

DIVISION OF STUDENT SERVICES

TUTORING PROGRAM

PROPOSED

COMPREHENSIVE TUTORIAL PROCESS

NARRATIVE

FRAMEWORK-STRUCTURE-HORIZONTAL FLOWCHART

SAMPLES OF FORMS DEVELOPED TO ASSIST WITH THE PROCESS

....AND MORE IN THE PROCESS OF DEVELOPMENT....

Dialogued ,Reviewed, Revised and Modified

American Samoa Community College

Division of Student Services - Tutoring Program

Comprehensive Tutorial Assistance Process

Purpose:

THE American Samoa Community College offers free tutoring on campus to provide supportive academic services for all students. The Program *goals* is to help students reduce classroom failure rates, to improve ASCC student retention, to develop a positive attitude toward learning, to develop effective study habits, to develop self- confidence, to increase the student's understanding of the subject matter and to achieve student learning outcomes from Institutional to Degree program to course level.

Point of Contact:

The *Student Learning Assistance Center* is the point of contact for any student seeking tutorial assistance. The SLAC Lab is located lower campus in the cafeteria building (Coleman Building) adjacent to the office of the Dean of Student Services. The Center provides a variety of resources that includes technology assistance and services to assist students in their college experience. Considered a "one stop shop" for all students attending, a *Directory* for tutoring programs and other support services on campus is made available for the students of ASCC and a list of peer tutors will be posted in the SLAC Lab. The Directory is an effort to provide a comprehensive outline of ASCC's Tutorial Assistance services, to serve as a guide to students (tutees), tutors, faculty and all involved in providing tutorial assistance.

Tutoring Program:

The tutoring program will provide quality instructional support to all enrolled students who have identified for themselves a need for instructional assistance outside the regular classroom experience. **Student Services Tutoring Program** offers tutorial assistance to help students improve their chances to succeed in their courses and attain personal and academic goals. The purpose of the tutoring program services is to provide one-to-one assistance, in exceptional situations, tutoring sessions may be established where the tutoring will be working with more than one tutee in any given hour. In other words tutoring sessions can be both individual and group sessions.

Peer Tutors are selected according to the following process:

*Complete the necessary application from the Student Learning Assistance Center. Eligibility to become a tutor is based on the information completed on the application and reviewed by the Tutorial Counselor or appointed SLAC Lab staff. Tutors will be individually interviewed and screened by the Counselor or the staff member responsible for hiring peer tutors in the SLAC room. Tutors selected and officially hired are contacted. Tutors shall participate in a basic orientation session of the tutoring program process, duties and responsibilities, tips and pedagogies for tutoring, salary, FERPA, working schedule, and time sheets. Tutors attending the two hour orientation will be paid for the hours in attendance. Scheduled time for orientation will be sent per tutor email, announced on flyers posted on bulletin boards on campus and 411 Bulletin.

*To be eligible a student has to be currently enrolled, earned a cumulative Grade Point Average of 3.0. A student has to previously pass the course with an A or B grade. A **teacher** from the course may be asked to approve the tutor based on proficiency, sensitivity, and the ability to relate to other students. Student must maintain their academic standing to continue tutoring.

* You are required to post tutoring hours on a weekly basis with the Tutorial Counselor or appointed SLAC staff. Appropriate tutoring hours must be accurately maintained, time sheets and weekly hours posted must reflect the same hours. Salary, payment process and working hours to be completed during the semester will be explained during the orientation session.

*All tutoring is to take place at the SLAC unless prior approval has been given by the Tutorial Counselor. **Program tutors** can hold tutor sessions in designated program areas or in the SLAC Lab provided that a time schedule is completed and posted on the outside of the SLAC room. Tutors can obtain additional materials or resources from the instructors or programs to assist with tutoring sessions.

*Tutors will be asked to evaluate effectiveness of the tutoring program at the end of the tutoring sessions. Tutors should keep the Tutorial Counselor informed of any changes in the tutoring schedule, how the tutoring sessions are progressing, or any problems that may occur. All tutors are required to maintain a weekly log of tutoring sessions with tutee/group. The log will be used to document actual tutoring experience between tutor and tutee. The data from the logs will be reviewed, analyzed and documented to improve and modify tutoring services to better serve the students and institutional core curriculum.

*Tutoring takes place at the SLAC Lab unless prior approval has been given by the Tutorial Counselor. Program tutors can hold tutorial sessions in designated program areas or in the Lab provided that a time schedule is completed and posted in the SLAC Lab and other designated bulletin boards on campus. Tutors can obtain additional materials or resources from the **instructors or programs** to assist with tutorial sessions.

You have been selected to become a member of the tutoring team. As an ASCC tutor, you will be an important resource to the academics which take place every day at ASCC. Tutoring is a learner-centered process, when students are permitted to participate in the learning process, learning is enhanced. (Tutor Handbook, Student Support Services, College of the Great Smoky Mountains, Southwestern Community College) You are a facilitator of learning and with each small success, the student's (tutee's) self-concept gets a boost. (SCC)

Student (Tutee): Example, Traditional, non-traditional, student's with disability(s)

Guidelines for Tutorial Assistance:

*Walk-in or Referral, Student Learning Assistance Center requires the student(s) to complete a request form and submit it to the Lab, information will be screened and processed by the Tutorial Counselor or SLAC staff as per request for tutorial assistance.

*The student will be informed and a tutor will be assigned and contacted by SLAC Lab Staff to meet on the day of their scheduled appointment in the Lab with the Tutorial Counselor. The meeting will discuss agreed length and time of sessions, place, purpose of sessions, log form, and tutee obligation Agreement form.

-Walk-ins and referred students are served in the same process step

-Student and Tutor must keep appointments, if not, inform the SLAC Lab to cancel appointments and reschedule for another time, no later than a weeks time

*Tutorial Session: A Log Form is issued to the Tutor as evidence that tutoring sessions were conducted and activities documented and signed by tutor and student.

Faculty:

An Instructor can refer a student for tutoring by completing a referral form and submitted by the student being referred to the Tutorial Counselor or appointed staff in the SLAC office. Referral forms are available at the SLAC office upon request of the instructor by emailing a.panama@amsamoa.edu or calling extension 461 or 376. The referral will be treated as a walk-in and will be assigned to a tutor from the list of tutors posted for the current semester.

-Teacher will be contacted as part of a follow-up by the Student Learning Assistance Center to check on referral student's (tutee) progress

Functions and Responsibilities of:

Student Learning Assistance Center:

*collecting, documenting and filing of.....

- Tutor information and application
- Evaluation forms of Tutors and Tutorial services
- Log Forms
- Referral Forms
- Request Forms
- Tutor Time Sheets
- Tutee obligation Agreement Forms

*contacting.....

- Tutors and Tutee of scheduled meetings
- Instructor/Faculty/Program to follow-up on Student's progress in class and status
- ARO to confirm student status in the tutored content area/class

*provide.....

- Comprehensive Directory of Tutoring Programs and support services available on campus
- Information for tutorial assistance guidelines and process
- List of current Peer and Lead Tutors, names, subject and working schedule
- Orientation session for Tutors

-Tutors and Tutee with Evaluation Forms

Evaluation: The American Samoa Community College is Data driven because data is necessary to provide evidence of the tutorial assistance provided by programs and support services on campus. The Tutorial services is a turning wheel that provides support to the Academic Program Curriculum that in effect will impact the institution's General Education Curriculum thereby achieving the Institution's Mission Student Learning Outcomes and integrating the Core Values as part of the Tutorial process.

Recommendations:

The role of the Tutoring Program in support of the College's Mission and Core Values is to provide the students with quality services to assist in their educational pursuit.

Tutoring Program can be more effective, transparent and comprehensive if:

*Propose to establish or form a Tutorial Planning or Steering Committee consisting of representatives from the General Education core curriculum, the Dean of Academic Affairs or Dean of Student Services, any two counselors, a student rep (SGA), MIS staff rep. The objectives of the committee is perhaps to maintain a more effective collaborative effort to best serve and improve tutoring programs for the students of ASCC, to support and sustain Tutorial Services, and provide a transparent and comprehensive tutorial process that can be modified with the time to meet student needs and support the Institution's Mission, and to assure that it meets WASC' accreditation standards.

*Highly recommend that Teachers perhaps make it a point to include tutoring as part of their instructional activity or learning activity and making it more visible.

*Proposal to create or update a Link for Student Services to include tutorial services process and all assistance available to students, providing easy accessibility for students to read and follow.

TUTORING REQUEST FORM

Student: _____ Referred by Instructor _____ Walk-in Student (check to indicate)

Freshman _____ Sophomore _____ Returning _____ Continued _____ New _____ Disability _____ Other _____ (specify)

Probation _____ Suspension _____

Faculty/Instructor _____ *only if referred....skip to the next question*

How Long Do You Need a tutor? _____

Name of Tutee _____ Semester _____

Village _____ Address _____

Phone#'s: Home _____ Work _____ Cell _____

Email Address _____

List the courses and course alphas that you need a tutor for:

Class Schedule for the current semester: (You must be currently enrolled with ASCC to be eligible)

Courses	Days	Time/Instructor

Hours available for tutoring:

Monday	Tuesday	Wednesday	Thursday	Friday

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To the Instructor:

Please complete the form to refer your student for tutoring in the Student Learning Assistance Center Tutoring Program. Send the student with the form to the SLAC office. Once a student is assigned a tutor and meets with the tutor, a Tutoring Log will be provided to your student and tutor to document tutoring sessions. The student will then be required for any follow-up that you require. Please contact the office at extension 461 or 376 if you have any questions, requests or concerns.

To the Student:

You will be referred to the SLAC Lab with the form and you will be required to complete the Request Form. On your appointment day, bring the form with you and give it to your tutor. At the end of your session, make sure to keep the Log and turn it with the SLAC office to confirm session was held for documentation. It is your responsibility to make an appointment for a session and notify your instructor after your session if he/she is making this referral a requirement.

Instructor's Name _____ Department _____

Instructor's contact number _____ E-mail _____

Student's Name _____

Course Title/Alpha/Section _____

Assignment/Concern _____

(If possible, attach the assignment to this form or a description of assistance needed)

Please describe what specific areas or concepts need to be reviewed or discussed. Be aware that tutors are not proofreaders. Tutors will not simply correct mistakes or identify errors for connection. Instead, they will help students improve their study skills and academic skills by looking for patterns of errors and helping students learn from them.

Student (Tutee) _____

Peer Tutor assigned _____ Date of transaction _____

(completed by SLAC Lab staff and or Tutorial Counselor)

Contact number _____ Email _____

Tutoring content _____ Hours completed _____

Tutorial Counselor signature _____ Date _____

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TUTEE AGREEMENT FORM

Tutee Obligations:

- To attend tutoring sessions and be prepared to demonstrate abilities to complete assigned work to the best of your abilities.
- To come prepared to all tutoring sessions with tutor on a timely manner.
- To inform tutor when you are unable to attend a tutoring session, tutee will call the SLAC office prior to the tutoring time.
- To complete all forms and provide all required information needed before you are assigned a tutor.
- The tutee and tutor must sign the Log form after each session. Tutoring cannot occur during a scheduled class time, off campus or on a weekend.
- To provide a letter of explanation for missing a session with a tutor. If tutee misses three sessions without explanation tutoring services will be on hold until you provide notice of absence. No statement of response for missing sessions, tutoring services will discontinue.(Contact Tutorial Counselor or appointed SLAC staff.
- To notify the SLAC office before classes are dropped. Your tutor will be notified and tutoring sessions cancelled.

I have read the above statements and agree to the terms.

(Tutee Signature)

(Date)

(Adapted from James Sprunt Community College, Student Support Services)