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CONTACT INFORMATION

Student Success Center

Main Phone Number: (972) 883-6707
Fax Number: (972) 883-6379

Mailing Address: Student Success Center
The University of Texas at Dallas
800 W. Campbell Rd., MC 24
Richardson, TX 75080

Email: SI@utdallas.edu

Administrative Staff

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Ne’Shaun Jones</td>
<td><a href="mailto:Neshau.Jones@utdallas.edu">Neshau.Jones@utdallas.edu</a></td>
<td>883-3869</td>
</tr>
<tr>
<td>Program Coordinator</td>
<td>Annie Benjamin</td>
<td><a href="mailto:Annie.Benjamin@utdallas.edu">Annie.Benjamin@utdallas.edu</a></td>
<td>883-5495</td>
</tr>
<tr>
<td>Program Coordinator</td>
<td>Serena Hodge</td>
<td><a href="mailto:Serena.Hodge@utdallas.edu">Serena.Hodge@utdallas.edu</a></td>
<td>883-5486</td>
</tr>
<tr>
<td>Administrative Services</td>
<td>Lynn Butler</td>
<td><a href="mailto:LButler@utdallas.edu">LButler@utdallas.edu</a></td>
<td>883-5483</td>
</tr>
</tbody>
</table>

Campus Resources

Counseling Center
www.utdallas.edu/counseling
883-2575

Help Desk
www.utdallas.edu/ir/helpdesk
883-2911

Math Lab
www.utdallas.edu/studentsuccess/mathlab
883-5480

Office of Student AccessAbility
www.utdallas.edu/studentaccess
883-2098

Police Department
www.utdallas.edu/police
883-2222

Writing Center
www.utdallas.edu/studentsuccess/writing
883-6736
OVERVIEW OF SUPPLEMENTAL INSTRUCTION (SI)

Student Success Center Mission
The mission of the Student Success Center (SSC) is to foster a learner-centered experience for undergraduate success by serving as a primary university resource for academic support, which complements the efforts of teaching faculty. We offer tutoring, peer-assisted group learning, academic skill development, and workshops to empower students to take an active role in their learning, which ultimately impacts student retention and graduation at UT Dallas.

Supplemental Instruction Vision and Mission
The vision of Supplemental Instruction is to empower students to develop life-long learning skills, achieve their scholastic goals, and engage in an academic environment that benefits university retention.

The mission of Supplemental Instruction is to enhance comprehension of course content by utilizing peers to facilitate collaborative learning.

History of Supplemental Instruction
Supplemental Instruction was first developed and proven at the University of Missouri-Kansas City in 1973 by Dr. Deanna Martin. SI is an academic support model that identifies and supports traditionally difficult courses. SI does not identify high-risk students, but rather tough courses that, over time, have demonstrated their difficulty regardless of the faculty who teach them. SI seeks to promote active, collaborative learning involving critical thinking and transferable study skills. Its efforts are aimed at improving the retention rate of students enrolled in the SI-linked courses and helping students pass these courses at higher rates. As of July 2015, the International Center for Supplemental Instruction has trained representatives from 3,600 institutions in Supplemental Instruction. They represent all 50 states and 30 different countries.

SI at UT Dallas
Supplemental Instruction is an internationally recognized academic support program offering free, regularly scheduled study sessions for traditionally difficult courses. Weekly sessions are facilitated by trained SI leaders who have already taken the course and have demonstrated academic competency in the subject area. SI leaders attend the lectures, take notes, do the readings and homework just as the enrolled students. SI leaders develop and facilitate weekly interactive study sessions based on the lecture notes and feedback from the professor. The sessions not only help with content mastery of the subject, but also learning and study strategies that are applicable to all subject areas. SI attendance is voluntary and confidential; students do not need to sign-up or register to attend SI.

SI leaders receive formal and on-going training throughout the semester and are supervised by the program coordinator. They host either two (75-minute) or three (50-minute) regularly scheduled sessions each week throughout the semester. The SI leader is expected to meet with the faculty member regularly to discuss
upcoming, or challenging course material and key concepts students need to understand to be successful in the course.

SI leaders are evaluated each semester. SI leaders are formally observed during sessions at least two times per semester: once by their team leader and once by the program coordinator.

The SI program is also evaluated for program effectiveness as well as student and faculty satisfaction. At the end of each semester, the SI program solicits feedback from students enrolled in SI supported courses, partnering faculty, and SI leaders. In addition, the SI program examines grade distribution patterns using an SI and non-SI group comparison of final grades. Our historical data shows, on average, students that regularly attend SI sessions earn half to a whole letter grade higher than those who do not attend.

**SI Leader Requirements**

SI leaders will be employed on a **semester-by-semester basis**. Continued employment is dependent upon the availability of funding, meeting academic requirements, a satisfactory observation, attendance at required meetings, good attendance (no unexcused absences or late arrivals), and adherence to SSC policies.

**All UT Dallas SI leaders must uphold the following academic requirements:**

- Maintain an overall **GPA of 3.0**
- Received an A- or higher in the subject in which they provide services. **Leaders may not instruct for courses which they have not taken.**
- New leaders must receive two favorable faculty/staff recommendations prior to hiring.

**All UT Dallas SI leaders must also uphold the following Student Success Center requirements:**

- New and continuing SI leaders must attend training workshops and cohort/liaison meetings. The Student Success Center holds training workshops twice a year; these are mandatory for all new and continuing SI leaders. The SSC generally holds workshops in January, prior to the start of the spring semester, and in late August, prior to the start of the fall semester. The workshops provide strategies for conducting effective sessions and covers updates regarding policies and procedures.
- SI leaders should be on time and appropriately prepared for their scheduled sessions.
- All SI leaders will complete FERPA training and compliance training modules.
ESSENTIAL ELEMENTS OF SUPPLEMENTAL INSTRUCTION (SI)

Roles

SI Leader: The SI leader is a currently enrolled student at UT Dallas who has successfully completed the targeted course with an A- or higher. He/she has an overall GPA of 3.0 or higher, has been recommended by faculty and staff and has completed the extensive interview process for the position. The SI leader has also attended a one-day training before the start of the semester and attends weekly meetings that contain on-going professional development.

The SI leader attends lecture each week, takes accurate notes, and understands all assignments given and is a model student. They are to meet with the faculty member weekly to discuss upcoming SI sessions and material. The SI leader designs creative lesson plans based on material that is emphasized in lecture and creates structured group activities. These activities promote collaborative learning in two (75-minute) or three (50-minute) study sessions per week. The SI leader’s role is to provide the tools students need to find answers on their own and gain confidence in the course.

Students: Any student that is enrolled in an SI-supported course can attend SI. SI is free and attendance is voluntary. All students are encouraged to attend SI, regardless of academic standing in the course.

Faculty: Faculty members are an important element for SI to be successful. The instructor’s role is to meet with the SI leader before classes begin to complete the SI Leader and Faculty Meeting Questionnaire form, allow the SI leader to make a brief two to three minute introductory speech about SI in the first and sixth week of class, and to give the SI leader access to eLearning to be able to send class emails and post announcements. It is up to the faculty member’s discretion to give supplemental material to the SI leader. We highly encourage faculty members to support SI by encouraging all students to attend, not just those who struggle.

Team Leader: Team Leaders are a team of students who have completed two semesters as successful SI leaders, have an overall GPA of 3.0 or higher, been recommended by faculty and staff, and completed a panel interview. Each Team Leader manages a team of 4-6 SI Leaders. They coordinate and host team meetings, participate in observations, and tend to special projects. In addition, team leaders still host SI Sessions for their course. The SI Team Leaders are a near peer and first point of contact for SI leaders regarding questions, concerns, or help. These leaders report to the Program Coordinator.

Mentor: Mentors are a team of students who have completed two semesters as successful SI leaders, served as a Team Leader and have an overall GPA of 3.0 or higher. Each Mentor manages a team of 4-6 SI Leaders. They coordinate and host team meetings, participate in observations, and tend to special projects. The SI Team Leaders are a near peer and first point of contact for SI Team Leaders regarding questions, concerns, or help. These leaders report to the Program Coordinator.

Supervisor: The SI program is managed by the Program Coordinator, who directly reports to the Director of Peer Education for the Student Success Center. The Program Coordinator is a certified Supplemental Instruction coordinator after attending training at the University of Missouri-Kansas City. This individual coordinates all aspects of SI, including hiring, training, scheduling, observing, and assessing. The Program Coordinator works closely with faculty, students, and other campus departments and to serve the greater campus community of UT Dallas.
Organizational Chart of Reporting

Difference Between Supplemental Instruction Leader (SI) and Teaching Assistant (TA)

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Supplemental Instruction Leader (SIL)</th>
<th>Teaching Assistant (TA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor</td>
<td>Program Coordinator (Annie Benjamin &amp; Serena Hodge)</td>
<td>Faculty Member</td>
</tr>
<tr>
<td>Characteristic</td>
<td>Model Student</td>
<td>Content Specialist</td>
</tr>
<tr>
<td>Status</td>
<td>Peer</td>
<td>Academically Elite</td>
</tr>
<tr>
<td>Goal</td>
<td>Facilitate students through content by learning strategies</td>
<td>Lectures students through content</td>
</tr>
<tr>
<td>Mode</td>
<td>Group participation/ collaborative learning</td>
<td>Lecture group or one on one</td>
</tr>
</tbody>
</table>

(Adapted from Angelo State University)

Learning Strategies

A wide variety of strategies are used throughout SI sessions. SI leaders are taught how to utilize them during training and encouraged to be creative when planning their sessions each week. These learning strategies incorporate deeper levels of thinking to have students truly grasp the material beyond memorization. Below are examples of learning strategies SI leaders apply in their sessions:

- Concept Mapping
- Think-Pair-Share
- Structured Problem Solving
- Know-Want-Learn
- Clusters
- Board work Model
- Matrices and Tables
- Timelines
- Venn Diagrams
**Semester Timeline**

<table>
<thead>
<tr>
<th>Week before school begins</th>
<th>2nd-3rd Week</th>
<th>9th Week</th>
<th>16th Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Schedule Posted &amp; SI Begins</td>
<td>Midterm Surveys sent &amp; SI leaders speak in class again</td>
<td>SI Ends</td>
</tr>
</tbody>
</table>

**Reporting and Evaluation**

SI is evaluated in a variety of ways. These include, but are not limited to: semester reports, the annual report, and surveys throughout each semester.

**Semester Report:** The semester report is conducted after grades have been reported for each given semester. Throughout the semester, we track attendance and record how often each student attends SI. We then compare the grades of those who attend SI to those in the class that do not attend SI. This report breaks down the number of letter grades per course and the GPA differences between these two groups of students.

**Annual Report:** The yearly report is compiled after a full academic year (fall and spring) of SI. This report contains hiring practices, leader retention, overall yearly numbers, goals, etc. It is included within the Student Success Center’s Annual Report.

**Surveys:** Surveys are very important to evaluate how effective SI is, as well as what can be changed to improve the program. Midterm and End of Semester surveys are distributed each semester to students, faculty, and leaders. These surveys allow all parties involved in SI to provide feedback on main aspects of the program. A few highlights include: scheduling, interaction with leaders, SI session composition, and areas for improvement.
Policies

Absences: All UT Dallas SI leaders must uphold the attendance requirements.

- **Attendance and Timeliness Expectations:** It is expected that SI leaders will be present for all lectures and scheduled sessions and that sessions will begin and end on time. Failure to comply with this policy may mean that you will not be invited back for the next academic semester.

Call-in Procedure: If an SI Leader is unable to make a session or come to work on time due to illness or emergency, it is mandatory that they follow the procedures.

  - **If an SI Leader cannot attend a lecture due to illness or an emergency:**
    - Fill out the *SI Leader Absence Request Form* (on Box)
    - Email Program Manager (Annie or Serena) as soon as possible
    - Email professor and CC Program Coordinator.
    - Any time missed must be made up as soon as possible.

  - **If an SI Leader cannot attend their session due to illness or emergency:**
    - Fill out the SI Leader Absence Request Form (on Box)
    - Call the SSC main office at 972-883-6707 & email Program Manager (Please CC team leader)
    - Email the professor and CC Program Coordinator, and inform students through email or eLearning
    - A missed session must be made up within 1 week

  - **If you cannot attend your session due to an excused absence or an emergency:**
    - Fill out the SI Leader Absence Request Form (on Box) at least 72 hours in advance
    - Email Program Manager and CC team leader. Once the request is granted, email the professor and CC Program Manager, and inform student through email or eLearning
    - Missed session must be made up within 1 week
    - If class is cancelled, email Program Manager as soon as possible.

- **Cancellation of Class:** If class is cancelled, the SI leader should email their program coordinator as soon as possible.

Conduct: SI Leaders are expected to behave in a professional manner at all times. Inappropriate conduct and speech is never acceptable even when in jest.

Confidentiality: SI Leaders should never engage with others in unprofessional discussion about students utilizing SSC resources, including their ability to comprehend course material. The release of ANY academic information which would identify a specific student is prohibited.

- We consider personal conversations held with students to be privileged information.
- We maintain computer password data in confidence and do not disclose it to any other person or authorize others to use it.
- We will not release confidential information, in any form, to any other party in accordance with The Family Education Rights & Privacy Act. We will maintain confidentiality after we leave employment of the University.
- When discussing confidential information with others for authorized purposes, we exercise care to keep the conversation private and not be overheard by others not authorized to have such access.
**Dress Code:** The purpose of the dress code is to contribute to a positive UT Dallas image when in the SI leader role. Shorts, tank tops, halter-tops, hats, bare midriffs, miniskirts, athletic gear, ripped or transparent clothing, wrinkled clothing, and exposed undergarments are not permitted. Tops with obscene, sexually suggestive graphics or messages are not allowed. General cleanliness is expected. All leaders should observe good personal hygiene. Maintain a clean and neat appearance during sessions and when attending lecture. SI leaders should wear their name tags at ALL times as well as wear their Student Success Center issued shirt for each session.

**Evaluations:** Evaluations include formal observations and informal meetings throughout the semester. The results of formal observations will be discussed with the SI leader and record will be kept on file.

**Emergencies:** To report an emergency on campus anytime, dial 911. The UT Dallas Police will then determine if further assistance is warranted. The University Police can also be reached by dialing 972-883-2222 or extension 2222 from an office phone.

**Inclement Weather:** All sessions and lectures are scheduled as planned unless the university closes campus. If the university closes campus during an SI session, complete the session up until the timing of the university closing. Student’s safety is one of our utmost concerns. If an SI leader believes they cannot travel safely to campus, please call the SSC main office (972) 883-6707 (leave a message if no one answers), email the professor, and CC the Program Coordinator. They must also, if accessible, email the class and update e-learning to alert students of the cancellation. These missed hours of work may not be made up.

**Late/Negligent Student Clients:** Even if a student arrives late for a session, SI leaders are expected to do your best to assist them in the remainder of time for the session. SI leaders are not to refuse to assist an unprepared student, even if they fail to bring materials or do homework.

**Non-Enrolled Students:** SI leaders are not allowed to provide services for students who are not currently enrolled at UT Dallas.

**Planning Sheets:** Planning sheets are to be completed in full with attached necessary materials. Planning sheets are due at midnight the night before the SI session. If a planning sheet is not completed in full or turned in late, a strike may occur.

**Term Commitment:** The commitment to the SSC is from the start of the semester until the last day of classes. It is optional for SI leaders to work during finals week. It is expected that SI leaders will attend class and hold study sessions up until the last day of classes.

**Time Keeping:** SI leaders are expected to work 10 hours per week on average. If the instructor cancels class, the SI leader must notify their supervisor immediately. SI leaders must be make up this time.
FREQUENTLY ASKED QUESTIONS (FAQs)

What are the qualifications to be an SI leader?
- Currently enrolled as a student at UT Dallas.
- Maintain an overall GPA of 3.0 or higher.
- Completed the targeted course with an A- or higher.
- Recommended by faculty and staff at UT Dallas.
- Fluent in English with demonstrated exceptional communication skills.
- Good people skills to market SI sessions to students.

How are SI leaders selected and trained?
- Apply for the position through an application with short answer questions.
- Participate in a panel-interview and construct a 5-minute interactive presentation.
- Intense 1-day training on policies, procedures, study strategies, and mock sessions.
- Continued meetings once a week throughout the semester on development.

How effective is SI at UT Dallas?
- Students who participate in SI are overall likely to receive half a letter grade higher than those that do not participate in SI.
- The more sessions a student attends, the more likely they are to get a higher grade in the course.

What are the benefits of having SI with my course?
- Sessions promote and model effective study strategies.
- Sessions are designed to address the variety of learning styles and abilities of the group.
- SI leaders can provide feedback about difficult course content.
- Improved student learning is reflected in final course grades, retention rate, and course evaluations.

What is my role in supporting SI?
- Allow the SI leader to make a brief (2-3 minute) introductory speech about SI in the first week of class.
- Allow periodic announcements to be made about SI sessions.
- Give the SI leader access to eLearning and provide supplemental materials for the class.
- Encourage all students to attend, not just those who struggle.
- Faculty are not responsible for training or supervising SI leaders.

What goes on during an SI session?
- SI sessions are offered two to three times a week, 50 or 75 minutes long and held on campus.
- The SI leader separates the session into three blocks: a warm up activity, main activity, and a closing activity.
- Students engage and collaborate with one another while the SI leader facilitates and is there as a guide, rather than instructor.
- Students can ask questions to one another and the SI leader, but the SI leader will redirect them either to other students or break down the questions so that the students can discover the answers on their own.
- The SI leaders are highly discouraged from giving answers to students and lecturing.
Will SI sessions compete with exam reviews?
- SI sessions are meant to cover the most important and difficult content in a course, rather than everything that is on an exam. If SI leaders plan to review material, they do so over several sessions.
- If an SI session conflicts with an exam review, SI sessions can be re-scheduled to another time during the week.

Can I come to an SI session?
- It is discouraged for faculty to attend SI sessions. When a faculty member observes an SI session, the group dynamic generally changes.
- When a faculty member observes SI, students are more tempted to ask the professor questions than discovering the answers on their own.
- SI sessions are anonymous and students often worry that if they reveal weakness in content knowledge it could reflect on their grade with an instructor present.
- We encourage faculty and SI leaders to meet once a week to discuss plans for upcoming SI sessions and important material to cover.

What if I have concerns about my SI leader?
- Immediately contact the Program Coordinator to discuss any concerns.

How can students find SI information?
- The SI leader will give a two-minute speech the first week of class and the 6th week on what SI is and when their sessions are held.
- The SI schedule can be found on the Student Success Center website the second week of school at https://www.utdallas.edu/studentsuccess/help-with-courses/supplemental-instruction/
- Students are always welcome to approach the SI leader before or after class to ask them any questions they have. SI leaders also provide their email address to the class and send various emails throughout the semester reminding students about the sessions and material that will be reviewed.
REFERENCES

- Appendix A: SI Leader & Faculty Meeting Questionnaire  Page 14
- Appendix B: SI Planning Form  Page 15-16
Supplemental Instruction

SI Leader and Faculty Meeting Questionnaire

Introduce yourself to the course instructor before the first day of class. During the first week, schedule a time to meet with him/her to get answers to the questions below. This form is due to Box (Cometspace) by Friday, August 24, 2018. This form must be filled out in person with the faculty member.

<table>
<thead>
<tr>
<th>SI LEADER: ___________________________</th>
<th>DATE OF MEETING: ________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>COURSE: ______________________________</td>
<td>SEMESTER: _______________</td>
</tr>
<tr>
<td>FACULTY: ______________________________</td>
<td></td>
</tr>
</tbody>
</table>

Communication

Which method of communication do you prefer?

- Email
- Office Phone
- Text messaging (cell phone)
- Office hours / appointment

Meetings

How often can we meet?

- When?
- Where?

The SI's Role in the Classroom

In-class, where should I sit?

Should I be an active participant during class?

May I make a 2-minute introductory speech to the class?  Yes  No

Session Plans

Would you like to see my SI session plans and handouts?  Yes  No

- How often?
- How would you like to receive them?  Email  Paper copy  Other: ____________________________

E-Learning

Having access to eLearning will allow me to retrieve lecture notes, additional readings, exam reviews, etc. Will you grant me access?  Yes  No  Other: ____________________________

*Student grades should not be shared with SI leaders.
# SI Session Planning Form

**Session Date:**

**Leader:**

**Instructor:**

**Course:**

## Session Objective
(What does the group *most* need to accomplish in this session):

<table>
<thead>
<tr>
<th>#</th>
<th>What content will you cover?</th>
<th>What activity are you using and how will you facilitate collaborative learning?</th>
<th>Study Skills (use study skills master list):</th>
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<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td>Learning Styles targeted:</td>
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<tr>
<td></td>
<td>Time Allotted:</td>
<td></td>
<td>Bloom's level targeted:</td>
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<td>Learning Styles targeted:</td>
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<tr>
<td></td>
<td>Time Allotted:</td>
<td></td>
<td>Bloom's level targeted:</td>
</tr>
</tbody>
</table>

**You MUST upload all supporting documents (quizzes, graphs or templates used, etc.) onto the appropriate folder in box**

THE UNIVERSITY OF TEXAS AT DALLAS
Brainstorming/Concept Collection (Use this space to list concepts, take notes during lecture, organize the content you wish to cover during your next or any future sessions):

Bloom’s Taxonomy

- Knowledge
  - Remember
- Understand
  - Describe, Explain
- Apply
  - Use the Information in a new way
- Analyze
  - Distinguish between different parts
- Evaluate
- Create

Session Reminders:

- Do not use any handouts or worksheets during sessions.
- When filling out your planning form, be descriptive!
- Put agenda on board at the beginning of the session.
- Have sign in sheet out for students to sign in (check for legibility if using paper).
- Remind students of your next session.
- Sign in sheets are due at 10pm as the same day as your session
- Relax, be flexible, and have fun!