



2021-2022
Annual Report



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.

Academic Resource Center Goals

- 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.

2021-2022 ARC Staff

Department Leadership

- Rena Burton – Director
- Andonia Carter – Assistant Director
- Willie Blackmon – Assistant Director

Administrative Support

- Anita Ortiz – Office Coordinator
- Mary Ngo – Academic Mentoring Programs Unit Assistant
- Erick Yanez – Academic Partnership Programs Unit Assistant

Academic Intervention Programs

- Elena Perez – Coordinator

Mathematics Preparation Programs

- Steven Garcia – Coordinator

Supplemental Instruction

- Pablo Mogrovejo – Coordinator

Transfer Success Programs

- Nina Aguila - Coordinator

Tutorial Assistance Program

- Elena Perez – Coordinator
- Susana Brower – Assistant Coordinator

Reading and Writing Support Programs

- Joseph Farrago-Spencer – Assistant Coordinator

Highlander Early Start Academy and Early Assist Program

- Lindsey Gwodz – Coordinator
- Tatiana Ontiveros – Assistant Coordinator

R'Success and Grad Prep Workshops

- Jason Chou – Coordinator

In support of the department's overarching goals, the ARC worked toward the following objectives during the 2021-2022 year:

- Objective 1: College Reading and Learning Association (CRLA) certification for ARC programs
- Objective 2: More collaboration with faculty to specifically address demystifying their role with students
- Objective 3: Maintain delivery of in-person and virtual support to foster growth of existing programs that will encourage overall student development, harness a sense of connectedness and unearth ongoing challenges to address persistence

The ARC's 2021-2022 objectives were achieved through the following initiatives:

- Development of CRLA-aligned faculty recommendation process for hiring (Objective 1 & Objective 2).
- Upgraded technology in the department to be able to sustain and expand online/virtual support and programming (Objective 3).
- The ARC offered both in-person and online programming to expand the accessibility of our services (Objective 3).
- Continued to get feedback from the ARC Advisory Committee on the ARC's practices and programming (Objective 2).
- A.C.E. Peer Mentors were embedded in sections of EDUC 93 (Objective 2).
- Faculty members whose sections were supported by Supplemental Instruction indicated that their experience interacting with SI Leaders was "excellent". (Objective 2).
- The Transfer Success Program Slack channel was launched and has increased engagement with transfer students (Objective 3).

Other Department Accomplishments

- 96% of HESA participants completed their primary course with a grade of C- or better (MATH 5, MATH 6A, ENGL 4)
- Over 85% of the students that completed ARC 35 earned 75% or higher in the workshop, making them eligible to enroll in a college-level math course
- The Transfer Welcome event had the highest attendance rate since it launched in 2018
- Students that participated in Early Assist performed better in their math courses and had higher GPAs overall than non-program participants
- Tutoring was expanded to support more courses in the Humanities and Social Sciences
- A.C.E. program participants improved in the areas of time management, selecting main ideas, motivation, and managing anxiety at the completion of the program.

Campus Closure Due to COVID-19

Due to the COVID-19 pandemic, UC Riverside's campus was physically closed from March 2020 until September 2021. For the 2021-2022 academic year, the ARC's services were both in-person and online/virtual.

Student Usage (July 2021 – June 2022)

The ARC served 5,319 students in 74,671 visits.

Student Usage by School/College (approximate percentage of ARC's student usage)

- Bourns College of Engineering – 1008 (20%)
- College of Humanities, Arts, and Social Sciences – 1485 (28%)
- College of Natural and Agricultural Sciences – 2493 (45%)
- School of Business – 84 (2%)
- School of Education – 162 (3%)
- School of Public Policy – 29 (< 1%)
- Summer Sessions, Visiting Students – 45 (< 1%)

Student Usage by Ethnicity (approximate percentage of ARC's student usage)

- Asian – 2118 (40%)
- Black/African-American – 352 (7%)
- Chicano/Latino – 2020 (38%)
- Native American – 10 (< 1%)
- Other or Unknown – 124 (2%)
- Pacific Islander – 13 (< 1%)
- White – 594 (11%)

Student Usage by Gender (approximate percentage of ARC's student usage)

Female – 2980 (56%)

Male – 2231 (42%)

Decline to State or Not Indicated – 95 (2%)

In order to serve as many students as possible during the 2021-2022 academic year, the ARC collaborated with and supported several campus partners including the following:

- Bourns College of Engineering
- College of Humanities, Arts, and Social Sciences
- College of Natural and Agricultural Sciences
- Department of Mathematics
- Division of Health, Well-being, and Safety
- Health Professions Advising Center
- Office of Financial Aid
- School of Education
- Student Affairs
- Summer Sessions
- Undergraduate Admissions
- University Writing Program

Social Media

During the 2021-2022 academic year, the ARC continued to utilize social media to engage with the campus community and promote our programs and services.

Social Media Platform	# of Followers
Facebook	630
Instagram	2575
Twitter	478

Professional Development

The ARC's professional and student staff continued to grow and develop professionally during the 2021-2022 year. Student employees participated in ongoing training facilitated by the ARC's professional staff and campus partners. All staff members completed the mandated UC trainings. Professional staff members participated in various conferences, trainings, and webinars.

Focus on the Future

In support of the ARC's department goals and UCR 2030 Strategic Goal II (Invest in the success of the people who teach, do research, work, learn, and live at UCR), the ARC will focus on the following objectives for the 2022-2023 academic year:

- Expand and develop programming to better support specific student populations (transfer students, underrepresented minority students, first-generation students, etc.).
- Enhance professional development and training opportunities for ARC staff (professional and student staff).
- Increase collaboration within the department and with campus partners.