

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

Appointment-Based Tutoring: Monday-Thursday, 10am-8pm; Friday, 10am-2pm.

Testing Accommodations for Students with Disabilities: Monday-Friday, 9am-5pm.

Summer Tutoring

Monday-Thursday, 10am-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

General questions

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

Testing accommodations for students with disabilities, Supplemental Instruction

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

Tutoring



BALL STATE UNIVERSITY

Learning Center

Faculty and Staff Handbook



bsu.edu/learningcenter

NQ 350

765-285-1006

Revised 8/4/23



BallStateLC

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, Supplemental Instruction, and testing accommodations 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.

The Learning Center employs equitable training and tutoring practices to accommodate and empower Ball State University's diverse student population and to fulfill our role in the university's commitment to an inclusive, equitable learning environment.

Syllabus Statement and Canvas Commons Module

Please include the Learning Center statement on your syllabus and consider importing the Learning Center Canvas Commons module into your course or community Canvas page!

Syllabus Statement

The Learning Center offers free tutoring for many courses. We also provide writing and study skills tutoring. Students can make appointments for virtual (Zoom) or in-person (NQ 350) appointments. Students can begin making appointments on Monday, August 21, 2023. To make an appointment, visit my.bsu.edu and click on "Navigate" in the Additional Tools section, or just go directly to <https://bsu.navigate.eab.com>. You can also download the Navigate Student app. The Learning Center also has drop-in tutoring (no appointment necessary) for math, chemistry, and biology. Check our website for more information. 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. For more information about all of our programming, visit bsu.edu/learningcenter or call 765-285-1006. Email us at learncenter@bsu.edu. Follow us on Instagram and Twitter: BallStateLC

Canvas Commons Module

Import the Learning Center Canvas Commons module into your course today so your students can...

- Access the Fall 2023 tutoring flyer.
- See written and video instructions explaining how to make and cancel an appointment with a tutor using Navigate.
- Click on a link to make an appointment with a tutor.
- Access our list of tutor-created micro-tutorial videos covering over 600 concepts in different courses at Ball State.
- Learn about testing accommodations for students with disabilities.

To import, in Canvas, click on "Commons" on the left menu bar. Search for "Ball State University Learning Center Fall 2023." Click on the module. Click "Import/Download" and select which course you would like to import it into. Click "Import Into Course."

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 four primary programs: Appointment-based Peer Tutoring, Drop-In Satellite Tutoring, Supplemental Instruction, 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 four full-time staff, including three professional staff: Director, Assistant Director, and Tutoring Coordinator, and one support staff, Office Supervisor. Our programming is typically staffed by over 50 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, Classroom Visits, and Tours

Could your students or the members of your campus organization use a refresher on basic study skills and habits conducive to college success? Or perhaps a short informational session about tutoring?

Staff from the Learning Center are available to present presentations, talks, and workshops on many different aspects of collegiate success, such as goal-setting, time management, organization, strategies for reading the textbook, notetaking, and locating campus resources.

Classroom presentations about Learning Center services (informing students about course-based and study skills tutoring, for example) can be as short or as long as you like (5-50 minutes). Our tutors will bring handouts and giveaways.

To request a presentation, talk, or workshop, please fill out the following request form.

https://forms.bsu.edu/forms/university_college_learning_center_academic_coach_request?sso=60633878da113&sso=62e944756193a

Faculty with sections of forty or fewer students are welcome to bring the entire class to the Learning Center (North Quad 350) 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 is committed to providing collaborative, peer-based academic success strategies with a theoretical foundation in growth mindset. When students believe they can learn, their behavior changes: effort and attitude foster success. Students learn when they are presented with challenging material in a collaborative environment. Our student staff are facilitators who are trained to collaborate with peers to guide them to engage in inquiry-based learning, which empowers students, increases motivation and engagement, fosters a love for learning, teaches perseverance and self-regulation, promotes deep learning as opposed to memorizing facts and content, enables students to take ownership of their own learning, and nurtures passions and talents.

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 visit my.bsu.edu and click on "Navigate" in the Additional Tools section, or just go directly to <https://bsu.navigate.eab.com>. They can also download the Navigate Student app.

This list represents courses we typically offer but is not all-inclusive.

Please check our website for the most updated list of courses.

Study Skills (time

management, note-taking,
test-taking, test anxiety,
organization, reading)

Writing

ACC 201, 202, 301

AHS 100

ANAT 201

ASTR 100

BIO 100, 102, 111, 112, 113, 210,
214, 215, 216

CHEM 100, 101, 111, 112, 230,
231, 232, 360

CJC 101

COMM 210

CP5V 200

CS 120, 121, 124

ECON 116, 201, 202, 221

EDPS 270

EXSC 190, 292, 293

FIN 101

GEOG 101

GER 101, 102, 201, 202

HIST 150

HSC 180

ISOM 210

MATH 102, 110, 112, 113, 114,
125, 132, 161, 162, 165, 166, 181,

217, 267

METC 230

MUHI 100

MUST 100, 101, 102, 111, 112,
201, 202, 211

PHYC 100, 110, 112, 120

PHYS 205, 215

PHIL 102

POLS 130, 342

PSYS 100, 241, 284, 317, 363

SNLN 251, 252

SOC 100

SP 101, 102, 201, 202, 301,
302

THEA 100, 371



Satellite Drop-In Tutoring



No appointment is necessary:
just drop by to get help!

MATH DROP-IN:

- MATH 102, 110, 112, 113, 114, 125, 132, 161, 165, 166

CHEMISTRY DROP-IN:

- CHEM 101, 111, 112

BIOLOGY DROP-IN:

- BIO 111, 112

*Additional drop-in centers for other subjects
may be available each semester; scan the QR
code above to learn more.



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?

Visit my.bsu.edu and click on "Navigate" in the Additional Tools section, or just go directly to <https://bsu.navigate.eab.com>. You can also download the Navigate Student app.

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-person appointments take place in NQ 350. Online appointments take place in Zoom. You decide!

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 continue to schedule as many tutoring appointments as you need all semester. You will need to schedule them each week as needed.

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, but you don't need to prepare specific questions. Your tutor will not think you are "dumb" or "deficient" for seeking tutoring; many of them have sought tutoring themselves. Just come with your book and notes!

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 Navigate. A pattern of cancellations and no-shows may temporarily halt your ability to make appointments.

What should I bring to my tutoring appointment?

Please bring your course syllabus, notes, and textbook. Feel free to bring your laptop.

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.

SI course offerings change each semester. Visit our website for updated information: <https://www.bsu.edu/academics/collegesanddepartments/universitycollege/learningcenter/supplementalinstruction>

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 follow the instructions to apply.

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.

