

Annual Report

2019-2020



Academic Success Center
UNDERGRADUATE STUDIES



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2019-2020 Highlights

Participation & Impact

13,131
STUDENTS

or approximately 25% of the undergraduate students enrolled at A&M, participated in at least one ASC program.

5,957
STUDENTS

in the fall 2019-20 freshman cohort used ASC services during their first year in college. This is over 61% of all first-time freshmen.

Further Facts

- Based on data from Office of Institutional Effectiveness and Evaluation, students in the Fall 2018 freshman cohort who used ASC services had a statistically significantly higher first year retention rate than students who did not use them (94.1% vs. 92.9%).

Programs & Courses

76,697
CONTACT HRS

over the 2019-20 academic year was recorded by the Supplemental Instruction Program.

114,081
CONTACTS

for all ASC Programs in 2019-20.

Further Facts

- A total of 3,284 students were referred to the ASC to complete a certificate program and 2,186 (67%) completed the program.

Noteworthy Moments



In 2020, the ASC won 2nd place for the NCLCA/LSCHE Website Excellence Award.



We crafted a statement on Diversity and Inclusion (<http://asc.tamu.edu/Black-Lives-Matter>) and held staff meetings on being an ally and creating a welcoming climate.

Further Facts

- Seven ASC staff presented concurrent sessions or poster presentations at the 2019 NCLCA Annual Conference in Louisville, KY in October 2019.
- Four ASC staff received Learning Center Leadership Certification from NCLCA. Brittney Sabinowicz, Level 1, Rob Dixon and Amelia Parnis, Level 2, Joel McGee, Level 4 (Lifetime).

2019-2020 Highlights (continued)

Noteworthy Moments



All programs (SI, tutoring, Academic Coaching, TSI, and ASCC 101) moved to a fully on-line format after spring break in response to the Covid-19 pandemic.



The TSI program was awarded a \$75,000 grant for by the Texas Higher Education Coordinating Board to improve student success in core courses needed to progress.

Further Facts

- Ann Stebbins won a 2020 President's Meritorious Service Award; Lindsey Randolph won the Student Employee Impact Award and along with Amelia Parnis won the UAC Innovative Advising Award; Tyler Laughlin won the UAC New Advisor Award.
- The ASC staff gave 41 presentations on our services and on learning-related topic to a total of 2,716 students.

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

2,171
STUDENTS

participated in Academic Coaching completing 4,473 coaching appointments.

84.4%
STUDENTS

on probation who completed a certificate program with a coach showed improvement in their cumulative GPA (spring 2019).

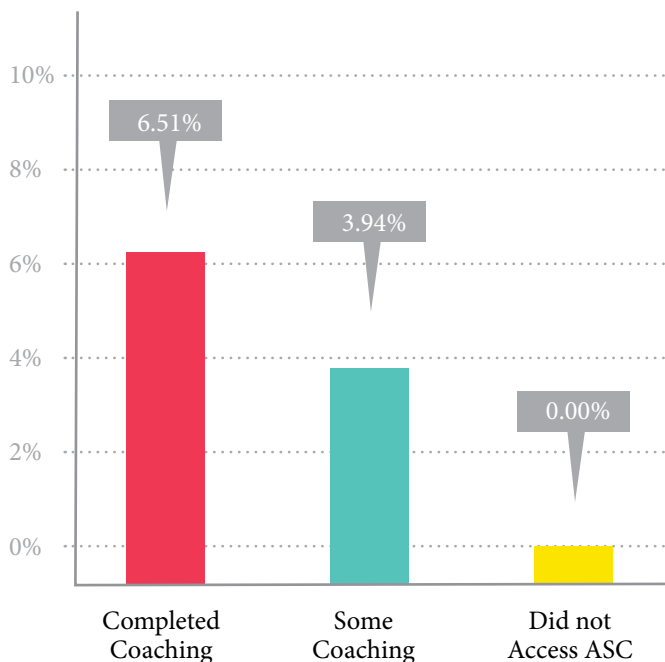
96%

of students who completed an online appointment with a coach during the spring semester reported that they were very satisfied or satisfied with their experience.

Further Facts

- Tyler Laughlin won the University Advisors and Counselors New Advisor Award for his work as an Academic Coach.
- ASC Coaches responded to the Covid-19 crisis after spring break by offering online coaching through Zoom, telephone, and email correspondence with students.
- Worked with the Marketing Team to create a set of study skills videos for the ASC website.

**Improvement in Cumulative GPA
Fall 2019 Coaching Students**



"My academic coach gave me a plenty of good tips that helped me throughout the semester. She also provided answers to a lot of my questions, and was able to refer me to the best person to answer if she could not. It was a good experience."

"It was beneficial, I felt like I could speak about problems I have, as well as plan out how to best succeed with someone I trust."

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

26,931
CONTACT HRS

of instruction from the ASC including all courses and workshops.

1,235
STUDENTS

enrolled in short-term workshop series (Commit to Success, Motivation Matters, Grit, Your Unique Success Map, and NextStep).

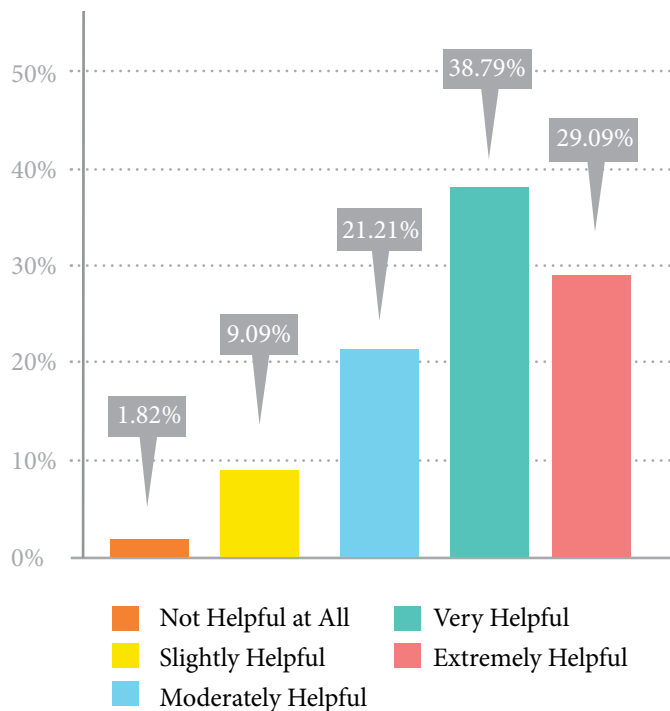
3,328
STUDENTS

registered for the Fresh Start Orientation program.

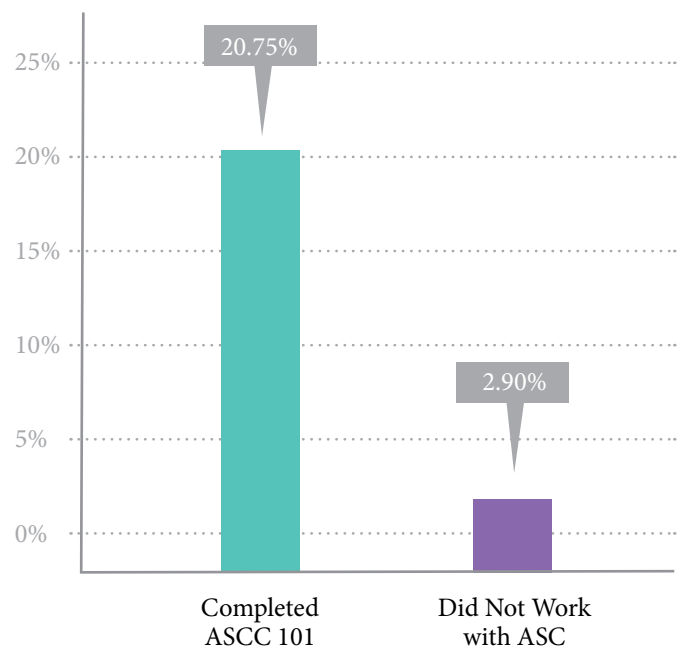
Further Facts

- Offered new workshop series “Your Unique Success Map” in a collaboration with the Aggie Honor Code Office.
- Received certification for ASCC 101 to be offered as a part of the universities HullabalooU First Year Experience Program.
- Developed online version of Fresh Start Orientation to be implemented for fall 2020 in response to Covid-19.

**Satisfaction with ASC Workshops
2019-20**



**Improvement in Cumulative GPA After
Two Semesters for Probation Students
Enrolled in ASCC 101**



Tutoring

ASC Tutors are located in Evans Library, Zachary Engineering Building, and several residence halls. After March 2020, all tutoring was conducted online using Zoom. 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

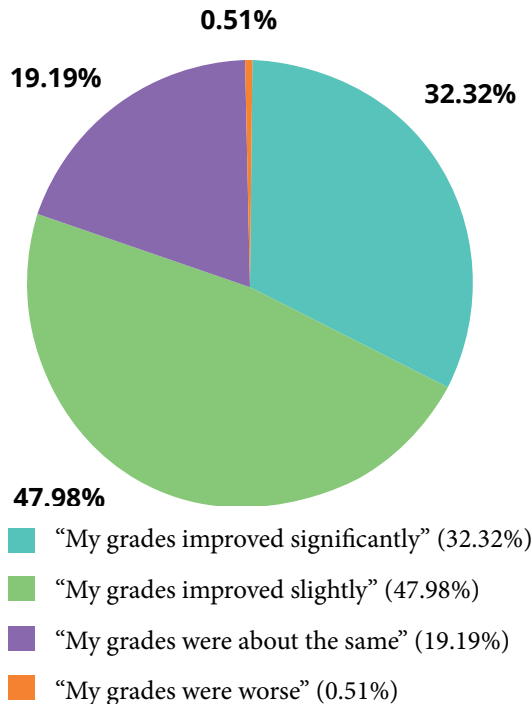
5,807
VISITS

recorded for students using tutoring services during the 2019-20 academic year.

45%
APPROX.

of all tutoring participants were underrepresented minority students.

Grade Improvement for Participants



Further Facts

- Received CRLA Tutor Training Certification Level I in July 2020.
- Moved all tutoring to an on-line format after Spring Break in response to Covid-19.
- Continued to provide on-line tutoring for students at Texas A&M center in McAllen.
- Program Coordinator Lindsey Randolph received the Student Employee Impact Award and the UAC Innovative Advising Award for her work with ASC tutors.
- Rolled out full use of EAB Navigate in as a platform for tutor check-in as part of the university's Student Success Initiative.

"Given the strange times we're in, the tutors I interacted with were always very knowledgeable and kind, and appeared to do tutoring because they really wanted to help others."

"I love tutoring. I've used it since last spring semester and it's been a lifesaver for me! Online is nice to have because you can access anytime, anywhere."

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

76,697
CONTACT
HRS

over the 2019-20 academic year was recorded by the Supplemental Instruction Program.

0.32
HIGHER
GPA

in their SI course was seen in students who attended SI 10 or more times during the semester than students who did not attend SI.

744
NEW
STUDENTS

attended Zoom SI sessions who had not previously participated in SI after the switch to fully online sessions in March 2020.

Further Facts

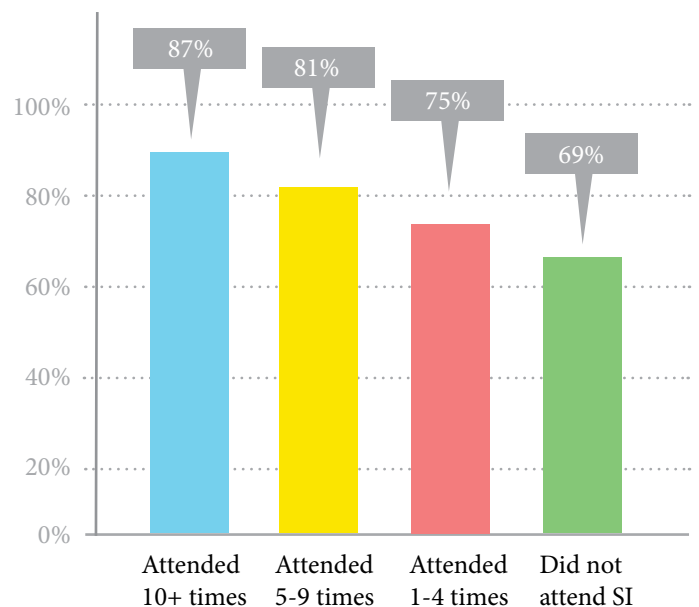
- Moved all SI sessions to Zoom after spring break in response to the Covid-19 crisis.
- Amelia Parnis, SI Program Coordinator was awarded the University Advisors and Counselors Innovative Advising Award for her role in moving SI online in response to the Covid-19 shutdown.
- ASC SI leaders participated in an online Zoom conference with colleagues from Wayne State University in Detroit, MI to share ideas for helping students in an online environment.

"I think it's a wonderful program that helps give aggies the right tools for good study habits and success."

"SI is awesome, we had a great SI leader and he made SI fun and helpful at the same time."

"I encouraged everyone to go to SI. I felt that SI was part of the reason that I was able to be successful. Especially in Biology and Chemistry."

**Spring 2020 SI Groups:
Completed SI Targeted Course with an
A, B, C**



Texas Success Initiative (TSI)

The Texas Success Initiative (TSI) is designed to help academically underprepared 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.

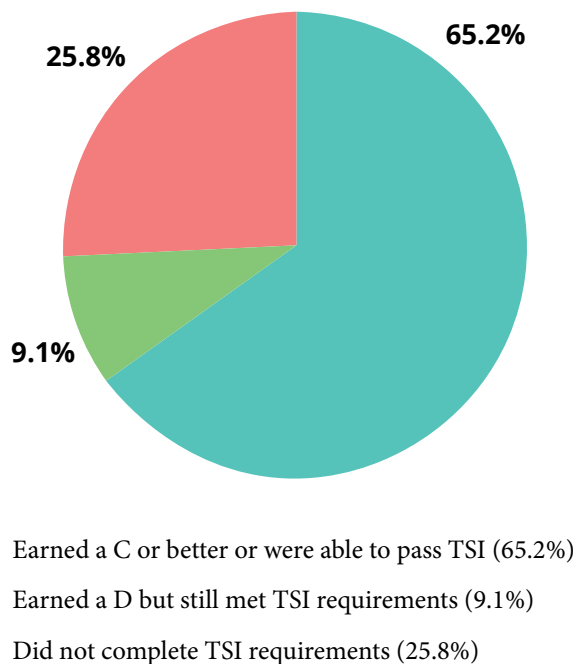
Program Highlights

\$75,000 GRANT awarded to the TSI program by the Texas Higher Education Coordinating Board.

65% COMPLETION RATE in math and a 95% completion rate in reading for students in the co-enrollment program in fall 2019.

387 STUDENTS total enrolled in TSI in 2019-20.

Fall 2019 Success of TSI Co-enrolled Students



Note: The 74.3% overall success rate for co-enrolled students at Texas A&M is much higher than the state average which is approximately 48% (2018-19 data).

Further Facts

- Ann Stebbins, TSI Senior Office Associate won a President's Meritorious Service Award for her exemplary work with the TSI program.
- Moved all TSI instruction online after spring break and summer. Worked to plan hybrid instruction for fall 2020.
- Worked with registrar's office and testing services to process a record number of TSI issues during summer 2020 as a response to virtual new student conferences and lack of high school testing for incoming fall 2020 freshmen.

"It's just what I need to prepare myself for the TSI and has definitely boosted very confidence about taking the test."

"I love my tutor! She made me feel comfortable and kept me updated on how I was doing."

"I liked that it was small and was an easy learning environment."

Marketing & Communications

The Academic Success Center has a small team of staff and student workers who work on media projects for any marketing or communications needs the office has. The projects range from creating educational content to social media events to increase student engagement.

Area Highlights

**COMPLETED
OVER 30**

marketing projects that produced custom graphics, animations, or videos all made in-house

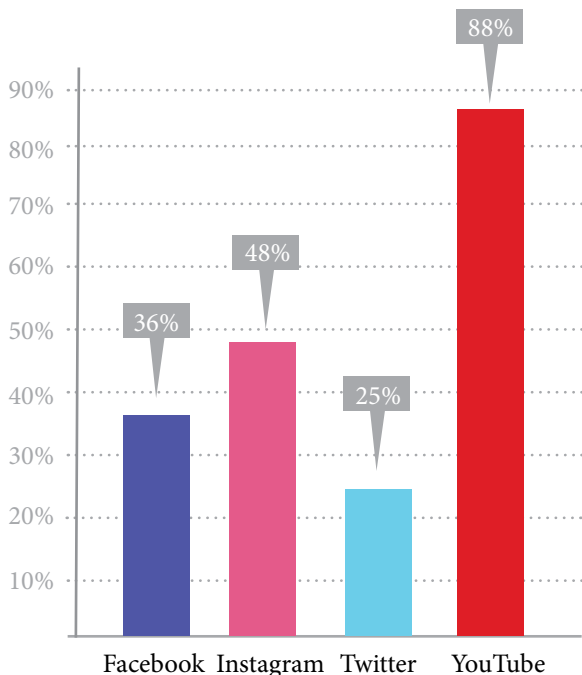
**GARNERED
361,729**

pageviews, 86,415 users, and an average session duration of 1:37 for asc.tamu.edu in academic year 2019-20.

Further Facts

- Hired two new student workers to assist with marketing and communications projects, namely social media and graphic design.
- Started promoting in-depth success stories of students who had accomplished their academic goals with ASC help after significant personal and academic setbacks.
- Published a new study and learning handout titled “Tips for Success in Online Classes During Coronavirus Outbreak” that performed particularly well and has had 6,701 pageviews during the 2019-2020 period.

**ASC Social Media Account Growth
(Aug 2019 through Aug 2020)**



**Performance of Instagram Social Media Giveaways
(Aug-Oct 2020)**

	Recharge Your Semester	Success Planner #1	Success Planner #2	Power Up	Total
Followers Gained	78	9	23	17	127
Comments	49	24	24	31	128
Impressions	853	490	483	473	2299
Likes	55	59	44	50	208
Shares	0	4	4	2	10
Saves	3	6	4	1	14

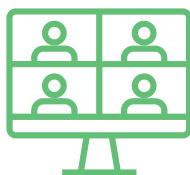
■ Followers Gained ■ Impressions ■ Shares
■ Comments ■ Likes ■ Saves

ASC Responses to Covid-19

Programs & Workshops

60
LEADERS
APPROX.

were moved all Supplemental Instruction (SI) sessions to Zoom within one week after spring break 2020 and created online training for fall 2020 SI leaders.



Moved all ASC tutoring to Zoom within one week after spring break 2020 and created online training for fall 2020.



Moved TSI fully online for the remainder of the spring semester immediately after spring break and throughout the summer. Created hybrid sections of the developmental courses for fall 2020.

Further Facts

- Moved ASC 101 fully online for the remainder of the spring semester immediately after spring break and created both fully online and hybrid sections of ASCC 101 for fall 2020.
- Developed and implemented an online asynchronous learning module for Fresh Start in anticipation of fall 2020 probation referrals.
- Moved all Academic Coaching to fully online immediately after spring break using a variety of modes including Zoom sessions, email coaching, and telephone coaching for students who did not have adequate bandwidth to meet via video chat. Developed online and in person coaching options for fall 2020.
- Developed online workshop series for implementation in fall 2020.

Media



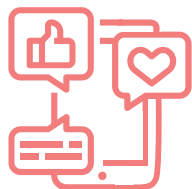
Sent out a mass email to all students referred to the ASC in spring 2020 with updates on ASC changes and information about coping with the changes caused by the pandemic.

Further Facts

- Created a virtual front desk for students to ask basic questions of ASC staff using peer tutors and academic coaches.
- Developed additional online resources for students including YouTube videos, handouts, and learning modules.

ASC Responses to Covid-19 (continued)

Media



Increased social media presence on all channels to respond to students learning remotely.

Further Facts

- Created a Covid-19 response area on the ASC website with specific information about ASC online programs and information for students about how to best respond to learning in an online environment.

ASC Staff



ASC staff participated in numerous virtual conferences with colleagues across the state and country to find and share best practices for responding to virtual learning.



Used the Emergency Preparation plan as a basic template to set up work from home for all ASC staff. Began virtual staff meetings via Zoom in spring 2020 and implemented monthly status reports for all ASC programs.

Further Facts

- ASC staff were asked on many occasions to provide virtual presentations to student and parent groups.

Recent Publications by ASC

Journals:

“Stories from the Texas A&M University Academic Success Center: Levity during COVID-19”
By Tyler Laughlin & Lindsey Randolph

Published in the Learning Assistance Review © 2020 National College Learning Center Association Volume 25, SPECIAL ISSUE, Fall 2020

“Access and the Online Academic Success Center”
By Kathleen Speed

Published in the ESource for College Transitions, Vol. 18 No. 1 Sept./Oct. 2020

“Supplemental Instruction in a Time of COVID-19: Challenges and Solutions”
By Lindsey Randolph & Amelia Parnis

Published in the ESource for College Transitions, Vol. 18 No. 1 Sept./Oct. 2020

On-line Articles:

“Marissa’s Success Story”
By Anna Transue

Published on ASC website
<http://asc.tamu.edu/Home/In-the-Spotlight-Full-Stories>

“Garrett’s Success Story”
By Anna Transue

Published on ASC website
<http://asc.tamu.edu/Home/In-the-Spotlight-Full-Stories>

“Employees of Undergraduate Studies Rally to Support Students Amidst COVID-19”
By Anna Transue

Published on Today.tamu.edu

Recent Publications by ASC

On-line Articles:

“ASC Employee Earns Impact Award”

By Anna Transue

Published on ASC website

<http://asc.tamu.edu/Home/In-the-Spotlight-Full-Stories>

“ASC Staff Member Wins the 2020 President’s Meritorious Service Award”

By Anna Transue

Published on ASC website

<http://asc.tamu.edu/Home/In-the-Spotlight-Full-Stories>

“Academic Coach Earns the 2020 New Advisor Award”

By Anna Transue

Published on ASC website

<http://asc.tamu.edu/Home/In-the-Spotlight-Full-Stories>

“Academic Success Center Program Coordinators Recognized For Innovative Advising”

By Kayla Barnes

Published on Today.tamu.edu

“Undergraduate Research Opportunities Help Students Pursue Academic Excellence”

By Rachel Sumang

Published on Us.tamu.edu

“How COVID-19 Is Affecting Student Job Searches”

By Rachel Sumang

Published on Today.tamu.edu