

# SUCCESS

UMKC Academic Support  
and Mentoring

QUARTERLY NEWSLETTER

VOLUME 2 ISSUE 1 | AUGUST 2020

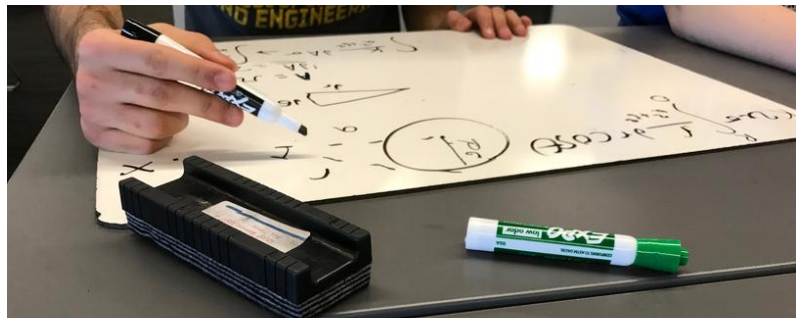
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## ABOUT ASM

UMKC's department of Academic Support and Mentoring (ASM) offers a wide range of services and programs to help students meet their academic goals. Services available through ASM include the Writing Studio, Supplemental Instruction, Tutoring, and Roo Up Seminars. ASM also provides programming and resources for Summer Bridge Scholars, Jumpstart KC, and Trustees' Scholars.

ASM's **mission** is to provide innovative support services and resources to ensure educational access and personal success for every student. Our **vision** is that every UMKC student persists and graduates with the personal and professional skills to achieve their vision of success. Learn more about ASM on our website at [umkc.edu/asm](http://umkc.edu/asm).



## WHAT DO ASM'S SERVICES LOOK LIKE THIS FALL?

The ASM team has thoughtfully designed services for Fall 2020 based upon the needs of students seeking services as well as the needs of our student employees. **Writing Studio** will continue to offer email and online consultation via Zoom for both drop-ins and appointments. **UMKC Tutoring** will remain fully accessible online via Zoom for both drop-ins and appointments. In addition, UMKC Tutoring will implement a new (free) online program, *Mathcha*, which enables editing of mathematic symbols and formulas for ease of tutor-tutee communication in math. **Supplemental Instruction**, or SI, will implement a multi-faceted approach with hybrid sessions (a combination of face-to-face with distancing and online participation in the same session), and online SI. **Roo Up Seminars**, brief videos designed to provide information and guidance regarding academic success skills, are offered via an online video library housed in Canvas. For more information about all of ASM's services, including courses supported by Tutoring and SI, visit [www.umkc.edu/asm](http://www.umkc.edu/asm).

## UPCOMING EVENTS/DEADLINES

AUGUST 24-28

- UMKC Tutoring is open for appointments only
- SI sessions begin
- Writing Studio open weekdays

AUGUST 31

- UMKC Tutoring open for drop-ins and appointments

SEPTEMBER 12

- Writing Studio begins weekend hours

## CONNECTING WITH ASM'S SERVICES

This past summer, UMKC Tutoring conducted a field test using **UMKC Connect** (Starfish) as the appointment-scheduling method for students. With the successful trial completed for tutoring, Writing Studio will also use Connect starting this fall. The transition from TutorTrac to Connect is designed to increase ease of access for students and reduce the number of programs students must navigate.

### WANT TO LEARN MORE ABOUT ASM?

[Click this link for a brief video!](#)

## ATTENTION NIGHT OWLS EXPANDED HOURS FOR WRITING STUDIO AND UMKC TUTORING

This fall UMKC Tutoring will offer drop-ins from 7:00-9:00 p.m. on Sundays, Tuesdays, and Thursdays. On Mondays, Writing Studio consultants will be available until 10:00 p.m. and have regular hours until 7:00 p.m. Tuesday through Thursday. These changes are being implemented based upon needs expressed by students for more services to be provided in the evening hours. In addition, UMKC Online offers NetTutor, a contracted online tutoring service, which provides 24 hour support for many courses and late evenings for many others.

ASM is fortunate to partner with instructors, advisors, and staff across UMKC, and we rely on many voices to connect students with ASM's services. See the brainstormed list below for some great ideas to help us help students!

- Include syllabus information about available academic support and how to access
- Tell students (make class announcements; mention during advising sessions and student conversations) about support opportunities and how students who use these services perform compared to those who do not (see *ASM by the Numbers* in this issue)
- Invite Writing Studio consultants, SI Leaders, and/or UMKC Tutors to provide a brief overview to your class/your department
- Connect students with ASM's social media: Facebook (/umkcas), Twitter (@umkc\_asm), and Instagram (@umkc\_asm)
- Learn more by perusing our website [www.umkc.edu/asm](http://www.umkc.edu/asm) or contacting us at [umkcas@umkc.edu](mailto:umkcas@umkc.edu)

## FSE AND ASM

The academic support opportunities available through ASM are now part of each student's co-curricular first semester experience. All FSE students will experience a virtual tour of ASM, an SI session related to FSE curriculum, and a RooUp Seminar on note-taking. Additionally all FSE students will attend three or more sessions of ASM's services throughout the term.

## ASM ADVISORY COUNCIL LAUNCHES YEAR 2

Academic Year 2020-21 marks the second year for ASM's Advisory Council, comprised of advisors, faculty, and administrators representing 12 academic units across campus. The purpose of the Advisory Council is to strengthen academic success services for UMKC's students by examining ASM's strategic direction, reviewing relevant data, soliciting and sharing feedback, and suggesting innovative methods for enhanced partnership and continuous improvement. For more information about ASM Advisory Council, click the button below:

[Advisory Council FY21](#)

# QUESTIONS, NOT ANSWERS

## METHODS FOR SUCCESS IN UMKC TUTORING

One of the most challenging aspects of being a tutor is that students under stress sometimes want “the right answer, right now.” UMKC tutors maintain their focus on asking students questions, rather than providing answers. These questions guide students in exploring what they understand, helping them fill in knowledge gaps using material from the course, and building their problem-solving and critical thinking skills. The questions tutors ask allow students to clear up their own confusion about content or its application. Tutors also use questions to engage students in conversations about their academic skills, such as how they take notes, study, and manage their time. In addition, tutors serve as peer guides and work to enhance the connection between students and instructors. Tutors encourage students to reach out to instructors when additional clarity is needed and assist students in crafting questions that demonstrate the student’s understanding and target their specific needs.

## ASM IS UMKC'S LIAISON WITH JUMPSTART KC

Jumpstart KC provides an opportunity for students to volunteer in area preschools to help young children develop literacy skills. As an Americorps program, Jumpstart is a great way for college students across all majors and areas of interest to give back to their community. Students who participate in 300 volunteer hours are eligible to earn an education award of \$1311, which can be used at UMKC to supplement their education costs. Students interested in learning more about Jumpstart can go to [www.jstart.org](http://www.jstart.org) or contact Silvina Munita:



Silvina Munita  
[munitas@umkc.edu](mailto:munitas@umkc.edu)



Jumpstart Site Manager Silvina Munita at ASM's 2019 Pop-In Event.

## ASM STUDENT EMPLOYEE SPOTLIGHT

**Sarthak Garg** is a writing consultant and is completing his final year of UMKC's six-year medical program. Currently, he is President of the School of Medicine's Year-Six Student Class Council but also has been elected to leadership roles for numerous other student organizations, served as a Teaching Assistant, presented his research to civic and professional groups, and received two Ilus W. Davis Writing Awards while studying at UMKC. Sarthak is excited about starting his fifth year with the Writing Studio and looks forward to starting his residency and career as a doctor next year.



Sarthak helps Spider-Man and Superman get ready to take the catwalk by storm at Asha for Education's Annual Fashion Show, which seeks to raise money for educating underprivileged youth in India.

“I truly enjoy the relationships I have developed with both my colleagues as well as the students with whom I work at the Writing Studio. I love getting to learn about the in-depth fascinating subjects that students have spent time researching and developing long-term partnerships with them as we collaborate on projects. I hope to embody these ideals in my future practice.”

## 2020 SUMMER BRIDGE SCHOLARS ONLINE

Thirty prospective UMKC students participated in the Summer Bridge Scholars Program this past summer in an online format. Summer Bridge Scholars are students whom UMKC believes can best benefit from a rigorous, supportive college experience to prepare them for success. This summer's Bridge cohort completed six hours of coursework throughout the summer term in English and Math, and participated in many activities designed to assist their development as students, and to build connections with each other, with UMKC, and with the greater KC community. For more information about Summer Bridge, visit [umkc.edu/asm/summer/index.asp](http://umkc.edu/asm/summer/index.asp).



Megan Elsen  
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## SI "OPT OUT" PILOT

Last spring UMKC's SI program piloted the SI "Opt Out" Model in partnership with the School of Nursing and Health Studies with the goal of increasing participation in SI. In this model, when a student enrolls in one of the designated SI supported classes, the SI course is automatically added to the student's enrolled course list. This new process is not to make SI course participation mandatory, as students can still opt out of the SI session.

Pilot results showed that the **percentage of enrolled students participating in SI increased by 7%** in one of the piloted courses and **by 13% in the second course** based upon Spring 2019 and Spring 2020 data, for an increase of 140 and 22 student contact hours respectively.

As SI is a proven method for increased student retention, we are seeking to expand this model to additional courses. If you are interested in learning more about the Opt Out Model, please contact Jessica Elam, Assistant Director of Supplemental Instruction.



Jessica Elam  
elamjm@umkc.edu

## ROO UP SEMINARS

**Roo Up Seminars** are brief informational videos on topics related to student success housed on Canvas to enable 24/7 accessibility. Current seminars include *Preparing for a New Semester*, *How to Create a Study Plan*, and *How to be Successful in an Online Class* among other topics. To enroll in the Roo Up Seminars page or to take a brief tour, click below:

[Roo Up Seminars Login](#)

In addition to the seminar videos, virtual sessions via Zoom can be provided for student or professional groups through a request form found here:

[Request Virtual Sessions](#)

If you have any questions about Roo Up Seminars, please contact Megan Elsen.



Megan Elsen  
elsenm@umkc.edu



## ASM BY THE NUMBERS: RETENTION IMPACT

UMKC's Office of Institutional Research conducted a propensity-score matching study comparing "like" students who participated in three or more sessions within an ASM services compared to those who did not (Korkmaz, June 2020). Students were assigned matched pairs based upon their GPA (by quartile) and characteristics such as gender, ethnicity, first generation status, all classes online, and Pell awarded. Results of the study indicate that each of these services has a positive impact on student retention when students engage in three or more sessions within the term.

	Number of Matched Students	3+ Sessions Retention Rate	0-2 Sessions Retention Rate	Retention Impact
<b>Supplemental Instruction</b>	1924	75.6%	66.4%	<b>+ 9.1%</b>
<b>UMKC Tutoring</b>	276	73.9%	69.6%	<b>+ 4.3%</b>
<b>Writing Studio</b>	180*	75.6%	61.1%	<b>+ 14.4%</b>

\*Standard of error is higher for low comparison numbers (n); directional positivity is key rather than magnitude of difference.



(Left to right) SI Leaders Tori and Camille at ASM's 2019 Pop-In event.