

Academic Performance Center Annual Report 2026

Annual Review Introduction

Department Name: Learning Services

Department Chair: Rob Gray

Department Mission Statement (required for NWCCU).

The mission of the Utah Tech University Academic Performance Center is to facilitate an active learning environment wherein all students can engage in peer-to-peer instruction and excel in their coursework. We aim to create a community of academic collaboration, both at Utah Tech University and in southern Utah.

Department Vision Statement regarding how your department will be distinctive in uniqueness and quality by 2025 (as requested by the Provost).

The Academic Performance Center's vision is to encourage inclusivity, enthusiasm, motivation, and creativity in UT students through collaborative learning. The APC aims to empower students with the skills to be responsible for their own learning and life while having the ability and desire to lift up others on their paths to success.

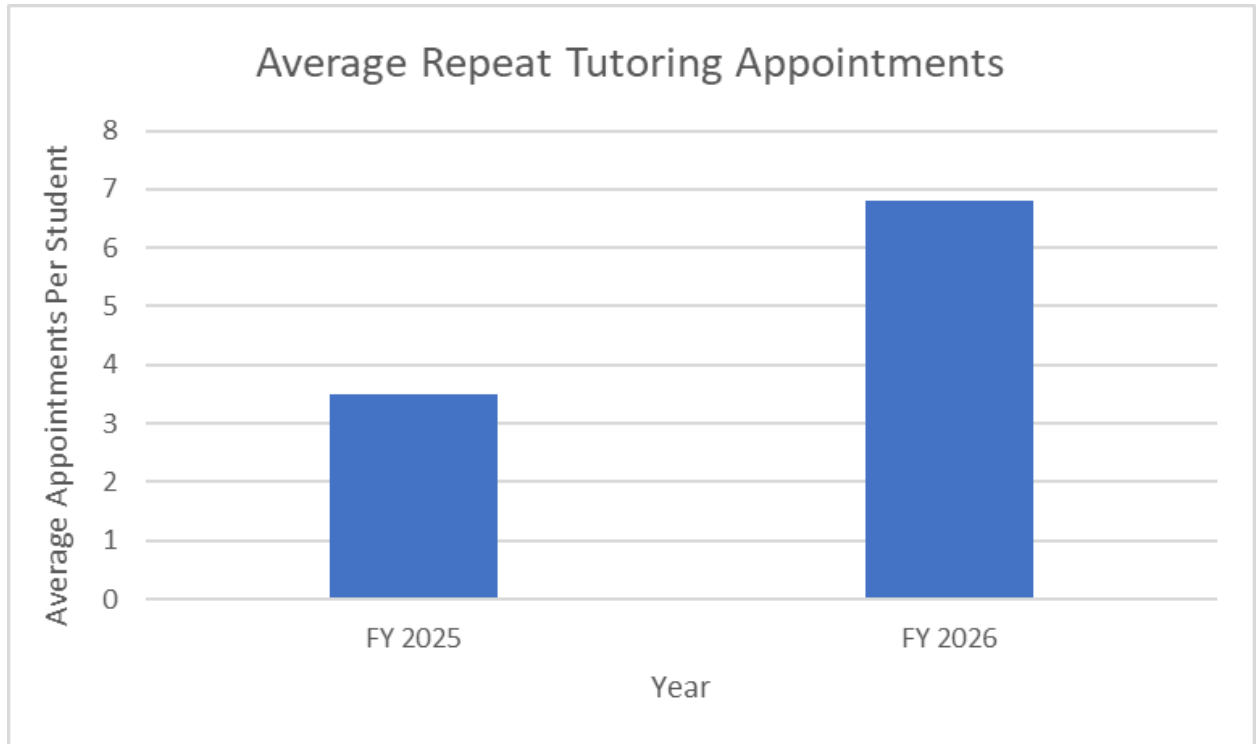
Department or Unit Goals and Accomplishments

Report progress on goals identified in last year's report.

Goal 1: Boost the average number of repeat student appointments to 4

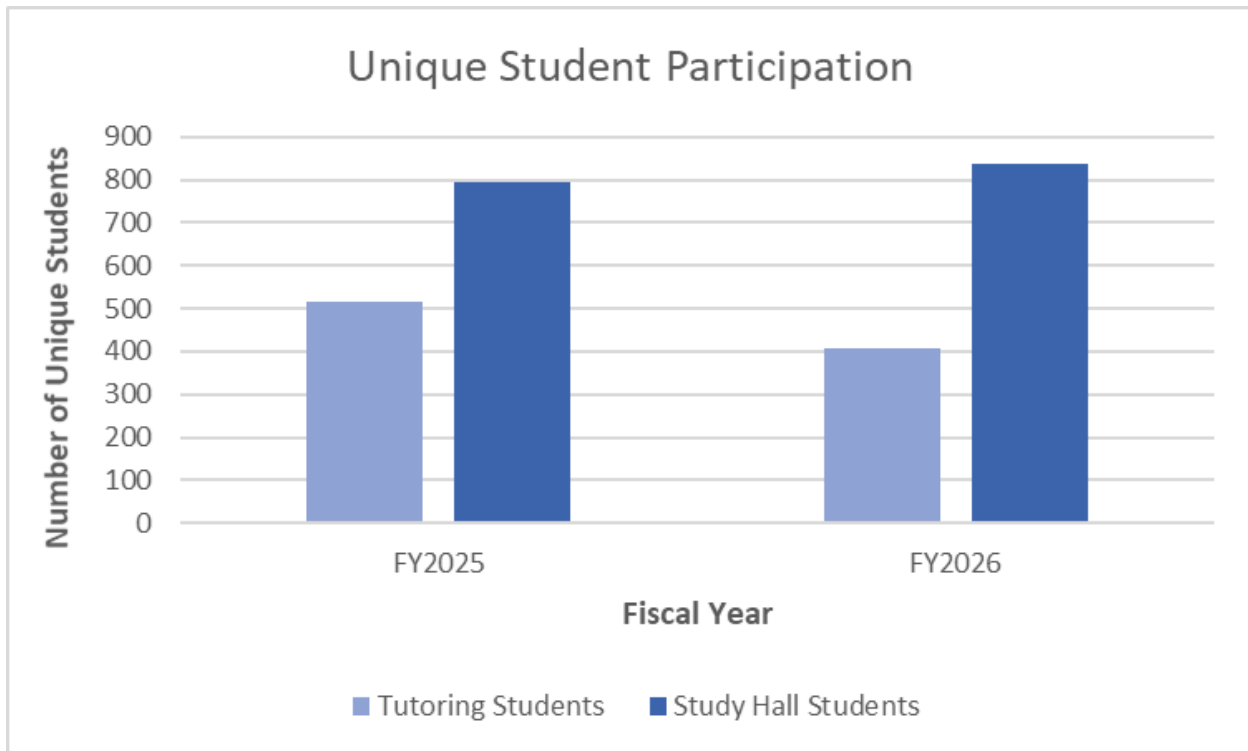
- This goal was achieved. Returning tutoring students averaged approximately 6.8 appointments during FY2026, exceeding the department goal of 4 repeat appointments per student. Continued encouragement from tutors and receptionists to schedule follow-up appointments likely contributed to stronger ongoing student engagement with

APC tutoring services.



Goal 2: Sustain and modestly grow the number of unique student appointments

- This goal was not fully achieved during FY2026. The number of unique students attending tutoring appointments declined from 514 students in FY2025 to 406 students in FY2026. However, the APC continued to serve a large number of students overall, and unique study hall participation increased from 796 to 836 students. Future efforts will focus on increasing awareness of tutoring services through marketing and faculty outreach initiatives.



Goal 3: Successfully integrate VR headsets into tutoring services

- This goal was not fully achieved during FY2026. A significant amount of time was spent setting up and troubleshooting the VR headsets to ensure they function properly for student use. The APC plans to fully integrate the headsets into tutoring services during the Fall 2026 semester. To support implementation, the department plans to create detailed instructional materials for both students and tutors, along with increased marketing efforts to improve awareness and encourage student usage of the resource.

Goal 4: Increase the average number of repeat visits from non-athlete, walk-in students to 5 (up from 4.2 in 2024–2025)

- This goal was not achieved. Non-athlete walk-in students averaged approximately 2.9 visits during FY2026, which was below the goal of 5 and lower than the FY2025 average of 4.2. Moving forward, the APC will continue focusing on creating a welcoming study hall environment and increasing awareness of study hall resources to encourage students to return more consistently.

2. Summarize department highlights. *(Provide a brief account of this year's significant happenings and department accomplishments. Include recognitions, honors, publications, presentations, etc.)*

Department as a whole:

Director of Learning Services

Rob Gray attended three AI conferences as he prepares to create agentic tutoring at Utah Tech. He also served on ten University committees and gave five presentations to students, faculty, and staff this year. In his spare time, he completed six Spartan obstacle course events, an Ironman triathlon and two marathons, placing competitively in each.

Academic Performance Center Coordinators

Carly Venable earned a spot on the President's Honor Roll for the 2025–2026 school year and was selected as Chief of Staff for the Utah Tech Student Association for the upcoming academic year.

Gracie Wilson made the Presidents list in the fall and the Dean's List in the spring and also received the Sid Atkin Business scholarship for the second year in a row.

Tutors

Aspen Downing: Earned a place on the President's List last semester, walked for an Associate's Degree in General Studies in May, completed the first and second semesters of nursing school, and participated in the Trailblazer Symposium by presenting a nursing research poster with her group.

Arick Bird: Served as Project Manager for a 10-person engineering capstone team focused on developing a satellite system. He also received the Elite 11 Award and maintained a 4.0 GPA throughout his undergraduate studies.

Reyes Hernandez: Achieved the Dean's List last semester.

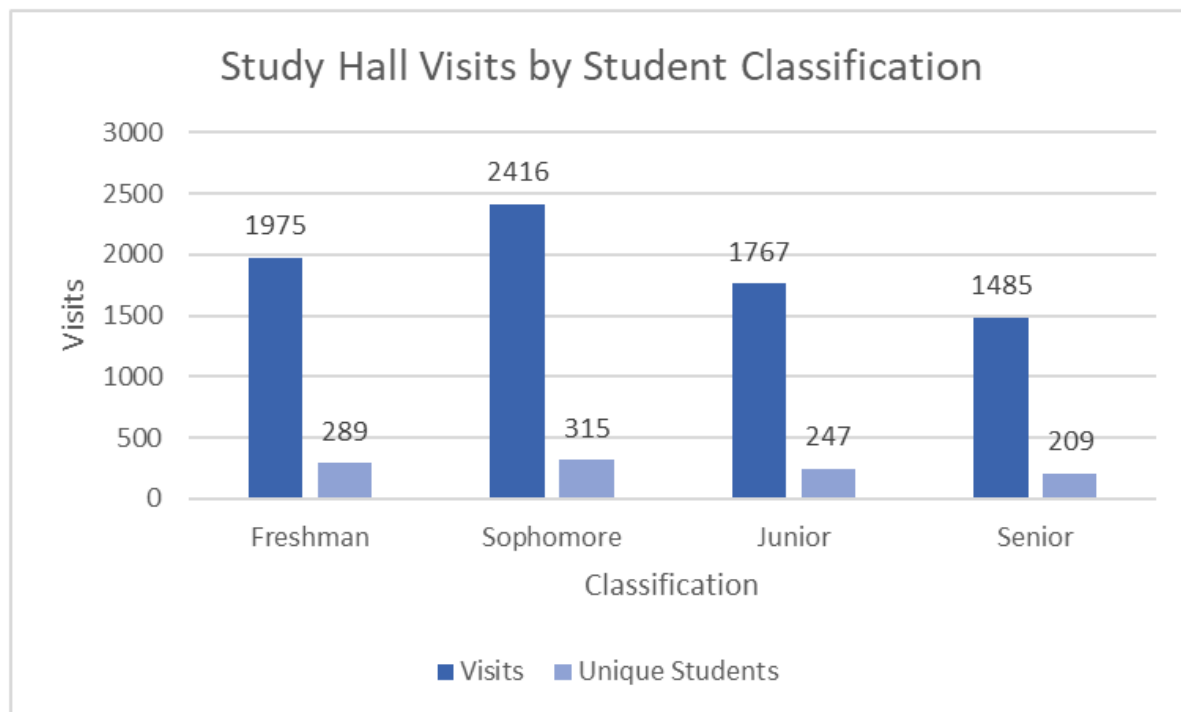
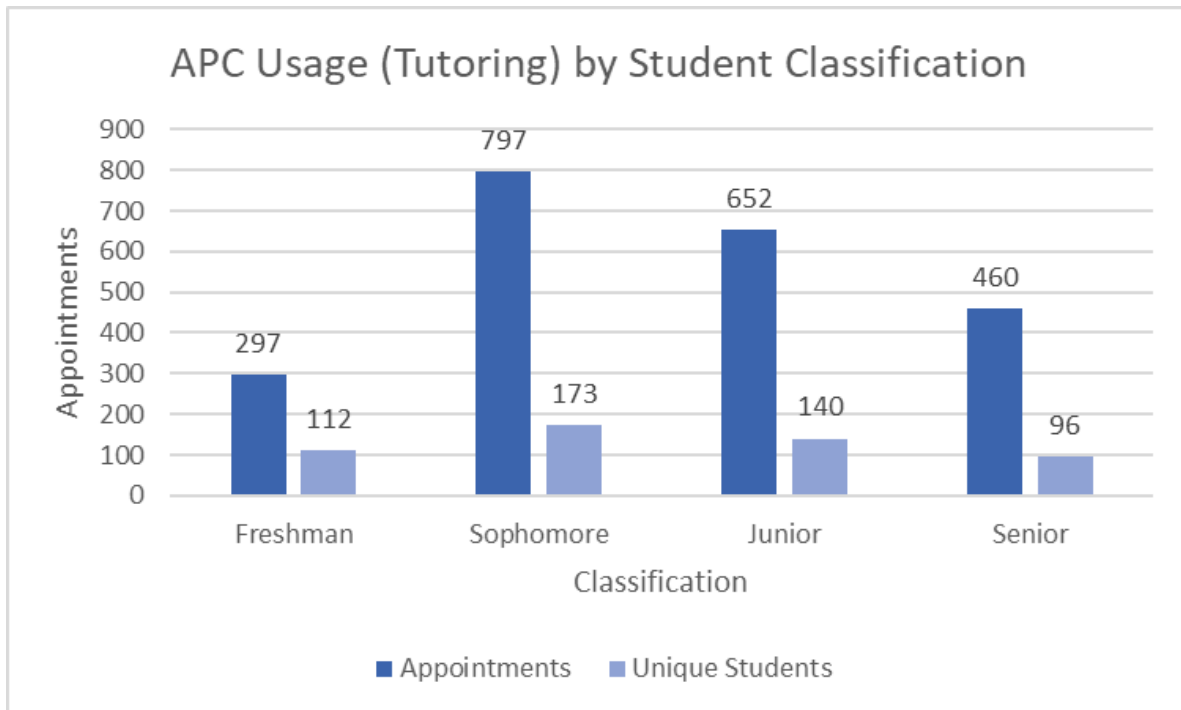
Receptionist

Katie Loeber: Achieved the Dean's List during both semesters.

Department Data

9. Please add any other performance data you might like to include here that will help inform an accurate snapshot of your department or unit.

APC usage trends during FY2026 showed that sophomore students utilized services more than any other classification. Sophomore students accounted for 797 tutoring appointments and 2,416 study hall visits, the highest totals among all student groups. Freshman students also demonstrated strong engagement with study hall services, suggesting that newer students continue to rely on APC resources for academic support and structured study environments. Overall, study hall participation remained significantly higher than tutoring participation across every student classification.



10. Conduct Department/Unit SWOT Analysis—Strengths, Weaknesses, Opportunities, Threats (*Identify internal strengths and weaknesses, and external opportunities and threats. Analysis of facilities, resources, administration/staff, budgets, outside influences, competition and stakeholder satisfaction.*)

Strengths:

- We have excellent tutors
- We have strong relationships across campus (program heads, department chairs, etc.)
- Our dean allows us to try new ideas
- We have strong management software that creates reports that allow us to make decisions based on data
- We have a very modern, inviting work space
- Many divisions, departments, and programs are willing to collaborate with us
- We have adequate funding for our current level of service
- We have a computer replacement rotation schedule (adequate technology)
- We have an excellent assessment plan
- We have a plan for an innovative AI-driven tutoring program

Weaknesses:

- As we have transitioned from student fee funding to institutional, acquiring additional funding as demand grows will be more difficult
- Some faculty and staff still have misconceptions about our services

Opportunities:

- We have funding to maintain our current level of services
- We can create a stronger marketing plan to alleviate misconceptions
- We can be a trailblazer with a generative AI tutoring program

Threats:

- Outsourced tutoring is always a threat
- AI is threatening the concept of peer-to-peer tutoring

Chair's Response--Planning for the Future

11. Based on the above data, list specific goals your department/unit will target to accomplish during the coming academic year. If any of your programs were evaluated by internal/external reviewers this year, you might include some of their suggestions as goals.
Note: In next year's report, follow up reporting on these goals will be covered in #1 as in this report.

Goal 1: Sustain and modestly grow the number of unique student appointments

- Is this goal being carried over from the previous year? Yes
- Action Plan:
 - Enhance marketing efforts to promote tutoring services, especially during peak academic stress periods
 - Ask tutors to email professors of the courses they support, encouraging referrals and student awareness
- Desired Outcome: Ensure continued accessibility while also expanding outreach to new students
- Timeline: July 1, 2026 – June 30, 2027

Goal 2: Increase the average number of repeat visits from non-athlete, walk-in students to 3.5 (up from 2.9 in 2025–2026)

- Is this goal being carried over from the previous year? Yes
- Action Plan:
 - Establish a consistent, friendly, and helpful drop-in environment
 - Highlight key features in marketing efforts (free printing, quiet study space, computers, whiteboards, etc)
- Desired Outcome: Create a welcoming environment that motivates students to return for continued academic help
- Timeline: July 1, 2026 – June 30, 2027

Goal 3: Successfully integrate VR headsets into tutoring services

- Is this goal being carried over from the previous year? Yes
- Action Plan:
 - Train tutors on using VR tools effectively during sessions
 - Launch a QR code survey after each student use to gather feedback
- Desired Outcome: Enhance the tutoring experience through innovative and immersive learning technologies
- Timeline: July 1, 2026 – June 30, 2027