Mission: to ensure that all students have the opportunity to succeed by providing campus leadership and advocacy for student success at UT and by identifying and implementing academic success programs that support retention and progress toward graduation and enrich the undergraduate student experience.

Vol Vision Refresh / Top 25: In January 2010, the state of Tennessee tasked UT to achieve Top 25 public research university status within 10 years. The SSC supports the UT mission in several ways:

• providing UT students the opportunity to participate in academic programs that can increase the value of their education, their ability to contribute to the academic community, and the likelihood of their persistence and graduation
• providing programs that support diverse undergraduate populations to engage students based on changing profiles and maintain student quality.

Assessment Metrics

• overall contacts and number of students utilizing SSC services
• frequency of use of SSC services
• comparisons between students using SSC resources and specific student populations
  • entering first-year cohort, similar ACT range, gender, groups based on retention probabilities (including the university risk indices created “to forecast incoming students’ probability of being retained after their first year” (Gilpatrick & Schaur, 2013)
• comparisons between students using SSC resources and the general student population
  • retention rates, term GPA, academic standing, etc.

Comprehensive Assessment Report (Fall 14 – Fall 15)

- Academic Support = core programs & Top 25 initiative programing
- Growth = increased reach, frequency of use, & utilization
- Impact = when comparing similar groups, students who utilize a variety of services often perform better than those who do not.
This chart indicates an increase in growth in SSC services from the 13 – 14 to 14 – 15 Academic Year, most notably in academic coaching and supplemental instruction. The SSC also has a large online presence, with **172,962** website page views.
Usage: Percentage of Overall SSC Usage by Classification (14 – 15)

* This chart indicates a majority of usage from SSC highest targeted populations.
This chart illustrates an appropriate usage by risk indices breakdown, with the majority of student usage from high-risk (below 0.8) students. A decrease in coaching and tutoring occurs in conjunction with decrease risk (0.7 and above), as coaching targets students who are predicted to have greater risk.
This data illustrates that the SSC has significant reach for each of the primary target populations.
Impact: Retention Rate by Frequency of SSC Usage (14 – 15)

* This data includes all classifications of students (freshman through seniors) who returned for classes the following fall semester.
Workshops: 2014 Freshman and Transfer Cohort Academic Standing and Attendance

- Freshman Not Attended: 23% Dismissal, 27% Probation, 27% Good Standing
- Freshman Attended: 35% Dismissal, 27% Probation, 37% Good Standing
- Transfer Not Attended: 25% Dismissal, 31% Probation, 31% Good Standing
- Transfer Attended: 36% Dismissal, 39% Probation, 36% Good Standing
Workshops: 2014 Freshman and Transfer Cohort Retention

- Freshman Not Attended: 37%
- Freshman Attended: 53%
- Transfer Not Attended: 50%
- Transfer Attended: 63%
Workshops: Improved Transfer Performance
2013 Cohort to 2014 Cohort

* This chart illustrates an **8% decrease in dismissal** and a **17% increase in retention** for transfer students who attended workshops.
Coaching: Primary Topics Covered in Academic Coaching Sessions (15 – 16 Survey Data)

- 24% Time Management
- 20% Goal Setting
- 23% Study Skills
- 14% Test Taking Skills
- 11% Academic Policies
- 8% Other Topics

12% increase

20% increase

Unique Visits

Contacts

13-14

14-15

12% increase

20% increase
Coaching: Usage and Retention Rate 2014 – 2015

* This data includes all classifications of students (freshman through seniors) who returned for classes the following fall semester.
**SI:** Fall 2014 Participant Term GPA Comparison

2.68 Average Mean GPA for non-attendees
SI: 2014 – 2015 Freshman Attendance and Retention

- Did Not Attend: 81.20%
- 1-5 times: 92.30%
- 6 or more times: 97.60%
Tutoring: 2014 – 2015 Term GPA Comparison

<table>
<thead>
<tr>
<th>Fall Term GPA</th>
<th>Spring Term GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring 1-2</td>
<td>2.92</td>
</tr>
<tr>
<td>Tutoring 3-8</td>
<td>2.93</td>
</tr>
<tr>
<td>Tutoring 9+</td>
<td>3.00</td>
</tr>
<tr>
<td></td>
<td>2.90</td>
</tr>
<tr>
<td></td>
<td>2.80</td>
</tr>
</tbody>
</table>
Tutoring: 2014 – 2015 Freshman Participation & Retention

<table>
<thead>
<tr>
<th></th>
<th>% Retained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not participate</td>
<td>83.10%</td>
</tr>
<tr>
<td>1-4 times</td>
<td>95.20%</td>
</tr>
<tr>
<td>5 or more times</td>
<td>97.00%</td>
</tr>
</tbody>
</table>
The SSC UT LEAD population for the 14 – 15 academic year consisted of 631 students.
* This chart illustrates a **49% increase** in unique visits and an **18% increase** in contacts for UT LEAD students.
## UT LSI: Semester Average GPA 2008–2015

<table>
<thead>
<tr>
<th>Cohort</th>
<th>N</th>
<th>Summer</th>
<th>Fall</th>
<th>Spring</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>40</td>
<td>2.92</td>
<td>2.68</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>39</td>
<td>3.27</td>
<td>2.82</td>
<td>2.59</td>
</tr>
<tr>
<td>2013</td>
<td>39</td>
<td>3.13</td>
<td>2.19</td>
<td>2.71</td>
</tr>
<tr>
<td>2012</td>
<td>80</td>
<td>3.26</td>
<td>2.59</td>
<td>2.48</td>
</tr>
<tr>
<td>2011</td>
<td>78</td>
<td>3.12</td>
<td>2.74</td>
<td>2.80</td>
</tr>
<tr>
<td>2010</td>
<td>75</td>
<td>3.29</td>
<td>2.65</td>
<td>2.72</td>
</tr>
<tr>
<td>2009</td>
<td>55</td>
<td>3.34</td>
<td>2.70</td>
<td>2.54</td>
</tr>
<tr>
<td>2008</td>
<td>51</td>
<td>3.53</td>
<td>2.84</td>
<td>2.70</td>
</tr>
</tbody>
</table>
SOAR: Percent of SOAR Students by Academic Standing 2014 & 2015

- Dismissed
- Probation
- Good Standing

2014:
- Dismissed: 13%
- Probation: 58%
- Good Standing: 29%

2015:
- Dismissed: 14%
- Probation: 24%
- Good Standing: 62%
Math Camp: Math Camp 2014 and 2015
Placement Exam Results Percentage Comparison

2014
- Math 123, 125 or 130: 43%
- Math 141 or 151: 14%
- Passed: 57%

2015
- Math 123, 125 or 130: 30%
- Math 141 or 151: 33%
- Passed: 63%

Legend:
- Blue: Math 123, 125 or 130
- Red: Math 141 or 151
- Green: Passed
Goals & Next Steps

Goals:
• Support efforts to increase overall student retention rate
• Expand core academic support resources
• Complete transition to Professional Coaching & Course-Based Intervention model
• Meet the changing needs of special student populations including transfers, first generation and diverse student populations.

Next Steps:
• Cross training & professional development
• Continued campus collaboration
• Continued assessment and improvement based on findings and best practices (Learning Outcomes Assessment)
• Peer Review
Summary: The SSC is what students need

It is a useful resource that could be the factor that helps someone stay at UT.

If the entire student body utilized the SSC, our graduate rate would be through the roof.

Everyone needs a coach. Even though we are not athletes, we are still on a team.

Coaching helped me, in just one session, to get motivated to work for what I want to accomplish.

What the SSC does differently is explain and help you set reachable goals. They seem like they actually care about students.

My coach has faith in me. That’s all I needed, someone who believes in me.