



# LACM SIG NEWS

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## LACM SIG:

To provide a forum for the discussion of learning center goals, practices, supervision, and evaluation among learning assistance center managers and staff.



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LACM SIG Co-Leader



Richmond 2009

## It's Almost Here!!!!!!!!!!!!!!

The 2009 CRLA Conference is almost here. CRLA President, Jane McGrath, wants you to know.....



The 42nd annual CRLA conference will be October 28-31 in Richmond, Virginia. Conference planners Karon Mathews, CRLA president-elect, and Jack Trammell and Jenny Bruce, on-site conference chairs, report a few changes are slated in this year's event. However, not changing are the conference registration fees! The CRLA conference will continue its tradition of being affordable for all, especially in a difficult budget year. The all-conference opening reception on the evening of Wednesday, October 28, will feature a special program head-lined by CRLA president Jane McGrath along with complimentary sweet treats. The next day, Thursday, October 29, will kick-off with a plated breakfast (included in your conference registration) and the keynote

address by Dr. Constance Staley of the University of Colorado Springs. Additional conference highlights are the informative institutes and concurrent sessions, Friday's Lunch with a Mentor event (ticketed), the grand opening of the exhibits and the CRLA author signings, and the Saturday morning closing brunch (ticketed) with this year's speaker Dr. Daniel J. LaVista. Local site chairs, Jack Trammell and Jenny Bruce, both of Randolph-Macon College, have planned walking tours to historic attractions near the conference hotel, the Richmond Marriott, with the special offering of free transportation to beautiful Williamsburg and a discount ticket price of \$25 for the first 200 conference guests registering with the hotel to stay overnight Friday.



James Center,  
Richmond, VA

## CRLA LACM SIG PAGE

We have plans to significantly expand the contents of our page on the CRLA Website. We are looking for ideas and suggestions. What do you, the SIG members, want to see on the page? What information would be most helpful? What resources can we link to? Talk to us in Richmond or share any ideas or suggestions with [pturrentine@pima.edu](mailto:pturrentine@pima.edu) or [dabriggs@email.arizona.edu](mailto:dabriggs@email.arizona.edu).

### REMINDERS:

Don't forget to visit the LACM SIG wiki at <http://lacmsig.pbwiki.com/>. As SIG members, this is a valuable communication tool as well as a resource for those new to the field. I encourage all of you to share your expertise for the benefit of all of us and our students.

# CRLA Conferencing



*Richmond, Virginia*



*Lewis Ginter  
Conservatory,  
Richmond, Virginia*



By Joel Arthur  
and Sarah Holmes

Last year we had the pleasure of attending our first CRLA conference, held last October in Cleveland, OH. Aside from the rock and roll, the friendly Ohioans, and the blustery weather, this duo from Arizona were more than pleased when we discovered the welcoming nature of CRLA's members. Although at first feeling out of place, we were quick to participate in dialogue with experts from across the nation, regarding differences in tutoring and education from region to region. And this was before we even attended our first panel.

Ripe with the exchange of ideas, technology, and innovative research within our discipline, we became the

proverbial sponges as we journeyed from panel to panel, engaging in this national community for the first time. Each panel presented a clear set of intended goals that, because of their specificity, expanded our options towards our work in education.

We were exposed to topics as diverse as humans growing into flowers (an exciting panel on the importance of exploring advertising possibilities), approaches to grammar in the tutoring session, creative angles in which to both conduct tutoring sessions and tutor training, and even learned about virtual reality's place in education, via wiki spaces. Overall, the seminars were well chosen and ranged from administrative concerns, such as running a tutor center, to suggestions to strengthen one's own program, such as supplemental material for math instruction, advice for adapting to different learning styles, and so on.

If Cleveland was such a surprise, then we just can't imagine the mystery that awaits us in Richmond. This year,

participants can receive information regarding a dynamic range of topics, including: the significance of critical reading skills, the virtue of a back-to-basics approach to tutoring and teaching, the avenues for writing success within a university spectrum, and the online options for tutoring and mentoring college students.

Not only do we look forward to our second CRLA conference, but we also enthusiastically look forward to our first CRLA presentation. With that said, feel free to stop by, learn about managing a large number of student employees/tutors, and say hello. We can't wait to meet you.



*Capital Building  
Richmond, VA*

How do you **let your tutors know they are appreciated**? Do you have specific celebrations? Do you have a "wall of success?" Do you solicit student feedback? Share your ideas with us! Log on to our wiki and post your suggestions. The wiki is located at: <http://lacmsig.pbwiki.com/>

**LACM SIG MEETING: Please join us for our annual Learning Assistance Center Management SIG meeting at the Conference. Our meeting will be a ticketed breakfast at 7 am on Friday, October 30th. We have had a wonderful turnout for the past two years. Don't miss the fun!!!**

Following is a compilation of concurrent sessions with a learning assistance center management thread to be presented at the 2009 CRLA Conference:

Thursday	2:00 pm - 3:00 pm	Communicating Effectively- Supervising large numbers of student employees	Sarah Holmes, University of Arizona- SALT Center
Thursday	2:00 pm - 3:00 pm	Back to the Basics: Foundations for Success in Learning Centers	Wendy Wilson, University of Maryland, College Park
Thursday	3:15 pm - 4:15 pm	Zero to Sixty: Transforming to a state college in one year	Niki Schmauch, College of Coastal Georgia
Thursday	4:30 pm - 5:30 pm	Learning Center Leadership Certification	Alan Craig, Georgia Perimeter College, NCLCA
Friday	11:00 am - 12:00 pm	Optimizing & Automating Your Center Services & Data	Mary Oberhelman, Enginera Systems, Inc.
Friday	2:00 pm - 3:00 pm	When Calgon Just Isn't Enough. Redefining Ourselves as Faculty	Meredith Anne Higgs, Middle Tennessee State University
Friday	4:30 pm - 5:30 pm	Maximizing Center Resources with TutorTrac Software	David Booth, Redrock Software Corp.
Friday	9:15 am - 10:45 am	Promoting Mentor-Protegee Relationships Among Student Leaders in Supplemental Instruction	Benjamin Deaton, Clemson University
Saturday	9:15 am - 10:15 am	Managing Through Change: A Learning Center Makeover	Michal Zivan Coffey, Virginia Commonwealth University

**Did You Know?**

"Give me Liberty or Give me Death," rang out from St. John's Church in 1775 during a meeting of the Second Continental Congress. Patrick Henry's cry for freedom from Great Britain fell on the ears of his fellow patriots, among them George Washington and Thomas Jefferson. Thirty days later the "shot heard round the world" was fired from Concord, Massachusetts and the American Revolution began. In the early years of the war, most of the fighting took place in the north. However, Richmond first played a major role by supplying American troops with tobacco – used for cash – and cannons, guns and powder. By 1779, Williamsburg, then the capital of Virginia, was a target for British naval attack because of its proximity to the ocean. Important documents were transported to Richmond for safekeeping and the capital was officially established here in 1780.

One quarter of the battles fought in the Civil War were fought within a 75-mile radius of the city and sixty percent of the casualties happened at them

## National Tutor Appreciation Week October 5-9, 2009



Did you know a full week was set aside for us to show our tutors how much we appreciate them? There are lots of great reasons and lots of great ways to show them we are happy they are a part of our staff.

Here are a few ideas:

Send a press release to local and campus newspapers about your CRLA CERTIFIED TUTORS. Invite them to do a story.

Honor certified tutors by hosting a ceremony/party in their honor. Invite all tutors, selected faculty and staff.

Have the Director, Vice President, President, Provost or other administrative staff write a special note of thanks to all the tutors.

"We love our tutors" -- Cover the tutoring area with paper hearts. Students can write messages on hearts, also.

Hang an appreciation banner, of butcher paper, that students can sign as they enter the center.

For tutors who work in the morning put a fresh blueberry muffin and a fancy paper napkin in a lunch-sized paper bag. Fold the top of the bag over the top, hole punch and thread through a ribbon. Can add personalized thank you notes or decorate bags. For afternoon tutors put cookies in the paper bag.

Have pizza delivered directly to the tutoring center

Use candy and food related themes:

"Chip, Chip, Hooray--Our staff is the best" --serve bags of chips

"Our staff is RED HOT"---serve chips and salsa

OUR Staff FLOATS ABOVE THE REST---serve root beer floats

"WE'RE NUTS about our staff"---serve peanuts.

Kudos ® to You!

You are worth 100 Grand ®!

You are Out of this World!

(Mars ® or Milky Way ®)

You are M&M!!! (Marvelous and Magnificent)

We Love You!!! XOXO (Hershey's Hugs and Kisses ®)

You are a JOY! (Almond Joy ®)

We are NUTS about you

Serve them cake.

Send each tutor a personalized email highlighting the strengths they bring to the tutoring center.

Personally sign a thank-you card to each tutor.

Decorate the tutoring areas with balloons and streamers.

I'm sure with a little thought you can come up with many more ways to show your tutors you appreciate them! Ideas adapted from the following web-sites:

[http://www.wacaonline.org/  
resources\\_staff.html](http://www.wacaonline.org/resources_staff.html)

<http://www.crla.net/itpc/benefits.htm>

## The International Tutor Program Certification Committee is actively seeking qualified Program Evaluators

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Are you a current  
CRLA member?

Is your tutoring program  
certified?

Please consider using your expertise to help other programs.

For more information or to volunteer, please contact:

**Olga Thurman, Coordinator of  
ITPC Publicity and Recruitment,  
[olgath@epcc.edu](mailto:olgath@epcc.edu) or**

**915-831-2740**



*Ralph W. Gerard. "There is first the problem of acquiring content, which is learning. There is another problem of acquiring learning skills, which is not merely learning, but learning to learn, not velocity, but acceleration. Learning to learn is one of the great inventions of living things. It is tremendously important. It makes evolution, biological as well as social, go faster. And it involves the development of the individual." ("The New Computerized Shape of Education" in W.Z. Hirsch (Ed) Inventing Education for the Future. San Francisco: Chandler Publishing Co., 1967).*