



Student Success Center
University of South Carolina



2019-2020 ANNUAL REPORT



MISSION

The Student Success Center facilitates student learning, retention, and degree completion by providing a comprehensive array of programs, resources and services that advance course completion and personal transition to and within the university setting through academic goal-setting, skill development, and effective decision making.

VISION

We work to empower students to achieve their academic and personal goals via opportunities for enhanced learning, interpersonal development, personal responsibility and leadership.

A LETTER FROM THE DIRECTOR

hero (noun)

1. a person who is admired or idealized for courage, outstanding achievements, or noble qualities

In the last year, we've heard the saying "not all heroes wear capes" referring to the amazing adversity and courage that health care workers and others have experienced in the midst of the COVID-19 pandemic. It may seem cliché but this saying really describes the Student Success Center professional, grad, and student staff. This year has challenged us all in different ways, however the staff continued to think outside the box, problem solve, and pivot to adjust in the changing environment surrounding the pandemic. I am so proud of the SSC team for rising to the occasion and continuing to put UofSC students first. Whether that be through adapting our service delivery models during a mandatory state shutdown or creating new workshop curriculums to help students succeed in online courses, the philosophy of the SSC team has remained the same- empower students to achieve their academic goals.



Dana Talbert, Director

I am pleased to present the first Student Success Center Annual Report that outlines the outstanding performance of the SSC team during the 2019-2020 academic year. On March 13, 2020, Governor McMaster declared a state of emergency for the state of South Carolina. This led to the university extending Spring Break and moving all classes to a virtual format for the remaining weeks of the semester. In this annual report, you will find the outstanding performance of each area of the Student Success Center as well as the COVID-19 adaptations that were put into place to ensure students were still successful. For example, all services were moved to online formats in March 2020 and the SSC was still able to serve over 8,583 unique students for a total of 47,786 visits. In addition, in the summer of 2020 the SSC led a call campaign to call over 16,000 students as a method of retaining students to the Fall 2020 semester.

While the SSC staff have worked tirelessly to help maintain our services for students during this time, our partnerships with faculty and staff are the key to our success. We could not do what we do without the support of others like you. We thank you for your endless support and are looking forward to continuing to collaborate in the best interest of our students.

Go Gamecocks,
Dana

TABLE OF CONTENTS



6

PEER LEARNING

Peer Writing
Peer Tutoring
Supplemental Instruction

8

POPULATION SPECIFIC SUPPORT

Gamecock Gateway
Transfer Student Success
Veteran Student Success

10

EARLY ALERT & INTERVENTION

Peer Consulting
Money Management
Alerts & Progress Reports
Marketing

13

ACADEMIC ENGAGEMENT

14

COVID-19 ADAPTATIONS

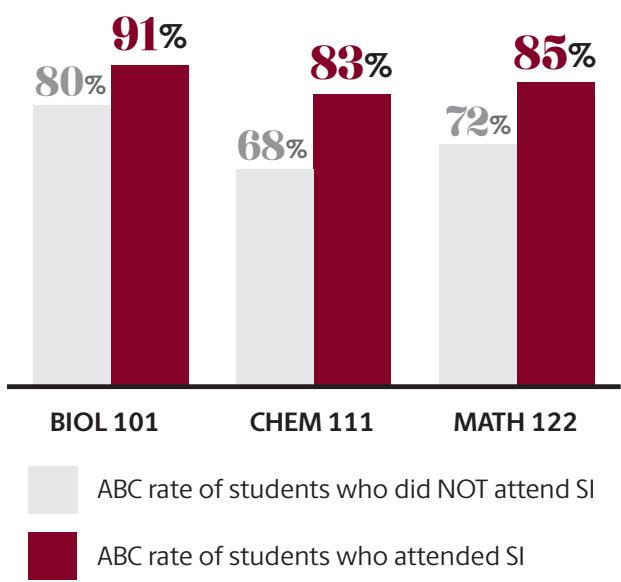




PEER LEARNING

SUPPLEMENTAL INSTRUCTION

In Fall 2019, students that attended SI were **9.5% more likely to get an A, B, or C** than students who did not attend.



35,752

TOTAL VISITS
In the 2019-2020 academic year, we increased the average number of visits per student from 5 to 6!

In the 2019-2020 academic year, we provided Supplemental Instruction sessions for

27 COURSES & **221** SECTIONS

Kaitlyn Cox SUPPLEMENTAL INSTRUCTION LEADER

“Throughout my time working at the SSC, I greatly enjoyed the in-person and virtual interactions with fellow undergraduate students. I am also thankful for the many connections I made personally and professionally with fellow peer leaders and SSC staff. Lastly, my position at the SSC not only helped me grow professionally, but it also helped me find my love for teaching.”

PEER WRITING

97% of surveyed students reported feeling more confident about their writing after attending a Peer Writing Lab session.

English 101 students who visit the Peer Writing Lab 1-2 times out perform their peers who do not attend, and students who visit 3+ times out perform those who visit 2 times or less.

Rianna Gaddy PEER WRITING TUTOR

“While I had been helping friends with their essays for fun prior to the PWL, I hadn’t originally considered tutoring as a job. I became a Peer Writing Tutor expecting to only be paid for what I was already doing, but gained so much more. During my years in the PWL, I grew as a writer, became more confident in my abilities, and gained a community of friends who enriched my undergraduate experience.”

“Chloe was an amazing peer tutor and was really supportive and patient. She did not just write my paper for me or make me do it on my own. We were able to work together and I feel like my paper is in a much better place.”

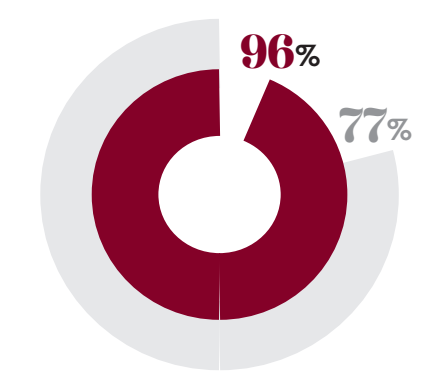
STUDENT TESTIMONIAL

PEER TUTORING

6,151
APPOINTMENTS
(Fall 2019)

2,000
UNIQUE STUDENTS
(Fall 2019)

99%
of students said that their objective was met for their tutoring appointment.



In Fall 2019, roughly 2,600 students completed a pre and post check for understanding for their appointment. This data shows that students are actively learning in the session and able to apply the skills gained during the appointment.

- Percentage of students who answered the **pre** check for understanding question correctly
- Percentage of students who answered the **post** check for understanding question correctly

Evan Gendil PEER TUTOR

“Being able to help people get over the hump through tutoring has been rewarding and huge for my leadership development here at South Carolina. I have always enjoyed being able to help people on the interpersonal level, and working at the SSC has given me the ability to do just that. I look forward to assisting my peers in facing any new challenges that lie ahead.”



POPULATION SPECIFIC SUPPORT

TRANSFER STUDENT SUCCESS

780+

Transfer Students utilized our services.

These support services consisted of Transfer Orientation, The Transfer Welcome Series, Admissions' Transfer Tours, and Transfer Success Visits.

National Transfer Student Week

In 2019, UofSC celebrated National Transfer Student Week for the very first time with events and specialized tabling.

179 Transfer Students participated in National Transfer Student Week.

VETERAN STUDENT SUCCESS

During the 2019-2020 academic year, the Student Success Center housed the Veterans Lounge, the only space on campus specifically designated for student veterans to able to study and hold meetings.

271 Student Veterans utilized the SSC Veterans Lounge.

86 Student Veterans visited the SSC for academic support services.

GAMECOCK GATEWAY

338

FALL ENROLLMENT

1002

AVERAGE SAT SCORE

18

AVERAGE ACT SCORE

Boost Week

The 2019-2020 academic year was the first year the Gamecock Gateway program implemented "Boost Week," an extended orientation event designed to provide students with just-in-time information and social integration. It also highlighted the importance of community involvement and provided our students with an opportunity to give back.

271

Gateway students participated in Boost Week events.

940

service hours by the Gateway community during Boost Week.

Academic Programming

Gamecock Gateway's academic programming mirrors the format of the main Student Success Center tutoring program. The Gateway Program also offered 1:1 academic coaching, which 48% of the 2019-2020 cohort participated in.

48%

of the 2019-2020 Gateway cohort participated in 1:1 academic coaching.

119

GATEWAY TUTORING APPOINTMENTS

164

MTC TUTORING APPOINTMENTS

Palmetto Pathways Partnership

Fall 2019 also saw a great collaboration between Gamecock Gateway and Palmetto Pathways. The Gateway team worked to incorporate the Pathways bridge program into all programming and academic support activities.



Janeya Johnson GATEWAY AMBASSADOR

"Working for the SSC has allowed me to develop professional and personal relationships that will last a lifetime. These connections stem across many different offices on campus. My time at the SSC has allowed me to see all the resources that UofSC has to offer to students and it has made a huge University easier to tackle academically and socially."



EARLY ALERT & INTERVENTION

CAROLINA ADVANTAGE PROGRAM

The Carolina Advantage Program (CAP) provided support to 30 first-year, low-income, first-generation college students through 1:1 support. In the Fall 2019 semester, the Office of Financial Aid & Scholarships shared that UofSC had more Gamecock Guarantee-eligible students than the Opportunity Scholars Program could accommodate for the Fall 2019 freshman cohort. Therefore, the Student Success Center led the support of 30 additional students in a program named Carolina Advantage. The students received an award of \$3,000 (rather than the \$4,500 awarded to Gamecock Guarantee students) and specific academic support and career coaching. The program was cohort-based and students are members for their four years at UofSC. The Carolina Advantage Program has a successful first semester, including but not limited to:

100%
Fall to Spring Retention

3.2
Average GPA

90%
Earned above a 3.0 GPA

3.43
Average GPA of students who attended 3+ SSC appointments

PEER CONSULTANT PROGRAM

The Peer Consultant Program saw a **27% increase in success consultation visits** during the 2019-2020 academic year (1,907 visits) compared to the 2018-2019 academic year (1,592 visits). The Student Success Center was particularly excited to start a new partnership with the Carolina Band, wherein first-time marching band members were strongly encouraged to attend a success consultation.

97.81%
Of students said that a Success Consultation was beneficial for their overall academic skill development

81%
Of students who attended a Success Consultation earned a cumulative GPA of 3.0+ within that semester

ALERTS / PROGRESS REPORTS

Grade Spreads of 50+ Progress Reports Received & Attended (Fall 2019)

FALL 2019								
Course	# of At-Risk Progress Reports	ABC Attended (%)	ABC Non-Attended (%)	Difference in ABC (%)	DF Attended (%)	DF Non-Attended (%)	W Attended (%)	W Non-Attended (%)
MATH 142	132	31.03%	25.68%	5%	44.83%	28.38%	24.14%	45.95%
MATH 111	126	16.67%	20.00%	-3%	45.45%	41.67%	37.88%	38.33%
BIOL 101	137	80.60%	65.71%	15%	10.45%	21.43%	8.96%	12.86%
FINA 363	241	72.97%	68.86%	4%	12.16%	23.95%	14.86%	7.19%
CHEM 111	358	28.95%	25.89%	3%	57.89%	58.51%	13.16%	15.60%
MATH 122	183	29.87%	16.98%	13%	23.38%	31.13%	46.75%	51.89%
CHEM 333	158	36.56%	16.92%	20%	55.91%	64.62%	7.53%	18.46%
ACCT 225	227	58.54%	46.03%	13%	17.07%	26.98%	24.39%	26.98%
MATH 141	502	25.14%	21.05%	4%	21.79%	29.72%	53.07%	49.23%
Total	132	31.03%	25.68%	5%	44.83%	28.38%	24.14%	45.95%

6,507
Total At-Risk Progress Reports (4,715 unique)

596
Total Standalone Alerts (534 unique)

Grade Spreads of 50+ Progress Reports Received & Attended (Spring 2020)

SPRING 2020																
Course	# of At-Risk Progress Reports	ABC Attended (%)	ABC Non-Attended (%)	Difference in ABC (%)	DF Attended (%)	DF Non-Attended (%)	S Attended (%)	S Non-Attended (%)	S+ Attended (%)	S+ Non-Attended (%)	U Attended (%)	U Non-Attended (%)	UN Attended (%)	UN Non-Attended (%)	W Attended (%)	W Non-Attended (%)
BIOL 102	52	25%	68.75%	-43.75%	0%	8.33%	25%	2.08%	50%	12.5%	0%	2.08%	0%	0%	0%	6.25%
MGSC 291	59	66.67%	28.3%	38.36%	0%	11.32%	16.67%	9.43%	0%	33.96%	0%	11.32%	0%	0%	16.67%	5.66%
BIOL 101	69	50%	66.1%	-16.1%	0%	11.86%	20%	5.08%	10%	5.08%	10%	6.78%	0%	0%	10%	5.08%
ECON 222	74	0%	43.28%	-43.28%	14.29%	0%	14.29%	5.97%	71.43%	35.82%	28.57%	0%	42.86%	0%	14.29%	5.97%
CHEM 333	103	66.67%	68.29%	-1.63%	4.76%	3.66%	9.52%	3.66%	9.52%	8.54%	0%	8.54%	0%	0%	9.52%	7.32%
MATH 142	107	54.55%	37.65%	16.9%	4.55%	5.88%	18.18%	11.76%	13.64%	17.65%	4.55%	9.41%	0%	2.35%	4.55%	15.29%
FINA 363	110	46.67%	44.21%	2.46%	0%	5.26%	6.67%	4.21%	40%	34.74%	0%	4.21%	0%	0%	6.67%	7.37%
ECON 221	118	60%	43.69%	16.31%	6.67%	4.85%	0%	10.68%	20%	26.21%	13.33%	4.85%	0%	0%	0%	9.71%
MKTG 350	138	57.14%	42.75%	14.29%	14.29%	6.11%	0%	5.34%	28.57%	40.46%	0%	2.29%	0%	0%	0%	3.05%
MATH 122	145	10.71%	18.8%	-8.09%	7.14%	11.11%	28.57%	18.8%	21.43%	17.09%	7.14%	10.26%	3.57%	2.56%	21.43%	21.37%
CHEM 111	148	66.67%	66.13%	0.54%	0%	3.23%	8.33%	0.81%	12.5%	17.74%	4.17%	5.65%	0%	0%	8.33%	6.45%
ACCT 225	360	33.33%	30.82%	2.51%	4.94%	6.81%	4.94%	14.7%	46.91%	34.41%	2.47%	4.66%	0%	0%	7.41%	8.6%
ACCT 226	254	61.54%	78.84%	-17.3%	0%	0.41%	0%	0.83%	38.46%	18.67%	0%	0%	0%	0%	0%	1.24%
Total	1737	43.48%	48.99%	-5.51%	4.35%	5.39%	10.28%	7.68%	30.04%	24.87%	4.35%	4.72%	1.58%	0.34%	8.3%	7.61%

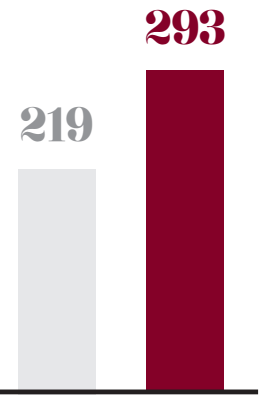
MONEY MANAGEMENT PROGRAM

\$43,731

Revenue retained by UofSC in Spring 2020 by granting emergency loans in Fall 2019

\$18,432

Revenue retained by UofSC in Fall 2020 by granting emergency loans in Spring 2020



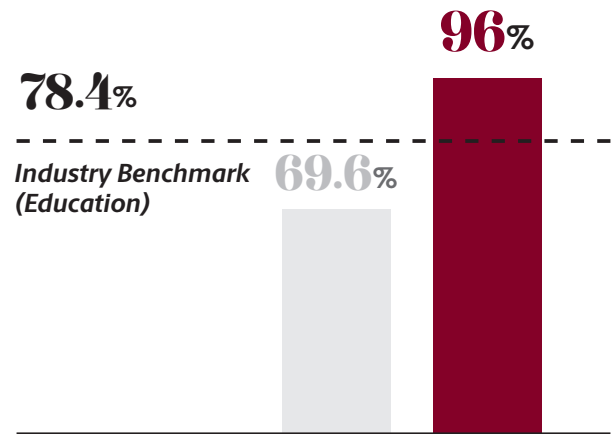
New SSC Satellite Location: Money Management Lab in Columbia Hall opened in the Fall 2019 semester, which resulted in an increased awareness of financial literacy resources on campus and as a result, we saw a **33.79%** growth in Money Management Consultation visits.

Number of Money Management Consultation visits during the 2018-2019 academic year.

Number of Money Management Consultation visits during the 2019-2020 academic year.

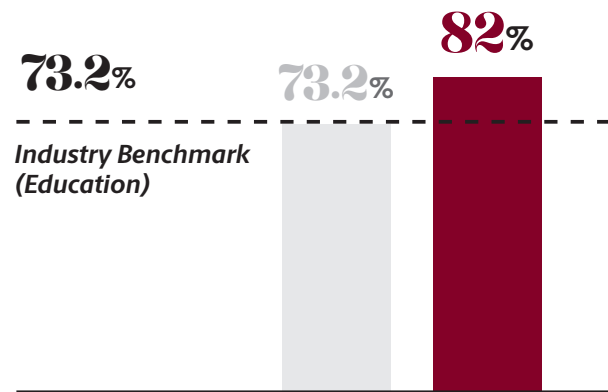
MARKETING & COMMUNICATIONS

In the summer of 2019, the Student Success Center made thorough revisions to the SSC website in order to increase its Quality Assurance and Accessibility ratings. The scores were not only substantially increased, but they also climbed far above the Education Industry Benchmark.



August 2019 Quality Assurance Rating

2019-2020 AY Quality Assurance Rating



August 2019 Accessibility Score

2019-2020 AY Accessibility Score



Move-In Crew

The 2019-2020 academic year marked the 5th year of coordinating Move-In Crew for UofSC. **The SSC recruited approximately 1,000 volunteers** for the 4-day effort.

~1,000 Volunteers Recruited For The 4-Day Effort

Academic Engagement Peer Consultants

In 2019-2020 the SSC recruited, hired, trained, and developed the work flow for 6 students in this new peer leader position.

Mutual Expectations

The SSC hosted the largest Mutual Expectations workshop to date with partners in Center for Teaching Excellence and Academic Integrity with approximately 90 participants.

National Student Exchange

The Coordinator of Academic Engagement wrapped up a nearly 4 year term as board member for National Student Exchange and served as chair in the 2019-2020 year.

The SophoMORE Initiative

In the 2019-2020 year, the SSC launched the Sophomore LifeHacks program, a series of events on adulting. The SSC also planned Sophomore Summit, a weekend retreat specifically designed for sophomore students with below a 3.0 GPA, though it was unfortunately cancelled due to COVID-19.

4,734 Students Attended 28 Sophomore Events

13 Incoming Students

26 Outgoing Student Applications



COVID-19 ADAPTATIONS

Despite the pandemic, the Student Success Center continued to provide its support services, workshops, and programming— **100% online.**

47,786

TOTAL VISITS
In 2019-2020, The SSC served over 8,583 unique students, a **16% increase** from 7,377 unique students in 2018-2019.

91.8%

Retention rate of first-time freshman that visited the SSC

4.27

Average # of visits for the first year cohort

60.5%

of the entering freshman cohort attended at least 1 SSC service during 2019-2020

Continuing Call Outreach Campaign
At request of university leadership, the Student Success Center launched the Continuing Call Outreach Campaign to reach out to all returning students as a retention initiative.

170+
Volunteers Recruited

16,000+
UofSC Students Reached

More Adaptations
On top of moving its services 100% online, the Student Success Center also:

- Hosted the Southeastern College Learning Center Association (SECLCA) annual conference in a virtual format with over 100 attendees
- Created study strategy videos for the website
- Wrote "Top 10 Tips for Succeeding in Online Classes" article for the website ([link](#))



LOST?
Scan code for UofSC's digital campus map



Student Success Center
University of South Carolina