Learning Skills and Tutoring Center Hours

Fall/Spring Semesters
Monday 9:00 am – 5:00 pm
Tuesday-Thursday 9:00 am – 7:00 pm
Friday 9:00 am – 1:00 pm
Saturday 10:00 am – 2:00 pm

We are closed between semesters

— Our summer schedule varies

Learning Skills and Tutoring Center Staff Contact Information

Coordinators

Loretta Richard ........................................... richarl@scc.losrios.edu ...................... 558-2183
Sanda Valcu ............................................. valcus@scc.losrios.edu ...................... 558-2600

Tutorial Services Assistant

Catherine Daly ........................................... dalyc@scc.losrios.edu ...................... 558-2675

Tutorial Clerk Desk

Various Part-time Clerks............................ lrcruting@scc.losrios.edu ...................... 558-2258

Learning Resources Division Dean

Kevin Flash, Dean................................. flashk@scc.losrios.edu ..................... 558-2254
Catherine Murillo, Admin. Assistant ........ murillic@scc.losrios.edu .................... 558-2253

In Case of Emergency

Campus Police ........................................ ext. 2221, then press 0................. 558-2221
Welcome

The Learning Skills and Tutoring Center welcomes you as a new member of Sacramento City College’s tutoring programs. Our programs are created to provide SCC students with academic assistance free of charge. As a Peer Tutor, you play a key role in providing learning support services to students.

We hope the experiences you have as a tutor can serve as a stepping-stone on your career path. We also hope you will find tutoring to be a positive experience, which sharpens your communication skills and your ability to share your knowledge with others.

Please feel free to discuss any concerns, problems, or ideas that you may have with staff. We are here to assist you in delivering quality tutoring services to students and to assist you in being a part of our tutoring team. We look forward to working with you.

Mission

The mission of the Learning Skills and Tutoring Center is to help SCC students achieve college success by providing them with appropriate resources and assistance designed to meet their academic needs. The ultimate goal is to support students in becoming independent learners by:

- Providing opportunities for reinforcement of course concepts and skills
- Reinforcing and supplementing classroom instruction
- Improving learning efficiency and effectiveness
- Supporting faculty in their work with students
- Creating learning communities

Tutor Requirements

- Having proficiency in the subject being tutored
- Possessing good communication skills, especially speaking and listening
- Exhibiting patience and respect when working with every student
- Being prepared
- Being comfortable working with our diverse student population
- Being enrolled in at least six units (12 for International Students)
Training

Tutors are required to take LTAT 310 Introduction to Individual Peer Tutoring or LTAT 311 Introduction to Group Peer Tutoring, depending on the type tutoring to be performed. Both are one unit, online training courses, which discuss the variety of skills needed to tutor effectively. The course must be completed during the first semester that a new tutor is employed by the Learning Skills and Tutoring Center (LSTC)—it is preferred that the course is completed in the first 8-week session; however, tutors may complete the class in the second 8-week session if necessary. Tutors who do not complete the class or fail it may not continue to tutor. The Learning Skills and Tutoring Center does not reimburse students for the class.

Tutors may be exempt from taking the training class for the following reasons:

— The student has already completed a tutor-training course at a college, which can be verified, or
— The student has an advanced degree or equivalent training.

Motivating Tutees

— Acknowledge that learning is a process, which more often than not includes periods of unsuccessful attempts.
— Welcome first-time and returning students in a friendly manner and offer your assistance.
— Be patient and understanding of students’ diverse learning needs.
— Project a positive attitude.
— Discuss expectations with your tutee.
  o What does the tutee expect from you as a tutor?
  o What do you as a tutor expect from your tutee?

Guidance

— Remember that tutors assist with the problem solving process; they do not provide answers.
— Follow processes presented by the instructor and the textbook.
— Encourage students to attempt the assignment on their own before seeking help.
— Make suggestions for outside practice such as the Internet, books, or videos
— Help your tutee develop the habit of showing all of their steps.

Be patient with students and offer encouragement; our goal is to help students gain confidence in their ability to succeed. Provide advice to help students become self-sufficient (e.g., how to use online help information, how to use their course text as a resource, how to use the Internet as a resource, and how to develop study skills).
Do not do students’ work for them. This includes, but is not limited to:

— Adding to or altering tutees’ assignments
— Assisting tutees with completing take-home exams
— Assisting tutees with online exams or quizzes
— Doing a tutees homework

Do not “snatch” work out of a student’s hands.

Keep in mind that tutors are themselves students, and their actions must comply with the SCC Student Code of Conduct. Remember that students always have final say with regard to their assignments.

**Lab Protocols**

**Each day that you work:**

— Log in and out of OnTrack; this is the time clock. You may not be paid if you have not “clocked in and out.” If OnTrack is not working, sign in with the clerk.
— Wear your nametag.

**Scheduled Tutoring:**

— Tutees will be scheduled for 1 academic hour (50 min) per week.
  o Please follow the 50 minutes per student—if you work with someone longer, it may be perceived as inequitable.
— Tutees with a certified disability can be scheduled for two sessions per week.
— Tutees can come in for walk-in tutoring as frequently as they like.

1-3 students may be scheduled for a tutoring appointment with you. If this happens, they will be in the same class, same section. Sometimes this works well, and sometimes it does not. If you find that it is not working, let the staff know.

**If a student does not show up for their tutoring appointment, you have two options:**

1. You can stay and work the rest of the hour as a walk-in tutor.
   a. If you stay, put your name on the walk-in tutoring board and inform the clerk that you are available.
2. You can stay for 10 minutes while you wait to see if the tutee is going to show up. Then, you have the option of clocking out and leaving.
   a. If you leave the center and are scheduled for the next hour, please return on time.
What is walk-in tutoring?
Walk-in tutoring occurs when students who do not have an appointment stop by for help.

How long is a walk-in tutoring session?
A session may last 50 minutes if the tutor has no other students waiting. If other students are waiting, the tutor should divide the time among the tutees accordingly.

Tutors should do the following:

Let the tutee know the time constraints,
Establish what the tutee needs tutoring for,
Establish what part of the homework or assignment the tutee does not understand,
Establish what the tutor can and cannot do.

If the tutee comes with homework apparently completed, ask him or her to explain, describe and show how the problems were solved. Point out the accuracy and errors in his or her methods.

If the tutee comes with a specific assignment and no problems solved or work completed, question the student to find out the nature of his/her difficulty. If the student just does not know how to get started, select one or two problems and walk him or her through the process.

Let the student select another problem and demonstrate to you how the problem may be solved. Ask the tutee to talk out loud, verbalizing the steps while solving the problem. Give the tutee verbal feedback and encouragement.

Allow the tutee time to solve a couple of problems alone. When the tutee finishes, don’t just check the answer; check the process for arriving at the answer.

If you suspect the tutee is coming to you with a take home exam he or she wants checked, inform the tutee that you can’t check take home exams; it is against both college and center policy.

For all tutees:
Help with study skills and strategies for enhancing their learning. Quiz them on basic facts and vocabulary if appropriate. Show them the learning tricks you use to memorize the basic facts of the subjects you tutor.

Remember to:
Uphold the policies of the center,
Encourage the tutee,
Criticize tactfully,
Be nonjudgmental about the tutee’s skills and weaknesses
Please note each session that you tutor on the green LSTC Tutor Log

— Be sure to put your name on the top of the log.
— Fill in completely—the date, student name, course concept covered, time in, and time out.
— If a student does not attend a session, please note:
  o No show
  o Called in
— The log will be kept on file at the reception desk.
— The log may be used to:
  o Determine which students need to be dropped.
  o Determine hours worked if there is an OnTrack discrepancy.

Students can be dropped from tutoring if they no show twice, or if they cancel three appointments. They can always come in for walk-ins as often as they like.

If you need to drop a student, inform the clerk, and they will remove them from your schedule and try to schedule someone else.

Record of Attendance

A record of attendance is kept by logging into, and out of, OnTrack. If a computer/software malfunction occurs while logging in or out of the OnTrack system, notify the clerk and sign in on the manual log. In order to maintain accurate records, you must notify the clerk if you forget to login or out of OnTrack.

Tutors should maintain a personal record of hours worked in case of discrepancies or equipment failure.

Punctuality

Tutors are expected to arrive on time and work the scheduled hours. Your coworkers and the tutees are counting on you being here. If you find yourself running late, please notify the clerk or the Tutorial Services Assistant.

Breaks and Lunch

Employees are allowed a 15-minute break within a four-hour work period. The break time must be agreed upon between the employee and the Tutorial Services Assistant. An unpaid meal break of not less than 30-minutes must be taken if six hours of work is scheduled. It is important to return from breaks and meals on time.
Absences

Unplanned Absences
Whenever you will be unexpectedly absent or late, please call or e-mail the center prior to your scheduled arrival time, and leave a message.

Planned Absences
When you have occasion to miss work due to a planned absence such as a doctor’s appointment, class trip, final exam schedules, or other reason, please notify the center at least 10 days before the date you plan to be absent (if possible). We need time to notify your tutees that you will be absent.

In general, we will not ask for verification of reasons for planned or unplanned absences. However, if excessive absences become an issue, we will ask you to verify why you were absent.

Work Hours
The tutor schedule is based upon available funds, your availability, and the needs of the center. The schedule is subject to change, with prior notice, due to a change in any of the previously listed conditions. You may be asked to work different hours, substitute for another tutor, or reduce or increase your hours.

Payroll
Payroll is from the 25th day of one month to the 24th day of the following month. Payday is the 10th day of each month unless the 10th falls on weekend or holiday. Then payday is the Friday before.

Your Student Help Paycheck can be picked up at the Business Office, Rodda Hall North 173, on the 10th day of the month following the timesheet due date. A state picture ID or License is required to pick up your paycheck.

Customer Service
You should consider everyone that you speak with a customer, and as such, you should provide them with the best customer service possible.
Work Etiquette

Remember, your work area is a business and your behavior should be appropriate to the job setting.

Do:

— Get to work on time
— Be attentive to your tutee
— Call the center if you will be late or absent
— Ask for help if do not know how to do something
— Ask questions if you are in doubt about how to handle something
— Be a good worker and team player
— Use good manners; be polite
— Dress appropriately
— Enforce the rules of the center with tutees

Do Not:

— Do your own homework while you are with a tutee
— Talk on your cell phone or text while you are tutoring
— Work on your laptop while you are tutoring—the laptop should be closed
— Wear ear buds /headphones or blue tooth devices
— Visit with friends for more than a few minutes
— Talk amongst yourselves while you are with a tutee
— Eat in the center

Remember, you can put this job on your resume.

Employment Termination

As a tutor, your employment will end with the end of the current semester. If you would like to work in the center a subsequent semester, please submit an application once you know your schedule for the following semester.

If you wish to leave your position prior to the end of the semester:

— provide a minimum of two days notice (two weeks is preferred)

If you are involved in any activity which is not appropriate per center policy, you will be reminded by staff that the activity is not appropriate and asked to stop immediately. If you are identified as repeating this activity, you will be warned a second time. If, after two warnings, you are again involved in the same inappropriate activity, you will be told that you no longer work at the center. Termination is final.
Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature made by someone from, or in, the work or educational setting.

Sexual harassment includes, but is not limited to the following:

— Making unsolicited written, verbal, visual, or physical contact with sexual overtones;
— Continuing to express sexual interest after being informed that the interest is unwelcome;
— Making reprisals, threats of reprisal, or implied threats of reprisal, following a negative response to a sexual advance;
— Offering favors, or educational, or employment benefits, such as grades, assignments, or recommendations, in exchange for sexual favors.

There is a tendency to sit close when we are tutoring or helping someone. Pay attention to visual cues; if someone looks uncomfortable with your proximity, move away. If someone expresses that you are too close, immediately move away.

Try not to touch people—some people may construe this the wrong way.

If you want to review SCC's complete Sexual Harassment Policy, or if you believe that you may have been the victim of sexual harassment, contact the Campus Equity Officer, Julia Jolly in Rodda North 257, 558-2407. If there was physical contact, please call the Campus Police at 558-2221.

Guidelines for SCC Tutors Conducting Private Tutoring

— If you have a private tutoring business, keep it completely separate from your employment at SCC as a tutor.
— All private tutoring should take place outside of the SCC Tutoring Centers.
— Do not tutor private clients in your off-hours in an SCC Tutoring Center.
— Private students should not come into the center to be tutored by you.
— Do not use your employment in this tutoring center to solicit for private tutoring clients.
  o Do not suggest to a student that if they want to work with you more than 1 hour a week, they can pay you for additional sessions.
  o This is an ethical issue and clear conflict of interest.
— Do not sell tests or study materials of any kind.
— Do not come in on off-hours and hang out in the center, as it is confusing to students and staff.
— Should you have a disagreement with a private client who is also an SCC student, handle the situation away from the tutoring centers and the college.
— Any violation of these guidelines will be grounds for immediate termination of your employment as a tutor in the tutoring center.
Hiring Student Tutors

The Learning Skills and Tutoring Center hires students to tutor each semester. Students applying to be tutors have varying educational backgrounds and varying tutoring work experience.

Definitions

**Student Employee:** A student employee is one who is primarily pursuing an educational goal in the Los Rios Community College District on at least a half-time basis (6 units) and is employed in a student position; however, international students with F-1 status must carry 12 units. Student employees are not regular employees, nor are they considered classified temporary help. They do not receive benefits that are provided to regular employees under contract to the district: i.e., medical/dental, sick leave, vacation, holiday pay, among others. State law requires that employees be paid overtime (time and one-half) for any work over 40 hours a week. Los Rios Community College District policy, however, does not allow student employees to work overtime hours.

While student employees provide invaluable services to college divisions and departments, they are not considered permanent employees; they may be terminated without cause, and when unemployed, they are not eligible for unemployment benefits.

**New Tutors:** students who have never worked in the Learning Skills and Tutoring Center, or students who have worked in the center, but did not work the fall or spring semester immediately prior to the one in which they are applying.

**Students Eligible for Rehire:** students who worked in the center the fall or spring semester immediately prior to the one for which they are applying. The tutor would be working two consecutive semesters, excluding summer session, if rehired. Students eligible for rehire do not earn seniority. The needs of the center and availability of hours determine scheduling.

Supervision

Each student is assigned to a department that has one or more permanent or temporary classified staff members. The student tutors will report to the center coordinators and the Tutorial Services Assistant who are all working in conjunction with the dean of the Learning Resources Division.
Eligibility

The majority of students who work in the center are paid tutors. Students who receive Federal Work Study awards through Financial Aid, also work in the center as paid tutors. However, they are paid from a different funding source.

District Funded Student Help must be enrolled in a minimum of six units at any Los Rios Community College District (LRCCD) campus throughout the fall and spring semesters. The maximum hours students are allowed to work during the spring/fall semesters are 26 hours/week, and during the summer session, 40 hours/week. There is no minimum unit requirement for summer session.

Federal Work Study Students must be enrolled in a minimum of six units at any LRCCD campus throughout the fall and spring semesters. The maximum hours students are allowed to work during the spring/fall semesters are 26 hours/week. Students have up to June 30 to earn their spring award. When the spring term ends, students can work up to 40 hours/week (however, no more than 8 hours a day) until June 30, provided that they are not enrolled in summer school. If they are enrolled in summer school, the maximum number of hours that students are allowed to work is 26 per week.

If a student wants to work past June 30, they need to be awarded Summer FWS, which runs from July 1 to August 24. To qualify, students must complete all of the required paperwork, be enrolled in at least 3 units for the summer, and 6 units for the fall. The maximum number of hours that the student will be allowed to work is 26 per week.

International Students must be enrolled in a minimum of 12 units for spring and fall semesters and have F-1 status. The maximum hours International Students are allowed to work during spring/fall semesters is 20 hours/week, and during the summer session, 40 hours/week. There is no minimum unit requirement for students working in the summer.

Student help in any category must maintain satisfactory academic progress toward an eligible degree or certificate.
Rehire

Students who want to continue working as a tutor in the center must submit a new application each semester to reapply. Students eligible for rehire will not be interviewed. The determination to rehire students will be based on:

— The tutor having received good evaluations
— The lab’s need for their skills
— The hours that the lab has available and the hours that the tutor is available

Students meeting these criteria may be rehired.

If the paperwork a student previously completed is still in effect (i.e. the Intent is still in effect), no paperwork will be completed. If the Intent has expired, the student will be referred to Learning Skills & Tutoring Center Tutorial Services Assistant, located in LR-149, to complete paperwork prior to the first day of employment.