

**Academic Support Center
Annual Report for 2010-2011
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Highlights of the Academic Support Center for 2010-2011

- ASC held the 6th annual Academic Success Fair in September 2010 with over 400 students participating
- ASC served 3,932 students with 37,135 contacts in 2010-2011
- ASC served 1,701 students in labs supported with Perkins Grant funds with 26,246 contacts (counted in total above)
- ASC sponsored speakers series, serving over 1,512 students (See attachment 1)
- ASC on site satisfaction survey shows exceptional student satisfaction (See attachment 2)

The purpose of the Academic Support Center is to provide all Ferris students access to a variety of academic skill-building opportunities that will assist them in their pursuit of academic excellence in a format that accommodates various learning preferences and schedules. Academic support services include tutoring and study skills assessment and instruction. The Academic Support Center was the recipient of the National Tutoring Association Program Excellence Award in 2003. Tutors are certified by the College Reading and Learning Association upon completion of training.

Table 1 Students Served (all tutoring)

This table represents all students served by the Academic Support Center programming.

	Students		Contacts	
	2009	2010	2009	2010
Fall				
Students served	1,858	2,196	15,811	17,711
Spring				
Students served	1,571	1,736	14,011	19,424
Total for Year	3,429	3,932	29,822	37,135

Notes on 2010-2011 Academic Year

- Students served increased 15% in 2010-2011
- Contacts increased 25% due to providing assistance in computer based MATH classes spring semester.

Table 2 Students Served (ASC tutoring)

This table represents the students served in the Academic Support Center.

	Students		Contacts		Return Rate	
	2009	2010	2009	2010	2009	2010
Fall						
Students served	488	513	1,588	1,591	3.25	3.10
Spring						
Students served	403	440	1,405	1,411	3.48	3.20
Total for Year	891	953	2,993	3,002	3.35	3.15

Notes on 2010-2011 Academic Year ASC

- Attendance increased 7% in 2010-2011 even though stricter scheduling and math walk in tutoring was in place
- Contacts increased minimally in 2010-2011

Table 3 Students served (Lab tutoring)

This table represents the students served in lab based classes with instructor supervision and supported by Perkins grant funds.

	Students		Contacts		Return Rate	
	2009	2010	2009	2010	2009	2010
Fall						
Students served	816	942	11,902	13,047	14.58	13.85
Spring						
Students served	792	759	11,188	13,199	14.12	17.38
Total for Year	1,608	1,701	23,090	26,246	14.35	15.43

Notes on 2010-2011 Academic Year Lab

- Numbers increased 6% due to more lab based classes taking advantage of Perkins funded tutoring.

Table 4 Students Served (Flex Tutoring)

This table represents students served outside of the ASC for classes that have limited demand and do not warrant on site tutors.

	Students		Contacts		Return Rate	
	2009	2010	2009	2010	2009	2010
Fall						
Students served	58	120	273	405	4.7	3.37
Spring						
Students served	34	54	170	117	5.00	2.16
Total for Year	92	174	443	522	4.81	3.0

Notes on 2010-2011 Academic Year Flex

- Number of students requesting Flex tutoring increased 89% due to demand for assistance in classes not served through the Center.
- Specific classes requesting Flex tutoring were BIOL 108 (48 appts.), PSYC 150 (64 appts.), SONO 104 (33 appts.) and all levels of SPAN (130 appts.)

Table 5 Students Served (Workshop Tutoring)

This table represents students served in a group setting.

	Students		Contacts		Return Rate	
	2009	2010	2009	2010	2009	2010
Fall						
Students served	306	441	1,159	1,692	4.32	3.83
Spring						
Students served	258	405	924	4,182	3.79	10.30
Total for Year	564	846	2,083	5,874	3.69	6.94

Notes on 2010-2011 Academic Year Workshop

- Number of students and contacts increased 50% due to assistance spring semester in computer based MATH classes (131 students) and fall and spring semester RADI classes (132 students).

Table 6 Structured Learning Assistance tutoring

This table represents the students served while attending a structured learning assistance workshop supported by the Academic Support Center.

	Students	
Fall	2009	2010
Students served	738	747
Spring	2010	2011
Students served	572	649
Total for Year	1,310	1,396

Notes on 2010-2011 Academic Year SLA

- Number of students increased 6%
- Tutors were hired for requested sections only

Table 7 Study skills Paraprofessional appointments

This table represents the students served in the Academic Support Center for study skills instruction by the paraprofessional staff.

	Students	Contacts
Fall	2010	2010
Students served	180	976
Spring	2011	2011
Students served	78	276
Total for the Year	258	1,252

Notes on 2010-2011 Study skills paraprofessional appointments

- Paraprofessional will be available in the fall 2011 to meet student needs
- Numbers remain consistent from previous years