The Academic Success Center

Handbook for

Tutors

2019-2020

Academic Success Center
Learning Commons, 3rd Floor
Phone: x3389 or 413-748-3389
ASC Tutoring Philosophy: Your purpose as an ASC tutor is to empower ALL students to cultivate the skills, strategies, and behaviors to become confident and independent learners.

Professional Expectations of ASC Tutors:

Help vs. Do: ASC tutors are expected to assist students by guiding them through the learning process. ASC tutors should not allow themselves to be put into the role of “paper editor,” “homework doer,” or “pseudo-professor.”

Workplace Behavior: The ASC is a professional environment with a full-time, professional staff committed to ensuring the highest quality of services to the students of Springfield College. To that end, ASC tutors are expected to maintain a professional attitude, meaning they will:

a. Avoid vulgar/insulting language;

b. Maintain a relatively quiet, clean, & professional study area;

c. Never criticize an instructor;

d. Respect student confidentiality;

e. You are more than welcome to work on homework when you do not have appointments. **However, tutors are not allowed to study with their friends or work on group projects during their shifts.** This is to help maintain a professional and effective workplace.

Greeting Students: All tutors and Conversation Partners should greet their tutees in the ASC lobby as they arrive for their appointments. Be friendly and greet tutees by name. Math/Science and Writing tutors can check their TutorTrac schedule for your scheduled appointments.

Dress: All ASC tutors are expected to dress appropriately during their work hours. This means employees are dressed for an academic setting in clothes that are clean, non-distracting and have suitable logos and messages printed on them. **Remember, you are now a part of a professional staff!**

Communication Methods: In order to facilitate prompt communication, all ASC tutors are expected to check their Springfield College e-mail account on a daily basis, preferably once in the morning and once in the evening.

CRLA Certification: The ASC Tutorial Program has the professional certification of the
College Reading & Learning Association and has been awarded the International Tutor Training Program Certification. CRLA certification is the gold-standard for college-tutoring certification and represents the ASC’s commitment to professional development and excellence. This certification grants the ASC the authority to certify individual tutors who have met CRLA training requirements. 

**All ASC tutors are required to become CRLA certified within one year.**

**Benefits of Certification:**

1. Tutors who are CRLA certified can add their certification to their resume and discuss the relevance of their training and job experience during interviews.
2. CRLA Tutor Certification is transferable to other certifying colleges and universities. In other words, a tutor trained at Level I at one institution will be recognized at another institution.
3. CRLA certified tutors will be promoted from “Student Tutor” to “Advanced Tutor.”
4. A promotion from “Student Tutor” to “Advanced Tutor” includes a modest pay increase.
5. ASC Tutors are paid for all aspects of the certification process - we are paying you to become certified!

**Tutor Training:** Ten hours of CRLA certified tutor training are offered each academic semester. The purpose of these training sessions is to help you grow professionally as tutors by better understanding how you can assist students in the learning process.

ASC tutors are paid for attending training sessions.

**Tutor Observations:** All ASC tutors will undergo an evaluation conducted by the ASC Coordinator. Shortly after the observation, the ASC Coordinator will meet each tutor for a brief follow up to discuss strategies, improvements, and modifications that can be made.

**Session Length:** Tutoring sessions should not exceed 1 hour. Additionally, students are allowed a maximum of three sessions per week per subject. If you find that a student is regularly requesting to have longer sessions, or pressures you to meet with him or her more than three times per week, please let the ASC Coordinator or the Tutor Manager know so they can address the situation appropriately.

**TutorTrac & Session Documentation:** As an ASC tutor, it is your responsibility to document all tutoring sessions using TutorTrac. This means you must sign your students in at the beginning and end of each session. Tutors are also required to briefly summarize each session by adding notes to each visit. These notes should be 3-4 sentences long and provide a brief snapshot of the tutoring session. If you have any
problems or questions regarding TutorTrac, please contact either the ASC Coordinator or the Tutor Manager.

**Supervision:** All ASC tutors should report any employment concerns, training questions, or workplace issues to the Academic Success Center Coordinator.

**Payroll Procedures for ASC tutors**

*Clocking In and Out:* Tutors are required to clock in and out for each shift using the swipe box on the first or third floor of the Learning Commons. If the swipe box does not work, you forget to clock in, or you forget to clock out, it is your responsibility to email the ASC Coordinator to have the hours manually added to payroll.

**Do not clock in earlier than seven minutes before your shift begins!** For example, if your shift begins at 12:00, the earliest you can swipe in is at 11:53. Furthermore, all tutors are expected to clock out immediately after their shifts have ended.

**Spaces Available for Tutoring in the Learning Commons:** ALL tutoring will take place on the third floor of the Learning Commons. Any exceptions must be approved by the ASC Coordinator or the ASC Tutor Manager.

When not tutoring, Math/Science & Writing tutors should remain in room 300 or 303. This is so we can easily find you!

**Requesting Time Off:** If a MSSS or WRSS tutor needs to request time off from a scheduled work shift, he or she must do so as far in advance as possible. Remember that students can book appointments with you up to two weeks in advance, and your work hours and appointments are your responsibility!

**Steps to Take When Requesting Time Off**
1. Fill out the “Time Off Request Form,” which is shared with all tutors through their Google Drive. If you do not have appointments scheduled for the time you’ve requested off, you will hear from the ASC Coordinator within 1-2 business days.
2. If you have appointments scheduled for the time you’ve requested off, send out a coverage email to the tutors who tutor your subject(s). Please cc the ASC Coordinator on the email.
3. Once you find coverage, please email the ASC Coordinator so we can adjust the TutorTrac schedule accordingly.
Steps Not To Take When Requesting Time Off

1. Do not contact your appointments to reschedule meetings without requesting time off and speaking with the ASC Coordinator.
2. It is your job to learn how to balance your work schedule and study schedule. Therefore, do not call out a day or two before your shift because you need to study for an exam.
3. Although we will do everything to help fulfill your requests for time off, please realize that not every request for time off can be honored.

Calling Out: If you are not feeling well, or if you have an emergency and cannot make it to your scheduled hours, please call the ASC at (413) 748-3389 to let us know immediately. We will take you off the schedule, potentially find coverage, or cancel any current appointments you may have.

Work Coverage During Finals Week: All tutors are expected to work their regularly-scheduled shifts during finals week. We will contact you prior to finals week to make any adjustments to your schedule due to final-exam conflicts.

Content Tutors: Contacting Tutees: You are responsible for reaching out to students twenty-four hours after we have emailed you your assignment. All assignments will come from the tutoringasc@springfieldcollege.edu email.

Below is a template you can use for the initial email you send out to the students you are assigned to:

Hi, _______

My name is _______ and I am a tutor at the Academic Success Center. I have been assigned as your tutor for (course). Generally I am free ________.

And here is some information you should gather from the student from this first email:
- When they would like to start meeting
- How often they would like to meet (we suggest trying to do at least once a week)
- What times from your list might work well (try to set up a regular schedule)

Content Tutors: Tutoring Students Not Assigned to You: Content tutors should tutor only those students who have been assigned to them by either the Tutor Manager or the ASC Coordinator. If a student you haven’t been assigned to asks you to tutor him or her, please have the student come to the ASC to fill out a tutor request form. At that point, we will assign the student to either you (if available) or another tutor.
**MSSS & WRSS Tutors: Tutoring Students Not Assigned to You:** MSSS & WRSS tutors should not tutor students (as a paid ASC tutor) outside of their scheduled hours unless the situation has been approved by the ASC Coordinator. Please see the ASC Coordinator if a student asks for additional assistance outside of your scheduled hours, or if students ask you to tutor them in subjects for which you were not hired to tutor.