



# Webinar Registration Form

## Online & Hybrid Tutor Training: Using Case Studies & Role-Playing To Manage Challenging & Difficult Students

Thursday, March 11 ~ 3:00-4:00pm (Eastern)

Once the live date has passed, this training will be available on demand.

### Overview

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Role-plays and case studies are effective pedagogical tools in the fields of education and counseling. In particular, these strategies are key approaches for tutor training, and when facilitated well, are extremely effective. Often times, overburdened learning assistance professionals who double as trainers find themselves making up role-plays and contriving case studies “on the fly” to utilize during training sessions. Creating appropriate and relevant role-plays and case studies that bring forth salient issues in the tutoring process is a challenge for tutor trainers who have little time to devote to producing instructional materials tailored for their programs. This webinar will offer sample case studies and role-plays built around common tutor training themes and will be aligned with CRLA certification topics.

These simulation tools must be intentionally designed to elicit dialogue and discussion among tutoring center staff. As a training tool, the role-plays introduce novice tutors to various scenarios they likely will encounter during their sessions, consequently preparing them to effectively handle the dilemmas and challenges incurred during the tutoring process. They also provide seasoned tutors with the opportunity to enrich their training and further hone their skills. More experienced tutors will recognize similar situations from their sessions, thus enabling them to share “real-life” stories with other tutors. In this way, veteran tutors have the opportunity to process their past sessions more deeply, and at the same time, mentor novice tutors. Special attention will be paid to the impact of Covid and how to adopt these best practices to online and hybrid environments.

#### Objectives:

- Define role-playing and case studies as a tutor training strategy
- Outline the positive outcomes and specific skills developed through utilizing these training strategies
- Explore specific role-plays and case studies and align them with CRLA certification topics
- Discover role-plays and case studies to help tutors address difficult situations
- Assist tutor trainers to facilitate role-plays and case studies effectively

### Who Should Attend?

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- Tutorial Program Coordinators
- Directors
- Writing Center Administrators
- Administrators of Learning Assistance Programs
- Student Success & Retention Administrators
- Anyone interested in learning more about tutor trainings



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### Speaker(s)

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**Laurie L. Hazard / Assistant Dean for Student Success**

*Bryant University*

Laurie L. Hazard is the Assistant Dean for Student Success at Bryant University in Smithfield, RI. As a member of the Applied Psychology Department, she writes about parent involvement, student personality types and classroom success. She is an award-winning expert on how students can make successful transitions from high school to college. After earning her Master's of Education degree from Boston University in counseling, she received a Doctoral degree from Boston University in Curriculum and Teaching. Laurie is co-author of the book *Foundations for Learning, 3rd Edition* (2012, Prentice Hall), which is designed to help students make a successful transition to college by encouraging them to take responsibility for and claim their own education. Hazard's textbook has been adopted by colleges and universities around the country, including Boston University, University of Nevada, and Texas A&M. Richard J. Light, the Walter H. Gale Professor of Education at Harvard University, calls Hazard's book "a winner for any college student" that is a "beautifully written joy to read." Laurie's expertise has garnered national media attention. She has been interviewed and cited as an expert in the Associated Press, Seventeen Magazine, The Chicago Tribune, The Times Picayune, The San Diego Tribune, and Student Affairs Leader. Laurie has also been a guest columnist for the Washington Post's Answer Sheet: A School Survival Guide for Parents (And Everyone Else). Her articles offer concrete advice for parents of new college students: "How to Help Your Child Adapt to College Life," and "Parents Should Leave their Kids Alone at College." Most recently, Laurie has written a book with co-presenter Stephanie Carter, called *Your Freshman Is Off To College* (2016).



**Stephanie Carter / Director of the Academic Center for Excellence**

*Bryant University*

Stephanie Carter is the Director of the Academic Center for Excellence at Bryant University in Smithfield, Rhode Island. She is a respected leader in the field of student success and learning assistance. As an award-winning educator with over twenty-five years of experience helping college students mediate the challenges of the higher education environment, she has gained expertise working with first-years and their parents to ensure a healthy transition from high school to college. Stephanie has extensive experience, as both a scholar and practitioner, supporting first-year college students in classrooms, residence halls, writing centers and learning centers. Stephanie earned her master's degree in English at the University of Rhode Island. At Bryant University, Stephanie has developed curriculum for writing courses and teaches composition. She is a nationally recognized expert in the areas of plagiarism and academic integrity, as well as information literacy in the writing classroom. She is often an invited presenter for professional and faculty development in-services as well as for student programs.

Bios current as of March, 2021.

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### Newsletter



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To Manage Challenging & Difficult Students  
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## Registration Information .....

Print Name		Job Title	
Institution/Organization			
Address			
City	State/Province	Zip/Postal Code	Country
Telephone	Fax	Email	
Accounts Payable email (optional)		Assistant's email (For registration confirmations & pre-conference communication)	
How did you hear about this event? (email, listserv, colleague, conference, other) _____			

## Payment Method .....

You can call us at 303.955.0415 or fax the completed form to 1.866.508.0860. If you would like to mail in the registration form and/or check, please send it to: Innovative Educators, 3277 Carbon Place, Boulder, CO 80301.

Paying by: (select one)    Credit Card    Check    Purchase Order (if applicable) P.O.#: \_\_\_\_\_  
(If you select PO as your payment method, a PO number is required.)

### Credit Card



Name on card		Account Number	
Billing Address	Billing City	Billing State	Billing Zip/Postal Code
Exp. Date	Security Code (last 3 digits on the back of Visa and MC)		

## Packages & Pricing

### Select your webinar package:

\$425 - 1 webinar (Unlimited connections at your institution and recording for one year)  
\$900 - 3 webinars (Save \$375)

\$1500 - 6 webinars (Save \$1050)  
\$4995 - Purchase Go2Knowledge to receive unlimited access to webinars & recordings for one year (Best Deal!)



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## Login Directions .....

The login directions provide the following information:

- A link and a password for the event.
- A link to test webinar access. Please test your computer prior to the event.
- The date and time of the webinar. Please be sure to reference the time zone converter on the login directions to confirm your event time.
- Audio instructions: You can stream the audio over your computer speakers, but you may want to have a phone available for backup purposes.

You will receive the login directions twice via email. The process is as follows:

- 1 week prior to the live event: You will receive login instructions.
- 1-2 days prior to the event: You will receive a link to the presentation and any additional handouts. Copies can be made for attendees if desired.
- The day of the event: Participants can log in to the IE Webinar 30 minutes prior to the start time. Once logged in, participants can see the PowerPoint slides, ask questions, and make comments via the chat feature.
- Participants are encouraged to save and print the login directions to refer to on the day of the webinar.

You will receive the login directions twice via email. The process is as follows:

- If you registered for a **live webinar**, you will receive a separate email with the login instructions closer to the date.
- If you registered for an **on-demand webinar**, you will receive a separate email with the access instructions typically within 2 business days.
- If you did not receive a separate email with login/access details, **please check your junk/spam email or your promotions folder.**

## Recording Information .....

The Monday following the live event you will receive a link to the recording, it can be forwarded to all faculty and staff for viewing anytime, anywhere.

**Recording Benefits:**

- Share the presentation with other staff members
- Pause presentation for convenient viewing
- Review the presentation after the live event
- Train new hires throughout the year
- Show during an in-service training

## Technical Details .....

Innovative Educators uses Zoom as its web conferencing provider. If you have not previously attended a Zoom event, please click [here](#) to make sure your computer is compatible with Zoom. Be sure to [complete a test](#) prior to the live conference. See system requirements in the login email for more information.

## What equipment is required? .....

An Internet connection, computer speakers, and LCD projector are required if a large group is viewing the presentation. Participants can call in via phone if they are having trouble retrieving the audio over the computer. Please be sure to reserve a meeting room prior to the live event that can accommodate these requirements as well as your attendees. You should reserve the room 30 minutes prior to the webinar start time and allow at least 15-30 minutes after the webinar for discussion.

## Cancellation Policy .....

- 30 days prior: Full refund
- 14 days prior: \$100 processing fee
- Less than 14 days: Credit towards another IE event

## Satisfaction Guaranteed .....

We want you to be satisfied with your purchase. For questions, concerns, or problems, please email [support@ieinfo.org](mailto:support@ieinfo.org) or call 303.955.0415.