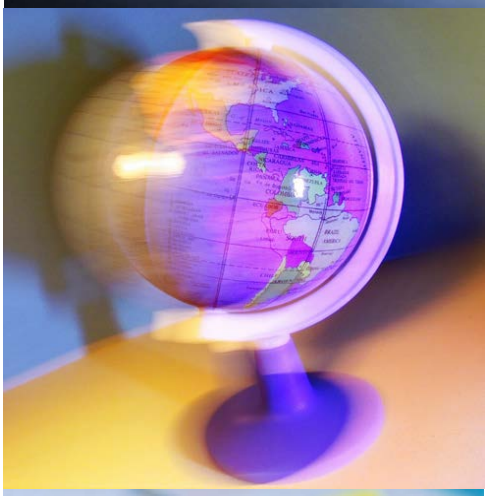

TRiO
STUDENT SUPPORT SERVICES

Tutor Handbook

2012-2013

NORTHEAST STATE
We're here to get you there

CONTENTS

Mission…… 3

Academic Calendar……..3

Program Description……..7

Peer Tutor Job Description……8

Advanced (Contract) Tutor Job Description…….... 9

Confidentiality Policy……..10

Tutorial Component Procedures……..11

Tutor Begins Work……11

Tutoring Session is Completed……11

Inclement Weather Policy……12

Program Evaluations……12

Tutor Meetings……12

Tutor Guidelines……13

After Hours Access to Campus……14

Smoking & Tobacco Use In/On Campus ……..15

Wireless Access On Campus……..15

Code of Conduct for Tutor Lab……16

Probation……17

Termination……17

Resignation Policy & Procedures……18

Time/Wage Information……18

Wage Rates……18

No-Shows (DNAs)……19

Student Cancellations……...20

Tutor Cancellations……20

Tutorial Record Sheet Instructions……20

Tutorial Training/Instructor Meeting Sheet Instructions……..22

****Tutorial Program Student Contract***……23

Tutor Payroll Timesheet Due Dates……24

Time Conversion Chart……..25

TRiO Student Support Services

Mission Statement

The Mission of Student Support Services at Northeast State Community College is to empower 180 qualified and selected students to achieve their educational, career and personal goals by providing supportive academic services and a variety of cultural experiences that support and promote retention, graduation and transfer.

Northeast State Community College
Academic Calendar 2012-2013

Fall Semester 2012	
August 13	Fee Waivers Accepted
August 13	Academic Year Contract Beginning Date
August 15	Fall Convocation/Faculty Report
August 17	Fees Due for Fall Semester 2012 Fees for Students Registering for Fall Semester **after** August 17 Will be Due Same Day as Registration
August 16-21	Pre-Year Conference/Student Intake Sessions, Advising, Class Preparation
August 21	1st Class Purge - Fall Semester 2012 – 1:30 p.m. (Student schedules are deleted if fees are not paid)
August 22	Open Registration
August 25	Weekend College Classes Begin
August 26	Last Day for 100% Refund
August 26	RODP – Last Day for 100% Refund
August 27	Late Registration/Late Payment Fee ($10) Charged Beginning Today
August 27	Regular Classes Begin
August 29	2nd Class Purge - Fall Semester 2012– 1:30 p.m. (Student schedules are deleted if fees are not paid)
August 30	Last Day to Add a Class
September 3	Holiday – Labor Day, College Closed
September 7	Deadline for Application for Graduation Fall 2012
September 7	Preferred Submission Date - Application for Graduation Spring 2013
September 7	RODP - Last Day for 75% Refund
September 7	Last Day for 75% Refund
September 10	Final Class Purge – Fall Semester 2012 – 1:30 p.m. (Student schedules are deleted if fees are not paid)
September 21	RODP - Last Day for 25% Refund
September 21	Last Day for 25% Refund
October 8 – November 30	ETS Proficiency Profile – Exit Exam for Graduates
October 12	Last Day to Drop EDUC 1010 Class
October 15-16	Fall Break - **Weekend College Will Meet**
November 2	Last Day to Drop a Class, Withdraw, or Change to Audit
November 12	Priority Registration for Spring Semester 2013 Begins - - November 12
November 14	Academic Area Field Tests (PF 2012-13 – AAS Electrical Technology)
November 22-25	Thanksgiving Holiday/Administrative Closing - College Closed **Weekend College Will Not Meet** **Wednesday Evening Classes Will Not Meet November 21**
December 7	Deadline for Completing Spring Semester 2012 Grade of "I"
December 8	Last Class Session Before Final Exams
December 10-15	Final Exam Period
December 17	Last Official Day for Faculty
December 17	All Grades Due
December 24, 2012 January 2 , 2013	Christmas Holiday/Administrative Closing - College Closed

The Fall Semester 2012 calendar is subject to change any time prior to or during the academic term due to emergencies or causes beyond the reasonable control of the institution, including severe weather, loss of utility service, or orders by federal or state agencies.

Spring Semester 2013	
December 17	Fee Waivers Accepted
January 3	College Re-opens
January 9	Fees Due for Spring Semester 2013 Fees for Students Registering for Spring Semester **after** January 9 Will be Due Same Day As Registration
January 11	Faculty Report/Staff Preparation Day
January 11 and 14	In-Service Activities
January 14	1st Class Purge – Spring Semester 2013– 1:30 p.m. (Student schedules are deleted if fees are not paid)
January 15	Open Registration
January 16	Last Day for 100% Refund
January 17	Classes Begin
January 17	Late Registration/Late Payment Fee ($10) Charged Beginning Today
January 16	RODP - Last Day for 100% Refund
January 21	Holiday, Martin Luther King, Jr.'s Birthday, College Closed
January 21	2nd Class Purge – Spring Semester 2013– 1:30 p.m. (Student schedules are deleted if fees are not paid)
January 22	Last day to Add a Class
January 30	Final Class Purge – Spring Semester 2013 – 1:30 p.m. (Student schedules are deleted if fees are not paid)
January 25	Deadline for Application for Graduation Spring Semester 2013
January 25	Preferred Submission Date - Application for Graduation Summer 2013
January 30	RODP – Last Day for 75% Refund
January 30	Last Day for 75% Refund
February 13	RODP - Last Day for 25% Refund
February 13	Last Day for 25% Refund
March 8	Last Day to Drop EDUC 1010 Class
March 11-16	Spring Break for Students, **Weekend College Will Not Meet**
March 11 – April 26	ETS Proficiency Profile - Exit Exam for Graduates
March 29	Last Day to Drop a Class, Withdraw, or Change to Audit
April 1	Priority Registration for Summer/Fall Semesters 2013 Begins
April 5	Administrative Closing Day, College Closed, **Weekend College Will Not Meet**
April 9	Academic Area Field Tests (PF 2012-13 – AAS Electrical Technology)
April 18	Honors Convocation
April 30	Deadline for Completing Fall Semester 2012 Grade of "I"
May 1	Last Class Session Before Final Exams
May 2-8	Final Exam Period
May 6	Fees Due for Intersession Fees for Students Registering for Intersession **after** May 6 Will be Due Same Day as Registration
May 13	All Grades Due
May 14	Academic Year Contract Ending Date
May 14	Commencement

The Spring Semester 2013 calendar is subject to change at any time prior to or during the academic term due to emergencies or causes beyond the reasonable control of the institution, including severe weather, loss of utility service, or orders by federal or state agencies.

Summer - Intersession 2013	
April 15	Fee Waivers Accepted
May 9	Class Purge – Summer Intersession – 1:30 p.m. (Student schedules are deleted if fees are not paid)
May 10	Open Registration
May 10	Last Day for 100% Refund
May 15	Late Registration/Late Payment Fee ($10) Charged Beginning Today
May 15	Classes Begin
May 16	Last Day to Add a Class
May 16	Last Day for 75% Refund
May 21	Last Day for 25% Refund
May 27	Holiday - Memorial Day, College Closed
May 29	Last Day to Drop a Class, Withdraw, or Change to Audit
June 3	Classes End/Final Exams
June 4	All Grades Due

Summer – Full Session 2013	
April 17	Fee Waivers Accepted
May 28	Fees Due for First and Full Summer Session Fees for Students Registering for First or Full Session **after** May 27 Will be Due Same Day as Registration
May 30	1st Class Purge – Summer – 1:30 p.m. (Student schedules are deleted if fees are not paid)
May 30	Open Registration
June 3	Last Day for 100% Refund
June 3	RODP – Last Day for 100% Refund
June 4	Late Registration/Late Payment Fee ($10) Charged Beginning Today
June 4	Classes Begin
June 6	2nd Class Purge – Summer – 1:30 p.m. (Student schedules are deleted if fees are not paid)
June 7	Last Day to Add a Class
June 10	Last Day for 75% Refund
June 10	RODP – Last Day for 75% Refund
June 14	Deadline for Application for Graduation Summer 2013
June 14	Preferred Submission Date – Application for Graduation Fall 2013
June 17	Last Day for 25% Refund
June 17	RODP – Last Day for 25% Refund
July 1 – August 2	ETS Proficiency Profile - Exit Exam for Graduates
July 4	Holiday – Independence Day Observed, College Closed
July 11	Final Class Purge – Summer – 1:30 p.m. (Student schedules are deleted if fees are not paid)
July 12	Last Day to Drop a Class, Withdraw, or Change to Audit
August 8	Classes End/Final Exams
August 9	All Grades Due

The Summer Semester 2013 calendar is subject to change at any time prior to or during the academic term due to emergencies or causes beyond the reasonable control of the institution, including severe weather, loss of utility service, or orders by federal or state agencies.

Summer – First Session 2013	
April 17	Fee Waivers Accepted
May 28	Fees Due for First and Full Summer Session Fees for Students Registering for First or Full Session **After** May 27
May 30	1st Class Purge – Summer – 1:30 p.m. (Student schedules are deleted if fees are not paid)
May 30	Open Registration
June 3	Last Day for 100% Refund
June 3	RODP – Last Day for 100% Refund
June 4	Late Registration/Late Payment Fee ($10) Charged Beginning Today
June 4	Classes Begin
June 5	Last Day to Add a Class
June 6	2nd Class Purge – Summer – 1:30 p.m. (Student schedules are deleted if fees are not paid)
June 7	Last Day for 75% Refund
June 11	Last Day for 25% Refund
June 21	Last Day to Drop a Class, Withdraw, or Change to Audit
July 3	Classes End/Final Exams
July 4	Holiday – Independence Day Observed, College Closed
July 5	All Grades Due
July 11	Final Class Purge – Summer – 1:30 p.m. (Student schedules are deleted if fees are not paid)

Summer – Second Session 2013	
May 28	Fees Due for Second Summer Session Fees for Students Registering for Second Session **After** May 27 Will Be Due Same Day as Registration
May 30	1st Class Purge – Summer – 1:30 p.m. (Student schedules are deleted if fees are not paid)
June 6	2nd Class Purge – Summer – 1:30 p.m. (Student schedules are deleted if fees are not paid)
April 17	Fee Waivers Accepted
July 3	Open Registration
July 8	Last Day for 100% Refund
July 8	Classes Begin
July 8	Late Registration/Late Payment Fee ($10) Charged Beginning Today
July 9	Last Day to Add a Class
July 11	Last Day for 75% Refund
July 11	Final Class Purge – Summer – 1:30 p.m. (Student schedules are deleted if fees are not paid)
July 15	Last Day for 25% Refund
July 26	Last Day to Drop a Class, Withdraw, or Change to Audit
August 8	Classes End/Final Exams
Aug. 9	All Grades Due

Northeast State's Academic Calendar is subject to change at any time prior to or during an academic term due to emergencies or causes beyond the reasonable control of the College, including severe weather, loss of utility services, or orders by federal or state agencies.

TRiO Student Support Services

PROGRAM DESCRIPTION

Student Support Services (SSS) is a TRiO program that is federally funded by the U.S. Department of Education. SSS provides supportive services to enhance the potential for success of eligible college students. The program also provides services and assistance to students who plan to transfer to a university. Students must be enrolled or accepted for enrollment in a post-secondary education program and have an established need for academic assistance in order to receive Student Support Services assistance. All participants must qualify on the basis of income eligibility and/or first generation college student status, and/or disability.

- Income eligibility is determined by family size and household taxable income for the previous year. All student applicants must submit copies of tax returns for documentation if not accessible in the Financial Aid Office. All information is kept confidential.
- First generation college student status is determined by a self-reported student-generated statement assuring that neither parent/guardian has earned a bachelor's degree.
- Disability status is determined through current documentation of a disability. It is the student's responsibility to provide current documentation. If registered with Northeast State's Center for Students with Disabilities (CSD), disability status will be verified by SSS staff through contact with the CSD office. If you are not registered with the CSD and need accommodations, it is recommended that you visit the CSD Office, Room C1101.

Student Support Services provides academic, transfer, and career advisement as well as access to cultural events, workshops and seminars, and tutorial services. All services are designed to enhance participant success. Tutoring is offered in all core curricula courses under the divisions of math and science, humanities and social sciences and technologies. All services are offered at no cost to the participants.

TRiO Student Support Services

PEER TUTOR JOB DESCRIPTION

A. DEFINITION

Tutors work under the supervision of the Student Support Services program director and program staff. Tutors are responsible for tutoring project participants and for attending tutor meetings, program workshops, seminars and training sessions. Tutors are limited to a total of 20 hours per week.

B. TYPICAL DUTIES AND RESPONSIBILITIES

- Provide tutorial assistance as assigned.
- Assist participants in the development of study skills necessary for successful completion of courses so that students are retained, graduated and/or transferred.
- Maintain accurate and current documentation concerning participant contact and progress.
- Maintain contact with SSS staff as required.
- Refer participants to Student Support Services staff for information or assistance with issues such as academic, transfer and career advisement, and problem-solving.
- Maintain a professional attitude and demeanor at all times.
- Tutor in designated areas for designated time periods.
- Keep all information confidential.
- Initiate contact with appropriate faculty members at least once per semester.
- Participate in training as required (in the form of sessions, individual study, etc.).

C. SUPERVISION

Tutors must follow oral and written instructions provided by the program director and staff.

D. QUALIFICATIONS

- Completion of at least one semester of college at Northeast State or other institution.
- A minimum GPA of 3.0.
- A grade of “A” or “B” in each course to be tutored.
- Recommendations from at least two instructors.
- Completion of initial training sessions.
- Effective verbal and written communication skills.

E. ESSENTIAL KNOWLEDGE AND ABILITIES

Tutors must have good communication skills, the ability to establish positive working relationships with participants, and expertise in areas tutored.

TRiO Student Support Services

ADVANCED (CONTRACT) TUTOR JOB DESCRIPTION

A. DEFINITION

- Advanced tutors work under the supervision of the Student Support Services program director and program staff. Tutors are responsible for tutoring project participants, for attending tutor meetings, program workshops, seminars and training sessions. Tutors are limited to 20 hours per week total for all contracts with Northeast State.

B. TYPICAL DUTIES AND RESPONSIBILITIES

- Provide tutorial assistance as assigned.
- Assist participants in the development of study skills necessary for successful completion of courses so that students are retained, graduated and/or transferred.
- Maintain accurate and current documentation concerning participant contact and progress.
- Maintain contact with SSS staff as required.
- Refer participants to Student Support Services staff for information or assistance with issues such as academic, transfer and career advisement, as well as problem-solving.
- Maintain a professional attitude and demeanor with participants at all times.
- Tutor in designated areas for designated time periods.
- Keep all information confidential.
- Initiate contact with appropriate faculty members at least once per semester.
- Participate in training as required (in the form of sessions, individual study, etc.).

C. SUPERVISION

- Tutors must follow oral and written instruction provided by the program director and staff.
- Should an Advanced Tutor also so be an Northeast State instructor, the tutor will not be assigned to students who are currently enrolled in their classes.

D. QUALIFICATIONS

- Completion of Associates or Bachelor's Degree at an accredited institution with a final GPA of at least 3.0 and grade of "A" or "B" in subjects to be tutored if applicable.

OR

- Acceptance as adjunct faculty at Northeast State or prior tutoring experience for Student Support Services with all documentation on file.
- Completion of initial training sessions.
- Effective verbal and written communication skills.

E. ESSENTIAL KNOWLEDGE AND ABILITIES

Tutors must have good communication skills, the ability to establish positive working relationships with participants, and expertise in areas tutored.

TRiO Student Support Services

CONFIDENTIALITY POLICY

All participant information **must be kept confidential**. All tutors are required to adhere to the rules governing confidentiality as delineated by *FERPA, more commonly known as the Buckley Amendment. Confidential records include, but are not limited to: grades, class enrollment, attendance records, disciplinary records, student grievances, complaints and/or appeals and/or disability.

Confidential records will be released or revealed by the Student Support Services staff only with signed, written consent of the student. The consent form or signed statement from the student must be dated, must identify the specific records to be disclosed and the purpose of the disclosure, and must delineate specifically to whom the disclosure is to be made. The institution may disclose confidential information to parents only under specific conditions.

Confidential records may be reviewed by school officials, as necessary, for fulfillment of his/her assigned responsibilities. The disclosure of records will be limited to the information necessary to fulfill responsibilities.

Tutors are not to disclose any information determined confidential. Any requests from parents, faculty and/or staff must be referred immediately to the Student Support Services program director.

Students attending Northeast State are assured that all information regarding the areas listed above are confidential, as ordered by the Federal Government via the Buckley Amendment. **Any violation of the confidentiality policy will result in the immediate and permanent termination of the tutor's employment.**

* FERPA – The Family Education Rights and Privacy Act permits the release of "directory information" concerning students without the student's permission. Directory information includes the student's name, address, telephone number, college major, classification, participation in student organizations, date(s) of enrollment, and academic awards received and date of receipt. Students may, upon request, restrict the release of directory information.

TRiO Student Support Services

TUTORIAL COMPONENT PROCEDURES

(Subject to change — Tutors will be notified when changes occur.)

TUTOR BEGINS WORK

New assignments will be communicated to tutor by e-mail (preferable by SSS staff), text message, and/or phone. Tutor checks assigned folder in C1114F and Tutor/Student Information Board in Tutor Lab **daily** for ***Tutorial Record Sheets*** with new tutoring assignments and/or messages.

Tutor meets new student at time indicated on the ***Tutorial Record Sheet***. **All tutoring sessions must take place in the Tutor Lab located in C1114F or in approved teaching site tutor labs at Elizabethton and Kingsport. Changing locations must be approved by a SSS staff member.**

Tutor completes assessment with the new student.

MAXIMUM # HRS PER/WEEK NOTICE: Northeast State permits tutors to work a maximum of 20 hours per week. If there are more days in a month, then there will be more hours worked per pay period. Please ask an SSS staff member if you have questions about this policy.

TUTORING SESSION IS COMPLETED

Tutor completes the ***Tutorial Record Sheet*** with the date, hours tutored, and specific material covered.

Student signs in blue or black ink where indicated.

- ☑ **Student signature verifies that all information is correct.**
- ☑ **Correct any errors by drawing one line through the error, and initial.**
- ☒ **Do not use pencil or any other color of ink on any paperwork.**
- ☒ **Do not use whiteout.**

If a student questions the purpose of the paperwork, inform him/her that the paperwork is used for documentation of program services for reporting purposes.

Return folders to the assigned area in the lab when tutoring is completed for the day, as folders are monitored periodically for paperwork completion, and are used to transmit messages concerning schedule changes and program information.

Inform Student Support Services staff immediately if serious problems or difficulties related to tutoring are encountered.

Planned or extended absences of tutors should be discussed with staff member and tutees in advance. Emergency or last minute absences – please call staff member and tutees as soon as possible.

*******Cancellations must be documented on the *Tutorial Record Sheet***

Tutorial Record Sheets are submitted to the Student Support Services secretary in C1107 on the scheduled due dates. DATES ARE PROVIDED IN THIS HANDBOOK – PLEASE SEE *TABLE OF CONTENTS*.

It is the tutor's responsibility to accurately copy the header information at the top of a new ***Tutorial Record Sheet*** before submitting a completed form for payment.

Notify Student Support Services staff if a student:
★ doesn't show and has not called to cancel a session, ★ misses more than two consecutive tutoring sessions, ★ is not punctual or dependable, ★ terminates tutoring, ★ does not seem to be doing his/her homework, or ★ needs counseling support or a referral.

INCLEMENT WEATHER POLICY

If all classes are canceled, tutoring is canceled. If a snow schedule is in effect, tutoring is canceled during the hours classes are canceled and will resume when classes resume.

PROGRAM EVALUATIONS

Program evaluations are conducted each semester by Student Support Services staff.

A Student Support Services staff member will observe a minimum of one tutoring session per tutor per semester.

Tutors complete evaluation forms for each SSS student they tutor during the semester

Students complete two evaluation forms: 1) for each tutor they have worked with during the semester and 2) for the Student Support Services program.

If a student drops tutoring before the end of the semester, he/she will be asked to complete the evaluations at that time.

Tutors and students must promptly complete all forms.

Tutors must allow privacy as students complete evaluation forms. Place completed forms in the gray lockbox in the Tutor Lab. Off campus locations will be provided with an envelope to collect completed evaluation forms.

TUTOR MEETINGS

Tutor training is conducted at the beginning of the fall semester. Group and individual tutor meetings are conducted as needed throughout the fall and spring at times to accommodate scheduling conflicts.

TRiO Student Support Services

TUTOR GUIDELINES

1. Staff will communicate with tutors by e-mail, phone, text message, and notes in tutor folders or on the message board in the Tutor Lab. Peer tutors can use their campus e-mail accounts. Contract tutors will complete employment paperwork to request a campus e-mail unless personal e-mail addresses are provided on the Tutor Schedule. Tutors are responsible for providing current contact information (phone, e-mail and address). Tutors **must** provide either a telephone number or e-mail address to their tutees.

2. Tutors are required to notify SSS Program Assistant when changes occur in their schedules so that hours for tutoring can be adjusted.

3. Tutors should remind their tutees to correctly sign in on the ***Student Contact Form*** before each tutoring session begins.

4. Tutors are encouraged to share any study tips, study guides, web-sites, etc. that may help other tutors. If you develop study guides or other resources that can benefit the tutors and students, you may be paid for the preparation time. Please speak with the Tutor Coordinator before doing so.

5. Tutors are only paid for tutoring those who are eligible for program services, and may not tutor a spouse, sibling, girlfriend, boyfriend, roommate, etc.

6. Tutors may not type or write papers for students.

7. Peer tutors are expected to set a good example for tutees by demonstrating a commitment to attending classes regularly.

8. Tutors should be positive with tutees concerning their instructor's teaching style. Encourage them to discuss any concerns with their assigned SSS advisor.

9. Documented meetings with instructors are paid at the regular hourly rate and recorded on the ***Tutorial Training/Instructor Meeting Sheet.*** Tutors should inform students of their responsibility to communicate concerns and grievances to their instructors. If issues cannot be resolved, students may request a meeting with the instructor's Dean. These are:

Health–Related Professions	*Connie Marshall*	*RCHP110*
Humanities	*William Wilson*	*H129*
Behavioral/Social Science	*Xiaoping Wang*	*H292*
Mathematics	*Nancy Forrester*	*F234*
Sciences	*Carolyn McCracken*	*B204E*
Technical Education	*Sam Rowell*	*A216*
	Danny Lawson	*F211*

10. Student requests for specific tutors will be honored if possible. However, **<u>do not</u>** meet with students until their eligibility is verified and you receive the official assignment.

Chapter 4: Business Policy (from Faculty & Staff Policies & Procedures Manual)

04:34:00 After Hours Building Access

In order to provide a safe and secure environment, building access is restricted after the normal business day and when the campus is closed. Normal business hours are generally defined as 6:30 a.m. to 10:30 p.m. Monday thru Friday and 8:00 a.m. to 5:00 p.m. on Saturdays. On Sunday, access to faculty, staff, and students who are not meeting in scheduled classes will be subject to the provisions of this policy.

The Office of Police and Safety has overall responsibility to ensure only authorized individuals gain access to buildings after normal business hours. The After Hours Building Access Log and the After Hours Building Access Pass will be used to document authorized access. The After Hours Building Access Log is used to record all individuals on campus after normal business hours. The After Hours Building Access Pass is used to approve students, student workers, or visitors who require access to buildings after normal business hours. Any student, student worker, or visitor who does not have an approved After Hours Building Access Pass on file with the Security Office will be denied access. Students, student workers, and visitors will not be permitted access to laboratories or other rooms that contain equipment where safety and security is of concern unless a staff/faculty member is present.

Chapter 4: Business Policy (from Faculty & Staff Policies & Procedures Manual)
04:27:00 Smoking and Tobacco Use In/On Campus Facilities

Campus-wide smoking and tobacco regulations are intended to limit the potential adverse effects of smoking and other tobacco use. Northeast State Community College restricts smoking and the use of tobacco as follows:

1. **All campus locations:** There shall be no smoking or other tobacco use, including the use of electric cigarettes, in any buildings owned or leased by the College or otherwise located on the campus, including hallways, classrooms, offices, restrooms, meeting rooms, lobbies, elevators, shops, cafeterias, snack bars, waiting rooms, and in-door or out-door spaces in campus buildings.

2. **Grounds and Open Air Areas:** Smoking or other tobacco use is prohibited on all grounds and in all open air areas except in parking lots which are more than 50 feet away from any doorways, windows and ventilation systems to prevent smoke from entering campus buildings. This includes all campuses owned or leased by the college.

3. **College Vehicles:** Smoking or other tobacco use is prohibited in all college-owned or leased vehicles.

4. **Enforcement Polices:** All members of the College Community are responsible for compliance with this policy. Violators of the smoking and tobacco use policy will be subject to normal administrative/student disciplinary/personnel procedures.

Wireless Access Request (from Northeast State's website)

If you have a laptop computer with a wireless access card, you may gain access to wireless services by taking the following steps:

1. Use the short form on the college's web site (www.northeaststate.edu), then Students, then Wireless Access Request on menu (left side of page) to register with the Office of Information Technology. Provide your name, Northeast State e-mail address, and your SSN or Banner ID. Click on Submit.
2. Your information will be sent to the Office of Information Technology for verification.
3. You will receive an e-mail message to your Northeast State address informing you that access has been granted to wireless services.
4. Turn your laptop computer on in an area with wireless coverage and sign on the system just as you would in a regular, wired computer lab.

Questions may be directed to the Office of Information Technology. Wireless users are subject to the same Computer Resource Guidelines and Policies.

CODE OF CONDUCT FOR TUTOR LAB

The Code of Conduct in the Tutor Lab is intended to help everyone to be more productive and successful. Thank you for your cooperation and participation.

1. Only SSS tutors and assigned tutees are to use the Tutor Lab.

2. Computers are to be used for **academic purposes**. **Do not play games.**

3. Use of the internet should be limited to appropriate websites, primarily **academic** in nature.

4. Excessive printing is discouraged. Printing should be related to course work and used wisely in order for SSS to offer service to our participants.

5. **The lab is for tutoring sessions and studying**. Socializing should be done in the courtyard or other locations that will not be disruptive to tutoring or classes.

6. Keep your voice down while in the lab and hallway. We have had complaints about loud conversations going on while others are trying to tutor or be tutored.

7. Participants: Please do not interrupt a tutor who is in a session to ask them questions. Wait for your scheduled session or until your tutor is not with another student.

8. Tutors: Please do not interrupt another tutor to consult about a question. We encourage you to work together and help each other, but not during a session.

9. Remember that the information you have access to, including academic performance, personal contact information (phone numbers, e-mail addresses etc.) should be kept **confidential and used for academic/tutoring purposes**. It should not be discussed with others or easily accessible to others.

10. Respect the personal space of those around you and remember to conduct yourself as you would in any other work or classroom environment.

11. Tutors may use the refrigerator and/or microwave in the Tutor Lab. Please keep this area clean and neat.

12. Tutors and participants may use the phone in C1114 (Tutor Lab) for emergency purposes only or to contact your tutor/tutee. Please limit your calls to three minutes or less (no long distance available). If you have a special circumstance that is non-emergency and need to use the phone, please talk to SSS staff.

13. The Tutoring Lab environment should be similar to that of the Library. We do not have as much space, so please be particularly conscious of those around you.

14. **Tutors: Please remember the following when filling out your Tutorial Record Sheets**: Use .3 (for 15 min.) ▪ .5 (for 30 min.) ▪ .8 (for 45 min.) and 1.0 (and so on) ONLY (**do not** use ½ hour or 45 min. etc.). See Time Conversion chart in this handbook for other time increments (please see *Table of Contents)*.

15. For "no shows", use only DNA (did not attend) OR "cancel" if you or the tutee cancels. (Please record information on Tutorial Record Sheet)\

16. Children are not permitted to attend classes or lab sessions and should never be left unattended or without supervision in any area of the college *(NeSCC Student Handbook).*

PROBATION WILL RESULT FOR THE FOLLOWING REASONS

- Failure to complete required paperwork.
- Failure to report for work at scheduled times without advance notice.
- Acting irresponsibly in the Tutor Lab.
- Working more hours than assigned without permission from Student Support Services staff.
- Tutoring in a location other than the Tutor Lab without notifying Student Support Services staff.
- Making personal calls in the Tutor Lab without permission.
- Failure to help a student in an appropriate manner.
- Visiting inappropriate sites on the web.
- Insubordination.
- Failure to comply with Code of Conduct for Tutor Lab.
- Failure to comply with Northeast State student conduct guidelines.

Any of the above-mentioned violations will result in a tutor receiving a letter from the Student Support Services staff. Tutors are placed on 30-day probation. Violation while on probation will result in termination of employment.

TERMINATION WILL RESULT FOR THE FOLLOWING REASONS

- Use of profane language during a tutoring session.
- Sexual harassment or use of violence against anyone on the Northeast State campus.
- Repeated failures to report for work at scheduled times.
- Falsification of hours on the ***Tutorial Record Sheet***.
- Use of drugs and/or alcohol before and/or during work hours.
- Writing a paper for a student.

- Helping a student cheat.
- Repeated failures to complete paperwork.
- Missing a mandatory meeting without prior notification.
- Stealing from anyone or any department at Northeast State.
- Unsatisfactory work performance.
- Failure to notify by phone or in person of absence.

RESIGNATION POLICY & PROCEDURES

Should a SSS Peer or Advanced Tutor find it necessary to resign from their tutoring position, they should discuss the resignation with the Tutor Coordinator and/or appropriate SSS staff member before leaving the program. **With the exception of emergencies, tutors are expected to give SSS staff a two (2) week notice so that participants will continue to receive services until a replacement can be obtained.** It is the tutor's responsibility once a decision is made to resign, to inform his/her participants that they will be leaving the program, and immediately direct those participants to a staff member for rescheduling of services. All books, calculators and program materials must be returned at time of resignation. If a tutor chooses to leave "without prior notice", they will not be eligible for rehire in the Northeast State SSS program and this information will be documented in their personnel file.

NOTE: Rules and regulations are subject to change, except those stated in Northeast State's student conduct guidelines.

TRiO Student Support Services

TIME/WAGE INFORMATION

WAGE RATES

1. Rate of pay for peer (student) tutors is $8.00 per hour.

2. Rate of pay for contract tutors is $10.00 per hour.

3. Round hours tutored up to the nearest 15-minute increment and use only the following to record time: .3 for ¼ hour ▪ .5 for ½ hour ▪ .8 for ¾ hour, etc. A time conversion chart from Financial Aid is provided in this handbook, please see *Table of Contents.*

4. Tutors are required to wait a minimum of 15 minutes before declaring the session a "did not attend" (DNA). **Please notify SSS staff at that time.**

5. Tutoring sessions are considered a "DNA" if a student cancels less than two hours before the scheduled session. DNA instructions are provided in this handbook, please see *Table of Contents.*

6. Cancellation of a session: Tutors are notified by note or phone at least two hours before the scheduled tutoring session or by 4:30 p.m. for sessions scheduled before 10:00 a.m. the next day. Tutors are not paid for cancellations; however, it should still be listed on the ***Tutorial Record Sheet*** that the session was cancelled. (Students are instructed to notify tutors of cancellations.)

7. Tutors receive the regular rate of pay for attending tutor and staff meetings, training workshops and conferences with SSS. All time must be documented on a Tutorial Training/Instructor Meeting Sheet and signed by a SSS staff member, instructor or presenter of the workshop/training session. **Paid training time outside of these guidelines must be approved by a SSS staff member before the training takes place.**

8. Peer Tutor:
   A. ***Tutorial Record Sheets*** are due on the 15th and the 31st (or last working day of month) of each month (or the following Monday if these dates occur on the weekend) (the end of semester dates which would occur BEFORE the regularly scheduled due dates). Exact dates are provided in this handbook, please see *Table of Contents*.
   B. Peer tutors are paid on the 15th and the last working day of the month. If the 15th occurs on a weekend, paychecks will be available on Friday. Checks are available in the Business Office between 8:00 a.m. and 4:30 p.m. Currently, student tutors must furnish picture identification to the Business Office personnel before the check is released. However, direct deposit will be available in the fall for all student tutors, as well as contract tutors.

9. Contract Tutor:
   A. ***Tutorial Record Sheets*** are due on the last working day of each month (also end of semester dates which would occur BEFORE the regularly scheduled due dates). Exact dates are provided in this handbook, please see *Table of Contents.*
   B. Contract tutors are paid once per month on the 15th of each month (or the following Monday if these dates occur on the weekend). Checks are available in the Business Office between 8:00 a.m. and 4:30 p.m. Tutors must furnish picture identification to the Business Office personnel before the check is released.

DID NOT ATTEND (DNAs)

- Paid DNAs: student does not show up for the scheduled session, or fails to give a two hour notice that he or she is canceling the scheduled session.

- Tutors are paid 1/2 (.5) hour for DNAs.

- If the tutor is scheduled to see more than one student at a time, the tutor is paid the regular rate of pay for the student who attended, and is not paid for the DNA.

- If the tutor is scheduled to see more than one student at a time, and both students are DNAs, the tutor receives pay for 1/2 hour (.5).

- Tutors are requested to contact the student and document the contact on the ***Tutorial Record Sheet***. DNAs are subject to review by the SSS Staff. Student's phone number and e-mail address are provided on the initial Tutorial Record Sheet and should be copied onto subsequent record sheets as each new pay period begins.

- Tutors will receive payment if DNAs and outcome of contact are recorded on the ***Tutorial Record Sheet***. There should not be more than 1 DNA as per contract.

STUDENT CANCELLATIONS

Cancellations: student cancels the tutoring session with a two-hour or more notice.

- List all cancellations on the ***Tutorial Record Sheet***.
- Tutoring will be terminated after the third cancellation or 1st DNA.

TUTOR CANCELLATIONS

It is the tutor's responsibility to notify the student if a session must be cancelled for illness, family emergencies, etc.

TRiO Student Support Services

TUTORIAL RECORD SHEET

INSTRUCTIONS

1. Header – Copy information in this section to a new ***Tutorial Record Sheet*** when starting a new payroll period. Transfer information **completely** and **accurately**.

   a. Semester – Current semester (12F).

   b. Student's Name (1) – Name of student you are tutoring.

   c. Student's Name (2) – If tutoring more than one student at a time, place name of second student here. (Note: only record time for Student #1.)

   d. Tutor's Name – Your name.

   e. Instructor – Name of student's instructor for subject you are tutoring.

   f. Course Number and Section – Example: DSPM 0700-A01.

   g. Tutoring Schedule – Day(s): M T W R F (circle); Time(s): tutoring session is scheduled.

2. Log Tutor Times

   COLUMN 1: Date – Each date during the payroll period that you are assigned a tutoring session should be logged as either having covered material, cancelled, or DNA.

   COLUMN 2: Alternate Date/Time – If either tutor or student must reschedule a tutoring session, record the specific date and time of the alternate session here.

   COLUMN 3: Material Covered – Brief description of what was covered during the session. Examples: Chapter #, Page #'s, title of writings discussed, etc.

COLUMN 4: ✓if Substitute – Check here if you are substituting for another tutor who is absent or if the student needs extra tutoring. This is used for tutoring sessions not regularly scheduled.

COLUMN 5: Hours Tutored – Length of time of the tutoring session. Log as .3, .5, .8, etc. A time conversion chart from Financial Aid is provided in this handbook, please see *Table of Contents.*

COLUMN 6: Student's Signature – At the end of the tutoring session, the tutor logs information in the appropriate row and column of the record sheet table and has student sign to verify information.

3. Footer – Complete at end of payroll period before submitting to Student Support Services Secretary (C1107).

   a. Tutor's Signature – Sign your name.

   b. Date – The current date as ***Tutorial Record Sheet*** is turned in to the secretary.

   c. Banner ID# - Tutor's Banner ID number.

   d. Circle Reporting Period – Circle the appropriate payroll period. Contract tutors are those tutors who have a college degree from an accredited institution, and are not attending Northeast State. Student tutors are tutors who are currently attending Northeast State, with or without a degree.

   e. Take a moment to verify that all information is complete and accurate before submitting to secretary. Incomplete forms will be returned to tutor's folder in C1114F. **Incomplete *Tutorial Record Sheet* payments will be posted on the next payroll period (that includes sheets without signatures).**

   f. ***Tutorial Record Sheets*** are due to the secretary the day after the payroll ends. Example: Student tutor reporting period 1st – 15th are due to secretary on the 15th***.*** You will complete all tutoring on the 15th, and begin a new ***Tutorial Record Sheet*** for tutoring starting with the 16th. **ALWAYS BEGIN A NEW TUTORIAL RECORD SHEET FOR EACH PAY PERIOD (no exceptions per the Business Office).**

☑ **Remember to copy the header information onto new Tutorial Record Sheets prior to turning in your completed sheets.**

☑ **Remember to sign your Tutorial Records Sheets prior to turning in completed sheets.**

***TRiO* Student Support Services**

TUTORIAL TRAINING/INSTRUCTOR MEETING SHEET

INSTRUCTIONS

1. Tutorial Training / Instructor Meeting Sheet is used for recording tutor's time for everything *except* tutoring sessions.

2. Tutor's Name – Print your name legibly.

3. Semester – Current semester (12F).

4. Banner ID# – Tutor's Banner ID number.

5. Date – Date of activity.

6. Amount of Time – Length of time of activity. List as .3, .5, .8, etc. A time conversion chart from Financial Aid is provided in this handbook, please see *Table of Contents.*

7. Type of Activity – Brief description of activity. Example: Tutor Training, Tutor Meeting, Instructor Meeting, etc.

8. Staff Signature – A Student Support Services staff member must sign at the time of the activity to verify information. **Instructors should sign for instructor meetings.**

9. Log tutor training at the beginning of the semester and have a Student Support Services staff member sign. Submit to secretary. (Amount of time to log will be announced during tutor training.)

10. All subsequent training and meetings should be logged and submitted to secretary at the end of each pay period.

Northeast State Community College

TRiO Student Support Services

STUDENT CONTRACT for TUTORIAL SERVICES

Location

- ❑ **Tutor Lab - C1114**
- ❑ **Elizabethton - Room E114**
- ❑ **Kingsport** _____
- ❑ **Other**_____

Type of Tutoring

- ❑ **Individual ***
- ❑ **Group**
- ❑ **Open Lab**

Your Tutoring Schedule

M T W R F

Time _____

Start Date _____

Student_____ Tutor_____

Subject_____ Instructor_____

- ❑ I understand that tutoring does not take the place of classroom instruction and it is not the tutor's responsibility to teach me the material. I agree to attend classes and attempt to complete my assignments before coming to tutoring sessions.
- ❑ I understand that tutors are only paid if I attend my scheduled sessions. Excessive absences are related to Student Support Services (SSS) maintaining qualified tutors. *I understand that individual tutoring is a time commitment, and I am expected to utilize the service as if it were a class.
- ❑ I understand that if I am unable to attend a scheduled session, it is my responsibility to contact my tutor prior to the scheduled session. If the tutor cannot be reached, call the SSS office to cancel your session at 323.0216. **Failure to cancel a scheduled session in advance will result in termination of individual tutoring services.**
- ❑ I understand that after **three (3) absences** from tutoring, my **individual tutoring** will be **automatically terminated.**
- ❑ I agree that if I am having personal issues or circumstances that are affecting my attendance to tutoring and/or academic performance, I will contact my SSS Advisor.
- ❑ I understand that excessive tardiness or early dismissal from tutoring sessions will result in my individual tutoring being reduced.
- ❑ Cell phone use, texting and playing games on the computers is discouraged in the Tutor Lab by participants and tutors. We understand emergencies arise and use of a cell is occasionally needed, but otherwise, attention to academics is the focus while in the Tutor Lab.

I understand this contract and agree to abide by the above policies and procedures.

_____ _____

Student's Signature Date

_____ _____ _____

Assigned SSS Advisor (Print) Signature Date

White - TRiO SSS; Yellow - Student NSCC-3 08-002

TUTOR PAYROLL TIMESHEET DUE DATES
2012-2013

(These are the ACTUAL dates that your timesheets are due to the SSS office secretary. Please be prompt in turning in your paperwork. We have deadlines from the Business Office we have to adhere to in order to get your paychecks to you on time.)

PEER TUTORS

FALL SEMESTER 2012

Thursday, September 15, 2011

Friday, September 30, 2011

Friday, October 14, 2011

Monday, October 31, 2011

Tuesday, November 15, 2011

Wednesday, November 30, 2011

Friday, December 16, 2011

SPRING SEMESTER 2013

***none due – classes begin 1/12/2012**

Tuesday, January 31, 2012

Wednesday, February 15, 2012

Wednesday, February 29, 2012

Thursday, March 15, 2012

Friday, March 30, 2012

Monday, April 16, 2012

Monday, April 30, 2012

Monday, May 7, 2012

CONTRACT TUTORS

FALL SEMESTER 2012

Friday, September 30, 2011

Monday, October 31, 2011

Wednesday, November 30, 2011

Friday, December 16, 2011

SPRING SEMESTER 2013

Tuesday, January 31, 2012

Wednesday, February 29, 2012

Friday, March 30, 2012

Monday, April 30, 2012

Monday, May 7, 2012

TIME CONVERSION CHART

MEMORANDUM

TO: Supervisors of Student Workers

FROM: Crusie Lucero, Director of Financial Aid

DATE: October 14, 2003

SUBJECT: Recording Student Work Hours

The time recorded on the **FWS Student Worker Timesheet** and **Academic Work Scholarship Time Record must** be the actual time worked to the nearest tenth of an hour. Please remember that if the student begins work he/she must work a minimum of one (1) hour per work session except in the case of illness or emergency.

The following table has been developed to assist you in converting minutes to tenths:

Minutes	Tenths
55 minutes through 60 minutes	1.0
49 minutes through 54 minutes	0.9
43 minutes through 48 minutes	0.8
37 minutes through 42 minutes	0.7
31 minutes through 36 minutes	0.6
25 minutes through 30 minutes	0.5
19 minutes through 24 minutes	0.4
13 minutes through 18 minutes	0.3
7 minutes through 12 minutes	0.2
1 minutes through 6 minutes	0.1

For example, if the student works 2 hours and 15 minutes, record 2.3; forty-five minutes of work would be 0.8; one hour and 57 minutes would be recorded as 2.0 hours, etc.