



UMBC

ACADEMIC SUCCESS CENTER



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Academic Policy and Undergraduate Petitions

We can support you in navigating UMBC's Academic Policies and petition for policy exceptions.

[Learn More!](#)



Academic Learning Resources

We provide tutoring, SI PASS, and other resources to help you be successful in your academic career at UMBC.

[Learn More!](#)



Academic Advocacy

We assist students in resolving academic and institutional challenges that may adversely affect persistence, progression and timely completion of degree.

[Learn More!](#)



ACADEMIC SUCCESS CENTER

Agenda

Overview of Advisory Board and Member Introductions

5 year anniversary celebration

USM Grant Maryland's ABCs for Student Success: Advising, Belonging, and Coaching

Staffing updates

Spring ASC services start dates

Strategic planning progress

Feedback on Marketing



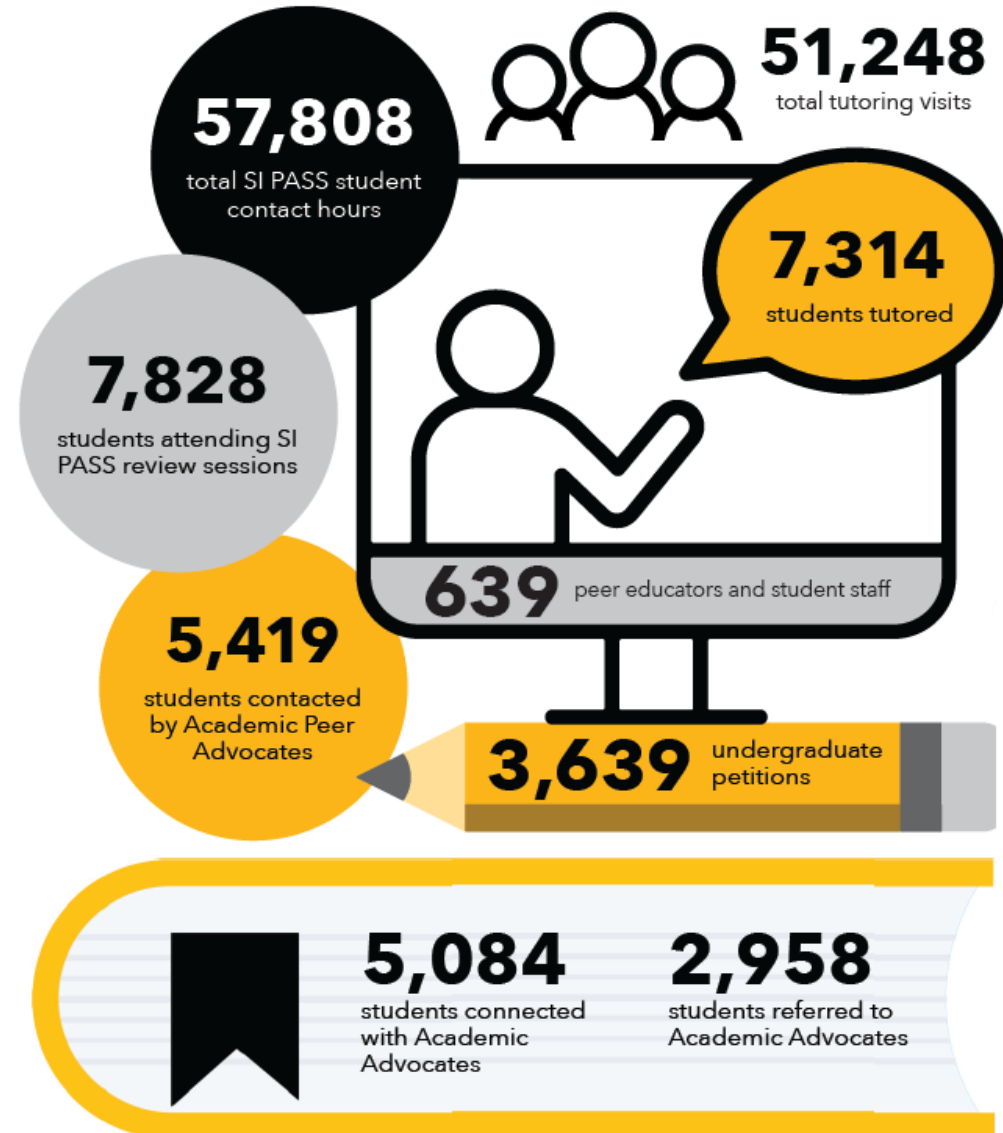
Five Years in Review



ACADEMIC SUCCESS CENTER

2019 - 2024

5 YEARS AT A GLANCE



Read
More
Online



ASC GRAND CELEBRATION

The entire campus community is invited to join the Academic Success Center for the Grand Opening of the beautifully renovated space in the AOK Library, as well as our 5th Anniversary Celebration!

This will be a Grand Celebration of two significant milestones in one fun-filled day!

Friday, August 30th
1 PM - 3 PM
AOK Library, First Floor
Academic Success Center



USM Receives \$4 Million Grant from U.S. Department of Education to Advance Student Success

Maryland's **ABCs** for Student Success: **A**dvising, **B**elonging, and **C**oaching

UMBC Academic Success Center, one of 11 USM campuses, will provide peer mentor support to help newly enrolled students navigate their first year by connecting them with the multiple support resources, focusing on students historically underserved by higher education

Academic Peer Advocates



Staffing Updates

Tenley Stewart

Business Services Specialist



Jocelyn Ochoa-Garcia

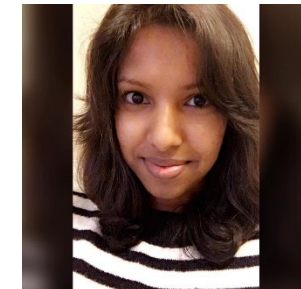
Academic Advocate



Deborah Webb, Retiring, Search
for new SI PASS Coordinator



Achala Denagamage
Assisting with SI PASS



ASC Guest Experience, Academic Advocacy, Academic Policy Support Ongoing

Spring Placement Testing Through first week of classes

Fall Placement Testing Begins after spring break

SI PASS First week of classes

Tutoring Early Math February 3

All Other Tutoring February 10

Academic Peer Advocacy and Academic Skills Meetings
February 10

Early Academic Alerts February 24 to March 25



Academic Success Center Mission Statement

The mission of the Academic Success Center is to provide centralized academic support services for undergraduate students to help them achieve their individual goals and earn a UMBC degree. Guided by caring peers, staff and faculty, and in collaboration with the campus community, the ASC's programs empower students to identify and engage with resources and to develop skills and strategies for success in their academic journey and beyond.

The Academic Success Center offers free academic support including Academic Learning Resources (tutoring, writing support, supplemental instruction and academic success courses), Academic Policy (petition support), and Academic Advocacy (individual meetings coordinating resources for academic success).



Core Values

Inclusivity
Diversity
Equity
Service
Advocacy

Accessibility
Integrity
Asset-Based Education
Growth Mindset

Long Term Goals:

- To advance our mission and values with regards to **diversity, equity, inclusion and accessibility** through hiring, training, programming, and assessment.
- To help UMBC students, faculty and staff understand the academic support services we provide.
- To encourage more UMBC undergraduate students to take advantage of our academic support services.
- To **help undergraduate students succeed at UMBC** in learning, self-advocacy and accessing resources.

Data:

- Ask students what other services do they need ✓
- Ask students who do not come to the ASC-why not and what do they need ✓
- Disaggregate usage data and peer educator data by demographics ∞

Technology: Peer Educators (Discord) and Scheduling Platforms ∞

Spaces: Naming, Signage for Sherman Hall, Fine Arts and Library spaces ✓

Faculty/Staff: Survey faculty and staff about ASC ✓
Host Open House ✓

Marketing:

- Embedded ASC Services in UNIV 101/301 courses ✓
- Class and Group Visits ∞
- Tabling, programming (Welcome Week, Orientation, StudyCon) ∞
- Social Media Student Team ∞
- Communications Calendar ∞

✓ Complete
∞ Ongoing

End of Semester Surveys Fall 2024 (**Select findings**)

Students who have **never** utilized ASC

How have you learned about the ASC? (multiple answers)

61% Faculty/Instructor (84/136)
46% Email (63/136)
46% Orientation/Welcome Week (62/136)
32% myUMBC (43/136)
28% Fellow student (38/136)
26% Staff member/advisor (35/136)
14% UNIV 101/301 (19/136)

Most Effective ways for ASC to communicate to you?

71% Email (129/180)
53% Faculty/Instructor (96/180)
48% MyUMBC (86/180)
35% Blackboard (64/180)
33% Staff/Advisor (60/180)

Why did you not use ASC services?

25% (40/160) did not know about our services

Students **who utilized** ASC Services

How did you learn about the ASC? (multiple answers)

56% Faculty/Instructor (129/230)
32% Email (74/230)
28% Staff member/advisor (65/230)
28% Fellow student (66/230)
25% UNIV 101/301 (57/230)

Suggestions on how to help faculty/staff:

Understand our services?

Share information about our services?

- Videos
- Guide
- Syllabi Blurbs
- Outreach plan
- Other ideas?

Students who have **never** utilized ASC

How have you learned about the ASC? (Check all that apply)

382 choices by 136 students

(% respondents who selected that choice along with other choices)

UMBC faculty/instructor	84	61%
I received an email	63	46%
New Student Orientation/Welcome Week	62	46%
myUMBC post	43	32%
Friend or fellow student suggestion	38	28%
UMBC staff/advisor	35	26%
UNIV 101/301 course	19	14%
Academic Success Center website	14	10%
Class visit	9	7%
Other	4	3%
Social Media (Facebook, Instagram)	4	3%
I saw an advertisement, came on my own	4	3%
Academic Success Center staff	3	2%

Most Effective ways for ASC to communicate to you?

180 choices from 136 students

(% respondents who selected that choice along with other choices)

Email	129	72%
UMBC faculty/instructor	96	53%
myUMBC	86	48%
Blackboard announcements	64	36%
UMBC staff/advisor	60	33%
Flyers/Posters	45	25%
Class visits	40	22%
Social Media (Instagram)	37	21%
New Student Orientation	33	18%
Ads on screens around campus	29	16%
Academic Success Center website	20	11%
Club or organization visits	17	9%
Tabling events	15	8%
Other	2	1%

End of Semester Surveys Fall 2024 (**Full Findings**)

Students who have **never** utilized ASC

Why did you not use ASC services?

161 responses (% respondents who selected that choice along with other choices)

61% (98/161) did not feel it was necessary

30% (48/161) scheduling conflicts

25% (40/161) did not know about our services

5% (8/161) other

Students **who utilized** ASC Services

How did you learn about the ASC? (multiple answers)

611 choices from 230 students
(% respondents who selected that choice along with other choices)

UMBC faculty/instructor	129	56%
Email	74	32%
Friend/Fellow Student	66	28%
UMBC staff/advisor	65	28%
UNIV 101/301	57	25%
New Student Orientation	51	22%
ASC Website	40	17%
myUMBC Post	37	16%
Class Visit	29	12%
Advertisement	24	10%
ASC Staff Member	19	8%
Social Media (Instagram)	12	5%
Other	8	4%



Amanda M. Knapp
Associate Vice Provost and
Assistant Dean



Delana Gregg
Assistant Vice
Provost



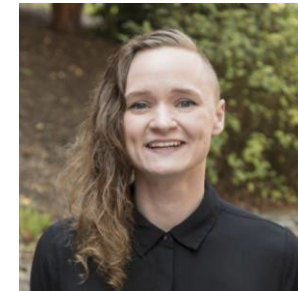
Ira Fabri
Associate Director,
Tutoring Services



Elaine MacDougall
Assistant Director,
Writing Center



Micah Havens
Coordinator,
Tutoring Services



Beck Hertl
Coordinator,
Tutoring Services



Deborah Webb
Assistant Director,
Supplemental Instruction



Tenley Stewart
Business Services
Specialist



Tanay Adams
Operations and
Guest Experience
Coordinator



Clifton Saul
Acting Associate
Director, Academic
Advocacy



Hope Weisman
Senior Academic
Advocate



Alison Larsen
Senior Academic
Advocate



**Jocelyn Ochoa-
Garcia**
Academic Advocate



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