

# ACADEMIC SUPPORT SERVICES

## Center for Student Progress

### *Academic Coaching Services*

The Center for Student Progress (CSP) Academic Coaching Services offers professional academic coaching to assist students on a one-on-one basis with strategies for college success. An academic coach is your go-to person for college success. Coaches partner with you to help you understand the "why" and the "how" of learning. Together, you and an academic coach can figure out what's holding you back from being successful and create better study methods to move you ahead. A coach can also help you tackle common academic concerns like managing your time, reducing procrastination, setting goals, performing better on tests, easing test anxiety, and changing your mindset.

Visit Center for Student Progress Academic Coaching Services (<https://www.ysu.edu/center-for-student-progress/>) for more information or call (330) 941-3538.

### *Adult Learner Services*

The Center for Student Progress Adult Learner Services assists adult students in making the transition to and graduating from college. Adult students are defined as those who are 25 years of age or older or who have been out of school four years or more. The CSP/Adult Learner Services provides academic and personal support both individually and through programming with services such as:

- Academic Coaching
- Early Alert Reporting System (EARS)
- Time management and goal setting for adults

For more information or call (330) 941-3538.

### *Disability Services*

The Center for Student Progress Disability Services provides students, faculty, and staff with assistance and information regarding accommodations for students with disabilities, either permanent or temporary. Compliance with the Rehabilitation Act of 1973 and the Americans with Disabilities Act as amended in 2008 involves providing reasonable accommodations to qualified individuals with disabilities. These accommodations are provided in order to ensure equal access to people with disabilities regarding educational opportunities, programs, and activities.

The Center for Student Progress Disability Services addresses the needs of students with disabilities. Support for academic success includes:

- Serving as the gateway for accommodations for YSU students with disabilities
- Providing accommodation information
- Collaborating with faculty/staff regarding issues involving students with disabilities
- Arranging for classroom accommodations for students with disabilities to allow equal educational access
- Making campus referrals/connections

To inquire about receiving disability services, please contact the office at (330) 941-1372 (voice), (866) 757-1353 (video), or (330) 941-7470 (fax). A confidential appointment will be set up to discuss accommodation needs. The CSP/Disability Services is located in Kilcawley Center/2nd Floor.

Visit Center for Student Progress Disability Services (<https://www.ysu.edu/center-for-student-progress/disability-services/>) for additional information or call (330) 941-1372.

### *Strong START*

Strong Start is a first year program for YSU students whose true academic promise may not be reflected in their standardized test scores or their high school GPA.

#### Program Features

Every student admitted into the program will have a program advisor to:

- Provide academic coaching to students their entire first year of college.
- Instruct the First Year Experience Course: Strong Start 1500
- Support guided major and career exploration

For more information about Strong Start, visit <https://ysu.edu/resch-center-student-progress/start-strong-first-year-program> (<https://ysu.edu/resch-center-student-progress/start-strong-first-year-program/>)

### *Student Tutorial Services*

The Center for Student Progress Student Tutorial Services provides support for academic success by offering:

- Academic support in a variety of lower and upper division courses
- Appointments are scheduled on first come, first served basis
- Students meet weekly at the same time/day with same Peer Tutor
- Small group tutoring for high demand and historically difficult courses
- Tutors offer review sessions for exams
- Emphasis on clarifying content, providing opportunities to practice, and developing independent learning, critical thinking and problem-solving skills.

Visit Center for Student Progress Student Tutorial Services (<https://www.ysu.edu/center-for-student-progress/tutorial-services/>) or call (330) 941-7253.

### *Office of College Access and Transition*

The Office of College Access and Transition focuses primarily on high school students. The College Credit Plus program offers dual enrollment to college-ready high school students. Academic Achievers and Upward Bound are intensive programs focused on students at Warren G. Harding and Youngstown City Schools, respectively.

For more information, visit the Office of College Access and Transition (<https://ysu.edu/ocat/>).

### *Mathematics Assistance Center*

The Mathematics Assistance Center (MAC) is an academic support service integrated within the Department of Mathematics and Statistics. Its mission is to offer YSU students a comfortable supportive environment to facilitate the strengthening of their fundamental mathematical skills. Through collaboration with the campus community, the MAC strives to continually expand tutoring and support services to meet the needs of students and enhance their overall learning experience. This mission is accomplished through services provided such as peer tutoring and the provision of resource materials for independent study.

The MAC has various services available to currently enrolled YSU students. These include:

- Online and in person drop-in peer tutoring\*
- Online and in person appointment-based peer tutoring\*
- Support for online homework
- Support for ALEKS placement

- Exam review sessions
- Study areas for independent learning\*
- Access to mathematical and statistical software (MATLAB, SPSS and R)
- Access to textbooks and solution manuals\*
- Access to formula sheets and other course-related supplements\*

The main service, peer tutoring, is provided to YSU students either currently enrolled or preparing to enroll in mathematics and statistics courses ranging from introductory statistics, quantitative reasoning, and college algebra through calculus. The other services are provided as needed and as resources permit.

The Mathematics Assistance Center operates on a walk-in\* and appointment basis during its regular business hours (listed below) at its location in Room 408 of the Lincoln Building. The staff of the MAC consists of a coordinator, graduate teaching assistants, undergraduate tutors, student office assistants, and other student personnel.

For additional information, contact the Mathematics Assistance Center at (330) 941-3274. Hours for fall and spring semesters are as follows: Monday through Thursday, 9:00 a.m. to 6:00 p.m., and Friday, 9:00 a.m. to 3:00 p.m. For assistance during summer terms, call the MAC to inquire about its hours of operation. For more information, visit the Mathematics Assistance Center (<http://cms.ysu.edu/mathematics-assistance-center/math-assistance-center/>) website.

**\*Access to these services may be limited or suspended in response to health and safety concerns.**

## The Writing Center

The YSU Writing Center is operated by the Department of English to provide individualized instruction in writing for all students. The goal of the Center is to help clients become more independent, confident, and successful writers. The Writing Center staff includes faculty, graduate assistants or interns, undergraduates, and a full-time coordinator.

Services include one-to-one feedback on any writing task, at any stage, for any course, as well as peer-group reviews, workshops, and access to instructional handouts. The services offered by the YSU Writing Center are free of charge to all registered YSU students.

The Writing Center is located on the lower level of Maag Library, Room 171. Writing Center hours are Monday through Thursday 9 a.m. – 5 p.m., and Friday 10 a.m. – 1 p.m. Students can schedule appointments through WOnline (<https://ysu.mywconline.com/>). Evening, weekend, and satellite hours vary by semester.

For more information about the Writing Center, please call (330) 941-3055, visit the Writing Center (<https://ysu.edu/writing-center/>) website or e-mail [wcenter@ysu.edu](mailto:wcenter@ysu.edu). Online appointments may be synchronous or asynchronous. For the latter, students need to upload a document in order to receive feedback within two business days of the scheduled appointment time.

## Reading and Study Skills

The Reading and Study Skills course instruction focuses on improving reading rate and comprehension as well as enhancing strategies for studying at the college level. Staffed by instructors and undergraduate peer tutors, courses include RSS 1510A (<http://catalog.ysu.edu/archives/2020-2021/search/?P=RSS%201510A>) Advanced College Success Skills, RSS 1510B (<http://catalog.ysu.edu/archives/2020-2021/search/?P=RSS%201510B>) Basic College Success Skills and RSS 1510C (<http://catalog.ysu.edu/archives/2020-2021/search/?P=RSS%201510C>) STEM Advanced College Success Skills and students may be mandated to take those classes based on the COMPASS® Reading Test (CRT).

For more information about the Reading and Study Skills courses, please contact the Department of Teacher Education at (330)941-3251.

## Maag Library

The William F. Maag, Jr. Library supports learning at YSU by providing facilities, resources, and instruction to meet faculty and student needs. The six-story building is at the heart of campus and provides a welcoming environment for those who need research materials, research help, or just a comfortable space to study. Study spaces throughout the library offer diverse seating options, mobile white boards, and power towers for charging mobile devices. Individual study rooms can be checked out and the 4th floor houses two group study rooms with interactive media. Floors 3 & 4 of the library are for group study and floors 5 & 6 are for silent study. A family study room is available where student parents can study while being able to supervise their children.

Maag Library is a member of OhioLINK, a group of 120 Ohio college and university libraries who collaborate to provide access to print and electronic resources essential to student academic success. Over 46 million items are available for request through OhioLINK. The library provides onsite access to over 750,000 items, including books, journals, music scores, maps, microforms, CDs, DVDs, etc. Items can be located through MaagNET, the library's online catalog. Materials may also be requested from other OhioLINK institutions to be sent to Maag for checkout. The library also provides many textbooks, which are available for 3-hour checkout. Over 200 research databases are available to YSU students, faculty, and staff. Database access is provided through the library website (<http://www.maag.ysu.edu/>), and when off campus, users must authenticate with their name and YSU ID number. The research databases cover a wide variety of disciplines and provide access to scholarly, trade, newspaper, and popular sources of information.

The Reference Room on the main floor provides computer, printing, and scanning access as well as research help. Librarians are available for in-depth research help or questions can be asked through the Ask A Librarian email service. Librarians teach library instruction classes in their respective subject areas to help students and faculty learn how to conduct research and navigate the research databases.

The 3rd floor contains the Maag Cafe and a group study area that provides an open and collaborative learning space with computer access, a smart TV viewing area, listening stations, podcast booths, and a Verb table that supports technology integration from laptops to a monitor. The 3rd floor is also home to the Microforms Center where microfilm and microfiche can be viewed, printed, and digitally saved.

Archives & Special Collections is located on the 5th floor and serves as the official repository for the historical records of YSU and also as an archival repository for historical materials relating to the history of Youngstown and the Mahoning Valley. The Melnick Medical Museum collects, preserves, and interprets the history of medicine, especially as it relates to Youngstown and the Mahoning Valley.

Government documents are located on the 6th floor. Maag is a Federal Depository Library and regularly receives new government publications, including books, maps, pamphlets, CD/DVDs, etc. Most government publications are online and available through MaagNET and the OhioLINK Library Catalog.

The Wilcox Curriculum Resource Center (CRC) is a division of Maag Library located on the main floor of Beeghly Hall. The CRC contains collections of various formats in the fields of education, special education, school psychology, and counseling. The CRC provides access to many types of materials, including children's literature, games & kits, K-12 textbooks, leveled readers, media, puppets, and more.

Other services separate from the library but housed within the building include the IT Service Desk (4th floor) and the Writing Center, Testing Center and English Language Institute, which are all located on the lower level.

## Information Technology Services

YSU's Information Technology Services (ITS) mission is to enable students, faculty and staff to create a technology-integrated approach to education, scholarship and service. The ITS Division includes five departments: Customer Services, Application Services, Infrastructure Services, Security Services and a Project Management Office.

The ITS Service Desk is the primary point of contact for technology customer support needs and is located on the fourth floor of Maag Library. Support is provided by phone, in person and through the IT Services portal. The Service Desk provides first-level technical support of all the YSU computer systems, telephones, classroom multimedia equipment, and assists with password-related problems, helps with installing 'academic-related' software, and configuring devices to connect to the YSU wired and wireless networks. More information is available at the Service Desk (<https://ysu.edu/it-service-desk/>) website.

Overall, ITS provides:

- Administrative and student systems including registration and finance
- Student Mobility Support through the Penguin Plug-in stations (Kilcawley and Moser Bridge)
- Desktop technology support in labs and offices
- Classroom technology support
- Wired and wireless networking and security
- Telephone technology support
- Data Center infrastructure support
- Website technology support
- Application Access via the YSU App Cloud
- Device Loaner Program

Academic technology support with a focus on multimedia classrooms

More than 5,000 online technology devices, including personal computers, printers, and multimedia systems are located on campus. Personal computers are available on campus for instruction and research. Currently, multiple Computer Labs exist within each of the academic and campus recreational buildings on campus. Selected classrooms are equipped to facilitate broadcast quality, full-motion video distribution, and distance-learning opportunities. The YSU Network provides faculty, staff, and students the opportunity to access networks and current-generation computer hardware and software via a high-speed state-of-the-art network infrastructure. A Virtual Private Network (VPN) is provided for secure remote access to campus. A campus-wide wireless network provides mobility for students and employees. AT&T Wi-Fi services are also available for visitors.

Detailed information on technology support and services is provided on the ITS (<https://ysu.edu/information-technology-services/>) website.

## Laboratories

In addition to the Computer Center, Youngstown State University offers students a wide range of up-to-date laboratories and equipment across campus.

Located in DeBartolo Hall, the **Language Learning Resource Center** is a state-of-the-art foreign language lab facility designed for both classroom use and individual study in second-language acquisition and the study of foreign languages, literatures, and cultures.

The LLRC audio lab was completely renovated and remodeled in 2009. The new audio lab carrels are equipped with the most current digital Sanako hardware and software for language learning. The audio lab, which is reserved for foreign language study, has 30 student stations each equipped with Dell personal computers with CD-RW/DVD-ROM combo drives, Windows 7, and Tandberg Educational headphones. With Sanako, a digital audio or video file may be played back from a program track while students simultaneously

record their response on the student track. The LLRC computer lab has an additional 50 student Dell personal computers and is an open lab when not in use for a class. Student assistants are hired to assist with the various types of equipment and to tutor the languages taught at YSU.

In the **psychology laboratories**, located in the basement of DeBartolo Hall, students can learn basic techniques of experimental psychology, child psychology, social psychology, and survey research. Equipment includes an electromagnetically isolated room, animal housing areas, a child observation room, equipment for the control of animal behavior, and various physiological recording devices.

The **anthropology and archaeology laboratory** has a wide range of specialized equipment including:

- standards for the parameters of a biological profile (age, sex, ancestry and stature)
- statistical analysis packages for biological anthropology research
- anthropometry instruments
- archaeology research tools

The **Department of English has eight computer labs** in DeBartolo Hall primarily for the use of students enrolled in English composition and professional and technical writing classes, one lab for journalism classes in Fedor Hall, and one lab for composition classes and Writing Center use in Maag Library.

Computer facilities in the new **Williamson Hall** include three networked computer labs, a Financial Service Lab, and Professional Sales Lab. Specialized software used in business courses is also available.

In **Cushwa Hall**, laboratories are provided for radio broadcasting, physical therapy, dental hygiene, microbiology, nursing, criminal justice, respiratory care, human ecology, medical laboratory technology and science, clothing and textiles, medical assisting, emergency medical services, and polysomnography.

Laboratories in **Moser Hall** are described in the College of Science, Technology, Engineering, and Mathematics section of the catalog.

For more information, visit the **Campus Computer Labs**.

## Comprehensive Testing Center

The Comprehensive Testing Center is a part of the Division of Student Success. Among the testing services provided are administrations of national admission and certification examination. These include:

- American College Test (ACT)
- Graduate Record Exam (GRE) Subject Test
- Miller Analogies Test (MAT)
- Law School Admissions Test (LSAT)
- PRAXIS exam
- SAT

Additionally, YSU's placement testing is administered through this office. Placement tests are administered year-round in both group and individual sessions.

For more information visit the Testing Center (<http://cms.ysu.edu/administrative-offices/testing-center/testing-center/>) website.

## International Programs

The International Programs (<http://cms.ysu.edu/administrative-offices/center-international-studies-and-programs/cisp-home/>) Office is an integral part of the Division of Academic Affairs and is responsible for coordinating the international dimensions of the university, including international student and faculty services, study abroad and exchange programs, and the English Language Institute. For more information on studying abroad and about the

English Language Institute (<http://cms.yzu.edu/administrative-offices/english-language-institute/eli-home/>), visit the website.

## **International Student and Faculty Services**

The International Programs Office (IPO) coordinates international student recruitment and admission, the international student health insurance program, and the Stephen and Brigitta Hanzeley International Student Scholarship. The IPO also provides immigration-related services for international students, faculty, and staff. IPO houses the English Language Institute, the International Pathway Program, as well as the Summer in America Program. IPO also manages the International Memoranda of Understanding agreements for departments across the University. For more information about requirements for enrolled international students, see "Requirements for Nonimmigrant Students" (located under the Credit Hours/Class Standing/Majors section of the catalog).

## **International Student Association (ISA)**

Originally founded in 1958 as the International Student Federation, the purpose of ISA is:

- To promote positive interactions among U.S. American and International students;
- To increase awareness of international cultures at Youngstown State University and in the Youngstown community.

Interactions are promoted through campus and citywide activities and events.