

## Office of Academic Enrichment

### Standard Operating Procedures for Tutoring

These work rules are in place to optimize the effectiveness of tutoring by emphasizing the goals and expectations for all tutors (miscellaneous wage employees) hired by the University of Delaware's Office of Enrichment.

#### Our goals are:

- to assist in developing greater student competence/confidence in a particular subject;
- to create a positive academic environment where learning takes place at the student's pace;
- to promote and support active and independent learning and;
- to develop a positive approach to learning.

#### Work Rules

##### *In Office Drop-In Tutoring*

1. You are expected to act and dress appropriately for an office setting. Unacceptable attire includes bare midriff, low cut necklines, sheer clothing, baggy/sagging pants, or tee shirts with offensive logos.
2. You may not remain in the office building when the building is officially closed. Employees are expected to leave the building and premises at the close of the business day. Tutors scheduled for drop in hours will have access to the workspace during scheduled tutoring hours. You are permitted to be in the building 15 minutes prior to the start of scheduled tutor time and you must leave the building within 15 minutes of your work time ending.
3. In the rare instance when you cannot avoid being late to work or are unable to work as scheduled, tutors should notify the Office of Academic Enrichment admin staff personnel as soon as possible in advance of the anticipated lateness or absence. Frequent and/or scattered lateness and/or absence may be cause for disciplinary action up to and including termination.
4. A minimum of one week's notice is required when you desire time off. It is your responsibility to find a replacement to cover your scheduled time.
5. Designated work station/desk shall remain neat, clean and free from personal items. Personal items can be placed in designated storage space provided.

6. (If applicable) It is your responsibility to submit a weekly timesheet every Friday. For timesheets you are expected to log in to UD time at the start of your assigned hours and log out of the system at the end of the shift.
7. Office supplies including the copier and the fax machine are to be used only for university purposes and not for personal use.

#### *Individual/Group/SI Tutoring*

1. (If applicable) It is your responsibility to submit a Blue Hen Success Collaborative Report after each individual one on one tutor session.
2. You are required to attend all scheduled tutor sessions and arrive on time or early.
3. Tutors are not permitted to charge any fee beyond the set amount listed on the tutor find directory.
4. You are to assist with practice problems but not with graded homework.
5. In the case of a scheduling conflict, you are to contact the student(s) via phone or email at least 24 hours in advance.
6. (If applicable) Confirm the next scheduled session prior to the end of the current session.
7. Wait fifteen (15 minutes) before marking a student as a “no-show;” email or call after the first five (5) minutes.
8. (If applicable) Complete accurate session records/tutor timesheets.
9. Inform all students that they can evaluate their tutor sessions using the “Rate My Tutor” option online.
10. (If Applicable) Inform students of optional tutoring and workshop services offer by the Office of Academic Enrichment options.