2018-2019 Highlights

Participation & Impact

- **15,065 STUDENTS** participated in at least one ASC program.
- **29%** of the undergraduate students enrolled at Texas A&M University visited the ASC.

Programs & Services

- The Supplemental Instruction program hired a new Program Coordinator in order to better meet increased demand.
- **83,346 CONTACT HRS** recorded for the Supplemental Instruction Program over the 2018-19 academic year—an all-time record for the program and an increase of 6% over the previous record set in 2017-18.

Courses & Workshops

- **2,951 STUDENTS** enrolled in 35 classes taught by ASC staff.

Noteworthy Moments

- The ASC was re-certified as a Learning Center of Excellence by the National College Learning Center Association (NCLCA) for the period of 2019-2023.

Further Facts

- Based on data from office of Institutional Effectiveness and Evaluation, the ASC reported that First Year, First Time in College students who used our services (fall 2017 cohort) had a statistically significantly higher first year retention rate than students who did not use them (93.8% vs. 91.1%).
- The ASC and the Department of Mathematics created a hybrid SI & Help Session program to provide support for 5 Math courses.
- The ASC hosted its 9th Conference on Supplemental Instruction in May, 2019 with participants from 51 separate campuses and from 16 states.
- A total of 3,447 students were referred to the ASC to complete a certificate program and 2,056 completed the program.
- The Texas Success Initiative program received certification from the College Reading and Learning Association.
### 2018-2019 Highlights (continued)

#### Noteworthy Moments

- Executive Director, Dr. Valerie Balester, was awarded Learning Center Leadership Certification, Level 4 (Lifetime) from NCLCA.
- The ASC instituted the ASC Advisory Board with members representing 12 different colleges and departments on campus.
- The ASC launched an improved website (asc.tamu.edu) on May 31st, 2019.

#### Further Facts

- Seven ASC staff members presented concurrent sessions or poster presentations at the 2018 NCLCA Annual Conference in Buffalo, New York in October, 2018.
- Academic coaches started using EAB Navigate for all their appointments as part of Student Success Initiative.

### What Students Are Saying

- “I loved meeting with my academic coach. The environment of the success center is one that made me feel like I was not judged by my grades and I felt that I could be open and honest with my coach.”
- “Helped me learn some new strategies on how to approach tests and college in general.”
- “These workshops motivated me to participate more fully in my academics and be on top of my work and study habits. I had the best semester grade wise since high school after following their advice.”
- “The GRIT program helped me accept failing a class and helped me move forward. After the GRIT program, I pursued academic coaching. This helped me with some of my studying problems and kept me accountable for the remainder of the academic year.”
Academic Coaching

Academic coaches work one-on-one to help any and all students learn to the best of their ability. Coaches help them identify roadblocks to their academic success and develop an action plan to meet their goals. Their goal is to help students improve in areas such as time management and effective learning strategies. Students can schedule appointments on-line or by calling the office.

Program Highlights

2,292 students participated in Academic Coaching.

11.4% increase in Academic Coaching appointments from 2016-2017.

84.4% of probation students who completed a certificate program with a coach showed improvement in their cumulative GPA (spring 2019).

Further Facts

- The ASC offered group coaching as an option for students completing a certificate program. A total of 59 students participated in group coaching during the first two semesters.
- 1,451 students on probation chose one-on-one Academic Coaching for their certificate program option.

Improvement in Cumulative GPA for Students Using Academic Coaching

- 4.11% without a certificate
- 3.63% Initial Contact Only
- 5.96% Incomplete Academic Coaching
- 10.38% Completed Academic Coaching

“Improvement in Cumulative GPA for Students Using Academic Coaching”

“I loved my academic coaching session and it really improved my grades on certain tests!”

“My coach was amazing. He gave me every tool I could possibly have to succeed and I greatly appreciate him and will continue to work with him!”

“I absolutely loved going to meetings with my academic coach. She was extremely helpful in my improvements from this semester.”

“My academic coach helped me attain 2 A’s and 3 B’s this semester, coming from a previous semester containing some C’s, D’s.”
Instructional Programs

The ASC offers full semester courses, workshop series, and topical workshops each semester. These courses and workshops cover a variety of topics, but the overall objective is to help students better understand how people learn and to help students develop effective learning strategies.

**Program Highlights**

- **32,143** CONTACT HRS of instruction received directly by students.
- **1,450** STUDENTS enrolled in short-term workshop series (Commit to Success, Motivation Matters, Grit, and NextStep).
- **2,951** STUDENTS heard classroom presentations given by ASC staff members.

“Just being able to share our struggles, having a group of people that understands you and is ready to help is priceless. Motivation Matters helped me remember why I am in this institution and helped me find the strength to try harder.”

“ASC staff and program helped me regain my self confidence after a rough academic semester. I enjoyed going to the sessions!”

“They helped me understand what I have to study and how to study.”

**Further Facts**

- The ASC developed a new workshop series called True GRIT: Gaining Resilience, Inspiration, and Tenacity.
- ASC staff developed lesson plans centered on academic success for faculty to use in their classes.
- ASCC 289 courses were taught for 175 Gateway Program students during summer 2019.

**Probation Students’ Improvement in Cumulative GPA: Spring 2019**

![Graph showing improvement in GPA for different intervention groups.](image)
Tutoring & TutorHubs

TutorHubs are located in Evans Library, Zachary Engineering Building, and several residence halls. Tutoring is designed to assist students in understanding course content they may not have understood in class, while also teaching valuable learning and study skills. Students can expect to receive assistance for their immediate needs and acquire the tools necessary to take charge of their future learning.

Program Highlights

8,082 VISITS recorded for students using tutoring services during the 2018-19 academic year.

1,623 STUDENTS participated in ASC tutoring including 731 underrepresented minority students.

70 TUTORS worked at 7 separate TutorHub locations during the spring 2019 semester.

Further Facts

- A dedicated Program Coordinator position for tutoring was created to meet increased needs.
- EAB Navigate was piloted in summer 2019 as a platform for tutor check-in as part of the university’s Student Success Initiative.
- On-line tutoring for students at the Texas A&M Higher Education Center at McAllen was implemented.

Grade Improvement for TutorHub Participants

- 30% “My grades improved significantly”
- 33% “My grades improved slightly”
- 27% “My grades were about the same”
- 10% “My grades were worse”

“I would not pass math without them!”

“All the tutors at Zach were a blessing.”

“The tutors at the ASC tutor hub helped me understand a concept in mathematics which was very helpful and understanding.”

“Tutors build an inviting environment to students struggling with their classes.”

“Tutor hub helped me learn how to approach math problems and give me confidence to do well on tests.”
Supplemental Instruction (SI)

SI is a program to help students become successful in lower-level, core curriculum courses that have traditionally been difficult. It provides students in targeted courses with peer facilitated study sessions each week. The facilitator (SI Leader) is a student who has previously taken the course and has been successful.

Program Highlights

83,346 CONTACT

hours recorded which was an all-time record for the program and a 6% increase over the previous record set in 2017-18.

49% OF ALL STUDENTS

enrolled in SI supported courses attended at least one session and 17% of students attended at least 5 sessions in the fall of 2018.

93%

of regular SI attendees successfully completed courses with an A, B, or C compared to only 77% of students who did not attend SI in spring 2019.

Further Facts

- The SI program hosted the 9th Conference on Supplemental Instruction in May with participants from 51 campuses and 16 states.
- Cooperated with the Department of Mathematics to create a hybrid SI & Help Session program in support of 5 lower-level math courses.
- An SI Program Coordinator was hired in May 2019 to meet increased demand for SI.

Mean GPA of Students in SI Courses by Attendance Group: Spring 2019

<table>
<thead>
<tr>
<th>Attendance Group</th>
<th>GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not attend SI</td>
<td>2.70</td>
</tr>
<tr>
<td>Attended 1-4 times</td>
<td>2.78</td>
</tr>
<tr>
<td>Attended 5-9 times</td>
<td>2.91</td>
</tr>
<tr>
<td>Attended 10+ times</td>
<td>3.10</td>
</tr>
</tbody>
</table>

“The SI sessions were great and I may not have got an A in the class I took if not for the sessions.”

“I attended many SI sessions for two classes and they always helped me understand the material better.”

“The SI sessions helped me get through some difficult science courses. After attending I felt more confident in the material and more prepared for exams.”
Transfer Student Program (TSP)

Transfer students are not new to the college experience nor are they freshmen. They are veterans, nontraditional students, international students, and others who have been successful academically prior to coming to Texas A&M. TSP provides mentoring, academic help, social opportunities and other programs to help transfer students maintain their confidence and fill in the gaps academically as needed.

Program Highlights

- **377 VISITS**
  - between TSP mentors and students over the 2018-19 academic year.

- **40 STUDENT VETERANS**
  - participated in the new on-line mentoring groups hosted by TSP mentors.

- **323 STUDENTS**
  - total attended TSP events.

Level of Satisfaction with Transfer Student Programs (Including Peer Mentoring)

- **33.33%** “Extremely helpful”
- **21.21%** “Very helpful”
- **18.18%** “Slightly helpful”
- **18.18%** “Moderately helpful”
- **9.09%** “Not at all helpful”

Level of Satisfaction with Transfer Student Programs (Including Peer Mentoring)

“Keep up the good work. It was truly helpful for me this first semester at A&M. I am a non-traditional student and somewhat older, so it was helpful to meet with other transfer students and other older students as to feeling welcome to the university.”

“They explained the possible routes for good and bad outcomes and being better prepared for better and worse was the best. No sugar coating, just explaining the fact and if need be they would help me.”

“It is so cool to talk to a real person and not be sent to website.”

Further Facts

- Mentors staffed peer coaching hours for the ASC in order to help meet the needs of students waiting to see academic coaches.

- TSP students recorded 309 service project hours.

- TSP mentors sent a total of 15,989 academic communications to transfer students over the fall and spring semesters.
Texas Success Initiative (TSI)

The Texas Success Initiative (TSI) is designed to help academically under prepared students achieve the necessary skills to succeed in college-level course work. The focus is on math, reading, and writing skills. Instruction, for the most part, is one-on-one and individualized.

Program Highlights

- **65% of TSI Math** students enrolled in fall 2018 were college ready in math by the end of the spring semester.
- **42% of Spring Students** completed TSI requirements within the semester. (32% for fall students)
- **320 Students** enrolled in TSI for the fall and spring.

Further Facts

- TSI received College Reading and Learning Association (CRLA) Level 1 certification for training tutors.
- A total of 121 students completed at least one TSI section during the 2018-2019 academic year.
- TSI supported a record number of students who were co-enrolled in their Independent Study Lab and math courses.

TSI Math Students After One Year (Fall 2018 through Spring 2019)

- **No longer at A&M**
- **Still in Progress**
- **College Ready After One Semester**
- **College Ready After Two Semesters**

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“The ASC has helped me gain confidence in the math skills I did not have previously. I came from a high school where I wasn’t taught everything in math so taking this course helped me learn the material. Before coming to A&M, I did not like math and after this course, I liked it a little bit more.”

“I like that I was able to have a tutor that helped me one-on-one. I feel more confident with the material this semester because I am the only student in this group which means my tutor is able to teach until I master the content.”