



FLORIDA STATE UNIVERSITY
DIVISION OF UNDERGRADUATE STUDIES

ACADEMIC CENTER FOR EXCELLENCE

ANNUAL REPORT

Summer 2020 - Spring 2021

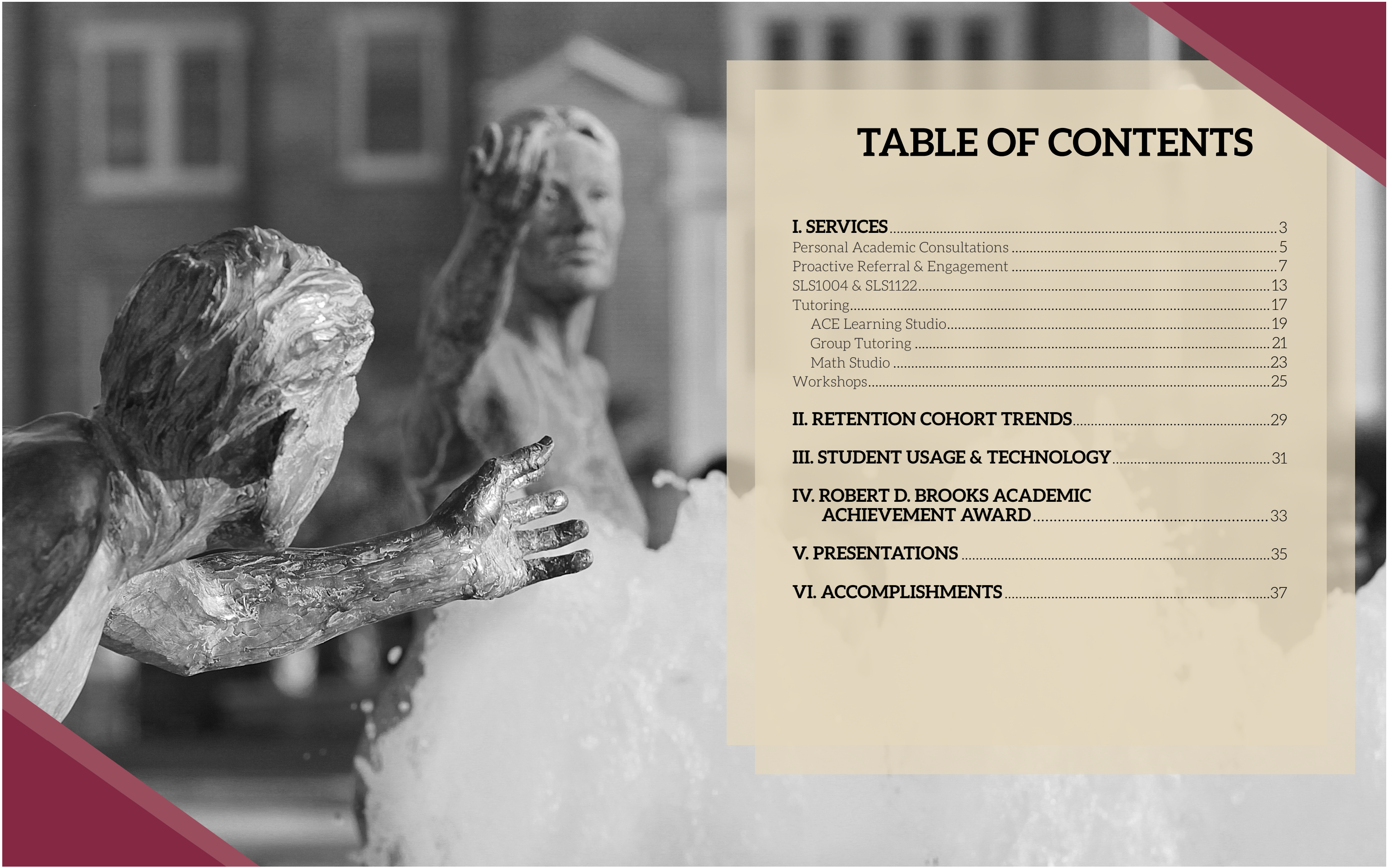


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SERVICES





PERSONAL ACADEMIC CONSULTATIONS

ACE offers undergraduate students an opportunity to meet **one-on-one** with an ACE instructor to review and make improvements to their study and personal success habits. These consultations, which are free and available to current FSU students, involve assessing a student's need and developing a plan of action for reaching the student's academic goals. Consultations are not intended as long-term coaching situations, but it is possible to schedule one or more follow-up meetings.



**PERSONAL ACADEMIC
CONSULTATIONS WERE CONDUCTED**
BETWEEN SUMMER 2020 AND SPRING 2021

STUDENT COMMENTS

- “The ACE instructor was very helpful and understanding. He had a fun PowerPoint and made the meeting interesting and helpful.”
- “ACE instructor was very understanding and tremendously helpful!”
- “I loved my meeting! The ACE instructor was very helpful and showed me lots of resources that were catered to my situation. We discussed schedule making and it was essentially exactly what I needed. Would recommend to anyone.”

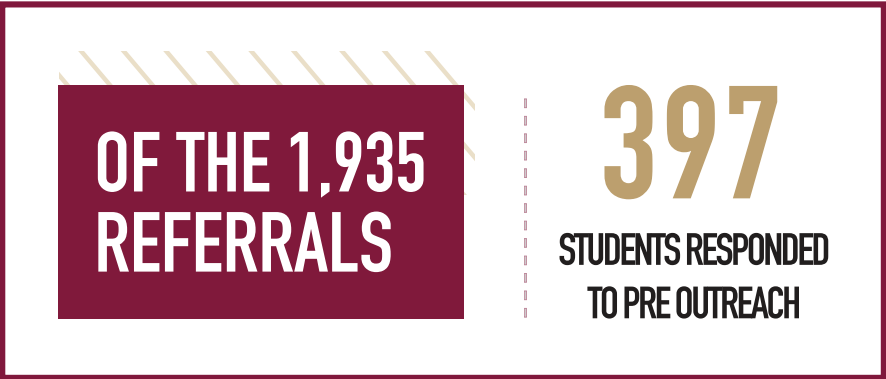
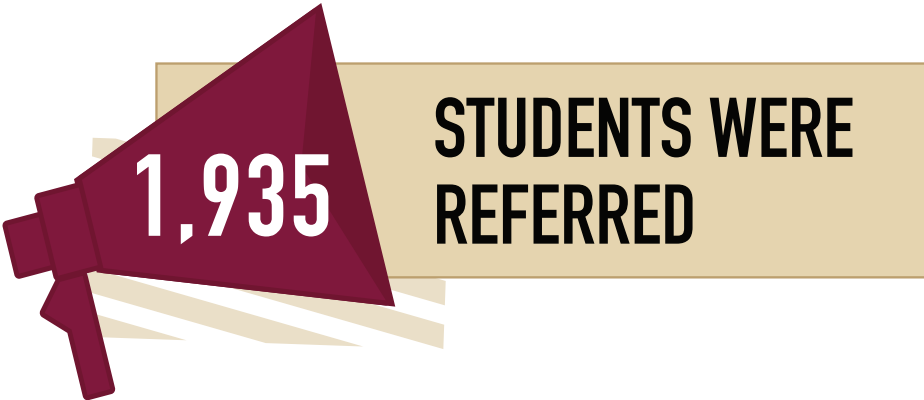
PROACTIVE REFERRAL & ENGAGEMENT (PRE)



PRE

The FSU **Proactive Referral and Engagement (PRE)** program supports students experiencing academic challenge. When instructors submit referrals to PRE, ACE faculty and staff reach out to these students personally via email and phone. We attempt to address students' general academic needs and may also refer students to academic departments, tutoring resources, or other student services for more specialized help. In the 2020-2021 academic year, PRE offered support to **1,935 referrals** from **52 faculty** identifying students who were struggling in their courses and in need of academic intervention.

REFERRAL FREQUENCY



 TOP FIVE COURSES WITH THE MOST REFERRALS	#1 <u>ACG-2071</u>	#2 <u>BSC-2010</u>	#3 <u>ECO-2023</u>
	#4 <u>MAC-1105</u>	#5 <u>MAC-1140</u>	

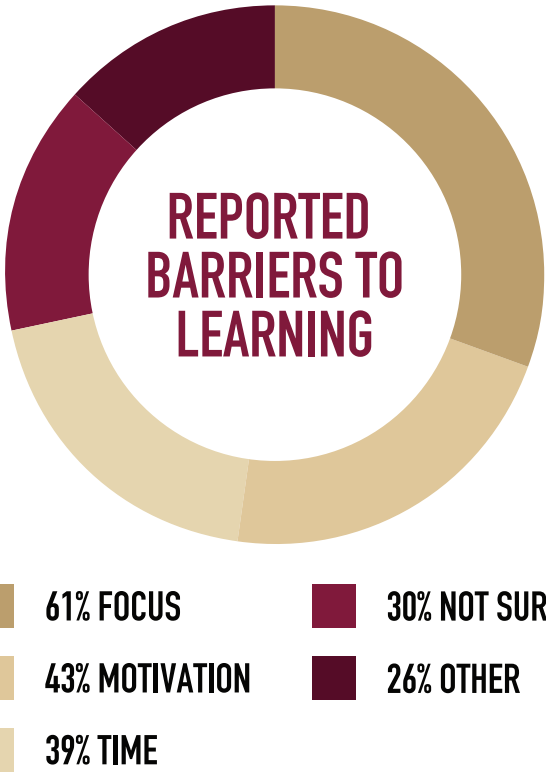
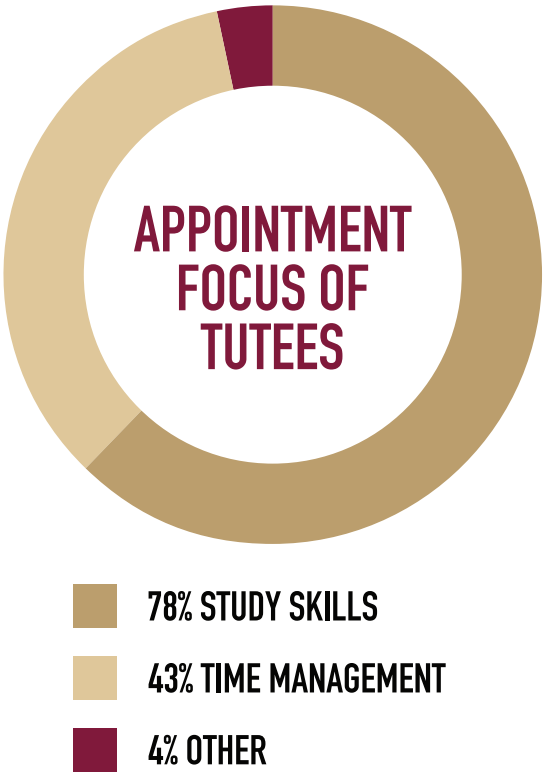
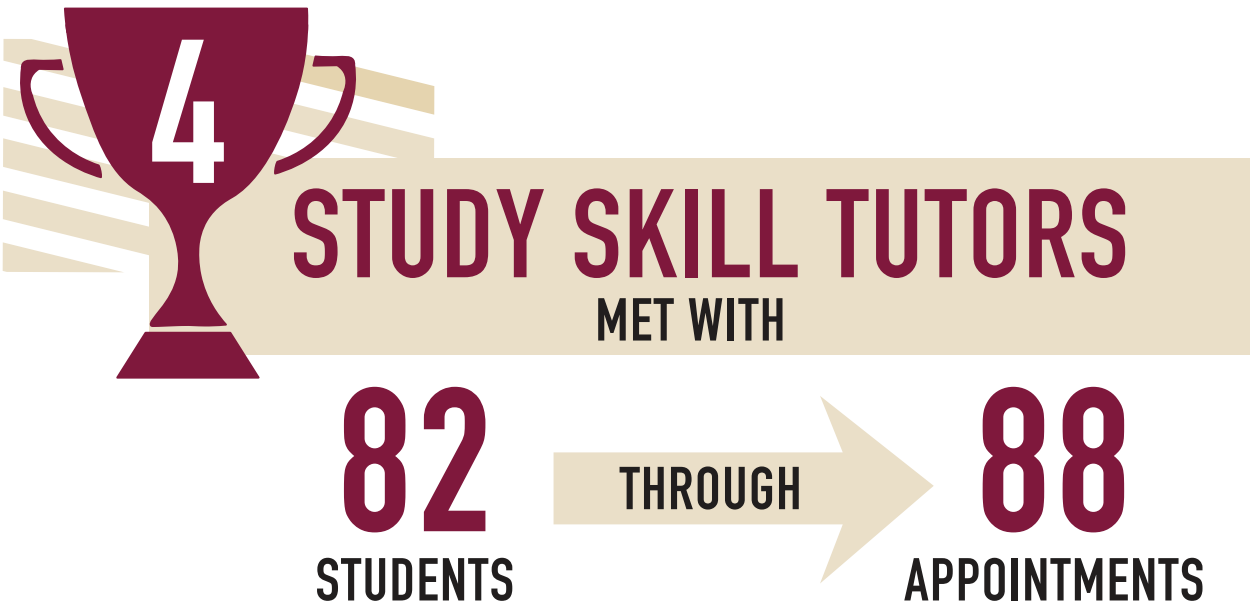
TOP 3 REASONS FACULTY REFERRED STUDENTS:

- Poor assignment/test grade
- At risk to fail course (please explain)
- Missing/late assignments

STUDY SKILLS TUTORS:

Study skills tutors offer students assistance in a variety of areas: time management strategies, note taking tips, properly emailing professors and/or teaching assistants, and modifying study habits. Study skills tutoring is available alongside course-based tutoring in the Learning Studio. Appointments are typically 45 minutes long.

In 2020-2021, **82 students** engaged in study skills sessions with a peer tutor. The main topics discussed between the students and tutors focused on improving learning strategies and time management strategies.





SLS1004 & SLS1122

SLS1004 & SLS1122

SLS1004

SLS1004 Strategies for Academic Success in STEM first taught in 2018, as a 12-week, 1 credit hour course, is now a full 16-week semester-long course with growing enrollment. The course continues to focus on the development and application of study skills and learning strategies for STEM courses and valuable information about educational, research, and career opportunities. The goal is to not only assist students in transferring learned skills and strategies to their academic work, but to build STEM self-efficacy by having students engage in social, motivational, and instructional activities that influence learning and career paths. Examples include,

- Developing study skills and self-regulation through active learning
- Creating a scholar development plan
- Exploring careers in STEM
- Interacting with STEM professionals and graduate students
- Reflecting on and disrupting common stereotypes in STEM professions

At the end of the course, each student creates and presents an e-portfolio. The e-portfolio assembles a collection of work and artifacts completed during the class, which showcases their learning over the semester. Students can build upon their e-portfolios and use them to help secure future opportunities such as internships or employment.

Dr. Patricia Golay from the Academic Center for Excellence and Dr. Adrienne Stephenson, the Director of the Office of Graduate Fellowships and Awards (The Graduate School), co-teach the course. Dr. Golay’s expertise is in designing study skills curriculum and Dr. Stephenson’s expertise is in Neuropharmacology and Toxicology. Together, they have created a program for students who are in STEM majors and those considering a STEM major. Dr. Golay is passionate about efforts to retain students in STEM. She states, “We want to stop the bleed of STEM students by preparing them for the rigors of their programs while simultaneously helping them forge their individual paths to success. This is one small effort in this regard.”

SLS1122

SLS1122 is a one-credit course designed to facilitate academic success and promote retention and graduation of students. The focus is on the development and application of college-level study skills and personal success strategies while also promoting campus resources. Any undergraduate student may take this course as an elective. Freshmen who earn less than a 2.0 GPA in their first semester at FSU are required to take this course.



**STUDENTS WERE TAUGHT BY ACE
FACULTY & ADJUNCT INSTRUCTORS
IN 12 SECTIONS OF SLS1122 FROM 2020-2021**

71%

**OF 2020 COHORT MEMBERS REQUIRED
TO TAKE SLS1122 IN THEIR FIRST YEAR
WERE IN GOOD ACADEMIC STANDING
BY FALL 2021**

73%

**OF 2020 COHORT MEMBERS REQUIRED
TO TAKE SLS1122 IN THEIR FIRST YEAR
WERE RETAINED TO THEIR
SOPHOMORE YEAR**



TUTORING

TUTORING

The **ACE Learning Studio** is the site of our course-based peer tutoring program, where our undergraduate student tutors provide services to other FSU students in over 100 different courses. Peer tutoring is a process that supports student learning by strengthening a wide variety of educational skills. This includes time management, test preparation, strategic reading, organization, mathematics, processing information, and skills specific to individual classes and majors. Our tutors are prepared for their roles by completing College Reading & Learning Association (CRLA) certified tutor training.

COURSES & FREQUENCY

TOP TEN COURSES REQUESTED

#1 <u>MAC-2311</u>	#4 <u>CHM-2210</u>	#7 <u>ACG-2021</u>	#9 <u>MAC-2312</u>
#2 <u>MAC-2233</u>	#5 <u>CHM-1046</u>	#8 <u>COP-3330</u>	#10 <u>MAC-1140</u>
#3 <u>CHM-1045</u>	#6 <u>MAC-1114</u>		



INDIVIDUAL STUDENT TUTORING VISITS

664 IN SUMMER | 2,592 IN FALL | 2,249 IN SPRING



1,400
UNIQUE CONTACTS

SUMMER 2020 - SPRING 2021

TUTORING

GROUP TUTORING:

ACE offers group tutoring for a variety of subjects led by ACE tutors. Group tutoring is where an undergraduate peer tutor meets with more than two students in a group to discuss relevant concepts and practice problems. Group tutoring sessions are held weekly in classrooms. These sessions are scheduled weekly to answer students questions. Students who attend group tutoring may also learn from other peers attending the sessions by sharing additional information related to class content.

During the pandemic we were also able to provide online group tutoring to **1,261 unique students** in **18 challenging courses**.

MOST HIGHLY ATTENDED COURSES

BY STUDENTS FROM 2020-2021

#1	<u>ACG-2021</u>	#5	<u>CHM-1046</u>
#2	<u>ACG-2071</u>	#6	<u>CHM-2210</u>
#3	<u>BSC-2010</u>	#7	<u>PSB-2000</u>
#4	<u>CHM-1045</u>		

1,261
UNIQUE CONTACTS
SUMMER 2020 - SPRING 2021

1,776
TOTAL CONTACTS
SUMMER 2020 - SPRING 2021

STUDENT COMMENTS

- “The ACE tutor was very thorough and helped me to understand the concept.”
- “The ACE tutor helped explain the concepts and solve the problem as well.”
- “The ACE tutor answered my questions.”

TUTORING

MATH STUDIO:

The Math Studio tutors were resilient in this time of flux and helped FSU students with a large variety of courses through appointments and Group Tutoring. During the remote setting from COVID-19, the Math Studio moved from offering only drop-in tutoring for some undergraduate math courses to fully online appointments. These appointments were offered in 30- or 60-minute lengths for specific courses, GRE Math topics, and students not currently taking a math course but needing math help.



827

UNIQUE STUDENTS

SUMMER 2020 - SPRING 2021

320

UNIQUE MAJORS

SUMMER 2020 - SPRING 2021

3,231

APPOINTMENTS MADE

2,510

APPTS. HELD

529

CANCELLATIONS

10.13

APPTS. HELD PER STUDENT

192

NO-SHOWS

APPOINTMENTS HELD PER COURSE

BY STUDENTS FROM 2020-2021

#1	MAC-2311 634	#4	MAC-1114 240	#7	MAC-2313 67
#2	MAC-2233 594	#5	MAC-2312 188	#8	GRE MATH HELP 44
#3	*OTHER 367	#6	MAC-1140 187		

*OTHER COURSES INCLUDE MGF1106, MGF1107, MAC1105, MAD2104, MAD3105, MAP2302, MAS3105, STA2023, STA2122, STA2171, STA3064

SLS1511 Math Support Course & MGF1107

In the Spring 2021 term, 21 students who tested below college level math readiness were placed into the SLS1511 support course. Of these students, 18 passed the math support course with a “Satisfactory” grade (S/U basis) and 18 earned the required C- or higher in the co-requisite math course, MGF1107. Of the three students who did not succeed in MGF1107, one earned a D and two withdrew from the course.

SLS1511

85.71% PASSING RATE

MGF1107

85.71% PASSING RATE



WORKSHOPS

WORKSHOPS


ACE offers workshops designed to provide students with an interactive opportunity to learn about and develop the academic skills and personal attributes needed to be successful at the college level.

WORKSHOP TITLE	PARTICIPANTS
GET READY FOR THE GMAT	8
GET READY FOR THE GRE	44
GET READY FOR THE LSAT	8
GET TO KNOW FSU'S ONLINE RESOURCES	21
GOAL SETTING	9
HOW TO GET THE BEST LETTER OF RECOMMENDATION	15
★ HOW TO GET CONTROL OF YOUR TIME	49
LEAPING OFF THE PAGE: GETTING YOUR PAPER STARTED AND ORGANIZED	5
★ LOVE AT FIRST CITE	49
MAKING NOTES (NOT TAKING THEM!)	36
★ STRATEGIES FOR TEST PREPARATION	45
SYNC FOR SUCCESS	10
WRITE YOUR WRONGS	14
WRITING A PERSONAL STATEMENT	22



MOST POPULAR
WORKSHOPS:

HOW TO GET CONTROL OF YOUR TIME
LOVE AT FIRST CITE
STRATEGIES FOR TEST PREPARATION



335

TOTAL STUDENT PARTICIPANTS
SUMMER 2020 - SPRING 2021

AMONG STUDENTS ATTENDING 41 WORKSHOPS ...

*NOT INCLUDING CANCELLED OR ZERO ATTENDANCE WORKSHOPS

96%

OF THE SURVEY RESPONDENTS
"STRONGLY AGREE" OR "AGREE"
THAT THEY WILL BE ABLE TO USE
WHAT THEY LEARNED IN THE WORKSHOP

94%

OF THE SURVEY RESPONDENTS
"STRONGLY AGREE" OR "AGREE"
THAT THE WORKSHOP MET
THEIR EXPECTATIONS

STUDENT COMMENTS

- “

I really enjoyed how the ACE instructor presented the information! The session was very interactive and informative. She tailored the session to our needs as students. ”

”
- “

It was fantastic!!! Definitely would recommend! ”

”
- “

To be honest, I am surprised I learned a lot of new strategies for studying and I can't wait to try these out! Thank you so much! ”

”

RETENTION COHORT TRENDS

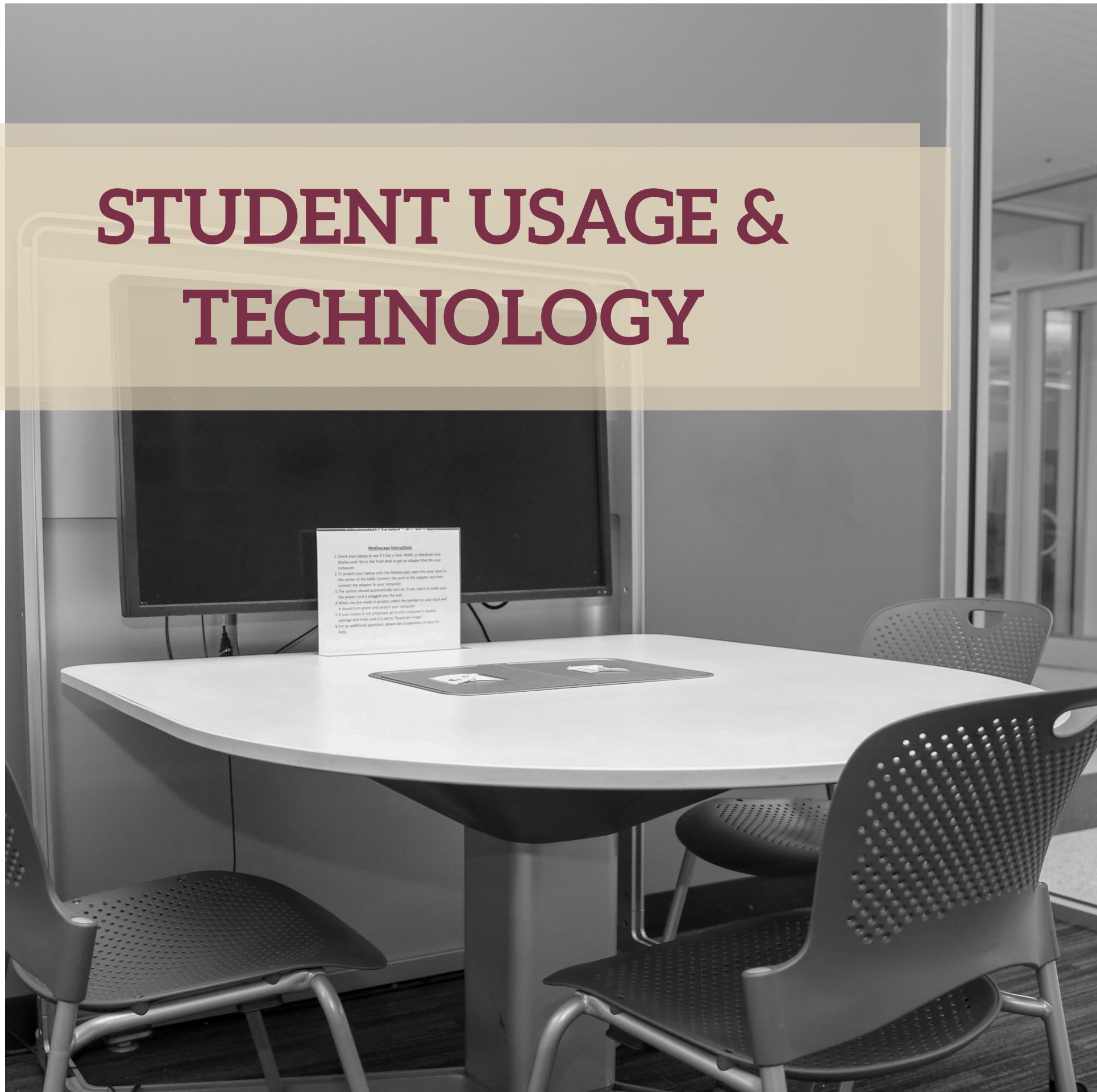


FTIC COHORT RETENTION USING ACE SERVICES 2012-2021

	Cohort Retention Rate	Retention Rate of Cohort Members using ACE
2012-2013:	91.7%	90.4%
2013-2014:	92.2%	93.3%
2014-2015:	93.2%	94.6%
2015-2016:	93.0%	94.6%
2016-2017:	93.4%	95.0%
2017-2018:	93.0%	96.0%
2018-2019	93.0%	98.0%
2019-2020:	95.0%	96.0%
2020-2021:	94.0%	96.0%

6,009 students are in the 2020 **First-Time-in-College (FTIC)** cohort. Of those, 1,185 (20%) students used ACE services in the 2020 academic year when most services and students were virtual.

STUDENT USAGE & TECHNOLOGY



STUDY ROOM USE



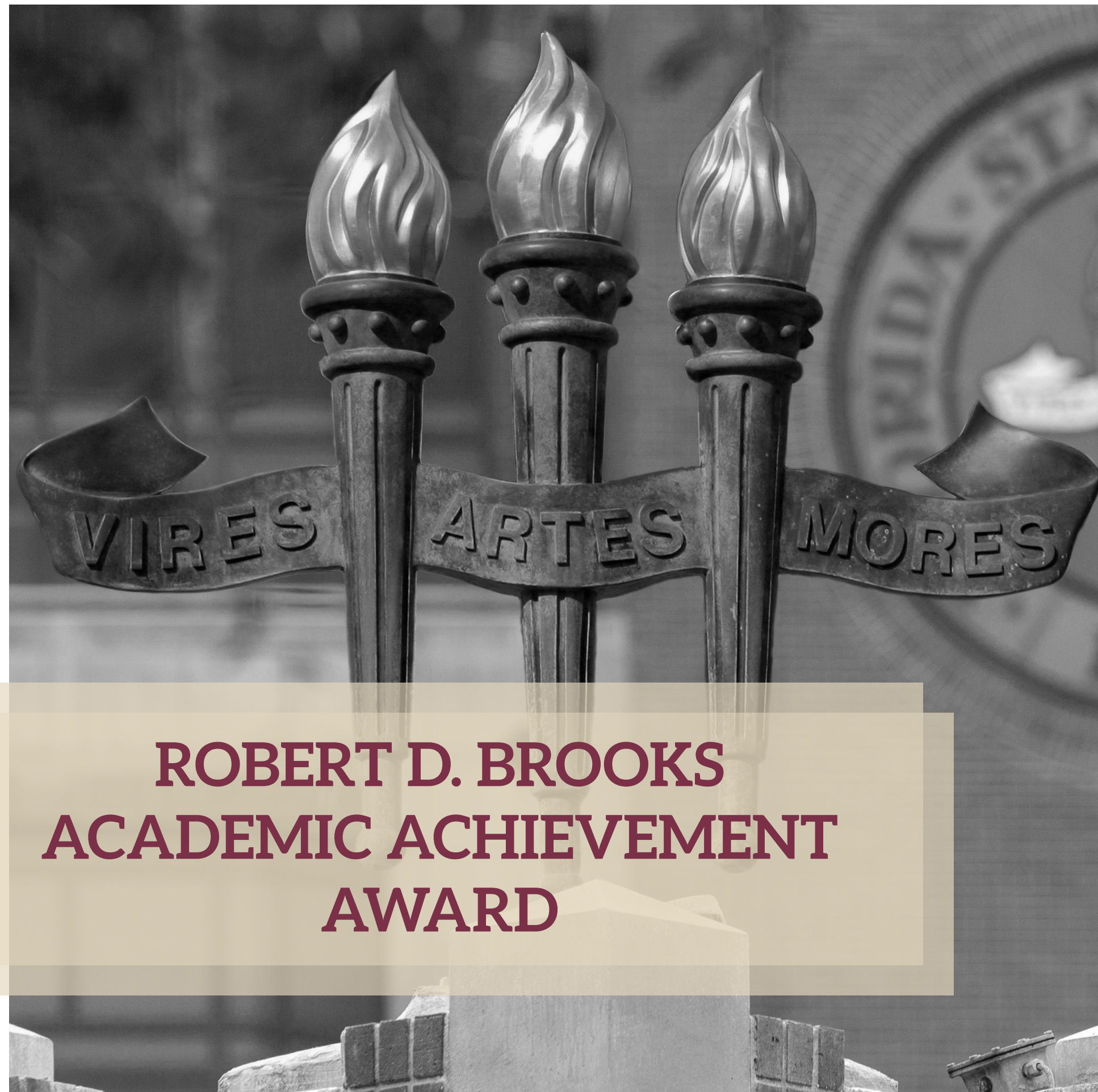
1,697

TOTAL VISITS

SUMMER 2020 - SPRING 2021

457

UNIQUE STUDENT
CONTACTS



ROBERT D. BROOKS ACADEMIC ACHIEVEMENT AWARD

ROBERT D. BROOKS 2020 RECIPIENT:

The **Robert D. Brooks Academic Achievement Award** is a one-time, \$250 scholarship awarded to an FSU student who completed SLS1122 and demonstrated that the course had a significant impact on his or her academic life at FSU. The 2020 Robert D. Brooks Academic Achievement Award recipient was Karrington Hickman. Karrington is double majoring in Finance and Management Information Systems.



"SLS more than equipped me with the necessary tools and skills needed to not only survive the rigorous academic courses at FSU but excel at them."

-Karrington Hickman



PRESENTATIONS

Barry, C.L. (moderated 2021, February). *Building Services with Interdepartmental Partnerships—An Examination of a STEM Review Series*. Moderated at the meeting of National College Learning Center Association (NCLCA), Virtually. (National).

Barry, C.L. (presented 2021, February). *How to Get the Best Letter of Recommendation*. Presentation at the meeting of Florida Undergraduate Research Conference (FURC), Virtually. (State).

Budkie, E. & Tackett, S. (presented 2021, May). *Hired remotely: How to transition to working on campus*. Presentation at the meeting of Florida College Learning Center Association (FCLCA), Virtually. (State).

Harris, N. (presented 2021, February). *Strategies and Techniques to Improve Your Goal Setting*. Presentation at the meeting of Florida Undergraduate Research Conference (FURC), Virtually. (State).

Hunt, H.R. (presented 2021, May). *Supporting Those Who Support Our Students: An Academic Probation Initiative for University Housing Student Employees*. Presentation at the meeting of Florida College Learning Center Association (FCLCA), Virtually. (State).

Hunt, H.R. (presented 2021, February). *Supporting Those Who Support Our Students: An Academic Probation Initiative for University Student Employees*. Presentation at the meeting of National College Learning Center Association (NCLCA), Virtually. (National).

Tackett, S. & Talpau Joos, M. (June, 2021). *Coaches supporting college students' productive responses*. Presentation at the meeting of College Life Coaching Institute, Virtually. (National).

Wright, J. (presented 2021, February). *Get Ready for the GRE*. Presentation at the meeting of Florida Undergraduate Research Conference (FURC), Virtually. (State).

Wright, J. (presented 2021, February). *Building Services with Interdepartmental Partnerships—An Examination of a STEM Review Series*. Presentation at the meeting of National College Learning Center Association (NCLCA), Virtually. (National).

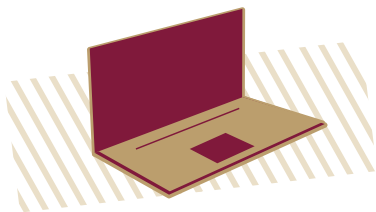


ACCOMPLISHMENTS

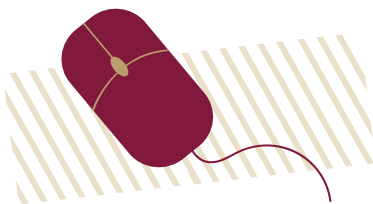
ACCOMPLISHMENTS

HIGH SCHOOL DUAL ENROLLMENT

FSU's High School Dual Enrollment (HSDE) program is available to highly-qualified, local secondary students living in **Leon** or **Wakulla County** in accordance with Florida Statutes and FSU articulation agreements. ACE oversees HSDE, including the application and enrollment process, academic advising, and student support.



53 STUDENTS
FALL 2020
AVG. TERM GPA: 3.83



53 STUDENTS
SPRING 2021
AVG. TERM GPA: 3.74

COLLABORATION WITH CAMPUS PARTNERS

New Student & Family Programs

During Summer 2020, ACE faculty and staff partnered with New Student & Family Programs by hosting several *First Year Fridays* – 6 breakout sessions about FSU academic resources.



Florida State University
**NEW STUDENT
& FAMILY PROGRAMS**
DEPARTMENT OF STUDENT
SUPPORT & TRANSITIONS

Sustainable Campus

During Summer 2020, ACE faculty and staff began collaborating with Sustainable Campus to earn Green Office Certification with their Green Office Program.



SUSTAINABLE CAMPUS
FLORIDA STATE UNIVERSITY

University Housing

The Academic Center for Excellence and University Housing at Florida State University teamed up beginning in the 2017-2018 academic year to provide a specialized academic improvement initiative to support the student employees who did not make the required GPA to continue employment (2.75 GPA for Resident Assistants and 2.5 for Desk Assistants). This effort occurs every fall and spring semester. First, University Housing identifies the student staff who do not meet the GPA for continued employment and places them on job probation. Housing then notifies them that they must choose one of three academic tracks in order to meet the requirements of their job probation and get back on track. The three options include: 1. one-on-one tutoring with ACE within a subject of concern; 2. enroll in SLS 1122: Strategies for Academic Success; 3. complete three Personal Academic Consultations (PAC) with an ACE faculty member. Students are required to select one of the three tracks in the first week of classes and ACE staff support them in making the tutoring appointments, enrolling in the SLS 1122 class, or setting up their three-part PAC appointments. Since the beginning of the collaboration, ACE has worked with 99 University Housing student employees. Of those 99 student employees, 75 saw an increase in their GPA during the term of enrollment in which they participated in one of these three ACE academic services. Job probation for University Housing student employees was not applied during the 2020-2021 due to the COVID pandemic, but they were still asked to select and participate in one of the three ACE academic resources.



Division of Undergraduate Studies

When remote working was required mid-March 2020 due to the COVID pandemic, the ACE Learning Studio faculty and staff provided laptops to staff across the Division of Undergraduate Studies.



FLORIDA STATE UNIVERSITY
DIVISION OF UNDERGRADUATE STUDIES

