



White  
Mountains  
Community College

## Academic Support Center



## Peer Tutoring Manual

**Academic Support Center, White Mountains Community College**

2020 Riverside Drive, Berlin, NH 03570  
Telephone: 603-752-1113 Fax: 603-752-5897

---

---

***Kathleen I. Sosny Center Director/Disabilities Coordinator***

***Sylvie Pratte, Teaching Assistant, Vicky Campbell, Peer Mentor Coordinator,***

***David Moore, Teaching Assistant***

Dear Peer Tutor:

Congratulations on your selection as a Peer Tutor for the Academic Support Center at White Mountains Community College. You should be proud of your academic standing and personal characteristics that qualified you to be a part of this special group. Although your academic assistance to other students is a most important facet of mentoring/tutoring, your service as a role-model is equally valuable.

The success of the Peer Tutoring Program can be measured by the impact that an individual tutor has on a student. The students you will be tutoring have taken the first step necessary to improve their academic performance, whether they are seeking to bring their “B” to an “A” or an “F” to a “C.” By applying for a peer tutor, they have shown they have the motivation to succeed. All we have to do is show them how!

As a Peer Tutor, you will need to know certain procedures, requirements, and expectations of the position. In order to assist you in assuming these duties, this handbook has been developed, and it can be used as a reference throughout the year. Additional information may be given during training sessions or in the form of memos and handouts. Meanwhile, if you have any questions or concerns, please contact me in my office, which is located in room 104.

Your willingness and dedication in sharing your expertise in an effective manner are the foundation of the mentoring program. Thank you for caring!

Sincerely,

Kathy Sosny  
Academic Support Center Director

# ADMINISTRATIVE PROCEDURES

- 1. Communication:** Check the bulletin board inside of room 104 DAILY and your mailbox in room 104 for messages and/or cancellation notices.
- 2. Mailboxes:** Each tutor has a file in the container located on the shelf to the right when you enter Room 104. You'll find your name on the file that is yours. Feel free to store your time sheet and/or other pertinent papers in your folder. Occasionally a memo or note is put in there, so you should check your file periodically.
- 3. Cancellation:** If you must cancel a session, give the ASC and your fellow student as much notice as possible. Fill out a "No-Show & Cancellation Record" and return it to the container labeled Activity Records on the shelf as soon as possible. Be sure your tutees know to frequently check the bulletin board inside of room 104. ASC phone numbers are (603) 752-1113, X3061 for Vicky, David 3290, 3060 for Sylvie, ext 3059 for Kathy, or 1-800-445-4525 (NH only). You may want to exchange phone numbers with your tutees.
- 4. Promptness:** Arrive on time for each tutoring session. Note: any change in scheduled tutoring times should be run by the Academic Support Director.
- 5. No Show/Cancellation:** If the student does not show up, check the "No-Show" box on the "No Show & Cancellation Record" and return it to the Activity Records. Your cooperation in this regard is essential to reduce the frustration caused by No-Shows. You may record the full scheduled time on your time sheet for each "No-Show." For cancellations by tutors/tutees, if possible, you will be notified by telephone. Contact the director right away, if you feel you did not receive sufficient notification.
- 6. Activity Record:** Complete an "Activity Record" form for each session with your tutee. You are responsible for ensuring that the form is completed, including getting the tutee's signature and student identification number, and returning it to the designated tray **immediately** after your session is finished. Copies of these sheets are kept on file in the director's office and you or your tutees may refer to them on request.
- 7. Time Sheets:** Complete your time sheet after each session. When you have completed your last tutoring session for a given time period, total the number of hours tutored and sign your sheet. The completed and signed sheet must be turned in to the ASC director by the second **Wednesday** afternoon of the pay period. If you are tutoring the following day, enter the hours you expect to tutor and adjust any cancelled sessions on the next time sheet. You are advised to **keep your time sheets in your mailbox** so they will not be lost. You are allowed a grace period of two weeks (1 pay period) to get your Activity Records and Time Sheets in. **If you do not do so, you will forfeit your pay.**

**Problems:** Notify the ASC director of any problems with tutoring such as if the tutee has missed classes, is unprepared for tutoring, the room is noisy, the material is too difficult, etc.



## TUTOR CONTRACT

Peer Tutors at the Academic Support Center, White Mountains Community College, assist professional staff in the academic programs to deliver instructional help to students. Tutors must have successfully completed the course(s) for which they are serving as a tutor, and must be recommended by faculty.

**I agree to work within the following guidelines:**

1. Maintain all required records and complete all required paperwork.
2. Attend scheduled tutoring sessions regularly and on time. I understand that the student/client will wait no longer than FIFTEEN MINUTES past the starting time of the scheduled session. If I cannot be at a scheduled tutoring session, fill out a “No Show and Cancellation Record” and return it to Room 104. I understand that if I do not show up for 2 consecutive sessions without canceling, I will be terminated. Also, inform the student ahead of time, if possible. **Give as much notice as possible.**
3. Attend all tutor training sessions, workshops, and conferences.
4. Know how and when to make a referral to the ASC director.
5. Alert the director or coordinator to any problems.
6. Do not socialize while tutoring: **this includes use of cell phone or email.**
7. Maintain professional boundaries, this helps the student stay focused.
8. Create an atmosphere conducive to learning.
9. Respect each student’s privacy and maintain confidentiality.

10. Do not do student's work for them. Students need to be actively involved in the learning process.

11. Do not comment negatively on an instructor's teaching style or grading policy.

12. The maximum hours of tutoring allowed per student are TWO HOURS PER WEEK, PER COURSE. Any time more than TWO HOURS will have to be approved by the ASC Director **prior to** the extended session.

I understand that the minimum qualifications for this position usually are:

- Current enrollment in the institution in which the tutoring takes place.
- Demonstration of understanding of content, usually by obtaining a B+ or higher in those courses.
- Recommendation by a minimum of one (1) faculty member in each area in which the tutor is working.
- **Signature of faculty making the recommendation** \_\_\_\_\_ /Course \_\_\_\_\_
- **Signature of faculty making the recommendation** \_\_\_\_\_ /Course \_\_\_\_\_
- **Signature of faculty making the recommendation** \_\_\_\_\_ /Course \_\_\_\_\_

I have read and understand the responsibilities involved in becoming a tutor:

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

**PLEASE RETURN THIS FORM WITH A COPY OF THIS SEMESTER'S CLASS SCHEDULE TO THE ACADEMIC SUPPORT CENTER.**

## Tutor Availability Form

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

MAJOR: \_\_\_\_\_ FALL: \_\_\_\_\_ SPRING: \_\_\_\_\_ SUMMER: \_\_\_\_\_ YEAR: 20\_\_\_\_

***PUT AN "X" IN THE BOXES WHICH INDICATE WHEN YOU ARE AVAILABLE.***

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>8:00</b> <b>9:00</b>					
<b>9:00</b> <b>10:00</b>					
<b>10:00</b> <b>11:00</b>					
<b>11:00</b> <b>12:00</b>					
<b>1:00</b> <b>2:00</b>					
<b>2:00</b> <b>3:00</b>					
<b>3:00</b> <b>4:00</b>					
<b>4:00</b> <b>5:00</b>					
<b>5:00</b> <b>6:00</b>					
<b>6:00</b> <b>7:00</b>					

PLEASE LIST COURSES IN WHICH YOU FEEL QUALIFIED TO TUTOR. PLEASE STATE THE NAME OF THE INSTRUCTOR FOR EACH COURSE. ALSO, PLEASE INCLUDE A COPY OF YOUR CLASS SCHEDULE.

---



---



## Academic Support Center

### PEER TUTOR ACTIVITY RECORD

DATE: \_\_\_\_\_

TIME OF SESSION: FROM \_\_\_\_\_ TO \_\_\_\_\_

TUTOR: \_\_\_\_\_

STUDENT NAME: \_\_\_\_\_ MAJOR: \_\_\_\_\_

COURSE NAME: \_\_\_\_\_

Assignments/Labs discussed:

Recommendations and topic for next meeting:

Next Appointment:

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

PLACE: \_\_\_\_\_

---

**Tutor Signature**

---

**Student Signature**

TUTOR: Check here if NEXT appointment is a change in the established schedule. \_\_\_\_\_

PLEASE BRING YOUR ACTIVITY RECORD TO THE ACADEMIC SUPPORT CENTER AS SOON AS YOUR SESSION IS DONE.