Welcome to the Tutoring and Academic Support Center (TASC). You are joining a staff of approximately 25 tutors who provide tutoring in many courses. We are glad to have you on our staff and hope that your work as a tutor will be interesting and rewarding. This guide will give you important information about the tutoring program and its procedures. Read it thoroughly; you are responsible for knowing its content and for following the policies and procedures of TASC as appropriate.

The purpose of the tutoring program is to provide peer tutoring free of charge to all MiraCosta students enrolled in non-STEM and all non-credit classes. We are committed to enhancing student retention and success by providing assistance to students through innovative academic support services. We provide a welcoming and positive learning environment for students. Tutors help students overcome barriers to learning and mastering subject matter and also assist them with the development of effective study skills. Tutors are MiraCosta students who have earned a B or A in a particular course, received written approval of a content instructor and/or endorsement of tutor trainer or supervisor as academically qualified to tutor, and are interviewed, selected and trained by the faculty and staff in Retention Services.
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Celebrating 40 Years 1976-2016
## Staff

The following staff members coordinate the programs and services of the Retention Services department:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Contact Information</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edward Pohlert</td>
<td>Faculty Director of Retention Services</td>
<td><a href="mailto:epohlert@miracosta.edu">epohlert@miracosta.edu</a></td>
<td>760.757.2121, x6345</td>
</tr>
<tr>
<td>Janine Washabaugh</td>
<td>Tutoring Center Lead</td>
<td><a href="mailto:jwashabaugh@miracosta.edu">jwashabaugh@miracosta.edu</a></td>
<td>760.757.2121, x6344</td>
</tr>
<tr>
<td>Jon Fuzell</td>
<td>CLC Tutoring Coordinator</td>
<td><a href="mailto:jfuzell@miracosta.edu">jfuzell@miracosta.edu</a></td>
<td>760.795.8724</td>
</tr>
</tbody>
</table>

All Campuses also have front desk staff who schedule appointments, help cover the desk, and assist staff with other tasks.
Locations

**Community Learning Center (CLC)**
1831 Mission Avenue
Oceanside, CA 92058
Building C, Room 136
Academic Support Center
760.795.8724

TASC Hours:
Monday – Thursday 9am - 1pm & 4-8:30pm

**Oceanside Campus (OC)**
1 Barnard Drive
Oceanside, CA 92056
Library & Information Hub, First Floor
760.795.6682

*Library Building Hours:
Monday – Thursday 7:30am - 9pm
Friday 7:30am - 3pm
Saturday 10am - 5pm

**Online**
miracosta.edu/etutoring

MiraCosta participates in the Western eTutoring Consortium of colleges and universities to provide live and email-based tutoring support for a variety of subjects. Online tutoring is available to all MiraCosta credit students.

*tutoring hours may vary from building hours listed; summer building hours will vary from those listed*
I. YOUR WORK AS A TUTOR

As a tutor you have a great deal of responsibility and variety in your work. This makes for an interesting and challenging job. You will want to individualize your approach, tailoring it to meet the needs of each tutee. You are encouraged to consult instructors regularly to see how you can best help tutees and to ensure coordination of your work with that of the instructor. You are also encouraged to visit the classes for which you are a tutor, with the instructor’s consent, to introduce yourself, explain the tutoring service briefly, and explain how to use it; take available program materials and bookmarks to pass out. This can increase the number of students seeking tutoring and potentially bolster your schedules. A ‘Tutor Classroom Visit’ sheet is included in this manual for your use (Appendix A).

**Tutor Performance**

Tutoring is a responsible position. We expect you to display professional work habits (e.g., reliability, punctuality, organization) and skilled tutoring techniques. To help you be as effective as possible, we provide every tutor with training in tutorial skills. We also provide additional training for tutors assigned to the Community Learning Center.

To provide you with a means to monitor your performance as a tutor, we have developed evaluation forms to be completed by students that you help. These forms list specific elements of effective tutoring and should give you useful feedback on your work and be helpful to you in refining your tutoring skills. Sample evaluation forms are included in this manual (Appendix B). Read them now to learn more about what will be expected of you as a tutor. Student evaluations of tutors are conducted during a two-week period each semester. Additionally, students can complete evaluations throughout the semester as they are tutored. These forms are shared with you and then placed in your file. You are encouraged to discuss them and your work with the Faculty Director.

**Length of Employment**

We ask you to commit to a minimum of one year of tutoring (fall and spring semesters). We will invite you to continue tutoring the following year provided your job performance is satisfactory and you have completed all mandatory CRLA training requirements (see page 20).
II. TUTORING FACILITIES

The Tutoring Center is located in the Library and Information Hub on the Oceanside (OC) Campus. At the Community Learning Center (CLC), the Tutoring Center is located in the Academic Support Center, Room 136 inside Building C. Conduct all tutoring sessions in these facilities or assigned classrooms.

If there is a compelling reason to tutor elsewhere, you must first receive approval from Edward or Janine. For example, a music tutor may need to have access to a piano in order to help a tutee; it would be appropriate to conduct music tutoring in the music building where the pianos are located. In this case, notify the front desk so line of sight supervision can be ensured. Do not tutor students in the Student Center, on the lawn, or in other locations that have distractions and therefore are not conducive to learning.

Tutoring off-campus, at home, or in public places outside of school is not permitted. All tutoring sessions must be scheduled through the tutoring desk (in person, online, or by phone) and must take place during the hours in which the front desk is staffed at the campus you are tutoring.

Tables
Tutoring facilities are equipped with tables for tutoring sessions. Other than sessions which require special accommodations, your appointments will take place at one of these tables.

Rooms
The OC Center has limited small and large group study rooms available for tutoring.

Study rooms are shared between STEM, MLC and WC
Computers
Computers are available at each location for tutoring use. In addition to standard software programs on all MCC Lab computers, some computers have specialized software (e.g. QuickBooks) for use during tutoring sessions.

Parking
All vehicles parked on any MiraCosta College campus must display a valid parking permit at all times. The following are the official College Police parking permit policies for tutors:

- Student workers hired through the Career Center are required to purchase a student parking permit and park in student lots at all times.
- Temporary Classified Staff (TASC Tutors) are eligible to receive, at no cost, a parking permit that is good for student parking lots only. Janine will provide you with the form necessary to receive this permit issued by the College Police office, bldg. 1100.

Traffic is heavy and finding parking can be difficult at the beginning of the semester and at peak times throughout the day, especially on the Oceanside Campus. Tutors are expected to plan their schedule so they are able arrive to TASC on time for work.
III. MONEY MATTERS

Hiring Policies
Tutors must furnish tuberculosis clearance and complete all hiring paperwork prior to training. Tuberculosis clearance can be completed in the Health Services Office at no charge and should be submitted to Human Resources. As part of the hiring process, every employee must also provide their social security card.

Tutor Hours
Tutors are typically hired by Human Resources as part-time, temporary, classified hourly employees and may work a maximum of 5 days in a week and 175 days in a year combined with all other employment on campus. Tutors assigned to work 6 days in a week are subject to additional regulations that need to be discussed with your supervisor.

Occasionally a tutor may be hired as a student worker through Student Employment. Student workers may work a maximum of 19 ½ hours per week combined with all other employment on campus and must be enrolled in 6 or more college units (3 units in the summer).

The number of hours each tutor actually works will vary depending on what course(s) are tutored, availability, and the kind of tutoring assignments the tutor is given. Tutors are expected to be available 10-15 hours per week. Tutors may not work more than 8 hours per day combined with all other employment on campus.
## Pay Rate Policies

<table>
<thead>
<tr>
<th>TASC Tutor Pay Tier Requirements (effective January 1, 2019)</th>
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<tbody>
<tr>
<td><strong>Entry Level Tutor, $12 per hour</strong></td>
</tr>
<tr>
<td>• earned grade of A or B in the subject content being tutored</td>
</tr>
<tr>
<td>• written approval of a content instructor and/or endorsement of tutor trainer or supervisor</td>
</tr>
<tr>
<td>• interview and selection by the faculty and staff in Retention Services</td>
</tr>
<tr>
<td><strong>Level I Certified Tutor, $13 per hour</strong></td>
</tr>
<tr>
<td>• one full semester (excluding summer) of employment with satisfactory work performance as a TASC Entry Level Tutor</td>
</tr>
<tr>
<td>• 10.25 hours of CRLA Level I training</td>
</tr>
<tr>
<td>• 25 hours actual tutoring experience, after Level I training is completed</td>
</tr>
<tr>
<td>• CRLA Level I Mastery Assignment (Appendix C)</td>
</tr>
<tr>
<td><strong>Level II Advanced Certified Tutor, $14 per hour</strong></td>
</tr>
<tr>
<td>• one full semester (excluding summer) of employment with satisfactory work performance as a TASC Level I Certified Tutor</td>
</tr>
<tr>
<td>• 11.25 hours of CRLA Level II training</td>
</tr>
<tr>
<td>• 25 additional hours actual tutoring experience, after Level II training is completed</td>
</tr>
<tr>
<td>• CRLA Level II Mastery Assignment (Appendix C)</td>
</tr>
<tr>
<td><strong>Effective Date of Pay Rate Change</strong></td>
</tr>
<tr>
<td>• tutor certification occurs only at the end of a semester</td>
</tr>
<tr>
<td>• <em>after certification</em>, the pay rate change is effective on the first day of the following semester of employment (excluding summer), following Board approval of the pay rate change</td>
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</tbody>
</table>
Daily Payroll Reports and Time Records
In order to be paid, you will keep a record of all assignments on Daily Payroll Report sheets and submit them on your last working day of each month along with a signed time record (blue for new tutors). Instructions for completing Daily Payroll Reports are on each sheet; incomplete Daily Payroll Reports will be returned to you for correction.

Daily Payroll Reports should be updated each day that you work. Samples of a Daily Payroll Report and a time record are included in this manual (Appendix D). When you are not using your Daily Payroll Report, leave it in your folder at the appointment desk, as staff need to work with it throughout the day. Daily Payroll Reports are necessary for your payroll to be processed on time and are also important in tracking tutee “No Shows” (page 18). Tutors working at multiple campuses will track their hours at each campus separately; at the end of the month they will combine their hours onto one time record to turn in. Tutors working only at the CLC will complete a time log in place of Daily Payroll Reports (Appendix D).

The half-sheet time record is used to summarize the total hours worked each day of the pay period. This information is acquired from your Daily Payroll Reports. All MiraCosta College employees are assigned a Pay ID number that must be written on your time record each month. Tutors hired as student workers must also include their ‘current # of units enrolled’ on their time record.

On your last working day of each month, submit your completed Daily Payroll Reports(s) and signed time record to Janine. If you do not submit your Daily Payroll Report(s) and signed time record on time, you will not be paid on time for that month. The College District pays its employees once a month (on the last business day of the following month, see Appendix E). Paychecks are mailed to you or you may request to have them direct deposited into your bank account (contact Payroll at 760.795.6783 with any questions).
IV. TUTORING POLICIES AND PROCEDURES

Schedules
Tutors may be assigned to work at Oceanside, San Elijo, the Community Learning Center, and/or Online; assignments may be by appointment, in classroom settings, for group tutoring, drop-in tutoring, Facilitated Learning Sessions, test review sessions, or a combination of all of the above. We will work with you to develop a tutoring schedule that does not conflict with your own classes and which meets the needs of the tutoring program and the students it serves on all campuses.

Once you submit a Tutor Schedule of Availability for the semester, you are expected to commit to that schedule for the semester and avoid requesting frequent changes. Schedule changes must be approved by Janine or Edward. Keep us up to date on any changes to your class schedule (including the number of units you are enrolled in), address, phone number, and email address. A sample schedule form is included in this manual (Appendix F).

Using your available hours, we will schedule appointments and other assignments for you, giving you at least 24 hours’ notice. Tutors check their schedule at the appointment desk, call in by phone, or check SARS Anywhere online at: http://sarsweb.miracosta.edu/sarsanywhere. Check your schedule at least once daily to avoid missing any assignments. Remember that we may make next-day additions for you after you have left campus for the day so it is a good idea to check at both the beginning and end of each day to see what assignments you may have. We recommend you write your appointments and assignments in your own daily planner or calendar to help you remember them. Notify the front desk as soon as possible if you have any questions about a tutoring appointment or assignment. See Appendix G for hints on using SARS Anywhere.

In addition to SARS Anywhere, your scheduled appointments and other assignments for the day will appear in your mail folder (see page 17) on your Daily Payroll Report. The course and content your tutee is seeking help with will appear in both places as well. You will use your Daily Payroll Report to provide an accurate account of hours you worked that day. This includes noting the actual length of the appointment or assignment, marking if your appointment was a ‘no show’ (see page 18), and totaling your hours for the day. By the end of each day worked, you are required to update your Daily Payroll Report.

^24 Hour Notice
Tutors can choose to waive the 24 hour notice; this would allow staff to schedule assignments up until 4pm for any of your availability the following day.
**Appointment Tutoring**

Appointments are scheduled for one 50-minute session at a time and usually begin at the top of the hour (e.g., from 10:00 to 10:50). Occasionally, due to tutee needs or your own availability, a 25-minute session may be scheduled (e.g., from 10:00 to 10:25) or a session may begin on the ½ hour (e.g., from 10:30 to 11:20). When you arrive for a tutoring appointment, you will need to actively look for your tutee, especially if you have not met before.

Students may invite up to 3 other students to join their appointment. When this occurs, a “Group Tutoring Form” must be completed by the tutor (for sample, see Appendix H). Group Tutoring Forms should not be left with students and should be turned in to front desk staff immediately following the appointment.

Be sure to be **on time** for all appointments and to prepare for them in advance by reviewing relevant material and getting organized. You are paid for the actual appointment length, rounded up to the nearest quarter-hour (e.g., an appointment that begins at 12:00 and ends at 12:35 is rounded up to 12:45; you would be paid .75 of an hour for that appointment). We will pay you for a minimum of 15 minutes for each tutoring session that is not cancelled early (page 18); prep time is not paid. Starting on time AND ending on time (usually at :50 minute mark) helps us to manage space; this allows the next set of appointments to find space and begin on time.

Appointments are scheduled a minimum of 24 hours in advance and can be scheduled up to 10 days in advance. Students can make appointments in person, over the phone, or online (E-SARS). This means that if it is 2pm today, appointments being scheduled will have to occur after 2pm tomorrow. Sunday is the 24 hour deadline for Monday appointments; on Saturday and Sunday E-SARS is the only scheduling option available to students. We make all appointments for you using our SARS Anywhere Scheduling System based on the schedule of availability you submit for the semester.
**Drop-in Tutoring**
Drop-ins offer students the opportunity to stop in as they need to for quick help. You may be assigned to work a scheduled drop-in shift for a subject area. Students typically receive help for 10-15 minutes at a time, but you will want to be flexible and develop a style that works for you and the students; for example, during busy times you may group students by class or topic and then move to each group to assist them in their learning.

**Facilitated Learning Sessions**
FLS are weekly student learning groups which are requested by faculty, linked to a specific class and facilitated by tutors. FLS utilize successful student scholars as facilitators that enhance group learning with students who attend academic support sessions related to difficult courses. If you are assigned to an FLS session, additional training sessions are mandatory.

**CLC Tutoring**
Tutors assigned to the CLC work with Adult High School Diploma, English as a Second Language (ESL), and Citizenship coursework on a drop-in and appointment basis. Tutors may be assigned either a morning or evening shift and will receive additional CLC specific training.
**Tutor Absence**

Tutors are expected to arrive on time and keep their assignments. If you cannot keep an assignment or will arrive late due to an emergency, call the tutoring front desk at the campus(es) you are scheduled to work as soon as possible so that we can reschedule any appointments or find coverage for your assignments. Tutor Absence Reports are filled out by the front desk staff and placed in your mail folder when you are late or an absence occurs. If you will miss a classroom assignment, you must also inform the instructor of the absence. TASC phone numbers are on pages 3-4 of this manual and voicemail is available 24 hours a day, seven days a week.

It is important that tutors are dependable; people are counting on you! When tutors miss appointments or arrive late, it reflects poorly on TASC. A tutor who fails to appear for work or arrives late three times without informing us ahead of time will be subject to dismissal.

1st Unexcused Absence: The tutor is given a written warning that is placed in their employment file. Tutor is asked to call tutee to reschedule appointment and to apologize.

2nd Unexcused Absence: Supervisor meets with tutor; tutor is asked to call tutee to reschedule appointment and to apologize. A formal letter of reprimand is placed in employment file.

3rd Unexcused Absence: Dismissal
Requesting Time Off
If you need to request one or two days off from work, you will need to fill out a “Block Me Note Request” and turn it in for approval to the front tutoring desk at the campus(es) you will be asking for time off from. When requesting time off, be mindful of your role as a tutor, responsibilities you may have (Drop-In Hours, Facilitated Learning Sessions, CLC Tutoring, and so forth), and appointments that may already be scheduled. Block Me Note Requests must be submitted as far in advance as possible and at least 1 week prior to your requested day off. If your request is able to be fulfilled, you will receive a confirmation copy in your mail folder when your Block Me Note Request is completed. If your request is not able to be fulfilled, you will be notified and expected to work as scheduled. It is your responsibility to check with front desk staff for the status of your Block Me Note Request. For longer time off requests or permanent changes to your schedule, you will need to get approval from your respective supervisor.

Block Me Notes are available in the front desk area.
AB 1522: Healthy Workplaces, Healthy Families Act “Health Families (HF)”

Under AB 1522, as a temporary classified employee or student employee, Tutors have 24 hours of paid sick leave that can be used under the guidelines below; MiraCosta refers to this leave as “Healthy Families (HF)”. HF is to be used for the diagnosis, care, or treatment of an existing health condition of (or preventive care for) an employee or a family member or for specified purposes if a victim of domestic violence, sexual assault, or stalking. Family member definition: parent, child, spouse, domestic partner, parent-in-law, sibling, grandchild or grandparent. HF should not be used for any other purpose.

- New employees can use HF beginning 90 calendar days following the first day of training
- Conditions for Claiming HF for hours you are scheduled to work:
  - Tutors will complete a Block Me Note Request at least 1 week in advance if you know that something is coming up that will require HF leave.
    - You don’t need to specify the reason and your supervisor can’t ask you about the reason, but it must fit the guidelines above. On your Block Me Note Request, just check ✓Other and fill-in ‘HF’
    - If you have an emergency that fits under AB 1522, you will need to call the tutoring front desk as soon as possible.
  - to be paid for these hours, you will need to:
    - write ‘HF’ on your Daily Payroll Report for the hours you were scheduled to work
    - write those hours on your time record with ‘HF’ next to the hours
- Additional Information
  - The 24 hours of paid sick leave does not roll over from one fiscal year to the next. Each fiscal year a new 24 hours will be given.
  - Your paystubs will show your AB 1522 sick leave balance, a month behind.
    - i.e., if you use HF hours in November, they won’t appear to be deducted from your total until the end of December.
  - If you run out of HF hours, any additional days off would be unpaid.
Mail Folder
All tutors are given a mail folder that is kept at the appointment desk along with their Daily Payroll Report. You are responsible for checking your mail folder daily to see if it contains any information or messages for you. As mentioned on page 10, Daily Payroll Reports printed by the staff will be placed in your mail folder. The mail folder is also the place in which you are to keep your time record when you are not using it. Empty your folder of new materials; avoid storing things in it other than your Daily Payroll Reports and time records.

Email and Text
As MiraCosta College employees, tutors will be issued an MCC email address and employee log-in (see Appendix K). TASC will communicate with you via email; with your permission, we may also communicate with you via text message. We do not send tutoring appointment information via email or text, but we will send meeting notices, announcements, reminders, surveys, etc. Be in the habit of checking and responding to your email and text messages regularly.

Policies Affecting Tutees
Students are able to schedule appointments in person, online (E-SARS), and by phone. Appointments are scheduled a minimum of 24 hours in advance and can be scheduled up to 10 days in advance. When an appointment is scheduled in person, students will receive a “Tutoring Appointment Sheet” (see Appendix I for sample) which confirms their appointment information and reminds them about No Show and Cancellation Policies. Students can also request to receive automated reminders for their appointments.

1. It is the policy of TASC not to make standing or multiple appointments for tutees. A student will be given one appointment at a time per enrolled class. The intent of this policy is to help prevent tutee over-dependence on the services and to allow tutors to be as accessible as possible to all students. If you believe an exception to this rule should be made for a student, discuss this issue with Edward or Janine.

2. Tutees may make an additional appointment for further help in a class as they attend their current appointment for that class. Appointments for the same class must occur at least 2 days apart. Tutees are able to receive up to 2 appointments per class each week. This gives the student time to apply what was learned in the tutoring session and study the material further before the next appointment. (The 2 day apart policy is modified to a 24 hour policy during finals week)
3. Students are eligible for free tutoring at MiraCosta College if they are officially enrolled at MiraCosta College in the course for which they need help; students should also be attending the class regularly.

4. Tutors are not to do work for students that they should do themselves. For example, tutoring is not intended to be a substitute for going to class or for doing the work of the course. Students who have been absent due to a bona fide personal necessity (e.g., illness, family emergency) can request tutoring for help with understanding missed work if they have done their own catching up on assignments before they get tutoring. Tutors are not to do students’ assignments for them in any fashion, give answers or help with take-home tests.

5. Tutors do not teach students new material; tutors work with students to help them understand the course material. The instructor must have already presented the material and the student must have studied this material before seeing a tutor.

6. “No shows”: Students who fail to appear for two appointments in a semester are blocked from scheduling tutoring appointments for ten school week days (2 weeks). “No shows” are tracked through our scheduling software (SARS Anywhere). It is your responsibility as a tutor to mark your Daily Payroll Report and notify front desk staff immediately when a “no show” occurs. Students who cannot keep an appointment are expected to either cancel or reschedule the appointment as far in advance as possible but no later than 8:00am the morning of the appointment (“early cancel”). Failure to do so will mean they are considered a “late cancel” or “no show” for that appointment; three “early cancellations” = one “no show”. Students are advised of this policy in writing and verbally when they make appointments.

Also, if a tutee fails to keep an appointment with you and does not cancel in advance, you will be asked to wait 15 minutes for the student after which they will be considered a “no show” for that appointment. In both cases (late cancellations and no shows), you will be paid for 15 minutes if you enter this on your Daily Payroll Report as a “no show” or “late cancel”. If you have a “no show” or “late cancel” for an appointment or assignment that was scheduled for more than 1 hour, you will be paid for one fourth of the scheduled time.
V. RESOURCE MATERIALS

**Textbook Library**
TASC maintains a library of textbooks used for MiraCosta courses. Tutors may use these books as a reference while working in the Center; they are a useful resource in preparing for tutoring sessions. We also have reference books such as international language dictionaries, an atlas, etc.

Our library is very limited and we may not have a copy of the text for every class. Textbooks are a valuable, irreplaceable resource:

- **Textbooks in our library are not intended for personal use by tutors or other students and should be promptly returned to the book cabinet after each use.**
- **Tutees should be encouraged to bring their textbook with them to their appointment.**
- **Textbooks should never be left out or with your tutee.**

**Additional Resources Available to Tutors**

- calculators, Bar Charts, small whiteboards, variety of school supplies
- copier (available for business use only, it is not intended for personal use)
- department laptops are available for check out for use in tutoring assignments

See one of the TASC staff members if you'd like to use any of these resources.

**Online Resources**

- TASC website: [miracosta.edu/tutoring](http://miracosta.edu/tutoring)
  - College Success Skills Handbook
- Many textbooks come with CDs or websites that provide supplemental instruction and study guides for the textbook. Tutors should familiarize themselves with these materials.
- MCC Library website ([library.miracosta.edu](http://library.miracosta.edu)) also provides connections to many online sources.
VI. TUTOR TRAININGS

TASC is a CRLA (College Reading & Learning Association) certified program. The purpose of certification is twofold:

• First, it provides recognition and positive reinforcement for tutors' successful work from an international organization.

• Second, its certification process sets a standard of skills and training for tutors.

CRLA’s mission is “to provide college reading and learning professionals with an open forum to discover and exchange the leading tools and techniques to enhance student academic success. Sharing the best for student success!” (www.crla.net)

Tutor training is mandatory for all tutors. Training topics will include the tutoring process and techniques, helping relationships, learning disabilities, learning styles and study skills. Tutors may be asked to participate in planning specific training sessions. Most training happens before each semester begins with some follow-up training during the semester. Additional training during the semester is required for tutors assigned to Facilitated Learning Sessions or the Community Learning Center. Portions of tutor training may be waived for tutors who have equivalent CRLA training.
VII. TUTOR CONSULTATIONS

Throughout the semester feel free to ask Edward for an individual consultation with you. The purpose of a tutor consultation is to discuss your work as a tutor and a student and to help you with any challenging situations. Towards the end of each semester, all tutors will be scheduled a consultation. Examples of some areas that could be explored in consultations are:

- tutee learning problems that present a challenge to you as a tutor
- difficulties establishing an effective helping relationship with a tutee
- tutee dependency problems (over-reliance on tutorial services)
- difficulties you are experiencing as a student
- concerns of a personal nature, particularly those that are interfering with, or may interfere with, your effectiveness and growth as a student or as a tutor
- developing your skills as a tutor and a student

To set up a consultation, see a staff member to make an appointment. You will be paid for consultation time.
VIII. TUTOR PRIVACY, ETHICS AND PROFESSIONALISM

Your privacy as a tutor will be respected. This means that TASC will not disclose to students your personal information including: your class schedule, email address, phone number and address, and your last name.

As a tutor representing MiraCosta College, you have a responsibility to conduct yourself in a professional and ethical manner. We expect that you will not eat or use your cell phone during tutoring sessions and that your topics of conversation in the tutoring space will remain professional. Examples of ethical obligations of tutors include maintaining confidentiality of tutoring sessions; avoiding conflicts of interest which may arise from combining professional and personal relationships (e.g., avoid dating students you tutor); and refraining from forcing personal values, beliefs and behaviors on tutees. In addition to the MiraCosta Compliance Statement you signed in your hiring packet (Appendix K), you will sign a TASC Employee Confidentiality Agreement during training; a copy is available for your reference as Appendix J.

As an employee of the college, you are expected to comply with MiraCosta Board Policy including AP 3050.E.7 which states:

“Recognizing their responsibility to MiraCosta College, employees . . . Avoid conflicts of interest between their contractual obligations to the district and private business or personal commitments. For example, they avoid soliciting clients and selling services or products during the course of their regular work at MiraCosta College and they refuse remuneration for services rendered to persons for whom they perform the same services as an employee of the college.”

We hope you will enjoy your work here as we build community and assist students; let us help you in any way we can.
## INDEX

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