

SEC Administrative Procedures

PAYROLL

- A. It is your responsibility to record when you report to work and when you leave on an ongoing basis.
- B. Please SIGN-IN on the computer next to the office manager when you come to work, and SIGN-OUT when you finish working. **DO NOT Sign-In and Sign-out at the same time (all at once)! MUST Sign-IN** when you **enter**, and **Sign-Out** after your **shift is done!** Otherwise, you will not be compensated for any discrepancies show in the computer login system.
- C. You **MUST** submit your timesheet by Wednesday as soon as you receive it from HR. During holiday weeks, sheets must be submitted by Tuesday.
- D. If sheets are not submitted by the mentioned time above, you will not be compensated.
- E. In addition, please let Rita, Melanie, or the office manager know when you report to work so that we can direct students appropriately and facilitate the resolution of payroll discrepancies.

STUDENT SIGN-IN

- A. **Students are required to sign in whenever they use SEC services.** These student signatures are used to track students for reporting purposes, determine resource needs, and provide feedback to professors.
- B. Importantly, your diligence can impact a student's grade or career.
- C. Some professors provide their students with extra credit in exchange for these coupons.
- D. Some students are "at-risk" and Study Group attendance may help them stay in their academic program.
- E. Students using drop-in services, sign white Drop-In sheets only.
- F. Students in your Study Group must do the following during your Study Group Session:
 - 1. Sign in on the Blue (lecture) or Pink (lab) Study Group Sheets**
Have students legibly print their names and include their student identification number in case you have to manually enter their names in this base.
 - 2. Students Receive a Coupon (either green or yellow sheet)**
 - 3. Let them Give you their Banner ID**
- G. You are responsible for:
 - 1. Distributing Study Group sheets for student sign-ins during the Study Group.**
 - 2. Coding the top of each sheet with your name, subject tutored and time.**
Notations by student names are necessary if:
 - **It is a laboratory Study Group**
 - **More than one Study Group is entered on the same sheet.**

3. **Distribute and sign the Coupon to students WHO HAVE RECEIVED AT LEAST ONE HOUR OF TUTORING. If a student leaves early, REMOVE THEIR NAME from the Study Group sheet.**
4. **Bring the coupon to Rita or Melanie for a countersignature. If they are both unreachable, tell the student to come back for one of their signatures within one week.**
 - **Note that if you do not enter their ID into the database, we will not be able to countersign.**
5. **Scan their ID into the database. If the ID cannot be entered, manually make the entry.**
 - **If the scanner is closed, write across the sheet in big letters “MELANIE, ENTER”.**
6. **Verify that the number of student sign-ins on the Study Group Sheet matches the number of ID entries made into the database AND the number of coupons issued.**
7. **Colored sheets should be handed to Melanie or placed in the tray on the left-hand side of her computer. If the main office is closed, slide the sheets under the door.**

STUDY GROUPS

- A. You are the manager of your Study Groups. It is your responsibility to
- B. Keep your Study Group appointments updated on the bulletin board so students know when you are available.
 1. If all of the students miss a group session, and does not call us with a valid excuse, delete the session and re-open the spot.
 2. Enter new groups upon student demand.
 3. Initial all updates so we know it was done by staff, not a student.
- C. Arrive 10 minutes early so that you have time to find a room and retrieve any resources you'll need for your group (textbooks, models, etc).
- D. Remind your students to arrive promptly.
- E. Organize your students, write your Study Group location, time, and subject on the SEC White Board, and erase this record when your group is over.
- F. End your session early enough to complete your group's paperwork and release them for their next class.
- G. Your role is to teach your group how to study and find information. The ideal instructor facilitates their students' ability to function independently. The more you do the work for your students, the less you help them.
- H. Tutors are not permitted to do their own class work while tutoring a group. If your student does not know enough to ask you the right questions, go over their notes, look at their study strategy, and determine your students' needs based on your knowledge of their course and professor.
- I. When these groups are mismanaged, we become the target of student complaints.

ABSENCE

- A. Keep in mind that your students count on you, and that we have to work short-handed in your absence. In addition, if you are the only tutor scheduled, we may need to shut down the SEC during your shift.
- B. Needing to study for an exam because of inadequate time management is not an excuse. If an absence is necessary, it is your responsibility to
 1. Find a replacement who can tutor your group(s).
 2. Notify Rita, Melanie, and the office manager per email in advance of the substitution so that we can compensate appropriately. Additionally, copy the person substituting for you.
- C. If you are having trouble finding a replacement, please email your request to Rita and Melanie so that we can forward your request to the staff. Many tutors welcome the opportunity to “pick up” more hours. Please be sure to specify exact times, dates, and the groups' subject(s).
- D. There are no “make-ups” for tutors that take time off from their normally scheduled hours.

RESOURCES

- A. Record each resource a student borrows in the “Control Resource” binder located by Melanie’s desk during the day. Make sure that each column is filled out completely.
 - Note that resources are only available Monday through Friday when the office is open.
- B. If a student still wants to use the resource(s) after your shift ends, sign out the resource and have another tutor/mentor sign the resource out.
- C. Students are required to give a license in exchange for the use of books, tests, bones, etc. They should be left on the plate in the file cabinet. When the material is returned, the license is returned.
- D. The level of security is different for different resources. Learn them.

COUPONS

In exchange for coupons, some professors opt to give students points towards their next exam or grade. For this reason, it is important that we maintain tight adherence to procedure and security in this program.

- A. Tell students to keep them in a safe place because we don’t reissue them if they are lost.
- B. Coupons are in the SEC office.
- C. Students can attend a Group for less than an hour; HOWEVER, they can only sign an Study Group sheet and receive a coupon out if she/he was tutored for at least one hour.
- D. Never give students "blank" coupons.
- E. Students must sign their names, professors, and times in pen – **NO PENCIL.**
- F. **Tutors must sign their names in red pen** –
- G. Initial changes so we know the change is valid.

- H. Verify the beginning and end times of the Study Group entered by your students for accuracy.
- I. Make sure your name, the course, and professor is noted at the top of the coupon.
- J. After you sign the coupon(s), please bring them to Rita or Melanie.
 - a. If they are not here, make sure the names have been entered into the database.
 - b. If the database cannot be accessed, make sure the student signed the Study Group sheet.
 - c. Inform students they must have Rita's signature within a week of your signature.

JOB TRAINING

- A. It is your responsibility to review all of SEC's computer programs, tests, note banks, etc in order to be able to provide specific academic direction to students. Knowledge of these programs also can increase your academic and technological expertise.
- B. It is your responsibility to learn how to use the videodisk, VCR and other equipment and know how to use the Internet in your spare time. The greater your technical competence, the greater your ability to help students and your value in the marketplace.
- C. Please investigate our WebPages and Online Tutoring pages thoroughly and be able to **use them and teach students how to use them.** These links connect you to many free, useful resources.

PROFESSIONAL DEVELOPMENT

- A. Tutors are automatically in the Professional Development Program. The goal of this program is to increase your marketability to professional school, graduate school, and/or the workplace. Based on your future goals, we will focus on your academic background, MCAT/GRE/DAT preparation, technological skills, teaching experience, self-confidence, organization skills, and /or interpersonal communication.
- B. Each of the peer tutors are asked to schedule meetings with Donna to review the progress of their development.
- C. William Paterson offers free computer instructions to students, faculty and staff. A list of workshops is located on the IRT site. **Please make an effort to attend as many as possible.** I ask that you tell me when you attend these or other workshops.
- D. Tutors are permitted to audit science lectures provided we obtain the permission of the instructor. This improves your ability to teach students relevant information, expands your academic background, and helps you to prepare for professional school entrance exams. Please inform me if you are interested in this option.
- E. Each tutor has a short Bio posted on our WebPages. Please update this Bio and forward it to Melanie, Rohit, and Rita.

- F. If you need a letter of recommendation, it is asked that you provide Rita with your resume and adequate time to prepare it. A tutor must work for the SEC for at least 1 year in order to receive a letter.
- G. If you are anticipating making a major "life decision" this year, please research your options thoroughly and consider discussing your options with Rita, Academic Mentors, and/or other professionals.

SOLUTION MANUALS

- A. Solution manuals are for tutors, NOT STUDENTS.
- B. If we violate this security, professors may pull their tests and manuals from the SEC.

TESTS

- A. Medium security tests are in the closet and can be accessed between classes. They can only be used by students in the presence of a tutor.
- B. Tests with the highest security are locked in the office's file drawer. Students should ask Rita or Melanie for access to these tests.
- C. When returning tests to the file drawer, please take the time to file them correctly. When a test is filed incorrectly, it can take us over an hour to find it.

NOTES

- A. Check the notes of all of your new students. Good notes are the first step to good grades.
- B. Encourage students to use professors' notes to fill in their own notes, rather than photocopying them. This encourages them to attend class and reinforce class concepts.
- C. Maintain the security of our notes. If they are taken, it takes a significant effort to replace them.

COMMUNICATION

- A. You will be contacted regularly throughout the semester by email. Please check it regularly.
- B. Remember that you are here as assistants to the faculty. As such, you are provided with privileges. Professors are highly trained and have a teaching philosophy based on their experiences. As such, we must respect their expertise and methods. Realize that student complaints may have no or little basis and that there may be more to the story than the student's viewpoint. As a representative of the SEC and the university, we can listen to students and refer to university policy. You can also bring Rita any concerns that you may have. You **may not** however, as a third party, interfere in the student- instructor relationship.
- C. Rita and Melanie have an open door. Please talk to us at any time.

MAINTENANCE

- A. Please help us keep SEC clean. If you eat or drink something, clean up after yourself.
- B. Straighten up the room after your shift. This is particularly important for the night crew.
- C. If students use the models, have them help you return them to the closet in 3023 before they leave. Otherwise, it will be your job.
- D. If you use electronic or other equipment, turn it off and put your software, etc. away after you are finished using it.
- E. Keep food in sealed containers so that we don't feed critters and bring the containers home after you use them.
- F. If you use the refrigerator or microwave, keep them clean.
- G. If you write on the boards, erase them before you leave.
- H. If you make coffee, clean the pot before you leave.