

De Anza College Office of Institutional Research and Planning

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Date: 5/20/2016

Subject: Success Rates of Service Designated Courses

Through the Vasconcellos Institute for Democratic Action (VIDA), De Anza faculty can offer students the opportunity to enroll in a course section that is designated as part of the Community Service Learning (CSL) Program. The CSL program focuses on experiential learning by arranging for students to interact with diverse and often underserved people in a variety of workplace environments, reflect on their community involvement, and connect and integrate their experiences in the community with their classroom learning and their own lives. CSL can be required or can be attached as additional credit in G.E. courses from all disciplines at De Anza College.

Faculty who require a minimum of 12 hours of community service can have their class listed as an "S" class. This will show up on the schedule of classes, and when students get their transcripts, the hours they have done will show up as a total.

This analysis tracks 'S' or Service designated courses over the past 3 years, 2012-13, 2013-14 and 2014-15, and compares a Service section to a non-Service section of the same course. Online courses are pulled out separately since they tend to have lower success rates than face-to-face sections. Where a Service and a non-Service section are offered in the same year, they are compared.

This analysis also tracks students who enrolled in more than one Service designated course over the time frame. As well as tracking students who enrolled in two or more courses and received a degree or certificate. It also breaks out success rates over the three year period by targeted (African American, Latino/a, Filipino) and non targeted groups.

Highlights:

- Success rates for Service designated courses have steadily increased over the past 3 academic years, from 70% in 2012-13 to 76% in 2014-15.
- The rate in which students withdraw from a course decreased from 13% to 9% over the time period as well.
- Enrollments in Service designated courses increased from 2,169 to 2,591.
- Thirteen percent of all students who enrolled in a Service course over the time period enrolled in two or more Service designated sections.
- Of the students who enrolled in 2 or more Service designated courses and received a degree or certificate, the majority (19) received an Associate in Arts degrees in Liberal Arts, Social Science and Behavioral Science.

Table 1. Success Rates – Service Designated Courses

	2012-13		2013-14		2014-15	
	Grades	Percent	Grades	Percent	Grades	Percent
Success	1,513	70%	1,991	75%	1,972	76%
Non Success	368	17%	406	15%	377	15%
Withdraw	288	13%	255	10%	242	9%
Count	2,169	100%	2,652	100%	2,591	100%

Success rates for Service designated courses have steadily increased over the past 3 academic years, from 70% in 2012-13 to 76% in 2014-15. Enrollments have also increased from 2,169 to 2,591. The rate of withdraws has decreased from 13% to 9%.

Table 2. Arts 008

	Success		Non Success		Withdraw		Total		
	Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent	
2012-13	ARTS	D008.	Service	18	78%	5	22%	23	100%
			Other	210	89%	14	6%	237	100%

Table 2a. Arts 008 - Targeted Groups

	Success		Non Success		Withdraw		Total		
	Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent	
ARTS	D008.	Service	Targeted	3	50%	3	50%	6	100%
ARTS	D008.	Service	Non Targeted	15	88%	2	12%	17	100%
ARTS	D008.	Total	Total	18	78%	5	22%	23	100%

Table 3. Child Development 012

	Success		Non Success		Withdraw		Total				
	Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent			
2012-13	C D	D012.	Service	248	70%	56	16%	49	14%	353	100%
			Other	84	88%	5	5%	6	6%	95	100%
2014-15	C D	D012.	Service	236	81%	25	9%	31	11%	292	100%
			Other	37	93%			3	8%	40	100%

In 2012-13 success rates for Service courses in CD12 were 70% compared to 88% for non-Service courses. However, in 2014-15 the success rates jumped to 81% for Service courses and 93% for all other courses. Withdraw rates in Service courses were 14 and 11 percent, respectively, compared to 6 and 8 percent.

Table 3a. Child Development 012 - Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
C D	D012.	Service	Targeted	268	67%	72	18%	60	15%	400	100%
C D	D012.	Service	Non Targeted	418	84%	30	6%	48	10%	496	100%
C D	D012.	Total	Total	686	77%	102	11%	108	12%	896	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (67% vs. 84%).

Table 4. Environmental Studies 002

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	E S	D002.	Service	59	63%	19	20%	15	16%	93	100%
			Other	77	69%	26	23%	8	7%	111	100%
2013-14	E S	D002.	Service	77	73%	17	16%	11	10%	105	100%
			Other	74	71%	12	12%	18	17%	104	100%
2014-15	E S	D002.	Service	81	64%	20	16%	25	20%	126	100%
			Other	70	75%	14	15%	9	10%	93	100%

In 2012-13 and 2014-15 success rates for Service courses for ES002 were lower than their comparator course, but higher in 2013-14 by 2 percentage points. In 2013-14, the withdraw rates were substantially lower than the other two years in comparison.

Table 4a. Environmental Studies 002 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
E S	D002.	Service	Targeted	72	60%	29	24%	19	16%	120	100%
E S	D002.	Service	Non Targeted	145	71%	27	13%	32	16%	204	100%
E S	D002.	Total	Total	217	67%	56	17%	51	16%	324	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (60% vs. 71%).

Table 5. Environmental Studies 056

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	E S	D056.	Service	16	84%	2	11%	1	5%	19	100%
2013-14	E S	D056.	Service	27	84%	1	3%	4	13%	32	100%

In both 2012-13 and 2013-14, ES56 success rates were 84%. There are no non Service courses to compare to over this period.

Table 5a. Environmental Studies 056 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
E S	D056.	Service	Targeted	16	67%	3	13%	5	21%	24	100%
E S	D056.	Service	Non Targeted	43	84%	4	8%	4	8%	51	100%
E S	D056.	Total	Total	59	79%	7	9%	9	12%	75	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (67% vs. 84%).

Table 6. Economics 001

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2013-14	ECON	D001.	Service	145	67%	44	20%	26	12%	215	100%
			Online	201	77%	27	10%	32	12%	260	100%
			Other	1,577	76%	302	15%	188	9%	2,067	100%
2014-15	ECON	D001.	Service	117	82%	21	15%	4	3%	142	100%
			Online	258	82%	31	10%	26	8%	315	100%
			Other	1,460	78%	267	14%	143	8%	1,870	100%

Success rates for ECON001 were lower than both the online and non-online sections in 2013-14, however success rates in 2014-15 were much higher for Service courses than all other sections and the same as the online sections, at 82%. In 2014-15 the withdraw rate for Service courses was down to 3%.

Table 6a. Economics 001 - Targeted Groups

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ECON D001.	Service	Targeted	60	63%	24	25%	11	12%	95	100%
ECON D001.	Service	Non Targeted	202	77%	41	16%	19	7%	262	100%
ECON D001.	Total	Total	262	73%	65	18%	30	8%	357	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (63% vs. 77%).

Table 7. Economics 002

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2013-14	ECON D002.	Service	187	85%	23	11%	9	4%	219	100%
		Online	173	80%	24	11%	18	8%	215	100%
		Other	1,310	76%	242	14%	173	10%	1,725	100%
2014-15	ECON D002.	Service	130	86%	18	12%	3	2%	151	100%
		Online	222	84%	21	8%	20	8%	263	100%
		Other	1,292	81%	204	13%	90	6%	1,586	100%

In 2013-14 and 2014-15 the success rates for ECON002 Service courses were higher than both the online sections and all other sections, at 85 and 86 percent. Withdraw rates were very low at 4 and 2 percent.

Table 7a. Economics 002 – Targeted Groups

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ECON D002.	Service	Targeted	64	77%	18	22%	1	1%	83	100%
ECON D002.	Service	Non Targeted	253	88%	23	8%	11	4%	287	100%
ECON D002.	Total	Total	317	86%	41	11%	12	3%	370	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (77% vs. 88%).

Table 8. English Literature 024

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	ELIT	D024.	Service	9	75%	1	8%	2	17%	12	100%
			Other	7	100%					7	100%
2013-14	ELIT	D024.	Service	11	100%					11	100%
			Other	17	89%	1	5%	1	5%	19	100%
2014-15	ELIT	D024.	Service	6	67%	1	11%	2	22%	9	100%
			Other	24	96%			1	4%	25	100%

Table 8a. English Literature 024 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ELIT	D024.	Service	Targeted	9	90%	1	10%			10	100%
ELIT	D024.	Service	Non Targeted	17	77%	1	5%	4	18%	22	100%
ELIT	D024.	Total	Total	26	81%	2	6%	4	13%	32	100%

For targeted groups, success rates on average over the three-year period were higher than that of non targeted groups (90% vs. 77%).

Table 9. EWRT 001A

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	EWRT	D001A	Service	25	93%	1	4%	1	4%	27	100%
			Online	260	66%	52	13%	83	21%	395	100%
			Other	3,136	81%	415	11%	332	9%	3,883	100%
2014-15	EWRT	D001A	Service	55	85%	10	15%			65	100%
			Online	350	76%	47	10%	66	14%	463	100%
			Other	3,321	79%	421	10%	439	10%	4,181	100%

In 2012-13 and 2014-15 the success rates for EWRT1A Service courses were higher than both the online sections and all other sections, at 93 and 85 percent. Withdraw rates were very low at 4 and 0 percent.

Table 9a. EWRT 001A - Targeted Groups

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
EWRT D001A	Service	Targeted	38	81%	8	17%	1	2%	47	100%
EWRT D001A	Service	Non Targeted	42	93%	3	7%			45	100%
EWRT D001A	Total	Total	80	87%	11	12%	1	1%	92	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (81% vs. 93%).

Table 10. EWRT 001B

			Success		Non Success		Withdraw		Total		
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent	
2012-13	EWRT	D001B	Service	28	93%	1	3%	1	3%	30	100%
		Online	216	68%	36	11%	65	21%	317	100%	
		Other	1,531	78%	219	11%	218	11%	1,968	100%	
2013-14	EWRT	D001B	Service	23	53%	17	40%	3	7%	43	100%
		Online	277	73%	43	11%	58	15%	378	100%	
		Other	1,427	79%	191	11%	192	11%	1,810	100%	
2014-15	EWRT	D001B	Service	22	85%	2	8%	2	8%	26	100%
		Online	306	73%	40	10%	73	17%	419	100%	
		Other	1,283	78%	172	10%	187	11%	1,642	100%	

In 2012-13 and 2014-15, success rates for EWRT001B Service courses were higher than both the online sections and all other sections, at 93% and 85%. Withdraw rates were at 3% and 8% in these years. However, in 2013-14, success rates for service courses were much lower than the online and all other sections at 53%. However, withdraw rates were lower than the comparators, the issue here was with students receiving a non-passing grade.

Table 10a. EWRT 001B – Targeted Groups

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
EWRT D001B	Service	Targeted	42	71%	14	24%	3	5%	59	100%
EWRT D001B	Service	Non Targeted	31	78%	6	15%	3	8%	40	100%
EWRT D001B	Total	Total	73	74%	20	20%	6	6%	99	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (71% vs. 78%).

Table 11. EWRT 002

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2013-14	EWRT D002.	Service	24	75%	6	19%	2	6%	32	100%
		Online	490	79%	46	7%	86	14%	622	100%
		Other	1,659	82%	156	8%	209	10%	2,024	100%
2014-15	EWRT D002.	Service	47	82%	9	16%	1	2%	57	100%
		Online	556	82%	47	7%	79	12%	682	100%
		Other	1,629	85%	128	7%	163	8%	1,920	100%

Success rates for Service courses in EWRT002 were lower than the online and all other sections in 2013-14 at 75%, though withdraw rates were lower than all other sections in this year. In 2014-15, success rates were equivalent to the online sections and slightly lower, by 3 percentage points, than all other sections at 82%. Withdraw rates were very low at 2%.

Table 11a. EWRT 002 - Targeted Groups

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
EWRT D002.	Service	Targeted	31	86%	3	8%	2	6%	36	100%
EWRT D002.	Service	Non Targeted	40	75%	12	23%	1	2%	53	100%
EWRT D002.	Total	Total	71	80%	15	17%	3	3%	89	100%

For targeted groups, success rates on average over the three-year period were higher than that of non targeted groups (86% vs. 75%).

Table 12. EWRT 211

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	EWRT D211.	Service	18	78%	3	13%	2	9%	23	100%
		Other	1,834	75%	422	17%	187	8%	2,443	100%
2013-14	EWRT D211.	Service	45	83%	6	11%	3	6%	54	100%
		Other	1,810	72%	450	18%	267	11%	2,527	100%
2014-15	EWRT D211.	Service	66	65%	30	30%	5	5%	101	100%
		Other	2,168	73%	524	18%	295	10%	2,987	100%

In 2012-13 and 2013-14, success rates for EWRT211 were higher than all other sections at 78% and 83%, but lower in 2014-15 at 65%. Non-success course completions in 2014-15 was at 30% while withdraws were at 5%.

Table 12a. EWRT 211 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
EWRT D211.	Service	Targeted		63	62%	29	29%	9	9%	101	100%
EWRT D211.	Service	Non Targeted		66	86%	10	13%	1	1%	77	100%
EWRT D211.	Total	Total		129	72%	39	22%	10	6%	178	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (62% vs. 86%).

Table 13. Intercultural Studies 008

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2013-14	ICS	D008.	Service	8	89%			1	11%	9	100%
			Online	82	64%	26	20%	20	16%	128	100%
			Other	34	45%	30	40%	11	15%	75	100%

Table 13a. Intercultural Studies 008 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ICS	D008.	Service	Targeted	7	88%			1	13%	8	100%
ICS	D008.	Service	Non Targeted	1	100%					1	100%
ICS	D008.	Total	Total	8	89%			1	11%	9	100%

Table 14. Intercultural Studies 017

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	ICS	D017.	Service	22	79%	5	18%	1	4%	28	100%
2013-14	ICS	D017.	Service	21	70%	6	20%	3	10%	30	100%
2014-15	ICS	D017.	Service	31	91%	3	9%			34	100%

Table 14a. Intercultural Studies 017- Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ICS	D017.	Service	Targeted	39	81%	8	17%	1	2%	48	100%
ICS	D017.	Service	Non Targeted	35	80%	6	14%	3	7%	44	100%
ICS	D017.	Total	Total	74	80%	14	15%	4	4%	92	100%

Table 15. Intercultural Studies 019

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2014-15	ICS	D019.	Service	23	79%	5	17%	1	3%	29	100%

Table 16. Intercultural Studies 024

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	ICS	D024.	Service	25	93%			2	7%	27	100%
2013-14	ICS	D024.	Service	38	100%					38	100%
			Other	47	92%	1	2%	3	6%	51	100%
2014-15	ICS	D024.	Service	33	100%					33	100%
			Other	59	98%			1	2%	60	100%

Success rates for ICS 24 Service courses were higher than all other sections in both 2013-14 and 2014-15.

Table 16a. Intercultural Studies 024 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ICS	D024.	Service	Targeted	25	100%					25	100%
ICS	D024.	Service	Non Targeted	71	97%			2	3%	73	100%
ICS	D024.	Total	Total	96	98%			2	2%	98	100%

For targeted groups, success rates on average over the three-year period were higher than that of non targeted groups (100% vs. 97%).

Table 17. Intercultural Studies 025

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	ICS	D025.	Service	2	50%	1	25%	1	25%	4	100%

Table 17a. Intercultural Studies 025 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ICS	D025.	Service	Targeted	5	63%	3	38%			8	100%
ICS	D025.	Service	Non Targeted	5	83%			1	17%	6	100%
ICS	D025.	Total	Total	10	71%	3	21%	1	7%	14	100%

Table 18. Intercultural Studies 027

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	ICS	D027.	Service	12	80%	1	7%	2	13%	15	100%
2013-14	ICS	D027.	Service	10	77%	1	8%	2	15%	13	100%
			Other	41	100%					41	100%
2014-15	ICS	D027.	Service	10	91%	1	9%			11	100%
			Other	44	100%					44	100%

Table 18a. Intercultural Studies 027 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ICS	D027.	Service	Targeted	17	77%	2	9%	3	14%	22	100%
ICS	D027.	Service	Non Targeted	15	88%	1	6%	1	6%	17	100%
ICS	D027.	Total	Total	32	82%	3	8%	4	10%	39	100%

Table 19. Intercultural Studies 030

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2014-15	ICS	D030.	Service	25	63%	12	30%	3	8%	40	100%
			Other	73	66%	23	21%	14	13%	110	100%

Table 20. Intercultural Studies 031

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2014-15	ICS	D031.	Service	23	88%	3	12%			26	100%
			Other	22	58%	9	24%	7	18%	38	100%

Table 21. Intercultural Studies 080W

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	ICS	D080W	Service		1	100%			1	100%
			Other	1	100%			1	100%	
2014-15	ICS	D080W	Service	2	100%			2	100%	
			Other	1	100%			1	100%	

Table 21a. Intercultural Studies 080W – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ICS	D080W	Service	Targeted			1	100%			1	100%
ICS	D080W	Service	Non Targeted	2	100%					2	100%
ICS	D080W	Total	Total	2	67%	1	33%			3	100%

Table 22. Intercultural Studies 080X

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	ICS	D080X	Service	12	92%	1	8%			13	100%
			Other	36	97%			1	3%	37	100%
2013-14	ICS	D080X	Service	4	57%	2	29%	1	14%	7	100%
			Other	10	71%	3	21%	1	7%	14	100%
2014-15	ICS	D080X	Service	1	50%	1	50%			2	100%
			Other	18	78%	4	17%	1	4%	23	100%

Table 22a. Intercultural Studies 080X – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
ICS	D080X	Service	Targeted	6	67%	3	33%			9	100%
ICS	D080X	Service	Non Targeted	11	85%	1	8%	1	8%	13	100%
ICS	D080X	Total	Total	17	77%	4	18%	1	5%	22	100%

Table 23. Intercultural Studies 081X

			Success		Non Success		Withdraw		Total		
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent	
2013-14	ICS	D081X	Service	3	25%	7	58%	2	17%	12	100%
			Other	2	100%					2	100%
2014-15	ICS	D081X	Service	7	88%			1	13%	8	100%

Table 24. Intercultural Studies 081W

			Success		Non Success		Withdraw		Total		
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent	
2014-15	ICS	D081W	Service	3	100%					3	100%
			Other	2	100%					2	100%

Table 25. International Studies 008

			Success		Non Success		Withdraw		Total		
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent	
2012-13	INTL	D008.	Service	14	78%	3	17%	1	6%	18	100%
			Other	2	40%	1	20%	2	40%	5	100%

Table 25a. International Studies 008 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
INTL	D008.	Service	Targeted	6	75%	2	25%			8	100%
INTL	D008.	Service	Non Targeted	8	80%	1	10%	1	10%	10	100%
INTL	D008.	Total	Total	14	78%	3	17%	1	6%	18	100%

Table 26. Philosophy 017

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	PHIL	D017.	Service	16	84%	1	5%	2	11%	19	100%
2013-14	PHIL	D017.	Service	11	79%	1	7%	2	14%	14	100%
2014-15	PHIL	D017.	Service	15	71%	3	14%	3	14%	21	100%

Table 26a. Philosophy 017 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
PHIL	D017.	Service	Targeted	14	82%	2	12%	1	6%	17	100%
PHIL	D017.	Service	Non Targeted	28	76%	3	8%	6	16%	37	100%
PHIL	D017.	Total	Total	42	78%	5	9%	7	13%	54	100%

Table 27. Political Science 001

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	POLI	D001.	Service	779	67%	217	19%	163	14%	1,159	100%
			Online	252	66%	53	14%	79	21%	384	100%
			Other	1,045	64%	374	23%	203	13%	1,622	100%
2013-14	POLI	D001.	Service	936	74%	201	16%	124	10%	1,261	100%
			Online	220	59%	66	18%	84	23%	370	100%
			Other	999	71%	288	20%	125	9%	1,412	100%
2014-15	POLI	D001.	Service	816	74%	159	14%	130	12%	1,105	100%
			Online	240	56%	63	15%	128	30%	431	100%
			Other	1,131	74%	266	17%	124	8%	1,521	100%

Success rates for Service courses in POLI001 were higher than the online sections and all other sections in all three years at 67% in 2012-13 and 74% in 2013-14. Success rates in 2014-15 were 74% for both Service and online sections. Withdraw rates were much lower in Services courses than online course in all three years.

Table 27a. Political Science 001 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
POLI	D001.	Service	Targeted	960	64%	311	21%	224	15%	1,495	100%
POLI	D001.	Service	Non Targeted	1,572	77%	265	13%	193	10%	2,030	100%
POLI	D001.	Total	Total	2,532	72%	576	16%	417	12%	3,525	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (64% vs. 77%).

Table 28. Political Science 015

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	POLI	D015.	Service	14	67%	3	14%	4	19%	21	100%
2014-15	POLI	D015.	Service	17	65%	9	35%			26	100%

Table 28a. Political Science 015 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
POLI	D015.	Service	Targeted	8	42%	7	37%	4	21%	19	100%
POLI	D015.	Service	Non Targeted	23	82%	5	18%			28	100%
POLI	D015.	Total	Total	31	66%	12	26%	4	9%	47	100%

Table 29. Political Science 017

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	POLI	D017.	Service	26	79%	3	9%	4	12%	33	100%
2013-14	POLI	D017.	Service	12	67%	1	6%	5	28%	18	100%
2014-15	POLI	D017.	Service	27	84%	3	9%	2	6%	32	100%

Table 29a. Political Science 017 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
POLI	D017.	Service	Targeted	30	83%	3	8%	3	8%	36	100%
POLI	D017.	Service	Non Targeted	35	74%	4	9%	8	17%	47	100%
POLI	D017.	Total	Total	65	78%	7	8%	11	13%	83	100%

Table 30. Psychology 008

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	PSYC	D008.	Service	53	54%	29	30%	16	16%	98	100%
			Other	268	80%	38	11%	28	8%	334	100%
2013-14	PSYC	D008.	Service	66	77%	11	13%	9	10%	86	100%
			Other	237	70%	71	21%	29	9%	337	100%
2014-15	PSYC	D008.	Service	66	69%	16	17%	13	14%	95	100%
			Other	287	78%	56	15%	23	6%	366	100%

In all three years, withdraw rates for PSYC008 were higher than all other sections. However, success rates were higher for Service sections than all other sections in 2013-14, but lower in 2012-13 and 2014-15.

Table 30a. Psychology 008 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
PSYC	D008.	Service	Targeted	63	59%	29	27%	15	14%	107	100%
PSYC	D008.	Service	Non Targeted	122	71%	27	16%	23	13%	172	100%
PSYC	D008.	Total	Total	185	66%	56	20%	38	14%	279	100%

For targeted groups, success rates on average over the three-year period were lower than that of non targeted groups (59% vs. 71%).

Table 31. Sociology 080W

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	SOSC	D080W	Service	1	100%					1	100%
			Other					1	100%	1	100%
2013-14	SOSC	D080W	Service	1	100%					1	100%
			Other	1	100%					1	100%

Table 31a. Sociology 080W - Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
SOSC	D080W	Service	Non Targeted	2	100%					2	100%
SOSC	D080W	Total	Total	2	100%					2	100%

Table 32. Sociology 080X

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	SOSC	D080X	Service	5	71%	1	14%	1	14%	7	100%
			Other	8	80%	2	20%			10	100%
2013-14	SOSC	D080X	Service	2	100%					2	100%
			Other	9	82%	2	18%			11	100%

Table 32a. Sociology 080X – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grade	Percent	Grade	Percent	Grade	Percent	Grade	Percent
				s	t	s	t	s	t	s	t
SOS C	D080 X	Service	Targeted	2	100%					2	100%
SOS C	D080 X	Service	Non Targeted	5	71%	1	14%	1	14%	7	100%
SOS C	D080 X	Total	Total	7	78%	1	11%	1	11%	9	100%

Table 33. Sociology 080Z

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2012-13	SOSC	D080Z	Service	14	88%			2	13%	16	100%
			Other	18	90%	2	10%			20	100%
2013-14	SOSC	D080Z	Service	2	100%					2	100%
			Other	5	63%	1	13%	2	25%	8	100%
2014-15	SOSC	D080Z	Service	8	100%					8	100%
			Other	5	63%	1	13%	2	25%	8	100%

Table 33a. Sociology 080Z – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
SOSC	D080Z	Service	Targeted	9	100%					9	100%
SOSC	D080Z	Service	Non Targeted	15	88%			2	12%	17	100%
SOSC	D080Z	Total	Total	24	92%			2	8%	26	100%

Table 34. Sociology 082Z

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2013-14	SOSC	D082Z	Service	1	100%					1	100%
			Other	2	100%					2	100%
2014-15	SOSC	D082Z	Service	1	100%					1	100%
			Other	3	100%					3	100%

Table 35. Speech 015

			Success		Non Success		Withdraw		Total		
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent	
2013-14	SPCH	D015.	Service	19	95%	1	5%			20	100%
			Other	206	96%	7	3%	1	0%	214	100%
2014-15	SPCH	D015.	Service	27	96%			1	4%	28	100%
			Other	209	97%	3	1%	4	2%	216	100%

Service sections of SPCH015 were very similar to all other sections of the course in 2013-14 and 2014-15 with over 95% of students being successful in all section types.

Table 35a. Speech 015 – Targeted Groups

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
SPCH	D015.	Service	Targeted	26	96%	1	4%			27	100%
SPCH	D015.	Service	Non Targeted	20	95%			1	5%	21	100%
SPCH	D015.	Total	Total	46	96%	1	2%	1	2%	48	100%

For targeted groups, success rates on average over the three-year period were higher than that of non targeted groups (96% vs. 95%).

Table 36. Women Studies 001

				Success		Non Success		Withdraw		Total	
				Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
2013-14	WMST	D001.	Service	82	68%	27	22%	12	10%	121	100%
			Other	23	64%	10	28%	3	8%	36	100%
2014-15	WMST	D001.	Service	50	63%	20	25%	10	13%	80	100%
			Other	21	62%	8	24%	5	15%	34	100%

Success rates for WMST001 were higher for Service sections than all other sections in 2013-14 at 68% and one percentage point higher in 2014-15 at 63%. Overall, this course has a lower success rate in comparison to all other courses tracked. Withdraw rates are also rather high at around 10%.

Table 36a. Women Studies 001 – Targeted Groups

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
WMSTD001.	Service	Targeted	79	61%	34	26%	17	13%	130	100%
WMSTD001.	Service	Non Targeted	53	75%	13	18%	5	7%	71	100%
WMSTD001.	Total	Total	132	66%	47	23%	22	11%	201	100%

Table 37. Women Studies 008

			Success		Non Success		Withdraw		Total		
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent	
2013-14	WMST	D008.	Service	11	61%	3	17%	4	22%	18	100%
			Online	71	58%	24	20%	28	23%	123	100%
			Other	44	54%	30	37%	8	10%	82	100%

Table 37a. Women Studies 008 – Targeted Groups

			Success		Non Success		Withdraw		Total	
			Grades	Percent	Grades	Percent	Grades	Percent	Grades	Percent
WMSTD008.	Service	Targeted	9	64%	2	14%	3	21%	14	100%
WMSTD008.	Service	Non Targeted	2	50%	1	25%	1	25%	4	100%
WMSTD008.	Total	Total	11	61%	3	17%	4	22%	18	100%

Table 38. Students who Took More Than One Service Course

	All Grades		Passing Grades		Non Passing Grades	
1 course	5,456	87%	4,308	90%	1,565	90%
2 or more	827	13%	481	10%	171	10%
Total	6,283	100%	4,789	100%	1,736	100%

Note: Categories are not mutually exclusive.

Table 38 displays the total count of students who enrolled in a Service course between 2012-13 and 2014-15. This resulted in 6,283 students, of these, 13% enrolled in 2 or more Services courses. Of the students who received a passing grade in a Service course, 10% of these students took another Service designated course. Of the students who received a non-passing grade in a Service course, 10% of these students also took 2 or more Services courses, either to repeat the course or to take a different course.

Table 39. Degrees Awarded

Of the 481 students who had a passing grade in two or more Service courses, 31 were awarded 41 degrees/certificates over the three-year period. The degrees and majors they received are listed in Table 39. The majority (19) are Associate in Arts degrees in Liberal Arts, Social Science and Behavioral Science.

Degree	Major	Count
Associate in Arts	Accounting: Emph In Practice	1
Associate in Arts	Accounting: Emph In Taxation	1
Associate in Arts	Lib Arts-Sci,Math&Engineering	2
Associate in Arts	Lib Arts-Soc & Behavioral Sci	19
Associate in Arts	Liberal Arts - Arts & Letters	5
Associate in Arts	Liberal Arts-Business&CIS Emph	2
Associate in Arts	Music Technology	1
Associate in Arts-Transfer	Communication Studies-Transfer	1
Associate in Science-Transfer	Business Admin for Transfer	1
Cert of Achievement-Adv 27-44	Auto Tech:Mach & Engine Repair	1
Certif of Achiev 18-23 Units	Child Development	1
Certif of Achiev 18-23 Units	Leadership and Social Change	3
Certif of Achiev 18-23 Units	Speech Communication	1
Certif of Achiev 27-44 Qtr	Music Tech:Pro Tools- CEA	1
Certif of Achiev 45-89 Qtr	CEA- IGETC UC	1
Total		41