UCR | Academic Resource Center

2019-2020

Annual Report

UCR | Undergraduate Education

Academic Resource Center Mission Statement

By providing peer-to-peer as well as staff support and mentoring, the Academic Resource Center empowers students to grow intellectually and personally as they pursue their goals.

Academic Resource Center Vision Statement

The Academic Resource Center (ARC) will continue its efforts in being a premier learning center, recognized for its dynamic support services designed to engage student performance while cultivating academic success. The Academic Resource Center's professional staff and student leaders are recognized for their expertise and use of best-practices in the area of student support.

2019-2020 ARC Staff

- **Leadership Team**
    - Rena Burton – Director
    - Andonia Carter – Assistant Director
    - Willie Blackmon – Assistant Director
- **Administrative Support**
    - Anita Ortiz – Office Coordinator
    - Erick Yanez – Academic Partnership Programs Unit Assistant
    - Mary Ngo – Academic Mentoring Programs Unit Assistant
- **Academic Intervention Programs**
    - Elena Perez – Coordinator
    - Gabriel Mendoza – Assistant Coordinator
- **Mathematics Preparation Programs**
    - Steven Garcia – Coordinator
- **Supplemental Instruction**
    - Pablo Mogrovejo – Coordinator
    - Katherine Gutierrez – Assistant Coordinator
- **Transfer Success Programs**
    - Nina Cerna - Coordinator
- **Tutorial Assistance Program**
    - Elena Perez – Coordinator
    - Susana Brower – Assistant Coordinator
- **Highlander Early Start Academy and Early Assist Program**
    - Lindsey Martinovich – Coordinator
    - Tatiana Ontiveros – Assistant Coordinator
- **Upper-Division and Graduate Program Preparation Programs**
    - Jason Chou – Coordinator
- **Writing Support Program**
    - Jennifer Kavetsky – Coordinator
    - Joseph Farrago-Spencer – Assistant Writing Coordinator

The ARC's overarching department goals are to:

- Provide academic support, mentorship, and leadership
- Increase student success in historically challenging course, and increase retention and graduation rates.
- Increase student self-confidence, motivation, understanding of academic support services, and connection to UCR.
- Encourage a student culture of independent learning.
- Celebrate differences and diversity.
- Ensure equal access to resources.

In support of these goals, the ARC worked toward the following objectives during the 2019-2020 academic year:

- *Objective 1: Increase campus wide marketing/outreach initiatives*
- *Objective 2: Create opportunities for students to engage with professional staff*
- *Objective 3: Cultural competency training for staff*

The ARC accomplished the objectives in the following ways:

In collaboration with the Math Department, facilitated information sessions for campus partners to attend to learn about the implementation of the new online MAE tool and process. (Objective 1)

Sent letter to cultural and gender programming offices to recruit applicants for student employee positions. (Objective 1)

Continued to facilitate Transfer Workgroup meetings to share information about transfer student efforts. (Objective 1)

Facilitated Transfer Success Summer Series to support incoming transfer students in transitioning to the university. (Objective 2)

Supplemental Instruction leaders participated in cultural competency training facilitated by the staff in Student Life. (Objective 3)

Tutors did classroom visits to promote tutoring services. (Objective 1)

Highlander Orientation presentations (Freshmen & Transfer). (Objectives 1 & 2)

Ongoing training for student-employees facilitated by the ARC professional staff. (Objective 2)

Early Assist Mini-Orientations. (Objective 2)

Other Department Accomplishments

- New Hires
  - Mary Ngo – Academic Mentoring Programs Unit Assistant
  - Erick Yanez – Academic Partnership Programs Unit Assistant

- New Initiatives & Programming
  - Remote support (effective winter 2020 due to COVID-19 campus closure)
  - Online Math Advisory Exam (MAE)
- Pop-Up Peers
  - On-Site BIOL 020 writing tutoring
- Writing for Understanding Seminar
- Re-Certification of Tutorial Assistance Program (TAP) through the College Reading and Learning Association (CRLA)
- Students that participated in Supplemental Instruction (SI) received Ds, Fs, and Ws at a lesser rate than students that did not participate in SI.
- 99% of Early Assist participants completed ARC 35 with 75% or better allowing them to continue on in their required math sequence.

Student Usage (July 2019 – June 2020)

- Number of students that utilized the ARC: 7,030 (approx. 32% of the undergraduate population)
- Number to total visits to the ARC: 71,483

Student Usage by College/School*

- School of Business – 107
- School of Education – 122
- Bourns College of Engineering (BCOE) – 214
- College of Humanities, Arts, and Social Sciences (CHASS) – 974
- College of Natural and Agricultural Sciences (CNAS) – 882
- School of Public Policy – 30
- Summer Session/Visiting Students/Other – 7

Student Usage by Ethnicity*

- Chinese/Chinese American – 231
- Latinx/Chicano/Mexican American - 998
- Black/African-American – 210
- Asian/Pacific Islander – 441
- Native American – 9
- White/Caucasian – 301
- Unknown/Decline to State – 146

*Supplemental Instruction usage is not included due to an issue with backlogging

Partnerships and Collaborations

In an effort to expand the reach of the ARC's services, the department continued to collaborate and partner with several campus partners on various initiatives.

- California Alliance for Minority Participation (CAMP)
- College of Humanities, Arts, and Social Sciences
- Early Academic Outreach Program

- Residential Life
- School of Business
- Transportation and Parking Services
- TRiO Scholars
- University Writing Program
- Health Professions Advising Center (HPAC)
- Mellon-Mays Undergraduate Fellowship Program
- Student Success Programs
- UCR Athletics
- Undergraduate Writing Program
- Mathematics Department
- Student Life
- UCR Library
- ASUCR
- Chicano Student Programs
- Undergraduate Admissions
- Veterans Resource Center
- College of Natural and Agricultural Sciences
- Career Center
- Student Engagement
- Graduate School of Education
- African Student Programs
- Undocumented Students Programs
- Anderson Graduate School of Management

Outreach Efforts

During the 2019-2020 academic year, the ARC staff promoted the department's services by participating in a number of different outreach efforts on and off campus. Staff members gave presentations and participated in various initiatives.

- Student Organization Presentations
- Highlander Orientation (for Freshmen and Transfers)
- Undergraduate Admissions Staff Training
- Undergraduate Admissions Yield Events
- Freshman Seminar Presentations
- Transfer Admissions Celebrations
- New Student Athlete Orientation
- HPAC Ambassador Presentations
- ORBITS Program
- Community College Presentations
- Riverside County Education Collaborative
- New International Student Orientation
- Undergraduate Education Resource Fair

Social Media

During the 2019-2020academic year, the ARC continued to use social media platforms to promote programs and events. The ARC's social media accounts continued to be managed by the one of the department's Unit Assistants. The department continued to utilize Instagram, Twitter, Facebook, Snapchat, Remind.

Social Media Platform	# of followers at the end of Fall 2019	# of followers at the end of Winter 2020	# of followers at the end of Spring 2020
Facebook	505	543	550
Instagram	2103	2177	2196
Snapchat	123	125	133
Twitter	477	481	500

Professional Development Activities

The ARC's professional and student staff participate in professional development activities regularly. During the 2019-2020 year, student employees received ongoing training facilitated by the ARC's professional staff. All staff members completed various UC mandated trainings. Professional staff members also attended various conferences and trainings throughout the year. Below is a list of some of the professional development activities that the ARC staff participated in.

- UC People Management Conference
- Conference on the First-Year Experience
- AccuSQL Training
- NASPA Annual Conference
- Inspiring R'Leaders Conference
- UMKC Supplemental Instruction Training
- UCR Supervising Students Conference
- Addressing Anti-Blackness on Campus: Implications for Educators and Institutions Webinar
- Managing Stress and Difficult Emotions Training

Focus on the Future

- Due to the campus closure in March related to the COVID-19 pandemic, the ARC will continue to focus on the following objectives:
    - *Objective 1: Increase campus wide marketing/outreach initiatives*
    - *Objective 2: Create opportunities for students to engage with professional staff*
    - *Objective 3: Cultural competency training for staff*