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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)
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**

- **1,935** students were referred
- **397** students responded to PRE outreach

**Top 5 Courses with the Most Referrals**

1. ACG-2071
2. BSC-2010
3. ECO-2023
4. MAC-1105
5. MAC-1140

**Top 3 Reasons Faculty Referred Students:**

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

**52 Faculty Members Referred Students**

**37 Courses Participated with Active Referrals**
**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.

**APPOINTMENT FOCUS OF TUTEES**

- 78% Study Skills
- 43% Time Management
- 4% Other

**REPORTED BARRIERS TO LEARNING**

- 61% Focus
- 43% Motivation
- 39% Time
- 30% Not Sure
- 26% Other

**STUDY SKILL TUTORS MET WITH**

- 82 Students
- 88 Appointments
SLS1004 & SLS1122
**SLS1004 & SLS1122**

**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.
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 MAC-2311  #4 CHM-2210  #7 ACG-2021  #9 MAC-2312
#2 MAC-2233  #5 CHM-1046  #8 COP-3330  #10 MAC-1140
#3 CHM-1045  #6 MAC-1114

INDIVIDUAL STUDENT TUTORING VISITS

5,505
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

<table>
<thead>
<tr>
<th>#</th>
<th>Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>ACG-2021</td>
</tr>
<tr>
<td>#2</td>
<td>ACG-2071</td>
</tr>
<tr>
<td>#3</td>
<td>BSC-2010</td>
</tr>
<tr>
<td>#4</td>
<td>CHM-1045</td>
</tr>
<tr>
<td>#5</td>
<td>CHM-1046</td>
</tr>
<tr>
<td>#6</td>
<td>CHM-2210</td>
</tr>
<tr>
<td>#7</td>
<td>PSB-2000</td>
</tr>
</tbody>
</table>

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."
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.

**TUTORING**

**MATH STUDIO:**

827 UNIQUE STUDENTS
SUMMER 2020 - SPRING 2021

320 UNIQUE MAJORS
SUMMER 2020 - SPRING 2021

3,231 APPOINTMENTS MADE

2,510 APPTS. HELD

10.13 APPTS. HELD PER STUDENT

529 CANCELLATIONS

192 NO-SHOWS

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.

APPOINTMENTS HELD PER COURSE
BY STUDENTS FROM 2020-2021

<table>
<thead>
<tr>
<th>#1</th>
<th>MAC-2311</th>
<th>634</th>
</tr>
</thead>
<tbody>
<tr>
<td>#2</td>
<td>MAC-2233</td>
<td>594</td>
</tr>
<tr>
<td>#3</td>
<td>*OTHER</td>
<td>347</td>
</tr>
<tr>
<td>#4</td>
<td>MAC-1114</td>
<td>240</td>
</tr>
<tr>
<td>#5</td>
<td>MAC-2312</td>
<td>108</td>
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<tr>
<td>#6</td>
<td>MAC-1140</td>
<td>107</td>
</tr>
<tr>
<td>#7</td>
<td>MAC-2313</td>
<td>67</td>
</tr>
<tr>
<td>#8</td>
<td>GRE MATH HELP</td>
<td>44</td>
</tr>
</tbody>
</table>

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

SLS1511 85.71% PASSING RATE

MGF1107 85.71% PASSING RATE
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.

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

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...

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!”
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
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
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).


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).


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

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.

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.

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

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.