



Instructors
Teaching and
Evaluation



**Academic
Facilitators**
Writing
Remediation and
Intervention



Librarian
Information
Literacy

Sounds Like

“I need someone to reopen my assignment so that I can resubmit it.”
“I don’t understand why I didn’t get full credit for this assignment”

“I want someone to check my grammar and spelling.”
“I don’t know what to write about.”
“My instructor told me my writing needs work because it looks like I plagiarized.”
“I don’t know what I should look for to make a newsletter.”
“I don’t know what APA format is.”

“I have never used the library before and I am just not good at this online thing.”
“The articles say the words I looked up, but they don’t have the information I need”
“Something is going wrong when I use the library.”
“There is not enough information to make the citation.

Issues Are

Student needs:

- An assignment opened
- More feedback on an assignment

Student needs help with:

- Writing, discussion posts, essay form and structure
- Paraphrasing
- In-text citation
- Developing a writing topic
- Grammar

Student needs:

- Step by step help in the library.
- Secondary search help.
- Troubleshooting with virtual library.
- Advanced citation guidance.
- Alternative resources to aid in understanding.

**Plagiarism is not directly reported to the Librarian.

Alerted by

Student Requests through direct contact with instructor.
Advisor redirects student to contact instructor.
AF directs student to contact instructor.

Student requests.
Instructor directs student to AF.
Embedded AF identifies and directs.
Advisor redirects student to AF.
Librarian refers student.

Student raises flag, calls direct, or emails askthelibrarian@ultimatemedical.edu.
Advisor redirects request from student.
AF forwards for assistance when coaching not effective.