**Peer Tutor Handbook**

**2018-2019**



**http://web.tusculum.edu/tutoring/**

**(423) 798-1635**

**Ext. 5211; Ext. 5625**

**Tutor Coordinator** – Keima S. Talley

**Administrative Assistant** - Leeann Smith

**Director, Student Support Services -** Rachael Barnett***INTRODUCTION***

As an employee of the Tutoring Center, there are two things about our program that will help you understand our operating procedures and policies:

1. Activity in the Tutoring Center varies throughout the year. Therefore, there are no set work schedules that are consistent throughout the entire year. We respond to tutoring demands, and tutoring demands vary. Work for the Tutoring Center is issued on a contract basis and scheduling preference is given to Tutors who meet and exceed the expectations outlined in this handbook.

2. The Tutoring Center employs a staff of 35 or more 70-80% of the year. During that time, we meet the needs of 50 to 100+ students per week. In other words, there is a lot going on and a lot to keep up with administratively. In order for the Tutoring Center to maintain its effectiveness, it is imperative that standards are set and strictly followed.

***CONTRACTS***

 You must have a contract to work. As a Tutor, you are not guaranteed any set number of hours or work. We respond to tutoring needs and request as they arise. Although we can roughly anticipate what to expect, student requests for tutoring fluctuate throughout the year. All new hire tutors will first “shadow” a seasoned tutor before being permitted to tutor a session individually.

When a tutoring need arises, the Tutor Coordinator matches the need to a qualified Tutor. At that time notifications to the Tutor and student occur either in person, on the phone, or through email.

You should expect to be contacted about individual appointments outside of your normal schedule. We understand that you may not always be available for these sessions, yet every effort should be made to accommodate the request. When you do complete a session outside of your regular schedule, you will need to first have approval, then report the session immediately following its completion. An email with the name of the student, student id (if possible), subject(s) tutored, location, date, and time will be sufficient to report additional hours.

NOTE: Tutors will only be paid for work that is completed within the parameters of the contract. When additional hours are completed, pay will be subject to final approval by the Tutor Coordinator.

***TUTOR PAY***

Tutoring is paid by the hour for each session. The maximum pay that a peer tutor is eligible to earn is $10 per hour ($15 per hour for LEAD Tutors/ professional tutors).

 **NOTE**: Peer tutors are eligible for a pay increase after 6 months of continuous service. Pay increases are determined after an employee evaluation is performed by the Tutor Coordinator. Employee evaluations will occur at minimum once per semester. Final approval/deny of increase is determined by the administration of Tusculum University. Gifts and other forms of compensation directly from a tutee are strictly prohibited unless otherwise approved by the tutoring coordinator.

***FACULTY RECOMMENDATIONS***

A faculty recommendation is a requirement for every subject you wish to tutor.  Therefore, if you wish to tutor in Psychology, you must have a faculty recommendation from a Psychology professor.  You will not be permitted to tutor outside of your recommended subject(s) nor for a course are you currently enrolled in unless approved by the Tutoring Coordinator to do. The recommendation forms must be filled out electronically and can be found on our website under the “Faculty Recourses” tab. You are responsible for sending the link to the recommendation page to the faculty member who has agreed to provide a recommendation for you. Their recommendation will automatically be emailed to the Tutor Coordinator.

***MEETINGS***

Tutor meetings will be held at the beginning of each semester, typically on the first day of the semester from 3:45pm until 5pm in room 206 of the Garland Library.

Tutors are required to attend these meetings, as they will be used to communicate any information or concerns about tutoring assignments, scheduled workshops/trainings, or any changes to scheduled tutoring.

***NTA CERTIFICATION TRAINING***

As of summer 2016, the Tusculum Tutoring Center obtained national certification through the National Tutoring Association (NTA). The NTA was formed in 1992 for the purpose of establishing a [membership organization](http://www.ntatutor.com/join.html) for tutoring professionals. Over the past years, the purpose has expanded to promote education, specialization, and scientific research. The NTA is now the oldest and largest professional association dedicated exclusively to tutoring, and represents the interests of thousands of tutors in the U.S. and thirteen other countries, practicing in all phases of tutoring, program administration, and supplemental student services. Members represent colleges, universities, high schools, middle schools, elementary schools, school districts, literacy programs, community programs, grant supported programs, and NCLB/SES providers.

The NTA **Code of Ethics** provides members with opportunities to achieve and maintain high professional standards for tutors and administrators of tutoring programs and services.

**NTA Code of Ethics\***

The National Tutoring Association is dedicated to providing its members with opportunities to achieve and maintain high professional standards for tutors and administrators of tutoring programs and services.

* I understand my role as a tutor is to guide students’ to do their own work using the best learning approach possible.
* I will provide honest feedback in the form of positive praise and/or constructive suggestions to students I serve in a manner beneficial to their overall learning.
* I will demonstrate faith in each student's learning abilities understanding my primary goal is helping them discover and develop skills needed to reach their desired educational outcomes.
* I understand my relationship to each student I tutor is professional and not personal.
* I will respect and be sensitive to students’ cultural background and personal value system; keeping in mind their personal dignity.
* I recognize I will not have answers to every question asked. Therefore, I will seek assistance in finding answers to the student's questions and/or directing the student to “how” and “where” appropriate resources are for the information needed.
* I will maintain accurate records of tutoring sessions to fulfill expectations & requirements which exemplify excellence in tutoring.
* I will respect each student's personal dignity at all times.
* I will be on time for tutoring all appointments understanding excellence does not compromise time nor make excuses.
* I will keep information about all students I work with confidential.
* I understand the ultimate goal is to assist students in discovering how he/she best learns. I will accomplish this by helping each student develop the skills needed to achieve their best educational outcome.
* I will share any concerns I have with my supervisor.
* I recognize the win-win relationship tutoring fosters. I expect to learn along with each student I assist.
* I will keep current in both my subject area(s) and learning methodologies.
* I will remain flexible to my approach to student learning, respectful of the various learning styles and preferences.
* I will share techniques for improving study skills with students; respecting their differing learning styles and preferences while exhibiting excellence in my approach to the content being tutored.

*\*The National Tutoring Association Tutor Code of Ethics is copyrighted by the National Tutoring Association, all rights reserved 2016. The National Tutoring Association Code of Ethics may be reprinted with acknowledgment to The National Tutoring Association who owns all rights.*

**NOTE:** NTA workshops will be provided throughout the year to certify all Tusculum tutors. These workshops are mandatory.

***LOCATION OF TUTORING***

On the Greeneville campus, tutoring will take place in the Tutoring Center-Rooms 317-318 (9:00am to 5:00pm Monday-Friday) or 2nd floor of the Library (7pm to 9pm Sunday-Thursday); In some circumstances, written approval to meet in other public locations can be obtained from the Tutor Coordinator. Tutors will not be paid for any tutoring that takes place outside of the scheduled hours/locations without prior approval.

Note: Dormitory rooms/private homes are NOT public locations for tutoring. Tutoring occurring in a dorm room/private home is cause for automatic dismissal.

***ATTENDING EXAM CRAM***

Exam Cram occurs two evenings during the last week of the semester in the Garland Library. If you are contracted to tutor for the residential college, you are required to attend Exam Cram.

**NOTE:** If you are absent for exam cram, without prior approval from the tutoring coordinator, it is an automatic written sanction.

That said, be sensitive to your students’ needs regarding their final exams and tutoring. If you have a regular tutee who requires an alternative exam study session, please contact the Tutor Coordinator to organize an alternative session.

***GRADE POINT AVERAGE***

All peer tutors must remain within good standing academically to continue providing assistance to students for the Tutoring Center. As a result, peer tutor’s overall Grade Point Average must remain at 3.0 or above. If the peer tutor's Grade Point Average drops below 3.0, then an individual meeting will be held with the Tutor Coordinator and/or Administrative Assistant, and Tutor. The meeting will identify obstacles the tutor is facing which are impeding academic progress. Also, individual goals and objectives the peer tutor suggests as a means of increasing his/her GPA will be discussed collaboratively, noted, and placed in the tutor's file. The Tutor Coordinator and/or Administrative Assistant, and Tutor will sign this form. The tutor will then be placed on probation. The tutor will have 1 semester to diligently work on increasing his/her GPA. If the tutor does not succeed in raising his/her GPA within the 1 semester time frame, then the tutor will be dismissed and will not be providing tutoring assignments from the Tutoring Center for a minimum of 1 semester. If the tutor would like to be reconsidered for employment upon raising his/her GPA afterwards, then it is his/her responsibility to contact the Tutoring Center, arrange a meeting, and then reapply via the website.

***SESSION CANCELLATIONS/ABSENCES***

 Any tutor session cancellation/absence/tardiness must be approved by the Tutor Coordinator. It is the tutor's responsibility to make the Tutor Coordinator and Administrative Assistant aware either by email or phone of the cancellation/absence/tardy. Please do not wait until the last minute to report your absence. Do not come to work sick!

**NOTE:** Repeated unexcused session cancellations/absence/tardiness will result in warnings/sanctions and potential dismissal from the tutoring center.

***PAY CHECKS***

Pay will be calculated and distributed bi-weekly via the business office located in McCormick Hall. Pay check processing times can vary, especially if the end of the pay period falls near a holiday. You will be informed about any disruptions in the normal distribution of checks. In order to be paid, you must consistently log in and out of TutorTrac and complete your paper timesheet correctly.

**NOTE:** Thus, failure to accurately log in and out of TutorTrac and completion of your paper timesheet correctly will result in loss of pay.

***WARNINGS AND SANCTIONS***

Tutorial staff may be terminated for failure to meet the expectations and obligations of the

Tutoring Center. The following is the method used to address such violations:

Warning—Minor infraction, typically first time offenses or offenses that do not disrupt the operation of the Tutoring Center or the tutoring process in a major way.

Sanction—Major disruptions to the tutoring process or operation of the Tutoring Center or repeated infraction.

 NOTE: Three warnings/sanctions = termination.

Warnings and Sanctions will be determined and documented by Tutoring Center staff members. You will be notified of any infractions and given an opportunity to discuss the matter with the Tutoring Center staff. Documentation of the occurrence(s) will be placed in your employment folder. Some serious offenses, like falsifying a time sheet, are grounds for immediate termination.

***EVALUATIONS***

***STUDENT FEEDBACK***

Encourage the students that you work with to complete a tutor evaluation when they log out of TutorTrac. The form pops up when the student logs out, it is imperative that all tutees log out of the system. In addition, the Tutoring Center selects students periodically and will contact them via email regarding their experience with the tutoring process.

***STAFF FEEDBACK***

Outside the performance evaluation provided by the Tutor Coordinator, performance reports will be provided at the peer tutor’s request. The report will provide specifics to areas in which the tutor has mastered as a peer tutor and also disclose those areas where there is a deficiency.

**AREAS OF MEASUREMENT INCLUDE:**

1. Contract submission & Instructor contact/recommendation
2. Professionalism (including appropriate attire)
3. Student Evaluations
4. Session Attendance
5. Consistent log-in/out and correct timesheets for appointments
6. Willingness to accept additional individual/one-on-one assignments

**PERFORMANCE EVALUATIONS**

1. Will occur at minimum once a semester.
2. Performance evaluations will be conducted when a student request a pay increase.
3. Performance evaluation will also be conducted if a tutoring performance problem is suspected or detected.

**SESSION EVALUATIONS**

Periodically, the Tutor Coordinator, Administrative Assistant, and/or a Lead Tutor will sit in on/observe tutoring sessions and evaluate the process.

All student and staff feedback and evaluations will be the basis for future employment, pay increase, and promotions. All paperwork will be kept in your employee file.

***FORMS***

The following forms are attached as sample documents:

-Sample Letter of Employment

-Sample Contract

-Faculty recommendation\*

-Timesheet

-Student Evaluations

**\*NOTE:** These documents are now housed in an online system. Therefore, these are just an example of the information required from these documents.

***DOCUMENTING YOUR WORK***

Tutors **must** complete and maintain accurate records on their time sheet. Tutors will not be paid for inaccurately documented sessions. The following is a sample time sheet.

ON PAPER

Tutor Name Course

Tutors: Complete the top portion of the sheet with the pertinent information.

Document training/meeting times in this top section.

Training/Meetings

Date:

For each tutoring session, enter the time you

 start, the time you finish, as well as the date.

Round your total time to the nearest 15 minutes. \*Even if you are tutoring as a group document the students INDIVIDUALLY.

Session 1—Date

Tutor: Time in: Time out: Total:

Student Time Student Time

1.

4.

2. 5.

3. 6.

The student must print their name and exact time in and out on the time sheet.

**Sample Letter of Employment**

Congratulations! You have been accepted as a Tusculum University Tutoring Center Tutor. Your online username is cbowling and your password is training. Your starting rate of pay is $7.25 an hour for tutoring work and $7.25 an hour for non-tutoring work (non-tutoring work includes approved non-tutoring activities). Raises are given for positive tutor evaluations, accurate and complete timesheets submitted on time, being on time and present for meetings and scheduled tutoring hours, and the flexibility and willingness to accept additional one-on-one tutoring assignments. Training sessions are offered throughout the year and they may have a measureable bearing on pay increases. Check with the Tutoring Center for the specifics of tutor training times throughout the year.

Individual tutoring appointments are assigned and contracted by the Tutoring Center staff as needed. No one will be paid for unauthorized tutoring or any tutoring without a contract. Please refer to the Tutor Handbook for important policies, procedures and guidelines.

Tutorial staff may be terminated for failure to meet the expectations and obligations of the

Tutoring Center. The following is the method used to address such violations:

Warning—Minor infraction, typically first time offenses or offenses that do not disrupt the operation of the Tutoring Center or the tutoring process in a major way.

Sanction—Major disruptions to the tutoring process or operation of the Tutoring Center or repeated infraction.

(Three warnings/sanctions = Termination of employment)

Warnings and Sanctions will be determined and documented by Tutoring Center staff members. You will be notified of any infractions and given an opportunity to discuss the matter with a member of the Tutoring Center staff. Documentation of the occurrence(es) will be placed in your employment folder. Some serious offenses, like falsifying a time sheet, do not require the accumulation of three sanctions and are grounds for immediate termination.

Basic Expectations:

• To act in a professional manner that promotes learning.

• To maintain a 3.0 cumulative GPA.

• To maintain high academic and social standards.

If you have any questions, please feel free to contact Keima S. Talley at 423-798-1635 ext. 5211 or ktalley@tusculum.edu

We look forward to your addition to the Tutoring Center.

Keima S. Talley

Tutor Coordinator Student Support Services

Dear Tutor:

**Sample Contract**

This contract is to confirm your appointment as a SSS/Tutoring Center Tutor at $7.25 an hour for up to 25 hours for the following Residential Sessions:

Course: ENGL 111

Instructor: Smith

Location: Niswonger Commons/ Room 312/313

Days/Times: T, W 6pm to 7pm

Remember:

* Total tutoring hours cannot exceed 29 hours per week\* Note: Work-study and Residential Assistant hours are included in the 29 hour max.
* Meet at appropriate times and locations. Greeneville—Tutoring Center (8:00am to 5:00pm Monday-Friday) or Library, 2nd floor (7pm to 9pm Monday-Thursday); In some circumstances, written approval to meet in other locations can be obtained from the Tutor Coordinator.
* Notify the correct individuals in advance in the event of an absence.
* Adhere to the current edition of the tutoring handbook.

Print, sign, and return this letter, as indication of your acceptance of this position as soon as possible. If you have any questions or concerns, please feel free to contact me.

Thank you,

Keima S. Talley, Tutor Coordinator

Tusculum College

ext. 5211 or ktalley@tusculum.edu

I accept this contract of appointment.

Tutor Date

Tutor Coordinator Date

Director Date

**Sample Recommendation Form**

Student’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TO BE COMPLETED BY FACULTY/STAFF MEMBER:**

**Tusculum Tutors must have an outstanding academic record and have a desire to assist fellow students in the learning process. Please complete the form below to recommend a tutor candidate. Faculty/Staff may return this form directly to the student requesting the recommendation or to the Tutoring Coordinator (****ktalley@tusculum.edu** **or Garland Library-Room 230). If you have any questions, please contact the Coordinator of Academic Support and Tutoring, Keima S. Talley, at 423-798-1635 ext. 5211or ktalley@tusculum.edu.**

How long have you known this student? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Course(s) you taught this student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please evaluate this student as compared to other students you have worked with:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Superior | Excellent | Average | Poor | Cannot Evaluate |
| Self-motivation |  |  |  |  |  |
| Knowledge of course content |  |  |  |  |  |
| Dependability |  |  |  |  |  |
| Organization |  |  |  |  |  |
| Interpersonal Skills |  |  |  |  |  |
| Leadership ability |  |  |  |  |  |

In the space below, comment on this student’s ability to work as a peer tutor in your discipline:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Faculty’s name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Current Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sample Time Sheet (Front)

Tutor Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Course \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Training/Meetings

Date Time In/Out Total Hours

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time in: Time out: Total:\_\_\_\_\_\_\_

Student Time Student Time

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time in: Time out: Total:\_\_\_\_\_\_\_

Student Time Student Time

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sample Time Sheet

(Back)

Rate of Pay: $\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total Tutoring Hours: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total Misc. Hours: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Training & Meetings)

Sub-Total Hours:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Tutor’s Signature** \_\_\_\_\_\_\_\_\_\_

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

EVALUATING YOUR TUTOR

We are glad that you are utilizing the Tutoring Center at Tusculum University. Your completion of this evaluation will help us provide the best possible tutoring for future students. Answer the following questions and return this form to the lead tutor during an open tutoring session or place in an envelope, seal it, sign across the back flap and return to your tutor, or respond via email to ktalley@tusculum.edu.

1. Your tutor’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 2. The course were you tutored in: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Was your tutor on time?

 1 2 3 4 5 6

very often somewhat seldom never N/A

4. How would you rate your tutor’s knowledge of the subject in which you were tutored?

 1 2 3 4 5 6

 excellent very good good fair poor N/A

5. How would you rate the relationship established between you and your tutor?

 1 2 3 4 5 6

 excellent very good good fair poor N/A

6. What was your tutor’s greatest strength?

7. How could your tutor improve?

8. Additional comments: