

**UNIVERSITY *of* HOUSTON**

**LEARNING SUPPORT SERVICES**

**SFAC Base Augmentation  
Request**

***2009-2010***

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The mission of Learning Support Services (LSS) at the University of Houston is to increase graduation and retention rates by helping students learn how to learn. We offer learning support programs and self-development activities designed to increase student performance in learning and improve student retention. Individualized learning plans as well as group intervention programs are available. All services are free to currently enrolled students. The primary services offered by LSS include tutoring (provided by our College Reading and Learning Association certified tutors), Learning Strategies Counseling (including assessment), Learning Strategies workshops (for both undergraduate and graduate students), and multi-media support. LSS is open to all students, and we therefore serve those who are in good standing, trying to maintain a high GPA, as well as those encountering difficulties, who may be at-risk for non-retention or graduation. We have found that the services we provide maximize student learning and help students achieve their graduation goals within a reasonable time frame.

This past year has been a busy and productive one for LSS. Our total contacts for FY 08 were 19,870 , which includes 9,846 tutoring sessions, 9,466 learning strategies workshop/outreach participants, and 558 learning strategies counseling sessions,(37% of which were unique). For fall 2008, our contacts total 5,889, which include 3,205 tutoring sessions, 2,432 learning strategies workshop/outreach participants, and 252 learning strategies counseling sessions. There are 716 subscribers to our new listserv. Our services are even more important for students in light of tuition costs and the importance of staying on course for projected graduation. LSS has a documented success rate for those who participate in services. The fall 2007 cohort who came for tutoring at LSS had a one year retention and graduation rate of 82.61%; and 87.92% were in good academic standing in fall 2008. Additionally, our Learning Strategies Counselors often see students who are at very high risk for retention, many of whom are on academic probation. Of the fall 2007 cohort, only 56.36% had a GPA above 2.0 when they came for services; by fall 2008 that had increased to 61.95% for students who received counseling. The one year retention and graduation rate for this cohort was 72.76%. We are also beginning to expand our learning strategies and tutoring services to meet the needs of students who typically excel and want to get assistance early in their academic careers. They want to develop the learning tools they need to maintain a grade point average that will make them candidates for graduate and professional programs.

Our mission is to become the premier learning center in the country. We believe that our efforts in the past two years have helped us to move in this direction, However, with an increasing demand to expand our services, streamlining them to meet the demands of not only students who struggle but to students who excel, not only to undergraduates but to graduates, and not only to support students through tutoring, but in learning strategies counseling and workshops, the overall funding needs have increased even as we have tried to streamline costs. As we meet the greater demands of students who are in graduate and professional programs, we need more technology and support systems. As we tutor graduate level courses, we have to recruit and attract tutors who can master those levels. As we work with a wide range of student abilities, we must complete adequate learning style and learning strategy assessments and provide comprehensive learning support services. As we begin to serve students who struggle and students who excel we must meet that need adequately. As such, we are asking for a base augmentation of \$20,000, to cover increased M & O and to cover increased tutor salaries such that we are competitive in attracting the best students at the university.

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| M & O         | \$10,000 |
| Tutor Salary  | \$10,000 |
| Total Request | \$20,000 |