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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

### *WORKSHOPS*

- **In-Person Visits:** Currently suspended as of 9/1/20. All scheduled in-person workshops will be contacted to determine next steps for synchronous or asynchronous online delivery.
- **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. These videos can be found [here](#).
- **In-Person at the ASC:** Moved to online delivery as of 9/1/20. The schedule can be found [here](#). Pre-registration is required and the link will be posted on the linked schedule approximately one month before workshop dates.

### *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 or phone call.

More information about Academic Coaching and Outreach will be updated on the [Academic Coaching](#) and [Outreach](#) web pages throughout the fall.

### **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 the fall 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](mailto: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](mailto:amg1@iastate.edu)

Supplemental Instruction: [sistaff@iastate.edu](mailto:sistaff@iastate.edu)

Tutoring Services: [r gnation@iastate.edu](mailto:r gnation@iastate.edu)

PSYCH 131: [leolsen@iastate.edu](mailto:leolsen@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  
[whipplek@iastate.edu](mailto:whipplek@iastate.edu)

