A Message From the Editor:

This month, we look back at our 32nd Anniversary Conference. Thank you to all of the presenters who shared their knowledge and experience. Also, thank you to everyone who attended. We hope everyone had an amazing and productive experience.

February 2018 Newsletter Theme: Effectively marketing your academic support services: Empowering students to succeed. We are seeking articles that highlight effective marketing strategies and collaborations practitioners are using to increase student awareness of academic support services. We encourage our readers to look at Publication Guidelines, listed on page 10. (Submission deadline: 19 January 2018)
From the President’s Desk

Michael Frizell, President & Editor of The Learning Assistance Review

Dear Esteemed Colleagues:

Perhaps you’re one of those leaders or administrators in your learning commons who had management of such a space as a professional goal. If you’re like me, you didn’t dream of becoming the director of a Writing Center, a Supplemental Instruction or Writing Fellows Program, or managing tutors, mentors, or learning assistance personnel of any sort. You woke up one day to find the “other duties as described” line in your job description pushed to its tenuous limit. Leadership of a space designed to enhance student learning outside the confines of the classroom was suddenly part of your service to the institution.

Like me, I imagine your early days were fraught with confusion as you sought out the advice only careful research and professional support could offer in your new role. I bet you were shocked to discover that your new field was burgeoning with organizations eager to publish your research, host your conference presentations, and accept your membership money.

When I moved from my position as junior faculty in the Collegiate Reading and Learning department at my institution to the position of Director of the Writing Center, I inherited a space the size of a classroom that came with two ancient couches playing host to desiccated pizza, a pocketful of lost pennies, and an odor I could never hope to describe. The previous director took all of her books, training materials, and any hope of my continuing her work.

It was just as well. I had a blank slate. I could write my own story.

I started by reinventing the wheel, of course. I removed the couches (I hope someone burned them, but knowing higher education, I’m sure someone repurposed them for another office. To the unlucky soul who inherited them, I trust part of their budget includes a steady supply of Febreze©). I formalized the space by separating the reception area from the work areas, added computers, and implemented an online presence and scheduler. I met with every faculty member, student organization, and classroom that would have me and gave them the elevator pitch about what we do and asked a simple question, “What can we do for you?” Explosive growth, despite a static budget, occurred, and I found myself once again combing the research, seeking help.

At the urging of my immediate supervisor, Rachelle Darabi, our new Associate Provost for Student Development and Public Affairs and then secretary for NCLCA, I attended my first NCLCA Annual Conference in Golden, Colorado in 2009. I was struck by the collegiality and instant camaraderie offered by the executive board and membership. It’s cliché to call what I experienced akin to the bonds of an extended family, but I’ll say it anyway. I learned much that weekend, and at every NCLCA conference since. I never dared to imagine that I’d someday lead this diverse and engaging group.

The expertise each of you contributes to the combined scholarship in our field is unparalleled by other organizations, and I hope you found, like me, that each time you attend one of our conferences, your voice is an essential part of the chorus we’re creating. NCLCA nurtures you - the practitioner, the servant-leader-supporting your efforts while providing you with the tools of your trade.

Please share your wisdom, research, and experience with us.

Best,

Michael Frizell
President & Editor, The Learning Assistance Review
Scenes from the Conference
Scenes from the Conference

Campus Visit to the UTSA Learning Center

Learning with Technology
Scenes from the Conference

NCLCA AWARDS & GRANTS

Awards, Prizes, and Affiliates are all part of the conference program.
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- For more on the book contact: Michael Frizell, Laura Sanders, or David Reedy

Leading Learning Centers
Finding Your Way

**JUNE 24 - 27, 2018**

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MORE INFORMATION COMING SOON

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<th>DATES</th>
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<td>January 26</td>
<td>12:00 p.m. - 1:15 p.m. (EST)</td>
<td>Help Tutors Increase Their Success and Satisfaction: Teach Them Metacognitive Learning Strategies!</td>
<td>Saundra Y. McGuire</td>
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<td>February 23</td>
<td>12:00 p.m. - 1:15 p.m. (EST)</td>
<td>NCLCA Q&amp;A 2018 Awards, Scholarships and Proposals</td>
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<td>March 16</td>
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NCLCA 33rd Annual Conference

Unleashing the POWER of Your Learning Center

October 2-5, 2018 | Niagara Falls, New York

Venue
The Conference & Event Center
Niagara Falls

Conference Hotel
Sheraton At The Falls

Details Coming Soon!

Education—Thought for the Day

“Education is the most powerful weapon which you can use to change the world.”

-Nelson Mandela
Conference Reflections: From Corporate Representatives

The team here at Upswing was so grateful for the opportunity to participate in the NCLCA conference this year. One of the best things about working in student services is seeing the commitment that Learning Center professionals bring to student success and retention. This commitment was on clear display at NCLCA, and the conference brought us all closer to the goal.

Some of the highlights from our experience at NCLCA conference this year were:
- Great speakers that offered fresh insights around student support (keynotes like Marci Powell, and breakout sessions with LC professionals of various backgrounds)
- Fun networking events and a friendly environment that fostered new relationships. I thought the ghost and food tours were a great way to unwind each day!
- Opportunities to connect with inspirational people to discuss best practices and success stories.

NCLCA conference was a great opportunity for Upswing to connect with new contacts interested in increasing student access to quality resources that support their success in higher ed. We’re grateful for the connections made and excited for more to come! We invite you to explore more on our website, upswing.io, or reach out to us at speak@upswing.io.

Thanks, Greg!
~Taylor

As a former Learning Center Manager and NCLCA Attendee, I continue to be impressed with organizers, attendees and presenters that the NCLCA Conference attracts. Innovative Educators is proud to be part of a rich community of critical thinkers, innovators, and educators! I was able to connect with several of our current partners and make new connections at NCLCA this year.

We were pleased to be able to present, table, and host the hospitality suite at NCLCA 2017! While at the conference, we collected your best Student Success Tips, and we gave the winner, Janel Dia from Penn State, a $100 Amazon Gift Card! We had fun giving out prizes such as TutorLingo, StudentLingo and a 3-Pack of our Go2Knowledge webinars at the Hospitality Suite.

If we snapped a photo of you at the hospitality suite, you can view your photos on our Instagram and Facebook pages.

We sent our presentation materials and other conference follow up via our newsletter. If you missed our follow up newsletter, you can check it out here: Innovative Educators: NCLCA Newsletter

If you didn’t get a chance to connect at the event, or would like to continue the conversation, please reach out to Erica Kennon at erica@ieinfo.org or by phone (303) 305-8856.

We hope to see you all in Niagara Falls next year!
Thank you to everyone who contributed to this edition of the newsletter.

Newsletter editorial staff: Karen Agee, Stacey Blackwell, Kolene Mills, Jon Mladic, Barton Price, Margaret Roidi, Jainesh Singh, Wendy Simmerman, and Kathleen Volk
Conference Reflection: From a Seasoned Professional

The annual conference of the National College Learning Center Association (NCLCA) aims to provide learning center professionals with myriad of opportunities to engage with peers, attend sessions, and participate in team-building experiences.

As a third-time attendee, I was impressed with the historical location selected and the variety of the session topics offered. The Menger Hotel was a wonderful selection, which demonstrates the thought and effort put into planning the 2017 conference in San Antonio, TX. The NCLCA team managed to transport participants into an environment that fostered professional growth and the inventive exploration of ideas. The session facilitators demonstrated solid presentation skills and every session, whether the format was interactive, lecture- or poster-based, provided valuable information about the tutorial field.

It was very rewarding to attend sessions that focused on tutor professional development. The training trends in tutoring are changing from the traditional “A, B, Cs of Tutoring” to incorporate methodology, collaboration, active listening, and reflection. Many participants shared the value of offering professional development programs for tutors, which include a course-format that is either face-to-face, online, or hybrid; the continuous opportunity for reflection and examination of practices can help move this profession forward. One of the most noteworthy sessions I attended was conducted by two doctoral students, pertaining to Epistemological Beliefs of Peer Undergraduate Tutors. It was great to see NCLCA provide students with a platform to showcase their work and inspire formal research.

On the journey of celebrating the past and paving the path for a future full of thoughtful and purposeful learning center practices, I deem the 2017 NCLCA conference to have been a success.

Dr. Margaret M. Roidi
Manager of the Math & Science Resource Center at John Jay College of Criminal Justice

Newsletter Publication Guidelines

Affiliate’s Corner
◊ Submissions must be from one of the organization's officers.
◊ Limit contributions to 150 words.
◊ Include point-of-contact for any announcements.

Tutor Spotlight
◊ Submissions should include a photograph of the tutor.
◊ Limit contributions to 250 words.
◊ Include certifications earned (if any).

Book or Article Reviews
◊ Limit contributions to 300 words.
◊ Include publication information.

Campus Visit
◊ Description of a learning center, including successful programs, organizational structure, marketing techniques, training strategies, hiring practices, and collaborative efforts.
◊ Limit contributions to 500 words.

Practitioner’s Corner
◊ Specific techniques and strategies for building different aspects of successful learning center programs.
◊ Limit contributions to 500 words.

Other Articles
◊ Articles should focus on the topic selected for the upcoming newsletter.
◊ Please limit contributions to 500 words.

All Submissions
◊ The submitter grants NCLCA the right to make minor revisions during the editing process.
◊ Include name and institution of the author.
◊ Authors are encouraged to provide a picture of the author, pictures of facilities, explanatory charts, and other visuals.
◊ Discuss articles over 500 words in length with the editor prior to submission.
◊ Send submissions to Gregory Farrell at gfarrell@bmcc.cuny.edu