Academic Success Center (ASC) Policies and Procedures

September, 2010

Eligibility for Services

The Academic Success Center of Northwest Arkansas Community College (NWACC) is an open computer lab and tutoring services center for NWACC students as part of Learning Support Services. Eligibility for ASC services is dependent on enrollment in at least one NWACC course during the semester in which services are utilized. Exceptions to this eligibility policy are: (1) Students who are enrolled in courses at the University of Arkansas, John Brown University or other schools where there is a formal cooperative arrangement with NWACC which includes the specific learning support services offered by the Academic Success Center. (2) Students who are enrolled in a Step Ahead program affiliated with NWACC. (3) TRIO Program students to the extent of open computer lab services and short-term, special training experiences, such as seminars on studying, taking examinations, use of a graphing calculator and similar. Services to TRIO Program students do not include tutoring services. And (4) other special programs as formally defined by NWACC on a case-by-case basis.

Eligibility for Employment in the Academic Success Center

Academic Success Center full-time staff is hired under the stated policies and procedures of NWACC for employment of full-time personnel. Contact the Department of Human Resources for this information. Part-time staff is also college employees and are subject to all rules and regulations of employees, both under the State of Arkansas and under specific personnel policies as defined by the Department of Human Resources of NWACC. Federal Work-Study student employees are also subject to the rules and regulations of the United States Federal Government under the Department of Education Federal Work-Study Program. Contact Sherry Hillman in the NWACC Depart of Student Financial Aid for information.

The Academic Success Center does not discriminate in employment on the bases of age, color, and ethnicity, country of origin, religious beliefs, sexual orientation, or gender. None of these factors are job-related. Also not job-related are physical mobility impairments. All work could be performed from a seated position. Job-related criteria that are considered in employment are: (1) Adequate computing skills equivalent to having completed the NWACC Introduction to Computing Information course with a grade of "B" or higher. (2) Adequate preparation in the subject matter to be tutored, equivalent to the completion of the particular NWACC course with a grade of "B" or higher. This would mean that if a tutor is hired to tutor College Algebra, s/he must have completed the NWACC College Algebra course with at least a "B" or evidence is shown of equivalent preparation. (3) Reasonably pleasant and professional behavior and demeanor in dealing with student client who come to the Academic Success Center for services. And (4) availability to work that matches the needs of the ASC services schedule. Finally, as in all work organizations, budgetary matters must be considered in hiring. An equally-qualified Federal Work-Study applicant may be hired before an applicant who is not eligible for work-study due to considerations of effective use of college financial resources.

Specific Service Usage Policies and Procedures

Cell Phone Use

The Academic Success Center is a "no cell phone area." This means that no one in the Computer Lab or in the Tutoring Center is permitted to converse on a cell phone while in the room. Cell phones must be turned off or put into silent (vibrate) mode when in the ASC. If a cell phone "rings" by vibration, the user must go outside the room to answer the call.

ASC Telephone Use

In the cases of extreme emergencies, students may request to use the telephone at the front desk. All calls must in the local calling area (no long distance calls).

Computer Use

Student use of computers in the Academic Success Center is subject to NWACC Computer Use Policies.

1. Students must use designated kiosk computers to login and out of the Academic Success Centers (ASC).

2. No food or drinks are allowed in the ASC.

3. **S**tudents are welcome to use the computer lab for "web surfing". However, when the lab is full, staff members will insist that you not use the computer for recreational surfing. Recreational use includes, but is not limited to: Facebook, MySpace and other social sites, playing internet games, shopping and other personal, nonacademic activities.

4. **Inappropriate uses of web access include, but are not limited to:**
   - Purposes that violate a Federal or Arkansas law;
   - Viewing, downloading or sending pornographic or other obscene materials **is strictly prohibited.**
   - Installing instant messenger, games, or peer-to-peer programs on the computer. These programs are a common source of viruses and use of peer-to-peer file exchange programs puts the college at-risk for legal difficulties.
   - Downloading or uploading of music and/or movies
   - Dissemination or printing copyrighted materials (including articles and software) in violation of copyright laws.

5. Every student receives 100 free printed pages per semester. The computer will only print 20 pages at a time. Student can add more money to their printing account in the NWACC Library.

6. Students should save their work every few minutes to a Flash Drive. Files saved to the computer will be lost as the machines are cleaned daily. Upon request, students may borrow a flash drive at the front desk.

7. In order to borrow any of the lab supplies such as calculators, headphones, flash drives and scanner, the student needs to leave either his/her driver's license or car keys. The general assistant will keep it until the supply is returned. The supplies can only be used inside the Computer Lab or the Tutoring Centers.

8. Students are **not** allowed to check out any of the ASC books and solution manuals. Those books are resources for the ASC tutors only.

9. The Tutor Center computers are for Math and Science course work only (My Math Lab, math and science modules, online math and science resources). The ASC-Computer Lab is designated for general computer usage.

10. Students are encouraged to request assistance with general computer questions, printing issues, and referrals to other student resource areas on campus.

Food and Drink in the Academic Success Center

No food or drinks of any kind are permitted at the computer workstations. Meals should be eaten in the college eating areas; however, exceptions can are made for study groups that request work/lunch meetings.

Use of Private Study/Tutoring Rooms

The study rooms in the Tutoring Center area are available on a first-come-first-served basis. However, they may also be reserved with adequate advance notice (24 hours)

Noise Level and Civility of Behavior in the Academic Success Center

Disrespect of ASC staff will not be tolerated and may result in denial of services. Likewise, no staff member will be allowed to disrespect student clients. The Academic Success Center does not attempt to maintain the low noise level of a library, but it is expected the noise will be at a moderate level. If a staff member requests a student user to reduce the volume of conversations, the user must comply with the staff member's request or face possible denial of services. Likewise, ASC users must comply with the directions of staff members in enforcing all ASC policies, including those pertaining to noise levels and appropriate computer use.

Tutoring Services

Eligibility for tutoring services is covered in the initial section of this document on "Eligibility for Services." Expectations for students receiving tutoring services and for tutors providing those services are in a handout available at the ASC-Computer Lab front desk.

Privacy and Handling of Student Information

All ASC staff are trained in and do observe the stipulations of the Family Education Rights and Privacy Act (FERPA). Very little student information is available to ASC staff: Student name, student identification number and classes in which the student is enrolled in the current semester are all the information with which we work. Personal contact information or grade information are not seen by ASC staff. Tutors do not discuss grade information or performance in a course with course instructors unless the student has given permission, in writing, for this discussion to take place.

The Academic Success Center has the right to observe and record computer usage and tutoring details through TutorTrac. Reports are provided to college administrators upon request.

Right to Revise Policies

The Academic Success Center reserves the right to revise these policies as the need arises. Changes in personnel, budget allocations, technology, and service needs may require adaptive changes, additions and deletions.