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Developmental Education:  
The New Revolution  
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**Librarians and Tutors Focusing on iSkills for Academic Success:  
Imbedding iSkills into the experience of development level students  
a presentation by Diane M. Smith, MLIS, Med  
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**Information Handling Scenarios**

1. Debbie is sitting at a computer and is a frustrated while checking her email account. Her professors keep sending the class assignments by email but she never gets them. She has had a friend print out the assignment from their email up until now. Her friend is out of town and Debbie needs to get the next assignment completed but is running out of time. She has no idea why she never gets her professor's emails and is sure the professor has her correct email address. She has no idea about the SPAM folder. Debbie is on the verge of crying from frustration and comes to you for help. How will you support Debbie?
2. Patrick is having trouble typing into a document that a classmate forwarded to him. He walks up to you and tells you that he has clicked everywhere on the document and is not able to edit anything on there. You walk up to the computer and see the Adobe logo. How will you support Patrick with saving or printing the PDF file?
3. Sophie and Linda are working on a paper together for class and have been typing for hours when they realized they hadn't saved the paper. They hit the saved button but are not sure where on the computer the file is saved. They are nervous because it was not saved on a disk and they are afraid that they've lost the file. How will you support Sophie and Linda with their question?

**Range of Sources Scenarios**

1. A workshop session has just concluded. The session was for a Math Minus Fear class in which the students were asked to find information related to rising college tuition costs. They will use the facts they find to calculate how much it costs to attend college for one semester. Specifically, the assignment provided by the instructor tells them to get started by finding an article in a news magazine that provides current facts about the rising costs of going to college. The student is expected to write a one paragraph summary of the article and to be sure to include relevant numbers to support statements in the summary. Please explain how you would help the student find a magazine and an article that meets the parameters of the assignment.

2. A workshop session has just concluded. The class was an ESL note taking class. The assignment provided by the instructor is to find a newsmagazine and write a one paragraph summary of the cover article. Please explain how you would help the student find a magazine and an article that meet the parameters of the assignment.
3. A student wants help on an assigned research paper from an ENG 112 class. There are several steps involved in developing the paper. These include finding a topic; developing a thesis; getting background information; and finding sources on opposing sides of the issue. How would your assistance differ at each stage of the project, and how would your choice of sources introduced change at each stage.
4. A student is looking for articles on a nursing paper. He wants to use electronic databases to find them. Based on what you know about electronic databases, what are the major differences between them that you will have to consider as you work with the student on the assignment?

#### SESSION 5: A.

1. A student from ESL 095 has an assignment to write about an issue concerning her home country and her adopted country. She does not have the assignment sheet, and is working from memory. She is interested in the process of voting, or the response to crime, particularly vandalism & graffiti, or internet chatting. The tutor believes that his assignment requires consulting 3 sources, but isn't sure. What resources should this student be guided to?
2. A faculty member has told her students that the library can provide full text access to most newspapers, including the Wall Street Journal and the Toronto Star. A group of students are trying to find different articles from both of these publications. How can you help them? What should you notice in the process of assisting these students?
3. A student is having trouble accessing full-text articles from off-campus. What procedure should he be following? How can this problem be addressed most efficiently? To whom should he speak if his troubles continue?

#### Intellectual Property and Plagiarism

4. A student comes to an information literacy peer tutor with his draft of a paper written for an ENG111 class. The student says that the instructor of the course requires him to cite the sources he used, but he decided to wait until the paper was done before worrying about this, and he wanted some guidance from the peer tutor. What does the peer tutor do?
5. A student comes to an information literacy peer tutor and says he can't buy the chemistry textbook being used for CHEM201 because it is too expensive, and wants to know what he can do. The tutor says that copies are on reserve at the library, and the student wants to know if he can copy the whole book at the library's photocopier. What does the peer tutor do?
6. A student comes to an information literacy peer tutor to ask a question about his ENG111 paper. He has used information from sources on the internet in his paper, and doesn't

know how to cite the internet sources properly, but he does know that he's supposed to use MLA format. What does the peer tutor do?

7. A student comes to an information literacy peer tutor and asks for help with a paper for HIS151 (US History I). In the paper he gives the total number of men who attended the United States Constitutional Convention in 1787, and wants to know if he needs to disclose his source for this information. What does the peer tutor do?

### **Technological Tools**

1. A student knows they will need to have a list of cited sources and wants to compile it as they are working, rather than waiting until they finish their paper. The sources need to be in MLA format. As the peer tutor, what tools would you suggest?
2. A student is taking E112 and has been told that they will need to write a weekly paper on current events. They will need to consult at least three newspapers and it's fine if they read the digital copies. The student would like to know if there is anyway to compile a list of newspapers in one place. As the peer tutor, do you have any suggestions?
3. A student is writing a research paper and is finding that many of their sources are peer reviewed websites. The student does their work at several libraries and computer labs and therefore can't use the bookmark bars to keep track of the websites. They would love a place to centralize and categorize their websites, so they don't have to go searching for a website every time they sit down to work. As the peer tutor, can you suggest any tools for them to use?
4. A student is putting together a list of books they may use for a research paper and would love to put it in one place on the web. Do you have any suggestions?
  1. A student is returning to the library with a paper draft in which the professor has asked for secondary sources. The student has read and written a response paper to a poem by Robert Frost. The student has consulted EBSCO's Academic Search Premiere, and has printed out copies of the poem published in various magazines. He also has a website of a band which has used the poem in a song's chorus. He needs just one more, and asks for your assistance.
  2. A student is writing a paper on homelessness in the city of Boston. She has a number of sources, which are properly being quoted, and which she's drawing on extensively. One is an article from a newspaper which she found online with information on homeless activities in specific neighborhoods; another is a podcast of a sermon from her church with statistics about homelessness in the 1800s and today, as well as a homeless person in Boston's blog. She asks the tutor about the citation of these resources, and whether there is more information online.
  3. A professor asks his students to look for online resources dealing with car repair. After using Google for 15 minutes, a student asks for your help. The student does not want books, and does not want car reviews or reviews of maintenance centers. He is looking particularly for authoritative materials on improving fuel economy. Where and how should he look for these materials? What should he be cautious of?