

Learning Assistance Center Handbook

“Helping Students Learn How to Learn”



December 2011



The Learning Assistance Center provides a variety of support services for students enrolled in academic and vocational courses. The campus at KRV and the ESCC campuses at Bishop and Mammoth also have LACs with tutoring and GED preparation for students.

MISSION STATEMENT

The mission of the Learning Support Success Center (LSSC) is to collaboratively provide learning support services to promote learner success on all our campuses. The LSSC acknowledges student and college goals, levels of learning, current research, and campus data for success, retention and completion. Further, it provides for acquired skills and knowledge to be assessed and demonstrated or applied.

For faculty, the LSSC provides a means to consider research or best practices, innovate, interact with students, collaborate with other faculty, and to participate in workshops. Students are provided with various forms of supplemental instruction-faculty and peer tutoring, mentoring, SI (Supplemental Instruction from the UM Kansas City model) ©, skills workshops, computer assistance in open or success labs, a variety of assessments and, through our web page, self-help links. Other services, such as exam proctoring, are also provided.

VISION

The vision of the Learning Support Success Center is to promote and provide learning services inside and outside classrooms so the learner may demonstrate mastery of skills necessary for academic and life success. Learning opportunities must evolve in response to demonstrated student need, to faculty input, and to technological changes. Learning Center data, combined with standards from the field, provide a measure of efforts and rationale for change. All efforts must be delivered by trained peers, staff and faculty with ample opportunities for collaboration and additional training. Each campus LSSC will have flexibility in providing learning success support services appropriate to their student population, oversight by trained faculty with continuous data collection and evaluation.

LEARNING ASSISTANCE CENTER SERVICES FOR CCCC STUDENTS

Learning Assistance Center Coordinator

Bonita Robison MEd

Professor-Learning Skills Specialist

760-384-6380 brobison@cerrocoso.edu

Computer Labs

Computer Labs may be used by registered Cerro Coso students for course work, printing papers, emailing, research and online class work. Computers are equipped for study using Course Compass and for course work in computers, business and graphic design classes. Lab Aides/Tutors are on duty most hours. Printing cost is per page and students may purchase pages in advance through the Business Office. Resources and other equipment are available for check-out.

IWV LAC Office Supervisor: Sherri Windish - 760-384-6161

Computer Lab Aide Services

- Assist students as needed with the creation of computer and print accounts.
- Assist with logins to online classes.
- Provide iTV support.
- Provide drop-in tutoring. Document all tutoring sessions and sign time sheets.
- Remind students of lab area rules when necessary.

Resources and Check-Out

Videos and DVDs are available for most math courses and select subjects. We also have reference books, calculators, Kurzweil scan and read, an enlarger, and headsets available for check-out. Student must sign equipment out and leave a picture ID on file in the LAC until materials are returned.

Learning Assistance Center (LAC) website

The LAC provides students with study tips, surveys and a tutor request form. www.cerrocoso.edu/lac/

Exam Proctoring for CCCC Students-IWV Campus

Exam proctoring is by appointment only for CCCC online courses and make up exams. Proctoring for CC students is available Monday -Thursday 11:00am - 4:00pm and 5:00pm - 9:00pm and on Friday from 8:00am-12pm. Students must provide a picture ID prior to taking the exam. Exams for other institutions need to be scheduled with the LAC supervisor. Call (760) 384-6161 at the IWV campus.

Forms of Supplemental Instruction At CCCC

Supervised Tutoring-All Campuses

Free tutoring is offered on campus and online to registered Cerro Coso students. Students need a referral from their class instructor, a counselor or LAC faculty member. Students also need to submit their schedule to the LAC in person or online at www.cerrocoso.edu/lac. Once a student is assigned to a tutor, they need to sign up for INST C004 (Supervised Tutoring) before their first tutoring session. Tutoring sessions are generally offered two hours per week per subject. Students receiving tutoring are expected to come with books, syllabus, class assignments, and should be able to articulate specific coursework questions to their tutor.

Faculty Contact: Bonita Robison 760-384-6380

Supplemental Instruction (SI)-All Campuses

Supplemental instruction, according to the UMO Kansas City model[®], is provided for select courses with high academic or time demands on students. A trained peer serves as a Supplemental Instructor by working with the instructor, participating in the course, and providing study group sessions.

Faculty Contacts: Laura Vasquez 760-384-6162 or Matt Crow 760-384-6163

Student Success Labs (SSL)-IWV Campus

Success Labs provide software for reading text materials and for organizing and proofreading papers. Additional subject area practice is available. The Lab is equipped with Read Write Gold, GED, Inspiration and other software to assist students. Lab aides and faculty are available to assist students. Students may bring their own headsets and flash drives for use in the lab or check out equipment by providing the LAC with their photo ID.

Faculty Contact: Laura Vasquez 760-384-6162

Study Skills Workshops

Workshops for time management, memorization, test taking skills and more are provided throughout each semester. More information regarding scheduled workshops is posted in the LAC.

Targeted Tutoring-IWV Campus Spring 2012

A tutor mentor is provided in the classroom to focus on a specific skill such as note-taking. Mentor tutors meet with the student outside of class to review progress on these skills to ensure understanding of the concepts taught.

Faculty Contact: Bonita Robison 760-384-6380

Tutor and Lab Aide Training

Tutor Training-iTV/Online

Students who wish to become a tutor need a referral from an instructor in the subject area they wish to tutor. In addition, they will need to register for EDUC C170; our tutor training course on campus or online. Tutors must be registered for a minimum of six units at Cerro Coso and maintain a 2.0 GPA. Tutors are paid as student workers. All referrals for student tutors are sent to Bonita Robison; however, a referral does not guarantee a student will become a tutor.

On campus tutors who have completed 25 hours of tutoring and have been evaluated are eligible to receive Level 1 International Tutor Certification from CRLA-College Reading and Learning Association. Cerro Coso Community College is a participant in this program of certification. Supplemental Instruction[®] and Targeted Tutoring also require tutor training for employment.

Faculty Contact: Bonita Robison- 760-384-6380

Supplemental Instruction (SI) Training-All Campuses

Trained tutors may be pre-approved by the Basic Skills Coordinator to be SI instructors. Student instructors are trained under approved SI instructors only. They must be enrolled in the course they are providing supplemental instruction for.

Faculty Contacts: Laura Vasquez 760-384-6162 Matt Crow 760-384-6163

Lab Aide-Tutor Training-IWV Campus

In addition to tutor training, lab aides will receive additional training with the LAC supervisor Sherri Windish.

Other LAC Services-IWV Campus Only

Exam Proctoring for Other Institutions

Exam proctoring for other institutions is by appointment only and needs to be scheduled with the LAC supervisor. This service is only offered at the Indian Wells Valley Campus. Students must provide a picture ID prior to taking the exam. A proctor fee of \$25.00 must be paid to the Business Office prior to taking the test.

LAC Supervisor: Sherri Windish (760) 384-6161

CLEP Exams

Students may prepare for and take College Level Examination Program (CLEP) examinations in order to gain college credit for subjects in which the students can prove mastery. CLEP exams cost \$105.00 unless the student is active military. Exams are computer based with immediate scoring capabilities. Exams are scheduled with the LAC supervisor. Call (760) 384-6161 at the IWV campus.

STUDENT EXPECTATIONS

CC Student Lab Use

Students utilizing the LAC will be expected to:

1. Be honest in exams and work
2. Be courteous to others
3. Be careful in following equipment procedures
4. Be safe when operating equipment
5. Be obedient to the rules of the LAC and Cerro Coso CC
6. Keep their work area clean-**no uncapped drinks or food near computers.**

CC Student Tutees

Students receiving tutoring are expected to come with books, syllabus, and class assignments and should be able to articulate specific coursework questions to their tutor. They are also expected to call the LAC at least 15 minutes prior to their scheduled appointment if they need to cancel a tutoring session.

Expectations for Student Workers-Tutors/Lab Aide/SI Instructors

1. Be patient with students regardless of the number of times they ask you to repeat directions or ask for help. (Many students are fearful of computers or being made to feel stupid.)
2. Be polite. Treat each person with respect even when you dislike something about them or disagree with them.
3. Be prompt. Show up at your scheduled time and complete assigned tasks. Notify us early if you are ill. Notify LAC supervisor in advance for any other known absences-i.e. field trip.
4. Be professional in your speech, dress, and work. Talking about other students, swearing, or using profane language is inappropriate. Loud talking distracts students. Attire may be casual, but should not be offensive or distracting. Please keep your work area neat and clean-no food near computers. It is appropriate and appreciated for you to ask for something to do if you are not busy. Our first order of business is working with students and assisting them.
5. Be safe at all times when operating equipment.

Lab Aide Duties

- Assist students as needed with the use of computers and printers.
- Assist LAC staff as needed or requested.
- Clean tables, computer kiosks, and computer screen/keyboards.
- Straighten chairs.
- Clean white boards.
- Be available for "drop-in" tutoring. Document all tutoring sessions and sign time sheets.
- Fill printer with paper.

Refer difficult questions regarding students to Sherri Windish, Bonita Robison, or Matt Crow.

Test Proctoring Procedures

Students

Students may schedule exams for Cerro Coso or other institutions in the LAC. All students are expected to follow the rules regarding testing. **Students who fail to follow the testing rules will lose the privilege of taking tests in the LAC.**

Proctor

It is imperative that we maintain the integrity of the tests. Instructors depend on us to account for all of the tests, follow instructions carefully, and monitor all test takers carefully.

Making the Appointment

Students must have an appointment to take an exam in the LAC.

1. Appointments should be scheduled in pencil on the *Proctored Exams* appointment sheet.
2. Record student's name, course, test #, and instructor and whether or not the exam is online.
3. Check to make sure the LAC has the test on file; if not-email the instructor. Allow 24 hours for instructor to submit the exam with instructions. (It is the instructor's responsibility to get the test & instructions to the LAC.)
4. Give student a green appointment card, and ask them to notify their instructor of the scheduled exam. Encourage student to call if they need to cancel an appointment.
5. Remind student to bring a picture ID, pencil, calculator, Scantron or other necessary items with them to the exam.
6. Students may not schedule exams after the exam deadline without prior approval from their instructor.

Taking the Test

1. Students must provide a photo ID in order to take an exam.
2. All tests must be taken in the designated testing area.
3. Students may not leave the LAC without permission while taking a test.
4. Do not speak with other students in the testing area.
5. No cell phones or other electronic devices will be permitted during testing
6. Students may not take notes on a test or use scratch paper and leave the LAC with them.
7. When the allotted time is up, tests must be given to the proctor promptly.
8. Sign in/out on the pink sign-in sheet before leaving the LAC.

Proctoring the Test

The proctor should be prepared daily with all the necessary materials prior to the first appointment.

1. All tests should be pulled and placed in a folder in the order to be given. Check for special accommodations, test instructions, and passwords.
2. Students sign in on the pink sign-in sheet. Check ID at this time.
3. Go over instructions: time limit, notes, book, calc. etc. Check any scratch paper the student wants to use or provide scratch paper for him/her. Assign student to a table.
4. Students must keep all items on floor. No cell phones allowed.
5. Have extra supplies handy-yellow paper (Sellers et al), Scantron, scratch paper, etc.
6. One restroom break is allowed-Watch that student doesn't go down, out, or visit.
7. Check on students occasionally; look for notes, calc. etc.; contact a staff member if you notice any irregularities in the test-taking process. (If a student is found to be cheating, take their test, talk to them about the problem, and give a detailed report to their instructor.)

After the Test

1. Student signs out on the pink sheet. Collect exam AND used scratch-paper.
2. Place exam in labeled envelope. Shred used scratch-paper, unless the instructor requests it to be turned in with the exam.
3. At the end of the day, take the exams to the switchboard to be placed in instructor's mailbox.
4. Switchboard operator must initial for receipt of exams on pink sign in sheet. If an instructor takes a completed exam from the LAC, have him/her initial the pink sheet.

Online Exams

The procedure is the same as for an on-campus exam except students are assigned to a computer kiosk instead of a table. Students should be able to log onto the website and access the test. If students have trouble logging on, have them verify student ID or change password to avoid getting logged out for 30 min. & delaying the test (follow instructions on comp screen to change password). Proctor enters a password (from instructor) if necessary. Some instructors will require proctor to sign in and out in proctor boxes; other instructors might require email verification at the beginning and end of testing.

Exam proctoring is by appointment. Students must bring a picture ID to the exam, and will be asked to turn off electronic equipment with the exception of approved calculators. Students should contact Sherri Windish (760-384-6161) to schedule exams.

Test Accommodations

Testing accommodations can be made for students with special needs including extended test time, headsets with music, and use of notes. A DSPS Student Educational Contract must be on file with the LAC detailing any special accommodations.

OFFICE PROCEDURES

Customer Service

A first impression can be a lasting impression. It is very important that the first contact customers have with a member of the LAC staff be a positive one, because it may determine how they view the Learning Assistance Center from then on.

DO

- Smile and make people feel that you are genuinely interested in helping them.
- Give each customer your full attention, but work quickly and efficiently.
- Dress appropriately for work- no short shorts, revealing clothing, etc.
- Maintain a neat work area.
- Quiet voices are necessary to avoid disturbing test takers.
- Always be visible and available to assist students.
- BE PUNCTUAL. If you must be absent or late, please call as far in advance as possible.
- Turn off your cell phone while working.

DON'T

- Don't spend time in the office unless you are working there!
- Don't go behind the desk unless you are LAC staff.
- Do not leave the LAC without telling your supervisor; even at the end of your work shift.
- Don't talk about other students or staff.

Student Worker Employment Requirements

Student workers must meet the following requirements:

1. Be enrolled in a minimum of 6 units and maintain a 2.0 gpa
2. Provide CCCC with current ID, social security card, and completed W2
3. Obtain employment approval from Financial Aid and Human Resource
4. International students must furnish 1 form of valid ID from **each** column:

A	B
Passport	Social Security Card
Employment Authorization I-94 or I-94A Form	Birth Certificate Native American Documentation
	I-179 Form

TELEPHONE ETIQUETTE

- Identify yourself and the location: "Learning Assistance Center, Jane Smith speaking."
- Sound pleasant and willing to help.
- Transfer calls when necessary
- If you are unable to answer the caller's questions, attempt to find someone who can. If this is not possible, get a name and phone number and assure the caller someone will get back to them with the information as quickly as possible. Deliver the message as soon as possible or leave it in the staff member's office mail basket.
- When taking a message for a staff member, get the following information:
 - Name of caller
 - Telephone number of caller
 - Time and date of call
 - "The message"
 - Your name or initials (so we know who wrote the message)

SAMPLE:

MESSAGE	
For _____	Date _____
From _____	Time _____
Phone _____	
Message:	
<input type="checkbox"/> called	<input type="checkbox"/> will call again
<input type="checkbox"/> please call	<input type="checkbox"/> returned your call