

On 3/13/20 we shifted to 100% online then on 3/15/20 we were 100% teleworking. As we made these shifts, faculty incorporation of our student academic support services to their courses dropped greatly. Student willingness to complete the required visits assigned by their faculty as part of coursework also dropped. Some of our programming was temporarily paused because it could not be done well in the teleworking environment. In January 2021 we began to see an increase in faculty utilizing our instructional support. We already knew that communication center researchers found that students will not come unless faculty communicate value for doing so (2012) and students simply have no intrinsic motivation to come (2021). Students willingly taking a zero for an assignment was new for us.

King, M. L., & Atkins Sayre, W. (2012). Focusing on faculty: The importance of faculty support to communication center success. In E. Yook & W. Atkins Sayre (Eds.), *Communication centers and oral communication programs in higher education: Advantages, challenges, and new directions* (pp. 147-162). Lanham, MD: Lexington.

Stewart, B. , Broeckelman-Post, M., Rossheim, C. (2021). Making a difference: A quantitative study of communication center and basic course impact on public speaking anxiety, goal orientation, and motivation. *Communication Education, DOI: 10.1080/03634523.2021.1906923*

Some definitions:

Consultations – peer-to-peer sessions performed face-to-face, online, or in the classroom.

Orientations – largely a requested presentation/activity designed to inform speakers about the *Canons of Rhetoric* and our services. Some orientations are also performed during our workshops. All were performed during workshops from March 2020 - May 2021.

Instruction (requested) – until March 2020, this was limited to the face-to-face workshops requested by faculty/course or other student groups. As a result of the global pandemic we added live workshops, prerecorded workshops, micro-learning videos, and Canvas modules to the instructional support we provide. All are specific oral communication learning presentations and/or artifacts.

Additional instruction – until March 2020, this was limited to open enrollment face-to-face workshops. As a result of the global pandemic, we added live online instructional and micro-learning video production to this support. This work is currently limited to our storytelling and scientific communication efforts.

**Total number of each of our signature services offered**

	AY 2002-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
Consultations	81	869	1054	2,089	1,736	1,894	1,934	2,644	2,369	2,184	2,965	3,925	3,537	3,352	3,327	3,180	2,780	2,358	2,655	2,558
Orientations	no data	110	144	155	137	130	113	113	122	101	101	114	113	87	107	86	64	68	14	71
Instruction (requested)	no data	88	107	84	85	86	79	58	62	60	60	80	58	61	81	78	56	65	32	105
Additional instruction	none offered	21	28	18	20	14	12	12	11	4	5	6	3	0	2	11	4	14	17	4

**Approximate number of speakers who were reached by our services**

*For workshops and orientations, we report the total number of students enrolled in a class, we do not take attendance on the day of the presentation.*

	AY 2002-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22
Consultations	no data	1,333	1,437	2,590	2,658	2,778	2,574	3,630	3,173	3,219	3,843	4,584	4,116	3,696	4,441	4,721	4,741	4,010	3,424*	3,929
Orientations	no data	2,554	2,961	3,653	4,508	2,874	2,491	2,354	2,645	2,142	2,233	2,256	2,727	2,380	2,418	2,242	1,318	1,513	165	1,654
Instruction (requested)	no data	1,586	1,036	1,717	1,704	1,755	1,790	1,152	1,396	1,197	1,241	1,362	1,302	1,362	1,734	2,014	1,166	1,271	759	2,294
Additional instruction	none offered	294	364	233	254	284	150	156	100	35	56	53	17	0	38	129	114	274	81	121

\*The sharp decrease from previous years is due to the inability to offer some in-classroom consultation support due to logistics and decrease in # of synchronous sections offered as well as a significant increase in no-shows. Global Pandemic

<b>Total Student Interventions</b>	81+	5,767	5,798	8,193	9,124	7,691	7,005	7,292	7,247	6,593	7,373	8,255	8,162	7,438	8,631	9,106	7,339	7,068	4,429	<b>7,998</b>
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