Manzanita In-Hall Think Tank Scale-Up

**OBJECTIVE:** Both quantitative and qualitative data show that students living in Manzanita-Mohave hall and those living near-by have greatly benefited from the TT center there. Further analyses indicated that additional centers, similar to that in Manzanita-Mohave, will have a similar impact: increased use of TT services → better academic connection to UA → greater engagement --> better retention.

**PROGRAM:** Residence Life (RL) and the Think Tank (TT) have been working collaboratively since TT’s inception to enhance student engagement, access, retention and success in the residence halls. To assess this, RL has closely monitored and assessed Residence Life student (RLS) use of TT services. In the past three years RLS use of TT services surged by over 10,000 visits, an 84% increase. The data also revealed that students living further from one of the main TT locations consistently used TT services at a much lower rate. As a result RL and TT worked to open a Think Tank North – a center in Manzanita-Mohave residence hall, one of the halls furthest from the main TT locations, with the idea that it would provide services to all students, not just those living in the halls. This center opened in this past fall and the results thus far are outstanding:

- There were a total of 1,287 Think Tank and Supplemental Instruction (SI) visits to the Manzanita-Mohave location representing 1,301 hours (54 days) of academic interaction!
- 75% of the SI visits and 50% of the tutoring sessions were used by non-residence life students
- Math-drop in tutoring was most popular with RLS and ‘other’ tutoring (mostly accounting) by non-residence life students
- SI and tutoring at Manzanita-Mohave drew RLS students from all over campus
Services in the in-hall Think Tank Centers will be open to all students not just those living in the residence halls.

<table>
<thead>
<tr>
<th>For Academic Year 2014-2015</th>
<th>Number</th>
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<tbody>
<tr>
<td>Estimated total Residence Life students using the in-hall centers</td>
<td>850</td>
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<tr>
<td>Estimated total non-Residence Life students using the in-hall centers</td>
<td>1,000</td>
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<tr>
<td>Estimated total students using the in-hall centers</td>
<td>1,850</td>
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RL and TT have also worked to implement SI in other locations around campus, specifically in Arizona-Sonora hall and Likins hall. During this past fall there were over 3,400 SI visits by over 740 students to the three in-hall SI locations, with over 70% of all the visits being from non-residence life students. These results show that in-hall tutoring centers and SI are beneficial to all students and meeting a campus-wide need. This success merits the scale-up of these centers around campus.

The recent Student Services Fee Survey indicated that “Academic support services (including tutoring, supplemental instruction, and educational planning) that teach the skills needed to be a successful student” was in the top 5 initiatives wanted by both undergraduate and graduate students.

With this outlined priority in mind, RL in collaboration with TT, has designed this proposal to scale-up in-residence hall TT tutoring/SI centers in the Park (west) and Historic (east) Districts of campus. Identified residence hall spaces were chosen with TT staff for their location on campus, ease of space transition, and potential impact. Spaces identified are in Arizona-Sonora, Coronado, La Aldea, and La Paz halls. Two locations in the Park District were identified by TT due to the large impact the improvements and conversion of space will have on instruction and tutoring potential. All centers will house TT tutoring and/or SI during a regular schedule and will become study space available for student learning use outside any TT/SI schedule. Services in these centers will assist in fulfilling a campus-wide need and will be open to all students not just those living in the residence halls.

We are requesting funding to reconfigure and improve current residence hall program space and in La Aldea (the graduate student apartment complex) in order to create a learning environment where TT services can take place on a regular basis.

The heart of the Student Affairs mission is to provide exemplary programs, services, and facilities for students. The expansion of in-residence hall TT tutoring centers does just this. The proposed centers have the ability to have a positive impact on student development, academic success, as well as student retention. Further, it supports the Student Affairs and Enrollment Management Core values by working in partnership with other university areas and groups, by providing a extraordinary opportunity of tutoring ‘close to home’, and by focusing on student retention and academic success.

The University of Arizona seeks to prepare students for a productive future, engage, retain, and graduate students in the greatest numbers possible. UA is committed to increasing its freshman retention rate, retaining more “at-risk” students and improving 6 year graduation rates. The funding from the student service fee will help Residence Life create and furnish the in-hall centers which directly support the university in attaining its goals. Importantly, it
will serve all students, living on or off campus, including graduate students. The in-hall centers also directly fulfill the student services fee survey top five result of providing academic support services.

**BUDGET*: We are requesting **$25,000** from the IT Fee in one-time funds for technology, furnishings, and physical space reconfiguration to create the infrastructure needed to expand and enhance service centers and areas. Residence Life will provide in-kind staff time to implement this initiative as well as to maintain and clean the centers. Residence Life will provide $100,000 to Think Tank in order to staff all the in-hall centers and will continue to do so in fiscal year 2017 and beyond.

*ITSAB NOTE: $25,000 requested for “Smart Technology”*

**Smart Technology:**
- Panopto
- Blackboard Collaborate
- Google Hangout
- Doceri
- Touch screen TVs
- Tablets
- Individualized Technologies

**LAUNCH TIMELINE: 2014-15** - RL and TT hold regular monthly academic success meetings. During these meetings staff will discuss observations, accomplishments as well as obstacles
to success. Residence Life and TT share data. This data will be monitored to assess who has been using the center for formal TT tutoring, for what subjects, on what days, etc.

This proposal was intentionally designed to be inherently self-sustaining. This proposal is asking for one-time funds to create and enhance in-hall TT centers. Once created, the centers will be available for years to come and serve a multitude of UA students - both those who live on campus and around campus -. The centers will also serve as dedicated study spaces outside of scheduled TT hours. Residence Life will fund the staffing of the centers.

Development would occur at Manzanita-Mohave, La Aldea, and TBD sites. The sites are TBD as we were partially funded and we need to make a final determination, given the resources we have, which sites are best.

**PROJECT MEMBERS:**
Linda Scheu – Associate Director of Assessment, Residence Life
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ITSAB Executive Board Members – IT Student Advisory Board, UITS