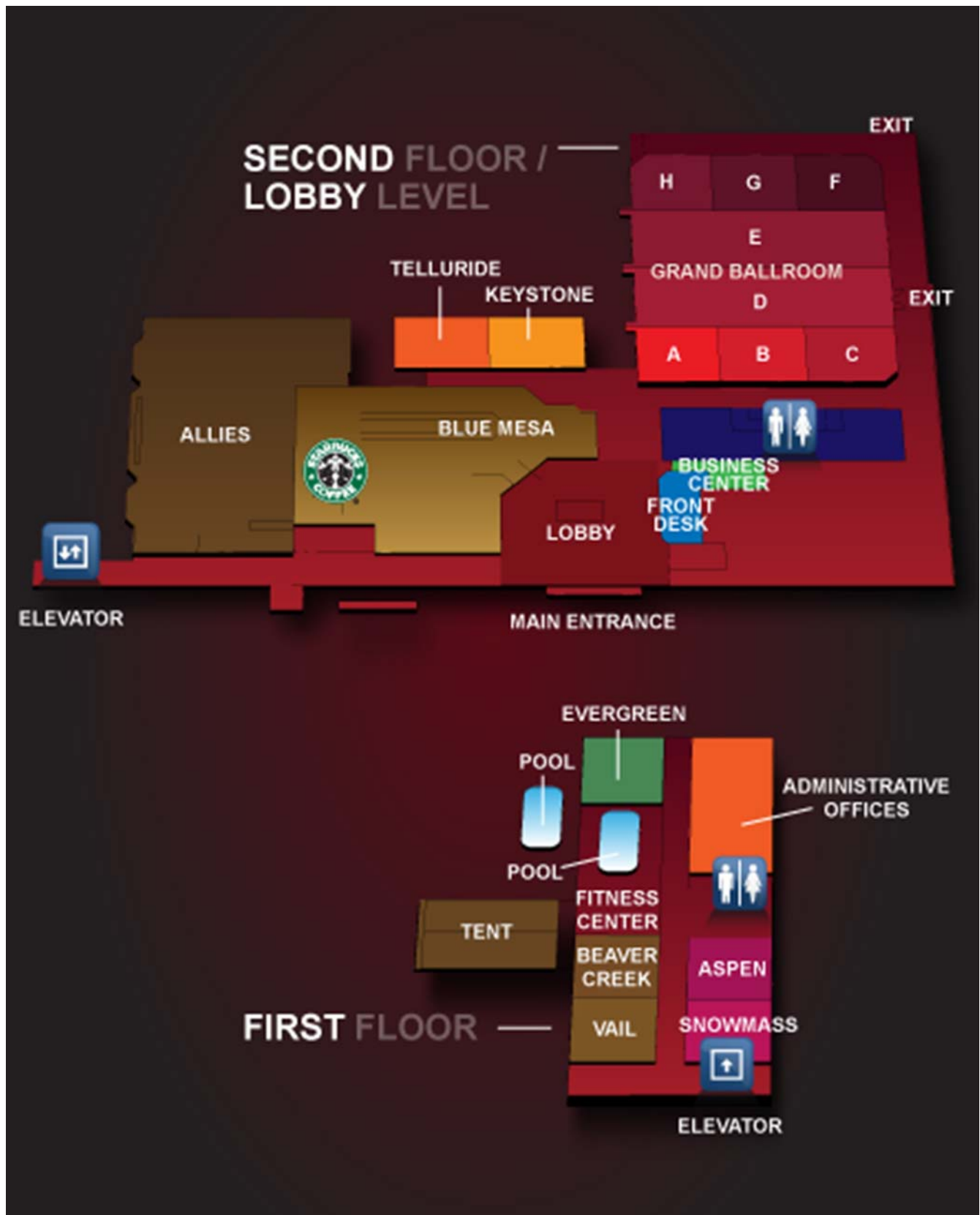


# Mountaintop Experiences in Learning Assistance:

What are they and  
How do we reach them?



# HOTEL MAP



# CONFERENCE SCHEDULE

## Wednesday, September 30

9:00 am - 12:00 pm	Pre-Conference Institutes A and B	Ballroom Salons
12:15 pm - 1:45 pm	Lunch with Presidents	Beaver Creek/ Vail
2:00 pm - 5:00 pm	Pre-Conference Institutes C, D, and E	Ballroom Salons, Aspen, Snowmass
5:30 pm - 7:00 pm	Welcome Reception	Tent/Outside Pool Area
7:00 pm - 8:00 pm	Presidential Reception for Newcomers	Salon AB
8:00 pm - 9:00 pm	Presenters' Reception	Allies
8:00 pm - 10:00 pm	Hospitality Suite	Room 149 (First Floor)

## Thursday, October 1

7:30 am - 8:30 am	Continental Breakfast	Ballroom Salons D - H
8:30 am - 9:50 am	Welcome, Presidential Address, Plenary Keynote: Dr. Sandra McGuire	Ballroom Salons D - H
10:05 am - 11:05 am	Concurrent Session 1	See page 18
11:20 am - 12:20 pm	Concurrent Session 2	See page 19
12:30 pm - 1:45 pm	Awards Banquet	Ballroom Salons D - H
2:00 pm - 3:15 pm	Concurrent Session 3	See page 20-21
3:30 pm - 4:30 pm	Concurrent Session 4	See page 22
4:30 pm - 5:30 pm	Presenters' Reception	Allies
4:30 pm - 5:30 pm	Exhibit Opening	Ballroom Foyer
5:30pm - 6:30 pm	Cash Bar and Presenters Reception	Ballroom Salons D - H
6:30 pm - 7:45 pm	CLADEA Fellows Banquet	Ballroom Salons D - H
8:00 pm - 9:30 pm	Induction Ceremony and Keynote: Carol Carter	Ballroom Salons D - H
9:30 pm - 11:00 pm	NCLCA Hospitality Suite	Room 149 (First Floor)

## Friday, October 2

7:30 am - 8:30 am	Breakfast Buffet	Ballroom Salons D - H
8:30 am - 9:15 am	Members' Meeting	Ballroom Salons D - H
9:30 am - 10:30 am	Concurrent Session 5	See page 23
10:45 am - 11:45 am	Concurrent Session 6	See page 24
12:00 pm - 1:00 pm	Concurrent Session 7	See page 25
1:15 pm - 2:30 pm	Continuing the Conversation Luncheon	Ballroom Salons D - H
2:45 pm - 4:00 pm	Concurrent Session 8	See page 26
4:00 pm - 5:00 pm	Tea with Tammy Pratt	Ballroom Salons D - H
5:00 pm - ?	Dinner on your own or Night on the Town Option	
7:00 pm - 9:00 pm	Hospitality Suite	Room 149 (First Floor)

## Saturday, October 3

7:30 am - 8:15 am	Continental Breakfast	Ballroom Salon AB
8:30 am - 12:00 pm	Post-Conference Institute F	Ballroom Salon AB
9:00 am - 5:00 pm	Tour of Rocky Mountain National Park	
12:30 pm - 4:30 pm	Tour of Boulder's Pearl Street Mall	

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## MEMBERS' MEETING

Friday 8:30 am - 9:15 am, Salons D - H

After having a continental break fast on Friday morning, join your fellow members for an update on NCLCA. The Members' breakfast provides an opportunity for the Executive Board of NCLCA to induct new officers, conduct discussion and voting that must go before the membership, and give annual reports to membership.

This is your chance to gain insight and participate in the decision-making of NCLCA. Your input is very important to the organization.

# PRESIDENT'S WELCOME



Welcome to beautiful Golden Colorado! It is my sincere hope that you get everything you need out of your time and experiences here at the 24<sup>th</sup> Annual Conference held by the National College Learning Center Association. Remember that at NCLCA many of your meals are included in the registration cost so take advantage of those extra networking times while breaking bread together.

Remember that this climate may wear on you so if you go walking be sure to pace yourself and drink lots of water. We were advised to let you know that the alcohol takes effect much quicker too, so if you do indulge, be careful and pace that too! We're in the home of Celestial

Seasonings Tea and the Coors Brewery in addition to the Rockies Baseball team, Broncos Football team, Avalanche Hockey team, along with Elk, Moose, and Mountain Goats. I invite you to enjoy the locale and watch the sun set over the Rockies while around the fire-pit on the terrace.

Mountaintop Experiences in Learning Assistance is packed with plenary and keynote addresses, the NCLCA Awards banquet recognizing award winners, another banquet celebrating CLADEA Fellows as a new group is inducted, concurrent sessions filled with information to ponder implementing at home, and food, fun, and friendship. The Continuing the Conversation lunch is an opportunity for smaller groups to discuss specific concerns while eating together.

Networking abounds as receptions for those who are presenting are offered so that you are able to identify how to turn that presentation into an article. The hospitality suite is open in the evening where folks gather and unwind or continue discussing. The Presidential Reception for Newcomers is held on Wednesday evening providing an opportunity for you to chat with members of the board and ask questions about NCLCA or the conference. The LCLC chair will be available throughout the conference, is presenting concurrent sessions, and wants to chat with anyone considering certification.

We would really like to have you at the Membership Meeting/Breakfast on Friday so that you get a copy of the strategic plan and participate as we induct new board members and say adieu to others. Please don't hesitate to stop me and say hi or ask questions. Along with the hardworking members of the board of directors and the conference committee, I am here to help you get the most out of the conference.

Wishing you great experiences here in Colorado and at home too!

Sincerely,

A handwritten signature in black ink that reads "David". The signature is written in a cursive, slightly slanted style.

David Reedy, Ph. D.  
President NCLCA 2008-2009

# NCLCA MISSION

## *Who we are*

The National College Learning Center Association (NCLCA) is an organization of professionals dedicated to promoting excellence among learning center personnel. NCLCA welcomes any individual interested in assisting college and university students along the road to academic success.

NCLCA defines a learning center as a place where students can be taught to become more efficient and effective learners. Learning Center services may include tutoring, mentoring, supplemental instruction, academic and skill-building labs, computer aided instruction, success seminars/programs, advising and more.

## *Mission and Goals*

***The mission of NCLCA is to support learning assistance professionals as they develop and maintain learning centers, programs, and services to enhance student learning at the post-secondary level.***

This support will include the following:

- Promoting professional standards in the areas of administration and management, program and curriculum design, evaluation, and research;
- Acting on learning assistance issues at local, regional, and national levels;
- Assisting in the creation of new and enhancement of existing learning centers and programs;
- Providing opportunities for professional development, networking, and idea exchange through conferences, workshops, institutes and publications;
- Coordinating efforts with related professional associations; and
- Offering forums for celebrating and respecting the profession.

## *Specific needs addressed by NCLCA*

NCLCA addresses the concerns of learning centers and learning center administrators, including starting centers and on-going programming and development. While NADE and other organizations do exemplary jobs of examining developmental coursework, tutoring, SI and other academic support program initiatives, no other national organization but NCLCA speaks specifically and routinely to the day-to-day needs of learning centers and their administrators: supervision, training, data management, fiscal management, program evaluation, retention issues, institutional politics, technology, and the issues of mid-managers in higher education.

NCLCA is known as a friendly organization offering especially good practical information, skill development, and advice to the newcomer as well as the experienced practitioner. The organization provides many opportunities for its members to share their knowledge, learn from others, and further the goals of the profession, including:

Forums for collaboration and mentoring (e.g., the Resource Directory).  
Presenting and participating in the yearly conference.  
Submitting articles to *The Learning Assistance Review* or the *NCLCA Newsletter*.  
Resources on a variety of topics, including the Tutoring Bibliography.  
Training opportunities such as the NCLCA Institute.  
Applying for grants, such as the Brenda Pfaehler Professional Development Grant.  
Serving on the Executive Board.



# NCLCA PRESIDENTIAL YEARBOOK



**Carol  
Cashen**  
1986-1987



**Sandra  
Burmeister**  
1987-1988



**Martha  
Casazza**  
1988-1989



**Carol  
Eckermann**  
1989-1990



**Nancy  
Bornstein**  
1990-1991



**Brenda  
Pfahler**  
1991-1992



**Karen  
Quinn**  
1992-1993



**Johanna  
Dvorak**  
1993-1994

*Not available*

**Roseanne  
Cook**  
1994-1995



**Anna  
Hammond**  
1995-1996



**Audrey  
Kirkwood**  
1996-1997



**Luanne  
Momenee**  
1997-1998



**Shevawn  
Eaton**  
1998-1999



**Jacqueline  
Robertson**  
1999-2000



**Charlotte  
Short**  
2000-2001



**Joyce  
Stumpe**  
2001-2002



**Mark  
May**  
2002-2003



**Johanna  
Dvorak**  
2003-2004



**Lisa D'Adamo-  
Weinstein**  
2004-2005



**Wendy  
Wilson**  
2005-2006



**Sandie  
Crawford**  
2006-2007



**Kate  
Ranft**  
2007-2008



**David  
Reedy**  
2008-2009



**Alan  
Craig**  
2009-2010

# KEYNOTE SPEAKER

## Dr. Saundra Yancy McGuire

Thursday 8:30 am - 9:50 am, Salons D - H



Dr. Saundra Yancy McGuire is the Director of the Center for Academic Success and Adjunct Professor of Chemistry at Louisiana State University in Baton Rouge, Louisiana. She received her B.S. degree, magna cum laude, from Southern University, Baton Rouge, LA; her M.A.T. from Cornell University, Ithaca, NY; and her Ph.D. in Chemical Education from the University of Tennessee at Knoxville, where she received the Chancellor's Citation for Exceptional Professional Promise. Prior to joining LSU in August 1999, she spent eleven years at Cornell University, where she served as Director of the Center for Learning and Teaching and Senior Lecturer in the Department of Chemistry, and received the coveted Clark Distinguished Teaching Award.

Dr. McGuire has worked actively with university faculty and students to increase their understanding of the application of cognitive science and learning theory to studying science and other disciplines. Her current interests include improving learning strategies used by high school, college, university, and professional school students; reform of pre-college science and college science teaching methods; and increasing the number of minority students who are interested in and prepared to pursue careers in science, technology, engineering, and mathematics.

Dr. McGuire has presented workshops or keynote addresses conferences for learning center professionals and faculty development administrators. She has served as a workshop presenter at NCLCA, CRLA, and POD, and was a mentor at the 2007 NCLCA Leadership Institute and the 2008 CRLA Lunch with a Mentor Session. She has presented numerous workshops on improving student learning at institutions such as The College of Wooster, The University of California at Davis, Virginia Union University, Kean University in New Jersey, Morgan State University, the University of Maryland, and the University of Mississippi.

Dr. McGuire is the recipient of numerous awards. Her most recent awards include being named a 2008 Distinguished Alumna by the Department of Chemistry at Southern University; the 2007 Diversity Award from the Council on Chemical Research; the 2006 Presidential Award for Excellence in Science, Mathematics, and Engineering Mentoring, awarded by President Bush in a White House Oval Office Ceremony; the 2005 National Service Award and the 2002 Dr. Henry C. McBay Outstanding Chemistry Teacher Award, both presented by the National Organization for the Professional Advancement of Black Chemists and Chemical Engineers; and the 2003, 2004, 2005, and 2007 Teaching in Higher Education Conference Outstanding Presentation Award.

Dr. McGuire is married to Dr. Stephen C. McGuire. They are the parents of Dr. Carla McGuire Davis and Dr. Stephanie N. McGuire, and the grandparents of Joshua, Ruth, Daniel, and Joseph Davis.



# KEYNOTE SPEAKER

## CLADEA Induction Banquet Keynote Speaker

Thursday 8:00 pm, Salon D - H



**Carol Carter** is a national and international college and career success author and speaker, being a host in over 40 countries. As the founder and president of LifeBound, a national coaching and resource company, Carol provides academic coaches training, as well as professional development for faculty at the college and high school level on more than 100 campuses.

Carol Carter has authored or co-authored over 20 books on middle school, high school, college, career and life success. Her *KEYS TO SUCCESS* series published by Prentice Hall is used by more than 200,000 students each year in colleges throughout the US, Canada, Mexico and China.

LifeBound's student success programs are used in middle schools and high schools across the country. In addition to media interviews, Carol Carter is a featured keynote speaker on teen and young adult success.

Before starting LifeBound, Carol Carter was an executive in corporate America for 15 years with Pearson Education. Her business experience, combined with her passion for education, make her a unique advisor for faculty and students. Her websites are: [www.carterkeys.com](http://www.carterkeys.com), [www.lifebound.com](http://www.lifebound.com); and [www.caroljcarter.com](http://www.caroljcarter.com).

# TEA WITH TAMMY

## Tammy Pratt

Friday, October 2, 4:00 pm –5:00 pm, Ballroom Salons D - H

Managing a learning center requires people, internally and externally, who believe in your purpose. This interactive session and round table will explore how to design relationships with your key stakeholders and resource contributors. You will leave this session with strategies you can implement immediately to gain additional support for your center.

### Biography

Tammy Pratt is the Director of the Assessment and Learning Center in University College at the University of Oklahoma. She earned a BS in Biology ('93) and MA in Speech Communications ('98). Tammy has been working in the field of academic assistance for 10 years, developing effective programs at two institutions. She has presented at several NCLCA conferences on designing relationships with stakeholders and academic assistance program models. At the University of Oklahoma, she implemented the first comprehensive academic assistance program which has earned certification in the first year of operation and continues to expand due to support from administration, alumni, and students.



# PRE-CONFERENCE INSTITUTE A

## Alan Craig

Wednesday, September 30, 9:00am-12:00 pm, Ballroom Salons A - C



### *Help! I'm a New Learning Center Director*

#### **Biography**

Alan Craig is the Coordinator of the Learning & Tutoring Center (LTC) at Georgia Perimeter College—Dunwoody Campus. His responsibilities include many typical components of a learning assistance center including a reading lab, writing center, and math and science center. The LTC also provides tutoring in other disciplines, conducts a variety of workshops, and sponsors ESL conversation groups. Alan also teaches a first-year college orientation/learning skills course and the occasional math or statistics course. He is the chair of the campus academic exclusion appeals committee. Under his leadership, GPC—Dunwoody LTC tied for first place in the 2005 NCLCA/LSCHE Website Excellence Award.

Alan has an AA in Liberal Arts from Hillsborough Community College and a BA (*summa cum laude*) and MA in Mathematics from the University of South Florida. He is a doctoral student in the developmental education program at Grambling State University. Alan has been an adjunct instructor in mathematics at Georgia Perimeter College and at Hillsborough Community College. He tutored at both as well. In addition to his role as Vice President of NCLCA, Alan is a member of CRLA, NADE, and ATP, and is the Treasurer of the Georgia Tutoring Association. Alan is also Associate Content Editor of the web portal Learning Support Centers in Higher Education.

<http://www.pvc.maricopa.edu/~lsche/>

#### **Summary of Presentation**

Are you a new learning center director? Learn how to gain traction in your new environment and develop the basis for an action plan for the next year.

Depending on attendee interest, topics may include

- Sources of useful information on learning centers
- Conducting an informal learning center review using the *NADE Self-Evaluation Guide*
- Developing a vision, mission, goals
- Identifying key initiatives and developing a strategic plan
- Implementing objectives and status reporting
- Managing and improving daily operations
- Developing policies and procedures
- Dealing with bureaucracy
- Overcoming a poor pre-existing relationship with a key department
- Creating an advisory board
- Publicity and public relations
- Budget planning
- Professional development

# PRE-CONFERENCE INSTITUTE B

## Jan Norton

Wednesday, September 30, 9:00am-12:00 pm, Ballroom Salons F - H



### *Research on the Fly*

#### **Biography**

Jan Norton has a Master's in Educational Research & Psychology along with 27 years of experience in learning assistance programs, including her current position as the Director of the Center for Academic Resources at the University of Wisconsin Oshkosh. She has worked as a consultant for learning assistance programs and serves as a program evaluator for the National Association for Developmental Education and the College Reading & Learning Association. For CRLA, she also serves as the leader of the Research & Evaluation Special Interest Group. Norton has been a frequent presenter at conferences and an occasional author, usually on topics related to assessment, evaluation, and research.

#### **Summary of Presentation**

This session will focus on the kinds of assessment, evaluation, and 'pure' research that learning center professionals can incorporate into their already-full schedules. Jan Norton will provide a number of descriptions, examples, and templates of various research projects; foster discussion about meeting institutional expectations for research/evaluation/assessment and overcoming obstacles; and offer suggestions for sharing the results they generate to campus constituents as well as regional/national audiences.

# PRE-CONFERENCE INSTITUTE C

## Kathryn Van Wagoner

Wednesday, September 30, 2:00pm-5:00 pm, Ballroom Salons A - C



### *Successful Practical Ideas for Math Learning Centers*

#### **Biography**

Kathryn Van Wagoner is the manager of math tutorial services at UVU. In addition to managing a drop-in tutoring center, she oversees a number of programs designed to help students to succeed in math. Kathryn holds degrees in Mathematics Education and Administration. She likes to spend as much time as possible in the mountains.

#### **Summary of Presentation**

The influence that a math learning center makes on improving student success in math begins with well-trained tutors and a well-designed program; however, that influence does not have to stay within the walls of the center. This session will begin with an overview of brain-based learning theory and how it can be used as the theoretical foundation for the successful practices of a learning center program. Further workshop activity will center on outreach programs, such as Math Orientation and Math Week, that can be sponsored by the math learning center and contribute to a multi-faceted effort to positively impact math student outcomes. Bring your thinking caps and ideas to share.

# PRE-CONFERENCE INSTITUTE D

## Jim Valkenburg and Dr. Jack Truschel

Wednesday, September 30, 2:00pm-5:00 pm, Ballroom Salons F - H

### *Transitions to College*



#### **Biography**

Jim Valkenburg, B.A., M.A. William Paterson College, is a Certified Master Tutor and Certified Master Tutor Trainer for Humanities, Social Sciences, Writing/Literature, and Study Skills.

Jim has been a tutor and tutor administrator since 1979, when he was hired as a Master Tutor at William Paterson College to fulfill his graduate assistant responsibilities. After a week on the job, he was hooked and knew that his life work would involve being an educator and a tutor. Since then, he has taught courses across the curriculum at five colleges in four states, and he has been the director of two tutorial programs.

Over that same thirty year span, Jim has served as the Conference and Program Chair for four national conferences and as President-Elect for a nationwide tutorial association. Jim is also a member of the Michigan Tutorial Association. He has presented a number of workshops and seminars on tutoring, tutor training, learning styles and developing comprehensive tutorial programs, nationally and locally. Jim is the founder of the Association for the Tutoring Profession (ATP) and believes that it is essential to bring new ideas to tutors at all levels of the profession—from students who are just beginning to professionals and administrators who have been involved for years. Jim is currently the Online Workshop Coordinator for the ATP.



#### **Biography**

Dr. Jack Truschel was born in Neubrücke, Germany. He is married, with a son and two daughters. He holds a BA. degree in Psychology from King's College, a Masters Degree in Public Administration from Marywood University, a Masters Degree in Clinical Psychology from Marywood University, a Doctorate (Ed.D) in Educational Administration from Temple University and a doctorate (Psy.D.) in Clinical Psychology from the Philadelphia College of Osteopathic Medicine.

He was recruited to East Stroudsburg University of Pennsylvania in 1989, where he is currently a Professor in the Department of Academic Enrichment and Learning. He serves as the Director of Advising and has developed as well as teaches the First Year Experience classes. In 2009, Dr. Truschel became a Certified Learning Center Professional – Level 4.

His research interests include student retention, best practices of academic advising, best practices of tutoring services, academic hardiness / resiliency, student personality traits and academic persistence, child & adolescent disorders to include their evaluation and treatment, developmental neuroscience and industrial / organizational best practices.

Dr. Truschel has been actively involved in tutoring and is one of the founders and the Past President of the Association for the Tutoring Profession (ATP). He also has served on the Board of Directors of the International Foundation for the Tutoring Profession and is the on the Lackawanna College Board of Trustees.

Dr. Truschel was nominated as a Fellow of the Council Learning Assistance and Developmental Education Associations (CLADEA) and will be inducted at the NCLCA Annual Conference. This is the highest honor in the field of developmental education, learning assistance, and tutoring services.

# PRE-CONFERENCE INSTITUTE D

## *Transitions to College, cont.*

### **Summary of Presentation**

As the demographics for college students change, the need to meet the needs of those students also changes. "Transitions" will focus on how the needs of newly enrolled students can be met *before* they enter the classroom.

The presenters will offer ideas for helping a variety of students as they make the transition to the college environment. Traditional and non-traditional students, first generation students, veterans and students with disabilities can all use some assistance as they prepare for and enter their college experiences.

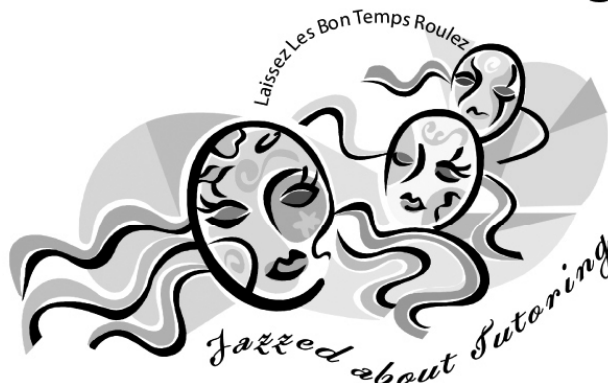
Each student has his or her own expectations, but are those expectations realistic? A large segment of the presentation will deal with the many specific areas that each of the aforementioned students should understand as being different from what they have experienced in the past. Our presentations will focus on the practical aspects of entering college and succeeding in that new environment.

We will also offer an overview of a predictive instrument that may help advisors and counselors to establish a preliminary framework for a given student's success. This, in turn, may help college support staff to offer the motivation to the student and bring necessary academic support when needed.

Throughout the presentation, the audience will be prompted to interact with the presenters and offer their own perspectives. The goal is to ensure as comprehensive an understanding as possible of the importance of developing a good transitions program that will help students to survive in an environment that they may find incomprehensible.



## **The Association for the Tutoring Profession**



**March 28 -31, 2010**

Le Pavillon Hotel, New Orleans, Louisiana

For more information visit [www.myatp.org](http://www.myatp.org)

# PRE-CONFERENCE INSTITUTE E

**Dr. Jacqueline Harris, Dr. Jennifer Haley, Gary Ritz, Dr. David Reedy, Dr. Rachelle Darabi, and Jane Ehle**

**From Ball State University, IPFW, Missouri State University, and Rhodes State College**

**Wednesday, September 30, 2:00 pm - 5:00 pm, Aspen/Snowmass**

## *Learning Center Peer Review Process*



### **Biography**

**Dr. Jacqueline Harris** is the Coordinator of Study Strategies and Writing in the Ball State University Learning Center. She is active professionally through presentations, publications and has served as president of both the Indiana Association for Developmental Education and the National College Learning Center Association. For six years she represented Ball State on the Indiana Adult Literacy Coalition. She has taught several language arts courses such as diagnostic and corrective reading classes at Anderson University, Indiana Wesleyan University and Ball State University. Prior to this, she worked as a reading consultant for the Indiana Department of Education and taught elementary school in Muncie, IN, and Chicago, IL.



### **Biography**

**Dr. Jennifer Haley** is the Coordinator of Core Curriculum tutoring and Supplemental Instruction in the Ball State University Learning Center. She has served as the NCLCA Publications Officer, newsletter editor, and website creator and administrator. She is active in the Writing Competency program at Ball State University and teaches courses in freshman composition and developmental writing. Prior to her work at Ball State, she taught English Language Arts and Communication in the public schools. Her research interests include women's rhetoric, developmental writing, learning center theory and practice, tutor training, tutor motivation, and a variety of other issues in academic support services.



### **Biography**

**Gary Ritz** is the Coordinator of Mathematics, Physics, Accounting and Economics tutoring in the Ball State University Learning Center. He is also teaches in the Mathematical Sciences and Student Affairs in Higher Education departments at Ball State University. Gary sits on various campus committees and also places math tutors in several Muncie community high schools through the ISTEM program. He was a high school math teacher and coach for 11 years prior to entering the field of academic assistance in higher education.

# PRE-CONFERENCE INSTITUTE E

## *Learning Center Peer Review, cont.*



### **Biography**

**Dr. David Reedy** is the President of the National College Learning Center Association (NCLCA) and serves as the Director of The Learning Center for Rhodes State College, Lima, OH. For the past 9 years, David has provided leadership to a staff of nearly 30 peer tutors and professional staff of 3 full time individuals who support the almost 3700 student attending this public 2-year college in West-Central Ohio which shares the campus facilities with The Ohio State University at Lima. Having served on many campus task-force and service committees, Dr. Reedy chairs the Developmental Education committee and oversees an Early Alert System, as well as provides direction to the Disability Services Office, Peer Tutoring Program,

At-Risk Intrusion activities, and Retention services. David has attained NCLCA Learning Center Leadership Certification – Level 3, been awarded a Distinguished Service Award from the NCLCA for his 5 years as Treasurer, and received recognition as Board Officer and Member Extraordinaire for his work with the Northwest Ohio Literacy Council.



### **Biography**

**Jane Ehle** is the Associate Director of Individual Support Services in the Academic Success Center at Indiana University-Purdue University Fort Wayne (IPFW). She is the coordinator of the Learning Center, the Writing Center and the Math Test Center. She is involved with First Year Experience programs and teaches Critical Inquiry in a learning community with sociology and communication. She is very interested and involved with the English as a Second Language (ESL) program through offerings in the Learning Center, testing and the International Advisory Committee. She sits on various other campus committees and councils. Prior to IPFW, she was a resource teacher K-6, and taught language arts methods, reading skills and children's literature at the college level.



### **Biography**

**Dr. Rachelle L. Darabi** is the Associate Provost for Student Development and Public Affairs at Missouri State University. She oversees a number of student success units, including the Center for Learning and Writing. She was formerly the Associate Vice Chancellor for Academic Success at Indiana University-Purdue University Fort Wayne (IPFW) where she had responsibility for the Center for Academic Success and Advancement. While at IPFW, she participated in the multi-campus peer review process with Ball State University and Rhodes State College.

## **Summary of Presentation**

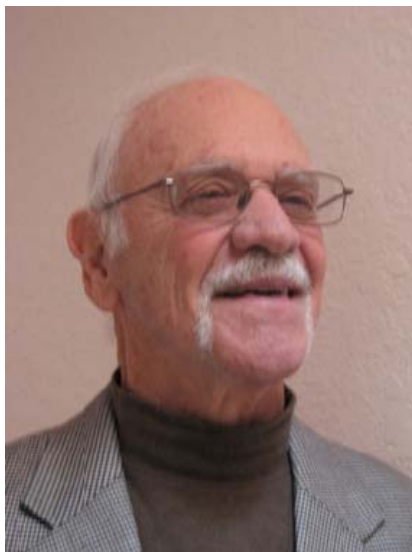
Individuals working in Learning Assistance often work in isolation with little interaction with peers at neighboring institutions. Members of the elected board of NCLCA, along with the colleagues who daily work with them, designed, applied, assessed, and polished a model for peers to use in reviewing learning centers. The group brainstormed ideas for several months via email and conversations at conferences, finally beginning with a visit to one institution where the review process began. A few weeks later the model was replicated as the group visited a different institution. Finally, a few weeks later and after a final iteration, the group met to apply the model in review of the center at the third institution involved in the project.

This session is interactive and will present the model to attendees. Please come and hear how we created, changed, enjoyed networking, changed some more, and learned from the process. Your ideas are needed as we look to publish this in the near future.

# POST-CONFERENCE INSTITUTE F

## Frank Christ

Saturday, October 3, 8:30am-12:00 pm,



### *Best Practices for Learning Centers*

#### **Biography**

Frank L Christ, Emeritus, CSU Long Beach. Frank Christ is the founder and co-director of the Winter Institutes for Learning Assistance Professionals and has been actively involved with learning assistance and learning centers for the past 40 years. He was the founder and past coordinator (1972-1990) of the award-winning Learning Assistance Support System at CSU Long Beach. Frank is also a founder and past president of the Western College Reading Association, now known as the College Reading and Learning Association and a member of NCLCA. His editorial contributions include editor of the WCRA Proceedings (Vols. I through IV), guest editor and contributor to the Jossey-Bass New Directions for Learning Assistance series (1981), founding columnist (1981-87) of the Journal of Developmental

Education "Techtalk" Series, Editor for LABS, 8-page learning skills booklets published by H & H Publishing Company, content editor of LSCHE, the learning support center web portal, senior editor of a CRLA Monograph entitled, "Starting Up A Learning Assistance Center: Conversations with CRLA Members Who Have Been There and Done That" (Clearwater, FL: H & H Publishing Company, Inc., 2000), and contributor, "Academic Support," Higher Education in the United States: An Encyclopedia. (Santa Barbara, CA: ABC-CLIO Publishers 2002). In addition, Frank has authored or co-authored more than a dozen books including 100 Things Every Online Student Ought to Know (Cambridge Stratford Ltd.) and Online Skills & Strategies Handbook (Allyn & Bacon). Many of his major articles can be found on the Learning Support Center for Higher Education web site at <http://www.pvc.maricopa.edu/~lsche/>

#### **Summary of Presentation**

After an introduction to the concept of best practices, the participants will view over 60 best practices that are suggested that they consider for their center. Practices are grouped in nine presentation modules with time for feedback after each practice and for group sharing after each module. Best practices will focus on basic areas of centers, clientele of centers, its programs and services, technology, the partnering and brokering of services, assessment and evaluation, publicity and public relations, staff training, and certification of its programs, and personnel. Participants will be urged to share this PP presentation on their campus. Presentation will offer a link to an extensive LSCHE bibliography keyed to individual best practices.



# LUNCH WITH PRESIDENTS

## David Reedy and Alan Craig

Wednesday, September 30, 12:15 pm - 1:45 pm, Beaver Creek/Vail



Have lunch with Dr. David Reedy, current NCLCA President, and Alan Craig, current Vice President and incoming President. Get the inside story on NCLCA! Learn about Dr. Reedy's recent dissertation and Alan Craig's dissertation plan. Discuss what the future might hold for NCLCA and learning centers. Hear how a



volunteer president of a national organization balances the demands of the organization, personal life, and the 'regular job.' Ask the questions you have always wanted to ask. This session will be informal, and the presidents will tailor the discussion to the interests of attendees.

## OPENING SPEAKER

### Dr. Michele Haney

Thursday, October 1, 8:30 am, Ballroom Salons D - H



Dr. Michele Haney, Red Rocks Community College President, has been with Colorado community colleges since 1992. She served as vice president of instruction and student services at Front Range Community College (FRCC) from 1992 to 1995, as vice president of the Westminster campus of FRCC from 1995 to 2000, and as chief executive officer of the Boulder County campus of FRCC from 2000 to 2003.

In August of 2003, she accepted the presidency of Morgan Community College, with the state's largest service area of 11,500 square miles. During Dr. Haney's time at Morgan, the college ranked number one in retention and graduation rates within the community system.

## CONTINUING THE CONVERSATION LUNCHEON

Friday, October 2, 1:15 pm - 2:30 pm, Ballroom Salons D - H

**Free with conference registration.** Back by popular demand, NCLCA will again offer a chance for learning center professionals to network over lunch. Met with a CC leader over a delicious lunch to talk about important learning center issues.

### *Topics Include:*

2-Year Institutions, 4-Year Institutions, Private Institutions, Program Evaluation, Online Academic Support, New Learning Center Directors, Research Interests, Diversity, Grant Writing and Resource Development, Human Resource Management

# Concurrent Sessions at a Glance

Thursday, October 1, 2009

Theme	Tutoring	Special Programs	Special Populations	NCLCA Board/Award Winners	Technology/ Various	Learning Centers/ Various	Various
Time/Location	Salon A	Salon B	Salon C	Aspen	Snowmass	Beaver Creek	Vail
<b>SESSION 1</b> <b>10:00 am - 11:00am</b> <b>(60min)</b>	The Broken Spoon: Independent Learning in the Tutoring Session	Setting Sail with ARC: The Defiance College Academic Resource Center Addressing New Student Needs	The Way of the Onion	Humble Pie: How to Nominate Your Center for the Outstanding Learning Center Award	Teaching With Technology	Learning Center Assessment: Why, Who, When and How?	Have Data, Will Travel: Proactive Program Assessment and Reporting
<b>SESSION 2</b> <b>11:15 am - 12:15 pm</b> <b>(60 min)</b>	Bringing the Tables and Chairs: Creating an Online Tutoring Presence	Sharing the Spotlight: The Co-Dependent Reality of a Writing Center Embedded in a Library Learning Commons	Building Bridges: A Model for Academic and Social Transition from High School to College	Helping Students Reach the Mountaintop by Becoming Self-Regulated Learners	Optimizing and Automating Your Center Services and data	Leading your Learning Center to New Heights: Navigating the Peaks and Valleys	The Vertex: Your Ultimate Teaching and Learning Center Tool
<b>SESSION 3</b> <b>2:00 pm - 3:15 pm</b> <b>(75 min)</b>	Using Games for Learning and Interaction during Tutor Training	Emerging Stars: An Academic Approach to a Summer Bridge Experience	Investigating the Profiles of At-risk College Students	NCLCA Learning Center Leadership Certification	Narrative of Hope and Resilience: Students' Journeys Through the Lens of Strengths	Have Data, Will Travel: Proactive Program Assessment and Reporting	New Partnerships in Learning: Lessons Learned in Developing a New Learning Commons
<b>SESSION 4</b> <b>3:30 pm - 4:30 pm</b> <b>(60 min)</b>	If You Offer It, Will They Come?	Organic Programming: Empowering Students through Programming Partnerships	Getting Science Students to P.A.S.S.: A Successful Collaboration between Students, Staff, and Faculty	Staying on the Mountain: Test taking strategies	x	Growing Your Learning Center in Difficult Economic Times	Conversation with Dr. Sandra McGuire, Keynote Speaker

# Concurrent Sessions at a Glance

## Friday, October 2, 2009

Theme	Tutoring	Special Programs	Special Populations	NCLCA Board/Award Winners	Technology/Variou s	Learning Centers/Variou s	Various
<b>Time/Location</b>	<b>Salon A</b>	<b>Salon B</b>	<b>Salon C</b>	<b>Aspen</b>	<b>Snowmass</b>	<b>Beaver Creek</b>	<b>Vail</b>
<b>SESSION 5</b> <b>9:30 am - 10:30 am</b> <b>(60 min)</b>	Bringing Online Tutoring to Your Students.	Personal Budgeting Workshops that Help Students Conquer that Mountain	Bringing At-Risk Students to the Mountain Top	Preparing the Non-Traditional Student for College: A Workshop	Meeting Students Where They Go: Blending Academic Support Online and Face-to-Face	Climbing Higher: Overcoming Obstacles When Starting or Modifying an Academic Program	x
<b>SESSION 6</b> <b>10:45 am - 11:45 am</b> <b>(60 min)</b>	x	Building a Strengths Based Campus: Helping Students Reach Their Greatest Potential	I've been to the mountain top: How do we improve the access and success of the African American Male?	Funding Your Way to the Mountaintop: Submitting a Brenda Pfaehler Professional Development Grant Proposal	Reach Your Potential! Climb That Scholarship Mountain! Publish in The Learning Assistance Review (TLAR)!	Adding Presentation Assistance to the Mix	x
<b>SESSION 7</b> <b>12:00 pm - 1:00 pm</b> <b>(60 min)</b>	x	Jumpstart Your Success: A Workshop to Engage New Students BEFORE Their First Class	Redefining At-Risk & Support Services for Vulnerable Populations	Selling Air-Conditioning to Penguins: Providing Academic Support in Graduate/Professional Schools	Climbing the Mountain Called Assessment	Arete': Striving for Excellence in the Climb Ahead	x
<b>SESSION 8</b> <b>2:45 pm - 4:00 pm</b> <b>(75 min)</b>	Creating Mountaintop Experiences in Tutor Training	Listening to What They Tell Us: Co-constructing An Academic Strategies Course with and for Students on Academic Probation	Helping Students with Disabilities Ascend to the Summit	NCLCA Learning Center Leadership Certification	Maximizing Center Resources with TutorTrac Software	In Depth Research using the Active Research Models	Academic Success and Persistence (A.S.A.P.) an Intervention for First Year College Student Success

# CONCURRENT SESSION DETAILS

**Concurrent Sessions 1**

**Thursday, October 1**

**10:00 am—11:00 am**

- Salon A      **The Broken Spoon: Independent Learning in the Tutoring Session****  
M.E. McWilliams, Academic Assistance and Resource Center, Stephen F. Austin State University  
We are training tutors to break the spoon! Too often an unhealthy, unproductive spoonfeeding occurs in a tutoring session that counters the number one goal of tutoring: self regulation. This workshop will replicate the tutor training we do to inspire tutoring sessions committed to independent learning and critical thinking.
- Salon B      **Setting Sail with ARC: The Defiance College Academic Resource Center Addressing New Student Needs****  
Robin Kratzer, Director-Academic Resource Center, Defiance College  
Michelle Tabit, Ph.D., Assistant Professor of History, Defiance College  
Are you finding that your students are coming to college with weak writing skills? Are you having difficulty getting students to take ownership? How can you make the writing process engaging, relevant, interactive, and an on-going learning process? We will share our model that will demonstrate the importance of faculty, students, and the Academic Resource Center [ARC] working together to ensure student success.
- Salon C      **The Way of the Onion****  
Ken Chep, Learning Center Director, The Bishop's School  
We all know that everyone has her or his own unique learning style. When a learning disability (LD) and/or Attention Deficit Hyperactivity Disorder (ADHD) happen to be a part of that individual's make-up, the parameters are decidedly different, and those who work with these students must be prepared to take many detours to arrive at the final destination of maximizing one's learning style for efficient and effective studying and learning.
- Aspen      **Humble Pie: How to Nominate Your Center for the Outstanding Learning Center Award****  
Jim McGee, Director, Texas A&M University  
In this workshop, participants will learn about the process of nominating your center for the NCLCA Frank Christ Outstanding Learning Center Award. The nomination process requires a combination of marketing, assessment, and soul-searching. This workshop will give an overview of the process from start to finish.
- Snowmass      **Teaching with Technology****  
Sameea Belle, Counselor/Lecturer, York College-The City University of New York  
You're a good teacher. As you lecture, you watch the faces of your students for clues and you wonder, 'Do they get it?' You stop and ask, "Does anyone have any questions?" No one raises a hand, no one has a question. I will share with you a device to verify if your students "really got it" and help you increase class attendance and participation.
- Beaver Creek      **Learning Center Assessment: Why, Who, When and How?****  
Susan Smith-Roads, Learning Center Director, Rose-Hulman Institute of Technology  
During these challenging economic times of budget reductions and program cuts, it is vital for college learning centers to document their progress and success to administration, faculty, and students. This session will focus on a variety of assessment instruments and methodologies used to provide information regarding the effectiveness of a peer tutoring learning center. The discussion will range from surveying student users to conducting tutor performance appraisals. Participants will share tactics and leave with ideas for better assessment strategies.
- Vail      **Have Data, Will Travel: Proactive Program Assessment and Reporting****  
Linda Refsland, Director-Basic Skills, William Patterson University  
Learning center administrators are surrounded by data gathering opportunities, but can feel overwhelmed by assessment and reporting. This interactive workshop will guide participants through an evaluation of their own assessment procedures and provide information on developing a proactive assessment plan and reporting method to forward learning center goals.

# CONCURRENT SESSION DETAILS

**Concurrent Sessions 2**

**Thursday, October 1**

**11:15 am—12:15 pm**

- Salon A**      **Bringing the Tables and Chairs: Creating an Online Tutoring Presence**  
Candice Kaup-Scioscia, Academic Support Center Assistant, Berkeley College  
Dr. Roseann Torsiello, Director-Academic Support Center, Berkeley College  
Online tutoring allows online students to feel more like a part of their school's community. Online tutoring centers need to provide tutors with specific skills training, including how to manage communication challenges and a varied and shifting student population.
- Salon B:**      **Sharing the Spotlight: The Co-Dependent Reality of a Writing Center Embedded in a Library Learning Commons**  
Michael Frizell, Director-Writing Center & Supplemental Instruction, Missouri State University  
Your Writing Center will be integrated into a library- centered Learning Commons offering subject-area tutoring and reference services. How do you retain your identity and thrive in this co-dependent space without sacrificing pedagogical practice? I will share with you my training materials and marketing strategy to survive Learning Commons integration.
- Salon C**      **Building Bridges: A Model for Academic and Social Transition from High School to College**  
Andrew Jones, Director- Center for Academic Excellence, Illinois College  
Dr. Kelly Dagan, Associate Professor of Sociology, Illinois College  
Building Bridges will discuss a model for the academic and social transition of first year, first generation college students as they embark upon higher education. First generation students are at risk of voluntarily leaving or being dismissed from higher education. The best way to prevent their attrition is to actively and intentionally work towards their retention. This presentation will provide the specifics of one institution's success in doing just that.
- Aspen**      **Helping Students Reach the Mountaintop by Becoming Self-Regulated Learners**  
Mark Daddona, Director-Center for Academic Success, Clayton State University  
We teach study strategies to help students be successful, but do we teach students to develop metacognitive skills to become self-regulated learners? This session will present a model to help students regulate their learning individually or with students in workshop settings. It will include a self-regulated learning flowchart for students to use along with interview questions and a checklist to determine if students are self-regulated learners.
- Snowmass**      **Optimizing and Automating Your Center Services and Data**  
Mary Oberhleman, East Coast Consultant, Engineerica Systems (AccuTrack)  
In this session we will take you through a tour of the AccuTrack software, the most popular administrative software for tutoring centers in the US, address your questions, open the floor for a discussion of the advantages of using a computerized tracking system.
- Beaver Creek**      **Leading your Learning Center to New Heights: Navigating the Peaks and Valleys**  
Johanna Dvorak, Director-Educational Support Services, University of Wisconsin-Milwaukee  
How can learning center managers develop high quality academic support services in an economic downturn? This session will examine cost-effective strategies to help keep your path steady toward learning center excellence. Drawing on experience and research, the presenter will share ideas to help managers reach their learning center's goals.
- Vail**      **The Vertex: Your Ultimate Teaching and Learning Center Tool**  
Kathy McFatter, Member Services/Marketing Coordinator,  
Kimberly Coleman, Marketing Specialist, STARLINK  
This forum is designed to provide teaching tools and strategies to utilize on your campus, in your center and throughout your online community. This presentation will be audience driven, using videos and online examples to address teaching questions and concerns. STARLINK's collaborations with hundreds of nationally renowned educators, its extensive video library, form the basis of this teaching/learning hour.

# CONCURRENT SESSION DETAILS

**Concurrent Sessions 3**

**Thursday, October 1**

**2:00 pm—3:15 pm**

**Salon A      Using Games for Learning and Interaction during Tutor Training**

Mark Walvoord, Assistant Director-Assessment & Learning Center, University of Oklahoma  
Tammy Pratt, Director- Assessment & Learning Center, University of Oklahoma

Some of our highest rated tutor trainings are those that incorporate games. These are not merely for fun or community-building, but also act as a review or teaching tool for our objectives. After presenting and playing these games, participants will brainstorm games to incorporate in their own tutor training.

**Salon B      Emerging Stars: An Academic Approach to a Summer Bridge Experience**

Lindley Workman Alyea, Assistant Director-Student Learning Assistance Center,  
Texas State University-San Marcos

Dr. Carol Dorchen, Director, Student Learning Assistance Center, Texas State University-San Marcos  
Dr. Russ Hodges, Assoc. Professor-Department of Educational Administration & Psychological Services,  
Texas State University-San Marcos

As Summer Bridge programs grow in popularity around the nation, Texas State has married unique components of academic support in higher education: an intensive approach to Supplemental Instruction in a learning frameworks course for a summer bridge cohort. Join us for an exciting look at academic support at Texas State!

**Salon C      Investigating the Profiles of At- Risk College Students**

Dr. Marcia Laskey, Director-Academic Support Center/Assistant Professor, Cardinal Stritch University  
Dr. Carol Hetzel, Assistant Professor of Psychology, Cardinal Stritch University

Knowing the characteristics of at-risk college students will help College Support Centers plan strategies and programs to assist at-risk students. This study investigated students enrolled in the University's Conditional Acceptance program (CAP). The Cap program was designed to assist students who had the potential to be successful at the college level but who didn't meet the admission requirements necessary for regular admission. To gain a better understanding of the successful CAP student profile, the following characteristics were studied: personality factors, High School and College GPA, ACT scores, and demographic profiles of students.

**Aspen      NCLCA Learning Center Leadership Certification**

Rae Maslana, Coordinator-Tutoring Services, College of DuPage (LCLC Chair 2007-09)  
Laura Choiniere, Director-Center for Academic Development, Roger Williams University  
(NCLCA Corresponding Secretary 2007-09)

Often learning assistance professionals come into the field through happenstance rather than intentional design. Learning Center Leadership Certification allows novice or highly-experienced individuals, from part-time faculty or staff to learning center directors, to acquire the credential, *Certified Learning Center Professional*.

NCLCA is the sole provider of certification in learning center leadership. This certification acknowledges accomplishments through benchmarking, sharing experiences and training in theories and best practices in learning assistance. Furthermore, a *Certified Learning Center Professional* possesses a nationally-recognized credential and set of standards by which to foster future growth and development by focusing on evolving levels of practice, training, self-reflection, service, and evaluation.

This session will outline the 4 levels of certification, provide detailed criteria for each level, and review the application submission process and highlight submission strategies to possibly avoid applicant re-work.

# CONCURRENT SESSION DETAILS

**Concurrent Sessions 3**

**Thursday, October 1**

**2:00 pm—3:15 pm**

**Snowmass Narrative of Hope and Resilience: Students' Journeys Through the Lens of Strengths**

Therese Lask, Director-Learning Support Services, Aims Community College

Experience the educational journeys of five first generation college students. Through their educational journeys, participants will gain insight to how past perceptions of learning can impact their experience in college. Using the Clifton Strength Finder assessment, see how the implementation of a strengths based approach to education can impact student success.

**Beaver Creek NCLCA Institute 2009: Turn Ideas into Action-Develop a Plan with NCLCA Past Presidents**  
(Conversation with the 2009 Karen Quinn Scholarship Winner)

Wendy Simmerman, Peer Tutoring Coordinator, Utah Valley University

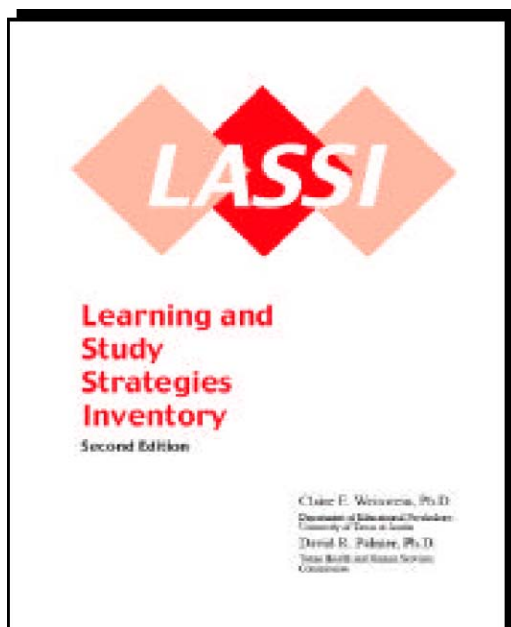
Each year, NCLCA offers the **Karen Quinn NCLCA Institute Scholarship** to a new learning center professional to attend the annual NCLCA Institute on a scholarship to cover the cost of registration and room/board for the Institute. The NCLCA Institute provides you an opportunity to develop your professional skills in learning center management from tutoring to technology by working closely with seasoned professionals and mentors in the learner center field at the institute. The presenter will talk about the application process for the scholarship and what she learned at this past summer's NCLCA Institute that was held on the campus of North Central College in Naperville, Illinois. The sessions she attended included: Strategic Planning, Start-Up Initiatives, Academic Assistance for Students with Disabilities, and Developing a Learning Center Marketing Plan.

**Vail New Partnerships: Lessons Learned in Developing a New Learning Commons**

Patricia Maher, Director, University of South Florida

Join us for a journey through the history and development of the new USF Learning Commons. The discussion will focus on the lessons learned in effecting institutional change such as building support, engaging collaborative partners, breaking down barriers, paradigm shifts, physical space, assessment ideas, and future plans.

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# CONCURRENT SESSION DETAILS

**Concurrent Sessions 4**

**Thursday, October 1**

**3:30 pm—4:30 pm**

**Salon A      If You Offer It, Will They Come?**

Terri Mathews, Assistant Dean-College of Sciences, Old Dominion University

At Old Dominion University, the Math Science Resource Center (MSRC) was developed to improve student performance in Math and Chemistry. Face to face tutoring, online tutoring, recitation sections and peer-led study groups were offered. The response to these efforts and a comparison of their effectiveness will be presented.

**Salon B      Organic Programming: Empowering Students through Programming Partnerships**

Bruce Smith, Director-African American Student Affairs, University of Arizona  
Jamie Dutton Nelson, Coordinator of Learning Support, South Texas College

Student affairs units are looking to increase their effectiveness by pursuing collaborations with stakeholders, especially units working with students of color. This session will share the results of one student affairs unit's collaboration with various students in its quest to encourage empowerment and engagement via organic programming.

**Salon C      Getting Science Students to P.A.S.S.: A Successful Collaboration between Students, Staff, and Faculty**

Cristina Ariza, Director-Learning Assistance Center, University of the Incarnate Word  
Julian Davis, Assistant Professor of Chemistry, University of the Incarnate Word

Love of learning and passion for education are the keys to our team story of enhancing pass rates, improving student engagement in these classes, and creating an educational opportunity for undergraduates in science to gain valuable experience mentoring and teaching their peers through a modified supplemental instruction program.

**Aspen      Staying on the Mountain: Test Taking Strategies that Work!**

David Reedy, Director-The Learning Center, Rhodes State College  
Ashley Niehaus, Learning Assistant, Rhodes State College

Staying on the mountain can be tough. This presentation will include techniques for traveling the test which all students must learn. Preparation begins the journey toward the summit, but each test question includes distracter paths leading to perilous cliffs. Lifelines of support will come from session attendees too.

**Beaver Creek      Growing Your Learning Center in Difficult Economic Times**

Eric Dunker, Interim Director of Assessment and Testing, Metro State College of Denver  
Derrick Haynes, Director of Student Academic Success, Metro State College of Denver

In four years, the Metro State College of Denver Tutoring Center has grown by over 400% in relation to students served and student staff, and we just had a student approved fee issued to build a \$52 million dollar Student Success Building, which will be completed by 2012. This has all taken place as Colorado dropped to 49<sup>th</sup> in state support for higher education. This session will focus in how you can be creative and innovative to promote and support your program in these challenging economic times.



# CONCURRENT SESSION DETAILS

**Concurrent Sessions 5**

**Friday, October 2**

**9:30 am—10:30 am**

**Salon A**      **Bringing Online Tutoring to Your Students.**

Lisa Philpott, CEO, AskOnline

In this presentation, AskOnline will share stories of customers who have successfully brought online tutoring to their students. AskOnline will walk through the areas that need to be considered when a school is thinking of adopting e-tutoring. Implementation strategies and planning ideas will be discussed and shared. A brief overview of the different features that make up the AskOnline system will also be provided. The session will conclude with a short Q&A.

**Salon B**      **Personal Budgeting Workshops that Help Students Conquer that Mountain**

Mary Knasinski, Senior Student Services Coordinator, University of Wisconsin-Milwaukee

Financial pressures overwhelm many students, who face a seemingly impassable mountain of debt. But knowledge is power, and the campus learning center can help students achieve confidence through workshops that also improve retention, ease stress, and increase outreach. Learn how one interactive and informative personal budgeting workshop is conducted.

**Salon C**      **Bringing At-Risk Students to the Mountain Top**

Amy Spencer, Director-Academic Resource Center, Ohio Dominican University

Take a small, Catholic, liberal arts college committed to serving underprivileged, under-prepared students; add academic challenges and retention concerns; mix in science-oriented, project-based learning and new technology; season with grant funding. What do you get? An ambitious, multi-faceted program, designed to facilitate a successful, holistic transition to university life.

**Aspen**      **Preparing the Non-Traditional Student for College: A Workshop**

Marion Kane, Lake Sumter Community College

**Snowmass**      **Meeting Students Where They Go: Blending Academic Support Online and Face-to-Face**

Lisa D'Adamo-Weinstein, Director of Academic Support, SUNY Empire State College-Northeast Center

Focusing on current theories and best practices in *enhancing learning through technology*, attendees will learn about virtual and face-to-face academic support initiatives using Web 2.0 and other online systems as well as a blending online with face-to-face engagements giving students the power to choose the format(s) in which they engage.

**Beaver Creek**      **Climbing Higher: Overcoming Obstacles When Starting or Modifying an Academic Program**

Mark May, Dean-Retention and Student Success, Clayton State University

This presentation draws from interview-based research focused on the challenges that administrators overcame while developing a living/learning community program. The learning communities were recently improved by participation in an interdisciplinary project offered by the Washington Center for Undergraduate Education. The perspectives discussed are useful to anyone seeking to improve an educational program.

# CONCURRENT SESSION DETAILS

**Concurrent Sessions 6**

**Friday, October 2**

**10:45 am—11:45 am**

- Salon B**      **Building a Strengths-Based Campus: Helping Students Reach Their Greatest Potential**  
Therese Lask, Director-Learning Support Services, Aims Community College  
Who do we facilitate students reaching their greatest potential? How can we help students identify their innate talents and turn those talents into strengths? Using the Clifton Strength Finder assessment, discover how college campuses are helping students identify talents and identify strategies within your programs that nurture talents into strengths.
- Salon C**      **I've Been to the Mountain Top: How Do We Improve the Access and Success of the African American Male?**  
Marcia Bouyea-Hamlet, Evening Services Coordinator, Clayton State University  
Dr. J. Yvette Gardner, Co-Coordinator of AAMI Program & Assistant Professor of Biology, Clayton State University  
What access to success does the African American male student have on our campus? The African American male education is one of our nation's greatest challenges. In this presentation we will examine the best practices used by Clayton State University in retaining the African American male student on campus.
- Aspen**      **Funding Your Way to the Mountaintop: Submitting a Brenda Pfaehler Professional Development Grant Proposal**  
Travis Ramage, Academic Advisor/STAR Program Coordinator, Aurora University  
Each year the National College Learning Center Association awards the \$1000 Brenda Pfaehler Professional Development Grant to foster the professional growth of our members in their research, leadership, and/or curriculum innovation. This session will help participants develop ideas for research and provide them an outline for developing an award winning proposal. This is going to be a hands-on session, so be ready to roll up your sleeves and begin drafting a proposal for next year's award.
- Snowmass**      **Reach your potential! Climb that "scholarship mountain!" Publish in *The Learning Assistance Review (TLAR)*!**  
Christine Reichert, Coordinator-Tutoring & Disability Services, University of Toledo- Health Science Campus  
Jeannine Rajan, Director of Academic Enrichment Center, University of Toledo- Health Sciences Campus  
The presentation will have two-parts. The first part will be the nuts & bolts of preparing manuscripts for submission. The second part will be a workshop to brainstorm article ideas and present tips for finding time to write in a busy work day. Special focus will be on how to design a project that can build on existing *TLAR* articles (part of the "Join the Conversation" segment).
- Beaver Creek**      **Adding Presentation Assistance to the Mix**  
Dave Ehren, Director, Macalester College  
Becky Graham, Writing and Study Skills Counselor, Macalester College  
Julie Lucking, Department Coordinator, Macalester College  
Jennifer White, Writing Associate, Macalester College  
Stephanie Alden, Science Associate, Macalester College  
We've recently decided to add help for students giving oral presentations to our mix of services. While a popular idea with many of our stakeholders, like faculty and administration, getting it started on a shoestring budget proved a challenge.

# CONCURRENT SESSION DETAILS

**Concurrent Sessions 7**

**Friday, October 2**

**12:00 pm—1:00 pm**

**Salon B**      **Jumpstart Your Academic Success: A Workshop to Academically Engage New Students BEFORE Their First Class**

Elaine Richardson, Director-Academic Success Center, Clemson University

The Academic Success Center has developed workshops to academically engage new students. Jumpstart workshops, offered the two days preceding beginning of fall classes, provide information on how to be successful in biology, chemistry, math, engineering, college writing and at Clemson in general. Presenter will share workshop planning, publicity strategies, and assessment results.

**Salon C**      **Redefining At-Risk & Support Services for Vulnerable Populations**

Debra Wiley, Assistant Director-Academic Excellence & Support Services, University of Cincinnati  
Debra Merchant, Director-Academic Excellence & Support Services, University of Cincinnati

There is an overwhelming amount of evidence in research that indicates vulnerable student populations face greater risks of experiencing adverse consequences in their pursuit of higher education. What constitutes a vulnerable student population? We will engage in a productive examination of this definition to deconstruct the processes, conceptions and constructs that traditionally categorize students as at-risk. Additionally, we will share our journey of developing student support services that are based on critical pedagogy, which challenges the institution, staff, and students to rethink access and opportunity.

**Aspen**      **Selling Air-Conditioning to Penguins: Providing Academic Support in Graduate/Professional Schools**

Katy Kemp, Learning Specialist, University of North Texas Health Science Center

This interactive session will discuss the unique needs of the students and obstacles faced by academic support professionals at the graduate/professional school level while outlining the tools needed to make your program a must-have and not a peripheral perk on your campus.

**Snowmass**      **Climbing the Mountain Called Assessment**

Laura Sanders, Learning Resource and Assessment Center Director, Valparaiso University College of Engineering

How do you effectively measure the success of your learning center?

This session will outline methods of designing and developing a manageable assessment plan to begin climbing the mountain.

**Beaver Creek**      **Arete': Striving for Excellence in the Climb Ahead**

Mark May, Dean-Retention and Student Success, Clayton State University

Jackie Harris, Study Strategies Coordinator, Ball State University

Higher education will change significantly in the upcoming decades. Changes in technology; assessment practices; the political environment, and teaching and learning are among the challenges that learning centers will face. This discussion-based session will seek to understand how learning centers should prepare for the future. Bring your ideas.

# CONCURRENT SESSION DETAILS

**Concurrent Sessions 8**

**Friday, October 2**

**2:45 pm—4:00 pm**

**Salon A**

## **Creating Mountaintop Experiences in Tutor Training**

Jennifer Hurd, ATP President, Arkansas State University-Beebe

Tutor training should build to a mountaintop experience that puts tutors in situations that require them to ask for help from other tutors and help the tutors to have empathy with the students they will be working with in their job. This interactive session will offer at least 3 strategies for tutor training that will model active learning and team building. Participants should wear comfortable clothing and tennis shoes.

**Salon B**

## **Listening to what they tell us: Co-constructing an academic strategies course with and for students on academic probation**

Christine Blaney, Learning Instructor, University of Pennsylvania

Do we really hear what students say, or rather what we assume they are saying? This inquiry explores the co-construction of an academic strategies course for students on academic probation and the descriptive review process as a means to really hear what students say, to inform and improve practice as learning center and academic support professionals.

**Salon C**

## **Helping Students with Disabilities Ascend to the Summit**

Jackie Harris, Writing-Studies Strategies Coordinator, Ball State University  
Larry Markle, Director, Disabled Student Development, Ball State University  
David Adams, and Shawna Hayes, Ball State University

The transition from high school to college can be difficult for any student, but for the student with a disability, the transition can be especially challenging. This session will explain how an institution has proactively addressed these issues and offer practical strategies for training tutors in the learning center environment.

**Aspen**

## **NCLCA Learning Center Leadership Certification**

Rae Maslana, Coordinator-Tutoring Services, College of DuPage (LCLC Chair 2007-09)  
Laura Choiniere, Director-Center for Academic Development, Roger Williams University  
(NCLCA Corresponding Secretary 2007-09)

NCLCA is the sole provider of certification in learning center leadership. This session will outline the four levels of certification, provide detailed criteria for each level, and review the application submission process and highlight submission strategies to possibly avoid applicant re-work.

**Snowmass**

## **Maximizing Center Resources with TutorTrac Software**

Kelly Dean Corder, Software Developer, Redrock Software Corporation

Presentation will provide an overview of items to consider when designing a tracking system. An interactive demonstration of TutorTrac software will be provided. Participants will be able ask questions and discuss the relevance of tracking software in their centers.

**Beaver Creek**

## **In Depth Research using the Active Research Models.**

Gary Campbell, Director of Learning Centers, Salt Lake Community College


As we strive to create a learning environment that breeds student success, we may ask ourselves what's wrong with our process. This presentation will begin the foundation of a three year research process to identify common issues, visions, priorities and ideas for action. Serious participants required.

**Vail**

## **Academic Success and Persistence (A.S.A.P) an Intervention for First Year College Student Success**

DeBorah Zackery, Director of Student Success, Dunwoody College of Technology

Learning strategies, methods, resources and research data are shared. The successful collaboration between student services, college faculty and learning center staff are a model any college could use to foster student success.



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# AWARDS BANQUET

***Brenda Pfaehler  
Professional  
Development Grant***

Brenda Pfaehler served as president of MCLCA from 1981-1982, and she was active in the organization until her untimely death from cancer in 1996.

This grant fosters the professional growth of our members, and it is awarded to assist in research, leadership, and/or curriculum innovation. Each year, NCLCA sets aside \$1,000 to fund one or more projects.

***Transformational Learning:  
A New Model  
of Peer Education***



**Jennifer Phippen  
North Central College**

***Developing a Tutor Training  
and Resource Wiki Space***



**Josh Reid  
Illinois State University**

***Julia Visor  
Graduate Student  
Conference  
Proposal Award***

Julia Visor was a long-time member of NCLCA who lost her battle with cancer in 2002.

Two cash awards of \$100 (each) will be issued for the two highest rated proposals submitted by graduate students.

***To Be  
Announced***

***Frank Christ/NCLCA  
Outstanding  
Learning Center  
Awards***

Each year, NCLCA recognizes up to two learning centers for excellence: one two-year college (technical or community) and one four-year college or university.



***Bernard B. Rinella Jr.  
Learning Center  
Miami University of Ohio,  
Oxford, OH  
Linda Dixon, Director***

# SCHOLARSHIP RAFFLES

## Help Support Professional Development

NCLCA has a long-standing tradition of supporting the professional development of learning center administrators. The Brenda Pfaehler Professional Development Grant is awarded to assist in research, leadership, and/or curriculum innovation. Each year, NCLCA sets aside \$1,000 to fund one or more projects. The Karen Quinn NCLCA Institute Scholarship provides the recipient with a fee waiver to the NCLCA Institute, giving a new professional in the field a chance to connect with seasoned learning center administrators. The Julia Visor Award provides two cash awards of \$100 (each) to the two highest rated conference proposals submitted by graduate students. Learn more about how to apply for these scholarships as well as other grants and awards at [www.nclca.org](http://www.nclca.org).

The following raffles will be held during the conference to help support our scholarship efforts.

### Colorado Gift Basket

This gift basket includes a variety of items designed to welcome you to the state of Colorado and the city of Denver.

- 1 ticket for \$5
- 3 tickets for \$10

### 50/50 Drawing

Enter into this drawing, and if you are the winner, collect 50% of the money! The other 50% goes to support the scholarships as described above. This will be awarded at lunch on Friday.



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Sept. 28 - Oct. 12, 2009  
"Funding Sources for your Courses:  
New Initiatives, Programs, and Partnerships"

November 23-December 7, 2009  
Leadership and Success  
"Me to We: How to Find Meaning in a  
Material World"

February 8-February 22, 2009  
Leadership & Success "Influence:  
The Psychology of Persuasion"

October 5-October 19, 2009  
Leadership and Success  
"Pursuing Your Passion at All Cost"

November 30-December 14, 2009  
"Meeting the Challenges of Dual Credit:  
Building Bridges to Student Success"

March 8-March 22, 2009  
Leadership & Success "Change,  
Transformation, & Self-Esteem"

November 2-November 16, 2009  
Leadership and Success  
"The Leadership Challenge"

January 25-February 8, 2009  
"Utilizing Web 2.0 Apps to Enhance  
Teaching & Learning"

March 22-April 5, 2009  
"Student Retention Strategies"

April 5-April 19, 2009  
Leadership and Success  
"Start Young, Finish Rich"

April 19-May 3, 2009  
"More Award Winning Tools, Tips, &  
Techniques for Classroom Instruction"

June 21-July 5, 2009  
"Developmental Education:  
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# 2009 NCLCA/LSCHE Web Site Excellence Awards

## First Place

**Stevenson University** The Academic Link <http://academiclink.stevensonuniversity.org> Christine Flax, Director

## Second Place (3-way tie)

**Clemson University**-Academic Success Center- <http://www.clemson.edu/asc/> - M. Elaine Richardson, PhD, Director

**University of Louisville** - REACH- <http://reach.louisville.edu> -Dennis Keibler, Assistant Director

**Salisbury University**-Center for Student Achievement- <http://www.salisbury.edu/achievement/> - Heather Holmes, Ph.D. Director

## Third Place (2-way tie)

**Delta College**- Teaching/Learning Center- <http://www.delta.edu/tlc.aspx> - Jim Valkenburg, Director; Elizabeth Dewey -Web Manager

**National Louis University**-Center for Academic Development - [www.nl.edu/cad](http://www.nl.edu/cad) - Jadwiga Piper, CAD Director

## Honorable Mention

**University of Central Florida**-Student Academic Resource Center- <http://www.sarc.sdes.ucf.edu/> Jennifer Wright, Director; Ann-Marie Prince, Web Site Administrator

**Indiana University South Bend** -Learning Center - [www.iusb.edu/~sbtutor](http://www.iusb.edu/~sbtutor) Lynne Branham, Director; Zachary Torstrick, Webmaster

**Macon State College** -Academic Resource Center- <http://www.maconstate.edu/arc/> - Tim Vick, Director

**Rochester Institute of Technology**, Academic Support Center (ASC) [www.rit.edu/asc](http://www.rit.edu/asc) Rhonda Laskoski, Program Director

**University of Wisconsin/Milwaukee**-Panther Academic Support Services (PASS) - <http://www4.uwm.edu/tarc/> - Dr. Johanna Dvorak, Director; Joseph Richardson, Webmaster



**Visit the NCLCA website  
For Upcoming Events and Resources**

**Katy Kemp  
NCLCA Webmaster  
kkemp@HSC.UNT.EDU**



# CLADEA Fellows Banquet

## *Induction Ceremony*

### *Fellows of the Council of Learning Assistance & Developmental Education Associations*

*Thursday, October 1*

*Reception (cash bar) - 5:30 p.m.*

*Banquet (ticketed event) - 6:30 p.m.*

*Formal Induction (Dr. David Arendale) 8:00 p.m.*

*Keynote Address (Dr. Carol Carter) -8:15 p.m.*

The Council of Learning Assistance and Developmental Education Associations (CLADEA), formerly the American Council of Developmental Education Associations (ACDEA), serves as a clearinghouse for shared information and collaboration among professional associations in the field. Our mission is "to foster mutual support among national and international organizations dedicated to postsecondary learning assistance or developmental education." CLADEA member associations—Association for the Tutoring Profession (ATP), College Reading and Learning Association (CRLA), National Association for Developmental Education (NADE), National Center for Developmental Education (NCDE), and National College Learning Center Association (NCLCA)—are pleased to announce the selection of Fellows for 2009: **Barbara Bonham, Nancy Carriuolo, Russ Hodges, Jack Truschel, and William G. White, Jr.\*.**

The idea of initiating a program to recognize and honor leaders in the profession was originally conceived by the distinguished researcher and scholar Martha Maxwell. Fellows are selected based on their long-term and significant contributions to our field. Selection as a Fellow represents the highest honor conferred upon professionals in learning assistance, tutoring, and developmental education.

Individuals selected as Fellows must be nominated by a current Fellow or by a member association. Current Fellows then review a portfolio of each nominee's accomplishments and vote to determine who will be selected as new Fellows. Previously inducted Fellows include the following:

*David Arendale*

*Carol Bader*

*Nancy Bornstein*

*Hunter Boylan*

*Kathy Carpenter*

*Martha Casazza*

*David Caverly*

*Frank Christ*

*Susan Clark-Thayer*

*K. Patricia Cross*

*Al Granowsky*

*Phoebe Helm*

*Jeanne Higbee*

*Gene Kerstiens\**

*Lucy MacDonald*

*Georgine Materniak*

*Martha Maxwell\**

*Robert McCabe*

*Jane McGrath*

*Jane Neuburger*

*Cathy Nuse*

*Carol O'Shea*

*Karen Patty-Graham*

*Walter Pauk*

*Michael Rose*

*John Roueche*

*Kate Sandberg*

*Gladys Shaw*

*Michele Simpson*

*Rita Smilkstein*

*Karen G. Smith\**

*Milton "Bunk" Spann*

*Norman Stahl*

*Linda Thompson*

*Vincent Tinto*

*Claire Ellen Weinstein*

\*deceased

# EXHIBITORS

## **AccuTrack© by Engineerica**

Mary Oberhelman  
Engineerica System, Inc  
Eastern US Consultant  
2431 Aloma Ave Ste #117  
Winter Park, FL 32792  
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Email: mary@accutrack.org  
www.accutrack.org

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## **American College Personnel Association**

Adrianna Guram  
Chair, Commission for Academic Support in Higher Education  
University of Wisconsin-Madison  
21 N. Park Street, Suite 6301  
Madison, WI 53715  
Phone: (608) 265-3079  
Email: aguram@odos.wisc.edu  
<http://www.myacpa.org/comm/academic/index.cfm>

## **H & H Publishing**

Priscilla Trimmier  
Phone: (800) 366-4079  
Email: trimmierp@hhpublishing.com  
www.hhpublishing.com

## **Innovative Educators**

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Boulder, CO 80301  
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## **Smarthinking**

Kristin O'Bannon  
Director of Strategic Marketing  
Phone: (858)-693-1622 (San Diego, CA)  
Email: kobannon@smarthinking.com  
www.smarthinking.com

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Kimberly Coleman  
Marketing Info Specialist  
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Email: Kcoleman@dcccd.edu  
www.starlinktraining.org

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# CLADEA MEMBER ORGANIZATIONS

## **ATP: Association for the Tutoring Profession**

Dr. Jack Truschel  
East Stroudsburg University of Pennsylvania  
Phone: (570) 422-3164  
Web: [www.myatp.org](http://www.myatp.org)  
Email: [jtruschel@po-box.esu.edu](mailto:jtruschel@po-box.esu.edu)

*The ATP is a professional and scholarly association which seeks to bring together all those with an interest in tutoring. Over 400 individuals in membership, we aim to promote tutoring; represent the members in areas of policy; facilitate collaboration between practitioners, researchers, and policy makers.*

## **College Reading and Learning Association**

Jane McGrath  
Paradise Valley CC  
Scottsdale, AZ  
Phone: (480) 794-1610  
Web: [www.crla.net](http://www.crla.net)  
Email: [janemcgrath@cox.net](mailto:janemcgrath@cox.net)

*The College Reading and Learning Association (CRLA) provides -college -reading and learning -professionals with an open forum to discover and -exchange the -leading tools and -techniques to enhance student -academic success. In addition, CRLA certifies tutor training programs (ITPC) and mentor training programs (IMPC) to provide professionals with the opportunity to create, improve, and expand tutor and mentor training and -tutoring and mentoring on their campuses.*

## **National Association for Developmental Education**

Karen Patty-Graham  
Southern Illinois University Edwardsville  
Phone: (618) 656-2785  
Web: [www.nade.net](http://www.nade.net)  
Email: [kpattyg@siue.edu](mailto:kpattyg@siue.edu)

*NADE is committed to providing quality educational opportunities for students in higher education. The Association's motto is: "Helping underprepared students prepare, prepared students advance, advanced students excel."*

## **National Center for Developmental Education**

Appalachian State University  
Reich College of Education  
ASU Box 32098  
Boone, North Carolina 28608-2098  
Phone (828) 262-3057  
Fax (828) 262-7183  
Web: [www.ncde.appstate.edu](http://www.ncde.appstate.edu)

*The National Center for Developmental Education (NCDE) provides instruction, training programs, research, and other services consistent with the purpose of developmental education and the missions of Appalachian State University and the Reich College of Education. These services are provided to a national audience of professionals dedicated to serving underprepared and disadvantaged college students.*



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Dean, Academic Support  
Tallahassee Community College*



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# NCLCA EXECUTIVE BOARD, 2009-2010

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To Be Announced

## Treasurer



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Laura.Sanders@valpo.edu



# NCLCA PUBLICATIONS

## A MEMBER BENEFIT

### The Learning Assistant Review (TLAR)

The *Learning Assistance Review (TLAR)* is the peer reviewed journal for the National College Learning Center Association.

In the past three years, the journal's mission has been to not only encourage scholarship in the discipline but to provide support for those hoping to enter the world of publication. As a result, the NCLCA members have benefited from a wide diversity of topics, types of articles, and submissions from all over the world, with the farthest published submission from Australia.

In addition, we are proud to expand our scholarship to beyond our association, as *TLAR* is now electronically available through ERIC and EBSCO. *TLAR* is now able to participate in the long-arm of scholarly dialogue among all the associated disciplines and disciples.

The Fall 09 issue will be dedicated to one of the journals founders and long-term member of the editorial board, Martha Maxwell, who recently died. She was an inspiration to learning center professionals and encouraged scholarship in the discipline. Her influence will be missed.

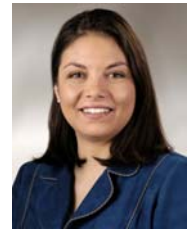
While progress has been made, scholarly publication is still struggling to attract a consistent supply of submissions. Members are urged to attend the *TLAR* workshop or speak with the editors about possible submissions. Learning Assistant Professionals are critical to student success; publishing is a way to memorialize not only our best practice, theory, and research but also as a way to bring credence to our profession in an academic environment that values scholarship.

#### Editor

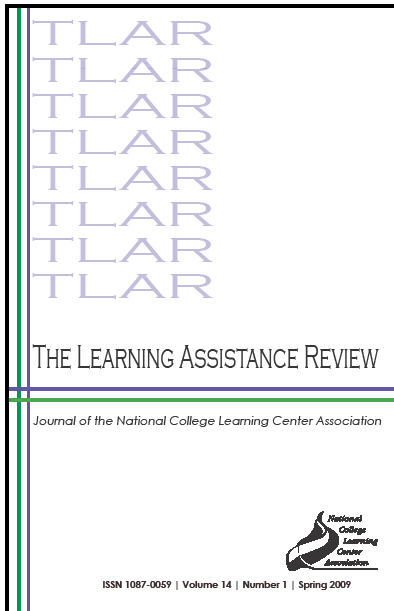


**Christine Reichert**

#### Managing Editor



**Jeannine Rajan**



The *NCLCA Newsletter* is mailed four times a year to the membership. Many different types of feature articles are published, including:

**A Campus Visit:** description of a learning center, including successful programs, organizational structure, marketing techniques, training strategies, hiring practices, collaborative efforts, and any aspect of the learning center's operation that would be of interest to our readers.

**Practitioner's Corner:** specific techniques and strategies for building different aspects of successful learning center programs.

**From the President's Desk:** the current president of NCLCA takes this opportunity to address the membership.

**Tutor Spotlight:** tutors and SI leaders from many different institutions are honored by their supervisors.

**Conference Corner:** upcoming deadlines for proposal submissions to conferences; dates of upcoming conferences; names and URL's of professional organizations.







## *Discovering Success!*

National Association for Developmental Education  
34<sup>th</sup> Annual Conference  
March 10 – 13, 2010  
Hyatt Regency Hotel  
Battelle Hall- Greater Columbus Convention Center  
Columbus, Ohio

<http://www.oade.org/nade2010/intro.htm>

Contact: Kathleen Buttermore, NADE 2010 Conference  
Chair  
kbuttermore@walsh.edu



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# CONFERENCE COMMITTEE

**Conference Chair:** Alan Craig, Georgia Perimeter College

**Proposals:** Travis Ramage, Aurora University

**Exhibits/Vendors:** Nancy McDaniel, Georgia Perimeter College

**Housing and Travel:** Cheryl Hodges, Georgia Perimeter College

**Web Site:** Katy Kemp, University of North Texas Health Science Center

**Program:** Laura Sanders, Valparaiso University

**Registration:** Tammy Pratt, University of Oklahoma

**Local Chair:** Ross Barnhart, Pueblo Community College

**Finances:** Rachelle Darabi

**Decorations:** Laura Choiniere

**Moderators:** Joetta Burrous, Purdue University

**Presenters Reception:** Christine Reichert, University of Toledo Health Science Campus

**Past President Activities Coordinator:** Kate Ranft, Joint Commission

**Conference Logo/Theme:** David Reedy, Rhodes State College

## PAST CONFERENCE THEMES AND LOCATIONS

2009	Mountaintop Experiences in Learning Assistance	Denver, CO
2008	The Rhythm and Blues of Research and Practice	Memphis, TN
2007	Learning Centers by Design	Atlanta, GA
2006	Learning Centers: The Keystone of Higher Education	Harrisburg, PA
2005	Honoring Our Past, Guiding Our Future	Milwaukee, WI
2004	Sailing to Student Success	Towson, MD
2003	Creating Building Blocks for Student Success	Rolling Meadows, IL
2002	Learning Center: Gateways to the Future	St. Louis, MO
2001	Get to the Core of Learning Center Strategies	Evanston, IL
2000	Guiding Success: Learning Center Strategies for a New Age	Minneapolis, MN
1999	Learning Centers: Creating Opportunities For Success	Evanston, IL
1998	Foundations of Learning	Milwaukee, WI
1997	Centering on Success	Chicago, IL
1996	Circles of Learning	Indianapolis, IN
1995	Joining the Conversation	Evanston, IL
1994	Ways of Knowing	Minneapolis, MN
1993	Motivating and Enhancing College Learning	Chicago, IL
1992	Discovering New Directions: Connecting Theory and Practice	Bettendorf, IA
1991	Embracing Diversity	Madison, WI
1990	Breaking the Barriers to Learning	Milwaukee, WI
1989	Pathways to Excellence in Teaching and Learning	Evanston, IL
1988	Issues in Facilitating Learning: New Directions for Changing Times	Chicago, IL
1987	Learning Center Professionals: Challenging Students to Achieve	Milwaukee, WI
1986	First Annual Conference	Kenosha, WI

# NIGHT ON THE TOWN

## Rocky Mountain Legends

### GHOSTS of Capital Hill

Oct. 2, 2009 Evening - 5:00-9:00 pm

At the base of the majestic Rocky Mountains, Denver is not only one of America's most beautiful cities, but is also one of Colorado's most haunted. Not only does Denver have a long and rich history, but the past has left in its wake, a plethora of ghosts that are said to roam its historic streets and buildings.



**Brown Palace Hotel** – This century old luxury hotel is said to host a number of spirits in its historic rooms and hallways. The ghost of an old railroad ticket manager walks directly into a wall, a baby is heard crying in the basement, an ethereal waiter rides the service elevator and a long dead string quartet has been known to practice their music here.



**Capitol Hill** – Once the wealthiest neighborhood of Denver's, Capitol Hill continues to wear its decadent image with honor. Ghosts

abound in this neighborhood including the old Governor's Mansion where ghosts are said to walk the halls and at the State Capitol buildings, a phantom woman in a long dress is often known to appear.

**Cheesman Park** – During the 19<sup>th</sup> century, this park was a cemetery for decades. Though intended for the masses, the graveyard ended up being mostly for outlaws, paupers and the diseased. When it became an overgrown eyesore, the city made it into a park. Hear about how the restless spirits continue to roam.

**Croke Patterson Mansion** - Once one of the most elegant homes in Denver (now an office building) is one of the most haunted mansions in the city. Learn of the strange occurrences construction members' experienced – completed tasks undone, office equipment operating by themselves, tales of a little girl's body entombed in the cellar and more.

Finish off the evening at Denver's oldest restaurant (built in 1893) for dinner. According to the tales, some of the many old traders, miners, scouts and cowboys continue to lurk about this historic steakhouse. This notable restaurant has great food and is a terrific way to end the night.

**Price:** based on a minimum of 30 guests - \$85.00 per person

CEO, Inc. 12173 NCLCA, Sept 30-Oct. 3, 2009

# SATURDAY TOUR

## Full-Day Tour

### Rocky Mountain High

Rocky Mountain National Park & Estes Park

Oct. 3, 2009 - 9:00 am - 5:00 pm

This tour of the gorgeous Rocky Mountains promises to be one of the most beautiful scenic tours you've ever taken! Your trip up to Trail Ridge Road along the Continental Divide is breathtaking. It is known for its spectacular high mountain beauty and provides some of the best watch-able wildlife in Colorado; with Bighorn Sheep, Elk and Mule Deer leading the list. You will enjoy a gourmet box lunch picnic among the beauty of the Rocky Mountains while viewing the wildlife.



While in the city of Estes Park you will drive by the famous Stanley Hotel, which overlooks the town. The Stanley Hotel was built in 1906 of wood and rock obtained from the nearby mountains. It attracts thousands of visitors every year. Most are tourists from around the world, but some are local Coloradoans who feel a special attachment to the Hotel. Some of the famous guests have been the unsinkable Molly Brown, John Philip Sousa, and Theodore Roosevelt. More recently, the Emperor and Empress of Japan, Gary Burghoff, former astronaut Scott Carpenter and a variety of Hollywood personalities.



The final quarter of the movie *Dumb and Dumber* was filmed here. Then of course, there is the very special connection to Stephen King and his book, *The Shining*. Mr. King wrote about half his novel in room 217 and returned to make the ABC mini-series, *The Shining*.



Estes Park, which was founded in 1870 and is set in the valley of Rocky Mountain National Park, is known for its many jewelry and curio stores. It has become one of Colorado's premiere vacation resorts.

**Tour Price: based on a minimum of 30 guests - \$78.00 per person**

**Price includes a gourmet box lunch.**

CEO, Inc. 12173 NCLCA, Sept 30-Oct. 3, 2009

# SATURDAY TOUR

## Half-Day Tour

### Bolder Boulder

Lunch on Pearl Street Mall, Leanin' Tree Museum & Celestial Seasonings

Oct. 3, 2009 - 12:30 pm - 6:00 p.m.

Boulder lies against the foothills with the gorgeous Flatirons as its backdrop. The campus of the University of Colorado at Boulder also resides in this breathtaking city.

A must stop for Boulder is the Pearl Street Mall. Your guests can enjoy lunch on their own in this vibrant historic preservation district that serves as the town's heart and center. Year round, the downtown pedestrian mall provides a living stage...a host of characters, plenty of good dialogue and even drama provided by the strollers, shoppers, storekeepers and street performers.



On to beauty and romance of the West, which comes alive at the Leanin' Tree Museum of Western Art. The Museum collection is housed in the corporate headquarters of Leanin' Tree, producers of fine western greeting cards since 1949. They have one of the nation's largest private collections displaying over 200 paintings. Enjoy magnificent art in their new outdoor Sculpture Garden.

We then invite your guests for a Celestial Tea Experience in Boulder. They will tour the factory, Art Department, R & D labs and see how the beautiful little boxes full of naturally delicious tea are made and browse in the Tea Shop and Emporium.

Your guests can enjoy lunch on their own at the Pearl Street Mall.

**Tour Price: based on a minimum of 30 guests - \$50.00 per person**

# LOCAL RESTAURANTS

## (In a 8 Mile Radius of the Marriott Denver West )

**CHAMA Cocina Mexicana y Tequileria**.....Mexican  
 425 S. Teller St. Lakewood .....303-935-5170  
 Hours: Mon – Sun 10am – Close  
 Top Tier Mexican Cuisine and extensive collection of Tequilas. Dress code is Business Casual,  
 Moderate to expensive

**Wasabi Sushi Bar** .....Sushi  
 433 S. Teller St. Lakewood.....303-935-8888  
 Hours: Sun – Wed 11am – 10pm Thur – Sat 11am – midnight  
 Menu consists of both sushi and non-sushi items to accommodate all palates.

**McGrath's Fish House**.....Fish House  
 14035 W. Colfax Drive.....303-279-3839  
 Hours: Mon – Sun 11am – 10pm  
 You'll always find the best selection of fresh fish and seafood at McGrath's.

**Ted's Montana Grill** .....Barbecue  
 330 S. Teller St. Lakewood .....303-893-0654  
 Hours: Sun – Thur 10am – 10pm; Fri-Sat 11am – 11am  
 World Famous Burger and Chicken Grill. Offers many healthy alternatives to meat.  
 Casual, inexpensive

**Baker St. Pub and Grill** .....British Cuisine  
 7260 W. Alaska Dr. Lakewood .....303-953-5510  
 Hours: Mon – Sun 11am – 2am  
 Featuring favorites such as Fish & Chips, Bangers and Mash and Shepard's Pie. Casual dining,  
 Inexpensive.

**The Oven PIZZA E VINO** .....Gourmet Pizza  
 7167 W. Alaska Dr. Lakewood .....303-934-7600  
 Hours: Lunch and Dinner Daily  
 Gourmet Pizza, Family Friendly, Casual, inexpensive

**240 Union** .....Pasta and Seafood  
 240 Union, Lakewood.....303-989-3562  
 Hours: Mon-Thur 11am-10pm; Fri 11am-10:30pm; Sat 5pm-10:30pm; Sun 5pm-9pm  
 Creative cooking, great food, modern decor, moderate to expensive  
 Accepts large parties of 20 or more with advance reservations

**Happy Dragon** .....Chinese  
 15750 S. Golden Road, Golden (SE of Hotel) .....303-278-9291  
 Hours: Mon-Sat 11am-9pm. Closed on Sundays  
 Very casual, good food, lunch special, inexpensive

# LOCAL RESTAURANTS

( In a 1/2 Mile Radius of the Marriott Denver West )

**Moose Hill Cantina** ..... Mexican  
 11911 W. Colfax Ave, Golden (SE of Hotel) ..... 303-238-6188  
 Hours: Mon-Thur 11am-8:45pm; Fri-Sat 11am-9:45pm; Closed Sundays  
 Very casual bar atmosphere, good food, and inexpensive

**Chili's Too** ..... Variety  
 Colorado Mills Shopping Center, Lakewood..... 303-238-4229  
 Hours: Mon-Thur 11am-10:00pm; Fri-Sat 11am-10pm; Sun 11am-8:30pm  
 National chain, casual and fun atmosphere, moderate prices

**Macaroni Grille**..... Pasta and Seafood  
 Denver West Shopping Village, Golden..... 303-215-1519  
 Hours: Sun-Thur 11am-10pm; Fri-Sat 11am-11pm  
 Creative cooking, Italian atmosphere, moderate to expensive

**Outback Steakhouse** .....Steak  
 Denver West Shopping Village, Golden..... 303-216-2460  
 Hours: Sun-Thur 4pm-10pm; Fri-Sat 3pm-11pm  
 Casual atmosphere, delicious steakhouse, moderate to expensive

**On the Border** ..... Border Food  
 Denver West Shopping Village, Golden..... 303-384-3934  
 Hours: Sun-Thur 11am-10pm; Fri-Sat 11am-11pm  
 Casual fun atmosphere, festive south-of-the-border favorites, moderate

**Mimi's Cafe** ..... Country French  
 Denver West Shopping Village, Golden..... 303-384-9350  
 Hours: Sun-Thur 7am-11pm; Fri-Sat 7am-11pm  
 Good food, comfortable warm atmosphere, moderate

**California Pizza Kitchen** ..... Modern American Cuisine  
 Colorado Mills Shopping Center, Lakewood..... 303-278-6488  
 Hours: Sun 11am-8pm; Mon-Sat 11am-10pm  
 Offer a chic casual experience, moderate

**Yard House** .....Contemporary Gourmet  
 Colorado Mills Shopping Center, Lakewood..... 303-278-9273  
 Hours: Sun-Thur 11:30pm-10pm; Fri-Sat 11:30pm-2:00am  
 A fun casual bar, good food, large selection of beer, moderate to expensive

**Hops Bar and Grill** .....Micro-Brewery  
 Denver West Shopping Village, Golden..... 303-216-2469  
 Hours: Sun 10:30pm-10pm; Fri-Sat 10:30pm-11:30am Mon-Thur 10:30pm-10:30am  
 Casual atmosphere, micro-brewery setting, moderate

**Colorado Mills Food Outlets**..... Assorted  
 Colorado Mills Shopping Center, Lakewood..... 303-384-3000  
 Including: Burger King, Cinnabon, Dairy Queen, Dickey's Barbecue, Haagen Daas, Hibachi San,  
 Johnny Rockets, Panda Express, Popeye's Chicken & Biscuits, Qdoba Mexican Grille, Sbarro,  
 Starbucks Coffee, and Wetzel's Pretzels.

**The Keg Steak House and Grill** .....Steak House  
 14065 W Colfax Dr. Lakewood..... 303-238-7500  
 Hours: Mon – Thur 4pm – midnight Fri – Sat 4pm – 1am Sun – 4pm – 11pm  
 Great Keg steaks, a casual atmosphere, and friendly, knowledgeable service.

# NCLCA GLOSSARY

Term	Definition
<b>ACDEA</b>	<b>American Council of Developmental Education Associations:</b> Established to provide a unified voice and to improve communication among sister organizations. Now CLADEA, see below.
<b>ATP</b>	<b>Association for the Tutoring Profession:</b> <a href="http://www.myatp.org/">http://www.myatp.org/</a> <i>CLADEA organization</i> Their mission is to provide a communication platform linking tutors, tutor coordinators, and administrators who are committed to the development of the independent learner.
<b>Awards Banquet</b>	Luncheon (included as part of your registration fee) with speakers to honor those members who have won various grants and awards from NCLCA.
<b>Blue Ribbon Commission</b>	The Blue Ribbon Commission (founded by the ACDEA, American Council of Developmental Education Associations) investigated and evaluated the opportunities and issues for restructuring the relationship among the five associations: CRLA, NADE, NCLCA, ATP, and NTA.
<b>Board Meeting</b>	NCLCA Executive Board meetings generally take place once per month via teleconference, online, or in person. The board also meets at the annual conference.
<b>Breakfast</b>	FREE to you! Breakfast at the conference is an opportunity to meet conference attendees and presenters, and of course, to munch muffins and fuel up on coffee. Breakfasts are often sponsored by exhibitors.
<b>Brenda Pfaehler Professional Development Grant</b>	The purpose of the NCLCA Brenda Pfaehler Professional Development Grant is to foster the professional growth of our members. It will be awarded to members of NCLCA to assist in research, leadership, and/or curriculum innovation. Each year, NCLCA sets aside \$1,000 to fund one or more projects.
<b>Concurrent Sessions</b>	Rooms are set aside for conference presenters where these presentations take place simultaneously in different time segments as designated in this program.
<b>CLADEA</b>	<b>Council of Learning Assistance and Developmental Education Associations:</b> comprised of NCLCA (National College Learning Center Association), CRLA (College Reading and Learning Association), NADE (National Association of Developmental Education), NCDE (National Center for Developmental Education) , and ATP (Association for the Tutoring Profession). Established to provide a unified voice and to improve communication among sister organizations. Formerly ACDEA.
<b>CRLA</b>	<b>College Reading and Learning Association:</b> <a href="http://www.crla.net">www.crla.net</a> <i>CLADEA organization</i> Their purpose is to provide a forum for the interchange of ideas, methods, and information to improve student learning and to facilitate the professional growth of its members.
<b>Exhibits</b>	Each year at the conference, various organizations and businesses will bring materials and resources to share with conference attendees. Please browse the exhibits!
<b>Frank Christ Outstanding Learning Center Award</b>	The purpose of the NCLCA Frank Christ Outstanding Learning Center Award is to give national recognition to the work done by learning centers and to foster their future growth and development. Each year, NCLCA can recognize two learning assistance centers for excellence: one two-year college (Technical, Community, etc.) and one four-year college or university. Awards will be announced and presented each year at the annual conference.
<b>Hospitality Room</b>	Each evening please join other conference attendees in a relaxing, informal environment in which to visit and snack!
<b>CC Luncheon (Continuing the Conversation)</b>	Provides an opportunity for attendees to work together in small groups. Conference attendees will be grouped at tables according to topic. Interest groups will focus on such areas as learning center assessment, management, technology, study skills, mathematics support, reading/writing support. A group facilitator will lead a round table discussion of “hot topic” items in the area.
<b>IWCA</b>	<b>International Writing Centers Association:</b> <a href="http://writingcenters.org">writingcenters.org</a> This organization was founded to foster communication among writing centers and to provide a forum for concerns.



# NCLCA GLOSSARY (CONTINUED)

Term	Definition
<b>Julia Visor Graduate Student Award</b>	All graduate students who present at the NCLCA annual conferences are eligible for this award. A total of \$200 is available for the award which is intended to encourage graduate student participation by helping to cover travel related expenses.
<b>Keynote Speakers</b>	Outstanding professionals in the education field are invited to speak at the Plenary Session and the Awards Banquet.
<b>Learning Support Center Website Awards</b>	Co-sponsored by NCLCA and LSCHE, these awards honor learning support centers who have developed outstanding websites.
<b>Lifetime Achievement Award</b>	This award honors a learning center professional is honored who has contributed an extraordinary amount of service to the learning center profession, including research, publications, service, and leadership.
<b>LSCHE</b>	<b>Learning Support Centers in Higher Education:</b> <a href="http://www.pvc.maricopa.edu/~lsche">www.pvc.maricopa.edu/~lsche</a> On this web portal, you can review the history of learning support centers in higher education along with relevant definitions of learning assistance and many other supportive articles. It's searchable too!
<b>Members' Breakfast</b>	Free to you! Paid for in the conference registration, this breakfast provides an opportunity for the Executive Board of NCLCA to induct new officers, conduct business that must go before the membership, and discuss reports with the membership. All members are <b>urged</b> to attend this.
<b>NADE</b>	<b>National Association for Developmental Education:</b> <a href="http://www.nade.net">www.nade.net</a> <i>CLADEA organization</i> Their mission is to improve the theory and practice of developmental education at all levels of the educational spectrum, the professional capabilities of developmental educators, and the design of programs to prepare developmental educators.
<b>NCDE</b>	<b>National Center for Developmental Education:</b> <a href="http://www.ncde.appstate.edu">www.ncde.appstate.edu</a> <i>CLADEA organization</i> Their mission is to improve the quality of practice in the field of developmental education.
<b>NCLCA</b>	<b>National College Learning Center Association:</b> <a href="http://www.nclca.org">www.nclca.org</a> <i>CLADEA organization</i> Our mission is to support learning assistance professionals as they develop and maintain learning centers, programs, and services to enhance student learning at the post-secondary level.
<b>Newsletter</b>	An official publication of NCLCA, the newsletter is issued 3-4 times per year and includes many informational articles and features.
<b>Night on the Town</b>	Options for group dining and entertainment with signup before and during the conference in most cases.
<b>NTA</b>	<b>National Tutor Association:</b> <a href="http://www.ntatutor.org">www.ntatutor.org</a> Their mission is to foster the advancement of tutoring to enhance student academics.
<b>Panel Discussion</b>	This type of Concurrent Session features the presenters sharing information and materials with the audience.
<b>Plenary Session</b>	This session includes the Conference Welcome, Updates, and a Keynote Speaker.
<b>Pre and Post-Conference Institutes</b>	These workshops are held before and after the official start and end of the conference. They generally last three hours and allow participants to develop their own materials and programs.

# NCLCA GLOSSARY (CONTINUED)

Term	Definition
<b>Presidential Reception</b>	Hosted by the Association President, this invitation only reception for newcomers to the conference provides an opportunity for time with the President and Executive Board members. Exclusively for new attendees.
<b>Registration</b>	Make sure the first thing you do is to stop by the Registration table to pick up your nametag and materials (if you have already registered), or to register for the conference.
<b>Round-table</b>	This type of Concurrent Session requests that participants bring materials and resources dealing with the topic with them to the session to be shared among everyone present.
<b>Share Table</b>	There will be a table designated as the "share table" in which anyone can share materials, extra handouts, brochures, publications, etc. with all conference attendees.
<b>Shuttle Service</b>	Airports and/or hotels usually provide a shuttle service to and from the airport or in the vicinity free or sometimes for a fee.
<b>TLAR</b>	<b>The Learning Assistance Review:</b> scholarly refereed journal and an official publication of NCLCA.
<b>Welcome Reception</b>	FREE to All! The NCLCA President will welcome all conference attendees. This is a great chance to mingle with people at the beginning of the conference while enjoying light refreshments. You can also sign up for Night on the Town options at the Welcome Reception.
<b>Workshop</b>	This type of Concurrent Session provides a hands-on activity for the participants.

## NCLCA INSTITUTE

### **NCLCA Institute July 2010 Metro Chicago region**

~ ~ Focusing on newer Directors ~ ~

This 4 1/2 day experience allows attendees to work closely with renowned leaders in the field of Learning Assistance creating an action plan to take home and put into practice.

Previous mentors include: Jonnie Dvorak, Wendy Wilson, Mark May, Jackie Harris, Frank Christ, Lucy MacDonald, Bill White, David Caverly, David Arendale, Jeanne Higbee, and many others.

Apply for **Karen Quinn Scholarship** TO COVER THE COST OF TUITION AND ROOM/BOARD!

For More Information on the *NCLCA Institute* and the *Karen Quinn Scholarship*, please go to [www.NCLCA.org](http://www.NCLCA.org).



# Racing to Student Excellence NCLCA 2010



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Best Practices, Learning Outcomes, Program Evaluation, Social Media, Program Start-up, Technology, Learning Centers in Graduate Schools, Peer Cooperative Learning Programs, Online Learning Centers, Professional Development

For more information visit the NCLCA website at  
[www.nclca.org](http://www.nclca.org) or contact NCLCA Vice President  
Elaine Richardson, [ERCHRDS@exchange.clemson.edu](mailto:ERCHRDS@exchange.clemson.edu)



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