Frequently Asked Questions for the ASC during COVID-19 Online Instruction
Summer 2020

General ASC

Q1: What services will the ASC offer during Summer 2020?

- Academic Coaching
- Tutoring Services
- Online Resources and Handouts

Q2: Will any ASC services be offered in-person?

No, to adhere to social distancing recommendations, all services will be offered online or over the phone.

Q3: Will the Academic Success Center Office be open?

The ASC physical office will be closed during this time, but staff are still working virtually to support you. You can contact success@iastate.edu to get connected or find specific staff contact info here.

Q3: I need help with a class. Who can I talk to in the ASC?

This depends on what you need.

- ACADEMIC COACHING: Can help you to get a game plan together for how to plan your learning and tasks, or assist with goal-setting and motivation
- TUTORING SERVICES: Can help you with learning course specific content (i.e. – help with Calc, Bio, Chem, Psych etc.)

Academic Coaching

Q1: Can I still meet with an academic coach?

Yes, you can still meet with an Academic Coach via WebEx. Students will request an appointment the same as before through ISU appointments. Instructions on how to do this can be found on our website.
Q2: What can I expect from a virtual academic coaching appointment?

The goal of online Academic Coaching appointments will be to provide the same support within the context of this online instructional period. We will be adaptive to new or various needs due to these unusual circumstances. These appointments can also be points to check-in and problem solve together. Our team is currently researching best practices for virtual support. We have modified various resources to be editable so students can work on these live with a coach and on their own. All appointments will be held in Central Daylight Time (CDT).

Q3: The internet I have isn’t great, is there any way to connect with a coach that isn’t a video meeting?

Yes. After you schedule your online appointment, the following message will be displayed:

Thank you for scheduling an academic coaching appointment, as a result of the online education period all coaching appointments will now be virtual. You should plan to receive an email from your Academic Coach regarding how to access your virtual appointment no later than 24 hours before your scheduled time. If you have any questions or concerns about your appointment please email _____@iastate.edu or call______. Thank you for your patience and I look forward to meeting with you!

If you do not have video capabilities, please reach out to your coach directly. We are happy to accommodate various needs.

Supplemental Instruction

Q1: Why isn’t SI offered this summer?

SI is never offered during summer sessions under normal circumstances.

Tutoring Services

Q1: How do I access my tutoring sessions?

Look for an email from your tutor on how to access your sessions. They have been instructed to use WebEx, an online meeting platform, and should invite you to join virtually. Here’s a video on how to use WebEx for tutoring: https://www.youtube.com/watch?v=bqI2yv2eY0
Q2: Will the Academic Success Center Office be open?

The ASC physical office will be closed during this time, but staff are still working virtually to support you. Please email tutorsrv@iastate.edu with any questions or concerns. Please visit www.asc.dso.iastate.edu/more/covid-19-asc-info to learn how our services are continuing to operate.

Q3: Are tutoring sessions at the same time?

Yes. Tutors are instructed to hold their live tutoring sessions at the same time (CDT).

Q4: What if a session time(s) no longer works for me?

Please reach out to your tutor and ask if they’re willing to change a session time. Most tutors and other tutees may have flexible schedules and can accommodate a new session time.

Q5: Will attendance be taken during these online sessions?

Yes. Attendance will still be taken and normal session fees apply. Please contact your tutor if you can’t join a session or if you’ll be late. Please contact Rebecca Nation at rgnation@iastate.edu if tutoring fees are a concern at this time.

Q6: What if video connectivity or internet connection isn’t accessible?

Please notify your tutor and they should be able to work with you. You have the option to join a virtual WebEx session without video, use the chat feature, or call in on a cell phone if needed.

From the ISU COVID-19 Student FAQ Page: ISU Extension and Outreach offices, which are located in every Iowa county, have high-speed internet for rural connectivity. Some ISU Extension and Outreach offices are operating at reduced hours or students may be able to access a wifi signal from outside the building. Students are encouraged to call the extension office, check their website or check signage on the office door about hours and wifi access. Students beyond Iowa’s borders may wish to contact their state’s Extension program for similar access.

Eduroam allows students, faculty and staff from academic institutions to use members’ internet (anywhere in the world) using their ISU login credentials (username@iastate.edu and your password). Iowa State University is a part of the worldwide Eduroam community. An online interactive map shows locations of participating members. Sites in Iowa include Northwestern College, Iowa, Iowa State, Drake and Northern Iowa. To access the internet, you have to be in wireless range, which in most cases, is on campus.
Q7: Is tutoring a guarantee during this time?

Due to potential and/or unforeseen technological challenges, some sessions may be modified, cancelled, or suspended. In all cases, communication will be sent as soon as possible to notify you of any changes to your regularly scheduled tutoring sessions and you will not be charged for sessions that are cancelled.

Q8: Will my sessions still be interactive?

Tutors should still engage tutees in meaningful activities during their sessions. This set-up is new for everyone, so patience and understanding while we learn together is appreciated.

Q9: Can tutors continue to facilitate in-person sessions if they choose?

No. Per university policy, tutoring sessions can only be facilitated virtually via WebEx. Adherence to this guidance is critical to help maintain social distancing in an effort to contain the Novel Coronavirus/COVID-19 Infection.

Q10: Can I still switch tutoring groups?

If you have contacted your tutor and they aren’t able to change the time(s) of a tutoring session, you can still request a change by logging in and select ‘Request Change’ and enter your reason. Our staff will get back to you shortly.

Q11: What if I no longer want to be a part of my tutoring group?

Online tutoring isn’t for everyone, though we hope you’d like to remain engaged with your tutoring group. Please log in www.tutoring.iastate.edu and select the ‘Withdraw’ button on your homepage to fully remove your tutoring request.

PSYCH 131

Q1: Why isn’t PSYCH 131 offered this summer?

PSYCH 131 is never offered during summer sessions under normal circumstances

Online Resources/Handouts

Q1: What resources are available from ISU to help me manage my time while my classes are online?

Please check out our COVID-19 Summer Website for electronic handouts and our Resources tab on the main page of our website.
Workshops

Q1: How do I participate in a virtual workshop?

- There are no new workshops being offered this summer. However, we encourage students to visit our Coaches’ Corner page where our coaches post videos discussing time management, the study cycle, exam preparation and more. The Academic Coaching team will continue to post videos over the summer where we discuss various academic skill topics.

Presentations

Q1: Can I still request presentations for my class or organization?

No. The ASC is no longer accepting presentation requests for Summer 2020. Please visit our Coaches’ Corner page for videos on academic skill topics.