Office Hours @ The Study
Spring 2017 End-of-Term Report

Office Hours @ The Study is an academic support program intended to provide content support in specific identified courses through models informed by, but different than the Peer Tutoring model. The standard model for Office Hours @ The Study is free, drop-in (no appointment necessary), and students often work together in small groups. Graduate students from these various programs serve as content experts and work with UK undergraduates to help them master course material. All Office Hour partners follow this model, with the noted exception of Mandarin Office Hours, which is appointment-based and facilitated by native speaking undergraduate tutors. This semester, Office Hours @ The Study is available at The Study North (TSN), located on the first floor of Jewel Hall, as well as the second floor of The 90.

In Spring 2017 Transformative Learning (TL) partnered with five academic departments, including: Music (Theory & History), Chinese Studies (Mandarin), Spanish (La Mesa del Español), Statistics, and Philosophy, as well as internally offering Office Hours for Math APP students enrolled in UK 095 and UK 096. During the Spring 2017 semester, Office Hours @ The Study saw a slight increase in total sessions, up from 437 in Spring 2016 to 458 total sessions in Spring 2017. That is a 4.8% increase in total Office Hour @ The Study sessions. The following chart details total sessions, by semester, provided by Office Hours @ The Study since it’s inception in Spring 2015:

<table>
<thead>
<tr>
<th>Semester</th>
<th>Total Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2015</td>
<td>226</td>
</tr>
<tr>
<td>Fall 2015</td>
<td>404</td>
</tr>
<tr>
<td>Spring 2016</td>
<td>437</td>
</tr>
<tr>
<td>Fall 2016</td>
<td>621</td>
</tr>
<tr>
<td>Spring 2017</td>
<td>458</td>
</tr>
</tbody>
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Department & Location Breakdown
Office Hours @ The Study began the week of January 23rd and continued through April 24th. This semester’s traffic patterns indicate consistent student access for language-based offerings (e.g. Spanish and Mandarin) while all other Office Hours partners struggled to maintain regular student access. More specifically, Statistics only saw 4 total sessions in Spring 2017 compared to 26 total session last spring and Music also saw a significant decline in total sessions, down from 136 total sessions in Spring 2016 to only 46 total sessions in Spring 2017. The chart below details the weekly breakdown of total sessions by program for Spring 2017:

* All Study locations and services were closed week 8 due to Spring Break.
Looking at the traffic data in more depth, Tuesdays are by far the busiest day for Office Hours @ The Study at both locations. This is due, in part, to the scheduled offerings (more Office Hours @ The Study courses are offered on Tuesdays). In particular La Mesa del Español, currently our most popular Office Hours partner, is only offered on Tuesdays from 5-6pm at The 90. The chart below shows the daily total sessions for the Spring 2017 semester, broken down by location:

![Chart showing daily total sessions for the Spring 2017 semester, broken down by location.](chart.png)

Note: Only The Study North is open on Sundays from 4pm-10pm. Both locations were closed on: Sunday, March 12th - Sunday, March 19th for Spring Break.

**Client Demographics**

A primary goal of Office Hours @ The Study is to enhance all UK Undergraduate students' academic experience as early and as often as possible. Aligned with this goal, as well as the University Wide retention goals, Office Hours @ The Study focuses partnerships with academic departments which historically have a high DEW courses and limited resources to facilitate academic support. Office Hours is also intentionally designed to provide an inclusive and welcoming environment for all UK students. As such, it is imperative to examine the student population that Office Hours is serving.

![Student Classification chart](chart.png)

Note: The follow demographics were calculated by unique students, not unique visits.
Action Steps
As Office Hours @ The Study moves into the Fall 2017 semester, the program will look to make several major changes, including:

1. Shift in Program Partners: Based on low student access for many Office Hours @ The Study partners, the program will be scaled back significantly for Fall 2017. In a mutual decision, the Statistics and Music department have decided to not renew their participation in Office Hours @ the Study. These partnerships will be re-visited prior to the AY2018-19 year. In the interim, Dr. Donna Kwon (Music) will participate in Transformative Learning's Faculty Fellows program. Additionally, tutoring for PHI 120 will be offered through the Peer Tutoring Program starting in Fall 2017, eliminating the need for Philosophy Office Hours. On the other hand, language-based offerings have seen great success, and thus Office Hour @ The Study will be shifting to focus on Conversation Practice for Fall 2017.

2. Shift in Space Availability: Due to The Study's location change for AY 17-18, tutoring and coaching space will be more limited; forcing Transformative Learning to reclaim space at The Study North. Thus all Office Hour programming will be offered at The 90, room 202 for Fall 2017. While this will somewhat limit the scheduling of Office Hours, all of our continuing partners (e.g. La Mesa del Español, Mandarin, and UK 095/096) find The 90 space to be the most ideal and convenient for their students.