

Policies for Tutors at NVCC-Annandale Tutoring Center

All tutors are responsible for ensuring these policies are followed. Tutors may be quizzed on the policies without notice. Failure to know the policies is a cause for employment termination.

Tutoring Process

1. Always use **Socratic Process** when working with students: Ask questions to help the students discover the answers for themselves.
2. Follow the Tutoring Center Flow Chart.
3. Don't lecture and demonstrate problems – you aren't the professor.
4. Never pick up the pen; Let the student do all the writing.
5. If you are talking 75 percent of the time, you are probably talking too much.
6. Give the students a chance to work and think on their own. You shouldn't be completing the whole problem with a student.
7. Listen to the senior tutors instructions and utilize their experience. They will make you a better tutor and allow you to assist students more efficiently.

Working with Students

8. When working, student ID must be worn at all times.
9. Circulate; don't just sit with one person.
10. Pay attention to the students who are not being helped. Does their body language suggest that they may need help, but don't want to ask?
11. Always seat yourself at a table that has at least one student (when applicable).
12. If another tutor has several students and you don't have any, find out what the students are working on and offer to help out.
13. When tutoring someone, sit down next to them. Do not stand.
14. When there are no students in the center, you should be reviewing material for courses you are not strong with (for example MTH 151 & 152).

Lab Assistant v. Tutor Responsibilities

15. When lab assistant is on duty, they **MUST** greet every person who enters and direct them to the appropriate tutor or table. If no lab assistant, the tutors are responsible to greet every student immediately upon entry.
16. Keys to the cabinets are only held by lab assistant or lead tutor. If a student or tutor needs something it is their job to help.
17. Timesheets are due every other Thursday at 12pm.
18. When the center is closing, **no one** leaves until the center is completely clean and organized including:
 - a. All computers are turned off
 - b. All tables are cleaned with cleanser
 - c. All chairs are where they belong
 - d. All debris / garbage removed from floor and countertops.
 - e. White boards erased