



THE UNIVERSITY OF IOWA

**AS&R**

Academic Support & Retention

Academic Year  
2018-2019  
Report



Academic Support and Retention coordinates initiatives and programs that facilitate the **academic success** of **undergraduate students** at the University of Iowa.

# BY THE NUMBERS

**22,142**

Visits to Supplemental Instruction

**3,862**

unique students

**2,686**

requests for private tutors via Tutor Iowa

**30**

Academic Success Workshops

**12**

academic support centers on-boarded to the tracking & assessment system

**120**

First Year Seminar sections

Effect of SI on grades:

more than **1/3**

letter grade increase

**7,204**

students in Excelling@Iowa

**6% average**

Students who attend SI are retained to the following fall at 6% points higher compared to students who do not attend SI

even after controlling for High School GPA, ACT score, and first generation status

**100%**

students received outreach

**80**

students enrolled in Peer Led Undergraduate Study

**17,633**

# of logged contacts/notes in Excelling@Iowa

**427**

# UI faculty, staff, students named as champions for student success

**1**

Designation as a First Forward institution for First Gen Student Success!

# Academic Support & Retention

Through campus partnerships in student and academic affairs, AS&R provides leadership and support of campus-wide retention efforts while **fostering a culture of inquiry and inclusivity**. Our work with students, families, faculty, and staff is framed by how students can **EXCEL** at the University of Iowa.

## *What we do:*

**1**

Coordinate and assess **academic success initiatives**, programs, and courses

Supplemental Instruction (SI)  
Peer Led Undergraduate Study  
Success in Rhetoric  
First Year Seminars  
Tutor Iowa  
Tutor Certification Program  
Academic Workshops  
Academic Support Collaborative  
Academic Support Tracking System

**2**

Facilitate early intervention and **student support** through actionable data and evidence-based practices

Excelling@Iowa  
Early Intervention Team  
Transfer Support Team  
Individualized Student Support  
Not Registered Calling Projects  
Student withdraw meetings

**3**

Identify groups of students who may experience challenges and coordinate campus-wide **partnerships to promote equity** and systemic change

Transfer Think Tank  
First Gen@Iowa Initiative  
First Gen Task Force  
Hawkeye Talent Initiative  
Targeted SI messages  
Autism Spectrum Committee  
Excelling@Iowa Leadership Team

**4**

Serve the campus community via training, workshops, and data sharing about **the student experience**

Excel Session at Orientation  
BUILD session facilitation  
"What We Know About the Student Transition"  
First Gen Celebration Week  
Champions' Reception

# 1

## Coordinate and assess academic success initiatives, programs, and courses

"It helps me find more ways to engage and learn material in a helpful way"

# Supplemental Instruction

*Review. Practice. Succeed.*

"SI helped me understand and apply key concepts to my homework and exams"

Supplemental Instruction (SI) was created at the University of Missouri- Kansas City to support student learning by integrating "what to learn" with "how to learn." SI is a non-remedial academic support program that **targets historically difficult courses**, in addition to "gateway courses," and not high-risk students. SI is a free, course specific, peer facilitated group study session based in **active and collaborative learning** strategies.



See Tutor Iowa or click here for a list of SI offerings. All sessions are held in the Academic Resource Center (ARC) in the Iowa Memorial Union.

# 41

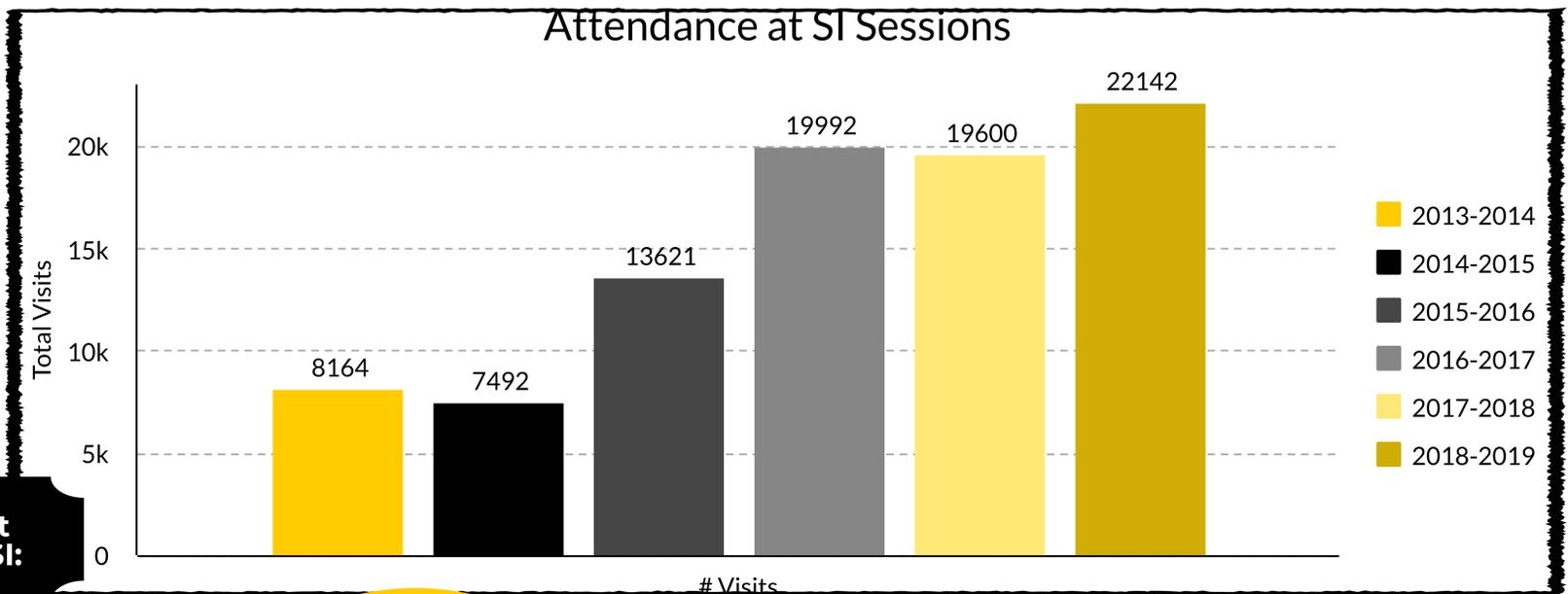
were offered in the 2018-2019 academic year. These courses are historically challenging, have high enrollment, and impact progress to degree completion.

## SI COURSES

The percentage of enrollment utilizing SI increased from **13.5% to 24%** from 2013-2014 to 2018-2019

### Majors with the Most Students Attending SI:

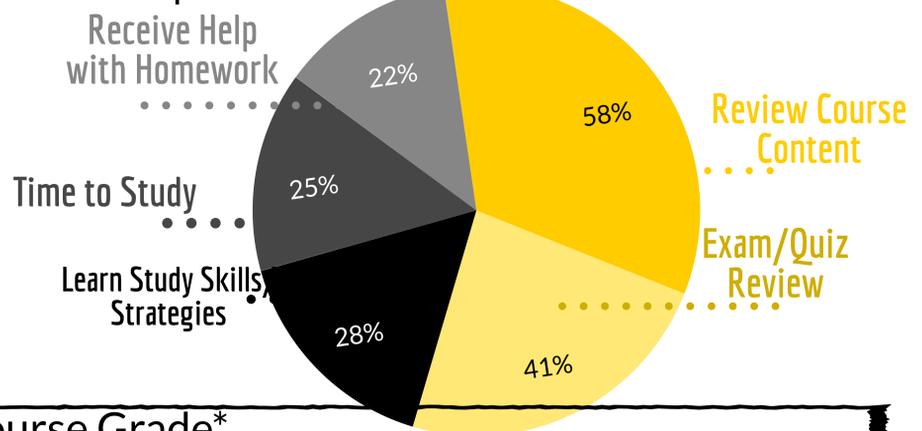
1. Human Physiology
2. Pre-Business
3. Biology
4. Open Major
5. Nursing Interest
6. Psychology
7. Business Direct Admission
8. Health and Human Physiology
9. Biomedical Engineering
10. English and Creative Writing



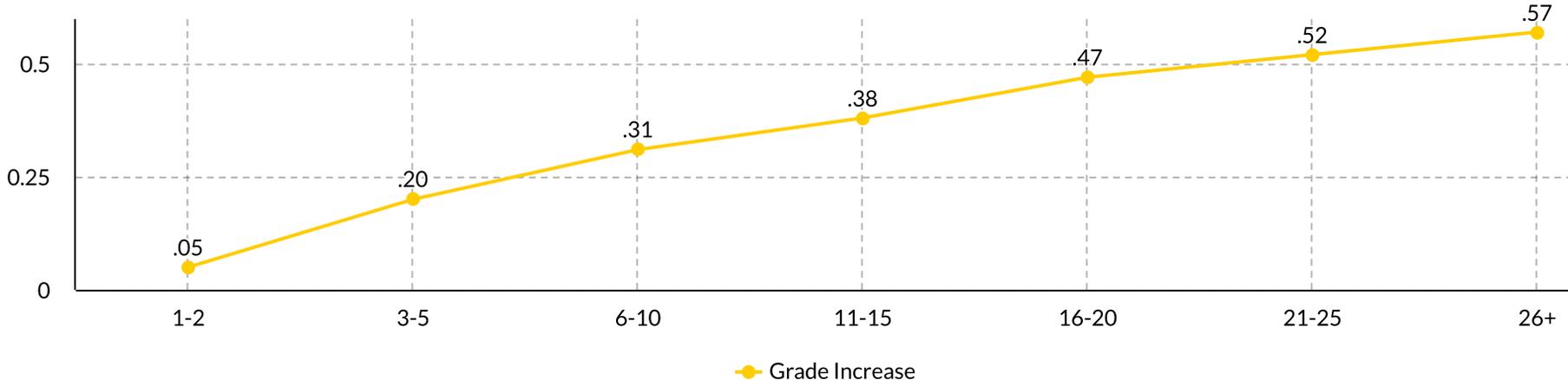
"Through SI I have really gotten to understand how valuable group studying can be. Because of this, I create group review sessions with my peers to make studying more fun"



## WHY DO STUDENTS ATTEND SI?



## SI Effect on Final Course Grade\*



\*Data suggest students who attend SI earn **higher grades** and are **retained at higher rates** compared to those who do not attend SI, even after controlling for pre-college factors (ACT score and high school GPA) and 1st-generation status.

"I've learned how to be prepared and work on time management. I've learned how to study."

# PLUS<sup>+</sup>

Peer Led Undergraduate Study

"It has given me confidence and that extra help I need for this class."

To address lower rates of success for students enrolled in both **College Algebra (MATH:1005)** and **General Chemistry I (CHEM:1070)**, AS&R and the Department of Chemistry started PLUS in Fall 2016. PLUS is a peer-facilitated 0 s.h. course for students enrolled in both courses, focusing on **problem-solving and quantitative reasoning skills** for success in General Chemistry 1, using principles of active and collaborative learning.

# 80

students served by PLUS in fall 2018 across 8 sections

"Its helped me a lot in Gen Chem. If I don't understand a topic I know when we go in depth in class I'll get a good understanding. Its also helped me sharpen my critical thinking skills which helps in math."

# 1/3

letter grade increase in CHEM: 1070 & MATH:1005 for PLUS vs. non-PLUS students

## First Year Seminars

First Year Seminars are designed and taught by University of Iowa faculty. The seminars are offered in small class sizes and focus on introducing students to a variety of disciplines and topics via academic inquiry and collaborative learning approaches.

- A Primer on ASL and Deaf Culture
- The Human Face of Big Data
- Young, Scrappy, and Hungry: Exploring the World of Broadway's Hamilton
- Neurodegenerative Diseases
- Introduction to Legal Persuasion
- Personalized Genomic Medicine, Artificial Intelligence, and Society
- So You Want to Be a Teacher: What Does That Mean?
- Comics and Climate: Researching Sustainability Through Graphic Novels
- J.R.R. Tolkien and the Inklings
- Hairitage: African American Women's Hair, Health, Love, and Culture
- Uncovering the "Hidden Figures": Women's Role in Mathematics and Science from World War II to Today
- The Distinctiveness of the Nursing Profession
- Humans and Environment: The Invisibility of the Impact of Our Lifestyles
- Sports in Spanish Society
- Gender Bending from the Roaring Twenties to RuPaul's Drag Race

# 120

First Year Seminars offered in the fall 2018 semester, including topics such as...

During the spring and summer of 2019, AS&R convened a task force to better define First Year Seminar outcomes, provide enhanced faculty support, and align with other institutional efforts.

# SiR

success in rhetoric

Success in Rhetoric (SiR) is a partnership between the Rhetoric Department and Academic Support & Retention. It entails **embedding peer leaders** into certain section of RHET:1030 to provide in-class academic support and mentoring. SiR peer leaders are also available to meet with students outside of class for additional assistance with course content.

21  
# of sections that hosted an embedded SiR tutor in fall 2018

"SiR has only increased my love for rhetoric. It meant a lot to me to be able to help students talk about what mattered most to them and to be able to **build relationships** with a group of students. SiR has taught me about all the different struggles every student has faced and **how to best help different students** in a variety of situations in the most beneficial way to them." - SiR Peer Leader

## Academic Workshops

Any campus group or class can request an academic workshop via Tutor Iowa.

### Most searched for subjects:

Chemistry  
Biology  
Physics  
Math  
Microeconomics  
Accounting  
Writing  
Spanish

Virtual one-stop shop to find everything on campus related to **academic support centers & success strategies**. Students can request academic workshops and search for private tutors.

**2,686**  
requests for a private tutor in 2018-2019

### Most requested topics:

Time management  
Daily habits for success  
Academic resources  
Resiliency

**30**  
workshops facilitated across 7 topics

"What is **one strategy** from this session you can start using today?"

"Remember the small tasks that seem large are working towards my bigger goals"

"Telling myself that I am good enough and that I can change any negative mindsets"

## Tutor Certification Program

The Tutor Certification Program (TCP) is a program that facilitates centralized training for undergraduate tutors across academic support centers.

**170**

tutors from Athletics, Engineering, Math, Business, TRIO, and the private tutor list attended a workshop

### Select workshop topics:

Overcoming Language Barriers  
Helping Students Develop a Growth Mindset  
How Learning works: Tips for Tutors  
Conquering Asking & Redirecting Questions  
Marketing Your Tutoring Experience to Employers

**39**  
tutors certified

## Academic Support Tracking System

The Academic Support Tracking System is a centralized system for all academic support centers to track and assess student usage. It enables all centers to better analyze multiple factors regarding student usage.

### Center Partners (more to come!)

Academic Resource Center  
Chemistry Resource Center  
Engineering Tutoring  
Tippie Learning Coaches  
Math Tutorial Lab  
Residence Education Tutoring  
Speaking Center  
Success in Rhetoric  
Writing Center  
Frank Communication Center  
Stats Tutorial Lab  
Physics Tutorial Lab

AS&R convenes the Academic Support Collaborative (formerly named the Tutor Collaborative). The Collaborative includes representatives from many of the campus help labs who meet monthly to discuss **trends in tutoring and academic support practices**, to help each other with issues that may arise, and to work on ways to streamline and **unify academic success efforts and processes**.

**ASC** ACADEMIC SUPPORT COLLABORATIVE

### Collaborative Members

- Athletics Tutoring
- Engineering Tutorial Center
- Math Lab
- Residence Education Tutoring
- Supplemental Instruction
- Tippie Learning Coaches
- TRIO Tutoring
- Tutor Iowa & Tutor Certification Program

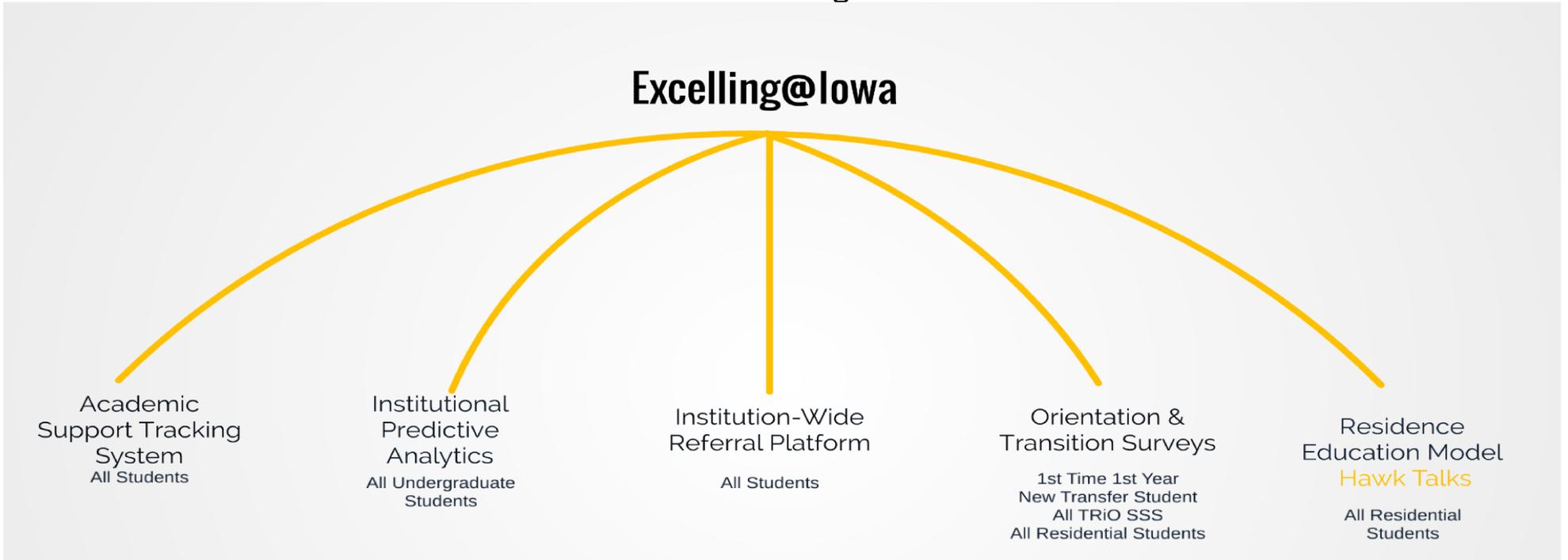
# 2

Facilitate early intervention and **student support** through actionable data and evidence-based practices

## Excelling@Iowa

"Student outreach! It is evident that the University cares about us and wants us to be successful! I know there are so many different places I can go to for help!"

Excelling@Iowa is a campus-wide student success platform used by staff & faculty to help students succeed at the University of Iowa. The purpose of Excelling@Iowa is to provide staff and faculty with an actionable platform to help students succeed at the University. Excelling@Iowa contains various components that work together to achieve this goal.



### Coordinated & Integrated Student Support

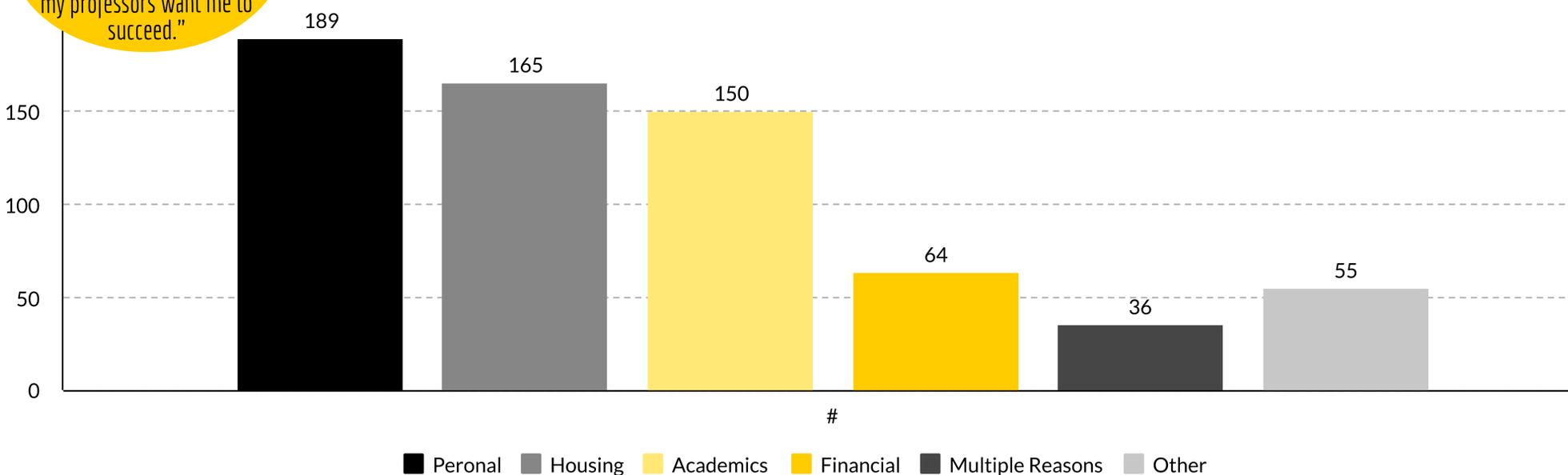
<b>7,204</b> students participated in Excelling@Iowa	<b>521</b> faculty & staff users	<b>9,376</b> Hawk Talks logged	<b>17,633</b> logged notes & contacts
<b>94.8%</b> fall 2018 response rate	<b>30</b> departments & colleges	<b>659</b> student referrals created	<b>Academic Skills</b> top logged note/contact at <b>5,950</b>

80 faculty & staff who are not regular system users created referrals

"I am incredibly satisfied with my classes and my professors. I feel academically challenged, and my professors want me to succeed."

"The traditions and traditional big college feel while at the same time feeling welcoming and small, like you're cared about as a student."

2018-2019 Student Referrals by Type



## Transfer Support Team

Academic Support & Retention coordinates the Transfer Support Team (TST) to provide **holistic support to new transfer students**. TST members are comprised of faculty and staff volunteers from across campus who use the Excelling@Iowa system (embedded survey and data analytics) to outreach and provide support to transfer students during key times throughout their first year.



## Individualized Student Support

Academic Support & Retention provides an array of assistance for students as well, focusing on students who:

...would benefit from talking about **resources related to academic success**

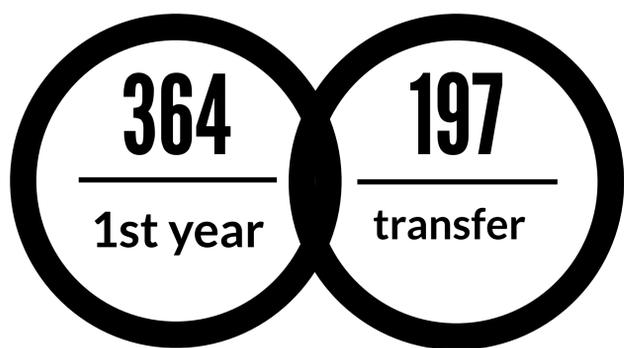
...are seeking assistance with **navigating academic support** resources and centers

...appear to be having a difficult time balancing or **adjusting to collegiate academics**

...are unsure where else on campus to go to best **address concerns or questions**

## Not Registered Calling Project

Each semester, Academic Support & Retention outreaches to first-year students and new transfer students who have not registered for the next semester to inquire about plans and assist students in making decisions or navigating the process.



students called in December 2018 who had not registered for spring 2019

**25%**

of students registered after a conversation with staff

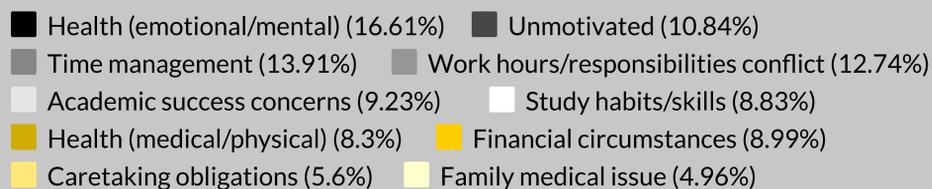
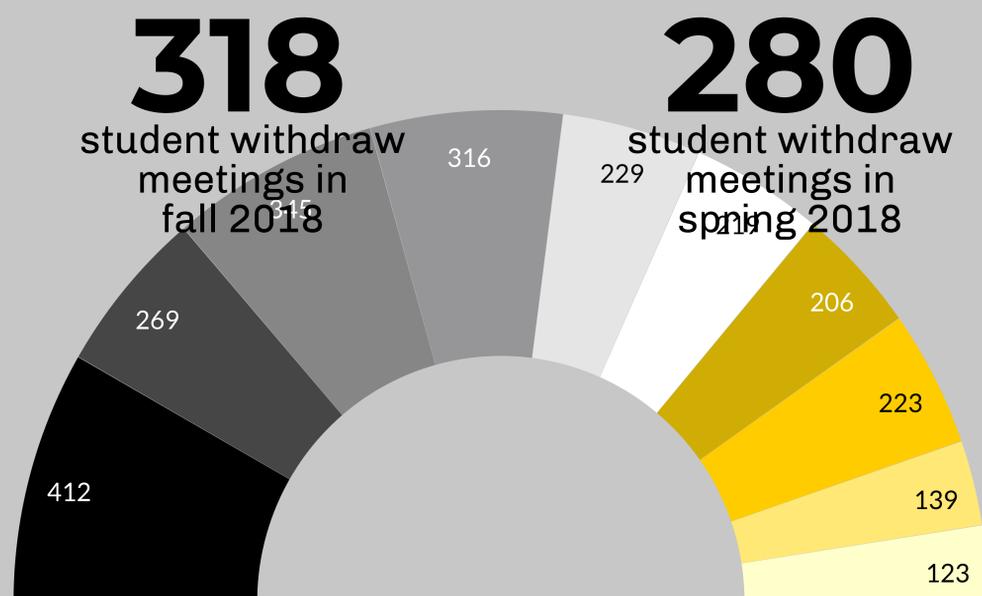
Of those who shared that they do not plan on returning, the top two reasons were:

1. Taking time away from college
2. Transferring to another college

## Student Withdraws

Academic Support & Retention has been meeting with undergraduate degree-seeking students withdrawing from the University of Iowa since 2011. The purpose of withdraw meetings are:

- 1.) to provide support to students during their transition away from the university and
- 2.) to collect data regarding why students withdraw.



### Top 10 Withdraw Reasons

# Early Intervention Team (EIT)

EIT is a group of staff members who meet weekly to coordinate outreach and support for students who may be experiencing multiple concerns that are impeding their ability to be successful during their collegiate experience.

## 9

### EIT members from:

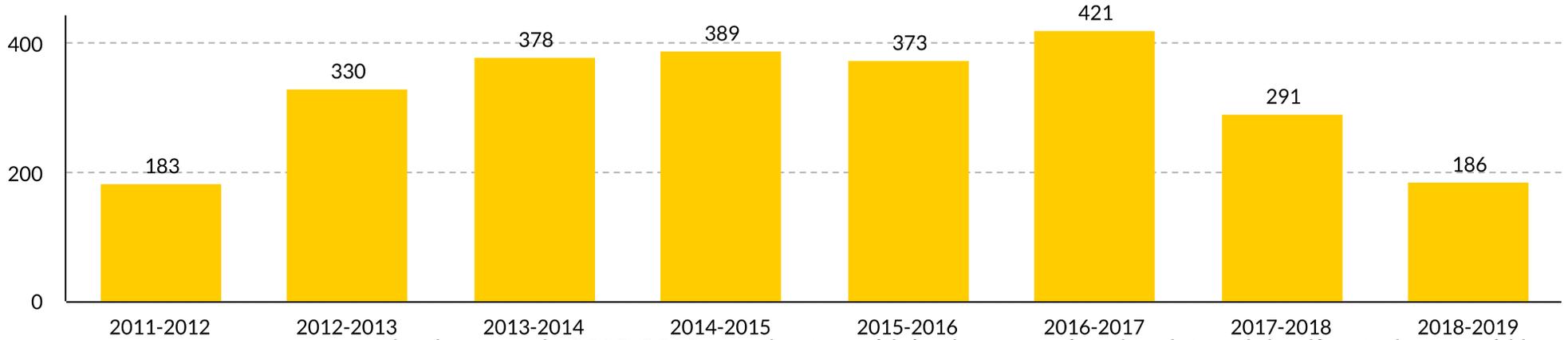
Office of the Dean of Students  
 Academic Support & Retention  
 University Counseling Service  
 Center for Diversity & Enrichment  
 Academic Advising Center  
 College of Liberal Arts & Sciences  
 Residence Education

## 3

### Goals of EIT

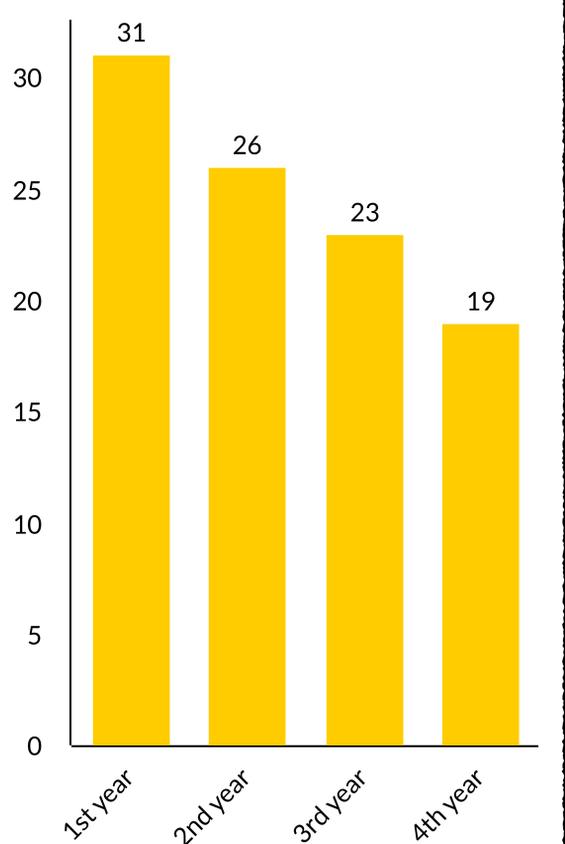
- Provide support and assistance to students
- Outreach via presentations and consultations with the campus community
- Identify populations of students who may struggle and respond by creating initiatives to foster more inclusive environments

### Number of Students Supported By EIT

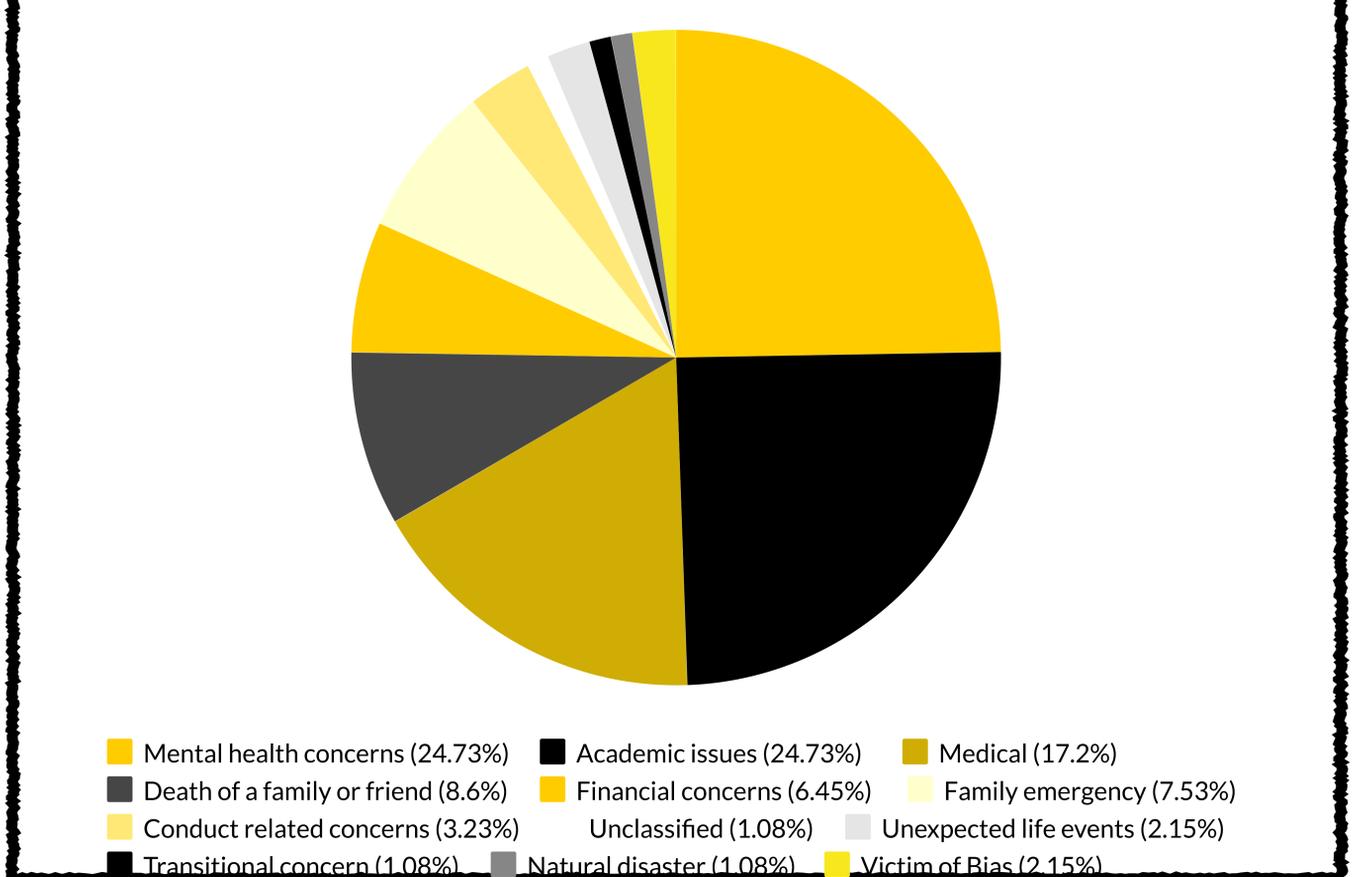


The decrease in 2018-2019 was due to multiple changes related to determining if a student would be added to EIT (for example, no longer automatically including every absence notice, etc.)

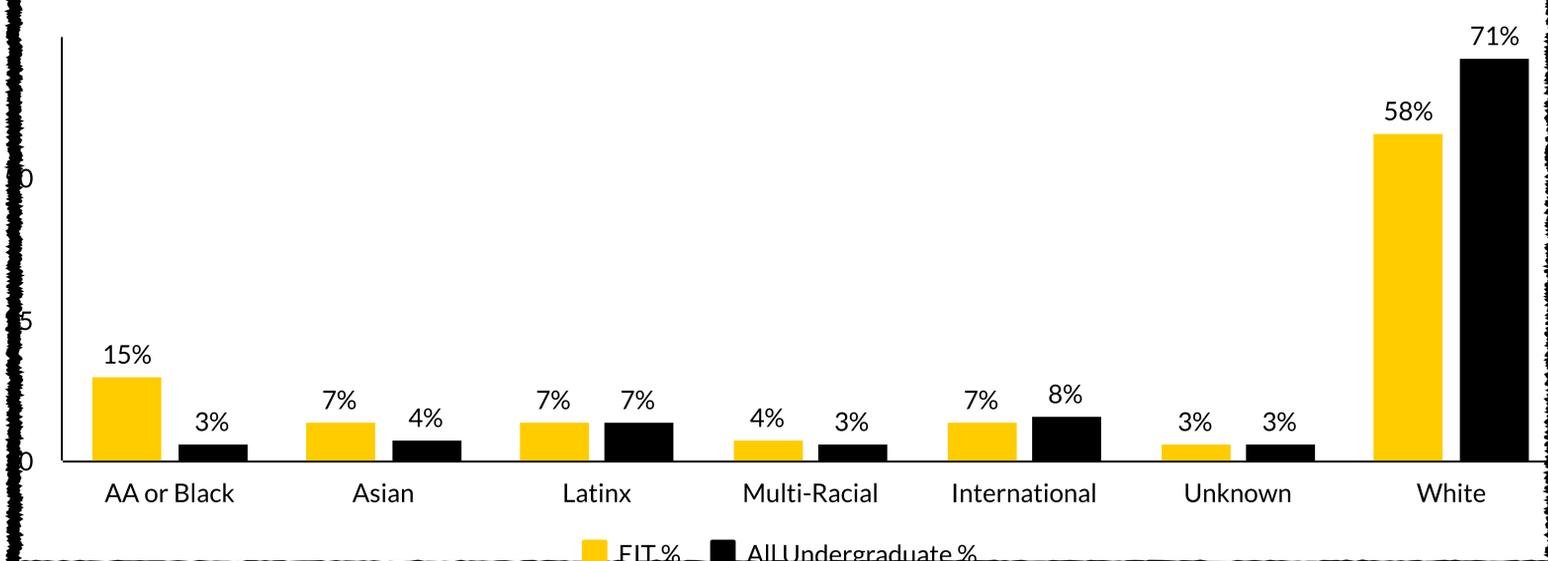
### Year at UI



### Type of Referral Reasons/Student Concerns



### Students by Race and Ethnicity



A little over 2% of students are veteran status.

34% of students are eligible for Center for Diversity and Enrichment (CDE) Services. This is an increase compared to previous years, where the percentage of CDE-eligible students was between 25-30%.

# 3

Identify groups of students who may experience challenges and coordinate **campus-wide partnerships to promote equity and systemic change**

## Transfer Think Tank

In partnership with the **Office of Admissions**, AS&R directs the Transfer Think Tank, a group of faculty and staff who collaborate on ways to **improve transfer students' experience** at the University of Iowa.

## Hawkeye Talent Initiative

Staff from across campus spent the spring/summer 2019 planning for an initiative to be implemented in the fall 2019 that **integrates multiple, evidence-based practices for students who come from low-income backgrounds.**

### The initiative will serve 25 students who will:

- gain experience in an **on-campus job** that uses the IOWA GROW framework
- enroll in a **First Year Seminar** that focuses on service learning and civic engagement
- connect with a **peer mentor** to assist with social and academic transitions
- meet monthly with an **academic coach** to set goals and discuss success strategies
- receive a one-time **\$1,000 scholarship**

\*AS&R, Pomerantz Career Center, Financial Aid, Admissions, Division of Student Life, Academic Advising Center, Center for Public Policy

## Autism Spectrum Committee

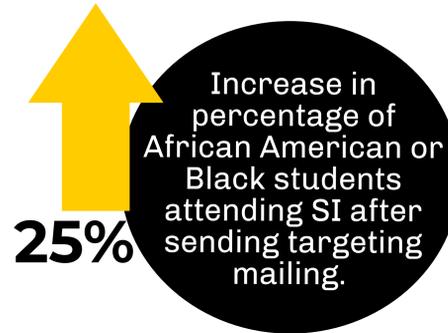
In partnership with the Office of the Dean of Students, AS&R directs a long-standing committee that focuses how the University of Iowa can create more **inclusive environments for students with Autism**. Committee membership reflects staff and faculty from across campus.\*

[click here for more resources!](#)

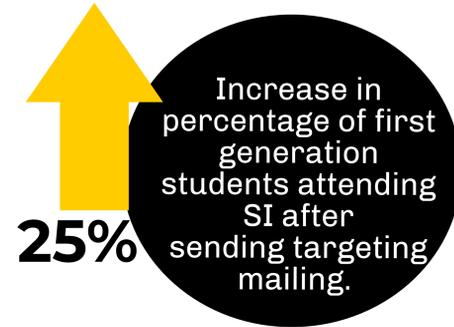
## Targeted Academic Support

Every year, Academic Support and Retention partners with various campus offices to create specialized mailings to encourage historically underrepresented student attendance at Supplemental Instruction.

**33%-44%**



**29%**



\*The percentage of enrollment, regardless of student identity or demographic, utilizing SI was 24% in the 2017-2018 academic year

## Excelling@Iowa Leadership Team

Academic Support & Retention convenes the leadership team which meets throughout the academic year to provide collaborative direction for system use in ways that promotes student success.

- Center for Diversity & Enrichment/TRIO**
- Residence Education** College of Public Health
  - College of Engineering Academic Advising
  - Information Technology Services
  - Dean of Students Office of Assessment
  - Athletics College of Liberal Arts & Sciences
  - Orientation Services Tippie College of Business

## Enrollment Management Student Success Analytics Work Group

In partnership with Biostatisticians from the College of Public Health, Information Technology Services, Enrollment Management. AS&R supports strategic student success and retention solutions through the combination of **robust data collection, predictive indexes, and process integration to inform student success** through policy, program, and practice change.



The 1stGen@Iowa initiative aims to bring awareness to campus and work towards a strategic, collective approach to celebrating and supporting first-generation students. While the First-Generation Task Force serves as the foundational basis of this important initiative, the movement is campus-wide and relies on institutional commitment from key leaders and multiple campus partners for success.

The initiative seeks to

- **inform** and educate the campus community,
- **support** first-generation students in their academic and career endeavors,
- and ensure that students ultimately **succeed** at The University of Iowa

See the **1st Gen website** for resources & faculty, staff, & student stories



# First Gen

2018

Celebration  
Week

The University of Iowa has been chosen to participate in the 2019–20 inaugural First Forward cohort by the Center for First-generation Student Success, an initiative of NASPA—Student Affairs Administrators in Higher Education and the Suder Foundation.

For more information, click [here](#)!

The University of Iowa held the first campus-wide celebration of those in the campus community who identify as first generation college students. More information can be found by clicking [here](#).

2019 First Gen Celebration Week will be November, 4-8

## First Generation TaskForce

The catalyst for the above efforts to improve the experiences and outcomes for first generation students was the establishment of the First Gen TaskForce in Spring 2017.

The TaskForce continues to meet to provide guidance and leadership to create inclusive environments for the first generation community. It is co-led by the Office of Assessment, the Associate Provost for Undergraduate Education, and Academic Support & Retention with membership from across campus.\*

\*Division of Student Life, TRIO Student Support Services/Center for Diversity & Enrichment, College of Liberal Arts & Sciences, College of Engineering, College of Education, Academic Advising Center, Office of Assessment, Academic Support & Retention

4

Serve the campus community via training, workshops, and data sharing about **the student experience**

Excel Session for New Students

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[Click here to view](#)

What we know about the student transition

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[Click here to view](#)

1st Gen Focus BUILD

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[Click here to view](#)

**Additional Training & Workshops**



**AS&R**  
Academic Support & Retention

- **Excelling@Iowa** for faculty, staff, & student leaders
- **Academic Support Tracking System** for campus help labs/centers
- Any workshop for faculty and staff seeking to learn more about the **student experience**

 THE UNIVERSITY OF IOWA

G O T O C L A S S  
T A K E G O O D N O T E S  
R E A D B E F O R E C L A S S



# Champion

— 2018 —

f o r S t u d e n t  
S u c c e s s

On the Excelling@Iowa transition survey, students are asked who has **helped them the most during their transition to college**. Hundreds of faculty, staff, and peers are named. To honor these "champions of student success," AS&R holds a reception every December to recognize those on campus who have been named by a new student, in addition to inviting faculty, staff, and peer leaders who make a difference in the success for all students.

# **AS&R**

**Academic Support & Retention**

## **2018-2019 Staff**

**Mirra Anson, Director**

**Hannah Hodges, Graduate Intern**

**Angie Lamb, Assistant Director**

**Danielle Martinez, Associate Director**

**Adrienne Maxwell, Graduate Intern**

**Stephanie Preschel, Associate Director**

**Stephanie Russell, Coordinator**

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