



Student Success Center
University of South Carolina



2020-2021 ANNUAL REPORT

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MISSION

The Student Success Center facilitates student learning, retention, and degree completion by providing a comprehensive array of programs, resources and services that advance course completion and personal transition to and within the university setting through academic goal-setting, skill development, and effective decision making.

VISION

We work to empower students to achieve their academic and personal goals through opportunities for enhanced learning, interpersonal development, personal responsibility and leadership.

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COURSE SPECIFIC SUPPORT

SUPPLEMENTAL INSTRUCTION

Supplemental Instruction (SI) is a voluntary academic assistance program that utilizes peer-led group study to help students succeed in traditionally challenging courses— those with high unsuccessful completion rates (Ds, Fs, and Ws). SI targets courses that have demonstrated their difficulty regardless of the faculty who teach them or the material that is used. The SI Program typically supports around 25 courses and over 100 sections. SI is based on a national model and has been used by UofSC since 2005.

40,016
 TOTAL VISITS *(Highest in Program History!)*
 In the 2020-2021 academic year, **the average number of SI visits per student increased by 2!**

The mean grade of students who attended SI increased by .25 in Fall 2020 and .33 in Spring 2021.

SI Participants vs Non-SI Participants

SI had a noticeable impact on participants compared to peers that did not attend the service.

Grades show a **decreased rate** of students receiving a D or F in the course by **4.03%** in Fall 2020 **and by 6.75%** in Spring 2021.

Furthermore, in Fall 2020 the withdrawal (W) rate for SI participants was 1.65% less than non-participants. In Spring 2021 the difference in the rate climbed and non-participants had a W rate of 4.78% higher than their peers who attended SI.

PEER TUTORING

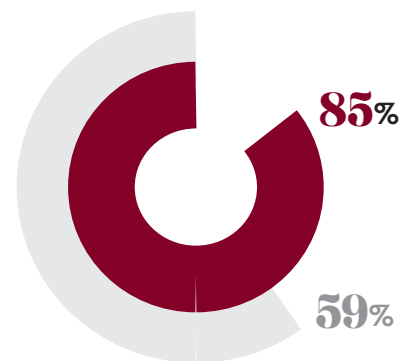
Peer Tutoring (PT) fosters independent learning as undergraduate peer tutors lead fellow undergraduate students through discussions around course content and academic habits. Tutors provide academic scaffolding for the students as they build upon foundational concepts to make connections with course material. The program offers in-person and virtual appointments where students

meet with a tutor individually for 1 hour at a time. The program also offers drop-in tutoring across campus where students can stop in to get help without an appointment. The program has experienced significant growth since its creation in 2006, growing from 20 tutors to approximately 70 PTs per semester covering over 150 courses.

7,116
 TOTAL VISITS
 (2020-2021 AY)

TOP 5 COURSES

Summer 2020	Fall 2020	Spring 2021
1. Chemistry 334	1. Chemistry 333	1. Chemistry 333
2. Math 142	2. Chemistry 111	2. Chemistry 111
3. Chemistry 112	3. Math 122	3. Accounting 225
4. Chemistry 333	4. Accounting 225	4. Chemistry 334
5. Exercise Science 224	5. Chemistry 102	5. Math 122



In Spring 2021, roughly 2,055 students completed a pre and post check for understanding for their appointment. This data shows that students are actively learning in the session and able to apply the skills gained during the appointment.

- Percentage of students who answered the **pre** check for understanding question correctly
- Percentage of students who answered the **post** check for understanding question correctly

PEER WRITING

The Peer Writing and Communications (PWC) program oversees the Peer Writing Lab housed in the Student Success Center's satellite office in Sims residence hall. The program assists students at any phase of their writing process. The Peer Writing and Communications Program started in Fall 2015 and remains a close campus partner with the English Department's Writing Center. The Peer Writing Lab is open for 1-on-1 virtual and in-person appointments as well as drop-in availability for students. The program consists of 12-16 Peer Writing and Communication Tutors per semester.

1,532 TOTAL VISITS
 (2020-2021 AY)

English 101 & 102 students who visited the Peer Writing Lab generally **received a higher grade** in their ENG 101 & 102 classes than their peers who did not attend.



POPULATION SPECIFIC SUPPORT

THE SOPHOMORE INITIATIVE

The SophoMORE Initiative (TSI) was launched in 2004 and works to support students who have progressed from their first to second year at UofSC. The goals of The SophoMORE Initiative were accomplished through intentional programming, communication, outreach/intervention and ongoing research.

SophoMORE September

Fall 2020 marked the 10th anniversary of the SophoMORE September Series. This month-long program is a series of events designed to welcome sophomores back to campus and remind them of the key resources available to them to promote second-year success. Sophomore September in Fall 2020 offered 21 virtual events due to COVID-19.

1,804

Students attended Fall 2020 SophoMORE September Events

SophoMORE #LifeHacks

SophoMORE #LifeHacks is a series of workshops that focuses on teaching adulting skills that students need to be successful beyond academics. 4 workshops were conducted on summer internships, credit basics, networking on LinkedIn and Handshake, and investing.

23 Students attended SophoMORE #LifeHacks workshops.

Outreach/Intervention

Intentional outreach was conducted in the 2020-2021 Academic Year to second-year students that fell between a 2.0-2.49 or a 2.5-2.75 GPA. Those students were invited to attend a SophoMORE Success Consultation to improve their academic habits.

42 Students attended SophoMORE Success Consultations.

GAMECOCK GATEWAY

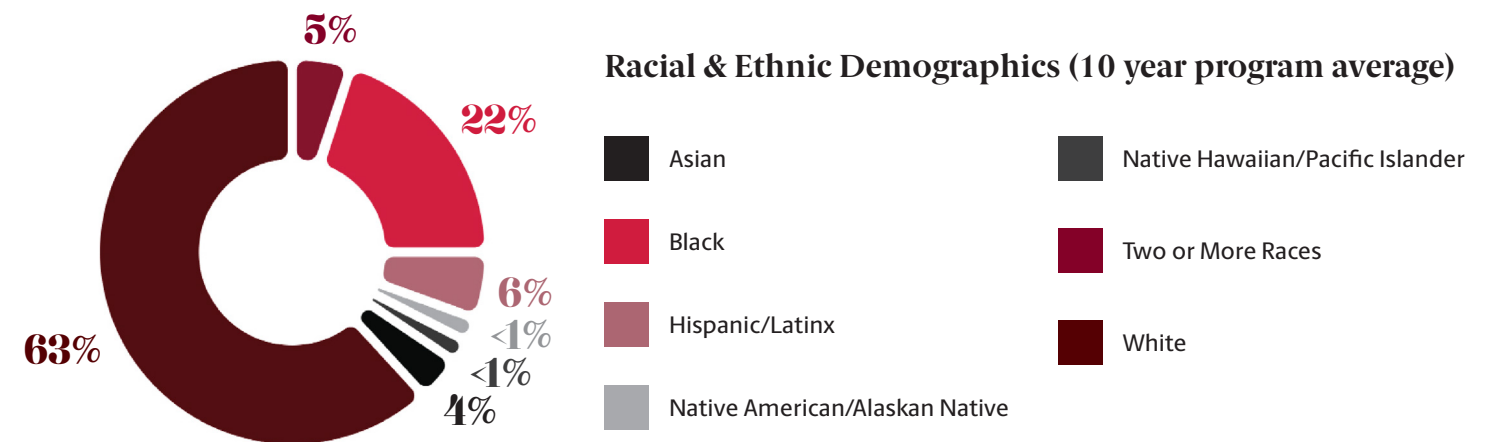
Beginning in Fall 2012, the Gamecock Gateway program has been serving South Carolina high school graduates with great promise to succeed in higher education. These students are invited to join Gamecock Gateway where they live on-campus—experiencing all aspects of Student Life in Bates House—and take courses at Midlands Technical College during their first year. Once a student completes 30 credit hours and maintains at least a 2.25 GPA they will be eligible to transfer to UofSC and finish out their studies. Over 10 years the program has served over 2,900 students from across the state.

“ In the Gamecock Gateway program, I was surrounded by resources that helped me in my college career. The smaller class sizes and the accessibility to my advisors was something I was grateful for. The foundation of using my academic resources allowed me to continue to thrive in college and utilize my resources at a large SEC university efficiently.”

— *Janeya Johnson, Nursing, Class of 2023*

89% average Gamecock Gateway Fall-to-Spring Retention Rate

34% of Gamecock Gateway has been first generation students (10 year average)





EARLY ALERT & INTERVENTION

PROGRESS REPORTS

Progress Report requests were sent out to instructors affiliated with key courses to identify students at-risk of failing during intentional times of the semester. Instructors submitted these via the EAB/Navigate platform. The EAB/Navigate Progress Reports initiative began in Spring 2018.

4,940 At-Risk Progress Reports Submitted (2020-2021 AY)

Of the students receiving a Progress Report that attended a Student Success Center resource:

64.91%

of those students received an **ABC grade rating** in Fall 2020 compared to 52.77% of the at-risk non-attenders.

69.07%

of those students received an **ABC grade rating** in Spring 2021 compared to 63.48% of the at-risk non-attenders.

The following chart looks specifically at the courses that had 50+ at-risk progress reports submitted.

Fall 2020

17 courses submitted 50+ at-risk progress reports, totaling **2,381 students**.

42.25% of those students utilized a SSC resource.

Those students were **more likely to receive an ABC** vs DF in CHEM 111, CHEM 333, ECON 221, ECON 222, ENGL 101, MATH 115, MATH 122, MATH 141, MGMT 371, MGSC 290, MGSC 291, MKTG 350, and UNIV 101.

Spring 2021

14 courses submitted 50+ at-risk progress reports, totaling **1,745 students**.

38.91% of those students utilized a SSC resource.

Those students were **more likely to receive an ABC** vs DF in ACCT 225, ACCT 226, BIOL 102, CHEM 111, CHEM 334, ENGL 102, FINA 363, MGSC 291, and MKTG 350.

SSC CALL CENTER

The Call Center handles incoming calls for the Student Success Center and makes targeted outgoing calls for a variety of populations and reasons. The Call Center is staffed by Peer Consultants and has been a part of the Student Success Center since 2006.

51,324

Calls Made, **40% Successfully Connected** (the industry average is between 10% – 15%).

Continuing Call Outreach Campaign

The SSC launched this campaign in Summer 2020 to call all returning undergraduate students to communicate university expectations and identify questions students and families had about the Fall 2020 semester because of the ongoing COVID-19 pandemic.

16,149

CALLS MADE

7,012

STUDENTS REACHED

PEER CONSULTANTS

The Peer Consultant Program aims to educate students on academic decision making and skill development to support academic engagement, academic performance, and persistence via Success Consultations. It has been a formal part of the Student Success Center since 2016. Success Consultations are primarily led by undergraduate peer consultants.

Success Consultation Curriculums

- Academic Success & Study Skills
- Exam Prep & Test Taking Strategies
- Mindset & Concentration
- Online Course Success
- Procrastination & Prioritization

1,099 Success Consultations (2020-2021 AY)

98.4% Of students said that a Success Consultation was beneficial for their overall academic skill development

MONEY MANAGEMENT

The Money Management Program aims to educate students on financial literacy topics important to them at key points throughout their journey at UofSC. Previously called the Financial Literacy program, it has been a part of the Student Success Center since 2009.

NAMED ONE OF THE TOP 50

FINANCIAL LITERACY PROGRAMS OF 2020 BY LendEDU

Money Management Curriculums

- Basic Budgeting & Financial Goal Setting
- Building & Managing Credit
- Moving Off Campus
- Financial Planning for Study Abroad/NSE
- Student Loan Repayment

305 Money Management Consultations (2020-2021 AY)

The Money Management Program saw a **4.1% increase** in money management consultation visits during the 2020-2021 academic year.



ACADEMIC ENGAGEMENT

WORKSHOPS

Student Success Center workshops offer a wide variety of support for instructors and student groups in the form of academic and money management workshops. Due to the COVID-19 pandemic, academic decision making and skill development workshops were limited during the 2020-2021 academic year to update workshop curriculums to be successfully facilitated virtually.

Academic Workshops

Preparing for Exams

Students build a practical study plan for their final exams by exploring personal study strategies and practicing how to break exam materials down into smaller study units.

Top 10 Tips for Succeeding in Online Classes

This workshop provides 10 tips and things to consider while planning study strategies for the semester. From good time management tips, to adopting good habits, this workshop provides a space to think through how students can take more control over their academics from home.

What's "App-ening"

This workshop presents beneficial academic and financial-based mobile applications for students to use in their everyday lives.

3,795 Students Attended
SSC Workshops
(2020-2021 AY)

Financial Workshops

Start Smart Salary Negotiation

This two-hour workshop is specifically designed to teach participants how to negotiate salaries for a new job and increase confidence in negotiation style through facilitated discussion and role-play.

Personal Finances 101

This workshop gives an introduction into managing personal finances by teaching students how to create a plan for their money. From budgeting, to introducing some helpful financial apps, this workshop will help to provide the building blocks to help students be financially successful in college and beyond.

SSC LOCATIONS



LOST?

Scan code for
UofSC's digital
campus map





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