

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 2022**

Tutoring support, front desk/customer service and center services will be provided both In-person and Online/Virtually via Zoom, Skype, or Google based on our Hybrid hours of operation model. 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.

The MLC will limit center capacity during our In-person support days and times. This limit includes the occupancy of MLC staff and students at the same time. See below for more details. We highly encourage students to utilize **EAB Navigate (<https://jjay-cuny-campus.eab.com>)** to schedule their own appointments. We also encourage emailing, calling, or Zooming with MLC staff before arriving at the center for use of other services and resources. This is to prevent large gatherings at the front desk area and inside the center as well as to make sure specific services and resources are available.

**Please note**, the best method of contact with the MLC is email – [languagecenter@jjay.cuny.edu](mailto:languagecenter@jjay.cuny.edu). Students can also call the front desk at 212-484-1140, get on a zoom call with staff, or stop by the center during our In-person hours of operation.

**Fall 2022:**

- **Front desk/customer service: Hybrid**
  - Monday - Thursday
    - In-person
    - 5 people at the front desk
      - Three receptionists, two students
  - Friday & Saturday
    - Online and remote

- Students can contact the front desk at [languagecenter@jjay.cuny.edu](mailto: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
    - 12 people max in tutoring/computer lab area
      - Four tutors, four students (one per tutor), four students on computers
  - Friday & Saturday
    - Online & remote
    - Two students per session (for online/remote sessions only)
  - Students are highly encouraged to use EAB Navigate to schedule an appointment - <https://www.jjay.cuny.edu/eab-navigate-scheduling-tutoring-appointments>
    - When scheduling an appointment yourself - the *How would you like to meet?* filter field in the available appointments window will indicate the mode of support
      - Either **In-person (7.64NB)** or **Virtual Meeting (online via Zoom)**
  - Students can request the online platform that works best for them for online/virtual days and times.
  - 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
    - Varying times
      - In-person
        - Proctored in the MLC computer lab
        - 12 people maximum in tutoring/computer lab area
  - Wednesday & Thursday
    - Varying times
      - Online/virtual

- Proctored via Zoom, Skype, or Google Meet. Students can contact the MLC at [languagecenter@jjay.cuny.edu](mailto:languagecenter@jjay.cuny.edu) if they have any questions regarding the details of the set up and proctoring.
- Friday
  - No placements exam sessions
- 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](mailto: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 **07.64 NB(In-person)** 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 health, safety, and success. Please let us know if you have any questions.

Thank You,  
Manny, MLC Manager