

Tutor/Staff Handbook

The learning center staff and/or tutor handbook is a resource that focuses staff and tutors on the work of the learning center, its vision, values, mission, goals, and strategies; policies and procedures; its approach to tutoring; and the desired student learning outcomes. The handbook guides staff and tutors in their interactions with students and faculty as well as staff of other areas of the institution.

- Introduction
- Center Vision/Mission/Goals
- Center Values
- Tutoring
 - Definition
 - Benefits
 - Tutee
 - Tutor
 - Job Description
 - Responsibilities
- FERPA
- Ethics
- Sexual Harassment
- Desired student learning outcomes
- Tutoring Fundamentals/Approach
- Tutoring Tips
 - Tutor Do's/Don'ts
 - Academic Integrity/Plagiarism
 - Difficult Situations
- Center Policies
 - Including the institution's applicable policies
- Center Procedures
 - Especially, timesheet/payroll procedures
 - Use of technology for appointments or drop in tutoring (e.g., TutorTrac)
 - Dress Code/Hygiene
- Tutor Training
- Tutor Contract
- Tutor Evaluation
- Emergency Procedures
- Other Campus Resources
- Sample Forms