**Location and Contact**

**Location**
North Quad (NQ) 350, located on the corner of McKinley and Riverside; NQ 350 is across the hall from Freshman Advising.

**Hours**

**Academic Year**
Monday-Thursday, 10am-8pm; Friday, 10am-2pm
*Testing Desk closes at 5pm on Monday and Tuesday

**Summer**
Monday-Thursday, 12pm-4pm

Course offerings and tutors are limited during the summer. Please call ahead for availability.

**Contact**

**Learning Center Reception**
(765) 285-1006

**Tutoring Desk**
(765) 285-3780

**Testing Desk**
(765) 285-3779

**Director** (765) 285-1008

General questions, SI, online tutoring, satellite tutoring

**Assistant Director** (765) 285-5497

Testing accommodations, tutor training

**Tutoring Coordinator** (765) 285-8107

Tutoring and Academic Coaching

bsu.edu/learningcenter
NQ 350 765-285-1006

BallStateLC
Mission
The mission of the Learning Center is to enhance the academic success of Ball State University students by providing free peer tutoring, Academic Coaching, Supplemental Instruction, and test proctoring for students with disabilities. In addition, the Learning Center serves as a scholarly pre-professional experience for undergraduate and graduate student employees. Finally, the Learning Center strives to impact the extended university community through collaboration with faculty and staff and through outreach programs.

Usage
In AY 2017-2018, the Learning Center conducted 16,088 tutoring visits, 13,501 SI study session visits, proctored 1,905 tests, and served 3,579 students.

Retention and Grade Outcomes
Freshmen who use Learning Center services are retained at a 10% higher rate than students who do not seek out our services.

Students who attend SI study sessions eight or more times earn one half to a whole letter grade above students who do not attend SI study sessions.

Syllabus Statement
When preparing your syllabus, consider including the following information about the Learning Center:

The Learning Center offers free tutoring for courses in science, math, business, humanities, modern language, writing, and study skills. Call (765) 285-3780 or get on Live Chat at bsu.edu/learningcenter to make an appointment!

Referring a Student to be a Tutor or SI leader

The Learning Center coordinators frequently hire tutors and SI leaders in many subject areas. Students must have overall GPAs of 3.0 or above and have received an “A” in the course(s) for which they wish to tutor. The average GPAs of the tutors is above 3.5. Majors or minors in the subject areas are preferred.

All positions are posted through the Career Center. Students who are interested in becoming a tutor should visit my.bsu.edu and go to the Cardinal Career Link to see if the position for which they are qualified is currently posted. They must then visit the Career Center (LU 220) to obtain a referral slip for that position. A referral slip, official transcript, and a completed Learning Center application are required before a coordinator will arrange for an interview.

Faculty are encouraged to refer high-achieving students for these positions. Coordinators often request referrals from faculty members when attempting to recruit Learning Center student staff. A position as a tutor or SI leader offers many advantages, such as a nationally-recognized certification, a pre-professional experience, and the opportunity to make a difference in the academic lives of fellow students.
Workshops

The Learning Center offers workshops on a variety of topics each semester that cover a wide range of study skills including time management, [more here].

All Ball State students are invited to attend these workshops free-of-charge. Please encourage your students to attend!

Please consult our website for the current list of workshops.

Classroom Visits, Tours, and Office Hours

Students serving as Learning Center Ambassadors are pleased to visit your classroom to give a five-minute description of tutoring services available for your course. Let us know if you would like a classroom visit!

Learning Center Ambassadors can also set up a “mobile tutoring sign-up” desk outside of your classroom to enable students to sign up for tutoring upon exiting.

Faculty with sections of forty or fewer students are welcome to bring the entire class to the Learning Center for a pre-arranged tour.

Faculty are welcome to hold their office hours in the Learning Center; let us know if we can host you.

What is Academic Support?

Philosophy

The Learning Center strives to change students’ perceptions of academic support as a resource exclusively tailored for those in academic trouble or for those who are “remedial” learners. We value collaborative learning and believe that those who learn together, learn best. There is no negative stigma to seeking academic support services; often our clientele includes highly-motivated students who are seeking a more intimate, peer-based setting in which to review and discuss course material.

Tutoring and Supplemental Instruction should not be viewed as a “student crutch” by faculty. Our student staff is trained to develop their clients as independent, critical thinkers. We work to enrich the learning experience rather than simplify it.

What Tutors and SI Leaders Cannot Do

Complete Student’s Homework

Students will need to have attempted their homework assignments and/or reading before coming to tutoring and SI study sessions. Tutors and SI leaders are trained to develop the students into independent learners by modeling, coaching, and scaffolding support.

Rescue the Student

Nothing takes the place of consistent hard work by the students throughout the semester. If students fail to do this, showing up for tutoring or SI a week before final exams will not help. Tutors and SI leaders cannot help students recover from a semester of poor preparation. We market Learning Center services heavily at the beginning of each semester to encourage proactive, rather than reactive, behavior.

Take Responsibility for a Student’s Learning

Students are expected to attend class regularly, participate in class, do the homework assignments, read the textbook, and develop a relationship with the instructor. Tutoring and SI study sessions are designed as supplements, not replacements, for this critical process.

Have All the Answers to Every Question

Tutors and SI leaders are well-trained and knowledgeable about the subject for which they provide academic support, but they cannot be expected to know everything. However, students CAN expect their tutor/SI leader to model the steps a successful student would use to find solutions. Those who learn together, learn best!
Students need an appointment to meet with a tutor. They can call (765) 285-3780 or Live Chat on our website at bsu.edu/learningcenter to make an appointment. Sessions last approximately 45 minutes and begin at the top of the hour. They can occur one time or weekly for the whole semester. Students should bring books, notes, and all course materials to the session.

The following list represents our busiest courses. This is not an exhaustive list: in AY 2017-2018, we tutored over 165 courses. If a course is not listed, students should call: we can likely find a tutor.

- ACC 201, 202
- ANAT 201
- ASTR 100, 120
- BIO 100, 102, 111, 112, 113, 210, 214, 215
- CHEM 100, 101, 111, 112, 231, 232, 360
- ECON 116, 201, 202, 221
- FR 101, 102, 201, 202
- GEOG 101, 150
- GER 101, 102, 201, 202
- HIST 150, 201
- JAPA 101, 102, 201, 202
- MATH 108, 111, 112, 125, 132, 161, 162, 165, 166, 201, 202, 207
- MUHI 100
- MUST 101, 102, 111, 112, 201, 202, 211, 212
- PHYC 100, 110, 112, 120
- PHYS 215
- PSYS 100, 241
- SP 101, 102, 201, 202
- WPP 392, 393, 394 (Writing Proficiency exams and class)

Study Skills: learn how to manage your time, set goals, read your textbook, take notes, and improve your memory.

Writing: learn how to brainstorm, pre-write, outline, draft, research, proofread, cite your sources, and improve your grammar and punctuation.

Live Chat for math is available Monday-Thursday, 5pm-10pm. Students simply visit our website at bsu.edu/learningcenter to chat with a math tutor.

Satellite “drop-in” tutoring (no appointment necessary) for CHEM 111 and 112 is available in the Cooper Science building: check website for locations and times each semester.

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Academic Coaches are graduate and undergraduate students with tutoring experience and Academic Coaching training. They are trained to help students set goals and make plans to achieve those goals, get organized, manage their time, learn crucial college study skills, find campus resources, and feel encouraged to succeed at college.

Academic Coaches meet with their students weekly throughout the semester, establishing a peer mentor relationship that fosters academic growth.

Students can refer themselves for Academic Coaching, but referrals often come from various offices on campus as well as instructors and advisors.

If you encounter a student who does not seem to be thriving academically at Ball State University, they could likely benefit from meeting with an Academic Coach.

Please contact Elizabeth Fallon at efallon@bsu.edu for more information.
Testing Accommodations

The Learning Center provides testing accommodations for students with disabilities. Students should first visit the Office of Disability Services to submit proper documentation. Test administration may be modified or adapted for students with disabilities when appropriate. Such accommodations may include extended time, distraction-reduced environment, a scribe, adaptive technology, large print, or oral administration of test questions. Recommendations for accommodations are made by the Disability Services and listed in a letter of accommodation.

Students and instructors may make any arrangements for testing accommodations which are fair to the student and to the class requirements. Most students and professors agree to have accommodated tests administered by the Learning Center Testing Desk. The Learning Center houses a testing suite which includes distraction reduced environments and adaptive technology.

Students are expected to schedule an appointment to take the test as soon as the test is announced, or at least two days in advance. Students may do this in person at the Learning Center (North Quad 350) or by calling (765) 285-3779.

• Students, not faculty, should schedule their exams.
• Students should schedule the exam at least two days ahead of the exam date by calling (765) 285-3779 or stopping by NQ 350.
• Students should remind the professor once before each test to send the exam to NQ 350.
• Students should take the exam when the rest of the class is scheduled to take it when possible. If the class time is not during times when the Testing Desk is open, the student should inform the professor that he/she will be taking the exam at a different time than the rest of the students.
• Unauthorized aids, notes, phones, etc., will be reported to the professor and cheating of any kind will result in termination of the test.
• All other university guidelines for test taking apply to the Learning Center’s test administration.
• Test proctors may not explain or express opinions concerning the test; however, clarifications for specific purposes (directions, procedures, etc.) may be

Supplemental Instruction

Supplemental Instruction (SI) is a learning enhancement program for students who voluntarily seek assistance in historically difficult courses. SI leaders are students who have earned an “A” in the course and are recommended by their instructor.

SI leaders attend class with the students and prepare supplemental materials and activities which are shared in two to three study sessions per week. These highly-interactive study sessions provide an opportunity for discussion and questions and encourage involvement, critical thinking, and collaboration.

Students who attend eight or more SI study sessions typically earn one half to a whole letter grade for the course above their cohorts who do not attend. SI is an extremely popular and effective program.

Typical courses: ANAT 201, BIO 111, 113, CHEM 101, 111, 231, ECON 201, 221, MATH 125, 132, 201, NUR 230, 231, 330, 340, PHYS 215, PSYS 100.

Are you interested in having an SI leader in your course?

Consider the following:

• SI is most effective in courses in which the instructor quizzes or tests weekly and/or assigns weekly homework.
• SI is not well-attended in courses in which the instructor assesses students infrequently (for example, two or three graded exams or projects).
• SI is typically well-attended in lectures of over 200 students.
• SI is typically well-attended in courses with a 30% or higher DFW rate.
• If Learning Center student wage money is not available to accommodate your request for an SI leader, your department may choose to provide the necessary funding for the Learning Center to hire, train, and supervise your SI leader.