Learning Support Network
POLICIES

The SCCC Learning Support Network includes, but is not limited to, the BE Learning Center, the SAM Learning Center, The Math Path, and satellite SAM learning centers in the biology, chemistry, and physics labs. The following Policies are designed to provide our students with quality learning centers in which they feel comfortable seeking help at all times. If we do not provide this kind of environment, then we are failing at the most fundamental level. Please read each item carefully and try to keep them in mind as you serve our students. They will surely appreciate it and will greatly benefit from learning centers that are well-run and meeting their academic needs.

TUTORS: Please read and sign.

Schedules

• You will be assigned a work schedule for the quarter. Verify that you are able to work these hours.

• If there is a problem with your schedule, please inform the coordinator immediately.

• Be on time for work, log in to Accutrack, and stay for the entire time you are scheduled. Be sure to log out at the end of your shift.

• If you are unable to work a shift, try to find a replacement and notify the program coordinator of your replacement. If you are unsuccessful, contact the program coordinator no less than 3 hours before the start of your shift.

• Only work hours that you are scheduled to work unless you have received authorization from the program coordinator. You will not be paid for extra hours if you do not have authorization.

• Within your availability you may not get your exact requested schedule. Our goal is to meet student need and you may be asked to staff high need times.
Signing In/Out and Getting Paid

- When you arrive for your shift, sign-in on Accu-Track
- Sign-out on Accu-Track when you have finished working.
- Make sure that you have talked with the program coordinator, provided him/her with all the necessary information and understand how and when you will get paid.
- You will not be paid for hours worked until your paperwork is complete.
- Complete an e-time sheet at the end of each pay period and submit it online and on time. Submitting more than one late time sheet will result in your termination.
- If your e-time sheet and your time card do not show the same days, times, and hours worked, your pay will be delayed until the discrepancies can be resolved. You will not be paid for hours recorded on your e-time sheet that are not logged on Accu-Track.
- Do not ask anybody else to sign you in/out. This will result in the immediate termination of both parties.
- Reporting to work under the influence of alcohol or drugs will result in your immediate termination.

Center Policies

It is extremely important that all students who come into the lab feel welcome and have full access to your time and help. You are in the lab to provide a service and students entering the lab need to see that you are available to them. Therefore, when you are on duty you should not be socializing with friends, reading magazines, textbooks for courses you’re taking, novels, or other materials. You should not be working on your own homework, browsing the internet, checking email, talking on your cell phone, or texting. In essence, anything that occupies your time, besides tutoring, is counterproductive to your purpose in the lab. Students will see you doing these things and many of them will hesitate to ask for help when they need it even if you tell them otherwise. The following policies are designed to ensure that all students who visit the learning support network get the help they need.

- You are required to wear your name tag when working.
- Greet each student who enters the lab, and ask how you might help him or her. Make sure all students who enter the lab have signed in and out.
• Treat all students who enter the lab with kindness and respect. Please be sensitive to the feelings of our students. If you do not feel you can help a particular student due to a personality conflict, help direct that person to another tutor who can assist them, or refer them to the lead tutor or supervisor.

• If you see that a student has been in the lab for a while and has not asked questions, offer help. They may have had a question the whole time but were too shy or anxious to ask.

• *Tutors need to make sure that they are focused on the students who come to the lab for help.* Many students will be unwilling to ask for help if they see a group of tutors who are socializing in the center.

• Don’t just sit at a table and wait for students to come to you; *circulate and ask students if they need help.*

• If you are in the lab during a time when you are not scheduled, you must be available to tutor a student if you are asked. *It is not acceptable to tell a student who asks for help that you are not working.*

• If the lab is slow and there are no students who need help, help to make sure that the lab stays clean and organized. Straighten chairs around tables, throw away or recycle trash, put away books and straighten bookshelves.

• If the center is clean and organized and there are no students to help, you may work on your homework. If a student enters, you are expected to put all personal items away to help them.

• Computers are to be used for tutoring only. They are not for personal use by students or tutors.

• The use of cell phones or other electronic devices while you are working is prohibited

• Assist students with coursework only. Do not help any student with take home exams or quizzes, application essays, or personal statements.

**Emergency Situations**

• In case of an emergency, call 9-911 from the center phone, and then notify security at 5442. From your cell phone, call 911, and then call security at 934-5442.

• If a student is rude or disrespectful, or you find yourself in a situation which you do not feel you can handle, contact the program coordinator.

• All instances of threat or violence must be reported to security. Do not attempt to deal with any students who become violent or belligerent.

• In the case of an earthquake, duck under a table and hold on, and tell others to do so. Do not flee the building while the shaking is going on. Clear the building only if the shaking
has stopped or a safety officer comes into the room and tells you do to so. In the case of a fire alarm, please have students vacate the building via the nearest exit and close the door of the center when you leave.

**Communication**

- Email notices concerning upcoming meetings, changes to lab policies, or concerns will be sent frequently. All tutors are required to respond to all email notices in a timely manner.

**Ideas and Issues**

- If you have any ideas you think would improve any of our learning centers, or any issues or concerns you think the faculty or staff should be aware of, please contact your program coordinator. Our learning centers are only as good as the tutors we employ and it is important to us that we hear from you. While we are limited in the resources we have, we will try to incorporate your ideas and address your concerns to the best of our abilities.

- I have read and understand the Learning Support Network policies. I understand that if I do not follow these policies, I will be dismissed from my position.

Name (please print) ________________________________________ Date________________

Tutor Signature __________________________________________

Program Coordinator Signature ________________________________
I have read and understand the Learning Support Network policies. I understand that if I do not follow these policies, I will be dismissed from my position.

Name (please print) ______________________________________ Date____________________

Tutor Signature __________________________________________

Program Coordinator Signature ______________________________