TLC Communication Materials

These templates for emails or D2L postings are provided for TLC faculty and tutors to optionally use throughout the course of the semester. Faculty and tutors are encouraged to customize, edit, and share the following materials with students in their course according to the suggested schedule.

TLC tutoring is most successful when the TLC tutor is fully integrated and considered part of the student success team for the course. Regular communication to students about the TLC tutor will increase engagement with the tutor, leading to improved student outcomes in the course.

Contents
TLC Communication Schedule Overview ........................................................................................................2
Communication Templates ..........................................................................................................................3
  Week 1 TLC Communication ................................................................................................................3
  Week 2 TLC Communication ................................................................................................................4
  Week 4 TLC Communication ................................................................................................................5
  Week 6 TLC Communication ................................................................................................................6
  Week 8 TLC Communication ................................................................................................................7
  Week 10 TLC Communication ..............................................................................................................8
  Week 15 TLC Communication .............................................................................................................9
Ad Hoc TLC Communication – Extra Credit ............................................................................................10
Ad Hoc TLC Communication – Open Study ...........................................................................................11
## TLC Communication Schedule Overview

<table>
<thead>
<tr>
<th>Communication Title</th>
<th>Brief description</th>
<th>Sender</th>
<th>Delivery Date</th>
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<tbody>
<tr>
<td>You have a tutor specifically for this class!</td>
<td>Introduction to TLC program, TLC tutor, and TLC role in the course</td>
<td>Faculty</td>
<td>Week 1</td>
</tr>
<tr>
<td>I am here to help!</td>
<td>Information on how to contact TLC tutor, office hours, etc</td>
<td>TLC Tutor</td>
<td>Week 2</td>
</tr>
<tr>
<td>Benefits of working with a TLC tutor.</td>
<td>List of benefits of working with a TLC tutor</td>
<td>Faculty</td>
<td>Week 4</td>
</tr>
<tr>
<td>What it's like working with a TLC tutor</td>
<td>Either from a current student or utilize template testimonial from student who has worked with TLC tutor to share benefits</td>
<td>Faculty</td>
<td>Week 6</td>
</tr>
<tr>
<td>Here's what I've been up to!</td>
<td>Specifically from TLC tutor to describe how they've been helping students so far and encouraging others to work with them</td>
<td>TLC Tutor</td>
<td>Week 8</td>
</tr>
<tr>
<td>The term is more than halfway done; have you worked with your TLC tutor yet?</td>
<td>Reminder that the tutor is available, share info and benefits, etc...</td>
<td>Faculty</td>
<td>Week 10</td>
</tr>
<tr>
<td>Thank you for letting me support you!</td>
<td>Specifically from TLC tutor to thank students and encourage them to continue to use their resources to be successful, including referrals to other academic support services</td>
<td>TLC Tutor</td>
<td>Week 15</td>
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</table>

### AD HOC

<table>
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<td>You can earn extra credit for working with your TLC tutor!</td>
<td>Description of extra credit opportunities for working with TLC tutor</td>
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<td>Open study session with your TLC tutor!</td>
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Communciation Templates

**Week 1 TLC Communication**

<table>
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<tbody>
<tr>
<td>You have a tutor</td>
<td>Introduction to TLC program, TLC tutor, and TLC role in the course</td>
<td>Faculty</td>
<td>Week 1</td>
</tr>
<tr>
<td>specifically for this class!</td>
<td></td>
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</table>

**TEXT – Customize Areas in YELLOW**

Did you know that you have a Tutors Linked to Classes (TLC) tutor specifically for this course?

Your TLC tutor, **TUTOR NAME**, has been successful in this course before and is now available to support you. **TUTOR NAME** is available [during our class meetings, over Zoom, and/or in-person] to discuss course assignments, answer questions you might have, or just to chat about how things are going.

Data shows that students who work with TLC tutors are more likely to have higher grades and grade point averages, stay enrolled in their courses, and continue to graduate or transfer! TLC tutors are for everyone, so feel free to reach out if you need extra support, could use a refresher, or want to go that extra mile.

**TUTOR NAME** can be reached during their office hours [on Zoom or you can meet with them in-person at LOCATION]. Either contact them over email or just drop-in if you need help.

Office hours:

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<tr>
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Contact Info:

- Email address
- Zoom
- Phone

Learn more about Tutors Linked to Classes here: [https://www.century.edu/support-services/academic-support/tutors-linked-classes/](https://www.century.edu/support-services/academic-support/tutors-linked-classes/)
Hi and welcome to our class!

I am excited to work with you over the semester as your Tutors Linked to Classes (TLC) tutor. As a TLC tutor, I am available during our class meetings, over Zoom, and/or in-person to answer any questions you might have about the course, help with assignments, or just connect about how things are going.

I have taken this exact course with this same instructor, which gives me a lot of knowledge and expertise to support you! I look forward to working together so we can make the most of your time in this class.

I can be reached during my office hours on Zoom or you can meet with them in-person at LOCATION. Either contact me by email or just drop in if you need help.

Office hours:

Monday 8:00-4:00
Tuesday 8:00-4:00
Wednesday 8:00-4:00
Thursday 8:00-4:00
Friday 8:00-4:00

Contact Info:
Email address
Zoom
Phone

Learn more about Tutors Linked to Classes here: https://www.century.edu/support-services/academic-support/tutors-linked-classes/
Week 4 TLC Communication

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<tr>
<td>Benefits of working with a TLC tutor.</td>
<td>List of benefits of working with a TLC tutor</td>
<td>Faculty</td>
<td>Week 4</td>
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TEXT – Customize areas in **YELLOW**

Working with your TLC tutor is a great way to be successful in this course, but there are lots of other benefits that go beyond this class.

Compared to students who don’t, students who work with a TLC tutor are shown to...

- achieve a higher GPA,
- complete more courses, and
- be more likely to continue to transfer or graduate.

Three great reasons to take some time to meet with your TLC tutor, **TUTOR NAME**! Remember, you can connect with your tutor during their office hours [on Zoom or you can meet with them in-person at **LOCATION**]. Contact them by email or just drop-in if you need help.

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Week 6 TLC Communication

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<td>Week 6</td>
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**TEXT – Customize areas in YELLOW**

TLC tutors are there when you need them and ready to help with anything at all. Maybe you have a quick question about an assignment, need some detailed help with a course concept, or just want to chat about how things are going. Just reach out and they will be happy to help.

Gabby Her, a Century student in Nursing, talks about her experience working with a TLC tutor, Rose Yang, in her Composition I class.

Here’s what other students have to say about working with their TLC tutor:

- “Having a TLC tutor in class not only provided a safe environment for questions but also eased any pressure off students who were too shy to approach the professor directly. It’s always nice to know that there is someone in class who has your back.”
- “The TLC tutors we had for our class did a great job because they understood the confusion we faced as a student and helped us thrive.”
- “We had class tutors and having their presence and support made the class so much easier to attend and participate in. I really appreciate the tutors and am going to miss them so much.”

Remember, you can connect with your tutor during their office hours [on Zoom or you can meet with them in-person at LOCATION]. Contact them by email or just drop-in if you need help.

Office hours:

- Monday 8:00-4:00
- Tuesday 8:00-4:00
- Wednesday 8:00-4:00
- Thursday 8:00-4:00
- Friday 8:00-4:00

Contact Info:
- Email address
- Zoom
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**Week 8 TLC Communication**

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<td>TLC Tutor</td>
<td>Week 8</td>
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**TEXT – Customize areas in YELLOW**

It’s been great being a TLC tutor for this class so far this semester. I’ve had the opportunity to support some of you with course concepts, assignments, and just keeping up with the course.

If I haven’t worked with you yet, I encourage you to get in touch! I’m here to help with any questions you might have about the class, big or small.

**FEEL FREE TO CUSTOMIZE WITH DETAILS ABOUT A SPECIFIC ASSIGNMENT OR COURSE INFORMATION**

Remember, you can connect with me during my office hours [on Zoom or you can meet with me in-person at LOCATION]. Contact me by email or just drop-in if you need help.

Office hours:

- Monday 8:00-4:00
- Tuesday 8:00-4:00
- Wednesday 8:00-4:00
- Thursday 8:00-4:00
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Contact Info:
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**Week 10 TLC Communication**

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<td>Faculty</td>
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**TEXT – Customize areas in YELLOW**

I hope that you’ve had a chance to connect with our TLC tutor this semester. As we start working towards the end of the term, I would really encourage you to get in touch with TUTOR NAME if you haven’t already. They have a lot of helpful knowledge to share and are ready to support you!

**FEEL FREE TO CUSTOMIZE WITH DETAILS ABOUT A SPECIFIC ASSIGNMENT OR COURSE INFORMATION**

Remember, you can connect with TUTOR NAME during their office hours [on Zoom or you can meet with me in-person at LOCATION]. Contact them by email or just drop-in if you need help.

Office hours:
- Monday 8:00-4:00
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Contact Info:
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Week 15 TLC Communication

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<td>TLC Tutor</td>
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TEXT – Customize areas in YELLOW

Thank you for letting me support you during this semester! It’s been very rewarding to work with you all and be a part of the course.

FEEL FREE TO CUSTOMIZE WITH SPECIFIC DETAILS

I hope that you will utilize academic support services in the future as well. There are plenty of staff and peers that are available to help with math, writing, study skills, and more. Check out the Academic Support website for more information: [https://www.century.edu/support-services/academic-support/](https://www.century.edu/support-services/academic-support/)

Thank you again for our time together in this course.

-TUTOR NAME

Learn more about Tutors Linked to Classes here: [https://www.century.edu/support-services/academic-support/tutors-linked-classes/](https://www.century.edu/support-services/academic-support/tutors-linked-classes/)
Ad Hoc TLC Communication – Extra Credit

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TEXT – Customize Areas in YELLOW

I hope you have had a chance to connect with our TLC tutor, TUTOR NAME, so far this semester. This is a great resource to help you be successful in this course.

Not only will working with a tutor help you to be more successful, but you can also [earn extra credit, redo an assignment, etc] by working with the TLC tutor.

EXPLANATION OF EXTRA CREDIT OR REDO OPPORTUNITY.

TUTOR NAME can be reached during their office hours [on Zoom or you can meet with them in-person at LOCATION]. Either contact them over email or just drop-in if you need help.

Office hours:

- Monday  8:00-4:00
- Tuesday  8:00-4:00
- Wednesday  8:00-4:00
- Thursday  8:00-4:00
- Friday    8:00-4:00

Contact Info:

Email address
Zoom
Phone

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Ad Hoc TLC Communication – Open Study

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TEXT – Customize Areas in **YELLOW**

It’s been great working with you all so far this semester. I wanted to make you aware of an open study session coming up.

On **DATE** and **TIME**, I will be hosting an open study session in my Zoom room to cover **TOPIC**. This is open to any student in the course and multiple students may be in attendance. This is a good opportunity to connect not just with me, but also with your classmates to cover this information.

Let me know if you have any questions, and I look forward to seeing you there!

*TUTOR NAME*

Contact Info:
Email address
Zoom
Phone

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