

Information about the Learning Center Academic Support Services

As UTRGV shifts to online learning environments, the Learning Center will continue to serve as an important resource for both students and faculty. In order to help with the transition to online learning, we will begin offering tutoring, Supplemental Instruction (SI), Peer-Led Team Learning (PLTL), BMED and ACE program coaching sessions via Blackboard Collaborate and/or Zoom, which are the same formats being used by the faculty beginning March 23rd. All our tutors are committed to providing the quality services students have come to expect from us. Here is some more information that may answer some of the questions you may have.

Student FAQs

*** Will the Learning Center be open to students during this time?**

- * The Learning Center main offices will be open for students or faculty who may have questions about the online academic support services being offered. You can call the Brownsville office at 882-8208 or the Edinburg office at 665-2585 for more information.
- * All tutors, SI leaders, and PLTL leaders will be working via Blackboard Collaborate and will NOT be on campus.

*** How do I access the Learning Center services for tutoring, SI, BMED, PLTL or academic coaching?**

- * Students can access the tutoring services via the Learning Center website or using the links below. If you need more information on the appropriate technology and browser to use for Blackboard Collaborate, please refer to the Learning Center website.
- **For PLTL / PBSI and SI** – Your leader will email you the link to access the session for your class. Your instructor will also post it on blackboard in your course announcements.
- **For Online Tutoring links for Math, Science, Liberal Arts, and Business**, please use the following link which can also be found in the Learning Center website:

<https://www.utrgv.edu/tutoring/tutoring/online%20tutoring/index.htm>

*The ACE program will send participants links individually via the academic coaches.

The Learning Center

SUNI 2.10
One West University Blvd.
Brownsville, Texas 78520-4933
(956) 882-8208

LEAC 100
1201 West University Drive
Edinburg, Texas 78539-2999
(956) 665-2585

[utrgv.edu /tutoring](https://www.utrgv.edu/tutoring)

*** Will the online sessions be synchronous (live) or asynchronous (submitting questions and waiting for answers – on your own)?**

- * The tutors, SI and PLTL leaders, BMED study session leaders, and academic coaches will conduct their sessions synchronously or “live – in real time.”

*** Will my PLTL, SI, BMED, and ACE session be offered at the same time as the face-to-face session?**

- * Yes! The online sessions will be conducted during the same session hour as was done previously unless otherwise indicated on our website.

*** If my professor requires mandatory attendance, how will my attendance be recorded in an online format?**

- * For the online tutoring lab, when you sign in for online tutoring, our office aides will ask you for your name and email address. This way we can sign you into the kiosk just as if you were walking into the lab.
- * For PLTL/PBSI/SI, the leaders will take attendance when you enter the session. Attendance for PLTL is mandatory.

*** Do I have to schedule an appointment for online tutoring?**

- * No. Online tutoring will be done on a “walk-in” based format or just like when you walk into the tutoring lab on campus. You may get one-on-one tutoring or small group tutoring with your peers.

*** Will the online tutoring hours be the same as what is on the Learning Center website?**

- * Yes. The online tutoring hours will be the same as what is noted in the Learning Center website for each area. Please click on the Learning Center website below to access the online tutoring hours.

*** What happens if I have problems accessing the session links?**

- * If you have technology issues with the links, it is recommended that you contact the Center for Online Learning and Teaching Technology (COLTT) via the following numbers:
BRO – 956-882-6792 and ED – 956-665-5327

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*** What should I do if I have an issue with a tutor or leader or am not satisfied with the service I received online, or if I'm very satisfied with the service and would like to leave a comment?**

* For any concerns or comments, please contact the Learning Center staff in Brownsville at 956-882-8208 or in Edinburg at 956-665-2585 or email us at learningcenter @utrgv.edu

Please feel free to explore the Learning Center website for additional information:

<https://www.utrgv.edu/tutoring/>

Thank you for your understanding and patience during this transition to the online learning environment. We look forward to serving all your academic support needs!

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