



**UC Action programs are free, course- specific academic assistance sessions offered by University College’s Assessment and Learning Center.**

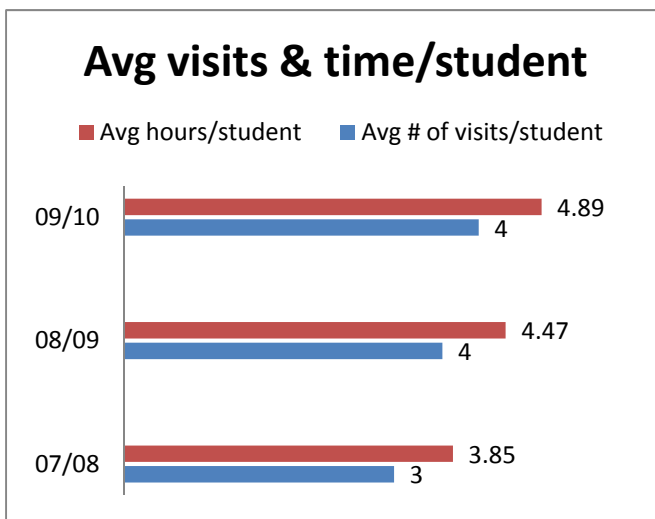
Since its inception in Fall 2007, the UC Action program has hosted **29,148** total student visits representing **34,195** tutoring hours as indicated in the table below. The figure presented shows the average return rate is increasing and students are spending more time in the UC Action program with each academic year. Also, the high level of return use, coupled with very positive student survey responses, indicates a high level of satisfaction with the program.

year	clients	visits	assistance hours
09/10	3,185	13,618	15,535
08/09	3,182	11,860	14,220
07/08	1,186	3,670	4,440
<b>Totals</b>	<b>7,553</b>	<b>29,148</b>	<b>34,195</b>

As our program numbers continue to increase, the number of classes we provide tutor support has increased from 14 in fall 07 to **51** this past spring 2010. We employ approximately **40** of OU’s most academically talented students as Peer Learning Assistants (PLAs) to support this academic assistance program. Several PLAs have been recognized for their achievements through the UC Action program as described later.

The Learning Center branch of the Assessment and Learning Center maintains two locations. Our main location is the beautiful Lissa and Cy Wagner Hall. A satellite facility is the Housing Learning Center (HLC) located in Adams Residential Hall in the heart of the residence halls. In addition to these two main sites, we reserve additional rooms on campus for tutoring and faculty-run Action Centers.

We have developed extensive partnerships with many units across campus. Our Student Success Seminars are free, non-credit seminars offered by the Assessment and Learning Center to help students learn college survival skills. These seminars draw speakers from numerous departments (mathematics, zoology, career services, health services, counseling services, independent study, financial aid, student life, writing center, College of Arts & Science online program, and library). We also have crucial faculty involvement in our UC Action Centers (where faculty team with PLAs during supplemental sessions). Several departments are participating, including botany/microbiology, zoology, accounting, chemistry/biochemistry, political science, and physics.



The UC Action program is certified by the College Reading and Learning Association (CRLA). CRLA recognizes three levels of certification based on 1) extent of training, 2) topics of training, 3) time invested in training and development, 4) amount of service tutors provide to clients, and 5) the quality of the overall program. Only six Big 12 schools have CRLA certification of any sort. Two schools (A&M and UT) are currently certified at level III, the highest level. In its first year of existence, OU’s program achieved level II certification. We expect to achieve level III certification before December 2010.

In Fall 2009, Nick Moellman, PLA since 2007, received a national honor from CRLA receiving the Tom Pasternack Outstanding Tutor Award. He received the award at the CRLA National Conference, which included a plaque of recognition and a cash award. In addition, four of the PLAs were selected to present in the Spring Heartland CRLA conference. They showcased their work with the UC Action program in April 2010.

UC Action has expanded methods of delivery by adding group appointments and online tutoring in specific courses. We are developing our website to support the ease of access for these services.