

CRLA NewsNotes

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The President's Corner

Rick Sheets, President

Trends in Higher Education and Our Role as Learning Advocates



Of late, I have been paying closer attention to some state and national trends and want to share my thoughts about three of them. I believe we can work together to create a positive impact on changes needed.

The first trend is low graduation rates. Let me start with Arizona, which has, as many states do, problems with education at all levels, P-20. New figures estimate that of the children entering kindergarten in 2007, only 14 out of 100 will get a Bachelor's degree or equivalent (Robert Bendotti, MCCD Governing Board Strategic Conversation, April 2008).

Many of our institutions across the country have held on to a philosophy that students have a "Right to Fail." What is the cost of failure? In Arizona, students' tuition for community college education covers less than 20% of the cost for their education. That means property taxes and state funding covers more than 80% of their education costs. Can we as good stewards of public resources afford to put students in positions

where we know they will more than likely fail? (Robert Bendotti, MCCD Governing Board Strategic Conversation presentation, April 2008).

Last year's conference keynote speaker, Skip Downing, is known for providing techniques and strategies to help students get "On Course." Strategies include having students learn to accept personal responsibility for their actions and develop self-management techniques such as study strategies (Skip Downing, CRLA Keynote, 2007).

A second trend is an undeniable fact that our nation's faculty, administrators, and learning center and student services personnel are reaching retirement in unprecedented numbers. This exodus may lead to a tremendous loss of opportunities for mentorship and sharing of experience, best practices, and lessons learned.

Many organizations and institutions are not dealing with the issue of retirement and will be facing a terrible loss of resources and experience. CRLA has been blessed with a wealth of sharing, teaming, mentoring, and building upon best practices and experiences of our

NewsNotes is published in February, May, August, and December.

Deadline for submissions and guidelines can be found on the website at <http://www.crla.net/NewsNotes.htm>. The Editorial Board reserves the right to both revise and edit any material it receives.

Send your material to Linda Russell, at Linda.Russell@minneapolis.edu. Please send it as an email attachment in MS Word.

Interim Co-Editors: Linda Russell & Dorothy Bonser

Editorial Board: Karin Winnard, Pat Jonason, Maggi Miller, & Diane Van Blerkom

Design & Layout: Amy Dugan

members. As a result of a request to the Board, CRLA will now **offer a retiree conference registration rate**. As a Board, we hope this will help. We want our newer members to continue to benefit from the wealth and breadth of knowledge and experience our retiring members bring with them. Other ideas for retirees are welcomed.

The last trend focuses on the importance of having a citizenry with good basic skills. We know reading and writing are important basic skills and need to continue our efforts in these areas. In addition, we also need to continue to focus on helping students develop critical thinking and problem-solving skills. Unfortunately, in the case of mathematics, it has been tolerated if you don't have competence—even at the basic skill level. Many K-12 math teachers fear math or don't "get it" and pass that outlook along to their students. It is estimated that more than two out of three entering freshmen in college will test into developmental math courses. Math has become a major obstacle for success in college; it is often left as a last course to take, often repeated several times unsuccessfully, and is a frequent reason given for dropping out of programs of choice. We need some intentional, innovative, sustainable, systemic changes at our colleges focused on addressing these issues.

Many math professionals are trying a variety of models, strategies, approaches, and systems. Virginia Tech's Math Emporium is one innovative model for using technology which is resulting in success in teaching math classes. The Maricopa Community Colleges have identified mathematics as a priority and are working to developing education partnerships at all levels P-20. We, as learning support educators, may be able to offer more services to community members and develop partnerships with elementary and secondary institutions. Many departments may already be offering those services, but need to help our institutions realize

how critical these services are to the future success of all our students and to make them a sustainable part of our institution.

The good news is that much of what we do in learning advocacy is making a positive impact on these three national and state trends. Unfortunately, our administrators and institutions may not recognize "what we do," and the realize importance of "what we do" for the institution and for the success of our students. We need to continue or expand what we are already doing to provide better access, opportunity, or a bridge to success. Ideally, we need to build stronger partnerships, involve other departments/areas/colleges and work to build better reporting methods. We need to move away from simply reporting usage and find ways to document our successes. A critical key is to create systemic, sustainable, multi-department processes which promote student success (Joann Wright, CRLA Keynote Speaker 2007).

I invite you to continue dialogue about these and other concerns through the SRCs (States/Regions/ Chapters), SIGs (Special Interest Groups), *NewsNotes*, and our annual Conference "Halls of Fame" in Cleveland this October 22-25 (<http://www.crla.net>).

I would like to close with my favorite quote. "No one of us is as smart as ALL of us" (anonymous). Thank you.

The CRLA Store

Do you have tutors that need to be recognized for their work? Do you want up-to-date training materials for tutors?

Visit www.crla.net for *The Tutor Training Handbook* and ITPC pins.

Keynoter Piscitelli Emphasizes Connecting with Students and Maintaining Personal/ Professional Wellness

Jane McGrath, CRLA President-Elect

Steve Piscitelli, award-winning teacher and author, will keynote Thursday's Opening Session and lead an afternoon concurrent session. A tenured professor in history and education at Florida Community College at Jacksonville, Steve has degrees from Jacksonville University, The University of North Florida, and The University of Florida. He has been recognized for his effective teaching style with awards at the school, county, and international level. He has served as the Chair of his college's Center for the Advancement of Teaching and Learning.

His publications, which include *Rhythms of College Success: A Journey of Discovery, Change, and Mastery*, Pearson (2008) and *What Am I Doing To Get What I Want?* Pearson (2009), reflect his belief in the importance of personal responsibility and individual initiative.

Whether delivering our conference keynote address or helping students understand the choices they make, Steve draws on his years of classroom and professional development experience to connect with his audience. His high-energy sessions will combine interaction and practicality with music and humor in such a way that participants will leave with practical strategies that can be used immediately.

Keynote Thursday, 9:15 am:
Celebrating the Present, Touching
the Future

Every day you find ways to engage your students. You explain, demonstrate, perform, reflect, and energize. But mostly you inspire your students to reach for their dreams. You help them see how their present has an impact on their future. This year's CRLA conference will focus on how to reach students—how to connect and help them believe in themselves and reach academic goals. Through music, humor, and interaction Steve will guide us on a joyful journey to celebrate the present—a present that touches the future.

Concurrent Session Thursday,
12:45 pm: Who am I—and what
am I doing in this place?

If our goal is to motivate and retain the student, then we must pay attention to ourselves—our health and our well-being. This highly interactive session focuses on how to maintain balance and wellness in our personal and professional lives. Steve will guide participants in a discussion about how the choices we make help to define our workplace, affect our lives, and influence our future.



Steve Piscatelli with his guitar.

Karon Mathews and Joe Barnhill Elected to CRLA Office



Karon Mathews, Executive Director of the Student Learning Center at Texas A&M University, is President-

Elect for 2008-2009. Dr. Mathews has degrees in business education and higher education and studied in Harvard's Management Development program. In 1991 she established the Student Learning Center and has implemented Supplemental Instruction, tutoring, for-credit courses in learning theory and career education, developmental education, and learning support workshops.

Serving as Conference Chair of CRLA's 2009 conference in Richmond, VA, will not be a totally new venture for Karon, who has served as secretary, conference site co-chair, president-elect, president, and past president of Tx-CRLA. She was also co-chair of the conference program for CRLA's joint conference with CASP in Austin (2006). If you haven't met her through her work with Tx-CRLA or the 2006 CRLA conference, then maybe you remember her from attendance at Winter Institute when it was held in Arizona.

Karon set ambitious goals for her work on the Board and has the experience to achieve them all. What you might not know from her qualifications, though, is that she is a supportive colleague of her able staff at the Student Learning Center. She is also a personable conversationalist who can forge friendships with people all over the continent. She's

a wife, aunt, and identical twin who's voting for Aggie Jason Castro to be the next American Idol. Congratulations to Karon, who will be inducted into office at the end of the Cleveland conference this fall.

Joe Barnhill, who won the tight race for CRLA Treasurer, is Director of the Learning Center and Disability



Services at Avila University (Kansas City, MO) and teaches business and math for Baker University, Ottawa University, and the University of Phoenix. His degrees are in economics, but Joe morphed into education 14 years ago when he took on an adjunct teaching job while working days as a Certified Cash Manager. Now teaching is both his day job and his after-hours employment, and he says the move has been good for him and his wife and two sons.

At Avila University Joe helped coordinate College Skills and tutored math and business courses before moving up to managing the tutoring program, administering placement tests, and teaching First Year Seminar, Strategies for Academic Success, and Developmental Algebra courses. As director both of learning assistance and disability services, Joe wouldn't seem to have much free time, but he has also provided ACT preparation courses for low-income high school students.

As Treasurer for the Heartland Chapter, Joe has helped plan and manage conferences, and he also implemented online banking and debit cards for conference site coordinators. At the Heartland Chapter conference last month, four of Tammy Pratt's tutors up from Oklahoma for their first conference found themselves starring in an impromptu luncheon drama with Donald Trump (aka Mr. Barnhill in a fancifully-styled wig).

Joe also handed out special \$100 bills with Rick Sheets' portrait on the front and CRLA information on the back. The real CRLA money will be in good hands, though, with Joe Barnhill as treasurer.

- Email address of the submitter
- URL of the center's web page.

Please consider entering your learning center website. Last year's awards were cancelled because there were not sufficient submissions.

Enter Your Website in the 2008 NCLCA/LSCHE Awards Program

Frank Christ

The 2008 NCLCA/LSCHE Web Site Awards Program is officially open for all USA and Canadian learning centers to enter their web sites in the program.

Go to *About Learning Support Center/Learning Support Centers on the Web* in LSCHE for the award winning web sites for 2000 – 2006 that are listed in the archives at http://www.pvc.maricopa.edu/~lsche/resources/lc_awards/awards_wi.htm

On this page, you can also find the Rules for the Award and Criteria for the Award.

Please note that the last day to submit your web site in the awards program is August 27, 2008

The awards ceremony will be presented at the annual NCLCA conference in Memphis, TN (October 2-5, 2008).

To enter, please provide the following information and send it to this email address, flchris@cox.net :

- Name of the institution
- Name and position of the submitter

SIG Online Forum

Stephanie Piazza

If you are interested in setting up an online forum for your SIG, you can do so at www.godaddy.com. First, you'll need to set up hosting service for your site (about \$40 per year). Go to the Hosting and Servers tab and then to Website Hosting to get all set up. After that, click on Go Daddy Hosting Connection under the Hosting and Servers tab. Finally, click on Simple Machines Forum to begin. If you'd like to see what an online forum from godaddy.com looks like, please visit the forum for the College Reading SIG at www.CrlaReadSig.com/community.

CRLA Tutor Training Handbook \$30.00

2003 (Revised Edition)

Susan Deese-Roberts, Editor

With many articles from the popular first edition plus new chapters:

- § Tutor Safety
- § Training Cycle
- § Establishing a Helping Relationship
- § Supplemental Instruction and Tutor Training
- § Training and Tutor Role Analysis
- § Two-day Tutor Training Class
- § Tutoring International Students
- § Content Area Tutoring
- § Evaluations
- § Test Anxiety



Is Your Program Up to (CAS) Standard?

*Karen Agee and Becky Johnen
CRLA's Representatives to CAS*

Do you want to evaluate your program using internationally recognized standards of excellence? The new Learning Assistance Program standards and guidelines were approved by the Council for the Advancement of Standards in Higher Education (CAS) in October 2007 and published in February 2008. The Self-Assessment Guide for Learning Assistance Programs is now available for \$35 online at <http://www.cas.edu>.

CRLA is a member of CAS and encourages use of the CAS standards for self-assessment of learning support programs. Becky Johnen led the 2006-2007 committee to revise the LAP standards. Serving on the committee were Karen Agee, Carol Dochen, Frank Christ, Gladys Shaw, and Penny Turrentine.

If you have questions about the use of CAS standards for assessment and evaluation, please contact Karen Agee (karen.agee@uni.edu) or Becky Johnen (palfys@comcast.net).

*Best Practices in College Reading and Learning
In Memory of
Cynthia L. Peterson*

Available for purchase through our website at <http://www.crla.net/BestPracticesOrderForm.pdf>

Mid-Atlantic Region Conference

Jessica Baldwin

After postponing for weather and illness in February, the members of the Mid-Atlantic CRLA enjoyed a lovely regional conference the second weekend of April. Although small in numbers, the event possessed all the requisite CRLA qualities: energy, innovation, collaboration and laughter. An unforeseen bonus to the intimate size of the group was the ability for everyone to have a voice. For example, what started out as simple introductions before topical breakout sessions turned into a productive three hour roundtable discussion.

Dr. Gretchen Starks-Martin, as the keynote speaker, was the hit of the conference as the various tutors, faculty and professional staff actively participated in a celebration of students in higher education today. Her very presence at Piedmont Virginia Community College was extraordinary considering the blizzard conditions in her home state of Minnesota and the airport delays occurring across the country that same weekend! Dr. Starks-Martin's travels included one four-wheel drive vehicle, two airplanes, and 6 delayed hours in Washington D.C. Meanwhile, a mighty band of colleagues from Community College of Baltimore County, Virginia Western Community College, Randolph College, Hampden Sydney College and Lynchburg College found fine food, shopping, and entertainment (with each other) while they waited for Dr. Starks-Martin's plane to arrive at 9:30 pm in Charlottesville.

In addition to the keynote luncheon, the second day of concurrent sessions offered something for everyone. There was representation from private and public institutions,

co-educational and single-sex schools, community colleges and universities; plus, there were faculty, undergraduate, graduate, and staff presenters. The conference ended on an especially high note in the concurrent session facilitated by James Madison University's math and science peer tutors in which several individuals role-played challenging tutoring scenarios. It turns out that there are quite a few thespians in the Mid-Atlantic region, and they are happy to do most anything for a belly laugh. In the end, the phrase "less is more" played true for the folks at the Mid-Atlantic regional conference this spring. Reunion plans are being made for the national conference in October in Cleveland. And questions are already on the table about the spring 2009 regional conference. Stay tuned...

CRLA Membership

If you need to renew your membership or want to give someone a CRLA Membership, go to the CRLA website:
www.crla.net

Hall of Fame: Leaders who make a Difference

Sharon Taylor

CRLA SRC (States, Regions and Chapters) and SIG (Special Interest Group) leaders make a difference for CRLA members. In the spirit of *Halls of Fame* we salute the leadership and work of our many leaders. These fine folks write newsletters, organize activities for their respective group, help CRLA members connect with likeminded colleagues, and provide guidance.

Join us in recognizing the hard work of the CRLA SRC/SIG leaders! Many thanks to you all.

2008

Special Interest Group Leaders

Brain Compatible Teaching/ Learning

Charis Sawyer
Johnson County Comm College

College Reading

Angela Henderson
Fullerton College

Stephanie Piazza
Fullerton College

Developmental/Basic Writing

Joan O'Leary
Matanuska-Susitna College

English as a Second/Foreign Language

Julie Brogno
Avila University

Leslie Connery
Harford Community College

Freshman Year Experience

Roseann Torsiello
Berkeley College

Graduate & Professional Student Success

Melissa Thomas
University of Texas - San Antonio

Laura Heidel
University of Houston

Learning & Study Strategies

Karen Agee
University of Northern Iowa

Diane Van Blerkom
University of Pittsburg – Johnstown

Learning Assistance Center Management

Penny Turrentine
Pima Community College

Dorothy Briggs
University of Arizona

Learning Disabilities

Alda Noronha-Nimmo
Miami Dade College

Mathematics

Joey Offer
Texas State University

Selina Vasquez-Mireles
Texas State University

Multicultural Issues

Reba Powers
McNeese State University

Paired Courses

Susan Messina
Solano Community College

Peer Mentoring

Anna Crockett
Virginia Military Institute

Peer Tutoring

Terri Massie-Burrell
Towson University

Diane Eisenberg,
Chapman University

Research and Evaluation

Idna Corbett
West Chester University of PA

Technology & Distance Learning

Melissa Burgess
Sam Houston State University

2008 State/Region Directors & Chapter Presidents**Alaska**

Barbara Brown
Kodiak College

Arizona

Penny Turrentine
Pima Community College

Arkansas/Louisiana

Delma Porter
McNeese State University

Susan Gilbert
Nicholls State University

California Chapter

Diane Eisenberg
Chapman University

Canada

Joan Mauch
Kwantlen University College

Great Lakes (IL, MI, WI)

Lois McGinley
Macomb Comm College

Hawaii

Rosemarie Woodruff
University of Hawaii-Manoa

Ronaele Whittington
University of Hawaii-Manoa

Heartland Chapter (IA, KS, MO, NE, OK)

Frances Gonzalez
Chadron State College

Mid-Atlantic (DC, DE, MD, VA, WV)

Jessica Baldwin
Lynchburg College

Mid-South (AL, MS, NC, TN)

Linda Stedje-Larsen
Wingate University

Minnesota/North Dakota/South Dakota

Linda Russell
Minneapolis Comm & Tech College

Nevada

Dorothy Chase
College of S. Nevada

New Mexico

Open position

Northeast (CT, NH, MA, ME, NY, RI, VT)

Patricia Mulcahy-Ernt
University of Bridgeport

Northwest Chapter (WA, ID, MT, OR)

Lisa Dobson
North Idaho College

Ohio River Valley (IN, KY, OH)

Lori E. Saxby
University of Southern Indiana

Sean McCray
Western Kentucky University

Pennsylvania/New Jersey Chapter

Mary Ann Puccio
Rutgers University

Southeast (FL, GA, SC)

Mike Keleher
Kennesaw State University

Texas Chapter

Dr. Kathy Stein
University of Texas at El Paso

Utah

Leslie Giles-Smith
University of Utah

Wyoming/Colorado

John Sutton
Sheridan College

Wanted: Photographers At Large!

Linda Russell, NewsNotes Interim Editor

We would love to feature your region or state chapter meeting, annual conference, or special appearance with photos in *NewsNotes*. But one photographer just can't be everywhere! *NewsNotes* editors invite you to carry a digital camera along with you as you attend your state and regional events so you can snap some pictures of people in great conversations and having fun with colleagues. Bring that camera to the CRLA conference in Cleveland and catch our members on the banks of Lake Erie, in front of the Rock and Roll Hall of Fame, and in the meeting rooms and exhibit hall.

Try to get photos that are fairly close, so we can see people's expressions (and identities). Avoid those large groups standing in front of a wall! Always ask subjects for permission to submit your photos. Send your best shots to me at linda.russell@minneapolis.edu in JPG format. Identify the event, location, and names of subjects, and we will publish the best in the next issues of *NewsNotes*. (Keep a copy for yourself, as photos will not be returned.) You'll get the

photo credit, of course, and all our members will enjoy seeing their friends in the spotlight!

Upcoming Events

Click on the links below for more information:

May

May 14, 2008
Utah CRLA
Contact Mona Taylor at
taylor_m@suu.edu

May 16, 2008
Alaska CRLA
Contact Barbara Brown at
bbrown@kodiak.alaska.edu

June

June 28 - July 25, 2008
Kellogg Institute
Appalachian State University
Boone, NC
<http://www.ncde.appstate.edu>

June 29 – July 2, 2008
International Society for
Technology in Education
Contact JoAnn Carter Wells at
jcarterwells@fullerton.edu

July

July 20 - 25, 2008
Technology Institute for
Developmental Educators (TIDE)
San Marcos, TX
<http://www.ci.txstate.edu/TIDE/TIDEhome.htm>

July 29 – August 3, 2008
Advanced Kellogg
Appalachian State University
Boone, NC
<http://www.ncde.appstate.edu>

MOVING? If you have any name, address, e-mail, phone, fax, or institution changes or corrections, please send them to Vicki Papineau, Membership Coordinator, at vpapineau@cccneb.edu.

September

Sept 17 - 20, 2008
TRIO – Council for Opportunity
in Education
Contact Sue Brown at
subrown@nmsu.edu

September 24 - 27, 2008
International Conference on
Research
National Center for Developmental
Education (NCDE)
San Juan, Puerto Rico
<http://www.ncde.appstate.edu/researchconf3.htm>

September 25 - 26, 2008
Minnesota/South Dakota/North
Dakota CRLA
Contact Linda Russell at
linda.russell@minneapolis.edu

October

October 1 - 4, 2008
National College Learning Center
Association (NCLCA)
Memphis, TN
<http://www.nclca.org>.

October 22 - 25, 2008
College Reading and Learning
Association (CRLA)
Cleveland, OH
http://www.crla.net/2008_Conference.htm.

**LRNASST-L: LISTSERV for
Learning Assistance and
Developmental Education
Professionals.**

CRLA continues to encourage
members to join LRNASST-L,
the LISTSERV for professionals.
To access the LRNASST-L
archives or User Guide, or to
change your subscription options,
go to

<http://www.lists.ufl.edu/archives/lrnasst-l.html>.

To contact the LRNASST-L host,
email wcooke@ufl.edu.

Once you have subscribed, you
will enjoy getting messages daily
on topics of professional interest.

CRLA NewsNotes Submission Guidelines

Please send articles to Linda
Russell at
linda.russell@minneapolis.edu as
an attached Microsoft Word
document. Please use Times New
Roman (12) font.

Preferred length of original
articles is 300 – 600 words.

The Editorial Board reviews all
submissions and retains the right
to revise and edit any and all
manuscripts for clarity and length.
No submissions will be returned.

CRLA Leadership Positions Available

The CRLA Executive Board will
be seeking members to fill a
number of leadership positions
whose term expires after the 2008
Conference: Conference Exhibits
Coordinator, Conference Site
Evaluator, International Tutor
Program Coordinator, Journal of
College Reading and Learning
Editor, Membership Coordinator,
and NewsNotes Editor. Complete
job descriptions and application
processes have been posted on the
CRLA Website at

www.crla.net under Leadership/Opportunities.

41st Annual CRLA Conference!

HALLS OF FAME



Posters, Concurrent Sessions, &
Pre-Conference Institutes
honoring our day-to-day accomplishments

Call to Conference online after July 1, 2008.



41st Annual Conference
October 22 - 25, 2008.
Crowne Plaza at the
Cleveland City Centre