



2021-2022 ANNUAL REPORT



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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 through opportunities for enhancing learning, interpersonal development, personal responsibility and leadership.

OUR HISTORY & GROWTH

The Student Success Center (SSC) began in 2005 with a pilot of Supplemental Instruction. In 2006, the SSC expanded to include Peer Tutoring, Academic Coaching and Recovery, and the Call Center. In February 2007, the SSC moved into a new location on the Mezzanine of the Thomas Cooper Library. In 17 years, the SSC has grown from supporting introductory courses in the College of Arts and Sciences to now supporting over 60 different courses and multiple student demographics through a wide variety of programs and services.

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2021-2022 AT A GLANCE

60,192

TOTAL STUDENT INTERACTIONS

44,896

VISITS TO STUDENT SUCCESS CENTER SCHEDULED SERVICES

15,296

VISITS TO STUDENT SUCCESS CENTER HOSTED EVENTS

2,624

VISITS FROM TRADITIONAL 1ST-YEAR STUDENTS

91.9%

OF 1ST-YEAR STUDENTS WHO VISITED THE SSC WERE RETAINED TO THEIR 2ND YEAR

50+ CAMPUS PARTNERS

14 PROFESSIONAL STAFF MEMBERS

5 GRADUATE ASSISTANTS

379 PAID PEER LEADERS

14 TYPES OF 1-ON-1 APPOINTMENTS

5 TYPES OF DROP-IN SERVICES

6 TYPES OF PRESENTATIONS

2 WELCOME WEEK EVENTS

49 SOPHOMORE INITIATIVE EVENTS

2 TRANSFER STUDENT ORGS

PARTNERSHIPS

ON CAMPUS

Aramark Campus Catering
Arnold School of Public Health
Athletic Department
Bursar's Office
CARE Team
Carolina Card Office
Carolina LIFE
Capstone Scholars Programs
Campus Recreation
Campus and Division IT offices
Career Center
Center for Integrative and Experiential Learning
College of Arts and Sciences
College of Education
College of Engineering and Computing
College of Hotel Retail and Sport Management
College of Information and Communications
College of Nursing
College of Pharmacy
College of Social Work
Darla Moore School of Business
Education Abroad
First-Year English Department
Fraternity and Sorority Life
International Accelerator Program
Office of Academic Integrity & Student Conduct
Office of Parent and Family Programs
Office of Pre-Professional Advising
Office of Financial Aid & Scholarships
Office of New Student Orientation
Office of Multicultural Student Affairs
Office of Undergraduate Research
On Your Time Initiatives

Opportunity Scholars Program/TRIO
Parking and Transportation Services
Registrar's Office
Russell House University Union
School of Music
Student Disability Resource Center
Student Health Center- (Healthy Carolina Initiatives, Mental Health Initiatives)
Student Life
Sustainable Carolina
The Graduate School
USC Alumni Association
USC Police Department
USC Social Team
Undergraduate Admissions Office
University Writing Center
University 101
University Advising Center
University Housing and Residence Life
University Libraries

OFF CAMPUS

American Association of University Women
Cromers
Frios
Higher Education Financial Wellness Alliance/Cash Course
Local Schools for Carolina Climb
Midlands Technical College
National Student Exchange
Palmetto Amusements
Pelican Snowballs
School Datebooks

WORKSHOPS & PRESENTATIONS

The SSC offers a variety of academic skill development and financial decision making presentations and workshops that are offered to and utilized by many campus partners.

ACADEMIC WORKSHOPS OFFERED

Exam Prep & Test Taking Strategies

This workshop helps students build a practical study plan for their exams by exploring study strategies and how to break exam materials down into smaller units.

What's Appening

This workshop teaches students about beneficial academic and financial-based mobile applications for students to use in their everyday lives.

Study Smart

This workshop utilizes interactive activities and discussions and provides students with tools to identify their current study behaviors and those that could be improved.

FINANCIAL WORKSHOPS OFFERED

Personal Finances 101

This workshop gives students an introduction into managing their personal finances by showing them how to create a plan for their money.

Start Smart Salary Negotiation

This workshop teaches students how to negotiate salaries for a new job and increase confidence in negotiation styles.

What's App-ening

This workshop teaches students about beneficial academic and financial-based mobile applications for students to use in their everyday lives.

Money \$mart

This workshop challenges students to make several financial decisions based on their needs and wants in order to improve financial behaviors.

160 Presentation/
Workshop Requests
(2021-2022 AY)

2,361 Total Presentation/
Workshop Participants
(2021-2022 AY)

TESTIMONIALS

“ This was great! I learned so much, and it was confirmation from the conversation I had with a professor in undergrad. Thanks again! ”

“ Awesome and informative workshop! ”

“ Very helpful ideas and strategies to think about. Thanks so much for offering this session. This is one of the most difficult things to think through on my own. I appreciate the objective measures for managing anxiety in planning for job searches. ”



COURSE SPECIFIC SUPPORT

SUPPLEMENTAL INSTRUCTION

Supplemental Instruction (SI) is a voluntary academic assistance program that utilizes peer-led group study to help students succeed in traditionally challenging courses— those with high unsuccessful completion rates (Ds, Fs, and Ws). SI targets courses that have demonstrated their difficulty regardless of the faculty who teach them or the material that is used. The SI Program typically supports around 25 courses and over 100 sections. SI is based on a national model and has been used by UofSC since 2005.

35,161
TOTAL VISITS
with an average of **7 visits per student!**

PARTICIPANTS VS NON-PARTICIPANTS

SI had a noticeable impact on participants compared to peers that did not attend the service.

Grades show a **decreased rate** of students receiving a D or F in the course by **6.59%** in Fall 2021 and by **5.2%** in Spring 2022.

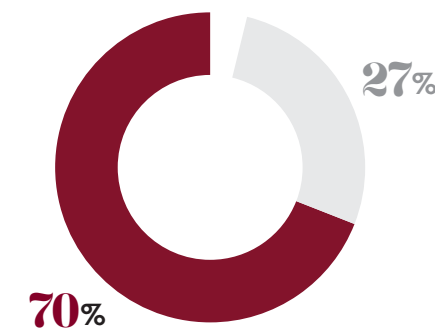
In Fall 2021, SI participants were **12.07%** more likely to receive a final grade of an A, B, or C and **12.68%** more likely in Spring 2022.

PEER TUTORING

Peer Tutoring fosters independent learning as undergraduate Peer Tutors lead fellow undergraduate students through discussions around course content and academic habits. Tutors provide academic scaffolding for the students as they build upon foundational concepts to make connections with course material. The program has experienced significant growth since its creation in 2006, expanding from 20 tutors to approximately 70 tutors per semester supporting over 150 courses.

7,378
TOTAL VISITS
with an average of **~3 visits per student!**

The Peer Tutoring Program saw an **increase of 264 visits** in 2021-2022 from the previous year.



In Spring 2022, roughly 2,252 students completed a pre and post check for understanding survey for their appointment. This data shows that students feel that they are actively learning in the session and able to apply the skills gained during the appointment.

- Percentage of students who reported feeling **slightly** more confident in their understanding of course terms and concepts after the appointment.
- Percentage of students who reported feeling **significantly** more confident in their understanding of course terms and concepts after the appointment.

PEER WRITING & COMMUNICATIONS

The Peer Writing and Communications (PWC) program oversees the Peer Writing Lab housed in the Student Success Center's satellite office in Sims residence hall. The program assists students with any writing project at any stage of their writing process. The Peer Writing and Communications program started in fall 2015 and remains a close campus partner with the English Department's Writing Center. The Lab is open for 1-on-1 virtual and in-person appointments as well as drop-in availability for students. The program consists of around 13-16 Peer Writing Tutors per semester.

1,493
TOTAL VISITS
with an average of **~2 visits per student!**

The Peer Writing & Communications program saw a **205% increase of BIOL 101L visits** in Fall 2021 from Fall 2020.

“ I would not pass this class without attending the sessions! They are an amazing SI leader and I can genuinely say if I didn't attend I would fail this class! ”

“ The reason I've done so well on my exams. I truly don't think my grades would be as high if I didn't have the SI sessions. ”

“ Best SI leader I have ever had. Was extremely helpful, great at explaining, and welcoming. Before going to their SI I got a 45 on my exam. After attending regularly, I got a 95 on the next exam. Would highly recommend to others in the course. ”

“ My tutor was great! I didn't have a great idea of what I wanted to work on but he was able to identify different areas that I was lacking in and worked with me to fix them. He was very patient and explained things in an easy way for me to understand. I really appreciate him helping me. ”

“ I learned so many new techniques and had a review of my paper completely judgement free. I was able to see new aspects in my writing I've never considered before and I learned new skills that could be used for future writing assignments. ”



POPULATION SPECIFIC SUPPORT

THE SOPHOMORE INITIATIVE

The SophoMORE Initiative (TSI) was launched in 2004 and works to support students who have progressed from their first to second year at USC. Sophomores in 2021-2022 were first-year students in the Fall 2020 entry cohort and considered part of the graduating class of 2024. It is important to note that this cohort spent the majority of their first year in an online or in-person restricted environment due to the COVID-19 pandemic.

SophoMORE LifeHacks

SophoMORE LifeHacks started in Spring 2020, replacing the SophoMORE Warm-Up series from 2016-2019. The series focuses on teaching adulting skills that students need and may not learn in a typical classroom setting, including:

98 students attended one or more of the 7 SophoMORE LifeHacks events

TRANSFER STUDENT SUCCESS

The Student Success Center offers support to transfer students through Transfer Success Consultations. Transfer Success Consultations focus on academic decision making and skill development for transfer students as well as connecting these students with transfer-specific resources. These consultations are facilitated by Student Success Center Peer Consultants.

SophoMORE September

Fall 2021 saw the **11th year** for the traditional SophoMORE September Series, a month-long of events designed to welcome sophomores back to campus and reconnect them with the key resources available to them to promote second-year success.

~6,786	41
STUDENTS PARTICIPATED IN SOPHOMORE SEPTEMBER	EVENTS

95% of participants said that SophoMORE September made them more aware of resources for second-year students

95% of participants said that they would recommend SophoMORE September to other second-year students

114 TRANSFER SUCCESS CONSULTATIONS (2021-2022 Academic Year)

The Student Success Center saw a **93% increase** in Transfer Success Consultations during the 2021-2022 academic year.

GAMECOCK GATEWAY

The University of South Carolina Columbia and Midlands Technical College created the Gamecock Gateway program to provide an academic and residential link between the two institutions. The Gamecock Gateway program is offered by invitation only and provides a residential experience on or near the USC campus. Students pursue transfer compliant course work at MTC and benefit from a variety of support programs and student services offered by each institution. Upon successful completion of the one-year academic program in Gamecock Gateway, students will be eligible to fully matriculate to USC. The program was launched in 2012 and moved into the Student Success Center in 2014, marking the **10th anniversary of the Gamecock Gateway program.**

First Things First Retreat

In 2021, first-generation Gamecock Gateway students were invited to participate in a one-day on campus retreat centering community building, learning about the college experience, and familiarizing themselves with USC's campus.

13 STUDENTS ATTENDED

There was a noted **increase in GPAs** for students who attended First Things First compared to the first-gen students who did not attend.

Gamecock Gateway Cohort Snapshot

199	TOTAL ENROLLMENT	18	AVG. ACT SCORE
2.21	AVG. MIDLANDS GPA	956	AVG. SAT SCORE
30%	of the 2021-2022 Gamecock Gateway cohort are first-generation students (self-reported)	82%	retention rate of the 2021-2022 Gamecock Gateway cohort





EARLY ALERT & INTERVENTION

PROGRESS REPORTS & ALERTS

Progress Report requests were sent out to instructors affiliated with key courses to identify students at-risk of failing during intentional times of the semester. The Student Success Call Center then conducts outreach to those at-risk students to prompt them to utilize a Student Success Center service and/or connect them to other campus resources that might be helpful. The EAB/Navigate Progress Reports initiative began in Spring 2018.

7,979
TOTAL PROGRESS
REPORTS SUBMITTED

210
COURSES WITH
PROGRESS REPORTS

507 instructors/campus partners
submitted progress reports

Academic “At-Risk” Alerts

In addition to submitting Progress Reports, instructors and campus partners can also submit three different kinds of academic alerts on behalf of their students: (1) “Class Absence” alerts are forwarded to the UAC to be addressed by the student’s advisor, (2) “Poor Grades/Assignment Concerns” alerts are managed by the Student Success Center which calls the student and prompts them to utilize a SSC service, and (3) “Other” alerts are given to Case Managers.

Of the students receiving a Progress Report that attended a Student Success Center resource:

41%
of those students received an **ABC grade rating** in Fall 2021 compared to 36% of the at-risk non-attenders.

48%
of those students received an **ABC grade rating** in Spring 2022 compared to 39% of the at-risk non-attenders.

6,253 “POOR GRADES/ASSIGNMENT CONCERNS” ALERTS SUBMITTED

1,244 “CLASS ABSENCE” ALERTS SUBMITTED

482 “OTHER” ALERTS SUBMITTED

SUCCESS CONSULTATION

Success Consultations facilitate partnerships between Peer Consultants and students who are committed to developing academic success strategies and plans to maximize their potential for success. Success Consultations have been a part of the Student Success Center since 2016.

Consultation Curriculum

- Academic Success & Study Skills
- Motivation & Discipline
- Online Course Success
- Preparing for Exams
- Procrastination & Prioritization

1,201
SUCCESS
CONSULTATIONS



MONEY MANAGEMENT PROGRAM

The Money Management Program aims to educate students on financial literacy topics important to them at key points throughout their journey at USC. Previously called the Financial Literacy Program, it has been a part of the Student Success Center since 2009.

290
MONEY
MANAGEMENT
CONSULTATIONS

Consultation Curriculum

- Basic Budgeting & Financial Goal Setting
- Building & Managing Credit
- Financial Planning for Study Abroad
- Moving Off Campus
- Student Loan Repayment & Education

Emergency Loan Program

The SSC aims to reduce the impact of a student financial crisis by providing emergency loans. If students are experiencing an unanticipated financial challenge, they can apply for an interest-free emergency loan up to \$500.

8 LOANS
PROVIDED

In Spring 2022, USC retained **\$24,576** in revenue by granting emergency loans in Fall 2021.

100% of emergency loan recipients **strongly agreed** that the loan allowed them to stay focused on their coursework.



GAMECOCK SCHOOL SUPPLIES

Gamecock School Supplies was launched in August 2021 and works to provide school supplies to USC students to help them with organization, time management, and studying in order to supplement the office’s ongoing efforts to improve student success. This program is open to both undergraduate and graduate students.

834
TOTAL GAMECOCK
SCHOOL SUPPLIES VISITS

Gamecock School Supplies provided free supplies for **807 undergrad students & 27 graduate students.**

In April 2022, the Student Success Center won the **‘Commitment to Innovation Award’** at USC’s Division of Student Affairs & Academic Support awards ceremony for the launch of the Gamecock School Supplies Program.

EXTRAS

OUT-TO-LUNCH

The Out-to-Lunch program strives to remove barriers between faculty and students by providing an opportunity for them to interact in a less formal environment, outside of the classroom. To facilitate this connection, the Out-to-Lunch program provides the opportunity for students to take their professors to dine with them at one of the on-campus dining facilities. The student is responsible for their own meal, but the Student Success Center provides pre-loaded dining cards to pay for a meal for the professor. Out-to-Lunch has been an ongoing program at the University of South Carolina since the mid-1990s.

DIGITAL ENGAGEMENT

Student Success Center Website

The Student Success Center website is a comprehensive website highlighting more than a dozen programs and initiatives. It is comprised of 50+ individual webpages and is managed through the OU Campus platform, with analytic data provided through the Sitelmpove platform. Sitelmpove monitors and provides ratings for Quality Assurance and Web Accessibility. In 2021-2022, **the SSC scored above the industry benchmark** in both categories.

95.8/100

QUALITY ASSURANCE RATING
(Industry Benchmark is 77.8/100)

87.4/100

WEB ACCESSIBILITY RATING
(Industry Benchmark is 84.5/100)

@UofSCSSC Social Media

The Student Success Center has a social media presence on Instagram, Twitter, Facebook, LinkedIn, TikTok, and Youtube. Instagram is the Center's most utilized platform, and the platform that receives the most follower engagement.

158

OUT-TO-LUNCH CARDS CHECKED OUT
(2021-2022 Academic Year)

“ I think the Out-to-Lunch program is a great opportunity to speak with professors on a more personal level. It can help students to develop deeper relationships with their professors that could lead to research/career opportunities in the future! ”

103,633

TOTAL WEBSITE VISITS

Top 10 Most Viewed SSC Webpages

1. SSC Home Page (38,169 views)
2. Make an Appointment Page (25,394 views)
3. Tutoring Page (22,512 views)
4. Study Smart Page (15,696 views)
5. Supplemental Instruction Page (12,912 views)
6. SI Schedule Page (11,332 views)
7. Drop-In Tutoring Page (10,923 views)
8. Peer Leader Jobs Page (10,842 views)
9. SophoMORE Success Page (5,410 views)
10. About Page (4,517 views)

13

MAIN FEED
INSTAGRAM POSTS

1,583

TOTAL INSTAGRAM
ENGAGEMENTS

SSC LOCATIONS





Student Success Center

UNIVERSITY OF SOUTH CAROLINA