The remaining portion of the old computer lab was renovated to provide new testing areas for students with disabilities.

A portion of the old computer lab and testing area was transformed into an office suite for staff of the Student Athlete Support Services.

Renovations to NQ 350 (formerly NQ 323) include new carpeting, paint, signs, lighting, fans, furniture, repaired beams, and a new entrance/exit.

Learning Center Renovation Complete!

Construction began in Fall 2010, and after two relocations, the residents of the Learning Center were delighted to re-inhabit the third floor of North Quad this year!

Learning Center Usage: Fall 2011

Learning Center Tutoring Usage:
Core Desk: 587 students, 2,897 tutoring sessions
Math Desk: 634 students, 2,622 tutoring sessions
Study Strategies Desk: 151 students, 679 tutoring sessions
Writing Desk: 217 students, 686 tutoring sessions
Testing Accommodations: 165 students, 1,100 testing sessions

Supplemental Instruction Usage:
1,276 students, 7,232 SI session visits

Thank you to all of our tutors, Supplemental Instruction leaders, and graduate assistants for your hard work! You continue to make a difference in the academic lives of BSU students.

What does the Learning Center offer?

- Free tutoring, Supplemental Instruction, and a variety of workshops for all BSU students
- The opportunity for students to collaborate with a peer trained in academic support services in a relaxed, informal learning environment
Tutor and SI Leader Superstars

Senior Brian Wysock (Munster, IN), is a rhetoric and composition major with a minor in creative writing. Brian will graduate this May and will continue to graduate school. His academic interests lie between the evolution of language and digital writing forms. Brian, a CRLA Level Three Master tutor, has worked at Ball State’s Learning Center as a writing tutor for three years, specializing in rhetorical analysis and MLA style. Aside from his academic aspirations, Brian would one day like to become a rock-climbing instructor and engage in many outdoor sporting activities such as mountain-biking, backpacking, and fishing. As an avid lover of nature, he hopes to one day travel and see the world, perhaps as an ESL teacher.

Junior Kayleigh Mohler (Wabash, IN), has worked as a math, economics, and business tutor since the spring of 2011. “I knew that math and economics were subjects people shy away from, and since those subjects click with me, I wanted to help. Once I tutored an economics student who was very smart, but very nervous about his ability. He had prepared a lot of questions and we worked through them all, slowly building his confidence. At the end of the session, he asked what my major was and I told him Economics. He laughed and said he wasn’t surprised because I had been clearing up all of his confusion. That really made me feel like had done my job.” Kayleigh is planning to attend graduate school when she graduates.

Coordinator Gary Ritz comments that “Kayleigh has been an outstanding and reliable tutor since she first started. Even though she was hired to mainly work with the business courses, she saw the need to help in some of the math courses and stepped up to meet that need as well. She has great communication skills and makes her clients feel comfortable in the tutoring setting. Kayleigh has many permanent clients who always give her great comments on her tutoring skills.”

Senior Jeffrey Cline has worked as a math and economics tutor since the fall of 2010. He pursued a position as a tutor because he “wanted to help others with difficult subjects and to prepare for a career in education. Over the summer, I tutored a student who needed to pass statistics with at least a C in order to qualify for a study abroad experience in the fall. After lots of hard work, the student got a B in the class. We were both very happy, and I received postcards from Europe during that fall semester from this student.” Jeffrey, who hails from Fort Wayne, plans to attend graduate school to continue his study of economics, eventually becoming a professor. Gary Ritz comments that “Jeffrey has been a truly valued tutor at the Math Desk since he has started. He is so willing to help out in any situation with tutoring. He maintains a strong working relationship with his clients. He will be a strong educator in his future career.”

Senior Justine Crothers has worked as a Nursing and Spanish tutor/Sl leader since March of 2009. Justine was drawn to tutoring subjects that she loves: “I like helping people understand their classes. I love it when I can help my clients understand something explained in class that they didn’t understand before. Tutoring also helps me keep my study skills fresh for nursing and Spanish. I have a client this semester who I’ve been tutoring pretty much all semester in Spanish. He tells me all the time how much he learns from me and how much I help him understand the material. I love that he is motivated, and even though he doesn’t like the class, he does his best and will pass.” —Justine Crothers

Senior Jenna Dormer (Malang, Indonesia), has been a Microbiology and Health Science tutor/Sl leader since August of 2009. Jenna notes that tutoring has provided her with an opportunity to build the professional skills of communication, teaching, and interacting with clients, as well as a way to review content from her classes.

Jenna has a brilliant approach to tutoring: “I use a lot of analogies when I’m tutoring or leading SI sessions, especially in Microbiology. When clients are studying about how a cell makes protein molecules, I use a cooking analogy. During an SI session, I asked what the role of mRNA is, and a student responded “it’s the recipe!” It was encouraging to know that the analogy from a previous session helped her to remember the concept long-term.”

Jenny Haley notes that “Jenna has been a valuable leader at the Core Desk, both as a tutor for various science courses and as an SI leader. She will be missed!” Jenna has a summer internship at the Kathryn Weil Center for Education at St. Elizabeth Hospital in Lafayette, IN.
Senior **Kelsey Kreger**, a tutor at the Writing Desk, became a tutor because she enjoys helping others, although she finds that she is learning from her clients as well: “This semester I have been working extensively with an exchange student from Korea. As I have been helping her with her papers, she has been teaching me about her culture.”

Kelsey, who is from Pierceton, IN, plans to work for a few years, earn her license in social work, then attend graduate school.

Junior **Bradford Reilly**, a Writing Desk tutor, feels that writing and language are his fortes and wanted to share that skill with others. “One ESL client wrote this sentence in his paper: ‘Home completes school.’ It was a direct translation from Arabic. He wanted to change it because it didn’t sound American, but I taught him to keep the integrity of his own voice and the poetry of his native language.”

Bradford, a Theatre major from Indianapolis, plans to pursue an acting career in New York, Chicago or Los Angeles when he graduates.

Junior **Alisha Layman**, a Study Strategies and English tutor, knew that tutoring would help to improve her own study techniques. She also enjoys working with international students: “I have a student who comes to me for help learning English. We work together on her essays and grammar rules. It’s great to see how her understanding of the English language improves from one paper to the next.”

Alisha, from Walton, IN, plans to enter the comic book writing field, and eventually she would like to attend culinary school to become a chef.

Senior **Kean Zimmerman**, a Study Strategies tutor, liked the idea of working somewhere he could help students. “Over my three years of tutoring, I’ve come to love what I do. The idea that I can help someone who is struggling back on to the path to graduation makes it really easy for me to come into work every day.”

Kean, from Callaway, Maryland, plans to attend law school at Michigan State University after graduation and eventually practice intellectual property or environmental law.

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Thank you to all of our fantastic tutors and SI leaders! You are truly making a difference in the academic lives of our students.
Level Three: Meet the Master Tutors

The Learning Center offers three levels of training to its tutors through the College Reading and Learning Center Association (CRLA). Each level involves ten hours of training and twenty-five hours of tutoring. While Levels One and Two are mandatory, Level Three, which consists of more complex, self-directed projects, is optional.

Many tutors choose not to complete Level Three, but the coordinators wish to recognize the tutors who have gone above and beyond the call of duty to become Master Tutors.

Our current Level Three tutors include Quin Hanson, William Jacobs, and Brian Wysock.

Quinlan Hanson (left), a senior, has been employed at the Study Strategies Desk for three years. Coordinator Jackie Harris notes that “For years, Quin has shown initiative in helping students and tutors as well as developing resources for the Learning Center.”

William Jacobs (right), a graduate student, has been working at the Core Curriculum Desk as a History and Classical Cultures tutor for three years. Coordinator Jenny Haley states that “William handles numerous clients with ease. His sessions are informational and his evaluations are always top-notch.”

Brian Wysock (below), a senior, has been tutoring at the Writing Desk for three years. Coordinator Jackie Harris notes, “In addition to being an outstanding tutor, I can depend on Brian to handle the organizational duties of the Writing area when the GA isn’t working, such as in the evenings.

Congratulations to these Master Level Tutors!

Meet the Staff: Mary Caldwell

Mary Caldwell has worked for University College for ten years; her current title is Academic Scheduling and Space Coordinator. She provides “front line” administrative support for the Learning Center, which includes managing the initial intake process for the Center’s 4,000+ student clients, supervision of the student employees at the front desk area, and supporting the coordinators and LC office manager.

In addition, for the past two years Mary has served as the clearinghouse for assigning academic spaces for classes, events and conferences on campus. For example, she assigns the finals time blocks to classes and solves room conflicts for professors and departments. Her job also requires that she provide information to administrators about space utilization patterns.

Mary is a vital part of the smooth operations that occur in both the Learning Center and on a broader campus scale.
Online Tutoring to Debut in the Fall

The Learning Center will be piloting a new service in the Fall 2012: online tutoring!

Tutors in a select number of chemistry, math, and writing subject areas will be meeting with their clients in cyberspace next fall using smart tablets and Blackboard Collaborate, a platform that offers web, video, and audio conferencing, screen sharing, video archives, and synchronous and asynchronous chat, among other features.

The Learning Center is partnering with Distance Education to offer online tutoring mainly to students who are enrolled in exclusive online courses such as English 103 and Math 125, although other courses that meet on campus, such as Chemistry 111, will also be included.

Tutors will be trained to use the technology during the first week of the fall semester. Beyond mastering the new smart tablets and the Blackboard Collaborate platform, tutors will learn how to provide access and motivation for learners, engage in online socialization with learners in order to enable participants to gain familiarity with the online environment, enable and facilitate smooth exchange of information, facilitate and encourage knowledge construction through the designed environment, and provide scaffolding for development of online skills and behaviors that enable learners to pursue their learning objectives.

As the coordinators develop this new initiative, more information will become available for tutors and faculty who are interested in participating in online tutoring.

“Effective online tutoring, like effective classroom teaching, can occur only when the student and tutor come to the session prepared. Before the session begins, students need an opportunity to upload materials that may include quizzes, tests, homework assignments, and review sheets. At the other end, the tutor should have the chance to review those materials and bring any additional items that might be useful.

Effective and productive online sessions occur when the services that provide them support mechanisms that mimic offline tutoring, something that disappoints students looking for a quick fix.”

~Lowell Parker, Ph.D.
SUNY Empire State College
Many of the tutors and SI leaders in the Learning Center are awarded Dean’s List honors every semester. Read more about other prestigious awards and honors received by our exceptional student staff.

Student Staff Honors and Awards

Senior Katie Bryant, a Math and Business tutor at the Math Desk, will be starting her professional career at Ernst & Young as a tax professional in the fall.

Junior Jacque Schrag, History and Spanish tutor at the Core Desk, will be presenting with the Immersive Learning Project: Games, Fun, & Learning at both the BSU Symposium and the Butler Undergraduate Research Conference. She was also awarded three scholarships by the Department of History: Childress Scholarship, Weakland Scholarship, and Schmidt Scholarship, and will be receiving two additional awards at the History Department Awards Ceremony. Jacque will serve as the new President of the National Society of Collegiate Scholars for the 2012-2013 school year.

Junior Katie Naville, Music tutor at the Core Desk, traveled to Viterbo, Italy for a month last summer to sing a part in an opera for the Tuscia Italian Opera Festival.

Senior Laura Crockett, Writing tutor, is a member of the Alpha Lambda Delta, Psi Chi National Honor Society, and Mortar Board National Senior Honor Society. In the fall, Laura will attend Rosemont College in Philadelphia to embark on an Master’s Degree in Publishing.

Senior Huicong Xie, Math and Physics tutor at the Math Desk, came to the United States with her family a few years ago. She received the “Outstanding Freshman Award” from the Chemistry Department her first year at Ball State, and in the fall upon graduation, will attend Indiana University School of Medicine.

Senior Stephanie Bristow, Writing tutor, will be working for a company called BidPal Network through the ORR fellowship.

Senior Nathan Brown, Business tutor at the Math Desk, was recently accepted into the Beta

Senior Kelsey Englert, History tutor at the Core Desk, recently received the Academic Honors in Writing distinction for 2011-2012 (awarded to 15 graduating seniors) and the Department of History’s Outstanding Senior Award (awarded to approximately 10 BSU senior History majors).

Sophomore Anna Butler, front desk staff, was awarded the Presidential Scholarship.

Dylan Jutte, Graduate Assistant at the Core Desk, was recently hired by Interactive Intelligence (Indianapolis) as a systems engineer.

Lauren Henry, Study Strategies tutor, will be attending Chicago Kent Law School.

Congratulations!
Learning Center Clients Evaluate Tutoring Experiences

For one week every spring semester, clients of the Learning Center are given an evaluation form to complete to give feedback about their tutoring experiences. Information about why the clients seek tutoring, how they found out about the LC, the quality of their tutoring experiences, and suggestions to make the LC better are obtained through this evaluation. During the Spring 2012 semester, 236 clients submitted evaluations.

Why Clients Seek Tutoring
Clients most often responded that they needed answers to specific questions they had about the material (72.03%) and they needed a chance to talk through some of the concepts they’ve learned and to be quizzed over the material (68.64%).

How Clients Hear About LC Services
Clients’ responses fell into these top three categories: A professor/advisor/coach/RA referral to the Learning Center (44.07%), they remembered LC information from freshman orientation (34.32%), or friends/classmates told them about the services (32.63%).

Feedback about Tutoring Experience
97.03% of the clients stated that their tutor was on time and prepared for their session.
91.95% of the clients stated their tutor answered questions about the material and engaged them in a discussion about the material.
95.76% of the clients stated their tutor made them feel welcome and comfortable.
77.54% of the clients felt their tutor was flexible in meeting their needs for the session.

Expectations/Future Usage/Suggestions for the LC
97.03% of the clients stated that their tutoring experience met their expectations.
99.15% of the clients stated they would recommend the LC to their friends.
97.88% of the clients said they would use the LC again in the future for another course.

Clients were also asked to give any suggestions for improvements to the LC. These included comments such as having more tutors to help students, windows in the LC for lighting, and more optional hours for tutoring help. There were many positive responses about the excellent service that the tutors perform at the Learning Center.
Tutors are certified by the College Reading and Learning Association (CRLA), providing a national standard for skills, training, and recognition for successful work.

SI Leaders are trained according to the rules and procedures of the International Center for Supplemental Instruction.

The Learning Center is certified by the National Association for Developmental Education (NADE), an organization that recognizes programs that meet or exceed the criteria of good practices as defined by the professional research and literature of the field.

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**The Perfect Gentleman**

Polite,  
Friendly,  
Helpful,  
and Kind.

Handsome,  
and clear of mind.

Stands tall when others seem to fall…

Looks out for us all.

Looks in only to discover the resources to do the right thing.

Worries, not so much, but cares a lot.

He shows sympathy and empathy though his actions.

He is willing to…  
...hold or close the door, as the situation requires.
...stand up or sit down, as the situation begs.
...be quiet or loud, as the situation calls.

He is a hero to us all that we will heavily mourn if he were to fall…

He is a man, not so unlike you and me…

He simply shows us what We can and will...because he did, and does…

He cares not for things of fame, more than he ever would for life or liberty…

He is not fiction, he is real…

He is you.

~Gunnar Orn Ingolfsson (Core Desk GA)