEM fields including Biology, Chemistry, Physics, Computer Information Technology, Pharmacy Technology, Psychiatric Technology, Water Technology, and all higher-level math courses.

The Tutoring Center in LA 206 offers tutoring for Accounting, Anthropology, American Sign Language, Astronomy, Criminal Justice, Economics, French, Geography, History, Human Services, lower-level Math, Music, Psychology, Reading and Study Skills, Sociology, and Spanish.

Both Academic Success Centers offer numerous resources that are available for students to check out, including textbooks, laptops, calculators, anatomy models, and study supplies.

In looking at 2018-2019 usage data, it was clear that more space was needed to accommodate the growing number of students who use our services. In 2017-2018, we served 2720 students for a total of 49,800 hours. In 2018-2019, we served 3416 students for a total of 74,210 hours. That is a 26% increase in the number of students served and a 49% increase in the number of hours. As a result of this increase, it was determined that another location should be added for tutoring.

In Fall 2019, we opened the Tutoring Center, which is located in LA 206, the former Reading Lab area. Doing this has allowed us to serve more students. We have served 4542 students so far in the 2019-2020 academic year, and we have already completed over 63,000 hours of tutoring. Because of the increase in both space and traffic, we have been able to add additional workshops which can be directly requested by students and allow us to serve a larger number of students in less time. We have also been able to add tutoring for many subjects that were not previously offered.

In addition to adding more space for general tutoring, the Tutoring Center also provides students with 5 additional study rooms that they can check out as well as a workshop space that we share with the Writing Center.

We are currently working to add to our lending library of textbooks and have ordered more anatomy models and a microscope to assist students with their coursework. To keep up with the evolution of technology, we will be adding 7 smart boards in each center as well as iPads for both centers and laptops for the Tutoring Center.

It is important to note that the Math and Science Success Center has designated “zones” for Chemistry and Biology. These tutoring zones allow students to be immersed in the language and study of science. Dedicated tutors serve our students in these zones.

The Tutoring Center also provides space for the SI Across the Disciplines Program, and we host SI Sessions each week for 26 SI Leaders and their students.

In March 2017, the SSC began collecting apportionment for the student contact hours being collected, with increased focus being placed on marketing and recruitment. Marketing and recruitment efforts were also focused for programs associated with the SSC, which include The STEM (Science, Technology, Engineering and Mathematics) Program and the ALEKS Math Lab Program. The STEM (Science, Technology, Engineering and Mathematics) Program is housed under the Student Success Center. The program is designed to assist low income and other traditionally underrepresented students, and prepare them to pursue careers in various STEM fields. San Bernardino Valley College STEM Program is intended to help reserve seats for some Math classes; provide STEM exclusive accelerated Cohort classes; provided access to the STEM Book Library for Math or Science books; motivate peer to peer relationships through Workshops, Mentoring, and Tutoring; deliver hands-on experiences through special STEM events/workshops/career path planning; Student Educational Plans; Goal Setting; and dedicated STEM counseling.

ALEKS Math lab is for students enrolled in Math-601, Independent Lab for Fundamental Mathematical Skills, located in Physical Science building room 131. The course reviews topics of mathematical properties, including the fundamental operations of whole numbers, integers, fractions, decimals, ratios, proportions, word problems, and percent. Topics also include exponential notation, linear equations, variables, polynomials, and the appropriate operation rules for rational numbers, whole numbers, and integers. The benefits from the ALEKS lab include: Support for non-tradition/traditional students, acknowledge the level of strength and weakness in mathematics, and one-on-one tutoring in Mathematics.

Because of the added space provided by the Tutoring Center and positive student feedback, we do not believe we need to obtain more space at this time. We will continue to monitor usage in each center and make any necessary adjustments in scheduling to ensure that students continue receive quality tutoring in an environment that is comfortable and inviting.