Think Tank is allocated funding to support direct academic support and tutoring.

This allocation of $500,000 provides academic support through Think Tank, a unit that opened its doors in 2009 to serve the students of the University of Arizona. Its mission is to empower UA students by providing a positive environment where they can master the skills needed to become successful lifelong learners. Think Tank offers a variety of services in support of this mission, including drop-in math, science, and language tutoring, the Writing Center, Supplemental Instruction, and Academic Skills tutoring.

Think Tank, a unit within Student Success & Retention (SSRI) upholds the mission of The Office of the Provost, which in turn supports the UA’s mission and values by delivering exemplary programs, services, resources and facilities that have a measurable and positive impact on the development and retention of students, as well as contribute to the wellbeing and advancement of our community. Think Tank is able to contribute to the mission through the implementation of The Office of The Provost core values as evidenced by the following:

- **Be ahead of the curve.** Think Tank staff develops an online magazine, published annually, designed to assist freshmen improve their efficacy as students.
- **Be the experts.** All our student employees undergo intense training: tutors hold CRLA international certification, and the front desk staff and Supplemental Instruction Leaders are well trained.
- **Be entrepreneurial.** We have been successful in increasing our fee-based programming to offset the costs of the free programming.
- **Work in partnership with all areas of the university.** Think Tank works closely with faculty, support staff, Residence Life, New Start, Mathematics Department and many other units across campus.
- **Provide an extraordinary student experience.** Feedback through surveys and focus groups is highlighted by positive student experiences.
- **Develop and support our staff and students.** It is our goal to support students and our staff.
- **Continuously assess our relative impact on student retention.** Think Tank is one of the primary retention units on campus. The President and the Arizona Board of Regents have recognized Think Tank for the role we play in keeping students at the UA and helping them progress toward degree attainment.
- **Recognize and capitalize on opportunities.** Think Tank has partnered with different organizations to pilot projects to assess their relative impact on student support. Examples of the partnerships are the Academic Skills Tutoring initiatives in residence halls, and SI support of the Wildcat Academy.
Think Tank has had an impact on student retention. We know that students that participate in Supplemental Instruction (SI) earned grades of A, B, or C at higher rates than those that did not attend SI. We know that students that participate in SI are retained the following year at higher rates than those that did not participate. We know that students that make use of Think Tank are more likely to be retained than students that do not use Think Tank.

Furthermore, Think Tank has identified three learning outcomes. They are as follows:

1. As a result of using one or more services at Think Tank, students will self-report an increase in their academic self-efficacy.
2. As a result of using one or more services at Think Tank, students will have a self-reported or observable increase in their metacognitive skills by identifying their learning strengths and applying them to their study habits to become more successful learners.
3. As a result of using one or more services at Think Tank, students will self-report use of transferable cognitive strategies.

These outcomes are assessed annually to ensure continued success both qualitatively and quantitatively.

This allocation is mandated in the Student Services Fee Governing documents which state that $500,000 of the fee will be retained for direct academic support and tutoring.