**National College Learning Center Association**

**Centers of Excellence Program**

**2019 APPLICATION**

**Section A: Contact Information**

|  |  |  |
| --- | --- | --- |
| **Primary Contact Information:** | | |
| **First Name** | **\*** | Click here to enter text. |
| **Last Name** | **\*** | Click here to enter text. |
| **Position/Title** | **\*** | Click here to enter text. |
| **Institution** | **\*** | Click here to enter text. |
| **Street Address:** | **\*** | Click here to enter text. |
| **Street Address (2):** |  | Click here to enter text. |
| **City** | **\*** | Click here to enter text. |
| **State/ Province** |  | Click here to enter text. |
| **Zip** |  | Click here to enter text. |
| **Additional Address Information for International Applicants** |  | Click here to enter text. |
|  | | |
| **Work Phone:** |  | Click here to enter text. |
| **Fax:** |  | Click here to enter text. |
| **Preferred Phone Number:** | **\*** | Click here to enter text. |
| **E-Mail:** | **\*** | Click here to enter text. |
| **Any Additional Contact Information** |  | Click here to enter text. |
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**Section B: Putting the Institution in Context**

**Institutional Description**

Public

Private

Other Click here to enter text.

**Institutional Type**

Community Colleges (2 year)

Four-Year Colleges and Universities

**Institutional Size (Student Population)**

Under 2,000

2,000 – 5,000

5,000 – 10,000

10,000 – 20,000

Over 20,000

**Briefly describe where the learning center fits in the institution and reporting lines:**

*(No more than 100 words)*

*EXAMPLES*

* *Under Academic Affairs - Learning Center Director reports to the Vice Provost/Dean of Undergraduate Studies who reports to the Provost and then President*
* *Under College of Engineering - Learning Center Director reports to College of Engineering Dean reports to Provost who reports to President*
* *Under Academic Affairs - Learning Center Director reports to Regional Associate Dean who reports to Regional Dean who reports to Associate Vice Provost who reports to Provost who reports to President*
* *Under Office of Campus Life – Learning Center Director reports to Vice President of Campus Life who reports to President*

Click here to enter text.

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**Section C: Learning Center History and Putting Your Center in Context**

**Indicate the programs/services in your center** *(check all that apply):*

Tutoring

One-on-one

Group

Appointment-based

Drop-in

Online

Structured Learning Assistance Programming (i.e. Supplemental Instruction, Peer Assisted Study Sessions, Embedded Class Peer or Staff Support, Study Groups)

Academic Skills Workshops

Freshman Seminar/Study Skills Course

Credit-bearing Courses

* + - If yes, titles and number of credits Click here to enter text.

Peer Academic Coaching/Mentoring

Academic Coaching/Counseling

Academic Recovery/Reinstatement /Probation

Early alert/warning intervention

Academic Advising

Disability Services

Grant Funded Services (i.e. TRIO, Title III)

Dedicated computer lab

Assessment/Placement Testing

Special Student Populations (i.e. student-athletes, engineering students, international students)

* + If yes, please indicate which population(s) Click here to enter text.

Other Click here to enter text.

**Are there other tutoring services or learning centers at your institution?**

No

Yes **–** *If yes, what are they?* Click here to enter text.

**How is the learning center funded? Please select all that apply.**

Budget line item

Student Fees

Grant Money

Endowment

Other Click here to enter text.

**Faculty/Professional/Support Staff**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NAME** | **Title** | **Rank/campus designation** | **Program responsibility** | **Full-time or**  **Part-time?** |
| *Example center* | | | | |
| M. Erica Doe | Director | Professor | Learning Center | Full time |
| Lonnie Anderson | SI Coordinator | Lecturer | Supplemental Instruction | Full time |
| Anthony Polo | Admin Asst | Admin Assistant | Support for Director | Full time |
| Lance Armstrong | Acad. Counselor | Lecturer | Academic Counseling | Part time |
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**Student Employees, professional tutors, and volunteers (please provide numbers only)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Professional Tutors** | **Student employees** | **Volunteers** |
| Average #/term | Click here to enter text. | Click here to enter text. | Click here to enter text. |
| Average #/year | Click here to enter text. | Click here to enter text. | Click here to enter text. |

Additional Explanation:

Click here to enter text.

**Annual Student Usage Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **Total number of enrolled students** | **Total number of students served** | **Number of contact hours** | **Year or semester** |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |

Additional Explanation:

Click here to enter text.

**Center and Program Achievements & Current Certifications** (earned/awarded in the last 10 years)

|  |  |  |
| --- | --- | --- |
| **Award/Certification/Honor** | **Awarding Agency/Organization** | **Year** |
| *Example* | | |
| *CRLA Tutor Training Certification – Level 3* | *College Reading and Learning Association* | *2013-2018* |
| *Outstanding Tutor Award* | *Association for the Tutoring Profession* | *2010* |
| *NCLCA Outstanding Learning Center Award* | *National College Learning Center Association* | *2006* |
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Additional Award/Certification Information:

Click here to enter text.

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**Use this section to provide a brief history of your center in the text box below.**

Click here to enter text (500 word limit)

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**Section D: Evaluation Criteria**

**DIRECTIONS**:

In this section you will be earning points for each of the seven categories for evaluation. These sections are weighted towards a final percentage score:

1. Programs and Services (10%)
2. Organizational Framework (20%)
3. Academic Integrity and Learning Environment (10%)
4. Funding, Resources and Design (10%)
5. Staff and Professional Development (15%)
6. Promotion and Public Relations (15%)
7. Assessment and Evaluation (20%)

In order to achieve the Center of Excellence designation, you must earn 90% or higher for your overall percentage score. Those centers earning 85%-89% may resubmit their application according to the reviewers’ feedback within 90 days for no additional application fee.

A center does not have to meet every criteria listed under each category in order to earn a center of excellence designation. The point system allows for flexibility, but the criteria listed in each category shows the ideal and standards that learning centers should aspire to upholding.

**Please carefully follow the application checklist and read the directions under each category below to ensure that you are providing the recommended evidence to address all of the evaluation criteria as you put together your application. Each category asks for specific evidence to document how your center meets the criteria. The evidence requirements are listed in the checklist.**

**I. PROGRAMS AND SERVICES**

**DIRECTIONS** – In this section, you need to do two things:

Part 1 - Provide a brief overview (500 word limit) to describe the programs and services offered in your learning center.

Part 2 - Address each of the definition criteria (see below) listed on the application form as they relate to your programs and services (7 text boxes on the application - 250 word limit per text box).

For ease of review, frame the discussion of your programs and services, aligned with the following categories (as applicable):

* **content/course-based academic support** *(e.g. any individual and/or group tutoring; drop-in/walk-in services or by appointment; embedded academic support/ supplemental instruction or a similar programming for targeted courses; and/or use of in-house created resources);*
* **academic and study strategies coaching/counseling** *(e.g.. academic coaching and/or mentoring program offered; study strategy resources that are available in the learning center and electronically; self-assessments related to study behaviors and/or learning strategies inventories and/or academic success plans);*
* **workshops and courses** *(e.g.. workshops – including titles- on study strategies and related topics; any credit and/or non-credit academic skills courses - provide syllabus and enrollment criteria for each course); and (if applicable)*
* ***s*pecialized components** *(e.g. Athletics, Disability Services, Academic Advising, Testing, Counseling Services).*

Additionally, as you discuss each of your programs and services, be sure to talk about partnerships with academic departments, curricular inclusion, and academic support across the curriculum.Include partnerships with other campus departments or area institutions (e.g. orientation, new faculty programs, online students, ESL students, classroom presentations, shared services with branch campuses).

*Part 1 Insert your narrative of no more than 500 words here.*

Click here to enter text (500 word limit)

*Part 2: Use the following text boxes to describe how your programs fit the 7 points of the NCLCA definition of a learning center.*

The National College Learning Center Association defines a learning center at institutions of higher education as interactive academic spaces which exist to reinforce and extend student learning in physical and/or virtual environments. A variety of comprehensive support services and programs are offered in these environments to enhance student academic success, retention, and graduation through applying the best practices of student learning theory and addressing student-learning needs from multiple pedagogical perspectives. Staffed by professionals, paraprofessionals, faculty, and/or trained student educators, learning centers are designed to reinforce the holistic academic growth of students by fostering critical thinking, metacognitive development, and academic and personal success.

1. **Provides interactive academic spaces**

*How do students use your physical and virtual spaces in interactive ways?*

Click here to enter text (250 word limit)

1. **Reinforces and extends student learning**

*Provide specific examples of how student learning is reinforced or extended through your programs and services.*

Click here to enter text (250 word limit)

1. **Effectively uses physical and/or virtual environments**

*Provide a description of your physical and virtual environments.*

Click here to enter text (250 word limit)

1. **Provides a variety of comprehensive support services and programs**

*Add any additional details not included in your narrative here.*

Click here to enter text (250 word limit)

1. **Enhances student academic success, retention, and graduation**

*Provide specific evidence of impact on academic success, retention, or graduation.*

Click here to enter text (250 word limit)

1. **Aligns with best practices of student learning theory and addressing student learning needs**

*Provide examples of how your programs are based on student learning theory and student learning needs.*

Click here to enter text (250 word limit)

1. **Fosters critical thinking, metacognitive development, and academic and personal success.**

*Provide examples of how critical thinking skills, metacognition, and success plans are included in tutor training and in your programs.*

Click here to enter text (250 word limit)

**II. Organizational Framework**

*DIRECTIONS –Complete the following sections using the evidence requested from the check list. We have provided you with the evaluation criteria to help you organize your thoughts and make your narrative clear to the reviewers. Fill in the text boxes after each subheading. Attach any documents needed for supporting evidence in the appendix.*

**MISSION STATEMENT**

* Learning Center mission statement

Click here to enter text.

* Institutional and division mission statements

Click here to enter text.

* Alignment of mission statement

*(Explain alignment with institutional strategic plans, goals, and outcomes.)*

Click here to enter text.

* Review process and timeline

Click here to enter text.

* Appropriateness of mission statement

*(Describe the student population and justify connection to your mission statement.)*

Click here to enter text.

**LEADERSHIP**

* Qualifications of Director

(*Provide description of where/hyperlink to the appendices to find the professional vitae and current proof of at least LCLC Level 2 or requested evidence from checklist.*)

Click here to enter text.

* Qualifications of Learning Center professional staff

(*Provide description of where/hyperlink to the appendices to find the professional vitae and current proof of at least LCLC Level 1 or requested evidence from checklist.*)

Click here to enter text.

* The Learning Center professionals are represented on campus/university-wide committees (*Please complete the following grid for your staff. Include the current or recent service over the last 3 years.*)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Position | Committee | Level  *(i.e. Center, Division, Campus, College)* | Dates Served |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |

**III. ACADEMIC INTEGRITY AND LEARNING ENVIRONMENT**

*DIRECTIONS –Complete the following sections using the evidence requested from the check list. Attach any documents needed for supporting evidence in the appendix.*

**ETHICS AND POLICIES**

* Staff training on ethical policies and institution policies

*(provide copy of training process and content as an appendix item)*

Click here to enter text.

* Student privacy and *confidentiality*

*(provide documentation for FERPA training, including process and dates of training as an appendix item)*

Click here to enter text.

* Scholarly integrity and academic honesty

Click here to enter text.

**DIVERSITY**

* Staff composition and/or diversity training

Click here to enter text.

* Academic support of diverse student groups

Click here to enter text.

* Impartial academic support and harassment free environment

Click here to enter text.

**IV. FUNDING, RESOURCES, AND DESIGN**

*DIRECTIONS –Complete the following sections using the evidence requested from the check list. Attach any documents needed for supporting evidence in the appendix.*

**FUNDING AND STAFF SUPPORT**

* Funding is adequate to effectively used to provide services to meet the needs of the student population.

Click here to enter text.

* Administrative/clerical support is sufficient to provide strong customer service and effective management.

Click here to enter text.

* Learning center professional staff is adequate to manage learning center programs and to promote the learning center.

Click here to enter text.

**TECHNOLOGY, SPACE AND UNIVERSAL DESIGN**

* Use of technology, access to online resources and technology

Click here to enter text.

* Learning center physical environment

Click here to enter text.

* Learning center virtual environment

Click here to enter text.

**V. STAFF AND PROFESSIONAL DEVELOPMENT**

*DIRECTIONS –Complete the following sections using the evidence requested from the checklist. Attach any documents needed for supporting evidence in the appendix.*

**STUDENT/PEER PROFESSIONAL TRAINING/PROFESSIONAL DEVELOPMENT**

* Staff planning meeting

Click here to enter text.

* Basic and advanced training for student employees

Click here to enter text.

* Certification of training programs

Click here to enter text.

**LEARNING CENTER STAFF EVALUATION AND PROFESSIONAL DEVELOPMENT**

* Staff evaluation process

Click here to enter text.

* Learning center professional affiliations *(Please complete the following grid for your professional staff affiliations)*

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Position | Organization/listserv/forum | Dates joined |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |
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* Learning center professionals professional development/leadership   
  *(Please complete the following grid for your professional staff activities)*

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Position | Activity/Leadership Experience | Dates joined |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |
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| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |

* Learning center professional staff contributions to the field   
  *(detailed list in APA or MLA format of up to 10 of most recent presentations and publications)*

Click here to enter text.

**VI. PROMOTION AND PUBLIC RELATIONS**

*DIRECTIONS –Complete the following sections using the evidence requested from the check list. Attach any documents needed for supporting evidence in the appendix.*

**STUDENT POPULATION RELATIONS**

* Center branding

Click here to enter text.

* Center virtual presence

Click here to enter text.

* Informational/promotional materials

Click here to enter text.

**INSTITUTIONAL RELATIONS**

* Advisory board

Click here to enter text.

* Information for key institutional stakeholders

Click here to enter text.

* Feedback from key institutional stakeholders

Click here to enter text.

**VII. ASSESSMENT AND EVALUATION**

*DIRECTIONS –Complete the following sections using the evidence requested from the check list. Attach any documents needed for supporting evidence in the appendix.*

THE **PLAN** FOR ASSESSMENT AND EVALUATION

Provide student learning outcomes and the process used to measure them.

Click here to enter text.

Describe the process used to continually review and make quality improvements in programs and services.

Click here to enter text.

THE **PROCESS** OF DATA COLLECTION, ORGANIZATION AND ANALYSIS

*Provide a short description of the process and tools used to collect and track data.*

Click here to enter text.

*Provide a short description of the process used to analyze the collected data.*

Click here to enter text.

THE **PRODUCT** OF ASSESSMENT – REPORTS AND CONTINUOUS IMPROVEMENT

Provide a hyperlink to your most recent annual report including an executive summary below.

Click here to enter text.

Provide evidence of the achievement of student learning outcomes and learning center goals.

Click here to enter text.

**VIII. APPENDIX**

*DIRECTIONS – In this section please put in a table of contents of any documents you will be adding to support your application. Be sure to label the table of contents by the section of the application.*

*For Example:*

*I. PROGRAMS & SERVICES*

*A. Tutoring Schedule*

*B. Faculty Information Sheet*

Click here to enter text.