### 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?

#### Tutoring
- 123 free group tutoring sessions each week for 33 large undergraduate courses, including supplemental instruction for MAT221 & BIO326
- Register in advance to reserve a spot using our MyT platform or drop in (space permitting)
- New “committed tutoring” mini sessions: students sign up in advance & attend weekly for 4 consecutive weeks to boost performance in between exams
- One-on-one fee-based tutoring with current SU students for additional undergraduate and graduate courses

#### Academic Coaching
- New pilot research program to help students make the most of their study time
- Introduces students to effective and efficient study strategies based on cognitive science
- Open to 1st & 2nd-year students
- Interested students are randomly assigned to:
  - One 60-min. coaching session + One 60-min. supported study each week for 4 weeks
  - OR to 2) online resources in Blackboard

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

#### Tutor Training
- Topics Overview:
  - Tutoring/Tutor Responsibilities/Guidelines
  - Ethic/ Group Tutoring

#### Coach Training
- Topics Overview:
  - Role of a Coach/ Ethics/Procedures and Policies
  - Learning Theories in Academic Support Services

#### Academic Coaching
- Topics Overview:
  - Cognitive Science Based Study Strategies: Self-Testing & Retrieval
  - Cognitive Science Based Study Strategies: Spacing vs. Massed Practice

### 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

### 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

### 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