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ABSTRACT

This study assessed the effectiveness of the remedial/developmental mathematics program developed at Ramapo College of New Jersey. Data was gathered from a random sample of 604 students who participated in the program for at least part of the three-year period 1981-84 and for whom both pretest and postfest scores were available in at least one skill area (computation or algebra). The New Jersey College Basic Skills Placement Test was used, with 30 computation items and 30 algebra items. Significant differences were found between pre- and posttest scores over the three-year period, for both computation and algebra. Over 72 percent of the students enrolled in the remedial/developmental courses successfully completed them. Furthermore, the findings indicated that the program contributed significantly to the improvement of students' mathematics skills and that they retained a great deal of the content learned. Students successfully completing the program appeared to have the same opportunity for success in subsequent mathematics courses as did students not requiring remediation. (MNS)

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# Remediation at Ramapo College of New Jersey

by Gabriella Wepner

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### April 1985

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# ASSESSMENT OF MATHEMATICS REMEDIATION AT RAMAPO COLLEGE OF NEW JERSEY

The purpose of this study was to assess the effectiveness of the remedial/developmental mathematics program developed at Ramapo College of New Jersey, a four year state college and to show that mathematics remediation can be highly successful as evidenced by an expost facto evaluation of the program.-

# Perspective

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For years, colleges throughout the country have been struggling with various degrees of success to address the inadequacy of mathematical skills brought to postsecondary institutions by entering freshmen and retirning adult students. Although almost every college and university in the nation offers some type of remediation in mathematics, assessments of these remedial efforts have been relatively imprecise. Generally, there have 'been vague descriptions of program evaluation procedures and the results quoted have been' in terms of the number or percentage of students successfully completing the remedial process.

The primary aim of postsecondary mathematics remediation is to sufficiently improve the mathematical skills of remedial students so they can successfully complete college level mathematics or mathematics dependent courses. The expectation is that successful remediation will allow the same opportunity of success to remedial students as is available to students

not requiring remediation.

Given the huge number of students demonstrating mathematical skill deficiencies, successful mathematics remediation becomes crucial for the maintenance of a viable pool of students who, can choose the more technically or mathematically oriented fields needed in our society.

Unfortunately, despite the proliferation of large scale remedial mathematics programs and their concimmitant high costs both to institutions and to the students involved, there has been little concrete evidence to affirm that mathematics remediation on the college level is actually successful in achieving its purpose. In order to provide such evidence, program evaluations must address questions such as:

1. How much of an improvement is demonstrated by students in the program?

2. Are program results consistent over time?

3. Was the instruction provided responsible for student progress or did maturation or other work in college lead to improved student mathematical skill performance.

4. Do students remember what they learned in the program?
5. How well do remedial/developmental students fare
in comparison to non-remedial/developmental students in other
mathematics courses?

## Objectives

In order to provide answers to the previous questions, the specific objectives of the study were to determine the

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following:

1 Do significant differences exist between the pre-instructional skills assessment of students in remedial/developmental mathematics courses and their post-instructional skills assessment?

2. Are these differences consistent, i.e. does the program achieve similar results each year?

.3. Does the remedial/developmental mathematics instruction provided significiantly contribute to the improvement of student mathematical skills?

4. Do students who have participated in the program demonstrate retention of content over time?

5. Do students successfully completing the remedial and/or developmental courses demonstrate similar achievement when compared to non remedial/nondevelopmental students in the same subsequent mathematics courses.

# Procedures

# Data Source

To achieve the objectives of the study, data was gathered on a random sample of 604 remedial/developmental students who participated in the program during at least part of the three year period 1981-1984 and for whom both pretest and posttest scores were available in at least one skill area. The data collected consisted of placement scores, pretest scores and posttest scores in computation and algebra. The

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instruments used for all testing were alternate forms of the New Jersey College Basic Skills Placement Test (NJCBSPT), Computation and/or Algebra sections.

The NJCBSPT is used to assess student basic skills competencies by the entire state college system and also by many independent New Jersey colleges and universities. The 🕚 Computation section consists of 30 multiple choice questions dealing with fractions, decimals, percent and simple arithmetic type word problems. The content is limited to elementary school topics. The Algebra section also consists of 30 multiple choice questions dealing with elementary algebra. Content is comparable to topics covered in secondary school first-year validity and reliability for this The algebra courses. instrument has been established through the auspices of the Educational Testing Service (ETS), Princeton, New Jersey.

The New Jersey College Basic Skills Placement Test is administered to all entering Freshmen upon admission to college, usually during the summer months prior to the Fall semester. The results are used to determine appropriate placement of students into remedial, developmental or college-level courses. Not all students, however, enroll in the required courses immediately.

Placement criteria at Ramapo College are as follows: /

1. Remedial Course (BCM) - computation score of less than 16 out of 30 correct.

The remedial course emphasizes computational skills

2. Development Course (ICM) - computation score between

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16 and 21 correct out of 30, algebra score less than 15 out of 30 correct.

3. Developmental course (IM) - computation score greater than 21 out of 30 correct and algebra score less than 21 correct out of 30.

Both developmental courses emphasize elementary algebra skills

4. College-level course (College Algebra) - algebra score greater than 21 out of 30 correct.

Placement score data for this study consisted of the results of the initial placement testing administered during the Spring and Summer of 1981, '82, '83, and '84.

The pretest data for the study consisted of scores achieved on a form of the NJCBSPT administered during the first week of classes to students enrolled in program courses (remedial and/or developmental classes) and in the College Algebra classes. This testing was also the data source for measuring retention of content learned, since a student successfully completing the remedial and/or developmental course who enrolled in the subsequent developmental course or College Algebra course was pretested in that course - a semester or more lator.

Posttest data consisted of scores achieved on an alternate form of the NJCBSPT administered during the last week of classes in each course, each semester. Remedial (BCM) students were posttested in computation only. Developmental (ICM or IM) students were posttested in Computation and Algebra.

The data source for evaluating success in college-level

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may amatics courses consisted of final grades received in Algebra classes College in which at least five former remedial/developmental students were enrolled. Thus there were 130 non-remedial/developmental students a. 75 former remedial/developmental<sup>%</sup> students in this sample.

# Methods

To achieve the objectives of the study an expost facto analysis of data was conducted for a three year period 1981-1984. 604 remedial and/or developmental students who participated in the program for at least part of the three year period (1981-1984) were randomly selected. Pretest, posttest, and placement data were collected and analyzed according to the specifically stated objectives of the study.

1. In order to determine if significant differences existed between the pre-instructional skills assessment of students enrolled in remedial/developmental mathematics and their post-instructional skills assessment, pretest scores in computation were compared to posttest scores in computation for remedial students and pretest scores in computation and algebra were compared to respective posttest scores for developmental students.

2. To determine if the differences between pretest and posttest scores were consistent over time, these scores were compared by skill area, and course level, each semester, for each academic year 1981-1984.

3. As this was an expost facto study it was impossible

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to use an experimental design with experimental/control.groups to show that the program's instructional activities were clearly responsible for the improved mathematical skills performance of the students in the program. Consequently an alternative design was implemented determine if the evaluation to remedial/developmental program activities significantly contributed to the improvement of student mathematical skills. Placement, pretest, and posttest data for students who initially enrolled in the college at the same time were analyzed.

From the initial group of 604 students, data for 164 students who first enrolled at the college in Fall 1983 was according students grouped ιo those who enrolled in remedial/developmental courses in Fall '83 (first semester) and those who waited until Spring '84 (second semester) to enroll in remedial/developmental courses. This population was chosen since the largest group in the random sample was from 1983-84 academic year. Comparisons were as follows:

a) Initial placement scores of students who enrolied in remedial or developmental courses in their first semester were compared to the initial placement scores of students' who enrolled in remedial or developmental courses in their second semester. This comparison was conducted to ensure the comparability of the two groups on this measure for initial mathematical skill ability.

b) Pretest scores for students enrolled in their first semester were compared to the pretest scores of students enrolled in their second semester in the same course. The assumption here was that, if factors such as maturation, exposure

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to other college courses, test taking experience, etc., contributed to improved mathematical skill performance, then students taking the pretest in Spring '84 should score significantly higher than students who were pretested in Fall '83 given no significant differences in initial placement scores.

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c) Posttest scores for students enrolled in their first semester were compared to posttest scores for students enrolled the second semester in the same course. The assumption here was that if factors other than program activities contributed significantly to improved mathematical skills performance then Spring '84 posttest scores because of the estended exposure than Fall '83 posttest scores because of the extended exposure time to such factors available to second semester students.

d) Pretest scores and posttest scores were compared for those students who enrolled in the remedial or developmental course during their first semester. Pretest scores of students enrolled in their second semester were compared to posttest scores of students enrolled in the first semester. The assumption here was that if factors unrelated to the program's activities contributed significantly to the improvement of student mathematical skills then the differences between first semester posttest scores and second semester pretest scores should not be as significant as the difference between first

4. To determine if students who participated in the program could demonstrate retention of content, initial pretest scores in computation and algebra were compared to respective

retention test scores achieved at least one semester later during subsequent course, pretesting." Posttest scores achieved at the end of instruction in computation and algebra were compared to respective retention test scores achieved at least one semester later in subsequent course pretesting. Of the a original 604 students in the sample there were 85 students for whom pretest, posttest and retention (pretest) data were available in computation and 115 students for whom both pretest, and posttest and retention test data were available in algebra. College policy allowed remedial' students over a year's time to enroll in subsequent developmental courses and developmental students over two year's time to fulfill the College Algebra requirement, thus retention (pretests) were administered anywhere from one semester to a year and a half later.

5. To determine if students completing remedial/developmental courses demonstrated similar achievement when compared to non-remedial/non-developmental students in the same course, data was analyzed as follows:

a) Algebra posttest scores achieved by former remedial students were compared to algebra posttest scores achieved by students in the same developmental course (IM) who had been determined as not requiring a remedial course based on the placement criteria and pretest results.

b) Final grades in College Algebra achieved by former remedial/developmental students were compared to final grades achieved by non-remedial/non-development students in the same course in terms of the percent of students in each category successfully\_complete\_the course. The College Algebra classes

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were selected based on an enroliment of at least 10% former remedial/developmental students.

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Statistical analysis of the data was carried out using Independent <u>t</u>-tests as no significant correlations were found between the scores being compared.

Results

The results are presented according to the specifically stated objectives of the study.

With respect to the first and second objective of the study, the findings showed that significant differences consistently existed between the pre-instructional skills assessment, measured by pretest scores, and the post-instructional as assessment, as measured by posttest scores, of students in the remedial and/or developmental courses, over the three year period 1981-1984. Table I shows the analysis of the data by skill area, (computation and/or algebra), course (Basic Computational Math, remedial, Intro to Computational Math and Intro to Math, developmental), semester (Fall or Spring) and by Academic Year (1981-82, 82-83, 83-84). Independent t-test analysis showed significant differences between pretest scores and posttest scores at .01 level in favor of the posttest scores in each skill area, for each course, for each semester and each academic year. The results are clearly consistent over the three year period. Independent t-test analysis was used as there was no significant correlation between pretest scores and posttest scores.

-11-Table 1

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COMPARISON OF PRETEST SCORES TO POSTTEST SCORES BY SKILL AREA, COURSE, SELESTER AND ACADEMIC YEAR

i				Acade 8	mic 1 - 8	Year 82				A	cadem <u>i</u> 82	c Y	ear				Y	Academ	iç	Year			
Merican -		::	Fretes Mean	t SD	N	Postte: Mean	st SD	t.	N	Pretes Mean	t SD	N	Postte Mean	st SD	t	N	Pretest Mean	8 <u>.</u>	3 - 1	34 Posttest Mean		<u>.</u>	╉
e tatio	F Li	19	11.757	4.053	°19	26.000	3.712	11.01*		,		1	· ·		<u> </u>	29	11.8%	3.976	29	24.897	5.185	10.53	╢
``````````````````````````````````````	~1	-1	,9.294	3.721	.17	24.647	5.711	9.60*	26	10.423	3.657	26	23.807	3.805*	12.68	55	11.564	4.391	55	.23.945	4.636	14.25	
	I L		19,909	5.649	33	28,909	1.085	8.85*			-					73	18.247	4.600	73	24.863	3.043	10,18	++
· ·	3 •		·			•										61	20.213	.4.298	61	27.180	2.217	11.16	
-tru	F.	1	9,818	4.990	33	27.33	2.273	19.08*					,			73	8.78	5.045	73 7.	20.904	6.283	12.77	
	•					1					·						8.77	5.028	61	24.984	4.7.99	19.19	
ы Паралан I. са	⊊	1 1 1	~l	5	3.	27.303		10.33*	41	20.195	5.119	41	26.341	3 <b>.</b> 366	6.34	57	21.842	5.628	57	26.807	2.722	<b>2.</b> 94	
	•		. <b>`.</b> ' U	. 30.	57	10.158	4.309	6.51*	23	21.087	3.67	23	26.343	2.328	5.68	30	23.163	3.559	8( <b>1</b> .	26.075	2.074	ε.23	
: »•:	-	   · 	. <b></b>	5.25.	33	26,62	3.150	10.02*	41	9.195	5.0%	41	25.097	4.721	14.48	51	11.772	5.772	57	26.019	3.563	11.7.	++
-			•	+ .4 57	<del>تر ا</del> ی	25.71	•••	1		6	3.044	.3	24.130	4.455	13.83	80	12.5	5.484	g ·	-4.037	4.104	11.28	

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Further, Table 2 shows the number and percent of students successfully completing the remedial and/or developmental courses for the centire 1981-1984 population. The success of the program is further supported by this data.

### Table 2

SUCCESSFUL COMPLETION OF REMEDIAL AND DEVELOPMENTAL COURSE ANALYSIS FOR ENTIRE 1981-84 POPULATION

Course	Number Officially Enrolled	Passed # %	Failed * # %	Withdrawals # %
BCM	324 ·	234 72.2%	73 22.8%	17 5%
ICM	727	533 - 73.3%	161 22.2%	33 4.5%
IM	763	566 774.2%	153 20%	44 5.8%
\$			.	

\* F grades were awarded to students who:

a) appeared on official enrollment roster but never attended class

b) did not pass the posttest

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c) passed the posttests (24/30 correct) but did not adequately satisfy the course requirements.

Looking at the entire remedial/developmental population the three year period 1981-1984, over 72% of the 324 for students officially enrolled in the remedial course (BCM) successfully completed it. 0ver 73% of 1,490' students officially 'enrolled in the developmental courses (ICM and successfully completed it. It should be noted that IM) according to college policy, F grades were awarded to students whose names appeared on the official roster and who never

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attended class. Approximately 7% of the F grades were awarded to students who never attended class but appeared on the official grade roster. In addition, F grades were awarded to students who may have passed the posttest with a score of 24 out of 30 correct but who had not adequately satisfied the other course requirements. Approximately 9% of the F grades were awarded to students who passed the posttest but failed the course. The remaining F grades were awarded to students who did not pass the posttest with a score of 24 out of 30 correct.

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For the third objective of the study, using the procedures and assumptions outlined in the Methods section, the findings indicated that the remedial/developmental program contributed significantly to the improvement of student mathematical skills.

Analysis of the data for 164 students who first enrolled at the college in Fall 1983, grouped according to those who enrolled in remedial/developmental courses in their first semester, Fall '83, and those who waited until their second semester, Spring '84, to enroll in, remedial and/or developmental courses showed no significant differences between first semester and second semester placement scores, pretest scores or posttest Table 3A shows the analysis of this data by course. scores. Independent t-test analysis showed skill and area. noʻ significant differences between the two groups on the measures used, placement scores, pretest scores or posttest scores.

Table 3A

COMPARISON OF PLACEMENT SCORES, PRETEST SCORES AND POSTTEST SCORES FOR FIRST SEMESTER AND SECOND SEMESTER STUDENTS BY COURSE

			1		<u></u>	-		
•	ه.	. 1	st Semester			2nd Seme	ster	
Me as	ure	Mean	SD	N	Me ar.	SD	N	<u>t</u> .
Plac	ement Scores	·			· · · · · · · · · · · · · · · · · · ·		•	, •
BCM	Computation	11.385	4.102	18	11.276	4.208	28	.085
ICM	Computation Algebra	17.923 10.584	2.784 5.47.9	15 15	18.742 9.04	4.285 5.01	37 37	•671 •959
IA	Computation Algebra	21.756 11.968	4.054 5.680	28 28	22.104 12.017	2.753 5.566	38 38	• 409 • 035
Pret	est Scores				······································		·· _ <b></b>	
BCM	Computation	11.5	3.650	18	11.607	4.524	28	.08
ICM,	Ccmputation Algebra	18.85 11.66	2.503 6.032	15 15 <sup>-</sup>	19.567 9.756	4.324 4.929	37 • 37	•589 •750
Г.	Computation Algebra	22.607 12.886	3.947 5.727	28 28	29.342 13.021	2.245 5.086	38 38	• 949 •103
Post	test Scares		· · ·					4
BCM	Computation	23.83	5.953	18	23.643	4.739	28	.150
ICM	Computation Algebra	23.8 23.3	4.057 6.298	15 15	24 <b>.0</b> 24.972	2.248 4.133	37 37	.222 1.103
<b>L</b> .(	Computation Algebra	26 <b>.78</b> 6 26 <b>.5</b>	2.20 2.285	28 28	26.789 25.342	1.742 2.714	38 38	.006 1.802

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When first semester pretest scores were compared to first semester posttest scores, using independent <u>t</u>-test analysis, significant differences at the .01 level were found in favor of the posttest scores. Independent <u>t</u>-test analysis also showed significant difference at the .01 level in favor of the posttest scores when second semester pretest scores were compared to first semester posttest scores. The <u>t</u> values, for these pretest-posttest comparisons were comparable. Table 3B shows the analysis of this data by course and skill area.

Tacte 3B
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COLPARISON OF FIRST SEMESTER PRETEST SC O POSTTEST SCORES AND FIRST SEMESTER POSTTEST SCORES TO SECOND DE DESTER PRETEST SCORES

	•	7		First	Semester						
Meas	sure	P Mean	retest Sco: SD	res N	Pc Mean	sttest Sco: SD	res N	. <u>t</u>			
BCM	Computation	11.5	3.650	18	23.83	5.953	18	7.429*			
ICI.!	Computation Algebra	18.8 <u>6</u> 112.66	2.503 6.032	15 15	23.8 23.3	4.057 6.298	15 15	4.04 * 5.01 *			
I.I	Computation Algebra	22.607 12.886	3.947 5.727	28 28	26.786 26.5	2.20 2.285	28 28	4.805 * 11.475 *			
	· · · · · · · · · · · · · · · · · · ·	Se P:	cond Semest retest Scor	ver ves	F	First Semester Posttest Scores					
lleas	ure	Mean	SD	N	Mean	SD	N	t			
BC].(	Computation	11.607	4.524	28	23.83	5.953	18	7.712 *			
101.1	Computation Algebra	19.567 9.756	4.324 4.929	'37 37	23.8 23.3	4.057 6.298	15 15	3,192 * 8,095 *			
I.!	Computation Algebra	23.342 13.021	2.245 5.086	38 38	26 <b>.78</b> 6 26 <b>.</b> 5	2.20 2.285	28 28	6.117 * 12.885 *			

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As there, were no significant differ \_es in placement scores between the two groups, the first semester group and second semester group, the two groups were judged comparable in terms of their initial mathematical skill abilities. ΤΈ factors other than the program's activities, contributed significantly to improved student mathematical skills as measured by pretest scores and posttest scores then there should have been significant differences in favor of the second semester group when pretest and posttest scores were compared for the two groups. Further, the differences between first semester posttest scores and second semester pretest scores should not have been as significant as the differences between first semester pretest scores and posttest scores. The results, however, as previously indicated, showed no significant differences between the first semester group and the second semester group. Therefore, it was judged that the program contributed significantly to the improvement of student mathematical skills.

With respect to the fourth objective of the study, the findings showed that students did retain a great deal of the content learned. There were significant differences in initial pretest scores in computation and algebra and respective retention test scores achieved at least one semester later. Independent <u>t</u>-test analysis showed significant differences at .01 level in favor of the retention test scores. Table 4A shows the analysis of this data.

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# Table 4A

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COMPARISON OF INITIAL PRETEST SCORES TO RETENTION TEST SCORES

			Pretest	`	Retention Test					
Measure		Mean	SD	N	Mean	SD	N	<u>t</u>		
Computation	·	11.458	3.565	85	22.021	4.883	85	16.01.*		
Algebra		10.091	5.021	115 .	21.252	5.698	115	11.75 *		
	``````````````````````````````````````		٩,		4 1					

\* Significant at the .01 level

When posttest scores in computation and algebra were compared to respective retention test scores, significant differences at the .01 level were found in favor of the posttest scores. Table 4B shows the analysis of this data.

### Table 4B

COMPARISON OF POSTTEST SCORES AND RETENTION TEST SCORES

	P	osttest			Retention	Test	······
Measure	Mean	, SD	N	Mean	SD	N	t
Computation	25.152	4.363	85	22.021	4.883	85	4.40 *
Algebra	26.686	2.925	, 115	21.251	<b>5.</b> 698	115	8.37 *

\* Significant at the .Cl level .

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Although the differences were statistically significant, ١ the difference in posttest and retention test means in computation (25.152 vs. 22.021) and algebra (26.286 vs. 21.251) Further, when the retention had no practical significance. test scores, which were the subsequent course (IM) pretest scores, for former remedial students were compared to the students pl'aced pretest scores of directly into the developmental course (IM) no significant differences were found using independent. <u>t</u>-test analysis. Similarly when the retention test scores, the pretest scores for the College Algebra course of former developmental students were compared to the pretest scores of non-remedial/development students, no significant differences were found using independ it t-test Table 4C shows the comparison of pretest scores analysis. for the aforementioned groups.

### Table 4C

CO. PARISON OF PRETEST SCORES BETWEEN FORMER REMEDIAL AND/OR DEVELOPMENTAL STUDENTS AND NON REMEDIAL AND/OR -DEVELOPMENTAL STUDENTS

Pretest	Forme Develor	er Remedia mental St	l or udents	Non-d	its			
			N	Mean	SD	Ŋ	t	• 1
Computation	22.021	4.883	85	21.051	4.781	176	1.521	
Algebra	21.252	5.698	115	20.66	6.134	108	.745	

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For objective five, the findings showed that former remedial students did significantly better on the algebra posttest than did students placed directly into the developmental courses (IM or ICM). A comparison of algebra posttest scores between former remedial students and students placed directly finto the developmental course indicate significant differences at the .01 level in favor of the scores achieved by former remedial students. The results of this analysis are presented in Table 5A.

#### Table 5A

# COMPARISON OF POSTTEST SCORES IN ALGEBRA BETWEEN ' FORMER REMEDIAL STUDENTS AND NON-REMEDIAL STUDENTS

	i	Form	er Remedi	al				
Postest		Mean	SD	N	Me an	SD	Ν.	t
Algebra	Š	26.281	2.92	115		23.92	6.04	4.08 *

\* Significant at the .Ol level

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Analysis of final grades achieved in College Algebra courses showed that 81% of the former remedial/developmental students successfully completed the college level mathematics course as compared to 80% of the non-remedial/developmental students. Table 5B shows the final grade analysis and grade.



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#### Table 5B

# FINAL GRADE ANALYSIS IN COLLEGE ALGEBRA COURSES FOR . FORMER REMEDIAL/DEVELOPMENTAL STUDENTS AND NON-REMEDIAL/NON-DEVELOPMENTAL STUDENTS

	N	Pas	sing	Petcer	nt rec	eiving g	rade of	Fai:	ling.	With	drawal	
		#	*	A	B	C	D	#	%.	#	7.	
Former Remedial/ Developmental Students	• 75	61	81%	7%	¢ <sup>4</sup> 27 <b>%</b>	36%	) 11%	7	9%	7	Ŷ%	
Non-remedial Non-develop- mental students	130	104	80%	20%	30%	21%	- 9%	10	8%	16	12%	<u></u>
							<u> </u>	<u> </u>	<u></u>	<u>i</u>		

### Summary and Conclusions

The purpose of the study was to assess the effectiveness of the remedial/devel(pmental mathematics program > developed and implemented at Ramapo College of New Jersey. The results of the study show the program to be highly effective and highly successful in achieving the goals of mathematics remediation. Not only do the mathematical skill abilities of students enrolled in the program significantly improve as a result of the program's activities, but more importantly students successfully completing the program appear to have the same

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opportunity for success in subsequent mathematics courses as do students not requiring remediation.

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The results of this study have national implications for remedial/developmental mathematics instruction on the post-secondary level. In general, it provides concrete evidence that remediation can achieve its objectives and that programs can be developed which significantly improve the mathematical skills performance of remedial/developmental students. In addition, given the statistically validated high degree of success of the Ramapo program, it can serve as a guide for other institutions of higher education which have not achieved the same degree of success. Successful mathematics remediation is not a luxury but a necessity since it increases the pool of potential students who opt for more mathematically or technically related fields, thereby filling a major demand in our society.