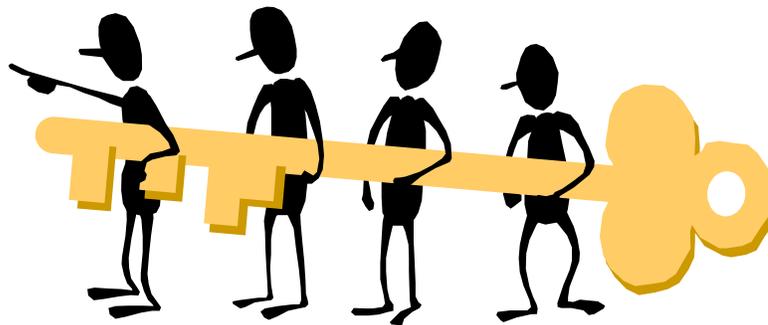


# Student Success Center Tutor Handbook



You are the Key to Academic Success

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# Introduction to the Student Success Center

## Mission Statement

The San Jacinto College Student Success Centers facilitate learning and degree completion by providing a comprehensive array of programs, resources and services that advance academic goal-setting and skill development as well as promote life-long learning. The Centers will seek to identify and remove obstacles to success by providing support, access, and outreach.

## Vision Statement

The San Jacinto College Student Success Centers empower individuals to achieve their academic and personal goals via opportunities for enhanced learning, interpersonal development, personal responsibility, and leadership.

## Services

Each of the Student Success Centers teaches students skills to enhance their success as independent learners. The Student Success Center offers tutoring for various subjects as well as the following face-to-face services:

- One-on-one tutoring
- Small and large group tutoring
- Study group facilitation
- Technology assistance

## Policies

- Cell phones must be silenced and used only outside the Centers.
- All tutoring sessions must occur within the Centers unless expressly approved in writing by a Center Director.

## Content Areas Covered

We offer tutoring in: all math courses, Anatomy & Physiology, Geology, Accounting, Psychology, Sociology, Microsoft Office Word, Excel, PowerPoint, Government, History, College Preparatory Reading, College Preparatory Writing, Inorganic Chemistry I, Public Speaking, Philosophy, Geography, Western Civilizations before 1660, ESOL. Some of the subjects above may vary from semester to semester excluding math courses. We also offer writing assistance for any project.

## Locations and Phone Numbers

### Central Campus

- First floor of the library, building C-21
- (281) 998-6150 ext. 2779

### North Campus

- First floor of the library, N-9.106
- 281-998-6150 ext. 7808

### South Campus

- First floor of the library, building S-10
- 281-998-6150 ext. 3868

## Hours

Vary per semester. Ask your Director for the most up to date information.

# Directors and Tutors

## Director

The Director coordinates tutoring services, which include hiring, training, supervising, and evaluating all tutoring aspects of the Center.

## Tutor

Tutors will conference with San Jacinto College students to support student learning and critical thinking. Tutors also assist the Center Director with other designated activities.

## Tutor Job Description

- Tutors conduct regular tutoring sessions.
- Tutors use one-on-one interaction, resource materials, computer-aided programs, and group discussion to meet the academic needs of students.
- Tutors report to the Center Director for specialized information, tutoring assistance, or direct intervention.
- Tutors assist students in becoming independent learners.
- Tutors assist students in understanding various academic concepts; the student, however, is responsible for the quality of his or her work.
- Tutors review an assignment to make sure the student understands.
- Tutors check students' work to see if they understand the basic process for problem solving.
- Tutors advise students regarding appropriate use of research material.
- Tutors do not make judgments on the quality of student work.
- Tutors do not provide editing, proofreading, formatting, or grading services.
- Tutors do not do the student's homework.
- Tutors do help students learn to proofread their own paper or paragraph.

## Tutor Responsibilities

Tutors are responsible for the following:

- Sign in and out on Tutor Trac to record shifts.
- Assist students in signing in and out.
- Attend all scheduled staff meetings and training sessions.
- Promote the Center as directed by the Director.
- Assist with the general flow of activities in the Center (answer phones, take messages, welcome visitors, and direct students to appropriate services) as needed.
- Maintain a 3.0 in the tutoring subject.

## Tutor Policies

To maintain our goal of teaching students learning strategies that can be used independently, the following policies must apply:

- Tutors are required to conduct themselves in an appropriate manner conducive to student learning; loud talking, horseplay, or sleeping on the job is prohibited.
- Tutors who do not meet performance expectations or exhibit behaviors that do not demonstrate the values of the college will be subject to corrective action according to the College's 4-24 Employee Performance Counseling and Corrective Action. A copy of the procedure has been included at the end of this handbook for employees to reference.
- Tutors must maintain strict confidentiality regarding student information.
- Tutors may not knowingly submit inaccurate or untruthful information for or on any Center record, report, or document.
- Tutors must dress professionally. Attention to good grooming and neatness is mandatory.

- Eating and drinking is prohibited around the computer equipment. The use of tobacco, alcohol, and drugs are strictly prohibited. Tutors under the influence of alcohol and/or drugs while at work will be subject to corrective action per Procedure 4-24, up to and including termination.
- Tutors must honor their work commitment. Tutors are expected to be on time and to work their full schedule, not leaving earlier than the time designated.
- Employees with unexcused absences will be subject to corrective action according to the College's 4-24 Employee Performance Counseling and Corrective Action procedure. Absences may be excused with proper documentation.
- Center materials, computers and telephones may only be used for academic or Center-business purposes, and are the property of the Center.
- Tutors may not damage or remove materials from the Center, and are responsible for checking resources in and out for students.
- Tutors may be allowed to do homework in the Center when all other duties have been performed, but may not receive tutoring during their assigned work hours.
- Tutors are expected to attend staff meetings. Failure to attend will be documented and considered during evaluations.
- Sexual harassment and/or discrimination on the race, creed, color, national origin, citizenship status, age, disability, pregnancy, religion, gender, sexual orientation, gender expression or identity, genetic information, marital status, or veteran status in accordance with applicable federal and state laws., is strictly prohibited.
- Tutors cannot tutor students whom they are dating, married to, living with, related to, or in class with.
- Tutors do not perform editing, proofreading, or writing services, or complete assignments or math problems for students.
- Tutors are not allowed to discuss or talk about instructors.
- Tutors are not permitted to privately tutor students in the Student Success Center or while on the clock. Please see Private Tutoring Policy form for additional information.

### **Tutoring Session Guidelines**

- Maintain a professional relationship with students.
- Get acquainted with the student. Ask his/her name and what he or she would like to work on during the session.
- Ask leading questions, which bring students into the materials.
- Guide, but do not direct the session.
- Conclude with a clear, mutual understanding of what was accomplished during the session.
- End each session with a forward-thinking question and ask the student what he/she would like to work on in a future session.
- Encourage students to return.
- Have the student complete evaluation paperwork.
- Assist student with signing out of center if possible.
- Complete all required paperwork.

## **Tutor Standards**

As a tutor in the Student Success Center, you are expected to maintain the highest level of professionalism at all times.

### **Punctuality, Schedule Changes, and Absences**

Excessive tardiness is unacceptable and will not be tolerated. All schedule changes must be finalized before the beginning of each term. It is your responsibility to find a replacement. Please be courteous to your fellow co-workers and administrators by providing adequate time to cover your shift. Please be sure to contact the Director or

Assistant when you cannot come in to work. Failure to comply with these requirements will result in disciplinary action.

## **Dress, Appearance, and Attitude**

Tutors are expected to present a neat, clean, well-groomed, and professional appearance at all times. While casual clothing is acceptable, dress should be appropriate to the educational environment in which we function. All tutors must wear San Jacinto College approved name badge while on duty. In order to make the Center open to students of all levels and types, tutors are expected to be friendly, courteous, respectful, considerate, and professional.

## **Unrelated Business**

Conducting business unrelated to the function of the Center is not allowed. Prolonged visits from friends are likewise not allowed as they distract employees from work-related activities.

## **Down Time**

When the Center is not busy, tutors are responsible for using that time to sharpen their tutoring skills by reading developmental materials, participating in online tutoring discussion boards, or other tutoring related activities. Tutors are also responsible for performing tasks assigned by the Director, including advertising and maintaining the Center. Tutors may be asked to pass out flyers, answer phones, take messages, refer students, and organize the Center.

## **Computer Use**

Computers are for educational purposes only. All materials, web sites, chat participation, etc., should be directly related to tutoring and must be appropriate for any audience. Downloading software or programs is strictly prohibited and may result in immediate dismissal. Neither students nor tutors may use the Director's computer or the Student Success Center Assistant's computer.

## **Telephone Use**

The Center's telephones are for business only. Cell phone conversations in the Center are prohibited.

## **Conversations**

Any conversations in which tutors participate that concerns or involves faculty, students, or fellow staff members should be professional in topic and confidential. Tutors should treat all members of the college community with respect and consideration. Tutors are to be considerate of students who are working in the Center by keeping conversations low and other noise to a minimum.

## **Tutor Evaluations**

Tutors will be evaluated at least once every term. The Director will observe the tutor in action and document his/her overall tutoring performance (knowledge of the subject, communication skills, hospitality, etc). The Director will keep track of tutor punctuality and attendance and will collect evaluations and surveys each term to determine the quality of service each tutor provides. The results of the evaluation will be discussed with the tutor during midterms and near the end of the term. Failure to turn in required paperwork such as monthly sheets and evaluations will be handled according to the College's 4-24 Employee Performance Counseling and Corrective Action procedure.

## **Disciplinary Procedure**

Tutors are required to abide by all rules written in the tutor handbook. The Director will reference the College's 4-24 Employee Performance Counseling and Corrective Action procedure when addressing any violation.

Please refer to San Jacinto College Policy IV-G-2, Non-Contractual Employees for information about "at will" employment.

## **Confidentiality**

Tutors are bound by the rules of confidentiality under the Family Educational Rights and Privacy Act (FERPA). They are required by law to respect a student's right to privacy and to avoid illegal or unwarranted disclosures of confidential information. Gossiping about students to teachers, students, or friends about issues you have discussed with the student in a learning environment is prohibited by law.

If a student discloses issues of a personal nature, tutors should immediately refer them to a counselor. This includes a student who says they are depressed, suicidal, or that they intend to harm themselves or someone else. Tutors should also refer students who have issues of a less imminent nature, such as questions about career choice, to a counselor, who can set up a time for career testing and/or career counseling. Do not attempt to counsel students on these issues.

Tutors should be aware of the need to balance the right to confidentiality against other obligations and should not hesitate to consult others about difficult cases.

## **Discrimination and Harassment**

San Jacinto College is committed to providing an educational and work environment conducive to the personal and professional development of each individual. Refer to Policy IV-B-3a Student Harassment.

## **Sexual Harassment**

It is the policy of the San Jacinto College District to provide an educational and a professional environment free of sexual harassment. Refer to Procedure 1-1 Student Harassment.

# **Campus Resources**

At some point, tutors may need to inform students about the resources available to them free of charge. Below is a list of student services on campus.

## **Educational Planning & Counseling**

Professional counselors and academic advisors staff the counseling center. Visit the counseling center on your campus to find out more regarding the following services:

- Academic advising
- Transfer advising
- Career guidance/major selection
- Personal counseling and development
- Workshops (topics vary, see schedule)
- Academic suspension appeals
- Study skills assistance

## **First Year Experience**

Department that provides encouragement and special activities to students that new to the college experience. This department also keeps in contact with students to make sure they are on track.

- New Student Orientation
- Workshops
- Other special events

## **Disability Services**

This program accommodates students with learning disabilities, such as ADD, The Office of Disability Services assists both academic and technical students with all types of disabilities (physical, mental, learning, emotional,

etc.). The staff will assist students who may need accommodations such as extended testing time, tutoring, resource referrals, specialized technology and software programs, and coordination of interpreting services. Child care assistance is available through the Carl Perkins Grant for eligible students who are enrolled in certificate of technology and/or associate of applied science degree programs.

## **Career and Employment Center**

Employment services are available to students and graduates through the Career and Employment Center. Information about services and resources can be found at your campus.

## **International Student Services**

The International Office provides professional services on the complex requirements of immigration law and cross-cultural adjustment and assists students in the change in legal status, employment authorization, and transfers to and from other academic institutions process. The International Office also provides professional services regarding academic requirements, finance, insurance, housing, safety, legal rights, adjusting to U.S culture, personal concerns, and reviews student grant applications.

## **Testing Center**

Each campus testing center offers a wide variety of tests for students and the community. Testing fees vary. The services offered include:

- GED
- COMPASS  
SAT and ACT
- CLEP
- English Language Proficiency Test (for foreign student admission)
- Classroom make-up exams
- Exams for distance education and correspondence course exams
- Career testing (aptitude, interest, values and personality testing as part of career counseling)

Test schedules and services vary by campus.

## **Financial Aid Office**

The primary purpose of the campus financial aid services office is to provide financial assistance in the form of grants, loans, and federal and state aid to qualified students who, without such financial aid, would be unable to attend college.

You should contact the campus financial aid services office on the campus you plan to attend for assistance in completing financial aid applications and for answers to specific questions about the financial aid process. All three campuses can be reached through the district call center at 281-998-6150. Detailed financial aid information can be found on the San Jacinto College Web site at [www.sanjac.edu](http://www.sanjac.edu).

## **Enrollment Services**

The Enrollment Services office is responsible for coordinating the registration and drop/add process, maintenance of permanent academic records, term grade reporting and determining students' residence status for tuition purposes.

Enrollment services staff members will assist you with any of the following:

- Registration
- Class/schedule changes
- Diplomas
- Enrollment verification
- Transcripts
- Family Educational Rights and Privacy Act (FERPA)
- Withdrawals
- Personal information changes
- Application for graduation

- Residence status changes
- Graduation verification
- Academic record changers
- Grade reports
- Identification cards – student and employee

## **Bookstore**

The campus bookstores sell all required textbooks for your classes, both new and used. Also, the bookstores carry a great variety of class supplies, convenience items, clothing and gifts. Bookstores are located in the student center building on each campus. Textbooks for Clear Lake Extension Center classes are available at the Central campus bookstore. Continuing and Professional Development and Extension Center books should be purchased at the campus where you registered. Books can also be purchased conveniently online at: [www.WhyWaitForBooks.com](http://www.WhyWaitForBooks.com)

Students may also purchase their textbooks during the registration process. Simply click on the “View/Purchase Textbooks” tab on the confirmation page. You will automatically be sent to the bookstore’s Web site, with textbooks chosen for you, based on the courses you have registered for.

## **Office of Student Life**

The Office of Student Life promotes community and personal development by engaging in learning experiences outside of the classroom. Student Life encourages students to get involved in student organizations on campus and to become active in student events throughout the school year. Students who are involved on campus create friendships, become student leaders, and contribute actively to enhancing campus life for themselves and for their fellow students. San Jacinto College has over thirty student organizations to choose from.

## **Library**

The library is an incomparable reservoir of books and other research materials that can be an invaluable tool for you in the learning process. Within your first week at San Jacinto College, visit the library and become familiar with its resources before beginning your first research project.

## **Parking Permits**

Parking and traffic regulations must be maintained for the protection of students, faculty, staff and visitors. All vehicles parked on campus must be registered with the college police. Students must park in student parking lots designated by signs and white lines. Students are required to have a parking decal that can be obtained free of charge at each Business Office.

## **Student Identification Cards**

Student I.D. cards are made in enrollment services. The College identification card serves as your library card for materials borrowed and for all other services on campus. Please report lost I.D. cards to business office staff as soon as possible. The cost to replace a lost I.D. card is \$10.

## **Campus Police**

The San Jacinto College Police Department operates 24 hours a day, seven days a week, including holidays. Campus Police can be reached at 281.476.1820 for non-emergencies; however, if there is an injury or extreme emergency—dial 5555 from any phone on campus or 281-476-9128 from your cell phone. Emergency phones are located throughout the exterior of the campuses.

# Procedure 4-24: Employee Performance Counseling and Corrective Action

## 1. INTRODUCTION

Each employee of the San Jacinto College District is expected to perform his or her job responsibilities in a positive and professional manner and to contribute to the College's achievement of its educational mission.

When an employee engages in misconduct, demonstrates performance deficiencies, or otherwise fails to meet the leader's expectations, the leader will evaluate an appropriate course of action to address the area of concern. The purpose of this guideline is to provide an overview of standards and methods that leaders should use when working with employees to improve employee performance or behavior. Human Resources will partner with the leader to assist with the appropriate method to be utilized in addressing performance or behavioral issues.

## 2. PROCEDURES

The need for employee counseling may arise for a number of reasons:

To address performance deficiencies, such as the failure to generate a quality work product or the failure to discharge work in a timely or efficient manner;

To address minor violations of policy or workplace rules that may not have an immediate impact on productivity, efficiency, or safety but that cannot be tolerated if repeated, such as the failure to report to duty on time;

To address acts of misconduct and/or major policy or rules violations.

Depending on the area of concern, the leader ordinarily will employ progressive discipline. Progressive discipline is a series of supervisory actions, corrective in nature, designed to improve job performance and to assist employees with complying with departmental processes, College policies and procedures, and supervisory directives. The leader's objective is to identify the area of concern; to provide the employee with information, directives, or guidance regarding the leader's expectations; and to engage in appropriate follow-up to determine whether the employee is meeting expectations.

Appropriate action will be determined based on the nature of the conduct; the severity, frequency, and degree of deviation from expectations; whether the employee's conduct is part of a pattern; whether the conduct is of such a nature that an opportunity for remediation would be reasonable; and whether the employee previously was given an opportunity to address the area of concern. The leader also must consider whether a particular course of action is in the best interest of the College and its students.

Examples of developmental actions may include, but are not limited to, the following:

Counseling and coaching.

Written reminders regarding expectations, rules, procedures and/or deadlines (letter of expectations).

Performance Improvement Plan (PIP) identifying areas of improvement.

Examples of disciplinary actions may include, but are not limited to, the following:

Corrective Action Notice identifying areas of improvement and a statement of consequences

Final Corrective Action Notice with a statement of consequences if expectations are not met, and the employee may not apply for other positions within the College

Disciplinary suspension; demotion.

Termination.

NOTE: All terminations must be approved by the Chancellor after approval from the leadership team and communications with the Human Resources Department.

## 3. JOB ABANDONMENT / INVOLUNTARY RESIGNATION

An employee who is absent for three (3) consecutive scheduled workdays without approval and without notifying their leader (No Call / No Show), is considered to have abandoned their job. This applies to an employee during the normal course of employment, as well as the scheduled return from vacation or leave of absence.

The College may consider extenuating circumstances when evaluating a No Call / No Show. For instance, if the employee is in a serious accident and not able to notify leadership, the College has the right to exercise discretion.

#### 4. SUMMARY

Although progressive corrective action shall be employed in most instances, nothing in this guideline precludes the College from implementing an immediate termination or other discipline without first pursuing progressive measures.

The responsible leader or administrator, in conjunction with Human Resources, shall determine whether certain

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performance deficiencies or acts of misconduct warrant measures outside of progressive discipline.