The Learning Center (TLC), the academic support center designed to assist students in their pursuit of academic success, will be continuing existing programs and implementing a few changes for 2014. Services offered by The Learning Center include free individual (one-on-one) tutoring, study group tutoring, supplemental instruction (SI), computer lab assistance, an online tutoring chat, and a wide variety of on-line resources, most of which are offered in coordination with various academic and administrative departments on campus. Tutors are available at The Learning Center for almost all 100- and 200-level math and science courses as well as for subjects such as Accounting, Economics, ESOL, Foreign Languages, and Statistics.

The tutors that assist students have earned a grade of A or B in all courses that they tutor. Data has shown that students who seek tutoring can have score up to and including one-letter grade higher than students who do not. TLC assists the UL student body in the following ways:

- **Supplemental Instruction & Study Groups (SI & SG)**
  - Supplemental Instruction & Study Groups assist in challenging courses (high rates of D’s, F’s, & W’s), offering weekly tutoring sessions facilitated by tutors who have earned an A or B in the course they are tutoring. In these sessions, students compare notes, discuss readings, and develop organizational tools. For SI, tutors are students who have previously earned an A in the course. Tutors attend all class lectures, take notes, conduct SI sessions (which may include additional lecture, practice tests, and discussion groups), and offer office hours to work one-on-one with students needing additional assistance.
  - TLC offered SI and Study Groups for 16 courses for Fall Semester 2013. 723 students attended SI/study groups for a total of 3529 hours

- **Individual Tutoring**
  - TLC offers over 100 courses for Individual (One-on-One) Tutoring, seeing 493 students for a total of 448 hours (sessions are at least 30 min/each).

- **STEP Lab**
  - TLC also oversees operation of the STEP Computer Lab in Lee 213. The Lee STEP Lab provided computing and printing assistance for 2807 students. The lab also provided presentation space for various courses (ACSK 100, 120, 140) as well as faculty/staff presentations and workshops.

- **TOTAL TLC Visits**
  - FALL 2013 = 5,877 visits, 3977 hours of tutoring

- **Online Tutoring**
  - TLC will be using an online chat purchased from Zopim to facilitate online tutoring starting in Fall 13 and continuing into Spring 2014. The total numbers for FA 13 were 119 chats for a total of 53.5 hours.
• **TLC Data (student performance)**

Previous research has shown that students attending SI & SG sessions consistently can achieve up to one letter grade higher than those students in the class who did not attend SI at all. For Fall 2013, 916 attendees (out of 8,621 students total) made 5,877 visits to the Learning Center earning average grades **8.4% higher** than those for non-attendees. The greatest impact was in BIOL 110 (Fundamentals of Biology I). We also began a new SI hybrid program with ACCT 201.

- **ACCT 201**
  - **Overall GPA (15% higher)**
    - Participants = 2.08
    - Non-Participants = 1.80
  - **Passing Grades (A,B,C)**
    - Participants = 69.23%
    - Non-Participants = 56.88%
  - **Sessions Attended**
    - 4 (per student)

- **BIOL 110**
  - **Overall GPA (45% higher)**
    - Participants = 2.32
    - Non-Participants = 1.60
  - **Passing Grades (A,B,C)**
    - Participants = 67.23%
    - Non-Participants = 45.13%
  - **Sessions Attended**
    - 7 (per student)

The first observation is that the gap between participant and non-participant GPA of ACCT is smaller than that of BIOL 110. The theme for this course was that the students who attended only averaged four 42) visits or less for the entire semester. One can make the argument that the grades did not improve because the students did not attend enough to benefit from the tutoring sessions.

The Fall 2013 report reveals that students attending SI/SG six (6) times or more had grades in challenging courses that were **27.5% higher** than non-attendees, with those attending 11 times or more posting a **9.2%** difference in average grades. The most noteworthy results were in PHYS 207 where attendees received grades 146% higher than non-attendees. Beginning in Spring 2012, the Academic Affairs Council focused on the number of “D’s, F’s, & W’s” in all courses with the intent of determining the need for further supplemental instruction courses.

• **New Staff Position in TLC**

The Academic Success Center has added a new professional staff member for Spring 2014. The **Learning Resource & Transfer Specialist (LRTS)** will assist with daily operations with The Learning Center and provide support to the Transfer Coordinator. Specifically, the LRTS will oversee STEP Computer Lab & Online Tutoring operations and recruitment activities at regional community colleges. The position will be held by Ms. Katie Tutwiler.