LEARNING CENTER

Division of Student Affairs and Enrollment Management

ANNUAL REPORT

2020-2021

TABLE
OF CONTENTS

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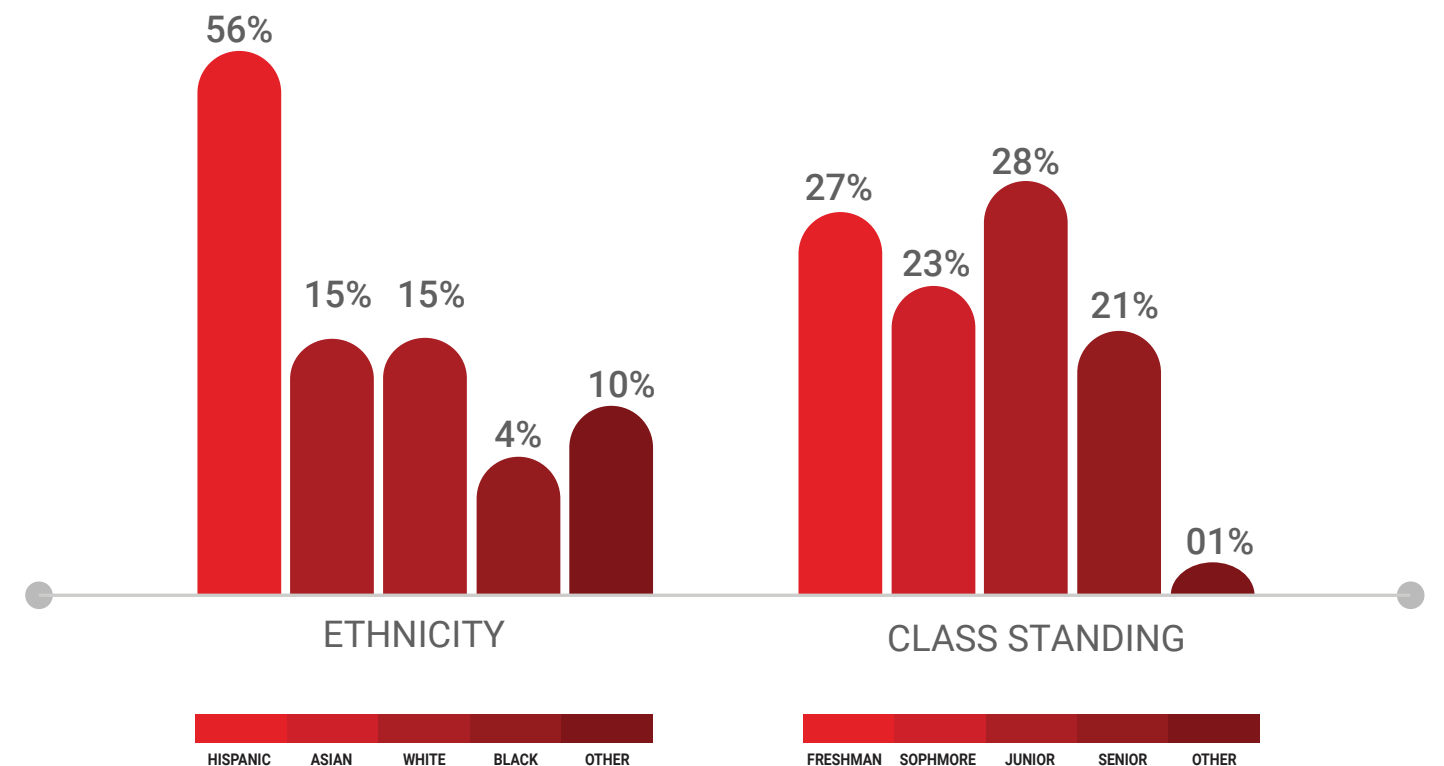
SI sessions are inclusive learning spaces where students engage with their peers and SI Leader. Students compare notes, discuss readings, develop retention strategies, and prepare for upcoming exams and quizzes. The sessions are facilitated by an SI leader, a student passed the course and now attends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

WHOM DOES SI SERVE?

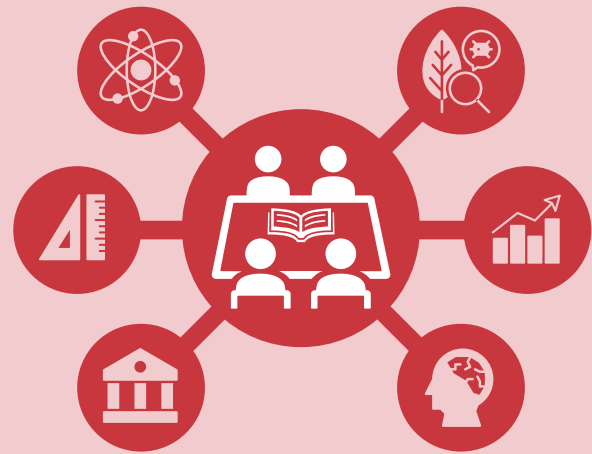**10,242**
Total Student Visits

2,261
Unique Student Count

ETHNICITY

- 56%
- 15%
- 15%
- 4%
- 10%

HISPANIC   ASIAN   WHITE   BLACK   OTHER

CLASS STANDING

- 27%
- 23%
- 28%
- 21%
- 01%

FRESHMAN   SOPHMORE   JUNIOR   SENIOR   OTHER

WHERE IS SI FOUND?

COLLEGE OF SCIENCE AND MATHEMATICS
- Biology 1A, 1B, 10, 20, 20N, 67A, and 67B
- Chemistry 1A, 1B, 3A, 8, 128A, 128B, 150
- Math 11, 45, 151, 171
- Computer Science 40, 41, 60

LYLES COLLEGE OF ENGINEERING
- Electrical Computer Engineering 85, 90, 118
- Civil Engineering 20, 130, 133

JORDAN COLLEGE OF AGRICULTURAL SCIENCES
- Agricultural Business 100, 130
- Child and Family Science 153

COLLEGE OF SOCIAL SCIENCES
- Criminology 50
- Forensic Behavioral Sciences 155
- Political Science 2
- Sociology 125

COLLEGE OF ARTS AND HUMANITIES
- Humanities 10

CRAIG SCHOOL OF BUSINESS
- Accountancy 4A
- Business Administration 18
- Economics 40, 50

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

FUNDEMENTAL 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
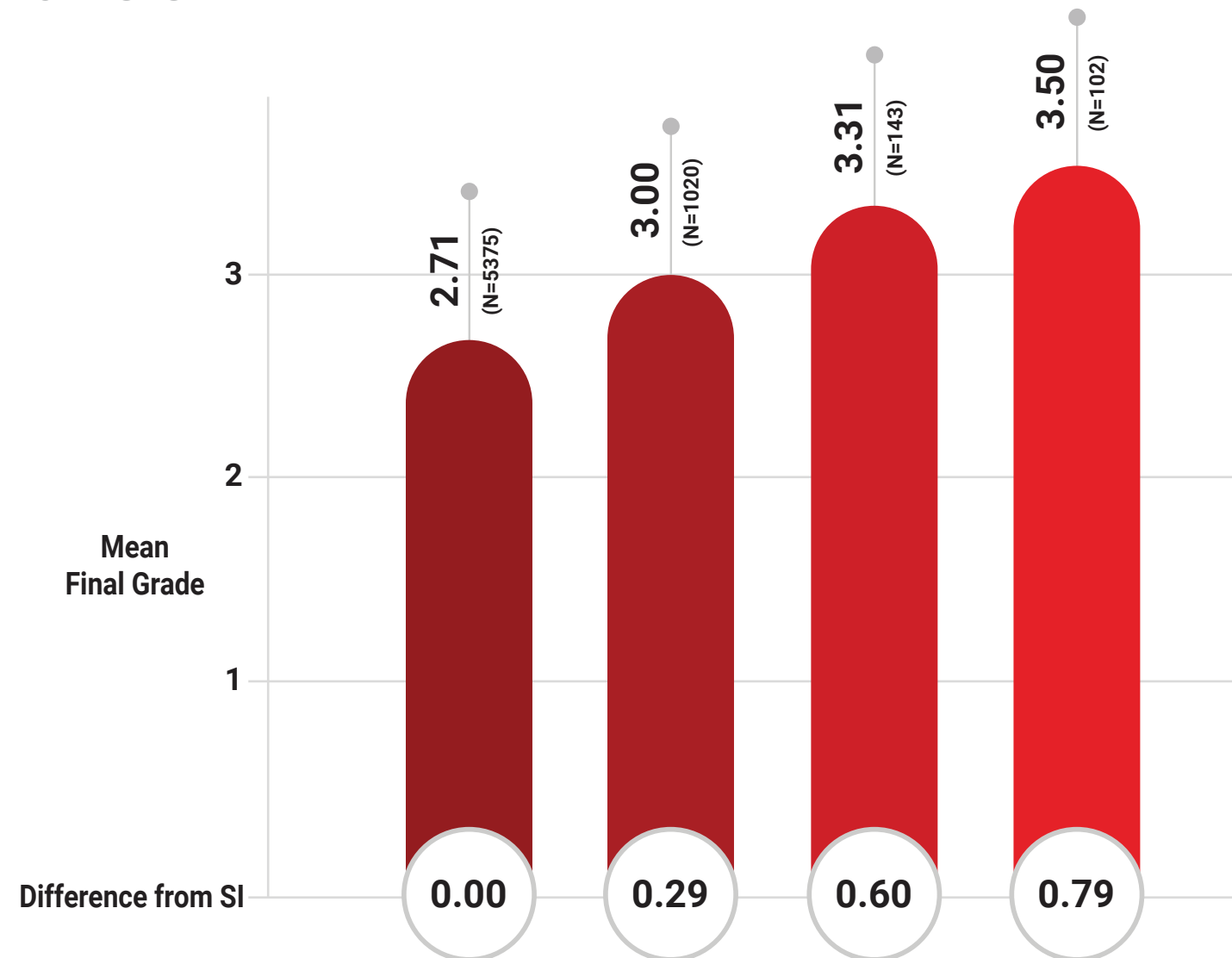
Study Skills
Methods and techniques that aid effective learning

Attendance and Mean Final Grade
SUPPLEMENTAL INSTRUCTION(SI)

MEAN FINAL GRADE COMPARISON
Fall 2020

Mean
Final Grade

2.71 (N=5375)
3.00 (N=1020)
3.31 (N=143)
3.50 (N=102)

3
2
1

Difference from SI 0.00 0.29 0.60 0.79

MEAN FINAL GRADE COMPARISON
Spring 2021

Mean
Final Grade

2.73 (N=4861)
2.89 (N=841)
3.23 (N=97)
3.46 (N=58)

3
2
1

Difference from SI 0.00 0.16 0.50 0.73
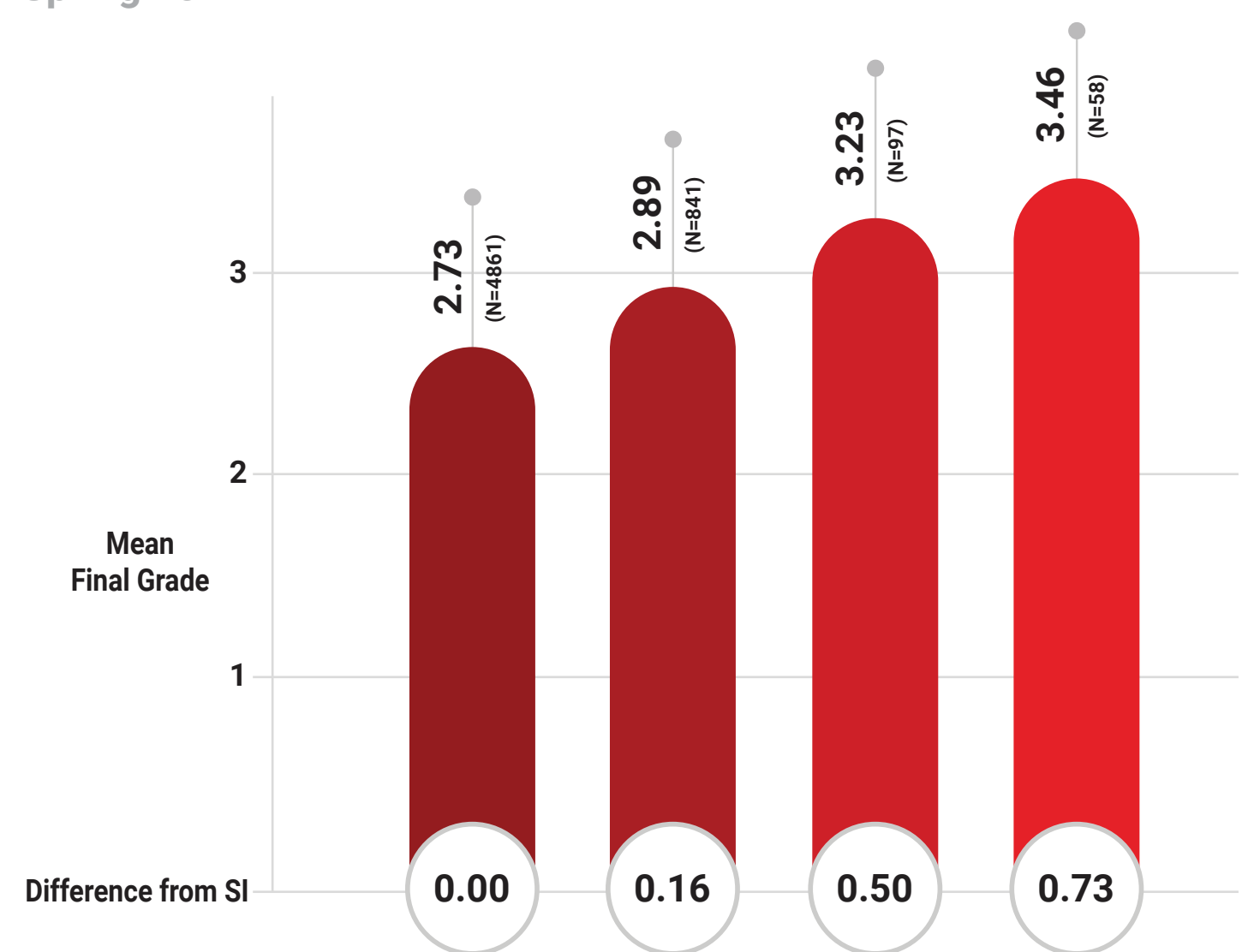
"It was nice to be able to have extra time in a classroom setting to work on a subject that is fairly difficult and new. It helps me feel more confident in the subject."

- Student

"I found the SI sessions to be very helpful. Even if my test scores didn't always improve, I walked away feeling more confident in what we learned in class."

-Student

"This is my first semester on campus. I feel supported by my SI leader and everyone in SI sessions."

-Student

"I don't think I would have done as well in this class [Chemistry 1A] if I am not attending SI. My SI leader is really helpful and patient. SI is also fun."

- Student

WHAT IS SUPPORTNET?

SupportNet 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

SUPPORTNET's New Initiatives

SupportNet offered both pre-recorded and live Academic Success Workshops during the 2020-2021 academic year.

A link tree for Academic Success Workshops was created (https://linktr.ee/justaskthejam)

SupportNet developed a presence on social media through Youtube, Twitter, Facebook and Instagram providing weekly motivational quotes, up to date campus information, study strategies and more

Student Visits
SUPPORTNET

Academic Success Workshops
2,464 total student attendance to ASWs
(40% increase from the 2019-2020 academic year)

1183 unique students
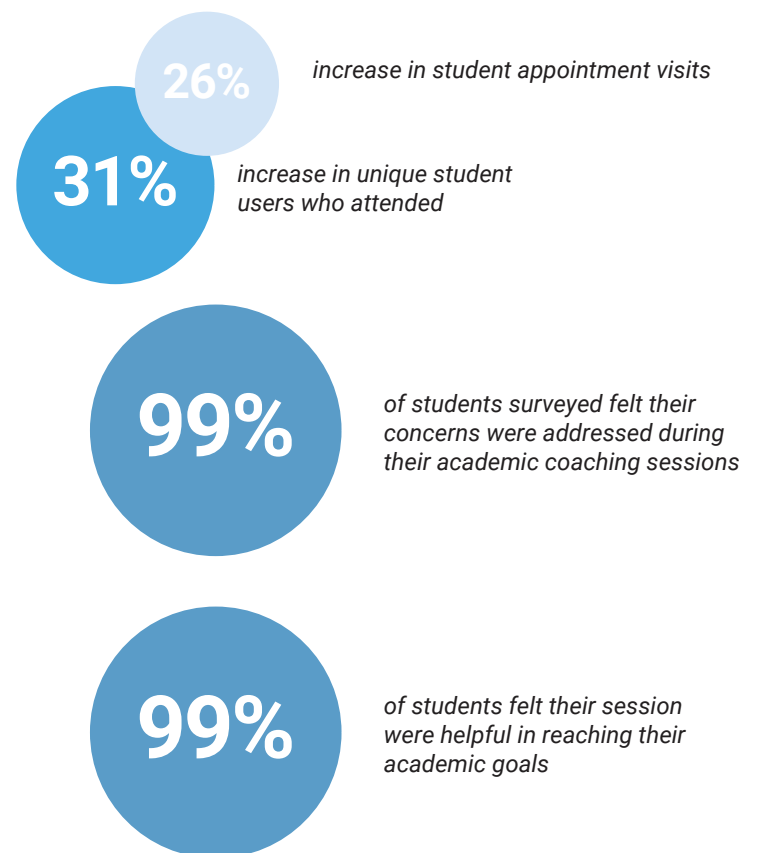(3% increase from the 2019-2020 academic year)

12 ASWs were provided through SupportNet's Youtube channel

Referrals to SupportNet
SupportNet received a 19% increase of referrals for the 2020-2021 academic year
(501 vs 421 referrals)

Top 3 referral reasons were:
1.) low overall grade
2.) missing class assignments
3.) not showing up to class

26% increase in student appointment visits

31% increase in unique student users who attended

99% of students surveyed felt their concerns were addressed during their academic coaching sessions

99% of students felt their session were helpful in reaching their academic goals

Completion of Probation Sessions
SUPPORTNET

PROBATION SESSION COMPARISON

Fall 2020

Mean

Completition of Probation Sessions

94% 83% 69%

100%

70%

50%

1st 2nd 3rd

PROBATION SESSION COMPARISON

Spring 2021

Mean

Completition of Probation Sessions

84% 82% 70%

100%

70%

50%

1st 2nd 3rd

Underrespresented Minority Students
SUPPORTNET

Ethnicity	Prior Term GPA	End of term GPA	Difference in Term GPA DIDN'T Meet	DID Meet	Next Term Retention	Return to Good Standing
African American	.82 GPA	1.70 GPA	-.16 GPA	+.90 GPA	46%	29%
Asian	1.18 GPA	1.54 GPA	-.57 GPA	+.37 GPA	50%	28%
Hispanic	.96 GPA	1.53 GPA	+.50PA	+.58 GPA	40%	24%

Underrepresented minority students had an average of .60 difference (1 letter grade difference) and 40% retention rate compared to those who did not meet with SupportNet (18%)

Post Intake Data from Probation Students
SUPPORTNET

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
SUPPORTNET

"I received a huge amount of support from my Academic Coach. She showed me where I could find the resources my school has to offer and how to utilize them. As well as, give me strategies that can help me pass my classes."

-Student

"The Academic Coaching was very useful to me because it was almost like a wake up call. Right after my meetings I was always like, "Right ok back on track, my priorities are brought forward again." It was just nice to have that reminder."

-Student

" My academic coach was amazing and a huge part of my growth as a student at Fresno State. She has made me feel so welcomed and accepted. I was scared and nervous to be on probation but she made me take that fear and turn it into motivation to work hard."

-Student

"I'm not really sure what else I could say because the service is meeting my academic needs and is more helpful than I ever imagined it would be. I had no idea a service like this existed my last two years at state and only found out about it this first year in the masters program."

-Student

"I received assistance with practically everything but the biggest thing was that he provided a much clearer path that allowed me to understand what to do better."

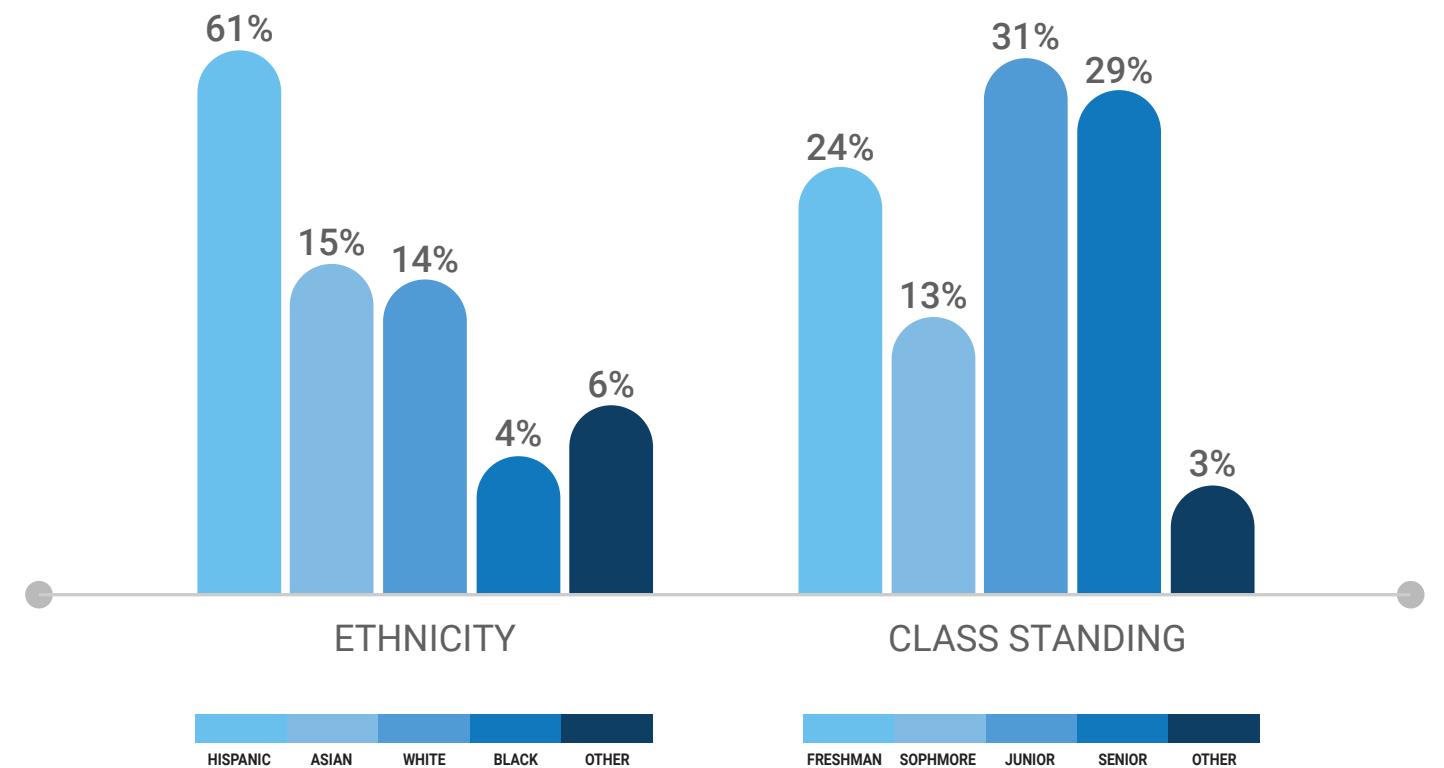-Student

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?

5,069
Total Student Visits

1,149
Unique Student Count

ETHNICITY				
61%	15%	14%	4%	6%
HISPANIC	ASIAN	WHITE	BLACK	OTHER

CLASS STANDING				
24%	13%	31%	29%	3%
FRESHMAN	SOPHMORE	JUNIOR	SENIOR	OTHER

Primary Subjects and Popular Courses
TUTORING

ACCOUNTING
ACCT 4A, 4B, 120A, 132

ANATOMY/PHYSIOLOGY
BIOL 33, 67A, 67B

BIOLOGY
BIOL 1A, 10, 101, 102, 120

CHEMISTRY
CHEM 1A, 1B, 3A, 128A

COMMUNICATION
COMM 3, 5, 7, 8

COMPUTER SCIENCE
CSCI 40, 41, 117

CSDS/ASL
CSDS 91, 92, 93, 94S, 98, 136S, 170

DECISION SCIENCE
DS 71, 73, 123

HISTORY & GOVERNMENT
HIST 11, 12; PLSI 2, 90, 120

LIBERAL STUDIES
MATH 10A, 10B, 100

MATH 45
MATH 45, 45L

MATHEMATICS
MATH 6, 75, 76, 77

MECHANICAL ENGINEERING
ME 112, 140, 145

MUSIC 9

PHYSICS
PHYS 2A, 4A

PSYCH 10

SPANISH
SPAN 1A, 1B, 2A, 129

STATISTICS
ERE 153, MATH 11, SOC 125

WRITING
(any course with writing assignments)

The Three Levels of
TUTOR TRAINING

1 **Basic** Tutor Training
Acknowledge students and establish rapport

2 **Advanced** Tutor Training
Set realistic expectations and identify tasks that will be accomplished

3 **Master** Tutor Training
Brief activity used to introduce and energize students for upcoming content

TUTOR TRAINING TOPICS:

Topic	Details
First Impressions	• Understand how impactful first impressions are • Use appropriate body language to support good impressions
Introduction to the Learning Center	• Access the work room to print and copy documents that will benefit the students • Enter hours worked on their timesheet • Justify when and where pay checks are available • Define what programs the Learning Center consists of
The Most Effective Ways to Learn	• Understand proven research on effective learning and studying • Identify the proper use of practice tests and mock exams • Identify what an effective lecture looks like
Customer Service	• Perform and demonstrate great customer service • Build honorable and respectable relationships with students, staff, and faculty • Promote academic growth and learning • Model a positive attitude • Understand smile research and how to respond to having a bad day prior to starting

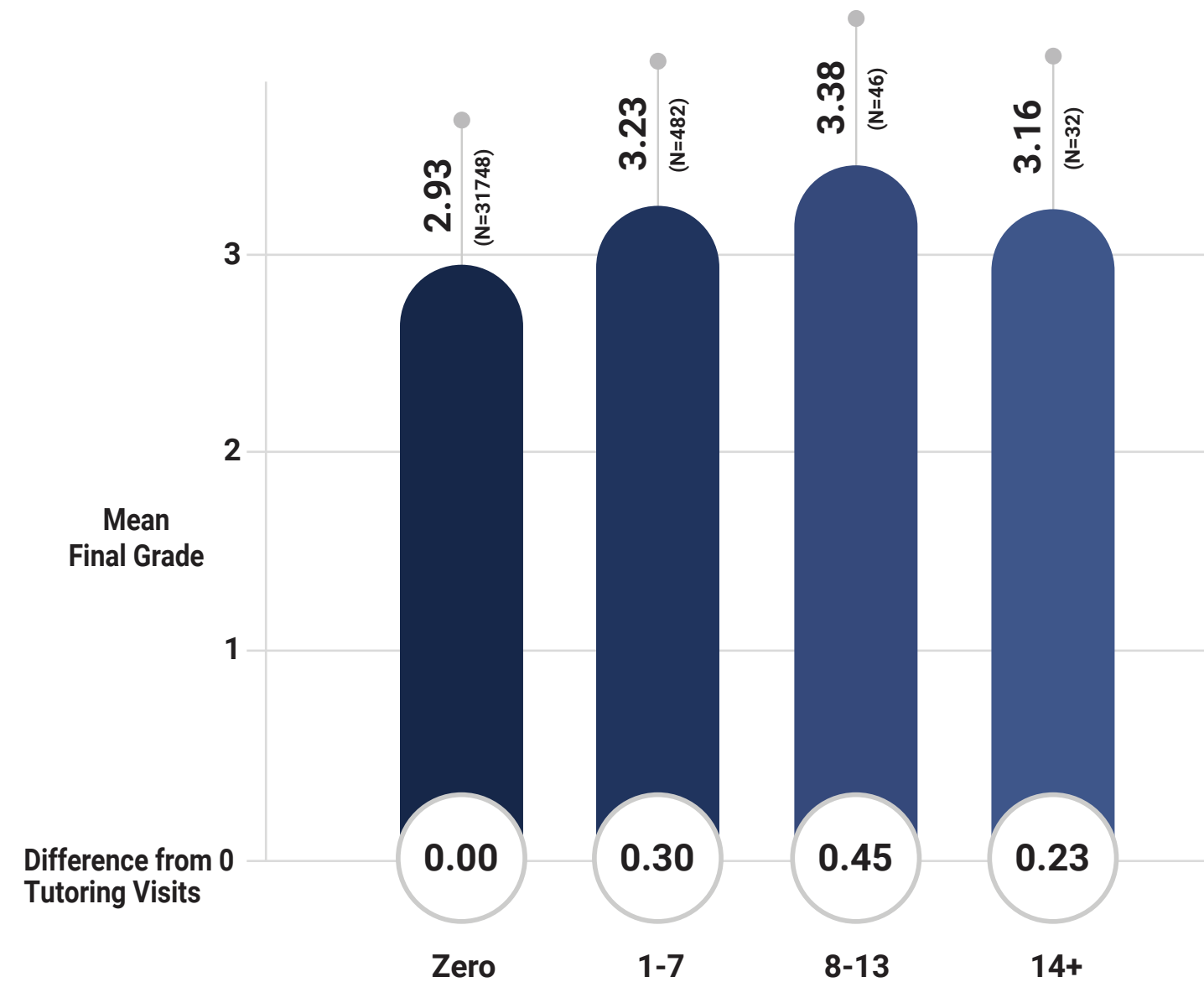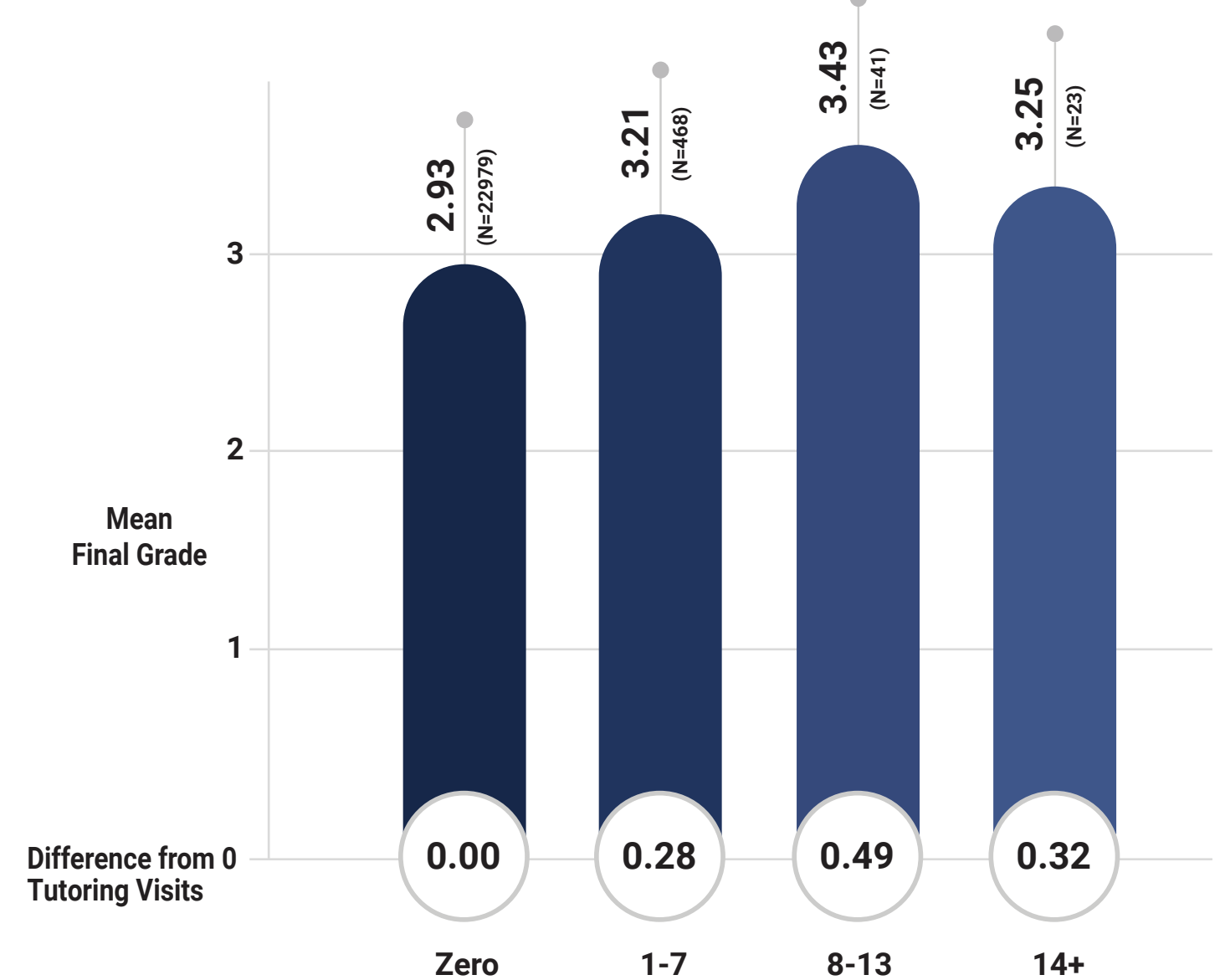| Topic	Details
Tutoring Defined	• Facilitate active involvement from students while tutoring • Provide the feeling of accomplishment after a tutoring session • Understand re-lecturing is the least effective technique a tutor can use
Tutoring Cycle	• Define and understand the steps within the tutoring cycle • Understand the three parts of the tutoring cycle in depth: prepare, greet and tutor
The Art of Questioning	• Recall what Elaborative Interrogation is and how tutors can utilize this technique while tutoring • Achieve the goal of the art of questioning • Distinguish the difference between open and closed ended questions • Utilize Bloom's Taxonomy of questioning while tutoring students
The Most Effective Tutoring Strategies	• Influence students to practice concepts without reference • Get students to write, discuss, or participate from memory • Get students to produce questions while reading or watching a lecture • Get students to collaborate • Get students to ask the right questions • Remind students not to procrastinate
Improving Study Skills	• Coach students on using the study cycle • Suggest good study habits and help students improve their study skills
Anti-Harassment	• Provide a "welcoming" environment for students, staff, and faculty • Know boundaries on certain sexual harassment issues • Know how to respond to an act of harassment
Advanced Level Tutor Training	• Create action plans for students to follow in order to improve their study habits • Effectively refer students to attend academic coaching and workshops
Master Level Tutor Training	• Facilitate tutor training activities • Facilitate Academic Success Workshops

Attendance and Mean Final Grade
TUTORING

MEAN FINAL GRADE COMPARISON
Fall 2020

2.93 (N=31748)
3.23 (N=482)
3.38 (N=46)
3.16 (N=32)

Mean
Final Grade

3

2

1

Difference from 0
Tutoring Visits

0.00
0.30
0.45
0.23

Zero
1-7
8-13
14+

MEAN FINAL GRADE COMPARISON
Spring 2021

2.93 (N=22979)
3.21 (N=468)
3.43 (N=41)
3.25 (N=23)

Mean
Final Grade

3

2

1

Difference from 0
Tutoring Visits

0.00
0.28
0.49
0.32

Zero
1-7
8-13
14+

"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*

FRESNO STATE®

Learning Center