

Procedure Title: Tutor Management
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Accountable Administrator: AVP, Enrollment Management
Position responsible for updating: Learning Center Coordinator
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Purpose/Principle/Definitions:

Tutoring services are provided free of charge to all BMCC students currently enrolled in credit courses or ABE/GED/ESL classes. Hiring and management of both professional and peer tutors for all BMCC campuses will be managed by the Learning Center Coordinator. Drop-in tutoring will be provided at each BMCC location in designated areas. Tutors may be located in the Student Learning Center (SLC), various department locations, and/or at each of our BMCC locations. Drop-in tutoring is provided only during scheduled tutor hours, which are posted on the BMCC website and whiteboard in the SLC. Locations that do not have tutors and students taking distance education classes may use Blackboard Collaborate tutoring, which is available by appointment only. Study or work groups led by a trained facilitator may also be offered at various BMCC locations and will be publicized at the time they are offered. Online tutoring is also available and provides students 24/7 access to live professional tutors. To access online tutoring students must log into their Student Wolfweb account and click on the online tutoring link.

Definitions:

Students: Currently enrolled students that are degree or certificate seeking and/or are participating in any GED/ABE/ESL classes or credit classes. High school students enrolled in dual credit courses with high school instructors are not eligible for tutoring through BMCC.

Peer Tutors: BMCC students who qualify to tutor others in select courses. Peer tutors must be approved by the Learning Center Coordinator (LCC), Financial Assistance Office, and Human Resources (HR) before they are able to begin working. To qualify as a peer tutor, students must be in good academic standing, have completed the coursework for the classes they tutor with a grade of "B" or higher, and have the recommendation from at least one of their BMCC instructors. Peer tutors are available to serve GED to college level students.

Professional Tutors: Qualified individuals who have a minimum of a bachelor's degree and have been approved through the Office of Instruction to offer tutoring services to credit seeking, GED, ABE, or ESL students at BMCC.

GUIDELINES:

Tutoring resources are limited and the following guidelines are to facilitate maximized tutoring opportunities for all of our students:

(1) Tutors will be available only during the times they appear on the schedule/whiteboard. The tutoring schedule is subject to change at any time, and reasonable attempts will be made to notify students of any changes to the tutor schedule.

(2) Students may schedule appointments over the telephone, by email, or in person for Blackboard Collaborate sessions. No phone tutoring is offered. ITV and Blackboard Collaborate tutoring appointments **must** be scheduled **at least 5 days in advance**, no exceptions. This allows an opportunity to maximize the session by filling it with as many students as possible.

(3) While the Learning Center Coordinator (LCC) will strive to accommodate students' requests for tutoring services and individual appointments, there may be times when this is not possible. Most courses have tutors available, but some have limited opportunity. Individual appointments with tutors at branch campuses will be arranged at that site.

(4) If a student is unable to attend a scheduled session, they are required to contact the LCC or branch coordinator **at least two hours in advance**. If the scheduled session is not attended for two consecutive sessions and notification has not been given to the coordinator, scheduled tutoring for that student will be canceled for the remainder of the term, and the student will need to appeal to the coordinator to request re-instatement of services.

(5) Students who are 20 minutes late to the scheduled session will be considered to have missed their appointment.

FUNDING

Funding for tutor wages is provided from various resources and may vary from year to year. Example of funding sources include but is not limited to: BMCC's Associated Student Government, Carl Perkins Grant, Student Employment, and/or Federal Work Study. Carl Perkins Grant dollars provides limited tutoring for students who are enrolled in career/technical programs.

In order to allocate funds to appropriate sources, tutors will be required to fill out tracking sheets for each individual receiving tutoring. These sheets include the date, time in, time out, student ID#, course number, degree intent of the student, and the type of delivery (e.g., face-to-face, group, or Blackboard Collaborate). Tracking sheets are to be turned in to the LCC at the end of each week so the information can be entered into spreadsheets for monthly, term, and annual reports to the appropriate funding sources.

Tutoring Sessions that meet FTE Requirements

Students that have received tutoring for a minimum of 6-hours will be enrolled in a tutoring class set up by the Office of Instruction. These classes will be non-credit and labeled as 000.513, tutoring classes. Each class will have a specific section according to the BMCC location where the tutoring took place. **Important Notes:** In order to be FTE-eligible, tutoring MUST be connected to another course (e.g., MTH025 help is attached to our MTH025 class). Individual students attending a tutoring class must be recorded on tracking sheets each time they attend tutoring. If students are participating via ITV or Blackboard Collaborate, they need to be included in the weekly tracking sheets.

Completed forms are to be scanned and emailed to the LCC for processing. Students will be registered into classes by the LCC at the end of each term, provided they meet the six-hour minimum subject-specific tutoring requirement. Tutors will be responsible to collect a schedule change form at the beginning of the first tutoring session each term. This should happen prior to any tutoring taking place. Tutors are also responsible to complete the weekly tracking sheets.

HIRING PROCEDURES

Professional Tutors: Professional tutors may be hired from currently employed faculty or by application through HR. All requests for tutors are to be submitted to the LCC, who will then send them to HR for approval. The Office of Instruction will determine the number of hours that faculty are may work as tutors. Non-faculty tutors must have a minimum of a bachelor's degree and must submit an application through HR. The Office of Instruction will review each applicant to determine the courses they can tutor. Professional tutors must be willing to complete tutor training.

Peer Tutors: Requests for peer tutors must be submitted to the LCC. Applicants can access student employment forms through the BMCC website and submit them to the LCC. Applications will be processed through the Financial Assistance Office, with qualified students who are eligible for Federal Work Study funding having preference. To qualify as a peer tutor, students must be:

- Enrolled in at least 6 credit hours
- Recommended by their instructor
- Able to show competency (received an A or B in subjects to be tutored)
- Able to communicate effectively
- Willing to complete tutor training

Scheduling of Tutors: Tutor hours are flexible in order to work around class schedules and other obligations. The LCC will work with each tutor to ensure the best distribution of hours for the needs of each campus.

TRAINING REQUIREMENTS

FERPA (Family Educational Rights and Privacy Act): All tutors will complete FERPA training. They will have access to student information only for legitimate use in the completion of their responsibilities as a college employee.

Blackboard Collaborate: All tutors will become proficient in tutoring online via Blackboard Collaborate. Training will be available through the Student Learning Center and online.

Facilitator Training: Facilitator training will be offered as a one-credit course either live or online. This training is designed to help tutors facilitate study or work groups that teach students effective study skills and strategies. It will also address the challenges of working with a broad range of backgrounds and maturity. Topics covered will include:

- The role of peer and professional tutors on campus
- Interpersonal communication skills
- Enhancing intercultural proficiency
- Problem solving with individuals
- Subject-specific tutoring
- Understanding group process
- Leading study/work groups effectively
- Strategies for academic success
- Using campus resources and referral techniques
- Ethics and strategies for good practice

Individuals may complete tutor training prior to employment or during their first term of employment. Each tutor will complete FERPA training and a brief orientation with the tutoring coordinator of the campus. Orientation will include going over the Tutor Handbook and other instructions pertinent to their position.