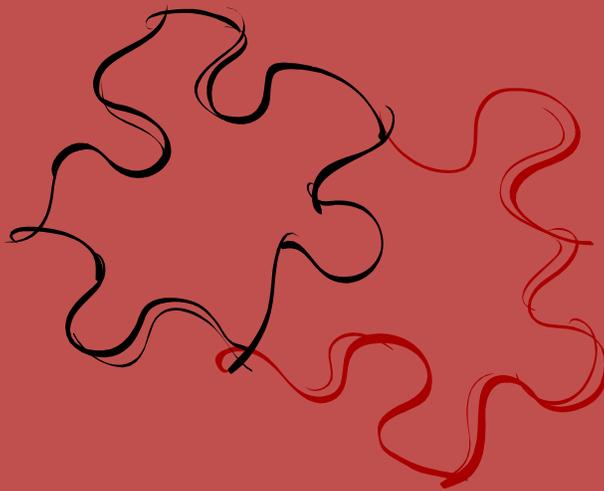


*Academic Learning Center*

*Peer Tutor Handbook*

*Fall 2009*



*The Academic Learning Center*

*B-07 Administration Building*



*Welcome!*

September 2009

Dear Peer Tutor,

Welcome to back to campus, and back to the Academic Learning Center! We are looking forward to another dynamic year, and are appreciative that you will yet again be a huge part of the success of the ALC. The the work that you do is a major piece of academic support for Albright's students, and is appreciated and recognized across campus.

This handbook will keep you informed about all of the services that the ALC offers, as well your responsibilities as an employee in the Academic Learning Center. Please check out the Table of Contents on the next page to familiarize yourself with the booklet, and read through each section thoroughly. As always, feel free to contact the ALC if you have any questions. Again, thank you for your commitment to student success at Albright College. Because of your efforts and enthusiasm, we anticipate another successful year in the Academic Learning Center.

Best Wishes,

*Academic Learning Center Staff*

## Academic Learning Center Information

Position	Name	E-Mail
Assistant Dean of Academic Affairs and Director of the Academic Learning Center	Erin Evans	eevans@alb.edu
Assistant Director of the Academic Learning Center	April Fitzpatrick	afitzpatrick@alb.edu
Graduate Assistant and Coordinator of the Peer Tutoring Program	Jessica Bilello	jmb091@albright.edu
Secretary, Academic Learning Center		

**Hours of Operation:** Monday to Friday 8:00 a.m. to 5 p.m.

**Walk-in Office Hours:** Sunday to Thursday 6:00 to 10:00 p.m.

**Location:** Administration Building – Suite B-07, Lower Level

**ALC Phone Number:** (610) 921-7662

**E-mail:**

All tutor related issues: [tutorrequest@albright.edu](mailto:tutorrequest@albright.edu)

Other issues: [academiclearningcenter@albright.edu](mailto:academiclearningcenter@albright.edu)

**Web address:** <http://www.albright.edu/academics/alc/html#contact>

## *General Information*

1. The starting salary for positions in the ALC is \$7.25/hour. Generally, student employees work between 5-15 hours per week. If you have not worked on campus before, make sure you complete I-9 and W-4 paperwork with Human Resources (located at 1800 N. 12<sup>th</sup> Street—past the stadium and across the street). You WILL NOT be scheduled to work until these documents are completed.
2. Employees are expected to be punctual and reliable regarding their work schedules. Any employee who needs to miss a scheduled work event (such as a previously scheduled individual tutoring session, a scheduled Office Hour session or Study Group session, or hours scheduled as an assistant in the Academic Learning Center) must notify the staff in the Academic Learning Center PRIOR to missing the time. Excessive absences can lead to dismissal. Please speak to the Director or Assistant Director if you know you will need time away from your scheduled work hours.
3. Tutors have access to highly confidential and sensitive information which is not to be shared with anyone, including other student employees of the Academic Learning Center. All academic and personal information regarding students with whom you work should be treated with the utmost respect.
4. Teamwork and collaboration are essential pieces of the success of the ALC. Difficulties with other student employees should be brought to the attention of the Director of the Academic Learning Center.
5. Cell phones must be turned to silent or vibrate while working in the Academic Learning Center as a student assistant or while “on the clock” as a tutor in any kind of session (Individual, Office Hour or Study Group). Your cell phone should only be answered in the case of a true emergency. The office phone should only be used as a part of work responsibilities. It should NOT be used for personal phone calls under any circumstances.
6. Please wear appropriate attire to work. Jeans and shorts are acceptable, but tank tops, torn or ripped clothing, and tee shirts with unprofessional language or slogans are not. Regard your employment as a student assistant or tutor as an opportunity to practice professionalism that will be necessary upon graduation and subsequent employment.

## *Tutoring Staff Guidelines*

### **Individual Tutor Guidelines**--*tutoring a student one-on-one in private sessions.*

- Tutors will tutor ONLY the subjects for which they are recommended and to which they are subsequently assigned.
- Individual Tutors will tutor ONLY tutees who have been assigned to them by the Tutor Coordinator. **Please do not tutor anyone unless you have received official notification from the ALC. If you begin tutoring students before official notification you will not be paid for those hours.**
- Tutors will be assigned a minimum of 3 tutees per semester (if there are enough requests) and should work no more than 2 hours per week with each tutee. Permission to work more than 2 hours with any tutee will be granted upon individual request by the tutor and review by ALC staff.
- The high demand for tutors in certain subjects often leads to assignment of MORE than 3 tutees to some tutors. In order to serve all students with the same level of service, it is important for you to notify the Tutor Coordinator when you can no longer take on new tutees.
- Tutors must give adequate notice to their tutee if it is necessary to rearrange or cancel a scheduled session.
- Tutors are only permitted to tutor in public areas on campus, such as the campus center, library, ALC, a dorm lounge or a common room. Tutoring in a dorm room or an off-campus apartment is NOT permitted under any circumstances.
- Tutors will attend all scheduled meetings and will be prepared for all sessions.
- Tutees MUST sign the back of the tutor's individual tutoring time sheet as a part of the log of hours that allows tutors to be paid.
- Tutors will notify the ALC immediately with problems/concerns. Regarding any tutees. The Tutor Coordinator can be reached at x7662 or [tutorrequest@albright.edu](mailto:tutorrequest@albright.edu), and in the event that she cannot be reached, problems should immediately be reported to the Director of the ALC.

### **Study Group Leader Guidelines**--*a tutoring session for a group of students.*

- Study group leaders will conduct study groups only for the subjects they are recommended for or are assigned to.
- Study group leaders will conduct study groups only during the prearranged time and in the prearranged meeting area. This will cause less confusion for the students.
- Study group leaders will give adequate notice to the ALC and their students if it is necessary to rearrange or cancel sessions.

- Study group leaders will take attendance at all study group sessions. All students who come to a study group should sign the back of the tutor's study group time sheet. If no one is in attendance, please write the day and time of the study group with no one as the individual's name on the time sheet.
- Study group leaders will attend all meetings scheduled and will be prepared for all sessions.
- Study group leaders will notify the ALC immediately with problems or concerns.

**Office Hour Guidelines**--*the tutor comes to the ALC during the evening at their assigned time and waits for people to come for that subject. The tutor can decide to do one-on-one session or group session based on the demand.*

- When you arrive for office hours, please be sure to officially log in by signing the sign-in sheet on the desk.
- Students who come during office hours need to sign the back of the tutor's office hour timesheet.
- Office Hour Tutors must notify the ALC no later than 10am on the morning of their assigned Office Hours to allow adequate time for a replacement to be found.

### **Tutor Timesheet Guidelines**

- Timesheets are due according to the schedule.
- Please hand in your timesheet on time; the earlier the better so the ALC staff can review it and make copies.
- **Your timesheet gets handed in to the ALC. Do NOT hand it in at the Cashier's Window because you will not get paid.**
- Remember to fill in your Social Security Number.
- Remember to **sign** the sheet.
- The department worked in is the Academic Learning Center, and your title is tutor.
- The person you are tutoring must write down the date and time they were tutored on the back of your time sheet and then they must sign it. It must be their signature. You cannot write their name for them. If you do not do this, you will not be paid for those hours. **NO SIGNATURE=NO PAY!**
- Pick up blank green sheets from the ALC. Time sheets are labeled according to what type of tutoring is being performed. **Please pick up the correct time sheet. If you do a combination of tutoring, you need to use multiple time sheets.**
- Turn in completed time sheets into the correct bin at the ALC.
- If there are any problems with your time sheet, you will be notified immediately.
- Checks can be picked up at the Cashier's window on payday.

**Albright College**  
**Student Payroll Pay Date Schedule**  
**Fall 2009**

<i>Pay Period</i>	<i>Time Cards Due</i>	<i>Pay Date</i>
8/24/09-9/6/09	9/7/09	9/18/09
9/7/09-9/20/09	9/21/09	10/2/09
9/21/09-10/4/09	10/5/09	10/16/09
10/5/09-10/18/09	10/19/09	10/30/09
10/19/09-11/1/09	11/2/09	11/13/09
11/2/09-11/15/09	11/16/09	11/27/09
11/16/09-11/29/09	11/30/09	12/11/09
11/30/09-12/13/09	12/14/09	12/24/09
12/14/09-12/27/09	12/28/09	1/8/10

## Tutor Training

### Fall 2009 Peer Tutor Program Training

All tutors in the Peer Tutor Program, whether working as an Individual Tutor, Office Hours Tutor, or Study Group Leader, are required to complete the following training regimen by the last day of classes. Failure to complete the regimen will result in ineligibility to commence tutoring activities in the spring 2010 semester until training is completed.

Tutors who have worked as a tutor for 2 academic semesters or more, who complete the training regimen, and who tutor at least 75 hours in the fall 2009 semester will be considered "Senior Tutors" beginning in the spring 2010 semester, and will be compensated at the rate of \$7.50/hr instead of \$7.25/hr.

Tutor training for Certification by the College Reading and Learning Association requires 10 hours of training, divided into:

#### Live Tutor Training

**Minimum of 6 hours**

##### Calling All Tutors – Introductory Meeting

**Mon 9/14/09, 6pm-8pm, Klein Hall**

Tutors MUST attend this session

*Pizza and Drinks will be provided for this mandatory session*

The initial mandatory meeting for **ALL** tutors (including Writing Center and ALC tutors) will include training in the definition of tutoring and tutor responsibilities, basic tutoring guidelines, tutoring do's & don'ts, techniques for successfully beginning and ending a tutor session, compliance with the ethics and philosophy of the peer tutoring program.

#### Tutor Training Workshops

Tutors MUST attend 1 training workshop for each of the topics below (there are two nights to choose from for each topic)

Communication Skills and Referral Skills

**Wed 10/21 OR Thu 10/22, 6pm, MH 210**

Planning, Goal Setting and Learning Styles

**Wed 11/4 OR Thu 11/5, 6pm, MH 210**

#### Participation in On-Line Training (Blackboard)

**Ongoing**

Tutors are asked to participate in online training as posted by ALC staff on Blackboard, and will also be asked to complete on-line quizzes/reflections regarding various aspects of training. New training/discussion topics will be posted by ALC staff on a monthly basis; online discussions, resource hunts and quiz/reflection completion must total a minimum of 2 hours for the semester.

#### Training in Other Mediums

**Minimum of 4 hours**

##### Reading Packets/DVD

**Ongoing**

Articles, essays and other writings on topics in tutoring will be distributed to tutors throughout the semester. Some of the online quizzes/reflections will regard covered in the various reading packets. This portion of the training is self-led and must be completed by the end of the semester.

Tutors may be required to view several videos. A schedule of viewing times of any videos will be posted ASAP on the ALC website, and will be emailed to tutors within the 1<sup>st</sup> two weeks on campus.

**Additional information:** Tutors will also be asked to engage in evaluation at intermittent times throughout the semester, and will be asked to prompt tutees to complete quick paper evaluations after a certain number of tutoring sessions are completed. More information regarding this aspect of the program will be forthcoming at the initial meeting on September 14<sup>th</sup>.

## *Some Basics for Tutors*

- Remember that as a tutor you are an additional resource to help students succeed. Your time and efforts are valuable. You are important.
- Remember that tutoring is a responsibility. Your tutee's time and efforts are valuable as well.
- When tutees repeatedly ask simple questions, remember that the only stupid question is the one that was not asked.
- Patience. Patience. Patience.
- If you do not know the answer, ask another tutor, supervisor, or instructor; remember that the only stupid question is the one that was not asked.
- Anger and harassment of any kind have no place in the tutoring environment. Create a positive learning environment.
- A tutor does not replace an instructor, nor does a tutoring session replace missed class time.
- Always be on time for tutoring sessions.
- The student must complete his or her own work. Do not do the actual work for the tutee.
- Your lifestyle choices and value systems may not agree with your tutee's. Be sensitive to these differences and make sure that you do not impose your lifestyle choices and value systems on your tutee.
- Respect diversity. Respect your tutee. Respect yourself. Get to know your tutee.
- Remember your tutee's privacy.
- Be flexible. Be adaptable. Be punctual. Be prepared.
- Avoid asking "Yes" and "No" questions.
- Start at a level well within grasp of the tutee.
- Try to explain things as simply as possible to your tutee.
- Listen - center your attention on the tutee.
- When a tutee's response is wrong, tell him/her the correct response.
- Do not interrupt when the tutee is talking.
- Be sure the tutee understands the information.
- Drop the authoritative teacher role and replace it with lots of praise.