

**CALIFORNIA STATE UNIVERSITY, LONG BEACH**  
VICE PROVOST FOR ACADEMIC PROGRAMS



work areas, and non-accessible space for disabled students.

Although outreach efforts have improved, the Center has continued opportunities. Measurable program learning outcomes should be posted on the TLC website to publicize its effectiveness. In addition, a well-designed program website with easy access to resources would allow campus partners to make service referrals for students more effective across campus.

The effectiveness of TLC programs is assessed using a variety of indirect assessments such as student satisfaction surveys and informal meetings with faculty and staff. While TLC uses a more direct approach to measure SI program effectiveness by comparing grades between SI students and non-SI students, overall assessment is an area of opportunity for TLC.

