ACADEMIC COACHING | PALS | ONLINE TUTORING

UNIVERSITY MATH CENTER | UNIVERSITY WRITING CENTER

9,302 visits Fall 2019  1,616 students Fall 2019
+40% visits since 2017  +42% students since 2017

GPA
Students who visit 4 or more times have an average GPA of a full grade point higher than those who do not attend.

C OR HIGHER
Students who visit even once have a 17% higher success rate in their courses than those who do not visit.

CONFIDENCE
77% of surveyed students report that they have gained confidence in their own abilities as a result of tutoring.

UNDERSTANDING
93% of surveyed students report that they understand their assignments better after tutoring.

RETENTION
First-year students who visit even once have a 9% higher retention rate than the institutional first-year average rate.

IMPROVEMENT
Students who participate in coaching improve their quarterly GPA by .6 in the quarter of coaching.

STRATEGIES
76% of surveyed students report that they changed their study strategies as the result of a tutoring session.

SATISFACTION
88% of surveyed students report that they are satisfied with the tutoring that they received.

# Student employees annually: over 100
Retention of student employees: 97%

Our student employees love student success: "I just met with one of my students. This student had been on academic probation for the past two quarters. They told me that Winter Quarter was their last chance here at CWU. Fast forward 12 weeks, today this student told me that they got a quarterly GPA of 3.56 for Winter! These success stories seriously fill my heart with happiness. I love this job!"
MISSION: The ASC empowers students to pursue academic excellence.

VISION: The ASC will support all Wildcats in achieving academic success through access, inclusivity, and engaged learning.

DIVERSITY STATEMENT: Through education, measurable action, and critical reflection of ourselves and our center’s work, we move toward social justice as both a process and a goal at the Academic Success Center. We mindfully implement equity and diversity values into our leadership practices and peer-to-peer education services, creating affirming spaces and inclusive opportunities for students, faculty, and staff of all backgrounds.

LEARNING AND SERVICE OUTCOMES:
Students who utilize peer-tutoring and coaching services at the ASC will show stronger academic performance. In accordance with NOSS standard II.E.14, we collect the following data:

1. Student evaluations to assess the scope and effectiveness of tutoring services on student behavior and academic achievement. Quarterly survey data is collected in Qualtrics from students who use our services.
2. Participation data to compare success rates and grades of students who utilize PALS and students who do not utilize PALS, broken down by number of visits.
3. Usage data for tutoring and coaching to compare participants to non-participants for university retention rates, GPAs, and course success rates.

CORE VALUES:
1. Learning: We place a high value on learning. We do this by promoting growth mindset and helping others apply growth mindset to learning content and study skills that will aid them in achieving their goals.
2. Inclusivity: We welcome all students and strive to create a sense of belonging through our peer-to-peer programming. Students seeking help should expect to find us open, caring, and non-judgmental.
3. Integrity: We serve to support the mission of CWU. To do so, we act with integrity at all times. We are honest and hold high standards of moral behavior. Our actions are consistent with our words. We hold a strong work ethic, which means not doing the bare minimum, but fully engaging in our work in the service of others.
4. Dedication: We show our dedication to students through service, passion, practice, and responsibility.
5. Respect: We show respect to others by being honest, competent, cooperative, and forward-thinking. We recognize that all people deserve to be looked at through a referential lens.