

Name: Barbara Stewart, Director, Academic Resource Center  
Criterion 3

*Webster provides evidence of student learning and teaching effectiveness.  
The organization's learning resources support student learning and effective teaching.*

The Academic Resource Center (ARC) supports the academic mission of Webster University by offering all students a wide variety of academic resources as it upholds the commitment of Webster University to personalized attention. These student-centered resources include: a writing center, a testing center, a peer tutoring program, academic counseling, assistive and instructional technology, learning strategies consultations and accommodations for students with documented disabilities. This learner-centered delivery model is accessible to students of diverse ages, cultures and socioeconomic backgrounds, as well as to students of varying abilities. The ARC staff strives to reach and maintain the following goals and objectives:

- To provide effective out-of-class academic support services to assist all Webster university students with maximizing their academic potential. This includes peer tutoring/coaching labs, student success workshops, online learning assistance, individual learning strategy consultations, assistive and instructional technology, and a full-service testing center.
- To work cooperatively with faculty across campuses to improve learning opportunities for students;
- To maintain a friendly, welcoming learning environment conducive to learning;
- To provide Webster University students with state-of-the- art instructional/assistive technology;
- To regularly evaluate and assess the effectiveness of all services through continuous monitoring, data collection and analysis;
- To maintain non-discriminatory practices in operations and services.

**Evidence:**

- The Academic Resource Center utilizes assessment results, best practices for university learning centers, and student evaluations to improve service delivery.
- The Academic Resource Center supports all learners and respects the diversity they bring. The Center strives to meet the individual needs of all students. Beginning in August, 2007, an instructional/assistive technology counselor was hired to support the technological needs of disabled and non-disabled students. This service is also available to university staff and faculty members.
- All services provided by the Academic Resource Center are available to extended campuses. The ADA Program includes Webster's international sites.

- The Academic Resource Center offers many training opportunities for peer tutors and staff, thus enhancing student learning.
- Partnerships with Student Services, faculty, the Accessibility Committee, The Writing Advisory Board and academic advisors serve to enhance student learning opportunities.

**Conclusion:**

The strength of the Academic Resource Center is its ability to remain in close contact with the learning processes of students. Through individual interventions provided over time and feedback from instructors, ARC staff is able to assess the process of student learning and individual student outcomes. A challenge for the Academic Resource Center is being recognized as a unit that supports the ongoing work of faculty. Instructors think that the role of the center is to “fix” papers, poor exams and students who are experiencing academic challenges. This inaccurate perception of remediation deemphasizes teaching as community property and creates a gulf between faculty and ARC staff.