FRESNO STATE

LEARNING CENTER

Division of Student Affairs and Enrollment Management

ANNUAL REPORT

2022-2023

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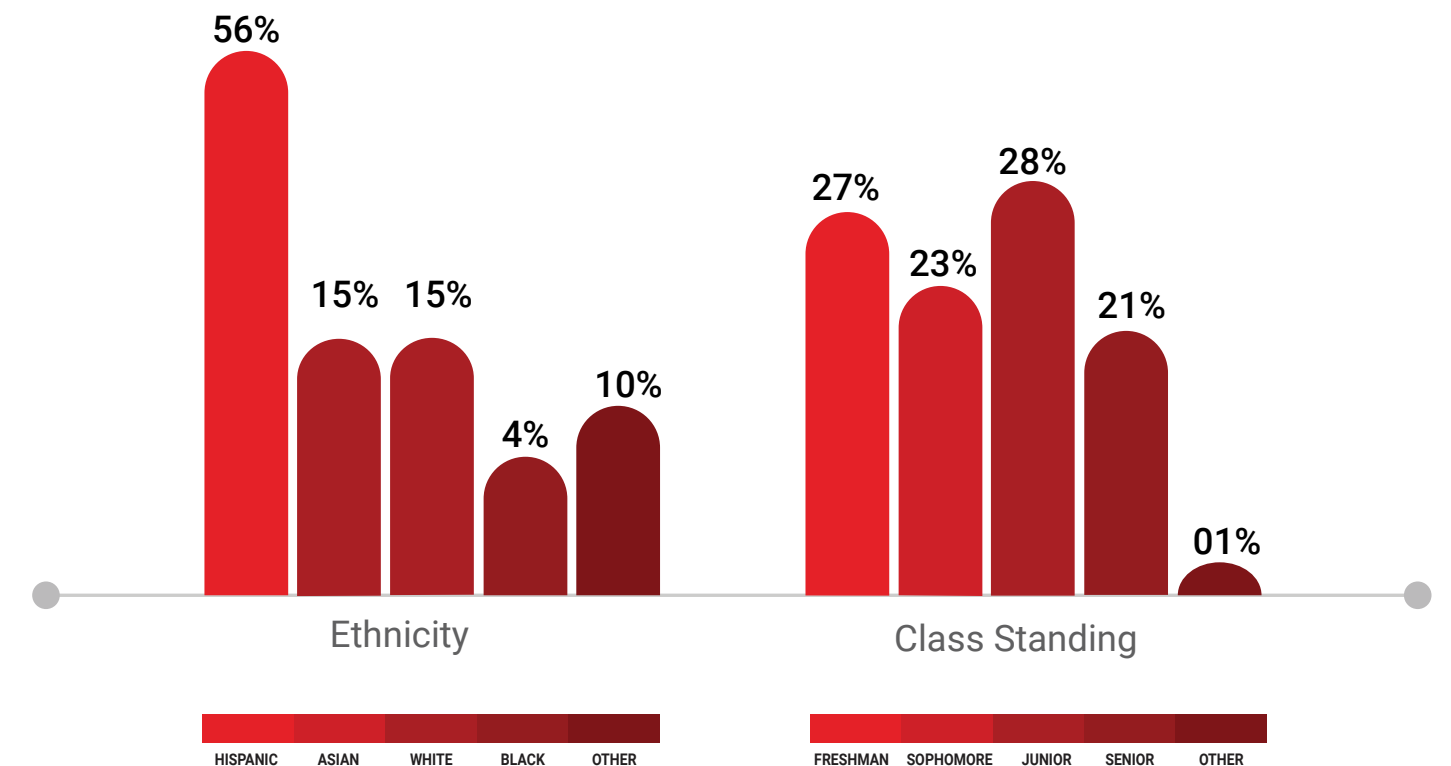## What is Supplemental Instruction (SI)?

Supplemental Instruction (SI) is an academic support program that provides students with peer-assisted group study sessions and office hours outside of the classroom for historically difficult courses.

SI sessions are inclusive learning spaces where students engage with their peers and SI Leader. Students compare notes, discuss readings, develop retention strategies, and prepare for upcoming exams and quizzes. The sessions are facilitated by an SI leader, a student passed the course and now attends lectures with students and collaborates with the faculty.

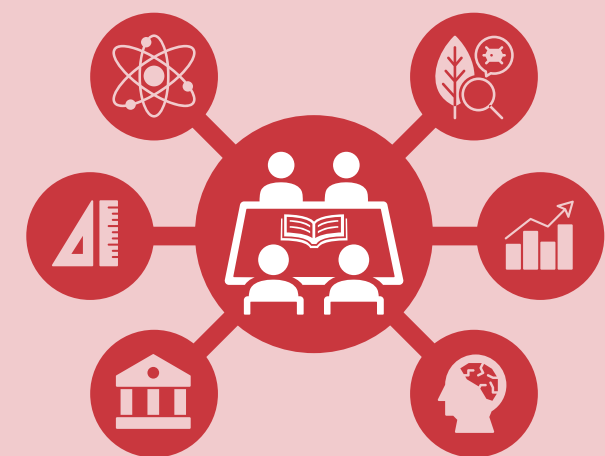## Whom does SI Serve?

8,224
Total Student Visits

1,587
Unique Student Count

Ethnicity

- 56% HISPANIC
- 15% ASIAN
- 15% WHITE
- 4% BLACK
- 10% OTHER

Class Standing

- 27% FRESHMAN
- 23% SOPHOMORE
- 28% JUNIOR
- 21% SENIOR
- 01% OTHER

Where is SI found?

Craig School of Business
- Accountancy 4A
- Business Administration 18
- Economics 40, 50

College of Health and Human Services
- Kinesiology 116, 165

College of Science and Mathematics
- Biology 1A, 1B, 11, 20, 20N, 67A, 67B
- Chemistry 1A, 1B, 3A, 8, 128A, 128B, 150
- Computer Science 40, 41, 60
- Math 111, 151
- Physics 2A, 2B, 4A, 4B
- Psychology 10

College of Social Sciences
- Child and Family Science 153
- Criminology 50
- Forensic Behavioral Sciences 155
- Political Science 2
- Sociology 125

Jordan College of Agricultural Sciences
- Agricultural Business 31, 100, 105
- Animal Science 35

Lyles College of Engineering
- Electrical Computer Engineering 71, 85, 90, 118
- Civil Engineering 20, 121

How does SI work?

1 — **Greeting**
Ackowledge students and establish rapport

2 — **Agenda**
Set realistic expectations and identify tasks that will be accomplished

3 — **Warm Up Activity**
Brief activity used to introduce and energize students for upcoming content

4 — **The Session**
Content understanding is enhanced through collaborative, active learning

5 — **Closing**
Review covered content and reinforcce feelings of accomplishment

Fundamental Five

Wait-Time
The time that elapses between a question and a response allowing for students to consolidate information and practice critical thinking

Redirecting Questions
SI Leader encourages student engagement by directing participants to answer each other's questions and concerns

Group Work
Refine understanfong through discussion and explanation

Checking for Understanding
The students' ability to explain the discussed topics in their own words
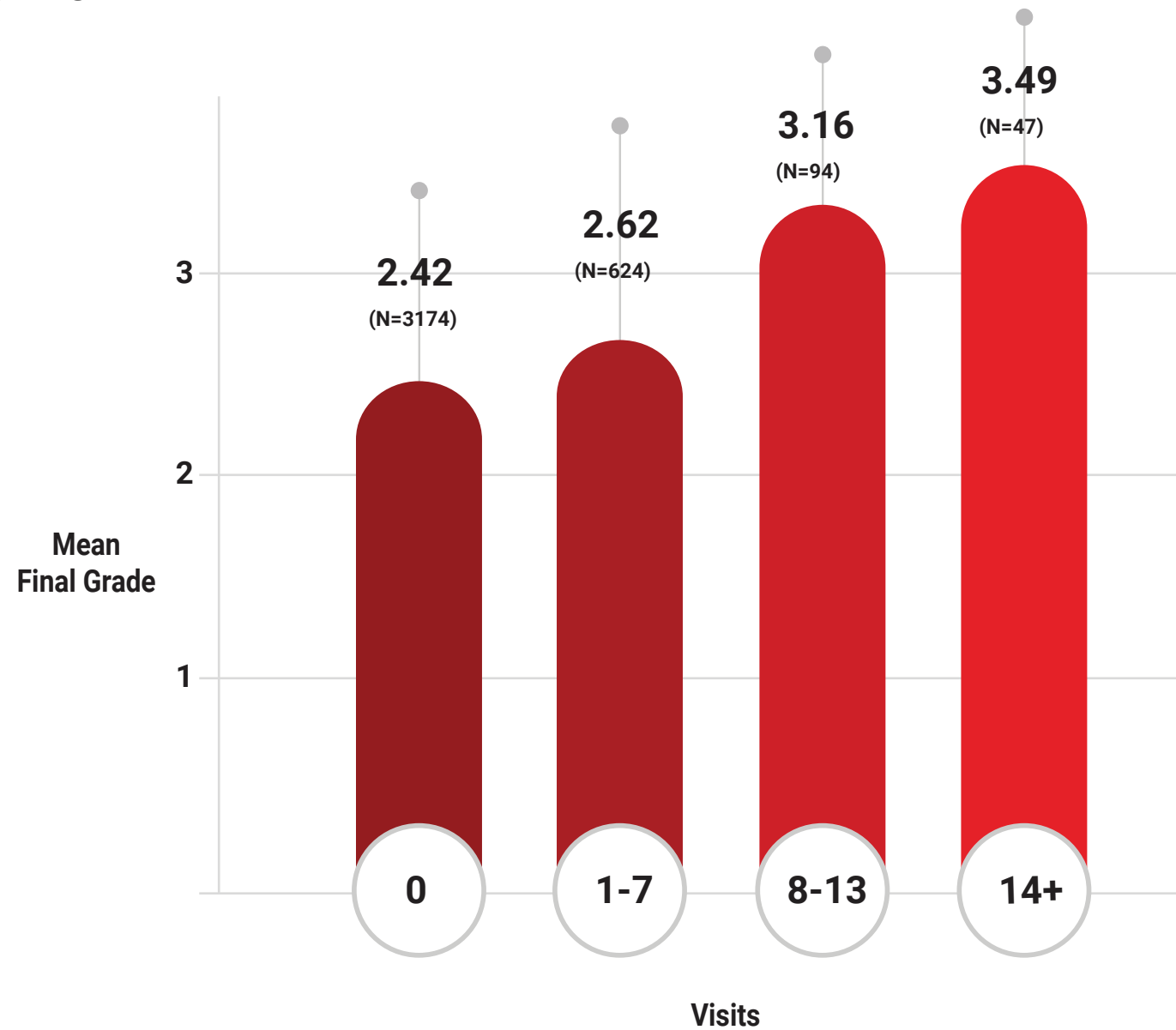
Study Skills
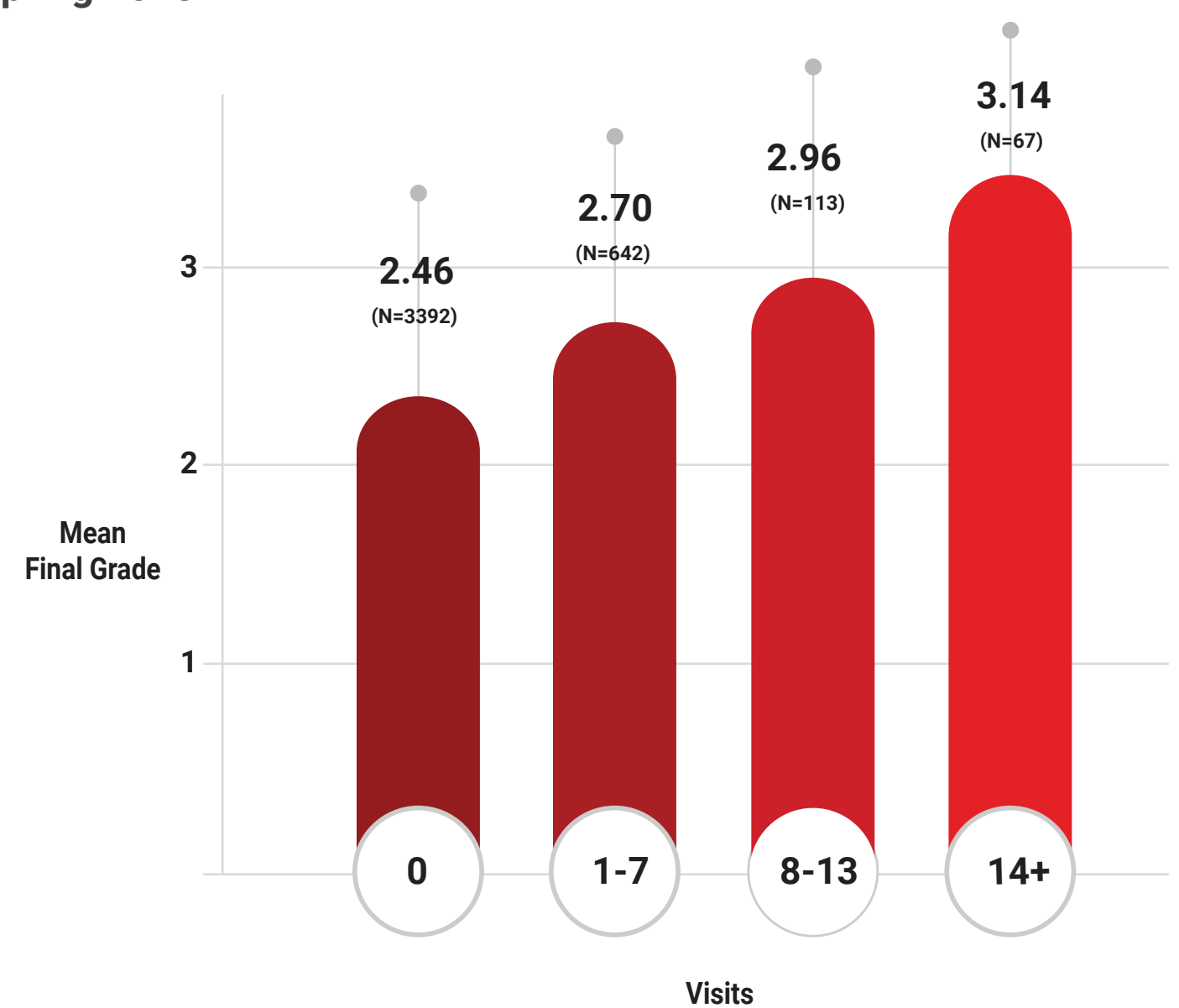Methods and techniques that aid effective learning

Attendance and Mean Final Grade
Supplemental Instruction (SI)

Mean Final Grade Comparison
Fall 2022

2.42
(N=3174)

2.62
(N=624)

3.16
(N=94)

3.49
(N=47)

Mean
Final Grade

3

2

1

| 0 | 1-7 | 8-13 | 14+ |

Visits

Mean Final Comparison
Spring 2023

2.46
(N=3392)

2.70
(N=642)

2.96
(N=113)

3.14
(N=67)

Mean
Final Grade

3

2

1

| 0 | 1-7 | 8-13 | 14+ |

Visits

Student Testimonials
Supplemental Instruction (SI)

"I like the fact that I was encouraged to step outside of my comfort zone and work with other students to arrive at a solution [during SI session]."

- *Student*

"My SI leader has been amazing. She did a great job making sure we feel supported and allowed us to teach each other. I started to learn more when I started to teach other classmates what I know or learned."

-Student

"Everyone that attended SI is also struggling like me as well so I don't feel so alone."

-Student

"Learning in a group environment helped me understand different ways of approaching the same content and my SI leader has been insightful with resourcesfor us."

- *Student*

What is Academic Success Coaching (ASC)?

Academic Success Coach (ASC) is an academic coaching program that provides holistic support to students by providing relevant college level study skills and strategies to help students succeed in their courses and connects students to campus resources

Academic Success Coaching's New Initiatives

During fall of 2022, SupportNet was re-brand to Academic Success Coaching. The re-brand resulted in:

a) Launching a new series of shortened 30 to 45 minute Academic Success Workshops

b) All professional staff obtaining academic coaching certification through JST Coaching and Training.

c) A newly created Academic Success Coaching Assistant Coordinator position was developed.

Student Visits
Academic Success Coaching (ASC)

Academic Success Workshops
150% increase in students attending ASWs from the 2021-2022 academic year

Top 3 attended Workshops:
1) Time Management
2) Note Taking
3) Stress Management for Academic Success

Referrals to ASC
ASC received a 79% increase of referrals for the 2022-2023 academic year
(1026 vs 574 referrals)

Top 3 referral reasons were:
1.) Academic difficulty
2.) Academic Success Coaching
3.) Attendance, preparation and/or participation challenges

70% learned about campus resources that could help them

97% felt their concerns were addressed during their session

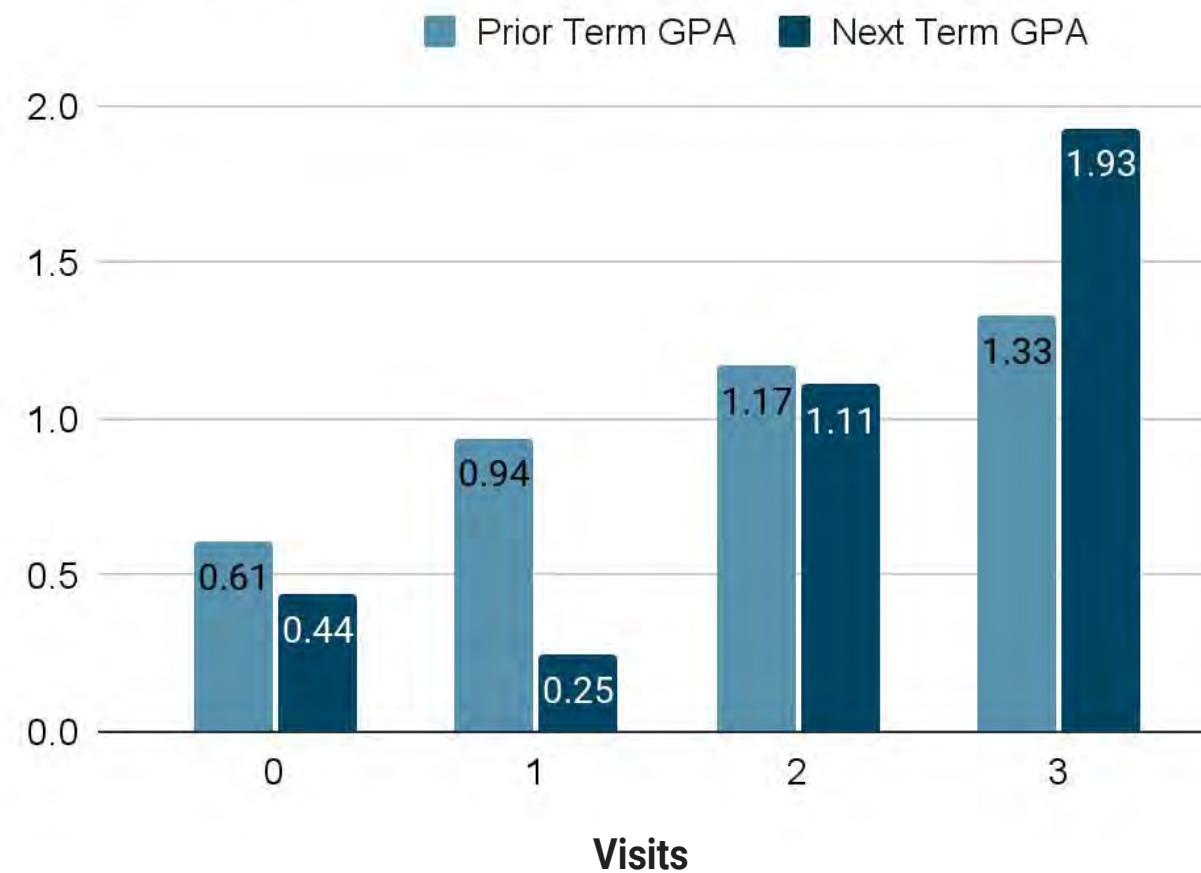**99%** reported that ASC helped them to reach their goals.

100% of students surveyed reported their academic coach helped them to understand how to navigate college.

Completion of Probation Sessions
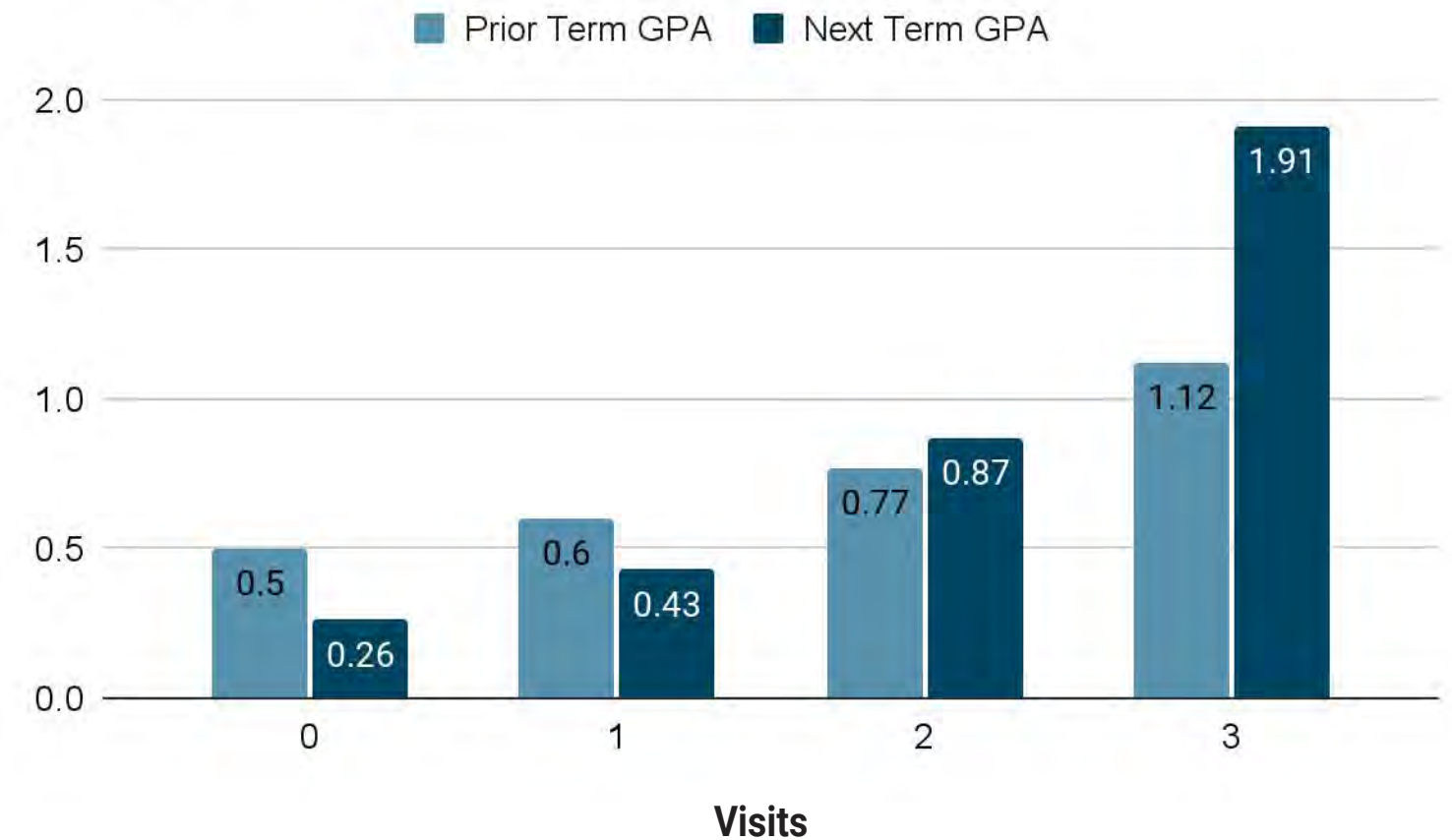## Academic Success Coaching (ASC)

Probation Session Comparison
Fall 2022

Probation Session Comparison
Spring 2023

Fall 22 Term GPA Difference

■ Prior Term GPA ■ Next Term GPA

Spring 23 Term GPA Difference

■ Prior Term GPA ■ Next Term GPA

Underrepresented Minority Students/ Areas Assisted Academic Success Coaching (ASC)

Ethnicity	Prior Term GPA	End of term GPA	Difference in Term GPA		Next Term Retention	Return to Good Standing
			DIDN'T Meet	*DID Meet*		
African American	.78 GPA	1.13 GPA	-.04 GPA	+.35GPA	38%	12%
Asian	1.11 GPA	1.71 GPA	-.67GPA	+.60GPA	44.6%	27%
Hispanic	1.04 GPA	1.60GPA	-.19 GPA	+.59 GPA	47.7%	26.1%

Underrepresented minority students who connected with Academic Success Coaching (ASC) at least 3 times obtained an average of .69 GPA (letter grade difference) and were retained at 64% compared to those who did not meet with ASC (6.3%).

5 Areas of Received Assistance:

Time Management Methods

Study Tips/Strategies

Connection to Campus Resources

Encouragement & Motivation

Well-Being & Emotional Support

3 Accomplished Goals:

Better Grades/Improved GPA

Time Management

Staying on Top of Assignments

Student Testimonials
Academic Success Coaching (ASC)

"Very welcoming and helpful! Introduced me to several academic tools that will aid me the rest of the semester."

-Student

"It is nice to talk out my concerns with another person that is as friendly and patient as my Academic Coach."

-Student

"Thank you Ashley for always being there for me. Since last semester you helped me get through my year and I am glad we get to meet this semester as well. Your encouragement really strives me to do better because I know you will be there for me."

-Student

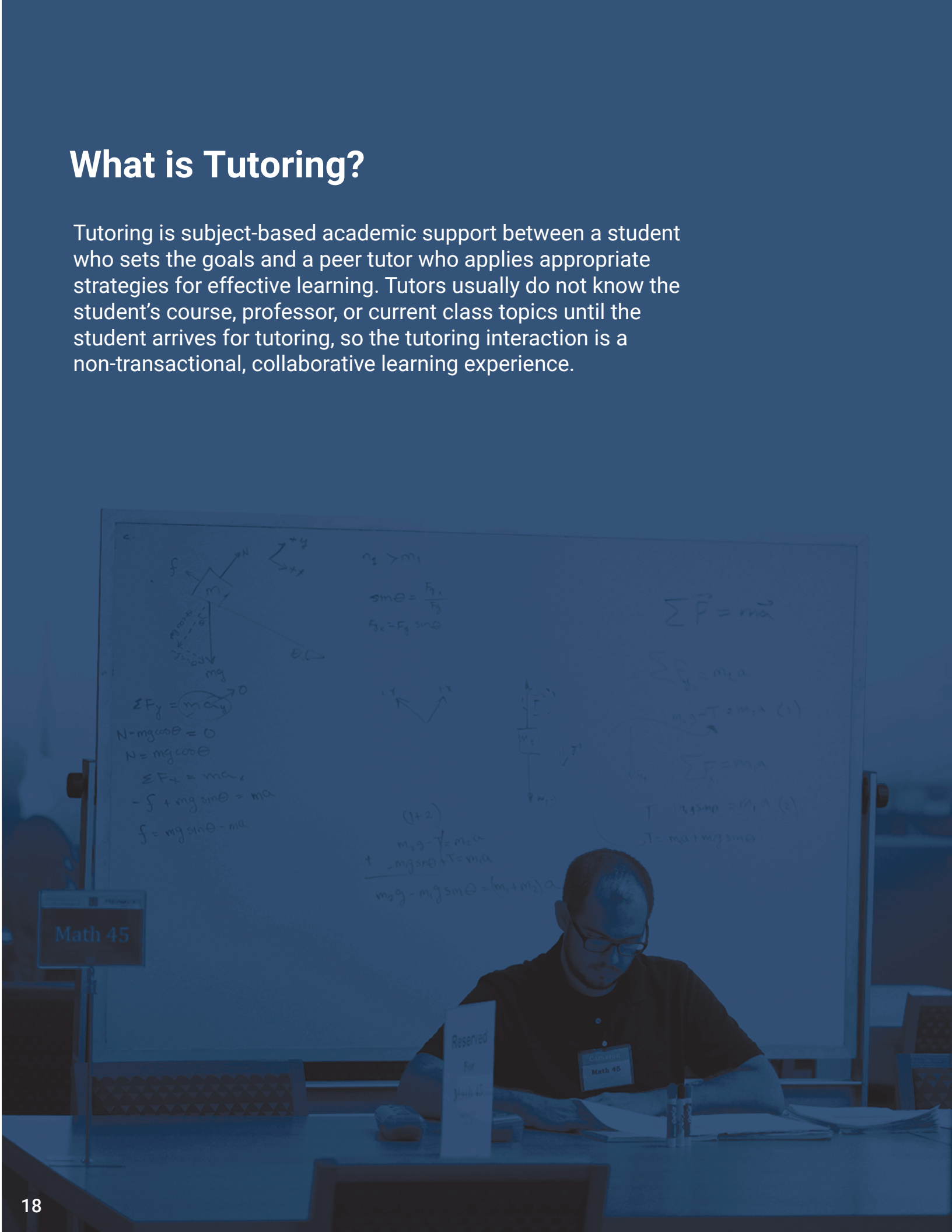"Thank you for being kind and patient with me, I really appreciate it."

-Student

"Amazing overall"

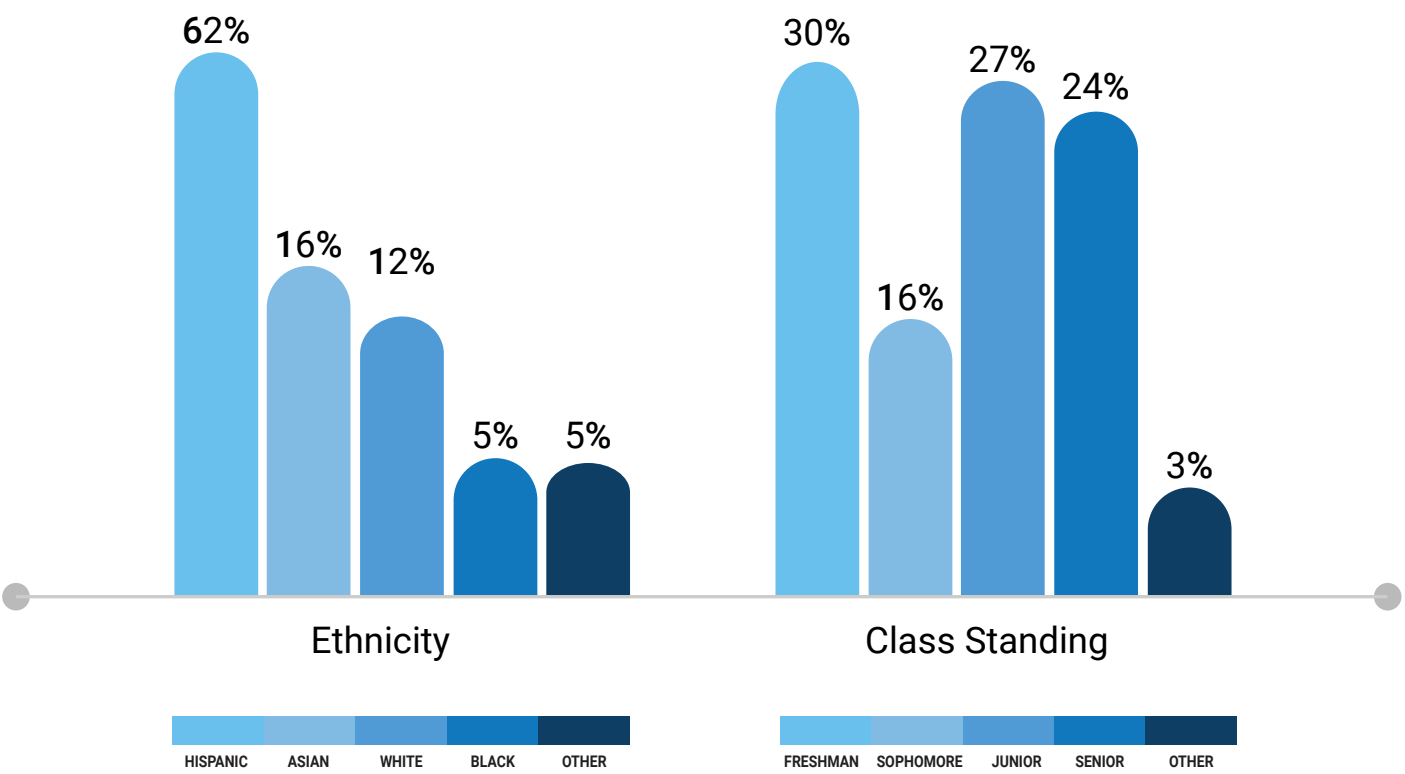-Student

What is Tutoring?

Tutoring is subject-based academic support between a student who sets the goals and a peer tutor who applies appropriate strategies for effective learning. Tutors usually do not know the student's course, professor, or current class topics until the student arrives for tutoring, so the tutoring interaction is a non-transactional, collaborative learning experience.

Whom does Tutoring serve?

11,004
Total Student Visits
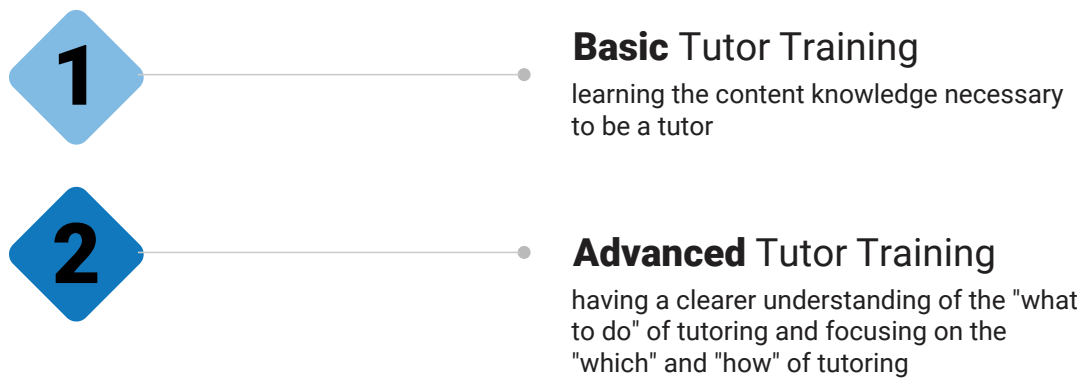
2,223
Unique Student Count

Ethnicity

| HISPANIC | ASIAN | WHITE | BLACK | OTHER |

Class Standing

| FRESHMAN | SOPHOMORE | JUNIOR | SENIOR | OTHER |

Primary Subjects and Popular Courses Tutoring

Business
ACCT 4A; DS 71, 123

Chemistry
CHEM 1A, 1B, 3A, 128A

Computer Science
CSCI 40, 41, 112, 115, 117, 119

CSDS
CSDS 91, 92, 95, 101, 136S

Mathematics
MATH 6, 75, 76

Physics
PHYS 2A, 2B, 4A, 4B

Psychology
PSYCH 144

Social Sciences
HIST 11, 12; PLSI 2, 150

Spanish
SPAN 1A, 1B, 2A, 129, 142, 170

Writing
(any course with writing assignments

Courses	Total Visits
WRITING (any course)	1,536
DS 123	1,123
MATH 75	776
CHEM 1A	344
MATH 76	296
CSCI 41	268
CHEM 1B	265
CSCI 117	265
DS 71	252
MATH 6	228

The Two Levels of Tutor Training

1 **Basic** Tutor Training

learning the content knowledge necessary to be a tutor

2 **Advanced** Tutor Training

having a clearer understanding of the "what to do" of tutoring and focusing on the "which" and "how" of tutoring

Tutor Training Topics:

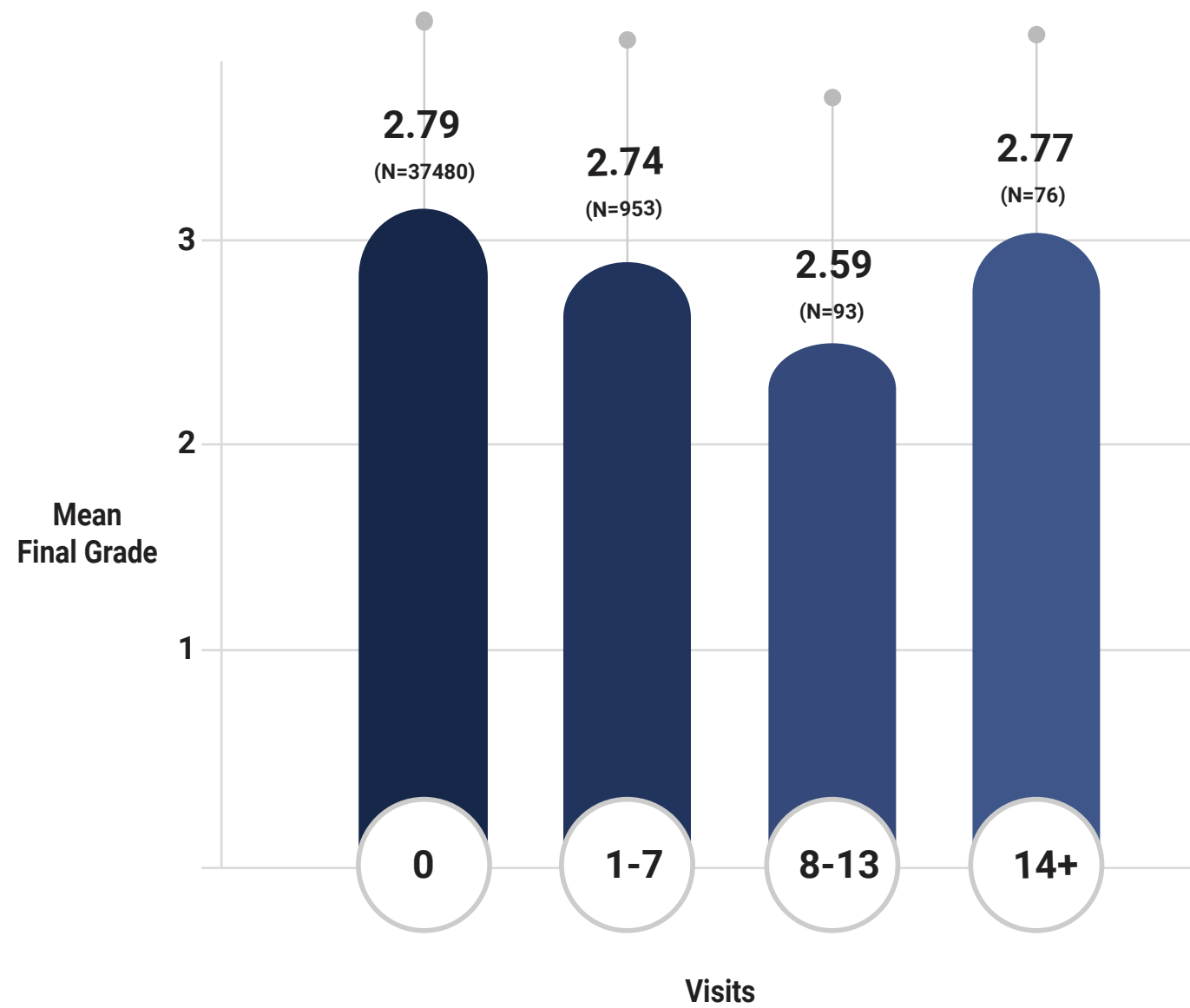| Basics	• Basic Program Tasks & Procedures • Role of the Tutor • Tutor Professional Expectations • Tutoring Strategies
Communication	• Mock Basic Tutoring Sessions • Tutoring Strategies: Critical Thinking • Tutoring Strategies: Empathy Seeking
Learning or Study Techniques	• Adult Learning Theories • SMART Goals • Syllabus Analysis • Tutoring Strategies: Study Methods

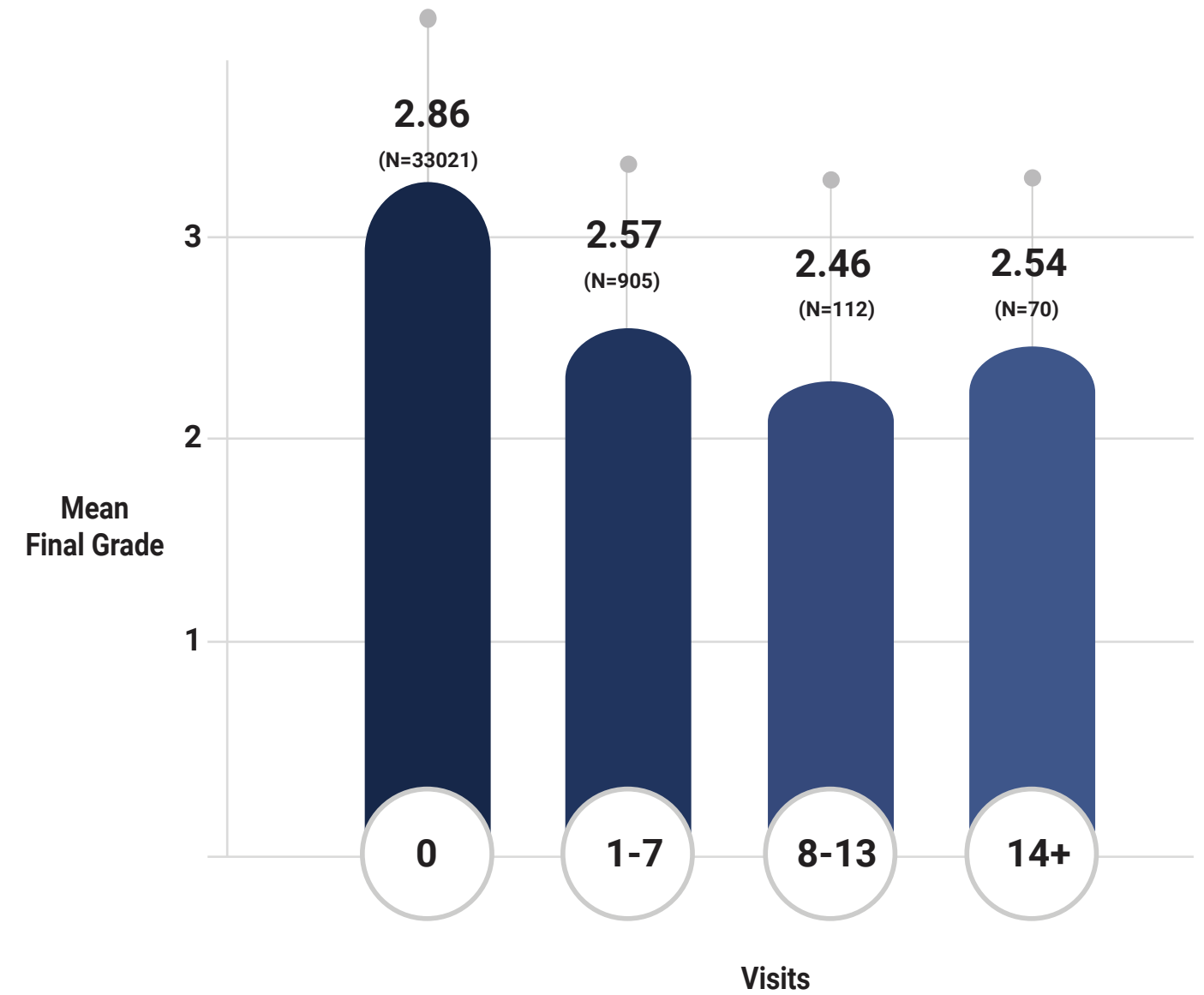| Ethics and Equity	• CSU Learn: Gender Equity and Title IX
Electives	• Learning Center Safety Training • Tutoring Strategies: Active Learning
Basics	• Level 1 Review Exam • Mock Advanced Tutoring Sessions • Tutor Professional Boundaries • Tutoring for Subjects & Skills
Communication	• Giving Constructive Feedback • Modeling Study Habits • Working with Faculty & Staff
Learning or Study Techniques	• Academic Success Workshop: Executing a Winning Exam Game Plan • Quick Student Assessment • Understanding & Managing Stress
Ethics and Equity	• Connecting to Campus Resources • Universal Design for Learning
Electives	• Mindset Theory

Attendance and Mean Final Grade
Tutoring

Mean Final Grade Comparison
Fall 2022

Mean
Final Grade

2.79 (N=37480)	2.74 (N=953)	2.59 (N=93)	2.77 (N=76)
0	1-7	8-13	14+

Visits

Mean Final Grade Comparison
Spring 2023

Mean
Final Grade

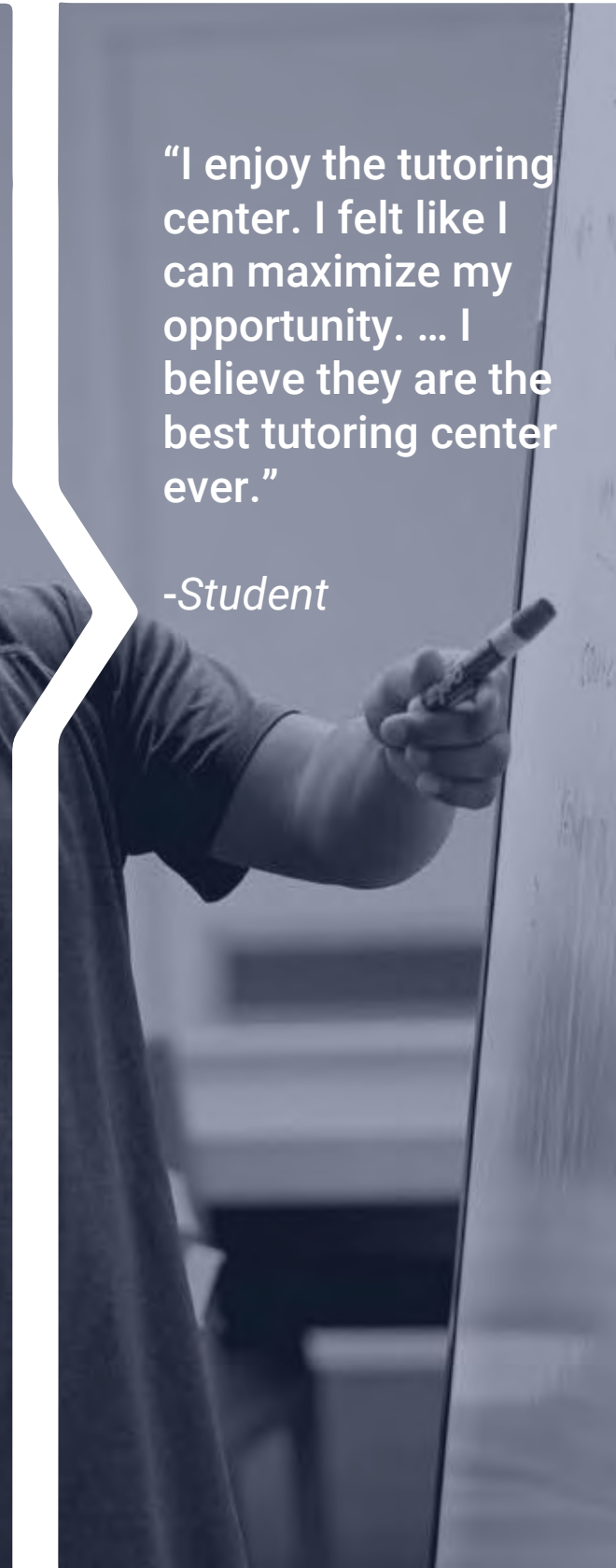|			
2.86 (N=33021)	2.57 (N=905)	2.46 (N=112)	2.54 (N=70)
0	1-7	8-13	14+

Visits

"Tutoring has greatly benefited me. Because of it I learned and understood more in a condensed amount of time. Furthermore, the friendly and supportive atmosphere encourages students to do the most they can, alongside not being afraid to ask for assistance."
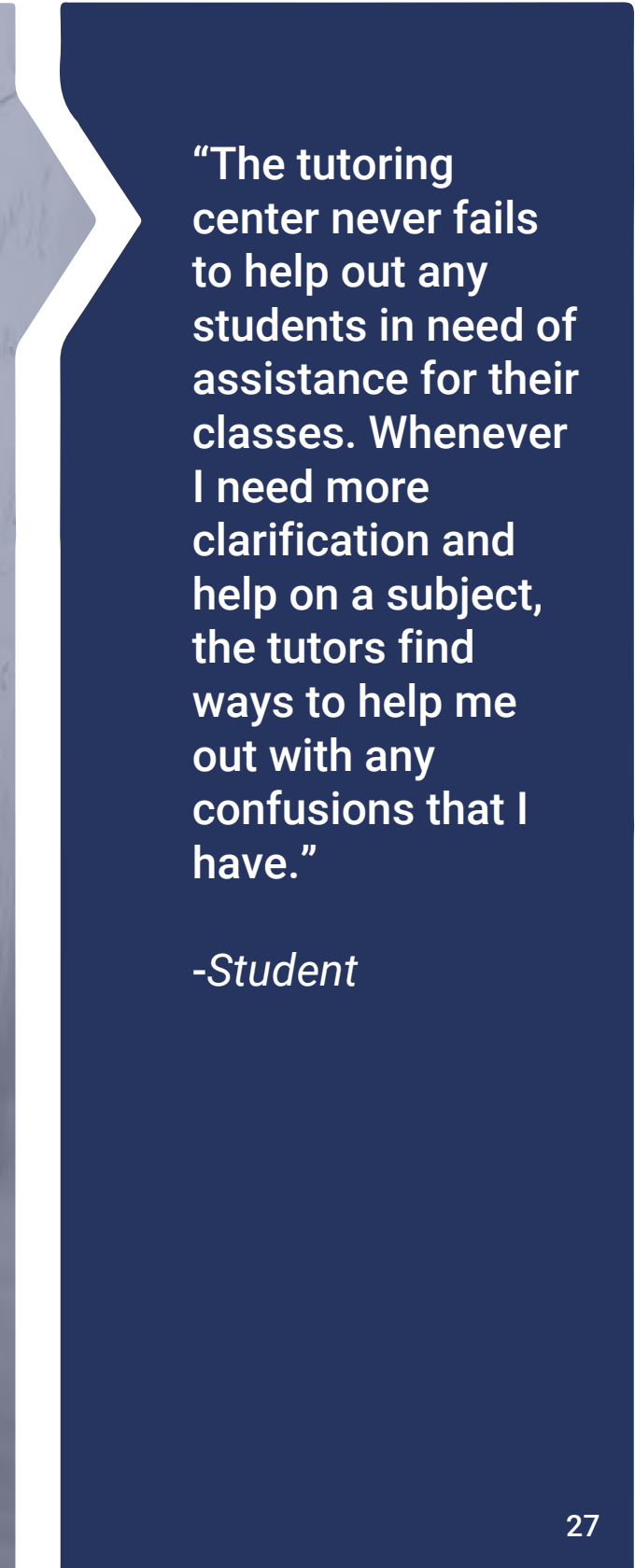
-*Student*

"I enjoy the tutoring center. I felt like I can maximize my opportunity. … I believe they are the best tutoring center ever."

-*Student*

"The tutoring center never fails to help out any students in need of assistance for their classes. Whenever I need more clarification and help on a subject, the tutors find ways to help me out with any confusions that I have."

-*Student*

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