

# SSA MANUAL



**FOR STUDENT ATHLETES**

**2005/2006**

**ACADEMIC YEAR**



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## Welcome & Mission Statement

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### **SERVICES FOR STUDENT ATHLETES WELCOMES YOU**

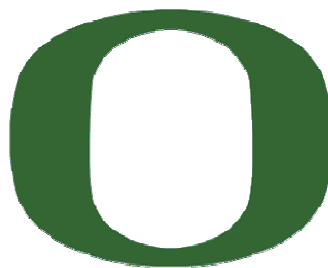
Welcome to the Services for Student Athletes at the University of Oregon. You are about to follow in the footsteps of many outstanding young men and women. Our tradition of excellence and commitment to success will serve you as you pursue your personal and academic goals. May you become the person you hope to be and, as a result, leave your legacy to those who follow in your footsteps.

### **MISSION STATEMENT:**

Services for Student Athletes ensures that students who are currently or have been affiliated with University of Oregon athletics, regardless of athletic eligibility, are provided every opportunity to accomplish academic goals and earn a degree.

Each member of this office contributes to the success of the mission, as we provide support for this unique population while they balance the demands of academic life with the pressures of athletic competition. We work closely with our students as they explore major and career goals, expand and reinforce study skills, and empower themselves with the values and life skills necessary to succeed in their academic endeavors and beyond.

The University of Oregon established this office long before the NCAA mandated such a service, and we continue to be proud participants in our national organizations.



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UNIVERSITY  
OF OREGON

## SSA Office Hours

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### **FALL/WINTER/SPRING TERM HOURS**

**Monday** 8:00 am – 10:00 pm

**Tuesday** 8:00 am – 10:00 pm

**Wednesday** 8:00 am – 10:00 pm

**Thursday** 8:00 am – 10:00 pm

**Friday** 8:00 am – 5:00 pm

**Saturday** CLOSED

**Sunday** 12:00 pm – 9:00 pm

### **SUMMER TERM HOURS**

Open Monday through Friday 8:00 am—5:00 pm

Closed Saturday and Sunday



## SSA Building Resources

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♦ Academic Advising

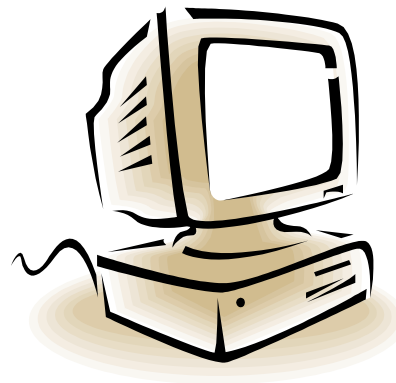
♦ Tutoring

♦ Writing lab

♦ Math lab

♦ Computers

- Access to Internet, Printers, Word processing programs
- Wireless Internet access in facility



♦ Graphics Lab

- Scanning and color printing available
- Graphic design programs



♦ Calculators

- TI83, TI89, and HP10BII are available for checkout

♦ Library

- Course books and packets for tutors to use in tutoring sessions



♦ Magazines



♦ Front desk support

**ALL resources are for EDUCATIONAL PURPOSES ONLY.**



## SSA Professional Staff

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### **Director of Support Services for Student Athletes—Steve Stolp**

- ◆ Oversees office operations and personnel
- ◆ Academic Advising and Registration
- ◆ Eligibility Requirements
- ◆ Academic Advising, Registration, and PAC #s
- ◆ Major declaration and Career planning
- ◆ Internships/Special Admit Students
- ◆ New student athlete recruiting
- ◆ Advise for all university majors and minors
- ◆ Monitoring and tracking student academic program
- ◆ Communication with faculty/staff and athletic department
- ◆ Mentoring and counseling student athletes
- ◆ NCAA eligibility tracking and monitoring
- ◆ NCAA eligibility coordination of faculty sign-offs
- ◆ EDLD 407 positive transitions course
- ◆ Serves on university committees
- ◆ Facility issues



### **Associate Director—Uri Farkas**

- ◆ New student athlete recruiting
- ◆ Advise for all university majors and minors
- ◆ Monitoring and tracking student academic program
- ◆ Communication with faculty/staff and athletic department
- ◆ Mentoring and counseling student athletes
- ◆ NCAA eligibility tracking and monitoring
- ◆ NCAA eligibility coordination of faculty sign-offs
- ◆ EDLD 407 positive transitions course
- ◆ Serves on university committees
- ◆ Career counseling



## SSA Staff cont.

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### **Advising—Jennie Leander**

- ♦ New student athlete recruiting
- ♦ Advising for all university majors and minors
- ♦ Monitoring and tracking student academic program
- ♦ Communication with faculty/staff and athletic department
- ♦ Mentoring and counseling student athletes
- ♦ NCAA eligibility tracking and monitoring
- ♦ Serve on university committees
- ♦ Career counseling

### **Tutorial Coordinator/Academic Advisor—Allison Lombardi (interim)**

- ♦ Tutoring questions/Tutor supervision
- ♦ Request for tutors in specific areas), Request for group review sessions
- ♦ Requests for specific educational orientations, programming
- ♦ Tutor recruiting, hiring, training, and supervision
- ♦ Hire, train, and supervise computer lab monitor and study hall monitor
- ♦ Coordinate and facilitate of freshmen orientation classes
- ♦ Communication with Athletic Department regarding student progress in tutor sessions

### **Learning Specialists—Twinkle Morton, Allison Lombardi, and David Salmon**

- ♦ Learning disability questions
- ♦ Special needs services to learning disabled and at-risk students
- ♦ Study Skills Development within each term's classes
- ♦ Program history

### **Study Table Coordinator—Carolee von Shillagh**

- ♦ Study Hall procedures
- ♦ Questions relating to Study Hall
- ♦ Night time and Sunday Supervisor of staff
- ♦ Calculator Check-out

## SSA Staff cont.

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### **Office Specialist—Shirley Brabham**

- ◆ Manages office and Supervises front desk staff
- ◆ Maintains personnel and payroll records as well as Departmental Budget Management
- ◆ Schedules meetings and special events
- ◆ Processes travel advances and reimbursements
- ◆ Processes Invoices

### **Information Technology Consultant—Steve Pfaffle**

- ◆ Computer and software issues and questions
- ◆ Requests for additional software in office
- ◆ Office technology
- ◆ Installs and maintains computer stations
- ◆ Supervisor of computer monitors 8-5 M-F

## **Student Employees**

### **SSA Student Support Staff**

- ◆ Assist with office projects
- ◆ Greet visitors
- ◆ Answer office questions and phones
- ◆ Check athletes in /out for study hall
- ◆ Act as resource assistant (will assist with educational and tutoring resources)
- ◆ Help maintain a quiet study environment

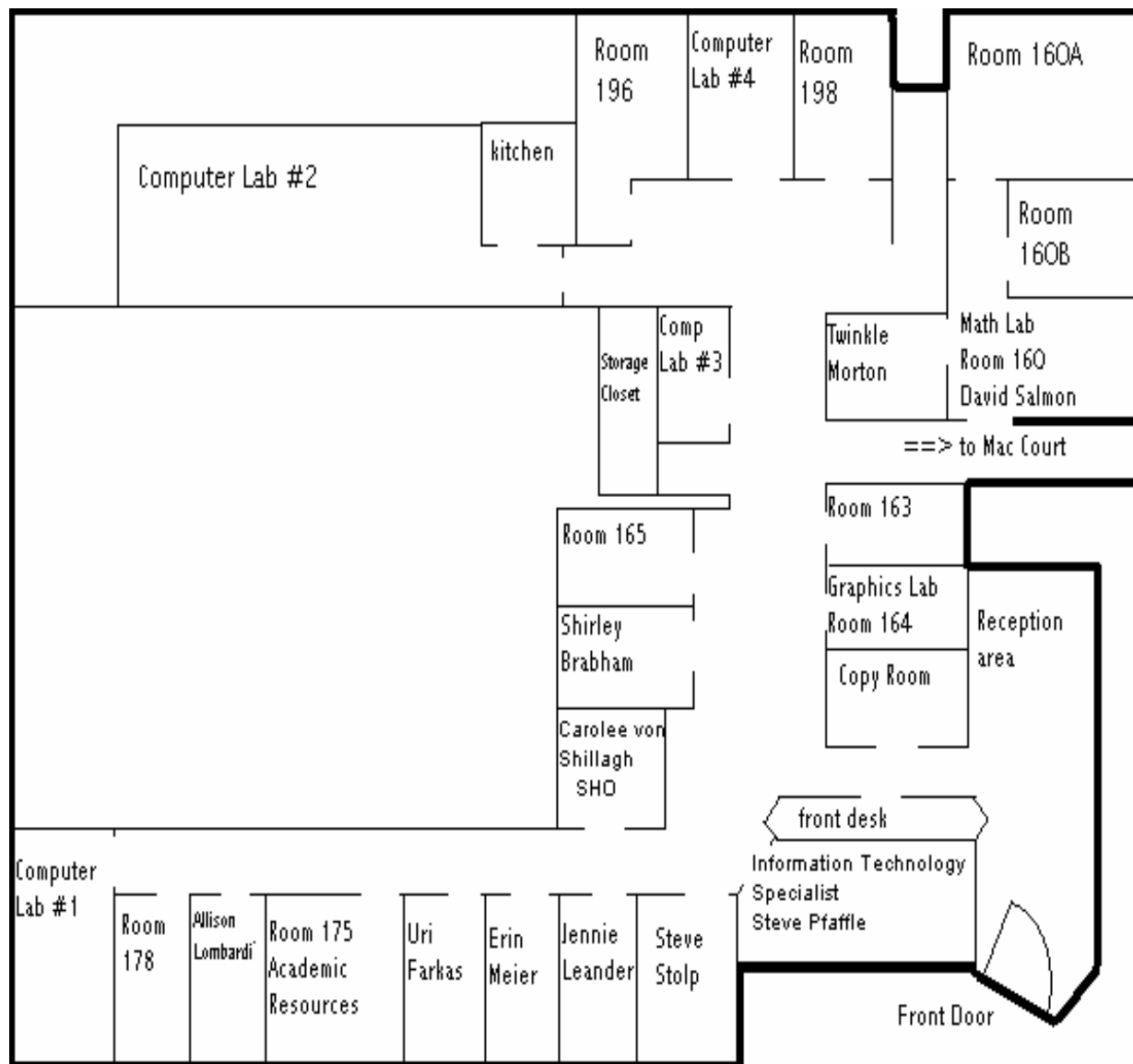
### **Computer Lab Monitors**

- ◆ Answer questions regarding problems in the computer labs
- ◆ Help maintain a quiet study environment
- ◆ Enforce computer lab rules and regulations



## Services for Student-Athlete's Facility Map

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## Environment

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### **At Services for Student Athletes we expect that:**

- ◆ Every individual will feel respected at all times in our space.
- ◆ Diversity is honored.
- ◆ The environment is quiet enough that those who need to study can do so.
- ◆ The computers will be used for educational purposes only, UNLESS there are a minimum of two additional computers free at any given time.
- ◆ Cell phones and pagers will be turned off UNLESS you are in the entry-way/waiting area in the front of the office.
- ◆ No food or beverages will be in the Computer Labs
- ◆ Individual offices and spaces will be respected.
- ◆ All staff requests and expectations that are additionally communicated personally and directly will also be honored (including from student employees).
- ◆ If anything happens in this space that you are uncomfortable with, we expect that you will let the appropriate staff know either in person or by filling out an anonymous report sheet.



## Anonymous report sheet

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# Anonymous Report Sheet

(Turn in to any staff member's box at front desk)

### **Description of Event**

Description of individuals involved (where appropriate)

**Any additional information that might be helpful to know**

## Office Procedures and Policies

### Check-in/Check-out System

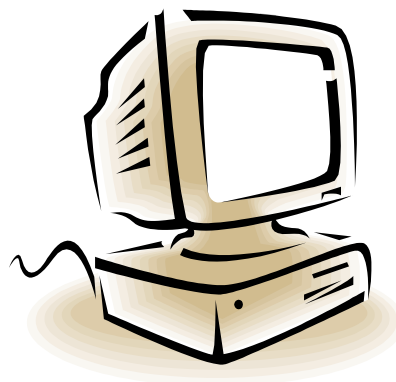
Many athletes are required to have a certain number of study hall hours completed each week from Week 2 through Week 9 of the term. Students must check-in at the front desk (or with a staff member if no one is at the desk) when they arrive at SSA, and they must check-out when they leave. Simply stop at the front desk and give your name. If a student does not check out correctly or the student leaves—even briefly—he or she will lose the entire amount of time accumulated. If you do not know whether you need study hall hours, check in and out until you can ask a coach.

### Computer Use

Athletes are welcome to use SSA computers for academic purposes. While you may also check your email or the news, only view appropriate websites. Please do not use Instant Messenger programs. If you are using a computer for non-academic reasons, keep it brief. Many students use our office and may be waiting for an available computer for academic work. Please use the printer paper sparingly.

### SSA Library

Books in the SSA Library are for in-office use only. Tutors and athletes may use books only while they are here. If you wish to borrow a book, see Allison to check it out. If you lose a borrowed book, you are responsible to pay for its replacement.



# TUTORING PROGRAM OVERVIEW

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## WHAT OUR TUTORING PROGRAM INVOLVES

Your tutors are, in most cases, full time students at the University of Oregon who have busy schedules of classes, study, and work. Your tutors have learned how to study, how to deal with the frustrations and hassles of University life and bureaucracy, and how to manage their time well to accomplish academic goals. In some cases, your tutors are community members who spent their years in the teaching profession and have retired from their full-time work, yet want to remain active in helping people learn. In any case, your tutors are caring individuals who want to work with students.

## UO SSA TUTORS

Tutors will not only assist you with courses that are in his or her major area of study, but also use the course material from your major area to develop, enhance, and improve your general study skills. Some of the things you will work on with your tutor are note-taking skills, how to get the most out of lectures, how to read a college textbook, helping determine which way you best learn, and how to write a college level paper. Your tutor will also help you learn how to prepare for exams, develop critical thinking skills and many other general life skills that will go far beyond your study at the University of Oregon. Your tutor may not have only taken the course, but she/he has experience in how to help others learn the course material. You will have your individual appointments that are required every week at the same time. You can also drop in and see your tutor or other tutors at other times as necessary. In addition, a tutor may create and facilitate a study group that meets regularly or a one-time group meeting before an exam or paper.

## WHAT QUALIFIES THE TUTORS WHO ARE HERE

Most tutors that work here have minimum Junior standing. Many tutors are graduate and doctoral students. Occasionally a tutor will be a sophomore if they have demonstrated that their academic and teaching ability is exceptional, but this is quite rare.

Tutors who work at SSA have been recommended by professors on campus, or they have come on their own to seek out this opportunity. All tutors have received a minimum of a 3.0 GPA in anything they tutor, and all tutors have demonstrated that they have the knowledge and tools to be successful in the classroom. More importantly, perhaps, all tutors working here are interested in the educational process itself. They are not only talented in a given subject area, but they are interested in passing along this knowledge to any type of student they will meet with. Tutors understand that students they meet with will have a diversity of interests, strengths, learning styles, opinions, and objectives; tutoring is a part of their own educational process— learning from you, the student.

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## **REQUIRED TUTORING PROGRAM DETAILS**

The tutoring program equips new students with a variety of critical time management and study skills. The program also seeks to reinforce these skills with students who have found themselves in academic jeopardy. Through regularly scheduled weekly meetings with tutors for each of the student's academic classes, students in the tutoring program have the opportunity to work on course material, plan for important class deadlines, and build on general study skills.

At the beginning of each term, students selected for the tutoring program meet with the tutorial program coordinator to get their tutor assignments for the term. In addition to weekly tutor meetings, students are highly encouraged to come in and meet with drop-in tutors as needed.

Additionally, students who are not selected to be in the tutoring program, but feel that they would benefit from weekly meetings with a tutor can arrange for a meeting through the volunteer program. These meetings should be set up with the tutor coordinator.

For details on how to get your tutors set up for the term, please see the next page of this manual. More information on what is expected of you while you are participating in the tutoring program is also provided.



## How to Find Tutors

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### Most Important

Any staff member will help you find the tutors you need. The study hall monitor on duty will be aware of who is working, what subjects they can cover, and what their availability is. Any other staff member who is in the building can also help you find this information.

**For math help** (staff will be present and available *most* hours SSA is open):

- ♦ We have a drop-in Math Lab in room 160

### For subject-specific tutors and assigned appointments

Tutors will be in the same room during their shifts each week, when possible, but because of limited space and varying schedules, tutors might be in different spaces depending on the day or time you come in. Each tutor has a **sign** that they will put outside of the **door** of the room they are working in so that you know who is working, as well as exactly what subjects they are able to cover. If the tutor is gone briefly from the room, they will leave a note indicating when they will return.

There are **pictures** of all the tutors on the board near the front desk, which will also list which subjects they cover. Often, a tutor specializes in tutoring a one certain subject, and it is good to find out what these specialties are as you get to know the tutors.

Next to the tutor's pictures will be a **weekly schedule of the shifts** they work, as well as which times they have **scheduled appointments** versus the times they are available for **drop-in** help. This schedule is posted on the board by the day of the week, and secondly the tutor's last name in alphabetical order. As schedules, especially the first few weeks of the term, change frequently, the best way to get the most current and correct information is always to ask the front desk people, Shirley, Carolee or Allison..



## How to Sign-up for an Appointment with a Tutor

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There will be an official sign up for tutors open to all athletes on all teams during the first week of classes each term. (please check in with Allison Lombardi, your advisor, or Tim Bruegman for the most current information regarding specific scheduling). Additionally, there is an online tutor request form located on our website. Visit the SSA website home page and to the left hand side you should see the menu option "Request A Tutor"

SSA Website: <http://ssa.uoregon.edu>

Fall term, ALL incoming Freshman on all teams and anyone with a GPA of 2.25 or below will have mandatory tutoring. For all others, tutoring is voluntary and you may request one. Winter and Spring terms, tutoring is mandatory for all those with a GPA of 2.25 and below; voluntary for all others.

If you have schedule changes or additions, please see the tutor coordinator or any SSA advisor at your earliest convenience. It is very important if you drop/add classes and you have a tutor for that particular class, that you let the tutorial coordinator know immediately so there are no unnecessary no shows reported.

### **Weekly Meetings: How to get the most out of your tutoring appointment**

- ◆ Bring a copy of your class syllabus
- ◆ Come to your tutoring session prepared with all course books and packets
- ◆ Bring pencil, paper, and anything else appropriate for the class you might need
- ◆ Come prepared with specific questions to ask the tutor
- ◆ Come prepared with a completed assignment from last week's session, when appropriate
- ◆ Communicate with the tutor what your personal interests and priorities are, as well as how they can best help you.

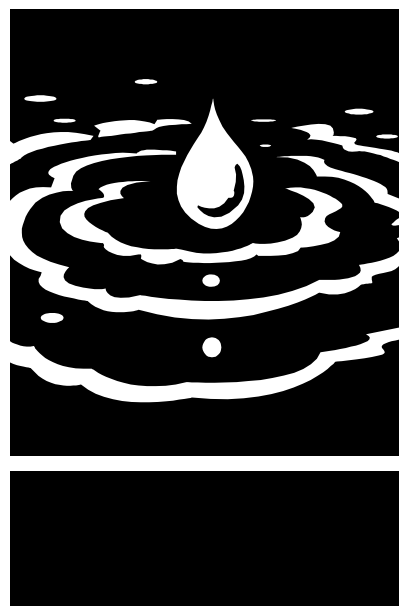
## DROP-IN TUTORING

Drop-in tutoring provides students who are not on mandatory study hall or participants in the tutoring program the opportunity to meet with tutors on an as-needed basis. All tutors are normally available for drop-in meetings when they are not meeting with their assigned students. To see when tutors are available for drop-in appointments, search the daily schedules by day and look for times indicated by a solid line under a tutor's name.

All student-athletes have the opportunity to seek help from SSA tutors, in every subject, even if they do not have a previously assigned or scheduled appointment. Even students who rarely use the SSA facilities or who are not required to see a tutor may at anytime seek the help of SSA tutors. There is no limit on the length of time a student may spend with a tutor during a “drop-in” session and there is usually at least one tutor available for most subjects throughout the length of a normal school day. However, many tutors have a number of scheduled appointments and are not available at all times. Students may sometimes have to wait for a tutor to complete a session already in progress, but tutors will always be happy to help a drop-in student when they are finished, provided they are scheduled as available during that time.

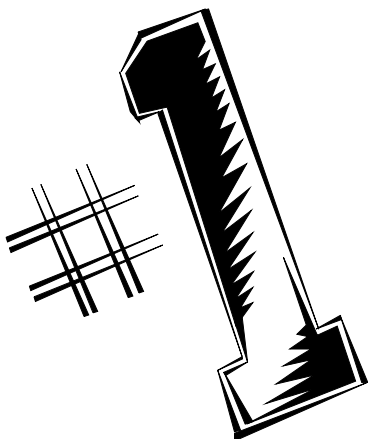
Students may check on a tutor's availability or find a tutor who teaches a certain subject by checking the general list of tutors and subjects located on the main board in the SSA front hallway. Students may also locate a tutor through the help of other SSA employees. Most tutors and staff will be able to direct students in an efficient manner. Sometimes students might be unable to find a tutor who works in a particular subject. In this situation, it is advisable to check with an SSA staff member and ask if they know of anyone who might be able to help. More than likely, someone at the SSA can be of assistance.

Drop-in students should be as prepared as possible when meeting with a tutor. The student should bring his/her class syllabus, work already in progress, and any other additional information about the class that could be helpful to the tutor, who will sometimes have little or no specific information about the class. The better prepared a student is, the more thoroughly the tutor will be able to help him or her.



## The First Tutor Appointment of the Term

The first meeting of the term is the most important for students and tutors. There will probably not be a lot of class work to discuss this early in the term, so it is an excellent chance to get to know your tutor. A good place to start is to talk about your reasons for taking the class.



Also, take some time to ask some questions about your tutor. Ask them about their major, or ask about what they thought of the class you are taking. You will be working together for ten weeks, and this first meeting is an excellent chance to get off to a productive start.

**It is important to bring your class materials to each meeting. During the first meeting, your tutor will make photocopies of your syllabus so that he or she can keep an eye on the progress of the class throughout the term.**

You will also exchange emails and phone numbers with your tutor, so that you have a way to get in touch with them outside of your scheduled appointment times. (Email/phone communication must be limited to scheduling or re-scheduling of appointments, which occur within SSA office only.) If there is any conflict in your schedule, make sure to speak with your tutor about it as early as possible. Also, make sure to get their weekly schedule so that you know exactly when they are available for a drop-in visit.

Overall, this first meeting will be an opportunity for you and your tutor to relax, get to know each other, and prepare for a successful term.



## Flow of the Term & Group Study Sessions

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### Week 1

- ✦ No official tutoring appointments, tutors ARE available for drop-in help, see Tutorial Coordinator for schedules.
- ✦ Tutor sign-up at the Casanova Center

### Weeks 2 – 10

- ✦ Scheduled tutoring appointments take place (individual & group tutoring sessions)
- ✦ Drop-in help is available

### Finals Week

Tutors will be available to cover all major subject areas for drop-in. Tutors work different schedules this week, and not all of them come in to the office. If you have a specific tutor you would like to meet with during finals week, it is your responsibility to schedule this with them ahead of time, depending on their availability.

### GROUP STUDY SESSIONS AT SSA

When several student athletes enroll in the same class during a term, SSA offers group review sessions to help students prepare for midterms, finals, and other large projects. These review sessions take place right here in the office in one of our large rooms.

Tutors who are experienced in the subject area organize these group review sessions. The sessions offer students the chance to review key material from the class in a group of fellow students. They are an excellent chance to meet study partners who also have a hectic athletic schedule. The sessions offer students a comfortable environment where they can feel free to ask questions of the tutor and benefit from the knowledge of other student athletes who are taking the class.

A few days in advance of the study session, signs will be posted around the office, letting students know when and where the study sessions will take place. If you are enrolled in a class, and there is no study session scheduled, let your tutor or your advisor know that you would like to have one organized.

To make these review sessions as helpful as possible, bring your books, class notes, and a list of questions to ask. There are many benefits to studying in a group, and you will find that many of your classmates share many of the same questions you have. Group review sessions can be far more enjoyable than studying alone. They are one of the most popular resources here at the office, and they are something that most every student finds useful.

## Schedule Changes & No Shows

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### SCHEDULE CHANGES

If there is a change in your class or tutor schedule for the entire term, you must inform:

- ◆ Your tutor
- ◆ The Tutorial Coordinator, (so that all schedules will reflect accurate information).

It is important to communicate changes not only so that other students will know that a drop-in space is available, but also so that Missed Opportunity forms are not being filled out and turned in for a class you have dropped, or by a tutor you are no longer working with. Please note that it is the athlete's responsibility to ensure that this information is communicated.

If you have a schedule change for one week only with a tutor, you must inform your tutor directly a minimum of 4 hours before the appointment **and** you must reschedule a time to meet with them that **same week**. Tutors can be contacted by email, phone (if they have given you their consent to call), and you can **always** leave a note at the front desk. Likewise, the tutor coordinator can be contacted by email, phone, in the office, or with a note in the box at the front desk.

### NO SHOWS

If you do not show up to a tutoring appointment (and you have not communicated with your tutor a minimum of four hours prior to the appointment **and** rescheduled) your tutor will report you as a no show. This applies to any and all students who have mandatory tutoring, regardless of the team you are on or your GPA. It is our policy to treat everyone the same and not to make individual exceptions with this policy. Daily, an email will be sent to Tim Bruegman, Leanne Pascua, and the academic advisors, informing them who has not shown up to appointments. Specific consequences no shows (monetary and otherwise) vary from coach to coach and team to team. If you have any questions about consequences, please direct them to Tim Bruegman or Leanne Pascua in the Casanova center.



## **Tutor & Student Expectations**

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### **EXPECTATIONS OF THE TUTOR**

1. Have a complete lesson plan for each session
2. Complete a written summary of the session
3. If student does not show to a mandatory appointment, report as a no show
4. Review Notes
5. Clarify Concepts
6. Answer questions
7. Interpret texts
8. Explain/demonstrate problems
9. Review materials for test
10. Model effective learning techniques
11. Be consistent in enforcing SSA policies/ NCAA guidelines

### **EXPECTATIONS OF THE STUDENT ATHLETE**

1. To be on time for every tutoring session
2. Bring appropriate textbooks, writing implement and paper.
3. To give timely information about class assignments completed and upcoming home work and tests.
4. Be respectful to the tutor and others who may be in the same session or the same room.
5. Participate in the tutoring session
6. Utilize the tutor as another resource, not as a replacement of the teacher/Professor.
7. Complete any tutoring assignments that may be given
8. Going to your tutoring sessions will not be used as make-up for missing classes. The only exception is mandatory travel for your sport.

### **Tutor/Student Agreement Form**

I understand and agree to the terms of the Student Athlete/Tutor agreement. I also understand that if I do not abide by the expectations that have been mentioned that I am in violation of the agreement, and it may result in the loss of tutoring services for the rest of the semester for the student-athlete.

Student Athlete \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## Acknowledgement—Read, Sign, Detach, & Turn In

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- I have received my copy of the University of Oregon SSA Orientation Manual and agree to review it's contents.
- I will use this guide to help me understand my responsibilities as a student athlete at the University of Oregon.
- If I am unclear about any policy or rule, it is my responsibility to seek the advice of my Academic Counselor at Services for Student Athletes.
- If change occurs regarding new rules, policies, or revisions, I understand that the staff at Services for Student Athletes will make every effort to inform me of the changes.
- I understand that all current NCAA, Pac-10, and university rules and regulations are not included in the manual.
- I have covered the policies and will adhere to those policies and forthcoming policies at Services for Student Athletes.

\_\_\_\_\_  
Sport

\_\_\_\_\_  
Student athlete name (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date