

# Individual Appointments with Learning Coaches



SUNY EMPIRE  
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Academic &  
Instructional Services

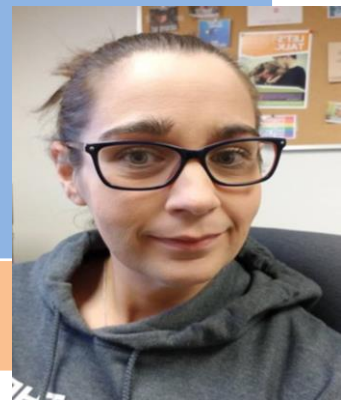
**Daniel Holz** is located in Latham and assisting students at all locations in-person, online, or by phone. Daniel possesses Master's degrees in Business Administration (College of Saint Rose, May 2013) and Applied Mathematics (UMASS, 2000) and is a 1998 graduate of Hartwick College. Dan works with students in need of support with Mathematic, Accounting, and Business Courses. Dan can also help students seeking to Improve their skills with Microsoft Word and Excel and general study and writing skills.

<b>Availability</b>	<b>Monday –Friday – Latham room # 448</b>  <b>Dan works a flexible schedule with appointments available Mornings, afternoons, and some evenings. Please contact Dan to make an appointment.</b>
<b>Contact Information</b>	<b>Phone : 518-587-2100 ext. 2325</b> <b>Email. <a href="mailto:Daniel.Holtz@Esc.edu">Daniel.Holtz@Esc.edu</a></b>



**Jill Holland** is located in both Latham and Saratoga for Face to-Face Support bur works with students at all locations in-person, online or by phone. Jill is a graduate of ESC and will be receiving a Masters in Social w Work from SUNY Albany School of Social Welfare this May. Jill works with students seeking to improve their academic writing ,reading and study skills, such as time management and over coming procrastination. Jill also provides support to students who need guidance in developing self-care habits and/or stress management skills while balancing life and school

<b>Availability</b>	<b>Monday &amp; Wednesday – Latham Office room # 448</b> <b>Tuesday – Saratoga room # 113D</b>  <b>Jill works a flexible schedule with appointments Primarily offered in the late afternoon and evening. Please contact Jill to make an appointment</b>
<b>Contact Information</b>	<b>Phone: 518-783-6203 ext. 5992</b> <b>Email: <a href="mailto:Jill.Holland@Esc.edu">Jill.Holland@Esc.edu</a></b>



A learning coach is someone who provides academic support to students in one-on-one or small group settings. Learning Coaches:

- work with students on content area learning and all aspects of the writing process.
- assist students with study skills strategies including time management, organization, reading efficiency, developing a study plan, goal setting, critical thinking, library research skills, note-taking, and identifying/maximizing learning styles.
- meet with students face-to-face, on the phone or online via web conferencing.
- work with undergraduate and graduate students from all locations of SUNY Empire State College with a particular commitment to students at our Northeast locations – Adirondack (ACC campus), Johnstown (FMCC campus), Latham, Plattsburgh, Saratoga, Schenectady and Troy.

# Office of Academic Support Online and Northeast



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## Director of Academic Support

**Daniel McCrea** is the Director of Academic Support for Online and the Capital Region of New York. He is located in Latham and Saratoga Springs. He meets with graduate and undergraduate students online, by phone, and face-to-face.



Contact Daniel to make an appointment at:  
(518) 580-4907 or [Daniel.McCrea@esc.edu](mailto:Daniel.McCrea@esc.edu)

## Online Peer Tutor program

**Jodi Ostrander – Online or by appointment** If you prefer to work with a tutor online, please reach out to Jodi Ostrander. Jodi oversees the Online Peer Tutoring Program, and she can also arrange appointments in person depending on availability. Jodi is a 2015 graduate of Empire State College and has earned her Bachelor of Science degree in Community & Human Services.



Contact Jodi at:  
800-847-3000, ext. 3008, 518-587-2100, ext. 3008 or [Jodi.Ostrander@esc.edu](mailto:Jodi.Ostrander@esc.edu)

## SmarThinking Online Tutoring Service

**The service is FREE to currently enrolled ESC students.**

### Writing Center

Have your writing reviewed  
by a tutor

### Drop-In Tutoring

Chat now with a live  
tutor

### Scheduled Tutoring

Schedule to meet with a live  
tutor in the future

### Offline Questions

Send a tutor an academic  
question

You can use **Scheduled Tutoring** or **Drop-in Tutoring** for a variety of subject. You can also use the **Writing Center** for a scheduled appointment or submit your paper for review/feedback.

### How do I use the service?

As an Empire State College student, you are allowed to use this **FREE** service as soon as your first term of enrollment. Your account will remain active as long as you are enrolled in studies with Empire State College.

To get your account activated:

- Go to <http://www.esc.edu/smarthinking>
- If it is still on the website, ignore the information about already having an account and go straight to the SIGN UP NOW button to set up an account for yourself.
- If you have difficulties logging in, please contact Dan McCrea (518) 580-4907 or e-mail [Daniel.McCrea@esc.edu](mailto:Daniel.McCrea@esc.edu).
- Choose the service you want to use and begin.

If you don't want to schedule a session and have a question, you can submit your question to the **Offline Center**.