Mission and History

Mission
The mission of the USU Academic Success Center is to develop programs and services to support Utah State University students in the exploration of intellectual potential toward the pursuit of achieving academic success. The ASC supports classroom instruction by providing opportunity for students to engage intellectually through the application of individualized strategies and belief models in ASC coordinated programs and guided self-study. The ASC furthers its mission of college readiness and access through its support of grant funded initiatives by supervising the federally funded TRIO Student Support Services Grant and USU Division of Student Affairs Contribution to two federally funded GEARUP grants.

History
The USU ASC (formerly USU Academic Resource Center) has been a part of USU Student Affairs Division (formerly USU Division of Student Services) for the last 25 years.

Goals

Department Goals
• To provide quality innovative and effective programs to support students in the pursuit of academic success.
• To grow, within space and budget limitations, program offerings and provide students with additional access to service across varied content areas.
• To initiate and guide programs – in collaboration with faculty, staff and students – which provide timely, targeted and effective intervention to students across all abilities, cultural backgrounds, and academic readiness.
• To engage in the constant assessment and analysis of effectiveness of programs.

Program Goals
• To increase student learning and growth.
• To help students gain study strategies and techniques for practical classroom use.
• To increase retention by increasing student success.
• To provide paraprofessional training and opportunity for high performing students.

Programs/Services

ASC Learning Assistance Center
Supplemental Instruction (SI)
Supplemental Instruction at USU began in 1988 with one pilot course. Today, SI serves an average of 30 classes each semester. The mission of SI is to help students master material in difficult courses while increasing learning strategies and study skills. SI targets “high risk” courses. SI supports professors in the maintenance of high standards and expectations for courses while helping increase student success. SI leaders are chosen from high-performing students with A or A- grades in courses for which they support. Weekly training meetings are held to improve class management and instructional techniques.
Math and Statistics Tutoring

The Math and Statistics Tutoring Center provides drop-in tutoring with two locations in TSC 225A and The Junction. Drop-in tutoring supports students enrolled in MATH 0995 through MATH 2280 and STAT 1040 through STAT 3000. The center is staffed by approximately 25-30 CRLA certified tutors and open 58 hours every week during the academic year.

USU 1730

USU 1730 “Strategies for Academic Success” is a leaning skills and theory course coordinated by ASC. Courses are instructed by 4 ASC full time Staff, 1 SSS FT staff and 3 Graduate Interns. It is a 7 week, 3 credit course offered during 2 sessions each semester. Lab Teaching Fellows (LTFs) fulfill credit bearing internships to conduct weekly labs. Course topics include “time management, motivation, note-taking, textbook annotation, critical thinking, and test strategies.” Course enrollment is capped between 25-30 students. The majority of students who take the course are FTFE freshmen or Non-Traditional students with a gap in education. Some students are referred directly into the course to fulfill learning contracts.

Workshops

ASC provides a variety of workshops for open attendance and select groups. The workshops are offered online or in person.

Online

ASC offers online workshops that address psychological issues that impact academic success. Topics include: Perfectionism and Procrastination, Test Anxiety, and Math Anxiety. [http://www.usu.edu/asc/workshops/]

In-person Quick-Shops

ASC offers 30-35 weekly workshops throughout the academic year. Recent topics include:


Educational Opportunity Tutoring

ASC supports tutoring for USUs Educational Opportunity program for students who have been identified as educationally disadvantaged. Recipients must meet the following criteria:

1. Students must be enrolled at Utah State University
2. Students must be identified as belonging to any of the following groups
   a. Financial Need (EFC qualifies students as Pell eligible)
   b. Ethnic Minority (determined by self-reported ethnicity in Banner)
   c. Veteran of the armed forces (determined by VRC flag in Banner)
   d. Non-traditional/Re-entry student (determined by identification through Banner report)
   e. First Generation (determined by identification through Banner report)
Online Tutor Advertiser

The online tutor advertiser located at [https://www01.usu.edu/tutoradvertiser/](https://www01.usu.edu/tutoradvertiser/), is a service provided by ASC for the purpose of connecting students who need tutoring in areas not traditionally supported through ASC programs, with students who are interested in tutoring. ASC validates qualifications of tutors through transcript search. Tutor Advertiser lists up to 40 tutors per semester who tutor in a broad variety of courses.

USU ASC Web Presence

Each program in the ASC has a web presence which acts as a landing place for our services. All ASC web content focuses student attention on necessary processes, or provides assistance for help with ASC service goals.

Table 1: Web hits for pages under ASC control.

<table>
<thead>
<tr>
<th>Website</th>
<th>Hits</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.usu.edu/asc">www.usu.edu/asc</a></td>
<td>45,353</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.usu.edu/arc">www.usu.edu/arc</a></td>
<td>58,511</td>
<td></td>
</tr>
<tr>
<td>Total ASC/ARC</td>
<td></td>
<td>103,864</td>
</tr>
<tr>
<td><a href="http://www.usu.edu/SS$">www.usu.edu/SS$</a></td>
<td>15,366</td>
<td></td>
</tr>
<tr>
<td>utahstars.usu.edu/student-affairs/</td>
<td>436</td>
<td></td>
</tr>
<tr>
<td>Total Department</td>
<td></td>
<td>119,666</td>
</tr>
</tbody>
</table>

Note: Due to the USU ASC name change, this table includes hits on www.usu.edu/arc. This page was decommissioned midyear.

Study Smart Starter Kit

The Study Smart Starter Kit is a visual, self-guided/self-paced work with on demand academic strategy and attitude intervention. Because academic success requires interaction between essential college study strategies and self-management behaviors, the model asks students to identify all aspects of learning success with the intention of performing better listening, note taking, reading, test prep, time management, test taking strategies, stress management and test analysis.

Program Participation

All non-credit bearing programs offered by ASC are free to students. Table 2 shows participation in USU LAC programs through time. Participation in grant funded programs is listed in each related subsection,
Table 2: An overview of ASC-LAC program specific participation for AY11-16

<table>
<thead>
<tr>
<th>Math and Statistics Tutoring</th>
<th>AY 11-12</th>
<th>AY 12-13</th>
<th>AY 13-14</th>
<th>AY 14-15</th>
<th>AY 15-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Sessions</td>
<td>Hours</td>
<td>Students</td>
<td>Sessions</td>
<td>Hours</td>
</tr>
<tr>
<td>2010</td>
<td>16767</td>
<td>1487.5</td>
<td>2252</td>
<td>14452</td>
<td>1620</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplemental Instruction</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sections</td>
<td>Sessions</td>
<td>Attendees</td>
<td>SCH</td>
<td>Sections</td>
<td>Sessions</td>
</tr>
<tr>
<td>34</td>
<td>858</td>
<td>3872</td>
<td>13509</td>
<td>55</td>
<td>1628</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>USU 1730 F2F and Broadcast</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sections</td>
<td>Students Enrolled</td>
<td>SCH Taught</td>
<td>Sections</td>
<td>Students Enrolled</td>
<td>SCH Taught</td>
</tr>
<tr>
<td>20</td>
<td>421</td>
<td>16209</td>
<td>21</td>
<td>440</td>
<td>16940</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>USU 1730 Online</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sections</td>
<td>Students Enrolled</td>
<td>Student Canvas Hours</td>
<td>Sections</td>
<td>Students Enrolled</td>
<td>Student Canvas Hours</td>
</tr>
<tr>
<td>3</td>
<td>56</td>
<td>3</td>
<td>52</td>
<td>3</td>
<td>71</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>USU 1730 Coordinated But Not Funded</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sections</td>
<td>Students Enrolled</td>
<td>Student Canvas Hours</td>
<td>Sections</td>
<td>Students Enrolled</td>
<td>Student Canvas Hours</td>
</tr>
<tr>
<td>2</td>
<td>28</td>
<td>1078</td>
<td>4</td>
<td>38</td>
<td>1463</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Educational Opportunity Tutoring</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutors</td>
<td>Students</td>
<td>Hours Served</td>
<td>Tutors</td>
<td>Students</td>
<td>Hours Served</td>
</tr>
<tr>
<td>17</td>
<td>21</td>
<td>322</td>
<td>18</td>
<td>28</td>
<td>395</td>
</tr>
</tbody>
</table>

NOTES: 1730 Canvas hours not tracked until 2014 2ED OP started in AY12,
**Student Support Services (ASC-SSS)**

Student Support Services is a federally funded TRIO program designed to provide specific activities and services for 196 bachelor degree seeking students. These students are in need of academic support and meet at least one, if not more, of the following criteria: 1) low income, 2) first generation, and/or 3) have a documented disability. USU Student Support Services is an exemplary TRIO program for its best practices in serving disadvantaged students by providing "holistic and integrated services" at Utah State University, the state of Utah, and the region.

**SSS Mission**

Student Support Services seeks to support disadvantaged students who have potential to meet the challenges of higher education by strengthening and developing their academic and self-management skills. Its focus is to insure that participants in the program have a realistic chance to persist in school and graduate from Utah State University. To accomplish these objectives Student Support Services provides services to enhance students' academic success, personal skills, and social skills.

**SSS Goals**

- Recruit eligible students who meet federal low income, disability, and/or first generation guidelines.
- Increase the retention of disadvantaged students in the University.
- Increase the academic success of eligible students by increasing their GPA.
- Increase the number and percent of disadvantaged students who graduate from the University.
- Increase the number and percent of disadvantaged students who pursue graduate or professional schooling.

**Table 3: Five Year Summary for SSS participation.**

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Students</th>
<th>Total Contact Hours (CH)</th>
<th>Total Number Contacts</th>
<th>Avg Contacts / Student</th>
<th>Avg CH / Student</th>
<th>Av Hours / Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-2016</td>
<td>190</td>
<td>4744.82</td>
<td>9691</td>
<td>51.01</td>
<td>24.97</td>
<td>0.49</td>
</tr>
<tr>
<td>2014-2015</td>
<td>190</td>
<td>5454.18</td>
<td>9724</td>
<td>51.18</td>
<td>28.71</td>
<td>0.56</td>
</tr>
<tr>
<td>2013-2014</td>
<td>181</td>
<td>5481.82</td>
<td>12734</td>
<td>70.35</td>
<td>30.29</td>
<td>0.43</td>
</tr>
<tr>
<td>2012-2013</td>
<td>199</td>
<td>4779.17</td>
<td>9974</td>
<td>50.12</td>
<td>24.02</td>
<td>0.48</td>
</tr>
<tr>
<td>2011-2012</td>
<td>212</td>
<td>7218.43</td>
<td>13797</td>
<td>65.08</td>
<td>34.05</td>
<td>0.52</td>
</tr>
</tbody>
</table>

NOTE: Due to changes in data collection methods data presented in years prior to 2015-2016 is mathematically adjusted based on 2015 attendance averages.

**ASC DoSA GEARUP (ASC-GU)**

ASC coordinates The Division of Student Affairs (DoSA) contribution to the USUStars! GEAR UP under direction of USU School of Teacher Education and Leadership. USU DoSA provides services vary from tailoring campus visits, traveling to school sites to implementing and designing workshops and presentations, planning and implementing summer camps and assisting USU STARS! schools in meeting GEAR UP goals and objectives. USU DoSA provides higher education resources to 3,000+ students within 29 partner schools.

**ASC DoSA GEARUP Goals and Objectives (National GU, USU Stars! GEARUP, and ASC-GU)**

- Increase the academic performance and preparation for postsecondary education for GEAR UP students.
• Increase the rates of high school graduation and enrollment in postsecondary education for GEAR UP students.
• Increase GEAR UP students’ and their families’ knowledge of postsecondary education options, preparation, and financing.
• Increase knowledge of financial aid information to students and parents for postsecondary education.
• Encourage student enrollment in rigorous and challenging curricula to reduce remedial coursework at the postsecondary level.
• Improve the number of students who obtain a high school diploma and enroll in postsecondary education.

**Table 4: Visits for GEARUP Visits July 1st 2015 – June 30th 2016**

<table>
<thead>
<tr>
<th>School Visits</th>
<th>Schools</th>
<th>Visits</th>
<th>Students</th>
<th>SCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>16</td>
<td>161</td>
<td>688</td>
<td></td>
</tr>
<tr>
<td><strong>Aggie Summit Summer Camp</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schools</td>
<td>8</td>
<td>1</td>
<td>170</td>
<td>5822</td>
</tr>
<tr>
<td><strong>APP Camp</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schools</td>
<td>3</td>
<td>1</td>
<td>13</td>
<td>806</td>
</tr>
<tr>
<td><strong>Engineering Camps</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schools</td>
<td>9</td>
<td>2</td>
<td>60</td>
<td>3420</td>
</tr>
<tr>
<td>Totals</td>
<td>20</td>
<td>404</td>
<td>10736</td>
<td></td>
</tr>
</tbody>
</table>

**Staffing and Training/Development**

The USU ASC is comprised of three sub offices USU ASC Learning Assistance Center (ASC-LAC), USU ASC Student Support Services (ASC-SSS), and USU ASC Division of Student Affairs GEARUP (ASC-GU). The office employees 13 Full time employees, over 100 student employees, and supervises up to 4 Graduate and 10 undergraduate internships per year. Chart 1 describes departmental structure.
Chart 1: ASC Organization

Vice President of Student Affairs: James Morales
Associate Vice President of Retention and Enrollment Management: John Mortensen

Director of Academic Success Center: Dennis Kohler

ASC Learning Assistance Center
- Staff Assistant: Debbie Palmer
  - Educational Opportunity Tutors (30)
  - ASC Peer Advisors (2)
    - Lab Teaching Fellows (6)
    - SI Program Coordinator
    - SI Leaders (30)
- USU 1730 Learning Specialist: Melanie Chambers
  - GU Interns (2)
  - GU Summer Camp Staff (30)
- Supplemental Instruction Learning Specialist: Su Lin Nelson
  - SI Leaders (30)
  - Math Tutors (30)
  - Math and Statistics Program Coordinator: Cherise King
  - Graduate Interns and Instructors (3)
- Math and Statistics Program Coordinator: Cherise King
  - Math Tutors (30)

Student Support Services Program Coordinator: Anthonie Nichols

ASC GEARUP Program Coordinator: René Hernandez
- Staff Assistant: Sarah Timmerman
- Staff Assistant: Lauren Resendes
- GU Interns (2)
- GU Summer Camp Staff (30)

Learning Specialist: Debi Jensen
- Math Specialist: Jenny Clements
- Academic Advisor: Carol Sainsbury
- Math Tutors (30)
- SSS Tutors (3)
- GU Interns (2)
- GU Summer Camp Staff (30)

ASC Peer Advisors (2)
- Lab Teaching Fellows (6)
- SI Program Coordinator
- SI Leaders (30)
Development and Training

Each program under ASC adheres to nationally recognized training curriculum, university course guidelines and internal controls for quality. Each member of ASC staff is encouraged to promote professional development through the use of conference attendance, web based training, university, state and federal training opportunities.

Budget Narrative

ASC is funded through university budgets as follows:

**Table 5: Summary of ASC university funding for FY15.**

<table>
<thead>
<tr>
<th>Funding</th>
<th>Salary</th>
<th>Wages</th>
<th>Benefits</th>
<th>Operating</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>$294,848.62</td>
<td>$144,910.61</td>
<td>$125,773.13</td>
<td>$64,454.75</td>
<td>$629,987.11</td>
</tr>
</tbody>
</table>

ASC-SSS Budget Note

USU Student Support Services Project is 86% federally funded at $292,340 annually.

ASC-GU Budget Note

ASC DoSA GU receives funding for operations as allotted through the central USU Stars! GEARUP grants. This budget pays salaries for full time staff and interns as well as operating expenses for USU ASC GEARUP activities.

Educational Opportunity Budget Note

Between the start of the program and 2014, ASC received $2,500.00 from central ED OP funding to provide services. This was increased to $6,000.00 in AY 14-15 and again to $12,000 in AY 15-16. This amount is supplemented with ASC funds.

USU 1730 Budget Note

A $13 class fee is assessed for each enrolled student. This funding is used to directly support USU 1730 program development and management, classroom support and instruction.

Outside Funding Budget Note

USU ASC has agreements to provide some services to other university entities which include tutoring for USU Residence Life, tutoring for USU Educational Opportunity Program, and USU 1730 online instruction for USU E-Learning.

Facilities, Technology/Equipment

The USU ASC is housed in four physical locations

- The Learning Assistance Center is located in the Taggart Student Center 305 in an 862 square foot office complex consisting of a general reception area and four offices.
- Student Support Services is located on the first floor of The University Inn in a 1,461 square foot office space with offices for Grant Director, Advisor, Learning Specialist Math Specialist and a general reception area. This space includes a small tutoring/testing room and a shared mediated conference/tutoring with other offices located in the university Inn.
- The Student Affairs GEAR UP staff is housed within a 193 Square foot section of the USU Access and Diversity Center in TSC 311, with a shared office for two staff assistants and an office for the Program Coordinator.
• The Math and Statistics Tutoring Center is located in a 1481 square foot location in the Taggart Student Center 225A. It seats 70 students at any given time. The Junction center is located in a ~300 square foot classroom in the basement of The Junction.

• USU 1730 uses around 10-12 classrooms per semester. Each classroom is equipped with a projector, computer, whiteboard, and some have document cameras and smart boards. Each instructor utilizes CANVAS to interact with the students.

Technology

Each member of the ASC professional staff is furnished with appropriate technology which includes a PC or Mac Workstation or Laptop, or a combination of these. The department when appropriate provides tablet computers and Kindle readers (to instructional staff with research requirements)

The department holds shared laptops, projectors and LCD televisions with dedicated computers to promote instructional and outreach activities.

Table 6: Equipment

<table>
<thead>
<tr>
<th>PC</th>
<th>Phone</th>
<th>I-pad</th>
<th>Laptop</th>
<th>Tablet</th>
<th>Kindle</th>
<th>Scanner</th>
<th>Copier</th>
<th>Projector</th>
<th>TV</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASC</td>
<td>12</td>
<td>6</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>GEAR-UP*</td>
<td>4</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSS*</td>
<td>7</td>
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<td>1</td>
<td></td>
<td>4</td>
<td>3</td>
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<tr>
<td>Totals</td>
<td>23</td>
<td>13</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>2</td>
</tr>
</tbody>
</table>

*NOTE: In cases where federal grant funds are utilized some equipment is owned by the federal government. In these cases, sub-department inventories indicate funding source.

Ethical Considerations and Professional Practices

The ASC staff are members of many professional organizations including CRLA, COE, ASPIRE.

All members of the department adhere to Utah State University policy and guidelines and all regulation and legislation of the State of Utah and Federal Government.

Periodic training over a variety of ethical and professional practices occur within the department, these trainings for all staff include. FERPA, Sexual Harassment Prevention, USU Policy Updates. Individual sections undergo training at annual national and regional conferences.

Individual Programs adhere to the best practices and guidelines of national and international bodies including:


Completion/Retention

The USU ASC is highly focused on completion and retention. All of our programs provide services that move students toward better understanding of the work and effort necessary for successful university
participation and completion. Whenever possible, ASC staff participates in USU and State of Utah initiatives in support of retention and completion. This effort is guided by program assessment as follows.

**Program Assessment**

Assessments are developed by ASC to determine outcomes of programs and services and to inform Center decisions regarding development and maintenance of current and future programs. The instruments and techniques used to conduct Center assessments are based on the unique characteristics and goals of each program or service.

**Graduate Research**

A master’s thesis study, *The Impact of Study Skills Courses on Academic Self–Efficacy in College Students*, was conducted during 2009-10 to identify the effect of PSY/USU 1730 Strategies for Academic Success on academic self–efficacy. This study determined that PSY/USU 1730 had a significant influence on increasing academic self–efficacy and identified strong correlations between measures of academic self–efficacy and measures of study skill levels.

**USU 1730 and USU 2160 Training/Certification**

Course instruction is evaluated through the use of USU Teacher/Course evaluations combined with in-class instructional assessments. USU 1730 instructors meet bi-weekly to discuss curriculum and implement course modifications.

**Math and Statistics Tutoring**

Drop-in tutoring is assessed through new tutor observation and evaluation and individual feedback sessions and returning tutor observation and assessment as needed.

**Supplemental Instruction**

Student evaluations of SI leaders are completed each semester for every SI leader. A variety of informal classroom assessments are conducted in training each week to assess effectiveness of training and SI leader satisfaction with training and program resources. Similar assessments are conducted with SI leaders for assessing coordinator effectiveness. Faculty are regularly contacted as needed for feedback on program performance.

**Grant Funded Programs**

All grant funded programs are subject to assessment in annual reviews mandated by the US Department of Education. Each program conducts internal assessments of programs and research of efficacy of programs. Furthermore these programs undergo State of Utah audits.
References

College Reading and Learning Association International Tutor Training Program Certification (ITTPC) – http://www.crla.net/index.php/certifications/ittpc-international-tutor-training-program


Council for the Advancement of Standards – http://www.cas.edu/

The International Center for Supplemental Instruction – http://info.umkc.edu/si/