

THE WHITE BOOK

CHAPTER 2

Cadet Academic Services

SECTION 1

Student Success Center (SSC)

Version (date): 29 July 2021

Author: Robert Pickering

Position: Director of SSC

I. Organization: The SSC is located on the first floor of Thompson Hall. It provides academic support to all Citadel students, both undergraduate and graduate, through the following programs.

- A. **Athletic Academic Services**
- B. **Academic Coaching**
- C. **Mathematics Lab**
- D. **Office of Multicultural and International Student Services**
- E. **Services for Students with Disabilities**
- F. **Subject-Area Tutorials Program**
- G. **Supplemental Instruction Program (SI)**
- H. **Writing Lab**
- I. **Public Speaking Lab (Bond Hall 367)**

The staff is comprised of professional tutors, graduate assistants, undergraduate students, and full-time personnel. Individual tutorials in writing for academic projects across the curriculum are offered by the SSC. Individual and group subject-area tutorials are also available in most academic areas, including but not limited to Mathematics, Science, Foreign Language, History, Psychology and Business Administration. Learning strategies tutorials in areas such as study skills, time management and test-taking skills are also available.

II. Functions: This section provides information about the following SSC Procedures:

- A. **Academic coaching**
- B. **Athletic academic services**
- C. **Disability services**
- D. **Freshman success program**
- E. **Math lab**
- F. **Office of Multicultural and International Student Services**
- G. **Supplemental Instruction**
- H. **Subject area tutoring**
- I. **Writing Lab**
- J. **Public Speaking Lab**

III. Procedures

- A. **Academic Coaching.** Academic Coaching is available to all students at The Citadel. Each company in the Corps of Cadets has an assigned academic coach. Day Veteran Students, Evening Undergraduate Students, and Graduate Students are also encouraged to use the services of Academic Coaching located in the Student Success Center (SSC). Reoccurring weekly appointments and one-time individual appointments are available to address specific areas of concern and to cover a large range of topics that include:
- i. Organization
 - ii. Note-Taking Strategies
 - iii. Test Preparation
 - iv. Test-Taking Strategies
 - v. Managing Test Anxiety
 - vi. Study Strategies
 - vii. Reading Comprehension
 - viii. Successful Writing Process
 - ix. Learning Style Assessment--Match your study strategies with your learning style.
 - x. Time Management

During Spring Semester, while all fall programs continue uninterrupted, freshmen with a GPA of 1.5 or below will join the Academic Coaching Program. Additional services include uninterrupted study halls where students can work on current papers, projects, and reading assignments. Students are also encouraged to attend Subject Area Tutoring, Supplemental Instruction, Math Lab, and the Writing Lab.

B. **Athletic Academic Services.** The Athletic Academic Services Program consists of a weekly individual half-hour academic counseling appointment with a learning specialist, evening study halls, and additional subject specific tutoring appointments as needed. The focus of the academic counseling and learning strategies appointments is twofold. First, they focus on helping incoming freshman student-athletes with transitional issues like planning and organization. Organization and planning are particularly important for all student-athletes because of team travel commitments and the unique time demands of being a student-athlete. Second, these weekly appointments also function as an early warning system. By getting regular weekly feedback from the student-athlete, his or her learning specialist can identify and address academic problems quickly. If an issue arises, the learning specialist can place the student-athlete in subject specific tutoring and/or communicate with the student-athlete's coaches to address it immediately. During these study halls, students have access to the range of tutoring services in the Student Success Center. In addition, the staff that monitors these study halls is composed of learning specialists who are cross trained to tutor students in writing, learning strategies, and at least one other academic discipline.

C. **Disability Services.** The Student Success Center/Services for Students with Disabilities (SSC) empowers students to manage challenges and limitations that may be characteristic of their particular disabilities. Our professionally trained staff provides students with exceptional services as they transition to college or continue their studies at The Citadel. The office serves students with learning, physical, health, or psychiatric disabilities by managing the varying demands of The Citadel experience. In addition, to serving students, the staff assists The Citadel community in making programs, services, and activities accessible to everyone. The SSC provides services and academic accommodations for both graduate and undergraduate students with documented disabilities. Please choose a category on the navigation bar for more information.

D. **Math Lab.** The Math Lab tutors and staff are devoted to maintaining and improving the quality of tutoring and assistance to the cadets at The Citadel. To meet the needs of the cadets, the Student Success Center (SSC) aims to make the Math Lab the best possible learning environment and strives to provide the most efficient tutoring to help support faculty goals and directives. The Math Lab is open four afternoons each week for small group tutoring and five evenings each week for spot/large group tutoring. Tutors are available on a drop-in basis to answer questions concerning Algebra, Functions, Trigonometry, Finite Mathematics, Calculus, and Calculus II.

E. **Office of Multicultural and International Student Services.** The Office of Multicultural and International Student Services (MISS) promotes an appreciation for diversity among students, faculty, and staff. MISS encourages an attitude that celebrates multi-ethnic perspectives of various cultures and backgrounds. Programming and activities sponsored by the office are designed to increase the involvement of minority students in extracurricular activities; to assist first-year and transfer students with the transition into the Corps of Cadets; to enhance interaction and communication among all students; and to enable students from underrepresented groups to enhance contact with and pride in their cultural heritage.

Assistance is offered to students, faculty and staff who have concerns relating to race relations, campus diversity, or multicultural awareness. Resource materials including videos, study guides, and directories are available for use by cadet companies, classroom instructors, and clubs and organizations.

This office offers a variety of services for international students. The office provides freshmen orientation programs, immigration advising and assistance, and helps with personal and academic concerns for international students. The office further serves as a liaison with embassies, acts as an advocate for international students with campus offices, organizes off-campus cultural programs, and sponsors international activities.

F. **Supplemental Instruction.** Supplemental Instruction (SI) is a learning enhancement program designed to organize and improve the ways in which students prepare for class. SI is attached to historically challenging subjects. Twice-weekly review sessions are hosted by an SI leader. In these sessions, the SI leader uses interactive learning strategies which encourage involvement, comprehension, and synthesis of subject content. The SI leader also demonstrates effective study techniques. All SI leaders have demonstrated subject proficiency (at least an A or B in the course or a similar course) and have undergone a rigorous training program in accordance with the standards set forth by the International Center for Supplemental Instruction at the University of Missouri-Kansas City.

G. **Subject Area Tutoring.** Content-specific tutoring is available in the following subject areas: Accounting, Biology, Chemistry, Chinese, Computer Science, Electrical Engineering, Civil Engineering, Mechanical Engineering, French, German, Physics, and Spanish. Students can make an appointment for individual tutoring, or simply drop-in for Group Tutoring. During the 2020-2021 Academic Year, 87.6% of students who attended Subject Area Tutoring 3 or more times earned a C or better in their course. Students can make their own tutoring appointments by visiting <https://citadel.mywconline.com>. For more information, please contact the Student Success Center at sscenter@citadel.edu.

H. **Writing Lab.** The Student Success Center offers one-on-one, fifty-minute writing tutorial sessions for all students on an appointment or walk-in basis. Students are encouraged to come in at any stage of the writing process for assistance with:

- a. Brainstorming
- b. Outlining
- c. Content Development
- d. Grammar
- e. Revising
- f. Formatting (MLA, APA, Turabian and Chicago)

I. **Public Speaking Lab.** Located in Bond Hall 367 & 369, the Public Speaking Lab offers communication guidance in the following areas:

- a. speech development
- b. content & organization
- c. topic research
- d. audience analysis
- e. language, style, and delivery
- f. visual aids
- g. nonverbal communication
- h. recording technology

Students, Faculty, and Staff can make appointments by visiting <https://citadel.mywconline.com>