

**The University of Georgia**  
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Panel I. Student Support Services

*Division of Academic Enhancement*  
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The Division of Academic Enhancement promotes graduation and retention by assisting UGA students in developing life-skills necessary for achieving academic success. As admission criteria to UGA becomes more rigorous there may be a perception that our students would not have a need for academic support services. However, last year our Division recorded over 32,000 student contacts and this year that number is above 33,000.

The reality is that students do need academic support services. In the Division's latest annual report we took a random sample of students seeking our services and found that on average students made 8 contacts per semester with our Division for assistance. The students utilizing our services had a wide range of GPA's spanning from 1.0-4.0.

Students are dealing with issues that aren't new to first-year students, but can impact a student at any point of their academic career. The issues include time management, test anxiety, ineffective study strategies, and also personal issues. The more "pro-active" student seeks our services to remain competitive. In addition, the fear of losing the HOPE scholarship pushes many students to seek out our services. We anticipate with the recent changes to the HOPE scholarship that the Division will serve even more students beginning this fall.

So how do we assist this group of wide ranging students? The Division offers an array of academic support services, programs, and curriculum. We work with all UGA students from transitioning first-year students to graduate students in need of dissertation writing assistance. Some of the programs are designed to work with students already experiencing academic difficulty, but the majority of the services are aimed at supporting students so they can reach their academic goals.

### **Academic Support Services, Programs, and UNIV Courses**

#### **Early Alert**

#### **CARE: Collaborative Academic and Retention Effort**

#### **The Milledge Academic Center (MAC)**

- Peer Tutorial Program
- Learning Center
- Appointment-based, online, and drop in tutoring
- Test Review sessions for mathematics and statistics
- Satellite Office – Brumby Hall
- Other tutoring locations & writing centers: Miller Learning Center, Aderhold Hall, Boyd Science Library.

The Division of Academic Enhancement also offers services through our satellite office in the Brumby Rotunda. A Residence Hall and First-Year Retention Specialist organizes a variety of services from this location including tutoring in Brumby, Creswell, and Russell Halls. The CARE program is also coordinated through this office. Tutoring is offered in the evenings in the Miller Learning Center and writing centers are located in Aderhold Hall and the Boyd Science Library.

### **UNIV Curriculum**

UNIV curriculum is designed to help students transition to college or to focus on improvement in different areas including writing, grammar, critical thinking, problem solving, report writing, mathematical skills, reading rate and more. Some

- Introductory Courses based on placement test results
- Elective Degree Credit
- Over 1700 students enrolled in UNIV course this past year

**Drop Back** in MATH 1113, MATH 1101, or ENGL 1101,

### **Academic Workshops:**

*Note taking, Test Preparation, Avoiding Procrastination, Time Management, Academic Stress Reduction, and Learning Styles.*

### **Academic Counseling:**

- Licensed academic counselors on staff
- Individual and small group assistance to students who need academic counseling.
- Specific academic concerns such as time management, test anxiety, and motivational issues
- Counselors teach **UNIV 1113: University Success for Freshmen**, designed specifically for First Year Students.

Although some of our services are designed to assist students experiencing academic difficulty, we would much prefer working with students before they experience academic difficulty issues. One of our most successful programs is done in collaboration with the Office of the Vice President for Instruction by offering a first-year residential learning community that provides 300 students with an educational foundation and the tools necessary to succeed in college.

### **Freshman College Summer Experience (FCSE)**

FCSE is UGA's version of "Academic Boot Camp." The four-week residential program incorporates six hours of coursework, including a core academic class and a class designed to enhance the transition to college. Students participate in beyond class programs that emphasize community, educational, and social opportunities. This summer we will welcome our 12<sup>th</sup> group of participants in this successful learning community.

As you can see we offer many different opportunities to ensure student success. Our goal is to offer an individualized approach to address students' academic needs, especially for those experiencing academic difficulties.

While we provide these services, programs, and courses it is not without challenges. One of the most significant challenges we face is helping this generation of students to recognize sooner, rather than later, that they may need academic support. We meet with parents and students during each orientation session. The parents may retain some of this information, but students aren't listening because as many of them tell us, "I won't need this" in college.

When students recognize that they do need academic assistance many of them are hesitant because they think it will be cost prohibitive. Our services are free and easily accessible via our online Tutortrac registration. While we advertise our free services a great deal, we are limited by our resources. Our funds go to our programs. Students see advertisements for TutoringZone throughout campus, on the pizza box that is delivered to their door, and in their student newspaper. This private sector organization works for profit and students assume it is University affiliated.

TutoringZone also cuts into our hiring pool of peer tutors. We are not able to compete with the salary this business offers and the same applies to private tutoring costs. We appreciate our peer-tutors are a very cost-effective resource, especially during dire budget times like these, and we would like to be able to be compensate them with better wages.

All of us are challenged by the constant budget restraints. As the numbers of student contacts increase we are stretching our resources to the brink. We've lost faculty and staff positions in recent years that prohibit us from expanding our services. Challenges aside, for now we are still providing our students with the best possible services, programs, and curriculum they deserve.

The Division of Academic Enhancement serves as a resource for faculty who are interested in helping students connect with the appropriate academic resources.