

# Lebanon Valley College

## ACADEMIC SUPPORT SERVICES

Academic Affairs staff are committed to helping students succeed as they transition to online learning. Please review the following resources and information to continue to take advantage of academic support services while away from campus.

CENTER FOR ACADEMIC SUCCESS.....	2
Online Tutoring and Study Pods.....	2
1:1 Academic Support.....	4
CARE Team.....	5
CENTER FOR ACCESSIBILITY RESOURCES.....	6
BISHOP LIBRARY.....	8
ACADEMIC ADVISING.....	9
REGISTRAR'S OFFICE .....	9
Registration.....	9
Other Registrar's Office Services .....	10
BREEN CENTER FOR GRADUATE SUCCESS .....	11
Virtual Appointments and Accessing Resources.....	11
Important Information and FAQs.....	11
CENTER FOR GLOBAL EDUCATION.....	14

# CENTER FOR ACADEMIC SUCCESS

## Online Tutoring and Study Pods

If you have any questions or concerns about any of these processes, please contact:

**Sarah Bartz, Director of Academic Success**  
([bartz@lvc.edu](mailto:bartz@lvc.edu)) or ([findyoursuccess@lvc.edu](mailto:findyoursuccess@lvc.edu)) | 717.867.6381

If Sarah is not available, or if you need a prompt response and cannot reach her contact:

**Paige Bryson**  
Student Assistant,  
Center for  
Academic Success  
[pcb001@lvc.edu](mailto:pcb001@lvc.edu)

**Beth Julian**  
Assistant Dean of  
Student Success  
and Retention  
[julian@lvc.edu](mailto:julian@lvc.edu)  
717.867.6120

## Peer Tutoring

**I need to request a new peer tutor. What do I do?**

- If you would like to meet with a peer tutor, please submit a [Tutor Request form](#). Our policy will stand: please complete a request form 48 hours before you would need help.
- New requests will be processed from [findyoursuccess@lvc.edu](mailto:findyoursuccess@lvc.edu) and assigned to a peer tutor, who is expected to respond to you within 48-72 hours.
- Once a request is received, the assigned peer tutor will contact you directly to receive your paper, set up a potential conference, and discuss further steps.
- Tutors and clients are encouraged to work together for 1:1 online tutoring using a variety of means (Webex Teams, Zoom, email, text, Facetime, GoogleDuo, etc.)
  - All students can access Webex Teams using their LVC single sign on information [here](#).

**I am already working with a peer tutor. Can I still reach out to them for help?**

- Please connect with your tutor to determine how the two of you would like to continue working together. This may take a bit of trial and error as you work out the best option for your learning style.
- Remember that online learning is quite different – you may need help with things now that previously had not presented difficulties. Be sure to discuss these needs with your tutor. Keep in mind that they are also navigating the online learning process.
- Tutors and clients are encouraged to work together for 1:1 online tutoring using a variety of means (Webex Teams, Zoom, email, text, Facetime, GoogleDuo, etc.)
  - All students can access Webex Teams using their LVC single sign on information [here](#).
- 1:1 online tutoring will take place via email, text, Facetime, GoogleDuo, Zoom or WebEx Teams

## I usually attend a study pod for my course. Will they still be meeting?

- If you are in a course with a study pod, you will be added to a Canvas Course called "Study Pods Online."
- Pods will meet using an online tool through Canvas called Conferences/BigBlueButton.
- Unless you are told otherwise by your pod leader, you can expect the pod to still run at the same day and time online as it has in person all semester. View the full schedule [here](#).
- Each week, you will be able to access your Study Pod using the "Conferences" tool on the left-hand side bar from the main course page. This is a very simple process. Find the pod you are interested in joining, identified by course code, professor, where applicable, and pod leader, and select "Join." You may choose to utilize the microphone or the video feature to participate.
- There is also a tool for messages and notes.
- Please "log-in" to track attendance by typing your name under the "Shared Notes" list.
- Considerations: When joining a pod, please try to choose a quiet workspace with minimal distractions/interruptions/background noise.

## Writing Tutoring

### How can I receive help with a paper?

- If you would like to have a paper reviewed by a writing tutor, please submit a [Tutor Request form](#). Our policy will stand: please complete a request form 48 hours before you would need help.
- In the "What would you like to work on during the session?" section, please include the specific things you are concerned about in your paper (e.g. organization, thesis, word choice, etc.).
- New requests will be processed from [findyoursuccess@lvc.edu](mailto:findyoursuccess@lvc.edu) and assigned to a writing tutor, who is expected to respond to you within 48-72 hours.
- Once a request is received, the assigned writing tutor will contact you directly to receive your paper, set up a potential conference, and discuss further steps.
- If you already work with a writing tutor, you will be encouraged to continue working together using a variety of means (Webex, Zoom, Facetime, GoogleDuo, etc.)
  - All students can access Webex Teams using their LVC single sign on information [here](#).
- *All in person drop-in hours that would normally take place at the Writing Center Desk in the Center for Academic Success are being cancelled for the time being*

**I am in an FYE course and use an FYE Writing Mentor to improve my writing skills. What happens now?**

- Your FYE Writing Mentor has been asked to communicate with you about the option to have papers emailed to them for review within a certain timeframe as an alternative to in person conferencing.
- Your FYE Writing Mentor may choose to set up a video or phone meeting to further discuss suggested ideas and revisions.
- Please communicate with your class and offer to have papers emailed to you to review within a certain timeframe. Be sure to communicate with your professor to be aware of any deadline changes or course adjustments as a result of this move to online learning.
- Note that suggestions will be provided via comments.

## 1:1 Academic Support

*If you have any questions or concerns about receiving help, please contact [findyoursuccess@lvc.edu](mailto:findyoursuccess@lvc.edu) or individually using the contact information [here](#).*

### How can I connect with a member of the Academic Success team for help and support?

- Members of the academic success team will offer daily drop-in hours online via conferencing tools. These hours and access instructions will be on the main page of the Center for Academic Success [website](#).
- Students can also email staff members to schedule online 1:1 and/or group meetings via WebEx, Zoom, Facetime, GoogleDuo, phone, email, and text.
  - Hannah Stone, Academic Success Specialist ([hstone@lvc.edu](mailto:hstone@lvc.edu))
  - Sarah Bartz, Director of Academic Success ([bartz@lvc.edu](mailto:bartz@lvc.edu))
  - Beth Julian, Assistant Dean of Student Success and Retention ([julian@lvc.edu](mailto:julian@lvc.edu))

### Learning in a fully online format is new to me. How can the Academic Success team help me to be successful in this new format?

The Center for Academic Success team will continue to support students with tools specifically centered on success in online learning environments:

- Completing online homework
- Test taking online
- Learning customization (settings, profile, notifications)
- Time Management tools in Canvas (notifications, calendar, announcements, syllabus, modules)
- If you are struggling with this transition, please contact one of us to schedule an appointment using the information listed above.
- We will continue to check in with students as the transition takes place.
- A team member will work with students who need assistance to develop individual success plans for the rest of the semester.

## CARE Team

A CARE Team of approximately 20 administrators across campus, including athletics, counseling services, academic success, public safety, financial aid, and more is in place to connect with students who need support. **We are committed to help students navigate challenges with transitioning to online learning.**

'CARE' refers to the qualities we strive to cultivate in our students: confidence, accountability, resilience, and engagement. The team meets weekly to review the cases that are referred to us and determine the appropriate outreach based on student needs and the specific resources that will benefit them. Our goal is to identify the key people who are best able to help a student solve their problem and succeed at the College.

If you need any kind of support or have any questions about the care team, please contact Beth Julian, Assistant Dean of Academic Success and Retention ([julian@lvc.edu](mailto:julian@lvc.edu)) or [findyoursuccess@lvc.edu](mailto:findyoursuccess@lvc.edu)

# CENTER FOR ACCESSIBILITY RESOURCES

The Center for Accessibility Resources will remain open and be available remotely for currently registered and new students during our transition to online learning.

## Currently Registered Students

Students currently registered with the Center for Accessibility Resources should remain in contact with Erin Hannaford or Kris Shutter regarding any questions and concerns about their academic accommodations here at Lebanon Valley College:

### Erin Hannaford, Director of Accessibility Resources

Office phone: 717-867-6071

Email: [hannafor@lvc.edu](mailto:hannafor@lvc.edu)

### Kris Shutter, Administrative Assistant for the Center for Accessibility Resources

Office phone: 717-867-6028

Email: [shutter@lvc.edu](mailto:shutter@lvc.edu)

## Students needing to register for academic accommodations

During this time of transition, if a student with a documented disability needs to register for academic accommodations, they should follow these steps:

### Registering for services

1. Complete the [Online Registration Form](#).
2. **Intake:** Schedule an intake appointment with Erin Hannaford, director of accessibility resources. During this time, intakes will take place remotely via phone or video conferencing (WebEx or Zoom).
3. **Provide documentation:** Documentation of disability may include medical records; psycho-educational assessment reports; school records (Evaluation Report/Re-Evaluation Report) that specify the impact the disability has on physical, perceptual, cognitive, and behavioral activities; and/or past records of accommodations and services.

A Disability Documentation Form can be provided to assist students in obtaining appropriate documentation. Students can present evaluation reports and other related documentation in lieu of using the Disability Documentation Form. However, documentation other than the Disability Documentation Form must be typed on the provider's letterhead.

Documentation must include the following:

- A diagnostic statement identifying the disability
- A description of the current functional impact of the disability
- Recommendations for accommodations and/or services currently in use or that were successful in the past
- A description of the diagnostic criteria and assessments used to determine the disability
- The credentials of the diagnosing professional(s), their signature, and date of evaluation

Disability Documentation Forms are available online at [www.lvc.edu/offices-directories/center-for-disability-resources/resources-for-students](http://www.lvc.edu/offices-directories/center-for-disability-resources/resources-for-students).

**Have questions? Please contact Erin Hannaford, Director of Accessibility Resources, at [hannafor@lvc.edu](mailto:hannafor@lvc.edu) or 717-867-6071.**

# BISHOP LIBRARY

## Access to Bishop Library Resources

- While the library's physical collections will not be available during this time, students, faculty, and staff may still complete most research assignments by accessing the library's databases from any location. Use the library's [homepage](#) or choose a specific collection from our [full list of 150+ databases](#). Remember that we subscribe to 200,000+ e-book titles and 100,000+ online journals. If faculty require streaming video in place of in-class DVD presentations, please contact Maureen Bentz, Interim Director of the Bishop Library ([bentz@lvc.edu](mailto:bentz@lvc.edu)) to coordinate services.
- If you've borrowed books, DVDs, laptops, iPads, and/or other physical Bishop Library items, note all due dates will be extended to May 9, 2020. If you wish to return materials before leaving campus, our book drop is available outside the library 24/7.

## Interlibrary Loan

- While we will do our best to continue to borrow items from other libraries, please keep in mind that many institutions are suspending their interlibrary loan services at this time. We will process your requests for journal articles, book chapters, and other items that can be delivered electronically, but we thank you in advance for understanding that we'll likely have limited success in obtaining your items. For materials currently checked out via interlibrary loan, we will seek extended due dates.

## Reference Assistance

- Feel free to send your research and citation questions to [Ask A Librarian](#) via text, email or phone as we'll monitor this email every day. You may also contact a library staff member directly through email. Details can be found on our [Staff Page](#) or through our [Book a Librarian](#) service.

*Thank you for your patience and flexibility during this time. If you have any questions, please contact us!*

# ACADEMIC ADVISING

Academic advisors remain available to discuss academic questions, course registration, and plans for future semesters. Advisors can be contacted by email and may also inform students about other ways of communicating in order to stay connected.

Students who are having difficulty connecting with their advisors, or who need additional help with academic advising, can contact Beth Julian, Assistant Dean of Student Success and Retention at [julian@lvc.edu](mailto:julian@lvc.edu) or email [findyoursuccess@lvc.edu](mailto:findyoursuccess@lvc.edu).

## REGISTRAR'S OFFICE

Please contact with questions and requests at [registrar@lvc.edu](mailto:registrar@lvc.edu).

### Registration

#### Spring 2020

- **The deadline to withdraw from a course or change to/from pass/fail status has been extended to April 29.** Withdrawing from a course allows students to drop without impacting their GPA or receiving credit. Students electing to take a course pass/fail cannot count such a course toward major, minor, or Constellation requirements, but will receive elective credit.
- Students considering these changes should contact their advisor for guidance. Changes can be submitted by completing a [Change of Registration form](#) (fillable PDF), which should then be emailed to the advisor. The advisor should then submit the form to the Registrar's Office (via [registrar@lvc.edu](mailto:registrar@lvc.edu)) with their approval.

#### Summer 2020

- Summer classes are scheduled to proceed as planned. Students may register for summer classes through [AccessLVC](#).

#### Fall 2020 & Spring 2021

- **Undergraduate registration will now occur from April 15 to April 23.** Course schedules and additional details will be made available ahead of time.
- Students may register for courses that require special permission by completing the appropriate [Forms](#).
- Graduate Studies course registration will begin April 13 as originally planned.

## Other Registrar's Office Services

- Requests for many services (e.g., transcript requests, verification of enrollment, updating personal/contact information, etc.) can be submitted online—see the [Registrar's Office website](#) for details.
- Declaration or changes of major: contact the department chair of your intended major—the department chair will then inform the Registrar's Office (via [registrar@lvc.edu](mailto:registrar@lvc.edu)) to make the change. Students should include their current advisor and department chair in communicating these changes.
- For any other questions, please contact us at [registrar@lvc.edu](mailto:registrar@lvc.edu).

*It is possible our response times will be slower than usual as we move operations to an online environment. We will do our best to expedite high priority requests and appreciate your patience and flexibility during this time.*

# BREEN CENTER FOR GRADUATE SUCCESS

## Virtual Appointments and Accessing Resources

If you have any questions or concerns about any of these processes, please contact Brynn Mason, Director of the Breen Center for Graduate Success:

[bmason@lvc.edu](mailto:bmason@lvc.edu) and [breencenter@lvc.edu](mailto:breencenter@lvc.edu)  
717.867.6385

If I Brynn is not available, or if you need a prompt response and cannot reach her contact:

Megan McCabe  
Career Coach

[mmccabe@lvc.edu](mailto:mmccabe@lvc.edu)  
717.867.6386

the

Natalia Smith  
Administrative Assistant for  
Breen Center

[nsmith@lvc.edu](mailto:nsmith@lvc.edu)  
717.867.6560

## Important Information and FAQs

The Breen Center team will continue to support students in a virtual format with their career readiness on the topics listed below.

- Career Coaching
- Personal Branding
- Degree Exploration
- Graduate School Planning
- Interview Preparation
- Professional Development
- Networking & Job Searching
- Resume & Cover Letter Writing
- LinkedIn & Online Presence Reviews

**I would like a career coaching appointment.**

**I need to meet with a career coach. What do I do?**

- Members of the Breen Center team will offer daily appointments online via conferencing tools. Additional information and access instructions can be found below.

## Scheduling an appointment in Handshake.

- Follow the below instructions to schedule your appointment with staff member in the Breen Center. You can also view an instructional video on how to schedule appointments [here](#).
- Log into Handshake: <https://lvc.joinhandshake.com/>
- Click on **Career Center** in the top right-hand corner
- Choose **Appointments** from the drop-down menu
- Click **Schedule a New Appointment**
- Choose your **Category**
- Choose an Appointment **Type**
- Using the arrows, toggle through the days of the week to display the available staff members & days/times
- Once you have identified a day and time that works for your schedule, click on that block to open the appointment
- Type your message to the staff in the "what can we help you with?" text box
- Click the green **Request** button
- Once we review your appointment request, you will be able to view the status:
  - Click on **Career Center**
  - Choose **Appointments** from the drop-down menu
  - You will see a list of upcoming appointments and whether they have been approved, declined, or are still pending
  - You will also see a list of all past appointments
- You will work 1:1 online with a career coach using a variety of means (WebEx, Zoom, email, text, FaceTime, GoogleDuo, etc.) The career coach will set up the appointment using one of these tools and provide you with access instructions
- If you already work with a career coach you will be encouraged to continue working together using a variety of means (WebEx, Zoom, FaceTime, GoogleDuo, etc.)

## I need an appointment time outside of the listed availability.

- Students can also email the Breen Center to schedule online 1:1 appointments via WebEx, Zoom, FaceTime, GoogleDuo, phone, or email.
  - Email [breencenter@lvc.edu](mailto:breencenter@lvc.edu) with days and times of availability.

If you have any questions or concerns about receiving help, please contact [breencenter@lvc.edu](mailto:breencenter@lvc.edu), or individually using the contact information [here](#).

## I have a document (resume, cover letter, personal statement, etc.) that I would like reviewed, but do not necessarily need to meet with a career coach.

How can I receive a document review?

- If you would like to have a document reviewed by a career coach, please email a word, google doc, or Office 365 document to [breencenter@lvc.edu](mailto:breencenter@lvc.edu). Please do not email PDFs, as we cannot manipulate the content in a PDF. **Our policy:** please email the document 48 hours before you would need help.
- Once a document is received, a career coach will review it and contact you directly with feedback, to set up a potential virtual conference, and/or discuss further steps.
- If you already work with a career coach you will be encouraged to continue working together using a variety of means (WebEx, Zoom, FaceTime, GoogleDuo, email, etc.)
- *All in person drop-in hours that would normally take place at the Breen Center are being cancelled for the time being*

## Big Interview for Interviewing Practice

Big Interview is an online system that combines training AND practice to help improve your interview technique and build your confidence. The program offers virtual mock interviews, a database of interview questions, a video training curriculum, and more.

**How to Register:** To set up your Big Interview Account:

- Step 1: Go to <https://lvc.biginterview.com/> and click Register
- Step 2: Enter your school email address, name, and password, and click Create My Account
  - *Note:* you must use your lvc.edu email address
- Step 3: You will receive a confirmation email. Click **Verify** in the email, and you'll be able to start using Big Interview
- [Here is a link](#) to the Big Interview help center if you have questions or need help with the registration process

# CENTER FOR GLOBAL EDUCATION

LVC is hopeful that study abroad programs will resume beginning Fall 2020 semester. Jill Russell, Director of Global Education, will offer advising appointments via email, Facetime and WebEx. Please email [russell@lvc.edu](mailto:russell@lvc.edu) to schedule an appointment.