July 14, 2020

Greetings Iowa State Community:

The Academic Success Center (ASC) looks forward to serving students this fall by offering a full array of high-quality, interactive academic support services, that remain grounded in our mission. Under normal circumstances, the ASC’s preferred method of serving students is by providing 100% in-person services. Due to the continually evolving COVID-19 pandemic, the preferred method of in-person delivery is not possible for every service this fall. Our team has worked hard to ensure all service options will allow the ASC to maintain nearly 130,000 contact hours of exceptional service to students and offer reliable employment to 300+ students each semester.

Throughout the summer, the ASC staff examined logistics and feasibility for different delivery options, researched best practices, and benchmarked against other institutions to determine the best course of action for each service offered by the ASC. The delivery plan described below ensures services are safe, consistent, equitable, and accessible regardless of course delivery method, physical location of the student, or the health status of student users and student employees. Finally, as we welcome students back to navigate a new environment on campus, it is of utmost importance to reduce confusion by providing simple, clear messaging about where and how these critical services can be accessed.

**Academic Coaching and Outreach**

*COACHING APPOINTMENTS*

- Online video meeting
- Phone call
- In-person (when necessary and feasible based on available spaces that allow distancing)

*WORKSHOPS*

- **In-Person Visits:** Campus partners or student organizations may use the ASC online request form for in-person workshops. Requestors must guarantee classroom or space capacity to safely accommodate the ASC presenter without exceeding 50% capacity for the space. Limits may be put on audience size. All workshops must take place on ISU’s campus. Requestors will be responsible for printing or posting any handout materials for the workshop (ASC will provide electronic files).

- **Synchronous Online:** Campus partners or student organizations may use the ASC online request form for online interactive synchronous workshops. Requestors will be responsible for printing or posting any handout materials for the workshop (ASC will provide electronic files).

- **Asynchronous Online:** Campus partners or student organizations may use pre-recorded, non-interactive video workshops. There will be four standard workshops available and they are not customizable.

- **In-Person at the ASC:** In-person workshops are hosted by the ASC in the Hixson-Lied Student Success Center. The schedule can be found here. Pre-registration is required and the link will be posted approximately one month before workshop dates. Workshop attendees limited to 50 participants to accommodate reduced classroom capacity.

**SMART START**

- Group welcome meetings will cap at 20 participants. Online options will be available for students who are at an increased risk for severe illness if they contract COVID-19, as defined by the Centers for Disease Control (CDC). Those specifics can be found here.

- Individual student appointments available by online video meeting, phone call, or in-person (when necessary and feasible based on available spaces that allow distancing).
More information about Academic Coaching and Outreach will be updated on the Academic Coaching and Outreach web pages throughout July.

**PSYCH 131: Academic Learning Skills Course**

PSYCH 131 will be delivered online for fall 2020. The curriculum will include both asynchronous and synchronous components. Students will meet online using a video conferencing platform during their scheduled lecture time.

**Supplemental Instruction (SI)**

SI will be facilitated online via synchronous video three times per week for all courses it supports. SI leaders will receive initial training, continuing education opportunities, and support to effectively deliver online interactive learning experiences for students. SI attendance is voluntary and students do not need to sign up to attend. More information about SI will be updated on the SI website throughout July and the SI schedule will be posted at the end of the first week of classes.

**Tutoring Services**

Tutoring Services will offer small group tutoring online via synchronous video. Groups are facilitated two times per week at regularly scheduled times. Tutors will receive training, continuing education opportunities, and support to effectively deliver online interactive learning experiences for students. As always, requesting a tutor is not a guarantee as matching depends on student availability and whether a qualified tutor has been hired and is available. More information about Tutoring Services will be updated on the Tutoring Services website throughout July and students can submit requests for fall tutoring starting August 10 through November 4.

If students have a documented disability and need reasonable accommodations to access Academic Success Center services, they need to contact the Student Accessibility Services (SAS) by email at accessibility@iastate.edu or phone at 515-294-7220.

Contact information for each ASC service is as follows:

- Academic Coaching and Outreach: amg1@iastate.edu
- Supplemental Instruction: sistaff@iastate.edu
- Tutoring Services: rgnation@iastate.edu
- PSYCH 131: leolsten@iastate.edu

Thank you for your support in helping students get connected to ASC services. We are all still in this together and the ASC’s commitment to helping Cyclones succeed remains.

Sincerely,

Katie Whipple

Director, Academic Success Center
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