# TEACHING SUPPORT

<table>
<thead>
<tr>
<th><strong>Center for Academic Writing</strong></th>
<th>The Center for Academic Writing, located on the fourth floor of the Ronald Williams Library, is the home of the Writing Intensive Program. CAW offers workshops and consultations to departments, faculty, and instructors who are developing and teaching writing intensive (WIP) courses or interested in incorporating or improving writing assignments in any course. CAW also provides peer tutoring to students enrolled in WIP courses. More information is available by contacting Kate Hahn by phone at 773-442-4490 or by email at <a href="mailto:mk-hahn@neiu.edu">mk-hahn@neiu.edu</a>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kate Hahn, Director</td>
<td><strong>Center for Teaching &amp; Learning</strong></td>
</tr>
<tr>
<td>Office: LIB-470</td>
<td>The Center's primary mission is to support and promote faculty in their roles as teachers. Essential to the support of good teaching is the enhancement of faculty success at any career stage and the promotion of collegiality. Our services, resources, and events are available to all university instructors, including full- and part-time faculty. We seek to promote excellence in teaching and learning in an environment where teaching is open for both renewal and accountability. The Center provides a safe place for consultation, reflection, or debate, while functioning as a source of leadership and expertise. Activities include:</td>
</tr>
<tr>
<td>Phone: (773) 442-4490</td>
<td>- Work with incoming faculty and provide orientation sessions, a mentoring program, and assistance with the development of professional portfolios</td>
</tr>
<tr>
<td><a href="http://www.neiu.edu/academics/center-academic-writing">http://www.neiu.edu/academics/center-academic-writing</a></td>
<td>- Host workshops and guest lectures on issues of teaching and learning in higher education</td>
</tr>
<tr>
<td></td>
<td>- Offer workshops on instructional technology</td>
</tr>
<tr>
<td></td>
<td>- Provide individual support for technology applications in teaching, including support for the campus-supported course management system (Desire2Learn)</td>
</tr>
<tr>
<td></td>
<td>- Provide certificate courses for online and hybrid teaching</td>
</tr>
<tr>
<td></td>
<td>- Provide assistance with curriculum development</td>
</tr>
<tr>
<td></td>
<td>- Assist with training initiatives in classroom and program assessment</td>
</tr>
<tr>
<td></td>
<td>We are a resource center for materials on teaching and learning and any information relevant to the work of an instructor.</td>
</tr>
<tr>
<td></td>
<td><strong>Center for Teaching &amp; Learning</strong></td>
</tr>
<tr>
<td>Edmund Hansen</td>
<td><strong>Center for Teaching &amp; Learning</strong></td>
</tr>
<tr>
<td>Office: Library, Rm 312</td>
<td>The Center's primary mission is to support and promote faculty in their roles as teachers. Essential to the support of good teaching is the enhancement of faculty success at any career stage and the promotion of collegiality. Our services, resources, and events are available to all university instructors, including full- and part-time faculty. We seek to promote excellence in teaching and learning in an environment where teaching is open for both renewal and accountability. The Center provides a safe place for consultation, reflection, or debate, while functioning as a source of leadership and expertise. Activities include:</td>
</tr>
<tr>
<td>Phone: (773) 442-4468</td>
<td>- Work with incoming faculty and provide orientation sessions, a mentoring program, and assistance with the development of professional portfolios</td>
</tr>
<tr>
<td><a href="http://homepages.neiu.edu/~ctl/">http://homepages.neiu.edu/~ctl/</a></td>
<td>- Host workshops and guest lectures on issues of teaching and learning in higher education</td>
</tr>
<tr>
<td></td>
<td>- Offer workshops on instructional technology</td>
</tr>
<tr>
<td></td>
<td>- Provide individual support for technology applications in teaching, including support for the campus-supported course management system (Desire2Learn)</td>
</tr>
<tr>
<td></td>
<td>- Provide certificate courses for online and hybrid teaching</td>
</tr>
<tr>
<td></td>
<td>- Provide assistance with curriculum development</td>
</tr>
<tr>
<td></td>
<td>- Assist with training initiatives in classroom and program assessment</td>
</tr>
<tr>
<td></td>
<td>We are a resource center for materials on teaching and learning and any information relevant to the work of an instructor.</td>
</tr>
</tbody>
</table>
**Distance Education Program and Teleconferencing**

NEIU offers a small number of selected courses through an interactive video network system. This two-way interactive system allows courses to be offered between several campuses/sites simultaneously, making them convenient choices for students who wish to take courses near their home or workplace. Use of the system is primarily reserved for graduate courses in the College of Education being offered at the College of Lake County in Grayslake, IL.

**Library**

The Ronald Williams Library offers several services for faculty to support teaching and learning. These include: traditional and electronic reserve support, reserve reading digitization support and library instruction/information literacy sessions customized to specific instructor needs. The Library's collection of resources includes approximately 800,000 volumes, including 128,000 e-books and 73,000 electronic & print journals. In addition, there are more than 143 online databases which are licensed for off-campus remote access for you and your students. All departments have an assigned subject librarian who can assist you with your personal research and classroom support. For more information about faculty library services and a listing of subject librarians please go to http://library.neiu.edu/specialservices/facultystaff.html

**University Technology Services**

University Technology Services provides an effective and efficient information technology environment supporting the entire educational community in administration, teaching, learning and research. This IT environment includes administrative and academic computing, local and wide area networking, telephony, helpdesk, client computer literacy and training, and media and Web services.

**Technology Services Help Desk**

- Provide a single point of contact for university owned computer problems (hardware & software).
- Provide orientation and support on the use of technology enhanced classrooms.
- Provide Network and Telecommunication support. Provide single point of contact for
**FACULTY RESOURCES @ NEIU**

<table>
<thead>
<tr>
<th>Academic/Student Computing</th>
<th>Student Computing Services (SCS)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Office:</strong> B-107</td>
<td>• Provide computing resource support for students and faculty through public computing labs, reserved computing labs (technology enhanced classrooms), and academic software consultation.</td>
</tr>
<tr>
<td><strong>Phone:</strong> (773) 442-4390</td>
<td>• Other student resources include information pertaining to hardware &amp; software discounts, answers to Frequently Asked Questions, and online student training materials related to NEIUport and other software available on the NEIU computers.</td>
</tr>
<tr>
<td><a href="http://homepages.neiu.edu/~scs/AcadComp/">http://homepages.neiu.edu/~scs/AcadComp/</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technology Training</th>
<th>Technology Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael Weil</td>
<td>• Provide technology training for faculty and staff through workshops, online tutorials, and documentation. Topics include common office software: Word, PowerPoint, Excel, Access, Outlook, Acrobat, and more.</td>
</tr>
<tr>
<td>Email: <a href="mailto:trainme@neiu.edu">trainme@neiu.edu</a></td>
<td></td>
</tr>
<tr>
<td>Phone: 773-442-4322</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Media Services Contact Information</th>
<th>Media Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:helpdesk@neiu.edu">helpdesk@neiu.edu</a></td>
<td>University Technology Services provides NEIU faculty, administration, and students the opportunity to incorporate nearly any imaginable form of media into the classroom and other venues. The following media services are provided:</td>
</tr>
<tr>
<td>Phone: 773-442-HELP (4357)</td>
<td><strong>Audio Recording Facility</strong> Provide broadcast quality audio production services to NEIU faculty and staff.</td>
</tr>
<tr>
<td></td>
<td><strong>Audio Visual Services</strong> Provide comprehensive range of equipment, services and support to incorporate media into classroom.</td>
</tr>
<tr>
<td></td>
<td><strong>Distance Education Support</strong> Provide live interactive support for remote classes, seminars, meetings and conferences.</td>
</tr>
</tbody>
</table>
**FACULTY RESOURCES @ NEIU**

**Television Services**
Provide a wide range of videotaping services to faculty, administration and academic departments in support of academic programs. Upon faculty request video production equipment is also loaned to faculty and students. Video documentation of classroom presentations, special event or performances to development of original television programs ranging from short segments designed to assist students in improving performing skills, to the cooperative development of instruction units emphasizing one aspect of a given subject.

**LEARNING SUPPORT**

<table>
<thead>
<tr>
<th>Academic and Career Advising</th>
<th>Academic and Career Advising provides academic and developmental advising for all undergraduate students who have not declared majors. The Career Development Center provides career services and advising for students and alumni.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jamie Riess, Director of Academic and Career Advising</td>
<td></td>
</tr>
<tr>
<td>Office: LWH 0027</td>
<td></td>
</tr>
<tr>
<td>Phone: (773) 442-5477</td>
<td></td>
</tr>
<tr>
<td>Elaine Blair</td>
<td></td>
</tr>
<tr>
<td>Career Services</td>
<td></td>
</tr>
<tr>
<td>Office: B-124</td>
<td></td>
</tr>
<tr>
<td>Phone: (773) 442-4693</td>
<td></td>
</tr>
</tbody>
</table>
### Student Disability Services

Doug Lawson, Director  
Office: D-104  
Phone: (773) 442-5495  
[http://www.neiu.edu/sds](http://www.neiu.edu/sds)

To ensure access to students’ educational experience, Student Disability Services seeks to provide an environment conducive to learning and research that values the diversity of its community. SDS strives to be supportive of the academic, personal and work related needs of each individual and is committed to facilitating the full participation of students with a disability in the experience of NEIU. NEIU is committed to complying with Section 504 of the 1973 and the American with Disabilities Act of 1990.

If you have any questions about our accommodation process or the services we provide, please email us at sds@neiu.edu or call us at 773-442-4595. We are located in D-104. You can also follow us on Twitter: @NEIUsds

### Alcohol and Substance Abuse Concerns

See University Life

### Angelina Pedroso Center for Diversity and Intercultural Affairs

Maria Genao-Homs  
Acting Executive Director

Office: B-159  
Phone: (773) 442-5449  

The Angelina Pedroso Center for Diversity and Intercultural Affairs brings together NEIU students, faculty and staff and members of the community at large to celebrate individual differences, promote dialog on topics of diversity and social justice, and share contributions of our multicultural communities. The Pedroso Center fosters intercultural awareness, inclusiveness, and respect for all cultures and identities through educational and co-curricular programs and initiatives. We are home to the African/African American Resource Center, Asian/Global Resource Center, Latino/a Resource Center, LGBTQ+ Resource Center, and Women’s Resource Center.

Faculty can become involved with the Pedroso Center in a variety of ways:
FACULTY RESOURCES @ NEIU

- Collaborate on campus and community based research, projects, events and initiatives
- Invite Pedroso Center staff to serve as guest speakers for classes
- Use Pedroso Center programming as supplemental class experiences
- Serve as speakers at Pedroso Center programs and conferences

Center for Academic Writing

Kate Hahn, Director
Office: LIB-470
Phone: (773) 442-4490
http://www.neiu.edu/academics/center-academic-writing

See Teaching Support.

Computer Labs

Student Computing Services
Office: B-107
Phone: (773) 442-4390
http://homepages.neiu.edu/~scs/computers/index.html

For details on computer lab locations and specifications, please visit the Student Computing Website at http://homepages.neiu.edu/~scs/computers/index.html and click on the Computer Lab Information link.

B-103 (Student Learner Center) (773) 442-4359
B-104 (Macintosh Lab) (773) 442-4642
B-105 (Windows Lab) (773) 442-4644
CBM-114
CBM-119
CBM-158
CCICS-501 (773) 268-7500
CCICS-502
LWH-0002 (Information Commons) (773) 442-4647
LWH-2054 (773) 442-4166
LWH-2104 (Atrium) (773) 442-4390
LWH-2108 (773) 442-4643
FA-104 (773) 442-4649
FA-108 (773) 442-4646
BBH-208 (Science Building) (773) 442-4641
BBH-242 (773) 442-4398
### Student Health and Counseling Services

Susan Stock  
Director, Stud. Health & Counsel.  
Office: D-024  
Phone: (773) 442-4657  

Student Health and Counseling Services provides physical and mental health services to NEIU students. Counseling Services are available to currently registered students and are free of charge. Counseling is provided to help students understand and deal with emotional distress, relationship difficulties and personal concerns, helping them to make clearer and healthier decisions. We offer unlimited group counseling as well as time-limited individual and couples therapy. We also offer workshops and outreach programming.

Miki Koyama, Ph.D.,  
Assistant Director  
Office: D-024  
Phone: (773) 442-4650  
[http://www.neiu.edu/university-life/health-and-counseling/counseling-services](http://www.neiu.edu/university-life/health-and-counseling/counseling-services)

Health services are available to all currently enrolled Northeastern students with a valid I.D., and are generally free of charge. The nurses provide assessment, treatment, and follow-up for a wide range of complaints and problems. When additional services are needed, students may be referred to their physician. In the event of a medical emergency, University Police should be immediately contacted at ext. 5511 so they can call the paramedics and assist them in reaching the emergency on campus.

### English Language Program

John Armour, Coordinator  
Office: LWH-2049  
Phone: (773) 442-4536  

The English Language Program provides the opportunity for students to acquire the level of oral and written English Language skills expected of university students. Courses are offered for both native and non-native speakers.

### International Programs

Lawrence Berlin, Director of International Programs  
Main Office: LWH-0045  
Phone: (773) 442-4796  
[http://www.neiu.edu/academics/international-programs](http://www.neiu.edu/academics/international-programs)

The Office of International Programs (OIP) offers students a unique opportunity to spend a semester, summer, or academic year overseas while earning credit at NEIU. This program is open to sophomores, juniors, and seniors in good academic standing.

The Office of International Programs also sometimes sponsors faculty and staff-led short-term (1-3 weeks) international study tours, which are integral to an NEIU course or area of study.

The OIP is also responsible for international student (F-1 and J-1 visas) advising.
Learning Support Center

Katherine Gleiss, Executive Director
Ronald Williams Library, Room 453
Phone: (773) 442-4599
http://www.neiu.edu/university-life/learning-support-center

The Learning Support Center, located on the 4th floor of the Ronald Williams Library, provides academic support for General Education courses, Math Development courses, and assistance with writing assignments for all disciplines. Reading and learning strategies are also supported.

Tutors are selected based on their academic success and knowledge of their discipline. They are juniors, seniors, graduate students, or professionals with majors in the field in which they tutor. All tutors receive ongoing training to ensure that successful tutoring techniques are employed and students are given an opportunity to be more academically engaged. General education tutors work one-on-one with students, and they also schedule group review sessions prior to exams.

The Multimedia Learning Resource Center (MLRC)

The Ronald Williams Library, 3rd Floor

Kimberly Shotick
Phone: (773) 442-4415
http://neiu.edu/library/services/multimedia-learning-resource-center-mlrc

The MLRC provides technical assistance and access to a variety of audiovisual equipment and digital editing media, in support of class projects, research and university initiatives. The Library’s media collection is housed in the MLRC and includes videos, DVDs, CDs, audio cassettes and LPs, searchable through the Library Catalog. There are three viewing rooms with DVD/VHS players for students to use for DVDs and video tapes on reserve.

The MLRC has PC and Mac workstations to support a range of digital audio and video applications. For assistance with multimedia projects using the software and/or hardware unique to the MLRC, appointments are preferred but not required.

The MLRC offers special services and equipment for people with disabilities. In addition to offering extended research help for people with disabilities, the MLRC is home to a LifeStyle Desktop magnifier and JAWS screen reading software.
## Project Success
Gerald L. Mitchell, Jr., Director  
Office: LWH 4029B  
Phone: (773) 442-4980  
[http://www.neiu.edu/university-life/project-success](http://www.neiu.edu/university-life/project-success)

Project Success is a recruitment and student support program that has historically and continues to serve African American or first generation college students who demonstrate academic potential, but do not meet the general university admissions requirements. Students in this program are given a two-year adjustment period to meet university academic requirements. They must actively participate in the assistance programs provided and show evidence of academic progress. The student receives guidance and support from an academic advisor until the student meets the requirements to declare a major.

## Proyecto Pa'Lante
Angelica Rivera, Director  
Office: LWH 4029B  
Phone: (773) 442-5461  

Proyecto Pa'Lante is a recruitment and educational services program that has historically and continues to serve Latino students who demonstrate academic potential, but may not meet the general university admissions requirements. Students in this program are given a two-year adjustment period to meet university academic requirements. They must actively participate in the assistance programs provided and show evidence of academic progress. The student receives guidance and support from an academic advisor until the student meets the requirements to declare a major.

## TRIO Student Support Services (TRIO SSS)
Monica Teixeira, Director  
Office: LIB-407  
Phone: (773) 442-4984  

TRIO Student Support Services provides support services including tutoring, mentoring, academic advising, leadership development and other academic development activities to increase the retention and graduation rates of NEIU students. TRIO SSS has three programs to serve students: Achieve, serving all academic majors; Access, serving students with disabilities; and Teacher Prep, serving students majoring in education.
Student Affairs
Dr. Richard Helldobler,
Interim Vice President
Office: C-324
Phone: (773) 442-4600
http://www.neiu.edu/university-life/student-affairs

Student Affairs
The Division of Student Affairs enhances student success through educationally-purposeful programs and services in an inclusive, multicultural learning community. The programs and services within the division are intentionally designed to support the mission of the University, create and sustain optimal learning environments both in and outside of the classroom and provide appropriate challenge and support for students. The Division of Student Affairs is comprised of the following academic support and co-curricular programs: Academic and Career Advising, Angelina Pedroso Center for Diversity and Intercultural Affairs (African/African American, Asian/Global, Latino/a, LGBTQA, and Women’s Resource Centers), Campus Recreation, Learning Support Center, New Student and Family Programs, Project Success, Proyecto Pa’Lante, Student Disability Services, Student Health and Counseling Services, Student Leadership Development, Student Rights and Responsibilities, Student Union, Event and Conference Services, and TRIO Student Support Services.

Faculty needing assistance with any of the topics listed below should feel free to call the staff indicated for help. If you are struggling with a student-related problem and don’t see it listed don’t hesitate to call Student Affairs, at x4600. We look forward to talking with you!

Academic and Community Partnerships
Kris Pierre, Senior Director
Office: COBM 134
Phone: (773) 442-4607

The Senior Director for Academic and Community Partnerships provides leadership in identifying and strengthening existing community partnerships and in developing new partnerships that advance Northeastern's mission in preparing a diverse community of students for leadership and service in our region and in a dynamic multicultural world. The area also works to facilitate connections between Student Affairs and programs in academic areas to support student success and retention. Faculty interested in exploring community based learning experiences might enhance their work are welcome to
reach out and learn more about opportunities to work with community organizations and programs in Student Affairs to support student learning.

## RESEARCH SUPPORT

### Library
Carlos Melian, Dean of Libraries  
Office: Lib 1st Floor, LIB 119  
Phone: (773) 442-4470  
[http://library.neiu.edu/](http://library.neiu.edu/)

The Ronald Williams Library offers several services for faculty to support teaching and learning. These include: traditional and electronic reserve support, reserve reading digitization support and library instruction/information literacy sessions customized to specific instructor needs. The Library's collection of resources includes approximately 800,000 volumes, including 128,000 e-books and 73,000 electronic & print journals. In addition, there are more than 143 online databases which are licensed for off-campus remote access for you and your students. All departments have an assigned subject librarian who can assist you with your personal research and classroom support. For more information about faculty library services and a listing of subject librarians please go to [http://library.neiu.edu/specialservices/facultystaff.html](http://library.neiu.edu/specialservices/facultystaff.html)

### Research and Sponsored Projects

**Contact us at:**  
[ORSP@neiu.edu](mailto:ORSP@neiu.edu) for grants/contracts  
[IRB@neiu.edu](mailto:IRB@neiu.edu) for Institutional Review Board  
Sharon Todd, Director  
Office: LWH 0043  
Phone: (773) 442-4671

Stephanie Logaras, Compliance Coordinator  
Office: LWH 006A  
Phone: (773) 442-4675

Brooke Ha, Business Administration Associate  
Office: LWH 006A  
Phone (773) 442-4674  
[http://www.neiu.edu/academics/research-resources/office-research-and-sponsored-projects](http://www.neiu.edu/academics/research-resources/office-research-and-sponsored-projects)

The Office of Research and Sponsored Projects (ORSP) is responsible for working with faculty and staff to acquire external funding for research and projects. ORSP will assist with proposal and budget development, route proposals for approval, and submit proposals on behalf of the university. ORSP is the liaison with funding agencies and provides support for proposal development and grant award administration.

ORSP can meet with faculty and staff to discuss research and programmatic interests, identify funding sources, and provide training and support for operating a grant-funded project.

ORSP also coordinates with the Institutional Review Board and the Institutional Animal Care and Use Committee.