

Hello,

We apologize for any delays in our outreach. We thank you for your patience and cooperation during this time.

The MLC will be open for Hybrid Learning and Support this Fall 2023

Front desk, Tutoring support, Placement Exam services, and other resources will be provided In-person and Online/Virtually (via Zoom) based on our Hybrid operation hours. In addition to our Hybrid Learning and Support Tutoring model, we are supporting the use of Duolingo, MLC ePortfolio, Quizlet, and other digital resources to support student learning throughout the academic year.

We encourage students to utilize **EAB Navigate** (<https://www.jjay.cuny.edu/eab-navigate-scheduling-tutoring-appointments>) to schedule tutoring appointments.

Please note: Scheduling placement exam sessions in advance, with an MLC staff member, is required for all students because walk-ins are not guaranteed, and only a staff member can access the schedule.

The best method of contacting the MLC is email – languagecenter@jjay.cuny.edu. Students can also call the front desk at 212-484-1140, request to chat over Zoom, or stop by room 7.64 NB. We highly recommend students communicate with MLC staff in advance to schedule placement exams, discuss inquiries, verify operation hours when planning to utilize services & resources inside the center, etc. This is to prevent large gatherings at the front desk area and inside the center.

Fall 2023:

- **Front desk/customer service:**
 - Monday – Thursday - In-person
 - 9am-5pm
 - Friday & Saturday

- Online/remote
- Students can contact the front desk at languagecenter@jjay.cuny.edu, 212-484-1140, Zoom, or in room 7.64 NB during in-person operation days and times
- **Tutoring Support: Hybrid**
 - Monday - Thursday
 - In-person
 - One-on-one sessions
 - Friday & Saturday
 - Online/remote
 - Two students per session (*for online/remote sessions only*)
 - Students are highly encouraged to use EAB Navigate to schedule tutoring appointments - <https://www.jjay.cuny.edu/eab-navigate-scheduling-tutoring-appointments>
 - When scheduling an appointment in Navigate- the ***How would you like to meet?*** field in the Available Appointments window will indicate the mode of support
 - Either **In-person (7.64NB)** or **Virtual Meeting (online via Zoom)**
 - See the MLC webpage for details on specific tutor course support <http://www.jjay.cuny.edu/tutoring-hours-and-course-support>.
- **MLC Language Placement Exams: Hybrid**
 - Monday & Tuesday – In-person
 - Varying times
 - Proctored in the MLC computer lab – 7.64 NB
 - Wednesday & Thursday – Online/Virtual
 - Varying times
 - Proctored via Zoom.
 - Students can contact the MLC at languagecenter@jjay.cuny.edu or 212-484-1140 if they have any questions regarding the details of the set up and proctoring.

- Online availabilities are limited. Please contact in advance for exact schedule.
- Friday & Saturday
 - No placements exam sessions offered
- Also, the general placement exam schedule chart for the academic year can be found here <http://www.jjay.cuny.edu/studentslanguage-placement-exam-other>.
- **What has changed** - there is a survey that needs to be completed first by students interested in Spanish. Also, the placement exam is not being required for French 101 only for the interim of Hybrid Learning in CUNY, but students still need to email the MLC for the CUNY first milestone/permission before they can register.
- **What hasn't changed** - the placement exam is not required for all the 101 courses in language (Arabic, Chinese, Japanese, Portuguese, Italian, German). Students can register for 101 in any of those languages without any placement exam or milestone/permission intervention. The placement exam is only required for registration into language courses above 101 if students do not want to start at the 101 level because they want to place higher or out of the 100 level courses.

Placement Exam Important Information:

- **SPANISH:** If you are interested or need to take Spanish as a language course, please complete this survey first: <https://forms.gle/rkVsZrGKxLx9dCGz8>. We will follow up with survey assessments 7-10 days after completion. The follow up will also include further instructions and details on placement requirements and/or registration.
- **FRENCH:** If you want to register for a French course above 101 (b/c you do not want to start at the 101 level), please email the MLC for placement exam scheduling assistance (languagecenter@jjay.cuny.edu) because the placement exam is required for registration above 101.
 - If you are only interested in registering for 101, please indicate this in your email to the MLC. There is no placement exam required for registration into the 101 course during the interim of Hybrid Learning. See *What Has Changed* information above.
- **All Other Languages:** Please inquire with the MLC via email for placement exam scheduling assistance. See *What Hasn't Changed* information above.

After completing the Spanish survey, students will receive communication regarding the next steps in the process within 7-10 days.

- **Taking the placement exam:** The MLC will assist students who need to complete the placement exam with scheduling and setting up the exam account. Students who schedule an online/virtual session will receive an online meeting outlook calendar invite to either Zoom, Skype, or Google Meet. Students must share their desktop screens and keep their mics on for the duration of the exam so the staff member can monitor their progress. Students who schedule an in-person session complete the exam in the MLC computer lab.

- When scheduling an appointment with an MLC staff member - the confirmation email a student receives after the appointment is saved will indicate the mode of support.

- Either **In-person (7.64NB)** or **Online/Virtual**

Outreach and processing times will vary for survey assessments, registrations, exam requirement details, and placement results. We apologize for any delays in advance. Please bear with us as we try our best to reach out and process data as fast as we can. We thank you for your patience.

The MLC wishes everyone good luck this semester!

Thank You,
Manny, MLC Manager