



ANNUAL REPORT



UMBC

**ACADEMIC
SUCCESS
CENTER**

2021 - 2022

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
Math and Science Tutoring Center ...	12
Computing Success Center	13
Writing Center	14
SI PASS	15
Academic Success 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 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 succeed and reach their educational goals. We collaborate with faculty, staff, and campus partners to ensure consistent support to all undergraduates.

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 support best matching their individual needs in an ever-changing educational landscape. For instance, we provide in-person and virtual [Tutoring](#) and [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. We hold in-person and virtual meetings to provide individualized support and care to students. Our [Academic Advocates](#) proactively reach out to students, helping them navigate campus resources, ensuring retention and timely completion of degrees.

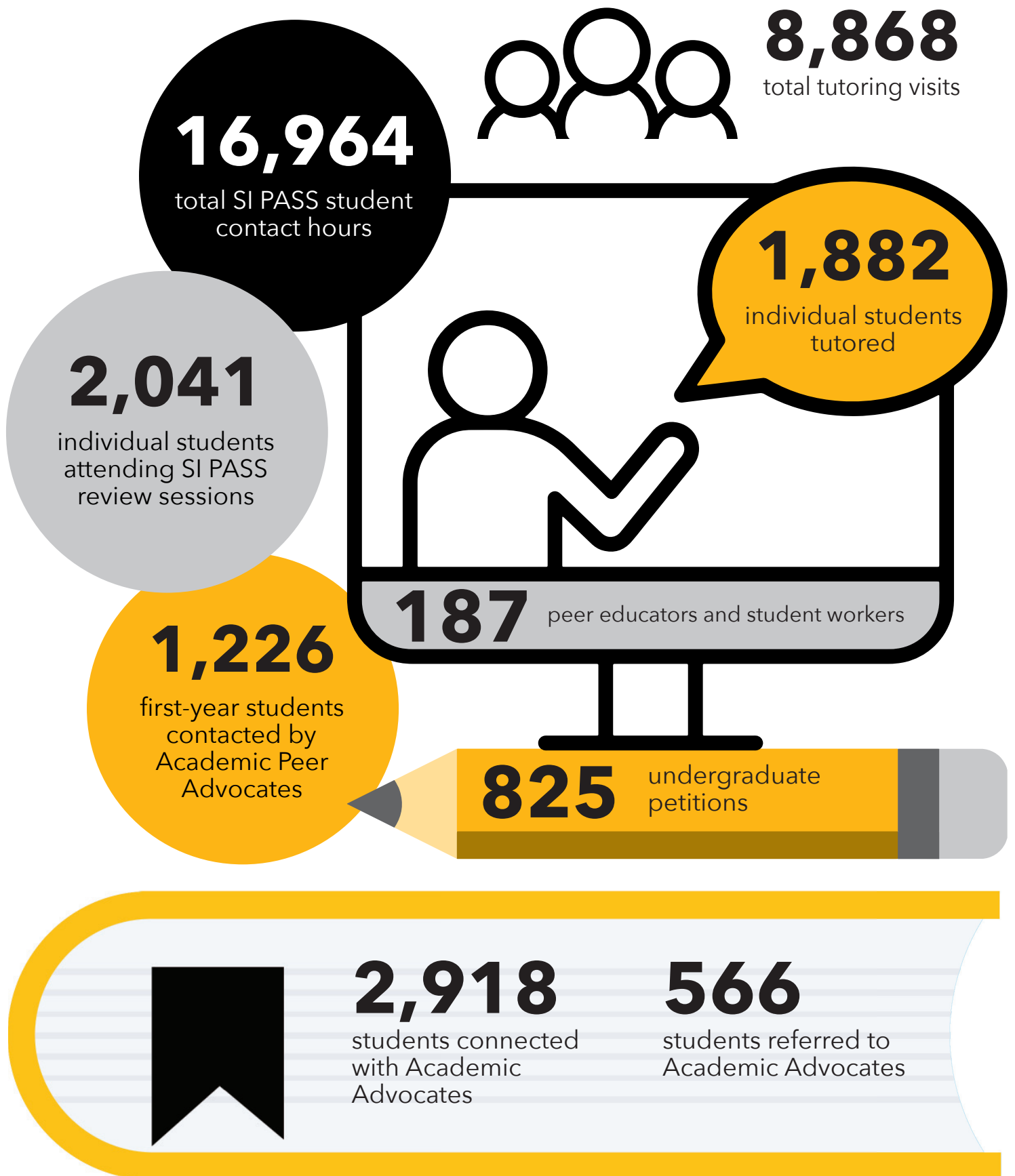
We've created an [online learning resource page](#), with videos and guides to help students succeed in online learning. We've partnered with the [College of Engineering and Information Technology](#), to expand services in the [Computing Success Center](#), offering drop-in tutoring in-person and virtually for computer programming questions. And, through a Hrabowski Innovation Grant, we continue to provide SI PASS support for all sections of MATH 151 and research the impact on our students.

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 2022, our [core values](#) will guide all efforts as we continue to provide online and in-person 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





"My Academic Advocate reached out to me right when I was feeling very hopeless about my academic plans. She was able to guide me to the next step for a successful completion of my degree, and I cannot thank her enough for it."

-UMBC Student

"My tutor was extremely nice and patient when I didn't understand something. She spent time going over specific things that I wanted to, which was great. We also went over questions that I got wrong on homework and exams to help me do better next time."

-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 2021-2022, the ASC employed 187 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.

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

- Building connections with students
- Being patient
- Adapting to students' different needs
- Actively engaging with students

"Tutoring has certainly helped me become more confident in my content areas as it causes me to review material I would likely not otherwise revisit and think about the material in a more critical and engaging way in order to be able to describe and teach it to others."

-ASC Tutor

123

Peer Tutors

10

Academic Peer Advocates

11

Student Workers

43

SI PASS Leaders

Peer Educator Spotlight

Ronyaé Allen '24 is a Senior, majoring in Psychology, who leads SI PASS review sessions and tutors Spanish.

"I became a SI PASS leader because I want to help students succeed where they believe they can't. I do this by helping students develop creative and effective study strategies that suit their individual needs. I love leading SI PASS sessions because I love seeing students overcome their struggles and comprehend language in a way they never thought they could!"

Photo by Mike Mower '12

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.

Photo by Mike Mower '12

Petition Type	Total	Approved	% Approved
Course Repeat	572	471	82%
Late Add	177	141	80%
Change Grading Method	23	2	9%
Admission Prior Misconduct	24	23	96%
Graduation Requirements	29	12	41%
Non-Applicable Semester	0	0	0
Overall Summary	825	649	79%

572

course repeat
petitions
reviewed

82%

course repeat
petitions
approved

71%

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 degree. 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 2021-2022, the Academic Advocates worked primarily with first-time, full-time students and transfer students who entered UMBC from fall 2016 through fall 2021. 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.



92%

of all transfer students
connected with an
Academic Advocate
persisted into
spring 2022

649

total referrals to
Academic
Advocates

87%

of the fall 2021 first-time
students connected with
an Academic Advocate
persisted into spring
2022

2,918

students connected
with Academic
Advocates

Photo by Mike Mower '12

ACADEMIC PEER ADVOCATES

Fall 2021 First-Time, Full-Time New Freshmen	#	% Students Retained to Second Semester (Spring 2022)
All Fall 2021 FTFT Freshmen	2035	95.04%
Students Reached out to by APA (2-3 Risks)	435	89.69%
Students Who Met with an APA (in response to APA Outreach 2-3 Risks)	66	97.06%
Students not Targeted for APA Outreach (1-0 Risks)	1482	96.83%

The Academic Peer Advocate (APA) Program, new to the ASC beginning in fall 2021, pairs incoming first-time, full-time, degree-seeking undergraduate students with trained and compassionate peers dedicated to providing individualized 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-Year Academic Advocate for coordinated care when there are complicated barriers to navigate.

"I loved the way my peer advocate took her time and listened to my concerns and went over the meeting time just to make sure I was comfortable."

-UMBC Student

173

APA meetings with

132

individual students

9,863

APA messages sent to

1,226

individual students



Academic Peer Advocate Spotlight

Elizabeth Liedahl '24 participates in student success as an Academic Peer Advocate (APA) for the ASC and a Peer Facilitator for the IHU program. As a biology major with various interests, participating in student success has helped Elizabeth build professional connections, confidence in helping students, and professional communication skills. This has also helped Elizabeth gain confidence in her own studies and endeavors as an undergraduate student.

Photo by Melissa Penley Cormier '17

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 2021-2022 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.

2,747

total number of
appointment
tutoring visits

602

individual students
tutored by
appointment

83%

of students stated they had a
better understanding of
concepts covered after
their tutoring
appointment

End of Semester Survey Responses about Tutoring from UMBC Students:

"The tutors were very supportive and answered every question I asked. They explained [things] very well. They keep me engaged and excited to learn."

-UMBC Student

"My tutor gave me example problems to work through and he helped me reevaluate problems with a different mindset. It was very helpful. He also gave me pointers in places I was struggling."

-UMBC Student

"The tutor was very patient and comprehensive; she helped me out without giving me the answer and gave me the opportunity to solve it on my own. I will definitely be going back."

-UMBC Student



Top Courses Tutored

Course	# of Visits
MATH 152	165
MATH 106	158
CHEM 351	139
CHEM 352	135
PHYS 121	133
MATH 151	131
MATH 155	117
SPAN 201	113
BIOL 302	97
BIOL 141	89
CHEM 101	79
STAT 121	77
BIOL 142	71
CHEM 102	65
CMSC 201	64
ECON 101	64

Photo by Mike Mower '12



"Working in groups on certain problems was very helpful. I used this strategy the SI PASS leader used outside of SI PASS by working with my friends on certain concepts that we didn't understand by teaching them to each other."

-UMBC Student

"[My Academic Advocate] helped turn an extremely stressful situation into a path forward. She answered all of my questions, provided support, focused on every possible scenario to help prepare [me] for what may come, and overall was an incredibly kind ally. I'm so grateful to the Academic Success Center!"

-UMBC Student

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 2021-2022, the MASTC provided drop-in tutoring during the day in-person, and virtually in the evenings.



Course	# of Tutoring Visits
Study and Practice	229
MATH 151	212
MATH 106	162
MATH 152	140
MATH 150	129
MATH 155	119
PHYS 121	115
CHEM 101	99
CHEM 102	81
BIOL 141	79
STAT 355	77
STAT 121	47
MATH 221	41
BIOL 302	30
CHEM 351	28
ECON 101	26

1,904

total number of Math and Science Tutoring Center visits

583

individual students tutored by the Math and Science Tutoring Center

In a post-MASTC tutoring survey for 2021-2022:

93% (167/179) of 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
- Practice problems

Photo by Marlayna Demond '11, Mike Mower '12

COMPUTING SUCCESS CENTER

The Academic Success Center partners with the College of Engineering and Information Technology to provide the Computing Success Center (CSC), offering drop-in tutoring assistance to students enrolled in [computer science](#) and [information systems](#) courses. Students can receive help on course concepts and programming languages. For 2021-2022, the CSC provided drop-in tutoring during the day in-person, and virtually in the evenings.

395

individual students
tutored by the
Computing Success
Center

2,291

total number of
Computing Success
Center visits

Top Courses Tutored

Course	# of Tutoring Visits
CMSC 201	990
CMSC 202	348
CMSC 341	125
CMSC 203	113
IS 247	90
CMSC 331	46
CMSC 104	21
Other	21
CMSC 313	11

Tutor Spotlight

Jalen Hardy is a Senior Computer Science major at UMBC. He is a Baltimore native and loves to talk about his favorite quarterback Lamar Jackson. Jalen began tutoring at the Academic Success Center in his Junior year. Jalen loves to tutor because he enjoys empowering his fellow students to work through difficult problems.

Photo by Mike Mower '12



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.

1,926

Total number of Writing Center tutoring visits

981

Number of individual students tutored by Writing Center tutors

89%

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

86%

of students had a better understanding of writing and research strategies after their session

Top Courses Tutored

Course	# of Visits
ENGL 100	355
Other (resumes, personal statements, etc.)	211
PSYC 437	100
AGNG 200	87
ENTR 201	59
ART 216	58
ART 321	33
ENGL 393	30
IS 300	26
FYS 101	26
PSYC 309	23
ENGL 291	22
PSYC 400	20
SOWK 483	20
HONR 300	19

The College Tour: UMBC



NAME:
GIULIANA WEISS

MAJOR:
**COMPUTER SCIENCE
THEATRE**

YEAR:
JUNIOR

HOMETOWN:
WASHINGTON, D.C.



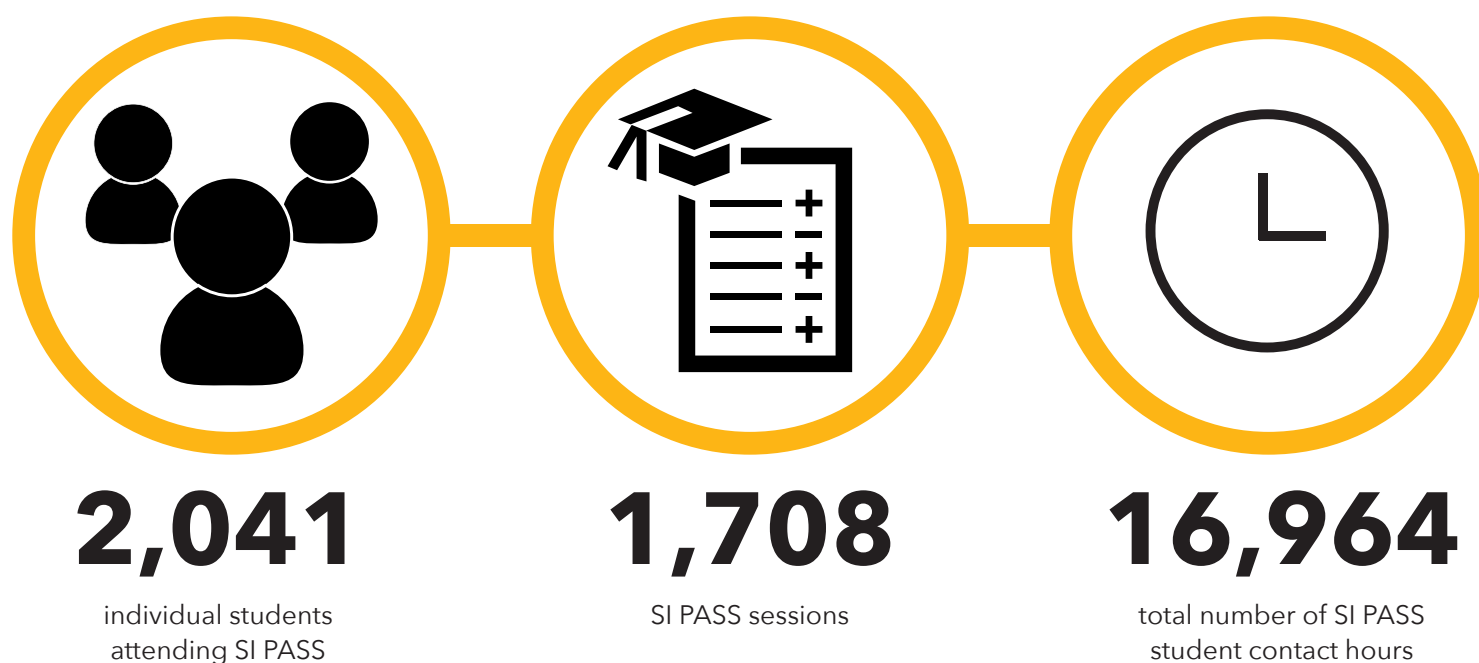
Tutor Spotlight

Giuliana Weiss '23, Computer Science and Theater major, is a writing tutor with the Writing Center. They were one of several ASC tutors featured in [The College Tour](#), a TV series streaming on Amazon Prime that provides an inside look into college campuses around the world. Emmy-nominated and award-winning TV producers visited UMBC in fall 2021 to film 20 students who shared their stories about what it's really like to be a Retriever. Giuliana shares how being tutored in UMBC's Writing Center was their inspiration to become a tutor to support other students. "Even from my first semester at UMBC, it was clear to me that UMBC prioritizes its students." Beyond their work with the Writing Center, Giuliana was an Undergraduate Research Award scholar. They have also worked extensively on research related to the intersection of disability and writing pedagogy, and are working to bring to light the personal narratives of disabled and neurodivergent tutors like themselves.

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 110 sections of 18 courses including Biology, Chemistry, Math, Physics, Spanish and Information Systems.



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. We saw similar positive effects on student retention from participating in SI PASS completely online in fall 2020 compared to in-person/hybrid SI PASS in fall 2021. Students who attend SI PASS have higher cumulative grade point averages than their UMBC peers.

**Retention Rates and GPA for Registered First-Time and Transfer Students by SI PASS Participation
In-Person/Hybrid Fall 2021 vs. Online Fall 2020**

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 2021	1516	3.31	96.44%	373	2.91	90.35%
No SI PASS	Fall 2021	2940	3.04	93.10%	801	2.77	82.77%
SI PASS	Fall 2020	1270	3.46	97.80%	318	3.04	94.03%
No SI PASS	Fall 2020	2888	3.21	95.26%	812	2.88	86.21%

ACADEMIC SUCCESS MEETINGS

Academic Success Meetings are one-to-one meetings available to all undergraduate students who want individualized strategies and advice for being successful academically. Academic Success Meetings can help students learn new study skills, develop better time management strategies, and find appropriate UMBC resources. From 2020-2021, the ASC held 145 Academic Success Meetings.



117

students had their first Academic Success Meeting

84%

were retained into the next semester at UMBC

70%

of those 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.



Rachel Garcia '17 is a Coordinator with the Academic Success Center and UMBC alumna. When she was a student at UMBC, she faced academic challenges. After a difficult first semester, Rachel enrolled in EDUC 113. "The class was like taking a pause to really think about why I wanted a degree and how I was going to earn it. I really enjoyed having this positive and encouraging space where I could focus on building up my motivation after failing my first year of classes and worrying that college was not within my reach." You can learn more about Rachel's story on our [website](#). After completing EDUC 113, Rachel became a tutor with the Writing Center. She received her B.A. in Philosophy and now helps students find support with the Academic Success Center.

Photo by Melissa Penley Cormier '17, 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

"When I received two [Early Academic] Alerts, one in calculus and one in accounting, I was not doing my best, I was getting distracted by friends, I was going to parties on the weekends and I was not studying as much as I should have been. After the alerts, I ended up spending more time to myself, emailing and communicating with my calculus teacher, studying my formulas for accounting and getting my friends to study in groups instead of over socializing. I ended up getting a 3.0 at the end of the semester and received no less than a B in all of my courses."

-UMBC Student

34%

of first-year students received at least one academic alert

23%

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

64%

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

LOOKING FORWARD

While many UMBC courses will be offered in-person this fall, some students will continue to participate in hybrid or online learning. We believe that online tutoring and SI PASS will be an integral part of how these students engage academically and socially. In addition to in-person academic support, we will continue to offer online tutoring appointments and drop-in opportunities in the evenings and weekends when our in-person offices are closed. The added flexibility of online SI PASS sessions in addition to in-person sessions will also allow more students to access these academic support services.

This year, in partnership with the College of Engineering and Information Technology, we will open a brand-new space for the Computing Success Center. These newly renovated areas will provide dedicated tutoring space for our growing Computing Success Center (from 101 visits in fall 2020 to 1403 visits in spring 2022) and active learning space for SI PASS sessions. We are also expanding our first and second year Academic Advocacy Program by adding a new Academic Advocate and doubling our number of Academic Peer Advocates. Our Academic Peer Advocates will connect with first-year students, helping them navigate institutional resources and ensuring that students with more complex needs are directed to the Academic Advocates for personalized outreach.

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 in Sherman Hall, Room 345, the UMBC Library and online at academicsuccess.umbc.edu.



Photos by Mike Mower '12

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
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Assessment and Analysis



Elaine MacDougall
Assistant Director,
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Ira Fabri
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Victoria Skinner
Coordinator, Academic
Learning Resources



Amanda Sharp
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Carlos Williams
Academic Advocate



Clifton Saul
Senior Academic
Advocate



Hope Weisman
Academic Advocate



Cari Coleman Godin
Academic Advocate

