

Chapter 3: Getting Help from the Success Center

English Assistance in the Success Center

The mission of the Success Center is to supplement and enhance classroom instruction by assisting students in developing the skills and strategies to become confident, independent, and active learners.

The Success Center provides tutoring and computer support for writing across the curriculum. Students are encouraged to use the Success Centers' services at all stages of the writing process and for all levels of courses. Success Center tutors provide valuable one-on-one help for students as a supplement and enhancement to their classroom instruction. This service allows for more personalized help.

English Specialists in the Success Center not only provide tutoring but also hold workshops for students on writing topics. On the Belleville Campus, English Specialists offer several student workshops. Some workshops focus on writing and documenting sources correctly in a research paper or essay according to MLA, APA, or Turabian/Chicago documentation styles. One presentation helps students understand and prevent plagiarism. These student workshops are available by instructor request. In addition to English Specialists, the tutoring staff includes LACE (Learning Assistant Center for Excellence) Assistants who are adjunct faculty members. Peer Tutors, students recommended by instructors for both their English skills and their ability to help classmates, tutor students as well.

The Success Center offers a walk-in tutoring service; therefore, appointments are not necessary. After checking in, the student sits down with a tutor who asks basic questions such as:

- What is your assignment?
- In what stage of the writing process are you?
- What questions or concerns do you have about the assignment?
- What would you like me to focus on as I read your draft?

Based on the responses to these questions, a tutor will collaborate with the student and assist with the assignment. In addition to considering the stage of the writing process and the student's specific concerns, tutors may also offer advice on important global issues in the paper, such as organization, focus, and essay quality. (For example, if an ENG 95 student brings in the first draft of an essay and questions whether or not the paper makes sense, the tutor will guide the student toward clarifying his or her ideas. On the other hand, if an ENG 102 student brings in a revision of a research paper and is unsure of citation style, the tutor will help the student find the correct citation style to document his or her sources.)

Instructors can familiarize their students with Success Center services by scheduling a tour or workshop, or by referring students for tutoring. For more information, please contact the nearest Success Center.

Belleville—(618) 235-2700 x5495, LA Room 1307

Granite City—(618) 931-0600 x7307, Room 403

Red Bud—(618) 282-6682 x8138, Room 124

Writing Assistance in the Success Center

Brainstorming, organizing, expanding on ideas, choosing powerful words, choosing correct words, finding relevant sources for research papers, citing those sources correctly . . . Success Center tutors can help.

Come in for help at the early stage of the writing process:

- discussing the assignment
- brainstorming
- developing ideas
- organizing ideas
- finding and evaluating sources for research

Come in to check drafts for problem areas:

- fulfilling the assignment
- creating interesting introductions
- writing strong conclusions
- expanding on main points
- improving coherence and flow
- addressing problems with focus
- finding errors in logic
- organizing research
- citing sources correctly

Come in for fine tuning papers:

- discovering patterns of grammar and punctuation mistakes
- correcting word choice errors and awkward wording
- adding transitional words, phrases, and sentences
- checking for paragraphing

Come in for help with computer usage:

- using Microsoft Word programs
- formatting papers using spell and grammar check
- logging in to Blackboard or online composition
- Web sites accessing and using library databases and search engines

Come in for special projects:

- meeting study groups in conference room (includes a white board for notes)
- working on group presentations and PowerPoints
- checking out a laptop (for use in Success Center only)

By asking questions, giving suggestions, providing examples, offering handouts and exercises, and pointing out patterns of errors, Success Center tutors guide students to make their own corrections and changes. The final paper is the responsibility of the student, not the Success Center Tutor. We are not a proofreading service.

Students must currently be enrolled in the same course in which they ask to be tutored.

How to prepare for a successful tutoring session:

- Come prepared by bringing the assignment sheet or have it available on Blackboard or email. Specify the assignment guidelines and due date with our tutors so that they know how to structure the session.
- We want to talk about your papers; bring a list of specific questions regarding your concerns about the paper's clarity, purpose, and development of ideas.
- Please have your draft typed and printed so that tutors can more easily discuss your writing with you.
- Plan to spend at least 30 minutes for tutoring. It takes time to provide the feedback you need to revise your paper independently.
- Bringing papers in separately increases your chances for improvement more than last minute requests for help on multiple papers.
- For multiple reviews of the same paper, we find it helpful if you indicate changes made from previously reviewed drafts so we can see how your writing has improved and determine the next step to take.
- Tutors may not be able to review the entire content of papers over 5 pages, but they will read portions as requested by you, offering feedback and suggestions for improvement and revision.

What you can expect in a writing tutoring session:

- We want to have an active discussion with you to address your questions and plans for revision. Let us know your goals at the start of the session.
- We have creative ideas to make you the best writer you can be. Be willing to try different strategies to improve your audience awareness, logical organization, and purpose.
- We will comment on what is working well in the paper—you're better than you think!
- We tend to focus on your ideas and organization before worrying about grammar and punctuation.
- We'll show you the patterns of errors you're making. Then, you can show us what you've learned by correcting errors on your own.
- Since we do drop-in tutoring, please understand that our tutors may be assisting multiple students. The upside? You get more time to learn independently.
- Our tutoring sessions are more successful without the distraction of electronic devices.
- Our tutors are not miracle workers or mind readers, nor do they do the work for you. We'll put in our best effort, and we expect you to do the same, both in our sessions and in class.

Good writing takes time and practice, and tutors are always willing to help!



Student Guide to the SWIC Success Center

FREE TUTORING –

No appointment necessary!

Professional and peer tutoring is offered in:

- Math
- English/Liberal Arts, Writing and Speaking
- Chemistry and Physical Sciences
- Biology and Health Sciences
- Accounting, Economics, and Business
- Study Skills

Workshops

Contact us to schedule a workshop for yourself or a small group.

Topics offered include:

- Preventing Plagiarism
 - MLA or APA citation styles
 - Chemistry
 - How to Study for Biology
 - Transitioning to College
 - Study skills, including: time management, note-taking, anxiety, procrastination, memorization techniques
- You can take the LASSI to help determine areas where you need help!

Online Writing Lab (OWL)

Can't make it in to the Success Center?

Submit your paper through the Success Center OWL on eStorm – you will receive online feedback from a tutor within two school days.

Study & Technology Resources

- Handouts and practice sheets (available online and in each Success Center)
- Printing station (color and black & white)
- Anatomy and physical science models
- Textbooks, novels, and calculators available to check out and use in the Success Center
- Microscopes and slides
- Computers and headsets
- Study rooms
- Course-specific software assistance
- College technology assistance (including Blackboard, eStorm, and email)

How can I make the most of tutoring?

✓ Start early in the semester

Don't wait until it's too late! The earlier you come in, the better our tutors will be able to help you get on track and stay on track.

✓ Come prepared

Bring your books, syllabus, assignments, notes, and any questions you have.

✓ Communicate

Let us know how we can help you! Tell us the deadline of your paper or assignment, or the date of your quiz or test. If there is something you don't understand, ask for clarification. Be prepared to try new techniques – you will be surprised at what you can accomplish!

✓ Be engaged and actively participate

Putting away cell phones and devices will help you get the most out of your tutoring session.

✓ Be willing to try new things

Be prepared to try new techniques – you will be surprised at what you can accomplish!

✓ Have realistic expectations

The Success Centers can help you on your way to success, but tutors are not miracle workers or mind readers, and tutoring sessions cannot replace regular, attentive class attendance.

Remember that the key to S_CCESS is U!

It is up to **you** to take the initiative to succeed, so visit the Success Center early and often!

What do our students say?

The Success Centers are **your partners in success** – but don't just take it from us!
Here's some of the feedback we've received from other SWIC students:

"The service is drop-in, so I don't have to make an appointment ahead of time."

"[The Success Center] is always available with the programs and assistance I need, precisely when I need access to them."

"Everyone is friendly, and always looking to help."

"I feel like it's okay to ask what I think are dumb questions. I never feel comfortable doing that in class."

"Every student at SWIC should take advantage of the Success Center because they will be successful."

Hours and Locations

BELLEVILLE CAMPUS

LAC Room 1307 | 618-235-2700 ext. 5495

Fall and Spring Semesters

8 a.m. to 6 p.m. Monday & Thursday
8 a.m. to 7 p.m. Tuesday & Wednesday
8 a.m. to 4 p.m. (2-4 p.m. lab only) Friday
10 a.m. to 1 p.m. Saturday (Math & Chemistry)

Summer Semester

8 a.m. to 6 p.m. Monday-Thursday
8 a.m. to 4 p.m. (lab only) Friday

RED BUD CAMPUS

Room 124 | 618-282-6682 ext. 8138

Fall and Spring Semesters

8 a.m. to 1 p.m. Monday-Thursday
(Hours subject to change)
Closed during summer and between semesters

SAM WOLF GRANITE CITY CAMPUS

Room 403

618-931-0600 ext. 7307

Fall and Spring Semesters

8 a.m. to 7 p.m. Monday & Thursday
8 a.m. to 5 p.m. Tuesday & Wednesday
8 a.m. to 4 p.m. (2-4 p.m. lab only) Friday

Room 311-The Write Stuff

8 a.m. to 3 p.m. Monday-Thursday
8 a.m. to 2 p.m. Friday

Summer Semester

All services in Room 403
8 a.m. to 7 p.m. Monday & Thursday
8 a.m. to 5 p.m. Tuesday & Wednesday
8 a.m. to 2 p.m. (lab only) Friday

ALL SERVICES ARE FREE TO SWIC STUDENTS – WALK-INS WELCOME!

For additional information visit www.swic.edu or contact us:

Sue McClure – BC | 618-235-2700 ext. 5635

Alicia Hauer – SWGCC | 618-931-0600 ext. 7447