**Executive Summary: Spring 2017 semester**

The USC Kortschak Center for Learning and Creativity (KCLC) was founded in the Summer of 2010 as a support center for students who learn differently. The USC Kortschak Center for Learning and Creativity (KCLC) provides enhanced academic support using a multi-disciplinary approach for students who learn differently by empowering them to become successful and self-directed lifelong learners. Programs and services include academic coaching, workshops, learning assessments, Creativity Computer Lab, Quiet Study Room and individual consultations with professional staff.

**Academic Coaching Participants Summary**

* The Spring 2017 semester has seen 91 students come through the coaching program.
* A majority of students, 62.5%, have participated in the coaching program for only 1 semester; 24.3% for 2 semesters.
  + 41.8% (38 students) of the Spring 2017 coaching students are new to the coaching program.
  + The average number of semesters students have participated in the coaching program is 1.6.

**KCLC Visits**

* From Spring 2011- Spring 2017 (as of 4/7/17), there have been 17,631 visits to KCLC.
* As of April 7, 2017, there have been 1259 visits to KCLC in Spring 2017.
* For the Spring 2017 semester, the busiest hours are 11AM, 1PM, 2PM.
* For Academic Coaching usage in the Spring 2017semester, the busiest hours are 9AM, 10AM, and 1PM.
* For the Computer Lab usage in the Spring 2017semester, the busiest hours are 10AM, 11 AM, 12PM.
* For Quiet Study Room usage in the Spring 2017semester, the busiest hours are 11AM, 1PM, 2PM.
* For the Spring 2017semester, the busiest day was Wednesday and the busiest month was February.

**Spring 2017 Advisement Database**

* 646 students have been tagged in the Advisement Database as of April 7, 2017 to allow for scheduling Intake appointments.
* 17% are Freshmen.
* 6.31% are on Probation.
* Most students have a cumulative GPA of 3.0-3.49 (33.89%), the next most is 2.5-2.99 (23.66%).

**Intake Summary**

* From the 37 Spring 2017 student intakes, 35% are transfer students, 65% are Spring Admits
* For Spring 2017 semester, 19% are in Accounting/Business, and 14% are in Engineering.
* For the Spring 2017 semester, the average number of units students are taking is 16 with a range from 6-20 units. The average GPA goal ranges from 3.5-3.99.
* Challenges students noted as reasons for coming in for an Intake: 100% time management, 97% study habits, and 86% Self-Care.
* 6 sub categories were identified more commonly as challenges:
* Procrastination: 92%
* Organization: 86%
* Exercise Habits: 72%
* Emotional Stress: 69%
* Attention, Concentration and Memory: 68%
* Writing: 68%

**Spring 2017 Feedback Forms**

* The Spring 2017 semester has seen 617 individual coaching sessions.
  + 48% of sessions discuss time management scheduling concerns, and 34% discuss focus
  + The challenges mentioned in sessions: 38% Time Management: Prioritization, 33% Time Management: Scheduling, and 32% Time Management: Procrastination

**Spring 2017 Worksheets and Walk-In and Workshops Sessions**

* During the Spring 2017 semester, 3 Weekly Walk-In Sessions and 1 Workshop were added.
* Attendance has been strong with 34 students so far.

**Spring 2017 Outreach**

* 9 outreaches, 1 off-campus, have been completed so far this semester for a total of 102 people.

**Spring Missed Academic Coaching Appointments**

* There have 100 missed appointments: 32 no shows and 68 cancellations. This represents approximately 13.95% of all total sessions.

**Fall 2016 End of Semester Evaluations**

* 62 students completed the Fall 2016 evaluations.
* When students were asked if a series of positive attributes and behaviors described their Academic Coach, the mean scores on a 5 point scale ranged from 4.71-4.95.
* Students most commonly listed time management, organization and academic confidence as ways they have grown as a result of academic coaching.

**Spring 2017 Mid-Semester Survey**

* 83 students filled out the survey.
* 27% of students heard about KCLC from an academic advisor, and 32% had been in KCLC before.
* Areas students expected to gain/improve from academic coaching: 95% time management skills, and 68% stress management.
* 92% of students have worked on time management, and 54% on study strategies.
* 98% of students have felt their Academic Coach was prepared to help them.
* 94% have felt they have had a productive experience.
* 96% of students were satisfied or very satisfied with their academic coach this semester.
* 37% of students are aware of the workshops/Drop-ins that are offered. Time management, stress management, and study strategies are the top 3 workshops that students would like to see offered.
  + Friday, Monday, and Wednesday were listed as the top times for workshops.

**Website Updates**

* New On-Demand workshops were added in Spring 2017.

**Google Analytics**

* For the Spring semester, there have been 4,380 visits visitors for an average of 2 minutes and 4 seconds.
* Majority of visitors are from the United States. Within the United States, 85% are from California.
* Visitors are accessing the website from many platforms including computers, cell phones and tablets. 42% are accessing on a Windows platform and 36% on a Macintosh.
  + Cell phones account for 24% of website traffic with 71.7% using iPhones.
* The 5 most popular website pages: Home page, Tools and Resources, Academic Coach Program, Academic Workshops and About the Kortschak Center Team.