

STUDENT ACADEMIC SUCCESS CENTER

Drop-In & Residence Hall Tutor Need-to-Know's

Tutor Absence

- Always call the SASC Front Desk to report any absence--(530) 752-2013 (leave a voicemail if it is after 4:00 p.m.), preferably give a 2 hour notice of absence

AND

- If you are a Residence Hall tutor, email the residence halls at aactutor@ucdavis.edu if reporting an absence before 4:00 p.m. If your absence is after 4:00 p.m., please call (530) 752-5566.

Time Card/Paychecks

- Time cards are due every two weeks (usually on the Friday, but keep checking your emails for payroll updates)
- Paychecks are available the Wednesday before your next timesheet is due and can be picked up starting at 11am at the SASC Front Desk (highly recommend direct deposit, which you can sign up for at: http://afs.ucdavis.edu/our_services/payroll-services/employee-resources/enroll-change-direct-deposit.html)

10-Minute Rule

Typically, tutoring sessions before noon start on the hour (i.e., 8:00 a.m., 9:00 a.m.) and tutoring sessions after noon start ten minutes after the hour (i.e., 1:10 p.m., 2:10 p.m.) to allow tutors time to get to tutoring from class.

- HOWEVER, this ten-minute grace period only applies if you are coming from class. If you do not have class before your shift, you are expected to work the entire 60 minutes.
- If you are assigned a tutoring session from 12:00 p.m. to 1:00 p.m., you are expected to arrive at 12:00 p.m. regardless of whether you have class beforehand. Since class gets out at 11:50 a.m., there is more than enough time to get to your tutoring session by 12:00.

Residence Halls:

- Tutors assigned to work in Cuarto must have a background check. The Shared Services Center will contact anyone who needs a background check.
- If you arrive late or leave early, please call the SASC at (530) 752-2013 and leave a message so that the Tutor Coordinator is informed of your change in hours. Arriving late or leaving early without following proper procedure will be considered as misconduct and reasonable cause for disciplinary action.
- Please remind all students to sign in at the designated desk in each Residence Hall tutoring center.

Drop-In (including Residence Halls):

- All tutors are required to wear name tags during work hours.
- Please remind tutors to sign in before you begin tutoring!
- Pick up/clean up your tutoring area to make sure there are no papers, trash, etc. laying around. Tutors are responsible for keeping the work area clean.

- Socializing is an acceptable component in tutoring to help students feel comfortable with a tutor. However, socializing with students and other tutors who are not there for tutoring should be kept to strict minimum.
- Tutors are not permitted to do any personal work or homework during scheduled work hours. If you have students in the room, you should always be proactive in creating an interactive learning environment.
- Do not write on the tutee's paper. This practice is prohibited by the SASC and is subject to disciplinary process. Always allow the student to have control of the pencil during tutoring. This is considered part of the learning process for students and eliminates "cheating" issues with the instructors.
- Drop-in and Residence Hall tutoring allows you to work with multiple students throughout your scheduled tutoring time. In an effort to help as many tutees as possible, you should spread your time around to as many tutees as possible.

Writing Tutors:

- No cell phones
- Wear tutor name badge
- When calling students, be personable--greet students, do not comment on their hand-writing or your inability to read the students writing on the clipboard.
 - An ideal interaction after you call the student's name should include an introduction followed by you possibly asking how the student's day is going so far and asking the student what his/her paper is about.
- First thing you should do when you and your student arrive at your desk in the drop-in room is to have the student fill out their information on your pink sign-in sheet.
- Give a warning when there are 5 minutes left in the tutoring session. This allows the student enough time to wrap up any remaining questions.

Tips:

- If you are not able to answer a question, do not try to "fake it." Be honest with the student that you do not know the answer. If you have time and can figure the problem out, do so, otherwise let the student know of additional resources available. Use your prep time to go over that problem so you know how to do it the next time it is asked.
- Allow students to finish talking before you jump in
- If the drop-in rooms or Residence Hall tutoring centers are busy, you should try to group tutees together based off of class or what problems they are struggling with. This way you can help a group of tutees all at the same time and they could end up helping each other out, saving you time.
- As all tutors are also students, you know of the stress finals can bring. Be aware that some students you tutor may not handle that stress as well as others.
 - If your student seems stressed, offer reassurance that doing poorly in the class is not the end of the world and there is opportunity to do better in the future.
 - Try to relate to the student by mentioning how much you struggled in the course.

Reminders:

- 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.