

Peer Tutor Training Manual

Content Area Tutoring Program
Idaho State University
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This manual is not a contract, expressed or implied, guaranteeing employment for any specific duration. Although the program hopes that your employment relationship with us will be long-term, either you or the program may terminate this relationship at any time, for any reason, with or without cause or notice.

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1. Overview

The Content Area Tutoring (CAT) program seeks to as requested by students in all undergraduate disciplines and course levels except math and writing. Most tutoring takes place in small groups, but one-on-one tutoring services are sometimes provided in response to particular individual needs. CAT tutoring supports the six academic colleges (Arts & Sciences, Business, Education, Engineering, Health Professions, and Pharmacy). CAT tutoring is intended to complement, not duplicate, existing peer tutoring programs in Student Support Services, the Athletic Department, the College of Technology, and the Math and Writing Centers on the Pocatello and Idaho Falls campuses.

CAT views tutoring as a means to supplement classroom instruction, foster independent learning, and assist students in improving their academic skills. The program continues to evolve to provide quality tutoring and employment for the student body of Idaho State University.

2. Communication

Peer tutors report to a tutor coordinator (TC). One TC works at the Pocatello campus, the other at the Idaho Falls campus. There are office support personnel at Pocatello as well, who (among other duties) contact peer tutors regarding new student assignments. These duties are handled by the tutor coordinator at the Idaho Falls campus. The CAT Program on both campuses is overseen by a director, to whom the TCs and office staff report.

New student assignments are made via e-mail and include student/tutor contact information. The student receives the same information. Peer Tutors are responsible for regularly checking their personal e-mail accounts and telephone answering machines for CAT Program tutoring assignments and other information. Twice a week is suggested as a bare minimum, and more after each time a new student is assigned. The CAT Program does not provide e-mail accounts for peer tutors.

3. Approved Locations and Times

For reasons of safety and professionalism, all CAT Program tutoring must take place at one of the locations listed below. **Exceptions are possible but must be approved by the director in writing in advance.** The request must provide enough information to locate you for an evaluation.

Almost all CAT tutoring takes place on campus and absolutely no tutoring is allowed in restaurants, residences or behind opaque closed doors. Violation of this policy will result in immediate termination of employment.

A tutor and tutee may meet at any mutually agreeable time of day, as long as the place you want to meet in is available.

4. **Approved Locations in Pocatello**

1. Center for Teaching and Learning Carrels, REND 323
M-Th 8 am - 8 pm, Fri 8 am - 5 pm. Reserve a carrel at the CeTL front desk.
2. Academic Connection classroom, Turner Hall 113C
M-F 8 am-10 pm, Sat 10 am-5 pm, Sun 10 am-10 pm. The classroom is occasionally used for other university activities as well, so watch the door for posted times of unavailability.
3. Student Union Building - Cafeteria, 3rd Floor, and Fireplace Lounge
M-F 6:30 am-12 pm, Sat-Sun 8 am-12 pm.
4. Library Lounge
M-Th 7:30 am-12 pm, Fri 7:30 am-9 pm, Sat 9 am-9 pm, Sun 1 pm- 12 pm.
5. Library 2nd Floor Study Rooms
M-Th 7:30 am-10:30 pm, Fri 7:30 am-9 pm, Sat 9 am-6 pm, Sun 1 pm-10:30 pm.
Note: GROUP TUTORING ONLY. Reserve a library study room for each tutoring session by using the schedule book at the circulation desk.
6. Language Lab
Hours as posted at the lab. Foreign language tutoring only.
7. Computer Labs
Hours as posted at individual labs.
8. Rendezvous Center
Main eating and study areas only; no tutoring permitted in dorm rooms.
9. Fine Arts Building
Hours in accordance with department policies. Check with the appropriate department for hours and scheduling procedures. Fine Arts tutoring only.
10. The Learning Center (LS 208)
Hours as posted on door.
11. Life Science Foyer
Hours same as building hours: generally, 8 am-10 pm daily.
12. Nursing Building Foyer
Hours same as building hours: generally, 8 am-10 pm daily.
13. ASL Lab
Hours same as building hours: generally, 8 am-10 pm daily. CSED Tutoring only.

14. Graveley Hall Foyer
Hours same as building hours (generally, 8 am-10 pm daily) except for posted times of unavailability. Tutoring is not allowed during regular campus club meetings.

5. Approved Locations in Idaho Falls

1. Idaho Falls Center for Teaching and Learning (CHE 220)
Check with Idaho Falls TC for times and procedures.
2. Bennion Student Union
7 am - 10 pm daily
3. University Place Library (2nd floor UP)
M-Th 9 am-8 pm; F-Sat 10 am-3 pm
4. CHE computer lab (CHE 201)
Hours as posted at lab.
5. Idaho Falls Public Library (457 Broadway: telephone 529-1450)
M - Th 9 am - 9 pm; F - Sat 9 am - 5:30 pm.

6. Online Tutoring

Tutors who have difficulty meeting with one or more of their tutees in person have the option of meeting with them online in our Moodle chatroom. To do so, please ask the CAT office to enter your name and your tutee's name in our chatroom database.

Fill out your timesheet as usual for an online tutoring session, but write "online" instead of getting the tutee's initials. The CAT office can look at the record of the online session to confirm the times you've written.

7. Tutoring Assignments: Tutee

On your application to be a tutor, you indicated how many hours you'd like to tutor each week. Students will be assigned to you based upon that number: if you have written "12 hours" then CAT will assign you up to 4 groups of students. Each group of students being tutored in a class worth 3 credits or more is entitled to 3 hours of tutoring each week. Students being tutored in a 2 credit class may receive up to 2 hours of tutoring per week; students being tutored in a 1 credit class may receive up to 1 hour of tutoring per week. **By accepting a tutoring assignment, you agree to make yourself available to that student or group of students for the maximum number of weekly hours to which they are entitled—usually, three.**

CAT cannot promise you the maximum hours of students your application indicates, nor can we promise that each student you have will want to make use of the full time to

which she or he is entitled. Without your specific permission, however, we will not assign you more groups than the maximum indicated on your application.

If you have been assigned that maximum number of groups and find that you still have time available and would like more, please notify the CAT office.

The office staff will pair you with a tutee by using the information on the Student Request Form (SRF) and the peer tutor's application. You will be notified by e-mail of a new student's name and contact information, the number of hours each week that s/he is eligible for tutoring, and the course to be tutored.

Notification of all assignments is given through the CAT office. You will not be compensated for tutoring a student before the date that the CAT Program assigns the student to you. This information is **never** relayed through the student. If a student tells you an assignment has been made but you have not received notification, confirm with the office before tutoring the student to avoid misunderstandings on payday.

After you receive an email pairing you with a tutee, you are responsible for contacting him or her. If you have difficulty contacting your tutee, you must try at least three times in the week following the assignment. At least one time must be by telephone and at least one time must be by email. If you haven't reached the tutee after one week, send your Tutor Coordinator an email explaining when and how you tried to make contact.

If one of your tutees drops the class or ends the tutoring relationship for any other reason, please inform the CAT office immediately. You will then have the option of accepting another tutee, if one is available, or maintaining your current student load.

8. Tutoring Assignments: Office

All tutors may indicate their wish to work with--or **not** to work with-- with particular students, at the time they apply to be tutors. All tutees may indicate their wish to work with--or **not** to work with-- with particular tutors, at the time they apply to be tutored. These stated preferences will be respected whenever possible. The assignment indicated will not be made, however, when:

- The tutor or tutee requested is romantically involved with the person requested or is a member of his or her immediate family.
- The request designates a group of people (“a woman”) rather than an individual (“Jane Smith).” Foreign language tutees, however, may ask for a tutor who is or is not a native speaker of the language in which they are being tutored.
- The tutor or tutee requested does not apply to tutor or be tutored.
- The tutor requested reports that she or he does not have the time available.
- The tutor requested declines to work with the tutee.
- The tutee requested declines to work with the tutor.

If no preference is indicated, office staff will assign tutees to tutors based upon their mutual availability; upon the number of tutees a tutor already has relative to other tutors of the same subject; and upon a tutor's seniority and rank within the program.

9. Changing a Tutoring Assignment

The length of a tutoring assignment is the duration of the semester or summer session in which the assignment is made. You are expected to show the professionalism required to continue working with the tutees assigned to you even if you find that their personalities conflict with yours, but please feel free to talk to the director if you have any concerns.

If a student asks to be reassigned to a different tutor, the office staff will try to resolve the problem that she or he describes. If, however, that is not possible, the student will be reassigned if another tutor is available.

A tutor assignment can also be changed in cases of irreconcilable schedule conflicts. To avoid such conflicts, be sure the office has current schedule information for you at all times. If you are the only available tutor for the class, the office personnel will advise you and/or the student that there is no other choice and that you can try to work out a schedule. The CeTL support staff may not change a tutoring assignment without direction from the CAT director in any other cases.

All safety/harassment issues will be referred to the director to be handled in accordance with university policy. The director will follow up on all such referrals whether from a student or a tutor. A new tutoring assignment will be made if another tutor is available. If there is any other complaint, the office assistant will give the complaining party the opportunity to fill out a complaint form. If the party does not wish to file a formal complaint, s/he is invited to discuss the situation with the appropriate TC in person.

10. Advertising a Tutor's Services

If you would like to tutor more students than are assigned to you, you can encourage students to apply for tutoring by advertising your tutoring services in two ways:

1. Post flyers in the building where the course meets. The CAT office has a template for a "Free Tutoring" sign already made up and will print one up listing your subject and contact information on request. You can then photocopy it and post the copies where potential tutees are most likely to see them.
2. Visit a class meeting. Many (but not all) teachers are also happy to let tutors visit their classes and give a short talk encouraging students to make use of CAT services. **You MUST ask the teacher for permission ahead of time.** Tutors visiting classes can pass around Student-Request-for-Tutoring forms.

You can write your name in the appropriate blank on each form ahead of time, but, if other tutors are available for the same subject, you must say so.

11. Tutoring Contract

The initial tutoring session allows you and each student to determine a schedule for future tutoring sessions and to fill out the required Tutoring Contract which is available in the CAT offices on both campuses. This three-part form is to be filled out, initialed, and signed by both the tutor and the student at the first tutoring session.

You and each student each retain one of the first two copies, while the bottom copy (pink) is turned in with the next time card. You'll receive a reminder if the Tutoring Contract is not turned in with the time card. If a copy of the Tutoring Contract is not turned in by the end of the pay period in which a reminder is issued, payment for time spent tutoring that student will be held. Payment for these hours will be processed during the pay period in which the copy of the Tutoring Contract is received in the CAT office.

12. Missed Tutoring Session: Peer Tutor

You must show up on time for every scheduled tutoring session. If you can't be present at a previously arranged session, you must contact your tutees to cancel the appointment within the time framework that you and they recorded on the Tutoring Contract. **It is then your responsibility to schedule a make-up session as soon as possible.** Remember that by accepting a tutoring assignment, you agreed to make yourself available for three hours per group per week.

If you anticipate being unavailable for a week or more, you must notify both the CAT office and your tutees in advance so that temporary tutoring arrangements can be made, if necessary.

If a student files a complaint (verbally or in written form) that you missed a scheduled tutoring session or canceled it without the agreed-upon notice, the TC investigates and a report is filed with the director. The director will determine your future employment status after reading the report.

13. Missed Tutoring Session: Tutee

You are required to wait for a student only 15 minutes beyond the scheduled starting time of the tutoring session.

You may report a "no show" when a student does not show up for a scheduled tutoring session without giving you prior notice. If you are given advance warning that the student will be late or cannot make it, do not report a "no show" on your time sheet. You will agree upon what constitutes adequate notice during your first session with each student when filling out the Tutoring Contract.

You will be paid for one hour for a "no show" when properly recorded on a time sheet **with the student's initials**. If you cannot contact the student to obtain his or her initials, let the CAT office know.

A student may only miss a scheduled tutoring session once without penalty. After the first reported "no show" **it is your responsibility to inform the student that a second such absence will result in termination of tutoring** for the semester. After the second "no show" has been reported on a time sheet, the director will notify both you and the student that the student's eligibility for tutoring in that subject through the CAT Program has ended. If the student wishes to challenge this action, refer him/her to the director. Note: Severance of tutoring services applies only to the specific tutor/student pair for a specific course. If a student is being tutored in another course, those services will not be affected.

Any tutoring that takes place after the second reported "no show" is considered voluntary on your part and will not be compensated by the CAT Program.

14. Maximum Weekly Hours: Tutors

In accordance with ISU policy, CAT employees can work up to 20 hours per week during the academic year. This total is for **all campus jobs combined**. You are responsible for monitoring the total hours you work.

15. Maximum Weekly Hours: Tutees

Students are entitled to a maximum number of tutoring hours per week equal to the credit hours earned for the course. For example, a student enrolled in a three credit class may receive up to three hours of tutoring per week for that course. All group hours and individual hours count toward this total. **You will not be compensated for hours spent with the student above this limit.**

The following exceptions exist, and **you will be explicitly notified by the CAT office of any such cases.**

1. Student Athletes are not subject to this cap, as the athletic department pays for the excess tutoring hours (see section 27).
2. Some students registered with the ADA and Disabilities Resource Center office may be allowed more hours.
3. Summer students and students in other short-session classes are eligible for up to six tutoring hours per week for a course of three credits or more. They are eligible for up to four hours a week of tutoring for a two-credit course and two hours a week of tutoring for a one-credit course.

16. Semester Deadlines

CAT program tutoring is available the first day of classes and continues through noon of the Friday prior to finals week. In Fall Semester 2009, students can request tutoring up until 5:00 pm on November 20, 2009.

17. Tutoring Eligibility

To be a CAT tutor you must have:

- a “B+” (or “B” on a straight grade scale) or above in the courses you tutor. If you didn't take the course, we must receive a short note from the department chair or a faculty member teaching them, explaining why you're qualified to tutor them.
- The signature of the department chair or a faculty member teaching the courses you tutor. Endorsements cannot be accepted from graduate students. This endorsement must specify the exact courses you may tutor.
- A minimum 3.0 GPA.

18. Tutoring Eligibility Renewal

Instructor endorsements need not be renewed every semester. New signatures do need to be obtained for any course you have not tutored previously. Questions about which endorsements are in your file should be directed to the main office.

Faculty endorsements to tutor any given class must be renewed every four years.

A tutor whose GPA falls below the required 3.0 minimum will be placed on probationary status for the following semester. At the end of the probationary period the tutor's eligibility to continue tutoring will be reviewed based on his or her GPA at that time (not applicable to non-students).

19. Tutor Training Requirements

Pay raises through the CAT Program are tied to training hours. All tutors are required to participate in a minimum of ten hours of paid training activities during their first two semesters with the program. **Tutors who have not completed 10 hours of training by the end of their second semester with CAT will not be re-hired.**

After completing ten hours of training, tutors may participate in other paid training activities for at least one hour per term (to remain in good standing with the program) or at a greater rate (to become eligible for further raises).

All training activities are PAID at a flat rate of \$7.50/hr when properly reported on the "Training" portion of the time sheet. The time spent on these activities is credited towards any future step pay raise.

Alternative training projects and assignments can be discussed with the TC or director when creating the training agreement. Any questions about training or inquiries about progress toward earning any level should be taken to the director.

CAT Peer Tutors who wish to obtain all the raises available to them can progress through four pay steps, as described below:

Step 1 Tutors

All first-time CAT Peer Tutors must attend an unpaid orientation session before they begin tutoring and **complete a minimum of five hours of paid training activities** during their first semester with the CAT program. They receive a \$.25/hr raise in pay after doing so and are reclassified as Step 2 (New) Tutors.

Step 2 Tutors

All Step 2 Tutors must complete the Moodle orientation for returning tutors before each new term and **complete another five hours of paid training activities** during their first two semesters with the CAT program. They may do so either as soon as they finish their first five hours of training or during the second semester they tutor. Step 2 Tutors receive another \$.25/hr raise in pay and are reclassified as Step 3 Tutors as soon as they:

1. Complete a minimum of ten hours of approved tutor training activities.
2. Log a minimum of 25 tutoring hours through the CAT Program, the CeTL Math Center, the CeTL Writing Center, or any combination of the three.
3. Receive a satisfactory tutor evaluation.

Step 3 Tutors

All Step 3 Tutors must complete the Moodle orientation for returning tutors before each new term and participate in **at least one hour of paid training activities each term**. Tutors who wish to receive another \$.50/hr raise in pay can be reclassified as Step 4 Tutors as soon as they:

1. Attend the 6-hour Advanced Training Workshop held one Saturday each Fall and Spring semester.
2. Complete four hours of other specific training assignments as agreed upon through a signed training agreement.

3. Log a minimum of 25 tutoring hours **after reaching Step 3** through the CAT Program, the CeTL Math Center, the CeTL Writing Center, or any combination of the three (minimum 50 cumulative hours).
4. Receive a satisfactory tutor evaluation.

Step 4 Tutors

All Step 4 Tutors must complete the Moodle orientation for returning tutors before each new term and participate in **at least one hour of paid training activities each term**. No further raises, however, are possible.

20. Tutor Evaluations

All CAT Program tutors will be evaluated at least once per year. Evaluations may be conducted by a TC, the Program Director, or a trained peer. Results of the evaluations are made known to you and kept on file in the office as part of your permanent records. All tutors are evaluated with the same criteria.

A satisfactory evaluation during the current semester is required for a pay raise. Tutors whose first evaluation of the semester is unsatisfactory will have the opportunity to show improvement in a second evaluation.

All peer tutors are required to make themselves readily available for evaluations. This means that you must provide the TC with your tutoring schedule and inform the TC of any changes to this schedule. Although you will usually know about an upcoming evaluation, evaluators are not required to notify you prior to conducting an evaluation.

21. Pay Rates: One-on-One Tutoring

Tutors' base pay rates and raise schedule are as follows. There is no additional compensation for preparation time at any level. This pay scale became effective on May 11, 2009. Any tutor who worked for the CAT Program in the year prior to May 12, 2008 and would have been paid at a higher rate under the previous pay scale will continue to be paid according to the prior scale.

To be paid at the Bachelor's level, you must submit a file copy of your transcript or diploma. Your degree does not have to be in the subject you tutor for CAT.

All raises require a satisfactory evaluation conducted by a TC or the program director. Tutors with CRLA I certification awarded by other programs and institutions start at Step 3; tutors with CRLA 2 certification are paid at Step 4.

Undergraduates	Step 1:	\$7.50/hr
	Step 2 :	\$7.75/hr
	Step 3:	\$8.00/hr
	Step 4:	\$8.50/hr
Bachelor's or Equivalent and beyond	Step 1:	\$9.50/hr
	Step 2:	\$9.75/hr
	Step 3:	\$10.00/hr
	Step 4:	\$10.50/hr

22. Pay Rates: Group Tutoring

The CAT Program pays an hourly differential for tutors meeting with groups of tutees. This differential is intended to serve as compensation for the greater preparation time and management skills required for successful group tutoring. There is no additional compensation for preparation time at any level.

- 1 Student: base rate
- 2 or more students: base rate + \$2.00/ hour
- 8 or more students: base rate + \$3.00/hour

Group tutoring is paid by the hour, not by the student. A tutor with a base pay rate of \$8.00 who tutors four students together for two hours, therefore, would be paid \$20.00 for that session: $(\$8 + \$2) * 2 = \$20$. If the same tutor were to tutor one student individually for two hours, she would make \$16.00: $(\$8 * 2) = \16 . For a tutor who has limited time, however, group tutoring offers a higher hourly rate of pay.

You do not receive the higher pay rate simply because you have 2 or more students assigned to you; you must tutor them at one time to receive the higher pay rate. All group tutoring must be clearly indicated on the time sheet.

23. Pay Rates: Training

Training pay for tutors at all levels is \$7.50. Training will not be compensated until reported on the "Training Hours" section of your time sheet. No compensation will be made for training activities not specifically indicated on your signed training agreement.

24. Filling Out Time Sheets

All tutoring and training hours must be entered on a Peer Tutor Time Sheet. Incomplete time cards will not be processed until the missing information is supplied. Each time sheet must provide:

1. Your name .
2. Your signature and the date.
3. The date of each tutoring session, the first and last name of student(s) tutored, the course number, the beginning and ending times of the session, and the total time worked.
4. The initials of each student for each session. **You cannot be paid for any entry which the student has not initialed.**

All time reported on the time sheet must be accurate to the nearest 5 minutes. If a tutor is caught rounding time, this is grounds for termination (example: 55 minutes does not equal an hour).

The starting and stopping times for each entry must be filled in before the student is asked to initial the time sheet. All tutoring sessions claimed on the time card must be held before the time card is handed in.

You may use more than one time sheet per pay period, but do not mix entries from different weeks of the pay period together. Lab tutors and tutors working with large groups may be asked to use a different time sheet. Consult the CAT Office for details.

25. Turning in Time Sheets

Each pay period begins on a Sunday morning at midnight and ends two weeks later, at 11:59 on a Saturday. All the tutoring you do within that period is entered on a CAT time sheet. After your paper timesheet is completed, you must enter your hours online through BengalWeb. If you have any questions about how to do this, please contact the CAT Office or the front desk of the Center for Teaching and Learning (282-3334).

After you have entered all your hours for the two-week pay period on BengalWeb, you must click the “submit for approval” button and turn your paper timesheets into the CAT office so that your BengalWeb time can be approved.

Time sheets must be turned in by 9:00 a.m. on the Monday after the end of the pay period at REND 323 in Pocatello; CHE 220 in Idaho Falls. You may turn a time sheet in earlier if you have finished tutoring for the pay period. If necessary, time sheets may be turned in when the office is closed by sliding them under the door.

If you have not “submitted” your time electronically AND turned your paper time sheet into the CAT office by Monday at noon, your time will not be processed until the next pay period.

Pay checks are available on the Friday two weeks following the end of the period they cover. Pocatello tutors pick up their checks at the cashier's office in the administration building; Idaho Falls tutors pick up their checks in the Bennion SUB.

You must turn in time sheets every two weeks even if you only have a few hours to report.

Tutors who will not be living locally and wish to have the last pay check of the semester mailed to them will need to provide the payroll office with a stamped, self-addressed envelope or address a postage-paid envelope in the CAT office on or before the last week of tutoring. They will also need to sign a blank time card at the payroll office by this date.

26. Recording "No Shows" on Time Sheets

Tutors meeting students for individual tutoring will get paid for a "no show" **only if the tutee initials the hour missed on the time card**. To claim a "no show," you must indicate the date, the student's name (first and last name), the course number, and "N/S" as the "hours worked." You will be paid for one hour regardless of the anticipated time for the missed session. If the tutoring relationship has ended and you cannot reach the student to get his or her initials, please contact the director.

27. Recording Group Sessions on Time Sheets

Tutors working with two or more students at the same time will record those sessions by writing each tutee's name on a separate line, having each tutee initial the box at the end of the appropriate line, and writing a "G" in the box at the left margin of the timesheet to shows which entries were part of the session.

It must be absolutely clear which entries are part of the group and which are not, and it must be equally clear at which times individual group members arrived and left. A tutor who fails to indicate group tutoring sessions may be terminated.

28. Recording Athlete Sessions on Time Sheets

If a student athlete receives the same amount of tutoring as any other student (hours/week \leq number of credits for the course), then his or her time should be entered on your timesheet just like that of any other tutee.

If a student athlete receives extra time (he or she is usually entitled to double, with authorization in advance from the CAT office), then all of his or her time should be entered on a separate timesheet with "Student Athlete" written at the top of it. Both sheets should be turned in together.

29. Drop-In Tutoring

In a very few specific cases, CAT has arranged to work with larger numbers of students in group or drop-in settings in which Student-Request-for-Tutoring forms are not required and formal "Tutoring Assignments" are not made. No tutor may lead these sessions without pre-approval from the CAT director and course instructor.

Tutors working in these situations do not fill out Tutoring Contracts and must use a Group Tutoring Hours form instead of a regular time sheet.