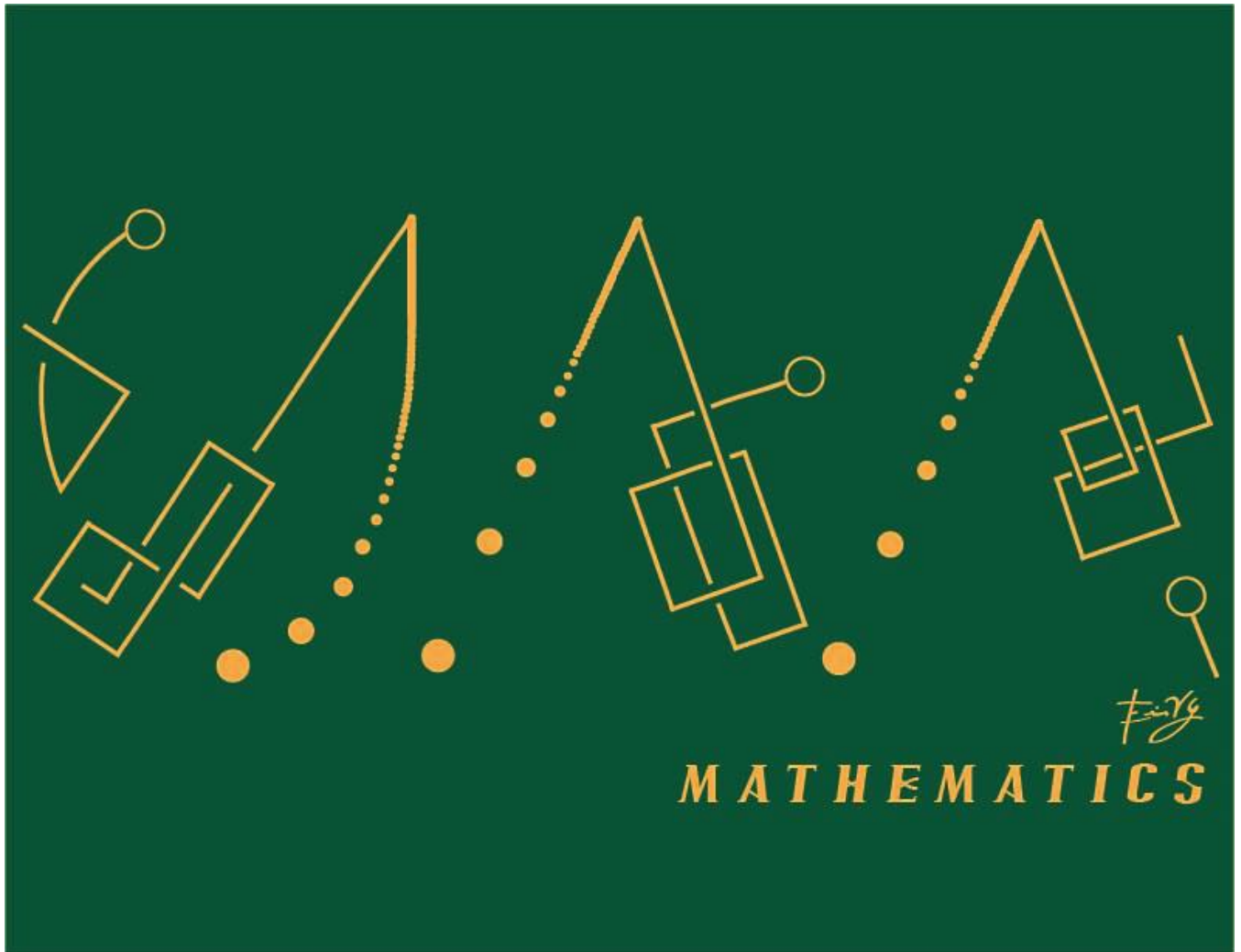


UAA Math and Stat Lab

Tutor Policy



Spring 2020

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Thank You for Tutoring!

Thank you for willingness to be a tutor. Our tutors are an extremely important component of the UAA Department of Mathematics and Statistics. You will help to fulfill UAA's Strategic Plan to *expand educational opportunity and increase student success* by improving the transition to higher education and aid in improving the rates at which students attain their educational goals. We hope that your own education is enhanced as you assist others.

Tutor Expectations

Tutor Responsibilities

1. Keep your contact information up-to-date with the department.
2. Be sure all students sign in when they enter the lab.
3. Timeliness
 - Arrive promptly for scheduled work hours.
 - If you do not arrive on time or notify the chair Dr. Fitch (786-1656 or mafitch@alaska.edu) in advance of an absence, it will be considered an unexcused absence. Tutors that habitually miss their shift, are habitually late, or leave early will be subject to disciplinary action and possible termination by the department chair or failure of MATH A495A.
4. Availability
 - Always wear your name tag while you are on duty.
 - Playing computer games or checking social media is prohibited.
 - Tutors working for long sessions may step out for a few minutes for a snack.
 - Leaving the lab for a restroom break, taking a quick phone call, or any other activities that can be done in 2-3 minutes is allowed.
5. Tutor students in specific areas to meet the individual needs of those students, but do not complete class assignments or provide assistance with any work completed for a grade.
6. Helpful
 - Make students feel respected. Be patient, kind, and accessible for questions.
 - Try to assist by asking questions to guide understanding rather than just providing answers.
 - Do not hesitate to consult the text if you do not know an answer; if the topic is unfamiliar to you and a quick consultation of the text or notes does not help you enough, do not try to make up an answer.
 - If students are waiting and you are not tutoring, ask those waiting if they need assistance.
 - When the lab is not busy, use the time to sharpen skills by reading related materials, working on projects, or other lab-related activities. Reading and

working on homework are acceptable only if they can be done while remaining accessible to students. While students are being tutored, devices should be closed or put aside.

Professionalism

As with any job, employers expect employees to be timely, dedicated, mature, courteous, and take an active role in the operations of the business. Being a Math and Stat Lab tutor is no different. Tutors should always make every effort—no matter what challenges a day presents—to be professional and present yourself in a positive, friendly, and supportive manner.

Be honest with the students you are tutoring, and don't do homework, etc. for students. Speaking negatively about other students or instructors with students is unethical and should be avoided. Keep issues discussed during sessions private. If you are concerned for a student you may contact the Care Team (<https://www.uaa.alaska.edu/students/care-team>) or the department chair.

The National Tutoring Association is dedicated to providing its members with opportunities to achieve and maintain high professional standards for tutors and administrators of tutoring programs and services. Their code of ethics supports professionalism.

NTA Code of Ethics

- I understand my role as a tutor is to guide students' to do their own work using the best learning approach possible.
- I will provide honest feedback in the form of positive praise and/or constructive suggestions to students I serve in a manner beneficial to their overall learning.
- I will demonstrate faith in each student's learning abilities understanding my primary goal is helping them discover and develop skills needed to reach their desired educational outcomes.
- I understand my relationship to each student I tutor is professional and not personal.
- I will respect and be sensitive to students' cultural background and personal value system; keeping in mind their personal dignity.
- I recognize I will not have answers to every question asked. Therefore, I will seek assistance in finding answers to the student's questions and/or directing the student to "how" and "where" appropriate resources are for the information needed.
- I will maintain accurate records of tutoring sessions to fulfill expectations & requirements which exemplify excellence in tutoring.
- I will respect each student's personal dignity at all times.
- I will be on time for tutoring all appointments understanding excellence does not compromise time nor make excuses.
- I will keep information about all students I work with confidential.
- I understand the ultimate goal is to assist students in discovering how he/she best learns. I will accomplish this by helping each student develop the skills needed to achieve their best educational outcome.
- I will share any concerns I have with my supervisor.
- I recognize the win-win relationship tutoring fosters. I expect to learn along with each student I assist.

- I will keep current in both my subject area(s) and learning methodologies.
- I will remain flexible to my approach to student learning, respectful of the various learning styles and preferences.
- I will share techniques for improving study skills with students; respecting their differing learning styles and preferences while exhibiting excellence in my approach to the content being tutored.

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Time Sheets

Online time sheets are due every other Monday on UAA Online. Failure to submit hours on time results in undue burden on our staff as well as delays in payment. Payment occurs on the Fridays following the submission deadline. See Candi Bryant in the Social Science Building (3rd floor) if you forget to submit the time sheet.

Safety

Earthquakes

From the Municipality of Anchorage Department of Emergency Management:

During an Earthquake

- Stay calm and stay where you are. **DROP - COVER – HOLD ON**
Take cover under a heavy desk or against an inside wall away from glass and falling objects.

After an Earthquake

- Be prepared for aftershocks
- Check for injuries and provide first aid
- Check for safety hazards: gas or water leaks, sewage breaks, downed power lines, etc. Check for any building damage & evacuate if dangerous.
- Phone lines should be kept as clear as possible for true emergency situations

Active Shooter

From the University Police Department:

Reduce Criminal Access to You

- lock and barricade doors
- stay out of sight
- turn off lights and PC monitors
- close window blinds
- take cover behind heavy furniture
- do not huddle with others- spread out in the room
- do not tie up cellular telephone circuits except to report your situation to police

Call UPD at 786-1120

- give the Emergency Dispatcher:
- your location and number of occupants of the room.
- Description of suspect(s)

Leaving a Secure Area

- a shooter will generally need to be stopped by an outside force such as University Police or APD
- special weapons personnel
- consider your risks before leaving
- when in doubt, stay put and wait for instructions from emergency responders

What to Expect from the Police

- police will first work to stop the shooter
- police will then seek and evacuate any wounded victims
- police will then contact & identify everyone in the facility, arranging for medical care, interviews, and
- counseling
- evidence of criminal activity will need to be gathered

What to Do if the Gunman Gains Entry to Your Area

- create a strategy for action with those in the room with you
- prepare to fight for your life: find something to be used as a weapon
- as a group you may need to attack and subdue the perpetrator
- once he is incapacitated, kick any weapons away and update 9-1-1