



Annual Report 2022-2023

UNIVERSITY ACADEMIC SUPPORT CENTERS

academicsupport.ku.edu



University Academic Support Centers provides a variety of academic support programs designed to support learning for all KU students.

KU Academic Success
academicsuccess.ku.edu

University Academic Support Centers

“Ever since my tutor has been helping me, I have gotten an A on my [organic chemistry] exams. He breaks it down and walks through the content with you until you understand it and gives great tips... He is my favorite tutor at the ALC tutoring by far and has made a significant impact on my studies here at KU.”

- KU undergraduate student



STUDENT-CENTERED OFFERINGS



KU Writing Center

Provides writing support to undergraduate and graduate students enrolled at the KU Lawrence and Edwards

3650

Students supported
in AY23
(92% increase)



Academic Learning Center

Provides students with tutoring services, Supplemental Instruction (SI), academic consultations, and workshops.

1,900

Appointments
supporting
49 courses



Student Access Center

Supports students with disabilities by facilitating accommodations that remove barriers to

3,129

Appointments AY23
(23% increase)

HIGHLIGHTS

The KU Writing Center (KUWC) supports students through individual writing consultations, workshops, graduate writing groups, graduate write-ins, and thesis/dissertation accelerators. The KUWC staff includes the Associate Director of Writing and Learning Support, Associate Director of the Writing Center, and Assistant Director of Graduate Writing and Support and averages 16 Undergraduate Writing Consultants, 13 Graduate Writing Consultants, and one Graduate Assistant each semester.

In 2022 – 2023, the KU Writing Center provided the highest number of consultations to individual writers in three years, increasing usage by 10% with 1,325 unique students and 3,280 in-person, videoconference and eTutoring appointments.

eTutoring, where students submit papers for feedback, was the most popular appointment modality with 45% of appointments. Appointment form data shows that the Writing Center supported students in 83 different courses on 30 types of assignments.

- Provided **3,280** writing consultations to 1,325 students, a 10% increase from 2021-2022
- **2,966** occupied consulting hours, or 123 full days of student support.
- Conducted **106** workshops (a 100% increase) with approximately 2,937 student interactions (a 139% increase)
- Served an additional **293** graduate students with an increased range of service options



“I was nervous going in, but the staff was super friendly and helpful. [The consultant] helped me better understand the assignment, and she helped me organize my paper. I was worried going in I would be made to feel dumb because of how I did on the paper, but [she] was so kind and offered support and advice in a way that lifted me up.”

- KU undergraduate student

Programs at a Glance

Writing Consultation Totals by Semester, 2022-2023

	Fall 2022	Spring 2023	Summer 2023
Writing Consultations	1,832	1,226	222
Individual Writers	835	617	96

Data Source: WOnline

Writing Consultation Totals 3 Year Comparison

	2020-2021	2021-2022	2022-2023
Writing Consultations	3,225	2,976	3,280
Individual Writers	1,056	1,209	1,325

Data Source: WOnline

88%

of respondents rated their session “Very Helpful,” a 2% increase from 2021-2022

96%

of respondents would recommend the Writing Center to a friend or colleague



“I’d been nervous to talk to the writing center because I worried I would be judged for the challenges I was having. I would definitely recommend the writing center to a friend because the person I worked with was kind, understanding, and very helpful.”

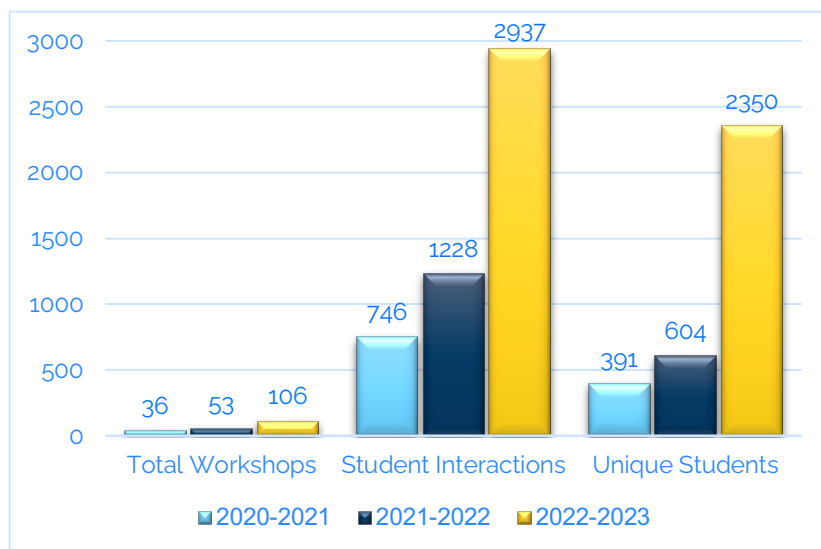
-KU undergraduate student

Workshops

During 2022 – 2023, workshop engagement increased significantly with a 100% increase in total workshops, 139% increase in student interactions, and 289% increase in unique students. The KUWC conducted 37 class visits and 70 writing workshops with approximately 2,937 student interactions. We worked with at least 2,350 unique KU students within their courses and many more through workshops organized by departments and organizations where student IDs were not collected. Of these students, 232 students who participated in a workshop also attended a consultation, accounting for 18% of students who used consulting and 10% of those who workshop attendees.

3-Year Comparison of Workshop Usage

Source: Workshop Request Form



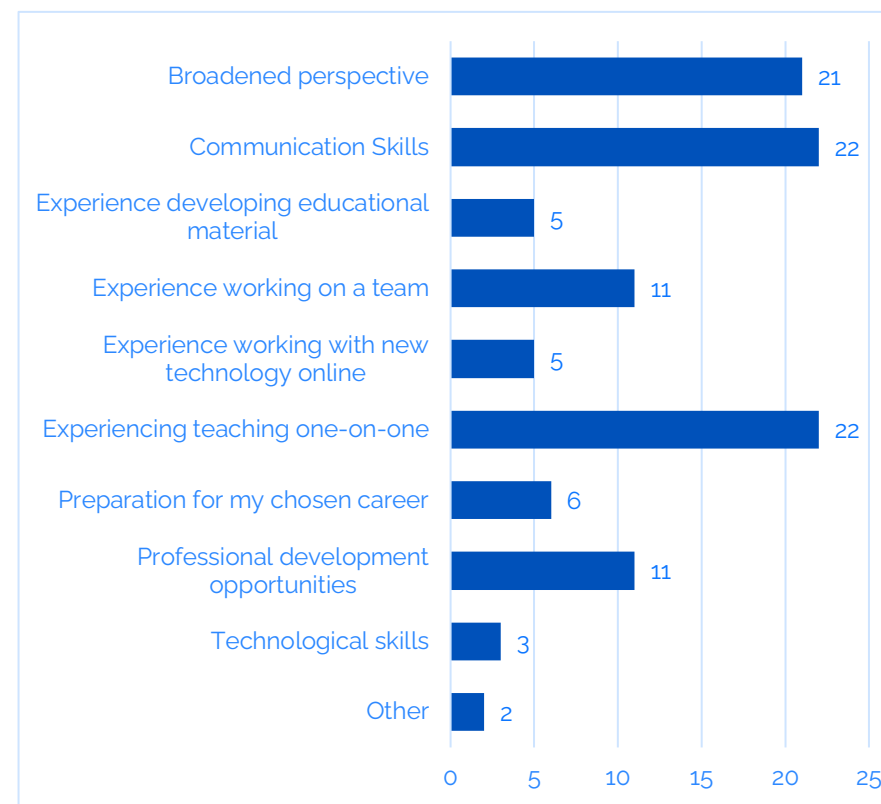
Professional Development

Writing Consultants participated in professional development in multiple ways during 2022-2023:

- Training days and Bi-weekly Consultant Development Groups
- Feedback via observations
- Mid-semester check-ins and trainings
- Self-paced training through online modules and readings

Advantages of Consulting for the KU Writing Center

Source: Spring 2023 End-of-Semester Consultant Survey



Graduate Writing Programs

The goal of graduate writing support programs at the KUWC is to provide sustained support for graduate student writing beyond one-on-one writing consultations.

Accountability Writing Groups

In 2022-2023, we provided 27 Accountability Writing Groups for 207 unique graduate student participants, a 38% increase from 2021-2022. Fifty-seven graduate students participated in more than one semester.

Graduate Student Participants in Writing Groups & Applicants

	Fall 2022	Spring 2023	Summer 2023
Number of groups	10	11	6
Total Registrations	139	197	62
Total Placements	129	137	62
Total Withdrawals	19	25	3

Source: Writing Group Registration Forms

Graduate Research/Write-Ins

The Write-ins are time and space for graduate students to focus on their projects.

- In-person Write-ins in the Fall with 22 students attending
- Virtual Write-ins in the Spring with 27 students attending

Graduate Writing Coaching

These coaching appointments cover the transition to graduate level writing, the thesis/dissertation writing process, writing academic journal articles, and more.

- 2022-2023 = 163 appointments – 29% more than the previous year – with 54 unique students.

“[The writing coach] made clear some aspects that were otherwise obscure and daunting, and she reassured me that I was capable and worthy of continued support.”

-KU graduate student



Thesis/Dissertation Accelerator

We hosted two Thesis/Dissertation Accelerators (TDAs): January 9-12 and May 31-June 2. This program is a 4-day, intensive writing workshop for graduate students looking to make substantial progress on their thesis or dissertation. We offer workshops designed to deconstruct long-form writing projects, and consultations with both research librarians and writing consultants. The cap for participation is 30 students, and we had a waiting list each time.

The Academic Learning Center (ALC) is the unit within UASC that provides students with Tutoring Services, Supplemental Instruction (SI), Academic Consultations, and Workshops. The ALC staff includes the Associate Director of Writing and Learning Support, the Assistant Director of Supplemental Instruction, and the Assistant Director of Tutoring Services. In 2022-2023, the ALC substantially increased its student engagement through expansion of its free individual tutoring service and SI.

Highlights

- Launched a more comprehensive free individual tutoring service that provided 1,900 appointments supporting 49 courses for 349 individual students in Fall 2022 and 281 in Spring 2023
- Increased in courses supported from the Spring 2022 by 717%
- Expanded SI to support 113% more courses and 227% more class sections, allowing SI to triple the number of unique students it served with 846 individual students in Fall 2022 and 877 in Spring 2023
- Supported 210 unique students through small group tutoring, 56 students (a 33% increase) through academic consultations, and 625 students through workshops

Tutoring Staff Professional Development

Throughout 2022 – 2023, Tutoring Services employed 42 students as peer tutors each semester. Tutors participated in many forms of professional development, including a 2-day pre-semester training, mid-semester training, and KU Tutor Training and College Reading & Learning Association (CRLA) Certification.

Tutors Employed by the Academic Learning Center, 2022-2023

	Returning Tutors	New Tutors	Total
Fall 2022	23	19	42
Spring 2023	36	6	42
Summer 2023	4	0	4

“My grade has increased by 9% since starting.”
-KU undergraduate student



KU Tutoring Services

Tutoring Services offers small group and individual course-specific tutoring for a range of undergraduate courses. In 2022 – 2023, the full launch of free individual tutoring was a huge success for student engagement and success: from 135 individual appointments in the Spring 2022 pilot to 1,073 appointments in Fall 2022, **students demonstrated a clear need for this service with a 695% increase in usage.**

Engagement with individual tutoring far surpassed small group tutoring, suggesting students prefer individual, free services. Greater engagement with small group tutoring may be possible once it is made free for 2023 – 2024.

Small Group Tutoring

Small group tutoring involves supporting up to five students per group for 90-minute meetings, twice per week. In 2022 – 2023, students paid a \$100 fee per group per semester (\$75 for summer) with fee waivers available for qualifying students. Tutoring Services ran 97 tutor groups, providing tutoring to 210 unique students with enough students enrolling in multiple groups to bring total placements to 242.

Student Placements by Academic Discipline, 2022-2023

	ACCT	BIOL	BSAN	CHEM	EECS	MATH	PHSX	PSYC	Total
FA 2022	7	19	0	29	2	67	12	0	136
SP 2023	6	12	1	17	2	32	17	0	87
SU 2023	0	0	0	0	0	17	1	1	19
Total	13	31	1	46	4	116	30	1	242

“

“My tutor is really great. He listens to what you’re struggling with and clearly explains at the pace you need in ways that relate to everyday life. That’s a really helpful way to teach. He’s really personable so stopping him in the middle of explaining something to ask questions doesn’t make you feel anxious.”

- KU undergraduate student

Individual Tutoring

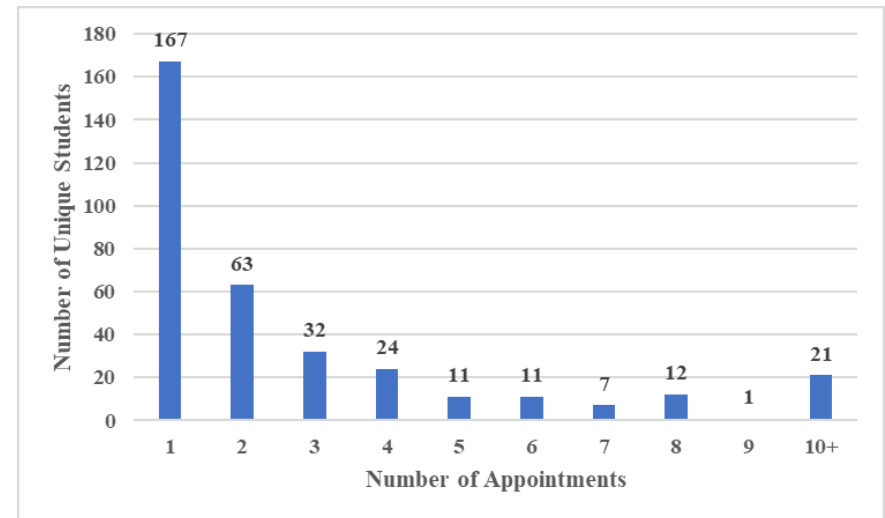
- 1,073 appointments in Fall 2022 supported 349 unique students.
- 827 appointments in Spring 2023 supported 281 unique students. Survey results indicate the service is well received with 52% of students returning for two or more sessions.

Student Feedback

- 86.9% of survey respondents rated their individual tutoring session as “Excellent” or “Very good.”
- 93.2% of survey respondents said they will use individual tutoring in the future.
- 92.8% of survey respondents said they would recommend the service to a friend or classmate.

Number of Unique Students Attending One or More

Appointments, Fall 2022 (Source: WCONLINE)



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“I used to dread French, but now I actually look forward to it!”

-KU undergraduate student

Supplemental Instruction

The Supplemental Instruction (SI) program provides free, engaging study sessions to students in specific courses each semester. Sessions and office hours start the second week of classes and continue until the last week of classes. Students enrolled in a course with SI can attend as many sessions as offered. Sessions are led by students (SI Leaders) who have recently taken the course, received a strong grade, and received a recommendation from the faculty.

SI Leaders support students in building foundational academic behaviors, habits, and strategies that facilitate and foster student learning by:

- Engaging students in learning course/subject content.
- Modeling and suggesting appropriate study strategies to learn course/subject content.
- Empowering students to take ownership for their learning.
- Creating an inclusive and safe environment for learning.

Throughout the 2022 – 2023 academic year, **the SI program expanded its offerings to support 113% more courses and 227% more class sections than the previous academic year—providing more support than ever before.** During Fall 2022, we partnered with 21 courses with 73 sections and another 28 courses with 94 sections in Spring 2023.

Supplemental Instruction Participants vs. Non-Participants, Spring 2023

Student Type	Attended SI	Did Not Attend SI or Tutoring
Under-represented Minority (URM)	2.90	2.38
Non-URM	3.23	2.92
First-Generation	2.70	2.19
Non-First Generation	3.08	2.67
Pell Eligible	3.07	2.54
Non-Pell Eligible	3.24	2.84
Biological Sex (F/M)	2.79/3.22	2.43/2.75

“[My SI Leader] really helped me to comprehend the material in a way that made sense and allowed me to succeed.”

- KU undergraduate student

2022 – 2023 SI Program Highlights

- SI Program boasted our **largest attendance numbers ever**, tripling the number of unique students that the program serves in one academic year.
- Demographic groups of historically underrepresented students, first-generation students, women, and Pell-eligible students who attended SI consistently throughout the semester had higher course GPAs and were less likely to receive a final course grade of DFW than their peers who did not attend SI.
- Of unique students who attended SI, 80% from Fall 2022, 76% from Spring 2023, and 88% from Summer 2023 **received a final course grade of a “B” or higher**.
- We expanded to offer new courses, including revitalizing partnerships with previously supported courses with high DFW (non-passing) rates, such as: BSAN 202, EECS 138, EECS 140, GEOL 101, MATH 002, MATH 101, PHSX 114, and PHXS 212.
- The Senior SI Leader position was piloted in Spring 2023 and was a success, allowing for more leadership development, mentorship opportunities, and peer-to-peer support and feedback for SI Leaders.

Supplemental Instruction Participation Numbers, 2022-2023

	Contact Hours	Unique Students
Fall 2022	2,672	846
Spring 2023	2,596	877
Summer 2023	39	10
Total	5,307	1,733



“Attending SI noticeably improved my academic performance by emphasizing which concepts to study.”

-KU undergraduate student

Academic Consultations

The ALC provides free appointments to undergraduate and graduate students for academic consultations with a professional staff member to receive coaching on a variety of topics including time management, test preparation/test-taking strategies, study skills, and more.

In support of Academic Success Priority 2, beginning in 2022 - 2023, academic consultations were tracked via Jayhawk GPS to ensure accurate data collection and provide support staff to easily track their referrals. During that time, ALC staff provided **56 academic consultations**, representing a 33% increase from 2021-2022.

Academic Consultations

	Fall 2022	Spring 2023
Kept Appointments	45	11
Unique Students	32	10

Workshops

ALC professional staff provide academic workshops across campus about similar academic success topics as consultations with time management being the most popular topic in 2022 – 2023. Compared with 2021 – 2022, workshop requests increased slightly with 7 workshops held for 625 attendees.



STUDENT ACCESS CENTER

The Student Access Center is a unit within the University Academic Support Centers (UASC) that supports students with disabilities by facilitating accommodations that remove barriers to academic success. The SAC is staffed by six full-time staff members who carry student caseloads: one Associate Director, one Assistant Director, and four access specialists. We have a full-time testing coordinator who manages our SAC Testing Center, a full-time alternative print coordinator, and an administrative associate to support our unit. We have two new vacant access specialist positions to fill.

SAC Student Achievements

- Two of our students earned undergraduate research awards, and a grad student was a top poster at the Capitol Graduate Research Summit.
- SAC students achieved the following impressive distinctions: Truman Scholarship finalist, Beinecke Scholarship Finalist, Newman Civic Fellow, and US Dept of State Critical Language Scholarship Program.

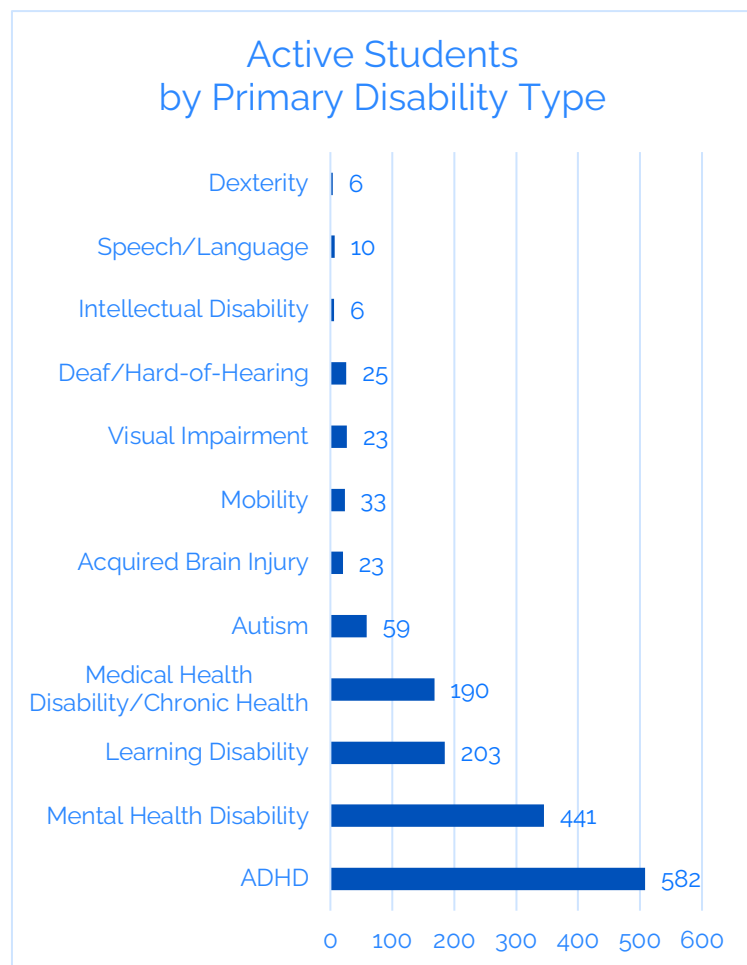
Staff Highlights

- The Student Access Center welcomed one new access specialist toward the end of the 2022-23 academic year. We currently have two new access specialist positions posted which will help lower the caseload sizes of the Access Center staff.
- In support of Academic Success Priority 2, the Student Access Center partnered with Success Initiatives team to allow students with disabilities the ability to schedule follow-up appointment and academic coaching appointments through Jayhawk GPS and the Navigate app. All existing Access students can now connect with their Access Specialist, making it easier for students to schedule with the Center.
- Sarah Wilson Merriman was again invited to serve on the Campus Council for Diversity, Equity, Inclusion and Belonging, an advisory council for the Vice Provost for DEIB. Sarah brings a powerful voice on the inclusion of individuals with disabilities into campus conversations about diversity.
- Over the summer, the Student Access Center collaborated with the ADA Resource Center on Equity and Accessibility to develop an on-line training module for new faculty and graduate teaching assistants. This training should be live in the My Talent portal in early spring 2024.

SAC By-the-Numbers

There are 1,601 students registered with the SAC, broken down by disability type in the graph below.

Active Registered Students by Primary Disability



Appointments

All new students complete an intake, which is an hour-long appointment with the access specialist who reviews disability documentation with the student and engages in the interactive process to determine eligible accommodations. Other appointment types include follow up appointments, general questions about the process, time to discuss explicit accommodations (flexible attendance, etc.), and coaching appointments.

SAC staff conducted a total of **3,129 student appointments during AY 2022-23, a 23% increase from last year**. The number of in-person meetings doubled from last year; however, some students continue to choose virtual appointments due to concerns surrounding COVID, while others felt virtual meetings were more convenient.

Increased focus on prospective student appointments

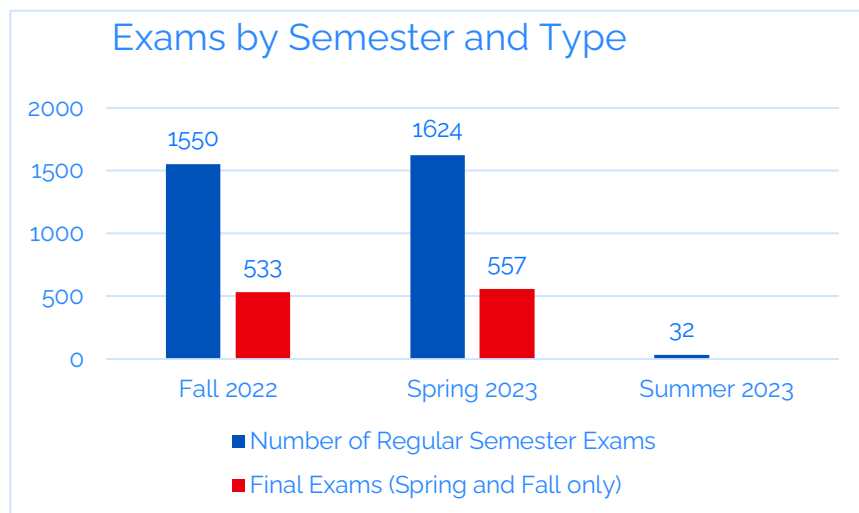
In support of Academic Success Priority 1, the SAC collaborated more closely with the office of Admissions to track the increasing numbers of prospective students with disabilities appointments. Visits with university disability services offices can have a significant impact on a disabled student's college choice.

AY23 = 124 visits with prospective students with disabilities, with 84 appointments during the spring 2023 semester alone.

Next year, we will be using Slate to identify students interested in disability accommodations to communicate earlier and more frequently to ensure students are aware of the services the SAC provides.

SAC Testing Center

The Student Access Center has a Testing Center in Strong Hall. Faculty can send students to our Testing Center to take exams with accommodations if they choose not to provide the testing accommodations directly.



The SAC Testing Center gave a total of 4,296 exams for faculty during the 2022-2023 academic year, representing a 35% increase from last year.

The Testing Center only has 15 seats for students to take exams. As the number of exams increased, our Testing Coordinator had to reserve an additional 88 classrooms across campus to give exams last year.

Improvements in Late Exam Requests

Late exam requests cause a significant administrative burden on the Testing Center staff, and a goal last year was to reduce the number of late exam requests in Access Online, our Disability Accommodations Management system. Through additional outreach by Access Specialists, and targeted communications, we have reduced the number of late exam requests from 32% in the 2021-2022 academic year to 18% during the 2022-2023 academic year. While there is still room for improvement, the 14% drop exceeded our goal of a 12% reduction in late exam requests.



Accessible Print

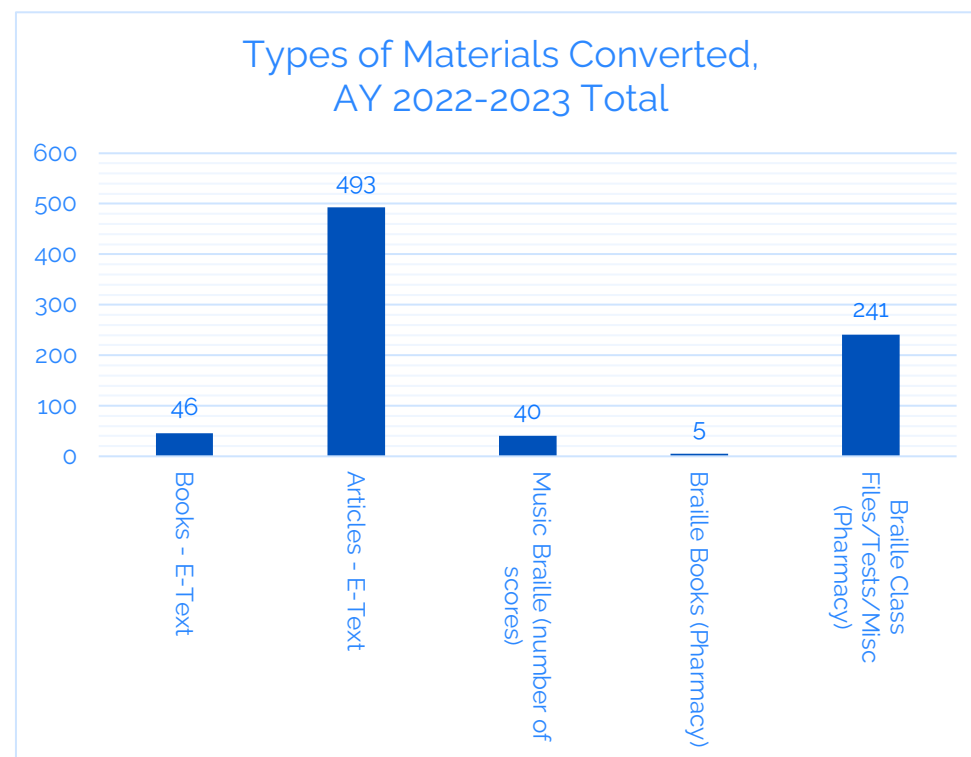
Accessible print accommodations involve providing print materials in a format readable by a computer or refreshable Braille display or converting them into large text or Braille. All these items are referred to as electronic text (e-text) except for hard-copy Braille and tactile graphic materials. Accessible print can also include providing electronic copies of textbooks for students with mobility or dexterity disabilities, so they do not have to manipulate or carry physical materials.

Accessible print can include textbooks, journal articles, class PowerPoint presentations, music scores, or any other visual material required for a class. This accommodation is needed for a variety of reasons, but the most common are visual impairment (low-vision or blindness) and learning disability involving reading (for example, dyslexia).

Accessible print for books is acquired by the Student Access Center's Accessible Print Coordinator from a variety of sources, and a team of editors then make that file fully accessible either by passing it along to a vendor for conversion to Braille or by converting to e-text in-house.

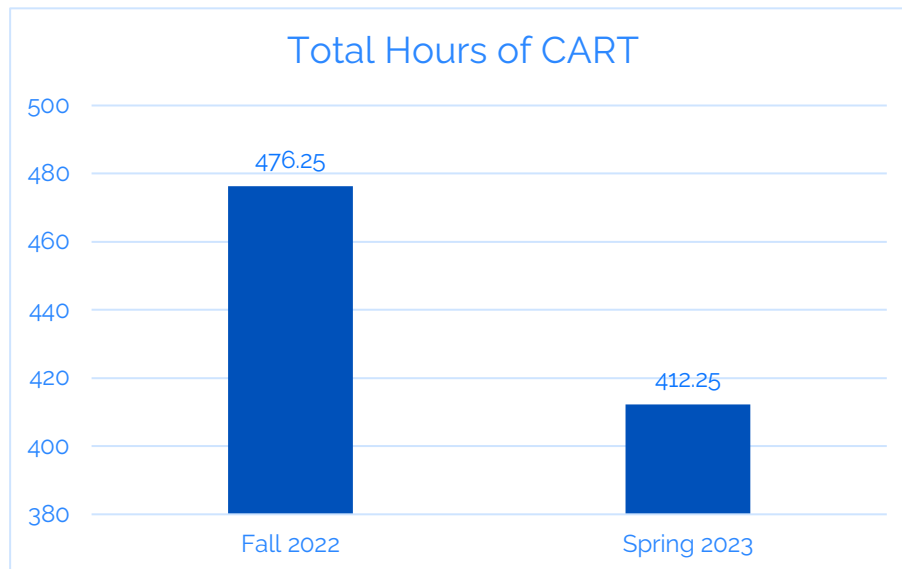
In academic year 2022-23, the editing team converted **15,383 pages** of books, articles, and other course materials to e-text in-house.

Types of Materials Converted to Accessible Print



Deaf and Hard-of-Hearing Services

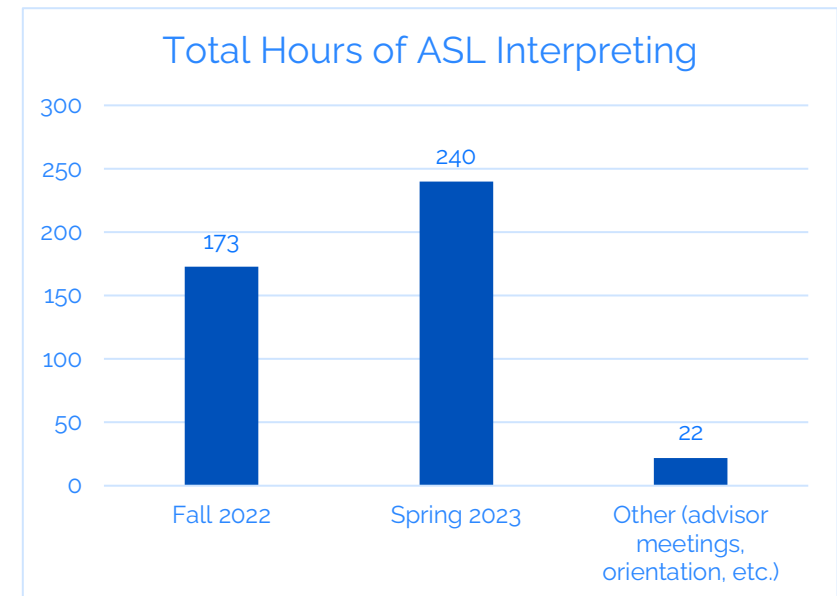
While the population of students who are deaf and hard-of-hearing has decreased over the last few years, the Student Access Center coordinates curricular and co-curricular communication access for students with hearing impairments. We continue to provide both Communication Access Realtime Translation (CART) and sign-language interpreting. We had a 15% drop in the number of hours students used CART.



Interpreting Services

The Student Access Center has three students currently using American Sign Language interpreting in classes. Of the three, only one is a full-time student.

Figure 5: Total Hours of Interpreting



Priority 1: Personalize the new student experience and establish foundational campus knowledge for all incoming students.

- The Student Access Center conducted 124 appointments with prospective students and their families.
- The Academic Learning Center and Writing Center hosted tables at all 2022 Freshman Orientation Opportunities Fairs, provided workshops for all 200 incoming OPTIONS students, and facilitated informational class visits and introductory writing workshops to First Year Seminar classes.
- The Writing Center collaborated with Graduate Studies to start developing online Canvas modules and hybrid workshops for new graduate students to support their transition to graduate study.

Priority 2: Coordinate academic support programs and technologies to promote an integrated student services model.

- Academic consultations, SI sessions, and multiple graduate services in the Writing Center were tracked via Jayhawk GPS to ensure accurate data collection and provide support staff to easily track their referrals.
- The Academic Learning Center saw a 33% increase in academic consultations and a three-fold student usage of Supplemental Instruction from the previous year.
- The Student Access Center began using Jayhawk GPS for follow-up appointments and academic coaching appointments in January 2023.
- Of the 3,129 student appointments last year, 736 coaching appointments were scheduled via Jayhawk GPS between January 2023 and July 2023.

Priority 3: Foster student sense of belonging through coordinated peer and community-based support programs.

- The Academic Learning Center launched individual tutoring as a full peer support service with support for 49 courses, a 717% increase in courses supported from the spring 2022 pilot to mirror student demand.
- In addition to connecting students through their peer-to-peer services, the Academic Learning Center and Writer Center presented at OPTIONS for 20 incoming first-year students regarding services, college studying and writing skills, and time management.
- The Academic Learning Center and Writing Center held Hawk Week, SophoMORE September, and other tabling events to increase awareness of services.
- The Writing Center continued to make community-building one of the core functions of its graduate programming, including writing groups, write-ins, and thesis/dissertation accelerators. The KU Writing Center offered 27 Accountability Writing Groups for 207 graduate student writers, representing a 38% increase from the previous year. Graduate writing coaching appointments grew by 29% from the previous year, supporting 54 unique students.

Priority 4: Enhance support and clarity for students' major selection, career direction, and pathways to degree completion.

- The Writing Center held faculty and job market panels at the thesis/dissertation accelerators, discussing academic and alternative career options, and worked with students on graduate school applications and job materials through consultations and workshops.

Priority 5: Support the mental, physical, and financial well-being of students through personalized referrals and collaborative programming.

- The Writing Center collaborated with CAPS to offer a training on setting boundaries for writing consultants and office assistants and to provide materials regarding CAPS and other resources to students.
- The SAC provided 3,129 student appointments during AY 2022 – 2023, a 23% increase from last year.

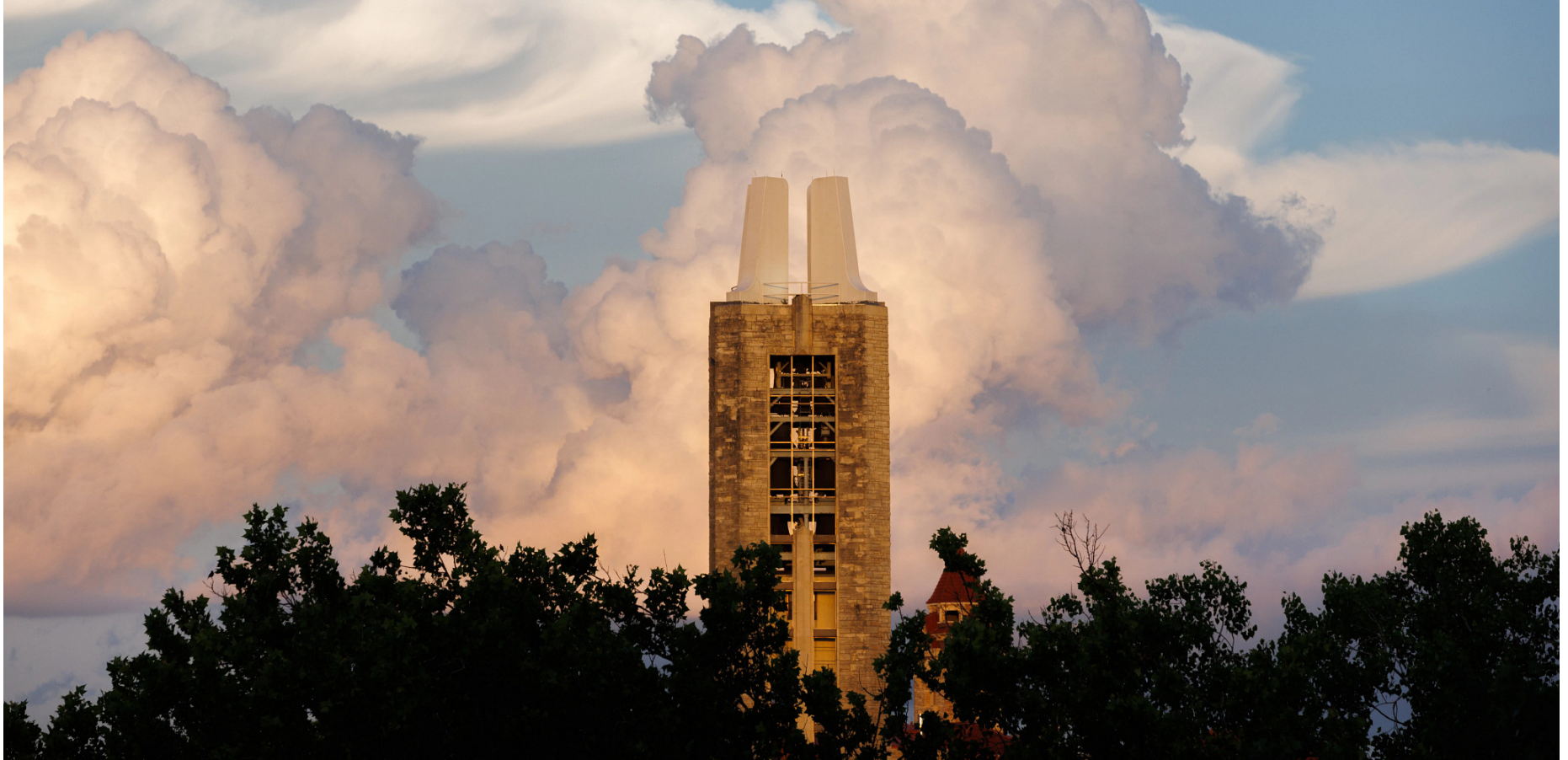
Priority 6: Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

- The Academic Learning Center and Writing Center provided job opportunities and on-going, responsive professional development for student employees through multiple positions.

Priority 7: Expand opportunities for Academic Success development, growth, and recognition with a focus on fostering a collaborative, student-centered, and equity-minded culture.

- The Academic Learning Center and Writing Center incorporated the Common Book, *Disability Visibility*, into development group discussions and offered expanded staff trainings, including trainings on accessibility and disability, multilingual writers, empathetic listening, non-traditional students, virtual learning, CAPS, and the Student Access Center.





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