**Expected Outcomes: Overall Satisfaction with Summer Bridge Program**

Incoming minority freshmen who participate in the COSAM Summer Bridge Program will express strong satisfaction with the experience.

**Assessment methods**

**Method:** Survey of Summer Bridge Participants

At the end of each Summer Bridge Program, a survey of student satisfaction will be administered to each of the program participants. A second survey will be administered at the end of the fall semester. Participants will rate ‘overall satisfaction’ scores at least 3.5 out of 4.0 scale.

**Findings:**

At least 95% of the 29 participants indicated that the Summer Bridge Program was a satisfactory (extremely positive) experience and awarded the program a score of 3.8 out of a 4.0 scale. Accordingly, a score of 3.9 was assigned to this Summer Bridge Program has better prepared me for my academic career at Auburn University. Additionally, 98% of participants would highly recommend the Summer Bridge Program to incoming freshmen.

**How did you use findings for improvement?**

We continue to seek innovative ways to provide high quality service to incoming minority pre-freshmen who attend the COSAM Summer Bridge Program. We have also explored and forged new partnerships with campus partners to expand student exposure to alternative career paths, build leadership capacity, and provide opportunities for active learning.

**Additional comments:**

None.

---

**Expected Outcomes: Overall Satisfaction with the Drop-In Center**

Students who use the Drop-In center will express satisfaction with the services and resources provided by the office and staff.

**Assessment methods**

**Method:** Survey of Current Users of the Drop-In Center

Surveys are administered to current users of the Drop-In Center at the end of fall and spring semesters of the academic year.

**Findings:**

Approximately 92% of the students who completed surveys during the fall and spring terms agreed that the Drop-In Center was effective in meeting the needs of minority students who utilized the services and resources available.

**How did you use findings for improvement?**

These results were consistent with the findings of 2011 in that we realized that there was a
need to better advertise our services and capacity to assist students in transition. We have redoubled our efforts to encourage students to become involved in campus organizations, participate in workshops and forums, and embrace research and internship opportunities. An increase in participation in campus-based organizations, leadership roles, and research has been noted.

Additional comments:
None.

Expected Outcomes: Expansion in Workshops of Excellence Tutorials

Efforts will be made to expand the hours of operation of the Workshops of Excellence Tutorials to serve more students.

Assessment methods

Method: Assessment of Tutorial Consultation Database

Records of tutorial consultations maintained in a database in the Drop-In Center will be examined to assess the need for additional tutors and/or hours of operation of the Workshops of Excellence tutorial services.

Findings:

At least 94% of the students who participated in Workshops for Excellence Tutorials agreed that the workshops are effective in terms of improving their academic performance. Approximately 92% of the respondents agreed that if they needed help with biology, chemistry, mathematics, and physics, they would seek assistance of graduate student tutors conducting the Drop-In Center’s workshops. We discovered the need for additional tutors surfaced only at mid-term and during final examinations. Additionally, an increase in the utilization of tutoring services has been noted.

How did you use findings for improvement?

We continue to work with the biology, chemistry, mathematics, and physics departments to identify and recruit tutors from the pools of highly capable graduate students enrolled in COSAM and Engineering. We have been able to provide short-term increases in tutorial coverage for some disciplines during periods of high demand.

Additional comments:
None.