



*"The greatest good
you can do for
another is not just to
share your riches, but
to reveal to him his
own."*

-Benjamin Disraeli

Fall Semester!

The ASC Staff hopes that the end of fall semester finds you well!

As the semester continues, we hope you will be aware of and continue to utilize the services that the ASC provides for the students of Craven Community College. The ASC offers tutorial services via our MAT Lab, WRT Lab and Smarthinking Online tutoring. In addition, we have lab assistants in our Computer Lab to assist with technology issues that you might be experiencing.

Fall hours are Monday-Thursday 8:00 a.m.-8:00 p.m.; and Friday 8:00 a.m.-5:00 p.m.

If you have any questions, please call us at 252-638-7274. Our Help Desk numbers are 252-638-7212 and 1-877-982-2233 (Toll Free).

ACADEMIC SKILLS CENTER

The screenshot shows a Windows Internet Explorer browser window displaying the website for the Craven Community College Academic Skills Center. The address bar shows the URL <http://www.cravencc.edu/educational/academicskills.cfm>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content is organized into a sidebar with navigation links and a main content area. The sidebar links include Home, About Craven, Admissions, Financial Aid & Scholarships, Academics (highlighted), Distance Education, Continuing Education, Outreach & Partnerships, Students, Military Connection, Center for Teaching and Learning, Human Resources, and Faculty and Staff. The main content area features the title "Academic Skills Center" and a sub-section "ASC Information". A paragraph describes the center's mission: "The Academic Skills Center (ASC) provides academic support to curriculum students who are enrolled in courses at all levels. Our mission is to help students reach their academic, personal, social and economic potential by supporting their intellectual growth, directing them to reach for resources and motivating them to become lifelong learners." Below this, it states that the ASC staff provides FREE tutorial services through the Math Lab, Writing Lab, Computer Lab, and Smarthinking - Online tutoring. A collage of photos shows staff members and students in a classroom setting. Further down, the "Disability Accommodations" section explains that the center works with students who have learning and physical disabilities and provides contact information for requesting accommodations. The Windows taskbar at the bottom shows the Start button, several open applications (Novell Groupware, Internet Explorer, ASC folder, Datatel - R18..., and a PDF reader), and the system tray with the time 3:54 PM.

Craven Community College - Academic Skills Center - Windows Internet Explorer

<http://www.cravencc.edu/educational/academicskills.cfm>

File Edit View Favorites Tools Help

Craven Community College - Academic Skills Center

Home

About Craven →

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Students →

Military Connection

Center for Teaching and Learning

Human Resources

Faculty and Staff

Academic Skills Center

ASC Information

The Academic Skills Center (ASC) provides academic support to curriculum students who are enrolled in courses at all levels. Our mission is to help students reach their academic, personal, social and economic potential by supporting their intellectual growth, directing them to reach for resources and motivating them to become lifelong learners.

The ASC staff provides **FREE** tutorial services through the:

- Math Lab**
- Writing Lab**
- Computer Lab**
- Smarthinking - Online tutoring**

In addition, the ASC offers peer tutoring, online tutoring, and a variety of helpful workshops.

Disability Accommodations

The ASC also works with students who have learning and physical disabilities. Students with disabilities who wish to request **academic accommodations** should contact the Director of the Academic Skills Center or select **disability accommodations** for additional information.

ASC Journal



Go to our [ASC Website](#) for information and resources that are available to you.



I think I need to check out
the ASC Web Page.

Ask yourself...

- How do I go about getting a referral for ASC tutoring?
- What services are provided by the ASC?
- What do I need in order to make up a test in the ASC?

Staff Profile



Staff Profile: Caitlin Cooley

Pamlico native Caitlin Cooley is one of the newest team members at the Academic Skills Center. As a math major with plans to transfer to Eastern Carolina University next fall, Caitlin considers her mathematical ability to be her greatest skill as a tutor. Caitlin is also pursuing a minor in computer science, which makes her a valuable asset in the computer lab as well.

When Caitlin is not hard at work tutoring or working on her academic pursuits, she can be found playing volleyball, bicycling, or spending time with her husband of nearly two years, Roy. Caitlin says she enjoys many outdoor activities, especially sporting events.

Please stop by and welcome Caitlin to the Academic Skills Center, and brush up on your math skills in the process!

SKILLS RESOURCES:

We hope this resource might be useful to you.

Active Listening

Hear what people are really saying



Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness, and on the quality of your relationships with others.

We listen to obtain information.
We listen to understand.
We listen for enjoyment.
We listen to learn.

Given all this listening we do, you would think we'd be good at it!

In fact most of us are not. Depending on the study being quoted, we remember between 25% and 50% of what we hear. That means that when you talk to your boss, colleagues, customers or spouse for 10 minutes, they pay attention to less than half of the conversation. This is dismal!

Turn it around and it reveals that when you are receiving directions or being presented with information, you aren't hearing the whole message either. You hope the important parts are captured in your 25-50%, but what if they're not?

Clearly, listening is a skill that we can all benefit from improving. By becoming a better listener, you will improve your productivity, as well as your ability to influence, persuade and negotiate. What's more, you'll avoid conflict and misunderstandings. All of these are necessary for workplace success!

Good communication skills require a high level of self-awareness. By understanding your personal style of communicating, you will go a long way towards creating good and lasting impressions with others.

The way to become a better listener is to practice "active listening". This is where you make a conscious effort to hear not only the words that another person is saying but, more importantly, try to understand the complete message being sent.

In order to do this you must pay attention to the other person very carefully.



You cannot allow yourself to become distracted by whatever else may be going on around you, or by forming counter arguments that you'll make when the other person stops speaking. Nor can you allow yourself to get bored, and lose focus on what the other person is saying. All of these contribute to a lack of listening and understanding.

Tip: If you're finding it particularly difficult to concentrate on what someone is saying, try repeating their words mentally as they say them – this will reinforce their message and help you stay focused.

To enhance your listening skills, you need to let the other person know that you are listening to what he or she is saying. To understand the importance of this, ask yourself if you've ever been engaged in a conversation when you wondered if the other person was listening to what you were saying. You wonder if your message is getting across, or if it's even worthwhile continuing to speak. It feels like talking to a brick wall and it's something you want to avoid.

Acknowledgement can be something as simple as a nod of the head or a simple "uh huh." You aren't necessarily agreeing with the person, you are simply indicating that you are listening. Using body language and other signs to acknowledge you are listening also reminds you to pay attention and not let your mind wander.

You should also try to respond to the speaker in a way that will both encourage him or her to continue speaking, so that you can get the information if you need. While nodding and "uh huhing" says you're interested, an occasional question or comment to recap what has been said communicates that you understand the message as well.

Becoming an Active Listener

There are five key elements of active listening. They all help you ensure that you hear the other person, and that the other person knows you are hearing what they say.

1. **Pay attention.**

Give the speaker your undivided attention, and acknowledge the message. Recognize that non-verbal communication also "speaks" loudly.

- Look at the speaker directly.
- Put aside distracting thoughts. Don't mentally prepare a rebuttal!
- Avoid being distracted by environmental factors.
- "Listen" to the speaker's body language.
- Refrain from side conversations when listening in a group setting.

2. **Show that you are listening.**

Use your own body language and gestures to convey your attention.

- Nod occasionally.
- Smile and use other facial expressions.
- Note your posture and make sure it is open and inviting.
- Encourage the speaker to continue with small verbal comments like yes, and uh huh.

3. **Provide feedback.**

Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect what is being said and ask questions.

- Reflect what has been said by paraphrasing. "What I'm hearing is." and "Sounds like you are saying." are great ways to reflect back.
 - Ask questions to clarify certain points. "What do you mean when you say." "Is this what you mean?"
 - Summarize the speaker's comments periodically.
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Tip: If you find yourself responding emotionally to what someone said, say so, and ask for more information: "I may not be understanding you correctly, and I find myself taking what you said personally. What I thought you just said is XXX; is that what you meant?".

4. **Defer judgment.**

Interrupting is a waste of time. It frustrates the speaker and limits full understanding of the message.

- Allow the speaker to finish.
- Don't interrupt with counter arguments.

5. **Respond Appropriately.**

Active listening is a model for respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting him or her down.

- Be candid, open, and honest in your response.
- Assert your opinions respectfully.
- Treat the other person as he or she would want to be treated.

Key Points

It takes a lot of concentration and determination to be an active listener. Old habits are hard to break, and if you're listening habits are as bad as many peoples are, then there's a lot of habit-breaking to do!

Be deliberate with your listening and remind yourself frequently that your goal is to truly hear what the other person is saying. Set aside all other thoughts and behaviors and concentrate on the message. Ask questions, reflect, and paraphrase to ensure you understand the message. If you don't, then you'll find that what someone says to you and what you hear can be amazingly different!

Start using active listening today to become a better communicator, improve your workplace productivity, and develop better relationships.

Student Testimonials

See what some of your peers are saying about the Academic Skills Center:

"The academic skills center is a convenient, comfortable setting with lots of helpful staff. The math and writing labs have been of great help with completing assignments."

–Lashanda Hattley

"The academic skills center has been a tremendous help to me. I am currently enrolled in an online class, and couldn't have made it through without the assistance of the computer lab tutors."

–Robin Thomas

"The ASC has helped me a lot. It has made me become more computer advanced and has shown me many ways to find research materials, and to get homework and projects completed more professionally. The staff is very helpful and patient with students. Great job, CCC!"

-Nikki Hill

Cooze's Corner

Old Fashioned Sugar Cookies Recipe



Ingredients:

3 cups sifted all-purpose flour
1 1/2 teaspoons baking powder
1/2 teaspoon salt
1 cup white sugar
1 cup butter (softened at room temperature)
1 egg, lightly beaten (egg should be at room temperature)
3 Tablespoons half-and-half
2 teaspoons vanilla extract

Directions:

1. Preheat oven to 400 degrees F (200 degrees C) .
2. Sift together all-purpose flour, baking powder, sugar and salt.
3. Cut in butter and blend with a pastry blender until mixture is crumbly.
4. With a fork, stir in lightly beaten egg, vanilla and half-and-half. Blend well with fork, then your hands to ensure thorough blending. Chill dough for one hour for easier rolling.

****If you are not rolling the dough, chill for 15 minutes then skip to step 6 for baking.

5. On a floured surface, roll out dough to 1/4 inch thickness. Cut into shapes.
6. Place on baking sheet covered with parchment paper. Sprinkle with sugar or leave plain for decorating with icing.
7. Bake for 6 - 7 minutes, or until lightly brown

Mmmmmmmmmmm!!