

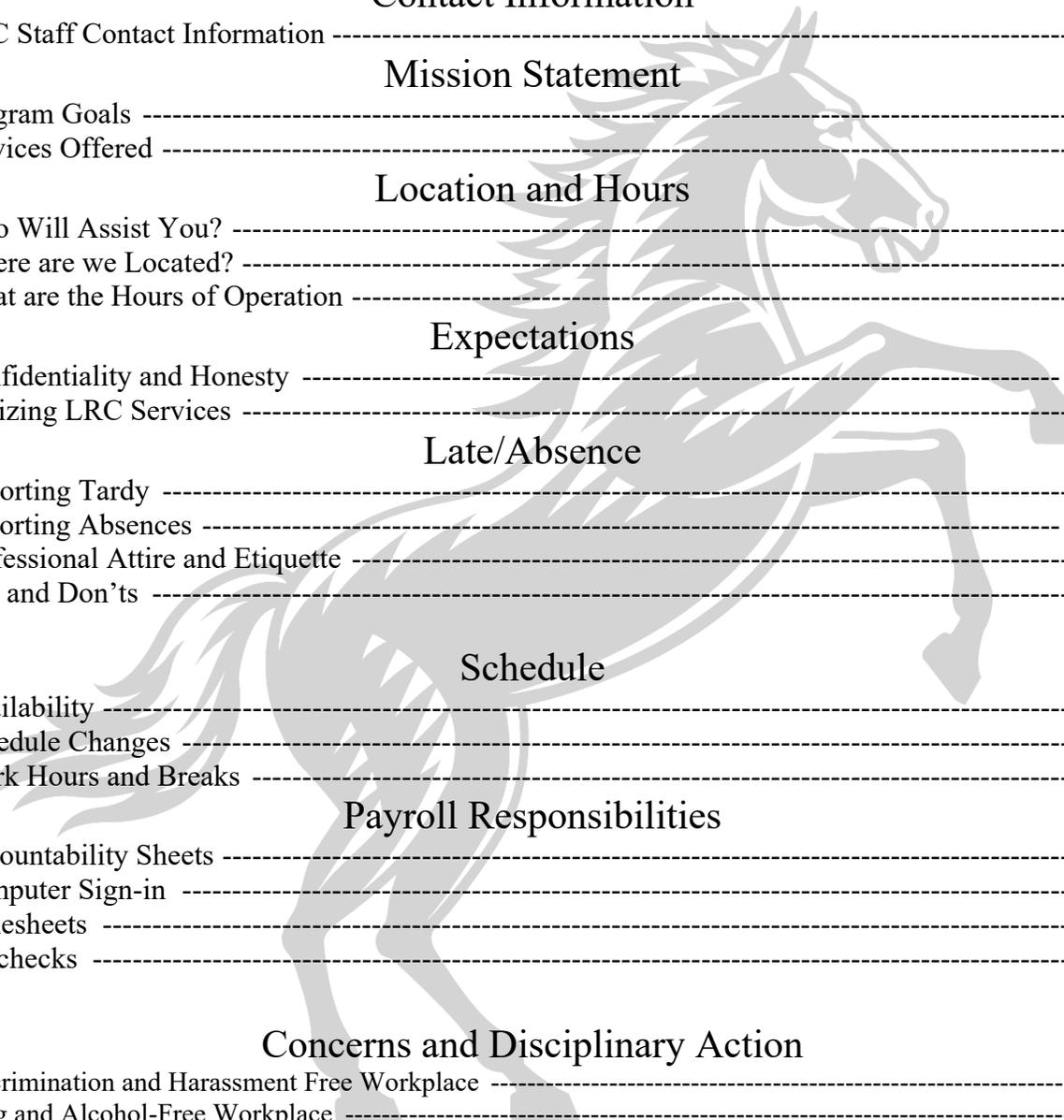


Tutorial Services Program Policies and Procedures 2023-2024



Table of Contents

Learning Resource Center (LRC)



Contact Information	
LRC Staff Contact Information -----	3
Mission Statement	
Program Goals -----	4
Services Offered -----	4
Location and Hours	
Who Will Assist You? -----	5
Where are we Located? -----	5
What are the Hours of Operation -----	5
Expectations	
Confidentiality and Honesty -----	5-6
Utilizing LRC Services -----	7
Late/Absence	
Reporting Tardy -----	7
Reporting Absences -----	7-8
Professional Attire and Etiquette -----	8
Dos and Don'ts -----	9
Schedule	
Availability -----	9
Schedule Changes -----	9
Work Hours and Breaks -----	9
Payroll Responsibilities	
Accountability Sheets -----	9
Computer Sign-in -----	10
Timesheets -----	10
Paychecks -----	10
Concerns and Disciplinary Action	
Discrimination and Harassment Free Workplace -----	11
Drug and Alcohol-Free Workplace -----	11
Unsatisfactory Job Performance -----	11
Disciplinary Procedures -----	11

LRC Staff Contact Information

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Mission Statement

The Learning Resource Center (LRC) maintains a student-centered supportive atmosphere where all Norco College students can foster independent learning to achieve their independent goals. The LRC Promotes campus community by creating a learning environment committed to the holistic development of lifelong learning and self-efficacy. Through a variety of academic support services, the LRC is committed to helping students achieve their educational goals and success.

Program Goals

Goals of the Tutorial Services Program

- Recruit, hire, train, support, and retain qualified students as tutors.
- Assist students to become confident, self-directed, life-long learners.
- Offer a variety of learning support options.
- Represent an active concern for students' academic well-being.
- Create an atmosphere of mutual respect and trust for students.
- Provide students with accurate, relevant, and appropriate information and referrals.
- Continually review policies and practices to ensure that students are appropriately served.
- Maintain an inviting, helpful, and approachable manner.
- Make every effort to turn each situation into learning experiences for tutors, student employees, and students.
- Refer students as necessary to appropriate college resources for the purpose of enhancing their educational experience.

Services Offered

- *Mustang Tutoring*: Students are allowed 3 active appointments or an unlimited amount of usage for Drop-In tutoring. Appointments are scheduled on WCONLINE.
- *Embedded Tutoring & Study Groups*: Academic support programs, which provide collaborative peer learning experiences for Norco College students who are taking targeted courses to maximize understanding of course content, foster critical thinking, and strengthen study skills to improve individual performance and achievement while positively impacting campus retention and graduation rates.
- LRC Student Resources: Study Materials and Miscellaneous Services:
 - Information and references to other services on campus
 - Virtual Whiteboards, Portable Whiteboards
 - General Computer Use
 - Copiers and printers
 - Engineering Computers
 - Study Tables
 - Hourly Study Cubicles
 - Reserve Textbooks, Calculators (daily and semester checkout), laptops, Headphones

Location and Hours

Who will assist you?

Friendly and approachable LRC staff and Tutors are available to assist all Norco College students.

Where are we located?

We are housed on the first floor, inside the Wilfred J. Airey Library Building.

What are the hours of operation?

All services are FREE for Norco College students.

LRC

Monday – Thursday: 7:30 am – 8:00 pm

Friday: 7:30 am – 4:00 pm

Saturday: 9:00 am – 2:00 pm

Mustang Tutoring

Monday – Thursday: 9:00 am – 8:00 pm

Friday: 9:00 am – 4:00 pm

Saturday: 9:00 am – 2:00 pm

The Summer and Winter session hours vary. For additional information, call the LRC front desk at **(951) 372-7143** or email **LRC@NorcoCollege.edu**

Expectations

Confidentiality and Honesty

All LRC employees must maintain the privacy of students' identities and keep all personal information confidential.

HOWEVER, if a student reveals that they intend to harm themselves or others, the information must be immediately reported to their supervisor, by law. Similarly, if a student reveals actions that violate the Norco College Student Code of Conduct, such as plagiarism, or if a student admits to actions which are illegal, LRC employees must report that information to a supervisor.

- Tutors should not do any part of a student's homework. Having a Tutor complete homework or other graded work constitutes cheating. Similarly, a Tutor should not help with a take-home exam.
- Tutors must work carefully to help students develop their own ideas and give appropriate credit for ideas from which they draw for their work. Tutors are obligated to report breaches of this policy to their supervisors.
- It is important to be encouraging but to not give a student false hope or flattery. Tutors should know their own limits and admit when they do not know answers.

- A tutor must be tactful if a student has complaints about another individual. Tutors must be careful not to comment negatively to students about professors' grading policies, teaching methods, or personalities.

Information, which must be kept confidential, includes but is not limited to the following:

- Student's address, phone number, or other contact information.
- Personal information shared by a Norco College student, which might include previous experiences or current problems.
- Information about the student's academic performance, including academic status.
- Disability status. Do not share known information about a student's disability nor ask a student about a suspected disability.

In the case of a student who reports intent to harm self or others, a tutor should:

- Promptly report the incident to a staff member.
- If the harm is imminent and the supervisor is not present, tutors should call Campus Police at (951) 222-8171 and further follow through by calling 911.

General Expectations of Students

Utilizing LRC Services

Please inform the students that to help them effectively, they will need to come prepared with their course materials, homework, notes, textbooks, course syllabus, and/or writing prompt. As well as specific information about what their difficulties are, this will make for a productive experience.

LRC guidelines are as follows:

- Tutors need to be on time for all their assignments and shifts.
- 1-hour appointments must be scheduled at least 1 business day in advance. For each enrolled course, the student may schedule 1 to 3 appointments at a time.
- Students that are part of the following Categorical Programs: "CalWORKs, EOPS, Puente, DRC, SSS..." are eligible to schedule back-to-back appointments on the same day.
- The Tutor and students need to turn their cell phones off and keep their conversation academically based.
- The Tutor and students must use language and maintain an appropriate noise level that is conducive for a professional learning environment.
- Please note: Norco College policy discourages bringing children on campus. To maintain the learning environment of the LRC, students should not bring their children.
- Treat the staff and other students with courtesy and respect.

Attending Tutoring Sessions

- Students in all tutoring sessions should arrive on time, be prepared for the session, participate actively, and stay for the entire prearranged session time.
- Students who cannot attend their appointment should cancel 24-hours in advance.

Late/Absences

Absence/Tardy Policy

On occasion, you may find yourself experiencing an unforeseen event. On these rare occasions, it is imperative that you email your supervisor and CC LRC@NorcoCollege.edu, stating your full name, scheduled capacity, time, and location where you are scheduled to work.

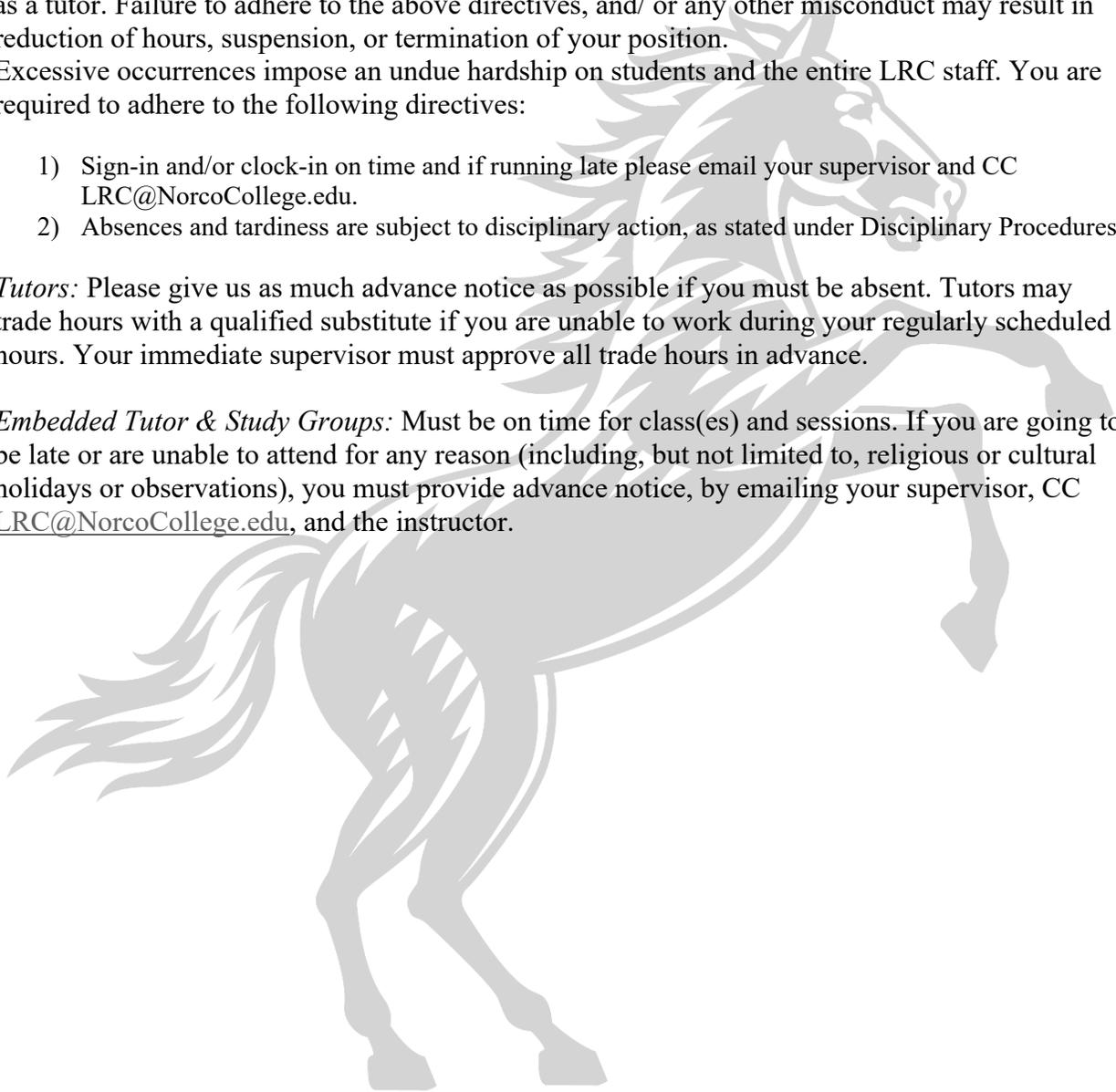
Avoiding absence and tardiness is critical and is a requirement for your continued employment as a tutor. Failure to adhere to the above directives, and/ or any other misconduct may result in reduction of hours, suspension, or termination of your position.

Excessive occurrences impose an undue hardship on students and the entire LRC staff. You are required to adhere to the following directives:

- 1) Sign-in and/or clock-in on time and if running late please email your supervisor and CC LRC@NorcoCollege.edu.
- 2) Absences and tardiness are subject to disciplinary action, as stated under Disciplinary Procedures.

Tutors: Please give us as much advance notice as possible if you must be absent. Tutors may trade hours with a qualified substitute if you are unable to work during your regularly scheduled hours. Your immediate supervisor must approve all trade hours in advance.

Embedded Tutor & Study Groups: Must be on time for class(es) and sessions. If you are going to be late or are unable to attend for any reason (including, but not limited to, religious or cultural holidays or observations), you must provide advance notice, by emailing your supervisor, CC LRC@NorcoCollege.edu, and the instructor.



General Expectations of Tutors

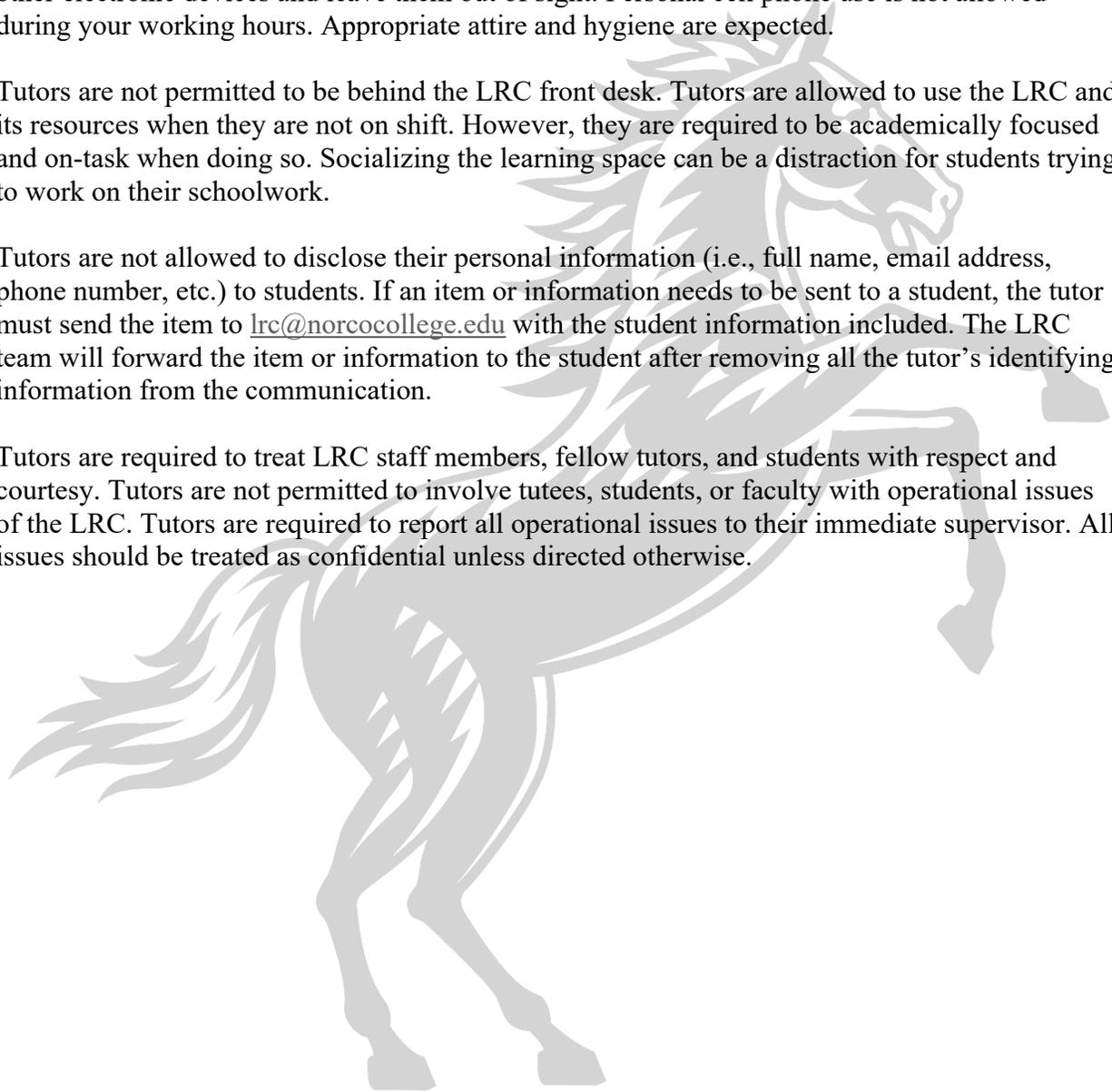
All LRC employees are expected to act in a professional and courteous manner during their shifts. Being a model student requires arriving on time, paying attention, and not working on homework, nor reading during scheduled work time.

Tutors are required to wear a name badge during their assigned shifts, turn off cell phones and other electronic devices and leave them out of sight. Personal cell phone use is not allowed during your working hours. Appropriate attire and hygiene are expected.

Tutors are not permitted to be behind the LRC front desk. Tutors are allowed to use the LRC and its resources when they are not on shift. However, they are required to be academically focused and on-task when doing so. Socializing the learning space can be a distraction for students trying to work on their schoolwork.

Tutors are not allowed to disclose their personal information (i.e., full name, email address, phone number, etc.) to students. If an item or information needs to be sent to a student, the tutor must send the item to lrc@norcocollege.edu with the student information included. The LRC team will forward the item or information to the student after removing all the tutor's identifying information from the communication.

Tutors are required to treat LRC staff members, fellow tutors, and students with respect and courtesy. Tutors are not permitted to involve tutees, students, or faculty with operational issues of the LRC. Tutors are required to report all operational issues to their immediate supervisor. All issues should be treated as confidential unless directed otherwise.



Scheduling

Availability

Tutors are required to complete the availability survey to communicate to their immediate supervisor their availability for any given term. Please make every effort to inform your immediate supervisor of any changes or added courses to your schedule as this may impact the tutoring schedule.

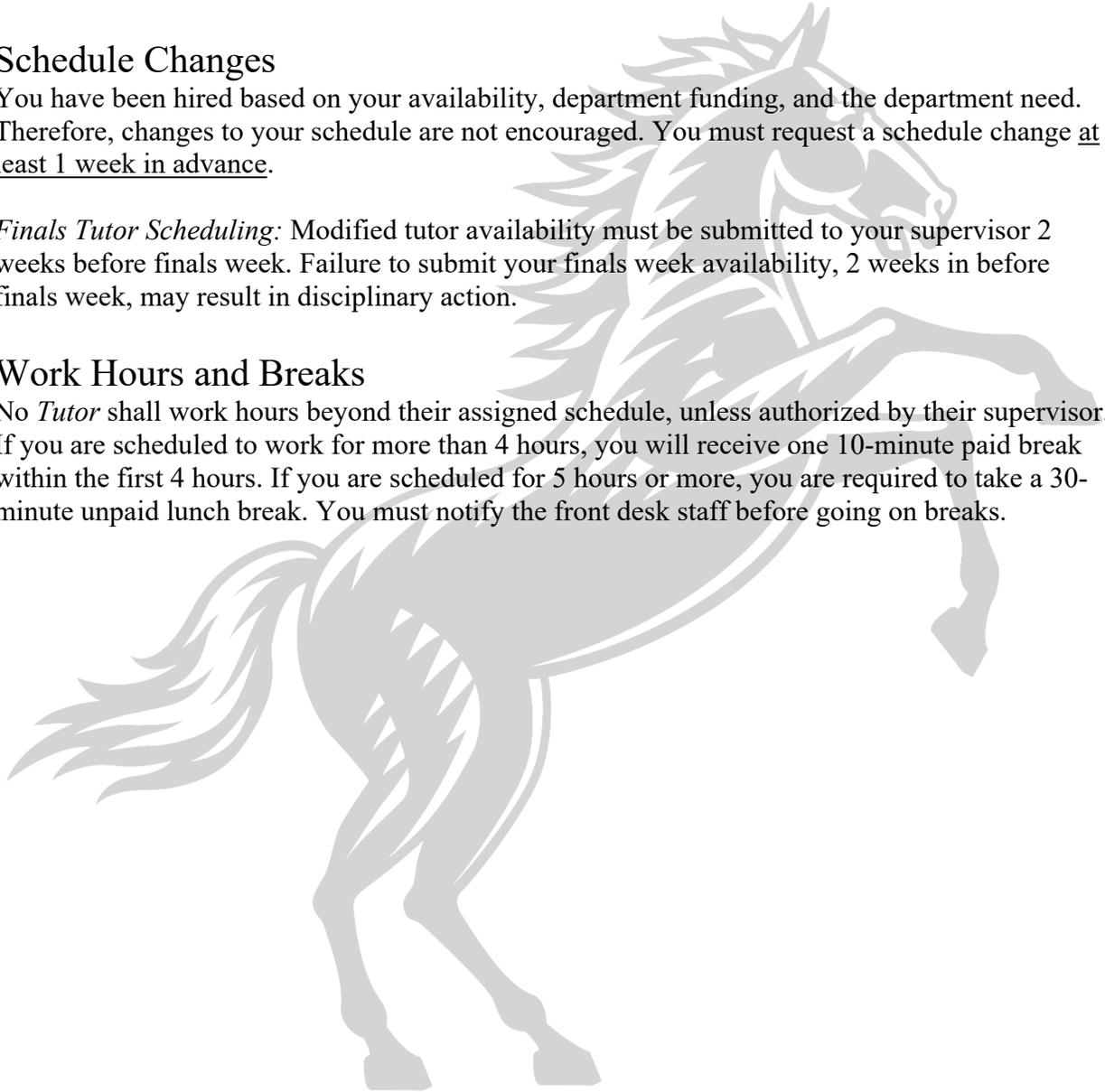
Schedule Changes

You have been hired based on your availability, department funding, and the department need. Therefore, changes to your schedule are not encouraged. You must request a schedule change at least 1 week in advance.

Finals Tutor Scheduling: Modified tutor availability must be submitted to your supervisor 2 weeks before finals week. Failure to submit your finals week availability, 2 weeks in before finals week, may result in disciplinary action.

Work Hours and Breaks

No *Tutor* shall work hours beyond their assigned schedule, unless authorized by their supervisor. If you are scheduled to work for more than 4 hours, you will receive one 10-minute paid break within the first 4 hours. If you are scheduled for 5 hours or more, you are required to take a 30-minute unpaid lunch break. You must notify the front desk staff before going on breaks.



Payroll Responsibilities

Payroll responsibilities outline for all tutors:

- Keep an up-to-date Accountability Sheet daily and turn it in at the end of every month.
 - Every time you work, you should update your Accountability Sheet to reflect your hours worked.
- Input your hours into the spreadsheet after you work your last hour of the month.
 - I send out the link to the spreadsheet monthly, at the end of each calendar month.
 - You need to find your name on the spreadsheet and input your hours for the corresponding dates.
- Create a Timesheet that is properly configured.
 - You will find your assigned Budget Code and Budget Name on the spreadsheet.
 - Copy/paste the provided Budget Code and Budget Name onto your Timesheet.
- Submit your Accountability Sheet and Timesheet.
 - Email me, daren.koch@norcocollege.edu, your Accountability Sheet and Timesheet as an email attachment.
 - CC the lrc@norcocollege.edu
 - The clerks help me with payroll and need to be included in your email submission.
 - The deadline to submit your Accountability Sheet and Timesheet every month is the last workday of the month.

Paychecks

Pay dates for Tutors are on or around the 20th of every month. Specific pay dates are posted in the mailbox area of the LRC. Holidays are not paid.

Concerns and Disciplinary Action

Discrimination and Harassment Free Workplace

Norco College is committed to providing a diverse and inclusive environment free from harassment and other forms of discrimination based upon race, color, ethnic background, national origin, religion, creed, age, lack of American citizenship, disability, sex, sexual orientation or preference, or gender, including sexual/gender harassment. Such an environment is a necessary part of a healthy learning and working atmosphere because such discrimination undermines the sense of human dignity and sense of belonging of all people in the environment.

Drug and Alcohol-Free Workplace

LRC staff are responsible for becoming familiar with Norco College policy of maintaining a drug and alcohol-free workplace, which stipulates that employees will not work under the influence of drugs or alcohol. This includes refraining from unlawful involvement with drugs or alcohol on campus or at off-campus, Norco College-sponsored functions, or events. It also includes refraining from “smoking in unauthorized locations on campus.” Tutors have the right to expect that the students they assist to adhere to Norco College drug and alcohol policies.

Unsatisfactory Job Performance

If at any time the LRC employee fails to satisfactorily meet the job responsibilities outlined in either their job description or LRC policy guidelines, the employee will be terminated. Some reasons for termination include but are not limited to the following: dishonesty, not showing up for work, unprofessional behavior, poor punctuality, specific departmental violations, any violation of Norco College Student Code of Conduct. Norco College’s Tutors must always maintain a minimum 3.0 cumulative GPA to actively work. If there are concerns about fulfilling this requirement contact your supervisor immediately.

Disciplinary Procedures

The stated policies must be adhered to. Violation of any of the policies or unprofessional behavior will result in the following disciplinary actions:

- 1st violation – Verbal warning.
- 2nd violation – Written warning and reduced or changed hours.
- 3rd violation – Dismissal from duties.
- Based on seriousness of offense, your supervisor may begin disciplinary procedures at Step 2 or 3.

*The Learning Resource Center staff are not responsible for lost or stolen items inside the LRC.

All LRC employees must always adhere to the foregoing policies and procedures. Your signature confirms that you have read, understood, and agree to the policies and procedures of the LRC. By signing below, I attest that I have read this document. I will abide by the Learning Resource Center's policies and procedures therein.

Print Name

Signature

Date signed

