

Tutoring Manual for Tutors of Student Support Services

The College of St. Scholastica



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SSS Tutoring Program Mission

Student Support Services welcomes you to the SSS Tutor Program. Student Support Services is a federally funded program aimed at providing first generation, limited income and/or disabled students services to help them succeed academically and build confidence. The tutoring program is a direct service provided to SSS students who are in need of extra out of the class assistance. It is our hope that the SSS Tutor Program will be a valuable resource for SSS students who are in need of academic support, and who are striving to achieve academic success. It is our belief that the key to facilitating the success process for SSS students lies within the tutors of the SSS Tutor Program.

This manual is designed to be a guide for SSS tutors to refer to for an outline of their duties and responsibilities. It also contains suggestions that will enable tutors to be effective when working with their students.

Student Support Services Staff

Dory Pohl.....	Director T2150C, X5997
Tiffany Snider.....	Assistant Director T2149E, X5909
Leigh Branovan.....	Counselor T2149D, X6040
Shar Mike.....	Counselor Tutor & Mentor Coordinator T2149C, X5901
Gail Samarzia.....	Receptionist/Secretary T2150, X6594

Student Support Services Mission Statement:

Student Support Services (SSS), a TRiO program, contributes to The College of St. Scholastica's mission to provide intellectual and moral preparation for responsible living and meaningful work by providing a collaborative and supportive environment inclusive of diverse backgrounds and learning styles. SSS advocated for the needs of low income and first generation students and students with disabilities in their pursuit of an undergraduate degree.

Tutor Job Description

The primary purpose of the Tutor is to assist students accepted into SSS by providing tutoring on a regular basis. During the academic year tutors work any where from three to ten hours per week.

Duties and Responsibilities:

- Meet regularly with the assigned student on a one-to-one basis to give assistance in a specific course.
- Keep regular and accurate records of tutoring sessions using the appropriate SSS forms.
- Attend SSS tutor training. Tutors hired at the beginning of the academic year will be trained as a group. Tutors hired during the academic year will be trained individually.
- Attend Tutor Program meetings. These meetings are held during the academic year.
- Correspond with Tutor Coordinator on an on-going basis regarding student progress.

Qualifications:

- Completion of the particular course in which tutoring is to be done with an “A” or strong “B” and/or recommendation from faculty.
- Good interpersonal communication skills, ease in relating to people from various educational and social backgrounds.
- High level of responsibility and punctuality.
- Current enrollment as a CSS student.

Supervisors

- Primary Supervisor: Shar Mike, Tutor Program Coordinator/SSS Counselor
- Secondary Supervisor: Dory Pohl, SSS Director

Compensation

- \$7.85 per hour (\$.10 raise for returning tutors)

Procedures for Student Admission into Tutoring Program

Referral

- Counselor determines that student is in need of tutoring. This determination may be made based on student self-referral, academic probation status, Faculty/Staff referral, or Counselor determined need (Students must be a member of SSS).
- Counselor asks student to complete Request for Tutoring Services Form. Form is given to SSS Tutor Program Coordinator

Tutor Contacted

- The Tutor Program Coordinator contacts the tutor by e-mail or phone to inform the tutor that a student has requested tutoring. The tutor contacts the students within the next 48 hours to schedule the first tutoring session. The tutor then contacts the Tutor Coordinator by phone or email to inform the Coordinator that the student has been contacted, and to inform the Coordinator of the first meeting date.

First Meeting

- The student and tutor spend time getting to know each other and determine a schedule. During this session, both tutor and student sign a contract and agree upon frequency, time and place for tutoring sessions. The SSS Loft is available for tutoring sessions; however, sessions may be **anywhere on campus**. The tutor and student read through the Student/Tutor contract form, the “What to Expect from Your Tutor” worksheet, and fill in the necessary information. At this point the tutor begins actually tutoring the student. Tutors must complete the tutor contact form for each tutoring session. Contact forms should be given to the SSS secretary on a regular basis.
- After the initial appointment, the tutor ensures that the Tutor Coordinator receive a copy of the Tutor/Student Contract.

Tutoring Services Begin

- The tutor and student continue to meet for tutoring sessions as agreed upon in the contract. The Tutor informs the Tutor Coordinator of progress throughout the semester via Contact forms and monthly meetings.
- If the Tutor or student is in anyway unsatisfied with the tutoring agreement, the Tutor or student should contact the Coordinator as soon as possible.
- If a student fails to attend scheduled tutoring sessions, or is late to sessions, the Coordinator should be contacted immediately. The student must contact the tutor 24 hours in advance if he/she is unable to attend a tutoring session. If the student misses 2 scheduled tutoring sessions that student will not receive further assistance for that subject through the SSS Tutor Program.

Tutoring Services End

- When semester has ended, or when the student ends the tutoring relationship, SSS will send an evaluation form to the student. This form will remain confidential.
- At the end of each semester, the Tutor Coordinator will provide an opportunity for each of the tutors to evaluate the SSS Tutor Program via a confidential evaluation form. Each tutor is encouraged to provide program feedback and or ideas to the Tutor Coordinator.
- At the end of the semester, the Tutor Coordinator will ask other SSS Counselors to share the grade reports of any of their students that were in the tutoring program.

Primary Responsibility of Counselors to Tutoring Program

- Counselors need to screen their students to determine if they are in need of tutoring.
- Once need has been determined, Counselors must instruct student to complete Tutor Request Form. The Counselor will give the Tutor Request Form to the Tutor Coordinator. Counselors should share any pertinent information about their student with the Tutor Coordinator.
- Counselors should stay informed about which of their students are in the Tutoring Program.
- Counselors should share with the Tutor Coordinator the grade reports of student that are in the Tutoring Program.

Tutor Coordinator Responsibility to Counselors

- Tutor Coordinator should continually inform Counselors of students' progress in Tutoring Program.
- Tutor Coordinator should inform Counselors of any changes in procedures for the Tutoring Program.
- Tutor Coordinator should ensure that Counselors meet every tutor in the program.

SSS Tutor Program Guidelines

- All information contained in the SSS student records with which you might come into contact is to be kept **confidential**. This confidentiality also includes tutoring sessions.
- All tutoring is to be done on campus. The SSS Loft is available for tutoring sessions.
- All time sheets for tutoring are to be filled out accurately in Banner Web and submitted to the Coordinator no later than 4:00 PM of the day they are due (every other Friday).
- **Check your email and phone messages regularly** for new tutoring assignments. Please contact the student within 24 hours of receiving this assignment. If for any reason you cannot accept the assignment, contact the Tutor Coordinator at X5901 or by e-mail at smike@css.edu as soon as possible.
- Tutors will only be reimbursed for time spent tutoring students, preparing for tutoring sessions, and attending tutor program meetings and trainings.
- Keep a record of what is done during each tutoring session for each student you tutor. Use the Tutor Contact Form. Each face to face contact meeting will be signed off on by the tutor and tutee. These forms should be turned in to the Coordinator at the monthly meeting or bring them to the SSS office, T2150.
- Tutor program meetings are mandatory. The purpose of the meetings is to provide on-going training and communication. If you cannot attend the meetings due to extenuating circumstances or time conflicts, please call X6594 or X5901 to set up a time to meet individually with the Tutor Coordinator.
- If you have any problems or questions contact the Tutor Program Coordinator or another SSS Staff.

Employee Confidentiality Statement

As an employee of the SSS Tutor Program, I understand that I may have access to confidential information about the students I am tutoring. I am aware that I may receive verbal or written communication with my Supervisor, SSS Counselors, instructors and students concerning their course grades, personal issues, etc. which should be kept confidential. I also understand that employment with the SSS Tutor Program means that I must take responsibility to preserve the confidentiality of this information and that failure to adhere to these guidelines may result in the termination of my employment.

I have read the above employee confidentiality statement and understand and accept the responsibility to preserve the confidentiality of privileged information.

Employee Signature

Date

Employer Signature

Date