# Transcript: IT Podcast - Ep 122 - Math Center\_mixdown

*The following transcript is a verbatim account of the video or audio file accompanying this transcript.*

Speaker # 1: Daniel Matt

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Speaker # 2: Dave Web

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Daniel

Hello, my name is Daniel Matt, and I am an instructor in the math center at WGU. I am joined by Dave Web, also an instructor in the math center. Dave, can you tell me a little bit about how students can access the math center?

Dave

Absolutely Daniel. Students can access the math center through the student portal by clicking on the "Success Center" and then from there they can access the math center website. All of our resources are housed on the website and they're easily accessible there.

Daniel

What are some challenges that the math center can help students with?

Dave

Students challenges that we deal with frequently are test-taking strategies and math anxiety. We find that many students have difficulties in both of these areas, and we can meet with students to discuss different strategies that they can use to succeed in their exams depending upon which course they're in and the format of the test. We also offer different conversational strategies for how to deal with math anxiety and get past that so that students can achieve success in their course.

Daniel

Now, the math center offers quite a bit of different ways to support students. Can you talk a little bit about those?

Dave

Of course. We offer a lot of different resources for WGU students. First and foremost, we offer a variety of different types of individual appointments. The appointment lengths are 20 minutes or 45 minutes, and we also offer video appointments. What we typically ask students to do if they only have a question or two, then a 20-minute appointment might be more appropriate. For a greater number of questions that can't be answered in that 20 minute appointment, then a 45-minute live appointment would be better. In these appointments we use a screen-sharing program so that we can look at problems together, we can work through the problems together, have a conversation with the students, and then as instructors, we can offer some suggestions. The video appointments are also quite useful for students who may not be able to attend a live meeting. Typically again, if you just have two or three questions, you can submit those, we record a video, we email that back to you, and then the students can watch that anytime they want to. Beyond the appointments, we have an interactive math program called the Add Ready that many students find useful. The Add Ready program can be used to build on your foundations or for a student who knows they have to take a math class but maybe they have some anxiety about that, maybe they haven't taken a math class in awhile, Add Ready is very useful because the program initially has a student take a diagnostic exam, and then it builds an individual study plan based upon the results of that diagnostic test. Students then get to work through a variety of pre-recorded videos and do practice in Add Ready and then they can see how they're progressing and building up those fundamentals, and that can give you more confidence to be successful when you do actually get to your class. A few other things that we offer, we offer live events through our website. There's a link that you can use. It's called attend an event. If you click on that link, that takes you to the different live events that we offer. These things typically happen weekly. In addition, we have a video library that has multiple pre-recorded lessons that cover different topics. Again, that's something that students can access at anytime, and they can watch those videos anytime that they want to. Then we also offer help with a variety of different calculators. If a student is taking a math class, they have a fancy scientific calculator and they're not really sure how to use it, then we can offer help with that as well.

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