

Freshman Experience
Learning Assistance Program

Georgia Tech Department of Housing



Expectations & Policy Guide
2003-2004

Bill of Rights
Learning Assistance Program
Freshman Experience

WE, AS FRESHMAN EXPERIENCE LEARNING ASSISTANCE PROGRAM TUTORS, BELIEVE THAT ALL STUDENTS HAVE THE FOLLOWING RIGHTS WHILE IN OUR LEARNING CENTERS:

1. To be treated with friendliness, courtesy and respect by each tutor who provides assistance.
2. To learn from competent, compassionate and ethical tutors committed to the success of all participants.
3. To receive high-quality guidance and help with academic concerns.
4. To study in a safe and appropriate environment conducive to learning.
5. To have learning assistance provided in accordance to the Institute's Honor Code.
6. To expect a choice of timely one to one or group academic assistance.

STUDENTS HAVE THE RESPONSIBILITY TO:

1. Be respectful, thoughtful and ethical recipients of learning assistance.
2. Demonstrate patience and understanding while tutors are serving other students.
3. Record participation in the program.
4. Be an active participant in their own learning during the tutor session.
5. Strive to learn and understand the solutions arrived at during the tutor session.
6. Follow the Institute Honor Code for homework assignments that will be turned in for credit.

Learning Assistant Expectations

The Learning Assistant is the most integral part of the Learning Assistance Program. They are the direct connection between the program and the residents. It is very important that a Learning Assistant remember those things that are expected of him/her in the Learning Center in order to be an effective representative of the program.

Community Building

As a member of the Freshman Experience Program a division of Auxillary Services in the Office of Residence Life you are a part of the community building efforts. Students will be counting on you to help them feel comfortable in our residence halls at Georgia Tech. Please remember the impact that you have on students.

You will be asked to help with specific community building & programming efforts at times throughout the year.

Honor Code

Learning Assistants must uphold the Georgia Tech Honor Code in every aspect of their job. You are not to do students work FOR them. You are to assist them in understanding concepts surrounding their work. Each course at Tech has a different rule governing what is allowed. Typically in most courses students cannot receive help on graded homework assignments. If ever you are in doubt of how to handle a question that a student has, please refer them to another example or to the help pages that their own course syllabus provides, but never put the Tech Honor Code in jeopardy. Please encourage students to READ the statement they sign when they enter the Learning Center. Visit . . . <http://www.honor.gatech.edu/> for information on the Honor Code.

Confidentiality

As an employee of GT and as a Tutor you will be entrusted with confidential information about students. Please do not share information with other individuals about the academic success or challenges of students. On the same note, please discuss any issues of concern you have about a particular student with the ASC or you LCC as soon as possible. Breach of confidentiality can be grounds for immediate dismissal.

Sexual Harrassment Policy (*defined by Georgia Tech Employee Handbook & Student Policy on Sexual Harassmen*)

The Georgia Institute of Technology is committed to maintaining a learning environment that is safe and fosters the dignity, respect and worth of students, faculty and staff. Each member of this community has the responsibility to practice the highest ethical principles and standards of conduct. Persons who do not adhere to these principles and standards by the commission of sexual harassment or sexual misconduct, damage the community and it's members. The Georgia Institute of Technology will not tolerate sexual harassment or sexual misconduct.

Sexual Harassment is defined as unwelcome advances, request for sexual favors or other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic standing; or (2) submission to or rejection of such conduct by an individual is used as a basis for employment or academic decisions affecting such individual; or (3) such conduct has effect of unreasonably interfering with an individuals work or academic performance or creates intimidating, hostile or offensive working or academic environment. Either men or women may be the initiators or victims of sexual harassment.

Please feel free to discuss or report any instances of sexual harassment with the ASC or misconduct or for more information on resources, policies, or procedures you may contact the ASC at any time or you may contact the Dean of Students Office or visit their website. <http://www.deanofstudents.gatech.edu>

1. NUTS & BOLTS

Email

Since email is the main form of communication. You should check your email daily for updates in LAP. We prefer that you use your GA Tech email account. You can communicate with one another via the LAP list.

Attendance

Attendance is the single most important part of being a Learning Assistant. Learning Assistants are expected to be in their building during their shift on any night they are scheduled to work. You are expected to stay in the Learning Center at all times with the following exceptions:

1. You are on a scheduled building round or LAP programming activity.
2. You are going to use the restroom.
3. There is an emergency in the building (i.e. fire alarm, etc.)

One should not leave the Learning Center for any reason other than those listed above. If you have an emergency of a personal nature, you need to notify your LCC before leaving the Learning Center. Leaving the Learning Center before the scheduled end of your shift without prior permission will be dealt with as an absence.

Failure to report to work or leaving work early without prior approval from your LCC or the FE Academic Coordinator will result in:

- First Offense: Written Reprimand placed in file.
- Second Offense: Termination

Scheduling

The schedule will be posted at the beginning of each semester and LA's are expected to work their scheduled shifts. Learning Assistants are expected to work at least 2 shifts per week and expect to assist with substitutions as possible. During the first few weeks of the semester a temporary schedule may be posted to give time for proper placement. During busier times in the semester, students may be asked to work more shifts. Scheduling preferences are typically given by seniority.

Substitutions

In the event a Learning Assistant needs to be absent on a scheduled night of work, he/she must e-mail the list no later than 24 hours prior to the absence. If the Learning Assistant is successful in securing a substitution, he/she should e-mail the LCC with the name of the substitute, the building, and the shift times. This is to ensure that in the event of an absence, the correct person is held accountable. If the LCC is not notified of the substitute PRIOR to the shift, the person regularly scheduled for that shift will be held accountable.

If the Learning Assistant is unsuccessful in securing a substitution, he/she may request the absence from his/her LCC. These requests will be dealt with on a case by case basis. The factors in making this decision will be:

1. Length of time prior to absence the Learning Assistant e-mailed the list.
2. Reason the absence is needed.
3. Length of time prior to absence the Learning Assistant notified the LCC regarding problems finding a substitute.

It is important that the Learning Assistant notify his/her LCC when having trouble finding a substitute. The LCC may be able to assist in finding a substitute. Do not wait until the last minute to get a substitute! It will certainly lessen your chances of getting the absence approved. Failing to find a substitute and missing your shift without LCC or Academic Coordinator approval is counted as an unexcused absence.

Tardiness

Learning Assistants are expected to be in their building ready to work at their scheduled time. This means that the Learning Assistant should have clocked in and traveled to his/her building prior to the start of his/her shift. Learning Assistants will be screened to ensure punctuality by two methods:

1. LCC will be in the buildings at the start of shift to ensure that Learning Assistants are ready to work at the appropriate time.
2. Kronos Punch Detail Reports will be reviewed to make certain that the Learning Assistant clocked in before the beginning of the shift. (Time errors of the clock will be accounted for. Learning Assistants should notify their LCC if a time clock has an incorrect time by more than 10 minutes.)

The following sanction schedule will result from tardiness.

- Tardies less than 15 minutes:
 - 1st Offense: Verbal Warning
 - 2nd Offense: Written Warning
 - 3rd Offense: Written Reprimand placed in file
 - 4th Offense: Termination
- Tardies greater than 15 minutes and less than 1 hour:
 - 1st Offense: Verbal Warning
 - 2nd Offense: Written Reprimand placed in file
 - 3rd Offense: Termination
- Tardies greater than 1 hour will be considered absences.

Infractions in different tiers of violations will be dealt with based on the next sanction for that violation at that tier, i.e. if a student had a tardy of less than 15 minutes and received a verbal warning and then had an absence of greater than 15 minutes, that student would receive the 2nd offense sanction for the greater than 15 minutes tier, which would be a written reprimand.

Institute Holidays & Closings

In the event of an Official Institute holiday, the Learning Centers will be closed on the evening prior to the holiday. The Learning Centers will reopen the evening of the first day of classes following the holiday weekend.

In the event of an official Institute closing, the Learning Centers will be closed. Official notice of the Learning Centers status for that night will be e-mailed to the list no later than 3 hours prior to the first shift.

Keys

Learning Assistants will sign for any keys issued to them. Learning Assistant will be issued keys for the building where he/she works, clocks in, and a Learning Center cabinet key. Misuse of these keys is strictly prohibited. Misuse of keys consists of:

1. Using your keys to enter a building during an unscheduled work time.
2. Using your keys to enter a building for any reason other than official business of the Department of Housing.
3. Using your keys to allow someone else access to a building.
4. Loaning your keys to anyone, including other Learning Assistants.

Misuse of keys will result in immediate termination.

Learning Assistants are also responsible for returning their keys to the LCC at the end of each semester. No one is allowed to retain their keys over a period in which the Learning Centers are closed for a period greater than one week. Failure to return keys may result in termination or fines from the Department of Housing.

It is highly recommended that Learning Assistants not combine the LAP keys with personal keys, nor carry his/her LAP keys throughout the day. Lost keys will result in fines as defined on the Housing website.

Staff Shirts

Learning Assistants must wear their staff shirt when in the Learning Center. If you enter a building without your shirt on, you are in violation of the Department of Housing escort policy and you will be asked to leave the building.

Payroll

Learning Assistants will be paid every other Friday. It is your responsibility to make sure you clock in and out at the beginning of each shift and you should keep track of the hours you have worked in case you feel there is a discrepancy. You need to clock in and out in order to be paid. If you do not clock in and out no pay is guaranteed for that shift or it may delay your pay.

Misrepresentation of hours is grounds for immediate dismissal.

Evaluations & Raises

Evaluations will be performed at the end of every semester. Learning Assistants will rate himself/herself in the areas of technical knowledge, policy compliance, and customer service. Following the self-evaluation, the LCC will perform an evaluation of the Learning Assistant. The Learning Assistant will have the opportunity to review his/her evaluation after it is completed. If LCC evaluations are inconsistent with how a Tutor ranked themselves or there is any negative feedback then the LCC should make every attempt to personally discuss the evaluation with the Tutor. Evaluations must be completed in order to be considered for a raise.

Raises: The following criteria will be utilized in implementing raises.

Meets Expectations: \$.25 - \$.50

Exceeds Expectations: \$.75 - 1.00

Items to be considered in determining range of raises: Helping others by subbing, positive feedback, makes extra effort to get to know residents, looks for ways to assist LCC's, recommends changes to improve LAP; assists in program planning and coordinating programming events

NO Raises

any formal documentations (verbal warnings not included)
unexcused absences for tutor trainings or meetings
not turning in Evaluations
ineffective communication with supervisor

2. LEARNING CENTER ADMINISTRATION

Clocking in

Each day you will need to clock in at the designated hall with a time clock. You must utilize the time clock so that you can be paid. Payroll will be delayed if you fail to clock in and out.

Once you arrive at your Learning Center, you should

1. Inventory the cabinets
2. Write on the chalkboard TUTOR ON DUTY : Your Name (name of tutors working)
3. Observe your surroundings so that you can fill in the daily reports.

Daily Reports

Daily reports are intended to ensure accountability of LAP property in the Learning Center and provide an effective way for Learning Assistants to communicate inventory needs to their coordinator. Daily reports are required to be filled out each night the Learning Center is open. The Learning Assistants should accurately report the names of the textbooks that are in the cabinet at the beginning and the end of shift. Please write the names of the textbooks on the sheet. Also indicate that the Learning Center is in need of supplies.

The Learning Assistant also needs to indicate any maintenance problems or other concerns in the Learning Center on the report. If there is an immediate maintenance concern (something that shouldn't wait longer than a week) please email your LCC at the end of the shift so that they can submit them ASAP.

Lost/Stolen Books

In the event a book is lost or stolen from a Learning Center, the coordinator for that Learning Center needs to be notified immediately. If there has been forced entry into the cabinet, the police should also be notified and a police report filed. If it can be determined that negligence occurred, then the Learning Assistance responsible for that negligence will be charged the cost of replacing the book.

Sign-in Sheets

Sign-in sheets are an integral part of the tracking of the program. Therefore, it is essential that **ALL** students who are tutored are documented. A student only needs to be documented once each night, however it may be beneficial to note on the sign-in sheet if a student takes up a significant amount of a Learning Assistant's time. It is an expectation that all Learning Assistants document a resident that receives tutoring.

Learning Center Cleanliness

In order to promote a professional environment, it is the responsibility of the Learning Assistant to make sure that the Learning Center is presentable at all times. The Learning Assistant on the first shift needs to straighten the Learning Center and pick up any trash that is on the tables when he/she arrives. The Learning Assistant on the second shift should do the same when he/she leaves for the night. The Learning Center should never be left in an unsuitable fashion.

If the Learning Center is consistently in disarray at the beginning of the first shift due to resident activities outside of LAP hours, notify the LCC so he/she may speak with the FE Academic Coordinator.

Building Rounds

A Learning Assistant is expected to be a large part of the advertising for the program. During the first few weeks of school the Learning Assistants will accomplish this mission by performing rounds in their buildings during shifts. A Learning Assistant should only perform a round if the Learning Center if there are two Learning Assistants in the Center and one can help all of the people in the Learning Center without help. The rounds should occur only on the hour. If confronted by a Housing Staff Member, please be courteous and explain what you are doing.

Emergency Procedures

In the event of an major emergency of any sort in the Learning Center, the Learning Assistant should notify the Georgia Tech Police by calling 4-2500. The Learning Assistant should also notify the Duty Staff member for that area and the LCC for that building. If there is a maintenance need or an issue or if you feel you need assistance with a student you may call the Student Staff Duty pager for that building. Office of Residence Life Student Staff and professional staff are always available to assist you if you need it. Identify yourself as a Tutor in the LAP and explain the situation.

Phone Usage

The phones in the Learning Centers are there to provide Learning Assistants access to other Learning Assistants in the event of a problem and to provide access to police in the event of an emergency. Learning Center phone usage for personal use should be kept to a minimum.

Homework

Providing assistance to students is the first responsibility of a Learning Assistant, however, Learning Assistants are allowed to work on their homework when the Learning Centers are not busy. However, they should never be so busy with their own work that they fail to assist other students. Learning Assistants should also not appear to be busy at any time they are working on their homework. If you are working on homework please make periodic rounds around the LC to see if any students need assistance.

Laptops and or personal computers are NOT allowed to be used by the Learning Assistants in the Learning Centers even if it is part of the Learning Assistants homework.

3. MISCELLANEOUS

Grades

Learning Assistants are expected to be academic role models for the students they tutor. Learning Assistants must have a minimum 3.0 cumulative GPA at the time of hiring and maintain that GPA while they are employed in the program. Students who fall below this 3.0 criteria will be allowed a one semester probation period to increase their GPA. If at the end of the probation period, the cumulative GPA is not greater than a 3.0, then the Learning Assistant will be terminated.

Training/Meetings

Learning Assistants are expected to attend training sessions at the beginning of each semester. In addition, it may be necessary for Learning Assistants to attend meetings during the semester. Typically you can expect a minimum of 1 meeting every three weeks. Meetings will be announced with plenty of time in advance via the LAP e-mail list.

Definition of Sanctions

Verbal Warning: An informal, documented verbal notification of failure to meet expectations.

Written Warning: An informal, documented written notification of failure to meet expectations.

Written Reprimand: A formal, documented written notification describing details of infractions and plan for improvement. Any further offenses will result in termination.