The Student Success Center facilitates student learning, retention, and degree completion by providing a comprehensive array of programs, resources and services that advance course completion and personal transition to and within the university setting through academic goal-setting, skill development, and effective decision making.

MISSION

We work to empower students to achieve their academic and personal goals via opportunities for enhanced learning, interpersonal development, personal responsibility and leadership.

VISION
A LETTER FROM THE DIRECTOR

hero (noun)
1. a person who is admired or idealized for courage, outstanding achievements, or noble qualities

In the last year, we’ve heard the saying “not all heroes wear capes” referring to the amazing adversity and courage that health care workers and others have experienced in the midst of the COVID-19 pandemic. It may seem cliché but this saying really describes the Student Success Center professional, grad, and student staff. This year has challenged us all in different ways, however the staff continued to think outside the box, problem solve, and pivot to adjust in the changing environment surrounding the pandemic. I am so proud of the SSC team for rising to the occasion and continuing to put UofSC students first. Whether that be through adapting our service delivery models during a mandatory state shutdown or creating new workshop curriculums to help students succeed in online courses, the philosophy of the SSC team has remained the same—empower students to achieve their academic goals.

I am pleased to present the first Student Success Center Annual Report that outlines the outstanding performance of the SSC team during the 2019-2020 academic year. On March 13, 2020, Governor McMaster declared a state of emergency for the state of South Carolina. This led to the university extending Spring Break and moving all classes to a virtual format for the remaining weeks of the semester. In this annual report, you will find the outstanding performance of each area of the Student Success Center as well as the COVID-19 adaptations that were put into place to ensure students were still successful. For example, all services were moved to online formats in March 2020 and the SSC was still able to serve over 8,583 unique students for a total of 47,786 visits. In addition, in the summer of 2020 the SSC led a call campaign to call over 16,000 students as a method of retaining students to the Fall 2020 semester.

While the SSC staff have worked tirelessly to help maintain our services for students during this time, our partnerships with faculty and staff are the key to our success. We could not do what we do without the support of others like you. We thank you for your endless support and are looking forward to continuing to collaborate in the best interest of our students.

Go Gamecocks,
Dana

Dana Talbert, Director
PEER LEARNING

SUPPLEMENTAL INSTRUCTION

In Fall 2019, students that attended SI were 9.5% more likely to get an A, B, or C than students who did not attend.

<table>
<thead>
<tr>
<th>Course</th>
<th>ABC rate of students who did NOT attend SI</th>
<th>ABC rate of students who attended SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIOL 101</td>
<td>80%</td>
<td>91%</td>
</tr>
<tr>
<td>CHEM 111</td>
<td>68%</td>
<td>83%</td>
</tr>
<tr>
<td>MATH 122</td>
<td>72%</td>
<td>85%</td>
</tr>
</tbody>
</table>

35,752 TOTAL VISITS

In the 2019-2020 academic year, we increased the average number of visits per student from 5 to 6!

PEER TUTORING

6,151 APPOINTMENTS (Fall 2019)

2,000 UNIQUE STUDENTS (Fall 2019)

99% of students said that their objective was met for their tutoring appointment.

In Fall 2019, roughly 2,600 students completed a pre and post check for understanding for their appointment. This data shows that students are actively learning in the session and are able to apply the skills gained during the appointment.

96% Percentage of students who answered the pre check for understanding question correctly

77% Percentage of students who answered the post check for understanding question correctly

Kaitlyn Cox SUPPLEMENTAL INSTRUCTION LEADER

“Throughout my time working at the SSC, I greatly enjoyed the in-person and virtual interactions with fellow undergraduate students. I am also thankful for the many connections I made personally and professionally with fellow peer leaders and SSC staff. Lastly, my position at the SSC not only helped me grow professionally, but it also helped me find my love for teaching.”

Evan Gendil PEER TUTOR

“Being able to help people get over the hump through tutoring has been rewarding and huge for my leadership development here at South Carolina. I have always enjoyed being able to help people on the interpersonal level, and working at the SSC has given me the ability to do just that. I look forward to assisting my peers in facing any new challenges that lie ahead.”

PEER WRITING

97% of surveyed students reported feeling more confident about their writing after attending a Peer Writing Lab session.

English 101 students who visit the Peer Writing Lab 1-2 times out perform their peers who do not attend, and students who visit 3+ times out perform those who visit 2 times or less.

Rianna Gaddy PEER WRITING TUTOR

“While I had been helping friends with their essays for fun prior to the PWL, I hadn’t originally considered tutoring as a job. I became a Peer Writing Tutor expecting to only be paid for what I was already doing, but gained so much more. During my years in the PWL, I grew as a writer, became more confident in my abilities, and gained a community of friends who enriched my undergraduate experience.”

Chloe was an amazing peer tutor and was really supportive and patient. She did not just write my paper for me or make me do it on my own. We were able to work together and I feel like my paper is in a much better place.”

STUDENT TESTIMONIAL

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STUDENT TESTIMONIAL
These support services consisted of Transfer Orientation, The Transfer Welcome Series, Admissions’ Transfer Tours, and Transfer Success Visits.

During the 2019-2020 academic year, the Student Success Center housed the Veterans Lounge, the only space on campus specifically designated for student veterans to be able to study and hold meetings.

In 2019, UofSC celebrated National Transfer Student Week for the very first time with events and specialized tabling.

The 2019-2020 academic year was the first year the Gamecock Gateway program implemented “Boost Week,” an extended orientation event designed to provide students with just-in-time information and social integration. It also highlighted the importance of community involvement and provided our students with an opportunity to give back.

Gamecock Gateway’s academic programming mirrors the format of the main Student Success Center tutoring program. The Gateway Program also offered 1:1 academic coaching, which 48% of the 2019-2020 cohort participated in.

In Fall 2019 also saw a great collaboration between Gamecock Gateway and Palmetto Pathways. The Gateway team worked to incorporate the Pathways bridge program into all programming and academic support activities.

“Working for the SSC has allowed me to develop professional and personal relationships that will last a lifetime. These connections stem across many different offices on campus. My time at the SSC has allowed me to see all the resources that UofSC has to offer to students and it has made a huge University easier to tackle academically and socially.” — Janeya Johnson, Gamecock Gateway Ambassador
**EARLY ALERT & INTERVENTION**

**CAROLINA ADVANTAGE PROGRAM**

The Carolina Advantage Program (CAP) provided support to 30 first-year, low-income, first-generation college students through 1:1 support. In the Fall 2019 semester, the Office of Financial Aid & Scholarships shared that UofSC had more Gamecock Guarantee-eligible students than the Opportunity Scholars Program could accommodate for the Fall 2019 freshman cohort. Therefore, the Student Success Center led the support of 30 additional students in a program named Carolina Advantage. The students received an award of $3,500 (rather than the $4,500 awarded to Gamecock Guarantee students) and specific academic support and career coaching. The program was cohort-based and students are members for their four years at UofSC. The Carolina Advantage Program has a successful first semester, including but not limited to:

- **100%** Fall to Spring Retention
- **3.2** Average GPA
- **90%** Earned above a 3.0 GPA
- **3.43** Average GPA of students who attended 3+ SSC appointments

**PEER CONSULTANT PROGRAM**

The Peer Consultant Program saw a **27% increase in success consultation visits** during the 2019-2020 academic year (1,907 visits) compared to the 2018-2019 academic year (1,592 visits). The Student Success Center was particularly excited to start a new partnership with the Carolina Band, wherein first-time marching band members were strongly encouraged to attend a success consultation.

- **97.81%** Of students said that a Success Consultation was beneficial for their overall academic skill development
- **81%** Of students who attended a Success Consultation earned a cumulative GPA of 3.0+ within that semester

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**ALERTS / PROGRESS REPORTS**

**Grade Spreads of 50+ Progress Reports Received & Attended (Fall 2019)**

<table>
<thead>
<tr>
<th>Course</th>
<th># of At-Risk Progress Reports</th>
<th>ABC Attended (%)</th>
<th>ABC Non-Attended (%)</th>
<th>Difference to ABC (%)</th>
<th>DF Attended (%)</th>
<th>DF Non-Attended (%)</th>
<th>Total Attended (%)</th>
<th>W Attested (%)</th>
<th>W Non-Attested (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MKET 140</td>
<td>152</td>
<td>31.07%</td>
<td>25.68%</td>
<td>5%</td>
<td>44.63%</td>
<td>20.38%</td>
<td>51.50%</td>
<td>24.14%</td>
<td>45.86%</td>
</tr>
<tr>
<td>MKET 151</td>
<td>126</td>
<td>16.67%</td>
<td>20.00%</td>
<td>3%</td>
<td>45.45%</td>
<td>41.67%</td>
<td>37.88%</td>
<td>38.33%</td>
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</tr>
<tr>
<td>MKET 153</td>
<td>157</td>
<td>80.60%</td>
<td>63.71%</td>
<td>16%</td>
<td>29.40%</td>
<td>31.43%</td>
<td>30.66%</td>
<td>12.00%</td>
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</tr>
<tr>
<td>FIN 503</td>
<td>243</td>
<td>72.27%</td>
<td>63.68%</td>
<td>4%</td>
<td>12.10%</td>
<td>25.61%</td>
<td>14.80%</td>
<td>7.09%</td>
<td></td>
</tr>
<tr>
<td>CHME 111</td>
<td>358</td>
<td>28.50%</td>
<td>25.68%</td>
<td>6%</td>
<td>15.59%</td>
<td>58.31%</td>
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<tr>
<td>ENGR 120</td>
<td>160</td>
<td>29.87%</td>
<td>35.16%</td>
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<td>23.50%</td>
<td>31.17%</td>
<td>46.70%</td>
<td>31.00%</td>
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</tr>
<tr>
<td>CHME 135</td>
<td>158</td>
<td>36.50%</td>
<td>36.50%</td>
<td>0%</td>
<td>55.00%</td>
<td>64.62%</td>
<td>7.35%</td>
<td>18.46%</td>
<td></td>
</tr>
<tr>
<td>ACCT 226</td>
<td>227</td>
<td>58.54%</td>
<td>60.65%</td>
<td>11%</td>
<td>17.07%</td>
<td>26.78%</td>
<td>24.39%</td>
<td>26.08%</td>
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<tr>
<td>MKET 141</td>
<td>160</td>
<td>25.14%</td>
<td>21.65%</td>
<td>4%</td>
<td>21.79%</td>
<td>20.72%</td>
<td>13.07%</td>
<td>49.28%</td>
<td></td>
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<tr>
<td>Total</td>
<td>132</td>
<td>31.05%</td>
<td>25.68%</td>
<td>5%</td>
<td>44.63%</td>
<td>28.58%</td>
<td>24.14%</td>
<td>45.95%</td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Course</th>
<th># of At-Risk Progress Reports</th>
<th>ABC Attended (%)</th>
<th>ABC Non-Attended (%)</th>
<th>Difference to ABC (%)</th>
<th>DF Attended (%)</th>
<th>DF Non-Attended (%)</th>
<th>Total Attended (%)</th>
<th>W Attested (%)</th>
<th>W Non-Attested (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOS 102</td>
<td>52</td>
<td>20%</td>
<td>68.75%</td>
<td>-48.75%</td>
<td>0%</td>
<td>33.33%</td>
<td>20.00%</td>
<td>13.33%</td>
<td>20.00%</td>
</tr>
<tr>
<td>AGS 201</td>
<td>50</td>
<td>69.67%</td>
<td>20.38%</td>
<td>39.30%</td>
<td>0%</td>
<td>11.11%</td>
<td>66.67%</td>
<td>3.67%</td>
<td>46.66%</td>
</tr>
<tr>
<td>BIOL 101</td>
<td>69</td>
<td>50%</td>
<td>66.14%</td>
<td>-16.14%</td>
<td>0%</td>
<td>11.00%</td>
<td>9.09%</td>
<td>11.00%</td>
<td>10.00%</td>
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<tr>
<td>ECON 223</td>
<td>74</td>
<td>8%</td>
<td>23.50%</td>
<td>-25.28%</td>
<td>14.39%</td>
<td>5.00%</td>
<td>10.00%</td>
<td>26.78%</td>
<td>0%</td>
</tr>
<tr>
<td>CHME 353</td>
<td>103</td>
<td>66.67%</td>
<td>68.75%</td>
<td>-2.08%</td>
<td>56.63%</td>
<td>9.22%</td>
<td>8.54%</td>
<td>0%</td>
<td>9.22%</td>
</tr>
<tr>
<td>MKET 140</td>
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<td>54.55%</td>
<td>37.04%</td>
<td>17.99%</td>
<td>5.00%</td>
<td>10.00%</td>
<td>15.69%</td>
<td>4.00%</td>
<td>14.29%</td>
</tr>
<tr>
<td>FIN 363</td>
<td>110</td>
<td>46.67%</td>
<td>42.25%</td>
<td>4.42%</td>
<td>5.00%</td>
<td>4.55%</td>
<td>4.55%</td>
<td>0%</td>
<td>6.67%</td>
</tr>
<tr>
<td>ECON 223</td>
<td>118</td>
<td>45.00%</td>
<td>40.00%</td>
<td>5.00%</td>
<td>10.00%</td>
<td>15.49%</td>
<td>3.66%</td>
<td>13.66%</td>
<td></td>
</tr>
<tr>
<td>AGS 202</td>
<td>158</td>
<td>57.14%</td>
<td>43.75%</td>
<td>13.39%</td>
<td>6.52%</td>
<td>20.00%</td>
<td>46.69%</td>
<td>26.98%</td>
<td>0%</td>
</tr>
<tr>
<td>BIOL 112</td>
<td>140</td>
<td>10.75%</td>
<td>18.82%</td>
<td>-8.07%</td>
<td>7.61%</td>
<td>14.13%</td>
<td>25.00%</td>
<td>7.61%</td>
<td>14.13%</td>
</tr>
<tr>
<td>CHME 354</td>
<td>148</td>
<td>66.67%</td>
<td>61.11%</td>
<td>5.54%</td>
<td>5.54%</td>
<td>5.54%</td>
<td>12.50%</td>
<td>4.17%</td>
<td>5.54%</td>
</tr>
<tr>
<td>ACCT 226</td>
<td>360</td>
<td>33.33%</td>
<td>30.67%</td>
<td>2.67%</td>
<td>6.94%</td>
<td>14.78%</td>
<td>44.61%</td>
<td>26.17%</td>
<td>0%</td>
</tr>
<tr>
<td>ACCT 226</td>
<td>204</td>
<td>66.67%</td>
<td>78.69%</td>
<td>-11.77%</td>
<td>4.00%</td>
<td>8.00%</td>
<td>16.67%</td>
<td>0%</td>
<td>9.00%</td>
</tr>
<tr>
<td>Total</td>
<td>1775</td>
<td>45.46%</td>
<td>48.99%</td>
<td>-5.53%</td>
<td>4.53%</td>
<td>5.39%</td>
<td>20.28%</td>
<td>7.68%</td>
<td>38.04%</td>
</tr>
</tbody>
</table>

**Total At-Risk Progress Reports**

- **6,507**
- **596**

**Total Standalone Alerts**

- **534**

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10 Early Alert & Intervention

11 Early Alert & Intervention
MONEY MANAGEMENT PROGRAM

$43,731
Revenue retained by UofSC in Spring 2020 by granting emergency loans in Fall 2019

$18,432
Revenue retained by UofSC in Fall 2020 by granting emergency loans in Spring 2020

MARKETING & COMMUNICATIONS
In the summer of 2019, the Student Success Center made thorough revisions to the SSC website in order to increase its Quality Assurance and Accessibility ratings. The scores were not only substantially increased, but they also climbed far above the Education Industry Benchmark.

New SSC Satellite Location: Money Management Lab in Columbia Hall opened in the fall 2019 semester, which resulted in an increased awareness of financial literacy resources on campus and as a result, we saw a 33.79% growth in Money Management Consultation visits.

ACADEMIC ENGAGEMENT

Move-In Crew
The 2019-2020 academic year marked the 5th year of coordinating Move-In Crew for UofSC. The SSC recruited approximately 1,000 volunteers for the 4-day effort.

Mutual Expectations
The SSC hosted the largest Mutual Expectations workshop to date with partners in Center for Teaching Excellence and Academic Integrity with approximately 90 participants.

Academic Engagement Peer Consultants
In 2019-2020 the SSC recruited, hired, trained, and developed the work flow for 6 students in this new peer leader position.

The SophoMORE Initiative
In the 2019-2020 year, the SSC launched the Sophomore LifeHacks program, a series of events on adulting. The SSC also planned Sophomore Summit, a weekend retreat specifically designed for sophomore students with below a 3.0 GPA, though it was unfortunately cancelled due to COVID-19.

National Student Exchange
The Coordinator of Academic Engagement wrapped up a nearly 4 year term as board member for National Student Exchange and served as chair in the 2019-2020 year.

~1,000 Volunteers Recruited For The 4-Day Effort

4,734 Students Attended 28 Sophomore Events

13 Incoming Students
26 Outgoing Student Applications
In 2019-2020, the SSC served over 8,583 unique students, a 16% increase from 7,377 unique students in 2018-2019.

Despite the pandemic, the Student Success Center continued to provide its support services, workshops, and programming—100% online.

**47,786**

**TOTAL VISITS**

In 2019-2020. The SSC served over 8,583 unique students, a 16% increase from 7,377 unique students in 2018-2019.

**91.8%**

Retention rate of first-time freshman that visited the SSC.

**4.27**

Average # of visits for the first year cohort.

**60.5%**


**Continuing Call Outreach Campaign**

At request of university leadership, the Student Success Center launched the Continuing Call Outreach Campaign to reach out to all returning students as a retention initiative.

**170+ Volunteers Recruited**  **16,000+ UoSC Students Reached**

**More Adaptations**

On top of moving its services 100% online, the Student Success Center also:

- Hosted the Southeastern College Learning Center Association (SECLCA) annual conference in a virtual format with over 100 attendees
- Created study strategy videos for the website
- Wrote “Top 10 Tips for Succeeding in Online Classes” article for the website (link)