

In Spring 2008, the National Resource Center conducted a survey of student success and learning centers. The purpose of the survey was to gather information on the nature, practices, and evaluation of student success and learning centers. A preliminary summary of the findings of the survey is below:

Chief Academic Officers at all regionally accredited colleges and universities with undergraduate students and lower divisions were e-mailed an invitation to participate in our web-based survey. A total of 3178 institutions were invited to participate in the survey. A total of 185 institutions responded to the invitation. The low response rate may be accounted for by technical difficulties experienced when survey invitations were distributed, university e-mail SPAM blocking software, the lack of centralized student learning services at a number of institutions, and, if the Centers are not located within Academic Affairs, the invitations may not have been sent to the responsible person.

3178 survey invitations distributed

185 surveys completed (5.8% response rate)

133 institutions reported that their institution has a student success or learning center

Preliminary Findings of the 2008 National Survey of Student Success and Learning Centers

Institutional Type (N = 183)

69.4% Four-year institutions (n = 127)

30.6% Two-year institutions (n = 56)

Institutional Affiliation (N = 134)

53.0% Private institutions (n = 71)

47.0% Public institutions (n = 63)

Center History (N = 132)

15.9% indicated that their center has existed on their campus for 2 years or less (n = 21)

41.7% indicated that their center has existed on their campus for 3 to 10 years (n = 55)

14.4% indicated that their center has existed on their campus for 10 to 15 years (n = 19)

12.1% indicated that their center has existed on their campus for 15 to 20 years (n = 16)

15.9% indicated that their center has existed on their campus for more than 20 years (n = 21)

Students Served During Fall 2007 Semester (N = 126)

65.9% served 0 to 2,000 students in Fall 2007 (n = 83)

17.5% served 2,001 to 4,000 students in Fall 2007 (n = 22)

8.7% served 4,001 to 8,000 students in Fall 2007 (n = 11)

7.9% served more than 8,000 students in Fall 2007 (n = 10)

Most Used Services (N = 131)

Respondents were asked to identify their top five most used services. The five most frequently reported services were:

1. Tutoring (n = 107, 81.7%)

2. Academic coaching and counseling (n = 69, 52.7%)

3. Writing support services (n = 57, 43.5%)

4. Academic advising (n = 52, 39.7%)

5. Testing services (test preparation, placement testing) (n = 50, 38.2%)

***Note. Percentages add up to more than 100% because all respondents reported on 1 or more services.**

Center Administration (N = 132)

Respondents were asked which campus unit directly administers their student success of learning center.

59.8% reported that their Center is administered by Academic Affairs (n = 79)

16.7% reported that their Center is administered by Student Affairs (n = 22)

14.4% reported that their Center is administered by both Academic Affairs and Student Affairs (n = 19)

2.3% reported that their Center is administered by Enrollment Management (n = 3)

6.8% reported that their Center is administered by some other campus unit (n = 9)

Center Staffing:

Full-time staff (N = 132)

- 6.1% of institutions have no full-time professional staff (n = 8)
- 53.0% of institutions have 1 to 3 full-time professional staff (n = 70)
- 19.7% of institutions have 4-6 full-time professional staff (n = 26)
- 21.2% of institutions have 7 or more full-time professional staff (n = 28)

Part-time staff(N = 132)

- 25% of institutions have no part-time professional staff (n = 33)
- 37.1% of institutions have 1 to 3 part-time professional staff (n = 49)
- 14.4% of institutions have 4-6 part -time professional staff (n = 19)
- 23.5% of institutions have 7 or more part -time professional staff (n = 31)

Services Provided by Undergraduate Students (N = 132)

- 94.0% of institutions reported that they use undergraduate students to provide services (n = 124)

Areas where Undergraduate Students Provide Services to Undergraduate Students(N =119)

- 49.6% Academic support services (e.g., stress management, study skills) (n = 59)
- 27.7% Lead workshops and training sessions (n = 33)
- 10.1% Team teach courses (n = 12)
- 7.6% Academic advising services (n = 9)
- 67.2% Other (n = 80)

***Note. Percentages add up to more that 100% because respondents could select more than one response.**

Publicizing Center Services (N = 132)

- 87.9% during first year orientation (n = 116)
- 79.5% through in-class presentations (n = 105)
- 75.8% via flyers (n = 100)

68.9% via email (n = 91)

68.2% via the Center website (n = 90)

53.8% during other orientation sessions (n = 71)

43.9% in the campus newspaper (n = 58)

30.3% through residence hall presentations (n = 40)

21.1% via direct mail (n = 28)

9.1% of via social networking websites (e.g., Facebook) (n = 12)

18.9% via some other mechanism (n = 25)

***Note. Percentages add up to more than 100% because respondents could select more than one response.**

Center Service Evaluation (N = 132)

65.2% of institutions reported that the services or programs of their Center have been evaluated (n = 86)

Center Service Evaluation: Outcomes Measured (N = 83)

Centers reported measuring the following:

Outcome	Percentage
Satisfaction with the student success/learning center (n = 63)	75.9
Grade-point-average (GPA) (n = 47)	56.6
Study strategies (n = 36)	43.4
Academic abilities (n = 32)	38.6
Time/stress management skills (n = 32)	38.6
Satisfaction with the institution (n = 31)	37.3
Student use of campus services (n = 31)	37.3
Motivation (n = 25)	30.1
Academic self confidence (n = 24)	28.9
Satisfaction with faculty (n = 24)	28.9
Connections with peers (n = 17)	20.5
Student participation in campus activities (n = 13)	15.7
Academic counseling skills (n = 9)	10.8
Out of class student-faculty interaction (n = 9)	10.8
Other (n = 11)	13.3

***Note. Percentages add up to more than 100% because respondents could select more than one response.**

Center Service Evaluation: Results (N = 83)

Respondents who had evaluated their Center's services or program were asked to specify whether each of the measured outcomes increased, decreased, stayed the same, or specify not applicable:

Outcome	In creased	Decreased	No Change	Not Applicable
Satisfaction with the student success/learning center (n = 64)	n = 53 82.8%	n = 0 0.0%	n = 4 6.3%	8 12.5%
Grade-point-average (GPA) (n = 60)	n = 41 68.3%	n = 1 1.7%	n = 3 5.0%	n = 15 25.0%
Study strategies (n = 53)	n = 34 44.1%	n = 1 1.9%	n = 4 7.5%	n = 14 26.4%
Academic abilities (n = 58)	n = 34 58.6%	n = 0 0.0%	n = 3 5.2%	n = 21 36.2%
Time/stress management skills (n = 52)	n = 29 55.8%	n = 1 1.9%	n = 3 5.8%	n = 19 36.5%
Satisfaction with the institution (n = 49)	n = 24 49.0%	n = 1 2.0%	n = 6 12.2%	n = 18 36.7%
Student use of campus services (n = 47)	n = 25 53.2%	n = 1 2.1%	n = 5 10.6%	n = 16 34.0%
Motivation (n = 49)	n = 25 51.0%	n = 1 2.0%	n = 2 4.1%	n = 21 42.9%
Academic self confidence (n = 47)	n = 26 55.3%	n = 0 0.0%	n = 1 2.1%	n = 20 42.6%
Satisfaction with faculty (n = 44)	n = 17 38.6%	n = 1 2.3%	n = 6 13.6%	n = 20 45.5%
Connections with peers (n = 42)	n = 16 38.1%	n = 1 2.4%	n = 3 7.1%	n = 22 52.4%
Student participation in campus activities (n = 37)	n = 10 27.0%	n = 0 0.0%	n = 6 16.2%	n = 21 56.8%
Academic counseling skills (n = 38)	n = 9 23.7%	n = 2 5.3%	n = 2 5.3%	n = 25 65.8%
Out of class student-faculty interaction (n = 36)	n = 11 30.6%	n = 0 0.0%	n = 2 5.6%	n = 23 63.9%
Other (n = 34)	n = 9 26.5%	n = 0 0.0%	n = 1 2.9%	n = 24 70.6%

***Note. Percentages add up to more than 100% because respondents could select more than one response.**

