

Best/Promising Practices for Learning Support Centers in Higher Education:

Revised Edition of the May 2009 version presented at an Innovative Educators Webinar and then presented by Frank L. Christ at a NCLCA post conference workshop in Golden, Colorado on October 3rd, 2009. http://www.lsche.net/?page_id=271

Best practices are listed in 9 areas: 1) general, 2) clientele, 3) programs & services, 4) technology, 5) partnering, 6) program evaluation, 7) publicity & public relations, 8) staff training and 9) certification & recognition.

GENERAL [1-12]

- The LSC has a mission statement congruent with its division and institutional mission
- The LSC has the support of central administration
- The LSC has an adequate budget to support its mission, goals, and objectives
- The LSC has an adequate professional staff to support its mission
- The LSC has an adequate clerical staff to support its mission
- The LSC uses volunteers to support its mission
- The LSC has annually developed and followed a systematic plan based on feedback and program monitoring
- The LSC has developed a Three or Five Year Plan that is shared with administration
- The LSC has an Advisory Board
- The LSC is centrally located and is accessible at convenient times with adequate space for its programs and services
- The LSC has adequate equipment and furnishings to implement its programs and services
- The LSC has access to learning materials for student use that allows for learning style choices

CLIENTELE [13-14]

- The LSC serves the total campus community: students, faculty, administration, staff, and alumni
- The LSC serves academic departments and their faculty through orientations to the center's programs and services, faculty invited course presentations and/or workshops, student referrals and feedback service

PROGRAMS & SERVICES [15-20]

- The LSC allows walk-in Learning & Study Strategies Assistance
- The LSC encourages and tracks referrals for Learning & Study Strategies Assistance
- The LSC offers campus-wide workshops
- The LSC offers workshops to Campus Groups (Student Associations)
- The LSC offers Faculty Invited Workshops to give In-Class Learning Strategies demonstrations
- The LSC offers workshops to Administration, Faculty, and Staff

TECHNOLOGY [21-24]

- The LSC uses technology to capture, analyze, and report usage data
- The LSC uses technology to enhance individual student learning
- The LSC uses technology to deliver its programs and services
- The LSC uses technology including social media to develop and maintain communications with students and faculty

PARTNERING [25-35]

- The LSC is involved in the institutional student orientation program
- The LSC is involved in the institutional new faculty orientation program
- The LSC is involved in supporting the learning needs of online students
- The LSC is involved in supporting the needs of ESL students and faculty
- The LSC offers programs and services to students in dorms, campus center, fraternity and sorority houses, clubs and associations
- The LSC offers, upon faculty invitation, classroom presentations on learning and study strategies appropriate to a course
- The LSC offers or partners online tutoring with academic departments
- The LSC partners with academic departments that have high risk courses to develop and manage Supplemental Instruction

Best/Promising Practices for Learning Support Centers in Higher Education:

The LSC partners with other academic support services: TRIO and Upward Bound, Veterans, and other special populations

The LSC partners with the campus bookstore to display learning and study skills materials used in the center's programs and services.

The LSC partners with School Relations to support outreach to local high school administration, faculty, and students

PROGRAM EVALUATION [36-41]

The LSC has developed a mission and goals statements with specific objectives and follows a systematic plan based on feedback and program monitoring

The LSC uses benchmarking to review its practices

The LSC uses both qualitative and quantitative measures for program evaluation

The LSC programs and services are evaluated by faculty and students

The LSC is evaluated by an outside evaluator

The LSC publishes and disseminates an annual report to appropriate administrators

PUBLICITY & PUBLIC RELATIONS [42-52]

The LSC has both a publicity and a public relations policy to promote its programs and services

The LSC facility is visible through campus signage

The LSC is visible as an institutional support service in institutional publications: catalog, web site, and recruitment literature

The LSC attempts to maintain a non-remedial image of the center as an academic resource

The LSC has ongoing communications with deans, department heads and key faculty

The LSC has descriptive materials (videos, photos, bookmarks, brochures, flyers) for campus dissemination to administration, faculty, and students

The LSC publishes and disseminates a regular newsletter (print, email, or website)

The LSC has a virtual presence through its website

The LSC uses social media (RSS Feeds, Twitter, Blogs, Google.docs) to build and maintain a LSC community

The LSC maintains a PR and Publicity scrapbook as an ongoing record of its activities

The LSC staff reads and shares LRNASST and LSCHE information and research with faculty and administration

STAFF TRAINING [53-58]

The Learning Center holds a staff meeting at the beginning of the fall semester to develop or revise its mission, goals, and objectives

The Learning Center holds a staff meeting at the end of the spring semester to review outcomes based on its mission, goals, and objectives

The Learning Center holds regular staff meetings preferably weekly

The Learning Center has each staff member develop a professional development plan

The Learning Center holds a year-end review of each individual staff development plan and its hoped for outcomes

The Learning Center requires a report when staff attend a professional conference or campus committee meeting

CERTIFICATION and RECOGNITION [59-66]

The LSC chief administrator has institutional recognition as a program coordinator or director

The LSC administrator and/or staff are recognized by administration and faculty for their academic publications, research, consulting, and leadership

The LSC chief administrator is certified By NCLCA as a Learning Center Professional

The LSC staff is represented on relevant campus committees and task forces

The LSC' tutorial training program is accredited by CRLA

The LSC Tutors are certified by ATP

The LSC Website has won a Website Award

The LSC has received campus, district, or national recognition