

De Anza College Student Success Center Tutor Handbook

<http://www.deanza.edu/studentsuccess>



Name _____

Revised 9/13

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Student Success Center Tutor Handbook
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De Anza College Student Success Center Tutorial Programs

Welcome!

Dear Tutor,

Welcome aboard! We are so happy that you have decided to tutor this quarter. We love our work, and hope you will too. In addition to learning, making new friends and having fun, we know that the experience and confidence you gain tutoring will serve you well in your life.

SSC Mission:

The 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.

We do this by providing:

- Free individual, group, and online tutoring in a variety of subjects
- Flexible, self-paced skills courses
- Course-specific Adjunct Study Skills courses
- Tutor training courses

Our programs, facilitated by trained peer tutors, faculty and staff, create welcoming, supportive and energetic communities that promote connection, collaboration, leadership, and growth.

SSC Service Area Outcome:

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

- express a more positive attitude toward the subject they are studying
- use effective learning skills
- improve their academic performance

Your role, as a tutor, is to help us fulfill our mission and outcomes. We expect you to share your knowledge and skills with students who need your guidance and encouragement, facilitate independent learning and remember our motto: “help the student, not the assignment.”

Please read this handbook thoroughly and complete all the items on the to do list before you begin tutoring. As program staff, we are here to support you and do everything possible to ensure high quality tutoring. Be sure to check-in with us regularly, and don't be shy about asking questions.

We look forward to working with you!

Sincerely,

☺ All of us on the Student Success Center Team ☺

De Anza Student Success Center Tutorial Programs Tutor Code of Ethics

As tutors, we understand that we hold a position of responsibility as representatives of De Anza College. In order to fulfill our roles and obligations in this position, we pledge to uphold the following standards for academic integrity and ethical behavior including, but not limited to professionalism, honesty and mutual respect. For more information, see

<http://www.deanza.edu/studenthandbook/pdf/studentrights.pdf>.

Professionalism

- I will do my best to understand and uphold the Program mission statement.
- I will strive to maintain excellence by continuing to improve my tutoring skills by engaging in ongoing training and professional development activities.
- I will maintain appropriate boundaries and will not engage in inappropriate behavior with tutees or others with whom I have professional relationships.
- I will be on time, keep appointments and be a good example for my tutees.
- I will follow Center rules and refrain from using cell phones, eating food, and socializing in tutoring areas.

Honesty

- I will uphold the De Anza's policy on academic integrity as described in the College Catalogue.
- I will maintain accurate and honest records of my tutoring hours and activities.
- I will do my best to promote independence to ensure that my tutees' work is their own.
- I will respect Center property and resources, and do my best to use them wisely and only for purposes directly related to tutoring.

Respect

- I will respect cultural, individual, and role differences, including those based on age, sex, gender identity, sexual orientation, race, ethnicity, culture, national origin, religion, disability of any kind, language and socioeconomic status.
- I will do my best to listen carefully and resolve problems respectfully.
- I will respect the rights of individuals to privacy and confidentiality.

New Tutor “To Do” List

Hiring

- ☐ Enrollment in appropriate tutor training class
- ☐ Attend new tutor orientation
- ☐ Pay your DASB fees for current quarter

Payroll (also see Payroll Procedures and Employment Information)

- ☐ You MUST be registered for at least 12 units at De Anza regardless of your residency status unless you are eligible for Work Study or Cal/Works funding, in which case minimum enrollment is 6 units. *(If working in summer, no need to enroll in any units if you enrolled in 12 units in the spring quarter; otherwise, you'll need to enroll in 6 units in order to work.)*
- ☐ You MUST have accumulated less than 150 *attempted* De Anza and Foothill College units (i.e., students may only be employed until they have reached 150 total *attempted* units).
- ☐ Complete the Student Employment Packet and submit to Financial Aid office. Download packet by clicking “New Student Employment Packet” at the following website:
<http://www.deanza.edu/financialaid/employmt.html> ;
- ☐ Submit orange District Assignment Card to SSC Administrative Assistant;
- ☐ Volunteers must complete and submit a Foothill-De Anza Volunteer-of-Record Form;
- ☐ Successfully access online time card via [MyPortal](#);
- ☐ *Every day*, record your hours on your internal monthly timesheet (paper or check-in computer.) This must match your online time card.

Tutoring

- ☐ Submit your schedule of available work times;
- ☐ See Tutor Support Team to take a photo so students may recognize you;
- ☐ Verify you have a mailbox/folder and name badge.

Training (new tutors, see appropriate course information sheet for details)

Throughout the quarter,

- ☐ Attend all meetings, classes, and training sessions;
- ☐ Complete all tutor training assignments;
- ☐ Communicate regularly with your Tutor Support Team and Senior Tutor

Payroll and Employment Information

Payroll Procedures

To ensure that you will be paid you must:

- ☐ **Be enrolled in 12 or more De Anza units (6 or more units if you qualify for Work Study or Cal/Works funding).** The Financial Aid office verifies enrollment of student employees monthly. You will be terminated from your position if you drop below the minimum or fail to complete (pass) these units.
- ☐ **Have a social security card.** If you are an international student and do not have a social security card, please see your Tutor Support Team about how to proceed. You should expect to wait at least two weeks from the day the request is submitted to the Social Security Office, so please submit the necessary paperwork immediately to avoid even longer delays. **(Note: International students, when you obtain a social security card, you must then go to Admissions and Records to ensure that your social security number becomes a part of your permanent student file.)**
- ☐ **Submit a completed Student Employment Packet.** This packet contains the federal and state tax information and must be submitted to the **Financial Aid Office**, located in the Baldwin Winery Building (entrance just off the main campus center patio.) Download the packet from the Financial Aid website at http://www.deanza.edu/financialaid/employ_pack.html. If you have any questions about the packet, please contact Dawna O'Malley at 408/864-8368. Once you have completed and returned the packet to Dawna, she will give you a District Assignment (orange) Card to complete. **(International Students:** please take your employment packet to the International Student Office for verification of eligibility to work **before** submitting it to the Financial Aid Office.)
- ☐ **Submit your District Assignment Card (orange card)** to Patrick Dowling in Library 107. This card initiates your district timecard(s).
- ☐ **Access online time card via MyPortal** (see instructions below.)

Note: *You must complete your payroll paperwork before you begin tutoring.*

- ☐ **Complete a Volunteer-of-Record Form.** If you choose to volunteer, THANK YOU! Please see your Support Team to obtain this form, complete the top portion (Name through dates/times of service) and return to Patrick Dowling. Note: Beginning in the spring of 2012, all volunteers must be fingerprinted. Please see your Support Team for instructions.
- ☐ **Internal Time Card.** See Employment Information for instructions.

Employment Information

Pay Rate and Raises. The beginning pay rate for tutoring is \$10.00/hour for individual and \$12.00/hour for groups. After two quarters of successful tutoring *and* the completion of a minimum of two topic-specific training sessions per quarter, you will be eligible to receive a raise to \$10.75/hour for individual tutoring and \$12.75/hour for group tutoring. Beyond the pay raise, the completion of additional topic-specific training sessions you will earn seniority as a tutor that gives you more responsibility and earning potential.

Receiving your paycheck. Tutors are paid on the 15th of each month and the check is mailed to your address on file at the Financial Aid office. You may elect to have your paycheck deposited directly into your bank account by indicating this via [MyPortal](#).

Weekly Hours. Tutors can be paid only for drop-in, group, or weekly individual tutoring hours as assigned by their Tutor Support Team. Be aware that these hours may vary greatly from week to week. If your individual or group tutee(s) has not shown up after 15 minutes please sign out, unless a SSC staff member requests your help.

Notification of Absence. You must notify the SSC staff and your tutees of any absences or changes in meeting days or times at least 24 hours in advance, if possible. Problems in attendance, punctuality, or dishonesty on time sheets are grounds for termination.

Restrictions on Hours. The number of hours each tutor may work is determined by SSC staff depending on our budget. Non-international and international student employees may work a maximum of 19 hours per week, **for all FHDA assignments.** International student employees must have an F-1 visa and a valid Social Security card. Violation of the restriction of hours could lead to termination of employment. Overtime is not permitted in the Tutorial Center. In order to avoid overtime, you must take a 30 minute break after each 6 hours of work, unless you work only 6 hours for the day. (To avoid exhaustion, we don't recommend tutoring for more than two or three hours at a time.)

Internal (Paper) Time Cards. In addition to completing online time cards via MyPortal, please sign in and out on the internal (paper) time each time you tutor. Paper time sheets are located in a binder at the front desk of each location. If you are tutoring at more than one pay rate or budget code, you will need to complete more than one time card (both online and on paper.)

Group, in-class and other program tutors, please see your Tutor Support Team for specific instructions about how to keep track of your work hours.

Online Time Cards (see below for detailed instructions): All student and temporary employees must report their hours online and adhere to the deadlines specified below to allow time for supervisors to communicate about necessary corrections:

- By **midnight of the last day worked for the month**, enter all hours, check them against your paper time sheet, add comments to explain, and submit for approval.
- Check back daily to see if your hours have been approved. If the supervisor has requested corrections, submit them no later than **8:30 am of the 4th day of the next month.**
- By **8:30 am on the 5th day of the month**, check again to see that your corrections were approved.
- Please use the Comments field to communicate with your supervisor about your timesheet, and feel free to call and email as well.

Foothill - De Anza Community Colleges
**ONLINE TIME SHEET INSTRUCTIONS FOR STUDENT
EMPLOYEES**

Instructions with screen shots are at <http://www.deanza.edu/financialaid/employmt.html>.

Student Employees: How to report the hours you work each month.

1) Go to **MyPortal.fhda.edu**. Enter your Student ID# (8 digits) and your PIN (6 digits). If this is your first time, enter your birthdate as your PIN as mmddyy. You will be asked to create a new PIN and answer 2 secret questions in case you forget your PIN in the future. Login.

2) Once inside the portal, click on the **EMPLOYEES** tab.

3) Find the **TIME REPORTING** box and click on the **time sheet** for your job. (See quarter-sheet guide you received from Pat when you submitted your orange card.)

Click on **ENTER HOURS** for each day you worked. Enter time in and out (quarter hours only) and AM or PM. **SAVE**. You can use **COPY** if you work the same hours every day. You can enter **COMMENTS** if you want to send your approver a message along with your time sheet. **SAVE**. When you are finished, click **SUBMIT FOR APPROVAL**. **Do not click SUBMIT FOR APPROVAL before recording all time worked for the month.** You cannot change a time sheet once it is submitted for approval. You can print the entire month by clicking **PREVIEW** (it is very small). You will enter your PIN again for security.

4) If you want Direct Deposit, click on **PAY INFORMATION** under the Employee tab and then click on **DIRECT DEPOSIT ALLOCATION**. To enter or change your bank account information, click on **UPDATE DIRECT DEPOSIT AUTHORIZATION** and **SAVE**.

5) If your approver is not willing to sign your time sheet, he/she will send it back to you with comments about the hours in dispute. **Keep checking** to be sure that your approver has signed the time sheet **before the 5th** of the next month to be sure that the hours you submitted will result in a paycheck. If your time sheet says **RETURN FOR CORRECTION**, you must correct it immediately and send it back with **SUBMIT FOR APPROVAL**.

YOUR ONLINE TIME SHEET WILL DISAPPEAR 5 CALENDAR DAYS AFTER THE END OF THE MONTH. YOU MUST COMPLETE IT ON THE LAST WORK DAY OF THE MONTH SO THAT YOUR APPROVER(S) HAS TIME TO REVIEW AND APPROVE (OR SEND BACK TO YOU) WITHIN 5 DAYS.

Student Success Center Tutorial Programs

Procedures, Rules, and Responsibilities for Tutors

Please help us maintain a quiet, clean environment for learning:

- No cell phone disruptions or texting, please. If you do not want to turn off your phone, set the phone to silent or vibrate. Do not accept calls during tutoring sessions except in case of emergency. If you take a call, please courteously excuse yourself, check out at the computer and leave the room. You may not be paid for time spent on the phone.
- No food or drink (except water) in tutoring areas or during tutoring sessions, except when specifically permitted by a supervisor.
- Please be aware of space limitations and noise levels in tutoring areas. When you are not tutoring, if the room is crowded, please study or socialize elsewhere.

Weekly Individual Tutoring

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

- When students request weekly individual tutoring, they fill out an online tutee application and indicate their available hours. Weekly individual tutoring, except in special cases, is generally limited to students enrolled in basic skills courses (up to Math 1A in the MSTRC). Students in other courses are encouraged to use drop-in and group tutoring.
- The Tutor Support Team reviews the applications and attempts to match students who have requested individual tutors to available tutors, based on schedules and the courses to be tutored.
- The Tutor Support Team assigns you weekly individual tutees, then contacts you by e-mail. **Please check your e-mail every day and your on-campus tutor mailbox/folder when you work.** Students are waiting for your response!
- If you cannot tutor the student, please let a member of the Tutor Support Team know immediately via email, explaining why you can't tutor the student.

How do I set up weekly individual tutoring?

1. **Once you receive the assignment, e-mail and/or call the student within 24 hours to:**
 - i) **arrange your appointment (WRC & General Subject Tutors)**
 - ii) **notify your student of your appointment days and times (MSTRC Tutors)**If you cannot reach the student after several attempts, let a member of the Tutor Support Team know via email.
2. **Complete a Weekly Individual Tracking Sheet** before your first meeting with the tutee. (See Appendix at end of this document for sample form.)

3. Review Center policies and expectations on the back of the Tracking Sheet.
(See Appendix at end of this document for sample form.)

- Explain the No-Show Policy, Limits on Hours, and Preparation for Tutoring. To be sure your tutee understands, ask him or her to explain it back to you.
- Tell your tutee to email and/or call you directly or call the appropriate Center if s/he must miss an appointment (a message will be placed in your box.) Ensure all tutees have your personal contact information and the SSC phone numbers and emails.

MSTRC: 408-864-8683 or deanzamsrc@gmail.com

Gen Sub: 408-864-8682 or SSCGenSub@deanza.edu

WRC: 408-864-5753 or 8682 or SSCWRC@deanza.edu

4. Tutor!

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

5. 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.

6. Remind the student to check out at the front SARS sign-in computer.

7. Update the Weekly Individual Tracking Sheet after 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!

8. Review/update your tutoring schedule and let the Support Team know if there are any conflicts or issues.

9. Don't forget to sign out in the payroll binder and on the check-in computer.

Remember....

- ☐ **Set a good example for your tutees.** Do not miss appointments or show up late. If an emergency arises, call your supervisor or the Administrative Assistant immediately.
- ☐ **Never help a student on take-home quizzes or exams.** Follow the instructor's green sheet. Be careful about hand-copied problems or assignments. When in doubt, call the instructor.
- ☐ **Keep accurate records.** (Online and internal time sheets and tracking sheets.)
- ☐ **Keep in touch with your Tutor Support Team(s).** Report any no-shows or students who have dropped. Talk about any problems or successes you are having with your tutees.

Drop-in Tutoring

Your goal as a drop-in tutor is to help the students become independent and learn skills, strategies and concepts, not to correct or provide answers. Think about what will help your students be successful over time. The Tutor Support Team may also assign a student to drop-in tutoring if no individual tutor is available. **Please keep in touch with your Tutor Support Team.** Talk about any problems or successes you are having with your tutees.

Drop-in hours and policies for each tutoring program are listed at www.deanza.edu/studentsuccess

- **MSTRC in S-43 (Math, Science and Engineering courses)** drop-in students are tutored on a first-come, first-served basis. Students can study at tables designated for specific subjects, and receive help from tutors during scheduled hours. Schedules for specific subjects are at the Welcome Desk in S-43.
- **LIB 107 (Accounting and Economics)** drop-in students sign up on the clipboards in the Drop-In area on the day they need help, beginning at 8:30 a.m. No pre-arranged or telephone sign-ups will be permitted. Study Tables may be available.
- **LIB 107 (WRC) (Writing and reading for all courses)** drop-in students check in at the front desk.

If you need to change your drop-in tutoring schedule, please notify your tutor supervisor immediately. If an emergency prevents you from showing up for drop-in hours, call the appropriate location immediately:

MSTRC: 408-864-8683 or deanzamsrc@gmail.com
Gen Sub: 408-864-8252 or 8682 or SSCGenSub@deanza.edu
WRC: 408-864-5840 or 8682 or SSCWRC@deanza.edu

At each drop-in tutoring session:

- **Wear your tutor badge** so students can identify you as a drop-in tutor.
- **Record your work hours *daily* on the internal time card in the payroll binder or on the tutor check-in computer.** If there are no students to tutor, please ask a member of the SSC staff if there is anything else you can do to help. In the MSTRC, please circulate between the study tables and let students know you're available to help them. Please do not do your own homework during your drop-in hours, as it may send the message that you are busy.
- **Greet each student** with a friendly smile, introduce yourself and ask the student's name and course. Find out a little about the student's background, then ask what you can do to help. Give lots of positive feedback and encouragement to work hard.
- **Be sure the student has signed in at the front check-in computer.** Remind them to do so each time they come in for tutoring.
- **Be sure the student understands tutoring limits and policies.** Take a moment to explain that your job is to help them learn, rather than correct their homework or provide answers.
- **Encourage students to plan ahead,** rather than wait until the day of an exam or the day homework or a paper is due. Help them with time management, organization, and other study skills when appropriate.

Above all, be patient, encouraging, and make learning and tutoring fun!

Appendix: Sample Forms

(Forms differ by area and are often updated. See each SSC area's web page, linked from <http://www.deanza.edu/studentsuccess/>)

- Online Tutee Applications
- Sample weekly individual tracking sheets (paper)
- Internal time card (paper)

Students can find the online Tutee Applications on our individual SSC program websites, linked from main page.

Tutee Application Instructions:

Click on the link to fill out a Tutee Application using Excel.

Provide the following information:

- Name
- Student ID#
- Phone number
- Email address
- Today's date
- Subject name (one app per subject)
- Instructor name

Mark any available time with X.

Save the application.

Email the application to the appropriate Center as an attachment.

The image displays three Excel spreadsheets used for Tutee Applications. Each spreadsheet has a header row with columns A through L. The first spreadsheet, titled "S43 Weekly Individual Tutoring Application", includes a section for "Mark your available hours with 'x'" with a grid for days of the week (Mon, Tue, Wed, Thu, Fri) and time slots (8:30-9:00, 9:00-9:30, 9:30-10:00, 10:00-10:30, 10:30-11:00, 11:00-11:30, 11:30-12:00, 12:00-12:30, 12:30-1:00, 1:00-1:30, 1:30-2:00, 2:00-2:30, 2:30-3:00, 3:00-3:30, 3:30-4:00, 4:00-4:30, 4:30-5:00, 5:00-5:30, 5:30-6:00, 6:00-6:30, 6:30-7:00). The second spreadsheet, titled "Writing & Reading Tutee Application", includes a section for "Mark your available hours with 'x'" with a grid for days of the week (Mon, Tue, Wed, Thu, Fri) and time slots (8:30-9:00, 9:00-9:30, 9:30-10:00, 10:00-10:30, 10:30-11:00, 11:00-11:30, 11:30-12:00, 12:00-12:30, 12:30-1:00, 1:00-1:30, 1:30-2:00, 2:00-2:30, 2:30-3:00, 3:00-3:30, 3:30-4:00, 4:00-4:30, 4:30-5:00, 5:00-5:30, 5:30-6:00, 6:00-6:30, 6:30-7:00). The third spreadsheet, titled "Tutee Application", includes a section for "Mark your available hours with 'x'" with a grid for days of the week (Mon, Tue, Wed, Thu, Fri) and time slots (8:30-9:00, 9:00-9:30, 9:30-10:00, 10:00-10:30, 10:30-11:00, 11:00-11:30, 11:30-12:00, 12:00-12:30, 12:30-1:00, 1:00-1:30, 1:30-2:00, 2:00-2:30, 2:30-3:00, 3:00-3:30, 3:30-4:00, 4:00-4:30, 4:30-5:00, 5:00-5:30, 5:30-6:00, 6:00-6:30, 6:30-7:00). Each spreadsheet also includes a section for "For Official Use Only" with fields for "Instructor", "Desired Format", "Individual/Pair", "Group", and "Comments: (requesting tutor, special programs, etc)".