NOVA SOUTHEASTERN UNIVERSITY
Farquhar College of Arts and Sciences

Office of Academic Services

Volume 5, Fall 2010

Tutor Profile

Mindy Blum
Writing Tutor
NSU's Main Campus

Mindy Blum has been a writing tutor at NSU for two years. She holds a B.A. in Political Science and History from Emory University and an M.A. in Teaching from Columbia University.

Prior to tutoring at NSU, Blum taught history and literature to middle school students. She enjoys working with college students and loves to tutor because she likes to help others and wants students to be at ease when they have to write a paper. She also values learning new things from student papers.

Outside of tutoring at NSU, Mindy enjoys spending time with her husband, two children, and her dog. She likes to cook, run 5k and 10k races, and read.

Recognizing Tutors' Work and Achievements

At the end of April, the Office of Academic Services came together to recognize tutors for their hard work and achievements through the 2009–2010 academic year. Don Rosenblum, Ph.D., dean of the Farquhar College of Arts and Sciences, addressed those in attendance, thanking them for their contribution to student success. Tutors were awarded certificates for completing level-1 CRLA (College Reading and Learning Association) tutor certification (read more on p. 3).

Director's Message

Welcome to the fall 2010 semester! The Office of Academic Services in the Farquhar College of Arts and Sciences is committed to your success, and we want you to make this semester your best yet. As part of this effort, I invite you to attend our upcoming Open House on Thursday, October 7, 11:00 a.m.–1:00 p.m. All available academic support resources will be on display, and tutors and staff members will provide guided tours of our facility.

I also want to bring attention to the upcoming celebration of National Tutor Appreciation Week: October 4–8. This week serves to honor and recognize the invaluable contributions tutors make towards supporting student success.

I am also glad to announce the expansion of a new student support effort called supplemental instruction. Faculty-recommended student leaders are selected and trained to support classroom instruction by attending an assigned class and hosting a minimum of two structured study sessions per week. As we continue to grow and expand, I want you to know that we welcome your input and ideas and strongly urge you to complete the various surveys used within our office or emailed to you at the end of each semester. Testing Services is now offering a student survey, as well. Feel free to pick up a form and tell us what you think!

Best wishes for a great academic year ahead!

Lisa Walther-Austin, Director

Tutor Profile

Du Nguyen
Math Tutor
NSU's Tampa Student Educational Center

During the day, Du Nguyen is a chemist at Mosaic Fertilizer Company. He has tutored at NSU for three years. Prior to NSU, Nguyen tutored math at St. Petersburg Junior College and Temple University.

He holds a B.S. in Electrical Engineering from Temple University and a B.S. in Chemistry from the University of South Florida.

He likes to tutor because he is good at it. He is easy to talk to and has a very down-to-earth method of making math understandable. Nguyen finds it rewarding to see the students he tutored do well in their math classes. He likes to work one-on-one with individual students as well as assist study groups when students form them for a particular class.

In addition to his daytime job and tutoring, Nguyen keeps himself busy with his family and hobbies, some of which are playing tennis, gardening, and traveling.

Student Success in *Their Own Words*

As a non-native English speaker who migrated to America in adulthood, communicating clearly and meaningfully in English was a challenge. I went to the writing center almost every week since I began my studies at NSU. Aside from the qualified and caring faculty, library, and technology services, the academic writing service was one of the contributors to my success at NSU.

Patti Pitayapisut
Class of 2009
Miami Student Educational Center

I am writing you to let you know the great help that Jenny was for me during my studies at NSU when I was doing my bachelor's and my master's degrees. She is wonderful, always very helpful and pleasant, professional, and efficient. She made sure I understood the material, and gave me a lot of Web sites to review grammar and improve my writing. If it weren't for her, I would not be able to graduate.

Julia Eskenazi
Class of 2005, Exceptional Education Major
Miami Student Educational Center

Tutors Needed

If you want to become a peer tutor (math, science, or business), you must have the following:

- minimum of 30 earned credits
- overall GPA of 3.4 or higher
- "B+" or higher in any course to be tutored

To apply, visit *www.fcas.nova.edu/academicservices*, complete an application, and submit it at our office (Parker Building, room 100).

Testing Basics

Faculty members, when using testing services, remember to

- ✓ advise your students to schedule testing appointments at least 24 hours in advance
- ✓ indicate time accommodation on the instructor cover sheet (when needed)
- ✓ fully complete the instructor cover sheet
- ✓ deliver tests at least 24 hours prior to the student's scheduled appointment time
- ✓ pick up tests in a timely manner

OAS Welcomes New Coordinator

Cortney Palmacci has joined our team as the new coordinator of main campus tutoring. She comes to us with eight years of experience at NSU. Most recently, she has been a central supervisor in the University Call Center, working with the Enrollment and Student Services and Admissions teams. Palmacci has also taught composition classes at NSU and Broward College. In addition to her professional experience at NSU, she is also an alumna of the M.A. in Writing program offered through the Farquhar College of Arts and Sciences.

She enjoys the writing process and is looking forward to working closely with both tutors and students. In her spare time, Palmacci focuses on writing and is currently working to expand her creative thesis into a full novel. She also loves cooking, music, traveling, swimming, and sewing.

Contact Us

Main Campus
Parker Building, Room 100
Monday–Thursday
8:30 a.m.–7:00 p.m.
Friday
8:30 a.m.–5:00 p.m.
Saturday
10:00 a.m.–2:00 p.m.
(Hours subject to change)

Front Desk
(954) 262-8350

Testing
(954) 262-8374

Lisa Walther-Austin, Director
(954) 262-7919

Gail Levine, Assistant Director
(954) 262-8354

Cortney Palmacci, Coordinator Main Campus Tutoring
(954) 262-7902

Natalie Candela, Coordinator Off-Campus Tutoring
(954) 262-8356

Armante Labady, Coordinator Testing
(954) 262-8373

Student Educational Centers
For appointments, call 800-757-7257, ext. 28350
Tutoring hours vary.

Tutor Certification Process Implemented

The Office of Academic Services is proud to have highly qualified and trained tutors. However, during the 2009–2010 academic year, tutor preparation was taken to the next level with the adoption of the CRLA (College Reading and Language Association) program of tutor certification.

The office currently offers two levels of certification, which lead the tutors through on-going rigorous training. In addition to the usual training in the subject matter and tutoring skills, the tutors are now trained in learning theories, learning styles, advanced communication skills, various types of diversity, and others. Tutors must accumulate a certain number of tutoring hours to be certified for each level.

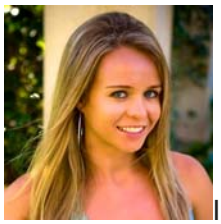
Certification is beneficial for all involved. The students benefit from the expertise of highly trained tutors; and the tutors are able to add the certification to their list of professional qualifications.

OAS is happy to report that all returning tutors have achieved CRLA Level-1 certification.

Coaching Continues to Grow

Success coaching continues to gain popularity among students. Students receive personal attention from professional staff members in creating individualized plans for success. From time-management and study skills to test-taking strategies, coaches guide students through the various adjustments to college life. Students interested in success coaching services can simply call or stop in to make an appointment.

EYE Q Leads to Student Success



Inna Dumova, a senior biology major at the Farquhar College of Arts and Sciences, came in for EYE Q training throughout the winter 2010 semester. Here is how she describes the results:

“Eye Q has helped me increase my reading speed and comprehension tremendously, from about 260 to 570 words per minute. It has also strengthened my eye muscles, which is helping me stay alert while reading or studying. I can now actually read a chapter of chemistry and understand it right away without going back and re-reading it, as well as stay awake in the process! Thank you! I hope to continue with the program and continue to increase my speed and comprehension, which will be of tremendous help on the GRE.”

Eye Q is a computer-based software program that guides students through various exercises that help strengthen the brain-eye connection in an effort to enhance reading speed and comprehension. A trial program was implemented over the last year, and students using the program reported great success. For more information, email a*cademicservices@nova.edu* or call (954) 262-8370.

“Your own resolution to succeed is more important than any other one thing.”

Abraham Lincoln