

# THE LEARNING CENTRE



## LEARNING EXCELLENCE BECAUSE STUDENTS MATTER

We are online! KPU offers online tutoring support for all students, so no matter where you are, you can access tutoring support or feedback on your writing or study skills or certain content areas by going to [tlc.kwantlen.ca](http://tlc.kwantlen.ca).

Annually we train over 70 tutors and peer coaches. Tutors receive three levels of training. Upon completion of the training requirements they can be certified as a professional tutor.

### CURRENT PROGRAMS (IN ADDITION TO ONLINE AND FACE TO FACE TUTORING):

- Academic Coaching
- Academic Boost Camps
- ACE IT Transition Program
- Early Alert support
- ESL/EAL support
- Cross-cultural learning support
- Community Adult Literacy
- International Peer Coaching
- Learning Assessments
- Mini Learning Sessions
- Online Learning support
- Orientation Workshops
- 1:1 Consultations
- Print and Web based resources
- Sensational Saturday Workshops
- Trades Math Preparation
- Tailored Workshops
- Transition programs for special student groups
- WriteAway Online tutoring

Learning Centre staff and faculty work together to make KPU a better place. For more information visit: [kpu.ca/learningcentres](http://kpu.ca/learningcentres)

At KPU we strive for excellence. We want individuals to have the support, instruction and resources necessary to achieve their goals. KPU's Learning Centres have developed a multi-campus, collaborative model to support students known as learning excellence. Comprised of programming and services to support the diverse needs of students, the *Learning Excellence* model is made up of four stages ranging from individualized support for at-risk students, to consultation with KPU faculties about learning strategies.

The *Learning Excellence* model includes learning strategists, coordinators, assistants, and departmental faculty who volunteer to work at the campus Learning Centres. Training, educational leadership, and mentoring is provided to student tutors and peer coaches who support KPU students through academic coaching, online tutoring, international student assistance, and more. Additionally, we continue to work with available technology to provide greater access to online tutoring for students who are not able to regularly access on-campus services.

Learning Strategists play a key role in developing individualized learning plans, providing learning assessments, and designing and delivering a variety of workshops. They consult with faculty and departments regarding student development and classroom learning strategies to improve learning outcomes. This collaboration helps to embed the strategies and knowledge that enhance learning and understanding into all courses, ensuring students are developing the essential skills, knowledge and abilities they need to achieve their goals, no matter what they might be.



# LEARNING EXCELLENCE MODEL

holistic, complementary, integrative, embedded, collaborative, consultative

## TIER 1

### General

- Skills development
- Tutoring programs
- Intervention Programs

### Description

This stage represents the traditional approach the Learning Centre has always implemented and includes a focus on peer tutoring, and peer coaching as well as programs such as Academic Boost Camps, and workshops. There is some learning centre or tutor presence in the classroom, but the majority of the programming occurs within each campus Learning Centre.

## TIER 2

### Complementary

- Individualized assistance
- Online learning and writing support
- Course-based skills and strategies
- Collaboration with faculty

### Description

Here, individual student support is enhanced. In addition, learning support services are offered online and via interactions with instructors.

Online learning support is essential as it provides students multiple options to access this resource. An online E-tutoring platform for content courses is currently under development through collaboration with partners.

Faculty is encouraged to seek support for students through tailored learning seminars or workshops that address identified student needs. Workshops are designed to complement the instruction students receive.

## TIER 3

### Integrated

- Learning strategies are integrated into courses or assignments
- Input into assignment design
- Several in-class visits

### Description

Integrated programs have proven to be highly effective in developing and consolidating skills.

Learning Strategists work collaboratively with instructors to find ways to integrate skill development. They identify key strategies that enhance the learning outcomes associated with various courses and consult with instructors regarding student issues as they arise.

In addition we have expanded online tutoring support and offer a peer assisted study sessions (PASS) program for courses identified as “high-risk” and interested instructors.

## TIER 4

### Embedded

- Includes all of the integrated skills and knowledge components as part of a course
- Builds framework strategies and developmental activities across disciplines and programs

### Description

Here, learning skills and knowledge are embedded within the disciplines to allow for a rich learning environment and the cultivation of learning excellence.

Integration of skills involves a stronger focus on student learning outcomes and offers KPU a way of identifying student development and progress so that interventions can be sought in a pro-active and timely manner.

Working in partnership with faculty, Learning Centre staff and faculty provide input into foundation courses or programs to ensure students are provided with a balance of content and process skills that they will need to develop as lifelong learners.

