



What is Tutoring?

Definition of Tutoring and Tutor Responsibilities

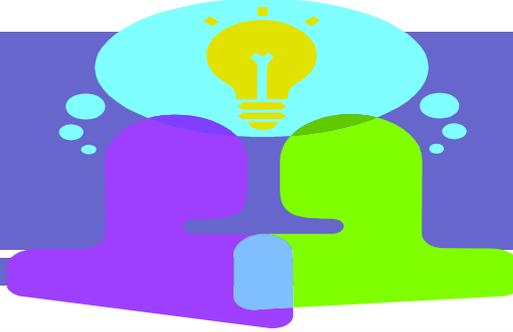
Taken from American River College's Tutor Training Website and
Chattanooga State Community College's Website

What is Tutoring?

- Tutoring is an age-old practice. The dictionary defines tutor as a person who gives individual, or in some cases small group, instruction. Thus, the purpose of tutoring is to help students help themselves, or to assist or guide them to the point at which they become an independent learner.



- Content knowledge is an essential ingredient for a tutor; however, to be truly effective, a tutor must combine content knowledge with empathy, honesty and humor.
- In addition, a successful tutor demonstrates a caring attitude. Caring consists of being organized for the tutoring session, being punctual,



- establishing a learning relationship with the student, developing unique teaching strategies, and becoming familiar with the learning process.
- Ultimately, tutoring is sharing yourself with another student in a way that makes a difference in both of your lives.

Benefits of Tutoring

- Increased motivation to learn in order to maintain new role.
- Increased ability to manage own learning and study strategies.
- Increased subject specific knowledge.
- Increased related general knowledge.
- Increased understanding of subject area.
- Improved attitude toward subject area.

Benefits of Tutoring

- More empathy with students.
- Learn even more than students being tutored (tutees).

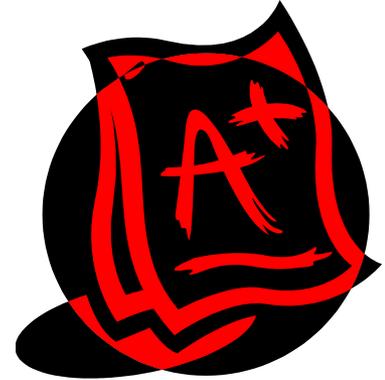


Benefits of Tutoring

- Offers more individualized, systematic, structured learning experience.
- Provides greater congruence between teacher and learner; closer role model.
- Improved academic performance and personal growth.
- Improved attitude toward subject area.
- Stronger effects than other individualized teaching strategies.

Benefits for Students Receiving Tutoring

- Self-paced and self-learning.
- Intensive practice.
- Improved self esteem.
- Improvement of study skills.
- Clarification of career and personal goals.
- Support system of peers.



Benefits for the College

- Increased retention efforts.
- Increased positive student interaction.
- Improved educational climate.
- Increased educational attainment.
- Diversity awareness.



Your Role as a Tutor is Very Important and Vital to NSTCC!

- We asked faculty and staff for their opinions on the effectiveness of our tutoring program-
- “I think tutoring is absolutely needed. I have several CHEM 1030 students who have gone from failing to passing because of tutoring and others whose grades went up remarkably”. Ed Osborne, Former tutor/Northeast State Faculty

Comments from STAFF

- “Tutoring services are a critical component of student success. No matter how well prepared a student is, sooner or later, that student will benefit from one or more sessions with an understanding, competent tutor.”
- Keith Young/Northeast State Administrator

Comments from Staff

- “I think tutoring is one of the most vital services we offer. Indeed, I know of many students who could not have passed their respective classes without the help of an able tutor.” James Ramey, Former tutor/Northeast State Staff
- “Not only was tutoring important in my education, it became an important part of my children’s education. Without the

Comments from Staff

tutors I would have probably quit school and went back to working whatever job I could find. The tutors taught me enough to make me confident in learning. I in turn used what I was taught to help my children in their homework, which I did not know how to do before. I appreciate every part of tutoring I received and think that it is an important element in recruitment for many students". Tammy Whitehead, Former participant/Northeast State Staff

Student Comments

- “I am very thankful for this program. Otherwise without the help of my tutor, I probably would have failed this class.”
- “ This is a great program and I have learned a lot from this tutor.”
- “Ann was exceptional; she was always willing to go the extra mile to help me. She always had a positive attitude.”

What Problems Might you Encounter as a Tutor?

- There are no perfect people.
- We all have bad days.
- We all experience personal and family problems.
- We all experience illnesses in ourselves and in our families.
- In spite of our best efforts, we will have tutees who do not “show up.”

What Problems Might You Encounter as a Tutor?

- One thing we all must remember is that, we work with the “at risk” population. If they had everything together, they wouldn’t need us.
- If you experience problems with a tutee, talk with a staff member. We are here to assist you.
- There may be times when we have to reassign students to another tutor. Don’t take it personally, as there could be many reasons for the change.

What Students Need from Tutors

- Positive expectations
- Mutual respect
- Flexibility
- Humor
- Enthusiasm
- Acceptance that everyone makes mistakes
- Effective communication



What Students Need

- Applications/reasons for learning
- Connections between new material and prior knowledge
- “The Big Picture”
- Organization
- The language of the discipline
- Thinking and wait time before answering
- Separation of relevant information



What Students Need

- Techniques for: time management, test taking, relaxing, studying, note taking, organizing, representing and remembering concepts and their relationships.
- **FINDING A BALANCE**



Ingredients for a Good Tutoring Session

- Giving the tutee your undivided attention
- Having empathy for the tutees problems
- Being honest if you do not know an answer
- Trying to lighten up the session and make the tutee feel good about himself/herself and what was accomplished in the session

Ingredients for a Good Tutoring Session

- Good interaction
- Good communication
- Tutor models exercises to teach tutee by example
- Tutee listens to the tutor
- Tutee does their own work
- Establish a give and take relationship
- Tutor works as a guide, coach, a partner and an observer
- Tutor assesses tutees strengths and weaknesses
- Tutor works through strengths to strengthen weaknesses (Example: (Tell me what you do know))



Techniques for Beginning and Ending Tutoring Sessions

- From the College Reading and Learning Association's Tutor Training Handbook
- As a new or veteran tutor, it is important to start off on the right foot with your tutees. Therefore, techniques for successfully beginning and ending a tutor session are extremely important.

The Beginning of a Session

- Introduce yourself to your tutees.
- Spend a few minutes getting to know them.
- Ask them about their major and their career goals.

Tell them about your career goals.

- Make sure that both of you are clear on your schedule for tutoring.

The Beginning of a Session

- Decide upon a tutorial plan of action for the session by asking what they plan to work on.
- Always involve your tutees by expecting and requiring them to actively participate. Have your tutees do as much of the assigned task as possible. Do not do the work for them. Instead, guide them

The Beginning of a Session

to discover the answers or solutions on their own. Ask probing questions instead of questions that can be answered with a “yes” or “no”.

- Try to keep them and yourself on task.
- There may be times when they need you to listen, but don't let the whole session turn into a gripe session.
- Make sure your students sign in when they enter the tutoring lab.

The Ending of a Session

- Always end on a positive note.
- Help the tutee paraphrase the information reviewed in the session. If time allows, clear up any questions regarding course content just covered in the session.
- Speak to the tutor coordinator if you are having a problem with the tutee. Deal with issues as they occur. Do not let a small problem become a big one.

The Ending of a Session

- Let SSS staff know if your tutee assignment is not a good match.
- It is more likely that a tutee will ask you, rather than us, for help when they are experiencing problems. Refer students for needed services.
- Encourage the student to come back for the next session.

The Ending of a Session

- Remind tutees that they should call in if they can't make it to their tutoring session.
- Let tutees know that you will call when you can't attend your session.
- It will be your responsibility to contact your tutees if they "Do not attend." (DNA).
- Ask them to notify you and/or SSS staff if they drop a class so tutoring can be cancelled. If the class is changed to an audit, tutoring can continue.

The Ending of a Session

- If your tutee wants to drop a class, inform them to officially withdraw from classes to avoid automatic “F’s” if they are receiving student financial aid, they need to check with Financial Aid first.
- Don’t allow student to skip class and come to tutoring sessions for you to teach them course material.
- If you are a student you must attend class also.

SSS Facts

- SSS employs more than 50 tutors each semester.
- We hire both professional and peer tutors.
- Math is our #1 most requested subject to tutor.
- We make a practice of hiring our successful participants as tutors.
- We provide counseling and transfer advising to our tutors so that they are successful as well.
- Many of our tutors have received transfer scholarships to schools such as ETSU, TTU, VI, MILLIGAN, KING, UTK and UTM.
- We have Outstanding Tutor awards to recognize outstanding service for both peer and professional tutors.

Summary



- Your role as a tutor is very important to students and to the college.
- You are role models who represent our school and our program and should not engage in unprofessional behavior.
- Your help will assist students to achieve their educational and career goals.
- Your help will build your student's self confidence as well as your own.



- You are assisting the college in providing a caring environment where students can gain knowledge and job skills.
- You assist faculty by providing one-on-one instruction for those students who may not be able to comprehend course material in the classroom.
- You may be the one person who prevents a student from becoming a drop-out.
- You are very important!