

STUDENT ACADEMIC SUCCESS CENTER

Writing Drop-In

Congratulations on your selection as a Writing Drop-In tutoring at the Student Academic Success Center. The writing drop-in room 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/policies.html>.

- 1) All new tutors must attend a New Tutor Orientation. New writing tutors must attend Writing Tutor Training for their first quarter.
- 2) Tutoring sessions are 50-60 minutes in length and run according to the regular class schedule. Tutors who work consecutive hours should continue to work between sessions. Usually tutoring sessions start on the hour before 12:00 p.m. and ten minutes after the hour starting after 12:00 p.m. If you are scheduled to work at 12:00PM, you must start at 12:00PM, not 12:10. Classes end at 11:50 so that is more than enough time to get to your tutoring session. Tutors are expected to arrive on time as scheduled for all tutoring appointments. *Time worked less than 50 minutes is subject to disciplinary action.* Please keep in mind, however, that the 10 minute rule is only to allow tutors to get to and from a class that takes place immediately before or immediately after his/her tutoring session. If you do not have class right before or right after tutoring, you must work the full 60 minutes.
- 3) Absence policies apply to all drop-in tutors. Any tutor unable to attend assigned drop-in hours are required to call the SASC Front Desk at (530)0752-2013 to report an absence. For a detailed description of the SASC absence policies, please refer to the Tutor Handbook.
- 4) Tutors are not permitted to eat, do personal work, use cell phones, or have headphones in 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.

Do's and Don'ts for Tutors

Do's:

- Create a comfortable learning environment to encourage discussion. Allow tutees to guide the content of the session. Ask the tutee what he/she would like to focus on (this is especially important for long papers).
- Allow and encourage the tutee to ask questions and provide comments so that the tutee is involved in the learning process.

- Ask the tutee open-ended questions that include words such as What, Where, When, Why, and How, Explain. These types of questions promote discussion between tutee and tutor.
- Provide positive reinforcement throughout the session so that the tutee does not feel as if the tutor is only focusing on his/her faults.
- Seek assistance from the Writing Specialists when you need additional information.
- Remember: the tutees should be doing the work.

Don'ts:

- Always allow the tutee to have control of the pencil during tutoring as this is considered a part of the learning process for the tutees and eliminates “cheating” issues with the instructors (this is align with our policy of putting the pencil down.) Highlighting is okay, but tutors should not be writing on the tutee’s paper.
 - In a discussion on grammar, ask the tutee to circle the area that needs to be corrected. Discuss why the correction needs to be made and allow the tutee to enter the correction.
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- Do not discuss a grade that an instructor has assigned to a tutee’s writing or predict the grade an instructor will assign a paper.
- Do not ignore plagiarism. If it appears that a tutee has plagiarized, inform the tutee of these concerns, explain the definition of plagiarism, and provide suggestions as to how to correct the problem.

Reminders for Drop-In Writing Tutors

- 1) Tutees must be signed in on the waiting list to receive drop-in tutoring assistance. Tutees signed in on the waiting list must be served in the order the name was entered.
- 2) Tutees will wait in 2205 Dutton Hall for a writing tutor. When a tutee signs in on the waiting list, the Front Desk will “buzz” the writing drop-in room to let tutors know a tutee is waiting.
- 3) If a tutor calls a tutee from the waiting list and no tutee respond to the call, return to the waiting list and enter the word “called” next to the tutee’s signature, enter your initials in the “Tutor’s Initials” area, and the time the tutee was called in the “Time Started” section. Proceed to the next available name.
- 4) Do not call a tutee’s name that has already been called. Tutees must reenter their names on the list again to see a tutor.
- 5) Before beginning tutoring, make sure the tutee’s information has been entered on your tutee contact sheet.
- 6) Feel free to let the tutee know briefly what a tutor can and can’t do. For example: remind the tutee at the beginning of the session that you as a tutor will not be able to proofread or edit the tutee’s paper, but will be able to assist the tutee with clarity, organization, development, and mechanics.
- 7) Never discuss in front of a tutee which drop-in tutor will help a tutee. All tutors are expected to make the tutee feel welcome. Please remember that tutors are paid to work with tutees, not to

do personal homework, meet with friends, or any other activities not considered as part of the tutor job description. All tutors scheduled to work during drop-in must be willing to share the workload.

- 8) If a tutee arrives for drop-in assistant and there is less than 30 minutes remaining in a shift, tutors are still required to help the next tutee signed in on the waiting list. If there are less than 20 minutes remaining, do not enter your "initials" and "time started" on the waiting list. The next available tutor will call the tutee and can take over for you. Make sure the tutee signs in again on the appropriate list.
- 9) Tutees receive a maximum 30-minute tutoring session. Tutors are not allowed to provide additional time after 30 minutes unless no other tutees are waiting. Please make sure the tutee signs in again on the appropriate lists.
- 10) Tutors are not required to work more than 60 minutes with the same tutee. Tutors may request the tutee work with another tutor after the tutee maximum time has been reached.
- 11) During slow periods, keep noise/discussions among tutors to a minimum as not to distract other tutoring sessions in the room. During downtime tutors should be prepping.
- 12) Tutors are paid for the hours assigned. Tutor pay is not determined by tutee attendance.