



Student Academic Resource Center

2016-2017 Annual Report at a Glance

Mission Statement

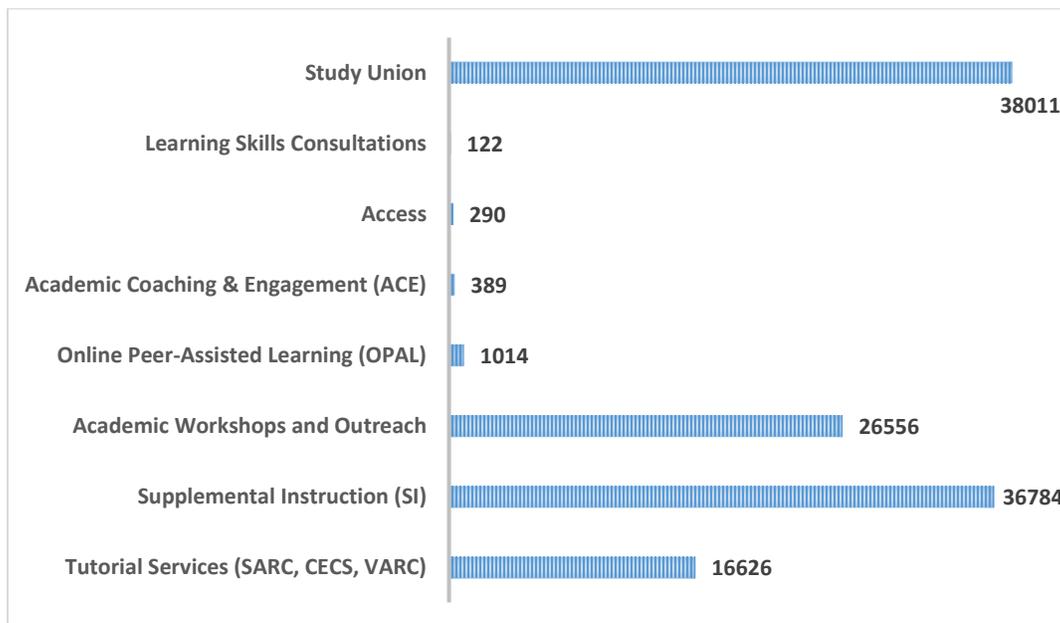
The Student Academic Resource Center's mission is to strengthen comprehensive learning, enhance retention, and promote student success by providing academic support services to UCF students and the surrounding community. SARC provides diverse modes of learning resources and services such as campus outreach, peer tutoring, Supplemental Instruction (SI), learning skills, and first-year transition programs.

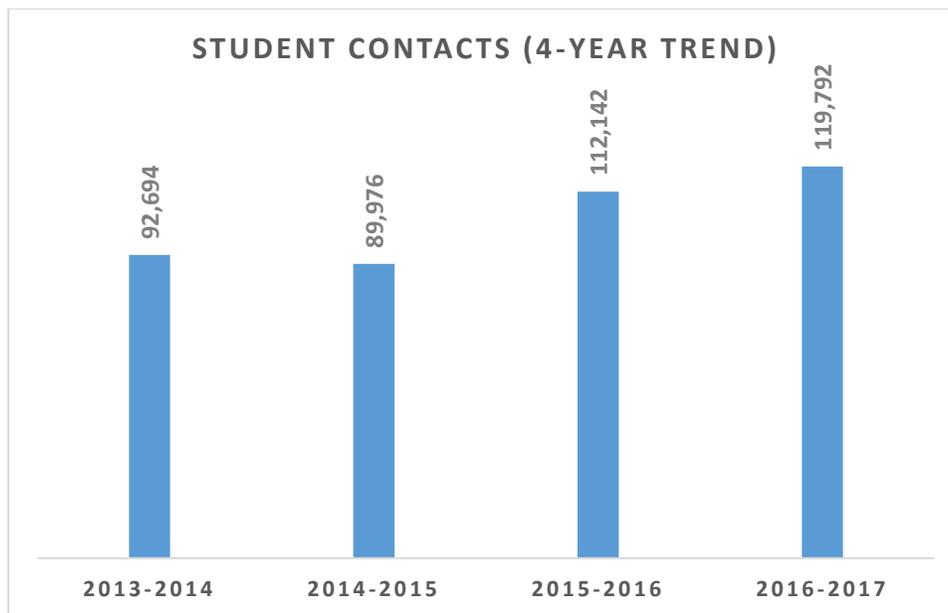
Vision Statement

The Student Academic Resource Center (SARC) is committed to becoming a nationally recognized learning center by being a model academic support program promoting undergraduate students' academic preparation, transition, and progress toward graduation. Through collaboration and partnerships with internal and external constituencies, the center will remain cutting-edge in facilitating service to students by providing opportunities for a smooth, seamless, and successful transition to UCF and progress toward graduation.

SARC by the numbers

SARC provided academic support services to **119,792** students through AY 2016-2017.





Unit Highlights

- SARC launched the **Academic Coaching and Engagement (ACE)** program, providing academic coaching sessions to 429 FTIC students on academic probation in the Fall 2016 and Spring 2017 semesters, 348 of them (81%) completed two required coaching sessions
- The **Study Union** took place during finals week in collaboration with the Student Union and the Office of Student Involvement, providing UCF students a quiet and safe place to study and prepare for final exams. SI Leaders and Peer Tutors facilitated a total of 178 final review sessions reaching 38,011 students, an increase of 54% as compared to the previous year (27,423).
- **Online Services** - In partnership with OSI, SARC received approximately \$83,000 through a Tech Fee Grant for equipment enhancement to support livestreaming of all Study Union review sessions, academic workshops, and other SARC events. As a result, the number of livestreamed review sessions increased by 210% (127 vs. 41 in 2015-16).
- **Online Peer-Assisted Learning (OPAL)** – 271 OPAL sessions were offered for 44 course sections with 1014 student contacts recorded. This represents a 54% increase compared to the previous year (659 student contacts.)
- **Tutorial Services** - Tutoring and lab services provided in 32 subjects at three facilities (SARC, VARC and CECS), connecting with a total of 16,626 students for a total of 23,960 hours, a 28% increase in attendance with respect to 2015-2016 (13,033 students).
- **Supplemental Instruction (SI)** - SARC supported 159 STEM course sections by offering 3,806 SI sessions, reaching 36,784 students, a 1% increase compared to the previous year (36,337 students).
- **ACCESS Programs** - SARC provided academic support to 289 new FTIC students during the Summer B 2016 term, promoting their academic success and retention; 285 (98.6%) Access students enrolled for Fall 2017.
- **Institutional Effectiveness:** SARC was recognized as one of the exemplary programs at the Annual Assessment Report to the President and the Provost for the 8th year.
- The SARC Advisory Board met on Thursday, March 2nd, 2017 with 7 out of 12 board members in attendance.

Who comes to SARC?

Gender

- Female: 59%
- Male: 42%

16% Freshmen

28% Transfer (Florida college)

41% First Generation

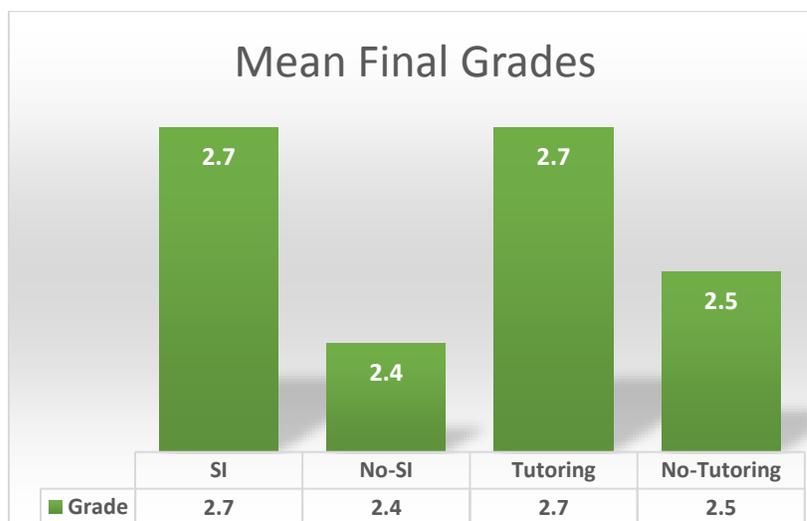
34% Low Income

Ethnicity

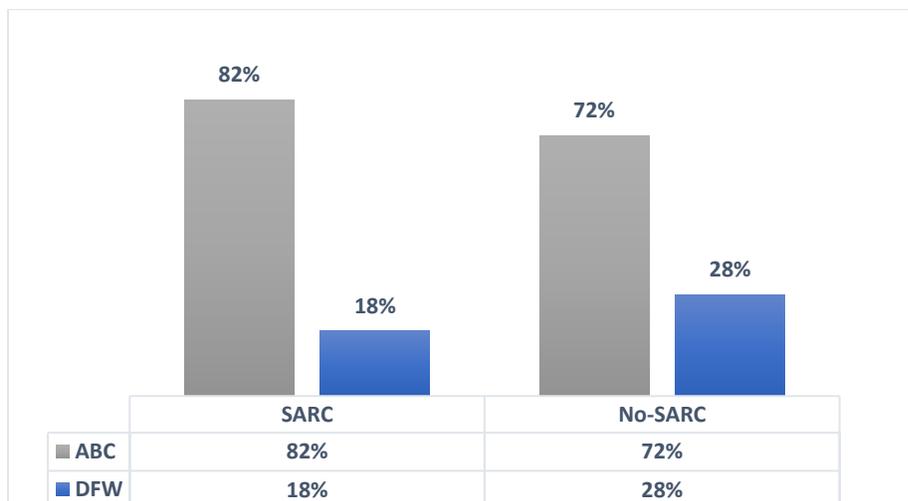
- White: 41%
- Hispanic: 29% (UCF is 23%)
- Afr. Am.: 15% (UCF is 11%)
- Asian: 10% (UCF is 6%)
- Multiracial: 4% (UCF is 3.3%)
- Other: 1%

Impact on Student Success

- Significantly higher average final grades for students who attended Supplemental Instruction (SI) sessions or peer tutoring ($p < 0.05$)



- Higher percentage of A, B, or C grades and lower percentage of D, F, and W grades for students who participated in SARC services (peer tutoring and SI.)



Impact on Student Retention

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| Persistence | SARC participants (6+ hours): 90.1% Non-participants: 81.0% |
| FTIC Retention | SARC Participants (6+ hours): 92.2% Non-participants: 86.2% UCF: 88.9% (UCF's goal is 92%) |
| Transfer Retention (Florida College) | SARC Participants: 86.3% Non-participants: 75.5% UCF: 83.3% |
| Transfer Graduation Rate (FL. College) | SARC Participants: 76.5% Non-participants: 51.7% UCF: 72.3% (4-yr); 76.5% (6-yr.) |

Results based on a cohort of 25,532 students enrolled at UCF during AY 2015-2016 who had SARC services available.
Source: SARC, UCF IKM, Pegasus Mine Portal

Student Satisfaction

The following comments were collected from Student satisfaction surveys completed by students who utilized SARC services during AY 2016-2017:

- *“After coming to tutoring, I was able to solidify the concepts learned in class and able to apply them.”*
- *“I feel a lot more confident for the test. A lot of my questions were answered and I was given different methods I can use to study.”*
- *“The amount of knowledge I was able to acquire and retain was tremendous. It helped me to get 100% on my first exam and an A on my second. Couldn't have done it without [her] help”*
- *“I was more motivated to study due to being in a group and having a knowledgeable leader.”*
- *“I liked how convenient it was to attend [SI sessions] online because this is the only time I can go to one and it made it easier just being able to go on my laptop and to have my books with me.”*
- *“Online sessions were interactive and problems were worked out step-by-step.”*