

ACADEMIC SUCCESS CENTER ANNUAL REPORT 2023-2024



Academic Success Center
DIVISION OF ACADEMIC AFFAIRS



— A WORD FROM THE DIRECTOR —

At the Academic Success Center, we are driven by a profound commitment to empower every student to reach their highest potential. This year, we have witnessed remarkable achievements and transformative growth, all fueled by our unwavering dedication to student success.

Our innovative programs and supportive community have created an environment where students can thrive, learn, and excel. With a student-centered approach, we ensure that every initiative and effort is tailored to meet the unique needs of our students.

As the Director, I am continually inspired by the resilience and determination of our students. Your success stories motivate us to push boundaries and strive for excellence. Thank you for being an integral part of our journey and for inspiring us to strive for excellence every day.



**EXECUTIVE DIRECTOR
DR. MARY CATHERINE NIÑO BREEN**

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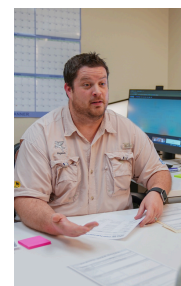
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2023-2024 HIGHLIGHTS

12,210 students,

approximately 21% of the undergraduate students enrolled at A&M, participated in at least one ASC program.

- The Supplemental Instruction Program recorded a total of **40,878 contact hours** over the 2023-24 academic year.
- The Fresh Start Orientation was offered as an asynchronous online learning module and as a live Zoom session. A total of **2,595 students** completed Fresh Start over the 2023-2024 academic year.
- Supported Summer 2024 Gateway Program by teaching 14 sections of ASCC 289 with a total of **380 students**.
- Lyle Slack is serving as a board member for the Coaching in Higher Education Consortium (CHEC).
- Sent 4 full-time staff members to the annual ICLCA Conference in Portland, Oregon, 3 ASC staff to the annual TxNCLCA Conference in Dallas, 2 staff members to the International Conference on Supplemental Instruction, and 1 staff member to CRLA.



2023-2024 HIGHLIGHTS (CONTINUED)



- Coordinated with the Veteran’s Resource Center to hold the annual Veteran’s Academic Academy at the beginning of the Fall 2023 semester.
- Piloted a cohorted MATH 140 corequisite support course in Spring 2024. Due to increased student success, all TSI students in MATH 140 are cohorted beginning Fall 2024.
- Dr. Joel McGee, Director, and Dr. Kathleen Speed, Senior Associate Director, retired in Spring 2024.
- Dr. Megan McClure was promoted to Assistant Director of the ASC and leads success operations.
- Dr. Morgan Jones was promoted to Associate Director of the ASC and leads course-aligned support programs such as Supplemental Instruction (SI) and tutoring.
- Mike Dvoracek was promoted to Assistant Director to lead new programs in success coaching. Julie Hurley was promoted to coordinator to lead success coach development and support.



TUTORING

ASC tutoring was conducted both online via Zoom and in-person, offering individual, small group appointments, and drop-ins. ASC tutoring is designed to assist students in understanding course content, while also allowing students to develop fundamental study skills and problem-solving techniques. ASC Tutoring focuses on lower-level Science, Business and Engineering courses.

Program Highlights



- Recorded **2,410** total contacts for tutoring services during the 2023-2024 year and helped a total of **927 unique students**
- Served **50% more students** in 2023-2024 than in 2022-2023.
- Provided training for returning tutors to receive CRLA Level III certification.
- **Increased tutoring visits 78%** from 2022-2023 with our move to a centralized tutoring location in Evans Library.
- Continued to provide tutoring support for Blinn TEAM students in courses they are taking at Blinn.

What students are saying

- "Learning to organize the material from the class [was helpful]. Just having someone to explain the material in person (it was an online class) was insanely helpful."
- "Consistently a very helpful resource with friendly and attentive staff."
- "My tutor was so patient, worked through every step, and made sure that I was understanding the information that he was teaching. I had such an amazing first tutoring experience and plan to return! Thank you so much!"





CENTRALIZED TUTORING IN THE WHITLEY SUITE: ENHANCING ACADEMIC SUPPORT

On August 28, 2023, the Academic Success Center celebrated the grand opening of our centralized tutoring services in the Whitley Suite of Evans Library. This move marks a significant step in enhancing the academic support available to our students, providing a dedicated space where they can access a variety of tutoring resources.

The Whitley Suite, located on the first floor of Evans Library, offers both drop-in and appointment-based tutoring. Students can receive help in a range of subjects, including lower-level business, engineering, and science courses. The suite is designed to be a welcoming and accessible environment, ensuring that all students feel comfortable seeking the assistance they need.

Our tutoring program is structured to accommodate different learning styles and schedules. Drop-in tutoring is available Monday to Thursday from 1 to 7 p.m., allowing students to get help without needing an appointment. For those who prefer a more structured approach, 1-to-1 and small group appointments can be scheduled through the Navigate system. These sessions are also available at the Zachry Engineering Education Complex and 1-to-1 online appointments.

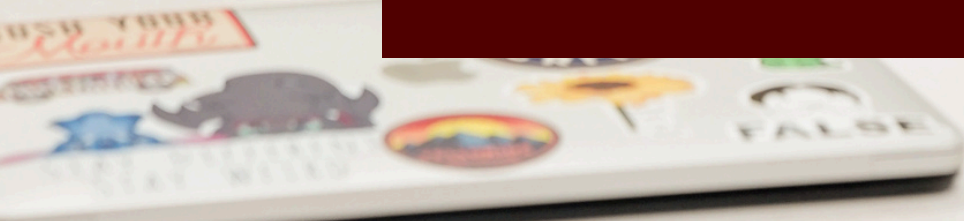
The response to the new centralized tutoring location has been overwhelmingly positive. Students appreciate the convenience and the supportive atmosphere of the Whitley Suite.

Our goal with this move is to provide a central hub for academic support that is easily accessible to all students. By bringing our tutoring services together in one location, we aim to foster a sense of community and collaboration among students. The Whitley Suite is more than just a place to get help with coursework; it is a space where students can connect, learn, and thrive together. We are excited to see the continued positive impact of this initiative on our students' academic success.

“My tutor was so helpful! He was patient and really helped me understand the concepts I was struggling with.”



“My tutor rocks! As this being my first semester having to retake OCHEM, she broke everything to where even a elementary student could understand. I appreciate her patience with me and I hope to see her more often this semester when I need tutoring. Words can't express how thankful I am right now, especially with the anxiety of not knowing what kind of tutor I would receive and she made me feel so relaxed and open to answer any question. She is superb and outstanding!”



SUCCESS COACHING

Our Success Coaches provide personalized, one-on-one support to empower students in achieving their full academic potential. By identifying and addressing individual roadblocks, our coaches help students develop tailored action plans to reach their goals. The primary objective of our Success Coaching program is to enhance students' skills in areas such as time management and effective learning strategies. Students can conveniently schedule appointments online or by calling our office. We offer both in-person and virtual coaching sessions to accommodate diverse needs and preferences.

Program Highlights



- A total of **1,605 students** participated in Success Coaching completing **3,597 coaching appointments**.
- Mike Dvoracek was elected Vice President for the Texas Affiliate of ICLCA (TxNCLCA).
- Cailyn White developed a new workshop, "Breaking the Scroll" to help students work through phone addiction.
- The ASC hired four new Success Coaches (**Gabi Garcia, Colin Carsrud, Brooke McElroy, Joselyn Rios**) during 2023-24 to help meet the increasing demand for coaching and to fill staff vacancies.

- Lyle Slack served as the Vice President for Membership for the Coaching in Higher Education Consortium (CHEC).
- Cheyenne Jacobson and Caitlyn White Developed and Implemented the Peer Coaching Program in Spring 2024.
- Revised Coaching/Study & Learning handouts and updated them on the ASC website under Gabi Garcia's leadership.
- Cheyenne Jacobson and Caitlyn White created pre-semester and continuing education training for Peer Coaching.





WHAT DO AGGIES SAY ABOUT SUCCESS COACHING?

“It was nice to be able to regularly talk through what I'm struggling with. I really appreciate having someone who gives helpful feedback and just generally cares about my success as a student.”

“My academic coach helped me develop study methods and strategies that were tailored to me and my strengths. It was also beneficial for me to meet with my coach and share my academic struggles and progress.”

“I was treated very kindly and supported through my journey. It was nice to have someone who was interested and invested in you performing better as a student.”

“I found the whole experience a net positive of helping this semester. Overall, I enjoyed my experience with my academic coach. From the very beginning of the semester we talked about study methods that I found very helpful. My academic coach was also very supportive and understanding and I could tell that they wanted me to succeed.”

PEER COACHING: EMPOWERING STUDENTS TO SUCCEED

The Academic Success Center is excited to introduce a new Peer Coaching Program designed to help students navigate the common challenges of college life. Our Peer Success Coaches are fellow students who offer guidance and support, making it easier for their peers to find resources on campus and adjust to university life. With one-to-one appointments and drop-in hours, the program ensures that help is always available when needed.

One of our incoming peer coaches, Madison McLearnie, exemplifies the program's impact. Madison was once a student who benefited from peer coaching and is now stepping into the role to help others. Reflecting on her journey, Madison shared, "My interest in the Peer Coach position came mainly from my first interaction with my peer coach, Harshitha. Her guidance and patience were something I appreciated so much."

Madison's experience highlights the transformative power of peer coaching. She was struggling with two challenging courses and needed effective study methods. Harshitha's support allowed Madison to discuss her struggles and explore various solutions. "I am working on being the best student I can be," Madison wrote in her application. "I find it very compelling to be a part of a team that shares the passion of seeing others not only succeed but feel accomplished and happy with where they are at in life."

Madison believes her interpersonal skills and compassionate nature make her well-suited for the role. She is eager to help fellow Aggies find success and fulfillment in their academic journeys. The Peer Coaching Program is not just about academic success; it's about building a supportive community where students can thrive together. We are proud to have Madison on our team and look forward to seeing the positive impact she will make.



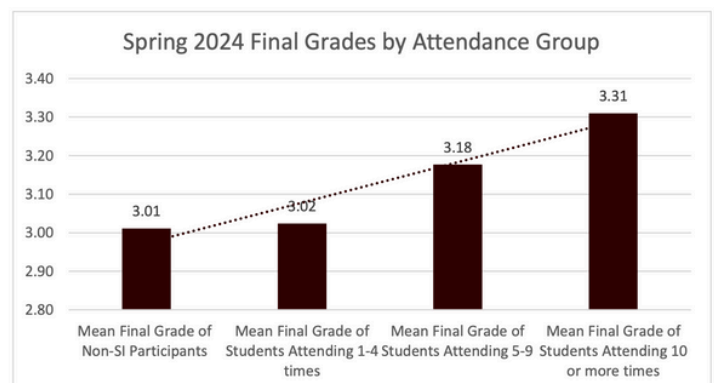
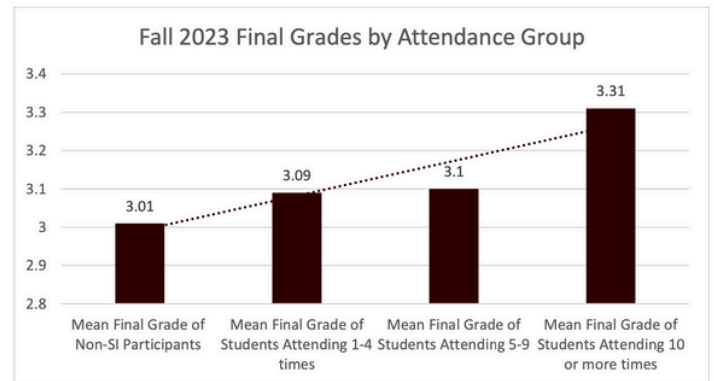
SUPPLEMENTAL INSTRUCTION

The Supplemental Instruction (SI) program is designed to support students in mastering lower-level, core curriculum courses that are traditionally challenging. It offers weekly, peer-facilitated study sessions for students enrolled in targeted courses. Each session is led by an SI Leader, a student who has previously excelled in the course.

40,878 contact hours
were recorded by the Supplemental Instruction Program over the 2023-2024 academic year.

Program Highlights

- SI was offered in **29 different courses** from 11 different departments.
- In Fall 2023, there were **23,590 students enrolled** in SI courses. 26.79% or 6,320 students attended.
- A total of **10,754 students (unique UINs)** attended SI sessions during the 2023-24 academic year.
- Provided SI sessions during Summer Session II for the Gateway Students.
- The SI Team led a pre-conference session highlighting our program at the TxNCLCA's annual meeting at the University of Texas at Dallas.



WHAT DO AGGIES SAY ABOUT SUPPLEMENTAL INSTRUCTION?

"I enjoy going, and am convinced that they are boosting my grades. More people should go!"

"I really appreciate [the SI leader]! I got an A on my first ACCT 229 exam, and I am confident I would not have done so without [her] help during SI sessions. She is a great teacher and leader during the sessions, and I feel comfortable asking her questions."

"SI has been so helpful to learning and keeping up with this class. It should come as no surprise that students who take advantage of this opportunity do so well!"

"[The SI leader] is truly amazing. She is the only reason I understand what is going on in 229."

"[He] is an amazing SI leader and his positive attitude and learning environment he creates makes me want to go to every SI session. He also doesn't make you feel bad about asking questions and explains stuff super well in an easy to understand way. He is definitely the best SI leader I have had!"



TEXAS SUCCESS INITIATIVE

The Texas Success Initiative (TSI) program aims to equip students with the essential skills needed for success in college-level coursework. The program focuses on enhancing students' abilities in math, reading, and writing through primarily one-on-one, individualized instruction. Each semester, peer mentors support students and assist them in adjusting to college life.

Program Highlights

- **Enrolled 410 TSI students** in Fall 2023 and 283 in spring 2024—an increase of 148% from enrollment ten years ago.
- Piloted a cohorted MATH 140 corequisite support course in Spring 2024. **Due to increased student success**, all TSI students in MATH 140 are cohorted beginning Fall 2024.
- Piloted a math readiness program in Summer II, 2024. Of the 25 participants, **10 reached college readiness and 11 gained access to credit-bearing math with support.**
- **71% of 99 students** co-enrolled in TSI and other courses successfully completed the TSI requirement in Fall 2023.

WHAT ARE AGGIES SAYING ABOUT TSI?

"I had a great year in your class, and I wanted to let you know that. I really enjoyed meeting you and learning in your class! I appreciate you always trying to help me, even though I will probably see you next semester, I just wanted to let you know that I appreciated your class! "

GRANT-FUNDED INITIATIVE: ENHANCING COLLEGE READINESS AND SUCCESS

In the 2023-2024 academic year, the Academic Success Center (ASC) submitted a grant under the Texas Higher Education Coordinating Board's College Readiness and Success Models (CRSM-2024) program. This grant, aimed at improving college readiness and success for first-time-in-college (FTIC) students, has enabled us to launch several transformative initiatives. The project was awarded in September 2024 and will be implemented in Spring 2025.

The grant focuses on addressing the needs of students requiring developmental education, particularly those from historically underserved backgrounds. Our Developmental Education Advisory Committee (DEAC) has been instrumental in guiding this project. Key action items include increasing the percentage of students completing foundational courses in math and English within their first year, designing tiered intervention and co-requisite placement protocols, and identifying readiness gaps among FTIC students.

One of the significant achievements of this grant is the implementation of a multiple measures assessment (MMA) protocol. This innovative approach uses high school GPA and course-taking patterns to place students directly into credit-bearing courses, reducing the need for developmental education.

Additionally, the grant has supported the development of a comprehensive professional development program for instructors, advisors, and support staff. These sessions, held each semester, focus on best practices in developmental education and strategies to support underprepared students. The creation of communities of practice has further enhanced collaboration and knowledge sharing among stakeholders.

Through this grant, the ASC will make significant strides in improving student success and closing achievement gaps. We are excited about the positive impact these initiatives will have on our students' academic journeys and are committed to continuing this important work.



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.

Students received approximately 13,438 contact hours of instruction from the ASC including all courses and workshops.



Program Highlights

- Enrolled a total of **996 students** in short-term workshop series (BTHO Procrastination, Commit to Success, Motivation Matters, Grit, Breaking the Scroll, and Group Coaching).
- Offered Fresh Start Orientation as an online, asynchronous learning module in Canvas and 2 synchronous Zoom sessions per semester. A total of **2595 students** successfully completed Fresh Start.
- Enrolled a total of 4 sections of ASCC 101 to **81 students** during 23-24 academic year.
- Taught 14 sections of the ASCC 289 course for **380 Gateway students** in summer 2024.

WHAT AGGIES ARE SAYING...

“(Instructional Programs) were eye opening in terms of expanding my ability to recognize and change procrastination habits.”

“I really liked the course, the professor was really nice, and helped me a lot with advice to having a smoother transition from high school to college!”



BREAKING THE SCROLL: A NEW WORKSHOP AT THE ACADEMIC SUCCESS CENTER

In the Fall of 2023, Caitlyn White, a coach at the Academic Success Center, noticed a recurring issue among students: screen addiction and its impact on academic performance. This led her to create "Breaking the Scroll," a workshop aimed at helping students rethink their relationship with their phones and develop strategies to limit screen time during study sessions.

"I created Breaking the Scroll after seeing how screen addiction was affecting students' focus and academic success," Caitlyn explains. She used a mix of scholarly research and multimedia resources to design the workshop. Google Scholar provided a strong foundation for understanding screen addiction, while YouTube and various articles offered practical tips and real-world examples.

The workshop covers key topics such as the connection between screen addiction and dopamine, the impact of excessive screen time on academic success, and strategies to manage screen usage. Students learn about the negative effects of screen addiction, including wasted time and reduced focus, and gain practical tools to manage their screen time effectively.

"Breaking the Scroll" is interactive and discussion-driven. Each session starts with an icebreaker activity related to screen addiction. One popular activity asks students to choose three apps they would keep if they had to delete all others, sparking insightful discussions and diverse perspectives.

Feedback from students has been overwhelmingly positive. Caitlyn shares, "Students have told me they love the discussions and seeing changes in their screen usage data throughout the workshop." She continues to gather feedback each semester to keep the workshop relevant and effective, aiming to provide relatable and practical strategies that resonate with students.

MARKETING & COMMUNICATIONS

450,953 Impressions

across all ASC social media accounts

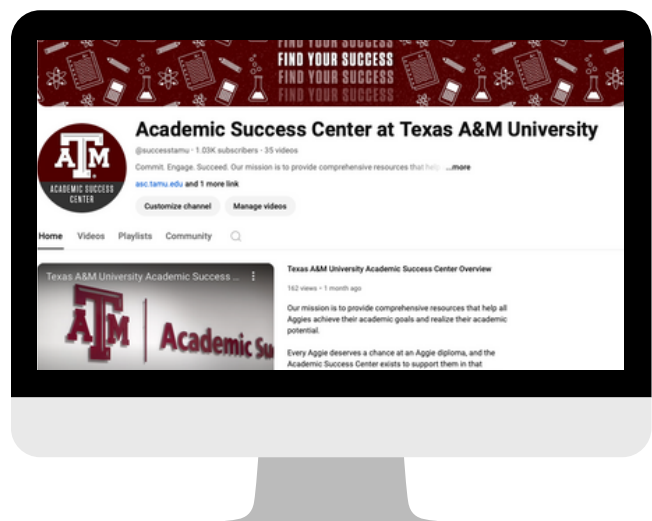
reporting numbers from Aug. 1 2023 - July 31, 2024.



- **263,317** impressions from Instagram, Facebook, and X/Twitter.
- **23,862** video views from Instagram, Facebook, and X/Twitter.
- **69.1%** increase in audience growth from the previous year (678 net audience growth)
- **15,550** engagements across Instagram, Facebook, and X/Twitter. (40.9% increase from the previous year)

YouTube

- **36,421** video views from Aug. 1 2023 - July 31, 2024.
- **187, 636** impressions and a total watch time of **1,233 hours**.
- **151** new subscribers gained.



WHAT'S NEXT FOR THE ASC >>>

- Seeking reaccreditation from The International Center for Supplemental Instruction in Fall 2024.
- Beginning in Fall 2024, in coordination with Institutional Effectiveness & Evaluation, SI and tutoring are implementing a point-of-service survey to learn about how we serve students and how we can continue to improve.
- Enhancing the ambience of the Whitley Suite to create a more inviting environment
- Increasing tutor involvement in program initiatives, continuing to focus on a student-focused program.
- Creating a Success Coach Certificate to be implemented by Spring 26. This training program will equip faculty and staff on campus to have coaching conversations with Aggies.
- The ASC has submitted an application with College Reading and Learning Association to establish International Peer Educator Training Program Certification (IPTPC). Our program will begin certifying peer coaches in Spring 2025.
- Piloting a “Striving for Success” presentation series that includes sessions on planning for the semester, building study strategies, and exam preparation.
- Developing a course to train learning assistants. The course will be offered as a special topics session in Fall 25.



EXECUTIVE SUMMARY & LOOKING TO THE FUTURE

The Academic Success Center’s Academic Year 2023-2024 was a dynamic period of change and growth. We celebrated the retirements of Dr. Joel McGee and Dr. Kathleen Speed in Spring 2024, honoring their decades of dedication to academic success at Texas A&M. In June 2024, we relocated our operations from Rudder Tower to the Pavilion, marking a new chapter for our center.

We were thrilled to welcome eight new team members to the ASC: four success coaches—Colin Carsrud, Gabi Garcia, Brooke McElroy, and Joselyn Rios; two operations team members—Dee Henson and Stacie Pomeroy; and two SI coordinators—Karen McLeer and Camryn Riggins. Additionally, we welcomed back Mike Dvoracek as Assistant Director of Success Coaching. We also celebrated the promotions of three team members: Dr. Morgan Jones to Associate Director, Dr. Megan McClure to Assistant Director, and Julie Hurley to Coordinator for Success Coaching.

Despite these changes, our commitment to Aggie success remains unwavering. In June 2024, the ASC team engaged in a two-day strategic planning session. Each of our four areas developed strategic goals and action plans. The ASC team also dedicated time to leadership and development plans, fostering professional growth.

SI and Tutoring	Success Coaching	TSI	Success Operations
Explore additional group academic support models such as Learning Assistants.	Create flexible, accessible options for non-course-specific academic success support.	Improve success for new Aggies who are not college-ready in one or more areas.	Improve communication with campus partners and create a unified assessment plan.

The ASC team has made significant progress on our goals and action plans. In Fall 2023, our SI program exceeded 25,000 check-ins. In Spring 2024, we launched two new programs: peer coaches and accountability groups. Peer coaches assist fellow Aggies in finding campus resources and adjusting to college life, while accountability groups provide consistent, structured work time with a cohort of students. We also piloted math support in July 2024 for incoming Aggies, resulting in 21 of the 25 participants enrolling in credit-bearing math in Fall 2024.

We are deeply grateful to the students we serve for their dedication and enthusiasm. Your success is our mission, and we are excited about the impactful work we are doing together. As we look forward to the future, we remain committed to supporting every Aggie on their academic journey. Thank you for being a part of our community and for inspiring us to strive for excellence every day.

- Executive Director Dr. Mary Catherine Niño Breen



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