

Communication & Conduct Expectations:

1. Always remain respectful, patient, and positive with students and make expectations clear.
2. Never talk negatively about a student, course content, or any tutoring situation while in the tutoring center.
3. Please do not join in with negative discourse about a particular course or instructor. If there are serious concerns, please let Faye know.
4. If you have any communication or discipline problems in the tutoring center, handle them in a mature way. If you are having trouble understanding a student or a student is having trouble understanding you, please contact Seyma (bennett@ncsu.edu) and Faye (lfpasley@ncsu.edu).

Day-to-day Shift Expectations:

1. Begin tutoring shift on time. If you are late or going to miss a scheduled shift, please email Seyma and Faye.
2. When you arrive, please sign in on the sign-in sheet with the appropriate time of arrival. Make sure you sit near a sign that says "math tutor" so it is clear students can ask you for help.
3. Acknowledge and greet any student who enters the tutoring center. You should remain attentive to students present in the center throughout your shift.
4. Tutors should make every effort to ensure that students sign-in when they arrive at the tutorial center. We need this information to know how much the center is being used and what courses students are requesting help with. This also allows the tutors to help the students in the order that they arrived.
5. If you must leave during your shift, do not leave for more than five minutes. Please post a note on the board and notify the other tutors on duty you are stepping out and will return.
6. Try to rotate between students rather than stay with one student for a very long period of time especially when the support center is busy.
7. Encourage students to use their resources (notes, course materials on Moodle, textbook, etc) as you work with them. If you notice multiple students working on the same thing, you could encourage them to work together (if that is allowed by their instructor).
8. Help students without doing the work for them. Ask questions to guide students to make relevant observations.
9. If you do not know the answer to a student's question, refer them to their professor, TA, textbook, or another tutor, rather than answer their question incorrectly. In addition, if you think you can help a student who is waiting for another tutor, please do so.
10. Help keep the room clean. Before you leave, make sure tables are clear of trash & wipe off the whiteboard. If there is ever anything needed in the room let Seyma or Faye know.
11. If you work the last shift of the day, turn off the lights and close the door when you leave.
12. If you have an emergency, call 911 for immediate life/safety assistance. For non-emergencies or if an escort is needed, call Campus Police at 919-515-3000.

Failure to fulfill these expectations will result in temporary suspension from your tutoring position. Repeated failure will result in reassignment and/or potential loss of TA/financial support.