**Academic Success Center**

**Tutor Contract and Confidentiality Agreement**

Congratulations on being selected as an ASC Tutor this semester!

The Coordinator for Tutorial Services is responsible for all policies and management of the tutor program. Tutors hired by the Academic Success Center report to the Coordinator.

When a tutor is hired to tutor a given subject, the hours worked is contingent upon student participation. If there is no student participation for any three-week period, tutoring may be cancelled for the course. Tutors should work with the coordinator on marketing strategies and helping with administrative duties to extend this deadline.

**Hours**

Tutoring takes place Sunday 3-8 pm, Monday through Thursday from 10 am to 8 pm and Friday from 10 am to 2 pm in the Tutor Zones: 5th floor of the Cooper Library, 2nd floor of the Hendrix Center, Brown Union Loggia, and the study rooms in the ASC. Sometimes tutoring is allowed in academic buildings such as Sirrine and Edwards. Tutoring sessions must be scheduled with the coordinator or GA before the semester begins, unless the tutor is hired by request. Once the hours are set, they will remain the same for the duration of the semester. When a course only has four hours scheduled for tutoring, tutoring must be held on two days separated by at least two days. If the hours are held on MW or TTh, the hours must be shifted (eg M 1-3, W 6-8).

**Administrative Duties:**

* Attend all assigned tutoring sessions.
  + If you need to cancel a session, you should notify a reschedule with the coordinator or GA at least two weeks prior, except in the case of emergency. ***Unacceptable reasons for tutors to cancel a session:*** Test, quizzes, papers or projects due. You have known about these assignments for a long time.
* Tutors will pick up a colored vest and sign(s) and clock/swipe in before **each** session in the ASC. IMMEDIATELY after each session, tutors will return to the ASC to clock/swipe out and return the vest and sign(s).
* Wear your vest and clearly display your table sign at the END of the table so that students may easily locate you, no matter which tutoring location you have been assigned (this includes the ASC study rooms).
* Dress appropriately for the job, and be hygienic.
* Maintain contact with the professor(s) for your classes through email, visiting their office hours, etc.
* Introductions for tutoring will be covered in each section that the ASC supports, with the approval of the professor. If available, the tutor will do the introduction. If the tutor is not available due to class, a Level III tutor, the GA, or the coordinator will cover the introduction.
* Perform two peer observations on other tutors during the semester.
* Failure to comply with any duties will result in a meeting with the coordinator and/or GA after a first offense and termination after repeated offenses.

**Required Training Sessions and Staff Meetings**

Orientation: All tutors are required to attend orientation at the beginning of each semester. New tutors will attend two days while returners are only required to attend the second day. All tutors are required to attend administrative and training meetings for which they will be paid. Failure to attend staff development meetings will result in termination.

New tutor training: Tutor training is required. All tutors must successfully complete New Tutor Orientation and CU 1100, a one-hour for-credit P/F course, during the first tutoring semester. If hired mid-semester AFTER orientation, new hires must complete the Tutor Training Program as outlined below.

2 hours – View tutor videos and write a paragraph reflection on each module, for a total of at least 3 pages.

6 hours – attend six trainer-led workshops\* or a makeup orientation, approved in advance

2 hours – observe at least two tutoring sessions and complete the observation form

\*The workshops must cover approved certification. The workshops may be selected from orientation meetings set by the coordinator or the workshop series hosted by the Academic Success Center.

**Check-In/Scheduling**

You will be required to clock in and out of your sessions and for anything else for which you will be paid through the ASC. Failure to sign in OR out will result in you not being paid. Due to the new logging system Kronos, time sheets will no longer be necessary.

**Attendance Data:**

It is critical that the Class of ’56 Academic Success Program maintain accurate attendance and time records for each tutoring session. This information is used for weekly and semester reports in the ASC that are created by a staff member as well as for budgeting and funding reasons. Because of this, you are REQUIRED to keep attendance information for each student who comes to you for tutoring. With this you are to us the following URL https://ascsi.app.clemson.edu/ to enter the attendance data directly after each tutoring session.

**Conduct**

As a tutor, you are representing the Class of 1956 Academic Success Center, Clemson University, and yourself. Therefore, we expect that you act appropriately at all times. What does that mean?

* A two-week notice is required prior to resigning as a tutor.
* Tutoring is not offered when the University is closed due to holidays or inclement weather. Do not assume tutoring is cancelled unless a formal email or notice of cancellation has been issued by the coordinator or GA. If the University is open and weather conditions prohibit safe travel to your tutoring session, contact the Coordinator immediately.
* Dress appropriately for the job and be hygienic.
* Be respectful of tutees, and do not criticize professor(s), even though the students may.
* Use no profanity during tutoring sessions.
* Do not help with graded assignments, including homework.
* Do not date the students attending your sessions.
* Maintain confidentiality. Please see the “Student Privacy and Confidentiality Policy.”
* Do not allow friends to “visit” you during your sessions.
* Be on time!
* Do not become a student’s counselor. If you feel as though they may need some extra help with academic issues, refer them to the Class of 1956 Academic Success Center program’s Academic Counselor (Ms. Lori McGregor), an Academic Coach (Mrs. Beth McWilliams or Ms. Donna McCubbin. However, if they are talking about being depressed, hurting themselves or something similar, make a referral to Counseling and Psychological Services (656-2451 or 656-1541) immediately.

**Student Privacy and Confidentiality Policy**

As student employees of Clemson University, tutors must abide by the provisions of the Family Education Rights Privacy Act, or FERPA. This **federal law** protects the rights and privacy of all students in institutions of higher education. According to its provisions, all of your interaction with students must be kept confidential. You may discuss what you learn about the student with ASC staff, but never with anyone else—including a professor or even members of the student’s family. If you ever feel pressured to address confidential material with someone other than ASC staff, you should simply direct the question to the coordinator. To read more about FERPA, follow this link: <http://www.registrar.clemson.edu/ferpa/ferpa.htm>.

**Observation Schedule**

Observation of tutors will be completed 2 times per semester by the Coordinator, Graduate Assistant, or Level III tutors using the “Tutor Observation Form.” New tutors will be observed 3 times during their first semester, unless hired by requests mid-semester. An observation schedule will be created at the beginning of each semester. The outcome of each observation will be emailed to the tutor within one week. If there are any major concerns as a result of an observation, the tutor supervisor will meet with that individual within one week of the observation. All new tutors will also complete a self-evaluation “Tutor Self Eval” pre and post their first tutoring semester.

Level 3 tutors will serve as mentors to provide observational support. The first meeting for new tutors will take place 3 to 4 weeks into the semester with their assigned mentor. Its purpose will be to ensure they are making steady progress towards training efforts as well as to discuss any issues that have come up in the beginning of the semester. The second observation for new tutors and the first for returning tutors will occur by mid-semester. The last observation round will occur during the second half of the semester and will consist of reviewing observations, evaluations, and discussions about next semester. Mentors will meet with new tutors again during the second full round of observations.

**Tutor Agreement**

I understand that as a student employee of Clemson University that I am responsible for upholding the Clemson Student Code of Conduct: http://www.clemson.edu/administration/student-affairs/student-handbook/code-of-conduct/

I understand that any infraction of the Institute’s standards of academic conduct and honesty will preclude my participation in Tutoring as a tutor and student leader.

I have read and understood the policies stated in the Student Handbook that have relevance to my job description (Student Policy on Sexual Harassment and Misconduct, Student Policy on Alcohol and Illegal Drugs and Rules of Student Confidentiality). http://www.clemson.edu/administration/student-affairs/student-handbook/

I have read and understood the provisions of the Family Education Rights Privacy Act (FERPA). I understand that any interaction with students conducted under the auspices of Tutoring is absolutely confidential, and I understand my obligation to protect the privacy of any students who use these services.

I authorize the Clemson University Dean of Students or the Dean’s designee to release relevant information and documents including disciplinary records to the Tutoring Coordinator in the ASC.

I understand that any and all Tutoring sessions must be conducted in my assigned Tutor Zone.

I understand that I will not help students with any graded assignments including homework.

I understand that I am responsible for keeping an accurate record of my work times, a complete set of student attendance data, and completing any required documentation.

I understand that my performance as a tutor will be monitored and evaluated.

I agree to maintain a grade point average of 3.3 or higher.

**I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby state that I have reviewed / received the policies governing the Tutoring program, and information, which contains the Sexual Harassment, Alcohol Policy and statement of confidentiality.**

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(Signature) Semester\_\_\_\_\_\_\_\_\_\_\_ (Date)