

# LSU

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Center for Academic Success

A woman with long brown hair, wearing a white sweater, is seen from the side, writing on a whiteboard with a blue marker. The whiteboard has some faint blue markings on it.

2018 - 2019

**ANNUAL REPORT**

# MISSION

To promote **self-efficacy** and **lifelong learning** by empowering individuals with transformational **strategies** and **resources** that foster critical thinking and metacognitive development in order to advance **student persistence** and **success**.

# OVERVIEW

The LSU Center for Academic Success (CAS), an award-winning national Learning Center of Excellence, continued to equip students to attain higher levels of learning in 2018-19 by creating and updating programs and services. The goal of the CAS is to inspire and empower individuals with innovative strategies for learning and teaching by encouraging active learning and critical thinking through metacognitive development, the fundamental foundation for all of the services and resources provided by the CAS. The CAS encourages students to embrace learning as an active, ongoing process that promotes growth in their academic and personal lives.

Students who take advantage of the support and resources offered by the CAS improve their academic confidence, increase their academic performance, persist in their majors of choice and at the university, and graduate on time. As a result, students maintain scholarships and financial aid, obtain prime employment opportunities, and enter into professional or graduate-level programs ready to succeed.

The CAS staff embraces learning and strives for continued growth. Current, best practices from student learning and development, cognitive science, higher education, and other complementary fields are used to develop new content and enhance current programs and services to maximize effectiveness for an ever-changing student population. In addition to applying these practices to benefit students, the CAS utilizes these experiences to contribute to the learning center community through publishing, presenting at national conferences, and creating original content.

# CAS BY THE NUMBERS

In 2018-2019, the Center for Academic Success received

**74,851** total visits, **10,895** unique visits,\*  
and served **90%** of the freshman class.

\*Supplemental Instruction Sessions, Supplemental Instruction Office Hours, Tutoring, Academic Coaching, CAS Presentations, IMPACT, and Study Groups

# WELCOME



## TABLE OF CONTENTS

<b>ACADEMIC SUPPORT</b>	<b>3</b>
<b>ACADEMIC EMPOWERMENT</b>	<b>6</b>
<b>PARTNERSHIPS AND OUTREACH</b>	<b>9</b>
<b>CAS ADVANCEMENT</b>	<b>11</b>

# ACADEMIC SUPPORT

The CAS Academic Support unit offers free content/course-based support services to further the CAS mission of helping students persist in their major of choice. Tutoring, Supplemental Instruction (SI), and Study Groups provide students with the necessary support they need to increase their performance in targeted courses.

## In the 2018-2019 year, Academic Support...

- Earned Level 3 (Master Certified Program) CRLA International Tutor Training Program Certification
- Piloted Shell Study Groups in summer 2019
- Created student leadership committees
- Created Shell Tutorial Center lead student staff positions





# TUTORING

## SHELL TUTORIAL CENTER

The Shell Tutorial Center houses the CAS walk-in tutorial program, which includes homework assistance, test preparation, and study strategies. These services are provided by College Reading and Learning Association (CRLA) trained and certified peer tutors. Tutors utilize the most up-to-date, research-based techniques which emphasize critical thinking principles, allowing students to apply these newly learned skills to many disciplines within the university. Additionally, as a result of their training and experience, tutors improve their own understanding and performance in the disciplines for which they tutor.

## SHELL STUDY GROUPS

In Summer 2019, CAS piloted Shell Study Groups, which are led by a tutor who excelled in the course. Students review class concepts, work problems, ask questions, and get support. The program welcomed 149 unique students for a total of 606 visits.

## ONLINE TUTORING

Online tutoring is available through NetTutor. This free service is made possible by the Student Technology Fee. 787 sessions were logged allowing students access to quality tutorial services.

## TUTORING PARTICIPANTS REPORTED

 **93%** INCREASE IN COURSE UNDERSTANDING

 **87%** INCREASE IN ACADEMIC CONFIDENCE

## TUTORING BY THE NUMBERS

 **10,893**  
TOTAL TUTORING VISITS

 **2,197**  
UNIQUE STUDENTS SERVED



# SUPPLEMENTAL INSTRUCTION

Supplemental Instruction (SI) is a series of weekly study group sessions offered for students in historically challenging courses. SI sessions are guided by trained SI leaders - students who have previously taken the course. SI leaders attend class, work closely with instructors and conduct learning sessions to further explain course concepts in order to help students improve their learning, understanding, and performance. SI leaders are trained to provide effective learning strategy techniques to foster critical thinking and learning skills.

## SI PARTICIPANTS REPORTED

 **96%** INCREASE IN COURSE UNDERSTANDING

 **92%** INCREASE IN OVERALL COURSE GRADE

Students who attend **FIVE OR MORE** SI sessions on average earn a **0.53 COURSE GRADE HIGHER** than students who do not attend SI sessions.

## SI BY THE NUMBERS

 **51,454**  
TOTAL SI VISITS

 **7,636**  
UNIQUE STUDENTS SERVED

# ACADEMIC EMPOWERMENT

The CAS Academic Empowerment unit offers free programs and services, which are grounded in research-based metacognitive principles. These services encourage students to reach their fullest academic and personal potential through resources to help improve their academic performance, critical thinking skills, and self-efficacy.

## In the 2018-2019 year, Academic Empowerment...

- Premiered Signature Series workshops
- Assisted with university retention initiatives by providing coaching to Pelican Promise recipients
- Developed training for Welcome Week volunteers
- Created Learning Journey, a self-guided exploration of CAS resources

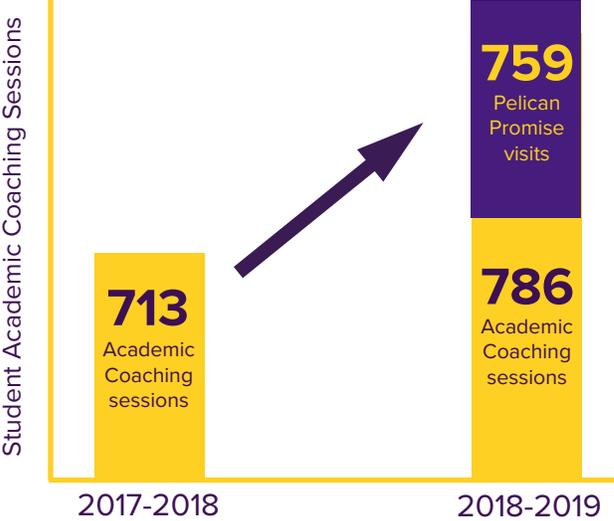




# ACADEMIC COACHING

Through Academic Coaching, a learning plan is designed and tailored to students' strengths and challenges. Students are introduced to metacognitive learning strategies that elevate thinking to the college level.

Academic Coaches provide additional support and motivation for students on topics such as academic stress, time management, goal setting and exam preparation.



"I loved it. I found the session to be very helpful due to my lack of studying and note-taking in high school. I feel very prepared about this academic year after this session. Thank you!"

– Academic Coaching Participant

# WORKSHOPS & PRESENTATIONS

The CAS conducts workshops and presentations that are available to all students and designed to help improve their overall academic performance.

## 55

students attended  
Signature Series in 2019

## SIGNATURE SERIES

The CAS Signature Series was piloted during Spring 2019 to address the three most common challenges student face: time management and goal setting, efficient learning strategies to improve grades, and test preparation and academic stress management. The three workshops are spaced throughout the semester to offer support when students need it most.

## 785

students attended Course  
Connections in 2018

## COURSE CONNECTIONS

CAS Course Connections (C3) is a collaborative effort between the CAS and faculty of the courses in which C3 is delivered. C3 provides learning strategies connected to specific course content after first test grades are posted, a time when students are ready to learn new strategies for success.

## 869

students attended  
IMPACT in 2019

## IMPACT

Offered at the beginning of the spring semester, this workshop aims to help first-year students evaluate study habits and provide transformational strategies such as utilizing critical thinking, time management, and stress reduction in order to improve academic performance.

## 1,162

students received  
classroom presentations  
in 2018-2019

## CLASS AND STUDENT GROUP PRESENTATIONS

Offered upon request, these presentations offer metacognitive strategies to improve learning and performance. The CAS customizes presentations to meet the needs of each group, including Greek organizations, residential halls, and pre-college programs.

**E2** 118 students

**BIOS** 33 students

**STRIPES** 582 students

## TRANSITION PROGRAMS

The CAS works with areas across campus to provide interventions, helping students find success in key courses and programs. Examples include targeting STEM attrition in the Colleges of Science and Engineering, creating strategies for making adjustments to post-graduate programs, and assisting in boot camps and similar programs offered by campus departments.

# PARTNERSHIPS & OUTREACH

## FACULTY PARTNERS

Faculty Partners serve in an advisory capacity for CAS programs, services, and with discipline-specific content needs. They act as liaisons between the CAS and their department/college to ensure timely and mutually beneficial communication and feedback, as well as encourage the adoption of active and engaging practices to improve student learning.

### Our Faculty Partners:

Elzbieta Cook – Science (Chemistry)  
Steven Greening – HSS (Psychology)  
Yunjung Kim – HSS (Communication Sciences  
and Disorders)  
Julia Ledet – Science (Math)  
Dalgis Mesa – Science (Physics and Astronomy)  
Steven Pomarico – Science (Biological Sciences)  
Heather Rackin – HSS (Sociology)

Students say  
**FACULTY REFERRALS**  
are the  
**#1 REASON**  
they seek out CAS services  
and resources.

## STUDENT ADVISORY BOARD

The Student Advisory Board is utilized to gain insight and direction on programs and resources from the voice of those who are at the center of what we do - LSU students. Students provide feedback for continuous improvement of programs and services, act as liaisons on behalf of the CAS, and assist in promoting CAS programs and services to other students.

## ACADEMIC SUPPORT INTEREST GROUP

The Academic Support Interest Group is composed of representatives from programs and units that provide academic support services for students. The CAS coordinates this campus-wide collaboration, which shares information regarding academic support services available for students, identifies duplication or gaps in services, and supports peer leader training.



35

FACULTY  
MEMBERS  
ATTENDED

506

REFERRALS  
ASSISTED

966

STUDENTS ENGAGED  
THROUGH WELCOME WEEK

## FACULTY FOCUS

Held each summer, Faculty Focus facilitates collaboration and encourages discussion regarding the implementation of high impact educational practices into course instruction.

The 2018-19 workshop, **Teach Forward by Thinking Backward**, featured the keynote address *Applying the Backwards Design Framework* by Tara Rose, Ph.D and Josiah Nyangau, Ph.D of the LSU Office of Institutional Effectiveness. Other speakers included Lydia Treadwell and Kristen Hernandez, MEd of LSU Digital and Continuing Education.

## ACADEMIC INTERVENTION TEAM

Coordinated by the CAS and part of LSU Cares, the Academic Intervention Team (AIT) provides timely and appropriate interventions for students facing circumstances that may impede their academic success. Students are identified, and an intervention is intrusively provided based on the student's unique needs.

## WELCOME WEEK

CAS developed Scholar DNA, a resource intended for incoming freshmen to help with the transition from high school to college learning. CAS also provided training for Welcome Week volunteers so they could optimize the use of the materials during small group sessions.



# CAS ADVANCEMENT

The operations unit provides support focused on the delivery of services and advancing college learning at LSU and beyond. This unit includes technology support, data operations, assessment and evaluation, marketing and communications, research, operations excellence, and strategic planning.

## In the 2018-2019 year, the CAS...

- Contributed to the national learning center community through presentations at the NCLCA National Conference
- Submitted the National College Learning Center Association (NCLCA) application for recertification as a Learning Center of Excellence
- Renewed Shell funding for \$500,000 to assist with supporting the Shell Tutorial Center
- Improved accessibility to meet updated standards for the website, handouts, GPA calculator, and ensured all vendors have VPAT and WCAG 2.0 documentation

## FISCAL CONTRIBUTORS



Shell, LSU Office of the President, Auxiliary Services, NetTutor, Student Technology Fee Oversight Committee, Academic Affairs, E. J. Ourso College of Business, College of Science, College of Humanities & Social Sciences, College of Agriculture, University College, Campus Federal Credit Union