Writing Drop In Tutoring Policies and Procedures

Congratulations! You have been selected to work as a Writing drop-in tutor in the Student Academic Success Center. Writing drop-in is located in 2211 Dutton Hall. Tutors are emailed a schedule of hours each quarter.

Please take a few minutes to learn about policies and procedures before you begin work. A detailed description of all SASC policies and procedures can be found on the tutor webpage: http://success.ucdavis.edu/academic/current-tutors.html.

1) If you have not worked as a drop-in tutor, you must see Carol before you begin work. Please call the SASC at (530) 752-2013 to schedule an appointment.

2) Please arrive and leave on time according to your scheduled hours. Tutors who consistently arrive late or leave early will not be allowed to continue working the scheduled hours. The minimum time permitted per hour is 50 minutes. Anything less than 50 minutes in an hour of scheduled work means you are arriving late or leaving early. Time card entries for drop-in must reflect actual attendance of your assigned hours. All time is rounded to the nearest quarter hour. With consecutive hours, the 50 minute rule applies only to the beginning and/or end of the shift.

3) Absence policies apply to all drop-in tutors. If you are unable to attend your assigned drop-in hours, you are required to call the SASC to report your absence. For a detailed description of SASC absence policies, please refer to your Tutor Handbook.

4) Tutors are not permitted to eat or do any personal work during scheduled work hours.

5) Tutors are expected to be courteous, friendly and eager to help students. Tutors who display inappropriate or unethical work conduct will be removed from the position.

Failure to adhere to SASC policies and procedures may result in disciplinary action, including dismissal.

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DO’S AND DON’TS FOR TUTORS

DO’S:

• Create a comfortable learning environment to encourage discussion.

• Allow the students to guide the content of the session. Ask them what they would like to focus on. (This is especially useful for long papers).

• Allow and encourage your student to ask questions and provide comments so that your student is involved in the learning process.

• Ask your student open-ended questions that include words such as What, Where, When, Why, and How. These types of questions promote discussions between you and the student.

• Provide positive reinforcement throughout the session so that the student does not feel you are focusing only on his/her faults.

• Seek assistance from the Writing Specialists when you need additional information.

• Encourage your student to do the work.

DON’TS:

• Do not correct the student’s errors. This practice is prohibited in the Student Academic Success Center and is subject to disciplinary process. It is the student’s responsibility to write corrections and/or comments that have been suggested by the tutor. Always allow the student to have control of the pencil during tutoring. This is considered a part of the learning process for students and eliminates “cheating” issues with the instructors,

  a) If you are discussing grammar, ask the student to circle the area that needs to be corrected. Discuss why the correction needs to be made and allow the student to enter the correction.

  b) If you need to show an example of how to structure a sentence or you have remarks/suggestions for improvement, use a separate piece of paper or the margin of the student’s paper.

• Do not discuss a grade that an instructor has assigned to a student’s writing or predict the grade an instructor will assign a paper.

• Do not ignore plagiarism. If you believe that your student has plagiarized, inform the student of your concerns, explain the definition of plagiarism, and provide helpful suggestions as to how to correct the problem.
REMINDERS FOR DROP-IN TUTORS

1) Students must be signed in on the waiting list to receive drop-in tutoring assistance. Students signed in on the waiting list must be served in the order the name was entered.

2) Students will wait in 2205 Dutton for a writing tutor. When a student signs in on the waiting list, the front desk will “buzz” the writing drop-in room to let tutors know a student is waiting.

3) If you call a student from the waiting list and no student responds to your call, return to the waiting list and enter the word “called” next to the student’s signature, enter your initials in the “Tutor’s Initials” area, and the time you called the student in the “Time Started” section. Proceed to the next available name.

4) Do not call student names that have already been called. Students must reenter their names on the list again to see a tutor.

5) Before you begin tutoring a student, make sure that student information has been entered on your student contact sheet.

6) Feel free to let your student know briefly what you can and can’t do as a tutor. For example: remind your student just as you are sitting down that you will not be able to proofread or edit the student’s paper, but will be able to assist the student with clarity, organization, development, and mechanics.

7) Never discuss in front of a student which drop-in tutor will help a student. All tutors are expected to make the student feel welcome. Please remember that you are paid to work with students, not to do your homework, meet with your friends, or any other activity not considered employment related. All tutors scheduled to work during drop-in must be willing to share the workload.

8) If a student arrives for drop-in assistance and you notice that you have less than the 30 minutes remaining before you are scheduled to leave, you are still required to help the next student signed in on the waiting list. If you have less than 20 minutes, do not enter your “initials” and “time started” on the waiting list. The next available tutor will call the student and can take over for you. Make sure the student’s information has been entered on your contact sheet.

9) Students receive a maximum 30-minute tutoring session with you. You are not allowed to provide additional time after 30 minutes unless no other students are waiting. Please make sure the student signs in again on the appropriate lists.

10) Tutors are not required to work more than 60 minutes with the same student. You may request the student work with another tutor after the student maximum time has been reached.

11) During slow periods, please keep noise/discussions among tutors to a minimum as not to distract other tutoring sessions in the room.

12) Drop-in and Same-Day Appointment tutors are paid for the hours assigned. Tutor pay is not determined by student attendance.

13) During periods where there are no students, all drop-in tutors are required to work on an instructional material project. These projects will be reviewed periodically throughout the quarter. The SASC will not pay tutors for doing homework or non work related activities.

14) Drop-in in tutoring is 30 minutes per student.

If you are unable to work the assigned hours, please let me know as soon as possible.

Enjoy tutoring!

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