Building Student Engagement

Heartland College
Learning Center Association
2023 Annual Conference

MAY 23–24, 2023
BOWLING GREEN
STATE UNIVERSITY
BOWLING GREEN, OHIO

HCLCA
Heartland College Learning Center Association

About the Conference

Building Student Engagement

Learning center services are vital to students' success, but how can we convey this message to students in a way that increases their engagement with and usage of learning center programs? What programming and events can learning centers offer diverse student populations, and how can we most effectively market those services to students?
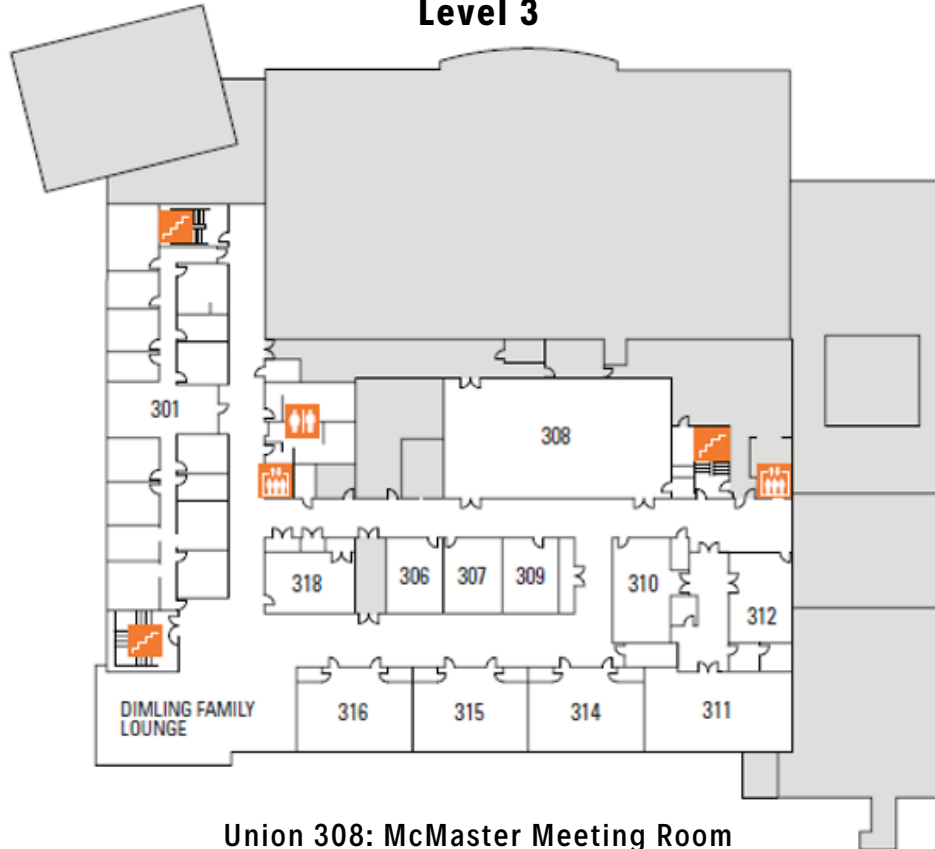
Program at a Glance

TUESDAY

12:00 PM	Registration	**4:10–4:50 PM**	Learning Center Tour (meet at registration table)
12:30–1:45 PM	Welcome and Lunch (Union 308)	**5:30 PM**	Optional Dinner @ Juniper Brewing Company (on your own)
2:00–2:50 PM	Concurrent Session 1		
3:05–3:55 PM	Concurrent Session 2		

WEDNESDAY

8:00 AM	Late Registration	**12:10–1:10 PM**	Luncheon and Keynote Speaker (Union 308)
9:00–9:45 AM	HCLCA Membership Meeting (Union 308)	**1:15–2:15 PM**	Networking Hour & Collaborative Group Signups (Union 308)
10:00–10:50 AM	Concurrent Session 3	**2:30–3:20 PM**	Concurrent Session 5
11:05–11:55 AM	Concurrent Session 4	**3:30–4:00 PM**	Closing Remarks (Union 308)

Bowen-Thompson Student Center Building Map

Level 3

Union 308: McMaster Meeting Room
Union 314: Buckeye Telesystem Room
Union 315: Margaret Meilink Anderson Room
Union 316: Alumni Meeting Room

Women's, men's and handicap accessible restrooms are available on the third floor. An all-gender restroom is available on the first floor.

Also available on the first floor are:
Starbucks (8am-2pm)
True Burger (11am-2pm)
Jamba Juice (11am-2pm)
Panda Express (11am-2pm)

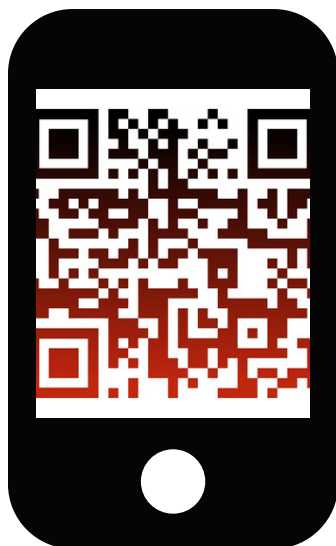For a complete building map, visit this link:
https://www.bgsu.edu/bowen-thompson-student-union.html

Session Evaluation Form

Don't forget to help the professional development committee and our conference speakers with your feedback. After each concurrent session you attend, please complete our online session survey using the QR code or this Microsoft Form link.

Conference Evaluation Form

And when the conference concludes on Wednesday, make sure you tell the the HCLCA Board about your experience at this year's event. Please let us know what you found beneficial, and what we can do better next year by completing the form from this QR code or this survey link.

Session 1
Tuesday, May 23 | 2:00–2:50 p.m.

Option A: **Building Equitable Learning Environments by Transforming Tutor Training**

Julie Radwanski and Tia Tucker, The University of Toledo

Tutor training has been transformed through The Equity Champions project, which creates a continuous support network to learn together, share ideas, and improve students' sense of belonging, identity safety, and growth mindset. This training is designed to improve student success among underrepresented minority students.

The presentation will discuss training topics, activities, assessments, and intended outcomes. The goal is to increase student retention and engagement through a supportive network that enhances student learning.

Room: Buckeye Telesystem Room (Union 314)

Option B: **Advances in Academic Support at Your Fingertips: Anytime, Anywhere**

Heather Morrow, Miami University

When universities transitioned their course content to various online platforms, students became accustomed to the flexibility that many of these platforms allowed. This raises the question: "How can a Learning Center provide flexible/accessible academic support in a manner that holistically meets students' needs? How to engage them in a post-COVID setting?"

The facilitator will share her vision of expanding the academic support services of Rinella Learning Center to create a "database" or "digital library" of on-demand videos addressing subject-specific areas and top-skill topics, all of which can be accessed by students anytime, anywhere.

Room: Margaret Meilink Anderson Room (Union 315)

Option C: **Improving Student Attendance in the Academic Achievement Center: The Case of Supplemental Instruction at Ohio University**

John Akoeda and Meredith David, Ohio University

This project explores some of the effective strategies for improving student attendance in Supplemental Instruction.

An interaction with SI leaders regarding this topic reveals that strategies including the sharing of SI success data with the student body, constant classroom announcements, social media publication, creating a good relationship with the SI collaborating professors, intermittent provision of food (candy, pizza, etc.), exam reviews, and continuous motivation of students to attend SI will ultimately lead to an improvement in student attendance. The goal of the presenters to make these strategies work at Ohio University is the fundamental force behind this project.

Room: Alumni Meeting Room (Union 316)

Session 2:
Tuesday, May 23 | 3:05–3:55 p.m.

Option A: **Increasing Student Employee Engagement & Development Through Flexible Ongoing Training**

Alaina Peters and Alex Mabley, University of Cincinnati

Presenters will outline three ways that the University of Cincinnati Learning Commons Peer Tutoring program implements ongoing training for student staff. These include Monthly Meetings (1–hour interactive development sessions for all staff), Level II Training (hybrid training for tutors in their second semester of employment), and Returner Chats (focus groups to generate reflection from returning staff).

Attendees will be able to evaluate the benefits of various student employee development modalities (online, in–person, asynchronous) and apply what they learned to implement ongoing training to increase student employee engagement and development at their institutions.

Room: Buckeye Telesystem Room (Union 314)

Option B: Building Communities of Learners
Jen Beckley, Ohio University

Ohio University test piloted a group tutoring program in Spring 2023 in the form of tutor-facilitated Math Study Groups. The presenter will cover an overview of this program design and initial implementation, including research foundations, strategic design plans, logistic considerations, and an analysis of data collected from the pilot project.

Audience members are encouraged to bring ideas and experiences from their own institution(s) to contribute to a facilitated discussion of how group services can provide unique opportunities for development to students and efficient use of learning center resources.

Room: Margaret Meilink Anderson Room (Union 315)

Option C: Providing Support to Students on Academic Probation
Erin Smith, Ohio University

The presenter will discuss Ohio University's current outreach for probationary students, including contacting students, signing up for Academic Success Workshops or a one-on-one session with an Academic Coach, promoting the use of other Academic Achievement Center resources, and following up with students. A brief description of the Academic Success Workshop will be given, focusing on important components such as GPA calculations.

This presentation will consist of an extensive look at strategies that will be helpful for institutions of any size and will suggest methods of encouraging students on probation to use learning center resources.

Room: Alumni Meeting Room (Union 316)

Learning Commons Tour
Tuesday, May 23 | 4:10 p.m.
Meet at the Conference Registration Table to visit
BGSU's Learning Commons in the William T. Jerome Library

HCLCA

Social Event

Juniper Brewing Company
5:30pm | May 23rd

145 S. Main St. Downtown Bowling Green, OH
Phone: 1-419-819-4935
juniperbrew.com

Join us for a night of connecting and networking! Beer, wine, cocktails, and non-alcholic beverages available for purchase. Food menu includes GF, Vegan, and Vegetarian options.

Share your Learning Center Story!

HCLCA wants to help you celebrate successful event and programs, certifications, and students at your institution.

Tell us your learning center story using this link, and we'll share it with our members via email and social media to help inspire others!

Membership Meeting
Wednesday, May 24 | 9:00–9:45 a.m.

Affiliate Updates

The membership meeting will provide information about our affiliate organization's name change, our new collaborative group initiative, updates from HCLCA Board members, and more.

Room: McMaster Meeting Room (Union 308)

Follow HCLCA on Social Media!

https://www.facebook.com/groups/234220977322878/

https://www.linkedin.com/company/heartland-college-learning-center-association/

The National College Learning Center Association's 38th Annual Conference Registration is open!

Please join us in Portland, Oregon September 25–28, 2023.
Regular registration will be available until Friday, July 14. Late registration will run from July 15 to September 22.

We'll have all the staples of an NCLCA event:
- A variety of engaging concurrent sessions
- Cutting edge vendor partners
- Delicious food
- And plenty of time to network with your colleagues from around the world.

Learn more at the NCLCA conference page on our website: https://nclca.wildapricot.org/

NCLCA 2023
PORTLAND, OR
SEPT 25-28

Option A: Facilitating Engagement and Collaboration in Peer Tutors' Professional Development Training through Community of Inquiry–Guided Instructional Design

Agam Syahrial and Jen Beckley, Ohio University

The presenters will share the results of a design–based study that aims to develop training instruction that maximizes engagement and collaborative learning in the tutor training program at the Academic Achievement Center of Ohio University.

The presenters will answer research questions such as how engagement and collaborative learning in peer tutor professional development training can be maximized through Community of Inquiry (CoI) guided instructional design and what tutors' perceptions are regarding the design of CoI–guided instruction in enhancing collaborative learning in their online professional development training. The presenters will demonstrate how the need for this design–based research is supported by both theoretical and practical findings.

Room: Buckeye Telesystem Room (Union 314)

Option B: Increasing Student Participation with Data–Informed Target Marketing

Elizabeth Fallon and King Khangamwa, Ohio University

Ensuring that learning center programs and services serve all students, especially students enrolled in the most challenging courses, requires aligning information with action steps to achieve students' academic goals as well as meeting institutional expectations.

In this session, the co–presenters will demonstrate how learning center professionals can use data analysis to assess gaps related to student participation in learning center programs and develop target marketing programs to close the participation gaps, especially for courses that present the highest risk to beginning college students.

Room: Margaret Meilink Anderson Room (Union 315)

<u>Option C</u>: **Meeting Students Where They Are: The Growth of Academic Coaching and Tutoring at Madisonville Community College**

Brandi Stout, Owensboro Community & Technical College

Madisonville Community College received a Title III grant to aid in programming geared toward student success, and one of those initiatives involved the creation, evolution, and administration of an academic success coaching and tutoring program. The presenter just ended her second year as the lead Academic Success Coach (and first year with assistant coaching staff).

The presenter will discuss the evolution of the program from its first success coach to the present day, including how and why she changed the procedures to be more proactive than reactive. The presenter will also discuss and demonstrate the technology used within that program and how adding technological resources has better enabled staff to reach students where they are.

Room: Alumni Meeting Room (Union 316)

Session 4:
Wednesday May 24 | 11:05–11:55 a.m.

<u>Option A</u>**: Utilizing Digital Badges to Increase Motivation for Peer Tutor Training at Learning Centers**

Yaw Awuah, Ohio University

Learning centers use a variety of training modules and programs to improve tutors' skills. However, worries exist concerning student tutors' motivation to participate, even if these training programs, which are frequently based on standards established by the Collegiate Reading & Learning Association (CRLA), have significantly impacted their skills over a period.

In this presentation, the presenter will discuss how digital badges could positively influence student tutors' motivation to fulfill the requirements of skill training modules in learning center environments.

Room: Buckeye Telesystem Room (Union 314)

Option B: Successfully Applying for Noteworthy Learning Center Certifications

Elizabeth Fallon and Deepa Bhagat, Ohio University

The underlying philosophy of every learning center is to provide academic support and instill a sense of self-efficacy among students as they take strides toward graduation. Certifications are a rudder guiding learning centers to stay on course and true to their purpose while simultaneously providing them recognition among students and the management.

The seemingly arduous process for applying for the certifications, however, serves as a deterrent. In this session, the co-presenters will share their experience of applying for industry certifications offered by CRLA, ICSI, and the NCLCA, while shedding light on the challenges and the measures taken to counter them.

Room: Margaret Meilink Anderson Room (Union 315)

HCLCA T3s
Timely Topic Thursdays
Online Monthly Meetings

The HCLCA welcomes members' ideas for online Timely Topic Thursday presentations.Topics should relate to the support of college/university students and the administration of learning centers and their services.

Click on the QR code or this link to submit a T3 presentation or discussion topic idea.

Luncheon and Keynote Address
Wednesday, May 24 | 12:10–1:10 p.m.

Keynote Address:

"Fostering a Sense of Belonging Through Intentional Relationships"

Jacob E. Clemens, Ph.D.

Jacob E. Clemens, Ph.D. is the Senior Director of the C. Raymond Marvin Center for Student Leadership and Civic Engagement at Bowling Green State University. He has worked with student leadership at BGSU in various roles since 2009. In his role he oversees the Sidney A. Ribeau President's Leadership Academy, community–based learning courses, voter engagement initiatives, and a multitude of leadership development and civic engagement experiences.

In addition to directing the Marvin Center, Dr. Clemens is the Program Coordinator for the Leadership Minor in the College of Education and Human Development and is an adjunct instructor in the Higher Education and Student Affairs graduate program. He also serves as a Deputy Title IX Coordinator at BGSU.

Dr. Clemens received a Bachelor of Arts in Professional and Organizational Communication from Ohio Northern University and has a Master of Education in Higher Education Administration and Student Affairs from Kent State University. He completed his Doctor of Philosophy degree from Bowling Green State University in Higher Education Administration in 2014.

His keynote will focus on the power of creating meaningful and intentional relationships in the process of fostering a sense of belonging for the students you serve.

Room: McMaster Meeting Room (Union 308)

Networking Hour & Collaborative Group Signups
Wednesday, May 24 | 1:15–2:15 p.m.

Networking & Ice Cream Social Hour

This is designed to be an hour of conversation and getting to know your fellow HCLCA members. An ice cream sundae station will be available throughout the hour, as well!

Tables in Room 308 will have designated topics and discussion questions. We invite you to make a sundae, choose a table with the topic that most interests you, and chat with your colleagues.

Room: McMaster Meeting Room (Union 308)

New!
HCLCA Collaborative Groups

Want to develop relationships with fellow learning center professionals? Interested in sharing ideas and experiences for your learning centers? Our new small collaborative groups, which will meet monthly in a virtual format, match professionals with similar interests to help them reach professional and center goals.

Signups will take place during the Networking and Ice Cream Social Hour on Wednesday, May 24 from 1:15 until 2:15 in Room 308.

Members are also welcome to sign up after the Networking Hour via this link or QR code:

Option A*:* **Trends in Peer Tutor Training**

Deepa Bhagat, Ohio University

Peer tutors at learning centers require training in order to offer optimum support to students who need assistance academically. Peer tutor training also inculcates soft skills such as communication and empathy that complement the professional development of tutors. However, if existing literature is to be believed, structured peer tutor training programs are still in their embryonic stage.

Although efforts are underway to create standardized training programs and offer evaluations, research and technological developments present room for improvement. In this session, the presenter will provide an overview of the different training formats offered at various learning centers.

Room: Buckeye Telesystem Room (Union 314)

Option B*:* **Mandatory to Voluntary: How a Required Academic Support Service Adapted to Promote Optional Supports**

Deborah Owens and Grace Clingan, University of Cincinnati

The Learning Commons at the University of Cincinnati offers centralized academic support to students, often through voluntary services. In response to research showing that UC students often seek out voluntary supports for historically difficult courses too late to earn a passing grade, the Learning Commons developed the Content Review program (embedded in mandatory Learning Communities) to bring supports to students starting in the first week of the semester.

This presentation will explain how the program turned the challenges of mandatory support into opportunities to connect students with voluntary support, interrupting the dependency cycle and setting students on the path to autonomous success.

Room: Margaret Meilink Anderson Room (Union 315)

Thank You!

We can't do this without YOU!
Thank you for being a part of HCLCA and for joining us for our annual conference.

**Next year's
HCLCA conference will take place May 21-22, 2024 at Ohio University in Athens, Ohio.
Stay tuned
for more details!**