

# FAQ's from the Center for Student Success

## **What is the Learning Zone?**

Learning Zone is the tutoring center on campus that offers a variety of services to students to help meet the demands of college learning. Peer tutors in specific courses help with comprehension of course material and test review. Our Faculty Fellow and writing tutors help students develop into better writers. To schedule a tutoring session it is easy... <https://www.etown.edu/offices/learning/sign-up.aspx>

## **What is academic coaching?**

Students and a professional certified coach work together focusing on the student's educational goals, learning styles, habits of working, and current difficulties or barriers they may be facing. An important component of academic coaching is helping students understand how developed skills in time management, organization, study strategies and balancing life/school can help with their academics success. To find out more about academic coaching and/or schedule a session, email Tammie Longsderff [longsdtl@etown.edu](mailto:longsdtl@etown.edu)

## **What should I do if a student in my class tells me they have a disability and asks for accommodations?**

If a student discloses a diagnosis to you or provides you with medical documentation you should refer them to the Office of Disability Services. If the documentation supports the request for an accommodation the student will be given an accommodations Letter to share with faculty.

## **I never had an IEP or 504 plan in high school, and I am not accustomed to using academic accommodations. But I'm finding since I came to college I'm having a lot of trouble focusing during tests and often run out of time. What should I do?**

Reach out to the Office of Disability Services [daviesl@etown.edu](mailto:daviesl@etown.edu). We can discuss study strategies, test taking strategies, and learn more about the difficulties you describe during test taking. There may be an underlying diagnosis that is only now making academics difficult for you. If this is the case, we can explore academic accommodations to lessen the impact of the condition.

## **Should I feel comfortable reaching out to The Writing Wing to aid a student who needs help with their writing?**

Absolutely. Our tutors and staff at The Writing Wing are always happy to help our students become better college writers, and faculty referrals are one of the best ways to get help.

## **How can a student seek help with their writing?**

It's easy. They can email The Writing Wing's front desk at [learningzone@etown.edu](mailto:learningzone@etown.edu) and ask for a one-on-one appointment with a trained and friendly writing tutor.

### **What if a student has specific writing-related needs I'd like to discuss?**

Contact Richard Fellingerr, fellow in The Writing Wing, at [fellingerr@etown.edu](mailto:fellingerr@etown.edu). He'll be happy to help with anything writing related.

### **What is an Academic Progress Survey?**

During week 5 of the semester, instructors are invited to complete an Academic Progress Survey for students in their course, alerting them of their academic progress in the form of flags and Kudos. Students will receive an email notification from Starfish or can log onto Starfish to note in which courses they have feedback and contact their professors to discuss how to address any issues.

Key to Early Warnings:

- Needs to submit required homework/class work/papers on time
- Needs to attend class on a regular basis
- Needs to prepare for class and tests more effectively
- Needs to improve quiz/test/paper scores
- Student has a D/F
- “Keep Up the Good Work” Kudo

### **What should I do if I receive an Academic Progress Survey flag?**

If you receive an Academic Progress Survey flag we recommend that you:

- Talk with your instructor to discuss strategies for improvement
- Meet with your academic advisor, especially if you are considering withdrawing from the course

**Please note: The last day to withdraw from a course with a "W" grade can be found [here](#). We recommend consulting with your academic advisor and financial aid prior to initiating a course withdrawal.**

Take advantage of the services available to you at the Center for Student Success. Students who use campus services are more likely to be successful.

- Academic Advising (717) 361-1415
- Disability Services (717) 361-1227
- Learning Zone & Writing Wing (717) 361-1185
- Career Services (717) 361-1204

If you've received early warnings in two or more courses you may be contacted by a member of the Center for Student Success team, consider scheduling a time to meet with them so they can assist you in creating a plan to stay on track.