



The Division of
**Academic Support
Programs and
Learning Services**



2009 - 10
**Directory
of Programs
& Services**

Millersville University
SEIZE THE OPPORTUNITY

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Dear Students and Colleagues:

In our division, assisting students achievement in their academic success is our number one priority.



The Division of Academic Support Programs and Learning Services and our administrative units are committed to providing professional guidance to scholars of all ages and backgrounds. Working collaboratively with the entire University community, our extensive array of services and programs are designed to prepare students for college and enhance student retention and timely graduation.

We take pride in providing assistance to our students, faculty and staff in such areas as academic advisement; choosing a major; tutoring; mentoring; faculty/staff professional development; coordination of academic accommodations and related services for students with learning and physical disabilities; interpretation of relevant policies, regulations and guidelines; and referral to the many outstanding educational resources available on the Millersville University campus.

Additionally, the Division offers college preparatory programs for students from the sixth through the twelfth grades. Through a series of integrated programs, pathways and partnerships, our administrative units provide an educational pipeline, or continuum, that supports emerging scholars in their quest for academic excellence, from the pre-college level through graduation from Millersville University.

We feel that the Division of Academic Support Programs and Learning Services is an invaluable resource for anyone serious about earning a college degree at Millersville University. To this end we are pleased to provide you with this comprehensive "Divisional Directory of Programs and Services." This one-stop guide provides you with an overview of the academic programs and services available to you. Our ultimate goal is to assist you in providing prompt and efficient support programs and services on campus. It is our sincere hope that the information will be helpful to you.

Please contact any of our units or the Office of the Assistant Provost for Academic Services at (717) 871-5344 for additional information on the programs and services we provide. Please let us know how we can better serve you.

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Interim Assistant Provost for Academic Services

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Graduate Assistants

Student Workers

Office of ACADEMIC ADVISEMENT

OUR VISION

The Office of Academic Advisement serves as the institutional leader in academic advising and as both a model and catalyst for the delivery of excellent academic advising services throughout the Millersville University community.

OUR SERVICES

University-Wide Advisement Support

The Office of Academic Advisement offers information and support to faculty, staff and students. Professional development initiatives, contacts, and updates designed to enhance advisement services for all university students are offered to faculty members. Advisement services are offered to Exploratory students in collaboration with the Director of the Exploratory Program. Transfer, non-degree seeking, nontraditional students and students on academic probation are assisted in the areas of general education requirements and changing of majors. The office provides staffing and supervision for general education advising during all student orientations. The office maintains and updates a web site on the MU home page at www.millersville.edu/~advisement.

Exploratory Program

Since 1986, the Exploratory Program has trained advisors from the faculty, administration, and staff to guide Exploratory students. These advisors are trained and skilled in advising techniques such as choosing a major, course selection in general education, campus involvement, and campus support services. The program has videos for every major on campus housed in the Office of Career Services, and maintains and updates a website at the MU home page www.millersville.edu/~undprgm.

Improve My Performance (IMP) Program

The Improve My Performance Program (IMP) for Exploratory students is an important retention initiative. The IMP Program helps students who are not achieving a grade point average of at least 2.00 to improve their performance academically. This program instructs students about time management, study skills, and academic planning.

AIM for Success Program/Act 101

OUR VISION

Millersville University's AIM for Success/Act 101 Program provides educational opportunities that foster the academic, personal, social, and cultural growth of special admit students enrolled in the Program. Working collaboratively with internal and external constituents, the program implements creative strategies to strengthen program offerings and encourage personal responsibility.

OUR MISSION

Since its establishment in 1974, The Program has assumed its mission of creating the bridge between students' experiences and skill levels from high school and the University's academic requirements. The mission is two fold 1) to provide access to Millersville University for students who would not otherwise be offered admission to the institution; and 2) to provide academic services that promote academic success, retention, and graduation from the university.

THE GOALS

The Program will 1) assist students in acquiring academic knowledge and skills, to enhance their ability to successfully attain a baccalaureate degree and access employment opportunities; 2) promote students' development as an independent learner, and as mature, diversified and productive individuals; and 3) facilitate students' mainstreaming process by creating a seamless transition to the larger university community.

OUR PROGRAM

The Program incorporates a holistic, proactive, preventive, and comprehensive delivery system of academic support services. This approach translates into concrete interventions within an extended orientation model beginning with a summer component, followed by a freshman year experience, and ending with an independent phase designated to mainstream students into the university culture. Each phase addresses the unique needs of students in each step of their education at Millersville. The delivery of services employs a front-loaded approach recognizing the critical nature of the freshmen year.

The five-week residential summer pre-college component is designed to ease students' transition from high school to the college environment and to prepare them for the academic, personal, and social rigors of the collegiate experience. The summer program is comprised of an integrated learning model that incorporates: a) the development of proficiency/knowledge in the basic skill areas of reading, writing, and oral communication, b) the integration of learning activities to enhance the connection between course content, c) the creation of a living-learning community to foster students active participation in the learning process. To continue in the fall semester, students must successfully complete the summer component.

During their freshman year, students continue to develop basic skills course work, begin to take general education courses, as well as required introductory courses in their major. Depending on students' needs, they obtain personal, social, career and/or academic counseling. Each student is assigned to an outreach counselor. Outreach counselors model effective student behaviors and provide opportunities for students to self-assess, modify, evaluate, and reinforce new behaviors that lead to successful adjustment to the college classroom and social environments. Students meet with their outreach counselors on a weekly or bi-weekly basis. Students are assessed and exposed to new and different strategies for success.

During the phase of independence, all program services continue to be available to upper-class students at their request. Students are encouraged to participate in the campus-at-large and major department activities. Program services include individual counseling services,



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referrals to tutoring and other offices on campus, mid-term fair, pre-advisement conferences, writing letters of recommendation for scholarships, internships, job opportunities, and graduate school. Upperclassmen are invited to attend statewide conferences with all expenses paid by the program, and to work in the program office as office workers and as peer counselors. "A transition to the world of work" activity focuses on preparing the seniors in the area of resume writing and interviewing skills. The program holds a senior reception and gives a certificate to publicly recognize program graduates.

OUR SERVICES

Basic Skill Placement Testing

Students complete in-house English writing and math placement tests and a standardized reading test; as well as, self-reporting instruments to determine their academic achievement levels and personal/social characteristics.

Program Orientation

As a part of the two-day college-wide Orientation Program, program faculty addresses parents and students to explain program objectives, philosophy and services, and to answer questions and concerns about the transition from home/high school to college life.

Placement in Developmental Credited Courses

Based on placement testing results, students enroll in developmental courses to develop skills in reading, communication, writing, and math. These courses serve to enhance the acquisition of basic skills necessary for college level courses and are offered by the respective academic departments.

Non-credit and credit programmatically required courses

The Program offers the non-credit Academic Success Seminar, the MUniversity Seminar, the Turning Point Seminar and the credited Freshmen Year Experience Seminar. These seminars become the vehicle to teach students cognitive skills strategies, to focus on issues of transition from high school to college and adaptation to college life at the social, academic, and personal levels.

Counseling Services

Counseling services work to facilitate students' attainment of their personal and educational goals. Counselors work individually and/or in groups to assist students in their personal, social, and academic development and advising, course selection, and career planning. Each freshmen is assigned to a peer and outreach counselor team for support and guidance during their transition to the college environment. Instructive and proactive describes the freshmen counseling services. Upper-class students are able access counseling services by request.

Academic advisement

Program faculty functions as academic advisors for all freshmen and undecided program students. The developmental academic advisement guide students in exploring and making sound, well informed major and career choices.

Integrated Learning Program

The living and learning component connects students' classroom learning experiences with their dorm living experiences. During the summer, program services extend into the dormitory with a required supervised study hall and peer counselor residing in the dorm to provide study support as an early intervention system and as social role models. In their freshmen year, students are required to complete their supervised AIMTime in the library.

Referral Services

The Program cultivates strong ties and working relationships with campus offices (e.g. Financial Aid, Residence Life, and Learning Services) and academic departments (e.g. Math Lab, English Writing Center) that impact students' personal and academic life. By functioning as an advocate and clearing house, the Program refers students to these offices for services.

Academic Contracting

Students enter into a collaborative academic contract with the Program, which outlines a concrete individualized plan to facilitate students' academic success. Students' compliance with the contract is monitored closely by counseling staff, who meets with students to analyze their performance and offer concrete recommendations. Students who fail to comply with contract requirements and perform poorly lose the two-year protection and are subject to University Probationary and Dismissal Policies.

Mid-term Academic Evaluations

Faculty complete mid-term academic evaluations on student's class attendance, test results, projected grades and present recommendations and comments. Individual students review the academic assessment forms with the outreach counselor, who provide realistic and necessary support and direction as students continue to refine their post-secondary transition in the classroom.

Project Success

Project Success is for freshmen who, regardless of their overall GPA, earned less than a 2.0 in the fall. Program faculty meet with these students who have exhibited lack of interest, readiness, and/or motivation, and their families to discuss the students' commitment to academic goals. Students sign an academic contract and participate in Project Success, a three-fold set of special services which includes a required weekly seminar, supervised study hall time in the library, and weekly visits with their outreach counselor.

Turning Point Program

Upper class students on probation are invited to participate in the Turning Point Program. These students are scheduled for a "Turning Point" seminar and meet with a counselor to discuss strategies to enhance their performance.

Assessment Activities

Program faculty monitors student academic performance with mid-term academic assessment forms and final grades. Students complete a variety of self-assessment instruments to assess areas of personal, social, and academic development. Students anonymously complete an evaluation questionnaire to assess the program's effectiveness.

Cultural Activities

These activities operate to enhance student's awareness and knowledge of diverse groups of people and to promote cultural growth which is essential to the development of an educated and productive person. A mid-summer trip to the Smithsonian Institution in Washington, D.C. has been a capstone experience of the summer component. The Program sponsors activities such as visits to theaters and museums, guest speakers, field trips, a ropes course experience and attendance to the Act 101 Leadership Conference. The Program strives to make students knowledgeable of and facilitate their involvement in institutional cultural opportunities.

Student Recognition Activities

Every semester, the program recognizes all program students independently of their class standing who have demonstrated academic excellence through the Honor Roll and the Achiever's Circle. Students who achieved a 3.0 for a semester are placed on the Honor Roll. Students who maintain a 3.0 for two consecutive semesters are inducted into the Achiever's Circle. Both groups receive congratulatory letters, and their names appear in the program newsletter and are displayed in the Program office.



LANCASTER PARTNERSHIP Program

OUR VISION

The Lancaster Partnership Program provides an educational environment for students that fosters intellectual, social, and cultural development. The program increases the high school graduation and college participation rates of students enrolled in the School District of Lancaster.

THE PROGRAM

The Lancaster Partnership Program is a corporate partnership designed to help Lancaster's socioeconomically disadvantaged students successfully pursue a college career. Since its founding in 1988, the Lancaster Partnership has increased the number of Lancaster City students who go on to higher education, and has helped to keep students in high school.

OUR SERVICES

Skills Development Workshops

Skills Development Workshops are offered to Lancaster Partnership students enrolled in grades 9 through 12 in the School District of Lancaster. Topics for monthly academic skills workshops, coordinated by the Lancaster Partnership Program, include time management, critical thinking, communication, college life, interpersonal, wellness information, civic and community expectations, financial management, conflict resolution, problem solving and study skills. The Lancaster Partnership Program also conducts PSAT and SAT preparation workshops for Lancaster Partnership students. These workshops are conducted throughout the academic year, Monday through Friday, and are held after school at both the high school campus and Millersville University's campus. Dinner and transportation are provided for the students.

Corporate Mentoring

Students receive mentoring through corporate and University programs. Lancaster Partnership students in grades 10 through 12, meet monthly with corporate mentoring teams of trained business and University professional staff. Each session lasts approximately 45 minutes, the length of a class period. The same group of 8-15 students meets with the same team of mentors each month during different class periods so that students will not have to miss the same class twice. Each month's lecture and discussion session focuses on a different topic designed to enhance the students' academic and social development and prepare them for the demands of college and future employment.

College Campus Visits

Each year, Lancaster Partnership students visit three colleges in addition to Millersville, in order to become further acquainted with college life, and to learn about additional schools to which they may apply. The program arranges and supervises the trips, with costs paid by the inviting college.

Student/ Parent Meetings

Parental engagement is critical to the success of the Lancaster Partnership Program and is based on Anne Henderson and Nancy Berla's comprehensive research: A New

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Student Workers

Generation of Evidence (1995). Their findings reveal that the most accurate predictor of a student's achievement in school is the extent to which that student's family is able to create a home environment that encourages learning and becomes involved in their child's education at school and in the community. The Lancaster Partnership Program actively engages parents by implementing Joyce Epstein's six steps in engaging parents. These meetings are held the second Thursday of each month from October through April of each academic year, and begin in the 9th grade. Various guest speakers and topics are addressed.

Academic Advisement

Academic Advisement is provided to all Lancaster Partnership students in grades 9 through 12. To assure that the students remain qualified for the Lancaster Partnership Program, students are advised throughout the academic year to ensure that they are successfully participating in an academic curriculum designed to prepare them for college. This curriculum requires three mathematics courses, three science courses, four years of communication arts and three and a half years of social studies; and strongly suggests a minimum of two years of a foreign language.

Scholarship Opportunities

Program students who graduate from the School District of Lancaster and meet the Lancaster Partnership Program admission and academic guidelines, will receive some financial assistance to pay for the portion of tuition, room and board not covered by federal or state grants. Eligible students may receive funding for five academic years. Eligibility for financial assistance is reviewed annually by the Program and awards are made based on academic merit, and also the student's academic progress while at Millersville University.

Summer Employment and Internship Opportunities

Summer employment and internship opportunities are available to those Lancaster Partnership students enrolled at Millersville University. These opportunities allow students not only the opportunity to obtain college credit and work experience related to their major but also the opportunity to earn funds for books and personal expenses during their time at Millersville University.

Employment Opportunities

Program students who graduate from Millersville University are guaranteed employment opportunities by the participating corporate partners.



Office of LEARNING SERVICES

OUR VISION

The Office of Learning Services promotes and encourages the unique learning styles of all Millersville University students through advocacy, assistive technology, collaboration, and direct services with the University community. Through excellence in service delivery, the Office of Learning Services fosters a climate that ensures student access and equity at Millersville University.

OUR OFFICE

The Office of Learning Services coordinates academic accommodations and related services for students with learning and physical disabilities who meet eligibility criteria set forth by the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. This also extends to individuals with handicapping conditions that substantially limit a major life activity such as learning. General information or inquiries regarding our services can be obtained by contacting the Office of Learning Services or visiting us online at www.millersville.edu/~ols.

OUR SERVICES

Students with Learning Disabilities

Eligibility for academic accommodations and related services for students with learning disabilities are coordinated by the Director and staff of the Office of Learning Services. Students who would like an initial screening assessment to determine if a learning disability exists should make an appointment. Students are made eligible for services on an individualized basis. Services may include but are not limited to academic accommodations, auxiliary aids, housing, etc. such as the following:

- Distraction-free testing
- Extended testing time
- Out of class testing
- Note-takers
- Assistive technology
- Recorded lectures

Academic skills assistance is provided to students with learning disabilities. Areas of assistance include: organizational and time management skills, study skills, reading comprehension, critical thinking, and writing interventions. Workshops are also provided in these areas.

Please note: Exams for extended time and/or distraction-free testing for students should be sent or delivered directly to Ms. Asche in the Office of Learning Services.

Students with Physical Disabilities

Eligibility for academic accommodations and related services for students with physical disabilities are coordinated by the Director. Screening for academic and auxiliary aids based on documentation is generally done by appointment; however, documentation may be sent by mail. Students are made eligible for services on an individualized basis. Services may include but are not limited to academic accommodations, auxiliary aids, housing, etc. such as the following:

- Alternative textbooks
- Note-takers and exam scribes
- Assistive technology
- Special classroom accommodations
- Special dormitory accommodations

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Ms. Terri Asche

Graduate Assistants

Student Workers

Please refer to our website at: www.millersville.edu/~ols for additional information about services for students with disabilities and documentation guidelines.

Assistive Technology Lab

The Office of Learning Services offers the use of an Assistive Technology Lab to students with disabilities. The lab offers current technology for students with learning and physical disabilities, such as screen readers, vision magnification systems, and specialty software, etc. to assist students.

The lab is open on the following days:

Monday - Thursday 11:00 AM – 3:00 PM

Additional Services

Comprehensive Learning Services for Students with Learning Disabilities

Academic skills' assistance is provided by Graduate Assistants in the Office of Learning Services to students with learning disabilities. Areas of assistance include: organizational and time management skills, study and note-taking skills, reading comprehension, critical thinking, and writing interventions.

ADA Services for Students with Physical Disabilities

Delivery of ADA services to students with physical disabilities is provided by Graduate Assistants in the Office of Learning Services to students with physical disabilities. Areas of assistance include: mobility assistance, counseling, housing assistance, social skills, testing accommodations, and other eligible assistance.

R E S O U R C E S

Office of Learning Services Resource Library

The Office of Learning Services has a resource library of books, videotapes, and CD items to assist students in academic areas. The library also includes resources related to particular learning and physical disabilities to enhance faculty, staff, and student knowledge. Resources are available for use within the department only. Appointments for students, faculty and staff to use resources are available.

Current resources include (partial list):

Asperger's Syndrome (video)

AllWrite (CD-ROM)

Autism (2 videos)

Critical Thinking (video)

Learning Disabilities (5 videos)

Note-Taking Skills (video)

Understanding ADHD (video)

Study Skills for Success (CD-ROM)

Middle School through Advanced Math (CD-ROM)

A Mind at a Time (Dyslexia)

TUTORING Center

OUR VISION

The Tutoring Center at Millersville University encourages the intellectual strengths of all students by promoting and delivering excellence in tutorial services to enhance academic success by providing students with the resources and necessary tools to compete with the best and the brightest students worldwide.

OUR OFFICE

The Millersville Tutoring Center is located in Lyle Hall and is responsible for coordinating tutoring services at no cost to all Millersville University students. The Center offers tutoring in courses offered by the Schools of Humanities & Social Sciences, Science & Math, and a limited selection of courses from the School of Education. A division of the Office of Learning Services, The Tutoring Center offers specialty workshops on time-management, organizational, note-taking, critical thinking, and study skills. Additional services may be provided on an individualized or specialty group basis.

Under the guidance of Dr. Sherlynn Bessick, Director, graduate assistants and student workers coordinate individual and group tutoring services for students seeking assistance. Tutors are both faculty and students who have received a B+ or better in the subjects they tutor (undergraduate & graduate). While a student receives tutoring in a course, the tutor works closely with the professor in order to provide optimal assistance. Tutors also have several opportunities each semester to receive internationally certified tutor training that will improve technique and build more efficient connections with their tutees. The Tutoring Center welcomes and encourages all Millersville University students to utilize tutoring services.

OUR SERVICES

Individual Tutoring

Individual tutoring is a great way for students to succeed in course work at Millersville University. Students may request tutoring in courses offered by the School of Humanities & Social Sciences, the School of Science & Mathematics and the School of Education. Sessions are set up by the tutor and the tutee and typically take place in a convenient public place. The Tutoring Center is also available for initial meetings and individual tutoring. The Tutoring Center offers individual tutoring in courses from the following departments:

- Anthropology
- Art
- Biology
- Business
- Chemistry
- Communications**
- Computer Science
- Earth Science
- Economics
- English
- Geography
- Foreign Languages**
- Government
- History
- ITEC & Tech Ed
- Mathematics*
- Music
- Philosophy
- Physics
- Political Science
- Social Work
- Sociology

**Math tutoring—Students registered with the Office of Learning Services. Other students should go to the Math Assistance Center-Wickersham Hall.*

***Please contact the specific department for tutoring services.*



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Drop-in Group Tutoring

Drop-in group tutoring provides an excellent study environment, allowing students to learn from each other with the guidance of a tutor. A typical tutoring session is scheduled at a recurring weekly time and is open to all, without an appointment, who wish to receive tutoring. Unlike individual tutoring, group tutoring is not limited to a specific course, but has a variety of courses being tutored. Group tutoring is offered weekly in the following:

- Biology
- Business
- Chemistry
- Computer Science
- Earth Science
- Economics
- Physics

Schedules can be viewed on the Tutoring Center website at: www.millersville.edu/~tutorctr/glance.php

International Tutor Training Certification Program

The Tutoring Center provides tutor training for the International Tutor Training Certification Program. The College Reading and Learning Association (CRLA) sponsors this program. The program certifies tutors at three levels. We provide Level 1 and Level 2 Tutor Training and we are currently developing Level 3 Training. The requirements for Level 1 and Level 2 certification are as follows:

Level 1

10 hours of tutor training
25 hours of tutoring experience

Level 2 – (By invitation only) Contact the Tutoring Center for details.

5 hours of tutor training
Approximately 4 to 5 hours of activities related to the Tutor Training Program

Tutor Training provides a helpful addition to one's resume. Tutor Training certification can be transferred from our University to other Universities. Most importantly, Tutor Training provides professional standards for tutoring.

RESOURCES

The Tutoring Center offers lots of resources for students to work with at their own pace in the following:

All Write: Grammar and Usage Writing Software

English: Instant Immersion for students whose first language is not English

Math: Mind Power: Middle School Level Math featuring basic Math, fractions, decimals, Geometry, Statistics, Pre-Algebra, and Algebra

Math: Mind Power: High School Level featuring math review, Algebra 1, Algebra 2, Statistics, Geometry, Trigonometry, and Calculus

Math Advantage: High School and College Levels featuring Pre-Algebra, Algebra 1, Algebra 2, Geometry, Trigonometry, Pre-Calculus, Calculus, Statistics, Real World Math, and Business Math

Rationale for Critical Thinking: Computer-based

Study Skills for Success: Comprehensive computer study skills software that teaches study habits necessary for academic success

Thinker's Guides for Critical Thinking



MILLERSVILLE MENTORING ALLIANCE Program (MMAP)

OUR MISSION

The Millersville Mentoring Alliance Program (MMAP) provides interested Millersville University students, and especially “at-risk” students, with effective, one-on-one mentoring by connecting them with qualified, competent Millersville faculty, staff, peers, alumni and community mentors. These volunteer mentors are committed to encouraging students to develop their full potential in all areas of their lives. Through sustained, supportive and nurturing mentoring relationships, the MMAP strives to enhance the learning and holistic development of Millersville University students.

THE PROGRAM

The MMAP matches student mentees with mentors from the University community. Those eligible to become mentors include Millersville faculty, staff, upperclass students, retirees and alumni. Professionals from the surrounding community are also invited to volunteer as mentors. Students are matched with their mentor based on compatibility factors such as major/career field, similar backgrounds and interests. The MMAP provides support, guidance and role modeling.

OUR SERVICES

The MMAP offers the opportunity for Millersville students to be matched with a mentor from the University or surrounding community. Students have the choice of receiving a faculty/staff mentor, a peer mentor, a community mentor, or an alumni mentor from the University. Upperclassmen have the option of applying to become a peer mentor.

The MMAP provides mentors and mentees with information and resources necessary to develop and maintain an effective mentoring relationship. The MMAP also publishes a mentoring newsletter each semester and provides workshops and activities to promote “best practices” in mentoring.

Additionally, the Millersville Mentoring Alliance Program sponsors campus events for its participants including:

- Orientation and Training – Orientation sessions provide mentors and mentees with the tools to begin a successful mentoring relationship.
- MMAP Semester “kick-off” event – This event welcomes back the academic semester and provides an opportunity for students and mentors to connect.
- MMAP Appreciation Reception – An annual reception is held to thank current mentors and mentees for their participation and commitment to mentoring.
- Mentor/Mentee Network Meetings - These informal sessions provide opportunities for mentors and mentees to learn from each other how to become a better mentoring partner.

The MMAP also conducts campus-wide surveys which measure program success and foster continuous improvement.

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THE DIVISION OF ACADEMIC SUPPORT PROGRAMS
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