

## Baruch College Support Services: Oral and Written Communication

### Oral Communication

Entity	Services	Scope	Population
Bernard L. Schwartz Communication Institute J-315A (646) 312-2060	<ul style="list-style-type: none"> <li>Faculty development programming for communication-intensive teaching and learning</li> <li>Student-facing course-embedded support, including workshops, small-group, and one-to-one consultations</li> </ul>	<ul style="list-style-type: none"> <li>Staffed by a Director, Associate Director, Administrative Coordinator, and approximately 20 part-time professional Communication Fellows</li> <li>Supports courses and programming College-wide</li> <li>More than 2,000 students directly served each year</li> </ul>	<ul style="list-style-type: none"> <li>All faculty members</li> <li>Students enrolled in supported courses</li> </ul>
CAPS (Continuing and Professional Studies): Courses VC 1-116 (enter from E. 25 <sup>th</sup> Street) (646) 312-5000	<ul style="list-style-type: none"> <li>Courses in ESL, accent reduction, oral communication, grammar, business communication, etc. (15% discount offered for current Baruch degree students)</li> </ul>	<ul style="list-style-type: none"> <li>daytime, 9-11am; 11:30am-1:30pm</li> <li>evenings, 6:15-8:15pm or 6:15-8:45pm</li> </ul>	<ul style="list-style-type: none"> <li>N &amp; NN CAPS students</li> <li>N &amp; NN undergraduate students</li> <li>N &amp; NN graduate students</li> </ul>
CAPS: Language Lab 17 Lexington Ave. Room 1103 (646) 660-6445	<ul style="list-style-type: none"> <li>Self-instructional</li> <li>Software and videos (on pronunciation, vocabulary, grammar, presentations)</li> </ul>	<ul style="list-style-type: none"> <li>25 work stations</li> <li>Limited availability (9-1 and 6-8:30 M-TH; 9-2 Saturday)</li> </ul>	<ul style="list-style-type: none"> <li>N &amp; NN CAPS students</li> <li>NN undergraduate students</li> <li>NN graduate students</li> <li>NN international faculty members</li> </ul>
Communication Studies	<ul style="list-style-type: none"> <li>COM 1010T (3 credits, 4 contact hours)</li> </ul>	<ul style="list-style-type: none"> <li>COM 1010T (Pilot, Spring 2016)</li> </ul>	<ul style="list-style-type: none"> <li>NN undergraduate students</li> </ul>
Conversation Partners Program (CPP) <a href="http://www.baruch.cuny.edu/cpp">www.baruch.cuny.edu/cpp</a>	<ul style="list-style-type: none"> <li>CPP matches native and nonnative speakers for informal conversations</li> <li>Focus on comfort in conversing, fluency, and cultural exchange</li> </ul>	<ul style="list-style-type: none"> <li>300-400 Ss per semester</li> <li>Ss apply at beginning of semester</li> </ul>	<ul style="list-style-type: none"> <li>N and NN undergraduate and graduate students</li> </ul>
ESL Speech Lab VC 6-120 (Computers located in the back row of the Modern Languages Lab) <a href="http://www.baruch.cuny.edu/esllab">www.baruch.cuny.edu/esllab</a>	<ul style="list-style-type: none"> <li>Self-instructional</li> <li>Software and videos (on pronunciation, vocabulary, grammar, presentations)</li> </ul>	<ul style="list-style-type: none"> <li>2 work stations</li> <li>Open, walk-in lab</li> <li>MO-TH 10 a.m. - 8 p.m.</li> </ul>	<ul style="list-style-type: none"> <li>NN undergraduate, graduate, and CAPS students</li> <li>NN international faculty members</li> </ul>
SACC (Student Academic Consulting Center) B2-116 (646) 312-4830	<ul style="list-style-type: none"> <li>Presentation Skills Tutorials (formerly 'Com 1010 peer tutoring')</li> </ul>	<ul style="list-style-type: none"> <li>Peer tutors 10-20 hrs/wk availability</li> </ul>	<ul style="list-style-type: none"> <li>Undergraduate and graduate students</li> <li>Majority nonnative (NN) speakers</li> <li>Com 1010 or any undergraduate or graduate students seeking basic help with presentations and speeches</li> </ul>
SEEK (Search for Education, Elevation, and Knowledge) B2-230	<p>Tutorials and workshops:</p> <ul style="list-style-type: none"> <li>Drop-in writing tutoring for SEEK Ss</li> <li>China Cultural Exchange Certificate Program (with ISSC)</li> </ul>	<ul style="list-style-type: none"> <li>2 semesters of freshman seminar taught by SEEK counselors</li> <li>Transfer seminar for incoming SEEK transfer students</li> </ul>	<ul style="list-style-type: none"> <li>SEEK and BMI students only</li> <li>N &amp; NN undergraduate students</li> </ul>

(646) 312-4640	<ul style="list-style-type: none"> <li>• Personal Statement Workshop</li> <li>• Cultural Literacy</li> <li>• Presentation skills</li> <li>• Leadership skills</li> </ul>	<ul style="list-style-type: none"> <li>• 2 SEEK writing tutors</li> </ul>	
Starr Career Development Center B2-150 (646) 312-4670	<ul style="list-style-type: none"> <li>• Workshops (Personal Pitch, Small Talk: Big Deal, Interviewing Techniques, LinkedIn Profile Preparation, Writing Winning Resumes, Cover Letters and other Business Correspondence)</li> <li>• In-person Videotaped Mock Interviews</li> <li>• Graduate and Law School personal statement assistance</li> <li>• Online Mock Interview Module in STARRSearch</li> </ul>	<ul style="list-style-type: none"> <li>• 50 Communication oriented workshops per year</li> <li>• 250 Videotaped Mock Interviews per year</li> </ul>	<ul style="list-style-type: none"> <li>• N &amp; NN mixed</li> <li>• General Baruch student population</li> </ul>
Student Life B2-210 (646) 312-4550	<ul style="list-style-type: none"> <li>• TEAM Baruch (leadership training, including oral communication skills workshops)</li> </ul>	70-100 students per year	<ul style="list-style-type: none"> <li>• N &amp; NN UG students</li> <li>• preparing to serve as peer leaders in student affairs</li> <li>• by application in the fall</li> </ul>
Tietsort Fund (John R. F. Tietsort Fund)	<ul style="list-style-type: none"> <li>• Programs serving nonnative speakers</li> </ul>	Fund is used for student coordinators of the Conversation Partners Program	<ul style="list-style-type: none"> <li>• NN undergraduate and graduate students</li> </ul>
Tools for Clear Speech Program baruch.cuny.edu/tfcs	<ul style="list-style-type: none"> <li>• Professional support to improve pronunciation, grammatical control, and pragmatics for NNs</li> <li>• 30 or 60-minute One-to-one tutorial sessions</li> <li>• Focused Skills Series Workshops (up to 6 students per)</li> <li>• Workshop Series (3 workshops, up to 30 students per)</li> <li>• Conversation Hour (2-3 sessions weekly, up to 8 students, facilitated by professional speech consultant)</li> <li>• Oral Communication Video Assessment (OCVA), provides quantitative and qualitative feedback on NN students' oral communication challenges</li> <li>• TfCS To-Go, online practice exercises and relevant helpful links for participants to utilize between face-to-face instruction</li> </ul>	<ul style="list-style-type: none"> <li>• 15+ professional speech consultants</li> <li>• Over 450 unique students served each AY in over 3,000 instructional hours</li> <li>• Over 200 Oral Communication Video Assessments delivered, uploaded to Vocat, scored, and annotated each AY</li> </ul>	<ul style="list-style-type: none"> <li>• Primarily NN undergraduate and graduate students</li> <li>• ALL students, faculty, and college staff welcome</li> <li>• Direct support for COM1010-T sections, MFE Program, Zicklin PhD in Business Program, SEEK</li> </ul>

### Written Communication

Entity	Services	Scope	Population
Bernard L. Schwartz Communication Institute J-315A (646) 312-2060	<ul style="list-style-type: none"> <li>Faculty development programming for communication-intensive teaching and learning</li> <li>Student-facing course-embedded support, including workshops, small-group, and one-to-one consultations</li> </ul>	<ul style="list-style-type: none"> <li>Staffed by a Director, Associate Director, Administrative Coordinator, and approximately 20 part-time professional Communication Fellows</li> <li>Supports courses and programming College-wide</li> <li>More than 2,000 students directly served each year</li> </ul>	<ul style="list-style-type: none"> <li>All faculty members</li> <li>Students enrolled in supported courses</li> </ul>
CAPS VC 1-116 (enter from E. 25 <sup>th</sup> Street) (646) 312-5000	<ul style="list-style-type: none"> <li>Courses in ESL, writing, business writing, grammar (15% discount offered for current Baruch degree students)</li> </ul>	<ul style="list-style-type: none"> <li>daytime, 9-11am; 11:30am-1:30pm</li> <li>evenings, 6:15-8:15pm or 6:15-8:45pm</li> </ul>	<ul style="list-style-type: none"> <li>N &amp; NN CAPS students</li> <li>N &amp; NN undergraduate students</li> <li>N &amp; NN graduate students</li> </ul>
English Department B7-240 (646) 312-3910 (ESL Sections)	<ul style="list-style-type: none"> <li>ENG 0132 (0 credits, 9 contact hours = 3 days/3 hrs.)</li> <li>ENG 2100T (3 credits, 6 contact hours)</li> <li>ENG 2150T (3 credits, 6 contact hours)</li> </ul>	<ul style="list-style-type: none"> <li>ENG 0132</li> <li>ENG 2100T (Fall and Spring)</li> <li>ENG 2150T (Fall and Spring)</li> </ul>	Courses listed are for NN students
SEEK B2-230 (646) 312-4640	<p>Tutorials and workshops:</p> <ul style="list-style-type: none"> <li>Drop-in writing tutoring for SEEK Ss</li> <li>China Cultural Exchange Certificate Program (with ISSC)</li> <li>Personal Statement Workshop</li> <li>Cultural Literacy</li> <li>Presentation skills</li> <li>Leadership skills</li> </ul>	<ul style="list-style-type: none"> <li>2 semesters of freshman seminar taught by SEEK counselors</li> <li>Transfer seminar for incoming SEEK transfer students</li> <li>2 SEEK writing tutors</li> </ul>	<ul style="list-style-type: none"> <li>SEEK and Black Male Initiative (BMI) students only</li> <li>N &amp; NN undergraduate students</li> </ul>
Writing Center B8-185 (646) 312-4012 <a href="http://writingcenter.baruch.cuny.edu">http://writingcenter.baruch.cuny.edu</a>	<ul style="list-style-type: none"> <li>Professional 1-to-1 consulting</li> <li>50 minute scheduled appointments</li> <li>25 minute walk-in appointments at Newman Library Reference Desk</li> <li>Online chat appointments</li> <li>Written Feedback</li> <li>Workshops</li> <li>Peer Review Groups</li> <li>In-class Workshops</li> <li>Informational classroom visits</li> <li>Session records</li> <li>Publishes model student writing in <i>The Lexington Review</i> <a href="http://blogs.baruch.cuny.edu/lexingtonreview/">http://blogs.baruch.cuny.edu/lexingtonreview/</a></li> </ul>	<ul style="list-style-type: none"> <li>Open Monday-Thursday 9-8, Friday 10-3, Saturday 11-4, whenever classes are in session.</li> <li>Offers approximately 9000 student hours of appointments, workshops, and small-group meetings per year</li> <li>FT Staff includes Director, Associate Director, Multilingual Writing Specialist, and Administrative coordinator</li> <li>PT staff includes 22 professional writing consultants</li> </ul>	<ul style="list-style-type: none"> <li>Open to undergraduate and graduate students</li> <li>Staff is specifically trained to support the language acquisition needs of multilingual students</li> <li>Works with students on all writing and language needs—academic, professional, personal, etc.</li> </ul>

prepared by Elisabeth Gareis, Communication Studies, Spring 2016

Legend: N = native speaker of English, NN = nonnative speaker of English