

# Helping Students Become Expert Independent Learners

Center for Learning and Student Success  
Lower Level of Bird Library

## What is CLASS?

The **Center for Learning and Student Success (CLASS)** offers students comprehensive, high-quality academic support services in partnership with faculty and staff across campus.

**CLASS** services include:

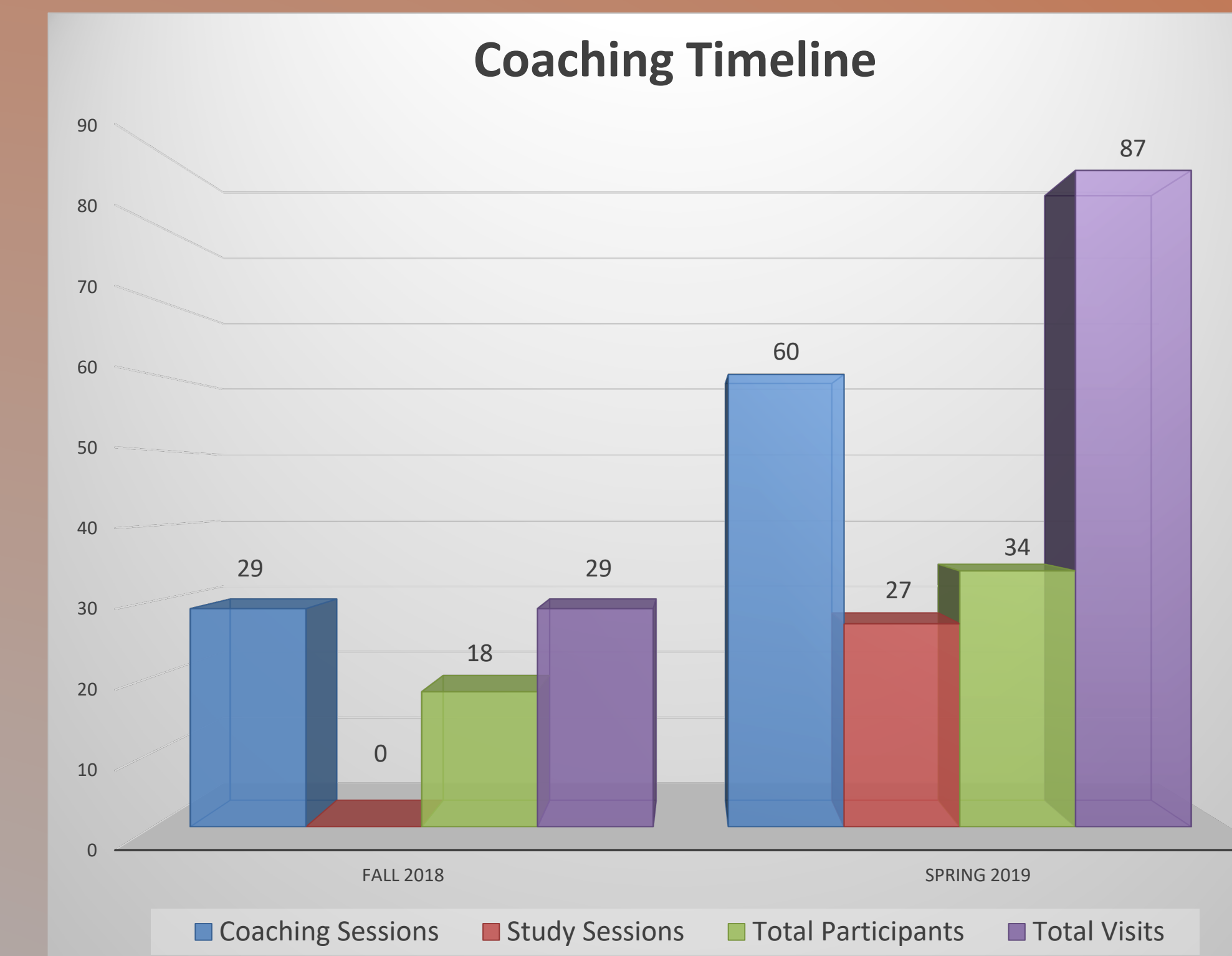
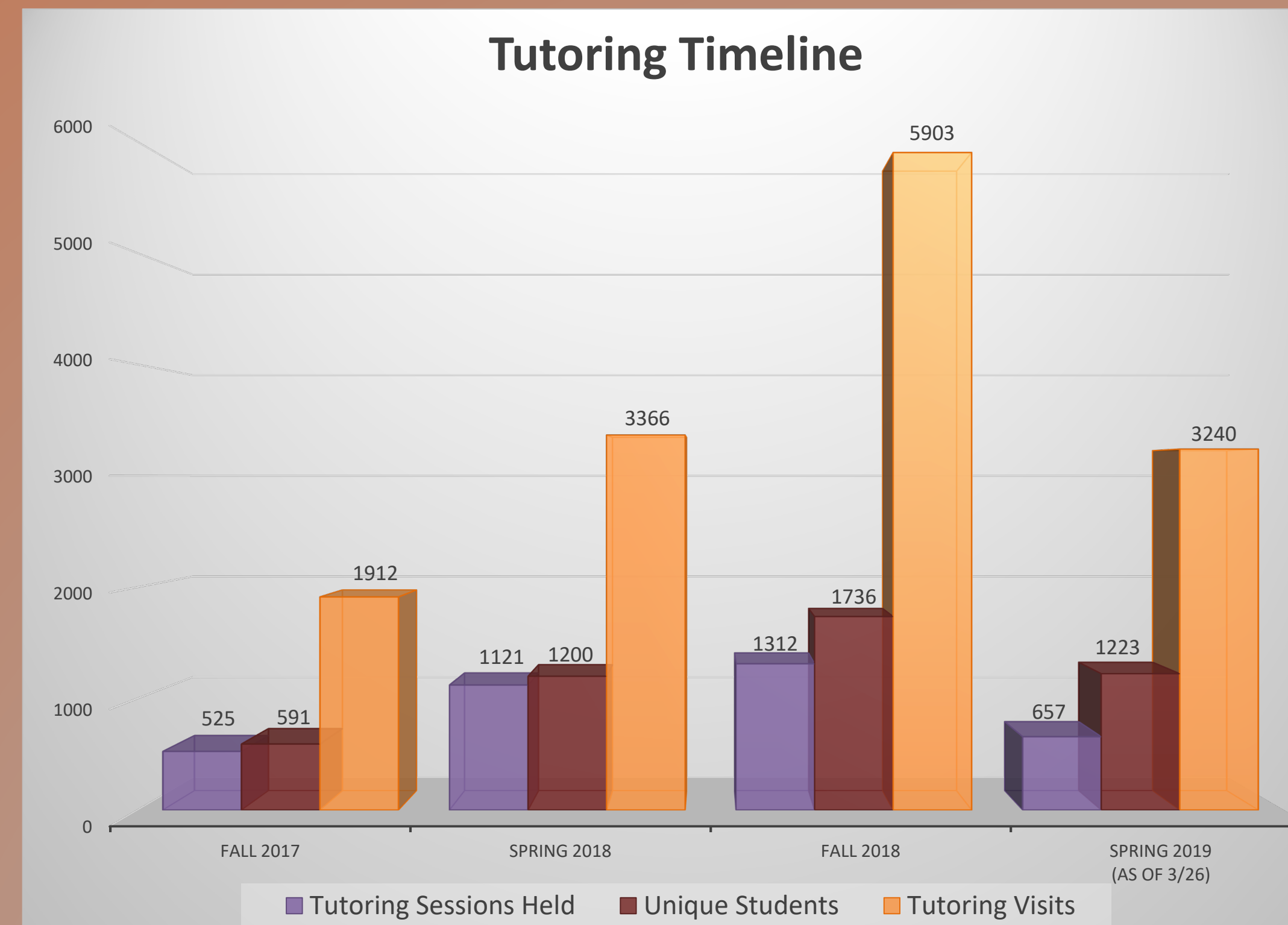
- Small-group tutoring for large introductory courses
- One-on-one tutoring for additional courses
- One-on-one academic coaching tailored to each student's course schedule & goals
- Training & professional certification for peer tutors & coaches
- Academic integrity education & case administration

## How Do CLASS Programs Work?

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|--------------------------|--|
| <b>Tutoring</b>          | <ul style="list-style-type: none"> <li>✓ 123 free group tutoring sessions each week for 33 large undergraduate courses, including supplemental instruction for MAT221 &amp; BIO326</li> <li>✓ Register in advance to reserve a spot using our MyT platform or drop in (space permitting)</li> <li>✓ New "committed tutoring" mini sessions: students sign up in advance &amp; attend weekly for 4 consecutive weeks to boost performance in between exams</li> <li>✓ One-on-one fee-based tutoring with current SU students for additional undergraduate and graduate courses</li> </ul>             |
| <b>Academic Coaching</b> | <ul style="list-style-type: none"> <li>✓ New pilot research program to help students make the most of their study time</li> <li>✓ Introduces students to effective and efficient study strategies based on cognitive science</li> <li>✓ Open to 1<sup>st</sup> and 2<sup>nd</sup>-year students</li> <li>✓ Interested students are randomly assigned to:                     <ul style="list-style-type: none"> <li>1) <b>One</b> 60-min. coaching session + <b>One</b> 60-min. supported study each week for 4 weeks</li> <li>OR to 2) <b>online resources in Blackboard</b></li> </ul> </li> </ul> |



## Tutoring and Coaching Growth



### Tutoring Program Successful Strategies

- Close collaboration with faculty; tutoring tailored to specific courses
- Paid peer tutors receive training through CLASS & earn nationally recognized certification
- Focus on learning strategies as well as content

### Coaching Program Successful Strategies

- Rooted in cognitive science research on human learning
- Designed to help students make small but powerful changes in their study strategies
- Coaching tailored to each student's courses & goals

## Content Overview: Tutor and Coach Training & Coaching Sessions

<b>Tutor Training Topics overview</b>	- Tutoring/ Tutor Responsibilities/ Guidelines - Ethics/ Group Tutoring	- Study Skills - Critical Thinking - Beginning-Ending sessions	- Communication Skills - Problem Solving - Cultural Awareness	- Planning - Non-Native Speakers of English
<b>Coach Training Topics Overview</b>	- Role of a Coach/ Ethics/Procedures and Policies - Learning Theories in Academic Support Services	- Communication Skills - Listening and Responding - Conducting Successful Coaching Sessions - Cultural Awareness	- Course and Syllabus Analysis - Advanced Study Skills - Goal Setting and Planning	- Cognitive Science of Learning: Retrieval, Spacing, Interleaving, & Explanatory Questioning
<b>1-1 Academic Coaching Topics Overview</b>	- Cognitive Science Based Study Strategies: Self-Testing & Retrieval	- Cognitive Science Based Study Strategies: Spacing vs. Massed Practice	Cognitive Science Based Study Strategies: Interleaving Different Topics Within & Across Courses	- Cognitive Science Based Study Strategies: Explanatory Questioning, Elaboration, Calendaring and Goal Setting

Implications

## Assessment Methods



- Surveys of students who attend tutoring & coaching
- Observations of tutors & coaches
- Multiple-choice test & essay within the academic integrity seminar
- In-progress randomized controlled trial measuring impact of coaching



## Next Steps

- Partnering with faculty to seek funding for rigorous evaluation of coaching
- Experimenting with varied tutoring formats to engage students consistently & early
- Collaborating with schools & colleges to enhance academic integrity education & case management

## New Student Education & Academic Integrity Case Management

- Ongoing training of faculty, student & staff academic integrity panel members
- Oversight & coordination of academic integrity cases (N=284 in 2017-18)
- Fall & spring orientation presentations in collaboration with the schools & colleges for an estimated 1,200 new students

## SUcced – A Blackboard & In-Person Seminar for New Students

