



ANNUAL REPORT



UMBC

ACADEMIC SUCCESS CENTER

2022 - 2023

Table of Contents

Welcome Message	3
ASC at a Glance	4
ASC Peer Educators	6
Academic Policy	7
Academic Advocates	8
Academic Peer Advocates	9
Appointment Tutoring	10
Writing Center	12
Math and Science Tutoring Center ...	13
Computing Success Center	14
SI PASS	15
Academic Skills Meetings & EDUC 113/114	16
Early Academic Alerts	17
Looking Forward	18



Photos throughout were provided by Marlayna Demond '11, Melissa Penley Cormier '17, and Mike Mower '12.

Message from the Associate Vice Provost and Assistant Dean



As a first-generation college student from rural West Virginia, I have devoted over twenty years to a career in higher education as a way to give back to a system that has given so much to me. It is my passion to advocate for students from all backgrounds to help them achieve academic success and avoid many of the barriers I once faced as a first in family college student. It is a privilege to work alongside an exceptional team in the [Academic Success Center \(ASC\)](#) and countless partners from across the campus. We are dedicated to providing academic support to undergraduate students to promote and reinforce student persistence, academic progression, and timely completion of their degrees.

As part of the [Division of Undergraduate Academic Affairs](#), the ASC proudly supports UMBC's strategic plan by delivering a robust array of academic support services to all undergraduate students. Our services, which include [Academic Advocacy](#), [Academic Learning Resources](#) and [Academic Policy](#), empower students to identify and engage with resources and to develop skills and strategies for success in their academic journey and beyond. We collaborate with faculty, staff, and campus partners to ensure consistent support to all undergraduates to help them achieve their individual goals and earn a UMBC degree. Our Advisory Board provides strategic advice and expertise to help advance the [mission and goals](#) of our Academic Success Center.

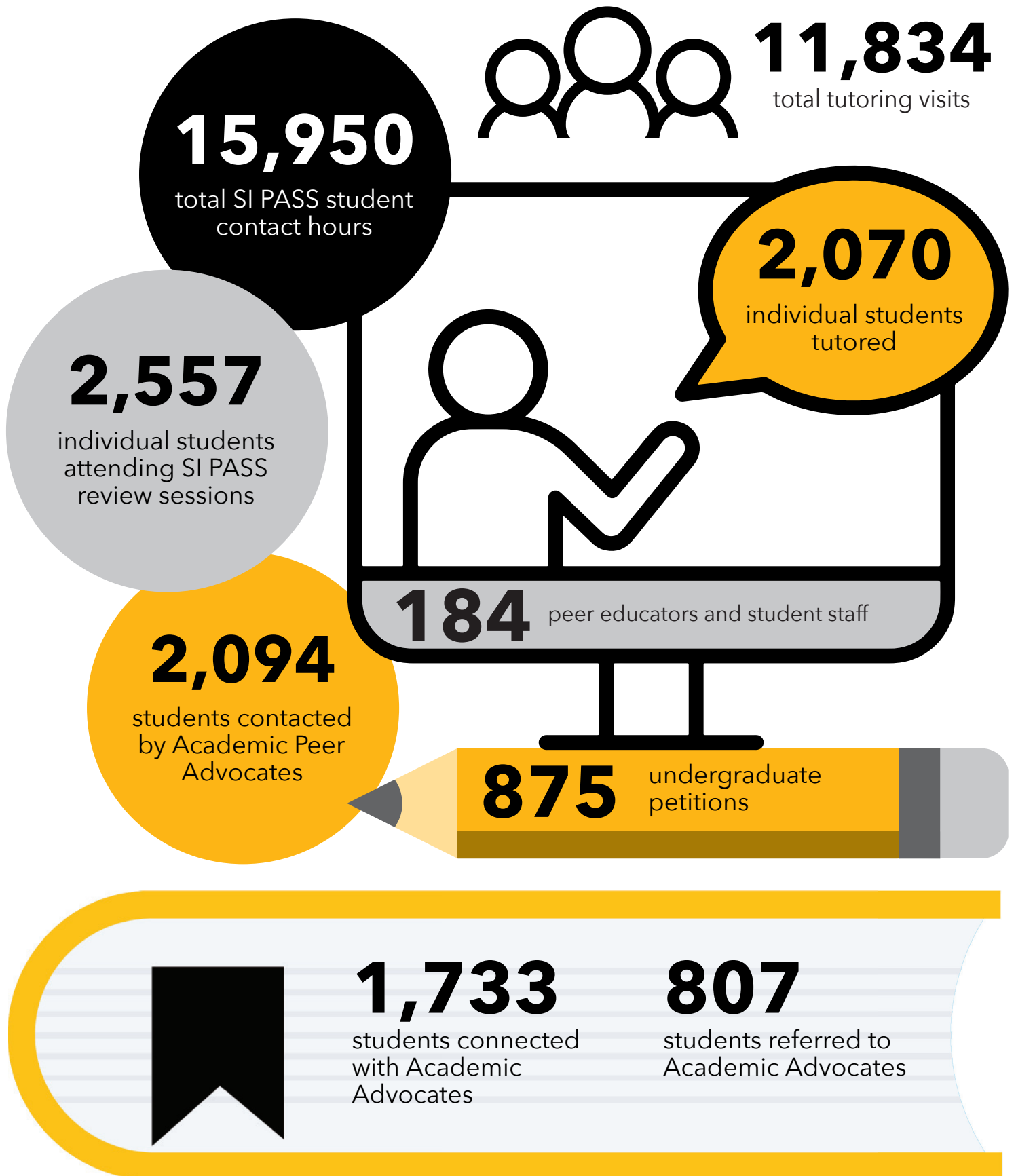
The Academic Success Center consists of both physical and digital spaces where students from any college can find the academic assistance they need for a variety of disciplines. The ASC has made it a priority to adapt, partner and innovate to provide students with individualized support and care to best match their needs in an ever-changing educational landscape. For instance, we provide in-person and virtual [Tutoring](#) by appointment and by drop-in as well as offer [Supplemental Instruction \(SI PASS\)](#) sessions where students can collaborate and learn together. We coordinate the campus [Early Academic Alerts Program](#) so that all students can be informed by their professors if they are having difficulty in their courses, and be connected to resources for success. Our [Academic Advocates](#) and [Academic Peer Advocates](#) proactively reach out to students, helping them navigate campus resources, ensuring retention and timely completion of degrees. We've also created an [online learning resource page](#), with videos and guides to help students succeed in online learning.

To stay connected to students and to each other, we've built a robust social media presence on [Instagram](#), [Facebook](#), and [Twitter](#). As we prepare to return for fall 2023, we are excited to welcome students, faculty, staff and visitors to our newly expanded space in the Albin O. Kuhn Library as well as to our [Computing Success Center](#) in the Fine Arts Building where our [core values](#) guide all efforts as we continue to provide academic support to help students claim their future with their UMBC degree.

Amanda M. Knapp, Ph.D.

Photo by Melissa Penley Cormier '17

ASC AT A GLANCE



"The person I met with shared similar experiences when they were taking one of the classes I'm taking right now. I felt seen and I felt safe opening up to them about my struggles."

-UMBC Student on their visit to the Academic Success Center

"I found the tutoring to be very helpful. It helped me with everything I was confused on in my homework, chapter notes, and classwork. I would definitely say without the tutoring I wouldn't have been able to achieve an A in the class."

-UMBC Student

ASC PEER EDUCATORS

Peer Educators are crucial to the success of the Academic Success Center—Tutors, SI PASS Leaders and Academic Peer Advocates make our work possible. In 2022-2023, the ASC employed 184 peer educators and student workers, a vital part of our programs. Tutors and SI PASS Leaders are faculty-recommended model students who have succeeded in the courses they support. Academic Peer Advocates (APAs) are successful model students who empower their peers to take advantage of appropriate campus resources at UMBC.

Our peer educators attend ongoing training to improve their knowledge and skills, on topics including: active learning theories, study skills, questioning techniques, online learning theories, communication strategies, metacognition, and conscious and unconscious bias. They participate in mock sessions for their peers and are observed, evaluated and given feedback through one-on-one meetings with their supervisors. We encourage our experienced peers to complete higher levels of training and mentor new peers. Training for all ASC tutors is certified by the International Tutor Training Program through the College Reading and Learning Association, and our SI PASS Program is accredited by the International Center for Supplemental Instruction at the University of Missouri-Kansas City.

In end-of-semester reflection surveys, tutors described their strengths as:

- Active Questioning Techniques
- Assessing Student Needs
- Having Students Lead the Session
- Catering to Students' Preferred Ways of Learning
- Active Listening
- Group Management

"I believe I have become a more confident person with better communication skills, and have become better at problem-solving as well. I have learned that I am a good listener, and good at giving advice. I have learned to sympathize and communicate more effectively with other people."

-Academic Peer Advocate

93

Peer Tutors

24

Academic Peer Advocates

19

Student Staff

48

SI PASS Leaders

Peer Educator Spotlight

Praise Lasekan '25 is a Junior, majoring in Biology, who works as a tutor and SI PASS leader.

"As the eldest brother, I have always helped others, but I think life would have been easier if I had someone to point me in the right direction. This is why I became a tutor – to help people. I serve as a guide, and I am able to contribute positively to the lives of those around me. Around campus, those I have tutored tell me about how they aced an exam or a class, and it brings me so much joy and fulfillment to have helped someone on their path toward greatness."

Photo by Marlayna Demond '11

ACADEMIC POLICY



The Academic Success Center empowers students to take charge of their academic careers through understanding and navigating academic policies. We provide policy support in many different forms:

- Academic ombuds services
- Admissions interviews involving prior academic misconduct
- Course repeat petitions
- General undergraduate academic policy questions
- Grading method petitions
- Late-add petitions
- Non-applicable semester petitions
- Petitions regarding the General Education Program and/or University Requirements
- Petitions regarding undergraduate commencement participation

The largest number of petitions are from students who seek to repeat a course for the third and final attempt. This academic intervention requires students to create a plan for success in the course, which includes time management and tutoring support. With the recommendation of their academic advisors and approval from the Academic Success Center, students completing the course repeat petition process are very successful in their courses.

Petition Type	Total	Approved	% Approved
Course Repeat	622	502	81%
Late Add	162	113	70%
Change Grading Method	45	17	38%
Admission Prior Misconduct	15	8	53%
Graduation Requirements	21	9	43%
Non-Applicable Semester	0	0	0
Overall Summary	865	649	75%

622

course repeat
petitions
reviewed

81%

course repeat
petitions
approved

77%

of students registered
for approved course
repeat succeeded in
course

ACADEMIC ADVOCATES

Academic Advocates are dedicated to assisting undergraduate students in resolving academic and institutional challenges which adversely affect persistence, progression, and timely completion of their degrees. Undergraduate students who may be experiencing barriers to persistence/graduation receive direct outreach from an Academic Advocate to address issues in a timely manner. No matter how complex the concerns (i.e., personal, academic, or financial), Academic Advocates will work together with students to review their progress, present options toward graduation, map out a plan for success, and facilitate coordinated care with the appropriate resources.

From 2022-2023, the Academic Advocates worked primarily with first-time, full-time students who entered UMBC from fall 2017 through fall 2022 and transfer students who entered UMBC from fall 2019 through fall 2022. In addition to this population, the Academic Advocates contacted every student who was referred (either by a faculty member, staff member, or through self-referral) to an advocate.

91%

of all transfer students
connected with an
Academic Advocate
persisted into
Spring 2023

932

total referrals to
Academic
Advocates

1,733

students connected
with Academic
Advocates

85%

of the Fall 2022 first-time
students connected with
an Academic Advocate
persisted into
Spring 2023



"I feel that I got exactly what I needed out of my meeting and I'm also glad that I get to have a continued relationship with [my Academic Advocate]. It makes me feel more confident that I have support and that there's someone at the school looking out for my best interests. I normally feel like when I get stuck I don't know who to reach out to, this is a great help."

-UMBC Student

ACADEMIC PEER ADVOCATES

Fall 2022 First-Time, Full-Time New Freshmen	#	% Students Retained to Second Semester (Spring 2023)
All Fall 2022 FTFT Freshmen	2130	95.12%
Students Reached out to by APA (2-3 Risks)	1010	91.49%
Students Who Met with an APA (in response to APA Outreach 2-3 Risks)	141	97.87%
Students not Targeted for APA Outreach (1-0 Risks)	1120	96.83%

The Academic Peer Advocate (APA) Program pairs first-time, full-time, degree seeking undergraduate students in their first and second academic year with trained and compassionate peers dedicated to providing individual support during their transition to college. APAs empower their peers to take advantage of the appropriate campus resources and to confidently seek help when needed. APAs connect students to the First and Second Year Academic Advocates for coordinated care when there are complex barriers to navigate.

"I was feeling really overwhelmed with all the things that I needed to take care of and be responsible. It was really helpful to be able to discuss my concerns and be reminded of the resources I have at my disposal."

-UMBC Student

320

APA meetings with

278

individual students

5,606

APA emails sent to

2,094

individual students

Academic Peer Advocate Spotlight

Jacob Rimland '24 is a Senior, majoring in Political Science.

"I joined the APA team as a Sophomore because I saw it as a chance to help others be successful at college while allowing me to work on communication and problem solving skills. Being able to provide meaningful help to students by pointing them towards resources and meeting with them to discuss academic success skills has been incredibly rewarding for me. I have greatly enjoyed my time as an APA while improving my own skills both personally and academically. I certainly hope my work as an APA has benefitted the students I have met with, helping them become as successful as they are capable of being."

APPOINTMENT TUTORING

Appointment Tutoring is an opportunity to study and practice with peers at least once a week. The Academic Success Center provides appointment tutoring to support the content of most 100 and 200 level courses and some 300 and 400 level courses. During the 2022-2023 academic year, the Academic Success Center provided in-person and online appointment tutoring. Academic Success Center tutors are UMBC students who are recommended by faculty, have received formal tutor training, and have succeeded in the courses they tutor.

3,096

total number of
appointment
tutoring visits

523

individual students
tutored by
appointment

85%

of students stated that they
felt more confident in their
ability to apply the skills they
learned in tutoring in
their future courses

End of Semester Survey Responses about Tutoring from UMBC Students:

"I found a friend, a guide through my tutors. They were supportive and made me feel 'smart'."

-UMBC Student

"I just wasn't able to understand the course content on my own at all. It's like I could get the concept of it but couldn't execute it well when it came to tests and quizzes. After a session every week I was able to do it on my own and in the end was able to pass my class."

-UMBC Student

"I like going to the ASC before exams or quizzes to study with other people who go there and have guidance from a tutor."

-UMBC Student



Top Courses Tutored

Course	# of Visits
STAT 121	208
MATH 106	169
PHYS 121	154
CHEM 101	151
MATH 151	137
CHEM 102	131
CHEM 351	124
MATH 150	121
MATH 155	103
SPAN 201	103
BIOL 302	101
MATH 152	99
CHEM 352	92
BIOL 141	84
PHYS 122	64
ECON 121	40

A photograph of three students sitting around a light-colored wooden round table in a study area. On the left, a young woman with dark hair, wearing a dark blue top with lace sleeves, is looking at a book. In the center, a young woman with long brown hair and a patterned scarf is smiling and looking at a laptop. On the right, a young man with braided hair, wearing a grey hoodie, is also smiling and looking at the laptop. A pink water bottle and a smartphone are on the table. The background shows wooden paneling and a counter.

"My Academic Advocate has always made me feel like I'm heard and provides me as many resources as possible. I always feel better and more motivated after I visit Academic Advocacy."

-UMBC Student

A photograph of three students sitting at a table. In the foreground, a young woman with long braids, wearing a blue polka-dot shirt, is looking towards the camera. Next to her, a young woman with braids, wearing a dark grey hoodie with a yellow UMBC logo, is also looking towards the camera. On the right, a young man with short brown hair, wearing a grey hoodie with white stripes on the sleeves, is looking at a laptop. The background is slightly blurred, showing a study area.

"I kept returning to the Academic Success Center because I found it very helpful and the tactics and skills I learned there helped me improve in my classes."

-UMBC Student

WRITING CENTER

The Writing Center is a tutoring space dedicated to helping UMBC students with writing for any undergraduate class at any stage of the writing process. Writing Center tutoring is one-to-one assistance provided by trained peers who help students learn to critique and improve their own writing. Writing Center tutors help students work through their ideas, focusing on organization and clarity over editing.

2,808

Total number of Writing Center tutoring visits

938

Number of individual students tutored by Writing Center tutors

194

students shared a skill learned during their Writing Center visit that they used in writing later

"Working with [the Writing Center Tutor] motivated me and assured me that my writing skills were not as poor as I thought. They helped me to become more confident in my writing skills and also helped me to develop my paper to the best form it could be."

-UMBC Student

91%

of students felt more confident about their ability to write after their tutoring session

Top Courses Tutored

Course	# of Visits
ENGL 100	403
Other (resumes, personal statements, etc.)	155
AGNG 200	88
CMSC 304	78
PSYC 437	65
ART 216	52
ENTR 201	51
FYS 101	45
MUSC 322	37
ENGL 321	29
HIST 103	26
HIST 201	21
ENGL 393	21
MLL 301	21

Tutor Spotlight

Jenna Beshara, '24, is a Senior, double majoring in Intermedia Arts and English, with a concentration in Communication and Technology.

"Along with being a Writing Center Tutor, I also work as Chip's Social Media Manager, and I also freelance photography and art. I became a Writer Center Tutor because I love English, and I want to help other students be more comfortable and confident with the subject. It's really taught me to be a more patient and understanding person, and I find so much fulfillment in being able to help students across campus improve their essays and English work, and make them feel more self-assured about the way they write and speak. This is a picture from my summer backpacking through the UK after completing my study abroad program in Wales for creative writing."



MATH AND SCIENCE TUTORING CENTER

The Math and Science Tutoring Center (MASTC) provides drop-in assistance for students who have quick questions about Math or Science concepts. For 2022-2023, the MASTC provided drop-in tutoring during the day in-person for many 1st and 2nd level math and science courses.

Top Courses Tutored

Course	# of Tutoring Visits
MATH 106	492
MATH 151	478
MATH 150	453
MATH 155	342
Study and Practice	308
CHEM 101	289
MATH 152	266
CHEM 351	188
PHYS 121	182
CHEM 102	177
PHYS 122	111
STAT 121	76
BIOL 303	69
MATH 221	61
BIOL 302	59
BIOL 141	57



3,858

total number of Math and Science Tutoring Center visits



825

individual students tutored by the Math and Science Tutoring Center

In a post-MASTC tutoring survey for 2022-2023:

90 students gave examples of concepts and strategies they learned in tutoring that they used later independently.

The most popular examples shared were:

- Understanding concepts
- Study techniques
- Increased content knowledge

GRAND OPENING

of the new Computing Success Center and SI PASS Spaces

In Spring 2023, the Academic Success Center opened new academic support spaces in the Fine Arts Building for the Computing Sciences Center and Supplemental Instruction Peer-Assisted Study Sessions (SI PASS). This \$300,000 investment by the campus creates a dedicated drop-in space for Computer Science, Computer Engineering and Information Systems students, and students with any programming questions, plus a space for 60 hours per week of SI PASS study sessions for the traditionally most difficult courses at UMBC. In its first semester, the new Computing Success Center saw over 1,300 visits.



Peer Educators Anneliese Jones (left) and Josh Galita (right) cut the ribbon for the opening of a new tutoring space on campus that includes the Computing Success Center. (Marlayna Demond '11/UMBC)

Top Courses Tutored

Course	# of Tutoring Visits
CMSC 202	771
CMSC 201	701
CMSC 341	439
CMSC 203	221
CMSC 313	105
CMSC 331	105
CMSC 421	64
IS 247	61
CMPE 306	43
CMSC 441	41
IS 147	37

COMPUTING SUCCESS CENTER

2,808

total number of
Computing Success
Center visits

457

individual students
tutored by the
Computing Success
Center

SI PASS

Supplemental Instruction

Supplemental Instruction (SI) is an academic support model that utilizes Peer Assisted Study Sessions (PASS). The SI PASS program targets traditionally difficult academic courses, providing regularly scheduled, out-of-class review sessions. The sessions are informal seminars in which students compare notes, discuss readings, develop organizational tools and predict test items. SI PASS support is available for 21 courses including Biology, Chemistry, Math, Physics, Spanish, and Information Systems.



SI PASS Leader Spotlight

Anneliese Jones '24, is a Senior majoring in Psychology.

"Being an SI PASS leader allowed me to give back to UMBC's student community, the way it gave to me. I made a breakthrough when I found out how significant the interpretation of lecture material is in helping a student learn for a course. I realized how effective it was to break down lecture materials for my classmates in a way that they could relate to. The most fulfilling factor of this role is being the bridge that connects students to their goals through academics."

1,845

SI PASS sessions

15,950

total number of SI PASS student contact hours

2,557

individual students attending SI PASS

Retention rates for first-time admitted students (those who came directly to UMBC from high school) and transfer-admitted students who attended SI PASS were higher than those who did not.

Retention Rates and GPA for Registered First-Time and Transfer Students by SI PASS Participation During Fall 2022

Attended/ Not Attended SI PASS	Term	First-Time Admitted students	Cumulative GPA End of Term First-Time Students	1 Semester Retention First-Time Students	Transfer Admitted Students	Cumulative GPA End of Term Transfer Students	1 Semester Retention Transfer Students
SI PASS	Fall 2022	1213	3.21	95.88%	300	3.05	86.67%
No SI PASS	Fall 2022	2001	3.02	92.40%	500	2.73	84.60%

ACADEMIC SKILLS MEETINGS

Academic Skills Meetings are one-to-one meetings available to all undergraduate students who want individualized strategies and advice for being successful academically. Academic Skills Meetings can help students learn new study skills, develop better time management strategies, and find appropriate UMBC resources.



58

Academic Skills Meetings

94%

were retained into the next semester at UMBC

84%

of students finished the semester with a GPA of 2.0 or higher

EDUC 113 & 114

EDUC 113 and EDUC 114 are success courses delivered through the Academic Success Center, in partnership with the Office of Financial Aid, Student Business Services, and the Office for Academic and Pre-Professional Advising. EDUC 113 is designed for students who are on academic probation or suspension. EDUC 114 uses a similar curriculum to support students beginning their academic journey at UMBC. Both EDUC 113 and EDUC 114 provide students with the skills to succeed at UMBC and beyond.



James Dharmaraj '21, Information Systems, working in IT as a Department of Defense Contractor.

When he was a student at UMBC, he faced academic challenges. After being placed on academic probation, James enrolled in EDUC 113.

"The class was what I needed to make sure I stayed on track to graduate from UMBC... I learned time management, how to set SMART goals, [and] how to prioritize my tasks to get everything done I needed to do."

Photos by Mike Mower '12

EARLY ACADEMIC ALERTS

The ASC helps support student success through Early Academic Alerts. This program allows instructors to notify students who might not be successful in the course. Instructors identify these students at risk of receiving a D or F and send them alerts. Once alerted, these students are pointed toward resources that can help them become successful in the course.



Photo by Mike Mower '12

37%

of first-year students
received at least one
academic alert

"I received an
academic alert so I reached
out to the Academic Success
Center. I met with a staff member
and learned about my options. I
didn't know how to study for the
class so I made a tutoring
appointment."

-UMBC Student

24%

of non first-year students
received at least one
academic alert

63%

of alerts sent
resulted in a grade of
A, B, C, P, or W

LOOKING FORWARD

This year our Academic Success Center's peer support services will be offered in the Library. This move centralizes our student-facing programs in a highly visible and accessible location in the heart of campus. Our Welcome Desk will be one of the first stops for new and prospective students and their families, with a guest experience team ready to help answer questions and connect students to the appropriate campus resources.

Our Peer Educators are trained on referring students to the many Academic Success Center resources. By co-locating our Tutoring and Academic Peer Advocacy Programs together in the Library, students will be able to access our services seamlessly, with the right help being available at the right time. This year we will also expand our Academic Peer Advocacy Program to support transfer students in addition to first-time freshmen, helping all new students navigate institutional resources and ensuring that students with more complex needs are directed to the Academic Advocates for personalized outreach.

Our Academic Advocacy and Academic Policy staff will continue to be available in Sherman Hall on the 3rd floor for student and faculty meetings. We will continue to offer SI PASS review sessions and the Computing Success Center in our new Fine Arts spaces. While we are expanding the footprint of our Academic Success Center spaces, we remain grounded by [our mission and core values](#):

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.

By positioning our Academic Success Center services as an easy-to-access, centralized support resource, we are removing barriers to student success and normalizing help seeking among students.

Visit us on the first floor of the UMBC Library and online at academicsuccess.umbc.edu.



Image by Andrew Mundroff

MEET OUR TEAM



Amanda M. Knapp, Ph.D.
Associate Vice Provost
and Assistant Dean



Courtney Gurrera
Coordinator, Tutoring
Services



Deborah Webb
Assistant Director,
Supplemental Instruction



Delana Gregg, Ph.D.
Director, Academic
Learning Resources,
Assessment and Analysis



Elaine MacDougall
Assistant Director,
Writing Center



Ira Fabri
Associate Director,
Tutoring Services



Rachel Garcia
Coordinator, Academic
Success Center



Victoria Skinner
Coordinator, Academic
Learning Resources



Amanda Sharp
Assistant Director,
First and Second Year
Academic Advocacy



Clifton Saul
Senior Academic
Advocate



Alison Larsen
Academic Advocate



Cari Coleman Godin
Academic Advocate



Hope Weisman
Academic Advocate



Tanay Adams
Academic Advocate



**ACADEMIC
SUCCESS
CENTER**