



**Office for Student Success  
and Achievement**  
**UNIVERSITY OF GEORGIA**

# ANNUAL REPORT

**2023 - 2024**

*The Office for Student Success and Achievement is a unit of the Office of Instruction.*

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# ABOUT OSSA

## MISSION STATEMENT

University of Georgia's Office for Student Success and Achievement empowers students to achieve success throughout their academic journey.

## ABOUT

Located in historic Milledge Hall, the Office for Student Success and Achievement (OSSA) is a unit of the Office of Instruction at the University of Georgia.

OSSA is one of 20 units within the Office of Instruction, which supports teaching, advising, and student learning on UGA's main and extended campuses. The Office of Instruction provides essential academic services from recruitment through graduation and supports faculty in teaching and curricular matters. Additionally, it partners with OSSA to align academic and co-curricular efforts, fostering holistic student development.

The Office for Student Success and Achievement is divided into five subunits - Access, Instruction, Initiatives, Operations, and Services.

- **Access** encompasses the University of Georgia's seven federally-funded TRIO programs.
- **Initiatives** supports ALL Georgia, first-generation students, the Presentation Collaboratory, nine scholars programs, and Thrive at Georgia.
- **Instruction** serves students through a variety of UNIV courses.
- **Operations** manages all central business operations for OSSA programs.
- **Services** coordinates Academic Coaching, Achieve Atlanta, Peer Learning Assistants, and Peer Tutoring.





# LETTER FROM THE DIRECTOR

*I am pleased to present the Office for Student Success and Achievement annual report, an Instruction unit, which demonstrates another year of tremendous student success work. We maintained our commitment to data-informed decision-making to enhance our services and programs. By leveraging data, we identified key areas for improvement and implemented targeted strategies to support students' academic and personal growth. We were also honored to host visitors from the University of Tasmania and a University System of Georgia (USG) colleague participating in USG's Executive Leadership Institute. Among our key accomplishments this year, we are proud to highlight:*

- Updated our departmental name and mission to better reflect our work.*
- Worked with over 1100 middle and high school students to encourage higher education opportunities.*
- Enhanced our fiscal affairs policies for improved financial reporting.*
- Provided academic coaching to 536 students.*
- Offered dozens of UNIV course sections to support student learning.*
- Served 135 Thrive participants through our first-year summer residential program.*
- Expanded our community-building efforts to create a more inclusive and supportive environment for students and OSSA employees.*

*We are dedicated to serving as an office that supports academic well-being, student learning, community building, and leadership development at the University of Georgia and in surrounding communities. This work is not done without our phenomenal staff, faculty, and student employees. Together, we have created an environment where students can excel academically and personally.*

*We hope you enjoy reading about the Awesome OSSA!*

# ACCESS



*Access encompasses the University of Georgia's seven federally-funded TRIO programs: Talent Search, Upward Bound Classic (Northeast Georgia and University of Georgia), Upward Bound Math & Science, Student Support Services, Student Support Services STEM-H, and McNair Scholars.*

# PRE-COLLEGIATE PROGRAMS

Pre-collegiate TRIO Programs at the University of Georgia include Talent Search, two classic Upward Bound Programs, and Upward Bound Math & Science. These programs are designed to generate the skills and motivation necessary for success in education beyond high school among low-income and potential first-generation college students who are enrolled in northeast Georgia middle and high schools. These programs assist students in successful completion of high school and entry into postsecondary education. All services and activities are offered and provided at no cost to participants or their families with the goal of meeting funded program goals and objectives.

**1158** STUDENTS SERVED      **11** COUNTIES SERVED



## KEY ACHIEVEMENTS

- Upward Bound Academic Team won 1st Place in the State Academic Competition.
- 95% of the graduating seniors in Talent Search entered college.
- Offered workshops and navigated adjustments for new FAFSA to assist all 200+ high school seniors.



*“Being a part of TRIO Talent Search was a game changer for me. I was provided invaluable guidance and resources that made my college aspirations feel achievable.”*

-Talent Search student

# COLLEGIATE PROGRAMS

Collegiate TRIO Programs at the University of Georgia include Ronald E. McNair Scholars Program, Student Support Services, and Student Support Services STEM-H which cooperate to ensure students' matriculation at the University of Georgia.

The TRIO Ronald E. McNair Scholars program prepares selected UGA undergraduate students for graduate study at the doctoral level. Each year, up to 25 McNair Scholars are selected to participate in both academic and summer activities. The goal of the McNair Scholars Program is to increase the number of underrepresented students in doctoral programs.

TRIO Student Support Services (SSS) programs at the University of Georgia provide comprehensive services to students who are first-generation, income-eligible, and/or registered with the Disability Resource Center.



**140** SSS STUDENTS  
**120** STEM-H STUDENTS  
**25** MCNAIR SCHOLARS

## KEY ACHIEVEMENTS

- SSS/STEM-H students attended a graduate school college tour to Chicago.
- McNair Scholars participated in the Southeastern Association of Educational Opportunity Program Personnel research conference in Atlanta.
- SSS/STEM-H Executive Board provided several opportunities for students, including workshops.



*"I think that the 1-on-1 meetings were helpful because I was able to get connected with the resources or contacts that I needed. It was nice knowing I always had someone in my corner and it felt more personal than just a regular academic advisor."*

-TRIO SSS Student

# INITIATIVES



The Initiatives team supports ALL Georgia, first-generation students, the Presentation Collaboratory, nine scholars programs, and Thrive at Georgia.



# ALL GEORGIA

ALL Georgia supports the success of rural students at UGA, strengthens their integration into campus, and helps them to avail all of the resources necessary that can assist them in capitalizing on every opportunity on campus.



**3487** RURAL STUDENTS  
AT UGA

**26** ALL GEORGIA  
SCHOLARS

## KEY ACHIEVEMENTS

- Hosted the ALL Georgia BBQ which had the highest attendance of any year on record.
- Partnered with Georgia Department of Education, English department, Select Trees, Colquitt County School District, and UGA Undergraduate Admissions.
- Created a new e-newsletter called the Rural Student Review to help more rural students to engage with programming, resources, and academic coaching. The e-newsletter averages more than 1000 opens for each edition.
- Hosted a Hispanic Heritage Event in September.



*"The ALL GA program has been integral to my success at UGA. From its diverse portfolio of resources and opportunities to the friendships that it has helped foster, the ALL GA program has helped me create a home away from home. At every chance, the individuals that make up this program have gone above and beyond to provide holistic support, enabling me to succeed. I am truly glad to be part of such a great program!"*

-UGA rural student

The Rural Leadership Academy, a workshop series that supports leadership development in rural students at UGA, was created.

# FIRST-GENERATION STUDENTS



The Initiatives team offered programming and engagement for first-generation college students that focused on improving their academic achievement, paving the way for student success, and celebrating this important identity with colleagues and partners across the campus and community.

**2,322** FIRST-GENERATION STUDENTS AT UGA

## KEY ACHIEVEMENTS

- Students engaged in storytelling to showcase what it means to be “first at the first” at the Photovoice event, which culminated in seven students’ presenting at the Georgia Museum of Art.
- More than 600 first-generation college students were engaged with programming beginning with our First-Generation Celebration and culminating with the First-Gen Grad Celebration.
- The Alpha Alpha Alpha (UGA’s first-generation honor society) induction and First-Gen Grad Celebration was the highest attended on record with 167 students honored.
- The Initiatives team hosted a networking event called “Boss Moves” that taught students how to deliver an effective elevator pitch as well as network at future events and career fairs.

**600** FIRST-GENERATION STUDENTS ENGAGED IN OSSA PROGRAMMING



*“I hold my experience as a first-generation student very dearly. I am thankful for the chance to attend UGA, and for the unique life experience and perspective that I can bring to the space and take away from my time here.”*

-UGA first-generation student

**In 2024, USG adopted an expanded definition of first-generation which allows for more first-generation students to be supported.**

# PRESENTATION COLLABORATORY

The Presentation Collaboratory, located in Milledge Hall, supports UGA students with public speaking and presentation support services. Students can schedule individual consultations with our staff through the Penji App.

The Presentation Collaboratory Fellowship is a program for up to 30 first-generation and/or rural undergraduate students who are interested in developing their public speaking and presentation skills. Students become Fellows of the program and receive a \$1,000 stipend for the academic year for their participation in monthly group workshops, individual consultations, and a presentation to UGA faculty, staff, and their peers at the annual Presentation Collaboratory Fellowship Capstone.



## KEY ACHIEVEMENTS

- Modified the content of the PC Fellowship to more closely align with the curriculum from the COMM 1110 public speaking course at UGA.
- Revamped the PC Fellowship Capstone to mirror the experience of presenting at academic and professional conferences.
- Updated the technology in the Presentation Collaboratory to allow for a greater variety of student presentations and a better consultation experience.



*“My time in the Presentation Collaboratory Fellowship was an amazing experience that imbued me with skills and experiences that have forever improved my speech-making and public speaking...the fellowship was one of the most memorable experiences that I have had at UGA, and the skills that I learned in the program have been integral to my success as a student and a leader.”*

-Presentation Collaboratory fellow

**38** GENERAL PC APPOINTMENTS

**20** PC FELLOWSHIP CAPSTONE PRESENTATIONS

# SCHOLAR PROGRAMS

The Office for Student Success and Achievement provides support to the following scholar programs: 1 Generation at a Time, ALL Georgia, Coca-Cola First-Generation, Correll, Cousins, Georgia Commitment, Kellogg, REACH, and Stamper.



## SIGNATURE PROGRAMS

- Provided programming and academic coaching aimed to serve more than 700 scholars.
- Transformed the Meet Me at Milledge events into an Active Learning Lab Series for Success.
- Hosted scholars at Exam Jam which proved to be the year's biggest event.
- Supported a cohort of students to attend the musical Hamilton at the Fox Theater for a cultural event.
- Co-hosted an Open Mic Poetry Night with TRIO Student Support Services.

**752** SCHOLARS SUPPORTED BY INITIATIVES TEAM

**146** SCHOLARS ATTENDED SCHOLAR SUCCESS DAY

**12** COCA-COLA FIRST-GEN SCHOLARS GRADUATED



*"The scholarship is so helpful; I cannot thank you enough!"*

-OSSA scholar



*"I've enjoyed and have taken advantage of everything that was provided for me!"*

-OSSA scholar

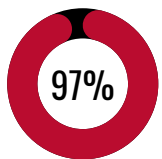
# THRIVE AT GEORGIA

The University of Georgia's Thrive at Georgia program offers a transformative four-week academic residential program to a diverse community of first-year undergraduates. Introducing scholars to the rigors and unique learning opportunities at America's first state-chartered university, Thrive at Georgia enables students to form meaningful academic and social networks that equip them for future academic success.

**135** FIRST YEAR STUDENT PARTICIPANTS



THRIVE STUDENTS WHO WERE ALSO FIRST-GENERATION



STUDENTS AGREE THAT THRIVE HELPED THEM TRANSITION TO COLLEGE



## KEY ACHIEVEMENTS

- Across UNIV 1201S and an array of disciplinary course offerings, 100% of students passed their classes.
- 88% of Thrive students attended the end of year celebration by choice (it was not mandatory) and stayed for its two hour duration.
- A significant number of students indicated that they would continue to volunteer at their UNIV 1201S service-learning sites on their own time during the regular academic year.
- 96% of participants agreed that their participation in Thrive helped them to form meaningful connections on campus.



*"I loved being able to form friendships and learn to use campus resources before the fall semester."*

-Thrive at Georgia student

# INSTRUCTION



Instruction serves students through a variety of UNIV courses, including academic success, literacies, and supplemental instruction.

# UNIV COURSES

OSSA offers UNIV course offerings in the Fall, Spring, and Summer semesters. OSSA currently has 36 distinct courses that have been approved through the University's Course Approval Process Automation (CAPA). OSSA Instruction consists of eight full-time faculty members, one Associate Professor, four Senior Lecturers, and three Lecturers.

## KEY ACHIEVEMENTS

- Fall 2023 marked OSSA's largest single semester enrollment in our UNIV classes ever with 887 students enrolled across 45 UNIV sections.
- Spring 2024 had OSSA's largest Spring semester enrollment in our UNIV classes ever with 878 students enrolled across 44 UNIV courses.
- UNIV 1204: Preparing for Peer Learning, the UNIV course required for all Peer Tutors and Peer Learning Assistants, has realized the largest growth in enrollment in AY24, with 6 sections in Fall 2023 (93 total students enrolled) and 9 sections in Spring 2024 (156 total students enrolled).
- Two OSSA faculty successfully promoted to the Senior Lecturer rank in AY24: Dr. Wendy Biddle and Dr. Nicholas Colvard.
- Dr. Sayamon Singto was named a 2023-2024 Service-Learning Fellow.

**887** STUDENTS ENROLLED IN UNIV COURSES IN FALL 2023

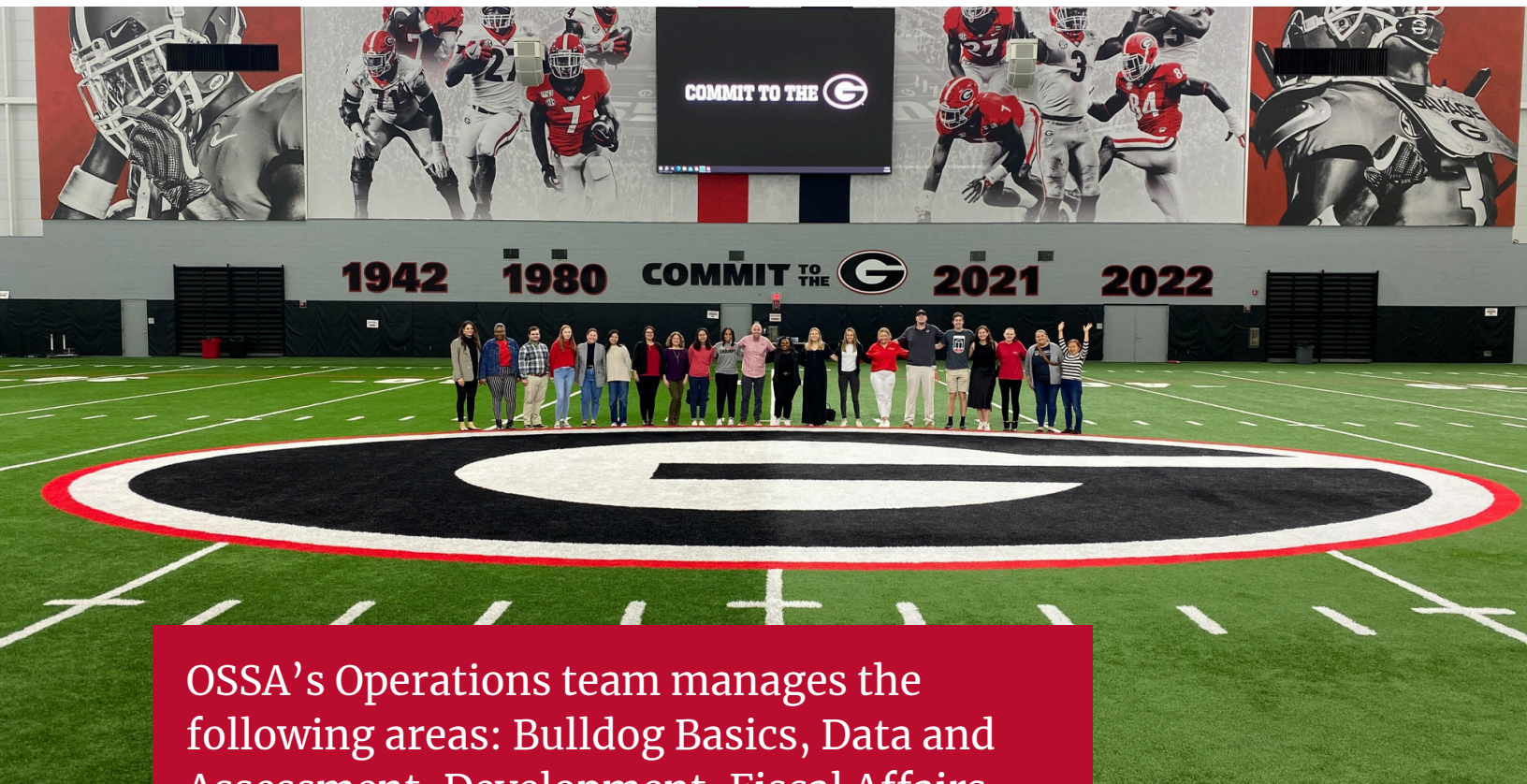
**878** STUDENTS ENROLLED IN UNIV COURSES IN SPRING 2024



*"I really like how this course (UNIV2302S) teaches us things that we can apply and use in the real world. I think this helped me a lot in thinking about my future and what I plan to do after graduation. It also gave me more knowledge on the resources I can utilize at UGA."*

-UGA transfer student

# OPERATIONS



OSSA's Operations team manages the following areas: Bulldog Basics, Data and Assessment, Development, Fiscal Affairs, Human Resources, Information Technology, Outreach, Staff Engagement, and Student Success Workshops.



# OPERATIONS

## OPERATIONAL SUPPORT

OSSA is supported by Fiscal Affairs, Instructional Technology, and Data and Assessment. These areas are crucial to our student-centered mission by ensuring efficient resource management, streamlining processes, enhancing accessibility, and providing decision-making insights. Together, they enable OSSA to deliver effective support for our students' evolving needs. Key accomplishments include creating a new website, streamlining data requests, and refining budget processes.

## CHANGING OUR NAME

On April 16, 2024, the Division of Academic Enhancement transitioned to a new name - the Office for Student Success and Achievement. “This transition reflects our strong commitment to fostering a holistic approach to student success and achievement,” said Marisa Pagnattaro, vice president for instruction and senior vice provost for academic planning. “The office will continue to build upon a rich legacy of supporting students’ academic well-being, student learning, community building, and leadership development ensuring that students have the tools, resources, and support needed to excel both inside and outside the classroom.”



# BULLDOG BASICS

Bulldog Basics is a campus-wide initiative dedicated to ensuring UGA students in Athens have access to essential personal care items. Through our convenient eStore, students can discreetly request toiletries and personal care items weekly at no cost. By providing these necessities, we support students' well-being and academic success.

## KEY ACHIEVEMENTS

- Highlighted by the Young Alumni Council during UGA's Dawg Day of Giving in March 2024, which unlocked \$5,000 for Bulldog Basics.
- Hosted students for Dawg Day of Service in August 2023 and Greek Day of Service in April 2024.
- Participated in Financial Literacy and Well-Being Week in April 2024.
- Partnered with New Student Orientation to receive donations from students and their supporters.
- Established regular volunteer shifts with The Backpack Project of Athens.
- Collaborated with University Union to participate in Grocery Bingo, sharing information and calling out bingo numbers.



**585** COMPLETED ORDERS

**112** UNIQUE USERS

**30** VOLUNTEER HOURS LOGGED



**In fall 2024, we will transition to the platform used by the UGA Food Pantry to consolidate resources and support more students.**

# OUTREACH AND ENGAGEMENT

Outreach and Engagement includes communications, development, and staff engagement within the Office for Student Success and Achievement. This work includes participation in New Student Orientation; planning content for the OSSA Facebook, Instagram, and LinkedIn pages; participating in University-wide fundraising efforts; event planning; planning and hosting employee engagement opportunities; writing press releases; and graphic design.



## KEY ACHIEVEMENTS

- Launched new departmental identity: Office for Student Success and Achievement (formerly Division of Academic Enhancement).
- Created and launched new departmental website in partnership with OSSA's I.T.
- Created staff engagement committee and calendar to increase collaboration.
- Participated in University-wide giving events including Dawg Day of Giving and Beat Week.
- Created a professional LinkedIn professional page for the office.

1 NEW NAME  
(DAE TO OSSA)

\$3,221 FUNDS RAISED THROUGH  
DAWG DAY OF GIVING

49 OSSA PRESENTATIONS  
FACILITATED

14 STUDENT SUCCESS  
WORKSHOPS

# SERVICES



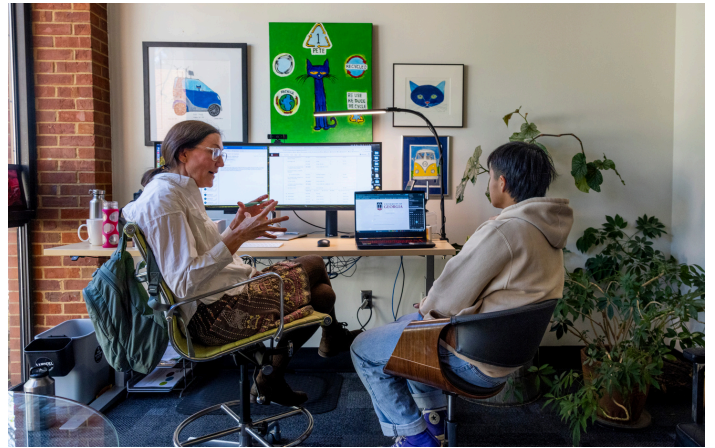
Services includes Academic Coaching, Achieve Atlanta, Peer Learning Assistants, and Peer Tutoring.

# ACADEMIC COACHING

Academic Coaching provides holistic support towards students' academic success. In Academic Coaching, students meet individually with a trained Academic Coach to discuss strengths and barriers and to collaborate to develop a student-driven action plan.

**536** UNIQUE STUDENTS USED ACADEMIC COACHING

**783** ACADEMIC COACHING APPOINTMENTS



**20** NEW ACADEMIC COACHES TRAINED VIA INSIDETRACK

**9** NEW ACADEMIC COACHES CERTIFIED VIA INSIDETRACK

**78** DEGREE COMPLETION TEAM MEETINGS SUPPORTED BY OSSA COACHES

## KEY ACHIEVEMENTS

- Students were able to self-select to participate in Academic Coaching.
- Academic Coaches reported being able to meet with all assigned students on Academic Warning status.
- Targeted outreach to students on Early Alert status succeeded in encouraging students to schedule an Academic Coaching appointment.
- The program saw an increase in students scheduling of follow-up appointments for continued support and accountability.

Over 90 students who completed at least one academic coaching session moved from academic warning to good academic standing.

# ACHIEVE ATLANTA



Achieve Atlanta is a scholarship program that increases access to higher education while maintaining student support throughout a student’s college experience. Through the partnership between UGA and Achieve Atlanta, students have access to academic support, programming, and community building.

**50** ACHIEVE ATLANTA SCHOLARS AT UNIVERSITY OF GEORGIA

## KEY ACHIEVEMENTS

- MOU finalized to secure official partnership between UGA and Achieve Atlanta.
- AATL Scholars utilized OSSA services and attended OSSA events, including Academic Coaching, Peer Tutoring, and Student Success Workshops.
- Collaborated with OSSA Initiatives Team to include AATL students in events.

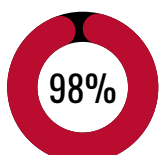


*“Being an Achieve Atlanta Scholar at UGA means embracing the challenge of stepping outside your comfort zone, all while knowing you are supported by a wealth of resources designed to guide you through your academic journey. It’s about proudly owning your identity and background, celebrating the unique differences that set you apart from those around you, and using them as a source of strength.”*

–Achieve Atlanta student



**ACHIEVE ATLANTA SCHOLARS REPORTED THAT THEY FELT LIKE THEY BELONGED AT UGA**



**ACHIEVE ATLANTA SCHOLARS ARE IN GOOD ACADEMIC STANDING**

# PEER LEARNING ASSISTANTS

The Peer Learning Assistants (PLA) program supports PLAs, faculty, and students by incorporating more active learning strategies in undergraduate courses at UGA. The use of PLAs has been shown to deepen student learning, and to facilitate the use of research-informed instructional strategies.

**236** PEER LEARNING ASSISTANTS EMPLOYED THROUGH OSSA

**81** INDIVIDUAL COURSE SECTIONS SERVED BY PLAs

## KEY ACHIEVEMENTS

- Facilitated a PLA Open House, now held at the beginning of each semester, including PLAs and Faculty.
- The PLA program significantly broadened its course offerings this year which showcased a remarkable increase in the variety and number of courses with PLAs available.
- The Active Learning Summit featured Peer Learning Assistants (PLAs) through a dedicated PLA-staffed table as well as two PLA-led sessions.
- PLAs attended the Student Leadership Conference for the first time.



*"I've had so many students tell me that I'm the best part of that class, which is the nicest thing I've ever heard. I just absolutely love seeing them become more passionate about class and the subject matter, and the fact that they say I play a part in that is so rewarding."*

-OSSA Peer Learning Assistant



*"Every class, the PLAs make an effort to get to know you. They are always walking around offering assistance, and the advice they give is worth listening to. They have a lot of experience in the topics of the class, and that knowledge shows."*

-student in Peer Learning Assistant supported course

# PEER TUTORING

The Office for Student Success and Achievement offers free tutoring services through our Peer Education programs. All currently enrolled UGA undergraduate students can meet with a Peer Tutor who has successfully completed the course being tutored to discuss class content, ask questions, and share study tips and resources. Tutoring is free and available in the form of one-on-one appointments and study pods both in-person at locations across campus and online via Zoom.

**21,980** COMPLETED  
PEER TUTORING  
SESSIONS

**7%** MORE UGA STUDENTS  
SERVED THAN LAST YEAR

**100** PEER TUTORS CERTIFIED  
THROUGH COLLEGE READING  
AND LEARNING ASSOCIATION



## KEY ACHIEVEMENTS

- Collaborated with Student Care and Outreach and the Associate Vice President for Student Well-being to design and bring a Well-Being Hub to Milledge Hall. Milledge Hall's Well-being Hub serves as a peaceful retreat for undergraduate Peer Educators and offers a place to unwind between classes and work.
- We provided constant collaboration with departments across campus that we support, and they communicated our impact. The UGA College of Engineering found that students in their foundational courses who received peer tutoring demonstrated increased classroom performance.



*“My peer tutor did an amazing job at communicating times, meeting spots, and material recommendations. Through bringing extra examples and a vast understanding of the material, he made sure to not only show me how to perform every concept, but also to explain how that made sense within what I had already learned.”*

-UGA student





# LOOKING AHEAD



*As we continue to build upon our successes, we are excited about the bright future ahead. We are currently developing a strategic plan that will guide our efforts in the coming years. This plan will help us to identify key areas for growth and development, ensuring that we remain a vital resource for students.*



*Additionally, we are working internally to review our work which will highlight opportunities for improvement. This process will enable us to make informed decisions and continue to grow in a sustainable way.*




*We are committed to providing exceptional services and programs to our students and the broader community. By focusing on data-driven decision-making, expanding our outreach, sharing our story, investing in our staff, and advancing student success, we are confident in our ability to achieve our goals.*

*Thank you for reading our annual report! We look forward to sharing our accomplishments and progress with you in future annual reports.*




# Office for Student Success and Achievement


## UNIVERSITY OF GEORGIA


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 UGA Office for Student Success and Achievement

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