Welcome to the Tutoring and Academic Support Center (TASC). You are joining a staff of approximately 60 tutors who provide tutoring for more than 150 credit and non-credit courses to over 3,000 students a year. We are glad to have you on our staff and hope that your work as a tutor will be interesting and rewarding. This guide will give you important information about the tutoring program and its procedures. Read it thoroughly; you are responsible for knowing its content and for following the policies and procedures of TASC as appropriate.

The purpose of the tutoring program is to provide peer tutoring free of charge to all MiraCosta students enrolled in credit and non-credit classes. Tutors help students overcome barriers to learning and mastering subject matter and also assist them with the development of effective study skills. Tutors are MiraCosta students who have earned a B or A in a particular course; are recommended by the instructor of that course as academically qualified to tutor; and are interviewed, selected and trained by the faculty and staff in Retention Services. You are a specialist in the course(s) you tutor and are qualified to tutor those courses for which an instructor has approved you.
**Staff**

The following staff members coordinate the programs and services of the Retention Services department:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Contact Information</th>
<th>Role Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edward Pohlert - Faculty Director of Retention Services</td>
<td><a href="mailto:epohlert@miracosta.edu">epohlert@miracosta.edu</a> ● 760.757.2121, x6345</td>
<td>The Faculty Director’s role is to provide leadership, management, and vision for the Retention Services department. He confirms hiring and training of tutors as well as supervises all department personnel. In addition, the faculty director has responsibility for the development and implementation of retention wide strategies impacting student success. He also teaches classes and presents student success workshops at each district site.</td>
<td></td>
</tr>
<tr>
<td>Janine Washabaugh - Retention Services Specialist</td>
<td><a href="mailto:jwashabaugh@miracosta.edu">jwashabaugh@miracosta.edu</a> ● 760.944.4449, x7748</td>
<td>Janine manages the day-to-day operations on the San Elijo campus. She handles scheduling and coordination of Facilitated Learning Sessions and Student Success Workshops.</td>
<td></td>
</tr>
<tr>
<td>Amy Paopao - Retention Services Secretary</td>
<td><a href="mailto:apaopao@miracosta.edu">apaopao@miracosta.edu</a> ● 760.757.2121, x6344</td>
<td>Amy manages the day-to-day operations on the Oceanside campus. She coordinates the tutor hiring process, schedules tutoring appointments and processes tutor payroll. Tutoring operational and payroll questions should be directed to her.</td>
<td></td>
</tr>
<tr>
<td>Jon Fuzell - Tutor Coordinator</td>
<td><a href="mailto:jfuzell@miracosta.edu">jfuzell@miracosta.edu</a> ● 760.795.8724</td>
<td>Jon handles the evening day-to-day operations at the Community Learning Center campus. He co-coordinates CLC training, books appointments, and tutors CLC students.</td>
<td></td>
</tr>
<tr>
<td>Jose L. Mota - FYE Associate Faculty Coordinator &amp; Counselor</td>
<td><a href="mailto:jmota@miracosta.edu">jmota@miracosta.edu</a> ● 760.757.2121, x6267</td>
<td>Jose coordinates all aspects of the day-to-day operations of MiraCosta College’s First Year Experience (FYE) Program. He provides learning enhancement opportunities through the delivery of a wide range of academic support and intervention services to first-year college students. As the designated FYE Program’s Counselor, Jose also works closely with first-year students to provide sustained career and academic guidance.</td>
<td></td>
</tr>
</tbody>
</table>

Oceanside and San Elijo Campuses also have **Campus Aides** who schedule appointments, help cover the desk, and assist staff with other tasks.
Locations

**Community Learning Center (CLC)**
1831 Mission Avenue
Oceanside, CA 92058
Building A
Academic Support Center
760.795.8724

*Hours:
Monday – Thursday 8am - 9pm

**Oceanside Campus (OCN)**
1 Barnard Drive
Oceanside, CA 92056
Library & Information Hub, First Floor
760.795.6682

*Library Hours:
Monday – Thursday 8am - 9:30pm
Friday 8am - 3pm
Saturday 10am - 5pm

**San Elijo Campus (SEC)**
3333 Manchester Avenue
Cardiff, CA 92007
Library & Information Hub, Room 105
760.944.4449, x7748

*Library Hours:
Monday – Thursday 8am - 9:30pm
Friday 8am - 3pm
Saturday 10am - 5pm

*tutoring hours may vary from building hours listed; summer building hours will vary from those listed*

**Online**
[www.miracosta.edu/etutoring](http://www.miracosta.edu/etutoring)

MiraCosta participates in the Western eTutoring Consortium of colleges and universities to provide live and email-based tutoring support for a variety of subjects.
I. YOUR WORK AS A TUTOR

As a tutor you have a great deal of responsibility and variety in your work. This makes for an interesting and challenging job. You will want to individualize your approach, tailoring it to meet the needs of each tutee. You are encouraged to consult instructors regularly to see how you can best help tutees and to ensure coordination of your work with that of the instructor. You are also encouraged to visit the classes for which you are a tutor, with the instructor’s consent, to introduce yourself, explain the tutoring service briefly, and explain how to use it; take program brochures and bookmarks to pass out. This can increase the number of students seeking tutoring and potentially bolster your schedules. A ‘Tutor Classroom Visit’ sheet is included in this manual for your use (Appendix A).

**Tutor Performance**

Tutoring is a responsible position. We expect you to display professional work habits (e.g., reliability, punctuality, organization) and skilled tutoring techniques. To help you be as effective as possible, we provide every tutor with training in tutorial skills. We also provide additional training for tutors assigned to Facilitated Learning Sessions or the Community Learning Center.

To provide you with a means to monitor your performance as a tutor, we have developed evaluation forms to be completed by students that you help. These forms list specific elements of effective tutoring and should give you useful feedback on your work and be helpful to you in refining your tutoring skills. Sample evaluation forms are included in this manual (Appendix B). Read them now to learn more about what will be expected of you as a tutor. Student evaluations of tutors are conducted during a two-week period each semester. Additionally, students can complete evaluations throughout the semester as they are tutored. These forms are shared with you and then placed in your file. You are encouraged to discuss them and your work with the Director.

**Length of Employment**

We ask you to commit to a minimum of one year of tutoring (fall and spring semesters). We will invite you to continue tutoring the following year provided your job performance is satisfactory and you have completed all mandatory CRLA training requirements.
II. TUTORING FACILITIES

Tutoring Centers are located in the Library and Information Hub on the Oceanside (OCN) and San Elijo (SEC) Campuses. At the Community Learning Center (CLC), the Tutoring Center is located in the Academic Support Center, inside Building A. Please conduct all of your tutoring sessions in these facilities or in assigned classrooms unless there is a compelling reason to tutor elsewhere.

For example, a music tutor may need to have access to a piano in order to help a tutee. It is appropriate in this case to conduct the tutoring in the music building where the pianos are located. In this case, notify the front desk so line of sight supervision can be ensured. Do not tutor students in the Student Center, on the lawn, or in other locations that have distractions and therefore are not conducive to learning.

Tutoring off-campus, at home, or in public places outside of school is not permitted. All tutoring sessions must take place during the hours in which the front desk is staffed at the campus you are tutoring.

**Tables**

Tutoring facilities are equipped with tables for tutoring sessions. At the OCN Tutoring facility, you can expect that more than 75% of your tutoring appointments will occur at these tables.

**Rooms**

The OCN & SEC Centers have limited small and large group study rooms available for tutoring. Schedules are posted for rooms being used for Facilitated Learning Sessions. Outside of the scheduled sessions, rooms have priority for disability related needs, sessions requiring a white board, or group sessions. Study room use requires negotiation between tutors; you can expect that multiple tutees will have a priority need for a room. Tutor and tutee punctuality is important in negotiating room use. All tutors are welcome to use the rooms, but are asked to observe the priority uses of them and to use them in moderation to allow everyone as much access to the rooms as possible. While respecting the stated priorities, rooms are available on a first-come, first-serve basis. Study rooms are not to be saved by putting personal items in the rooms. Front desk staff have the authority to make decisions if agreement cannot be reached.

**Computers**

Computers are available at each location for tutoring use.

**Writing Center**

Tutoring space at all campuses is shared with the Writing Center. Writing Consultants work with writers at any stage of the writing process for any MCC class.
Parking Permits
The following are the official Campus Police parking policies for tutors:

- If you are enrolled in classes at MiraCosta College, you are required to purchase a student parking permit and park in student lots at all times.
- If you are not enrolled in classes at MiraCosta College, we will issue you a permit which will allow you to park in lots designated on the front of the permit. See Amy or Janine if you need to obtain a parking permit.

All vehicles parked on any MiraCosta College campus must display a valid parking permit at all times.

III. MONEY MATTERS

Hiring Policies
Tutors must furnish a tuberculosis clearance and complete all hiring paperwork prior to training. Tuberculin skin tests can be done in the Health Services Office at no charge and should be submitted to the Career Center or Human Resources. As part of the hiring process, every employee must also provide his or her social security card.

Salary Policies
Tutors are initially hired at either the student worker or Instructional Apprentice I rate (depending on enrollment status) unless one of the other categories (bachelor/master degree) applies.

Once a tutor has completed two full semesters of service, excluding summer, the tutor is eligible to move to the Instructional Apprentice II category based on satisfactory work performance and completion of all Level 1 and 2 CRLA training requirements.

Tutors assigned to Facilitated Learning Sessions (FLS) move to the Instructional Apprentice II category if they have facilitated FLS during their first semester of employment and are continuing to facilitate FLS during the second semester of employment. If all FLS assigned to the tutor are discontinued for any reason during the second semester, there will be a return to the Instructional Apprentice I category for the remainder of the second semester.
If a tutor has had one year of previous tutoring experience at another college, he/she will be hired at the Instructional Apprentice I category. He/she will be eligible to move to the Instructional Apprentice II category during the second semester of employment providing job performance is satisfactory and all training requirements have been completed.

Tutors who hold a bachelor’s degree are hired at the Instructional Apprentice II category.

Tutors who hold a master’s degree are hired at the Instructional Apprentice III category.

**Current rates of pay:**
Student Worker/Instructional Apprentice I: $9 per hour
Instructional Apprentice II: $11 per hour
Instructional Apprentice III: $13 per hour

**Salary, Hours, and Pay Procedures**
Tutors who are student workers are hired by Student Employment and may work a maximum of 19 ½ hours per week and a maximum of 5 days in a week (combined with all other student employment on campus) and must be enrolled in 6 or more units at MiraCosta (3 units in the summer).

Tutors who are Instructional Apprentices are hired by Human Resources as part-time, temporary, classified hourly employees and may work a maximum of 5 days in a week (combined with all other employment on campus). Instructional Apprentices who desire to work 6 days in a week are subject to additional regulations that need to be discussed with your supervisor.

Pay rate is based upon length of employment, CRLA certification, and satisfactory evaluations. The number of hours each tutor actually works will vary depending on what course(s) she/he tutors, availability, and the kind of tutoring assignments he/she has been given. Tutors are expected to be available 10-15 hours per week. Tutors may not work more than 8 hours per day.
**Daily Reports and Time Sheets**

In order to be paid, you will keep a record of all assignments on Daily Report sheets and submit them on your last working day of each month along with a signed time record (blue for student employees or tan for classified hourly employees). Instructions for completing Daily Reports are on each sheet; please follow them exactly or the report will be returned to you for correction. Daily Reports should be updated each day that you work. Samples of a Daily Report and a time record are included in this manual (Appendix C). When you are not using your Daily Report, leave it in your folder at the appointment desk, as staff need to work with it throughout the day. Daily Reports are necessary for your payroll to be processed on time and are also important in tracking tutee “No Shows” (page 13). Tutors working only at the CLC will complete a time log in place of Daily Reports.

The half-sheet time record is used to summarize the total hours worked each day of the pay period. This information is acquired from your Daily Reports. All MiraCosta College employees are assigned a Pay ID number that must be written on your time record each month. Student employees must also include their ‘current # of units enrolled’ on their time record. On your last working day of each month, submit your completed Daily Reports(s) and signed time record to Amy or Janine. If you do not submit your Daily Report(s) and signed time record on time, you will not be paid on time for that month. The College District pays its employees once a month (on the last business day of the month). Paychecks are mailed to you or you may request to have them direct deposited into your bank account (contact Payroll at 760.795.6783 with any questions).

**IV. TUTORING POLICIES AND PROCEDURES**

**Schedules**

Tutors may be assigned to work at Oceanside, San Elijo, the Community Learning Center, and/or Online; assignments may be by appointment, in classroom settings, for group tutoring, drop-in tutoring, Facilitated Learning Sessions, test review sessions, or a combination of all of the above. We will work with you to develop a tutoring schedule that does not conflict with your own classes and which meets the needs of the tutoring program and the students it serves on all campuses.

Once you submit a work schedule form for the semester, you are expected to commit to that schedule for the semester and avoid requesting frequent changes. Schedule changes must be approved by Janine or Edward. Keep us up to date on any changes to your class schedule (including the number of units you are enrolled in), address, phone number, and e-mail address. A sample schedule form is included in this manual (Appendix D).
Appointment Tutoring (OCN & SEC)

Appointments are scheduled for one 50-minute session at a time and usually begin at the top of the hour (e.g., from 10:00 to 10:50). Occasionally, due to tutee needs or your own availability, a 25-minute session may be scheduled (e.g., from 10:00 to 10:25) or a session may begin on the ½ hour (e.g., from 10:30 to 11:20). When you arrive for a tutoring appointment, you will need to actively look for your tutee, especially if you have not met before.

Students may invite up to 3 other students to join their appointment. When this occurs, you are responsible for completing a “Group Tutoring Form” (for sample, see Appendix E). Group Tutoring Forms should not be left with students and should be turned in to front desk staff immediately following the appointment.

Be sure to be **on time** for all appointments and to prepare for them in advance by reviewing relevant material and getting organized. You are paid for the actual length of the appointment, rounded up to the nearest quarter-hour (e.g., an appointment that begins at 12:00 and ends at 12:35 is rounded up to 12:45; you would be paid .75 of an hour for that appointment). We will pay you for a minimum of 15 minutes for each tutoring session that is not cancelled early (page 13); prep time is not paid.

Appointments are scheduled a minimum of 24 hours in advance and can be scheduled up to 10 days in advance. Students can make appointments in person, over the phone, or online (E-SARS). This means that if it is 2pm today, appointments being scheduled will have to occur after 2pm tomorrow. Saturday is the 24 hour deadline for Monday appointments; on Saturday E-SARS is the only scheduling option available to students. We make all appointments for you using our SARS Grid Scheduling System based on the schedule of availability you submit for the semester.

Tutors check their schedule at the appointment desk, call in by phone, or check the Counselor’s Grid online at: [https://tutorschedule.miracosta.edu/go](https://tutorschedule.miracosta.edu/go) to learn of appointments made for them. Check your schedule at least once daily to avoid missing any appointments. Remember that we may make next-day appointments for you after you have left campus for the day so it is a good idea to check at both the beginning and end of each day to see what appointments you may have. We recommend you write your appointments in your own daily planner or appointment book to help you remember them. Notify the front desk as soon as possible if you have any questions about a tutoring appointment. See Appendix F for hints on using the online Counselor’s Grid.

In addition to the online Counselor’s Grid, your scheduled appointments and other assignments for the day will appear in your mail folder (see page 12) on your Daily Report. The course and content your tutee is seeking help with will appear in both
places as well. You will use your Daily Report to provide an accurate account of hours you worked that day. This includes noting the actual length of the appointment, marking if your appointment was a ‘no show’ (see page 13), and totaling your hours for the day. By the end of each day, you are required to update your Daily Report.

**CLC Tutoring**
Tutors assigned to the CLC will be working with Adult High School Diploma, ESL, and Citizenship coursework on a drop-in and appointment basis. Tutors are assigned either a morning or evening shift.

**Tutor Absence**
Tutors are expected to arrive on time and keep their assignments. If you cannot keep an assignment or will arrive late due to an emergency, notify the tutoring front desk at the campus(es) you are scheduled to work as soon as possible so that we can reschedule any appointments or find coverage for your assignments. Tutor Absence Reports are filled out by the front desk staff and placed in your mail folder when you are late or an absence occurs. If you will miss a classroom assignment, you must also inform the instructor of the absence. Phone numbers are on page 3 of this manual and voicemail is available 24 hours a day, seven days a week.

It is important that tutors are dependable; people are counting on you! When tutors miss appointments or arrive late, it reflects poorly on TASC. A tutor who fails to appear for work or arrives late three times without informing us ahead of time will be subject to dismissal.

1st Unexcused Absence: The tutor is given a written warning that is placed in their employment file. Tutor is asked to call tutee to reschedule appointment and to apologize.

2nd Unexcused Absence: Edward meets with tutor; tutor is asked to call tutee to reschedule appointment and to apologize. A formal letter of reprimand is placed in employment file.

3rd Unexcused Absence: Dismissal
**Requesting Time Off**

If you need to request one or two days off from work, you will need to fill out a “Block Me Note Request” and turn it in for approval to the front tutoring desk at the campus(es) you will be asking for time off from. When requesting time off, be mindful of your role as a tutor, responsibilities you may have (Drop-In Hours, Facilitated Learning Sessions, CLC Tutoring, and so forth), and appointments that may already be scheduled. Block Me Note Requests must be submitted as far in advance as possible and **at least 1 week prior** to your requested day off. If your request is able to be fulfilled, you will receive a confirmation copy in your mail folder when your Block Me Note Request is completed. If your request is not able to be fulfilled, you will be notified and expected to work as scheduled. It is your responsibility to check with front desk staff for the status of your Block Me Note Request. For longer time off requests or permanent changes to your schedule, you will need to get approval from your respective supervisor.

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**A few definitions:**

- **block me**: to make me unavailable for tutoring; we will block your availability in SARS Grid (use when you need time off)
- **un-block me**: to make me available for tutoring (use when you want to be available for additional hours of tutoring on a specific day – subject to front desk approval)

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Block Me notes are available in the front desk area at all campuses.
**Mail Folder**
All tutors are given a mail folder that is kept at the appointment desk along with their Daily Report. You are responsible for checking your mail folder daily to see if it contains any information or messages for you. As mentioned on page 8, Daily Reports printed by the staff will be placed in your mail folder. The mail folder is also the place in which you are to keep your time record when you are not using it. Empty your folder of new materials; avoid storing things in it other than your Daily Reports and time records.

**Email**
The staff will also communicate with you via email. We do not send tutoring appointment information via email, but will send meeting notices, announcements, reminders, surveys, etc. Please be in the habit of checking your email regularly.

**Policies Affecting Tutees**
Students are able to schedule appointments in person, online (E-SARS), and by phone. Appointments are scheduled a minimum of 24 hours in advance and can be scheduled up to 10 days in advance. When an appointment is scheduled in person, students will receive a “Tutoring Appointment Sheet” (see Appendix G for sample) which confirms their appointment information and reminds them about No Show and Cancellation Policies. Students can also request to receive automated reminders for their appointments.

1. It is the policy of TASC not to make standing or multiple appointments for tutees. A student will be given one appointment at a time per enrolled class. The intent of this policy is to help prevent tutee over-dependence on the services and to allow tutors to be as accessible as possible to all students. If you believe an exception to this rule should be made for a student, please discuss this issue with Edward or Janine.
2. Tutees may make an additional appointment for further help in the same class as they leave their appointment. Appointments for the same class must occur at least 2 days apart. Tutees are able to receive up to 2 appointments per class each week. This gives the student time to apply what was learned in the tutoring session and study the material further before his/her next appointment. (The 2 day apart policy is modified to a 24 hour policy during finals week)

3. Students are eligible for free tutoring at MiraCosta College if they are officially enrolled at MiraCosta College in the course for which they need help; students should also be attending the class regularly.

4. Tutors are not to do work for students that they should do themselves. For example, tutoring is not intended to be a substitute for going to class or for doing the work of the course. Students who have been absent due to a bona fide personal necessity (e.g., illness, family emergency) can request tutoring for help with understanding missed work if they have done their own catching up on assignments before they get tutoring. Tutors are not to do students’ assignments for them in any fashion or help with take-home tests.

5. Tutors do not teach students new material. The instructor must have already presented the material and the student must have studied this material before seeing a tutor.

6. “No shows”: Students who fail to appear for two appointments in a semester are denied access to tutoring appointments for ten school week days (2 weeks). “No shows” are tracked through our scheduling software (SARS GRID). It is your responsibility as a tutor to mark your Daily Report and notify front desk staff immediately when a “no show” occurs. Students who cannot keep an appointment are expected to either cancel or reschedule the appointment as far in advance as possible but no later than 8:00am the morning of the appointment (“early cancel”). Failure to do so will mean they are considered a “late cancel” or “no show” for that appointment; three “early cancellations” = one “no show”. Students are advised of this policy in writing and verbally when they make appointments.

Also, if a tutee fails to keep an appointment with you and does not cancel in advance, you will be asked to wait 15 minutes for the student after which they will be considered a “no show” for that appointment. In both cases (late cancellations and no shows), you will be paid for 15 minutes if you enter this on your Daily Report as a “no show” or “late cancel”. If you have a “no show” or “late cancel” for an appointment or assignment that was scheduled for more than 1 hour, you will be paid for one fourth of the scheduled time.
V. RESOURCE MATERIALS

**Textbook Library:**
TASC maintains a library of textbooks used for MiraCosta courses. Tutors may use these books while working in the Center. They are a useful resource in preparing for tutoring sessions. We also have reference books such as international language dictionaries, an atlas, etc. Textbooks in our library are not intended for personal use by tutors or other students and should be properly stored after each use.

**Other resources available to tutors:**
- calculators, Bar Charts, small whiteboards, variety of school supplies
- copier (available for business use only, it is not intended for personal use)
See one of the staff members if you'd like to use any of these resources.

**Online Resources:**
- TASC website: [www.miracosta.edu/tutoring](http://www.miracosta.edu/tutoring)
  - 24/7 Quick Help with links to online resources
  - College Success Skills Handbook
- Many textbooks come with CDs or websites that provide supplemental instruction and study guides for the textbook. Tutors should familiarize themselves with these materials.
- MCC Library website ([library.miracosta.edu](http://library.miracosta.edu)) also provides connections to many online sources.
VI. TUTOR TRAINING

TASC is a CRLA (College Reading & Learning Association) certified program. The purpose of certification is twofold. First, it provides recognition and positive reinforcement for tutors' successful work from an international organization. Second, its certification process sets a standard of skills and training for tutors. CRLA’s mission is “to provide college reading and learning professionals with an open forum to discover and exchange the leading tools and techniques to enhance student academic success. Sharing the best for student success!” (www.crla.net)

There is an expectation that all tutors attend all required training. Training topics will include the tutoring process and techniques, helping relationships, learning disabilities, ESL students, learning styles and study skills. Tutors may be asked to participate in planning specific training sessions. Most training happens before each semester begins with some follow-up training during the semester. Additional training during the semester is required for tutors assigned to Facilitated Learning Sessions or the Community Learning Center.

Tutor training may be waived for tutors who have equivalent CRLA training.
VII. TUTOR CONSULTATIONS

Throughout the semester feel free to ask Edward for an individual consultation with you. The purpose of a tutor consultation is to discuss your work as a tutor and a student and to help you with any challenging situations. Towards the end of each semester, all tutors will be scheduled a consultation. Examples of some areas that could be explored in consultations are:

- tutee learning problems that present a challenge to you as a tutor
- difficulties establishing an effective helping relationship with a tutee
- tutee dependency problems (over-reliance on tutorial services)
- difficulties you are experiencing as a student
- concerns of a personal nature, particularly those that are interfering with, or may interfere with, your effectiveness and growth as a student or as a tutor
- developing your skills as a tutor and a student

To set up a consultation, see a staff member to make an appointment. You will be paid for consultation time.
VIII. TUTOR PRIVACY AND ETHICS

Your privacy as a tutor will be respected. This means that TASC will not disclose to students your personal information including: your class schedule, email address, phone number and address, and your last name.

As a tutor you have a professional responsibility to conduct yourself in an ethical manner. Examples of ethical obligations of tutors include maintaining confidentiality of tutoring sessions; avoiding conflicts of interest which may arise from combining professional and personal relationships (e.g., avoid dating students you tutor); and refraining from forcing personal values, beliefs and behaviors on tutees. You will sign an Employee Confidentiality Agreement during training; a copy is available for your reference as Appendix H.

As an employee of the college, you are expected to comply with MiraCosta Board Policy including AP 3050.E.7 which states:

“Recognizing their responsibility to MiraCosta College, employees . . . Avoid conflicts of interest between their contractual obligations to the district and private business or personal commitments. For example, they avoid soliciting clients and selling services or products during the course of their regular work at MiraCosta College and they refuse remuneration for services rendered to persons for whom they perform the same services as an employee of the college.”

IX. STAFF MEETINGS

There are occasional meetings scheduled for tutors each semester. Notices of meetings will be noted on the calendar and posted in the centers. You are expected to attend meetings.

We hope you will enjoy your work here; let us help you in any way we can.
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Appendix A

Tutor Classroom Visits

If the instructor consents to have you visit his/her class(es) to explain the Tutoring and Academic Support Center, arrange a mutually convenient time to do so. Below are the key things you should convey to the students—in your own words, in your own style. Take some bookmarks and pencils along to hand out or leave near the door.

- **Introduce yourself by name and as a tutor for ________ course(s).**
- **Tell the class you want to tell them briefly about tutoring.**
- **Mention these points:**
  1. All tutors are students.
  2. They have been endorsed by the faculty as qualified in the course material and trained in tutorial skills.
  3. Tutoring is free!
  4. If you wish to see a tutor by appointment, call, come by, or visit us online to schedule an appointment. All appointments must be made at least 24 hours in advance.
  5. We all need help sometimes. We all have different strengths and weaknesses. You don't need to be failing to need tutoring.

**Some ways in which we can help you:**

- if you're having trouble understanding something in the course
- if your study skills need polishing
- if you want to improve your grades
- if you need help preparing for a test

6. We want to help. That's what we're here for—so don't hesitate to get tutoring if you need it. And don't wait until it's late in the semester—come in as soon as there's a problem.

7. If you've had tutoring yourself, tell the class this, and that you once sat where they are now and had problems yourself.

This seems like a lot to cover, but if you rehearse it you'll be able to do it in 5 minutes. Don't take any more of the class time than that.
RETENTION SERVICES  
TUTORING AND ACADEMIC SUPPORT CENTER

STUDENT EVALUATION OF TUTOR

Please comment on your tutor’s skills by completing this questionnaire to help us determine how effective s/he is in helping students. This information will be used to improve tutor training and for evaluation purposes. Return this sheet to the Appointment Desk of the Tutoring and Academic Support Center.

<table>
<thead>
<tr>
<th>Tutor’s Name</th>
<th>Course</th>
<th>Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Your Tutor:

1. Answers your questions clearly, using language you can understand and explains things in more than one way.

2. Encourages you to talk about your concerns and/or ask questions.

3. Helps you to feel comfortable and relaxed.

4. Is organized, prepared and knows the course material.

5. Recognizes when you show progress or effort.

6. Encourages you to come back if necessary.

7. Make sure you understand things by checking with you.

8. Treats you with respect.

9. How is your tutor most helpful?

Please write any comments you may have here. Thank you.
RETENTION SERVICES
TUTORING AND ACADEMIC SUPPORT CENTER
CLC STUDENT EVALUATION OF TUTOR

Please give us some feedback about your experience with this tutor by marking the boxes.

<table>
<thead>
<tr>
<th>Tutor’s Name</th>
<th>Class</th>
<th>Term</th>
</tr>
</thead>
</table>

1. The tutor’s explanation was clear. | Strongly Agree | Agree | Disagree | Strongly Disagree |
2. The tutor encouraged you to ask questions. | Strongly Agree | Agree | Disagree | Strongly Disagree |
3. The tutor was friendly. | Strongly Agree | Agree | Disagree | Strongly Disagree |
4. The tutor listened. | Strongly Agree | Agree | Disagree | Strongly Disagree |
5. The tutor made sure you understood the subject. | Strongly Agree | Agree | Disagree | Strongly Disagree |
6. The tutor treated you with respect. | Strongly Agree | Agree | Disagree | Strongly Disagree |

Please write any comments you may have here. Thank you.
EVALUACIÓN DEL ESTUDIANTE PARA EL TUTOR

Por favor déjenos saber su experiencia con este tutor.

_______________________________     ___________________     ________________
Nombre del Tutor      Clase            Sesión

Por favor déjanos saber tu experiencia con el tutor marcando la casilla apropiada.

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. El tutor se explicó claramente.</td>
<td>Totalmente de acuerdo</td>
<td>De acuerdo</td>
<td>En desacuerdo</td>
</tr>
<tr>
<td>2. El tutor me alentó a hacer preguntas</td>
<td>Totalmente de acuerdo</td>
<td>De acuerdo</td>
<td>En desacuerdo</td>
</tr>
<tr>
<td>3. El tutor fue amigable.</td>
<td>Totalmente de acuerdo</td>
<td>De acuerdo</td>
<td>En desacuerdo</td>
</tr>
<tr>
<td>4. El tutor fue atento.</td>
<td>Totalmente de acuerdo</td>
<td>De acuerdo</td>
<td>En desacuerdo</td>
</tr>
<tr>
<td>5. El tutor se aseguró de que entendiera la materia.</td>
<td>Totalmente de acuerdo</td>
<td>De acuerdo</td>
<td>En desacuerdo</td>
</tr>
<tr>
<td>6. El tutor me trató con respecto.</td>
<td>Totalmente de acuerdo</td>
<td>De acuerdo</td>
<td>En desacuerdo</td>
</tr>
</tbody>
</table>

Por favor escriba aquí cualquier otro comentario que tenga. Gracias.
### Daily Payroll Report:

**Short Name:** CHRISTINA CH  
**Date:** Monday, April 29, 2013

**APPENDIX C**

**SAMPLE**

Update and total your hours daily using black ink!

<table>
<thead>
<tr>
<th>Time</th>
<th>Hours</th>
<th>Name/Description</th>
<th>Notes</th>
<th>Reason Code(s) \ Description \ Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00</td>
<td></td>
<td>Facilitated Learning Session</td>
<td></td>
<td></td>
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<tr>
<td>9:15</td>
<td></td>
<td>Facilitated Learning Session</td>
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<td>9:30</td>
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<td></td>
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<tr>
<td>9:45</td>
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<td>Facilitated Learning Session</td>
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<td></td>
</tr>
<tr>
<td>10:00</td>
<td></td>
<td>PACQUIAO, MANNY</td>
<td></td>
<td>MATH 135 - 1251 - Ch 11-13: Pickett B</td>
</tr>
<tr>
<td>10:15</td>
<td></td>
<td>PACQUIAO, MANNY</td>
<td></td>
<td>MATH 135 - 1251 - Ch 11-13: Pickett B</td>
</tr>
<tr>
<td>10:30</td>
<td></td>
<td>PACQUIAO, MANNY</td>
<td></td>
<td>MATH 135 - 1251 - Ch 11-13: Pickett B</td>
</tr>
<tr>
<td>10:45</td>
<td></td>
<td>PACQUIAO, MANNY</td>
<td></td>
<td>MATH 135 - 1251 - Ch 11-13: Pickett B</td>
</tr>
<tr>
<td>11:00</td>
<td></td>
<td>WAYNE, JOHN</td>
<td></td>
<td>MATH 135 - 1251 - Ch 11-13: Pickett B</td>
</tr>
<tr>
<td>11:15</td>
<td></td>
<td>WAYNE, JOHN</td>
<td></td>
<td>MATH 135 - 1251 - Ch 11-13: Pickett B</td>
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<tr>
<td>11:30</td>
<td></td>
<td>WAYNE, JOHN</td>
<td></td>
<td>MATH 135 - 1251 - Ch 11-13: Pickett B</td>
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<tr>
<td>11:45</td>
<td></td>
<td>WAYNE, JOHN</td>
<td></td>
<td>MATH 135 - 1251 - Ch 11-13: Pickett B</td>
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<tr>
<td>12:30</td>
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<td>Facilitated Learning Session</td>
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<td>12:45</td>
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<td>Facilitated Learning Session</td>
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<tr>
<td>2:00</td>
<td></td>
<td>JACKSON, MICHAEL</td>
<td></td>
<td>MATH 155 - 1261 - standing: Bonds D</td>
</tr>
<tr>
<td>2:15</td>
<td></td>
<td>JACKSON, MICHAEL</td>
<td></td>
<td>MATH 155 - 1261 - standing: Bonds D</td>
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<tr>
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<td></td>
<td>JACKSON, MICHAEL</td>
<td></td>
<td>MATH 155 - 1261 - standing: Bonds D</td>
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<td>JACKSON, MICHAEL</td>
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<td>MATH 155 - 1261 - standing: Bonds D</td>
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<td>4:00</td>
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<td>DE LA HOYA, OSCAR</td>
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<td>MATH 150 - 1258 - Ch 5: Towers J</td>
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<tr>
<td>4:15</td>
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<td>DE LA HOYA, OSCAR</td>
<td></td>
<td>MATH 150 - 1258 - Ch 5: Towers J</td>
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<tr>
<td>4:30</td>
<td></td>
<td>DE LA HOYA, OSCAR</td>
<td></td>
<td>MATH 150 - 1258 - Ch 5: Towers J</td>
</tr>
<tr>
<td>4:45</td>
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<td>DE LA HOYA, OSCAR</td>
<td></td>
<td>MATH 150 - 1258 - Ch 5: Towers J</td>
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<tr>
<td>5:00</td>
<td></td>
<td>EINSTEIN, ALBERT</td>
<td></td>
<td>MATH 135 - 1251 - Ch 14: Pickett B</td>
</tr>
<tr>
<td>5:15</td>
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<td>MATH 135 - 1251 - Ch 14: Pickett B</td>
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<tr>
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<td></td>
<td>EINSTEIN, ALBERT</td>
<td></td>
<td>MATH 135 - 1251 - Ch 14: Pickett B</td>
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<tr>
<td>5:45</td>
<td></td>
<td>EINSTEIN, ALBERT</td>
<td></td>
<td>MATH 135 - 1251 - Ch 14: Pickett B</td>
</tr>
</tbody>
</table>

### Tutor
**Total Hours:** ____________

(put on your time record as well)

### Staff (Month End)

- **Rate:** ____________
- **stdt / class:** ____________
- **Monthly Total:** ____________
- **DIST:** ____________
- **Other:** ____________

### Front Desk

(Use Red pen for any notations)

- Initial 'no shows' once you enter them in the grid
- after tutor has entered Total Hours, update grid and initial here.

### Payroll is due on your last working day of the month!

- Staple your stack of updated Daily Payroll Reports together
  (leave the pronged folder in your file)
- Complete and sign your time record
- Paperclip them together and turn in

---

Printed: 7/22/2013 10:04:12 AM  
- 1 -  
Location: RETENOCN
### APPENDIX C-1

#### TUTORING & ACADEMIC SUPPORT CENTER
**STUDENT WORKER TIME RECORD**

<table>
<thead>
<tr>
<th>Employee’s Signature</th>
<th>Current # of Units Enrolled</th>
<th>Pay Period</th>
<th>Month</th>
<th>Year</th>
</tr>
</thead>
<tbody>
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<td><strong>TOTAL</strong></td>
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</tbody>
</table>

**F/S ACCOUNT**

<table>
<thead>
<tr>
<th></th>
<th>HOURS</th>
<th>RATE</th>
<th>SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>(01) DIST 01-2451-00-6800-0000-6191-9811</td>
<td></td>
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</tbody>
</table>

**F/S ACCOUNT**

<table>
<thead>
<tr>
<th></th>
<th>HOURS</th>
<th>RATE</th>
<th>SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>(04) WKST 01-2455-00-6400-0000-6191-0111</td>
<td></td>
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</tr>
</tbody>
</table>

I certify that this is a correct statement of work done by the above named employee.

______

Supervisor’s Signature

#### TUTORING & ACADEMIC SUPPORT CENTER
**CLASSIFIED HOURLY EMPLOYEE TIME RECORD**

<table>
<thead>
<tr>
<th>(Print) First Name</th>
<th>Last Name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Employee’s Signature</th>
<th>Pay Period</th>
<th>Month</th>
<th>Year</th>
</tr>
</thead>
<tbody>
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<td><strong>TOTAL</strong></td>
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</table>

**F/S ACCOUNT**

<table>
<thead>
<tr>
<th></th>
<th>HOURS</th>
<th>RATE</th>
<th>SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>(01) DIST 01-2411-00-6800-0000-6191-9811</td>
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</tbody>
</table>

**F/S ACCOUNT**

<table>
<thead>
<tr>
<th></th>
<th>HOURS</th>
<th>RATE</th>
<th>SALARY</th>
</tr>
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<tbody>
<tr>
<td>(04) WKST 01-2455-00-6400-0000-6191-0111</td>
<td></td>
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</tr>
</tbody>
</table>

I certify that this is a correct statement of work done by the above named employee.

______

Supervisor’s Signature

**POSITION #:**

**TOTAL**

Rev. 6/11
# CLC Only TIME LOG

1. Use this log to record your hours worked (include any trainings, meetings, etc.).
2. Print legibly in black ink.
3. Fill in date and record each item: fill in description, time, and hours worked.
   - [Round up to nearest 15 minutes and express in decimals (.25, .5, .75)]
4. Total your hours each day and record them on your time record.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Time From</th>
<th>Time To</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/30/2012</td>
<td>CLC Tutoring</td>
<td>5:00pm</td>
<td>9:00pm</td>
<td>4</td>
</tr>
<tr>
<td>1/31/2012</td>
<td>Tutor Consultation with Edward</td>
<td>9:00am</td>
<td>9:30am</td>
<td>.5</td>
</tr>
</tbody>
</table>

[Sample]

<table>
<thead>
<tr>
<th>OFFICE USE ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Student Employee (blue)</td>
</tr>
<tr>
<td>☐ Classified (tan)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DIST</th>
<th>WKST</th>
<th>OTHER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Description</td>
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</tbody>
</table>
# TUTOR SCHEDULE OF AVAILABILITY

**NAME_____________________________________________ PHONE#____________________  #MCC UNITS_____________

**SEMESTER:**
- ☐ Fall
- ☐ Spring
- ☐ Summer

**YEAR:**________

**CAMPUS(ES):**
- ☐ OCN
- ☐ SEC
- ☐ CLC

**COURSES I TUTOR:**

(list all courses; if you are making a change to the courses you tutor, notify your supervisor)

1. Provide your **CLASS SCHEDULE** by writing the course title, instructor’s name and room number in the appropriate squares. If a class does not begin or end on the hour, write in the beginning or ending time.

2. Include other **MIRACOSTA ACTIVITIES** in which you are involved and/or other **JOBS** on campus.

3. Use a **BLACK MARKER** to **DRAW A BOX** around the squares during which you **ARE** available for Tutoring assignments. If you will be available at more than one campus, label which campus your availability is for. You must provide **at least 10 hours** of availability.

<table>
<thead>
<tr>
<th>HOUR</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
<th>SATURDAY</th>
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**OFFICE USE ONLY:**

- ☐ Facilitated Learning Sessions
- ☐ Drop-ins
- ☐ Other
- ☐ Schedule confirmed with tutor
- ☐ Schedule entered into SARS Grid
- ☐ Training entered into SARS Grid

**Notes:**

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White Copy - Front Desk

We will provide a Yellow Copy for Tutor reference

Rev. 07/12
For Tutor to Complete: these forms should not be left with students; 
please give completed forms to the front desk staff

<table>
<thead>
<tr>
<th>Tutor Name</th>
<th>Appointment Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course</td>
<td>Appointment Start Time</td>
</tr>
<tr>
<td>Instructor</td>
<td>Appointment Length</td>
</tr>
</tbody>
</table>

For Students to Complete (please print): at least two students must be present during the tutoring 
session which must be held for a minimum of 50 minutes

<table>
<thead>
<tr>
<th>Student Name who scheduled appointment:</th>
<th>ID Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Student Name(s):</td>
<td>ID Number:</td>
</tr>
</tbody>
</table>

Authorized Signature ________________________________

Rev 01/13
Helpful Hints for using the Counselor’s GRID
Checking your tutoring appointments online

- Your Counselor’s Grid access will be setup during your payroll orientation; access to the grid will not be available until tutoring has begun.

- Go to the following web address: https://tutorschedule.miracosta.edu/
or go to miracosta.edu/tutoring and click on the link For Tutors and then Log in now

- Make sure the Database option says Tutoring Database

- Your username is your first initial and last name (example: jsmith). Your username is NOT case sensitive.

- You will provide us with a password between 8 and 20 characters. Please include numbers and/or special characters (!, #, <, etc).

- Once you have logged in, you will be in current view, which is today and 10 days into the future.

- Select the date you would like to view from the Date drop down box.

- To see past data, change Data View to history. To see beyond 10 days, change it to future.

- If you tutor at more than one location, you may only view one location at a time. To change locations, click on the drop down box labeled Location and select another location.

- On the far left, you will see CODE and to the far right, you will see the verbal description of the schedule code.

- Black is not available. Yellow is open for appointments. White shows a booked appointment and says – BOOK-Y. You may also see other schedule codes.

- In Internet Explorer ONLY, you may resize columns and those changes will be made if you use the Log Off button on the lower right hand side of your screen. Firefox is a SARS-Grid-compatible web browser for Apple/Mac users

- To the right of the Code Column are 4 small columns followed by Student ID. You may wish to hide these columns as you will not be able to view information contained in them.

- To HIDE columns, right click, click on Configuration, then uncheck columns listed under Visible columns that you do not wish to see.

- You may also check Auto Refresh and enter how often you would like your browser to refresh the Counselor’s GRID.
Tutoring Appointment Sheet

STUDENT DATA
Name: PACQUIÃO, MANNY
Course: MATH 135 - 1251
Instructor: Pickett B

TUTORING NEEDS
1. Needs help with the following:
   GROUP S Ch 11-13
2. Name and author of text, chapters, and pages:

APPOINTMENT
Name of tutor: ChristinaCh C  Date: Monday  4/29/2013
Time: 10:00 AM  Location: OCN1200

NO SHOW AND CANCELLATION POLICY
1) You must appear for your appointment within the first 15 minutes or cancel any time prior to 8 a.m the day of your appointment.
2) All cancellations must be made by contacting the Appointment Desk of the Tutoring and Academic Support Centre via phone, voicemail message, or in person. **We do not accept cancellations made via email.**

You are a "no show" if you fail to appear for an appointment within the first 15 minutes and/or you have not cancelled before 8 a.m. You will be denied tutoring appointments for 10 school days if you have 2 "no shows". To avoid this, please cancel appointments you decide not to keep. Students who cancel their appointments three consecutive times will be considered as having one "no show".

OUR PHONE NUMBERS:  Oceanside: 760.795.6682
                      San Elijo: 760.944.4449 ext. 7748

You can leave a voice-mail message 24 hours a day, 7 days a week.

APPT. MADE BY: AJ  ON 4/19/2013  AT 12:08 PM

http://www.miracosta.edu/tutoring
Employee Confidentiality Agreement

Employees at MiraCosta College, including student workers, have access to information which is restricted by law from being released to a third party. Examples of information you may not release, discuss, remove or refer to include:

- student records
- grades
- courses
- participation in programs
- disability verifications
- financial information
- appointments
- tutoring appointment sheets
- Daily Reports

Requests for information from anyone other than the student (including faculty, parents, friends, outside agencies, etc.) must be referred to your supervisor.

In addition, you may hear and/or see information which is confidential in nature. All such information must remain confidential and may not be divulged to anyone outside the course of your duties or used for any personal reasons.

If it is determined that you have divulged or removed restricted or confidential information, your employment may be suspended or terminated.

Your signature indicates that you have read and agree to the above.

Signature (Reference Only; signed copy in employee file.) Date

Print Name