

Wintrobe Student Success and Opportunity Center

Annual Report

2021-2022



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Center and Program Highlights

Center and Program Certifications

- ★ National College Learning Center Association Learning Center Certification, June 2020 – December 2023
- ★ College Reading and Learning Association International Tutor Training Program Certification, Levels 1-3, November 2021 – November 2025
- ★ College Reading and Learning Association International Peer Educator Training Program Certification, Levels 1-2, August 2020 – December 2025

Wintrade Center History

With support from Virgil and Josephine Wintrade, the Wintrade Student Success and Opportunity Center opened its doors in 2007 and has enhanced service to students as evidenced by a more than 400% increase in enrollment from 2007 to 2023. The center has been a vital part of the college's success, providing a safe and supportive environment for students to learn and grow.



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Student Support Services

TRIO Student Support Services (SSS) helps students overcome social, cultural, economic, and academic barriers to degree completion. Students must meet one of three criteria to participate in SSS: 1) be a first-generation college student, 2) come from a low-income background, or 3) have a documented disability. Program participants have access to advising, peer mentoring, individual tutoring, and many social events and service opportunities.

Program Highlights:

- Served 169 students during the 2021-2022 academic year.
- Provided 541 hours of individual tutoring to 85 students and 160 hours of peer mentoring to 30 students.
- Provided more than \$25,000 in grant funding to SSS students.
- Hosted weekly socials with 20-40 students per event.
- Launched the *TRIO Transition Team*, a leadership and community development approach to peer mentoring.

Student Outcomes:

- 83.3% of participants stated that SSS helped them understand what relationships needed to be built to be successful at SDSU.
- 87.5% of participants stated that they have received support in navigating issues and concerns regarding key components of their success at SDSU (financial aid,



Early Alert

Early Alert is an early intervention that allows instructors to inform students about their performance in courses. The program sends students, advisors, and key staff notifications about student progress beginning the first week of the semester and continuing throughout the term.

Program Highlights:

- Early Alert supports all undergraduate courses and is required for use in the following courses:
 - Pre-general education
 - First-year seminar
 - High School Dual Credit
 - 100- and 200-level success markers
 - 100- and 200-level courses with DFW rates of 30% or higher
- 9,936 performance notifications were issued for 3,056 students.

Student Outcomes:

- 37.9% of students who received constructive alerts FA21 and 35.4% SP22 earned a final grade of C or better in the flagged course.
- 885 students responded to a survey about their experience with early alert.
 - 82.7% of students who contacted a faculty or staff member after receiving a notification indicated that the individual was helpful in assisting with the creation of a success plan.
 - 516 students reported utilizing resources as a result of receiving a performance notification.
 - The most common services used by students due to receiving an early alert are

Wintrode Tutoring Program

The Wintrode Tutoring Program provides free tutoring to students enrolled in select courses. Tutoring sessions through the Wintrode Tutoring Program are held in small groups and led by a peer tutor. Tutoring sessions focus on increasing students' understanding of course material, improving study strategies, and increasing student confidence in relation to course material.

Student Usage and Outcomes:

- During the 2021-2022 academic year, 927 students utilized the Wintrode Tutoring Program with a total of 6,985 visits.
- Of the 390 students who completed a tutoring survey:
 - 97.0% indicated that discussing material with their tutor and other students benefited their learning;
 - 78.0% indicated that they met other students in their classes as a result of attending tutoring; and
 - 91.0% indicated that the Wintrode Center staff helped connect them with other campus resources.

Quotes:

- "The tutor has completely changed my study habits and has clearly laid out material that I was unsure about. She turned my exam grades around completely and it is apparent from my first exam (I didn't go to tutoring until after my first exam) to my second exam."
- "I currently have an A in a class that is usually my worst class. I can go from not understanding any of the lecture to knowing what I am doing the second I am done with my tutoring session."
- "I was really having trouble with the course. I found it hard to pick up information in class and tutoring helps me understand."



Staff Accomplishments & Highlights

Presentations

- One staff member presented at the National Academic Advising Association (NACADA) national conference, Fall 2021.
- Four staff members presented at the National Academic



Peer Educator Certifications

College Reading and Learning Association (CRLA) Certifications: CRLA offers eligible peer educator training programs the ability to award Level I-III certifications based upon completion of training and contact hours working with students as peer educator.

- Tutors:
 - 24 students earned Level 1 (Regular) Certification.
 - 6 students earned Level 2 (Advanced) Certification.
 - 20 students earned Level 3 (Master Tutor) Certification.

- Peer Mentors:
 - 13 students earned Level 1 (Regular) Certification.
 - 15 students earned Level 2 (Advanced) Certification.