De Anza College

Student Success Center
New Tutor Orientation

De Anza College Student Success Center

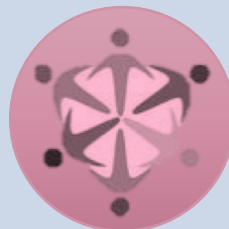Welcome! Click to learn about…

SSC Mission & Outcomes

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SSC Mission & Outcomes

Welcome Aboard!

We are happy that you decided to tutor this quarter!

We love our work, and hope you will too.

What you'll gain from tutoring:

- Improved communication skills

- Deeper content knowledge

- Intellectual challenge

- Professional experience

- Membership in a vibrant, fun, and friendly campus community

SSC Mission & Outcomes

About the SSC

The Student Success Center has five academic support programs.

- Academic Skills (ATC 302)
- General Subjects Tutoring (ATC 304)
- Listening & Speaking Center (ATC 313)
- Math & Science Tutoring (S43)
- Writing & Reading Center (ATC 309)

Click in the image to go to the main SSC page and learn more about each program.

SSC Mission & Outcomes

SSC Mission

De Anza College Student Success Center Tutorial Programs support classroom instruction by helping students become better learners and gain the confidence and skills to achieve their greatest possible academic success.

SSC Outcomes

After using our programs for an appropriate amount of time, and within the context of each student's individual needs, students will...

1. express a more positive attitude toward the subject they are studying

2. use effective learning skills

3. improve their academic performance

Professionalism

Tutor's Role

The role of SSC tutor is to help fulfill the SSC mission and outcomes.

We expect you to…

- Build tutees' confidence and positive attitudes

- Help tutees develop effective learning skills

- Contribute to tutees' improved academic success

- Encourage independent learning.

Remember our SSC motto:

"HELP THE STUDENT, NOT THE ASSIGNMENT!"

Professionalism

We expect a lot from you!

This is a great job!

It's fun, it's on campus, and we work around your class schedule. You'll learn a lot, and make friends.

As part of this, you need to take your responsibilities seriously and show a high level of professionalism.

If you don't meet these expectations, we will speak to you to help you improve.

If we don't see an effort, or if there are serious violations of trust, we will ask you not to continue tutoring.

Professionalism

We expect a lot from you!

We have a great reputation on campus. Students, faculty, administrators and funders trust us.

We want to keep it that way!

As a tutor, you represent not only your area, but the whole Student Success Center and De Anza College.

What you say and do matters. We expect our tutors to be role models of the highest levels of service, honesty, respect, and integrity.

Professionalism

Basic Expectations

•Arrive on time or, better, a bit early. If you'll be late or absent (due to emergency), notify your supervisor and your students as far in advance as possible.

•Sign in and out to keep accurate track of your hours.

•Always wear your SSC name badge while on duty.

•Pay attention to students coming in to the Center or waiting for help.

•Greet all students with a smile (even if you're in a bad mood!)

Professionalism

Cell Phones

•Silence and stay off your phone while you are working in the SSC. A tutor on a phone sends a message that you are busy and not focused on serving students.

•If you must text or talk (in case of emergency) tell your supervisor or tutee, then step outside the Center briefly.

•If you are using your phone for SSC business (i.e. to text your tutee or to show a resource) be brief, and if appropriate let others know what you are doing.

Professionalism

Boundaries/Ethics

- Do not eat while you are on duty (candy for a motivational learning activity with students is exception!) Step outside SSC on breaks to eat.

- All guidelines apply, even during wait time. If things are slow, ask your supervisor what you can do to help (we also have many professional development activities and projects you can work on.)

- Sharing is great, but be aware of confidentiality. Do not chat with other tutors about tutees. If you need help, see your supervisor, senior tutor, or LRNA instructor.

- You may be friends with your co-workers, but take socializing outside. Noise and social conversations distract from tutoring.

- Work as a team with your supervisors and fellow tutors to best serve students--we've got your back, and you've got ours!

Tutoring Procedures

How does Weekly Individual Tutoring (WIT) work?

Note: these procedures are subject to change and may vary by tutoring area. See your Tutor Support Team for questions and updates.

◆ Student fills out a Weekly Individual Tutoring application on the SSC website to indicate course and availability.

◆ Supervisor assigns tutor, updates the tutor's Google doc, then emails tutor with tutee's contact information.

SO…Please check your email regularly and respond promptly!

Tutoring Procedures

Setting Up WIT

Once you receive the assignment, e-mail, text, and/or call the student within 24 hours to confirm appointment day and time

Be professional, clear, and friendly. This is your first impression!

Your supervisor can provide a sample script or text—please ask!

• No response? Keep trying! If you cannot reach the student after several attempts, let a member of the Tutor Support Team know via email.

Setting up WIT (continued)

- Once you have confirmed your first session, complete a **Weekly Individual Tracking Sheet** before your first meeting with the tutee. You will use this throughout the quarter to track sessions and progress.

- Stay in touch with your tutee—you might want to send a reminder before you meet.

- Notify your supervisor if there are any problems.

Tutoring Procedures

First WIT Session: 9 Steps

① Greet the student with a smile!

② Review SSC **policies and expectations** (on back of WIT Tracking Sheet)

③ Explain the no-show policy, limits on hours, and preparation for tutoring. (To check understanding, ask tutee to explain it back to you.)

④ Decide how to communicate with each other: email, call or text? Ensure correct contact information. You will communicate directly in case of lateness or missed session.

⑤ Share SSC phone numbers and emails.

First WIT Session: 9 Steps (continued)

⑥ **Tutor!** Follow the guidelines that you learned (or will learn) in tutor training: set an agenda, have the <u>tutee</u> answer questions, encourage independent learning, and summarize what was accomplished. Encourage the tutee to give you feedback about the session.

⑦ **Arrange future sessions before ending each session.** Set up regular weekly sessions; do not allow yourself to be placed "on call." Be clear about when you plan to meet next, and what to do if one of you needs to cancel the appointment.

⑧ **Remind the student to check out at the front sign-in computer.**

⑨ Complete the **Weekly Individual Tracking Sheet** for the session. This helps you keep track of what you accomplish each session, and gives you a place to record assignments, improvement, no shows and other important information. Do this right after the session, and be as specific as possible!

Tutoring Procedures

Drop-in Tutoring

- Always wear your SSC name tag so students know you are a tutor.

- Greet each student with a smile, introduce yourselves. Be patient, positive and encouraging.

- Set a an informal, realistic agenda based on the student's needs.

- Explain tutoring guidelines and limits (see link in Next Steps Resources section.)

- Remember the SSC motto "Help the student, not the assignment." Your role is to help them learn and gain confidence, not to do their work for them.

Student Employment

Hiring Paperwork

Once you have been interviewed and approved for hire, you must complete several steps before beginning work.

NOTE: If you are an international student or do not have your social security card, there are several additional steps you need to do ASAP. See your supervisor for details.

1. Complete a Student Employment Packet. (Follow link in Next Steps)

2. Bring packet to Financial Aid office, show required documents, and receive your assignment card. Read back of card and sign.

3. Submit signed assignment card to SSC Administrative Assistant in ATC 309.

4. Once you see an "Employees" tab in your MyPortal you can begin working!

Student Employment

More Employment Info

- ◆ To be eligible to continue to work, you must:
  - Be enrolled in 12 units (6 for work-study)
  - Not have attempted over 180 units
  - Not exceed 19 hours per week total for all campus jobs

- ◆ Livescan Fingerprinting (required): go to Campus Security in the Campus Center. Then bring the pink receipt to your supervisor to show proof of compliance.

- ◆ Starting pay rate is $12/hr for individual and $14/hr for group. Raises determined by supervisor according to guidelines in Tutor Handbook.

- ◆ Paycheck is mailed 15th of each month unless you set up Direct Deposit (recommended).

- ◆ Work only your assigned weekly hours.

Student Employment

Time sheets

- ✓ Select the correct time sheet in the Time Reporting section of the Employee Tab in MyPortal..

- ✓ Enter hours and save each day.

- ✓ Click "Submit for Approval" on last working day of each month.

- ✓ Your supervisor has five days to approve, and may send it back to you for corrections during this time. Be sure to respond promptly, or your paycheck will be delayed!

For detailed instructions, see link in Next Steps.

Time sheets (continued)

- ✓ Use military time and round to the nearest .25 hour (15 minutes)

- ✓ Use COPY if you work the same hours every day.

- ✓ Send your supervisor an email if you have comments or additional information about your time card.

- ✓ Save often, but do not click "Submit" until you have checked everything at the end of the month.

Support System

Who Can Help?

You are not alone! We are all here to help, so please do not be shy!

- Supervisors

- Tutor training classmates

- Senior tutors

- Other tutors

- SSC Co-Directors

- SSC Administrative Assistant

Support System

Don't be shy...
ask for help!

Some examples of when you might need help:

➢ Your tutee often arrives late or cancels at the last minute.

➢ You have a conflict or misunderstanding with a tutee.

➢ You need clarification to be able to explain a concept.

➢ You have trouble with your timecard or paycheck.

➢ Your tutee makes a special request and you don't know what to do.

➢ You suspect your tutee has a learning disability or personal issue that requires attention.

Next Steps

To Do List

Administrative Tasks

(may vary depending on SSC area)

❑ Photo,

❑ Name badge

❑ Mini-tour

❑ Schedule

❑ Enroll in (non-credit) All Tutor Resource Canvas site

Tutor Training

❑ Enroll in LRNA tutor training class

❑ Contact senior tutor (assigned at orientation

❑ Login to LRNA tutor training Canvas site, review syllabus, and do all assignments for Class #1

❑ Mark your calendar for all training classes, assignments, and additional meetings,

Next Steps

Resources and Links

Student Success Center Website

https://www.deanza.edu/studentsuccess/

Tutee applications, guidelines and policies, contact info, program details, events, and more.

De Anza Financial Aid Student Employment

http://www.deanza.edu/financialaid/types/studentjobs.html

Download the student employment packet, review instructions for MyPortal time sheets, review policies and FAQ, find forms.

SSC Tutor Handbook

http://deanza.edu/studentsuccess/tutorinfo/handbook.html

Similar but more detailed information about topics covered in this orientation, including time sheet instructions, code of ethics, and more.

SSC All Tutor Resource Professional Development and Resource Site

https://deanza.instructure.com/enroll/8YAHKB

Announcements and shared resources by and for all SSC tutors.

SSC Facebook Pages See your supervisor and senior tutor for details.

Next Steps

We wish you good luck and hope that you have a great experience as an SSC tutor!