Supplemental Instruction:
Quality Service Leads to Measurable Achievements

Chart (Unique Student Users vs Total Student Visits):

Year	Unique Student Users	Total Student Visits
2011-2012	783	3,652
2012-2013	2,004	10,092
2013-2014	3,123	18,914
2014-2015	4,148	25,013

Legend: ▪ Unique Student Users ▪ Total Student Visits
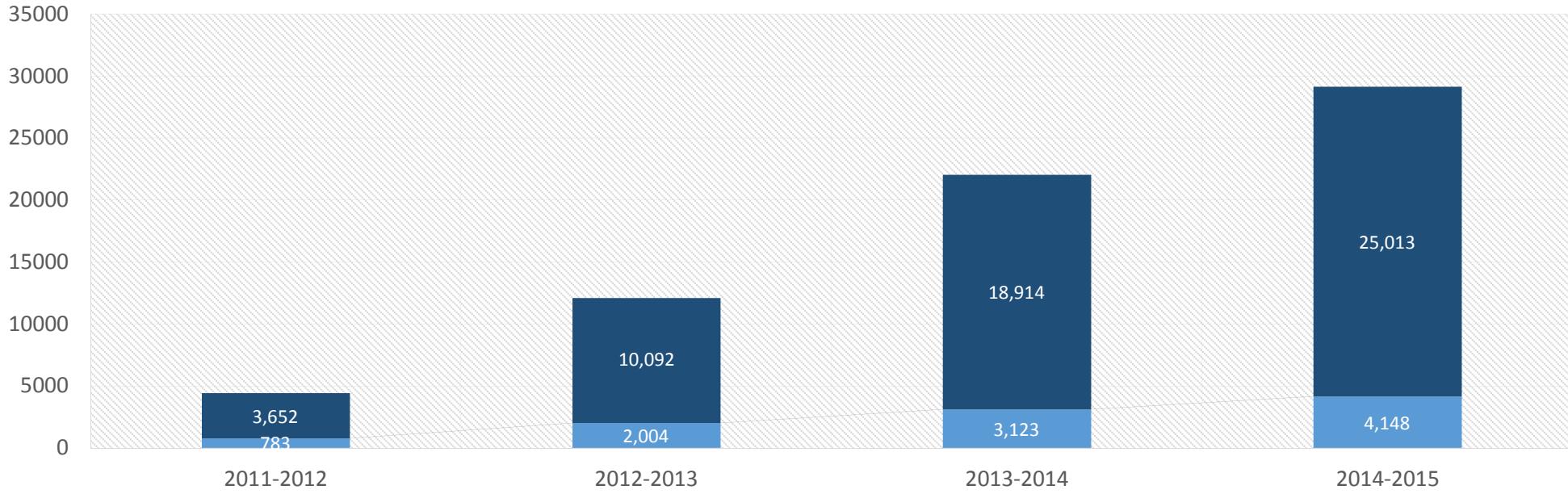
"Supplemental Instruction: Helping Disadvantaged Students Reduce Performance Gap"

- This study includes 16,297 undergraduate students enrolled in 22 SI courses from fall 2011 to spring 2014
- Two questions are posed:
  - Would attending SI help traditionally disadvantaged students accomplish a higher course grade when compared to their non-disadvantaged peers?
  - Can SI play a role in reducing and possibly even closing the course achievement gap between disadvantaged and non-disadvantaged students?
- The number of SI visits was positively correlated with course performance
- At 8 SI visits, the performance gap was reduced by 50 percent; when SI visits approached 16, the gap nearly disappeared between disadvantaged and non-disadvantaged students
- The results suggest the value of regular SI attendance in comparison to less than regular or occasional attendance

Highlights and Achievements

- SI Leader Training: A consistently improving process of training our student leaders through effective collaboration techniques and strategies. This is done on a weekly as well as a monthly basis.
- SI Mentors: A newly established position in which SI Leaders are able to use their experience, expertise, and passion for SI to coach incoming new SI Leaders. This position has allowed our students to witness leadership and gain professional development first hand.
- Online SI: Through this innovative way of serving our students, we are able to accommodate those who cannot physically attend SI sessions and/or office hours.
- Recruitment: A value is given to recruiting highly qualified, motivated students who can step into leadership roles.
- SI Awards: Through the International Center of Supplemental Instruction, we have been given the recognition of Outstanding SI Program, Outstanding SI Mentor, Outstanding SI Leader, and an honorable mention for our research. These awards will be presented at the 9th International Conference on SI.

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