Message from the Dean

As Benjamin Franklin once said, “Without continual growth and progress, such words as improvement, achievement, and success have no meaning.” The “improvement, achievement and success” of all UNLV undergraduate students is integral to the fueling of the ASC’s continuing growth and expansion with our campuswide partners. Our Summer Bridge review, which focuses primarily on Mathematics, will once again be offered this summer for five-hundred students. Supplemental instruction across the campus and tutoring in the Lied Library and the College of Engineering continue to support thousands of students in a range of subjects, and our new Exploring Majors are being served in an expanding pre-New Student Orientation program. Those same Exploring Majors will then have the opportunity to enroll in our first-year seminar—COLA 100E—offered in concert with the College of Liberal Arts. Academic support for our student-athletes continues to expand with the addition of new advisors and additional tutoring, and enrollment of high-achieving high school students in our Early Studies Program has nearly doubled. While our rapid growth serves many students, we continue to pride ourselves in tailor-made, individualized academic services that are based on our motto—“Expect Success!”

Student-Athlete Academic Services Opens New Satellite Location

Student-Athlete Academic Services (SAAS) and the Academic Success Center have opened a new study room to cater to student-athletes’ academic needs. The project is organized by Rebecca Pugh, the Assistant Athletics Director for Compliance & SAAS, and staffed daily by graduate assistants, athletic academic advisors, and monitors. The new study room is located on the second floor of the Lied Athletic Complex and is open from 8am – 5pm Monday through Thursday and 8am – 1pm on Fridays.

Through the leadership of Dr. Ann McDonough, Dean of the ASC, and Tina Kunzer-Murphy, Director of Athletics, SAAS was able to create the satellite academic location in order to have an easily accessible room for student-athletes to use when they are on northwest side of campus, where most of the athletic facilities are located.

Academic assistance and strategic tutoring is available during all hours that the study hall is open. The new study room is a silent, work-focused environment in which student-athletes can do their best academic work and truly concentrate. Talking is not permitted, headphones are allowed if they are not disruptive, and any non-academic internet usage is prohibited. Students can bring their own electronic devices or use SAAS laptops, which can be checked through the SAAS laptop loan program. Free printing for academic purposes is available upon request.

Graduate assistants, monitors and advisors use the objective-based learning model and encourage student-athletes to stay on task.
First Impressions Last a Lifetime

It has been two months since Eric Mason uprooted his life in central Illinois to begin graduate school at UNLV for Higher Education. As the Graduate Assistant for Tutoring, he quickly learned the value of upstanding communication and customer service. Since January, tutoring has become a passion of his, and it is rooted in a deep desire to help others. Though he knew little about learning support before beginning at UNLV, it has truly become a second calling.

Behind every great service is the often underappreciated aspect of logistics. As one of five front desk managers for the Lied Library Tutoring Center, it is Eric’s job to ensure that the Tutoring Center is functioning smoothly and effectively. They are the gatekeepers. They oversee the check-in process with a friendly smile and assist tutors and students with any need from scissors to scheduling. If students have a question, they do their best to either answer it themselves or find the correct place to help them.

Managing the front desk involves knowing just enough about tutoring to know about specific classes and subjects to direct students to tutors. Eric has had to become a fast expert in campus affairs, events, and services. Fostering relationships with various campus offices, as well as the tutors in the library has given him a true niche on this large campus that he’s still exploring. Students who come regularly to tutoring smile when he greets them by name. Talking to the students or getting to know the future goals of the tutors really inspires Eric to provide the best services possible.

Though he is still learning, his brief period thus far in learning support has shown him how truly inspiring higher education can be.

Honors Ceremony

On April 2, the Academic Success Center held its Honors Ceremony recognizing Dean’s Honors List students, scholarship recipients, student-athlete academic achievement awards, and outstanding faculty and staff. The following awards were presented at the ceremony:

**Ms. Naomi Okada**, Undergraduate Student Employee Award
**Dr. Anne White**, Student-Centered Award
**Ms. Heather Hatch**, Service Award
**Ms. Katharine Johnson**, Outstanding Faculty Award
**Dr. Doris L. Watson**, Outstanding Faculty Award
**College of Liberal Arts**, Campus Community Partner Award
**Nevada Virtual Academy**, Community Partner Award

The ASC is proud of the accomplishments of its students, faculty, and staff.

One of the most meaningful graduate assistantships on campus is being an Academic Success Coach. As a graduate assistant Academic Success Coach, you get an in-depth knowledge of one-on-one communication to motivate and encourage young adults who are making a life transition from high school into college. Coaches also hone their teaching skills by working with students on how to manage their time, study more effectively, set realistic goals, and how to balance their academic and personal lives. Coaches also polish their presentation skills due to all the workshops and outreach activities in which they participate, some of which include New Student Orientation, Next Steps, or the Academic Success Series of Workshops. By the time the Coaches are ready to graduate from their master’s or doctoral programs, they have easily conducted 150+ face to face interactions and at least 10-20 outreach presentations.

All of these skills are built and transferred into viable full time positions in higher education, counseling, or corporate America. At this count, four former Coaches are now at UNLV in Academic Advising positions, one Coach is in Academic Advising at the University of Texas, and three Coaches have been employed in the Admissions Office at UNLV. Several of our former Coaches are employed as School Psychologists, Counselors in community service agencies, and are Instructors teaching college level classes. In the corporate world, one Coach is in management at AT&T. This May we have six Coaches graduating. We look forward to learning where all of them will begin their new professional lives. We are very proud of their contributions as Coaches and we are even more proud of them when they leave the nest to spread their professional wings to begin to make their life contributions for the betterment of the communities in which they live!

**Academic Success Coaches Get Jobs When They Graduate!**

News from Learning Support
In today’s fast paced world, many students not only have to keep up with the demands of their academics, but they must also meet the responsibilities of their part-time or full-time jobs. Among other things, the professionals at UNLV’s Academic Success Center (ASC) help students with such everyday pressures by teaching them how to manage their time wisely so they are successful both academically as well as professionally. However, as UNLV sophomore and ASC Hixson-Lied Scholar Victoria Mitchell demonstrates, some students can make such managing look easy. Not only does Victoria excel in her classes, but she does it while working part-time at the ASC front desk and maintaining her required service hours for the Hixson-Lied Scholarship. Such hard work and dedication is truly a testament to Ms. Mitchell’s character.

I first met Victoria when she was a freshman and I was her Academic Success Coach. Every week, we met to discuss her progress in her classes to ensure that she was on track with her assignments and studying. As is common among many students, there were some days when she came in feeling the stress from an upcoming exam or project. I often listened to her concerns, but I always knew that listening was all I had to do. With little help from me, she always figured out a solution to her problems, whether that meant studying a little bit more for a test or meeting with her professors to make sure that she understood the material in her classes. Additionally, Ms. Mitchell understood how to prioritize her time and school work so that she completed each and every assignment competently and on time. Unsurprisingly, she finished each semester strong and with a high grade point average. Not only does Victoria keep pace with her school work, but she also does a fine job working the front desk at the ASC.

The ASC is a “Welcome Zone” for UNLV students. They come in with questions ranging from where to find certain buildings on campus to how to get help with certain classes they may be struggling with. With her friendly personality and knowledge of the resources on campus, Victoria aptly helps students with such questions or concerns. Furthermore, she helps the front desk staff with any administrative duties that need to be addressed. Because of this, Victoria helps to not only make the front desk run smoothly, but also the entire Center. With such hard work both scholastically and professionally, it is only right that Victoria is rewarded for her efforts.

For the upcoming summer 2014 semester, not only will Victoria be taking two business classes toward her marketing degree, but she will be doing it while traveling across Europe with a cohort of other business students, exploring both the geographical and cultural landscape of various European countries. Victoria was chosen for this trip by the UNLV Lee Business School amongst a pool of other exceptional students. Her selection just further illustrates how Victoria stands out not just as a scholar, but as a person. She exemplifies the ideal student by excelling in her classes and keeping up with her Hixson-Lied service requirements. Additionally, she continually goes above and beyond in her professional work to help the ASC function efficiently. With such dedication and hard work, I am confident that a bright and successful future lies ahead for Victoria.

We are excited to continue the Expect Success Math Bridge Program in Summer 2014! There will be 500 seats available for admitted UNLV freshmen (29 credits or less) who have tested into developmental math courses (math 95/96) based on their ACT/SAT math scores. The Bridge Program is an opportunity for students who qualify to reinforce and refresh their math skills using an online, self-paced, adaptive learning platform. Live tutor support is provided so students are able to get immediate answers to their questions regarding math content, resources at UNLV, or the campus in general. Students attend for five days a week, three hours per day, for one Summer Session to work on the online platform and get help from tutors. At the conclusion of the program, students take the UNLV math placement exam to hopefully place into a 100-level math course. We provide additional assistance with math anxiety and an introduction to campus resources while students are in the program. Last summer, 89 percent of freshmen participants tested into a 100-level math course at the end of Bridge, and we hope to increase the number this summer!
ASC STAFF ANNOUNCEMENTS

Katharine Johnson Named Coordinator of ASC Courses

Experienced COLA 100E Professor, Katharine Johnson, is embarking on a new leadership role as the Coordinator of Academic Success Center Courses. Katharine will oversee all academic courses under the ASC umbrella, which includes the largest First-Year Seminar (FYS) on campus – COLA 100E: FYS for Exploring Majors. COLA 100E is provided through a partnership with the College of Liberal Arts and offers almost thirty sections throughout the fall, spring and summer. A major component of Katharine’s new position is advancing the always-evolving COLA 100E curriculum. Katharine enthusiastically explains, “I have loved every minute of being in the classroom with the students and I look forward to taking my experience and contributing it to the future development of the COLA 100E curriculum.” This love of teaching described by Katharine has been apparent during her ASC tenure.

Katharine has been teaching first-year seminars with the ASC since August of 2011, after a notable career in Student Life and Career Services. Katharine is known across campus for being student-centered, which is greatly displayed through her teaching style and willingness to be actively engaged with students both in and out of the classroom. She consistently receives outstanding instructor evaluations from her students and was recognized this spring as a recipient of the ASC Faculty Award. Katharine will continue to teach several COLA 100E sections, and we look forward to new curricular developments under her leadership.

The ASC Welcomes New Academic Advisor
Michael Terry

Michael Terry is one of the newest Academic Advisors for Exploring Majors at the ASC. Michael has experience working in multiple roles within higher education, including tutor, instructor, tutor coordinator, advisor, and advising program director. He earned his Bachelor of Arts in English from the University of Central Arkansas, his Master of Arts in American Studies at Utah State University, and his Master of Public Administration from the University of Wyoming. Immediately before joining the advising team at the Academic Success Center, Michael directed the TRiO Student Support Services program at the University of Wyoming, which is an advising program that assists first-generation and low-income college students with the transition to university life.

My thoughts on advising and working in higher education:
I enjoy getting to know students, figuring out what makes them tick, and helping them figure out what makes them tick. My best experiences in education come when I can help students reach an ‘aha moment,’ whether I help them understand a new concept, a study strategy to help them improve their grades, or an aspect of their interests that helps them choose a major.