

Tutor Talk

VOLUME 4, ISSUE 1

SPRING 2013

INSIDE THIS ISSUE:

**Tutors and SI
Leaders Make
a Measurable,
Meaningful
Difference** 1

**Learning
Center Usage** 1

**Tutor and SI
Leader
Superstars** 2-3

**Learning
Center
Develops
Code of Ethics** 4

**Meet the
Staff: Tiffany
Peters** 4

**Service
Projects** 5

**Learning
Center
Coordinators
Present at the
NCLCA
Annual
Conference** 5

**Student Staff
Honors and
Achievements** 6

**Level Three
CRLA Tutors
Recognized** 7

**Thank You,
Jackie!** 8-9

**Contacts and
Credentials** 10

**Tutor
Organizes
Dance
Marathon** 10

Tutors Make A Measurable and Meaningful Difference

Each year, the Learning Center coordinators administer a survey to the clients who use the tutoring services. This year's responses from 337 students yielded valuable information about why students seek tutoring and how students perceive their tutoring experiences.

Why did students seek tutoring, and did they feel their tutors were knowledgeable?

Students most often sought tutoring because they needed a chance to talk through some concepts and to be quizzed (67.7%) and because they needed information about specific portions of the material (63.5%). 98.5% of the students felt that their tutors were knowledgeable about all or most of the content and worked with them to find answers.

Did the tutors collaborate and communicate effectively?

Students reported great satisfaction with communication and collaboration as well: 98.5% of the students indicated that their tutors answered

questions and asked them questions about the material and engaged them in discussions about the material. 99.7% felt that their tutors made them feel welcome and comfortable and that the tutors were friendly and approachable.



Did tutors use a variety of effective strategies?

As far as tutoring strategies are concerned, 94.7% of the students reported that their tutors used multiple strategies and techniques such as explaining content in an easy-to-understand way, modeling a skill or problem and then guiding the student through it, and questioning/quizzing techniques.

99.7% of students would recommend the Learning Center to their friends, and 98.5% would use the Learning Center in the future.

One student commented:

"Each time I come away feeling like I have more confidence to study and do problems on my own now. I also get help to deal with things specifically that I have done poorly on (i.e. test review). I have bragged over and over about Ball State. I could go to other universities closer to my home. I commute here because at Ball State I know I can succeed! I do recommend Ball State solely because of the Learning Center! Thanks so much to the quality tutors you have here and everyone involved!"

Learning Center Usage: Fall 2012

Learning Center Tutoring Sessions:

Core: 3,119
Math: 2,492
Study Strategies: 488
Writing: 692
Test Proctoring: 1,022

Supplemental Instruction Usage:

5,478 student visits

What does the Learning Center offer?

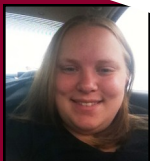
- Free tutoring, Supplemental Instruction, and a variety of workshops for all BSU students
- The opportunity for students to collaborate with a peer trained in academic support services in a relaxed, informal learning environment

Tutor and SI Leader Superstars

Kelsey
Kotnik

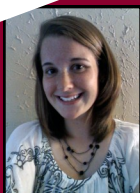


Kristi
Patzkowsky



"It's the students who engage, participate, make things fun, and enjoy learning who make it all worthwhile!"

Rachel
Kruse



Lucas
Moore



Kelsey Kotnik (Writing) is a junior majoring in Public Relations from Westfield, Indiana. Kelsey has been a writing tutor since January 2012. Her desire to become a writing tutor was driven by her wish to improve her own writing skills, which she notes are a critical part of public relations. During her employment at the Writing Desk, she has helped to re-design the Writing Desk training handbook. Coordinator Jackie Harris notes that "Kelsey grabbed the 'revision reins' and did a great job updating the tutor training manual so now it's updated in content with a professional, fresh appearance. She frequently shows initiative by assisting with the services at the desk. It should be noted that Kelsey's sister, Haley, was also a writing tutor a few years ago. What a special family! Thank you!" Kelsey hopes to

work in a corporate communications department upon graduation.

Kristi Patzkowsky (Math) is a junior majoring in Secondary Mathematics Education and Gifted and Talented Education from South Bend, Indiana. Kristi has been tutoring for four semesters and initially sought a position as a math tutor to gain a meaningful and enjoyable experience for her future teaching career. Kristi has this tutoring success story to share: "I was helping a student in Math 132 who came in telling me she was failing her class. She came in every week wanting me to just give her the answers. I didn't ever fulfill that wish. She fought me the whole semester, but in the end she earned a B+ in her class, and she

sent me an email thanking me for my help. I had a great experience working with a student who was frustrated. I never quit, because that was the moment I realized I love this job." Coordinator Gary Ritz notes that "Kristi has been a very loyal and dedicated tutor at the Learning Center. She is very demanding and expects a lot from her clients which makes them better in their courses. I have had numerous Math Department faculty call me to inquire about Kristi's hours so they can refer their students to her. She has built an excellent reputation as a tutor and will be a fine teacher in the future."

Rachel Kruse (Supplemental Instruction leader) is a senior majoring in Landscape Architecture and Sustainability from Columbus, Ohio. Rachel has been an SI leader since August 2011 for History 150 (Dr. Richard Neel). Rachel notes that "my parents, aunts, and uncles are all teachers, and while I'm not an education major, I know I have the skills and abilities to effectively communicate information to students and help them succeed. Also, History 150 was one of the Core classes that I seemed to perform well in and I knew I had insight and information I could pass along to future students." Rachel has had the opportunity to work with many diverse students, including students from China and Uzbekistan, and student athletes representing football, soccer, basketball, gymnastics, and baseball. She has also worked with students re-taking the class. Some of her most rewarding moments have come from working with students who are "regulars" at her study

sessions: "There were two students in particular who really left an impact on me. They were roommates and best friends who attended nearly every session. They showed up early, they stayed late, they chatted with me, kept me entertained, and at the same time, asked insightful and inquisitive questions to help them in their studies. Not only did I look forward to seeing them every session, but I enjoyed working with them through the course materials. The best and most rewarding part of it all was getting an email from the two of them at the end of last semester saying in the most sincere way, 'thank you.'" Both girls passed the class with A's and stated that they couldn't have done it without my help and guidance along the way. Sometimes it's the students who engage, participate, make things fun, and enjoy learning that make it all

worthwhile!" Rachel hopes to secure a position with a private-sector landscape architecture firm or a public agency such as the National Park Service. Eventually she would like to engage as a design/practitioner so she can practice and teach. Coordinator Jenny Haley notes that "Rachel has been a top-notch SI leader. She goes above and beyond the call of duty, preparing fantastic handouts and activities. She clearly cares about her students, and she has truly made a difference for many students!"



Lucas Moore (Core) is a senior majoring in Chemistry from Goshen, Indiana. Lucas has been a Chemistry tutor for seven semesters! He sought a job as a tutor in order to pass along the knowledge he had learned and to maintain a constant review of the material. Lucas is especially skilled at "emergency" tutoring sessions: "Several times throughout the past few years, I've had students come in the day before an exam for an emergency tutoring session. When this happens, I suggest that they come in

the next week for a one-time-only appointment to go over the graded exam to suggest points they could work on for the next exam. If the student comes in for that second appointment, they almost always return each week for the remainder of the semester. I've had three or four students turn C's and D's on that first "emergency" exam into A's and B's by the end of the semester." Coordinator Jenny Haley adds that "Lucas Moore has become a main-

stay at the Core Desk. He always carries a ridiculously heavy load of clients, tutoring in one-on-one as well as group sessions. He has worked with a diverse array of students over the years: non-traditional students, student athletes, students with disabilities, and students in "panic" mode, and he approaches every tutoring session with professionalism, a truly caring spirit, and a wonderful depth of knowledge. He will be missed!" Lucas will attend graduate school at UC Davis or Cornell.

Tutor and SI Leader Superstars, cont.

PAGE 3

Aimee Vermillion (Study Strategies) is a senior majoring in Elementary Education/Special Education from Rolling Meadows, Illinois. Aimee has been working as a tutor for four semesters, and as a future educator, she enjoys helping others to become successful: "Last semester, I worked with a client who was very discouraged about the Reading section of the Praxis. I worked with her twice a week for a little over two months. We worked on building her confidence, reducing test anxiety, and sharpening her skills. She put a lot of her extra time into studying. When she finally took the test, she not only passed, but exceeded the score needed to pass!" Aimee plans to seek employment as a teacher in the Phoenix/Mesa area when she graduates. Coordinator Jackie Harris notes that "Aimee has contributed immensely to students preparing to be teachers through her work with the Praxis materials. She has assisted students one-on-one as well as organized and executed Praxis workshops. She always exhibits a cheerful "can do" attitude."

Alisha Layman (Study Strategies) is a senior majoring in English Studies. She enjoys being able to help others, and knew that a position as a tutor would help her to improve her own study habits. She has experienced many successes as a tutor since the Fall of 2011: "At the end of last semester, one of my clients who I'd had most of the semester told me that since working with me, she'd started to see her grades and attitude improve. It felt nice knowing the positive impact I'd had." Jackie Harris comments that "Alisha has exhibited competence in many ways. She has assisted me with an in-class presentation and by helping at the Study Strategies Desk in the absence of the graduate assistants. Her clients' surveys note her knowledge, flexibility, and compassion." Alisha's plans upon graduation are undecided, but one day she hopes to own her own restaurant.



Aimee Vermillion



Alisha Layman

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

Kelsey Kreps (Writing) is a junior majoring in Social Work and Psychology from Columbus, Indiana. Kelsey has been tutoring writing, APA format, and Social Work classes for two years: she loves learning, writing, and helping others do the same. "I tutored a non-traditional student in a social work class and we worked on paper-writing skills as well. He felt discouraged with his performance on online tests and papers. We talked through the class content and went through APA format. He made great strides in his learning just by having someone check his understanding. After reviewing APA, we talked a lot about organization and how to incorporate personal touches and passion into social work papers. I emphasized that the key to social work writing is to make assignments centered on your interests. This was one of my favorite tutoring experiences as I got to review and talk about my major, and I saw someone improve their study and writing skills." Jackie Harris adds that "Kelsey Kreps has tutored a diverse population of students at the Writing Desk. She is knowledgeable, patient, and truly has her clients' best interests at heart." Kelsey plans to pursue her Master's in Social Work or accept a social work position working with international populations and human trafficking.

Nathan Brown (Math) is a senior majoring in Economics, Accounting, and Finance from Indianapolis. Nathan has been tutoring for four semesters and enjoys helping his peers overcome their challenges. "I view every tutoring session as not only a chance to help someone with their work but as a mentoring opportunity. Many students are quick to express their 'hatred' for the subjects I tutor. Anytime I can get a student to appreciate the knowledge they're gaining from the course, I view it as a success." Coordinator Gary Ritz adds that "Nathan has been a very dedicated tutor and a great asset to the Math Desk. He is a tutor who is always trying to make himself better and his clients better. He has a strong future ahead because of his attitude and compassion toward others." After graduation, Nathan will be working for the Price Waterhouse Coopers Accounting and Professional Services firm.



Kelsey Kreps



Nathan Brown

Learning Center Develops Code of Ethics

Developed over the past year with collaboration from many individuals, the Ball State Learning Center implemented a “Code of Ethics” for tutors. A Tutoring Code of Ethics is important because it establishes an expectation and standard for the Learning Center tutors, helps in the accountability of tutoring, and increases the reputation of the Learning Center with campus constituents (students, parents, faculty, and administration).

This document was established with a multi-phase process. With many national tutoring associations already having established Code of Ethics documents, the first step in the process of developing a code for Ball State’s Learning Center was to have current tutors review these established documents to find statements and ideas they believed should be part of the code at Ball State. This was done during a tutor in-service training session in the Spring 2012 semester. After getting the input from the current tutors, their priority statements were taken to the Learning Center Advisory Board—which is composed of faculty, professional staff, students, and the Learning Center coordinators—to determine which ideas and statements were of highest priority. This was done during the Summer and Fall semesters of 2012.

After careful review of the common priority statements from each of the groups, the Code of Ethics was established. The code consisted of seven statements as well as the Ball State University Code of Conduct Student Academic Ethics Policy. Tutors were given the code during tutor orientation sessions for the Spring 2013 semester to read and sign. Thanks to all who contributed ideas in the development of this code!

Below are the seven statements that make up the Ball State Learning Center Code of Ethics:

1. Tutors will promote and practice accuracy, honesty, truthfulness, respect, and confidentiality.
2. Tutors will keep current in both the subject area and learning methodologies.
3. Tutors will respect cultural, individual, and role differences, including those based on age, sex, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language and socioeconomic status.
4. Tutors will remain flexible in their approach to student learning and be respectful of different learning styles and preferences.
5. Tutors will understand that their roles as tutors are to enable clients to do their own work using the best learning approaches possible.
6. Tutors will practice positive reinforcement and authentic assessment of progress with clients.
7. Tutors will be knowledgeable and uphold the Ball State Student Code of Ethics.

Tutors will understand that their roles as tutors are to enable clients to do their own work using the best learning approaches possible.

Meet the Staff: Tiffany Peters

Tiffany Peters is an Academic Coordinator for Student Athlete Support Services, a unit within University College.

I have had the opportunity to attend Ball State University for both my Bachelor’s Degree in Psychology and Master’s Degree in Sport Administration. As an undergraduate, I was a varsity member of the women’s track and field team, and I went on to complete a graduate assistantship with Student Athlete Support Services. Currently, I am pursuing a Doctorate of Education in Adult, Community, and Higher Education.



My experience as a student athlete led to my current role as Academic Coordinator of Student Athlete Support Services. As a coordinator I provide academic counseling for student athletes from 19 varsity sports and supervise a comprehensive study table program that encourages independent study skills and long-term academic achievement. I am a proud member of a team that promotes individual accountability and facilitates the academic development of Ball State student athletes.

An integral component of our student athletes’ academic success is the tremendous programming provided by the Learning Center. We encourage all student athletes to utilize Learning Center resources. We feel so strongly about the Learning Center that we have incorporated tutoring and Supplemental Instruction into our Study Table program and present Learning Center services to all potential student athlete recruits. The variety and availability of tutors and Supplemental Instruction offered in the areas of Core Curriculum, Math, Writing, and Study Strategies are invaluable resources in the retention and academic success of Ball State student athletes.

Learning Center Students Active in Service Projects

Food Drive

Between Thanksgiving and the end of fall semester, a food drive was conducted within the Learning Center. The project was spearheaded by tutors, but many people within University College contributed food items. Jessica Mullins and Molly Schultz from the Math Desk took leadership roles during the Food Drive.

To encourage participation, there was a friendly competition between the desks; the

Math Desk brought in the most food items per person.

It was a very worthy project, with over 200 food items being collected and contributed to the Muncie Mission. The staff at the mission was very appreciative. Thanks to all who made a donation!

Greeting Cards

In February, tutors were given the opportunity to make greeting cards which were then sent to individuals who may need a

little extra support, including children at St. Jude's Hospital and military service members stationed overseas.



Learning Center Coordinators Present at National Conference in Reno

During the past year, the Learning Center coordinators have been very active in sharing the wonderful accomplishments of our tutors and Learning Center activities with academic assistance professionals across the country. The NCLCA (National College Learning Center Association) annual conference was held last October in Reno, Nevada. At the conference, the Learning Center coordinators presented to attendees from colleges and universities from across the country. The coordinators (Jackie Harris, Jennifer Haley, and Gary Ritz) presented on the development process and implementation of the new "Tutoring Code of Ethics" that was created in 2012.

Dr. Harris, along with Dr. Mark May from Clayton State University, gave a presentation about training tutors to work with clients to set goals during tutoring sessions. Jackie also presented a session describing a comprehensive tutor training program for students with

disabilities. This presentation focused on tutor training and other programs that Ball State's Learning Center has established when working with the special needs that some students with disabilities might exhibit. The coordinators also attended many presentations during the conference and gained valuable ideas from others to improve our services here at Ball State.

Jackie and Jennifer are both past executive officers for NCLCA, and Jennifer still serves as a conference committee member.

The coordinators were also honored by being published in the NCLCA Winter 2013 Newsletter this January. The article titled, "Inspired by Frank Christ, Ball State Learning Center Completes Annual Best Practices Review" describes the annual activity that the Learning Center coordinators have established for the purpose of developing and maintaining Learning Center services. The article also paid homage

to Frank Christ, who was a national figure in the area of academic assistance in higher education. His name is also associated with the NCLCA Outstanding Learning Center award, which was presented to Ball State in 2010.



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

Alisha Layman (Study Strategies) traveled to Greece over the summer with the KIIS study abroad program. "It was such an amazing and rewarding experience; something I've dreamed about doing since I was a kid." Alisha is also being published in the March issue of BSU's creative writing magazine, *The Broken Plate*.

Kayleigh Mohler (Math) was awarded with a Miller College of Business scholarship. She also retains the Presidential Scholar award from BSU. Next fall she will be attending law school, possibly at Indiana University-Bloomington's Maurer School of Law, where she has been named an Indiana Dean's Scholar, earning a merit-based full tuition scholarship and an annual stipend.

Michael Russell (SI leader) has worked on four biology publications this year, including a full field inventory, a prediction of the effects of an invasive species, the effects of scientific literature on students, and the abilities of plants to remove heavy metals from contaminated soils. This summer Michael will have an internship with Michael Reynolds, the founder of the Earthship Academy. In

addition to working as an SI leader, Michael works at the Wheeler Orchid Collection and Species bank. "I love both of my jobs and get a lot of satisfaction out of helping students with BIO 111."

Breanna Brenneman (Core) has earned two scholarships this year: the Robert H. and Esther L. Cooper Science Award and the Newell C. Cook Sr. and Jr. Scholarship. She also completed an internship with Western Kentucky University where she researched a protein involved in cancer progression. She has since presented this research in poster form at the National CUR Conference in Washington, D.C. and has a publication underway with her research mentor. This semester, Breanna is completing an honors thesis about research on a bacterial gene with Dr. John McKillip. Her thesis will result in a publication for the *Journal of Food Safety* and an oral presentation at the Indiana Branch of the American Society for Microbiology. She is hoping to be hired as an intern at St. Jude's Children's Hospital in Memphis where she will be able to research pediatric brain cancers.

Jessie Ellsperman (Core) has been accepted and admitted into Indiana University's School of Dentistry and is excited to begin this new chapter of her life in July.

John Rarick (Core) and **Lea Jones** (Core) have both been accepted to Tokyo Gakugei University for a year-long study abroad.

Tammy Legere (Writing) was awarded the Martha Dorsett Scholarship from the Fayette County Foundation for the 2012-2013 school year.

Nathan Brown (Math) earned a Ermal Marsh Memorial Scholarship and has accepted a full-time Audit offer from Price Waterhouse Coopers.

Congratulations!



Level Three CRLA Tutors Recognized

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.

The coordinators wish to recognize the tutors who have gone above and beyond the call of duty to become Master Tutors. A plaque was created to honor these Master-level tutors.

Below are listed tutors who have completed or are currently in the process of completing Level Three training.

2013:

Joseph Urban (in progress)
Aubrey Smith (in progress)

2012:

Brian Wysock
Jamalat Daoud

2011:

William Jacobs
Quinlin Hanson

2010:

Christopher Moore

2008:

Jessica Connor
Erika Smith
Laura Graves
Jacy Willis

2007:

Christine Rich
Kelly Sue Schroering
Andrea Dawn Frazier
Amanda Reese

2006:

Andy Ahlersmeyer
Thomas Carlton

2005:

Jerry White
Bernice Liang



Level Three Tutor Certification indicates Master Tutor status. Level Three tutors have engaged in 30 hours of training and at least 75 hours of tutoring. They have also completed self-directed professional development projects.

Thank You, Jackie!



Jacqueline Harris, Ed. D., is retiring after 25 years of service in Ball State's Learning Center. In addition to being the Coordinator of Study Strategies and Writing, she coordinates academic services for students with disabilities.

During her time at Ball State, she made over 50 presentations and wrote more than 20 articles and book chapters, including co-authoring *The Language Arts Objective Sequence*. Many of these presentations and publications were achieved through collaboration, as was her work on the Faculty Mentorship Program. She served as president of both the Indiana Association for Developmental Education and the National College Learning Center Association (NCLCA). She received NCLCA's Professional Certification at Level 4, the most respected lifetime level. She participated as a co-investigator of additional grants. She occasionally teaches online and on campus in the education program. In 2003 and 2005, she was an English teacher for three weeks in Thailand at the Prince of Songkla University. Prior to her work at Ball State, she was a reading consultant for the Indiana Department of Education and taught elementary school in Muncie, IN, and Chicago, IL.

Jackie's work in the Learning Center has included hiring, training, and mentoring nearly 1,000 peer tutors and graduate assistants who have provided academic support services to tens of thousands of Ball State students. In addition, she has created a curriculum of academic support workshops for the campus community. Perhaps Jackie's greatest contribution to the Ball State community, however, is the creation of the Learning Center's adaptive testing services for physically disabled and learning disabled students, ensuring that students can realize their dreams of a college education.

Jackie is recognized by colleagues at the local, state and national levels as a true Learning Center professional. She has held offices in professional organizations at the state and national levels, and she was also appointed to the Blue Ribbon Commission of the American Council of Developmental Education Associations. In addition, she has made an extraordinary number of presentations at regional and national meetings and authored or co-authored articles in publications such as *The Journal of College and University Student Housing* and *The Learning Assistance Review*. An accomplished grant writer, Jackie has received external funding for mentoring programs for students with disabilities and for support programs for veterans entering higher education.

Along with that of her Learning Center colleagues, Jackie's remarkable work earned for Ball State University the national Frank Christ Outstanding Learning Center award in 2010. This competitive award serves as a tribute to Jackie's commitment to the Learning Center and to a career of enhancing the academic success of Ball State students.

~Laura Helms

I first met Jackie twenty years ago when I applied for a job as a Study Strategies tutor in the Learning Center. "Just call me Jackie," she told all of her tutors, even though she had a "Dr." in front of her name and years of amazing experiences in teaching and academic support. It was one of the most meaningful learning experiences of my life.

I went on to serve as her graduate assistant, and years later, as her colleague. She has been by my side every step of the way, guiding me through the challenges of hiring, training, and supervising tutors, developing programming for the Learning Center, and participating in professional organizations. She has been a mentor, an inspiration, and a cherished friend.

Jackie is eminently gracious, poised, funny, humble, professional, and has always been motivated by an extraordinarily caring spirit. She has impacted countless lives throughout the years, including mine, and has left an enduring legacy at the Ball State University Learning Center and in the international field of learning assistance. Jackie, I hope you understand how many lives you have touched and how much you will be missed.

~Jenny Haley

It has truly been an honor and privilege to have worked with Jackie over the years at the Learning Center. She is a national leader in academic assistance work and I was so blessed to have had her serve as a mentor to me during my time as coordinator. She has helped so many faculty, staff and students in so many ways, both at Ball State and nationally. Jackie has been instrumental in the development of the services and the structure at the Learning Center. The benefits and accomplishments from her work will last for years to come.

Her passion for helping students and others was a constant motivation for me to aspire to the many accomplishments she achieved. Her knowledge, expertise, passion, camaraderie and friendship will be greatly missed, and I hope nothing but joy and happiness for her as she moves on to this new stage of her life.

~Gary Ritz

It has been a pleasure to know and work with Jackie Harris for over 20 years. Besides being a wonderful person, she has made a huge contribution to the Learning Center. The Study Strategies and Writing Desks have operated very efficiently and effectively under her leadership. She has also expanded the adapted testing services into a real asset for both students and faculty.

I have always been impressed that Jackie is not one who is willing to rest on her laurels. In recent years, she has helped develop programs that enrich students' lives, such as the Faculty Mentoring Partnership for students with disabilities and the Veteran's Support Group. Jackie has also continued to be very active in professional organizations.

I wish Jackie all the best in her retirement, but she will be greatly missed as both a colleague and a friend.

~Cindi Marini

Jackie always makes you feel like the most important person in the room. She is a thoughtful, insightful woman who truly looks to support others. From Muncie to Thailand, I will always cherish my time with Jackie.

~Anthony Kline

Jackie has provided wonderful assistance working with the Writing Proficiency Exam for the accommodated students at the Study Strategies desk. Thank you!

~Becky Amato

I met Jackie in August of 2000 when she hired me as a test proctor. That was the beginning of our great relationship. She has taught me so much over the years and encouraged me to continue my education. She gave me contacts in the Adult, Higher, & Community Education program and emboldened me throughout the doctoral process. She even introduced me to my husband, Jayson. She has been my mentor from day one here at Ball State and it's difficult for me to imagine campus without her. I'm so lucky to have had her as my boss, and even luckier to call her my friend! ~Courtney Jarrett



Jackie Harris is one of the nicest and kindest people I have ever known. So, it is no wonder that she became one of my closest friends as soon as I met her.

Jackie is a role model for me for her wisdom and fearlessness but our friendship is really based on our common life experiences, interests, love and respect. I look forward to more lunches, more conversations, hopefully more yoga and exercise with Jackie, retired or not.

~Yasemin Tunc

I learned to trust and value the professional judgment she brought to discussions we were involved in regarding the Faculty Mentorship Program for students with disabilities. She is very insightful and cares a lot for college students. ~Roger Wessel

It has been a privilege for me to work with Jackie over my thirteen years at Ball State. Jackie is a true professional who has been a great partner with me on several initiatives to serve Ball State students with disabilities. Ball State has a long history of being a "disability-friendly" institution, and Jackie has been a central figure in Ball State earning that reputation. Jackie truly cares about students and about her work, and the university will miss her! ~Larry Markle

Jackie and I have been working together in the Learning Center for 20 years, although it seems like just yesterday. Where does the time go? Regardless, the time is here and Jackie is ready to begin an exciting new journey. I will truly miss her. I couldn't have asked for a better co-worker or a more wonderful friend. Working with Jackie has been one of my fondest experiences at BSU. She is so kind and considerate. She has made such a huge impact on my life. I admire her greatly and know that we shall forever remain friends. She will certainly be missed, a lot, but I know that she will never be far away. I wish her nothing but the best as she starts this next chapter of her life. ~Cathy Mills

I don't recall how and when I met and got to know Jackie. But during these many years at Ball State, she and I have worked together on numerous projects. We were among the founding members of the MAP Survey Committee before it became internationally recognized. We worked on articles that were published in the NACADA Journal and in the Learning Assistance Review. We made several presentations together at both regional and national conferences. I helped her administer LASSI during the freshman orientations. And she, along with her daughter, joined my Thailand Summer English Camp Programs to teach conversational English to Thai college students twice, in 2003 and 2005.

There are many other projects that Jackie and I have done together for students and for Ball State in general. I hope her retirement does not mark the end of her contributions to the Ball State community. She will be greatly missed, but I know for certain that she and I will remain friends for life. ~Kris Rugsaken

Staff

Jennifer Haley

Core Curriculum Tutoring and
Supplemental Instruction Coordinator
765-285-1008
jhaley@bsu.edu

Jacqueline Harris

Study Strategies and Writing Tutoring
Coordinator
765-285-8107
jroberts@bsu.edu

Gary Ritz

Math Tutoring Coordinator
765-285-5497
garitz@bsu.edu

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.

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

Tutor Volunteers Time for Dance Marathon

Angela Fowler, a tutor at the Math Desk in the Learning Center, was the Co-Director of Dancer Relations this year for the Sixth Annual Ball State University Dance Marathon on February 16th.

With 1,316 dancers registered, students stood on their feet and danced, played games, ate meals, and listened to stories of Riley families for twelve straight hours. At 2a.m. on Sunday, February 17th, BSUDM revealed the total amount of money they raised for Riley Hospital for Children over the past year: **\$196,288.20**.

The money benefits Riley Hospital for Children's Magic Castle Cart Program and the development of the Palliative Care Program at the hospital.



Angela Fowler

