



The **Paul Smith's College Academic Support Center**
Virginia McAleese, Director

Fact Sheet

2008-2009

Our Mission: To assist Paul Smith's College students in achieving their academic goals by providing a variety of effective academic support options.



Overview:

The College first established a peer tutoring initiative in 1985. It has grown to become a comprehensive academic support program which opened on the second floor of the Joan Weill Adirondack Library in 2002. Our services include organized study groups and drop-in assistance, Supplemental Instruction, a Writing Center and a well utilized peer tutoring program.

A key factor in the success of our program: Options for support are utilized and effective

Table 1. 2004-2009: Summary of Assessment measures of Usage and Effectiveness

Year	Student Contacts (Usage)			Individual Users (unduplicated)				Success Rate		Survey Results		
	Annual	%change	Fall	%Student Population	Spring	%Student Population	Annual	%Student Population	%Pass	% C or Better	Influential in continuing at PSC	Recommend ASC to others
2004-05	4443		355	43%	236	32%	n/a		89%	68%	92%	93%
2005-06	6472	46%	403	48%	276	37%	493	55%	91%	71%	92%	97%
2006-07	5645	-13%	405	47%	300	37%	514	57%	92%	75%	75%	97%
2007-08	6333	12%	433	48%	323	39%	566	60%	85%	66%	92%	97%
2008-09	8676	37%	479	51%	394	47%	615	61%	86%	66%	92%	99%
Average	6314	*	415	47%	306	38%	547	58%	89%	69%	89%	97%

*95% 5 yr increase in annual usage

The course withdrawal rate is 5% for ASC users. Of the remainder 89% of the students using the ASC pass the course for which they signed up; 69% earn a C or better. Analyzing further, the current academic year shows the percent of students passing and earning a C or better is about 10% higher in the Spring semester

Need/Satisfaction: As the January 2009 Student Satisfaction Inventory report demonstrates, the student population strongly values the availability of tutoring services and students have also been equally satisfied with the service provided. On a scale of 7.0 the report shows the following ratings:

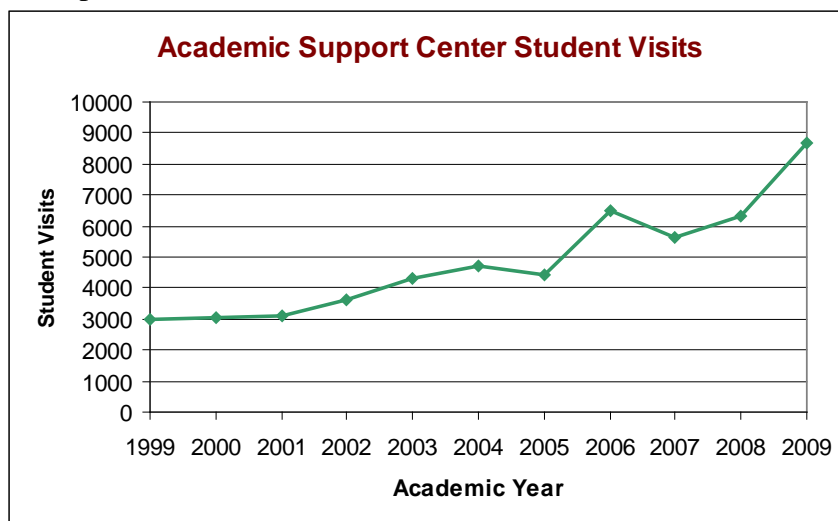
32. Tutoring services are readily available.	Importance 6.20	Satisfaction /SD: 6.20 / 1.08	Gap: 0.0
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- Students select from a variety of academic support options to fit their learning style

2004-2009: Academic Support Usage by available option

	2004-05 Contact Hours/Percentage		2005-06 Contact Hours/Percentage		2006-07 Contact Hours/Percentage		2007-08 Contact Hours/Percentage		2008-09 Contact Hours/Percentage	
Tutoring	2,078	47%	3,457	53%	3202	57%	3475	55%	5131	59%
Supplemental Instruction	1,449	33%	2,304	36%	1716	31%	2082	33%	2801	32%
Writing Center	367	8%	481	7%	438	8%	263	4%	511	6%
Group Study/Drop In	549	12%	230	4%	159	3%	513	8%	233	3%

- Along with peer tutoring, Supplemental Instruction is one of the most popular choices for students seeking academic support accounting for 32% of the usage for 2008-09. Supplemental Instruction provides students with regularly scheduled support in challenging courses, particularly in the first or second year. In addition to offering engaging opportunities to review and reinforce important concepts, students learn study skills necessary for success in this and other courses within the discipline. Students who participate in Supplemental Instruction have demonstrated, on average, ½ to a full letter grade higher. Failure rates in courses with Supplemental Instruction are significantly lower.
- Intentional outreach through partnerships with other support offices, particularly TRiO Student Support Services and the First Year Programming/Retention Office, has had a significant impact on usage and ultimately retention. The graph below demonstrates how student visits have increased over the past ten years, with significant increases in the past five years as these partnerships have been established.



- Tutors are recommended by faculty and are trained using nationally recognized standards established by the College Reading and Learning Skills Association. The average cumulative GPA of our tutors for 2008-2009 was **3.60**.
- All academic support is offered free of charge.
- The Center is known for a positive, success oriented atmosphere where all students feel welcome.
- **Staff members:** Virginia McAleese, Director; Amy Tuthill, Tutor Coordinator; Karen Loffler, ½ time Professional Writing Tutor; 65 Peer Tutors/SI Leaders