

### SECLCA Conference 2019



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## SECLCA 2019

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## SECLCA 2019

#### SCHEDULE AT A GLANCE

Martha T. Nesbitt Building University of North Georgia 3820 Mundy Mill Rd. Oakwood, GA 30566

#### Thursday, June 6, 2019

2:30pm - 5:00pm Early Conference Check In

3:00pm - 5:00pm Pre-Conference Workshop

#### Friday, June 7, 2019

8:00am - 8:45am Conference Check in & Breakfast

8:45am - 9:50am Welcome & Keynote

10:00am - 10:50am Concurrent Session I

11:00am - 11:50am Concurrent Session II

12:00pm - 12:30pm Business Meeting & Elections

12:30pm - 1:30pm Lunch, Raffle & Election Results

1:40pm - 2:30pm Concurrent Session III

2:40pm - 3:30pm Concurrent Session IV

3:30pm - 3:45pm Closing Session



Dear Colleague,

On behalf of the SECLCA Administrative Board, conference planning committee, and the staff of University College, we welcome you to the University of North Georgia!

This year's conference theme, #hUNGry to Succeed, reflects the desire of every Learning Center's team to help students succeed academically. We ask students what drives them, why they want to succeed, and most importantly, how our services can help them reach their goals. Each of you makes an impact on students every day, regardless of your position, the size of your institution, or the student population you serve. And because you are also hUNGry to Succeed, the Keynote Speaker, Dr. Dana Nichols, will share the story of her successful leadership journey that began as a tutor and remind you where your current position could take you.

SECLCA brings together professionals from various roles at diverse types of institutions, representing multiple states across the southeastern region. The conference provides an opportunity to share best practices, learn from each other, and meet new friends. The presentations represent a variety of topics designed to reflect all the services Learning Centers provide in today's higher education landscape. I sincerely hope you leave with at least one practice you want to implement when you return home and one colleague you will contact throughout the year to continue the exchange of ideas. We invite you to attend the pre-conference session focused on the concept of assisting students who may seem lost in the Wonderland that is your Learning Center. Lewis Carroll, the author of Alice in Wonderland, must have known each of you when he wrote, "One of the deep secrets of life is that all that is really worth the doing is what we do for others."



Enjoy your time with us and make plans to attend the SECLCA conference every year!

Dr. Carol Adams, SECLCA Vice President

Thursday, June 6 Schedule	Time	
Early Conference Check In  Located in Cleveland Ballroom of Nesbitt Building	2:30pm to 5:00pm	
Pre conference: Lost in Wonderland - Explore a student's perspective in using the variety of services offered on campus, and leave with a plan to help streamline student services.  Located in Cleveland Ballroom of Nesbitt Building	3:00pm to 5:00pm	
Friday, June 7 Schedule	Time	
Conference Check in & Breakfast – provided by Brainfuse Located in Cleveland Ballroom of Nesbitt Building	8:00am to 8:45am	
Conference Opening & Keynote Speaker Conference Welcome: Dr. Elizabeth Coghill, SECLCA President Conference Welcome: Dr. Carol Adams, SECLCA Vice President UNG Welcome: Current UNG student Keynote Speaker: Dr. Dana Nichols, VP of Academic Affairs, Georgia Highlands College Located in Cleveland Ballroom of Nesbitt Building	8:45am to 9:50am	
Concurrent Session I (see details on next page)	10:00am to 10:50am	
Concurrent Session II (see details on next page)	11:00am to 11:50am	
Business Meeting & Elections Located in Room 3212 of Nesbitt Building	12:00pm to 12:30pm	
Lunch, Raffle & Election Results  Located in Cleveland Ballroom of Nesbitt Building	12:30pm to 1:30pm	
Concurrent Session III (see details on next page)	1:40pm to 2:30pm	
Concurrent Session IV (see details on next page)	2:40pm to 3:30pm	
Closing Session Located in Cleveland Ballroom of Nesbitt Building	3:30pm to 3:45pm	

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#### Keynote Speaker: Dr. Dana Nichols



Dr. Dana Nichols is the vice president for Academic Affairs at Georgia Highlands College, where she oversees the academic programs and student success services for over 6,000 students.

A doctoral graduate of Georgia State University, Dr. Nichols began her career in higher education at Gainesville State College, where she tutored in the Foreign Language and Writing Labs, taught

English as a Second Language classes, and became an associate professor of English and Spanish. She has also served as Assistant Vice President and Dean of Academic Affairs at Lanier Technical College and then Vice President for Academic Affairs at Chattanooga State Community College.

In 2018, Dr. Nichols was one of 40 faculty and staff nationwide selected to take part in the Aspen Presidential Fellowship for Community College Excellence. In addition, Dr. Nichols has published articles in numerous reference collections, including *The Dictionary of Literary Biography, Companion to the World Novel*, and *An Encyclopedia of American Women at War*.

Dr. Nichols will give a presentation entitled:

The Cradle of Leadership: College Learning Centers and the Birth of Effective Leaders.

#### **CONCURRENT SESSIONS**

Concurrent Session 1 10:00am - 10:50am			
Establishing Standards for a Respectful Learning Center Community	Abe Saunders	Room 3203	
Retention and Degree Completion: Students On and Returning From Suspension	Allison Stewart and Samantha Ansley	Room 3204	
Who's ZOOM'in Who?	Lee Cope	Room 3211	
Concurrent Session 2 11:00:am - 11:50am			
Hungry Minds Grow with Grit(s) or Can They?????	Carrie Ziglar	Room 3203	
Hungry for Collaboration: Effective Strategies for Implementing Intercampus Partnerships	Lauren Brown	Room 3204	
Methods for Integrating Research, Assessment, and the Student Voice into Innovative Services	Maggie Blanton	Room 3211	
Concurrent Session 3 1:40pm - 2:30pm			
Recipe for Academic Program Success: Training as the Key Ingredient	Emily Cook and Sarah Dean	Room 3203	
#HungryToHire – Effective Marketing and Recruitment Strategies for Peer Leaders	Lauren Epps	Room 3204	
Data is as Data Does - Examining Data Collection and Analysis	Robert Jordan and Christina Puckett	Room 3211	
Concurrent Session 4 2:40pm - 3:30pm			
#hUNGry to Serve: Increasing Exposure and Engagement for Learning Centers	Michelle Gilstrap	Room 3203	
Feeding the Learning Brain: Leveraging Cognitive Science in the Learning Commons	Dr. Tanya Walker and Som Linthicum	Room 3204	
How <i>The Hunger Games</i> Helps Students Transition to College and Succeed	Shae Smith and Cathy Bradford	Room 3211	
Closing Session 3:30pm - 3:45pm			

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#### **CONCURRENT SESSION 1**

#### **Establishing Standards for a Respectful Learning Center Community**

Location: 3203

Presenter: Abe Saunders, Assoc Director, Center for Student Learning, College of Charleston

Moderator: Chris Gulino, University of South Carolina

It is possible that a student, while using your services, may behave in a manner that is not respectful nor conforms with your learning center's expectations and values. To what extent is your organization proactive in safeguarding against incidents of harassment and/or bias? This session will provide concrete action steps taken by one learning center and make a case for the importance of taking time to ensure peer tutors/student leaders feel equipped, supported, and empowered to effectively manage these difficult scenarios.

Audience members will learn what action steps one learning center developed in response to an inappropriate sexual harassment incident directed towards a tutor. The presenter will share the community agreement created and how/why it was developed. Audience members will also benefit from an opportunity to have candid discussion with colleagues about best practices for fostering a safe, respectful learning center environment.

#### Retention and Degree Completion: Students On and Returning From Suspension

Location: 3204

Presenters: Allison Stewart, Coordinator – Outreach & Special Programs, Auburn University

Samantha Ansley, Coordinator – Academic Coaching, Auburn University

Moderator: Dana Talbert, University of South Carolina

Engaging students through retention practices and support programs to ensure degree completion is a critical charge to institutions of higher education. This presentation centers on the collaborative practices of two programs in Academic Support at Auburn University that help students on suspension return to the university empowered with strategies for success and accountability for maintaining positive changes. The framework of this collaboration promotes student engagement and use of proactive, self-directed learning strategies for student success in and out of the classroom. The presenters will discuss programmatic overviews and best practices for supporting students as they transition through the academic suspension process.

Attendees will learn about two programs in Academic Support that foster increased retention and degree completion rates for Auburn University students on and returning from academic suspension.

#### Who's ZOOM'in Who?

Location: 3211

Presenter: Lee Cope, Director, University Tutorial Services, Appalachian State University

Moderator: Stormy Sims, University of West Georgia

During the Fall 2018 semester, Appalachian State University administrators made the decision to strategically rename the "Office of Distance Education" to "App State Online." As a part of this process it was expected that all academic support services available to traditional on-campus students would also be available to non-traditional off-campus students. University Tutorial Services was immediately faced with the two major challenges: 1) how do we provide quality online tutoring, and 2) how do we track the usage/gather visit data? Appalachian had a site license for ZOOM, a video conferencing platform that touted superior reliability and ease of use. This session will explore the development of an online tutoring platform at App State and how an interface with TutorTrac allows staff to collect data, and keep track of "Who's 'ZOOM'in Who?"

Participants will learn one perspective on how a learning center can develop and implement an online tutoring component.



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#### **CONCURRENT SESSION 2**

#### Hungry Minds Grow with Grit(s) or Can They?????

Location: 3203

Presenter: Carrie Ziglar, Director, Center for Academic Success, University of West Georgia

Moderator: Ben Estep, University of South Carolina

Today's buzz words about engaging and motivating students involve Growth Mindset, Grit, Resilience, and Persistence. How do we get students to buy in and understand these terms, what grit actually is and how it can be used to enable you to become a better student? What context of discussion can get them engaged in this concept? So as we move through this presentation we would want an open discussion as to the validity of this theory of Growth Mindset and do you have to combine GMS with Grit(s) or can either stand alone??

Attendees will better understand Growth Mindset theory and how we can present this concept/theory to the students we work with.

#### Hungry for Collaboration: Effective Strategies for Implementing Intercampus Partnerships

Location: 3204

Presenter: Lauren Brown, Assistant Director – Student Success Connect,

University of South Carolina

Moderator: Carla Fowler, Lenoir-Rhyne University

Collaboration amongst higher education is emerging as a powerful means of providing effective services and supporting students' educational experiences. While collaboration has become more common than ever, many higher education professionals still face challenges in building sustainable and mutually beneficial relationships. This presentation offers insight on collaborating with both academic and student affairs. Attendees will learn about strategies for establishing intercampus collaborations as well as understanding the potential impact of those efforts. This presentation will also cover who the SSC's early alert program collaborates with at UofSC and share example materials to aid in your own future collaboration efforts.

Attendees will learn about strategies for establishing and understand the potential impact of intercampus collaborations and brainstorm one new campus partner they want to work with. Attendees will receive materials to aid in their own future collaborations

#### Methods for Integrating Research, Assessment, and the Student Voice into Innovative Services

Location: 3211

Presenter: Maggie Blanton, Assistant Director, Division of Academic Enrichment,

University of Georgia

Moderator: Michelle Wolf, Winthrop University

At the University of Georgia, the Division of Academic Enhancement (DAE) provides research-based, data-informed, and student-centered services to support student learning through peer tutoring, academic coaching, and workshops. This interactive discussion will include an overview of the tutoring, coaching, and workshop programs, and why these programs make a positive impact on student success.

To maximize the impact on student success, the DAE synthesizes current research on student learning (Dweck, Tinto, McGuire, Ambrose, Nilson, Roediger), and integrates these principles into its practice. Examples of this integration include working groups who utilize research to solve problems, a dedication of leadership to professional development, and a common mission uniting faculty and staff in the support of students' success.

Ongoing assessment is also essential to DAE's services, with data collection, analysis, and assessment embedded into programs. Participants will receive a template to use for a program fact profile and will discuss ways to assess the impact of programs on student success. Most significantly, the student voice must be central, ubiquitous, and heavily considered. Participants will discuss various mixed methods approaches to how best utilize the student perspective to adapt offerings and maximize impact.

Participants will leave with ways to infuse educational research, ongoing assessment, and the student perspective into student services.

#### **CONCURRENT SESSION 3**

#### Recipe for Academic Program Success: Training as the Key Ingredient

Location: 3203

Presenters: Emily Cook, Director, Supplemental Instruction, University of North Georgia

Sarah Dean, Coordinator, Supplemental Instruction, University of North Georgia

Shannon Cannon, Staff Assistant, Supplemental Instruction, University of North Georgia

Moderator: Emily Richardson, University of West Georgia

Comprehensive training is the key ingredient to ensuring that student workers have the template and skills they need to be a "master chef" in their role. The nationally accredited Supplemental Instruction program at the University of North Georgia (UNG) focuses on a comprehensive two-day orientation training prior to student leaders beginning work and a dynamic ongoing training throughout the semester. Using key elements of the SI model as the template for conducting training workshops, the UNG SI program weaves leadership topics, resources, skill building, and team morale into the training program. Join us in this presentation to learn how you can incorporate some of the same elements into your training program!

Participants will gain a better understanding of comprehensive elements of a training program and how they can incorporate similar elements into their own program.

#### #HungryToHire – Effective Marketing and Recruitment Strategies for Peer Leaders

Location: 3204

Presenter: Lauren Epps, Coordinator of Peer Tutoring, University of South Carolina

Moderator: Jerome Lee, University of West Georgia

Are you starving for new students to be Peer Leaders? Have your recruitment strategies gotten stale? Great leaders are born through great recruitment! Join us as we discuss innovative strategies to market Peer Leader positions and a streamlined, effective recruitment process designed to identify and engage your top candidates. During this presentation, you will receive tips on using social media, campus partners, and your current leaders to recruit new Peer Leaders. You will also receive an in-depth look at the University of South Carolina's revamped recruitment process, including information sessions, application review procedures, and interview strategies.

Participants will learn effective ways to market and recruit for Peer Leader positions.

#### **Data is as Data Does: Examining Data Collection and Analysis**

Location: 3211

Presenters: Robert Jordan, Director of Tutoring Services, Kennesaw State University Christina Puckett, Assistant Director of Tutoring Services, Kennesaw State University

Moderator: Justin Boone, Georgia Institute of Technology

Behind every successful learning center is a steady, constant stream of data that is vital to the long-term operations of the program. Proper data analysis is used to justify budget requests, show successes, and, perhaps most importantly, to show what areas of a program need to be re-evaluated. While some of the finer points are unique to individual institutions, most aspects of data analysis are common to all institutions.

This presentation will discuss important types of data that learning centers should be gathering and examine potential ways to analyze that data. It will also look at differences between positive and negative outlook data and how to present each to relay results that are both easily digestible and meaningful. Minimal data set sizes and various statistical tests that can be used to relay the significance of the information will be discussed. The presentation will demonstrate using software such as Microsoft Excel to produce reports and discuss the benefits of doing the analysis outside of a data tracking system. Finally, the usage of statistical software such SPSS/SAS/R-Studio to perform the necessary statistical testing will be discussed, and group discussion on important tests will wrap up the presentation.

Participants will develop new ideas and methods for handling data generated by a Center to accurately show a program's impact.

#### **CONCURRENT SESSION 4**

#hUNGry to Serve: Increasing Exposure and Engagement for Learning Centers

Location: 3203

Presenter: Michelle Gilstrap, Professional Writing Consultant, University of North Georgia

Moderator: Dan Aleksiejczyk, University of South Carolina

There has long been a stigma associated with tutoring and learning centers on college campuses. Students are afraid of being labeled remedial or feeling less intelligent or less prepared in front of their classmates if they need help from the various services offered by learning centers. Over time, faculty and center staff have attempted to quell those fears by requiring all students to visit, essentially leveling the playing field, but with varied levels of success. Rather than trying to drag students into learning center spaces, however, we should look at stepping outside our own walls and meeting them where they are. We should venture out to the campus at large and explore new ways to engage.

This session will look at ways learning center programs can co-opt existing methods in new ways—like applying SI-style in-class partnerships to tutoring centers for other subjects—or even find ways to physically occupy open spaces on campus for the purposes of exposure and approachability, like writing consultants making themselves available in the student center or library for quick questions. There will also be time for guided brainstorming and discussion about what ideas might work best at which types of institutions.

Participants will leave with ideas for programs and implementation that will increase student engagement.

#### Feeding the Learning Brain: Leveraging Cognitive Science in the Learning Commons

Location: 3204

Presenters: Tanya Walker, Assistant Director, Learning Commons, Tri-County Technical College Som Linthicum, Learning Services Librarian, Learning Commons, Tri-County Technical College

Moderator: Caroline Samples, University of North Georgia

In 2018, our institution launched a vibrant new Learning Commons – an open, collaborative space, designed to foster active learning experiences and intellectual growth in a co-curricular setting. In doing so, we embarked on a previously untraveled path, fusing together two heretofore disparate instructional departments with direct impact on student learning — library and tutoring services. As these newly integrated programs have worked together to redefine their common goals and pedagogical objectives, a shared and somewhat surprising ethos has emerged — one which leverages the insights of cognitive science to help our students become more effective, efficient, and self-empowered learners both in and beyond the classroom. Our unified pedagogical approach purposefully melds the science of learning with critical literacy to establish a programmatic set of core principles or learning literacies: metacognitive awareness and critical inquiry, growth mindset, durable learning through mental doing, active and integrative learning. While we integrate these guiding principles throughout our instructional program, this presentation will primarily focus on three working examples where they've been profitably deployed in pragmatic partnerships with key college stakeholders — our student-oriented Skillshop series via our student support and engagement division; our faculty-oriented professional development series via the office of faculty development; and our broader curriculum-building efforts via our office of institutional effectiveness. We offer tangible thoughts and practical take-aways on how to incorporate the science of learning into overarching curricular standards, as well as daily instructional practice. Ultimately, our shared ambition is to equip our students with robust learning toolkits that are scalable, transferable, and adaptable across content areas, across courses, and throughout their own life-practice.

Attendees will be introduced to our unified pedagogical approach, merging the insights of cognitive science with critical literacies; the 5 core principles guiding our co-curricular efforts; ways to incorporate the science of learning into overarching curricular standards and daily instructional practice in order to drive student learning and success.

#### How The Hunger Games Helps Students Transition to College and Succeed

Location: 3211

Presenters: Shae Smith, Manager, Thrive Scholars and Coca-Cola Scholars Programs,

**Kennesaw State University** 

Cathy Bradford, Supplemental Instruction Coordinator, Kennesaw State University

Moderator: Morgan Reubusch, University of South Carolina

Nearly ten years ago Kennesaw State University (KSU) recognized the challenge students with the HOPE Scholarship faced. Nearly half of the students who entered college lost HOPE by the end of their first year and only 8% were able to earn it back. This led to a decrease in RPG across the state of Georgia, because many who lost HOPE's financial support weren't financially able to continue in college. To address this challenge, KSU's Department of First-Year and Transition Studies (FYTS) and University College (UC) designed the Thrive Scholars Program. Over the course of the 7 years that followed, HOPE Scholars who entered the program as high school seniors nearing graduation had significantly higher rates of RPG.

In this session we'll share the combination of key program elements, including workshops, coaching, first-year seminars and learning communities that help our students enter "The Arena" with the right mindset. In addition, we'll highlight some of the great resources FYTS and UC offer, including Supplemental Instruction, which have influenced our students' success, helping them thrive and become "victors" in their collegiate journey.

Attendees will leave with (1) an understanding of programming and resources KSU's Department of First-Year and Transition Studies and University College use to help ease the transition to the first-year in college, as well as (2) ways to apply some of our strategies on their own campus.

#### Special Thanks to Our Sponsors!











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## THURSDAY NIGHT!

#### TASTING & TRIVIA!

Grab some dinner on your own and then join us at Left Nut Brewing Company for a low-key night of trivia, locally crafted beer and cider tastings, brewery tours, and friendly conversation. The establishment does not serve food, but encourages food carry-in or local delivery, too!

Learn more: www.leftnutbrewing.com

#### **GREAT LOCAL DINING:**

#### SMOKE HOUSE BBQ AND CATERING

This family-owned local gem serves award winning BBQ, southern sides, and homemade desserts. Eat inside, on the patio, or order some BBQ to go!

#### LORETTA'S COUNTRY KITCHEN

Just down the road from the conference location, Loretta's serves cafeteria-style traditional southern fare. Open for breakfast, lunch, and dinner, it's a great place to experience casual southern hospitality

#### LA PARILLA

Tex-Mex dishes and margaritas in a vibrant atmosphere, La Parilla donated gift cards...you might win one!

#### NAPOLI'S PIZZA

Pizza, pasta, subs, stromboli and more! They even offer gluten free pizza options.

## Staying for the Weekend? FRIDAY MIGHT! FIRST FRIDAY!

Enjoy Downtown Gainesville! First Friday features a farmer's market with local vendors, free live music, and extended shopping hours. Check out some of our restaurants, coffee shops, and boutiques on the square, and relax at this family-friendly event! (https://www.gainesville.org/main-street-gainesville)

#### NEARBY NORTH GEORGIA & LAKE LANIER

#### **LAKE LANIER**

Play on the water at Lake Lanier! Enjoy beaches, parks, dining on the lake, water sports, and family friendly activities. Check out all that Lake Lanier has to offer just 10-15 miles from the conference location! (www.discoverlakelanier.com)

#### DAHLONEGA, GA

Gold country! A mere 25 miles from the conference, Dahlonega is known for its festivals, shopping, dining and its southern, small town charm! (www.dahlonega.org)

#### HELEN, GA

Want a real escape? Travel to Helen and experience the feel of an alpine Bavarian town only 40 miles from the conference, (www.helenga.org)

#### NORTH GEORGIA PREMIUM OUTLETS

There is always time for shopping! The Dawsonville outlets are a short 25 mile drive from the conference.







#### **CONTACT INFORMATION**

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#### **2019 KEYNOTE SPEAKER**

#### DR. TIM RENICK

Senior Vice President for Student Success and Professor of Religious Studies, Georgia State University

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Book your room at the beautiful Hyatt Regency in Louisville, KY now and take advantage of the NCLCA Conference room rate!

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