“In diversity there is beauty and there is strength.” ~Maya Angelou

Join us in this issue as we celebrate the diversity and social activism of our tutors and SI leaders, all of whom put forth tremendous effort to provide academic support to their fellow Ball State University peers.
Meet A Few of Our International Tutors!

My name is Solomon Addai, and I am from Ghana (West Africa). I chose Ball State because the actuarial science program here is taught by professional actuaries.

Working as a tutor, I have learnt how to work with people with different academic strengths. Socially, I have also learnt how to establish rapport with people.

The greatest part of me being an international student is the chance I get to learn from other cultures and also share mine with others. The not so great part has to do with difficulty understanding different accents.

My message for BSU students: together we make the world a better place through diversity.

My program is Master of Art, Actuarial Science. I want to be a professional actuary, and work with an insurance company in the US for some time before returning home.

My name is Nanxin Ding (Eva). I'm from China. I finished my undergraduate school in Ball State University and now I am doing my Master’s here. I came to BSU because I was a 121 student* which is a program between BSU and my university in China.

Working as a tutor is a worthwhile experience that not only let me learn how to tutor others but also meet more people who have different cultural backgrounds.

The great thing about being an international student: it means a brand new life for me and everything is new, which is very interesting and exciting. The not great thing is LANGUAGE! With limited English, sometimes I can't express my thoughts and feelings very well. My message for other students about international students: don't be afraid of speaking out! Share your thoughts and your feelings with us!

My major is Actuarial Science and I used to plan to find a job here, but now I decided to go back to China with my boyfriend. The travel ban does not affect Chinese students.

*Note from Director: formerly known as the US-China 1+2+1 Joint Degree Program, CHEPD stands for Cooperation on Higher Education and Professional Development. As part of this initiative, Ball State has partnered with 63 participating Chinese universities to offer dual degrees in selected fields.
Olivia Smith is not your typical tutor, and that’s a good thing! This Muncie native, a Biology major with a Genetics concentration and Biotechnology minor, was diagnosed at the age of two with Autism Spectrum Disorder. What followed was a rough patch, but Olivia rose above it in extraordinary fashion.

“I have spent most of my life in clinics, evaluations, and little rooms nestled away from the world to remediate delayed motor, speech, and social skills. I have been bullied, isolated, and ignored, but I never let it stop me. I excelled academically and was able to defy my diagnosis. I graduated in the top 10 of my high school class, competed for scholarships, and held leadership roles in Best Buddies and FCA. Equally importantly, I gained true friends who respected me for who I am and stood by me.”

So what’s it like to be a college student with Autism? “Part of having ASD is like recovering from a sick day from school. Trying to catch up on delayed motor and speech caused me social issues that made it difficult for me to communicate with others. I’m better than I was, but I occasionally have moments in which I feel shy and it can be a bit difficult to have a casual conversation with someone I don’t know well. However, it has given me the ability to see things differently. I notice things that are easily overlooked and my mind is always working and growing.”

Olivia is a gifted tutor, and a big part of that is her aforementioned ability to see things differently: she is very perceptive to her students’ needs and tends to explain material in unique and refreshing ways. Her clients (the students she tutors) have always given her outstanding evaluations. She clearly loves helping others: “I have always enjoyed being a tutor. It is very rewarding for me to see students enjoy the sessions, feel like they are better understanding the material, and improving in the course. I do have days in which it can be difficult, especially if I’m tutoring in one of my weaker subjects or a reluctant client, but I guess that’s part of the job. I feel this experience has helped improve my social and leadership skills.”

And for any other college student out there who is on the spectrum, Olivia has an important message. “You are more powerful than you think. ASD is not a curse, it is your superpower, and don't let anyone make you believe the opposite.”
Meet Marine/Tutor/SI Leader Greg

My name is Greg Lane, and I’m from Alexandria, Indiana.

I spent 7 ½ years in the Marine Corps. I deployed with 1/1 (1st Marines, 1st Marine Division, a unit in California stationed at Camp Horno) and spent four years with them in California. I transferred to Quantico, Virginia for my last 3 ½ years where I trained newly commissioned lieutenants.

I am currently majoring in Nursing and Pre-Med and I plan to work at Community Hospital while I go through IU North for Medical School.

The experience I have gained while working as a tutor at the Learning Center is the way that people learn best. Not every person learns the same way and some people learn in several different ways. I think it was very interesting to learn how others learn.

I wish other people knew that veteran students are just like them. We may be a little older and probably have different stories to tell, but we are all here to learn something and gain something more from our college experience.

Note from Director: Greg, who was hired as a tutor, requested to hold extra study sessions for Physiology 215 students this semester. These sessions have proved to be very effective and highly-attended. Greg often stays beyond his regular tutoring shift to assist students in a variety of science courses, and they are very appreciative of his content knowledge and his commitment to their success.
Meet Swimmer/SI Leader/Nursing Student Jessica!

Muncie native Jessica Extine (Yorktown High School) has somehow managed something that few of us would be as organized or driven to do: she is a student athlete, a nursing student, and works as a Supplemental Instruction leader.

Jessica is a BSU swimmer, competing all four years of her college career. One little highlight among many: she was a member of the 200 free relay that broke a 17-year-old school record with a 1:33.49 at the 2014 MAC Championships!

“I began to swim competitively at 5-years-old. Both of my brothers swam before me so it was kind of a family sport. I began to have a lot of success throughout my career which led to several state appearances in both middle school and high school, and ultimately, and Division-1 scholarship to Ball State.”

Her message to other students about student athletes: “Athletes get scholarships and study tables for a reason. It’s not just the 20 hours we put in every week for our sport, it’s the late nights and early mornings, and the constant exhaustion from 2-3 hour daily workouts that we have to deal with while still studying and going to class. Athletes also miss several classes throughout the semester for competition which is a huge “no-no” in nursing school and can put a lot of stress on the individual, especially with clinicals to complete.”

Her decision to pursue a nursing degree has been a lifelong ambition: “I’ve always been interested in health care and nursing. It’s something I’ve wanted to do since I was a little girl. Helping others through medical science has always interested me and is a good way to keep the mind busy. I plan on either working in Critical Care or ED in pediatrics upon graduation. Both areas provide unique environments that call for many different care plans, which I find interesting and rewarding.”

Jessica has been an outstanding SI leader for Nursing 340 (Nursing Care Across the Adult Lifespan) for the past two semesters. Being an SI leader involves attending class with the students and holding 2-3 study sessions per week outside of class. SI leaders prepare materials such as practice tests and study guides for their students. “It’s been good to go over topics from previous years and review them for myself, but also to understand them at a practical level so that I can teach them to others. Having in depth conversations about topics also helps everyone involved learn new ways to approach issues that they may have not thought of before.”

Thank you, Jessica, for your amazing work with SI, and we wish you all the best as you graduate and pursue your nursing career!
My name is Bailee Weaver, and I’m from Lebanon, Indiana. My major is Psychological Science, and my minors are Interpersonal Relations, Criminal Justice & Criminology, and Spanish.

After I finish my undergraduate degree, I plan on either attending graduate school for Forensic Psychology or enter the workforce in a federal law enforcement officer career path.

I am deeply passionate about raising awareness to the issue of human trafficking. Many in the United States believe that this is a problem that only occurs overseas in places like India and Thailand, but human trafficking is the 2nd largest criminal industry in America today.

I am currently the Community Outreach Coordinator for a group on campus called International Justice Mission who raises awareness to this issue and strives to raise funds for current efforts as well.

I also have a heart for survivors of crimes, so I am a Peer Victim Advocate through the Office of Victim Services and volunteer my time educating BSU students on topics such as bystander intervention and consent. I also have the opportunity to provide emotional support to BSU survivors of sexual assault during on-call weekends.

I wish that college students knew that they, too, can make an impact and stand up for people whose voices cannot be easily heard. I suggest my fellow students attend events to show their support for these issues, volunteer your time with one of these organizations, or even hold a conversation with someone about these topics. You can make a difference just by acknowledging these problems and discussing it with people who may be unfamiliar.

My experiences as a tutor have been really incredible. One of the biggest "ups" with being a tutor has been when a student tells you after a session that you really helped make their day a little bit brighter. It feels good to know that your skills and rapport with that student helped them smile again. Sometimes it can be difficult being a tutor, and one of those downs for me has been when they are visibly upset about how they have been doing in a course. I have really enjoyed being with them in that experience, and by using empathy and communication skills, I encourage them that they are not a lost cause, and that they have resources available to help them succeed. Through tutoring, I have gained problem-solving and communication skills that I would not have received elsewhere, and I am very thankful for that.
“I Love Being Able to Help People”

My name is Logan Vaughn, and I’m a junior from Pendleton, Indiana. My career plan is to get my masters at Ball State through the biotechnology program. My plans after that are to work on Alzheimer's research.

My primary club is Music & Memory Muncie, which I am the vice president of. Dozens of Ball State University students volunteer their time for this program, a national music therapy nonprofit. The group in Muncie is a model for the nation. Volunteers create personalized playlists on iPods to help Alzheimer’s and dementia patients at a local nursing home every week. Being a part of this group aligns with the social issues I am focused on: care for the elderly and civil rights for everyone.

As an SI leader for CHEM 231, my experience has been a positive one. I love being able to help people, and my favorite moments are when the students figure out challenging problems on their own. I feel like I have gained a lot of leadership experience and some public communication skills since I am talking to a lot of strangers at the beginning of the semester.

I wish college students knew more about the opportunities to serve others, especially with volunteering. There are many great organizations on campus that will let them make positive impacts in the Muncie community.

I’m Iesha Alspaugh from Troy, OH, and I double major in Philosophy and Integrated Studies. After graduation I will be working with The Revolution, a Christian ministry on Ball State's campus.

Some of the social issues that I'm interested in are environmental, racial reconciliation, and feminism. All of the social issues that I'm interested in are grounded in my faith and seeking justice for oppressed groups.

I've loved being a history and philosophy tutor for the last two years. Tutoring helped me realize that I have a passion for education and it allows me the opportunity to teach in a more one-on-one style as a peer rather than a superior; I really enjoy that particular part of tutoring. Getting to know each client has been my favorite part of working at the Learning Center, as well as getting to connect on a peer level.

Because so much of what I care about is grounded in my faith as a Christian, I wish college students knew more about Christianity. I became a Christian my freshman year of college and it cultivated a lot of the things I was already interested in, gave me a broader perspective, and gave me more courage by connecting my interests to a larger purpose. I think a lot of people grow up in church, and maybe have somewhat negative experiences of it, and that is part of the reason why I decided to become a campus missionary. My faith informs the social issues I care about.
I’m Alex Wallace, and I’m from Yorktown, IN. I’m pursuing an MA in Counseling (Rehabilitation Counseling), and an MA in Physical Education (Sports & Exercise Psychology), and I graduate in May. I work as a graduate assistant in the Learning Center (Tutoring Desk).

Prior to returning to school to pursue a PhD in Counseling, I will work in a social-related field (e.g., counseling), providing emotional and or spiritual support to the population I would be employed to support.

As a chaplain, I am currently dedicated to meeting the spiritual and emotional needs of patients at IU Health Ball Memorial Hospital. I have also worked as a counselor at the Ball State and Ivy Tech practicum clinics, providing emotionally supportive services to individuals from our local community. In these experiences, I have been able to help numerous individuals cope with death, adjust to an illness, and to find hope in dark times.

Supporting individuals who struggle through drug and or alcohol addiction holds a unique place in my heart. I really enjoy helping these individuals find the root cause of their pain, which is the same pain they are often striving to mask or eliminate with their addiction. After doing this, we work together to plan, practice and implement strategies that can help them to process through and cope with the pain more effectively than their addiction allows them to. In turn, it’s important to realize that those who turn to these vices, searching for a path towards freedom, are not much different than those who use other, more effective means of dealing with issues. We must understand this lack of difference in people if we are to develop the loving, supportive and truly free world that we desire to live in.

As a tutor, I have very much enjoyed the experiences of aiding people in their academic pursuits. Although I have been challenged at times by clients to simply provide answers to their problems, I have much appreciated the experiences of supporting clients through the process of finding answers for themselves. This is extremely valuable, especially when you see how those behaviors continue to impact a client beyond your session.

Something I wish I would have understood/recognized sooner concerns the true purpose of education. For me and many of my peers, education has become more focused on accomplishments and success, as opposed to learning for the sake of learning. Yet, the gift of learning, of becoming more knowledgeable, not only benefits the individual themselves, but also those whom the individual will support with this knowledge. As a student, I have learned, both through direct and class-based education, how to better support underprivileged individuals. I’m not simply completing assignments to earn a letter grade, but rather am focused on how these skills can be used to help someone live a better, richer and higher quality life.
My name is Liv Mishler and I am from Monroe, Indiana. My major is Interpersonal Communication and I am minoring in Hospitality Management. My eventual career plan is to work for a nonprofit that educates and helps those of the lower socio-economic status. I would love to work in the inner city of Indianapolis sometime in the near future.

The social issues that I am interested in are poverty and education. I am a firm believer that if there were more opportunities to educate and uplift people who are stuck in the poverty cycle, we would be able to grow leaders and very successful members of society, rather than having generational poverty plague our country.

I do not belong to any on-campus clubs or organizations, but I do volunteer at Like a Lion on the east side of Indianapolis every Monday. This faith-based organization has really opened my eyes to all that needs to be done, but also gives me hope that there are people who are willing to help and love the children of central Indiana. Like a Lion runs an after-school program that provides youth with a structured time to work on homework with the assistance of staff members and volunteers. Many of the youth come from unstable homes. We provide them with a safe place to be loved by staff members and volunteers, all the while learning how to love others.

My experiences as a tutor in the Learning Center have dramatically influenced how I communicate with others, along with my understanding of the poverty culture. Everyone comes from different backgrounds, and some students simply just need praise and encouragement to really have motivation to get things done.

I wish more college students would learn more about the poverty cycle and generational poverty so that they could get a better understanding that not everyone is born with the same opportunities, but there are students right here at Ball State who are working very hard to branch out of their pasts, and all they need is the opportunity to prove themselves. If more students at Ball State were more understanding about where people come from, there would be more opportunities for us to encourage students to excel toward their dreams.
My name is Olivia Richards, and I am from a very small town named Pershing (or East Germantown) Indiana. I am majoring in Spanish with a concentration in language, linguistics and cultural studies. I am minoring in French and Latin.

I traveled abroad the Fall 2016 semester to Segovia, Spain. It is a small town about an hour bus ride away from Madrid. It has a very rich culture and an even more amazing history. In the center of the city is a Roman Aqueduct that has 170 arches! Also, on the outskirts of the city, there is the Alcazar of Segovia which is a royal palace that actually was Disney's inspiration for Cinderella's castle! This city is always alive with festivals and people visiting shops and restaurants; there's so much to see and explore and I can't wait to go back!

During the time I was in Spain, I also got to travel to Barcelona, Granada, Córdoba, Rome, Florence, Lisbon, Salamanca, Madrid and even Paris! Studying abroad opens your eyes to a completely different culture and way of life that I feel every person should experience in their lives.

I have gained so much from being a tutor. First of all, I gained the experience of having one-on-one sessions with other students where we not only discuss the subject we are studying, but also specifics about pursuing a major or minor in said subject, which makes me feel like I'm having a real impact on their lives.

We also talk about study abroad sometimes which lets me share my experience and encourage other students to take advantage of such an amazing opportunity. I truly believe all the time I've spent at the Learning Center will help me with future career goals.

Also, being a tutor has helped me tremendously keep up on my Spanish and really get in depth into some parts of the subject that I hadn't explored previously, and I really love that about my job. I also love the connections and friendships I've made with other tutors at the Learning Center, not only in Spanish, but other subjects. It is an amazing learning community that I am so proud to have been a part of!
Adam Mullins Nominated for Student Employee of the Year

Adam Mullins, a mathematical sciences major and computer science minor from Celina, Ohio, was nominated for Student Employee of the Year by the Learning Center staff.

Adam received recognition for this nomination at the National Student Employment Week Awards Ceremony held on Friday, April 14.

Adam has been working as a Learning Center peer tutor for several math courses since Spring 2015. In that time, he has tutored 187 students for a total of 681 visits as of April 17th—that number just keeps going up!

This semester, Adam served as Lead Tutor, demonstrating a great ability to mentor new tutors and provide feedback and training tips. He also participated in creating a training opportunities for our tutoring program. His leadership and work ethic have been a valued part of our tutoring program over the last two years.

After Adam graduates in May 2018, he plans to attend graduate school to earn an MA and eventually a PhD in mathematics.

“Becoming a tutor has allowed me to create new realizations about myself and my field of interest, namely mathematics. I love to share broad conceptual understanding of mathematical subjects like Calculus, Trigonometry and Algebra.

One of the most rewarding experiences is to tell someone that you’re going to walk with them on a journey that will be difficult and potentially exhausting, and seeing them through it the entire way; for example, helping a student pass a class that they have failed in the past.

Finally, the idea that some individuals are “math people” while others are not is a completely false generalization. Success in mathematics comes with hard work and dedication, and that starts with the student. I have seen students that I felt would struggle in their math class put in large amounts of work to get the grade they desired. In the same instance, I’ve seen students that I thought would breeze through, but instead had to retake because they weren’t willing to put in the time and effort.”
Departing Student Staff: Heading to Grad School

Heather Ashby, Chemistry tutor
Majored in Biochemistry with a minor in Biology
From Jeffersonville, IN
Graduate School & Program: University of Kentucky, College of Pharmacy

Shae Baugh, SI Leader
Majored in Pre-Med
From New Castle, IN
Graduate School & Program: Ball State University, Physiology

Emily Dewig, History & Spanish tutor
Majored in Geography with a concentration in Travel and Tourism
From Evansville, IN
Graduate School & Program: Ball State University, Natural Resources and Environmental Management. Will be working as a Learning Center GA!

Courtney Dress, SI GA
MA in Social Psychology
From Wilkes-Barre, Pennsylvania
Taking a gap year before Ph.D. to publish research.

Kaitlyn Kilpatrick, Chemistry, Physics, & Exercise Science tutor
Majored in Exercise Science/Pre-Physical Therapy
From Frankfort, IL
Graduate School & Program: California, Physical Therapy doctorate

Hailey Konermann, Psychology & Statistics tutor
Majored in Psychology
From Brownsburg, IN
Graduate School & Program: In progress

Olivia Manahan, Chemistry tutor
Majored in Chemistry
From Monticello, IN
Graduate School & Program: Either Colorado State University or University of Akron; Chemistry

Renee Russell, Nursing tutor
Majored in Nursing
From Lapeer, MI
Graduate Program: Nurse Anesthetist

Olivia Schlater, Front Desk Assistant
Majored in Speech Language Pathology
From Versailles, Ohio
Graduate School & Program: Ball State, Speech Pathology/Audiology. Will be working as a Learning Center GA!

Ellen Shepherd, Science tutor
Majored in Exercise Science & Pre-Occupational Therapy
From Manhattan, IL
Graduate School & Program: University of Indianapolis, Occupational Therapy doctorate

Hunter Sikora, Science tutor
Majored in Genetics
From Marion, IN
Graduate School & Program: In progress

Daniel Sitler, Music tutor
Majored in Music Composition
From Knightstown, IN
Graduate School & Program: In progress

Estelle Rousseau, Science tutor
Majored in Pre-Med
From Muncie, IN
Graduate School & Program: Medical School in progress

John Teusch, Criminal Justice & Math tutor
Majored in Criminal Justice
From Churubusco, IN
Graduate School & Program: Ball State University, Criminal Justice. Will be working as a Learning Center GA!

Alex Thien, Math & Business tutor
Majored in Accounting
From Fort Recovery, OH
Graduate School & Program: Ball State University, Business

Kenzie Troxell, Psychology & Counseling tutor and Tutoring Desk GA Helper
Majored in Psychology
From Anderson, IN
Graduate School & Program: Ball State University, Counseling. Will be working as a Learning Center GA!

Emily Watercutter, SI Leader
Majored in Organizational Communication
From McCartyville, OH
Graduate School & Program: University of Dayton, School Counseling

Mallori Wisuri, SI Leader
Majored in Pre-Med and Biology
Graduate school at Ball State: Physiology
Departing Student Staff: Employment and Other Adventures!

Iesha Alspaugh, Philosophy & History tutor and Tutoring Desk GA Helper
Majored in Philosophy and Integrated Studies
From Troy, OH
Future Employment: Staff member at the Revolution Campus Ministry at Ball State University

Sophia Borzabadi, Study Skills & Lead tutor
Majoring in Elementary Education and Gifted Education
From Noblesville, IN
Sophia will be participating in an Urban Semester in an Inner City Teaching Internship in Indy, and in the spring she will be student teaching on a Native American Reservation in Arizona.

Kyla Duff, Math & Science tutor
Majored in Theatre Design and Technology
From Lawrenceburg, IN
After graduation she will be moving to Washington DC

Robyn Dyer, Math & Business tutor
Majored in Actuarial Science
From Anderson, IN
Future Employment: Actuary at Conduent, Fort Wayne, IN

Amelia Elliott, Nursing tutor
Majored in Nursing
From Middlebury, IN
After graduation she is moving to Chicago, IL.

Jesse Evers, Economics & Math tutor
Majored in Business Administration
From St. Henry, OH
Future Employment: Sales Manager in Indianapolis or Cincinnati areas.

Alex Getz, Math, Business, & Lead tutor
Majored in Finance, Accounting, and Economics
From Hamilton, OH
Future Employment: Accountant at Ernst & Young Accounting in Columbus, OH

Makenzie Gilliam, Pre-Nursing Tutor
Majoring in Nursing
From Columbus, IN
This next semester, she is moving on to work at Columbus Regional in the birthing center while still attending Ball State.

Abbie Fierman, SI Leader
Majored in Nursing
From Monroe, OH
Future Employment: Working as an RN on the Cardiac Intensive Care Unit at Ball Memorial Hospital.

Megan Heitkamp, Front Desk Assistant
From Saint Henry, OH
Majored in Accounting
Future Employment: RSM in Dayton, OH (auditing position). Plans to sit for the CPA over the summer, also getting married in June of this year.

Sophia Lahmers, Tutoring Desk Assistant
Majored in Marketing
From Madison, WI
Transferring to the University of Minnesota

Liv Mishler, Math tutor
Majored in Interpersonal Communication
From Monroe, IN
Future employment: work in Indianapolis for a nonprofit that educates and helps those of the lower socio-economic status.

Tim Hoblin, Math, Business, & Lead tutor
Majored in Actuarial Science
From Mokena, IL
Future Employment: Actuary at Allstate Insurance in Chicago, IL

Jarred Ludwig, SI Leader
Majored in Professional Chemistry
From Brazil, IN
Seeking a position in the chemical industry (chemical analysis)

Lily Reece, Math & Business tutor
Majored in Accounting & Economics
From Noblesville, IN
Future Employment: Auditor with Katz, Sapper, & Miller in Indianapolis, IN

Olivia Richards, Spanish & French tutor
Majored in Spanish
From Pershing, IN
After graduation she would like to work as an interpreter or translator and travel more.

Mildred Seneriz, SI Leader
Majored in Nursing
From Zionsville, IN
Future employment: work as an RN at Eskenazi Health in the NICU

Joel Summer, Spanish, Study Skills, and Writing tutor
Majored in English/Language Arts Education
From Lafayette, IN
Moving to Florida with wife to begin teaching career.

Pamela Umutesi, Math tutor
Majored in Actuarial Science
From Kigali, Rwanda
Future employment: working as an actuary in Kigali

Zach Wakefield, French, Japanese, and Writing tutor
Majored in French
From Lowell, IN
Travelling to Nancy, France to teach English to college students
The Testing Desk provides test proctoring services for students with disabilities who have documented accommodations through Disability Services. Common accommodations include extended time, distraction-reduced environments, readers, scribes, and adaptive technology. Students work as proctors.

The spring semester has been one of great change for the Testing Desk! Our semester started with the addition of a new GA – Savanna Paddock. Savanna is pursuing a degree in applied behavior analysis. She brought with her a fresh perspective that provided great suggestions for improving our services. She’s also a natural leader and has done a fantastic job of supervising and training our new Testing Desk assistants.

At the end of this semester, the Testing Desk will be losing two amazing and dedicated GAs – Katie Landherr and Jessica Nickel. Katie is graduating with a degree in counseling psychology (focusing on clinical mental health) and Jessica is graduating with a degree in sociology and a certificate in institutional research. Katie’s calming presence and Jessica’s “we’ll make it work” attitude will be missed. They have both helped to establish many successful policies and procedures at the Testing Desk. More importantly, they (along with Savanna) have always been helpful, accommodating, and kind to students. Their legacy will live on in Savanna and the new GAs they’ve helped to select and train.

The one thing that hasn’t changed this semester is the Testing Desk’s dedication to providing excellent service for our clients. We’re grateful to our colleagues across campus who continue to support us and the students that we serve. It’s been a great semester and we’re looking forward to many more!
Learning Center Usage and Evaluations

The Learning Center provides a survey to our students each semester to learn about what we are doing right and how we can do better.

The spring, we had 314 students complete the survey, and the results were a fantastic testament to the effectiveness of our tutors!

98% of students felt that their tutor was knowledgeable about the content and worked with them to find answers in a collaborative effort.

98% of students would recommend the Learning Center to their friends.

98% of students will use the Learning Center in the future for another course.

Student Comments:

“I would probably be failing Math 166 if I didn’t have a tutor, so this is a really helpful resource!”

“Everyone here is really nice and I always feel welcomed!”

“I received tips on how to study better.”

“I love the new set-up this year. My tutor was very helpful in helping me to understand the material for my quizzes.”

“I wish I had done it sooner.”
Coming this Fall: Live Chat and Academic Coaching

Two new Learning Center programming initiatives are set to be piloted this fall!

The “Ask a Tutor” live chat is all about simplicity: a chat box will be placed on the Learning Center website, and students can simply jump in and chat with a tutor. BSU students can get help with the most-requested courses in chemistry, math, pre-nursing, and writing.

LC student staff will also be on hand to answer general questions about the Learning Center and to schedule face-to-face appointments with tutors.

Academic Coaching will be targeted to students on academic probation for two or more semesters and at-risk matriculating freshmen who have been referred by an advisor or other appropriate staff member.

Under the supervision of the Tutoring Coordinator, the Academic Coach will work directly with at-risk students referred to the Learning Center. These coaching sessions will be one-on-one interactions with students focusing on goal-setting, time management, organization, specific study skills, knowledge of campus resources, and referral to content-area tutors.

Students will meet once or twice-weekly with the Academic Coach for a prescribed (contracted) number of weeks. This will be a holistic approach to student goal attainment and academic collaboration. Support will be individualized based on assessments at various intervals, beginning with an intake assessment.

Academic Coaches will be required to have completed three full semesters at BSU, have a 3.5 GPA or above, completed Level 2 CRLA training, completed one full semester of study skills tutoring at the Learning Center, and completed Academic Coaching training.
Thanks to the efforts of practicum students Claire Woodburn and Ryan McCombs, with the help of Lead Tutors Adam Mullins and Alexis Kampe, the Learning Center has created a Twitter account, @BallStateLC, to reach out to BSU students.

The tweets are informational and fun, focused on news about tutoring, SI, and testing accommodations.

We also hosted a Geofilter contest for our Snapchat account, and we received some amazing entries! The winning entry is pictured above.

Pinterest is also in the works: tutors will use it to pin strategies and tips for each other and for their students. To the left is an example of our Finals Week Prep board!
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 Supplementation 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.

We're on the web!
www.bsu.edu/learningcenter

Mission Statement

The mission of the Learning Center is to enhance the academic success of Ball State University students by providing free peer tutoring, 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.

Goals

- Maintain the university’s commitment to the promotion of student success by providing academic assistance through peer tutoring, Supplemental Instruction, and program development which pertains to specific classes as well as broader academic skills.
- Develop in each student the skills necessary for the attainment of academic, career, and life goals.
- Contribute to the retention rate of first-year students.
- Support the four-year graduate rate goal of 50% by 2017.
- Continue professional training of the professional and student staff so that current theories, research, and teaching strategies can be implemented within the program.
- Guide students to reach their academic potential while realizing the benefits of academic collaboration.
- Students who participate in Supplemental Instruction will develop study skills and a greater understanding of course content, and they will successfully complete high-risk courses.
- Students who attend tutoring sessions will be successful in gaining study skills and content knowledge in a relaxed, informal learning environment with their peers. They will benefit from interactive tutoring sessions that focus on problem-solving and critical reading and thinking.
- All students with disabilities who are registered with the Office of Disability Services and choose to take advantage of our test proctoring services will receive accommodations that are flexible, individualized, and confidential.
- All tutors and SI leaders will benefit from a pre-professional instructional experience.