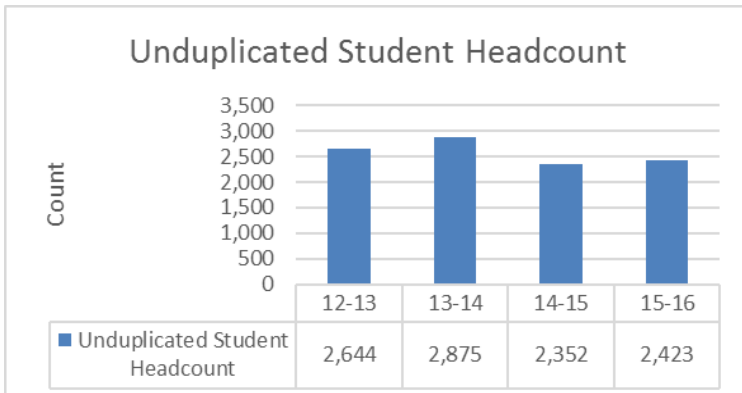
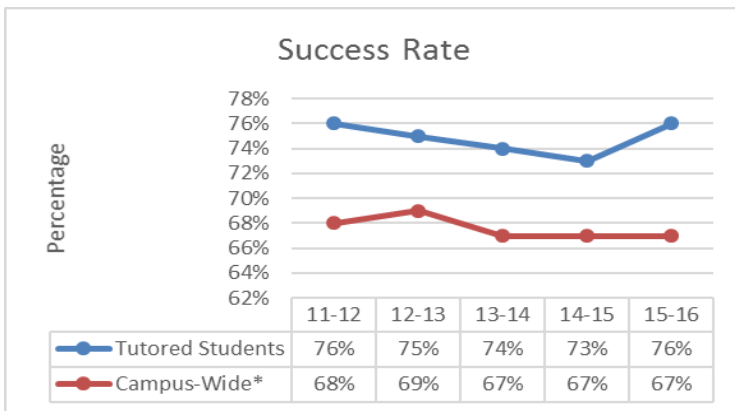


## STUDENT SUCCESS CENTER/TUTORING 2015-16



Success Center Student Contact Hours	
2015-2016	33,335
2014-2015	32,291
2013-2014	42,902
2012-2013	46,218

Ethnicity	13-14	14-15	15-16
Asian	8%	8%	5%
Black	17%	18%	14%
Hispanic	61%	62%	64%
White	12%	11%	10%
Gender	13-14	14-15	15-16
Female	61%	63%	62%
Male	39%	37%	38%



**Description:**

The Student Success Center is a supportive and student centered learning environment designed to provide academic support through tutoring and Supplemental Instruction in multiple subjects. Through a variety of methods: walk-in, scheduled appointments, group tutoring, and group workshops the Student Success Center (SSC) provides tools that empower students to take responsibility and increases their success academically. **Please note: no STEM data for SI use or instruction is included in this document.**

**Assessment:**

- Data shows that the Success Center continues to show significant positive gains for students receiving academic support versus students who do not.
- While SSC unduplicated head count hours have decreased, there was an increase in the number of unduplicated students attending the Success Center. Supplemental Instruction and workshops are not reflected in this number.
- The overall retention rate for students who attended tutoring is 92%, compared to an 88% retention rate for all students from 2012- 2016. This demonstrates that tutoring and SI support have a positive impact on student retention.

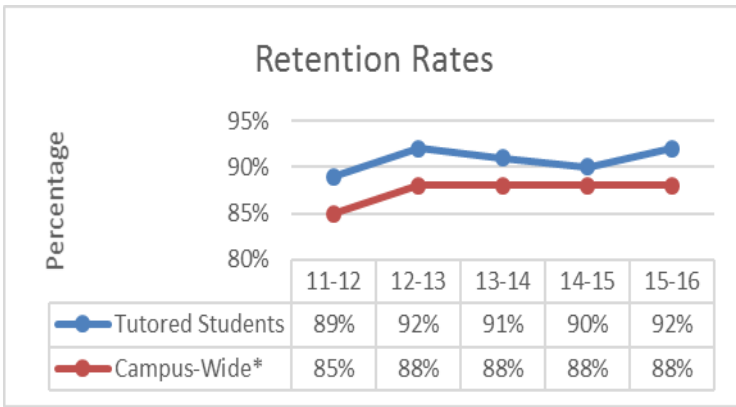
**Department Goals:**

- Assist in the creation of curriculum to enable the generation of FTES through positive attendance to stabilize funding for tutoring, SIs and support staff.
- Provide a stable academic support program, which meets student academic support needs.
- Increase the number of hours and unduplicated student head count of students that utilize the services from the SSC.
- Identify a director and faculty to provide leadership and curricular support
- Increase students understanding of course materials, which translates to increases in student success and retention.
- Create opportunities for first-generation, low-income students and other targeted populations to interact with each other, connect with faculty members, and access academic support services.

**Challenges & Opportunities:**

- Consistent funding is needed for SI's, Tutors and support staff.
- The Success Center does not have a Director currently in place.
- In years 15-16 the SSC had a total of 86 SI's and 81 Tutors for the year (Fall 32 SI's/32Tutors, Spring 54 SI's/49Tutors) funded by a Title 3 grant which ended in August, 2016. The SSC, continues to provide academic support with a limited staff of 26 SI's and 19 Tutors. To accommodate students in the face of reduced funding, the SI model has been restructured but increased funding is needed to meet all students' SI needs.
- The Tutorial Coordinator position is currently unfilled
- A permanent SI coordinator is needed.
- Creating curriculum to provide positive attendance funding opportunities.
- Because of budget constraints the SSC hours were decreased from 58 to 41, closing earlier and no longer offering Sat. hours. While student attendance has increased additional hours are needed
- Need Text books and supplies for the SSC.

## STUDENT SUCCESS CENTER/TUTORING 2015-16



#### Action Plan:

- Fill the positions of Director and Tutorial Coordinator
- Create a permanent SI Coordinator position
- Seek funding sources to stabilize the funding for SSC supportive staff (tutorial coordination, SI coordination, tutoring and SIs.
- Generate FTES
- Create a progression of ACAD classes for Tutors and SI's.
- Work with Management/ Faculty/Curriculum to create a non-credit staffed lab with courses to support student success in the basic skills classes.