



*What Happens in the Learning Center,  
Leaves the Learning Center!*

**Association of Colleges for Tutoring and Learning  
Assistance**

**42nd Annual Conference**

**April 21 - April 23, 2016**



Proud Partners &  
ACTLA Platinum Sponsors  
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# CONNECT. ENGAGE. LEARN.

LSI solutions help our partners engage students and improve student success, retention, and completion rates.



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Online academic tutoring custom to your institution for personalized learning



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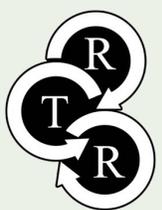
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Online assessment and skill building for mathematics



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Empowers faculty to refer students to online tutoring, direct the tutoring effort, and view usage

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# Conference-at-a-Glance

<b>Wednesday, April 20, 2016</b>	
ACTLA Board Meeting	2:00pm – 5:00pm
ACTLA Board Dinner	5:00pm – 6:00pm
<b>Thursday, April 21, 2016</b>	
ACTLA Conference Registration	7:00am – 4:00pm
Exhibit Hall Set Up	7:00am – 4:00pm
AM Pre-Conference Sessions *	9:00am – 12:00pm
Full Day Pre-Conference Sessions *	9:00am – 2:00pm
Lunch on Your Own *	12:00pm-1:00pm
PM Pre-Conference Sessions	1:00pm – 4:00pm
PM Concurrent Sessions	1:00pm – 4:30pm
Conference Kick-Off and Entertainment	5:00pm – 6:00pm, Miranda Patio
Event: Tour of the Strip, additional cost	6:00pm – 9:00pm, meet at Miranda Patio
<b>Friday, April 22, 2016</b>	
Conference Registration	7:00am – 5:00pm
Exhibit Hall	7:30am – 5:00pm
Welcome Breakfast	8:00am – 9:00am, Miranda 1-4
AM Concurrent Workshops	9:00am – 12:20pm
Keynote Luncheon	12:30pm – 2:00pm, Miranda 1-4
PM Concurrent Workshops	2:10pm – 5:30pm
ACTLA Board Meeting	5:30pm – 6:30pm
<b>Saturday, April 23, 2016</b>	
ACTLA Conference Registration	7:00am – 10:00am
Exhibit Hall	7:30am – 12:30pm
On to 2017 Breakfast	8:00am – 9:00am, Miranda 1-4
AM Concurrent Workshops	9:00am – 12:20pm
Lunch on Your Own *	12:30pm – 1:00pm
Open Workshop: Why SI?	1:00pm – 3:00pm, Miranda 6
ACTLA Board Meeting	1:00pm – 4:00pm



# What Happens in the Learning Center, Leaves the Learning Center

## ACTLA Board and Conference Planning Committee



**Tabitha Villalba**  
*President*  
Fresno City College



**Mark Manasse**  
*Four-Year Representative*  
San Diego Miramar  
College



**Ray Sanchez**  
*President Elect*  
Madera Community  
College Center



**Daniel Pittaway**  
*Education Advocacy  
Coordinator*  
Coastline Community  
College



**Dr. Howard Masuda**  
*Treasurer*  
CSU, Los Angeles



**Jennifer Dorian**  
*Webmaster*  
Fresno City College



**Loretta Richard**  
*Secretary*  
Sacramento City  
College



**Dr. Lisa Cooper**  
*Past President*  
Delta College



**Montez Bates**  
*Membership  
Coordinator*  
Valencia College



**Lindsay Laney**  
*Conference Planning  
Assistant Coordinator*  
Columbia College

## History of ACTLA

The Association of Colleges for Tutoring and Learning Assistance (ACTLA) was organized in 1973 with the purpose of improving tutorial programs and services in California Community Colleges. The first conference was held at Allan Hancock College in Santa Maria on May 2, 1974. Through 1983, the organization was called the California College Tutorial Association (CCCTA).

Beginning in 1984, with the intention of including all institutions of higher education in California, the name changed to the Association of California Colleges for Tutoring and Learning Assistance (ACCTLA). In the summer of 2002, a strategic planning committee of the executive board approved a final name change to the Association of Colleges for Tutoring and Learning Assistance (ACTLA). More than 40 years after its inception, ACTLA is now a national organization but retains its original purpose: improving tutorial programs and related services.



## ACTLA PRESIDENT'S WELCOME

Welcome to the 2016 ACTLA 42<sup>nd</sup> Annual Conference!

On behalf of the ACTLA Board and 2016 conference planning committee, it is my pleasure to welcome you to *The Entertainment Capital of the World!* Las Vegas was established in 1905, and became an official city in Nevada in 1911. Though we are all familiar with the Vegas Strip, the history of this beautiful city goes back centuries beginning with the nomadic Paleo-Indians, and later the *Anasazi* and *Paiute* tribes. The name “Las Vegas,” Spanish for “the meadows,” was coined in approximately 1829 because of wild grasses and desert spring waters. Fremont Street is named after John C. Fremont, who arrived in 1840, and whose writings lured pioneers and travelers to the area. In 1931, gambling was legalized in Las Vegas, and by 1960, rich businessmen (such as Howard Hughes) were quickly joining in the hotel-casino venture. For such a “young” city, there is certainly a rich history (thank you, *Wikipedia*)! It’s a beautiful city, from the neon lights to the desert landscape. In fact, I highly recommend the “Tour of the Strip” that is scheduled Thursday night after our welcome celebration.

I would also like to personally thank the ACTLA conference committee for working so hard – and across several cities and states – to bring the 42<sup>nd</sup> annual conference to all of our colleagues. More than half of our conference attendees are first time guests to ACTLA, so those of you who’ve been attending the last 20+ years, be sure to tell our “newbies” why ACTLA is one of a kind! I hope everyone enjoys meeting new people and making connections that will (hopefully) last a lifetime. Our goal is that you leave this conference with new and innovative ideas and strategies that you can implement at your own institutions - *What Happens in the Learning Center, Leaves the Learning Center!*

We are also very excited to have a few guest speakers: Dr. Barbara Illowsky will be speaking during three different sessions on Thursday regarding online success strategies and more! In addition to his pre-conference session on Thursday, Leonard Geddes will also be providing a workshop on memory and the “habit loop.” Lastly, Kate Gold will hold a two-hour session on Saturday for anyone interested in SI – you won’t want to miss it!

And...we are so fortunate to have Dr. Gayle Juneau-Butler as our keynote speaker. She is a Las Vegas resident with years of experience from all over the nation; her keynote address is, “*Taking a Gamble to Improve Learning Support: Using Student Voice and Predictive Analytics to Increase Student Success.*” It’s going to be fascinating!

We’d also like to thank Link-Systems International, Inc. for being our platinum sponsor and hosting our keynote luncheon. A big thanks to Innovative Educators for being our bronze sponsor as well! In addition, we encourage you to visit with our exhibitors; they bring a variety of knowledge, expertise, and value to our field! We’re pleased that they are here supporting us and supporting you in helping students be successful.

Finally, please enjoy the conference, the hotel, and all that Las Vegas has to offer!

We hope to see you next year in Sacramento, CA, April 27-29, 2017!

Thank you!

Tabitha Villalba, President  
Association of Colleges for Tutoring and Learning Assistance

# *Pre-Conference Sessions*

Thursday, April 21, 2016

\* Lunch on your own

## **Transforming Good Students into Great Learners**

**Location:** Miranda 5

**Time:** 9:00am - 2:00pm

**Presenter:** Leondard Geddes

*Students should be more reliably successful in college – attending class, reading, studying, etc., have been components of their learning routine since grade school. However, as they transition to college the cues, signals and mental confirmations they've relied upon abruptly become incompatible and unreliable. When this happens, students are relegated to a painful failure-frustration cycle that leads to underperformance and often withdrawal. This session uses video, activities, and tools to fully equip participants to transform students at their institutions into great learners.*

## **International Tutor Training Program Certification, Part I-"Getting the Basics"**

**Location:** Miranda 7

**Time:** 9:00am - 12:00pm

**Presenter:** Dr. Howard Masuda

*Participants will be able to (1) State the historical foundations of tutoring & tutor training; (2) Identify the benefits of CRLA/ITTPC; (3) Explain the levels and stages; (4) Navigate the online application and successfully access the links to the instructions; (5) Explain how to complete the application and describe the information required in each section; (6) List what is needed for certification and where they are in the process; and (7) State what application and program development process insights they have gained as a result of this session.*

## *Pre-Conference Sessions cont...*

### **Improving Reading Across the Disciplines — One Tutorial Session at a Time: A Reading Apprenticeship Approach for Tutoring**

**Location:** Brasilia 3

**Time:** 9:00am - 2:00pm

**Presenters:** Jennifer Dorian, Shushanek Silvas, and Tabitha Villalba

*Students attend tutoring for various reasons. However, they rarely seek assistance in reading. We believe that reading skills are essential to student success in any subject. Our center staff has been trained in Reading Apprenticeship, an across-the-discipline, metacognitive process that helps improve reading comprehension. We implement Reading Apprenticeship in our tutorial sessions through workshops and tutor training. This session will discuss what we do and how we do it. Attendees will learn Reading Apprenticeship strategies that are applicable to tutoring across the disciplines.*

### **100 Amazing Strategies and Resources for “Wowifying” Tutor Training and Improving Student Outcomes**

**Location:** Miranda 7

**Time:** 1:00pm - 4:00pm

**Presenter:** Ray Sanchez

*Come learn and share a variety of strategies to improve your tutor training. Take home a number of resources, learn how to simplify and focus on the essentials, and bring some new life to your training. The result will be reinvigorated tutors and improved student learning outcomes.*

# Concurrent Sessions

## Thursday, April 21, 2016

**Session 1**

**1:00pm-2:00pm**

### **Embedding Basic Skills Modules into All Courses: Supporting our Students' Needs**

**Room:** Miranda 6

**Presenter:** Dr. Barbara Illowsky

*Most of our students with basic skills needs enroll directly into transfer-level and vocational courses. Let's bring "just in time" learning into the 21st century using mostly open educational resources and other online modules. This session will show how to embed basic skills with examples from actual courses.*



### **ITTPC and IMTPC Certification: Soaring to an Effective Peer-Assisted Program**

**Room:** Miranda 8

**Presenter:** Maureen Dupont

*Utilizing research-based and strategically implemented peer-assisted programs can be the bridge to an effective learning program. Explore the Tutor Training Program Certification (ITTPC) and Mentor Training Program Certification (IMTPC) programs of CRLA. Learn what is involved in developing these programs and the benefits and outcomes of peer education.*



**Achieving SUCCE\$\$ with Online Tutoring****Room:** Miranda 6**Presenters:** Dr. Barbara Illowsky and Deborah Jo Wilson

*Referrals ARE possible (and EASY) for Online Tutoring! NetTutor with Lenoir Community College has created the RTR: Refer-Tutor-Report, an online portal where instructors can quickly and easily REFER students, students can access personalized online TUTORing at any time from any location, and administrators as well as instructors can retrieve REPORTs including student success data, possible funding documentation, and archived student tutoring sessions. Come participate in a hands-on demo to see how easy it is to REFER students, access TUTORing, and pull REPORTs using the RTR.*

**Opportunities for Learning Center Professionals with the National College Learning Center Association****Room:** Miranda 8**Presenter:** Dr. Jennifer Haley

*Join the president of NCLCA to learn about certifications for individuals in learning assistance (LCLC, Learning Center Leadership Certification), for your learning center as a whole (LCE, Learning Centers of Excellence), publication in our professional, peer-reviewed journal (TLAR, The Learning Assistance Review), membership, Summer Institute, and our annual conference (in Tampa this year!).*

## Read **Right**<sup>®</sup> is the Missing Piece in your Developmental Reading Program



At **Midlands Technical College** in South Carolina, developmental students who scored the lowest on the college entry test were required to participate in a Read Right lab that supplemented their developmental reading class. Developmental students with higher scores on the entry test had the option of attending the Read Right lab, however most did not. Average attendance during the semester for this group was 3 hours.

**In just 38 hours** the students who were required to participate in a Read Right lab *in addition* to their developmental reading class achieved **greater than double the gains in reading ability** compared to their counterparts who participated in the developmental class but did not participate in Read Right.

A standardized, norm-referenced reading test (Test of Adult Basic Education or TABE) was the measuring instrument and was administered to all students before and after their developmental reading class.

Visit [www.ReadRight.com](http://www.ReadRight.com) or call (360) 427-9440 to learn more

## Read **Right**<sup>®</sup>

Empowering the mind

## **Session 3**                      **3:00-4:00pm**

\* 1 1/2-hour session

### **Online Tutoring - What are the effective practices?**

**Room:** Miranda 6

**Presenter:** Dr. Barbara Illowsky

\* 3:00pm – 4:30pm

*Calling all tutoring coordinators, faculty, tutors and others involved with online tutoring! The California Community College Online Education Initiative needs your experiences, research, and wisdom. You are the experts. This focus group session is to learn and share the process for developing standards and effective practices in online tutoring.*

### **Breaking the Habit Loop**

**Room:** Brasilia 3

**Presenter:** Leonard Geddes

*Researchers report that nearly 60% of daily activities are conducted habitually. When applied to learning, this suggests that students may be locked in a pattern of memory-based learning that prevents them from engaging in critical thinking. Participants will explore the “habit loop,” and develop ways to transition students to effective thinking.*



# Concurrent Sessions

Friday, April 22, 2016

**Session 1**

**9:00am-10:00am**

## **Real Program Evaluation for Fun, Profit, and Broad-based Buy-in: DIYing Qualitative and Quantitative Data to Answer Your Program Questions**

**Room:** Miranda 5

**Presenter:** Mary Graham

*Want more money or a new staff member? Want to make your program better? Want to get tutors more involved in their work? Want to create campus-buy-in for your program? Great programs are built on having the right information. Let's make qualitative and quantitative data work for you.*

## **Math Support through Computer Guided Learning Activities**

**Room:** Miranda 7

**Presenters:** Jeremy Goodman and Mary Brunty

*In an effort to support math students through Basic Skills classes, The Learning Center offers Guided Learning Activities (GLA's), math topic based or affective computer assignments that help students learn or review essential skills that they will need in order to be successful in STEM courses in college.*

## **Building an Online Integrated Support Center for Remedial and ESL Students: The AIM Center**

**Room:** Brasilia 3

**Presenter:** Nancy Meddings

*The presentation will start with the research that showed the need for increased online learning support at AHC, including a fall 2014 survey of 500 noncredit ESL students. The goals and activities of the HSI Title V AIM grant that address online support and innovative approaches for remedial and ESL students will be shared, particularly the virtual AIM support center.*

## **Getting Off the Island: Exploring Opportunities for Cross-Institutional Connections**

**Room:** Miranda 6

**Presenters:** Paula Barrington-Schmidt, Erika R. Schmidt, and Andreas Mechsner

*The common perception that Writing Centers are islands within the academic community stunts growth, so what happens when they work not in isolation but alongside? This panel will provide the results, risks, and rewards of building bridges to high schools and businesses and allow participants to explore potential partnerships.*

## **Lights, Camera, Action!**

**Room:** Miranda 8

**Presenter:** Chris Brown

*Learn from Chris Brown, Emmy award winner, as he shows you easy to implement tips for creating a quality video. With just a bit of imagination and some creativity, you are on your way to sharing video content for your tutoring center and students.*

**Session 2**

**10:10am-11:10am**

*\* Two-Hour Session (with optional break)*

## **Professionalizing Tutoring/Supplemental Instruction: Reading Apprenticeship, Habits of Mind, & Growth Mindset**

**Room:** Miranda 5

**Presenters:** Matt Magnuson, Nick Andrews, and Scott Sutherland

*This presentation outlines strategies for the development of effective tutorial programs at small community colleges with an emphasis on the importance of establishing communities of practice and extended networks to strengthen and sustain them. It will provide demonstrations of effective tutor-training exercises designed to empower tutorial staff through professional learning.*

## **What the Research Says About Tutoring: The Year in Review**

**Room:** Miranda 7

**Presenters:** Dr. Hunter R. Boylan and Karen Lemke

*Tutoring and learning assistance professionals rarely have time to review the research in their field. This presentation identifies some of the major findings from research conducted during the past year in the areas of tutoring and learning assistance. It also discusses the implications of these findings for practice.*

## **The Impact of Tutoring on the Under-Served Student Population**

**Room:** Brasilia 3

**Presenters:** William Hardaway and Nancy Vongthichack

\* 10:10am – 12:20pm

*No matter the knowledge level of a student compared to their peers, you can bring them up to the same level. So our two-year study says. Learn about the tutoring strategies that lead to the successful performance of under-served students.*

## **Developing Institutional Commitment to Equity through the Lens of Academic Support Programs**

**Room:** Miranda 6

**Presenter:** David Reed

*This session shares four semesters of data collected from the Learning Center and examined through the lens of our diversity framework and Student Equity Plan. Participants will learn how this data analysis is informing our efforts, and how they can in turn use similar approaches for their own equity-related work.*

## **Free Applications to Improve the Function of your Tutoring Center**

**Room:** Miranda 8

**Presenters:** Paige Normand, Jessie Dominick, Sarah Lundberg, and Amanda Harner

*How much of your oversight of your center involves emailing with your tutors and employees? If you're looking for a better way to manage your internal communication and project management, this session will showcase three free apps that can improve the efficiency, transparency, and visibility of your tutoring center.*

**The Writing on the Writing Center Walls****Room:** Miranda 5**Presenter:** Daniel Max Gerling

*This session details one writing center's deliberate strategy to encourage the tutors to write consistently and in different mediums. Driven by the belief that tutoring should not happen in a vacuum, we have striven to create a space that inspires writing and continuous opportunities for praxis. I will share our successful and less-successful writing projects and open a broader discussion regarding the role writing can play in the job of tutoring. Please bring your own publications and stories to share.*

**Double-Down With Drop-In Tutoring: Learn How to Create a Vibrant, Inexpensive Drop-In Tutoring Center****Room:** Miranda 7**Presenters:** Jennifer Silkey, Ashley Dern, Aspen Padilla, and Guinnevere Muir

*A budget-friendly drop-in center maximizes tutors' time by using their full subject knowledge to help more students, uses seasoned tutors to help mentor new tutors, and provides students a less intimidating environment. Join us to learn how to establish or optimize your drop-in tutoring service.*

**Tutors Training Tutors: Using a Mentor-Style Training Model in Your Program****Room:** Miranda 6**Presenter:** Christopher Glover

*Want to incorporate more peer-to-peer interaction into your program? Inject some professionalization into your student positions? Attend this roundtable to share your ideas and hear ideas from others (and one university's learning center in particular) that you can implement in your center as soon as you get home!*

## Get Your Tutoring Center into the Hands of Your Students

**Room:** Miranda 8

**Presenter:** Michelle Musacchia and Heather Schmidt

*Smart phones or tablets are an easy way for students to connect to your tutoring center.*

### Create tutoring videos:

- *Using your favorite recording software, including CCC Confer.*

### Build a library of videos:

- *Tutoring Center orientation.*
- *About basic skills for learning.*
- *On a variety of subjects, customized to a course or instructor requirements.*
- *Topic specific within a subject.*

### Share your Video Library in 3C Media Solutions.

- *Upload videos, audio and other file types to support your Tutoring Center.*
- *Choose to share all videos, or select those to keep private.*
- *Request captioning with the click of a mouse at no cost.*



**Make plans now to attend the  
NADE 2017 Conference!**

**March 1–4, 2017**  
**Oklahoma City, Okla.**  
*Renaissance Hotel and  
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Deadline for submitting  
proposals: July 15, 2016

Visit [nade2017okc.com](http://nade2017okc.com) for information.



## National Association for Developmental Education

Leaders in Developmental Education | Preparing. Advancing. Excelling.

NADE is a professional organization that includes faculty and learning support professionals from across the United States. Considering the rapid changes taking place in developmental education today, it is more important than ever for educators to network, to share ideas that will enhance student success and to be involved with a professional network that can serve as an essential resource.

### Membership advantages. Get involved!

- ✓ State chapters that offer a local network and conferences (Visit [nade.net/chapters.html](http://nade.net/chapters.html) to learn more.)
- ✓ Committee opportunities at the state and national levels
- ✓ Special Interest Networks
- ✓ Jobs clearinghouse
- ✓ Publication/presentation opportunities in newsletters, peer reviewed journals and at conferences
- ✓ Active social network (Join us on Facebook, Twitter, Instagram and our blog.)
- ✓ Grants and scholarship opportunities
- ✓ Conferences and workshops at a national and regional levels
- ✓ Leadership opportunities at the state and national levels

Visit [nade.net/membership.html](http://nade.net/membership.html) for membership information.



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Blog  
[nade.deved.wordpress.com](http://nade.deved.wordpress.com)

**Keynote Luncheon**  
**12:30pm-2:00pm**

**Taking a Gamble to Improve Learning  
Support: Using Student Voice and  
Predictive Analytics to Increase Student  
Success**

**Room:** Miranda 1-4

**Keynote Speaker:** Dr. Gayle Juneau-Butler

*Gayle Juneau-Butler grew up in Louisiana and lived in Florida for 10 years prior to moving to Las Vegas in 2006. Juneau-Butler possesses 14 years of experience in higher education in the areas of recruitment, admissions, academic advising, and developing retention-based programming for student services. At present, she is Assistant Vice Provost for Retention, Progression & Completion at University of Nevada, Las Vegas. Prior to this role, Gayle served as Executive Director for UNLV's 11 Academic Advising Centers for eight years. Before arriving at UNLV, Gayle spent a decade at University of West Florida in Pensacola, Florida. During that time, she worked in the areas of admissions, student academic supporting program, recruitment, and academic advising. In fact, she provided the leadership for the opening of the Professional Studies Student Center, a hub for centralized academic support, on UWF's campus. Her doctoral degree is in diversity studies and her interests in this realm include authoring social responsibility, desegregation of public school systems in the southern United States, and writing anti-hegemonic standpoints about race, class, and gender issues. Beyond professional responsibilities, Gayle Juneau-Butler is a member of NACADA (National Academic Advising Association) and most recently served as the 2015 annual conference chair. Gayle also remains active in academic advising and academic support by contributing to presentations and publications in her field of this work.*



## **Session 4**                      **2:10pm-3:10pm**

*\* Two-Hour Session (with optional break)*

### **Path To Success and College Entrance Exams**

**Room:** Miranda 5

**Presenter:** Farzin Farzad

*Preparing students for the first step in their higher education provides them with an opportunity to self-reflect and learn to offset their existing deficiencies and build upon their evolving strengths. Our program is dedicated to assisting current and future college students fulfill their higher education aspiration.*

### **Data Collection: Improving Efficacy in Your Program**

**Room:** Miranda 7

**Presenter:** Kim Haglund, M.Ed

*Data- the gift that keeps on giving! How do you know your program is successful? How do you measure success? Do you need additional funding? Improving efficacy through data collection is not as tedious or difficult as many think. The Learning Center at College of the Canyons collects and records its own data, collaborates with other departments on campus, and utilizes data for SLO assessment, program review, tutor training, and to enhance student success and retention, and so can you. See how you can implement, institutionalize, and practically apply data collection.*

### **From Inquiry to Impact: The Journey of our Student Equity Inquiry Process that lead to Impact in the Learning Center**

**Room:** Brasilia 3

**Presenter:** Diva C. Ward

*There is a new sense of urgency in higher education to find new ways to support students who experience academic difficulties in and out of the classroom. Our workshop "Inquiry to Impact" highlights the wonders and possible successes that can be achieved through the collaborative process. Canada College merged the Basic Skills and Student Equity Committees and formed "ACES" that enabled faculty, administrators, staff and students to embark on an inquiry process that has evolved into a college-wide movement that has directly addressed issues that impact the Learning Center, students that use the Learning Center, and students that struggle with academic difficulty.*

## **What Happens in Training Also Happens in Tutoring. Interactive Learning Activities Improve Tutor Training Effectiveness**

**Room:** Miranda 6

**Presenters:** Aspen Padilla, Jennifer Silkey, and Ashley Dern

\* 2:10pm – 4:20pm

*Student engagement in tutor training is essential for an effective training program. This session presents ways to evaluate how engaging an activity is and introduces participants to activities they can use in training. Participants will take away two interactive and engaging activities they can customize to achieve many learning outcomes.*

## **Cross-Campus Outreach: Embedding Digital Tutors into Classes**

**Room:** Miranda 8

**Presenters:** Paige Normand, Jessie Dominick, Sarah Lundberg, and Amanda Harner

*Digital Communication Consulting has piloted a new program, which offers a successful, strategic and scalable model for implementing a digital tutoring program across the James Madison University campus. Founder, Paige Normand, will introduce the program and three Media Fellows will share their first-hand experiences and answer any questions.*



## **Session 5**                      **3:20pm-4:20pm**

*\* Two-Hour Session (with optional break)*

### **Global Design: Meeting the Need of the International Student Learner**

**Room:** Miranda 5

**Presenter:** Jordan T. Walters

\* 3:20pm – 5:30pm

*As the international population continues to grow, it is important that Learning/Tutoring Centers can provide quality service to the entire student population. Participants will learn how to approach the learning styles of international students, as well as what types of programming and structure will benefit a multicultural student demographic.*

### **Chronicles of Ohio's eTutoring Collaborative and Steps to Start Your States Collective**

**Room:** Miranda 7

**Presenters:** Karen Boyd and Mitch Wilson

*Faced with limited budgets, Learning Centers in Higher Education are challenged to meet the growing need for tutors. With eTutoring, colleges direct students to electronic tutoring that offers the students anonymity and convenience. eTutoring extends beyond traditional daytime hours, allowing all students the opportunity to receive academic support.*

### **Reducing Exit Points in Basic Skills Pathway**

**Room:** Brasilia 3

**Presenters:** Jeremy Goodman and Mary Brunty

*In an effort to accelerate students through Basic Skills, a collaboration among Academic Affairs, The Learning Center, Assessment Center, Counseling, and Outreach, a pilot program called Summer Math Jams was implemented. This presentation will outline key elements of the pilot, student demographics, results of secondary placements, and future expansion.*

### **Tutor Day: An Innovative Approach to Promoting Your Tutors, Center and University**

**Room:** Miranda 8

**Presenters:** Stephanie Hopkins and Debbie Fort

*Tutor Day provides an opportunity to promote your tutors, center, and university. This session will discuss how Missouri Southern State University developed this interactive approach to collaborate with local high schools, various university departments, and current CRLA certified tutors to deliver tutor training to area high school tutors.*

**Session 6**

**4:30pm-5:30pm**

**Providing Online and Blended Tutoring to Increase Student Access and Success**

**Room:** Miranda 7

**Presenter:** Johanna Dvorak

*This presentation describes how to develop and implement an online tutoring service using web conferencing technology. The presenter will discuss program organization, describing how to develop and implement synchronous and asynchronous online academic support service. She will share online tutor training strategies and show clips of online tutoring sessions.*

**Change an E-mail to a Virtual Appointment: A New Model for Asynchronous Online Tutoring**

**Room:** Brasilia 3

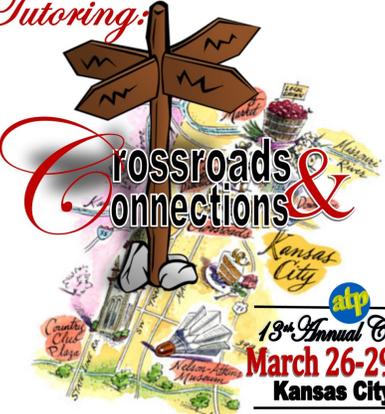
**Presenters:** Nels Olson and Lynn Kelly

*Does the thought of online tutoring make you shudder? Come learn about one-on-one asynchronous appointment strategies developed by a fully online writing center and leave with a new outlook on the way you think about online tutoring.*



Association for the Tutoring Profession

*Tutoring:*



**Crossroads & Connections**

*13<sup>th</sup> Annual Conference*  
**March 26-29, 2017**  
**Kansas City, MO**

[www.MyATP.org](http://www.MyATP.org)

*Save the Date!*

Join us in **KANSAS CITY, MISSOURI ON MARCH 26-29, 2017** as a presenter, participant, or exhibitor/vendor.

- ♦ Sign up for our mailing list!
- ♦ Check your email for updates!
- ♦ We love to learn and share about best practices for tutoring professionals!
- ♦ We offer tutor & tutor trainer certification!
- ♦ Get Involved! Join our LinkedIn & Facebook Groups!

# Directed Learning Activities from A to Z: Creation, Tutoring, and Assessment Strategies

**Room:** Miranda 6

**Presenters:** Emily Keery, Cindy Shrout, Amy Ward, Esmeralda Vasquez de Diriye, and J.Y. Ho

*This workshop focuses on how colleges can implement the use of tutoring via Directed Learning Activities. Cypress College found that Directed Learning Activities improved the retention and success rates of English and Math students by 15-30%. We will interactively explore how the activities were created, tutored, and assessed.*

## Leaving the Learning Center: How to Proactively Reach At-Risk Students

**Room:** Miranda 8

**Presenters:** Erin Schlauch and Jeffrey Gray

*Want to reach the at-risk students who do not come to tutoring? How can learning assistance help reduce the amount of time and money students spend in developmental education? Attendees will be given specific strategies on how to leave the center to reach students who need learning support the most.*

# WCONLINE

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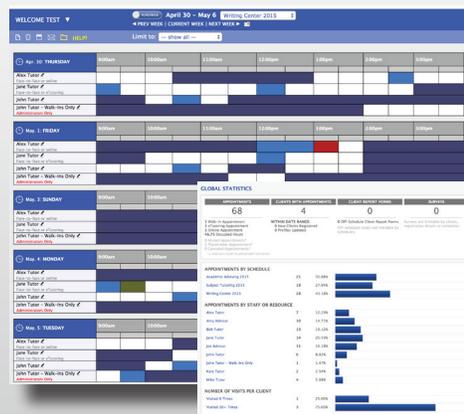
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# Concurrent Sessions

Saturday, April 23, 2016

**Session 1**

**9:00am-10:00am**

## **Online Directed Learning Activities: Extending the Classroom with eLearning Software**

**Room:** Miranda 5

**Presenters:** David Reed and Chanel Daniels

*This year DLAs were adapted at Skyline College for use in online environments. We'll cover the development process, faculty partnerships, alignment with the OEI rubric, and exploring your own ideas for similar projects.*

## **Don't Test Me: Helping College Students Combat Test Anxiety**

**Room:** Miranda 7

**Presenter:** Jennifer Doke Kerns

*This presentation is designed to inform faculty about strategies that can increase our students' testing success. Using both small group breakouts and large group discussions, the presenter will address issues including recognizing test anxiety, effective test preparation, test day strategies, specific testing formats, and tips for instructors.*

## **FastTrack to Accelerate Student Success**

**Room:** Brasilia 3

**Presenter:** Kelly Kozloski

*The FastTrack program offers students who are underprepared for college-level academic work an accelerated route into college-level English and math courses. More than 70% of students who FastTrack are able to enter college-level courses. FastTrack combines effective use of innovative curriculum, tutoring, non-academic support services, and student performance data.*

## Mitigating Implicit Bias with Peer Educators

Room: Miranda 6

Presenter: Minna Mahlab

*Mitigating implicit bias is a necessary condition for improving participation of underrepresented students in high impact voluntary opportunities, such as peer education. This session will replicate a series of interactive reflective exercises for peer educators to understand, recognize, and mitigate these biases in and out of the learning center environment.*

## Online Tutoring and Instructional Technology - Gateway to Student Equity, Access, and Success

Room: Miranda 8

Presenters: Connie Deck and Hagar Azab

*Online tutoring can often be misconstrued as impersonal, a "fix-it" tool, or an entity separate from the learning center. At College of the Canyons, students receive the same personal, active, collaborative service they receive face-to-face with the use of varied technologies with in-house online tutoring.*

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### FEATURED TOPICS:

- Implementing innovative models for retention & completion
- Connecting courses and support services
- Applying technology for student success
- Understanding the characteristics of diverse learners

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**Session 2****10:10am-11:10am***\* Two-Hour Session (with optional break)***Using the impACT model for Faculty Engagement****Room:** Miranda 5**Presenter:** Michele Soliz

*The impACT model utilizes Active, Collaborative Tutoring approaches that build relationships between faculty content coordinators and lead tutors. The University of Toledo has improved student success rates in math and chemistry with this new, innovative tutoring model. Learn how to use this model at your institution to improve student success!*

**Student Athlete Success in The Learning Center****Room:** Miranda 7**Presenters:** Kim Haglund, M.Ed, Matt Crater, and Mitchell Norihiro

*Working with varied groups of students from a multitude of backgrounds can prove challenging for tutors and staff, so how do we put the “student” back in student-athlete? By integrating a Student Athlete Academic Mentor and coaching staff into The Learning Center, College of the Canyons has developed a successful program to help athletes focus on their academic goals, transfer their skills from the field to the classroom, become integrated into the student population, and perform in the classroom. Come join us to find out more!*

**Impacts and Solution: Helping Developmental Learners through Changing Times****Room:** Brasilia 3**Presenter:** Montez Bates

*As a result of Senate Bill 1720, certain Florida students are no longer mandated to take developmental courses. The West and East Campuses of Valencia College piloted two different programs to support student learning and retention. The manager of one of the campuses will present an overview of these initiatives and their impact on student learning.*

## **Building a Community: Professionalizing Tutoring**

**Room:** Miranda 6

**Presenters:** Daniel S. Pittaway, Mark Manasse, and Crystal Kiekel

\* 10:10am – 12:20pm

*An introduction to 3CSN's Learning Assistance Project, which is a community of practice for educators connected to tutoring within the community college system. Results from a survey on tutoring programs within the California Community College system will be shared, along with effective practices for tutor training and ongoing professional learning (e.g., Tutor Expo) for tutoring professionals (e.g., coordinators/directors).*

## **Become a Digital Creator in One Hour**

**Room:** Miranda 8

**Presenters:** Paige Normand, Jessie Dominick, Sarah Lundberg, and Amanda Harner

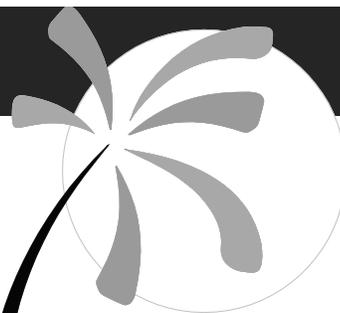
*Bring your laptop and we'll teach you how to create beautiful and professional digital content. This session can help you: tell effective digital stories about the work you do in your tutoring center, create online resources for your clients, and make beautiful graphics for your websites or social media.*

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*September 28-October 1, 2016*  
*Tampa, Florida*

**Session 3****11:20am-12:20pm**

\* Lunch on your own

**Making Math Matter: Engaging Students in Mathematics through Innovative Uses of Social Media and Technology****Room:** Miranda 5**Presenter:** Katie Woods

*This presentation showcases the use of Internet tools in our Expect Success Math Bridge Program. Through social media our students have shared photos that show real applications of math. Additionally, our tutors have used online games to engage students. Overall, students have responded positively to these initiatives.*

**Serving the Growing Demands of an Increasing Population with Limited Resources****Room:** Miranda 7**Presenter:** Elle House

*Demand for Tutoring? Increasing Requests for the expansion of student academic resources? This is a call made to all in student support services far often. What are the options when we have maximized our budget and still have half the semester left? How can we meet the growing population of students on our doorstep? Let's collaborate, bring our ideas together, and share what we have learned so far – together we can maximize our knowledge and assist others in our field thereby meeting our goal!*

**What Happens in Tutor Training, Leaves Tutor Training: Flexible Training for Today's Mobile Tutors****Room:** Brasilia 3**Presenters:** Tiffany Hedges and Eric Brown

*What happens in tutor training, leaves tutor training...if you can get them there. Interactive session showcases (FREE) online resources to help meet training needs and increase communication with tutors to ensure meaningful professional development. Presentation includes building community among peer tutors and small ways to insert training in everyday interactions.*

**Can Spelling Be Remediated? Yes! It Requires a Constructivist Approach****Room:** Miranda 8**Presenter:** Dee Tadlock

*Spelling ability seems to be something that students either have or they don't have. Attempts to improve spelling through memorizing word lists or studying word origins have little effect. Learn about an innovative, constructivist-based approach that works quickly to remediate spelling problems and how you can implement it in your classroom.*

## **Session 4**

**1:00pm-3:00pm**

*Special Session – Open to all Conference Attendees*

### **Why SI?**

**Room:** Brasilia 3

**Presenter:** Kate Gold

*Supplemental Instruction, also known as SI, is a proven student retention tool. SI has positively impacted over 3,600 educational institutions around the world. Data show that students who attend SI sessions are proven to be retained at higher levels. So, why haven't you adopted SI for your college yet?*



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- Maximizing Your College Experience
- What It Takes To Be A Successful Student
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- Mastering The Job Interview
- Writing Resumes & Cover Letters
- Creating Your College Bucket List

##### Personal Management

- Emotional Intelligence: The Other Key To Success
- Time Management Strategies
- Overcoming Procrastination
- Financial Literacy: Smart Money Skills
- Stress Management Techniques
- Navigating The Financial Aid Process
- How To Develop Cross-Cultural Skills
- Achieving Well-Being, Balance & Success
- Improving Student-Faculty Relationships
- Setting & Accomplishing Realistic Goals
- Mental Health & Suicide: Help Yourself & Others
- Title IX: Preventing Campus Sexual Violence

##### Learning To Learn

- Discover Your Learning Style
- Study Tips & Note-Taking Strategies
- How To Reduce Test Anxiety
- Understanding & Avoiding Plagiarism
- Learning Strategies Every Student Should Know
- Exam Prep Tips & Test-Taking Strategies
- How To Overcome Math Anxiety
- How To Succeed In Your Math Class
- 10 Habits For College Success
- The Difference Between High School & College
- Information Literacy: How To Master College Research
- Academic Integrity: The Do's & Don'ts

##### Success Strategies

- Student Veterans: How To Succeed In College
- Strategies For First Generation Students
- Leading As A Student-Athlete In & Out Of The Classroom

##### Reading & Writing Strategies

- Pre-Writing Techniques
- Developing A Strong Thesis Statement
- Introductions, Paragraphs & Conclusions
- Reading Comprehension Strategies
- The Revision Process: How To Proofread & Edit

##### Online Learning

- 10 Tips For Success
- Effectively Communicating Online
- Staying Motivated & Disciplined
- Online Tests: Strategies For Success



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