2009-2010

Administrative Area Assessment Reports
Unit Administrative Report: 2009-2010

Academic Support Center

Unit Purpose

The Academic Support Center is a partner in the learning process of USC Upstate undergraduate students. The purpose of the Center is to significantly contribute to the satisfaction, success, and persistence of undergraduate students with an emphasis on first-year students. The Center is primarily focused on improving the experience of first-year undergraduate students through the University 101 program, providing academic support services to students, and managing student academic interventions.

Intended Administrative Outcomes

The Academic Support Center intends to:

<table>
<thead>
<tr>
<th>Intended Outcome</th>
<th>...promote student engagement and learning through the University 101 course for first year students and learning communities as offered.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Results</td>
<td>University 101 continues to make a difference in the success of our first year students. This year 76% of the freshmen class enrolled in University 101 which is a 6% increase from the percentage of the Fall 2008 students enrolled in University 101. Reflecting on data from the Fall 2009 cohort, University 101 completers earned higher first semester GPA's (+.36) than their non-University 101 peers. They also maintained a higher cumulative GPA (+.17) than their non-University 101 peers at the end of the 09-10 school year. Although persistence data from freshman to sophomore year is not yet available for the Fall 2009 cohort, students enrolled in University 101 persisted at a slightly higher rate from fall to spring (91%) compared to students not enrolled in University 101 (90%). The Fall 2009 cohort is showing a preliminary 73% persistence rate – based on pre-registration – onto the sophomore year (to be measured in Fall 2010). In addition, data from the Fall 2008 cohort demonstrates that University 101 completers persist on to their second year at higher rates than their non-University 101 peers, 64.9% to 61.7% respectively. The majority of students enrolled in University 101 reported on student opinion polls that they strongly agree that this course has increased &quot;knowledge and/or skill in this subject.&quot; The majority was also satisfied with their instructor and many hand-wrote comments praising individual instructors. A few negative comments were directed at the workload (surprised that the course was &quot;hard&quot;) and use of the textbook. The First Year Initiative Survey result indicated the majority of students felt the University course significantly improved their academic integration (note-taking skills, goal setting, registering for classes, use of library, etc.) and social integration (meeting peers, decision making, choices about use of alcohol). These results are very similar to previous years’ responses. Part of the survey results compare our course effectiveness to other institutions, USC Upstate remains to rate high (see below).</td>
</tr>
</tbody>
</table>

![Overall Course Effectiveness Chart](image-url)