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Haverford College Peer Tutor Handbook
2015-2016
Welcome from Kelly Wilcox, Director of the OAR

Dear Peer Tutor,

Thank you so much for investing your time, energy, and expertise in the tutoring process. We feel strongly that students truly value and appreciate the opportunity to learn from, and with, their peers. Your role in the larger educational enterprise is truly valued. We hope that your role as a peer tutor is fulfilling and that it serves to sharpen your own view of yourself as a learner.

Please know that we are here to support you and that we truly appreciate this valuable work.

Warmly,

Kelly Wilcox
Director of the Office of Academic Resources (OAR)
Introduction

What is Peer Tutoring?

Peer tutoring offers students the opportunity to work with another student who has previously excelled in a particular discipline or course. Enlisting the aid of a formal peer tutor may give a student the opportunity to:

• discuss new information and concepts they are learning,
• review material they already know,
• refresh their mastery of material they have forgotten,
• prepare for an exam or presentation, and/or
• receive academic assistance beyond the help provided by the course faculty, TAs, or academic review centers.

Peer Tutoring at Haverford College

At Haverford College, peer tutoring is available free of charge; there is no limit to the amount of tutoring a student can receive. Peer tutoring is an integral component of the OAR’s work providing academic resources and support to all Haverford students. During the 2013-2014 academic year, nearly 90 peer tutors provided more than 1,500 hours of one-on-one tutoring.

Bryn Mawr and Swarthmore students taking courses at Haverford are also eligible to receive free tutoring for the Haverford course(s) in which they are enrolled. Similarly, Haverford students taking courses at Bryn Mawr or Swarthmore are expected to receive tutoring for those courses from the peer tutoring program of the institution hosting the course.
Becoming a Peer Tutor

Departmental Recommendations

Peer tutors must be recommended by the department for which they wish to tutor. At the beginning of the academic year, the OAR receives a list of recommended tutors from faculty in each department. Those students who have been recommended as tutors will receive an email during the first week of the academic year inviting them to become peer tutors.

If you would like to tutor for a particular discipline or course, please ask a professor in that discipline to send an email noting which course(s) you are recommend to tutor to hc-peerinstruction@haverford.edu.

Peer Tutor Profile

Peer tutors are asked to create a profile in the Peer Tutor Database, housed on the OAR’s website. These profiles allow other students to learn more about the available tutors in a particular discipline. You may access the Peer Tutor Database using your Haverford or Bryn Mawr login credentials. Because profiles are password protected, OAR staff cannot update or access your profile. Only you have the ability to create and edit your profile.

See the Peer Tutor To-Do List on page 15 for additional information about creating a Peer Tutor Profile.

Training

All new peer tutors are required to attend the Peer Tutor / TA Training, held in mid-September of each year. Because many peer tutors also work as question center tutors, course TAs, or lab TAs, the goal of the combined training is to build community among Haverford’s peer educators, allow students to learn from more experienced peer educators, and provide peer educators in all roles with access to faculty for discipline-specific support.

Training time will be paid; please add those hours to your September time sheet. Dinner will also be provided.

See the Peer Tutor To-Do List on page 15 for additional information about the Peer Tutor / TA Training.

Time Commitment

The OAR asks that you only tutor if you are able to do so for the entirety of the semester. You are not obligated to tutor for the entire year, and you may return to tutoring after studying abroad or otherwise taking a break from tutoring for a semester. You may tutor as much or as little as you like. Some tutors work just a few hours per month, while others work 20-30 hours per month. You may tutor whenever it is convenient for you, and your tutoring availability is entirely at your discretion.
Background Checks

Pennsylvania Act 153, which took effect on December 31, 2014, requires institutions like Haverford College to obtain and document criminal background checks and child abuse clearances within 90 days of beginning employment. **All Haverford employees, including student workers, must obtain background checks and clearances every 36 months.** The College will pay for all necessary background checks and clearances. If you are a new student employee and have not yet obtained the necessary checks and clearances, you will receive an email from Julie Sheehan with further instructions. Failure to complete all necessary checks and clearances will result in you being ineligible to work as a peer tutor. For more information, please visit [http://www.haverford.edu/humanresources/background_checks/](http://www.haverford.edu/humanresources/background_checks/) or contact Julie Sheehan (jsheehan1@haverford.edu).
Scheduling

The Peer Tutoring Program uses an online scheduling system for peer tutoring appointments. The online scheduling system can be accessed at: https://haverford.mywconline.net/

The purpose of the online scheduling system is to make the process of scheduling peer tutoring sessions more efficient for both peer tutors and for students looking to meet with a tutor. The system also enables the OAR to obtain important and useful data on peer tutoring usage trends, such as which courses/subject areas are most frequently tutored. The data obtained from the system ensures that sufficient funding is available to meet the tutoring needs of Haverford students.

Submitting Availability

Peer tutors will be asked to submit their semester availability by the end of the second week of classes. Please provide as much detail as possible when submitting your availability, such as “Mondays, 6-10pm” rather than “Monday evenings.”

See the Peer Tutor To-Do List on page 15 for additional information about submitting availability.

Making Changes to Your Availability

To make permanent changes to your availability over the course of the semester, send an email to hc-peerinstruction@haverford.edu with the requested changes. Availability will be updated within 24-36 hours, possibly a bit longer if the request is made over the weekend. Please plan accordingly and provide as much notice as possible when adjusting your availability.

To make short-term changes to your availability or make adjustments on a week-to-week basis, the easiest course of action is to use the Placeholder feature within the online scheduling system.

The Placeholder feature allows you to make certain blocks of time unavailable, but it does not allow you to make additional blocks of time available. To access this feature, select the appointment block you wish to make unavailable, and an appointment form will pop up. At the bottom of the appointment form, you will see a set of Admin Options. Select the Placeholder box as shown below. Finally, select the Save Appointment box at the bottom of the form.
Scheduled Sessions

Tutoring sessions must be scheduled at least two days in advance, as the online scheduling system prevents students from making same-day or next-day appointments. You will receive an email each time someone schedules, modifies, or cancels a tutoring session with you.

Students are asked to email their tutors to decide on a location for the tutoring session; if you do not hear from your tutee, please initiate contact with her/him.

If you do not wish to receive an email each time someone schedules, modifies, or cancels a tutoring session with you, please email hc-peerinstruction@haverford.edu, and we will adjust this feature in the online scheduling system. However, if you decide not to receive these emails, it is incumbent upon you as the tutor to regularly log into the online scheduling system and make note of your upcoming appointments.
Compensation

Fiscal Responsibility

Because you are being compensated for your work as a peer tutor, it is your responsibility to accurately log and report the hours you spend with each tutee on the Peer Tutor Time Sheet.

Time Sheets

Please use the Peer Tutor Time Sheet to report your hours. This time sheet already has the Peer Tutoring Program’s account number listed on it. Ensure that you list the subject area in which you tutored each tutee. The Peer Tutoring Time Sheet is available on the Peer Tutoring website and in hard copy at the OAR’s front desk.

Submitting Time Sheets

Your Peer Tutor Time Sheet must be submitted to the OAR by the last business day of the month. Time sheets may be handed to the intern on duty at the front desk any time the OAR is open. Time sheets do not need to be signed prior to being submitted; they will be verified against the information in the online scheduling system.

Paychecks arrive approximately two weeks later, around the 15th of the following month. Submitting your time sheet after the last business day of the month may cause your paycheck to be delayed.

International Students

International students must complete all requirements to ensure they are legally eligible to work in the United States. This includes obtaining a Social Security Number and maintaining valid F-1 visa status. For more information about work authorization, please consult with Denise Allison, Director of International Student Services (dallison@haverford.edu).

Bryn Mawr Students

Bryn Mawr students are permitted to tutor for Haverford courses, and many do so. Bryn Mawr students must visit the Business Office, located in Stokes 220, to fill out the necessary paperwork to be added to Haverford’s payroll. You may also contact Nancy Sunderland, Student Payroll Coordinator (nsunderl@haverford.edu), for additional information about payroll.

Pay

Like all Haverford College campus jobs, peer tutors start at $9/hour. With each successive year as a peer tutor, there is a pay increase of $0.25/hour, up to $9.75/hour.
No Shows

You may report 0.25 hours of tutoring (15 minutes) when a student does not show up for a tutoring session. Please wait the full 15 minutes before leaving a tutoring session and be sure to record the appointment as a no-show in the online scheduling system.

To mark a no-show, select the appointment block, and an appointment form will pop up. At the bottom of the appointment form, you will see a set of Admin Options. Select the Missed box as shown below. We recommend leaving the Email Client box checked as well. Finally, select Save Changes at the bottom of the form.

Preparation Time

Preparation time is unpaid. Preparation time varies by peer tutor and by course. If you anticipate spending more than 20 minutes preparing for each tutoring session, the OAR advises against tutoring for that course.
Professionalism & Confidentiality

Peer tutors occupy a paid position associated with established professional guidelines. In accepting this position, you have pledged to conduct yourself in accordance with these guidelines:

- Keep appointments and be punctual.
- Be responsible and communicative.
  - Ensure open lines of communication with your tutee, but also be clear and honest about limitations on your time.
- Respect the confidentiality of your tutees.
  - Your work with tutees is confidential. Whether you know the tutee socially or not, you are responsible for honoring and protecting the tutee’s privacy.
- Be mindful of dual relationships and conflicts of interest.
  - The relationship between tutor and tutee is a professional one.
  - A dual relationship exists when you are not only a tutor, you are also the tutee’s friend, roommate, teammate, etc.
  - Dual relationships run the risk of creating a conflict of interest, a situation in which the interests of your professional tutoring relationship come into conflict with the interests of whatever other relationship you also have with the tutee. It is your responsibility to be aware of conflicts of interest, and to address them if and when they arise.
Tutee Guidelines & Expectations

The following guidelines have been established for students who receive peer tutoring. These guidelines are outlined on the Peer Tutoring website.

Before Requesting a Tutor

- Take advantage of resources offered by your class: the professor’s office hours, TA sessions, or academic review centers, such as the CQC, BQC, CRC, and others.
- If you are having difficulty with time management, note-taking, study strategies, or exam preparation, please schedule an individual consultation at the OAR or attend a workshop on any of these topics.
- If you need help with a writing assignment, please schedule an appointment at the Writing Center.
- If outside factors are affecting your academic progress, please schedule a meeting with your Dean or with CAPS.

How to Request a Peer Tutor

- Search the peer tutor database for tutors in the subject area of your choice.
- Make an appointment with your preferred tutor through the online scheduling system.
- Tutoring sessions must be scheduled at least two days in advance.
- If you still cannot find a peer tutor, please contact hc-peerinstruction@haverford.edu.

Peer Tutoring Expectations

- Peer tutors are available to help you identify gaps in your knowledge and approach the course material more effectively and efficiently. They will not provide you with answers to problem sets or tell you how to do your homework.
- Come to tutoring sessions prepared. Bring your course materials (textbook, class notes, etc.) and any questions you have.
- Be respectful of your tutor’s time.
  - Arrive at the tutoring session on time. If you are more than 15 minutes late, the tutor will consider the session cancelled and will mark you as a no-show in the online scheduling system.
  - If you need to cancel a tutoring session, please notify the tutor at least 2 hours in advance.
  - If repeated cancellations occur, your tutor may decide to discontinue tutoring with you.
  - After you are marked for three no-shows in the online scheduling system, you will automatically be blocked from the system and you will be unable to schedule additional tutoring sessions. If this happens, please email hc-peerinstruction@haverford.edu.
Tips From Experienced Peer Tutors

The First Tutoring Session

In the first meeting, you and your tutee should take a bit of time to get to know one another, build the foundation for a good working relationship, and establish expectations about the tutoring process. Remember that your tutee may be feeling nervous or anxious!

During the first session, take some time to:

- Make introductions and build rapport. Rather than jumping right in, get to know the tutee as you would anyone else. Ask where your tutee is from, where on campus s/he lives, and so on. Tell your tutee a little bit about yourself. Then transition to discussing your own academic interests and ask your tutee about her/his academic interests.
- Ask your tutee what s/he would like help with and what s/he hopes to get out of tutoring (for example: help with problem sets, practicing her/his foreign language skills, reviewing difficult concepts, preparing for an upcoming exam, etc.).
- Discuss how to make the best use of your tutoring time and what you think would be helpful for your tutee to do before coming to a tutoring session.
- Discuss your own teaching/learning style and encourage your tutee to inform you when they feel you have been unclear or need the information presented in a different way.
- Review various tutoring policies, particularly repeated cancellations and no-shows (see page 12).

Additional Tips

- Have your tutee explain in her/his own words the material at hand. Once you notice where your tutee gets confused or has questions, you will both get a better sense of where to concentrate your efforts.
- One particularly useful strategy many tutors use is to have the tutee do all the writing – equations, diagrams, brainstorming, etc. This helps to ensure that your tutee takes charge of her/his own learning and engages with the material. It also ensures that all written work is the tutee’s and not yours.
- Everyone learns differently, and you might need to explain the material in different ways to adapt to different tutees’ learning styles.
- Even though you are the tutor, you are not expected to know everything or have all the answers. When you don’t know something, simply say so and encourage your tutee to meet with the professor.
- If you believe a student you tutor may benefit from working with the OAR on topics such as time management, note-taking, study strategies, or exam preparation, please encourage the student to schedule an individual consultation or attend a workshop on any of these topics.
- If you are concerned about a student you tutor, please speak with a Dean or contact the OAR at hc-peerinstruction@haverford.edu.
Resources & Support

Peer Tutoring Forms

Several peer tutoring forms are available on the Peer Tutoring website. The forms are not mandatory but are strongly encouraged. These include meeting forms to help you keep track of what you have worked on with a given tutee as well as a form containing information about tutoring session preparation and lesson plan components.

Peer Teaching Resources Moodle Group

As a peer tutor, you will be granted access to the Peer Teaching Resources Moodle Group, which contains a variety of resources for peer tutors, as well as for question center tutors, course TAs, and lab TAs.

Consulting with the Office of Academic Resources

Please do not hesitate to consult with the OAR about your work as a peer tutor. Email hc-peerinstruction@haverford.edu with any questions or concerns.

References

The materials in this handbook were adapted from Handbook for Peer Tutors, created by Harvard University’s Bureau of Study Counsel.
Peer Tutor To-Do List

Below you will find a list of tasks that must be completed at the start of each semester (except #4, which only occurs in the fall) in order for you to remain an active peer tutor.

<table>
<thead>
<tr>
<th>Task</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Email <a href="mailto:hc-peerinstruction@haverford.edu">hc-peerinstruction@haverford.edu</a> and confirm your availability to tutor at the start of each semester, even if you have tutored in the past. If you previously tutored, but are no longer able to do so, please let the OAR know as well. Doing so ensures that the OAR has an accurate count of active peer tutors in each discipline.</td>
<td></td>
</tr>
<tr>
<td>2. Create or edit your Peer Tutor Profile (<a href="https://enterprise.haverford.edu/cgi-bin/trico/tutoring/create_profile.pl">https://enterprise.haverford.edu/cgi-bin/trico/tutoring/create_profile.pl</a>). These profiles allow other students to learn more about the available tutors in a particular discipline. To see other tutors’ profiles, take a look at the Peer Tutor Database (<a href="https://enterprise.haverford.edu/cgi-bin/trico/tutoring/tutor_search.pl">https://enterprise.haverford.edu/cgi-bin/trico/tutoring/tutor_search.pl</a>).</td>
<td></td>
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<tr>
<td>Note: To access the Database and/or your Peer Tutor Profile, you will log in with your Haverford or Bryn Mawr credentials.</td>
<td></td>
</tr>
<tr>
<td>3. Submit your semester availability by the end of the second week of classes to <a href="mailto:hc-peerinstruction@haverford.edu">hc-peerinstruction@haverford.edu</a>. Please provide as much detail as possible when submitting your availability, such as “Mondays, 6-10pm” rather than “Monday evenings.” If you do not submit your availability, the OAR will assume that you are no longer interested in tutoring, and your Peer Tutor Profile will be removed from the Database.</td>
<td></td>
</tr>
<tr>
<td>Note: We strongly recommend creating an account in the online scheduling system using your Haverford or Bryn Mawr email address. Doing so will ensure you have access to certain administrative features and will allow you to make changes to your week-to-week availability (see page 7 for further instructions); you will not have access to these features if you register for an account with an email address other than your official Haverford or Bryn Mawr email.</td>
<td></td>
</tr>
<tr>
<td>4. Plan to attend the Peer Tutor / TA Training in September and RSVP to <a href="mailto:hc-peerinstruction@haverford.edu">hc-peerinstruction@haverford.edu</a>. If you are a new peer tutor, attendance at the training is mandatory. For returning peer tutors, attendance is optional but strongly encouraged; sharing your experience and expertise is incredibly valuable to new tutors. A make-up training date will be provided for students who have a conflict.</td>
<td></td>
</tr>
<tr>
<td>Note: You will be paid for attending the training. Please add those hours to your September time sheet. Dinner will also be provided.</td>
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