

Student Services Fee DEPARTMENTAL REPORT

Department Name: Vice Chancellor Student Affairs
Unit Name: Academic Assistance and Tutoring Centers
Contact Name: Carol Hunter
Total 2018-19 Projected Allocation: \$2,335,129

This allocation is approximately 6.67% of the total 2018-19 Student Services Fee revenue.

Student Services Fees Allocations

Expense	2017-18 Actuals	2018-19 Allocation
Salaries/Benefits	\$1,792,202	\$1,885,383
Operational/Other Costs	\$281,653	\$449,746
TOTAL	\$2,073,856	\$2,335,129

1. Please provide a *general* description of your department's function:

Academic Assistance and Tutoring Centers is a large academic support department in Students Affairs providing essential academic services and information for UC Davis undergraduate students. We provide an inclusive and interactive environment where students participate in reinforcing and retaining knowledge in multi-disciplinary writing, math and science through co-curricular academic services provided by both professional staff and peer students. We offer courses, workshops, drop-in tutoring, content reviews, writing appointments and the writing studio to all undergraduate students focusing on courses that many students need to successfully complete.

2. Please list the departmental program(s) or service(s) *specifically funded by the Student Services Fee*:

Pre and Concurrent Courses in math and physics taught by academic specialists
Workshops in chemistry, math, physics, and statistics by academic specialists
EDU 98 courses to support undergraduate writing taught by academic specialists
Drop-in tutoring in biology, chemistry, economics, math, physics, statistics, and writing provided by undergraduate student tutors
Writing Studio with academic specialists and undergraduate student tutors
Content Reviews in chemistry and math with undergraduate student tutors
Writing Appointments with specialists and undergraduate student tutors
Special Transitional Enrichment Program math and writing classes taught by academic

3. Please provide information regarding the benefit to UC Davis students from the departmental program(s) or service(s) specifically funded by the Student Services Fee.

Be as specific and concise as possible. Include the specific type (e.g., undergraduate, graduate, professional, transfer, etc.) and an estimated number of students served.

2017-18 (Estimate as of August 7, 2018): Undergraduates Only

8,000 unique undergraduate students with 77,000 visits

6,500 Freshmen admits, 1,500 Transfers admits

25% Freshmen, 25% Sophomore, 30% Junior, and 20% Seniors

Colleges: 28% of students from Agric & Environmental Sciences, 27% of students from Biological Sciences, 11% of students from Engineering, and 34% of students from Letters & Science

Students report and data shows many benefits to UC Davis students:

Higher exam scores

More likely to be retained

Better prepared for mid-terms and finals

More likely to meet minimum progress

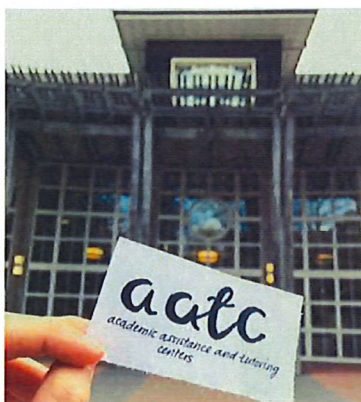
Higher GPA

Greater subject confidence

Less stress



Academic Assistance and Tutoring Centers



Presented By: Carol Hunter and C. Inez Anders

CORE PURPOSE

The Academic Assistance and Tutoring Centers exist to help undergraduate students thrive at UC Davis and beyond. We provide an inclusive and interactive environment where students participate in reinforcing and retaining knowledge in multi-disciplinary writing, math and science through co-curricular academic services provided by both professional staff and undergraduate tutors. **We strive to support students in developing the academic competence and confidence that will empower students to succeed at UC Davis.**

AATC served
30.41%
of all undergraduates
enrolled 2017-18



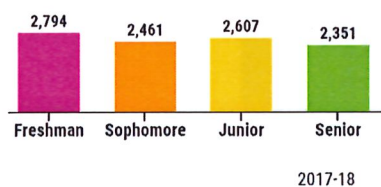
- 20 Professional Staff
- 320 undergraduate tutors

2016-17 Annual Usage Data Snapshot

<ul style="list-style-type: none"> Courses and Workshops Drop-in tutoring Writing Appointments 	2,250 Distinct Students/36,881 Visits 4,918 Distinct Students/27,672 Visits 3,927 Distinct Students, 13,065 Visits
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About AAT STUDENTS

Who is using AAT Services?



About AAT

Students using AAT services come from diverse racial and ethnic backgrounds



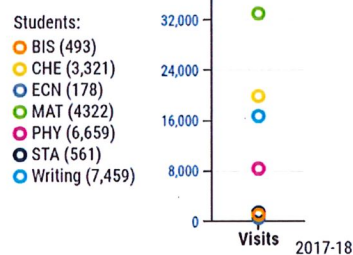
2016-17 Annual Usage Data Snapshot

Usage by College

Students and Total Visits



Usage by Subject Area





MATH AND SCIENCE+ SUPPORT CENTER

11 Professional Staff Provide:

- Pre and Concurrent Workload Classes in Math and Physics
- Weekly Workshops in PreCalculus, Calculus, Linear Algebra and Differential Equations, General and Organic Chemistry, Physics, and Statistics
- Office Hours open to all undergraduate students
- Online Summer Math Jump Start for incoming freshman



TUTORING SERVICES

**2 Professional Staff, 320 Undergraduate BX union Tutors,
3 Student Assistants**

- **AATC provides a centralized campus tutoring program for undergraduate students.**
- **Drop-in subject tutoring with a problem-solving focus**
- **Individual writing tutor appointments for the development of writing skills**
- **Content review sessions - Content subject specific focus**



TUTORING SERVICES - Tutor Selection and Training

Tutors must meet minimum criteria of:

- 3.0 Cumulative GPA**
- Receive an A or B in the course(s) they tutor**
- Complete an interview including a mock tutoring session**
- Complete a 2 hour New Tutor Orientation training**
- Complete mandatory campus online trainings including: sexual harassment prevention, ethics briefing, cyber security, CANRA**
- Complete a one-quarter Tutoring Training Course with ongoing training requirements**



WRITING SUPPORT CENTER

6 Professional Staff Provide:

- Individual writing appointments scheduled through the OASIS advising appointment system**
- Workshops in specific writing topics**
- Aggie Grammar Guide - An online writing guide**
- Writing Studio - Opened in Fall 2017**



ONLINE RESOURCES

- Videos
 - Sample Video: [Multiplying Binomials](#)
 - Writing Support [YouTube Channel](#)
- Practice Problems for chemistry, math, physics, and stats
- Aggie Grammar Guide
 - tutoring.ucdavis.edu/agg
- Notes from AATC classes and workshops



STUDENT VOICES

1500 student surveys collected annually

90.5% of students surveyed agreed they are satisfied with the services

- “My course grades increased after attending a workshop during the quarter.”
- “Before the workshops, I was sure I wouldn’t pass physics at all, now I am sure I will pass.”
- “I loved how the workshop was specialized to what the professor did during lecture. I loved how the workshop is smaller, and I loved how I always felt that my question is never a dumb question.”
- “I received great help in generating ideas on this essay.”
- “I really liked how the writing specialist helped me to understand my common grammar issues.”



AATC LISTENS TO STUDENTS!

From the collection of thousands of student surveys:

- Students want longer AATC classes and workshops and more section options
- Students want more problem solving opportunities in AATC classes and workshops
- Students want a state of the art classroom for AATC classes and workshops
- Students want more AATC office hours with specialists
- Students want more discipline specific writing assistance through the AATC Writing Support Center



MARKETING

AATC...

- Attend orientations
- Provide in-class presentation from faculty invitations
- Attend student organization meetings
- Provide class tours in the department
- Meet with the Council of Deans
- Distribute mass emails to students
- Provide flyers in multiple locations
- Meet with the new counselors in Psychological Services
- Share the Writing Studio space with UWP faculty
- Our website is listed on numerous course syllabi
- Referrals from faculty and staff
- Attend tabling events