Student Success Center Announcement

In line with the Ohio University Zanesville Strategic Plan, the Learning Advancement Center and the Student Success Center will merge into one department. Beginning summer term, this department will be re-named the Student Success Center. The Student Success Center will include testing and tutoring, as well as, probationary advising and academic intervention advising, accessibility services and student ID services. This re-alignment allows us to have one physical location in which students can visit to seek academic support and allows for better coordination with student engagement services.

The Student Success Center Coordinator, Jennifer Redrup, is located in room 116A in the Student Success Center. The Accessibility Coordinator, Nina Henderson, is housed in the Student Success Center, but will continue to work directly with the Accessibility Services Department in Athens. Rhonda Moore is the Administrative Services Associate for the Student Success Center and will be the direct contact for questions regarding testing. Please do not hesitate to contact us with any questions or concerns you may have regarding any of the Student Success Center services.

“*The value of a college education is not the learning of many facts but the training of the mind to think.*”

- Albert Einstein

<table>
<thead>
<tr>
<th>Student Success Center</th>
<th>(740) 588-1510</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Redrup</td>
<td><a href="mailto:redrup@ohio.edu">redrup@ohio.edu</a></td>
</tr>
<tr>
<td>Rhonda Moore</td>
<td><a href="mailto:moorer4@ohio.edu">moorer4@ohio.edu</a></td>
</tr>
<tr>
<td>Nina Henderson</td>
<td><a href="mailto:hendersn@ohio.edu">hendersn@ohio.edu</a></td>
</tr>
</tbody>
</table>

In This Issue

- SSC Announcements
- Testing Lab Guidelines
- Testing Lab FAQ
- Tutoring Usage
- Upcoming Bobcat Blitz Information
Testing Services

The testing lab was designed to allow students to take proctored tests for online courses, make-up tests, placement tests and to provide specific accommodations for students that have registered with Accessibility Services. Testing services works very closely with Accessibility Services to ensure that students that have accommodations for additional time have the opportunity to take their quizzes and tests in a timely manner with little class disruption.

Guidelines for taking a test

If a student needs to take a test they will need to call or stop by the Student Success Center and make an appointment. When the student makes an appointment, the SSC personnel will check to see if the test has been dropped off by the faculty member, double-check to see what accommodations will be needed, and remind the student that they must present a picture ID to take the test. The student is given a timeframe in which they must schedule to take the test. Instructors can coordinate with the students regarding when to take the test, however, the student will need to schedule their appointment.

When students come for their testing appointment, they must present their ID and complete the testing guidelines form. This form informs the student of the testing lab policies and procedures.

Testing lab policies for test takers

In order to maintain a secure testing center and an environment conducive for academic testing, there are several policies that must be followed by test takers. Figure 1 includes a list of the policies.
FAQs from instructors about using the testing lab

There have been some questions about the processes for using testing services. In an effort to provide awareness for the process and provide additional information about the operation of the testing services, here are a few FAQs and responses.

**Question:** Can instructors bring students into the Student Success Center testing lab if they were not able to complete their exam in the classroom before the end of class time?

**Answer:** Yes. If space is available, the SSC can make this accommodation. However, the size of the testing center will not allow for accommodating an entire class. The students will need to complete the testing guidelines form when using the lab.

**Question:** What if the instructor has a student that needs to take an exam the same day?

**Answer:** If the exam is in the testing lab and there is enough time and space the Student Success Center will allow the student to schedule a same day appointment.

**Question:** How do instructors place their exams in the Student Success Center after business hours?

**Answer:** Outside the SSC door (Room 116) there is a drop box in which instructors to drop their exams. There are also instruction sheets (blue sheets) to leave a test in the SSC. Please feel free to take a few instruction sheets to have on hand. The drop box goes directly into a locked office. The exams and the instruction sheets are retrieved every morning.

---

**Testing Lab Guidelines**

- Book bags, purses, cell phones, etc. are may be left on the table just outside the door to the testing lab. Sunglasses and hats are not permitted to be worn in the testing lab.

- Cell Phone/Pager/PDA/etc. need to be turned off. All cell phones, smartwatches, athletic tracking devices should be removed and may not enter the testing lab.

- No other materials are permitted during testing (Ex. Calculators, notes, graphs, etc…) unless specified by the instructor.

- Food items and drinks are not permitted in the testing lab, unless specifically identified as an accommodation by the Ohio University Department of Accessibility.

- No breaks are permitted during testing, unless otherwise specified by the instructor. Once seated students are not permitted to change seats.

- Test takers are not permitted to talk or make excessive noises while in the testing lab.

- If a student has a question about the test, they are asked to make a note on the test itself and ask the instructor later. The Testing Lab staff is not authorized to answer any questions regarding material on your test.

- Test takers are monitored by Student Success Center staff and a video feed which is also recorded. The computer screens are monitored by a program that allows staff to see what is on the test takers screen. If caught cheating, a copy of the video or screen image will be provided as proof for your instructor.
Question: What is the procedure when a student needs to make up an exam for an OULN class?

Answer: The Coordinator of OULN classes is Mary Beth Robinson, she is responsible for placing the exam in the SSC. When the exam is completed the exam is returned to Mary Beth Robinson and she returns it to the instructor. Please do not email the exam to Rhonda Moore.

Question: What is the process for an ADA student taking their exam in the SSC?

Answer: This process is the same as any other student. The only exception would be for students that need to have their exams read to them or need to use a technology assistive device to complete their exam. The students with these needs are required to schedule a week in advance with Accessibility Services to assure the accommodations are available. NOTE: In most cases the student should be taking their exam the same time as the rest of the class.

Question: What is the process for returning an exam to an instructor that is teaching an online course?

Answer: The instructions, exams and passwords for online exams are given to each campus by the testing coordinator in Athens. Some instructors prefer to give paper exams. Each campus is provided with self-addressed envelopes to return the completed paper exams to the instructor or to the Athens testing coordinator. If the instructor has a student taking an exam at Zanesville and would like to request the exam be held in the SSC for pick up, the instructor will need to specify this information when providing the initial instructions for the exam. If the instructor would like to receive an email letting them know their student has completed their exam this would need to also be included in the initial instructions. This is for tracking purposes.

Question: What do you do with the exams that are not completed?

Answer: In the past, if a student did not come into the Testing Lab to take an exam that was left for them we would leave it in our filing cabinet for the entire term. We now hold the exam for one week past the “Take by Date” marking the exam as a “no take”. It is then filed in the instructors completed exam folder for the instructor to pick up when they come in to pick up other students completed exams. If the incomplete exam is not picked up by the end of the semester we will email the instructor to let them know they will need to pick it up. If the incomplete exam has not been picked up before the start of the next semester, the SSC staff will shred the exam.

Question: How are the instructors notified of a completed exam?

Answer: The SSC will send an email to the instructor informing them the exam has been completed. Due to system issues we are sending individual emails from our SSC email accounts to notify the instructors.
FAQs from instructors about using the testing lab (cont.)

**Question:** What if I would like to extend the date for a student to complete my exam?

**Answer:** Please call the SSC at 740-588-1510 or stop in and let us know the new “Take by Date”. We have had students bring emails from their instructors telling them they may take the exam late. This will also work as long as the information/permission is clear and has a “Take by Date”. We will not be able to go by the student’s word. We will attach the email to the exam.

**Miscellaneous information:**

- Students are required to make an appointment to take tests in the Testing Lab. The SSC will allow walk-ins only in the event the test is available, there is testing space available, and the student can complete the test within the given time allowance.

- Please do not have a student worker place an exam in the SSC or allow the student to bring the exam with them. We prefer not to put the student workers or students in a position to be accused of any wrong doing. The SSC does not deliver completed exams to instructors or put them in the mailboxes. The instructor should pick them up and sign them out to ensure test security.

**Tutoring Center**

Ohio University Zanesville students can receive academic support at the Tutoring Center (formerly named the Student Success Center). Students can avail themselves of tutoring for any 1000- or 2000-level class. The Tutoring Center schedule is posted on the bulletin board outside the entrance (Elson Hall, 174).

**How can I participate in tutoring?**

Drop-in math tutoring and drop-in writing assistance for all writing assignments, not just for English classes is available. Students are encouraged to review the drop-in tutoring schedule, or schedule an appointment to ensure tutor availability. Individual appointments are available depending on specific circumstances. Students may also call the Student Success Center office 740) 588-1510 to request tutoring. Tutoring is free to the participating student.

**How can I become a tutor?**

Tutors are current students that have demonstrated a proficiency in the topic and have a recommendation from a faculty member. If a student would like to become a tutor, they should contact a faculty member to request a recommendation. Faculty can email Jennifer Redrup at redrup@ohio.edu. Then the student should visit Jennifer Redrup in the Student Success Center office to confirm their interest. Student tutors are paid Ohio minimum wage to tutor.

**Tutoring Center Usage**

During the timeframe of May 13, 2015 to April 28, 2016, tutors conducted 1,370 tutoring sessions for a total of 1,423 hours. Most sessions lasted 60 minutes. The most frequently requested topics for tutoring were: math, chemistry, anatomy and physiology, proofreading and statistics.
Bobcat Blitz

On August 11, 12, and 16 Ohio University will be hosting Bobcat Blitz for all new students. This event is designed to kick-start student success. We’d like to invite you to mingle with the new students during the lunch period at 11:00 am in the cafeteria. Please RSVP to Jennifer Redrup at 8-2554 or redrup@ohio.edu if you would like to volunteer to assist with Bobcat Blitz or would like to join the students for lunch.

This event includes four instructional workshops, icebreakers and activities, and an opportunity to meet faculty, staff, and other students. The workshops allow students to become familiar with using Blackboard, My Ohio, campus resources and procedures, and faculty and learning expectations.

Student Success Center Office Hours are below:

**Fall & Spring Semesters:**
Monday – Thursday: Office hours 8:00 a.m. – 6:30 p.m.
Friday: Office hours 8:00 a.m. – 5:00 p.m.

**Summer Semester & Breaks:**
Monday – Friday: Office hours 8:00 a.m. – 5:00 p.m.

Testing Lab Hours are below:

**Fall & Spring Semesters:**
Monday – Thursday: Testing hours 8:30 a.m. – 6:00 p.m.
Friday: Testing hours 8:30 a.m. – 4:30 p.m.

**Summer Semester & Breaks:**
Monday – Friday: Testing hours 8:30 a.m. – 4:30 p.m.

Tutoring Lab Hours are below:

**Fall & Spring Semesters:**
Monday – Thursday: Tutoring hours 9:00 a.m. – 6:00 p.m.
Friday: By appointment only