Teaching is a challenge, so every TA deserves as much practical help as the university can give. Scattered on campus are many resources and services that can help you do your TA work more easily and effectively. This directory is a guide to those resources.

Section One, "Logistical Support," examines sources of technology and media that you can use in your classroom and facilities outside the classroom that you or your students can use in connection with your course.

Section Two, "Support for Your Teaching," provides resources to help you improve and develop your teaching skills. (A List of MSU TA Program resources and services is located at the end of this Appendix.)

Section Three, "Support Services for Your Students," lists campus offices to which you can refer individual students when they need help with personal problems, career planning, or particular learning difficulties.

Section Four, "Problem Prevention and Conflict Resolution," highlights the offices where you or your students can go for help regarding serious conflicts, such as violation of the law, violence, harassment, abuse of authority, violation of university policies.

Section Five, “MSU TA Program Resources,” is a detailed listing of pedagogical, language, and professional development programs available to MSU TAs from our office.
I. LOGISTICAL SUPPORT

Computer Hardware, Software, and Information:
- Microcomputer Labs
- Computer Store
- Computing Resource Center
- Consulting

Electronic Computer Communication
- Pilot (campus e-mail)
- Gopher (electronic bulletin board)

Audio-Visual Media
- Film, Video, and Audio Collections
- Broadcast Service through Instructional Television (ITV)
- Delivery of Audio-Visual Equipment to Your Classroom [Instructional Media Center (IMC)]
- Main Library Audio-Visual Laboratory and Reserve
- Language Laboratory Audio-Visual Equipment and Reserve

Consulting Services
- Statistical Consulting Service

Print Media
- Main Library Assigned Reading Department
- Assigned Readings, Departmental and College Libraries
- COGS Copy Center

Computer Hardware, Software, and Information

MSU's Computer Laboratory is responsible for organizing computer services on campus. The Computer Lab administers its services to the MSU community through the Computer Information Center (CIC), 305 Computer Center (355-4500). Among the services of interest to TAs are:

Microcomputer Labs: Laboratories equipped with personal computers (IBM compatible, Macintosh, NeXt and Sun Computers) are available for TAs and students to use free of charge at many locations on campus. The labs can be used for word-processing, graphics, desk-top publishing, classroom assignments, programming, electronic mail and computer enrollment. Most labs are also connected to MSUnet (the campus computer network) and can be used to access the university's mainframe computer. For the hours and particular lab specifications, contact the Computing Information Center, Room 305 Computer Center, or 355-4500. The sixteen locations are: Computer Center, Biochemistry Bldg, Case Hall, Eppley Center, Kedzie Hall, MSU Union, Olds Hall, Wilson Hall, Bessey Hall, Brody Complex, Chemistry Bldg, Holmes Hall, MSU Main Library, Music Practice Bldg., and Wells Hall.

Computer Store: Located at 305 Computer Center (355-4500), the store operates a large demonstration area where you can try out hardware, software and peripherals; and provides some free software, including a disk virus protection program and Kermit, a dial-up communication package explained under "Electronic Computer Communication."

Computing Resource Center: Located at 305 Computer Center, (355-4500). The Resource Center: distributes reference materials and publishes literature on computer hardware, software and services; and offers self-paced tutorials and low-cost classes on how to use certain software and hardware;
Consulting: The Computer Information Center provides services and consultation on: basic access issues, including electronic mail and networking; mainframe and microcomputer applications; and software products and applications.

Electronic Computer Communication

MSU is alive electronically with computer assisted communication. Increasingly MSU instructors, including TAs, make use of computer networks to publish course materials and communicate with students electronically. You can access the campus computer network at a laboratory work station or via dial-up from home. TAs who have a computer and a modem may receive a free copy of Kermit, a dial-up communication software package, by taking a blank disk to 305 Computer Center. Three examples of free communication systems available to TAs are Pilot, Gopher, and the World Wide Web are outlined below.

Pilot is a system of electronic mail (e-mail), free for all registered students. Quicker than regular mail, with no wasted paper and at no charge, Pilot enables you to "converse" electronically with your students, other TAs, faculty, and friends and colleagues worldwide. The two requisites for sending and receiving e-mail messages on PILOT are (a) establishing your own Pilot ID/Address and (b) getting access to a suitable computer and software. Your Pilot ID/Address can be set up easily at any Microcomputer lab, following written instructions provided at the lab (you will need your PID and PAN numbers to do this).

Gopher is a computer bulletin board system managed by the Computer Laboratory. Via GOPHER, you can publish or browse electronic course materials electronically. In addition, GOPHER offers access to a wide variety of games, software programs, university information, and libraries (including music and spoken word). You can access GOPHER at all public computer labs on campus. If you want to access Gopher from home via modem, pick up a Gopher fact sheet from the Computing Information Center, 305 Computer Center.

The World Wide Web is similar to Gopher in that it is a method of navigating the internet. It differs from Gopher in that it is a full multi-media system. Sites are full of graphics, sounds, music, even movies. There is an increasing national push to replace Gopher with WWW sites, and at MSU each student is allocated space for his or her own Web page. For more information, contact the Computing Information Center, 305 Computer Center.

Audio-Visual Media

With modern technology, the possibilities for using audio-visual media in teaching are vast. Not only does MSU have large, varied collections of audiovisual materials (films, tapes, slides, etc), but it also provides you with equipment and opportunities for using these materials in teaching your students.

Film, Video, and Audio Collections: Several collections of film, videos, and audio tapes are available for instruction on campus:

Instructional TV (ITV) maintains a video library of over 3000 videotapes. To view a catalog, stop by the ITV Library, 105 Communication Arts Building. Catalogs with descriptions of individual videos are available by subject. Viewings may also be arranged by appointment. A partial listing of ITV holdings may be viewed on E-mail.

The Instructional Media Center (IMC) (separate from ITV) maintains a collection of films. Catalogs of film holdings are available at the Instructional Media Building, or the catalog can be sent on disk. Films also may be previewed at the Instructional Media Building. To request a catalogue or arrange a preview, call 353-3960.

The National Voice Library houses recordings of over 8,000 famous voices, the largest collection of its kind in the world. It has particularly strong holdings in American politics, foreign politics, labor relations, show business, media history, academic lectures, sports, local history, jazz and popular song, and literature. If you would
like to include audio materials in your students’ curriculum, either visit or phone the Voice Library at 4th Floor West Main Library, 355-5122.

**Broadcast Service through Instructional Television (ITV):** MSU has a closed circuit TV system run by Instructional TV which is linked to many classrooms. If your classroom has an overhead monitor, it is part of the TV system, and you can arrange for ITV to broadcast specific films and videos into your classroom at specific times. If your regular classroom is not part of the system, you can reserve a special classroom equipped for a showing through ITV. To make arrangements for an ITV showing, either in your own or a special classroom, call the ITV Library, 355-2300, ext. 202. Room and showing arrangements should be made early in the semester, particularly if the video you want show is more than 50 minutes in length. In addition to broadcasting university owned films and videos, ITV will also broadcast videos that you bring in personally from network TV or PBS recordings. It will not broadcast commercial tapes rented from a video store or videos recorded from pay-cable channels such as HBO. To use a rented film or other restricted programming, you need to use IMC equipment, which involves a fee (see below). ITV services are free for instructors.

**Delivery of Audio-Visual Equipment to Your Classroom [Instructional Media Center (IMC)]:** The Instructional Media Center maintains audiovisual equipment for campus instructional purposes. For a nominal fee, which is billed to your department, you can have IMC deliver audio-visual equipment to your classroom on a specified day. To order equipment, get your department’s approval and account number first. Then, with the account number and your course and section number handy, contact IMC at 353-3960 to make your order. The following items are available for classrooms with at least 24 hours notice (some can be ordered in advance for an entire semester; in addition some can be rented by graduate students or faculty for non-classroom purposes, for $10 to $30):

- TV monitors (1 to 2 can be delivered at a time)
- VCRs (Beta and VHS)
- Slide projectors
- Film projectors
- Overhead projectors
- Liquid crystal display units (to project the image on your computer screen onto a larger screen)
- Laser disc players (capable of playing CDs as well)
- Viewing screens
- Microphones
- Audience response systems (individual keypads for surveying class responses or opinions)

**Main Library Audio-Visual Laboratory and Reserve:** To place videotapes or audio tapes on reserve at the Audio-Visual Library, 4th Floor, West Wing, MSU Main Library, contact John Shaw at 353-1753 to make arrangements. Students can check out and then view the materials on site. Both VHS and BETA formats are acceptable. Cassette recorders are also available for use.

**Language Laboratory Audio-Visual Equipment and Reserve:** The MSU Language Laboratory, in 141 Old Horticulture, maintains facilities for listening to audio materials and for viewing videotaped materials. The Lab will accept audiovisual materials for course reserve. Contact the Language Lab at 355-8374 for information about lab hours, placing materials on reserve, and procedures for reserving the use of equipment. Frequently, the Lab has audio recorders and VCRs that have not been pre-reserved and are available to users on a walk-in basis.

**Additional Consulting Services**

**Statistical Consulting Service:** Because statistical concepts play an important role in much basic research and in application in a variety of settings, the Department of Statistics and Probability provides a statistical consulting service for researchers from the university.
This service matches its expertise in areas of experimental and survey design, data analysis, statistical quality assurance and reliability, statistical computing, time series, forecasting and modeling with the needs of the user. Consultations during the early design stages of a study are most useful. When appropriate, advanced graduate students in Statistics team with faculty to provide the consultation.

In order to make the best use of SCS resources, please avoid the late semester rush and take note of the SCS rules:

1. There is no charge for the initial contact and discussions. If extensive consulting is required, a fee for services may be charged at an agreed upon rate.

2. If a student seeks extensive consulting from the SCS, a meeting which includes the major professor of the student must be arranged.

3. The SCS does not provide consulting on data entry, the use of mainframe computers and routine statistical analyses, although advice and referrals may be given.

If you wish to use the SCS, please call or email the Department of Statistics and Probability, A404 Wells Hall, 353-7177, consult@stt.msu.edu.

Print Media

Main Library Reserve Reading Department: TAs who wish to reserve certain books for assigned class readings can do so at the Main Library's Reserve Reading Department, 1st floor, East Wing. To place a book on reserve, TAs need only complete a one-page form giving their name, the course and section number they are teaching, and the author, title, and call number of the book they want reserved. This form will then be placed in one of several binders for easy reference by student. Some restrictions on book reservation apply. For full information and reservation forms, stop by Reserve Reading, call 353-8721.

Reserve Readings, Departmental and College Libraries: The main library administers branch libraries and reference rooms at different colleges and departments across campus. If you have a departmental specific reference room or library and would like to place items on assigned reading, visit the library and ask to speak with the Branch librarian. Lending and reserve policies differ across the campus library system. The following is a list of libraries operated by the Main Library:

Agricultural Economics Reference Room, 219 Agriculture Hall, ..............355-6650
Animal Industries Reference Room, 3285 Anthony Hall,......................355-8483
Business Library, 50 DCL Bldg., ..........................................................355-3380
Chemistry Library, 426 Chemistry, ......................................................355-9715 x363
Clinical Center Library, A137 Clinical Center, .................................353-3037
Conrad Library, 101 Conrad Hall, ......................................................353-1738
Engineering Library, 1515 Engineering Building, ...............................355-8536
Geology Library, 5 Natural Science, .....................................................353-7988
Labor and Industrial Relations Library, Main Library Bldg..............355-4647
Mathematics Library, D101 Wells Hall,..............................................353-8852
Music Library, 253 Music Building, .....................................................353-4593
Physics Library, 230 Physics-Astronomy Building, .............................355-9704
Planning and Design Library, 212 Urban Plan Building, ....................353-3941
Veterinary Medical Center Library, G201 Vet Med Center, .................353-5099
COGS Copy Center: The Council of Graduate Students has two high-quality photocopiers for use at low prices. All 8.5" x 11" copies are 4 cents each, 8.5" x 14" copies are 4.5 cents each, and 11" x 17" copies are 5.5 cents each. Transparencies are available. The COGS Copy Center is able to provide features such as collating, reducing and enlarging, two-sided copying, and automatic sheet feed. Office staff members are always on hand to assist you. You can find the COGS Copy Center at 316 Student Services Building. Hours are 9-5, Monday through Friday.

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II. SUPPORT SERVICES FOR YOUR TEACHING

Courses on Teaching  
TA Workshop Series  
Lilly Fellow Teaching Seminars  
Videotapes on Teaching  
Instructional Software Collection  
MSU TA Program Resources on College Teaching  
Test Scoring Office  
MSU Excellence-in-Teaching Citations for Graduate TAs

Courses on Teaching: Several MSU departments and colleges sponsor courses on the theory and practice of teaching for TAs. The College of Education also offers courses of great relevance for new college teachers. Often these classes are offered by the most dedicated mentor-teachers on campus. We encourage you to browse the course listings each term or the Green Book and inquire with the department or instructor about relevant schedules and enrollment restrictions and requirements. If a course is not offered the semester you need it, you still may meet a faculty member who has a valuable syllabus and bibliography to share.

TA Workshop Series: Each year the Teaching Assistant Program (TAP) organizes workshops to give TAs practical tools for teaching and classroom management. Conducted by experienced faculty members, the workshops have included: "Evaluating Your Own Teaching," "Lessons Learned From Excellent Teachers," "Motivating Your Students by Keeping Your Classroom Lively," "Preparation and Delivery of Presentations," and "Construction and Grading of Multiple Choice and Other Closed-Ended Tests," to name a few. Watch for workshop schedule flyers at the beginning of each term. Attendance at the workshops is free, but advance registration is required. To register, contact TAP, 9 International Center, 353-3062, or check on-line at www.msu.edu/~taprog.

Lilly Fellows Teaching Seminars: TAs can also attend the seminars of the Lilly Teaching Fellows Program. This program provides a diverse group of MSU faculty with the opportunity to improve their teaching abilities and become future faculty leaders. Each year, the program pairs eight MSU junior faculty members (Lilly Fellows) with experienced MSU faculty mentors. It invites experts in teaching from across the country to conduct seminars with the fellows on issues of teaching. When space is available, TAs are welcome to attend these stimulating seminars. Call Dr. Donald O. Straney for a schedule and to inquire about reservations for individual sessions at 432-5125.

Videotapes on Teaching: A collection of videotapes on teaching methods and problems is now available at the Audio Visual (A.V.) Reserve, 4th Floor West, MSU Main Library. The collection includes tapes of the most successful and highly rated Lilly Fellows and TA workshops, as well as commercially distributed materials. The videos are listed in the A.V. Reserve binders under "TA 000 #__" and a catalogue is also available from the TA Program. TAs may view videos during the A.V. Reserve's regular hours of operation. Call Main Library Information, 353-8700, for exact hours. You will need your current MSU I.D. in order to request videos.

Instructional Software Collection: The instructional Software Collection houses demonstration copies of hundreds of software packages and videodiscs for graduate and undergraduate coursework, curriculum
development, and research. Programs cover all subject areas and include computer-aided instruction, models and simulations, tutorials, and drill and practice packages. Programs may be checked out for three days by faculty or graduate students, or run on equipment in room E208 of the Main Library. Call 355-1840 for hours.

**TA Program Resources:** The TA Program has a collection of TA Handbooks, texts, and videos on teaching. Should you want to borrow any of these materials or consult the staff on matters of pedagogy or policy, feel free to drop by the TAP, 9 International Center, or call 353-3062 for assistance. *(See the end of Appendix A for a detailed description of MSU TA Office resources and services.)*

**Test Scoring Office:** TAs who wish to give multiple-choice or other objective exams and have them scored by computer should contact the Scoring Office, 208 Computer Center, 355-1819. Its many services include grade and record keeping, free test scoring, test analysis and item analysis and feedback generating for students. The Scoring Office also offers free consultation on design of data entry systems, test and survey design and computer management of instruction by appointment on a first-come, first-served basis, 8:00 am to 5:00 pm, Monday through Friday.

The Scoring Office will provide TAs with a wide variety of standardized bubble sheets free of charge for your students to use in answering objective tests. The office's optical scanners can then read the student responses coded on the sheets. Once the exams have been processed, a test score distribution report will be generated for your use. This report will give an analysis of item difficulties, item discriminations, and patterns of student response. It will also provide a single-page report for each student, listing the student's name, student number, raw score, percentile rank and standard score. Reports by student number only can be requested so the lists may be posted for student inspection. For help in the preparation of student exercises, exams, drills or homework assignments, inquire about SOCRATES, a menu-driven item storage and retrieval program containing a supply of ready-to-use exercises and test items classified by subject.

**MSU Excellence-in-Teaching Citations for Graduate Teaching Assistants:** Each year, MSU Excellence-In-Teaching Citations are awarded to six graduate teaching assistants. The citation brings University-wide recognition to the best of the graduate teaching assistants and underlines the qualitative contribution that they make to the undergraduate program. Recipients receive public recognition at an awards ceremony and receive a monetary award of $1000.00. Candidates are nominated by supervising professors and/or faculty teaching advisors.

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**III. SUPPORT SERVICES FOR YOUR STUDENTS**

**Academic Advice and Support**
- Academic Advisors
- Learning Resources Center (LRC)
- Writing Center
- Service-Learning Center

**Career Development and Placement**
Appendix A.8

Career Development Center
Employment Listings (Student Employment Office)
Assistance with Job Searches
Assistance with Life and Career Planning
Internship Placements for Career Development

Personal Counseling and Counseling Center
General Counseling Services
Minority Counseling Programs
The Testing Office
The Self-Management Laboratory

Special Needs
Achieving Program and Classroom Accessibility for Handicappers
[The Resource Center for Persons with Disabilities (RCPD)]
Office of Minority Student Affairs
Office of Supportive Services (OSS)
University Women's Resource Center

All TAs should be aware of an annual publication available from the Career Development Center: The Referral Directory: Directory of Michigan State University Referral Resources. A complete guide to MSU referral resources for career and educational information, the directory is the source for much of the information below and lists faculty and staff who are available to talk with students about educational and career goals. TAs are urged to get a copy or browse through it on Gopher.

Academic Advice and Support

Academic Advisors: MSU's trained academic advisors give students information about academic and major requirements, courses and course schedules, academic policies, forms, and academic actions such as drops and adds, incompletes, major changes, and the like. TAs who are uncertain how to handle a particular student's advisory needs should call an advisor for guidance and referral. Those students who have not yet declared a major preference should consult advisors at the University Undergraduate Division, 170 Bessey Hall, (355-3515). Students who have already declared their major preference or entered a major should consult advisors in their department or college. In regard to questions about course scheduling or the requirements of a major, students should be sent to their departmental advisor. For broader policy questions, late drops, serious personal problems, and withdrawals from the university, students should be sent to their college advisors.

Learning Resources Center (LRC): The Learning Resources Center (LRC), 209J Bessey Hall, (355-2363) provides instructional facilities, staff, and materials for MSU students interested in improving their reading, writing, listening, study and test-taking skills. TAs and faculty can refer students to the LRC for special assistance through the use of referral forms, which can be obtained from the LRC office. Students may be directed to self-learning modules, helped by trained staff, or connected with qualified tutors. Students do not need to make an appointment to use the computer-assisted materials in math, writing, and speed reading. If students want to meet individually with a tutor or instructor, however, they need to schedule an appointment. The staff also provides evaluation to determine if the student has a learning disability, and offer referral for special assistance for handicapped or disabled students. If desired, the LRC can report the results of a student referral to the referring TA or faculty member.

The Writing Center: Students who desire special assistance with specific writing projects may obtain individualized assistance at the Writing Center, 300 Bessey Hall. Both undergraduate and graduate students are welcome. Unlike the Learning Resources Center, the Writing Center does not offer learning modules in general writing skills. Instead, trained writing consultants help students with actual papers the students have written, using special questioning techniques to encourage students to think problems through for themselves. TAs and graduate
students who are interested in becoming consultants at the Writing Center should enroll in English 391: "The Writing Consultant: Issues and Practices in Peer and Professional Writing Consultancy," offered each Spring. Of those who complete the course, some will be selected for paid positions at the Writing Center. Because the Center is interested in supporting writing in all disciplines, Dr. Patricia Stock, the Center's director, is actively seeking consultants from all academic areas. Call 432-3610 for more information.

**Service-Learning Center:** The Service-Learning Center, 27 Student Services, provides undergraduate and graduate students opportunities to learn and explore careers through voluntary community service. Students should speak with their departmental or college advisors about obtaining internship credits for some kinds of volunteer work. Programs are available in the Lansing area in business, communications, corrections, education, government, law, health, personnel, nutrition, recreation, science, social work, special education, and veterinary medicine. Students schedule from four to six hours per week for their placement. Employers agree that career exposure and community service work are valuable additions to a student's academic program. Some students are offered paying positions by their service-learning employers upon completion of their service. Information and applications are available in the office at 27 Student Services from noon to 5 P.M.

**Career Development and Placement**

MSU's Career Development and Placement Center, located at 113 Student Services, offers support to all students seeking career planning assistance. The following services, among others, are administered through the center:

**Career Development Center:** The Career Development Center, Room 6 of the Student Services Building, provides free information on careers in various majors. The Center houses background information on numerous corporations and agencies (history, philosophy, positions offered), and the largest collection of graduate and professional school catalogues on campus. The center also offers a comprehensive collection of magazines, books, videos, microfiche, and free handouts on career exploration covering such subjects as selecting a major, researching employers, writing resumes and cover letters, interviewing techniques, salary studies and projections, specific job openings, and networking.

**Employment Listings (Student Employment Office):** Students seeking career-related employment or part-time employment, on or off campus, should be directed to 110 Student Services Building. The Student Employment Office maintains job lists and a current bulletin board of on and off campus positions.

**Assistance with Job Searches:** The Career Development Center gives seminars on career-related issues (including interviewing, resume building), hosts on-campus interviews, and has a special officer for each college who is willing to critique students' resumes free of charge and to assist them in mounting a job-seeking campaign. Graduating students may call 355-9510 for appointments.

**Assistance with Life and Career Planning:** (see Testing Office and Self-Management Laboratory, under the Counseling Center, below).

**Internship Placements for Career Development:** (see Service-Learning Center, under Academic Advice and Support, above).

**Personal Counseling and Counseling Center**

**General Counseling Services** are provided by the Counseling Center to regularly enrolled MSU students free of charge. Counselors assist in dealing with such issues as family pressures, feelings of inadequacy, motivation, uncertainty concerning aptitudes and interests, or generalized problems in decision-making. Career, ethnic, self-management, sexual assault and substance abuse counseling are also provided. Special group counseling services
Appendix A.10

are available and will be discussed during the initial meeting with the counselor. In addition, the Self-Management Laboratory provides resources for students considering self-directed behavioral changes.

The center is open Monday through Friday from 8-12 and 1-5 at both 207 Student Services Building (355-8270) and 336 Olin Health Center (355-2310). The Center also provide the following more specialized services:

**Minority Counseling Programs** are available via the Multi-Ethnic Counseling Center Alliance (MECCA), for students who wish to discuss specific issues or to work with minority counselors. Refer students to 207 Student Services for a complete list of services.

**The Testing Office**, located in 207 Student Services, is not only a national test and testing information center (for the GRE, LSAT, etc.), but also provides complete testing services for students working with counselors in the assessment of their personal attributes. Resources include interactive computer-based guidance systems which provide assistance in making informed major choices and career decisions. They can help gather information, explore options, and develop strategies for decision-making.

**The Self-Management Laboratory**, located in 207 Student Services, offers resources for self-help with assertion, anxiety, insomnia, thought problems, stress management, self esteem, and career decision-making. It contains the System for Interactive Guidance and Information (SIGI+), a computer-assisted career information program to aid students in the process of making informed career decisions. SIGI+ is also offered in the following locations:

Career Information Center, 6 Student Services, 355-9510, ext. 335
Learning Resources Center, 209J Bessey Hall, 355-2363
Adult Services, Office of the Vice Provost for University Outreach, 51 Kellogg Center, 353-0139 or 353-0791

**Special Needs**

**Achieving Program and Classroom Accessibility for Handicappers**

**Program Accessibility For Students And Employees With Disabilities: Teaching Assistant Responsibilities**

by Resource Center for Persons with Disabilities, updated July 2000

The Americans With Disabilities Act of 1990 and the Rehabilitation Act of 1973, as amended in 1998, prohibit discrimination against persons with disabilities. Under these laws, MSU students and staff with certified disabilities have rights to special support (known as ‘accommodations’) that enable them to participate fully in university programs. Michigan State University makes every effort to comply with both the letter and the spirit of these laws. As a representative of the University, you will be expected to comply as well.

The Resource Center for Persons with Disabilities (RCPD) is the university office responsible for MSU’s compliance and ensuring the full inclusion of persons with disabilities into the MSU community. All types of special accommodations for MSU students or staff with disabilities are approved and facilitated by this office. This is the office that you as a TA should contact if you have questions or problems regarding any students with disabilities. The office is located in 120 Bessey Hall, (517) 353-9642 (voice) or (517) 355-1293 (TTY).

Your responsibilities as a teaching assistant include the following:

1. At the beginning of each semester, you should announce the location and phone number of the RCPD so your students are aware of it. Put this information in your syllabus for students who may miss your announcement.
2. If a student indicates that he or she has a disability and has not registered with the Resource Center for Persons with Disabilities, please refer the student to the center. Once a student has registered with the RCPD, a complete needs-assessment is conducted and the RCPD can help you understand what accommodations are appropriate for that student.
3. Some students with disabilities who request accommodations will have a letter from the RCPD that states the specific ways that you can be of help. Please follow the instructions on the letter. Call the RCPD if you have questions regarding the accommodations for any student.
4. Some students, whether registered with RCPD or not, may identify themselves to you and request accommodations that seem complicated or unreasonable (e.g., unlimited time for tests, or an expensive piece of equipment to use in class). Call the RCPD for assistance.

In addition:

5. You are NEVER asked to determine the level or type of accommodation that is appropriate for a student. That is the responsibility of the staff specialists at the RCPD.
6. Do not ask a student for documentation of their disability. That is CONFIDENTIAL information. If a student gives documentation of his or her disability to you, do not accept it. Refer him or her to RCPD.
7. Do not independently amend the recommended accommodations determined by the RCPD staff. The specialists at RCPD recommend specific reasonable accommodations after consultations with the student and evaluation of supporting documentation.

Your general responsibilities under the Americans With Disabilities Act also include the following:

1. Plan every event or meeting in an accessible and accommodating facility. This is to be done when you know someone with a disability will attend or when you cannot predict if someone with a disability will attend.
2. Any publicity materials for special events (including meetings) should include a statement listing whom to call to request accommodations.

**Minority Student Affairs** is located in 338 Student Services Building. As part of the Division of Student Affairs and Services, the Office of Minority Student Affairs is committed to serving the racial ethnic minority students of Michigan State University.

Through its numerous endeavors, the Office of minority Student Affairs strives to positively impact the many dimensions of the student's personal, academic, and social growth. This brochure describes some of the many activities the Office is involved with to help students move towards new horizons.

The Office is also a place where students can come with questions and problems they may encounter at the University. The staff of the Office of Minority Student Affairs is dedicated to providing you with committed assistance and referral services, prepared to direct you to the "right place."

**Office of Supportive Services (OSS):** The Office of Supportive Services, located in 209 Bessey Hall, provides assistance to College Achievement Admission Program (CAAP) students who may require additional academic support. CAAP students come from educationally disadvantaged areas of Michigan, and are admitted to the undergraduate program by special provision. OSS services to CAAP students include personal and academic counseling, tutorial assistance, and skill-building workshops. All entering CAAP students are assigned an academic guidance counselor at OSS who meets with them regularly until they establish satisfactory academic progress. If a CAAP student in your class is experiencing academic difficulties, you may notify OSS. OSS will then call the student in for additional counseling and tutoring. For information or assistance, call 353-5210.

**University Women's Resource Center:** Of its many vital roles, the University Women's Resource Center provides: 1) information, resources and assistance to individual female students, staff, and faculty on matter of equal opportunity and gender equity; 2) serves as a resource for women in identifying problems and resolution strategies; 3) provides information about and referral to on- and off-campus units which may assist women in such matters as economic hardship, domestic assault, housing, dysfunctional families, child care, and additional/continuing education. The Women's Resource Center is committed to ensuring a comfortable campus.
climate for all campus members, particularly women. It offers services that focus on recognizing and responding to sexual harassment. Advice and referrals are given to individuals who feel that they may have experienced sexual harassment. The Women's Resource Center also offers assistance in the informal resolution of sexual harassment complaints.

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### IV. PROBLEM PREVENTION/CONFLICT RESOLUTION

**Ombudsman:** The Ombudsman is a respected faculty member who is available to give students confidential advice about any problem that they may have at the university. For instance, TAs may seek the Ombudsman's counsel regarding conflicts or problems with a student, with their professor or TA supervisor, or with other university staff. The Ombudsman reports directly to the President of the university and has rights to collect information from all sources regarding any conflict or dispute that occurs within the university. The Ombudsman's counsel is completely confidential; the Ombudsman takes no action regarding your problem without your permission. The present Ombudsman is Professor Stan Soffin, 129 North Kedzie Hall, 353-8830, e-mail address ombud@msu.edu.
RESOURCE PHONE DIRECTORY

Audio-Visual Reserve
Library
353-1753
Librarian:  John Shaw

Career Information Center
6 Student Services
355-9510

Computing Information Center
305 Computer Center
355-4500

Counseling Services
207 Student Services
355-8270

335 Olin Health Center
355-2310

Instructional Media Center
Scheduling Office
126 Instructional Media Center
353-3960

Instructional Television Library
355-2300, ext. 202

TA Orientation Program
9 International Center
353-3062
Coordinator:  William Rittenberg

Learning Resources Center
209J Bessey Hall
355-2363

Lilly Teaching Fellows Program
Dr. Donald O. Straney
432-5125

Main Library Reserved Reading
Department
1st Floor East
353-8721

Office of Minority Student Affairs
338 Student Services Bldg
353-7745

Office of Supportive Services
209 Bessey Hall
353-5210

Ombudsman's Office
129 N. Kedzie Hall
353-8830

Ombudsman:  Stan Soffin

Resource Center for Persons with Disabilities (RCPD)
120 Bessey Hall
353-9642
353-9643

Room Scheduling
355-4522

Scoring Office
208 Computer Center
353-5296

Service-Learning Center
27 Student Services

University Women's Resource Center
332 Union Bldg.
353-1635
Director:  Patricia M. Lowrie

Writing Center
300 Bessey Hall
432-3610
MSU Teaching Assistant Training Program Services and Resources

Teaching Assistant Program Office
9 International Center
353-3062/353-3156 (fax)
www.msu.edu/~taprog

TO: MSU Teaching Assistants

FM: Kevin M. Johnston
Curriculum Development Specialist and Coordinator,
University TA Programs

RE: Services and Resources Available to Teaching Assistants

Following is a description of the services our office provides to all MSU Teaching Assistants and to any graduate students or new faculty interested in pedagogical development. In addition to the services on this list, our office will assist departments and units in creating their own TA development programs and in conducting workshops devoted to their specific teaching and learning topics for TAs. We will provide teaching consultations for TAs and new faculty upon request and can also furnish you with the latest resources and information available from MSU and abroad concerning teaching and learning development in higher education.

The TA Program staff look forward to working with you. We are at your service and as always, open to any recommendations you have for improving TA training and teaching at MSU.

Sincerely,

Kevin M. Johnston
kmj@msu.edu

MSU TA: A Handbook for Teaching Assistants
Fall and Spring Workshop Series
MSU TA Seminar on College Teaching
(For all new International and Domestic TAs)
Teaching Orientation for International Students
MSU TA Web Page
http://www.msu.edu/~taprog/
MSU Teaching and Learning Listserve
MSU Teaching Thoughts
The Certification in College Teaching Program
   Graduate School: http://www.msu.edu/user/gradschl/teaching.htm
   Arts & Letters: http://www.cal.msu.edu/grad/cctp/cctp.html
   Nat. Science: http://www.ns.msu.edu/TAcertificate/Default.htm
MSU Teaching Consultation Service
MSU Buddy Program
Summer English Program (SEP) and TA English Class (ENG 097)
T.E.A.M.
English Helproom and Tutoring

**MSU TA: A Handbook for Teaching Assistants**

The Handbook provides TAs with useful information about MSU’s instructional atmosphere and on the most important aspects of university teaching. *MSU TA* contains in-depth material on topics such as “MSU Undergraduates and You,” “The Syllabus as a Learning Tool,” “Effective Teaching Strategies,” “Evaluating Learning,” “Grading and Assessment,” and “Teaching Assessment and Professional Development.” In addition, the Handbook contains an appendix each on MSU resources for TAs, MSU policies that pertain to TAs, and extensive resource lists addressing a wide variety of important teaching and learning issues.

**MSU TA Seminar on College Teaching**

The MSU TA Seminar on College Teaching assists and complements departments and units in the training of all teaching assistants on campus. This orientation often is a teaching assistant’s initial introduction to life as an MSU TA. The three-(half)day program consists of talks by experienced professors and outstanding MSU TAs on a number of topics, including MSU policies for TAs, professional conduct guidelines, and pedagogical concerns. TAs also meet in valuable break-out sessions to further explore a wide range of teaching and learning issues with experience TA and faculty facilitators. New teaching assistants are required to attend.

**Teaching Orientation for International Students**
The Teaching Orientation for international students is the international teaching assistant’s initial introduction to life as a MSU TA. Lasting over 7 days in August, this Orientation importantly helps new international TAs adjust to their new surroundings. Faculty, experienced TA facilitators, and undergraduate tutors also provide participants important information about the American educational system, MSU students, and campus policies for teaching assistants. International students also receive pedagogical information in the orientation and participate in videotaped practice teaching sessions. The program is mandatory for all new international graduate students who expect to be teaching assistants.

**MSU TA Program Fall and Spring Workshop Series**
Each semester, the Teaching Assistant Program in conjunction with The Graduate School and MSU Faculty Development Programs, sponsors several workshops by distinguished faculty and award winning TAs. Now in its eighth season, the TA workshop series addresses the specific instructional and professional needs of teaching assistants. Topics have included developing a teaching portfolio, facilitating productive class discussion, creating a teaching philosophy, using writing in the classroom, dealing with difficult students, planning your own course, interviewing for a faculty position, and using media in the classroom. All teaching assistants and those who anticipate teaching in the near future are welcome to participate. Suggestions of topics and presenters are also welcome.

**MSU TA Web Page**
The Teaching Assistant Program has a Web located at [http://www.msu.edu/~taprog](http://www.msu.edu/~taprog). Included here in addition to a description of our office’s services is information concerning campus-wide teaching and learning activities, announcements for upcoming workshops, links to other electronic resources on the Web, including MSU’s Teaching and Learning Forum, *MSU Thoughts on Teaching*, The Graduate School’s Certification in College Teaching Program, and a variety of other useful information and announcements.

**MSU Teaching and Learning Listserve**
A recently developed addition to our program’s services, the MSU Teaching and Learning Listserv provides every two weeks to TAs and faculty, up to date information on current teaching and learning issues in higher education, MSU Workshops and seminar information, and information concerning scholarships, fellowships, awards and other funding opportunities. As part of the listserv service, participants also receive twice-monthly edition of MSU Thoughts on Teaching, a publication devoted to seminal teaching and learning issues. You can access past MSU Thoughts on Teaching at http://www.msu.edu/thoughts.htm.

The Certification in College Teaching Program
MSU’s Certification in College Teaching is an initiative of The Graduate School, in partnership with departments and colleges. The CCTP helps students organize and develop their teaching experience in a systematic and thoughtful way, with assistance from faculty and campus offices, in a manner similar to that already in place for research programs. As part of the program, participants will develop a teaching portfolio to highlight, organize, and reflect upon their teaching experiences. Upon completion, participants will receive an MSU Certificate in College Teaching from the appropriate department or college. A transcript notation will also be provided. Please visit http://www.msu.edu/user/gradschl/teaching.htm for a detailed description of The Graduate School’s CCT Program.

TA Program Teaching Consultation Service
This service provides TAs and faculty with meaningful feedback on their classroom performance. A specially-trained evaluator will work closely with instructors in a series of sessions, including a pre-video tape consultation, a videotaped classroom session, and a follow-up meeting and narrative report. This service is completely confidential. The video tape belongs to the instructor. No information from the sessions can be used for anything except self-evaluation. The service is free and can be used as many times as instructors wish.

MSU Buddy Program
Now in its sixth year, the Buddy Program pairs international teaching assistants with undergraduate “buddies” to help ITAs learn more about their undergraduate students and
American culture. The teaching assistant/buddy pairs meet weekly to explore and compare American undergraduate life with student life in the teaching assistants’ home country. The weekly activities include visits to residence halls and student workplaces, observations of undergraduate classes, and discussions of undergraduate study habits. The program provides a continuing friendly relationship over the semester and information which can help new ITAs be successful teachers of MSU students. Since the TA Program can only accommodate a limited number of pairs, there is a sign-up period at the beginning of each term. Call the TA Program for more information.

Summer English Program (SEP) and English 097
The Summer English Program (SEP) features a month-long program of intensive English language study and teaching practice for new ITAs before they begin their fall studies. New international TAs meet daily with ESL teachers and qualified undergraduate tutors to undergo rigorous language exercises in basic English language techniques and in language training specific to their disciplines. Offered each semester, English 097, the English speaking and listening class for international TAs, meets five hours a week for ten weeks in sections of ten or fewer students. The course provides systematic practice in English pronunciation, the English of classroom presentations, and “course management.” Students with SPEAK scores of 45 or higher are eligible to enroll. Students with SPEAK scores of 40 may enroll with permission of the instructor. All participants in the course are also eligible to participate in the TEAM computer assisted pronunciation tutorials free of charge.

TEAM
TEAM is a computer-assisted pronunciation program. International TAs work with trained undergraduate tutors and the specially designed TEAM software to modify their accent to be more easily understood by U.S. students. The TEAM software allows TAs to record, play back, and view graphic displacement provides systematic practice in English pronunciation, the
English of classroom presentations, and “course management.” Students with SPEAK scores of 45 or higher are eligible to enroll. Students with SPEAK scores of 40 may enroll with permission of the instructor. All participants in the course are also eligible to participate in the TEAM computer assisted pronunciation tutorials free of charge. The TEAM software allows TAs to record, play back, and view graphic displays of their own speech and to compare these to pre-recorded models. Tutors act as coaches, helping TAs in making their speech more like the models. Through TEAM, International TAs can become more aware of the features of their accent and of methods for making change. The practice lessons cover topics like intonation, intrusive sounds, phrasing, and speech flow as well as correct pronunciation of individual English sounds.

*English Helproom and Tutoring*

The English helproom and volunteer tutoring programs provide free English practice for interested international teaching assistants. The helproom is manned by experienced MSU students and gives the international teaching assistant valuable exposure to aspects of the English language. The tutoring program provides undergraduate volunteers as conversation partners.