



March 22, 2026

# Getting Started

Planning, Ideas, Resources, Tools  
For New Learning Center Directors

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**<https://www.ische.net/articles/>**

(Tab: PowerPoints & Videos. Includes presentation and all handouts)



# Some Background

- AA Liberal Arts, Hillsborough Community College
- BA & MA Mathematics, U of South Florida
- Ed.D. Developmental Ed, Grambling State University
- Retired Learning & Tutoring Center Director at Georgia Perimeter College (all 5 campuses/2-year)
- NCLCA Past President, Lifetime Achievement Award
- ICLCA LCE Evaluator
- LSCHE Webmaster/Content Editor
- CLADEA Fellow



# Introductions

- Name
- Institution
- Center
- How long
- Top concerns



# Objectives of This Session

- Identify key functions and initiatives for learning center leaders
- Develop an initial SWOT analysis as input to tactical and strategic planning
- Learn about LC advisory boards
- Identify key LC resources—associations, books, journals, websites, vendors
- Find some resources for tutor training, marketing, academic coaching, and AI
- Share ideas and network with participants



# Building Housing Perimeter College LTC





# LTC Entrance





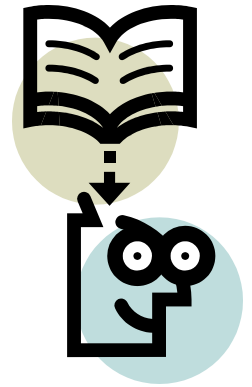
# ICLCA's Definition of a Learning Center

The International College Learning Center Association defines a learning center in higher education as an **interactive academic space** designed to enhance and extend student learning in physical and virtual environments.

These centers offer **comprehensive support services and programs** to improve educational success, retention, and completion rates.

Learning centers **address student needs** from various pedagogical perspectives by applying best practices and learning theories.

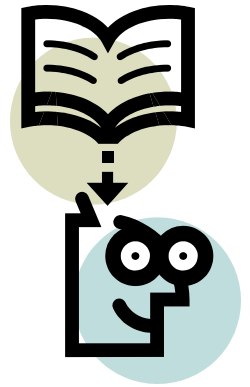
Staffed by professionals, paraprofessionals, faculty, and trained student educators, these centers support **holistic academic growth** by fostering critical thinking, metacognitive development, and overall educational and personal success.





# The Learning & Tutoring Center

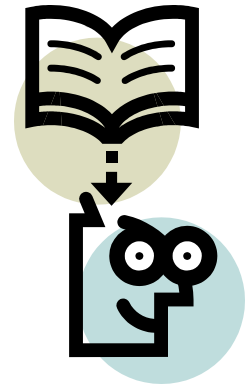
*The learning & tutoring center is a place where students and students' needs come first.*





# Learning Center Internal Functions

1. Planning
2. Hiring
3. Training staff/tutors/coaches/mentors
4. Ensuring professional development
5. Implementing technology
6. Marketing the center
7. Partnering with other departments
8. Program evaluation





# LC Programs/Services

- |                            |   |
|----------------------------|---|
| Peer tutoring              | Academic skills workshops   |
| Professional tutoring      | Freshman seminars/study skills course   |
| One-on-one tutoring        | Credit-bearing courses  |
| Group tutoring             | Academic coaching or counseling   |
| Appointment-based tutoring | Academic recovery/reinstatement/probation   |
| Drop-in tutoring           | Early alert/warning intervention  |
| Online/virtual tutoring    | Academic advising   |
| Supplemental Instruction   | Disability services   |
| Structured Learning        | Grant-funded services (ex., TRIO, Title III)                                      |
| Assistance                 | Dedicated computer lab  |
| Embedded tutoring          | Assessment/placement testing  |
| Peer-assisted tutoring     | Special student populations (i.e. student-athletes, international students, etc.) |
| Study groups               |   |

From the Learning Center Certification application checklist.

[https://nclca.wildapricot.org/LCs\\_of\\_excellence](https://nclca.wildapricot.org/LCs_of_excellence)



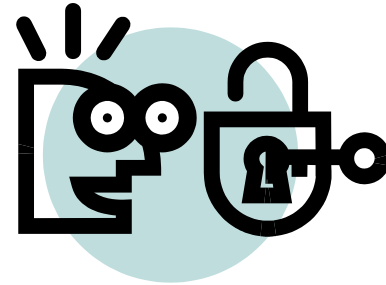
# Staff Pictures at LTC Entrance





## Group Exercise

You have just been hired as a new learning center director reporting to the dean of academic affairs. The dean is concerned that the learning center isn't as effective as it should be. In addition, you discover that the learning center has a poor working relationship with a key department.



**What do you do in your first three months in your new position?**



# LTC Math Lab



But...





# Some Possible First Steps

- Meet with/survey administrators, department chairs, student affairs directors, students
- Research/visit other centers physically or on the web
- **Review LSCHE <https://www.lsche.net>**
- **Join LRNASST**
- Read *Starting a Learning Assistance Center*, Sanford or Turrentine texts, and part of *Improving Student Learning Skills*
- Review CAS *Learning Assistance Program* standards
- **Conduct an *informal* review using ICLCA Learning Centers of Excellence Checklist**
- **Perform a SWOT analysis**




# Learning Center Development and Improvement Areas





# Does Your Center Have

- A strategic plan
  - Goals/objectives
  - Student Learning Objectives
  - An advisory board
  - An annual report/process
  - A status reporting mechanism
  - Tutor hiring/training process
- 
- Staff/Tutor Handbook
  - Adequate funding
  - Adequate space/furnishings
  - Comprehensive support services
  - A set of policies
  - A marketing plan
  - An evaluation plan
  - Job descriptions



# Conduct Informal ICLCA LCE Review

**A good first start is to  
conduct an informal  
LCE review to  
develop a current  
situation analysis.**

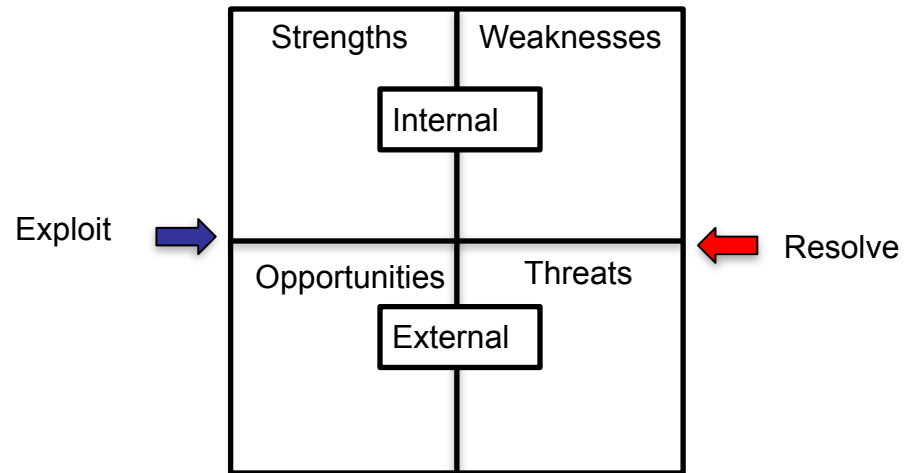
**But first....a bit about  
SWOT.**



# SWOT

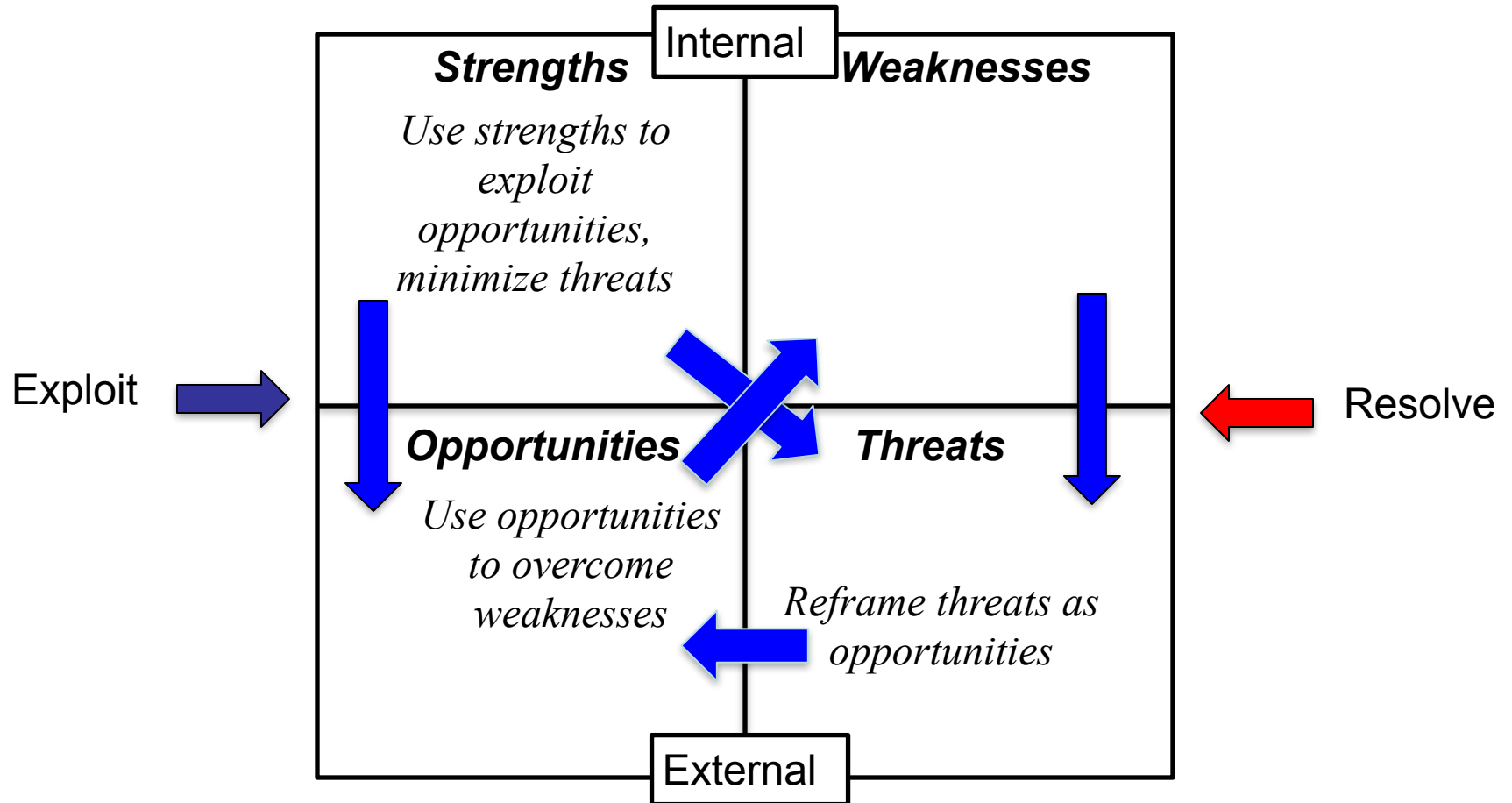
- **SWOT**

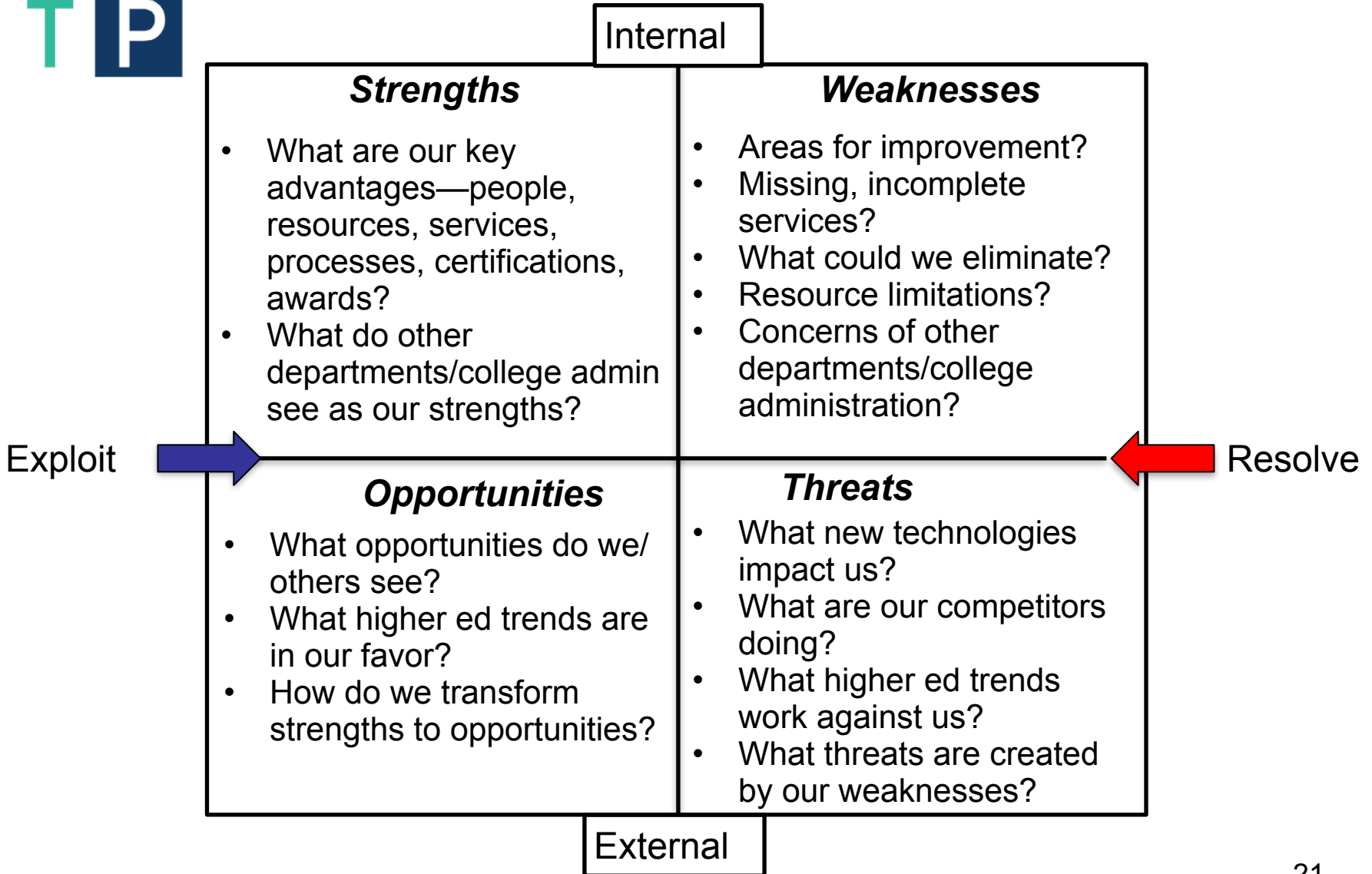
- Strengths
- Weaknesses
- Opportunities
- Threats



- **Purpose:** Get us thinking about internal and external factors that may impact the success of our learning centers.

# SWOT







# Possible SWOT Inputs

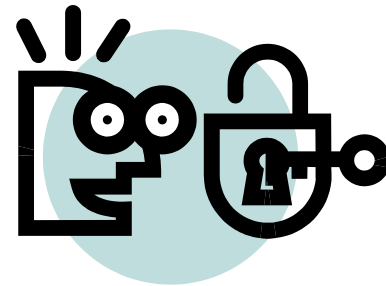
- Funding
- Technology tools, Gen AI, intelligent tutoring systems
- Staff levels, skills, experience, turnover
- Staff and student demographics
- Current/future services
- Center plans, policies, marketing/PR
- College priorities, higher level org/leadership changes
- Current relationships to other departments
- Tutor training
- Space, furnishings
- Legislative priorities



# Individual/Group Exercise

[handout]

**Use the SWOT Analysis Worksheet and the SWOT Inputs to populate each quadrant the worksheet with items potentially relevant to your LC.**





# ICLCA Learning Centers of Excellence Checklist [handout]

- Programs and Services
- Organizational Framework
- Academic Integrity and Learning Environment
- Funding, Resources, and Design
- Staff and Professional Development
- Promotion and Public Relations
- Assessment and Evaluation

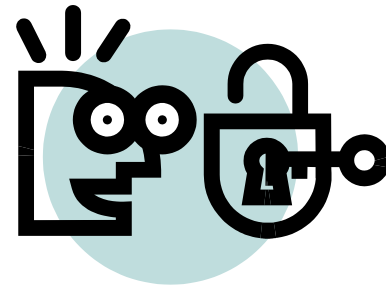
[https://www.iclca.world/LCs\\_of\\_excellence](https://www.iclca.world/LCs_of_excellence)



# Individual/Group Exercise

[handout]

**As we proceed through the LCE Checklist in the next few slides, continue to add items to the SWOT Analysis Worksheet as ideas occur to you.**





# LTC Writing Center





# LCE Programs/Services Criteria

- Provides interactive academic spaces
- Reinforces and extends student learning
- Effectively uses physical and/or virtual environments
- Comprehensive support services and programs
- Enhances student academic success, retention, and graduation
- Aligns with best practices of student learning theory and addressing student-learning needs
- Fosters critical thinking, metacognitive development, and academic and personal success



# LCE Organizational Framework Criteria

- Mission aligns with division/institutional mission, strategic plans, goals and outcomes.
- Regular review process for the mission statement.
- Mission is appropriate for the student population.
- Director has appropriate professional degrees, certifications, and/or work experience.
- Other LC professionals have appropriate professional degrees, certifications, and/or work experience for their position.
- LC professionals represented on the campus/university-wide committees.



# LCE Academic Integrity and Learning Environment Criteria

- Staff trained on ethical practices and institution policies
- LC employees respect student privacy and confidentiality.
- Scholarly integrity and academic honesty are upheld
- Staff sensitive to the needs of diverse populations
- The academic support needs of diverse student groups are considered when planning programs.
- Fair and impartial academic support/harassment free environment.



# LCE Funding, Resources, and Design Criteria

- Funding effectively used
- Adequate administrative/clerical support
- Adequate LC professional staff to manage/promote the LC
- LC uses technology to deliver programs and services.
- Adequate (physical/virtual) space easily located/accessible at convenient times
- Adequate equipment and furnishings & incorporates UD



# LCE Staff and Professional Development Criteria

- Annual staff strategic planning meeting
- Training for all student/peer programming.
- **Certified**
- Annual staff evaluations
- LC professionals
  - belong to at least one learning assistance organization and/or professional listservs and discussion forums.
  - participate in professional development/leadership opportunities
  - publish/present



# LCE Promotion and Public Relations Criteria

- Branding well-recognized
- Virtual presence
- Informational/promotional materials
- **Advisory board**
- Program information to key institutional stakeholders
- Feedback solicited



# LCE Assessment and Evaluation Criteria

- Data Collection Process
- Analysis Process
- Learning outcomes with measures
- Annual process—continual review and quality improvement in programs/services
- Annual report including executive summary.
- Alignment with assessment plan

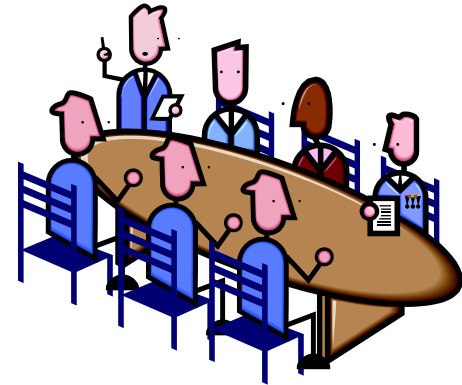


**"Mr. Osborne, may I be excused? My brain is full."**



# Advisory Board [handout]

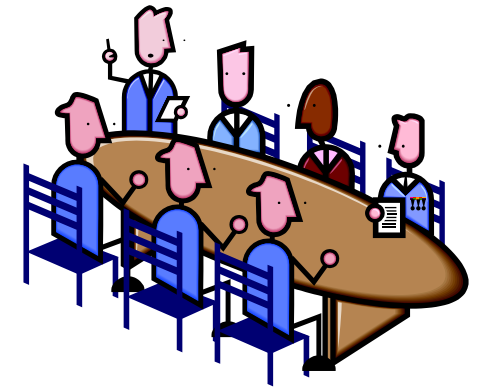
- Provide advice and counsel
- Promote the learning center
- Prioritize initiatives, budget
- Review learning center status
- Meet from 2 – 4 times per academic year
- Members: important or influential department chairs, faculty, administrators, staff, advisors, peer tutors, students, veterans affairs, athletics



- Craig, A., Richardson, E., & Harris, J. (2018). Learning center advisory boards: Results of an online exploratory survey. *The Learning Assistance Review*, 23(2), 85-112. [https://www.iclca.world/tlar\\_issues](https://www.iclca.world/tlar_issues)



# Advisory Board [handout]



- Increased collaboration on campus
- Strengthened campus partnerships
- Improved relationships with academic departments and faculty
- Enriched perspectives on marketing, programs and services
- Enhanced voice for students in the direction of the center
- Enhanced professional feedback on center mission, goals and objectives
- Increased advocacy for the learning center
- Increased faculty involvement



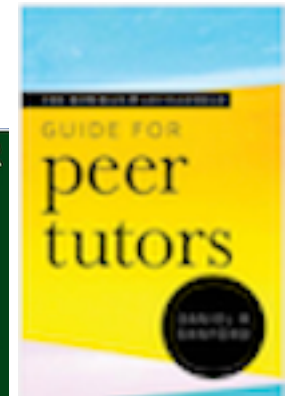
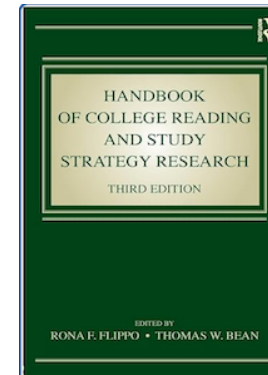
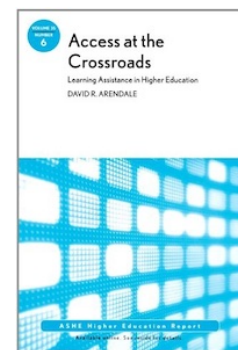
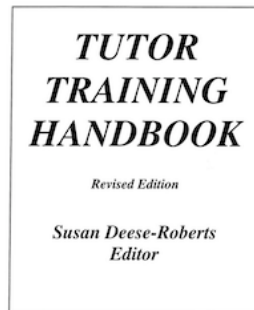
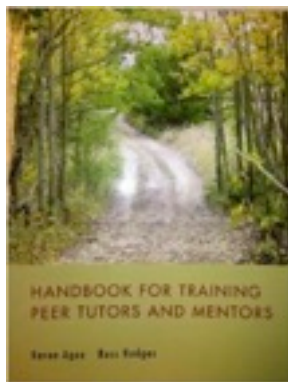
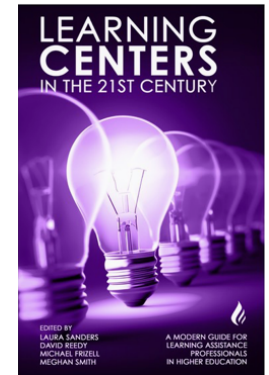
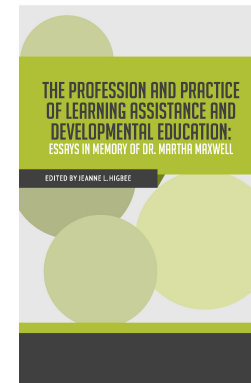
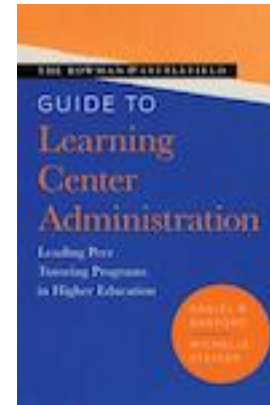
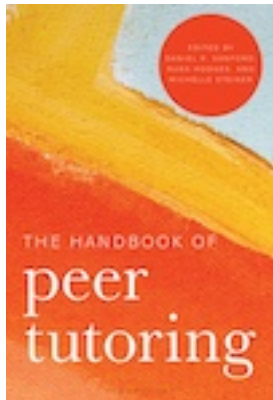
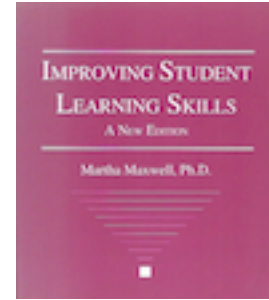
# Key Resources

- Books
- Journals
- Associations
- Websites
- LISTSERVs
- Vendors/Products



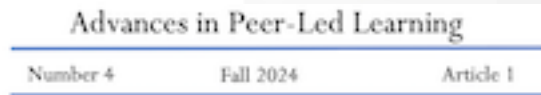
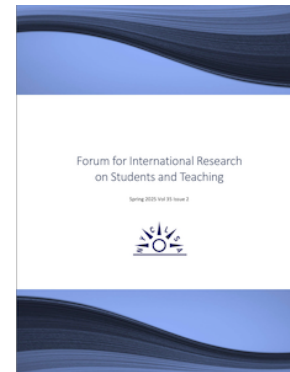
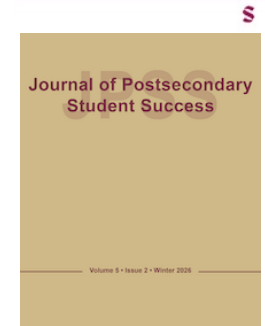
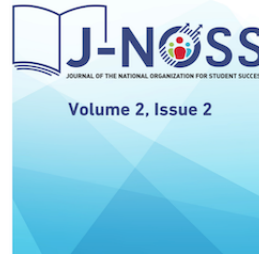
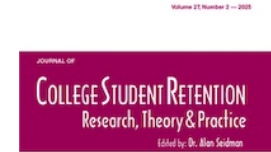
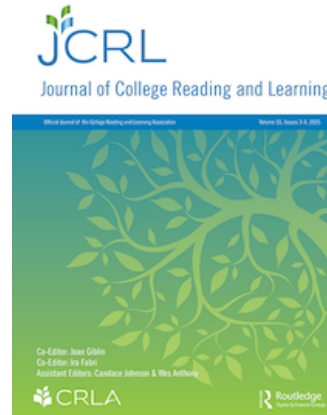
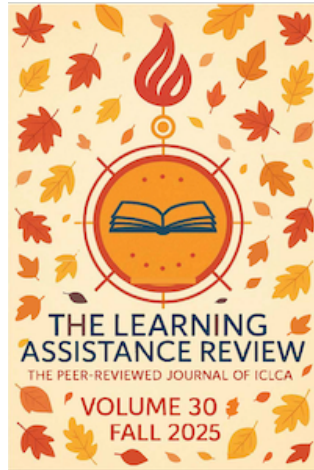


# Books





# Journals

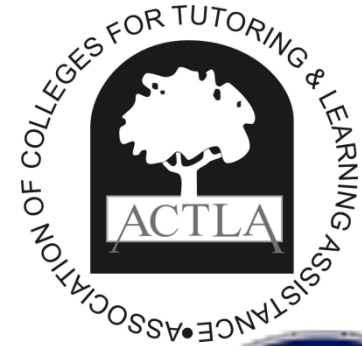
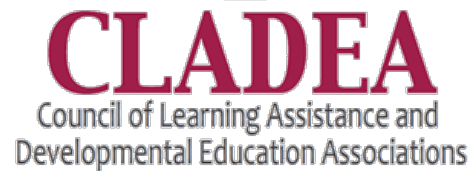




# Associations



SUPPORTING LEARNING  
CENTER PROFESSIONALS



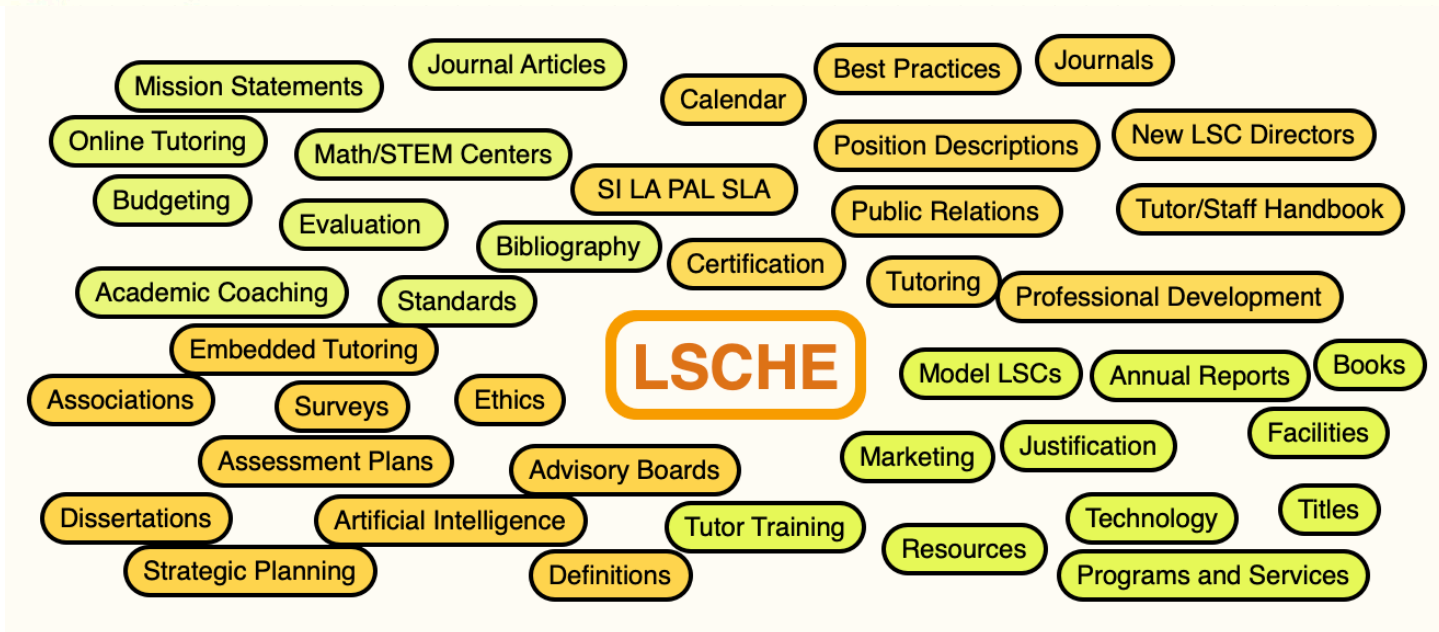
NATIONAL ORGANIZATION FOR STUDENT SUCCESS

Teaching Academic Survival and Success



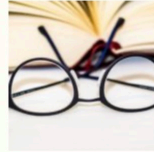


- A multitude of resources for the learning center director and staff <https://www.lsche.net/>

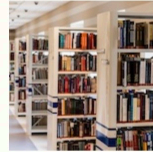


# LSCHE: Resources

## Resources



**Learning Support Center Management**



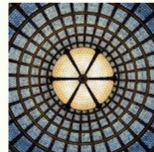
**Articles, Books, Presentations, & Reviews**



**Degree Programs & Research and Scholars Library**



**LSC Websites & Programs**



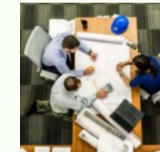
**Associations**



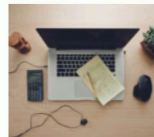
**Equipment, Space, & Furnishings for LACs**



**Faculty**



**Learners & Learner Assessment**



**Online Teaching & Learning**



**Professional Development & Awards**



**Publications for the LSC Professional**



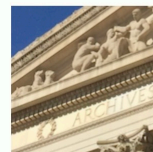
**Technology & Social Media**



**In Memoriam**



**Winter Institute Archive**



**LSCHE Archive**



# LSCHE: LSC Management

**New LSC Administrators: Click this link to go to a curated page of ideas and resources to help you get started.**

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**Definitions**

[Academic Coaching](#)

[Advisory Boards](#)

[Annual Reports & Assessment Plans](#)

[Artificial Intelligence](#)

[Best Practices/Standards](#)

[Bibliography](#)

[Budgets/Funding/Grants](#)

[Celebrate! \(ITAW\)](#)

[Center Names](#)

[Certification](#)

[Embedded Tutoring](#)

[Employment Opportunities](#)

[Ethics](#)

[Evaluation](#)

[Marketing](#)

[Math/STEM Centers](#)

[Mentoring](#)

[Mission Statements](#)

[Model LSCs](#)

[Online Tutoring](#)

[Peer Assisted Learning](#)

[Position Descriptions/Staffing](#)

[Program Justification](#)

[Programs and Services](#)

[Strategic Planning](#)

[Status Reporting](#)

[Surveys of LSCs](#)

[Tutor Titles](#)

[Tutor/Staff Handbook](#)

[Tutor Training](#)

[Universal Design for Learning \(UDL\)](#)

[Vendors](#)

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# LSCHE: LC Websites

## Learning Support Center Websites - International

Australia (36)

Canada (24)

Greece (1)

Japan (1)

Kuwait (1)

Morocco (1)

New Zealand (9)

Nicaragua (1)

Qatar (1)

## Learning Support Center Websites - USA (1543)

Alabama (15)

Alaska (10)

Arizona (19)

Arkansas (31)

California (87)

Colorado (26)

Connecticut (28)

DC (8)

Montana (9)

Nebraska (18)

Nevada (8)

New Hampshire (16)

New Jersey (47)

New Mexico (18)

New York (91)

North Carolina (81)



# LSCHE: Calendar

2026

**NOTE: TASS -Teaching Academic Survival and Success Conference is in transition and will not hold a conference in 2026.**

**March 22-25 <> Seattle, WA**

**ACTP - Association for the Coaching and Tutoring Profession**  
Annual Conference

**March 30 - April 2 <> Baltimore, MD**

**ACPA - College Student Educators International**  
ACPA26 Annual Conference: Be More Anchored

**April 8-10 <> Groton, CT**

**NEOA - New England Educational Opportunity Association**  
Celebrating 50 Years Transforming Lives: TRIO, GEAR UP, , EOP

**April 15-17 <> Zoom**

**ACTLA - Association of Colleges for Tutoring & Learning Assistance**  
ACTLA 51 Annual Conference: Making Community & Finding Support

**April 16-17 <> Athens, GA**

**USG Teaching & Learning Conference**  
Best Practices for Promoting Engaged Student Learning

**April 16-18 <> Tucson, AZ and Online**

**AAC&U - American Association of Colleges & Universities**  
CLASS 2026 - Conference on Learning and Student Success

**April 22-24 <> Jacksonville, FL**

**FCLCA - Florida College Learning Center Association**  
Annual Conference

**May 2-5 <> Baltimore, MD**

**June 10-13 <> Austin, TX**

**NASPA Student Affairs Administrators in Higher Education**  
2026 NASPA Conferences on Student Success in Higher Education

**June 4-6 <> Portland, OR**

**ICSI - International Center for Supplemental Instruction**  
SI Leader Summit & 14th International Conference on Supplemental Instruction

**June 11-13 <> Orlando, FL**

**University of Central Florida**  
Teaching and Learning with AI: A Sharing Conference Between Educational Practitioners Hosted by the University of Central Florida

**June 29 - July 1 <> Queensland, Australia**

**STARS - Students, Transitions, Achievement, Retention, Success**  
2026 Student Success Conference

**July 6-17 <> Online**

**ICLCA - International College Learning Center Association**  
ICLCA Summer Institute 2026

**July 19-21 <> Grand Rapids, MI**

**CRLA - College Reading and Learning Association**  
CRLA Summer Institute 2026

**August 2-5 <> Bellevue, WA**

**CEA - Correctional Education Association**  
80th CEA International Conference & Training Event

**September 21-24 <> Salt Lake City, UT**

**ICLCA - International College Learning Center Association**



# LSCHE: Articles/Books

Articles 2020 --

Articles & Presentations 2010–2019

Articles & Presentations 2000–2009

Articles & Presentations 1900–1999

Bibliographies

Books

Dissertations & Theses

ERIC

Periodical Directory

PowerPoints & Videos

Workshops & Institutes

- Akhavan, N., Davison, J., Taylor, E., Hill, J., Mosley, V., & Salimo, K. J. (2024). The community and structure of Sacramento State's Peer Assisted Learning Program. *Advances in Peer-Led Learning*, 4, 19–27. <https://doi.org/10.54935/apll2024-01-03-19>
- Akoeda, J., David, M., Fallon, E., & Haugen, D. (2025). Hearing from the haves and the have nots: Exploring the value of learning center certifications and accreditations. *The Learning Assistance Review*, 29(4), 94–126. [https://www.iclca.world/tlar\\_issues/tlar](https://www.iclca.world/tlar_issues/tlar)
- Alzen, J. L., Burkhardt, A., Diaz-Bilello, E., Elder, E., Sepulveda, A., Blankenheim, A., & Board, L. (2021). Academic coaching and its relationship to student performance, retention, and credit completion. *Innovative Higher Education*, 46, 539-563. <https://doi.org/10.1007/s10755-021-09554-w>
- Arendale, D. R. (Ed.). (2023). *Essential glossary for increasing postsecondary student success: Administrators, faculty, staff, and policymakers* (3rd ed.). A resource prepared for the College Reading and Learning Association. [https://cdn.ymaws.com/crla.net/resource/resmgr/publications/crla\\_2023\\_essentialglossary\\_.pdf](https://cdn.ymaws.com/crla.net/resource/resmgr/publications/crla_2023_essentialglossary_.pdf)
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- Aslan, H., & Erci, B. (2021). The impact of peer support provided to the first-year students of nursing on the clinical stress and psychomotor nursing skills. *International Journal of Caring Sciences*, 14(1), 68–78. [https://www.internationaljournalofcaringsciences.org/docs/8\\_aslan\\_original\\_14\\_1.pdf](https://www.internationaljournalofcaringsciences.org/docs/8_aslan_original_14_1.pdf)
- Assiter, K. (2020). Experiences offering an online version of computer science support (peer tutoring) to undergraduate computer science majors in the era of COVID-19. *Journal of Computing Sciences in Colleges*, 36(2), 96–107. <https://dl.acm.org/doi/10.5555/3447065.3447077>
- Bailey, G. (2020). Comprehensive learning assistance center strategies for dealing with unprecedented change during COVID-19. *The Learning Assistance Review*, 25(Special Issue), 3-19. [https://nclca.wildapricot.org/tlar\\_issues](https://nclca.wildapricot.org/tlar_issues) [Also available from Amazon.com]



A Few Key Resources (among thousands!):

- **Best/Promising Practices** [handout]
  - [https://www.lscche.net/lsc\\_management/flc\\_best/](https://www.lscche.net/lsc_management/flc_best/)
- **Starting a Learning Assistance Center**
  - <https://www.lscche.net/articles/slac/>
- **2003 CRLA Tutor Training Handbook**
  - [https://www.lscche.net/articles/crla\\_tt\\_hbk/](https://www.lscche.net/articles/crla_tt_hbk/)
- **Ideas/Resources for New Administrators**
  - [https://www.lscche.net/lsc\\_management/new\\_directors/](https://www.lscche.net/lsc_management/new_directors/)



# LISTSERVs

- **LRNASST**
  - Send email to **listserv@lists.ufl.edu** with **SUBSCRIBE LRNASST-L** in body
- **SI-NET** <https://info.umkc.edu/si/si-net/>
- **NRC-LIST (FYE)** [https://sc.edu/about/offices\\_and\\_divisions/national\\_resource\\_center/connect/index.php](https://sc.edu/about/offices_and_divisions/national_resource_center/connect/index.php)
- **Most associations** also have some form of discussion lists for members



# Center Goals/Student Learning Objectives

- **Set Learning Center mission/vision**
- **Set Learning Center goals/objectives**
- **Set Student Learning Objectives/Outcomes**
- **Determine how to measure them, time frame**
  
- LSCHE has sample mission statements
  - [https://www.lsche.net/lsc\\_management/](https://www.lsche.net/lsc_management/)
- Ball State University Learning Center Goals
  - <https://www.bsu.edu/academics/collegesanddepartments/universitycollege/learningcenter/about>
- Antelope Valley College Learning Center Goals/Objectives
  - <https://www.avc.edu/sites/default/files/student-services/lc/NewLC12-13GoalsandObj..pdf>



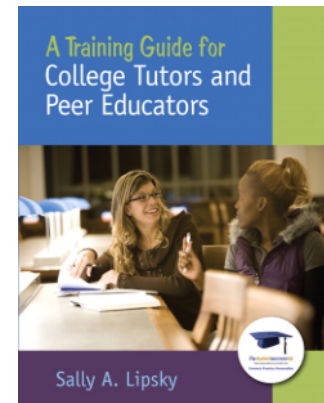
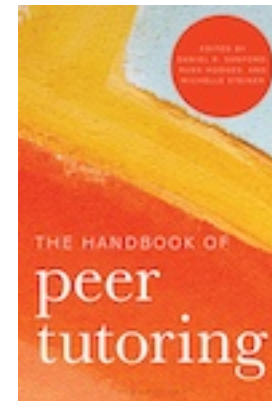
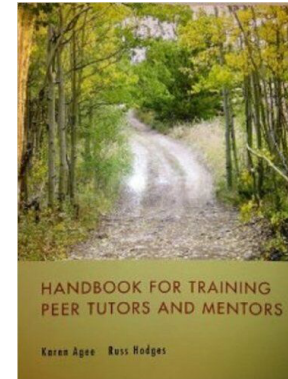
# Tutor/Staff Handbook

- See handout for topics to include
- Towson U. CRLA Tutor Training Manual
  - [https://www.towson.edu/tutoring-learning/documents/training\\_manual\\_.pdf](https://www.towson.edu/tutoring-learning/documents/training_manual_.pdf)
- UC Davis AATC Tutor Training Handbook
  - [https://www.towson.edu/tutoring-learning/documents/training\\_manual\\_.pdf](https://www.towson.edu/tutoring-learning/documents/training_manual_.pdf)
- Kingsborough CC LC Tutor Handbook
  - <https://www.kbcc.cuny.edu/KLC/documents/KLC-Tutor-Handbook.pdf>
- Queensborough CC Writing Center Tutor/Staff Handbook
  - <https://www3.qcc.cuny.edu/cwcWeb/docs/tutorhandbook.pdf>



# Some Tutor Training Texts

- **CRLA Tutor Training Handbooks (2)**
- **A Training Guide for College Tutors and Peer Educators (S. Lipsky)**
- **The Rowman & Littlefield Guide for Peer Tutors (D. Sanford)**
- **The Handbook of Peer Tutoring**
- **Tutor Lingo, Innovative Educators**
  - <https://www.innovativeeducators.org/pages/tutorlingo>





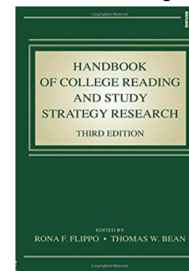
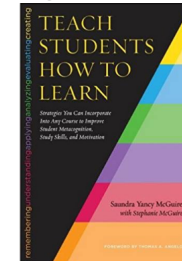
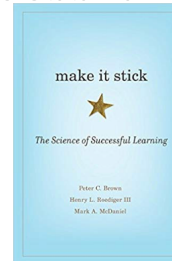
# A Few Tutor Training Materials/Sites

- **CRLA Tutor Training Handbook (2003)**
  - [https://www.lsche.net/articles/crla\\_tt\\_hbk/](https://www.lsche.net/articles/crla_tt_hbk/)
- **U of South Florida Peer Tutor Training Course Syllabus**
  - <https://www.usf.edu/undergrad/academic-success-center/documents/crla-syllabus-1.pdf>
- **A Guide to Tutoring Non-Native English Speaking Students**
  - <https://resources.jjay.cuny.edu/erc/tutoring/worksheets.php>
- **Purdue Writing Lab Tutor Training Video**
  - <https://www.youtube.com/watch?v=akNaYTeHVDU>
- **Mercer University Peer Tutor Training**
  - <https://arc.mercer.edu/tutoring-programs/tutor-training/>
- **Bepko Learning Center IUPUI Best Practices Tutor Training**
  - [https://www.youtube.com/watch?v=mbgXRrQ5\\_v8](https://www.youtube.com/watch?v=mbgXRrQ5_v8)



# Academic Coaching Resources

- **Academic Coaching: Coaching College Students for Success**
  - Howlett & Rademacher
- **Make It Stick: The Science of Successful Learning**
  - Brown, Roediger III, & McDaniel
- **Teach Students How to Learn,**
  - McGuire & McGuire
- **Handbook of College Reading and Study Strategy Research, 3rd Ed,**
  - Flippo & Bean, Eds.
  - Framework, Reading Strategies
  - Study Strategies, Program Delivery
- **Conference: Teaching Academic Survival and Success**
  - <http://tassconference.org>





# Academic Coaching Resources

- **ACTP**
- **NACADA - Academic Coaching Clearinghouse**
  - <https://nacada.ksu.edu/Resources/Clearinghouse/Academic-Coaching.aspx>
- **Iowa State**
  - <https://asc.dso.iastate.edu/academic-coaching>
- **FSU College Life Coaching**
  - <https://advisingfirst.fsu.edu/college-life-coaching>
- **Texas A&M University Success Coaching Manual**
  - <https://asc.tamu.edu/success-coaching/index.html>
  - [https://asc.tamu.edu/\\_files/\\_documents/tamu-success-coaching-manual-2024.pdf](https://asc.tamu.edu/_files/_documents/tamu-success-coaching-manual-2024.pdf)



# Academic Coaching Resources

- **Bjork Learning and Forgetting Lab**

- <https://bjorklab.psych.ucla.edu/research/>

- **SQ3R**

- <https://www.studygs.net/sq3r-reading-method-a-comprehensive-guide-to-effective-reading/>

- **Cornell Note Taking**

- <https://lsc.cornell.edu/how-to-study/taking-notes/cornell-note-taking-system/>

- **Learning Myths**

- <https://www.fastcompany.com/40420472/five-popular-myths-about-learning-that-are-completely-wrong>

- <https://www.npr.org/sections/ed/2017/03/22/520843457/you-probably-believe-some-learning-myths-take-our-quiz-to-find-out>



# A Few Learning Strategies Websites

- **Kiosk Guides for learning**
  - <https://www.studygns.net/>
- **Cornell University**
  - <https://lsc.cornell.edu/how-to-study/studying-for-and-taking-exams/effective-study-strategies/>
- **U of Central Florida**
  - <https://sarc.sswb.ucf.edu/resources/>
- **Virginia Tech**
  - <https://teaching.vt.edu/OurServices/StudentTips.html>
  - <https://www.universitystudies.vt.edu/services/recovery/tips-probation.html>



# Learning Center Management Products





# A Sample of Online Tutoring Vendors

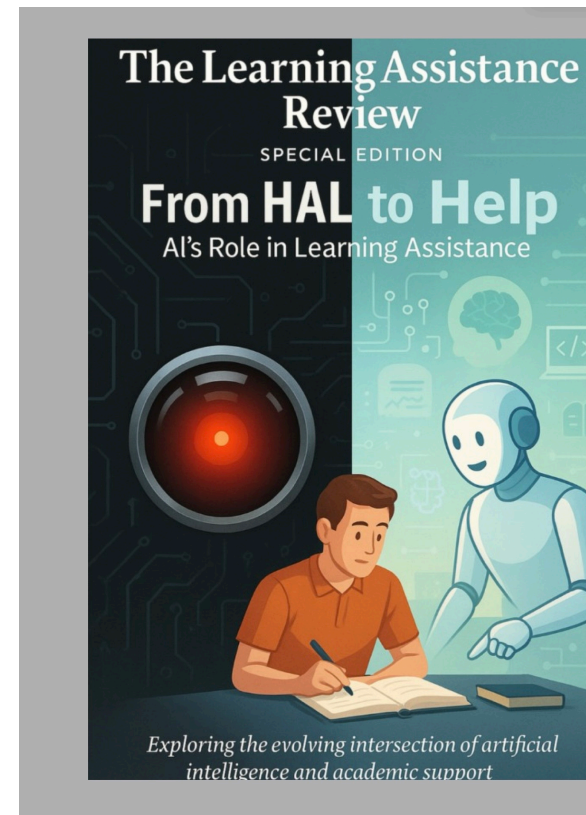




# AI in the Learning Center

- ***TLAR* Special edition—Summer 2025**
- **From HAL to Help: AI's Role in Learning Assistance**

Exploring the evolving intersection of AI and academic support





# AI in the Learning Center

- CustomGPTs for tutor training, role-play simulation, generate case studies (REACH at U of Louisville)
- CustomGPT student study partner (SSC U of SC)
- AI-Augmented Asynchronous Tutoring
- On-Demand AI Tutor (LLM or ITS)
- Reviewing staff/tutor applications
- AI assisted note-taking at LSU (GenioNotes)
- Chatbot “June”—learning strategies podcasts (SUNY)
- Developing handouts/other materials (eduaide.AI)



AI

# COCKY SCHOLAR

Your AI Powered Study Partner at



## Introducing Cocky Scholar!

Meet USC's Customized ChatGPT — your on-demand study partner. It breaks down tough concepts step by step, answers questions across a wide range of subjects, and gives you the support you need to truly understand what you're learning.

To access Cocky Scholar, you must first sign in to ChatGPT using your USC credentials. Once logged in, you can open Cocky Scholar to break down concepts, ask questions, and get step-by-step academic support.

**STEP 1: SIGN IN TO CHATGPT »**

**STEP 2: ACCESS COCKY SCHOLAR »**



# ICLCA Webinar:

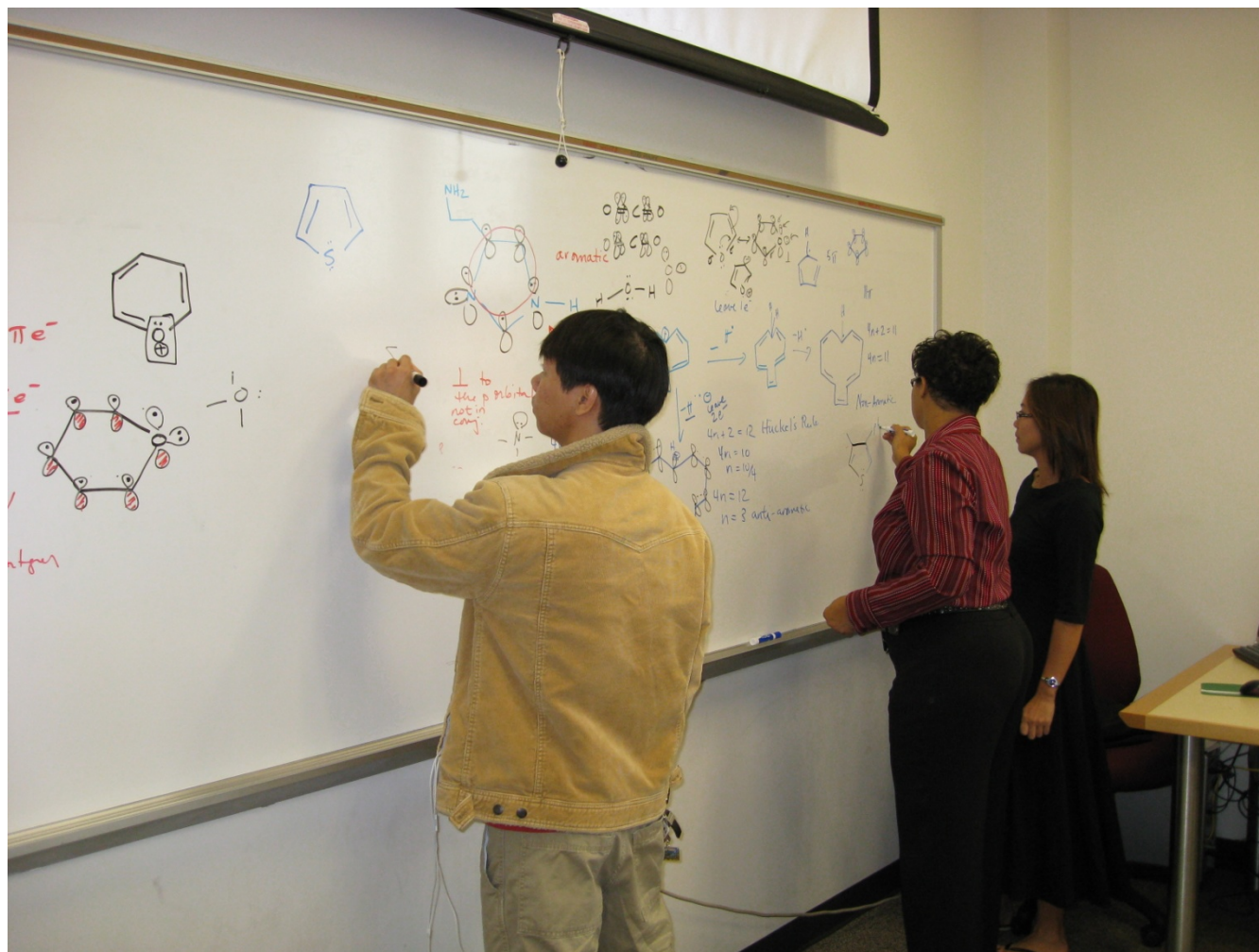
## Balancing Innovation and Human Connection: The Role of AI in the Modern Learning Center

Thursday, March 26, 2026, 12:00 - 1:00pm EDT

<https://register.gotowebinar.com/register/9201065598898397528>

Today's students are already AI-fluent, with 42% utilizing GenAI tools regularly and 79% expressing a clear preference for a hybrid mix of AI and professional tutoring support. However, institutions continue to struggle with "inconvenient hours" and low student awareness. This session connects national longitudinal research from Tyton Partners with real-world impact at Central Georgia Technical College. We will discuss how CGTC navigated the challenges of limited tutoring access to implement a 24/7 AI-driven solution that boosted student persistence. Learn how to align your academic support strategy with student expectations, improve equitable access, and leverage technology to win competitive federal grants for future innovation in this vendor partner webinar presented by Quad C!

# LTC Group Tutoring Room





# Resources, Vendors, Products

***Is there a resource, vendor,  
or product you think highly  
of, not listed?***



# Dunwoody LTC Hallway





# Group Exercise

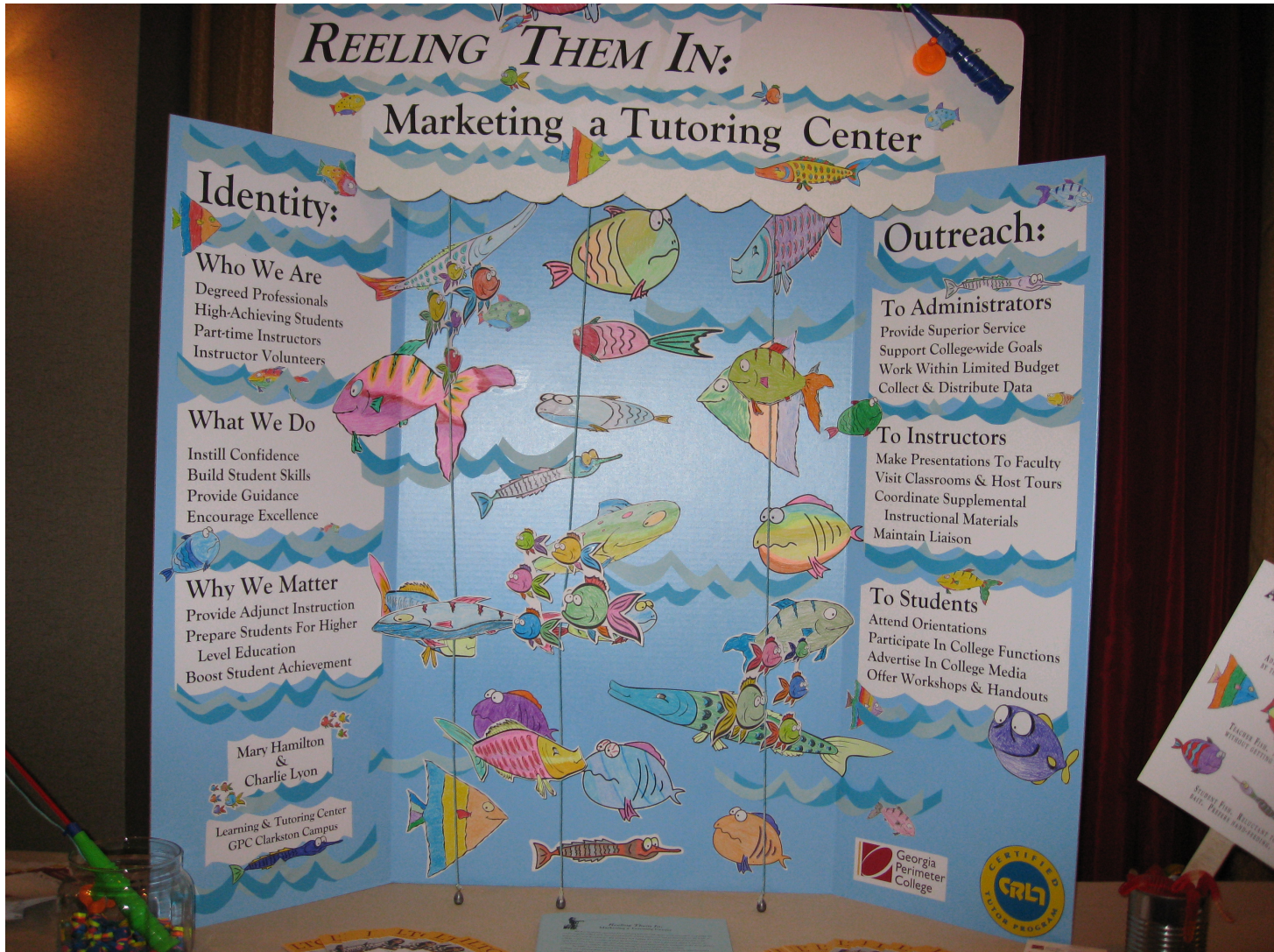
Through visits to departments on campus and surveys of various groups (students, faculty, staff, administration), you determine that your new learning center is not as visible as you believe it needs to be.



**Brainstorm marketing/publicity/public relations ideas for your learning centers.**

**Each group focus on one audience (students, faculty, staff, or admin).**

# Reeling Them In: Marketing a Tutoring Center





# Marketing [handout]

- Center brochures, flyers
- Promotional items: bookmarks, pencils
- Campus/student newspaper, video, TV, radio
- Website/Social Media
- Advisory Board
- YouTube videos <https://www.youtube.com/watch?v=-yg0ueMhVhg&feature=youtu.be>
- Student, faculty, adjunct faculty orientations
- Faculty development days, Department meetings
- Tours, class visits, open houses
- Regular meetings with administrators, faculty, staff
- Status reports, annual reports, statistics
- Award ceremonies; tutor pinning



# Jaggy





# Website/Social Media

- YouTube
- TikTok
- Facebook
- Facebook Reels
- reddit
- Website
- Instagram
- Blogs





# Status Reporting [handout]

- Sections of a Status Report:
  - Issues/Concerns/FYI
  - Accomplishments
  - Plans/In Progress
- ONE page
- Three items per section

## Dunwoody – LTC Math/Science – Status Report

*Gail McCain*

Week Ending 11/30/2012

### Issues or Concerns (FYI or Action)

### Accomplishments/Progress for the past week

- Faculty Appreciation Breakfast for faculty who volunteer in the LTC
- 2 Logarithm workshops at the Alpharetta LTC (total of 8 students attended)
- Solved the mystery of why student classes were not showing up when they logged into TutorTrac (OIT had changed the semester designations too early)

### Projected Activities for next week

- Send out Last Week Schedule to tutors
- Begin Spring Tutor Schedule plan
- Prepare for TEAS workshops (to be held next week)

### Ongoing Projects

- Re-write Chart Maker to handle Math vs. Chemistry room coverage automatically
- Review the handouts available on our website and create new ones.
- Approve ADP payroll every other week and submit adjunct additional pay forms every month

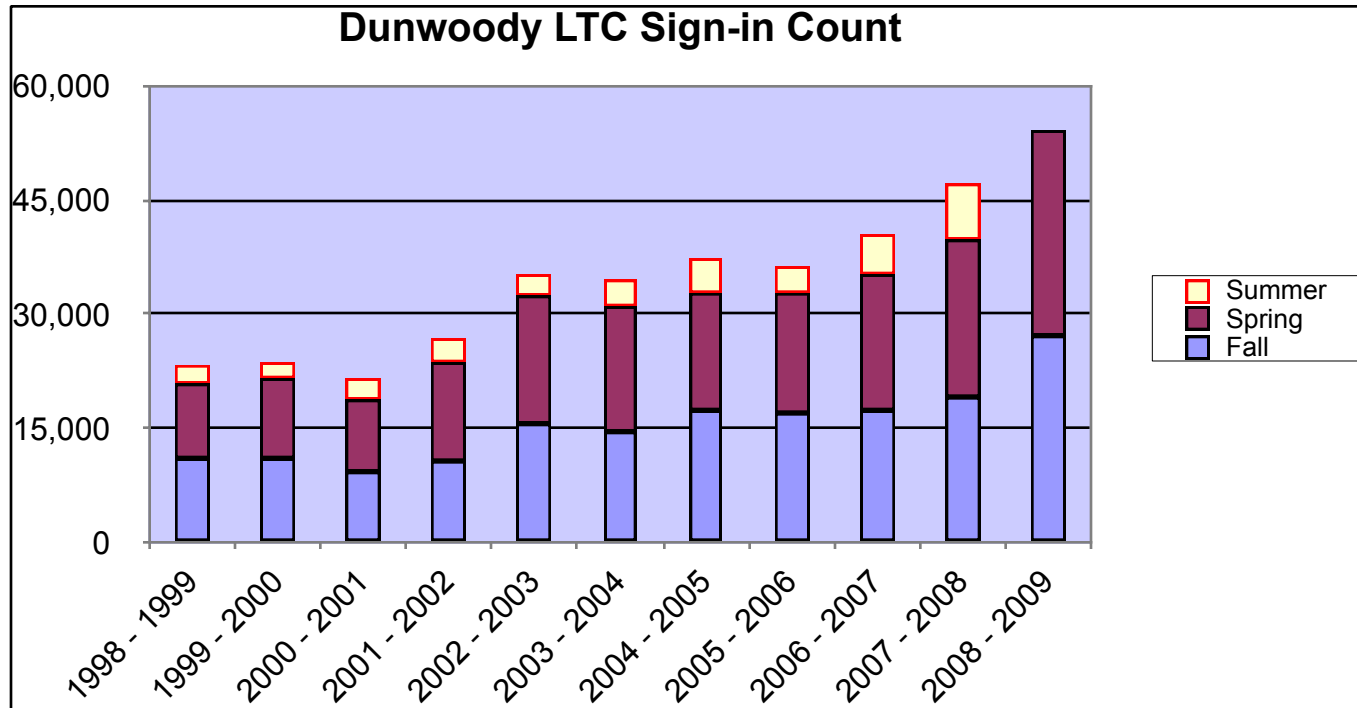


# Annual Reports

- Report annually on how your center is doing, the good and not-so-good, usage and impact statistics, initiatives/projects, what the center needs...
- Include executive summary. (basis for your elevator pitch)
- Clemson University Academic Success Center 2024 Annual Report
  - <https://media.clemson.edu/asc/asc-annual-report.pdf>
- Delta College The Teaching & Learning Center Annual Report: 2021 - 2022
  - [https://employees.delta.edu/assessment/\\_documents/hlc/cocurricular-programs/tlc-writ/tlc-annual-report-ay-21-22.pdf](https://employees.delta.edu/assessment/_documents/hlc/cocurricular-programs/tlc-writ/tlc-annual-report-ay-21-22.pdf)
- Montgomery College Learning Centers Annual Report 2023-2024
  - [https://www.montgomerycollege.edu/\\_documents/academics/support/learning-centers/2024-learning-centers-annual-report.pdf](https://www.montgomerycollege.edu/_documents/academics/support/learning-centers/2024-learning-centers-annual-report.pdf)
- Fresno State Learning Center Annual Report 2022-2023
  - <https://studentaffairs.fresnostate.edu/lrc/documents/annual-report-lc-22-23-web.pdf>



# Visits Year-by-Year



I got extra budget \$\$ from this chart!





# LTC Potluck Luncheon





# Recommendations & Suggestions

- Learn more about learning assistance (Books, articles, associations, LRNASST, LSCHE)
- Assess your situation
  - Interviews/surveys of students, faculty, administrators, staff
  - ICLCA Learning Centers of Excellence criteria
  - Best/Promising Practices on LSCHE
  - External evaluation/benchmarking
- Develop and *share* one-year and multi-year plans
- Collaborate and communicate—publicity/public relations
- Achieve certifications: ACTP Tutor/Tutor Trainer, ICLCA LCLC, CRLA ITTPC
- Set a goal to achieve ICLCA LCE designation
- Ensure professional development and join professional orgs
- Evaluate your program and share results
- Celebrate



## Next Steps?

**List 3 ideas you want to implement and the actions and support required to achieve them.**

**[acraig5@gsu.edu](mailto:acraig5@gsu.edu)**

**<https://www.ische.net/articles/>**

(Tab: PowerPoints & Videos. Presentation and all handouts)