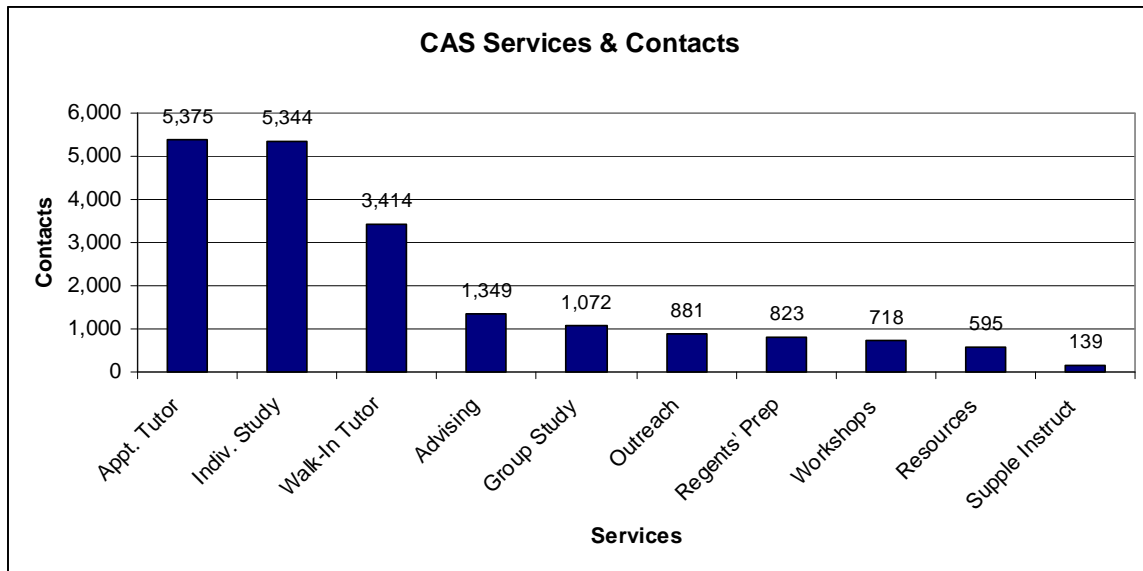


SACS Interim Report

Assessing Effectiveness - Center for Academic Success

The effectiveness of the Center for Academic Success (CAS) services is determined by reviewing the yearly student contact data that includes contact numbers and the types of services most used by students. Each time students log out of the center, they are asked three brief exit questions. In addition, periodic student satisfaction surveys are administered, along with individual workshop evaluations.

The 2009 calendar year was the busiest and most successful year in the history of the center. Over 2,618 different students took advantage of the many services and programs offered. This number represents over one-third of the total Clayton State student population. Students visited the center 19,710 times and logged over 29,850 hours. The center exceeded the original goal of working with 30% of the student population. The following chart displays the number of times each service was used by students during 2009.



Results of the exit questionnaires for the past three academic years continue to indicate the CAS is effective in supporting the academic success of our students.

Academic Year	2006-2007	2007-2008	2008-2009
Total Contacts	8,429	16,269	19,749
Rated visit as helpful or very helpful	89%	88%	88%
Received help with specific concern	94%	92%	92%
Will return to the CAS	98%	99%	99%

In the Fall of 2008, the center administered a Student Satisfaction Survey. Based on a 5.0 agreement scale (1-strongly disagree to 5-strongly agree), some of the results are shown below:

- 4.67 - Customer service
- 4.59 - CAS helping improve overall grades and GPA
- 4.58 - Drop-in math assistance helping improve course grades
- 4.56 - Academic advisors providing helpful academic guidance and counseling
- 4.53 - Academic success workshops helping improve my academic skills
- 4.52 - Peer tutors helping improve course grades

The CAS is planning to administer the survey again during the spring 2010 semester.

In addition, the CAS offers approximately 16 different academic success workshops each semester for a total of over 40 workshops. Students complete an evaluation at the end of each workshop. Workshop evaluations consistently receive evaluation ratings over a 4 on a 5 point scale for each of the following areas.

- The facilitator was organized.
- The presentation was clear and easy to follow.
- Information from this workshop will help me succeed academically.
- I have learned new skills as a result of this workshop.
- I would recommend this workshop to other students.

The Center for Academic Success is currently attempting to develop procedures to determine if students' course and semester GPAs and their overall college persistence are positively impacted by their use of services provided by the CAS.