There has been a lot of positive change in the TLC over the last ten months. There are new faces, new policies, new practices, new structures, and new opportunities.

**Faces:** Welcome to Dwayne and Margaret. For the first time in over two years, none of the TLC professional staff are hired on a temporary basis. Stability at last.

**Policies:** Learn about our inclusive excellence statement and our new appointment policies elsewhere in this issue.

**Practices:** TLC is piloting interactive online writing consultations and has extensive drop-in writing support. We aim to have every consultation (writing and quantitative) end with a client report to reinforce learning and set future expectations. Faculty or advisors can ask students to share reports as evidence of a TLC visit.

**Structure:** I will continue to oversee the TLC, but as I take on other responsibilities, I have asked Dwayne Chambers to lead the Quantitative Center and Kelvin Keown to lead the Writing Center within the TLC.

**Opportunities:** General interest workshops have been added to the TLC line-up (page 4). There are currently 20 faculty holding office hours in the TLC, and we are exploring new ways to formally collaborate with faculty.

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**New Professional Staff Dwayne Chambers & Margaret Lundberg**

**Dwayne Chambers joins staff as the Quantitative Coordinator.**

Dwayne comes to UW Tacoma by way of Claremont Graduate University in Southern California. He received his PhD in Mathematics in 2011 and has since then worked at Pomona College both as a lecturer and tutor in the Mathematics Department and as an I.T. Project Specialist. In addition to math and computers, Dwayne and his wife have recently returned from Japan where they spent the six weeks teaching English at a local church in the Gifu prefecture. They are excited to begin life in Tacoma and are excited to be a part of a University that has done so much to enhance Tacoma.

Contact Dwayne at dwaynech@uw.edu, 692-4778

**Margaret Lundberg joins staff as Instructional Consultant.**

Margaret worked as a writing consultant in the TLC during her undergraduate and graduate years at UW Tacoma, completing her MA in Interdisciplinary Studies in December 2014. In rejoining the TLC team, she brings a love of language and experience in all kinds of writing—from theses and academic journal articles, to euphuistic prose and fiction—as well as a desire to help students overcome their writing anxieties and discover their own unique voice in the process.

Contact Margaret at margal3@uw.edu, 692-4582
Mathematics and Statistics Support Workshops

Quantitative Course Support workshops provide students with weekly group sessions led by Quantitative Coordinator Dwayne Chambers, Instructional Consultant Su-Miao Lai, and Peer Tutor Marion Tibayan.

Please encourage your students to attend a workshop or inquire about other kinds of support.

**TMATH 110** Statistics
- Tues. 4-5pm
- Thurs. 3pm-4pm

**TMATH 115** Precalculus I
- Wed. 1pm-2pm

**TMATH 120** Precalculus
- Thurs. 4pm-5pm

**TMATH 124** Calculus
- Fri. 1pm-2pm

**BUS 500** Quantitative Methods
- Oct., 27; Nov. 3, Dec. 1, & Dec. 8 5-6pm

**TBUS 301** Quantitative Methods
- Mon. 3pm-4pm

**Mathematics for Economics Refresher Workshops**
- Oct. 19 & 26, 12:30-1:30pm
- Oct. 15 & 22, 9-10am

Science Support Workshops

Science Course Support workshops provide students with weekly group sessions led by Instructional Consultant Carly Gelarden and Peer Tutor Alison-Marie Johnson.

Please encourage your students to attend a workshop or inquire about other kinds of support.

**TESC 141** Chemistry
- Mon. 10am-11am
- Thurs. 1:30pm-2:30pm

**TESC 251** Organic Chemistry
- Tues. 2pm-3pm

“Language Lunch Hour” Debuts for English and Chinese

The TLC is committed to providing a place for students of any language to gather, converse, and learn.

Our Lunch Hour workshops provide academic support and interactive practice for learners of
- Spanish
- Chinese — NEW!
- English — NEW!

Language Lunch Hour FAQs

**What will we do?**
Chat, listen, laugh, learn with friendly, knowledgeable speakers of the language.

**Why attend?**
Language is a social activity. That means language learning is a social activity, too.

**Do I need to be fluent?**
No! You just need a desire to communicate and learn.

When and where?
Each Language Lunch Hour occurs in the TLC (SNO 260) every week. Spanish and Chinese meet on Wednesday from 12:30-1:30pm. English meets on Monday from 12:30-1:30pm.

Read the TLC’s new Linguaphile blog, about a language learner’s experience at UW Tacoma, here and from our Facebook page.
Changes to Writing Center Appointment Policy

In recent years, about one-third of available consulting time was not used due to students who did not show up or canceled their appointments at the last moment.

In response, we’ve updated our appointment policy as follows:

**Canceling Appointments**

On occasions when students cannot keep an appointment for any reason, we request that students cancel that appointment at least 3 hours in advance to make that time available to another student.

**Missed Appointments**

A “missed appointment” is defined as 1) not showing up, 2) not canceling 3 or more hours prior to appointment, or 3) not uploading a paper for an e-Tutoring appointment.

After 3 missed appointments, a student needs to contact Kelvin Keown and ask to be reinstated. The student will be prevented from making appointments for one week from the date of the discussion but are encouraged to use drop-in consultations in the interim.

If the student misses a subsequent appointment, they will be limited to drop-in consultations for the remainder of the academic quarter.

Interactive Assistance and Drop-In Availability Reach More Students

One-third of respondents to last year’s TLC User Survey said they preferred online assistance because they “like the convenience of not having to travel to campus.” We are meeting those needs through our existing asynchronous eTutoring option and a new synchronous Online Tutoring option.

Online Tutoring enables the student and consultant to interact using a computer’s video streaming platform. Staff and students are piloting the service on a limited basis this quarter.

Drop-in tutoring provides just-in-time assistance and more—students get the help they seek while also being exposed to our other resources, like workshops, and protocols, like appointments. We see drop-in clients return to work in the TLC after becoming familiar with our community of tutors and consultants.

**Drop-in Tutoring is available during these hours:**

- **Quantitative:** M-F 9am-7pm
- **Writing:** M-Th 10am-4pm, F 10am-3pm

Statement of Inclusive Excellence

We are proud to announce our new Statement of Inclusive Excellence. The statement was a joint effort among TLC staff, TLC peer consultants, and other campus units.

**Statement of Inclusive Excellence**

The Teaching and Learning Center staff and peer consultants commit to listen and look carefully and compassionately for ways to actively engage in inclusive practices. For instance, we promise to:

- advocate for making our center safe, welcoming, productive, and proactive;
- be sensitive to language practices (what we say and allow to be said) and other microaggressions that may make some people feel uncomfortable or feel in some way inferior;
- affirm students’ right to their own languages as they engage with academic discourses and expectations;
- openly discuss social justice issues as they pertain to the work at hand;
- be reflective and critical of the practices we engage in;
- conduct on-going assessments of the TLC’s work, looking specifically for patterns of inequalities and injustice that may be occurring in the center.

Visit our website to read our Mission Statement, Commitment to Diversity, and Our Philosophy.
Faculty and Staff Referrals to the TLC
Referrals to the TLC are greatly encouraged. Faculty members are welcome to request verification that a student has met with a TLC tutor or consultant.

Support for Multilingual Students and Concerned Faculty
Kelvin Keown, Associate Director, works predominantly with students whose first language is not English. Contact Kelvin directly (kelvin3@uw.edu) if you would like to make a student referral or meet with him for a faculty consultation.

Support for Graduate Students and Concerned Faculty
Amy Whitcomb, Instructional Consultant, focuses on learning and applying best practices for working with graduate students in a writing support center. Contact Amy directly (amyw24@uw.edu) if you would like to make a student referral or meet with her for a faculty consultation.

Classroom Presentations
Tutors and consultants will introduce new students to the TLC with several classroom visits this quarter. Write to uwtteach@uw.edu to collaborate with us on classroom instruction for special topics.

Something for Everyone: General Interest Workshops

<table>
<thead>
<tr>
<th>Date &amp; Time</th>
<th>Topic</th>
<th>Presenter</th>
<th>Intended Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed., Oct. 7, 3:45-4:45pm</td>
<td>Using your iPad as an interactive white board</td>
<td>Jenny Quinn</td>
<td>Faculty</td>
</tr>
<tr>
<td>Wed., Oct. 21, 3:45-4:45pm</td>
<td>How to write a scientific lab report</td>
<td>Carly Gelarden</td>
<td>Students</td>
</tr>
<tr>
<td>Wed., Oct. 28, 3:45-4:45pm</td>
<td>How and why to stop worrying about grammar</td>
<td>Kelvin Keown</td>
<td>General</td>
</tr>
<tr>
<td>Wed., Nov. 4, 3:45-4:45pm</td>
<td>How to be great at maths</td>
<td>Dwayne Chambers</td>
<td>General</td>
</tr>
<tr>
<td>Wed., Nov. 18, 3:45-4:45pm</td>
<td>How to create a plagiarism-proof assignment</td>
<td>Jeff Fitzgerald</td>
<td>Faculty</td>
</tr>
<tr>
<td>Wed., Dec. 2, 3:45-4:45pm</td>
<td>Chinese Calligraphy</td>
<td>Su-Miao Lai</td>
<td>General</td>
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