

# Online Literacy and Math Labs

## About Us

The Literacy and Math Labs are committed to serving students in all aspects of their academic scholarship. Our mission is to ensure every student is academically supported and equipped to achieve individual excellence, develop mastery of content, and to become a superlative citizen.

The Labs provide an environment conducive to learning, either as an individual or a group learning sessions. General desktop support is provided for students seeking to improve their skills and knowledge base when using CAMS Portal and Cengage learning platforms.

Certified tutors are available to assist learners of all ability levels to improve their skills at all stages of the writing process as well as other liberal studies.

## Frequent Ask Questions

- Who can use the Literacy and Math Labs
  - The Literacy and Math Labs are open to all Shorter College students.
- How can the Literacy Lab help me?
  - Literacy staff can help you with any writing assignment for any class, not just English. We can help with reports, reviews, journals, critical thinking questions, reader responses, literary analyses, research papers, reflections essays, scholarship essays, college transfer application essays, resumes, cover letters, and much more.
- I don't know how to start my paper.
  - We can help you with brainstorming, outlining, researching, revising, and editing, in addition to basic grammar instruction. We do not take responsibility of any student's work.
- How long is a tutoring session?
  - It depends on the nature of the visit and the needs of the student. A quality tutoring session with feedback is approximately 15-20 minutes.
- Can I walk in?
  - Yes, you may walk in. If you don't have an appointment, there may be a wait period before a writing coach can see you. However, we may be able to give you an approximate wait time. Walk-ins will be seen on a first-come, first-served basis.
- Can I make an appointment to access online tutoring services?
  - Yes, contact Literacy staff [literacyadvocacyprogram@shortercollege.edu](mailto:literacyadvocacyprogram@shortercollege.edu) during our cyber hours 8:00 am - 6:00 pm CST. However, due to the volume of inquiries please allow 24 hours for a response.

## **Schedule a Tutoring Session**

- The Literacy and Math Labs offer walk-in or appointments to Shorter College students.
- For a face-to-face tutoring session, please contact one of our certified tutors or staff member at 501-374-6305 ext. 206 to make an appointment.
- The Literacy & Math Labs are open during Final's week

## **Location and Hours of Operations**

The Literacy and Math Labs located in the Sherman-Tyree Building, second floor rooms 207 & 208.

The Labs are open during the fall and spring semesters from the first day of class until the last day of class. The labs are also open during the summer semester, mostly by appointments; email our director, Kim Lockhart, at [kim.lockhart@shortercollege.edu](mailto:kim.lockhart@shortercollege.edu) to schedule a summer appointment.

### **Hours of Operation the fall 2019 semester**

Monday: 8:00 – 4:00 pm

Tuesday: 8:00 am – 4:00 pm

Wednesday: 8:00 am – 4:00 pm

Thursday: 8:00 am – 4:00 pm

Friday: 8:00 am – 4:00 pm

### **Hours of Operation the summer 2019 semester**

Monday: 8:00 – 3:00 pm

Tuesday: 8:00 am – 4:00 pm

Wednesday: 8:00 am – 4:00 pm

Thursday: 8:00 am – 3:00 pm

Friday: Closed

## **Reading and Writing Resources**

- Under Construction

## **Policies**

- To keep clutter around computers at a minimum, students should leave their backpacks in the designated areas. Only the pen, paper, and purses should be taken to the computers. Literacy staff will not be held responsible for any items lost or stolen.
  
- **Printing**
  - Students using PCs in the Literacy labs, ALL printing jobs are routed to the Copy Center, in Sherman Tyree Building, suite 103 (1<sup>st</sup> floor). Please ask the Literacy staff if you have any computer or printing issues.
  
- **Phone**
  - Please place phones on silence upon entry of the learning environment and during conferences. Because other learners occupy this space to study, to seek help or simply to experience the quietness, we ask that you quietly step outside to answer or make calls.