"A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort."

-Herm Albright
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INTRODUCTION TO THE MATH LAB

Welcome to the Math Lab at San Jacinto College South! I am pleased to have you as an employee on my staff. This manual has been created to make your time with us a rewarding and productive one. It explains tutoring philosophy and approaches, expectations, procedures, paperwork, trainings, CRLA certification, and resources that may prove useful to you.

This manual is a resource that explains what we do, how we do it, and why we do things in a particular way. If you ever have any questions, comments, gripes, or suggestions, do not hesitate to contact me. I consider you a vital addition to the tutoring services offered by San Jacinto College South’s Math Lab. I offer my best wishes to you in your work.

A special note for tutors: I hope tutoring is an enriching experience and that it helps you form deep bonds not only with your students, but also with your fellow tutors. Tutoring not only offers you extra income and instructional experience, but it also shows future employers your dedication to helping fellow students academically, as well as demonstrating your dedication to academic excellence.

Tutoring is a challenging experience for both the new and experienced tutor. You will encounter students with varying academic abilities. Some will be eager to receive your help; others will be reluctant. At times, students will decide not to continue tutoring while others will want to be tutored more than you are able to tutor them. Despite these challenges, the rewards of tutoring are numerous. Here are a few: (1) garner confidence in yourself as a student and a person, (2) benefit in your own classes by reviewing basics with your students, (3) learn to engage and adjust to different learning styles, (4) gain some insight into the work world, and (5) interact with many different people.

Our roles as tutors are multi-faceted. We are the bridge between students and faculty members. We sometimes feel stuck in the middle and aim to please both student and instructor. As a tutor, you must remember that it is your job to do what you can for your students in order for them to become confident, independent learners. Your role is to aid in the improvement of academic excellence at San Jacinto College. Most important is that you are providing a vital service in the learning process, and for this you should be proud.

Nathalie M. Vega-Rhodes

MATH LAB MISSION STATEMENT

The Math Lab is a drop-in facility designed to provide all San Jacinto College students with peer tutoring in math. Our primary function is to empower students to become independent learners. This is accomplished by working with faculty to identify peer tutor candidates that demonstrate the ability to support learning objectives.

The Math Lab is committed to offering superior tutorial services in Math by staying current with the best tutoring methodologies. We are dedicated to hiring and training well-qualified peer tutors who are drawn from the best students available. The Math Lab maintains a caring, supportive, and encouraging academic presence to the College Community. The Math Lab continues to engage in partnerships across the College District to develop other tutoring strategies.

Goals
• To provide a positive and professional environment for learning
• To hire, train, and retain qualified students as tutors and student assistants
• To be a vital extension of and partner with academic departments
• To develop and share expertise with district-wide constituents

The Math Lab doubles as a home away from home where students come whether they need a tutor or whether they simply want to sit among people they know as they complete homework assignments.

Math Lab Supervisor

The Math Lab Supervisor coordinates tutoring services, which include hiring, training, and supervising all tutoring aspects of the Math Lab.

Math Lab Tutor

A tutor is a person who, in a structured and supervised educational context, enters into a peer teaching and learning relationship with one or more students.

Structured and supervised educational context means that tutoring occurs as part of some program which is a designated educational service.

A peer tutor uses techniques such as Socratic Method of questioning, alternation, and other interactive techniques to discuss concepts and give guided practice to students.

A peer tutor is NOT simply an “answer machine” or a “junior professor” who lectures and answers questions throughout the tutoring session.

A peer tutor teaches other students how to learn, and creates and comfortable and supportive atmosphere for practicing those skills.

Math Lab Assistant

The primary job responsibility of the Math Lab assistant is to make sure that students sign in and out of TutorTrac correctly. This includes assisting students with logging in and out, checking equipment in and out, and duties related to TutorTrac. Additionally, assistants may be asked to help with other designated activities. Assistants are expected to be respectful, understanding, non-judgmental, and maintain a level of cultural sensitivity in every interaction with students. When a student enters the Lab, all personal activities will be stopped or set aside until that student’s needs have been addressed.

Math Lab Policies

Math Lab Policies

To maintain the goals listed above, the following policies must apply:

• All students must sign in and out.
• Students are required to conduct themselves in an appropriate manner conducive to student learning.
• Horseplay and loud talking are not allowed in the Math Lab.
Students are required to treat Math Lab staff with respect and consideration. Anyone who disregards this rule will be asked to leave.

- Math Lab materials and computers may only be used for academic purposes.
- Reference material and other resources are property of the Math Lab. Students may not damage or remove them from the Lab. Please inform your supervisor if this occurs.
- Eating and drinking is prohibited around computer equipment.
- Cell phones must be silenced and used outside the Lab only.
- Children are not allowed in the Lab.

JOB DESCRIPTION AND RESPONSIBILITIES

Tutor Job Description

- As a tutor of the Math Lab, you are expected to maintain the highest level of professionalism at all times.
- Math Lab tutors should tutor in accordance with the best philosophy and practices.
- Each tutor is trained to share knowledge and learning strategies with students and to support students in becoming independent learners. Tutors also provide a student perspective.
- Tutors are here to help students learn. A friendly smile and patient, courteous approach will make them feel comfortable and accepted.
- A tutor does not make judgments on the quality of student work; instead, they assist students in understanding various academic concepts.
- A tutor must respect individual differences and be understanding of student needs. However, the student is responsible for his or her work.
- Tutors should practice independence and interdependence. You should answer as many questions and solve as many problems as possible, using available resources. If you need help, you can ask your fellow tutors or supervisor for assistance, remembering to be considerate (not interrupting) and appreciative. You should also offer to help fellow tutors when you can.
- Tutors use 1-on-1 interaction, resource materials, and group discussion to meet the academic needs of students. Tutors report to the Math Lab Supervisor for specialized information, tutoring assistance or direct intervention.
- Tutors are expected to maintain a professional relationship with tutors and students at all times. Personal issues, relationships, and conflicts need to be vetted outside of the Math Lab in order to provide the best possible service to the students.
- Tutors are expected to maintain a high level of ethics. This encompasses being honest with students with whom you are tutoring, keeping issues discussed during sessions private, and not doing homework, etc. for students.
- A tutor needs to be able to demonstrate excellent time management skills. A tutor must be able to balance one’s academic, extra-curricular, and tutorial responsibilities.
- A tutor needs to be able to demonstrate excellent organizational skills. A tutor must be able to assist tutee(s) in organizing the completion of course assignments.
- A tutor needs to be a motivator. A tutor must be willing to encourage their tutee(s) to become better students by holding them accountable for being prepared for tutorial sessions and by motivating them to be both verbally and physically active during tutorial sessions.
- A tutor needs to be encouraging and forceful. A tutor must give praise when success on any level should occur. A tutor must be forceful in providing a “reality check” regarding their tutee’s lack of progress or lack of focus on academic responsibilities.
- A tutor needs to be able to communicate well with a diverse student population. A tutor must be able to be creative in order to explain content material through a variety of methods.
Assistant Job Description

- As an employee of the Math Lab, you are expected to maintain the highest level of professionalism at all times.
- Employees are here to help students. A friendly smile and patient, courteous approach will make them feel comfortable and accepted.
- An employee must respect individual differences and be understanding of student needs.
- Employees report to the Math Lab Supervisor for specialized information or direct intervention.
- Employees are expected to maintain a professional relationship with colleagues and students at all times. Personal issues, relationships, and conflicts need to be vetted outside of the Math Lab in order to provide the best possible service to the students.
- An employee needs to be able to demonstrate excellent time management skills. An employee must be able to balance one’s academic, extra-curricular, and other responsibilities.
- An employee needs to be able to communicate well to a diverse student population.

JOB RESPONSIBILITIES

All employees must meet the following responsibilities:

- Sign in and out on your timesheet (and TutorTrac) daily.
- Each employee is expected to arrive promptly for scheduled work hours. Frequent tardiness and/or early departure are unacceptable.
- Avoid disruptive and inappropriate behavior and language while in the Math Lab.
- Treat coworkers and students with respect at all times.
- Always wear your nametag while you are clocked in. If you are in the center while you are not working, please do not wear your nametag.
- Attend all scheduled staff meetings and training sessions.
- Check and respond to email regularly.
- Assist with the general flow of activities in the Math Lab (answer phones, take messages, welcome visitors, check in and out equipment as necessary, and direct students to appropriate services) as needed.
- Maintain an overall GPA of 2.5 (with a 3.0 in Math if you are a tutor).
- Keep informed of job responsibilities. Familiarize yourself with the current Math Lab policies and procedures. Ask questions if you do not understand something.
- Inform students of services the campus offers such as academic workshops.
- Refer any questions, concerns, suggestions, or comments to the Math Lab Supervisor.

Tutors

- Be sure all students sign in before any tutoring takes place. It is everyone’s responsibility to make sure students sign in and out of TutorTrac. The statistics TutorTrac provides help determine Math Lab funding. We use the Session Summary Sheets to supplement this.
- Keep up with duties required for CRLA.
- Tutor students in specific subject areas to meet the individual needs of those students, but do not complete class assignments or provide assistance with any work being completed for a grade.
- Participate in the evaluation process to gauge performance and plan to work on areas that need attention.
- Complete the Session Summary Sheet, which should be turned in at the end of each shift.
- If students are waiting and you are not tutoring, you should ask those waiting if they need assistance. You should help the assistants by retrieving textbooks, answering basic questions about our services, etc.
- Keep tutorial documentation up-to-date, including timesheets and CRLA training requirements.
Tutoring vs. Teaching

Although tutors teach students about course material and academic skills, tutoring is a specialized type of learning. The important thing to remember is that the instructor has the ultimate say over students’ grades. Tutors should be careful to help students according to instructors’ methods and guidelines, and avoid criticizing instructors. Although tutor’s and instructor’s jobs are different, instructors serve as great resources for tutors. According to Ross B. MacDonald, author of The Master Tutor, there are six general goals of tutoring that differentiate themselves from teaching:

- Promote independence in learning
- Personalize instruction
- Facilitate student insights into learning and learning processes
- Provide a student perspective on learning and academic success
- Respect individual differences
- Follow a job description

Reminder: Tutees should take an active role in the tutoring cycle. Make sure to encourage students to identify which tasks they need to work on and set the agenda for the session. Also, they should take an active part in setting goals and arranging times for their next tutoring sessions.

CRLA/Tutor Training

College Reading and Learning Association (CRLA) Certification

CRLA is an international certified tutor training organization. There are three levels of different certification encompassing different topics and requirements for completion. Ideally, a tutor will complete one level of certification per semester. CRLA requirements are in the form of attending tutor training sessions, monthly meetings, Blackboard modules, etc.

Participation in CRLA tutoring training sessions is mandatory and each tutor is required to obtain CRLA Level 1 certification by the end of his/her first long semester employed at the Math Lab.

This job may be viewed as an opportunity to learn. You can develop your tutoring skill and subject knowledge so that you may provide quality assistance to students. You can do this by attending workshops, completing and participating in training opportunities, and using online and Math Lab resources.

Tutor Training

The Math Lab at San Jacinto College South has been approved by the College Reading and Learning Association (CRLA) to provide CRLA certified tutor training. This training will lead to certification by this nationally recognized organization. All tutors must complete at least the first level of training provided by the end of their first semester working. Failure to complete certification in a timely manner is grounds for termination.

Employee Guidelines

Clearly defined rules of conduct are necessary for the orderly operation of every organization. Employees have the right to know what is expected of them. All employees must familiarize themselves with all lab rules and
regulations pertaining to their positions and duties. The Math Lab requires that each employee abide by these rules and regulations.

- Employees must comply with the Family Education Rights and Privacy Act (FERPA). See the FERPA addendum for more details.
- Employees shall always maintain a professional attitude and be sensitive to other employees, supervisors, and students, regardless of the situation. Do not engage in personal conversations that can be overheard by students, speak louder than necessary to be heard, or allow any socializing to interfere with serving our students with excellence.
- Employees must dress professionally. Attention to good grooming and neatness is mandatory.
- Employees should communicate with the Math Lab Supervisor. The Supervisor should be informed immediately of any complaints from student or faculty or any significant problems that you observe. You should also share suggestions for how to improve services, policies, and procedures in the Math Lab.
- Eating and drinking is prohibited around computer equipment in the Math Lab.
- The use of tobacco, alcohol, and drugs are strictly prohibited. Employees under the influence of alcohol and/or drugs while at work will be terminated immediately.
- Once schedules are finalized, the employee must honor his/her work commitment. Employees are expected to be on time and to work their full schedule, not leaving earlier than the time designated. Two unexcused absences will automatically place an employee on probation, a subsequent absence will warrant dismissal. Absences may be excused with proper documentation (doctor or hospital notes, etc.)
- Playing computer games that are not conducive to student learning are prohibited.
- Sleeping on the job is prohibited.
- Neglect of duty and insubordination will not be tolerated and are grounds for dismissal.
- Employees must not reveal information related to any student or co-worker. All information is confidential and should not be discussed outside the Lab.
- No employee shall knowingly submit inaccurate or untruthful information for, or on, any Math Lab record, report, or document.
- Math Lab-related forms are available on the Math Lab website, Blackboard and in the Math Lab. If you are unable to find what you need, contact a Lead Tutor or the Math Lab Supervisor.
- Substantiated student complaints regarding Math Lab employees will follow Disciplinary Procedures as outlined later in this handbook
- All employees who have a change of address and/or phone number must complete an application addendum and submit it to their supervisor.
- If an employee is issued College property necessary for any job function (e.g. a key), it must be returned before the end of each semester. Failure to do so could result in disciplinary actions as outlined later.

Tutors will be required to undergo extensive training. Tutors should organize and structure time with students according to the following guidelines:

- Be visible and wear your name badge.
- Maintain a professional relationship with the students.
- Ask leading questions, which bring students into the materials.
- Guide, but do not direct the student.
- Greet students when they arrive.
- Ask students to bring textbooks and class notes with them.
- Make sure the student signs out.
- Encourage students to return.
- Adhere to your schedule.
- Arrive on time.
- Do not stay over unless cleared to do so by the Math Lab Supervisor
- Students need an environment in which they can concentrate, study, and be tutored in a relatively quiet
atmosphere. Please ask students to keep their voices lower as you hear people socializing about non-math related topics. It is equally important that we set a good example as well, which means that we keep loud socializing to a minimum.

- Silence cell phones. Again, it is important for us to model appropriate behavior. If students are expected to silence their cell phones, then it also our responsibility.

**EMPLOYEE STANDARDS**

**Punctuality, Schedule Changes, and Absences**

Excessive tardiness or absenteeism is unacceptable behavior and will not be tolerated. Please remember that your tardiness or absence is someone else’s inconvenience. All schedule changes must be finalized before the beginning of each term. All requested time off must be scheduled at least two weeks in advance. Two unexcused absences will automatically place an employee on probation for the remainder of the semester. Once an employee is placed on probation, a subsequent absence will warrant dismissal.

If you are more than fifteen minutes late on three consecutive occasions (regardless of whether you have alerted the Math Lab Supervisor), you will be asked to set up an appointment to come in and meet with the Math Lab Supervisor before you will be rehired for the following semester.

Employees are expected to work their assigned shifts. If you are ill, you must give at least two hours’ notice prior to the absence. Employees that miss a shift will be expected to find a replacement and notify the Math Lab Supervisor. If you do not arrive on time or notify staff in advance of an absence, it will be considered an unexcused absence. Employees that habitually miss their shift or are habitually late will be subject to disciplinary action and possible termination.

As an employee, you are considered a “student worker” and as such, your top priority must be school; therefore, each employee is allowed to work a maximum of 19.5 hours per week. Under extenuating circumstances, however, the Math Lab Supervisor may allow an employee to exceed the 19.5 hour rule. This can only be done with the Lab Supervisor’s approval. Any employee exceeding 19.5 hours without consent will not be paid for the additional hours.

Failure to comply with these requirements will result in disciplinary action.

**Tutor Schedules**

See the Math Lab website for the most up-to-date operating hours. Typically, during the Fall and Spring semesters, the Math Lab is open Monday – Thursday 9:00am – 9:00 pm, Friday 10:00am – 3:00 pm, and on Saturday from 10:00am – 1:00 pm. The lab operates on a shortened schedule during the summer sessions and three-week mini terms.

**Dress, Appearance, and Attitude**

As an employee of the College, you are representing the San Jacinto College and dress needs to be appropriate to your job duties. Employees 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.
Acceptable clothing for the Math Lab
- Clothing needs to be in good repair.
- Wear comfortable, casual clothing that allows for easy movement
- Jeans which are clean and in good repair are permissible.
- Walking shorts (fingertip length) are permissible.
- Skirts and dresses must be of appropriate length.
- You must wear shoes or sandals at all times.
- All staff must wear their name tags when on duty.

Not Acceptable for Math Lab
- Cut-offs or other ripped clothing
- Clothing with inappropriate logos (promoting drug, alcohol, or tobacco use, hate groups, religious in nature, personal philosophy, etc.)
- Clothing with obscene words or pictures (such as promoting rock groups, violence, weapons, etc.)
- Clothing that exposes stomach, back, cleavage or undergarments (halter tops, tube tops, tops with spaghetti straps, midriff/short tops, low cut pants – you must be able to tuck in your shirt).
- See-through, Spandex, or exercise clothing
- Tattoos with obscene or offensive words/pictures need to be covered by clothing
- Hats
- Other items at the discretion of the Math Lab Supervisor

Note: Staff arriving for work in unacceptable clothing will not be allowed to work their shift. The Math Lab Supervisor will determine if clothing is inappropriate.

In order to make the Lab open to students of all levels and types, employees are expected to be friendly, courteous, respectful, considerate, and professional. All students are to be treated with respect and courtesy. Remember that the students come first. Employees should make themselves available to students at all times. If you are working on a project, it must be put on hold if a student needs assistance.

Any complaints made by students about employees will be investigated to determine its merit.

Unrelated Business

The Math Lab is an instructional facility open to the public. Conducting business unrelated to the function of the Lab is not allowed. Prolonged “visits” from friends are likewise not allowed as they distract employees from work-related activities. As long as there are students in the tutoring room, it is our responsibility to attend to them. Socializing, having friends drop by, and talking on the phone are distractions that can keep us from effectively helping the students. Remember, students are our first priority.

If you are working in the Lab, you are expected to remain in the Lab, with the exception of restroom breaks. Please discourage your friends from visiting you during your shift.

Personal Belongings

You are expected to place your personal belongings in the break room. Do not leave your belongings on the tutoring counter, the floor behind the counter, or on the tables in the Math Lab.

Taking Breaks

In the Math Lab, a “break” will be defined as a period of time when you are not available to assist a student.
Leaving the Math Lab for a restroom break, take a quick phone call, or any other activity that can be done in 2-3 minutes is not considered a break. You may not use your break to arrive late or leave early.

**Some General Guidelines:**

- Taking a break during your shift is your right if you are scheduled for more than three hours, but you do not have to take one.
- You must get permission to take your break. The Math Lab must always be appropriately staffed, so your break may be postponed to ensure the students are receiving the help that they need. Please try to be flexible.
- For record-keeping purposes, please clock out while you are on break.
- You must notify the other employee(s) and/or the Math Lab Supervisor that you are going on break.

**Comply with the Student Code of Conduct**

Tutors and students are expected to comply with the Code of Conduct at all times. The complete policy can be found in Addendum B.

**Code of Conduct Highlights:**

- Being under the influence of, selling, possessing or distributing any illicit drug or alcohol on College property or as part of its activities.
- Harassment including sexual harassment against a member of the College community. Sexually harassing or offensive conduct includes, but is not limited to: unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances, or propositions; verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references, and offensive personal references; jokes of a sexual nature; demeaning, insulting, intimidating or sexually suggestive comments about an individual’s dress or body.

**Computer Use**

Employees are expected to use computer equipment in the Math Lab responsibly. The purpose of the equipment is to provide access to standard Microsoft Office programs and the Internet as a support tool for academic work. Additional software installation and downloads are prohibited without prior permission because of spyware, malware, viruses and other problems that can result. Security from viruses and other computer problems also requires that each computer remain on to receive automatic campus updates. Computers are for educational purposes only. All materials, websites, chat participation, etc. should be directly related to tutoring and must be appropriate for any audience. Downloading software programs is strictly prohibited and may result in immediate dismissal.

Please refrain from saving personal files on the computers because files are frequently eliminated during routine maintenance. If an employee needs to save a file for future work, A USB drive is required. Students or employees may not use the Lab Supervisor’s computer.

The computers should only be used by employees if they are working on an assignment that requires them. They can be used for short periods of time (5 minutes) to check email, but should not be used for extended periods of time (e.g. surf the Internet, play games, MySpace, Facebook, etc.) while there are students in the center.
The computer facing the lab is to be used exclusively for students and employees to log in and out of the Math Lab. If a student uses it for any other purpose, please inform them about this policy. Computers are available for student use at several locations: the library, the ILC, the Student Success Center, etc.

If material needs to be photocopied for Math Lab use, please contact the Math Lab Supervisor who can make the appropriate copies.

**Laptop Usage**

Employees using laptops appear uninviting and give the impression that he/she does not wish to be bothered. As such, the following guidelines have been established:

Laptops are not to be used while you are at work in the Math Lab. (The only exception to that is if you are working with a student).

You must get permission from the Math Lab Supervisor to use your own laptop in the lab.

**Down Time**

You should use your time productively when you are not assisting students by working on Math Lab resources: working on training assignments or asking the Math Lab Supervisor for projects.

When the Lab is not busy, employees are responsible for using that time to sharpen their skills by reading related materials, working on projects, or other Math Lab-related activities. Employees are also responsible for performing tasks assigned by the Lab Supervisor including advertising and maintaining the Lab. Employees may be asked to pass out flyers, answer phones, take messages, refer students, and organize the Lab.

Employees should not be on the computer or doing homework unless each student in the Lab has been approached to find out if he/she needs help OR there are no students in the Lab. You are, however, encouraged to bring your homework. Since tutoring is not appointment-based, some days are slower than others and, with the exception of days with special projects or assigned tasks, you will often have time to complete your homework.

Additionally, there are several activities for tutors to complete each semester (weekly tutor summary report, journals, activities, discussion boards, etc. that are due weekly or monthly).

Lastly, employees of the Math Lab are not allowed to receive tutoring help while on the clock.

**Telephone Use**

The Math Lab telephone is for Lab business only. Brief personal calls may be allowed in emergencies only. The Supervisor’s phone is for administrative purposes only.

During work hours, do not use cell phones. This includes text messaging, which is considered bad business. Turn off or silence cell phones.

**Conversations**

Employees should be professional and maintain a high level of confidentiality in any conversations involving
faculty, students, or fellow staff members. Employees should treat all members of the college community with respect and consideration. Employees are to be considerate of students who are working in the Lab by keeping conversations low and other noise to a minimum.

**Employee Evaluations**

Employees will be evaluated at least once every term. The Math Lab Supervisor will observe the employee in action and document his/her overall performance (knowledge of the subject (if applicable), communication skills, hospitality, etc.). The Math Lab Supervisor will monitor punctuality and attendance and will collect evaluations and surveys each term to determine the quality of service each employee provides. The results of the evaluation will be discussed with the employee near the end of the term.

**Pay Information**

Paydays are biweekly on Wednesday.

At the beginning of every shift, log in on TutorTrac. Logging out at the end of your shift is also required. Failure to do so on a consistent basis could have dire consequences – no documented hours, no paycheck. If you’re not sure how to do this, ask.

Employees are paid for their time scheduled in the Lab, attending training sessions (including CRLA if applicable), attending staff meetings, and for participation in other Math Lab activities. Each employee will generate his/her own timesheet, copying the information from TutorTrac. It is recommended that you do this daily. Timesheets are in the binder labeled “Timesheets” in the Math Lab. The Math Lab does need to track its budget continually and late timesheets create problems. Each employee who is unable to log in/out due to TutorTrac difficulties or problems must notify the Math Lab Supervisor the same day.

Timesheets are due by Thursday at 9:00 pm each week. Failure to complete and turn in your timesheet could mean errors on paychecks.

Time is counted in fifteen-minute increments. Please enter the correct time that you clocked in based on the following chart:

<table>
<thead>
<tr>
<th>If you log in on TutorTrac at...</th>
<th>Then you write on your timesheet...</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:53 – 6:07</td>
<td>6:00</td>
</tr>
<tr>
<td>6:08 – 6:22</td>
<td>6:15</td>
</tr>
<tr>
<td>6:23-6:37</td>
<td>6:30</td>
</tr>
<tr>
<td>6:38-6:52</td>
<td>6:45</td>
</tr>
</tbody>
</table>

Use the following example to help you:

- Heather is due to work at 6:00pm. She logs in on TutorTrac at 6:07. She writes 6:00 on her timesheet.
- Jane is also due to work at 6:00 pm. She logs in on TutorTrac at 6:08. She writes 6:15 on her
DISCIPLINARY PROCEDURES

Employees are required to abide by all rules written in the employee handbook. The Math Lab Supervisor will institute the following procedure for violations:

**Step 1**  Verbal Warning  Verbally express to employee what policy or guideline was not followed.

**Step 2**  Written Warning  The employee will sign a letter stating that he/she understands the policy or guideline violated.

**Step 3**  Probation  The Lab Supervisor and the employee will draft an agreed upon written plan of action that will improve the employee’s job performance.

**Step 4**  Suspension  The employee will be suspended from work for one week.

**Step 5**  Termination  The employee will be terminated without recommendation for rehire.

If insubordination is the offense (tardiness or absenteeism without notice is considered insubordination), the Math Lab Supervisor will begin disciplinary procedures with Step 4.

To appeal the decision, first speak to your supervisor. If you do not receive a satisfactory answer, see the Mathematics department chair.

**Continuation of Employment**

Employees are rehired semester-by-semester based on the successful meeting of the expectations of the position. This includes, but is not limited to:

- Employees must maintain a professional environment.
- Employees must demonstrate reliability and dependability.
- Employees must treat students and staff with respect.
- Employees must engage in appropriate behavior at all times while in the Lab.
- Employees must maintain a 2.5 grade point average (with a 3.0 grade point average in Math for tutors). This will be verified by transcripts that are turned in semesterly.
- Tutors: Participation and completion of CRLA requirements is mandatory (all tutors must be Level 1 certified).

**Confidentiality**

Employees 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, employees should immediately refer them to a counselor.
includes students who say they are depressed, suicidal, or that they intend to harm themselves or someone else. Employees 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.

**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. To fulfill its mission as an institution of higher learning, the College encourages a climate that promotes collegiality, diversity, and pluralism. The College is committed to protecting the rights and privileges of all students and employees. Faculty, staff, and students should be aware that any form of harassment or illegal discrimination against any individual is inconsistent with the purpose, values, and ideals of the College. All employees of the Math Lab are required to follow this policy.

**Sexual Harassment**

It is the policy of the San Jacinto College District to provide an educational, employment, and business environment free of sexual harassment. Sexual harassment in any situation is reprehensible and, in all situations, it is illegal. It subverts the mission of the College and threatens the careers of students, staff, and faculty. Sexual harassment will not be tolerated. The College will take appropriate preventative, corrective, and/or disciplinary action for any condition or behavior that violates this policy or the rights and privileges it is intended to protect. Employees are required to report all instances of sexual harassment to the Math Lab Supervisor.

**Campus Resources**

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

**Counseling Center**

The Counseling Center provides information about class schedules, different courses required for certain majors, your eligibility for programs, and much more. They can help you clarify your course choices. The Counseling Center strives to reach a broad and diverse student population through a variety of services including: academic advising, career testing/counseling, personal counseling, orientation programs, workshops, and referral services.

**Retention and Outreach Specialist**

Dedicated to improving the quality of student life and learning, the Retention & Outreach Specialist assists students with locating the tools they need for academic success: tutoring, child care assistance, & study skills assessment.

**Disability Services**

This office accommodates students with learning disabilities, such as ADD, ADHD, Dyslexia, etc. If a student has a professional documentation of disability, he/she is potentially eligible for tutoring, note-taking, proctoring text/extra test taking time, interpreting services and child care for vocational/technical students (pending
eligibility).

**Career and Employment Center**

The Career and Employment Center at San Jacinto College has over 500 job leads for your review! Free workshops on writing resumes, interviewing, and your job search are offered regularly. The Career and Employment Center will help you find internship or volunteer opportunities. Take advantage of these opportunities to gain experience in your field.

**Testing**

The Testing Center provides the following services: GED testing, Compass, THEA, ACT, SAT, Distance Learning examinations, CLEP tests, Computer Literacy examination, classroom make-up tests, Special Accommodations testing, Correspondence Exams.

**Financial Aid Office**

The Financial Aid Office can assist you with scholarships, grants, student loans, Veteran benefits and Federal Work Study programs. Scholarships and grants provide money that does not have to be repaid. If you do not qualify for either of these, you may be eligible for student loans. Federal work study provides part-time employment to students on campus who demonstrate financial need. To inquire about any of these services, go by the Financial Aid Office.

**Enrollment Services**

Enrollment Services provides help in completing the admissions and registration process. This department also maintains academic records. All admission materials, including official transcripts, should be turned in here. Determination of residency, address changes, evaluation of transfer credits, requests for transcripts and graduation checks are all performed in this office. Also, forms and information regarding schedule changes (adds/drops), auditing a class, and other information relating to classes are available in the Enrollment Services office.

**Bookstore**

San Jacinto College has a campus bookstore where students can purchase college textbooks. The bookstore accepts cash, credit cards, and checks. During the first twelve days of class, students may return textbooks with receipt of purchase. The bookstore also sells SJC clothing and gift items. The bookstore also offers a buy-back period at the end of each semester.

**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 actively contribute to enhancing campus life for themselves and for their fellow students.
**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 go and visit the library and become familiar with its resources before you actually have to do your first research project. You may also go to the library to obtain a student identification card after paying for your courses at the business office. If you misplace your ID card, there is a replacement fee of $10.

**Parking Permits**

Parking permits are free with fee slip at the Business Office. You will need to have your license plate number to get your parking permit. If you misplace your parking permit, there is a replacement fee of $10.

**Campus Security**

In case of an emergency on campus, dial 5555 from a campus telephone. All pay telephones have been programmed to be dialed without a coin when dialing the emergency 5555 number. For access by cell phone, dial 281-476-1852.

**GUIDELINES FOR EMPLOYEE BREAKROOM**

We will be sharing the employee break room with Writer’s Center tutors. Please note that this room, while enclosed, is by no means soundproof. Use a soft voice, especially if speaking about tutoring sessions/students. You should only use this room during, or while coming on/off, a shift.

Be sure to keep all areas clean, and please mark any items stored in the refrigerator or cabinets, such as containers, mugs, condiments, etc. Any unmarked items may be thrown away at the end of a work week. To reduce waste, please wash and re-use your own mug/dishware as much as possible instead of using disposables.

The Sparkletts water dispenser may be used to provide students water or hot tea if you wish to bring it to them. Please do not allow students into the staff room for any reason.

**A FINAL NOTE**

Your supervisor values the contributions made by each and every one of you to the Math Lab. We are highly respected within the College community and you are partly responsible for that. This handbook was designed to let you know what we expect of you as an employee of the Math Lab. We have high expectations for you and your abilities to meet those expectations.

If you have any questions or concerns, your supervisor’s door is always open to you and you are welcome to bring your issues to her attention. We do enjoy having you here and do not want to lose a single one of you.