Furman University
Campus Tutoring Program
Handbook*

Coordinated
by
Academic Assistance
in the
Center for Academic Success
Welcome Letter

Dear Tutors –

Welcome to Furman’s Peer Tutoring Program, coordinated and supervised by Academic Assistance in the Center for Academic Success. We are so happy that you are willing to be a part of our tutoring program this year.

It is important that you are aware of and understand the policies and procedures in place for Furman’s Peer Tutoring Program. These pages should provide all of the information you need to prepare for your role as a tutor, and to answer the questions you might have. We ask that you please read through it carefully, directing any questions or concerns to Carol Hagood, Tutor Coordinator at carol.hagood@furman.edu.

Being a peer tutor at Furman University carries a great responsibility and challenge. We know you’re up to the job! Your positive, professional relationship with fellow Furman students is essential to the success of our program. With your help, Furman students can reach their academic potential and go on to do great things!

Again, welcome to the Furman University Peer Tutoring Program! We look forward to working with you during the academic school year. We greatly appreciate your help, and understand that our program will not succeed without it. If you have any questions or concerns, please let us know!

Sincerely,

Carol Hagood, Tutor Coordinator

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PEER TUTOR JOB DESCRIPTION

PURPOSE:
Peer Tutors are to work with students in their content areas of expertise. Peer Tutors are hired in cooperation with the Center of Academic Success. Peer Tutors help to clarify subject concepts for students, in the hopes of helping that student succeed in the course and ultimately their college career. Tutoring is a supplement to teaching.

QUALIFICATIONS:
- Peer Tutor applicants should have a cumulative GPA of 3.0 or above and have earned a grade of ‘B’ or higher in each course they are applying to tutor. Under special circumstances a GPA of under 3.0 will be accepted.
- Peer Tutors must obtain faculty approval signature from the professor they took the course with or the department chair and Tutor must have the approval of the Tutor Program Coordinator. (Exceptions are AP, Transfer or Placement Courses)
- Peer Tutors must be able to commit to tutoring for the entire semester.
- Peer Tutors applicants must complete the mandatory Furman Peer Tutoring Success Tutorial which provides them with some knowledge and information necessary to start as a Tutor. Successful completion of the tutorial will enable the Tutor to become authorized as a Tutor. This tutorial will be completed before any tutoring sessions and pay begin.
- Peer Tutors must have good verbal and interpersonal communication skills, and the ability to work with students from varied backgrounds and with varieties of skill levels.
- Peer Tutors must have an excellent level of responsibility, reliability, and punctuality.
- Peer Tutors must exhibit appropriate and professional behavior at all times.
- Peer Tutor applicants who are on an assistantship, TA/RA position need to clear adding tutoring with their departments.

DUTIES:
- Peer Tutors work with students on a one-on-one basis or in small group sessions to answer questions on course content, to aid in comprehension of course material, and to help with studying the course material.
- Log tutoring hours into your electronic Time Card, found on your My Furman portal.
- Update office hours in Success @ Furman when necessary.
- Add daily notes to Success @ Furman with any tutoring activity using the “close out” feature in your calendar.
- Notify your students with 24 hours advanced notice if unable to keep your scheduled session.
- Notify the Tutoring Coordinator with any changes to your tutoring situation (i.e. no longer able to tutor, changes to courses you tutor, and etc.)
- Report to the Tutoring Coordinator if Tutee(s) misses two appointments in a row or routinely arrive to their session late.
- Wait 15 minutes for a student to appear for their appointment. If student does not appear for their appointment, tutors may charge for 30 minutes of tutoring and make a note of it in Success at Furman.
• Tutors can contact professors, if necessary, to obtain course syllabi and materials or to discuss the course content.
• Attend mandatory tutor information sessions as required by the Tutor Coordinator.

TUTORING REWARDS:
• Paid position at $9.00/hour. Group tutoring at $11.50/hour.
• Work study not needed, but accepted.
• Opportunity to gain leadership experience.
• Help fellow FU students succeed.
• Get to know faculty members.
• Able to set your own work hours.
• Resume booster.
Requirements for the Peer Tutor

1. *See Job Description for more details.*
2. Peer Tutors must have completed one semester at Furman before being able to work.
3. Be able to effectively communicate subject matter to students.
4. Tutoring courses where AP credits have been approved by Furman will be permitted on an individual basis.
5. You should be able to tutor any foreign language classes below your current placement level. Exceptions will be made for native or fluent speakers on an individual basis.
6. You must have received a letter grade of ‘B’ or higher in each class you wish to tutor.
7. Adhere to all University policies regarding ethical conduct and academic integrity in academic work. Please refer to Furman University’s academic integrity website for further details and see the Confidentiality Statement and Integrity Pledge.
8. Tutors are expected to maintain confidentiality in regards to session content, student grades, and progress.
9. Peer Tutors will check their Furman email at least once daily. This is the primary means of communication between Academic Assistance staff, students, and tutors.
10. Do not give writing assistance. For help with writing, refer students to the Writing and Media Lab to meet with a writing consultant.
11. Peer Tutors are required to set up their office hours and profile in Success @ Furman before they begin tutor sessions.
12. Peer Tutors are required to close out every appointment, after the tutor session ends, using the “Time” and “Outcomes” tab in Success @ Furman. (See Furman Peer Tutoring Success Tutorial on our website)
13. Peer tutors may be contacted by an Evening Studies student for tutoring services. When you tutor an Evening Studies Student, please make a comment to that fact when you close out the appointment.
14. After turning your application to Carol Hagood, Peer Tutors must go into their MyFurman account and set up the “Workday” payroll and time card account. Then go to Enrollment Services to verify their identification. All Student Employment paperwork must be completed before any payments for tutoring are made. The Enrollment Services Office is located in the Administrative Building.
Expectations and Procedures

1. Tutors may not complete another student’s work or encourage plagiarism, deliberately or inadvertently, in any way. If you receive such a request, please bring it to the attention of an Academic Assistance staff member right away. If you are uncertain of what is permissible for a particular assignment, it is your responsibility to ask for clarification or request that the student clarify with their professor before you help them. Please refer to Furman University’s integrity website for further specifics on what constitutes plagiarism.

2. Tutors are not a substitute for the instructor or professor.

3. Tutors are expected to maintain confidentiality regarding session content, student grades, and progress.

4. Tutors are expected to be on time for all sessions. If you must cancel, please let your students know 24 hours in advance or as soon as possible via telephone or email.

5. Tutors are required to wait 15 minutes for students if tardy. If the student does not arrive or contact you during that time, you are free to leave. You will be compensated for 30 minutes of time. Please add this time to your time card.

6. Tutoring sessions will be limited to 2 hours per week (per student, per subject). If a student requires additional time, the tutee must request it from Academic Assistance. Additional time may be approved at the discretion of the Academic Assistance staff.

7. Tutors will check their Furman email at least once daily. This is the primary means of communication between Academic Assistance staff, students, and tutors.

8. Tutors are expected to complete the Furman Peer Tutoring Success Tutorial before they begin tutoring, unless otherwise advised.

9. If you become busy and cannot take on more work; if you can no longer work as a tutor for any reason during the year, adjust your office hours in S@F and let Carol Hagood know. You will be listed as unavailable for the current term and will be added back to the list the following term or at your request.

10. Tutors are not to tutor students during their or the student’s class times or lab times.

11. Be honest with your students when you do not know an answer. Encourage them to meet with their professor.

12. International students, who tutor, must adhere to the restrictions and regulations given by the U.S. Government and Furman University concerning you.

13. Work Study students must adhere to the rules and regulations set forth by Furman University concerning work study compliance.
ETHICS:

1. Conduct yourself in a responsible manner and adhere to all University policies regarding ethical conduct and integrity in academic work. Please refer to Furman University’s academic integrity website for further details.
2. Work cooperatively with the Academic Assistance staff.
3. Be professional at all times.
4. Be committed to your tutoring duties.
5. Tutors should increase the students’ ability to learn independently. Don’t promote dependency.
6. Tutors should model effective academic behavior and organization.
7. Provide positive feedback to students; avoid using negative language.
8. Inform students that homework should be attempted prior to the tutoring session. This makes more efficient use of your time.
9. You are not expected to teach new material. Suggest they see the professor.
10. If you ever feel uncomfortable during a tutoring session or suspect academic dishonesty, end the tutoring session and inform Academic Assistance staff.
11. If a student requires help beyond what you are able to provide, please refer them to Academic Assistance or to their professor.
12. Contact carol.hagood@furman.edu with any questions.
Payroll Procedures

- Both group and individual time cards can be found in your “Workday” account.
- All entries must be made prior to 9pm on the Sunday after the pay period ending date.
- If you are tutoring more than one student at a session, please let Carol Hagood know, for this is considered a group.
- Tutors are paid bi-weekly.

Workday Timecard Instructions:

1. Log into your MyFurman account.
2. Click on the “Workday” icon (not the “Timecard” icon) and follow the instructions to get started with “Workday”. You will be asked to download the “Duo app” on to your phone, etc.
3. Once you have set up the program and logged into “Workday” you will find a “worklet”/icon that says “Time” on your dashboard. In this worklet, you can enter time and submit it for approval.
   https://workdaytraining.furman.edu/train/2018/06/27/how-to-enter-time/
4. After you’ve submitted your time, you will need to go into the “Pay” icon to fill out your Pay elections and Withholding elections. You will need to have this done before you can get paid for the time you submit.
   https://workdaytraining.furman.edu/train/2018/06/06/complete-federal-withholding-elections/
5. Then go by the Enrollment Services office to verify your identification as soon as possible.
6. If you do not see this timecard, email Carol Hagood so you can be authorized or so she can check the status.
7. I have also included a link of how to work with the “Workday” app from your mobile phone for future reference.
9. You can save your hours every time you enter them, but when all of your hours are entered and you are finished tutoring for the pay period, click the box at the bottom that says submit. Once you click on the submit tab your timecard will be locked and you will be unable to access it again. If you need to make further changes, Carol Hagood will need to unlock it for you.
10. When your hours are approved by your supervisor you will receive an email notification. Your paycheck will be direct deposited the following Friday.
Payroll Policies

1. If you fail to submit your timecard in the pay period it is due, these hours can be entered on the next available timecard.

2. Tutors are required to wait 15 minutes for students. If the student does not arrive or contact you during that time, you are free to leave. You will be compensated for 30 minutes for wait time. Please add this time to your timecard.

3. Falsifying your timecard will result in immediate termination of employment. Appointment reports are checked bi-weekly, and timecards will be randomly audited for accuracy. Questions should be addressed to Carol Hagood.

*(This Handbook is revised from a previous version created by Tracy Carner. Thanks!)*