Academic Support and Retention coordinates initiatives and programs that facilitate the academic success of undergraduate students at the University of Iowa.
2018-2019

**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

7,204 students in Excelling@Iowa

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!

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

Effect of SI on grades:

more than 1/3 letter grade increase

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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
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.

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

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.

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."

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.

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

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

"Why do students attend SI?"
- Review Course Content: 58%
- Time to Study: 25%
- Exam/Quiz Review: 22%
- Learn Study Skills/Strategies: 41%
- Receive Help with Homework: 28%
To address lower rates of success for students enrolled in both College Algebra (MATH:1005) and General Chemistry 1 (CHEM:1070), AS&R and the Department of Chemistry started PLUS in Fall 2018. 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

"It's 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. It's 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...

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.

"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 requested topics:**
- Time management
- Daily habits for success
- Academic resources
- Resiliency

"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"

**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 searched for subjects:**
- Chemistry
- Biology
- Physics
- Math
- Microeconomics
- Accounting
- Writing
- Spanish

**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

39 tutors certified

**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

**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.

30 workshops facilitated across 7 topics

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

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

7,204 students participated in Excelling@Iowa

94.8% fall 2018 response rate

521 faculty & staff users

30 departments & colleges

9,376 Hawk Talks logged

659 student referrals created

521 faculty & staff users

30 departments & colleges

9,376 Hawk Talks logged

659 student referrals created

"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

- 189 Personal
- 165 Housing
- 150 Academics
- 64 Financial
- 36 Multiple Reasons
- 55 Other

"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!"
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.

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.

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.

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

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
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.

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

**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

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**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.

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**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 promote student success.

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<th>Center for Diversity &amp; Enrichment/TRIO</th>
<th>Residence Education</th>
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<td>College of Engineering</td>
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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

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**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!

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

Excel Session for New Students
Click here to view

What we know about the student transition
Click here to view

1st Gen Focus BUILD
Click here to view

Additional Training & Workshops

- **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

Champion 2018 for Student Success

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.
2018-2019 Staff

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