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
In-Person Tutoring and Academic Coaching: Monday-Thursday, 10am-8pm; Friday, 10am-2pm.
Online Tutoring and Academic Coaching: various hours throughout the week, including late-night and Sundays
Testing Accommodations for Students with Disabilities: Monday-Friday, 8am-5pm

Summer
Monday-Thursday, 12pm-4pm

Course offerings and tutors are limited during the summer. Please check our website for availability.

Contact
Learning Center Reception
(765) 285-1006

Tutoring Desk
(765) 285-3780

Testing Desk
(765) 285-3779

Jennifer Haley, Director  (765) 285-1008, jhaley@bsu.edu

Jim Mills, Assistant Director  (765) 285-5497, jkmills@bsu.edu

Kaley Sorg, Tutoring Coordinator  (765) 285-8107, kksorg@bsu.edu

General questions
Tutoring accommodations for students with disabilities, tutor training

Vince Reighard, Supplemental Instruction and Academic Coaching Coordinator
(765) 285-8778, vreighard@bsu.edu
Learning Center FAQ

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 2018-2019, the Learning Center conducted 15,527 tutoring visits, 11,971 SI study session visits, proctored 1,923 tests, and served 3,648 students. This is a good representation of our pre-COVID usage numbers.

In AY 2020-2021, Learning Center tutoring, Academic Coaching, and Supplemental Instruction was exclusively online via Zoom and WebEx due to the COVID-19 pandemic. The Learning Center conducted 6,108 tutoring visits, 8,998 SI study session visits, proctored 291 tests, and served 2,321 students.

Syllabus Statement

Please consider including the following information about the Learning Center on your syllabus and Canvas site:

The Learning Center offers free Tutoring and Academic Coaching for many courses at Ball State. Students can make appointments for online (Zoom) or in-person (NQ 330) appointments.

Students can begin making appointments on Thursday, August 26, 2021. Tutoring and Academic Coaching will begin on Monday, August 30, 2021.

Unvaccinated students are required to wear masks and practice physical distancing in the Learning Center.

To make an appointment, visit my.bsu.edu and click on “TutorTrac” in the Additional Tools section, or just go directly to https://ballstate.go-redrock.com.

Testing accommodations for students with disabilities are available for students who have received the appropriate documentation from Disability Services. Tests may be administered in the Learning Center.

Supplemental Instruction is available in select courses. If you have an SI leader for your course, that person will provide students with information the first week of school regarding weekly study sessions.

For more information about all of our programming, visit https://www.bsu.edu/academics/collegesanddepartments/universitycollege/learningcenter or call 765-285-1006.

Structure, History, Training, and Credentials

Structure, Programming, and Staffing

The Ball State University Learning Center is located within Academic Affairs and belongs to University College, which includes the Learning Center, Academic Advising, the First Year Experience, University Core Curriculum, and Student Athlete Support Services. The Learning Center has five primary programs: Appointment-based Peer Tutoring, Drop-In Satellite Tutoring, Supplemental Instruction, Academic Coaching, and test proctoring for students with disabilities. Other services include live chat online support and campus outreach through presentations and workshops. We are staffed with five full-time staff, including four professional staff: Director, Assistant Director, Tutoring Coordinator, and Supplemental Instruction/Academic Coaching Coordinator, and one support staff, Office Supervisor. Our programming is typically staffed by over 90 tutors, 30 SI leaders, eleven graduate assistants, and five student assistants.

History

The Ball State University Learning Center was established in 1985 as part of the first University College in Indiana higher education. University College integrates all academic support services within Academic Affairs. Initially, the Learning Center was to provide services only to students enrolled in developmental courses. Soon, however, it became clear that students at all levels of academic preparedness chose to utilize our services.

Training

The Learning Center’s tutor training program is certified by the College Reading and Learning Association’s ITTCP (International Tutor Training Certification Program), providing a national standard for skills, training, and recognition for successful work. Tutors receive national certification as Level 1 (Regular), Level 2 (Advanced), and Level 3 (Master) tutors, representing 30 hours of training and over 75 hours of tutoring.

SI Leaders are trained according to the rules and procedures of the International Center for Supplemental Instruction. Training includes pre-semester orientation, mid-semester workshops, and late-semester workshops, as well as rigorous individualized assessments throughout the semester.

Credentials and Awards

In 2000, the Learning Center was the first program in the nation to receive NADE (National Association for Developmental Education) certification for its Tutoring Services Program.

In 2010, the Learning Center earned the NCLCA/Frank Christ Outstanding Learning Center Award, which provides national recognition to the work done by learning centers.

In 2016, the Learning Center was recognized as students’ favorite campus resource.

Director Jennifer Haley has earned Level 4 Lifetime Certification through the National College Learning Center’s Leadership Certification (LCLC) program, serves as Chair of the Council of Learning Assistance and Developmental Education Associations (CLADEA) and Chair of the LCLC sponsored by the National College Learning Center Association (NCLCA). She is a Past President of NCLCA.
Workshops

The Learning Center offers workshops on a variety of topics each semester that cover a wide range of study skills including time management, test anxiety and preparation, textbook reading comprehension, and many others.

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

Please consult our website each semester for the current list of workshops.

Classroom Visits, Tours

Academic Coaches are pleased to visit your classroom to give a description of Learning Center services available for your course. They can also present on a variety of topics, including effective study habits and time management. To request a classroom visit, visit our website and complete the form:

https://forms.bsu.edu/forms/university_college_learning_center_academic_coach_request? sso=6063878da113&sso=60d09fd59f7

Faculty with sections of forty or fewer students are welcome to bring the entire class to the Learning Center for a pre-arranged tour. Please contact Director Jenny Haley, jhaley@bsu.edu, to arrange this tour.

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 or students. 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 Students’ 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, attending 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!
Tutoring

To make an appointment with a tutor, students browse to my.bsu.edu and click on the TutorTrac link, or they can access the link directly at https://ballstate.go-redrock.com. Sessions 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. A complete list of courses we tutor each semester—typically around 130 courses—will be available on our website, on our print materials, and in our Canvas Commons modules.

- ACC 201, 202
- ANAT 201
- ASTR 100, 120
- BIO 100, 102, 111, 112, 113, 210, 214, 215
- CHEM 100, 101, 111, 112, 230, 231, 232, 360
- ECON 116, 201, 202
- 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
- PHYS 100, 110, 112, 120
- PHYS 215
- PSYS 100, 241
- SP 101, 102, 201, 202

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

Drop-In Satellite Tutoring

Students enrolled in certain math courses (MATH 102, 110, 112, 113, 114, 125, 132, 161, 165, 166) can drop by our math satellite location without an appointment. Students enrolled in CHEM 111 and 112 can drop by our chemistry satellite location without an appointment. For locations and times each semester, visit https://www.bsu.edu/academics/collegesanddepartments/universitycollege/learningcenter/satellite-drop-in-tutoring.

Academic Coaching

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 sign up for Academic Coaching the same way they sign up for tutoring. Referrals also 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.

Scheduling for Academic Coaches is identical to scheduling for Tutoring.
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, scribe, adaptive technology, large print, or oral administration of test questions. Recommendations for accommodations are made by the Office of 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 instructors 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, not instructors, should schedule exams.
- Exams should be taken at the same time as the rest of the students in the class, when possible. Approval must be given by the instructor for any exam that is taken at a different time.
- Unauthorized aids, notes, phones, etc., will be reported to the instructor 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.

Student FAQ’s about Tutoring

How do I get a tutor or Academic Coach?
Browse to my.bsu.edu and click on TutorTrac, or you can go to https://ballstate.goredrock.com. Visit our website for more information: bsu.edu/learningcenter

Should I get an online or in-person tutor?
Both online and in-person tutors are Ball State students who have taken the class and earned an A: they are trained to help you whether using Zoom or in person! In TutorTrac, select “Online Tutoring and Academic Coaching” or “In-Person Tutoring and Academic Coaching” as your center of choice. You might check both centers to find a day/time that works for you.

How long do tutoring appointments last?
Tutoring appointments last 45 to 50 minutes.

I am interested in getting a tutor, but I really do not want my instructor and/or parent to know that I am using a Learning Center tutor. Is that possible?
The Learning Center respects confidentiality. We do not notify instructors or parents that their students are using Learning Center services. FERPA law protects your choice to tell an instructor/parent that you are using a tutor.

May I have a weekly appointment for the whole semester?
Yes! You may have a tutoring appointment for the whole semester: same tutor, same day, same time, for as long as you want. You may have an appointment for one time only or you may even have an appointment for two or three weeks. We are very flexible with the scheduling of your appointments.

What happens during a tutoring session?
Tutors are trained to use a wide variety of tutoring techniques. These include note review, problem solving, discussion, practice tests, games, and visuals. No two tutoring sessions are identical. Tutors are very adaptable and will try to meet your specific tutoring needs. It is expected that you will be an active participant in the session.

What if a tutor and I don’t click?
We actually ask you this specific question after your first appointment! You are encouraged to make an appointment with a different tutor if the first one didn’t work out.

What if I need to cancel my appointment? What is the no-show policy?
You may cancel your appointment by visiting my.bsu.edu and clicking on TutorTrac: follow the instructions there for cancelling an appointment. One no-show or two or more unexcused cancellations may result in the loss of your weekly appointment.

What should I bring to my tutoring appointment?
Please bring your course syllabus, notes, and textbook. Feel free to bring your laptop. It is always a good idea to have questions ready to ask your tutor.

Will I have an opportunity to evaluate my tutor and the Learning Center services?
Yes. Students will have the opportunity to evaluate their tutors and the Learning Center. We appreciate the feedback that we receive from students and have changed Learning Center services based on this feedback.

Will there be a cost to use the Learning Center services?
No, all Learning Center services are free to every Ball State student.
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.


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.

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 or 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 or SI leader should visit the Cardinal Career Link on the Ball State website to see if the position for which they are qualified is currently posted. They must then visit the Career Center (LU 220) or online to obtain a referral slip for that position. An application will be emailed to the student upon receipt of referral slip. A referral slip, 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. Learning Center staff often request referrals from faculty members when recruiting 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.