Thank you to the 325 faculty/staff and the 1399 students who participated in the Academic Support Center Clipboard Survey. We appreciate your feedback and your suggestions.

CONGRATULATIONS to the survey raffle winners:

Faculty/Staff:
Amy Stornello
Cathy Chou
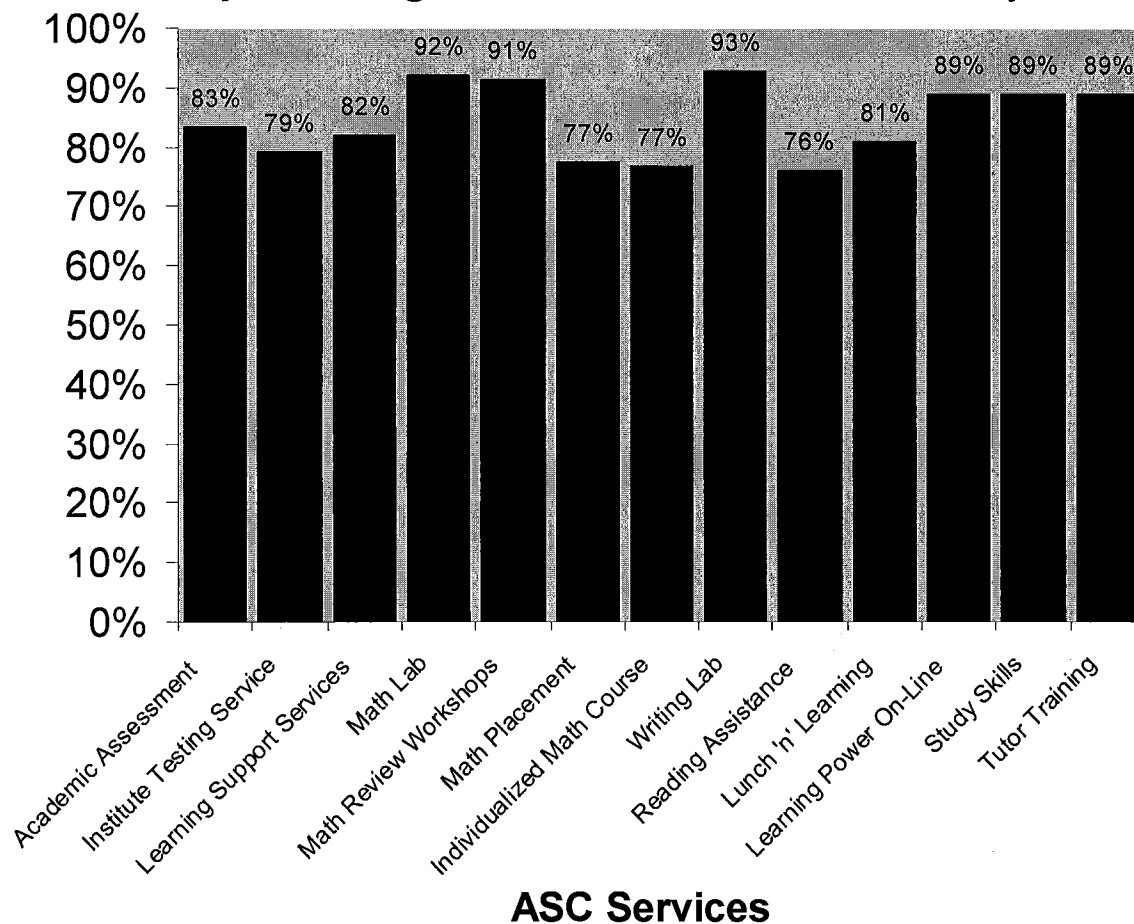Carol Richardson
Janice Strine
Denise Lake

Students:
Alex Manley
Jameson Lapp
Jason Koppe
Christine Lowry
Brian Douangratdy

Assessment is in the air at RIT these days. The pending Middle States review is certainly one driver of this phenomenon, but there are others. The College of Engineering, GCCIS, and the College of Business have recently been reviewed by their accrediting agencies, and the Division of Student Affairs, home base of the Academic Support Center, has a long history of interest in assessment. Recently, the Student Affairs Curriculum Mapping project, under the leadership of Nicole Boulais, was selected as an Excellence Silver Award Winner by the National Association for Student Personnel Administrators (NASPA). The emphasis in all these assessment initiatives has focused on more than data-gathering. In current assessment lingo, the most important step is "closing the loop." Assembling numbers is the easy part of the process. Analyzing the data and using it to make decisions about future planning is the difficult step – and, of course, the most useful.

For the same reasons that the Institute and Student Affairs are evaluating their goals and their practice, the ASC is engaged in an assessment project that we hope will guide us in our planning. In order to become more familiar with the current needs of the people we serve, we sent out two Clipboard surveys, one to students and another to faculty/staff. On the inside pages of this issue of *ASC Quarterly*, we share highlights of the results with you. The good news is that faculty, staff, and students who have used our services are satisfied; we were pleased with the affirmation. However, many of you had questions about where we are and what we do, and you gave us valuable insights on your preferences for ways to access academic support. On the back page, we have provided a map showing our location, a brief summary of ASC services, and directions to our web site for a more complete overview. As we look for ways to serve you better, we will use your feedback to help us determine priorities for the future ASC.
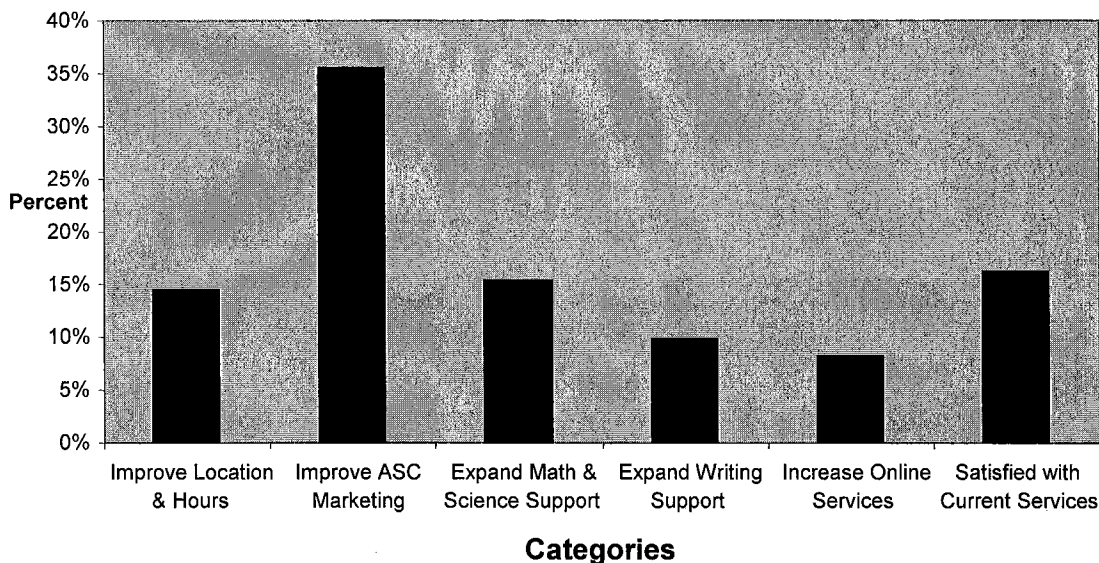
Results from the ASC Survey

For students who rated ASC services, the percentage who found the service helpful.

Bar chart. Y-axis: 0% to 100%. X-axis: ASC Services

- Academic Assessment: 83%
- Institute Testing Service: 79%
- Learning Support Services: 82%
- Math Lab: 92%
- Math Review Workshops: 91%
- Math Placement: 77%
- Individualized Math Course: 77%
- Writing Lab: 93%
- Reading Assistance: 76%
- Lunch 'n' Learning: 81%
- Learning Power On-Line: 89%
- Study Skills: 89%
- Tutor Training: 89%

Students were asked to rate ASC services as "not at all helpful," "somewhat helpful," or "very helpful." Over 75% of the students who rated ASC services found those services to be either somewhat or very helpful.

Percentage of student comments in the following categories

Bar chart. Y-axis: Percent 0% to 40%. X-axis: Categories

- Improve Location & Hours: ~15%
- Improve ASC Marketing: ~36%
- Expand Math & Science Support: ~15%
- Expand Writing Support: ~10%
- Increase Online Services: ~8%
- Satisfied with Current Services: ~16%

Marketing is clearly the top issue based on student comments.

The percentage of students who found the following aspects of the ASC very important, moderately important, or unimportant.
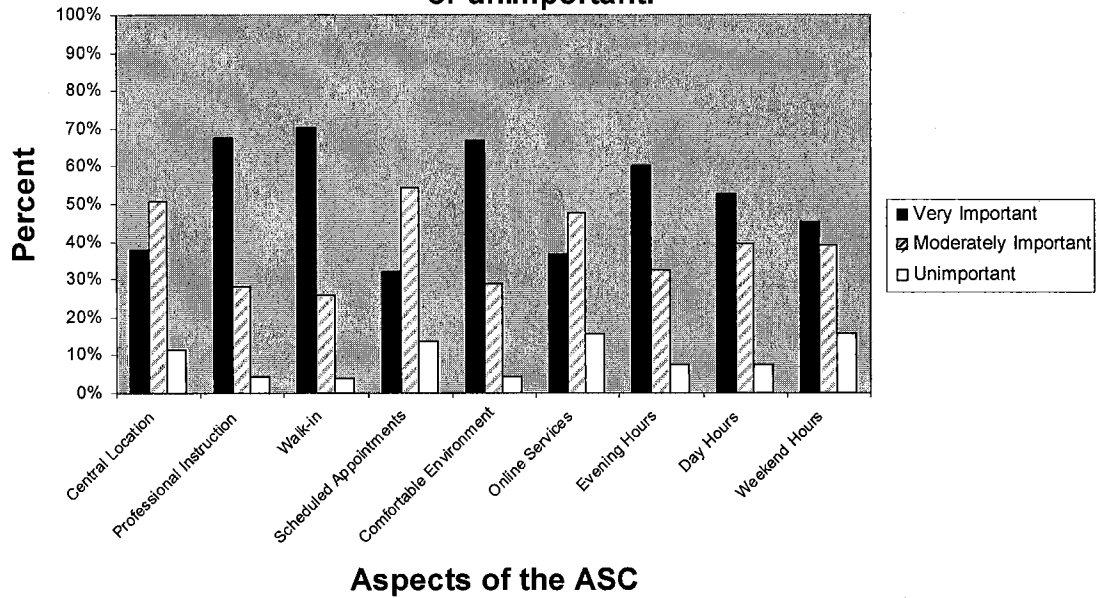

Professional instruction, walk-in hours and a comfortable environment were deemed very important by the highest percentage of students.

Percent of faculty reporting a satisfaction level of satisfied or extremely satisfied
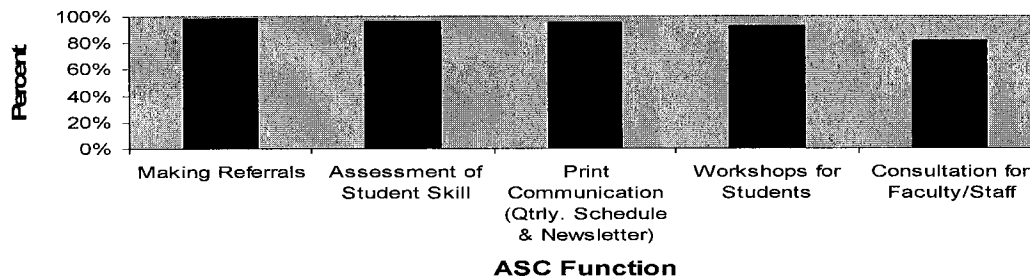
Of those who reported a satisfaction level for the above ASC functions, over 80% reported a positive satisfaction level. It should be noted that between 20% - 60% of all respondents did not report a satisfaction level.

Percentage of faculty/staff whose comments fell in the following categories
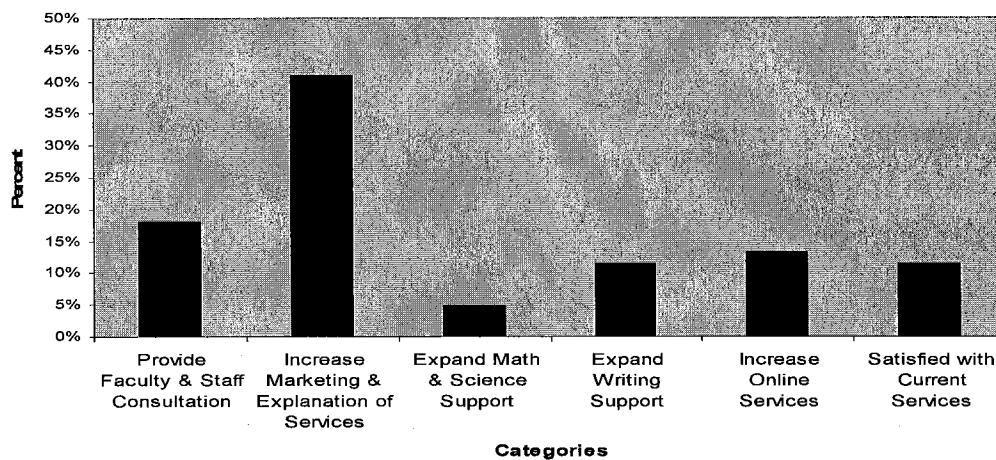
Marketing and Explanation of Services is clearly the top issue based on faculty/staff comments.

WHAT CAN THE ASC DO FOR YOU?

The ASC offers a variety of services and programs for students, faculty, and staff. Your choice will depend on your needs, interests, and the appropriate level of intervention or support. For complete information, including dates and times of workshops and services, check the ASC Quarterly Schedule or visit the ASC web site www.rit.edu/SA/ASC.

ASC services and programs fall into four categories:

OPEN TO ALL, NO APPOINTMENT NECESSARY
• **Math Lab** – help with most math classes, peer and professional tutors, open 5 days a week, morning to early evening hours.
• **Writing Lab** – help with most writing projects, professional instructors, open 5 days a week, morning to early evening hours.
• **Lunch'n'Learning Series** – study skills workshops on all aspects of managing the learning process (time management, test preparation, organization, etc.)
• **Learning Power On-Line** – information and practice exercises on time management, lecture-notetaking, textbook reading, and test taking. www.rit.edu/lponline.

OPEN TO STUDENTS WHO MEET ELIGIBILITY REQUIREMENTS
• **Academic Accommodations Office** – support for students who have been approved for accommodations by the Disability Services Office. Most frequently used services include proctored tests, note taking, and alternative texts.
• **College Restoration Program** – intervention program for students in serious academic difficulty (suspension, probation). Students must be referred by their department to CRP.

AVAILABLE BY APPOINTMENT
• **Academic Assessment** – individual meeting to analyze sources of academic difficulty, often resulting in referrals to RIT or community resources.
• **Individual instruction and/or assessment in Math, Writing, Reading, or Study Skills** – usually by referral from faculty, staff, or other ASC instructors.
• **Learning Support Services** – regularly scheduled check-ins with a learning support specialist to coach student in study strategies, organization, and self-advocacy. Fee-based, per quarter.
• **Institute Testing Service** – national test center site for administration of standardized tests, such as SAT, LSAT, NBCC, and DANTES.

FACULTY/STAFF SUPPORT
• **Faculty consultation** - assistance with designing courses (assignments, exams, grading procedures); information on learning styles, learning theory.
• **Special Interest Topics** - workshops that address a variety of topics related to learning.

Academic Support Center
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