



LANEY COLLEGE
Tutoring SERVICES
 900 Fallon Street, T-850
 Oakland, CA 94607

Policy Number:
 Previous Policy:
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STANDARD OPERATING PROCEDURE

TITLE: COLLEGE-WIDE TUTORING PROGRAM

POLICY: CENTER/PROGRAM: Laney College Tutor Program

Laney College Instructional Support Operations (Spring 2011)

<p>Math Lab</p> <p>Location G Building, room G201</p> <p>The Math Lab is administered by the Dean of Business, Math and Sciences, located in the administration building.</p>	<p>James Oliver Community Writing Center</p> <p>Location B Building, rooms B260, B261 and B262, with an office in B258</p> <p>The Writing Center is administered by the Dean of Humanities, Language Arts and Social Sciences, located in the administration building.</p>
<p>Mission Statement</p> <p>The Math Lab provides vital services to the Peralta community. As a tutoring center, its main objectives are to assist students with mathematical concepts, provide a study environment, access to instructors, learning tools and work experience for student tutors. As a self-paced classroom, the Math Lab's main purposes are to provide a course section that is flexible in terms of pace and scheduling and to provide an open entry option for late starting students.</p>	<p>Mission Statement</p> <p>The James Oliver Community Writing Center provides <i>instructional support for writing</i>, one-on-one tutoring on a drop-in basis, <i>supplemental instruction in English and ESL</i>, and access to computers for use in completion of writing assignments. We welcome students at all skill levels, <i>at any stage in the writing process</i> for any course.</p> <p>Writing Center tutors give individualized attention to students, but do not write or edit papers for them. Instead, tutors are trained to listen and ask questions to help students make their own choices in developing writing strategies.</p>
<p>Spring 2011 Hours of Operation 9 a.m. to 7 p.m. Monday through Thursday, 9 a.m. to 12:00 noon on Fridays</p>	<p>Spring 2011 Hours of Operation 9 a.m. to 8 p.m. Monday through Thursday and 9 a.m. to 3 p.m. on Fridays</p>
	<p>Drop-in Student Use/Tutoring</p> <p>Rooms B260 and B262 are open during all hours of operation for drop-in use by students. Room B260 contains 31 computers with 2 tutors available during most hours. Room B262 has no computers but one tutor is available to assist with writing needs. During high impact hours of operation, students may be limited to 20</p>

	minute sessions with tutors.
	<p>Classroom Usage</p> <p>Room B261 contains 23 computers and is primarily utilized for supplemental instruction writing courses. If available, room B261 may also be reserved by writing instructors for classroom usage.</p> <p>No more than 3 visits may be scheduled at any time on a first come first serve basis.</p> <p>All instructors must schedule a mandatory orientation before bringing their classes to B261.</p> <p>Please contact Terrence Fisher (tfisher@peralta.edu), Computer Network Technician or Bea Sullivan (bsullivan@peralta.edu), Instructional Assistant to schedule an orientation and subsequent usage of the room. Both can be reached at 464-3426.</p>

Laney College Instructional Support Plan

Laney College Educational Priorities			
	CTE	Foundation Skills	Transfer
Funding Source(s):			
Activities:			
Expected Outcomes:			
Measurement:			

College Standards for Tutors:

1. Laney College tutors work one-on-one or in small groups with students to supplement instruction.
2. To become a tutor, a registered student must complete a formal application process with the Tutoring Coordinator. Selection is based on an interview, endorsement from an instructor in the subject area, and a grade of "A" or "B" in the subject area.
3. In compliance with the Faculty Senate Resolution, all tutors must either be enrolled in or have successfully completed LRNRE 30, Introduction to Tutoring, at the time of employment. Tutors who are hired after the start date of this course must enroll in it the following semester in order to receive another tutoring assignment.
4. Tutors receive letters of assignment detailing their hours and job duties prior to the start of employment. Tutors must also have completed all necessary paperwork with the

- Student Employment Office.
5. Working tutors receive ongoing training through weekly “brown bag” meetings with the Tutoring Coordinator and/or faculty and staff in their subject areas.
 6. Tutors keep tutoring logs to document the actual hours they tutor. Tutors must clock 25 actual hours of tutoring in a semester to qualify for CRLA certification.
 7. Tutors undergo an evaluation process each semester. A faculty or staff member conducts and informal observation of a tutoring session, the tutor completes a self-evaluation, and the supervisor completes an overall performance evaluation. The results of all evaluations are made known to tutors.

PROCEDURE:

Campus-Wide Tutoring Centers (Writing Center and Math Lab)

1. VP reviews required data and determines budget for campus-wide tutoring centers prior to the start of the semester
2. Deans who supervise centers work with departments, staff and Tutoring Coordinator to maximize scheduling to meet student needs.

Supplemental Instruction

1. VP works with deans to allocate funding needed for adequate number of tutors for courses providing supplemental instruction (currently ESL 218 and English 253)

Departments and Learning Communities

1. Department chairs and program coordinators identify the need for tutors in their areas and complete a request form including activities, outcomes and measurement along with required data (TBD).
2. Deans review departmental requests and work to locate funding.
3. VP consults with Deans to approve plans and budgets.
4. Department Chairs and program coordinators work with the campus Tutoring Coordinator to identify and schedule tutors who meet the standards described in the policy.
5. Department chairs work with Tutoring Coordinator to set up ongoing training, tutoring logs, and tutor evaluations in their areas.



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DEPARTMENT

TITLE: (Title)

KEY WORDS

DEFINITIONS AND ABBREVIATIONS

- 8. Tutor:** A tutor works one-on-one or in small groups with students to supplement instruction. A tutor is not an instructional or teaching assistant. Tutors should only be placed in learning environments in which they will work one-on-one or in small groups with students.

Last Edits			
Responsible:		Approved by:	
Date for Review:		File Ref:	
Previous Titles:			