



## **Math Resource Center and Tutoring Center**

### **Policies**

#### **❖ Schedules:**

- You will be assigned a work schedule for the quarter. Verify that this schedule is acceptable to you with your director/lead tutor.
- If there is a problem with your schedule, please let us know immediately so that we can try to adjust it accordingly.
- Schedules for finals week and the following quarter will be made near the end of the quarter. Be on time for work and stay the entire time that you are scheduled.
- Only work the hours that you are scheduled to work.
- We will do our best to assign hours around your availability but we cannot guarantee that you will get all the hours you request. Depending on need and funding, we reserve the right to change schedules during the quarter as needed.

#### **❖ Maximum Hours, Credits, and Funding:**

- The maximum number of hours a Highline student can work on campus is 19 hours (This includes your training hours). If you work somewhere else on campus, please inform us of your hours at the beginning of the quarter so that we can schedule accordingly.
- Students who are employed at Highline must be enrolled in at least 6 credits (including 1-credit tutor training class). Student employees do not need to be enrolled in summer courses to be employed in the summer as long as they are enrolled in at least 6 credits for fall quarter.
- You may not work more than 5 continuous hours without a half hour scheduled break. You must clock out for the half hour break. It is your responsibility to keep this in mind if you are asked to cover someone else's shift.
- Schedules are made each quarter and are subject to demand and funding. Therefore, Math Resource Center and the Tutoring Center cannot guarantee hours from quarter to quarter.

#### **❖ Extended Tutoring Hours**

- If your tutoring session cannot end at the end of your scheduled hour, follow these steps:
  1. Pass on your tutee to another tutor who is available for tutoring the same subject.
  2. If no tutor is available for your tutee, spend a maximum of 10 extra minutes to wrap up the session with your tutee and tell your tutee to come back at another time.
  3. Enter the extended 10 minutes on the extension form at the Front Desk so that you can be paid for the extra minutes.

❖ **Substituting for Work**

- You need permission from the Lead Tutor, Program Assistant or the Director before you ask someone else to sub for you. So, plan ahead and have a *good* reason for subbing.
- If there's another tutor scheduled at the same time you will be absent, you cannot ask for subbing.
- You can have a maximum of 3 subs per quarter.

❖ **Signing in/out:** AccuCampus is used to log your work hours.

- When you arrive for scheduled shifts, log in. Signing in after you have started your scheduled shift will result in less pay.
- Log out when you have finished working your scheduled shift. (*\*If you prefer to study at the Center while not working, please sign in as a student.*)
- If the computer is down, fill in a sheet provided at the Front Desk with your hours.
- If you do not sign in, you will not get paid.
- If you need to step out to use the restroom, let the Front Desk know so that you are not marked absent. If you would like to have a longer break (10 minutes or more), please speak with your director so that it may be put into the schedule.
- Do not work hours that you are not scheduled to work unless the Center staff has asked you to fill in for someone.

❖ **Tardiness/Shift Absences:**

- It is your responsibility to contact the Front Desk staff as soon as you are aware that you will be late or miss a scheduled shift. The Center number is (206) 592-3444.
  - If you are late for **7 minutes** when you sign in, you won't get paid for the first 15 minutes of your scheduled hour. (*For example, you are scheduled to work from 10:00-11:00AM. When you sign in, it's 10:07AM. So on your timesheet, you should enter 10:15-11:00AM.*)
  - If you are late **15 minutes** for your scheduled work time without calling the Front Desk, you will be counted as **Absent No Call**
- Excessive (3 or more) tardiness/absences will be grounds for dismissal from your position. Also, if you miss more than 5 hours of your scheduled shifts, you will not be eligible for CRLA certification.

❖ **Folders:** You will have a folder with your name on it located in the filing cabinet.

- You are responsible for checking this folder at the beginning of each scheduled shift.
- Your name tag will be kept in this folder. You are required to wear it when you are working. Store name tags in your folder when not in use. (*\*You must return the name tag holder when your position with the Center ends.*)
- Messages and other paperwork will be given to you in this folder.

❖ **Training Sessions:**

- You are required to attend and participate in ALL scheduled training sessions (both face-to-face and online) throughout the quarter.

- If you are late for 10 minutes, without notifying the director or the Lead Tutor ***before*** the training session, you will be counted as absent, and you will not be paid for that training.
- If you leave the session (in the middle or towards the end of the session) for 10 minutes or more, you will be counted as absent, and you will not be paid for that training.

### ❖ Tutor Training

- All tutors are required to attend the training sessions. Training sessions will be every week on Fridays starting at 1:30PM for fall, winter and spring quarters. Summer training sessions will be every week on Thursdays starting at 1:30PM. Training sessions will run from 1:30-3:00PM.
- All tutors are required to attend the 1<sup>st</sup> training session of each quarter. *Missing the 1<sup>st</sup> training session will jeopardize your employment.*
- All tutors are required to sign up for a 1-credit training course and you will be paid for participation. You will be informed of which course to sign up for at the interview by the Director.
- You will receive a grade in this course. The grade you earn in this course will be based on participation, performance and attendance. You are expected to successfully pass the tutor training course with a grade of 3.5 or better. *A grade below 3.5 will jeopardize your chance of being certified.*

### ❖ Tutor Certification

According to CRLA Tutor Certification Program, the following are the minimum requirements for each level of certification:

- To achieve Level 1 Certification, you should have a minimum of 10 hours of tutor training and 25 hours of actual tutoring.
- To achieve Level 2 Certification, you should have a minimum of 20 cumulated hours of tutor training and a minimum of 50 cumulative hours of actual tutoring.
- To achieve Level 3 Certification, you should have a minimum of 30 cumulated hours of tutor training and a minimum of 75 cumulative hours of actual tutoring.

### ❖ Homework/Computer Policy:

- If the center is slow and there are no students to help, you are responsible for making sure that things are in order around the center. This means that you can straighten chairs around the tables, throw away any trash that was left behind, organize any paperwork and brochures and decorate bulletin boards.
- Tutors who work near the computers need to log off computers that are left logged on by students.
- If the center is organized and there are no students to help, you may work on homework or something else. If a student enters, you are expected to put all personal work away to help them. ***Computers (including any forms of electronic devices) are not to be used for homework in the center during your scheduled work hours.***
- It is grounds for dismissal from your position if this policy is not strictly followed.

❖ **Other Policies/Expectations**

- Employees will:
  - Follow Highline's Code of Ethics
  - Respect other tutors' and students' cultures, beliefs, and identities
  - Honor the privacy of others
  - Respect the learning environment by:
    - Speaking at a volume that does not detract from other students' learning
    - Using appropriate and professional language
    - Maintaining professional etiquette
    - Maintaining the cleanliness of the center
    - Not talking on cell phones
    - Using furniture appropriately
    - No food and snacks while tutoring as it distracts from the learning environment and professional atmosphere.
    - Keeping tutees' light snacks and beverages away from computer areas
    - Assisting the Front Desk with reminding students to sign in/out on AccuCampus
  - Employees have the responsibility to help all students to the best of their ability without impeding the student's ability to learn
  - Tutors will not act as instructors
  - Tutors will not rush the tutoring process

I have read and understand the policies described above. I understand that if I do not follow these policies, I will be dismissed from my position.

Your Name (Print) \_\_\_\_\_

Signature\_\_\_\_\_ Date\_\_\_\_\_