

2023 Annual Review

Introduction

Department Name: Academic Performance Center

College Name: Library and Open Learning Services

Department Chair: Rob Gray

Department Mission Statement (required for NWCCU). Please use the version developed after receiving suggestions in last year's debriefing meeting.

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). Please use the version developed after receiving suggestions in last year's debriefing meeting and should include evidence of becoming more open, inclusive, and polytechnic.

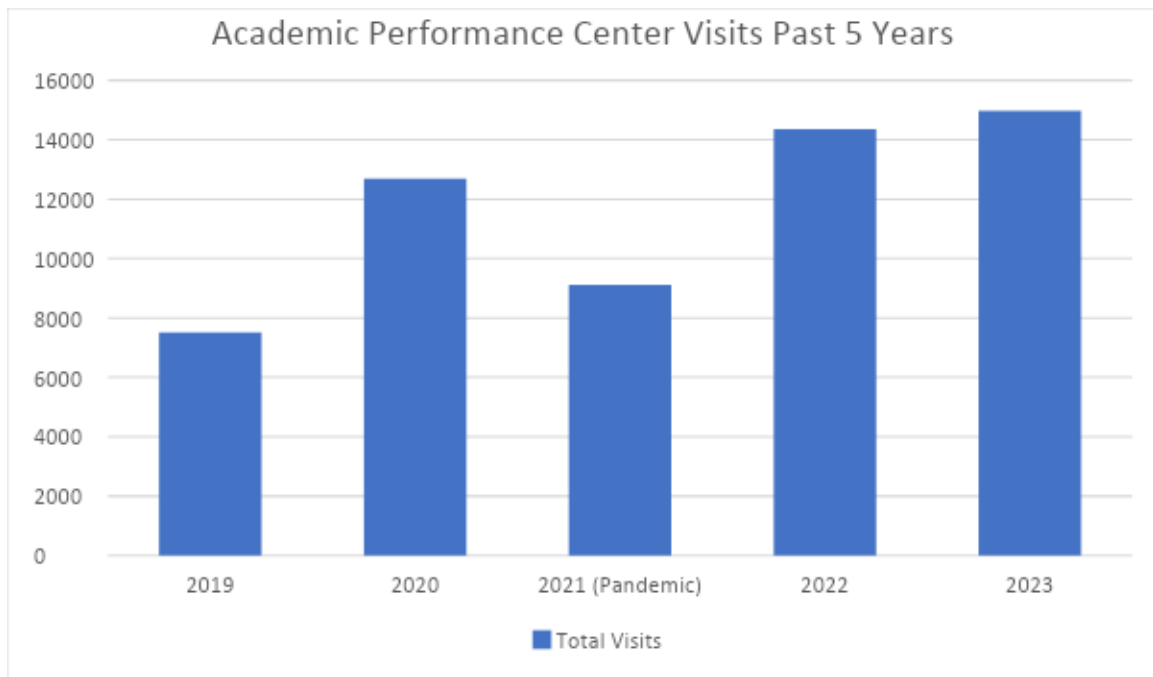
The Academic Performance Center's vision is to encourage inclusivity, enthusiasm, motivation, and creativity in UT students through collaborative learning. The APC aims to empower students with the skills to be responsible for their own learning and life while having the ability and desire to lift up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

Department or Unit Goals and Accomplishments

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

Goal 1: Increase Academic Performance Center visits by 5 percent.

- Was this goal accomplished? This goal was nearly accomplished. The APC had total visits of 14,972, a 4.3% increase from last year's 14,359 visits. Tutoring appointments were up tremendously, however, at 3,582 versus 2,273 appointments last year (58% increase). Online appointments were down by 32% (133 visits) from 175 visits last year.



Goal 2: Add one or two additional satellite tutoring locations.

- Was this goal accomplished? This goal was accomplished. This goal was accomplished. We added satellite tutoring to nursing students in the Taylor building one day per week. Unfortunately, the service was not well used by nursing majors, so we will not extend this service next year. We will still have satellite tutoring in the Hazy, Browning, and SET buildings.

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

Director of Learning Services

Rob Gray began his new position as associate dean in the Library and Open Learning Services this year. He attended the Library Assessment Conference and the American Library Association conference. He was the chair of three librarian faculty search committees, the co-chair of the University Forum Associate Dean Committee, the chair of the Library Advisement Committee, and served on seven other University committees and task forces. He was also a co-writer of a Title III Grant proposal.

Academic Performance Center Coordinators

Abby Sheeley made the deans list for the second year in a row.

Tilly Gibb received the Jami Leilani Palmer Scholarship

Tutors

Emma Shelton received a Hall of Fame athletic award at her previous school (Utah State Eastern), and she was awarded an athletic scholarship for volleyball at Utah Tech.

Caleb Shelton successfully started the Utah Tech Red Cross Club while maintaining a 4.0 GPA. He scored in the 98th percentile on the ACS Organic Chemistry exam.

Ewan Townshend was the ISA student of the year.

Rebekah Condie graduated magna cum laude, and she started a small business and was featured in the news for her success.

Jaxon George received the alumni choice award, graduating with an Honors degree in chemistry, and he was accepted to Michigan State University's PhD program in chemistry. He was also offered a graduate recruiting fellowship at Michigan State University due to his research on cyclic amino borane complexes in the curiosity journal.

Amy Richards received the Brad Stapley memorial scholarship, the American Association of Undergraduate Women scholarship, a Fire and Ice scholarship, and an Alumni Legacy scholarship. She was also accepted into the SURE (Summer Undergraduate Research Experience) program at the University of Utah for this summer.

Department Data

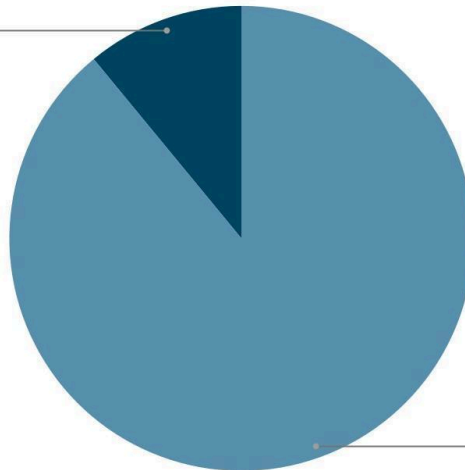
9. Please add any other performance data you might like to include here that will help inform an accurate snapshot of your department or unit.

After taking appointment data from the Fall 2022 semester, the Academic Performance Center has found that approximately 89% of students who visited the APC returned to the center for additional help during the semester. Only 11% of students visited only one time during the semester. This data represents the student-recognized effectiveness of the Academic Performance Center. This data includes the use of tutoring appointments only; students that utilized the study hall resource were not included in this study due to the required consistent use of study hall for some students.

APC Return Visitations

Students that Visited a Single Time

11.0%



Students That Have Returned to the APC

89.0%

89% of the students that visit the Academic Performance Center have returned to attend more than one session with a tutor.

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 continue to expand, we will run out of space soon
- 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.*

11

Goal 1: Create an innovative, AI-supported tutoring program.

- Is this goal being carried over from the previous year? No.
- Action Plan: Hire computer science students familiar with AI prompt optimization or train APC tutors to be competent in prompt engineering.
- Desired Outcome: Integrate generative AI into all APC tutoring.
- Timeline: One year.
- How does this goal align with departmental and instructional goals? This fits into the following L&OLS objective: Improve student learning and academic success through effective information literacy instruction.
- What resources will be needed? Nothing additional.

Goal 2: Increase Academic Performance Center visits.

- Is this goal being carried over from the previous year? No.
- Action Plan: Increase marketing efforts to students and faculty.
- Desired Outcome: Increase visitation by 5% over this year.
- Timeline: One year.
- How does this goal align with departmental and instructional goals? This goal aligns with the division goal of expanding tutoring for more student access.
- What resources will be needed? Nothing additional.

13. What are your department's high priority needs for the coming year including any resources for student learning?

We will need to collaborate with other programs and departments to learn more about AI prompt engineering, to select excellent computer science students for AI prompt tutoring, and to advertise these upgraded tutoring services.

14. What are department's projected needs for the next 3-5 years? *(Include staffing, space, budget, etc.)*

Additional space may be needed to meet student demand.

Dean's Response

17. Provide your general assessment of the accomplishments and needs, including budget allocation needs *(particularly address # 13 & #14).*

The APC continues to excel with strong leadership and exceptional coordinators and tutors. AI integration will establish the APC as a model on campus for technology adoption. In addition to working with the computer science department, it would also be valuable to work with our partners in Online Learning. We have strong ties with this department, and AI aligns well with online learning.

Space constraints have not lessened and will need to be focus in the future as the existing space has been optimized as much as possible already.

