

SS005: Academic Tutoring and Learning Support

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Issuing Office	Office of Academic Success

1. Mission and Purpose

The mission of Westfield State University's Academic Tutoring and Learning Support services is to empower all students to achieve their full academic potential. We are committed to fostering a collaborative and inclusive learning environment where students can develop the skills and confidence needed to succeed in their coursework and beyond. Our purpose is to provide high-quality, accessible, and student-centered academic support that complements classroom instruction and encourages independent learning. We aim to help students become more effective, confident, and self-directed learners by offering a range of services, including peer tutoring, writing consultations, and study skills development.

2. Services Offered

Westfield State University offers a comprehensive suite of academic support services designed to meet the diverse needs of our student body. All services are provided at no additional cost to currently enrolled students.

2.1. Tutoring Center Services

The Tutoring Center provides students with the opportunity to work with trained peer tutors in a variety of subjects. Our tutors are successful students who have excelled in the courses they support and have been trained in effective tutoring techniques. Tutoring sessions are designed to be interactive and collaborative, helping students to review course content, clarify concepts, and develop effective problem-solving skills.

2.2. Subject Areas Covered

Our Tutoring Center offers support for a wide range of introductory and upper-level courses across various disciplines. While the specific list of supported courses may vary each semester based on tutor availability, we consistently offer tutoring in high-demand areas, including:

Category	Subject Areas
STEM	Mathematics (Calculus, Statistics, Algebra), Biology, Chemistry, Physics, Computer Science
Humanities	History, Philosophy, Literature, Foreign Languages (Spanish, French)
Social Sciences	Psychology, Sociology, Economics, Political Science
Business	Accounting, Finance, Marketing

2.3. Peer Tutoring

Peer tutoring is available in both one-on-one and small group formats. These sessions provide a comfortable environment for students to ask questions, engage in discussion, and gain new perspectives on course material. Tutors act as learning guides, helping students to understand difficult concepts and develop the skills necessary to succeed on their own.

2.4. Writing Center

The Writing Center offers personalized support for students at any stage of the writing process, from brainstorming and outlining to drafting and revising. Our trained writing consultants can help with a variety of writing tasks, including academic essays,

research papers, lab reports, and creative writing projects. The goal of the Writing Center is not just to improve a single assignment, but to help students become more confident and effective writers for life.

2.5. Study Skills Workshops

Throughout the academic year, the Office of Academic Success hosts a series of workshops focused on essential study skills. These workshops cover a range of topics designed to enhance academic performance and efficiency. Topics include:

- Time Management and Procrastination
- Effective Note-Taking Strategies
- Test Preparation and Test-Taking Skills
- Reading Comprehension and Critical Thinking
- Stress Management and Academic Wellness

3. Eligibility and Access

All currently enrolled undergraduate and graduate students at Westfield State University are eligible to use the services provided by Academic Tutoring and Learning Support. There is no additional cost for these services, as they are supported by student fees.

4. How to Access Services

Our services are offered in both in-person and online formats to accommodate the needs of all students.

- **Location:** The main office for Academic Tutoring and Learning Support is located in the Student Success Center, Library, Room 205.
- **Hours of Operation:**
 - Monday - Thursday: 9:00 AM - 7:00 PM
 - Friday: 9:00 AM - 4:00 PM
 - Sunday: 1:00 PM - 6:00 PM (Online appointments only)

- **Contact Information:**
 - **Phone:** (555) 123-4567
 - **Email:** tutoring@westfieldstate.edu
 - **Website:** www.westfieldstate.edu/academicsupport

5. Appointment Scheduling

To ensure that we can accommodate as many students as possible, we recommend scheduling appointments in advance.

- **Scheduling Platform:** Appointments for all services can be scheduled online through our scheduling platform, WSU-Success.
- **How to Schedule:**
 1. Visit the Academic Support website and click on “Schedule an Appointment.”
 2. Log in with your Westfield State University student credentials.
 3. Select the service you wish to use (e.g., Tutoring, Writing Center).
 4. Choose a date, time, and tutor/consultant that works for you.
 5. You will receive an email confirmation with the details of your appointment.
- **Drop-In Hours:** Limited drop-in appointments are available for tutoring and writing assistance. These are offered on a first-come, first-served basis and are subject to availability.

6. Confidentiality

Westfield State University is committed to protecting the privacy of all students who use our academic support services. All tutoring and writing consultations are confidential. Information about a student’s use of our services will not be shared with anyone, including faculty, without the student’s explicit written consent, except where required by law. We adhere to the Family Educational Rights and Privacy Act (FERPA) in all our operations.

7. Related Resources and Referrals

In addition to our services, we encourage students to explore other campus resources that can support their academic success:

- **Academic Advising:** For assistance with course selection, degree planning, and academic policies.
- **Counseling Services:** For support with personal, social, and emotional well-being.
- **Disability Services:** For students who require accommodations for documented disabilities.
- **University Library:** For research assistance, access to academic databases, and study spaces.

8. Frequently Asked Questions (FAQ)

Q: How much do tutoring and writing center services cost?

A: All our services are free of charge to currently enrolled Westfield State University students.

Q: How often can I meet with a tutor or writing consultant?

A: Students can typically schedule up to two appointments per week per subject. This policy is in place to ensure that all students have an opportunity to access our services.

Q: What should I bring to my appointment?

A: For tutoring, please bring your textbook, class notes, and any relevant assignments. For the Writing Center, please bring a copy of your assignment prompt and any writing you have done so far, even if it's just a rough outline.

Q: Can I get help with a take-home exam?

A: Our tutors and writing consultants cannot provide assistance with take-home exams or other graded assignments where collaboration is prohibited by the instructor. We encourage you to discuss any questions about your assignments directly with your professor.

9. Revision History

Date	Version	Author	Summary of Changes
2023-08-15	1.0	Office of Academic Success	Initial document creation.
2023-09-01	1.1	Office of Academic Success	Updated hours of operation for the Fall semester.
2024-01-10	1.2	Office of Academic Success	Added new workshop topics and updated list of supported courses.