

BALTIMORE CITY COMMUNITY COLLEGE

Center for Academic Achievement

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Center for Academic Achievement

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Website: www.bccc.edu/tutoring
Canvas: Tutoring Services

The Center for Academic Achievement (CAA) is an academic support service providing BCCC students with a comprehensive array of programs, resources, and services to assist them in attaining the course-specific knowledge and developing the learning skills necessary for them to become independent, engaged learners and achieve their academic goals. The CAA fulfills this mission by providing students with premier learning facilities that are consistently perceived as completely equipped, well-maintained and attractive, welcoming, and staffed by knowledgeable instructional tutors and assistants.

What is the Center for Academic Achievement?

- The CAA provides free academic support services to all currently enrolled students.
- The CAA offers learning spaces where students can not only improve their learning, but also can build a greater ease and confidence in the academic environment.
- The CAA offers two major services: tutoring and resources.

What resources are available?

- Individual and small group tutoring
- Online Tutoring
- Assistance with forming study groups
- Individual academic assistance
- Writing Consulting
- Better Student Study Skills Workshops
- Quiet rooms for individual study and study groups
- Learning spaces equipped with computer and study stations, textbooks, manipulatives, scientific models, and hands-on laboratories

Where are the Tutoring Centers? (All Centers open at 9:00am. Please call individual Centers for closing and Saturday hours.)

- The Writing Center: MNB 102, 410-462-7649
- The Math Center: MNB 104, 410-462-7649
- The Science Resource Learning Center: LSB 302, 410-462-8008
- The Business, Accounting & Technology Lab: MNB 320, 410-462-7417
- The CADD Lab: LSB 244, 410-462-8522

How do students connect with a tutor?

- Students can walk into any tutoring center or call for an appointment.

Faculty Guide

The Center for Academic Achievement (CAA) offers free tutoring and academic support services to any student enrolled in a BCCC course and attending class regularly.

We offer individual and small group tutoring, online tutoring, Better Student workshops, individual academic assistance, and study materials.

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Class Visits and Tours: We'd love to introduce our services to your class with a brief 5-10 minute overview scheduled at any point during your class and at any point in the semester. Email jwingo@bccc.edu to request that a representative come visit your class. You can also bring your classes to our centers. You and your students will receive information and free academic materials.

How to Connect Your Students with a Tutor

Encourage your students to sign up for tutoring as early as the first week of classes. Discuss the benefits of tutoring with your students. Students can walk into any Tutoring Center to connect with a tutor. Students can set up their tutoring schedule for the entire semester. Our tutoring centers are also great places for students to come to study, complete course assignments or meet a study group. You can also refer students by using our Online Referral form. You can find it on Canvas and the tutoring website.

The **Instructor-Tutor Relationship** is beneficial. We encourage you to be accessible to tutors. Give them a copy of your current syllabus. Please welcome tutors into your classrooms to introduce themselves to students and explain briefly how to use tutoring services.

NetTutor Online Tutoring Service is offered as an extension of the face-to-face tutoring offered in the tutoring centers. Live online tutoring is available 24 hours a day every day of the week in a variety of subject areas. Faculty, staff and students can learn how to use this free service in any tutoring center.

The **Role of Tutoring in the Learning Process** is intended to be temporary. The tutor guides the student towards independent learning. Tutors are trained not to do the work for students but rather to challenge them to think for themselves and to guide them to course mastery and success. The help that tutors provide will supplement, not supplant, classroom instruction. Tutors do not teach new material; rather, they will assist students in learning the material already presented by the instructor.

Better Student Workshop Series

The topics are geared towards improving academic performance, improving overall success in a college environment, and helping students become better students. Encourage your students to attend the Better Student workshops. Students can get the workshop schedule in MNB 104.

We look forward to working with you.



Tutoring Services

Baltimore City Community College offers a comprehensive, free tutoring and academic support program for any student enrolled in a course at the college. The purpose is to enhance student retention and success by providing academic assistance to students having difficulty with subject matter and/or study skills.

Tutoring is provided in about 100 courses across the credit curriculum by a staff of 30 – 40 tutors each semester. Services are available at Liberty and BioPark locations whenever classes are in session.

BCCC instructors are our students' primary resource to facilitate mastery of the course material. The Center for Academic Achievement (CAA) serves as a comprehensive secondary learning resource providing a variety of tutoring support advancing and enhancing learning.

What is tutoring?

Tutoring is an age-old practice. The dictionary definition describes a tutor as a person who gives individual, or in some cases small group instruction. The purpose of tutoring is to help students help themselves, or to assist or guide them to the point at which they become an independent learner, and thus no longer need a tutor.

What are the benefits to students who receive tutoring?

- Offers more individualized, systematic structured learning experience
- Improves academic performance and personal growth
- Improves attitude toward subject area
- Generates stronger effects than other individualized teaching strategies
- Motivates self-paced and self-directed learning
- Provides intensive practice for students who need it
- Improves self-esteem

Who can use tutoring services?

Tutoring services are provided free-of-charge to all registered BCCC students. Students must be enrolled in a BCCC course.

Who is on the staff?

The CAA employs peer and professional tutors. Peer tutors are BCCC students enrolled in the current semester and carrying at least 6 credits. Peer tutors have earned an A in relevant coursework, must have a minimum GPA of 3.0 and are recommended by BCCC faculty. Professional tutors are adjunct faculty, retired BCPS teachers and professionals in relevant fields. All tutors are contractual employees of the college.

The professional staff consists of the Director, a Tutoring Manager, Tutoring Center Assistants, and the Administrative Assistant.

Where do students go for tutoring?

- Writing: MNB 102, 410-462-7649
- Math: MNB 104, 410-462-7649
- Science: LSB 302, 410-462-8008
- Business, Accounting & Technology: MNB 320, 410-462-7417
- Computer-Aided Drafting and Design: LSB 244, 410-462-8522

What should the student bring to the tutoring session?

It is very helpful if the student has a copy and a clear understanding of the assignment. If the student does not understand the assignment, the tutor will not be able to provide assistance. Students should bring all course related materials, syllabus, books, class notes and specific questions. Students should be prepared to identify and discuss course difficulties. Students should also be equipped with writing utensils, paper and any visual or manipulative aids they use (eye glasses, calculators, erasers, magnifying aids, etc.).

How do instructors know the student did his/her own work?

Tutors are trained that the goal of tutoring is to create independent learners. Tutors are trained in the Socratic Method: asking leading questions to ignite student thinking. Writing tutors do not edit or proofread students' work. Math tutors are trained to put the pencil down and let the student do the work. Tutors will not complete or assist with homework or take home or online quizzes or exams. Ultimately the whole point of tutoring is to provide students with strategies they can use on their own.

How are tutors trained?

Tutors are automatically enrolled in the CAA Academy which incorporates weekly training and on-going professional development activities specifically designed to give tutors the fundamentals of tutoring and tutoring strategies. All tutors are required to attend.

Do you provide online tutoring?

Yes. We have an online tutoring service. Come to the Center for Academic Achievement in MNB 104 to learn how to use **NetTutor** online tutoring service.

Courses Supported by Tutoring Services

ACCT 221	CADD 206	MAT 86
ACCT 222	CADD 208	MAT 87
ACCT 230	CADD 211	MAT 91
ACCT 231	CADD 222	MAT 92
ACCT 235		MAT 107
ACCT 241	CHE 101, 101L	MAT 127
ACCT 261	CHE 102, 102L	MAT 128
ACCT 265	CHE 103, 103L	MAT 129
	Che 105	MAT 140
BIO 101	CHE 203, 203L	MAT 141
BIO 102, 102L	CHE 204, 204L	
BIO 107, 107L		MGMT 102
BIO 111, 111L	CISS 105	MGMT 103
BIO 112, 112L	CISS 109	MGMT 170
BIO 207, 207L	CISS 110	MGMT 180
BIO 212, 212L	CISS 118	MGMT 219
	CISS 201	MGMT 222
BTC 101	CISS 228	MGMT 229
BTC 102		
BTC 105, BTC 105L	CLT 100	MKMT 223
BUAD 100	ECON 201	NRS120
BUAD 207	ECON 202	NRS111
BUAD 112		NRS 122
	EGR 214	NRS 220
CADD 101		
CADD 105	ENG 101	PHY 101, 101L
CADD 111	ENG 102	PHY 102, 102L
CADD 112	ENG 200	PHY 204, 204L
CADD 140		
CADD 151	ES 110	RENG 90
CADD 200		RENG 91
CADD 205	MAT 80	RENG 92

Online Referral to Tutoring and Academic Support Services

You can refer your students to Tutoring and Academic Support Services by utilizing the new online referral form. There is space on the form for you to indicate the service(s) that you would like for your students to utilize.

The services are

1. F2F Tutoring (Face-to-Face)
2. Online Service
 - a. NetTutor Online Tutoring
3. Workshop
 - a. Study Skills
 - b. Time Management
 - c. Test Taking
4. Study Group

If you would like feedback about the kind of assistance your student received, two things have to happen:

1. You have to request it.
2. Your student has to consent for you to receive it.

A student must give written consent upon receipt of the referral email notification.

How to Use the Online Referral to Tutoring and Academic Support Services:

There are two steps in using the online procedure to refer students to tutoring services and/or academic support services.

Step 1: Locating the online referral form

The online referral form to tutoring and academic support services is located in two places:

1. Canvas
2. BCCC website

On the Canvas site:

To get to Canvas, open your web browser and browse to <http://www.bccc.edu>.

On the main menu, click on Canvas – NEW under Stay Connected on the right side.

You will arrive at the Canvas log in page. Enter your user name and password to log in.

On the top tab go to Courses and click on Tutoring Services. You will arrive at the Center for Academic Achievement (CAA) landing page. Click Log In.

The referral form is located in two places.

1. Right there on the CAA landing page. Simply click the online referral link to access the form.
2. On the Modules tab to the left under Tutoring Services. Scroll down to Faculty Information. Click on Faculty Information. Click on the referral link to access the form.

On the BCCC website:

Click on Faculty & Staff on the header at the top of the home page.

The online referral form is located on the left side and under Resources.

Click on the link and complete the form.

Step 2: Using the online referral form

Fill in the required fields and any other relevant information. Click continue.

Indicate the service(s) you recommend for your student. Click continue.

Respond to the request for feedback.

Click submit. You will see a Thank You page letting you know your referral has been sent.

You will receive a confirmation email with (1) the name of the student who has been successfully referred and (2) verification the referral was successfully dispatched to the student.

You have successfully completed an online referral to tutoring and academic support services.

If you need any assistance, please contact Juanita Wingo at 410-462-7759 or jwingo@bcc.edu.

NetTutor Online Tutoring Service

Help us spread the word. The CAA offers NetTutor online tutoring service providing live tutoring whenever-the-need-arises that makes tutoring available to students on a 24/7/365 basis and includes mobile access from tablets and iPads.

NetTutor is a comprehensive online tutoring service for all levels of college courses. Students can connect with a live tutor 24 hours a day every day of the week in a variety of subject areas.

NetTutor is very easy to use, even on your iPad and other tablet devices. This free online service is a great tool for students taking online courses and for getting help when face-to-face tutoring centers are not open.

You can access NetTutor through Canvas.

Come to any tutoring center to learn how to use NetTutor or watch a video.

Video Links

NetTutor Promo Video: Describes how easy it is to access NetTutor and some of the new features NetTutor has to offer.

https://www.youtube.com/watch?v=i_14QCR2g1A

NetTutor Modes: Details the different ways to receive tutoring including Ask a NetTutor, Q&A Center and the Paper Center.

<https://www.youtube.com/watch?v=25pTejQj7wM&feature=youtu.be>

Using the NetTutor Paper Center: This video demonstrates how to submit a paper to the NetTutor paper center, retrieve it once the paper has been reviewed and even upload it to the NetTutor whiteboard for a live session if you have any questions about the paper review.

<https://www.youtube.com/watch?v=IAfZq5UhC9U&feature=youtu.be>

Better Student

Tutoring as an academic support definitely improves student learning. Students who work with tutors become better students.

Discuss the benefits of tutoring with your students:

- Improves self-confidence
- Gives students the opportunity to work one-on-one with a tutor
- Encourages students to use appropriate and efficient learning and study strategies
- Improves students' academic performance
- Improves students' attitude towards subject area and school
- Gives students opportunities to ask questions and get clarification of difficult concepts
- Gives students additional review and practice of difficult material
- Encourages students to persist in completing tasks and courses

Share with your students the steps to becoming a better student.

1. Set goals
2. Stick to a study schedule
3. Get rest
4. Adopt healthy study techniques
5. Work with a tutor
6. Develop note-taking skills
7. Go to workshops
8. Form a study group
9. Get a manageable course load
10. Go to class
11. Participate in class
12. Use the library

BETTER STUDENT workshops are offered each semester. Topics include

- Set your goals for the semester
- The power of a study group
- How to talk with your teacher
- Note taking
- How to create your own study guide
- Memory skills
- Writing strategy
- Learning styles
- How to read a college textbook
- Managing your time
- Managing test anxiety & test-taking strategies

Students can pick up a workshop schedule in MNB 104.

Every student who works with a tutor or attends a workshop receives an "I AM A BETTER STUDENT" t-shirt. *You want your student to be able to say:*

I AM A BETTER STUDENT.
I work with a Tutor.

Study Groups

Encourage your students to form or join a Study Group. Invite us to your class to discuss the benefits.

What is a Study Group?

A study group is a small group of students who meet together regularly once a week with the aid of a trained leader to discuss concepts, confusions, and insights into course material. Each group is unique, contains students with different backgrounds and abilities, and determines its own pace and the material that will be covered. This allows each group to address the needs of the individuals in the group.

Students also have indicated that study groups benefit them in a variety of ways. They include:

- Understanding how much of the class material they understood
- Understanding how others might approach/consider a problem
- Detailed explanations at a slower pace
- Solid exam preparation
- Meeting other students with whom they can study
- Forces early and constant preparation of the material, leading to a high level of confidence, a mastery of the material and better grades

Before coming to the study group, students review class notes and the assigned reading, attempt the current problem set, and jot down points that are unclear or questions they would like to discuss. In the study group, the leader helps the students to get organized and to decide which questions are most basic or important and encourages the students to work together and to answer their own questions.

The main role of the study group is to help students organize their thoughts, test their understanding by asking and answering questions, learn how to approach the material, and understand the basic concepts involved.

Study groups usually begin the second or third week of the term and meet once a week during the term.

Locations which have group study rooms: Bard Library, the CAA Learning & Study Center.

The LSC: Learning & Study Center

Friends don't let friends fail. Let's start a Study Group!



Do you need a quiet place to study?

Would you like to learn how to make a study schedule?

Do you need a place to meet with your study group?

Interested in improving your study skills?

Come see what you can do in the

LSC: Learning & Study Center – MNB 121

Hours: Monday - Friday 9:00 am - 5:00 pm

Contact Tamara Hudson: 410-462-8222

Study Skills Resources on the Webb

www.how-to-study.com/

www.sla.purdue.edu/asc

www.ucc.vt.edu/stdyhelp

www.studygs.net/

www.educationatlas.com/study-skills.html

www.howtostudy.org/

www.columbia.edu/cu/augustine/study/

www.infoplease.com/homework/studyskills1.html

www.sas.calpoly.edu/asc/ssl.html

www.csbsju.edu/academicadvising/helplist.htm

www.arc.sbc.edu/study.html

www.bucks.edu/~specpop/studyskills.htm

www.uic.edu/depts/ace/strategies.shtml

www.d.umn.edu/student/loon/acad/strat/

www.mathpower.com/tips.htm

www.trcc.commnet.edu/Ed_Resources/TASC/Training/Study_Skills.htm

www.testtakingtips.com/study/index.htm

www.dartmouth.edu/~acskills/success/study.html

www.studytips.org/

www.howtostudy.com/

www.studytips.admsrv.ohio.edu/

www.academictips.org/

www.sas.calpoly.edu/asc/ssl/notetaking.systems.html

www.uni.edu/walsh/linda7.html

www.und.edu/dept/ULC/handout.html

www.algebrahelp.com

www.purplemath.com

www.math.com