

**CONTINUING EDUCATION
USAGE OF ACADEMIC AND SUPPORT SERVICES**

Year	Basic Skills	BSEP	Continuing Education
2007	3,788	614	10,799
2008	4,230	1,310	10,138
2009	4,580	1,284	10,788

FORT BRAGG CENTER USAGE OF ACADEMIC AND STUPPORT SERVICES

1. Information for the Basic Skills Education Program (BSEP) and Continuing Education activities on Fort Bragg are included in the report submitted by the Associate Vice President of Continuing Education.
2. Data for Fort Bragg Center Academic Placement Testing is included in the report submitted by the Main Campus Testing Office.
3. The Fort Bragg Center provided the following support to students in the areas of Admissions, Counseling Services, Military Spouse Programs, Registration, and Veterans Services for the periods indicated:

	2008 Jan-Dec	2009 Jan-Dec	2010 Jan-Present
Active Duty	4,389	4,205	458
Retired	169	233	58
Family Member	1,244	1,572	174
CAA	310	231	5
Civilian	226	236	40
Civil Servant	91	105	10
Total	6,429	6,582	745

4. In addition to the above, the Fort Bragg Center processed and issued the following number of Servicemember's Opportunity College Student Agreements (SOCAD-2) to active duty soldiers and their family members during the years indicated:
 - 2008 - 350
 - 2009 - 322
 - 2010 - 69

SUCCESS CENTER

**Frequency of Usage of the Success Center
by Developmental Studies and Curriculum Students
and by Continuing Education (i.e., Teacher Renewal) Students**
February 15, 2010

Background Information: The mission of the Success Center is “... to provide supplemental instruction and resources to FTCC curriculum and developmental studies students in order to help them succeed academically and become independent learners.”

The Success Center is open during each semester (i.e., Fall, Spring, and Summer), with the following days and hours of operation:

Days	Hours
Monday – Thursday	8:00 a.m. – 9:00 p.m.
Friday	8:00 a.m. – 5:00 p.m.
Friday, Summer only	8:00 a.m. – 1:00 p.m.

Students may, and do, enroll in the Success Center throughout each semester, beginning with the first day of the semester, and with such enrollment normally coming to an end during the last few days of the semester. This applies specifically to Curriculum (CU) and Developmental Studies (DS) students, who comprise the vast majority of students accessing the services and resources of the Center. The other group, Continuing Education (CE) students, is totally comprised of students taking Teacher Renewal (TR) courses offered by and within the Center. (Because the set number of hours required for successful completion of these individualized Teacher Renewal courses varies by course, the final date for enrollment in each also varies, but is usually within the last two weeks of a given semester.)

Frequency of usage by a particular week, day, or hour has never been tracked, but based upon frequent and informal observations over the years, one finds that initial enrollment/usage is quite heavy at the beginning of each semester... especially for Curriculum and Developmental Studies students. Enrollment by CE(TR) students, as this population does not seek instruction to supplement that received in class, is more sporadic. As the semester progresses, overall enrollment in the Success Center may wax and wane a bit, as might be expected, but it is always fairly steady. Peak periods for CU and DS students precede major exams (i.e. mid-terms and finals).

CU and DS student usage of the Success Center is *normally* greatest in the mornings and early afternoons.

The following observations concerning enrollment, contact hours, and testing support were recorded during the last six (6) semesters plus the current semester:

CU and DS enrollment and contact hours data for past semesters

Semester	Students (unduplicated)	Hours
Fall 2007	1,217	16,335
Spring 2008	1,134	16,113
Summer 2008	385	3,251
Fall 2008	1,335	17,933
Spring 2009	1,185	16,655
Summer 2009	292	1,647
Fall 2009	1,162	14,428

CE (TR) enrollment data for past semesters

Semester	Students (duplicated*)
Fall 2007	26
Spring 2008	52
Summer 2008	49
Fall 2008	27
Spring 2009	28
Summer 2009	50
Fall 2009	31

(* Students sometimes complete one CE/TR course and then begin another during the same semester. Each CE/TR course consists of a set number of hours.)

Current semester enrollment and contact hours data to date (Spring 2010, which began on January 11, 2010)

Spring 2010	Students (unduplicated)	Hours
CU and DS	689	4,231
CE(TR)	12	n/a

Tests administered in the Success Center in support of CU and DS instructors

Semester	No. of Instructors for Whom Testing Support Provided	Tests Administered in the Success Center
Fall 2007	49	706
Spring 2008	50	584
Summer 2008	21	154
Fall 2008	55	874
Spring 2009	51	786
Summer 2009	16	114
Fall 2009	41	732

Final note: The Success Center began offering online tutoring to select student populations beginning on February 8, 2010, through a contract with SmarThinking.com. This ensures that supplemental instruction resources and services comparable to those offered in the Success Center on the College's Main Campus are made available to students enrolled in FTCC online Developmental Studies classes, FTCC online Curriculum classes, FTCC Spring Lake and Ft. Bragg Campuses Developmental Studies classes, and FTCC Spring Lake and Ft. Bragg Campuses Curriculum classes.

STUDENT SERVICES USAGE OF ACADEMIC AND STUPPORT SERVICES

Spring 2010 Enrollment Activity Summary			
Data	FY09	FY10	% Change
<i>Registration</i>			
Registration/Enrollment Headcount as of January 14, 2009	9780	10,752	9.94%
Registration/Enrollment FTE as of January 14, 2009	7779	8670	11.45%
<i>Financial Aid</i>			
Financial Aid Awards as of January 11, 2009	5729	6661	16.27%
<i>Admissions</i>			
Admissions Applications Received as of January 11, 2009	4054	4861	19.91%
Conversion Rate of Applicants to Admits	49%	38%	-20.00%
<i>Go Army Ed and eArmyU Students Enrolled</i>			
Go Army Ed Enrolled Students as of January 19, 2009 (Tuition Assisted Active Military Students)	515	351	-31.84%
eArmyU Enrolled Students as of January 19, 2009 (Program began phaseout in 2005, Included Tuition plus Laptop and Book Assistance)	122	47	-61.48%
<i>Veterans</i>			
Enrolled Students Utilizing Veterans Benefits as of January 14, 2009	1315	1509	14.75%

End of Year Data 2008-2009 Counseling Services	
Service/Task	Total Number Served
Counseling Services facilitated 47 ACA/115 groups	1,084
Request for online counseling	196
Email request	1,998
Responded to email request for assistance and planning	1,372
Student Satisfaction Surveys completed	481
Counseling Contacts	19,645
Contacts-Admissions	16,989
Contacts-Personal	192
Contacts-Academic	2,406
On Campus Referrals	400
Admissions Processes	8,654
Retest Cards	686
Duplicate SEP (VA)	74
General Information	867
Telephone Contacts	2,771
Email Contacts	1,998
Transcripts Evaluated	1,037
Awarded Credits	827
PFHE Counseling	43
Success Workshops	46
Career Planning	270
Career Center Groups	208
Newsletter	432

VA Student Figures (End of Year)

	30	31	32	33	34	35	1606	1607	Total
2006-2007 (06-30-07)	935	70	6		38	234	30	14	1327
2007-2008 (06-30-08)	860	58	4		19	205	39	18	1203
2008-2009 (06-30-09)	931	57	3		10	257	49	15	1322
2009-2010 (01-14-10)	698	58	4	186	4	249	45	11	1509 *

*Figures for 2009-2010 do not reflect New/Pending/ and Hold Spring figures broken out into chapter categories -254.