

## Frequently Asked Questions

### King's College Academic Skills Center

July 31, 2020

- 1. What is the Academic Skills Center (ASC)?** The ASC offers academic support services for all students. These services include tutoring, learning strategy instruction, and accommodations/accessibility support—as requested—for students with disabilities. Additionally, the office houses a Testing Center for students requiring testing accommodations. We are open 8:00am-4:30pm with additional hours when possible.
- 2. How has COVID-19 impacted the services provided to students?** The ASC continues to provide its traditional services to students. However, several protocols have been implemented to better ensure the health and safety of all College community members. We will offer virtual/online video chats, which allow us to provide a range of services while also seeing the faces of the students served. Also, regular cleaning of surfaces will be priority for high-touch areas and our Testing Center. Additionally, to minimize contact, request-for-service forms are now provided online and all contact with staff will require an appointment in order to ensure proper social distancing. Any pencil or pen touched, if a student comes into our office for an appointment, will become the property of the student and will not be returned to our office supplies.
- 3. Where is the office and how do I speak with staff?** The ASC is in the Mulligan Building, Room 94, which is near the campus Post Office. Under current circumstances, we encourage students to make appointments ahead of time. As timeslots are available, we will try to accommodate students making appointments only moments ahead of time. A student can call 570-208-5841, even if that call is made just outside the office door when requesting an immediate appointment. Some staff offer appointment apps/links for easy access to our calendar. Students may also email staff members. Staff and contact information is as follows:
  - Mrs. Sheri Yech, Director
  - Mr. Peter Charney, Tutor Coordinator
  - Mrs. Dawn Shedlarski, Learning Specialist/Workshops
  - Ms. Susan Urban, Administrative Assistant/ Testing Center
  - Webpage: [https://www.kings.edu/academics/support/skills\\_center](https://www.kings.edu/academics/support/skills_center)
  - Facebook: [www.facebook.com/asckingscollegepa/](http://www.facebook.com/asckingscollegepa/)
  - Instagram: [https://www.instagram.com/asc\\_kingscollegepa/](https://www.instagram.com/asc_kingscollegepa/)
- 4. How do I get a tutor?** Tutoring is offered in a virtual format Fall 2020 using Microsoft Teams, Zoom, GoBoard, or other similar platforms. To have a tutor session, a student should complete an online request form. Different forms exist for Biology courses, Chemistry courses, and McGowan School of Business/ Econ courses, Math courses. There is a single form for all other courses, such as History, Philosophy, Psychology, Spanish, etc. Each student can use up to 2 hours per week per course. No fees for services. Some tutees may be asked to meet with Mr. Charney to discuss more specifically the needs requested, in order to provide the best possible tutor match and service. Contact Mr. Charney for all tutoring questions. The Tutoring Webpage can be accessed by way of the following link: [https://www.kings.edu/academics/support/skills\\_center/tutoring](https://www.kings.edu/academics/support/skills_center/tutoring) . Note that if a tutor—tutee

connection proves unproductive, either student is encouraged to contact Mr. Peter Charney to explain the concerns.

- 5. How can I improve my study habits, strategies, or time management while at King's College?** Any student can attend a Learning Strategy Workshop. In Fall 2020, as guidelines permit, some topics may be offered via in-person modalities. Workshops will also be offered virtually through a link on our webpage and Moodle page. Most workshops are 25-40 minutes in length and are taught by a seasoned learning specialist. These workshops review best practices, offer tips and strategies for the college environment, and can be the starting point before individual sessions with staff persons or tutors. For an individual session (on particular topics or to review general study/reading/learning techniques), contact Dawn Shedlarski or Sheri Yech in the ASC. Please see our webpage and Moodle page for a schedule of workshops and links:  
[https://www.kings.edu/academics/support/skills\\_center/workshops](https://www.kings.edu/academics/support/skills_center/workshops)
- 6. Do many students use tutoring and other services at King's College?** Yes, many students use services each semester. We strive to be friendly, helpful, and available. In each of the last few fall semesters, several hundred tutor requests were processed, fifty-plus first-year students requested accommodations due to a high school IEP or 504 plan, and over eight hundred tests were proctored with accommodations in our Testing Center. Most Learning Strategy Workshops have a group of students in attendance and many others take advantage of our individual session to review study/time management strategies. We are a very busy office and look forward to helping you!
- 7. What are accommodations and how do I get accommodations at King's College (Disability Services)?** Accommodations are methods put in place to support a student who has a medical condition, learning difference, ADHD, visual or hearing impairment, physical limitation, mental health diagnosis, or other. Accommodation examples include larger-font handouts, extra time on exams, testing out a classroom for a less distracting environment, note-taking support, use of a service animal, permission to check a cell phone in class for diabetic sugar levels, and tile-floored residence housing to avoid allergens. Some accommodations are temporary, perhaps as a result of surgery or a concussion. A student can request an accommodation by contacting Mrs. Sheri Yech, the Disability Services Coordinator, and providing documentation from a physician, psychologist, licensed mental health provider, etc. A meeting is held to further discuss the student's strengths and accommodation needs. When approved for an accommodation, a letter is written for the student to give to each instructor to provide notice about the appropriate accommodations needed for one or more courses. See Guidelines for Documentation on our web page ([https://www.kings.edu/academics/support/skills\\_center/disabilities\\_program](https://www.kings.edu/academics/support/skills_center/disabilities_program)). The sooner the contact is made to start the process, the better.
- 8. If I am receiving accommodations for tests, how do I set up the test in the ASC Testing Center? Will testing areas be cleaned throughout the day?** To have a test proctored in the ASC Testing Center, a student will complete an online Test Request Form for each test at least two business days before the scheduled test (ex. a Monday exam should be scheduled by Thursday the week prior). The staff will send notice to the instructor and acquire a copy of the test. The student reports directly to the Testing Center at the time of the test. Accommodations will be carried out (extra time, use of a computer, staff reader, less distracting environment, etc.). Each student with approved testing accommodations will be sent the Test Request Form link by way of an email.

Students scheduling a test for our Testing Center for the first time are advised to request a 10-minute appointment with Ms. Susan Urban so that our staff can provide appropriate individualized guidance (appropriate test times, what to do in the context of back-to-back classes, etc.).

Promptness is necessary for us to serve all students well while following guidelines for re-opening during Covid-19. The Testing Center staff cannot permit a student to begin a test more than 15 minutes past the scheduled time. High-touch areas will be cleaned regularly in the office and Testing Center. Cleaning will occur to the entire seat/desk when a student finishes using the seat before another student enters. Any pencil or pen touched will become the property of the student and will not be returned to our office supplies.